



**Tenants Queensland Inc**



## **Tenants Queensland Incorporated**

Established in 1986, Tenants Queensland (formerly the Tenants' Union of Queensland) is a specialist statewide community and legal service providing free tenancy law advisory services for residential tenants.

Tenants Queensland's (TQ) seeks to protect and improve the rights of all people who rent their home in Queensland including those who live in marginal tenures such as caravan parks and boarding houses.

TQ provides a range of tenant advisory services including a statewide telephone advice line, tenancy and legal casework for renters, tenancy publications, a tenancy law training program, and research and policy development in relation to tenancy law issues. TQ has been at the forefront of all tenancy law reform since our establishment.

In September 2015, TQ was awarded the tender to deliver the new *Statewide Tenant Advice and Referral Service* (QSTARS) program across Queensland.

## **The QSTARS Program**

QSTARS is a new program developed and funded by the Queensland government and put out to tender for the first time in July 2015.

The QSTARS service delivery model builds on the strengths of the previous tenant advisory program (ended in 2013) whilst creating new, innovative ways to provide services where renters require them.

TQ is the manager and lead provider of the QSTARS program, delivering services in collaboration with seven partner organisations: *Community Plus, Enhance Care, Hervey Bay Neighbourhood Centre, Ipswich Regional Advocacy Services (IRASI), Mackay Regional Community Legal Service, Suncoast Community Legal Service and TASC National.*

Through the QSTARS program, Queensland renters have access to high quality, free and independent tenant advisory services that assist them to manage and sustain their tenancies. Services are available to private, public, boarding house and caravan park tenants and residents to ensure they understand their rights and responsibilities under the *Residential Tenancies and Rooming Accommodation Act 2008* or Department of Housing and Public Works policies.

QSTARS aims to:

- Empower tenants to resolve their own tenancy matters whenever possible;
- Assist tenants to exercise their rights and understand their responsibilities;
- Support tenants to make informed choices and develop abilities to manage and sustain their tenancy now and into the future;
- Provide additional support and assistance to disadvantaged and vulnerable tenants and those who have complex matters; and,
- Assists tenants to access other housing and support services as needed.

Access to the QSTARS program is through a single entry point – TQ’s statewide telephone advice line - and is supported by a network of 16 regionally based offices.. Following contact with the central telephone advice line, tenants assessed as requiring additional support are referred to the local service in their region.

A tiered system of service delivery includes access to:

- Targeted information and referral - Information or guidance on accessing information, regarding tenancy/residency rights and responsibilities, and/or sustaining tenancies.
- Individual advice and assistance - Personalised advice and assistance about tenancy rights and available related services.
- Expert advice and professional support - Specialist advice on tenancy rights and personalised support to exercise tenancy rights.

**For free tenancy advice call  
1300 744263**

[www.tenantsqld.org.au](http://www.tenantsqld.org.au)  
[www.qstars.org.au](http://www.qstars.org.au)

QSTARS is  
Funded by

