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**FOR IMMEDIATE RELEASE**

## **Zero tolerance may increase homelessness**

Queensland's peak body working to address unmet housing needs and homelessness urges a careful approach to behaviour management in social housing to ensure homelessness is prevented.

Q Shelter CEO, Fiona Caniglia, stated: 'We are acutely aware that some people with very complex needs may have challenging behaviours driven by a range of factors.

'We know behavioural issues can stem from complex trauma, mental health and other vulnerabilities.

'Once people are evicted from social housing, there is a very high risk of homelessness. In the current housing market, it will be very difficult for someone eligible for social housing to find an alternative.

'As significant effort and investment are going towards helping people find alternatives to rough sleeping in places like public parks, we need to ensure that homelessness is prevented through adequate, intensive support to sustain tenancies.

'Q Shelter has long advocated for more supportive housing in Queensland where intensive, wrap-around support is available to people who have significant vulnerabilities. It is a proven model and Queensland needs to embed this model in every major population centre.

'Additionally, we have been consistent in our call for tenancy sustainment programs where vulnerable people are assisted to sustain their tenancies across varied tenures, including the private sector.

'Our system is dominated by crisis management rather than genuine prevention. Both tenancy sustainment support and supportive housing are preventative measures that save money in the longer term.

'Q Shelter is offering to work with the Government to identify solutions to behavioural issues that also prevent homelessness. The Homelessness Ministerial Advisory Council is an important mechanism for bringing the stakeholders together to achieve greater prevention of homelessness.

'Where a tenancy is at risk, there needs to be a concerted effort to integrate support. In particular, we are urging all stakeholders to commit to ensuring that no child is evicted into homelessness.

‘There is also an opportunity to strengthen tenant participation programs and practices in social housing to maximise the positive role that tenants can play in making all social housing a genuine community.’

**ENDS**

All quotes can be attributed to Fiona Caniglia: Chief Executive Officer, Q Shelter.

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**About Q Shelter**

[Q Shelter](#) (Queensland Shelter) is the peak body for housing and homelessness in Queensland. For more than 35 years, Q Shelter has worked to improve housing outcomes for Queenslanders. Over this time, we have remained an unwavering voice for solutions through advocacy, strategic engagement and capacity building.

In addition to influencing solutions and policy, Q Shelter provides professional development and shares resources to assist other organisations to be effective, so that our combined capacity to respond to housing needs is strengthened.