



Tenants Queensland

tenants working together

28/8/25ToTo

To Whom it May Concern,

RE: Inquiry Into Opportunities to Improve Productivity of the Construction Industry

Tenants Queensland (TQ) thanks the Queensland Productivity Commission (QPC) for the opportunity to comment on interim report *Opportunities to Improve Productivity of the Construction Industry* released by you on July 30, 2025.

TQ writes to endorse the submission from Queenslanders with Disability Network (QDN) to this Inquiry. This includes their recommendation that:

The QPC maintains the current mandatory requirements for minimum accessibility standards in the NCC. This will involve making it mandatory for all new homes to be built with the following features:

- *a step-free access path to the entrance*
- *at least 1 step-free entry*
- *slightly wider internal doors and corridors*
- *1 step-free access into a bathroom and shower*
- *an accessible toilet*
- *reinforcing of bathroom and toilet walls to allow for future installation of handrails. (Government Q. , 2025)*

As background and to highlight our interest and understanding of the impact of these issues, we provide the following information about our organisation.

TQ is the manager and lead provider of the Queensland Statewide Tenant Advice and Referral Service (QSTARS) program. QSTARS provides quality, free, independent advisory services to renters across Queensland. Through QSTARS and our Community Legal Centre's Program work, TQ assists renters to understand and exercise their legislative rights and responsibilities, and ultimately, to manage and sustain their tenancies. Our services are directed to those most in need.

TQ operates a range of other projects. Our Domestic and Family Violence Sector Capacity Building Project supports DFV workers when working with clients with renting issues. Our Financial Counselling Project provide additional support for renters as does our Empowering Renters energy literacy program and the Client Support program.

TQ operates a statewide network of tenant advisory services and speaks to tens of thousands of renting households every year. Our policy positions are developed by drawing on the knowledge and understanding of the situation for renting households, as well as other research and policy development. At least a quarter of the households we advise include a person with a disability.

STATEWIDE:

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tenancy advice statewide:

ph: 1300 744 263

Mon Thurs Fri 9am – 5pm

Tues & Wed 9am – 7pm

TQ is aware of the dearth of properties that are fit for purpose for enters with specific accessibility issues. In addition to that, renters are restricted by law in what changes they can undertake in their rented homes to make their properties safe, secure and amenable to their needs.

For these reasons, we fully support the information and recommendations presented to the Inquiry by QDN.

I can be contacted for further information if needed.

Yours sincerely

A solid black rectangular box used to redact the signature of Penny Carr.

Penny Carr
CEO