

Regional Housing Limited (RHL) would like to assure our customers, partners and the community that we have comprehensive plans in place, allowing RHL to continue safely providing services as we face the uncertain and impending impact of COVID-19.

We acknowledge this may be an anxious or even scary time for many. RHL is committed to helping in any way we can as we face this challenging period together. While our service delivery methods may change, our staff and management will continue to assist those in need. Please don't hesitate to **contact us** if you require assistance.

Technology allows our team to remain available and to continue safely delivering services across all of our programs, even in the event of office closures. We have put additional measures in place to protect and support our dedicated team, our tenants and our clients, allowing us to continue providing essential services within the community, while also doing our part to help slow the spread of the virus.

While the delivery method of our services will in many cases shift to telephone, text (sms), email or other online options, please be assured that our staff will continue to maintain a client focused approach, working tirelessly to provide meaningful outcomes.

We are complying with recommendations from government and health authorities, and are continually assessing and adapting our approach to ensure that we are doing all we can to meet the needs of our community in this difficult time. We will continue to provide updates via our website and community support networks as our service delivery evolves.

Further information

If you or another occupant are unwell, have been overseas in the past 14 days or have been in contact with someone who has been tested or has COVID-19, please advise our office ASAP so inspections or tradespeople can respond appropriately.

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If you have maintenance or updated details to report - please email or text these to the housing officer at assets@regionalhousing.org.au

In the event that URGENT maintenance is required and occupants are unwell – please be courteous and ensure the unwell person/people remain in a room or outside away from the tradesperson.

We understand it is very difficult to buy toilet paper right now, but it is important other alternatives are not used. Alternatives like serviettes, paper towel, disposable wipes, tissues and the like don't break down. This will quickly cause serious plumbing issues and you may be held responsible for associated costs.

If you have any concerns relating to financial impacts from your response to this virus, please contact your local financial counsellor at <https://fcag.com.au/> or the National Debt Hotline on [1800 007 007](tel:1800007007) or Dept of Social Services COVID-19 information.

If you have any questions or concerns, please contact our office. If we can't help you, we will work with our partners to find someone who can.

Thank you

RHL Management and Staff

Useful Links & Contacts

Dept of Health
www.health.gov.au

Dept of Health
[fact sheet on social distancing](#)

National Coronavirus
Health Information Line:
1800 020 080

Qld Government
[COVID-19 Information](#)



General Dept of Health Resources:
[Fact sheets](#) for parents, aged care residents and travellers

Feeling unwell?

If you develop a fever, a cough, sore throat or shortness of breath within 14 days of overseas travel, contact a doctor or call

[13HEALTH \(13 43 25 84\)](tel:13432584)