

Tenancy

Conversation starter: Penny Carr (Tenants' Union of Queensland)

Until 31 October 2012, the Tenant Advice and Advocacy Service (**TAAS**) program was funded by grants from the Residential Tenancies Authority (**RTA**), from the interest income derived from tenants' bonds held by the RTA and a small amount of consolidated revenue. In July 2012, the Queensland government announced TAAS program would be discontinued, and the Commonwealth stepped in to fund TAAS until 30 June 2013. This funding has been extended to 31 December 2013, but there is no guarantee of continuing funding for TAASs past December this year.

The Tenants Union of Queensland (**TUQ**) is a CLC and receives CLSP and LPITAF funding for some of its work; however, it works closely with 22 other TAAS agencies to provide these services across Queensland. As a result of its specialization and focus, the TUQ dominates Queensland's CLSIS stats, although this excludes the opening of cases¹³ (and other activities) from other funding streams. Together the TUQ and local tenant advice services provide telephone advice or face to face assistance to around 80,000 renting households each year.

Information		Advices		Casework	
TUQ	1188	TUQ	7551	TUQ	25
Caxton Legal Centre	485	TASC	794	TASC	183 ¹⁴
Townsville	313	Caxton Legal Centre	265	QPILCH	133
Suncoast	94	Gold Coast	146	Taylor St	35
Logan Legal	88	Taylor St	83	Townsville	17
TASC	66	Suncoast	64	Caxton Legal Centre	6
Cairns CLC	57	Cairns CLC	51	Women's Legal Service	4
QAI	45	Mackay CLC	31	Cairns CLC	4
Taylor St	25	Moreton Bay	28	Mackay CLC	4
Mackay CLC	22	QAI	19	QAI	2
South West Bris	15	Townsville	16	Suncoast	1
Moreton Bay	9	Women's Legal Service	9	Logan Youth	0
Goondiwindi	8	ATSIWLS NQ	9	Logan Legal	0
Gold Coast	6	Logan Legal	7	Moreton Bay	0
Women's Legal Service	4	South West Bris	5	NQ WLS	0
ATSIWLS NQ	4	Goondiwindi	4	ATSIWLS NQ	0
NQWLS	1	NQ WLS	1	South West Bris	0
QPILCH	0	QPILCH	0	Gold Coast	0
Logan Youth	0	Logan Youth	0	Goondiwindi	0
TOTAL	2659	TOTAL	9423	TOTAL	468

The Queensland government has repeatedly stated that TAAS services are not required, as this work can be done by the RTA or CLCs.

¹³ The method of counting required by the Department of Housing for the TAAS program has meant it is better to count advices rather than casework and it has also made it easier for the work of all TUQ employed paralegals to be checked by the in-house solicitor.

¹⁴ TASC operate a TAAS funded service