



Social Housing Policy

1. PURPOSE

The purpose of this policy is to guide the effective and equitable delivery of social housing services by Torres Strait Island Regional Council (Council). It outlines Council's commitment to providing safe, affordable, and culturally appropriate housing to eligible community members, in line with its responsibilities as a Registered Housing Provider under the *Housing Act 2003*. This policy ensures housing services are delivered with fairness, accountability, and in accordance with legislative requirements and local government principles.

2. SCOPE

This policy applies to all Council social housing tenants (including occupants), employees, Councillors, contractors, volunteers, and agents of Council.

3. LINK TO CORPORATE PLAN 2025-2030

TSIRC [Corporate Plan 2025-2030](#)

Outcome 1: Strengthening Our Communities

1.1 Provide Suitable Public Housing

- Work with the State and Federal Governments and community to ensure that all Torres Strait Island communities have access to safe, secure and culturally appropriate housing.

Outcome 3: A Proactive and Responsible Council

3.1 Provide Good Governance and Leadership

- Ensure responsible financial management and sustainability.
- Ensure compliance with legislative requirements and regulations, uphold the Council's legal obligations, and make ethical decisions in the best interest of the community.

4. POLICY STATEMENT

Council is committed to upholding its responsibilities as a Registered Housing Provider under the *Housing Act 2003* and aims to ensure we:

- a) Provide appropriate, affordable and value for money housing.
- b) Deliver professional customer service to clients who require or reside in Council social housing.
- c) Manage rent collection and rent arrears repayments; and
- d) Continue in its capacity as Registered Housing Provider.

5. REPORTING

Nil.

6. DEFINITIONS

- **Arrears payment plan:** A formal agreement between Council and a tenant or former tenant to repay outstanding rental debt in scheduled instalments.
- **Arrears:** Unpaid rent or other tenancy-related debts owed to Council by a tenant or former tenant.
- **Council:** Torres Strait Island Regional Council (TSIRC), the local government authority responsible for managing social housing across its communities.
- **Eligibility criteria:** The minimum requirements that an applicant must meet to be considered for social housing. These may include residency, income, citizenship, and housing need.
- **General Tenancy Agreement:** A legally binding agreement under the Residential Tenancies and Rooming Accommodation Act 2008 (Qld) that outlines the terms and conditions of a social housing tenancy.
- **Registered Housing Provider:** An organisation registered under the *Housing Act 2003* to deliver social housing services in Queensland.
- **Social Housing:** Affordable rental accommodation provided by Council to eligible individuals or families based on assessed need and subject to ongoing eligibility requirements.
- **Tenancy Management:** All activities related to the administration and support of social housing tenancies, including allocation, maintenance, rent collection, inspections, and tenant engagement.
- **Tenant:** A person who holds a general tenancy agreement with Council for a social housing property.

7. RELATED DOCUMENTS AND REFERENCES

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Housing Act 2003*
- *Housing Regulation 2003*
- *Residential Tenancies and Rooming Accommodation Act 2008*

8. REVIEW

Policy type:	☒ Council ☐ Administrative
Directorate:	Community Services
Responsible Officer:	Manager, Housing
Authorised on:	18 February 2026
Next review date:	February 2028 (This policy will be reviewed every two years or as required by changes in legislation).
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