

June 2025

# Care Finder

## Housing and Homelessness Guide



Supported by

**phn**  
BRISBANE NORTH

An Australian Government Initiative

## Contents

Acronyms .....	2
About this Guide.....	3
Role of care finder.....	4
Training and information building.....	4
Brisbane North care finder organisations.....	5
Meeting your new client.....	5
Questions to ask your client.....	5
Establishing your client's housing situation (primary, secondary, tertiary homelessness etc.).....	6
Experiencing homelessness now – flowchart.....	7
Clients experiencing homelessness with pets.....	8
Clients at risk of homelessness.....	9
Other housing options to explore with your client.....	11
Support clients to complete a social housing application.....	14
Support clients to obtain identification.....	15
A care finder's response – example scenario.....	17
FAQs.....	18
Other resources, community supports and quick reference points.....	18

## Acronyms

ACH – Assistance with Care and Housing	MAC – My Aged Care
ADA – Aged and Disability Advocacy Australia	MBHSC – Moreton Bay Housing Service Centre
CHSP – Commonwealth Home Support Program	OPAN – Older Persons Advocacy Network
DOH – Department of Housing	PBRT – Place Based Response Team
ER – Emergency Resource	QCAT – Queensland Civil and Administrative Tribunal
HAAG – Housing for the Aged Action Group	QPP – Queensland Positive People
HART 4000 – Homelessness Assessment and Referral Team	QSTARS – Queensland Statewide Tenant Advice and Referral Service
HOWSS – Housing Older Women's Support Service	RACF – Residential Aged Care Facility
HSC – Housing Service Centre	RTA – Residential Tenancies Authority
IHR – Immediate Housing Response	SACP – Specialist Aged Care Programs
KEIHS – Key's to Early Intervention in Homelessness Service	SAH – Support At Home
	SUSO – Stand Up, Step Out – Footprints Community

*We acknowledge the Traditional Custodians of the lands upon where we meet, work and learn.*

## About this Guide

**The Care Finder Housing and Homelessness Guide was developed to assist care finders supporting clients within the Brisbane North PHN region, and, therefore, services noted in this guide are region specific.**

Footprints Community was commissioned by the Brisbane North PHN to develop the guide to assist the work of regional care finders in navigating the current complex housing environment. The current housing crisis has significantly impacted care finder target populations who often require housing assistance prior to support services being established. However, it has been identified that care finders are often unaware of existing resources around housing and homelessness services, or experience difficulties accessing this information.

Care finders will be able to use this practical guide to access resources, regional services and tips while on the job.

The guide was developed following extensive consultation involving user research, multiple focus groups and interviews held with Brisbane North PHN care finders from different organisations and key stakeholders from the housing sector. It also involved conducting a needs analysis to identify the primary concerns, goals and challenges of users and stakeholders. The formal stakeholder interviews were conducted with:

- Department of Housing and Public Works
- Encircle
- Housing Older Women's Support Service (HOWSS)
- Moreton Bay City Council
- Q Shelter
- Queensland Council of Social Service (QCOSS).

We thank everyone who contributed to the development of this practical tool that will increase the ability and confidence of care finders, new and experienced, to assist their clients to navigate current housing challenges.

## Feedback

To provide feedback on this document, please contact Brisbane North PHN by sending an email to [community.care@brisbanenorthphn.org.au](mailto:community.care@brisbanenorthphn.org.au)

## Role of care finder

The primary role of care finders is to:

- support older people to understand and access aged care services
- provide them with specialist and intensive assistance and navigation support
- connect them with other relevant supports in the community.

Their function does not include coordination of aged care or housing services. Also, while the role may involve discrete elements of individual advocacy, such as support to resolve a problem with a provider that the care finder has helped a client to engage (e.g. if the provider is sending different care workers every time and the client is uncomfortable with this), individual advocacy is not part of their primary role.


For a full breakdown on what the role of a care finder entails, review the care finder policy guidance, found at:

 [health.gov.au/sites/default/files/documents/2022/04/care-finder-policy-guidance-for-phns\\_0.pdf](https://health.gov.au/sites/default/files/documents/2022/04/care-finder-policy-guidance-for-phns_0.pdf)

## Training and information building

Review the following resources so you can best guide your clients:

**Care Finder Housing and Homelessness Module, funded by Country SA PHN**

 [gpex.com.au/course/care-finder-housing-and-homelessness-education-module](https://gpex.com.au/course/care-finder-housing-and-homelessness-education-module)

**Homelessness and older people  
MAC Learning – Section 8.  
Optional Learning – care finders and PHNs**

**Residential Tenancies and Rooming Accommodations Act 2008 and State Tenancy Agreements**

 [legislation.qld.gov.au/view/html/inforce/current/act-2008-073](https://legislation.qld.gov.au/view/html/inforce/current/act-2008-073)

