



## Emergency Plus App

The Emergency + app is to assist when in trouble or needing advice due to major weather issues. This app will have your location address including latitude and longitude if out camping or driving and needing to let emergency services know where you are. It will also provide you with up to date phone numbers of services from Medical to SES. The Emergency + app is a free app developed by Australia's emergency services and their Government and industry partners.



**Save the App that  
could save  
your life.**

## Rental Law Changes

Proposed rental law changes have been announced by the Queensland Government. Current rental laws apply until any proposed changes are progressed through the Queensland Parliament.

Visit the [rental law changes resources page](https://www.rta.qld.gov.au/rental-law-changes/resources) to find videos, webinars, factsheets and more.

<https://www.rta.qld.gov.au/rental-law-changes/resources>

## Share your artistic talents

Regional Housing staff have often talked about the number of tenants and customers that have amazing artistic talents and we would like to look to find ways to give you the opportunity to share your skills.

We are looking at putting together a calendar or booklet or art display in our offices - all made by our tenants or customers.

If you would like to be talk about being part of an art-based project or have some other ideas to share, please contact your Housing Officer or email the office [info@regionalhousing.org.au](mailto:info@regionalhousing.org.au).

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**Have you visited our  
new website yet?**

**We would love to hear  
your feedback.**



## Information on Disaster Assistance

The Queensland Government's Community Recovery Hotline on [1800 173 349](tel:1800173349) is available 24 hours a day, 7 days per week for people to obtain information, support or assistance with grant applications.

Community Recovery Hubs are now open in impacted local government areas. The locations and opening times are available at [www.qld.gov.au/disasterhelp](http://www.qld.gov.au/disasterhelp).

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## Grants Available

**Personal Hardship Assistance Scheme** (eligibility conditions apply)

- **Emergency Hardship Assistance Grants** – to support immediate essential needs such as food, clothing or medical supplies.
- **Structural Assistance Grants** – up to \$50,000 for uninsured, income-tested owner-occupiers towards the repair or replacement of a disaster damaged dwelling damaged to return it to a safe and habitable condition.
- **Essential Services Hardship Assistance** – to assist with immediate needs following the loss of essential services at home for more than five consecutive days.
- **Essential Household Contents Grants** – to replace destroyed essential household contents such as bed linen and white goods.

For more details, and for the most up-to-date information available, visit [www.qld.gov.au/disasterhelp](http://www.qld.gov.au/disasterhelp) or [www.disasterassist.gov.au](http://www.disasterassist.gov.au).



## Housing help is available to Queenslanders

Help is available to Queenslanders to ensure they have a safe and secure place to stay.

The Queensland Government supports people to find housing – whether it is emergency accommodation, a rental property or social housing.

Eligible Queenslanders can get help to pay their rent and emergency accommodation is available to those who do not have somewhere to live.

The Homeless Hotline is free and available 24 hours a day, seven days a week on 1800 474 753.

People in need of housing support and advice can contact the Department of Housing to find out what they are eligible for and how to apply.

Find housing advice and help on the website: [qld.gov.au/housinghelp](http://qld.gov.au/housinghelp)



## Commitment to Child Safety and Wellbeing

Regional Housing is committed to upholding and protecting the safety and wellbeing of children and young people accessing our services. A child safe culture is embedded throughout the organisation through the development and implementation of our policies, procedures, Child Safety Code of Conduct and staff training.

## Emergency and After Hours Maintenance

Regional Housing provide a 24/7 after hours emergency and urgent repairs service. Have you ever wondered what is considered an urgent repair and whether you should call our after hours staff?

For any life threatening emergency, always contact Triple Zero first on 000.

In flood or storm emergencies or if you have experienced extreme weather damage, contact the SES on 132 500.

### Emergency / Urgent Repairs

Urgent repairs are any fault or damage that could endanger someone's health or cause injury, or cause extensive damage to the property. For example:

- Gas leaks (ring Triple Zero 000 first)
- Fire (ring Triple Zero 000 first)
- Serious storm damage (ring SES first)
- Live exposed wiring
- Burst internal water pipe or flooding and tenant unable to turn off water at the mains
- Overflowing sewerage
- Burst water pipes outside the building
- Fully blocked sewerage
- Smoke alarm not working
- Building being unsecured after forced entry (break-in)
- Seniors or incapacitated tenants locked out of their home
- Major structural damage endangering the occupants
- No water to property (e.g. through taps)
- Toilet cistern overflowing

If you experience any of these situations, please contact our office immediately or if after business hours, call us on 0412 699 087.

