Housing & homelessness

Novel coronavirus (COVID-19) impacts

Community Recovery Hotline 1800 173 349

The Community Recovery Hotline has been activated by the Queensland Government to assist people who have been advised to quarantine at home by a medical professional, Queensland Health or by direction from government and who have no other mechanisms for support. Call the hotline for more information or if you need support to get food or other essential items.

Residents

If you are homeless or at risk of homelessness and seeking assistance during the COVID-19 pandemic, the 7CareConnect App can provide information including how to access food services, accommodation, support and health services. For updates on impacts to City services, visit our Novel coronavirus (COVID-19): City updates web page, or contact the City by phone: 1300 465 326 or email mail@goldcoast.qld.gov.au

Visit our Community support page for additional COVID-19 information.

For the latest update on City’s response visit cityofgoldcoast.com.au/covid19

Homelessness

There are a range of homeless services on the Gold Coast that provide crisis and medium-term accommodation and support services to families, single women and men.

Homeless and need help?

If you are experiencing homelessness or at risk of homelessness, contact the Gold Coast Homelessness Service on 07 5579 6000.

You can also call Homeless Persons Information Queensland for confidential advice (24 hours) free call: 1800 474 753 (1800 HPQLD) or TTY: 1800 010 222.

The 7CareConnect App has been produced by the Gold Coast Homelessness Network. It provides map based information on local organisations providing support services including food services, accommodation, support services and health services. This browser based application can be viewed on smart phone or a desktop computer.

The Vans and Kitchens (VAKS) website provides information on vans and kitchens offering food, drink and contact in the city and other parts of South East Queensland.

Housing

Public and community housing

The Queensland Government Department of Housing and Public Works provides housing assistance to people on low to moderate incomes.

Private rental accommodation

The Queensland Statewide Tenant Advice and Referral Service (QSTARS) allows tenants and residents to access free tenancy information, advice and assistance.

The QSTARS telephone number is 1300 744 263 and the service operates from 9am to 5pm weekdays and until 7pm on Tuesdays and Wednesdays.

The Queensland Residential Tenancies Authority provides a comprehensive range of information for both tenants and lessors about renting in Queensland including beginning and ending tenancies and resolving disputes.

It provides information for general tenancies, movable dwellings, student accommodation and residential services.

Key information

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