**Queensland tenancy laws and useful links – Residential Tenancies Authority**

 [rta.qld.gov.au/before-renting/choosing-a-rental-property/queensland-tenancy-laws](https://rta.qld.gov.au/before-renting/choosing-a-rental-property/queensland-tenancy-laws)

 [rta.qld.gov.au/forms-resources/useful-links](https://rta.qld.gov.au/forms-resources/useful-links)

**Sector Orientation – Queensland Housing and Homelessness – Q Shelter Training Portal**

 [qshelterlearn.org.au/courses/sector-orientation-housing-and-homelessness](https://qshelterlearn.org.au/courses/sector-orientation-housing-and-homelessness)





## Brisbane North care finder organisations

If there is another care finder organisation that has an area of focus that best suits your client's needs, you can cross refer. A list of care finder organisations in the Brisbane North PHN region is available at:



 [brisbanenorthphn.org.au/our-programs/aged-and-community-care/care-finder-program](https://brisbanenorthphn.org.au/our-programs/aged-and-community-care/care-finder-program)

## Meeting your new client

How do you explain your role to a client who is at risk of or experiencing homelessness? Be sure to outline what you can and cannot do. Footprints Community care finder, Ellen French, puts it like this:

*"I often use the example of an actual car navigator. I explain that they are in the driver's seat and have some idea of their destinations (needs) but aren't sure how to get there. They tell me their final destination and I explain that I will do my best to find the best route to services to meet each need (stop along the way to the destination). I further explain that I don't personally meet their needs but aim to navigate them to a service that does, explaining that some will involve longer travel and some harder to find. I emphasise that I won't meet their needs but help them to identify them and find a path to meet them."*



## Questions to ask your client

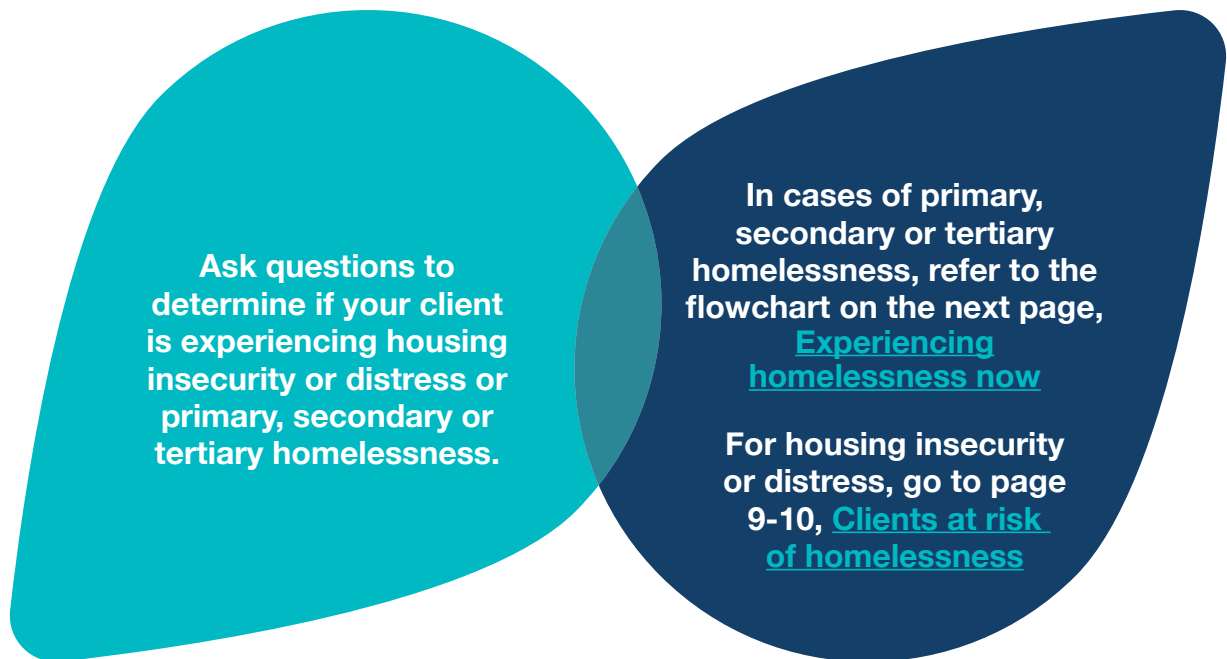
Some questions to consider asking if your client is at risk of or experiencing homelessness:

- Are you receiving any supports around your housing or health situations? Establish your client's preferences and personal circumstances.
- Do you know where to get supports for things such as food, shelter, shower and laundry?
- Do you have an approved social housing application in place?
- If you don't have an approved social housing application, is there anything that might prevent your approval?



**The more information you can learn about your client, the more likely you will link them to the supports most suited to their needs. It will help you establish supports that are respectful and aligned to how they may identify. It will also help ensure you use trauma-informed consent practices with the goal of 'do no further harm' principle. Work to connect your client to wrap-around supports best positioned to assist your client now and into the future.**

## Establishing your client's housing situation



### Primary homelessness (or rooflessness)

The person is living on the streets without a shelter that would fall within the scope of living quarters.

