1. On 12 July 2022, the Auditor-General tabled in the Parliament a final Queensland Audit Office report Delivering social housing services (the report), which examines whether social housing is effectively managed to meet the housing needs of vulnerable Queenslanders.
2. The report makes eight recommendations to improve the Department of Communities, Housing and Digital Economy’s (the department) social housing register management, with a focus on the application and allocation assessment processes for social housing.
3. On 16 June 2022, the report was provided to the department to develop a management response. On 6 July 2022, the department provided a formal response accepting all eight recommendations.
4. To progress implementation of recommendations, the department will:
* develop a communications campaign about the social housing assessment process
* improve record keeping of application reviews and assessments
* model future demand for social housing
* enhance systems, policies and processes to improve the social housing register and ensure consistent tenancy management across the state.
1. Cabinet noted the findings and that the department accepted all recommendations of the report.
2. *Attachments*:
* [Delivering social housing services Report 1: 2022-23](https://dpcqld.sharepoint.com/sites/DPC-CABINETSERVICES/Shared%20Documents/General/Proactive%20Release/ToBeProcessed/2022/Oct/SocialHousing/Attachments/08.Att-AG%20report%20social%20housing.PDF)