For any other maintenance or repairs, please contact our office during normal business hours or via our website. Contact information is on the last page.



## How to Request a General Repair

You can request a maintenance repair at any time a number of ways:

- through our website  
<https://www.regionalhousing.org.au/tenant-hub/request-a-repair/>
- via email  
[assets@regionalhousing.org.au](mailto:assets@regionalhousing.org.au)
- contact our office 1300 642 123
- report it to your Housing Officer at your routine inspection



### Clean Regularly

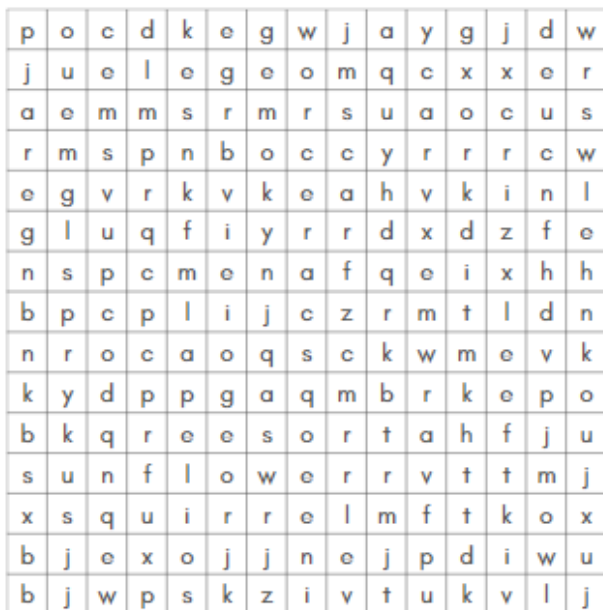
One of the best things you can do for yourself, and your property is to clean regularly. Cleaning the oven, shower and floors are common sources of a high cleaning bill after you move out.

Make sure you properly ventilate your bathroom. Mould and mildew can grow easily in a humid room and cause damage to your shower and bathtub. Address mould quickly so it doesn't get out of control. If you think you have a mould issue due to leaking pipes or ceiling issues, contact Regional Housing ASAP.

Visit <https://www.electrodry.com.au/news-blog/> for some great ideas to keep your home clean and safe for you and your family.

# AUTUMN WORD SEARCH

Can you find all the words related to autumn?



acom	apple	cider	corn
deer	owl	pumpkin	scarecrow
rake	scarf	squirrel	sunflower

## 7 Benefits of Colouring

- Relaxes Your Brain and Improves Brain Function.
- Induces Meditative State.
- Improves Motor Skills.
- Improves Sleep.
- Improves Focus.
- Reduces Anxiety.
- Relieves Stress.

Free colouring picture from

<https://nerdymamma.com/adult-coloring-fun/>



My wellbeing ideas:

1. Go for a walk outside
2. Work in the garden
3. Call a friend
4. Listen to a new podcast

<https://www.mentalwellbeing.initiatives.qld.gov.au/>

## Feedback

We appreciate your feedback. Feedback from the community provides important information to Regional Housing on areas we are working well in and areas we may need to improve and suggestions you may have on what is missing from our services.

For more information on anything in this newsletter, you can reach us on the details below.

## Contact us

**Post** PO Box 540  
Bundaberg QLD 4670

**Phone** 07 4153 1239 or 1300 642 123

**Email** [info@regionalhousing.org.au](mailto:info@regionalhousing.org.au)

**Website** [www.regionalhousing.org.au](http://www.regionalhousing.org.au)

## Useful numbers

<b>Emergency Services</b>	000
<b>Crime Stoppers</b>	1800 333 000
<b>Police Link</b>	13 14 44
<b>Ergon Energy (Faults)</b>	13 22 96
<b>SES</b>	13 25 00
<b>Lifeline</b>	13 11 14



  
**Regional  
Housing**