

Help with Housing

Queensland Disaster Recovery

Help with housing for Queenslanders affected by a disaster event

In the event of a disaster and you have had to leave your home and need urgent housing assistance, **please call 13 QGOV (13 74 68).**

Alternatively, you can visit a recovery centre if it has been established in your area. Information about the location of recovery centres will be announced on local radio and tv stations or available from the local council or housing recovery staff doing street patrols and door knocks.

You can also submit an online [Emergency Housing Assistance Request form](#).

The following is a list of programs and products available through the Department of Housing and Public Works. Housing Service Centre staff will work with you to determine the type of housing assistance which best meets your circumstances and needs. Details of centres are listed at the end of this fact sheet.

For information about other financial assistance or help for people affected by a recent disaster event, visit <http://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/>.

Help for people who own their own home

Product/Program	Description
Mortgage Relief Loan	<p>If you are an eligible home owner who has suffered an unexpected change in circumstances and are having difficulty meeting your home loan repayments, mortgage relief in the form of an interest-free loan of up to \$20,000 may help you.</p> <p>Assistance may be given to clear any home loan arrears, local government council rates arrears and to subsidise home loan repayments for a period of up to six months.</p> <p>The Mortgage Relief Loan is repayable over 10 years. Repayments are not required over the first 12 months.</p>
Home Assist Secure	<p>If you are over 60 years of age or have a disability, Home Assist Secure service providers located throughout Queensland offer practical help so you can remain living in your own home. Services provide free information, referrals and subsidised assistance to eligible clients for minor home maintenance, modifications and repairs related to health, safety and security.</p>



Help for people renting in the private market

Product/Program	Description
Bond Loans	<p>If you are on a low income and cannot afford to pay the full market bond to obtain accommodation in the private rental market, you may be eligible to apply for an interest-free Bond Loan to a maximum value of four weeks rent for the accommodation.</p> <p>The Bond Loan amount is paid directly to the Residential Tenancies Authority on behalf of the lessor/landlord.</p> <p>Flexible repayment options can be arranged.</p>
Rental Grants	<p>A Rental Grant can help you meet the costs associated with moving into private rental accommodation. A Rental Grant is equivalent to two weeks' rent and is paid directly to the lessor/landlord.</p> <p>You can apply for a Rental Grant to move into private rental housing if you are experiencing a housing crisis; are exiting a hospital or health facility, correctional facility, other approved centre, Child Protection Service; are experiencing domestic and / or family violence; or are homeless or at risk of homelessness.</p> <p>The Rental Grant does not need to be repaid.</p>
Bond Loan Plus	<p>A Bond Loan Plus is an interest free loan which can assist with both your bond of up to four week rent and two weeks rent paid to your lessor/ landlord.</p> <p>Your local housing service centre will let you know if you are eligible for this product.</p>
RentConnect Advisory Service	<p>A RentConnect officer can provide information on how to prepare an application and apply for private rental properties. They can also help you to identify suitable properties, make referrals or provide other information to assist you to sustain a tenancy in the private market.</p>
Home Assist Secure	<p>If you are over 60 years of age or have a disability, Home Assist Secure service providers located throughout Queensland offer practical help so you can remain living in your own home. Services provide free information, referrals and subsidised assistance to eligible clients for minor home maintenance, modifications and repairs related to health, safety and security.</p> <p>If you are an eligible private renter, subsidised assistance is available for minor repairs, maintenance and modifications related to health, safety and security only with the property owner's written permission. Home Assist Secure does not undertake maintenance or repairs that are considered to be the responsibility of the landlord (lessor) under Residential Tenancies legislation or tenancy agreements.</p>

Social Housing

Social housing is affordable rental housing for families and individuals with a high level of housing need that can't be met by housing in the private market. Both government and non-government organisations provide crisis, short and longer term social and affordable housing.

Please understand that demand for social housing is always very high, especially when a disaster has been declared, and the department may not be able to provide housing immediately.

For more information, on how to apply for social housing **please call 13 QGOV (13 74 68)**.

Self-Recovery Mobile App

You can download the Self Recovery App that will provide you with vital information about disasters and emergencies in Queensland.

The app features vital tips for preparing for disasters and cleaning up after them, including:

- insurance information
- personal and family support
- business support
- how to volunteer
- how to donate goods and services
- how to make a financial contribution.

To download the Self Recovery App, visit the [Apple](#) or [Android](#) stores.