### Secondary Homelessness

The person has short or no security of tenure. This refers to people who are in temporary shelter. For example, in emergency/crisis accommodation, shelter or couch surfing (staying with family/friends).

### Tertiary Homelessness

The person has shelter that does not meet community standards. For example, staying in a boarding house or caravan park. Boarding houses, shelters etc. often have strict rules in place that limit freedom of choice and ability to engage in social activities (having visitors etc.) that tenure of a rental property or home ownership would allow.

### At risk of homelessness

A person who is at risk of homelessness refers to a person who is in a situation where their current tenancy or place of accommodation is at risk of ending and they have no other suitable alternatives.



**Consider changing your terminology and using phrases, such as, 'housing insecurity' or 'housing distress'. This will help encourage clients to identify as being at risk of homelessness, leading to service referrals for early intervention and tenancy support.**

## Experiencing homelessness now

Does your client know where to get emergency relief help?

Yes

Confirm they have the relevant contact information.

(Refer to [page 18-19](#) for resource links).

No

Provide service details, such as those found in the Moreton Bay Homelessness and Housing Services Guide and other resources.

(Refer to [page 18-19](#) for resource links).

### Other contacts to consider

000 in an emergency

**Homeless**

**Hotline QLD**  
(1800 474 753)

**1300 MH Call**  
(1300 642 255)

**13YARN**  
(13 92 76)

[Ask Izzy website](#)

**Drug Arm**  
(1300 656 800)

**HOWSS**

(1800 366 877)

**Mob Link**

(1800 254 354)

**Immediate Housing Response Services**  
(call Homeless Hotline 1800 474 753)

**Services Australia crisis payments**  
(132 850)

Does your client have any existing MAC supports / services?

Yes


What are they? Can care finder connect the client to a provider with more ability to support homelessness?


No


MAC navigation process – aim to procure services (RACF/SAH/SACP)

These can be accessed by a client who is homeless or in stable housing.

Commence normal CF MAC navigation process.

 Use out of the box thinking if needed – can you meet the client and assessor at a community group / service provider room?

 Use out of the box thinking – what codes will best support your client's current situation: **respite, transport, supported social outing, advocacy support or social worker?**

 Once your client has stable housing – request a change in circumstances to obtain additional codes / supports to help **your client sustain their housing.**

Does your client have a social housing application?


Yes


Do they know the application number?

 **Tip:** create a support letter to accompany their approved application – submit to MBHSC.


No


Refer to [page 14](#), Applying for social housing.

 Encourage your client to contact the Moreton Bay Housing Service Centre (MBHSC) – where a client is identified as experiencing primary homelessness, the department can make warm referrals to the Specialist Homelessness Service for an intake assessment and explore emergency/ temporary accommodation and emergency relief service options.

 Consider referring client to Service Integration Initiative – Regional Care Coordination (Encircle) for clients with multiple needs who are homeless, or at risk of homelessness.

 [mbcarecoordination@encircle.org.au](mailto:mbcarecoordination@encircle.org.au)

 Encourage your client to keep in regular contact with the MBHSC around progression of social housing application.

 For full acronym list refer to [page 2](#)

## Clients experiencing homelessness with pets

If needed, you can explore the following options with your client.

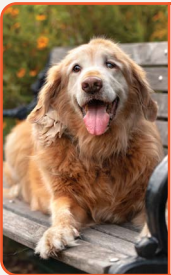


### Need pet-friendly refuge accommodation?

The Queensland Government's Immediate Housing Response (IHR) may help if pet is of appropriate nature and size. Enquire about access to temporary accommodation stay or temporary pet boarding. You can explore other community services that provide temporary/emergency boarding brokerage.



Can your client ask a friend or family member to care for their pet temporarily while they seek emergency accommodation?



### In need of vet care?

Pets in the Park provides free vet care for pets of people experiencing homelessness. They have a clinic at Caboolture Community Action, 23 Hayes Street, Caboolture.

✉ [caboolture@petsinthepark.org.au](mailto:caboolture@petsinthepark.org.au)

**Clinic days:** first Saturday of month, 1.30 pm–3.30 pm (last animal seen at 3.15 pm). Free services offered: pet health checks, vaccinations, flea and worming treatment.



### Need urgent pet boarding?

Animal Welfare League QLD provides emergency pet boarding for people who require short-stay hospitalisation. ✉ [emergencyboarding@awlqld.com.au](mailto:emergencyboarding@awlqld.com.au)

PetRescue offers guidance and support through a free, online helpdesk for people who are experiencing homelessness, domestic and family violence, hospitalisation or financial hardship. They work to connect clients with local organisations that offer outreach, crisis support services and safe short-term accommodation for their pets, and also work to find tailored solutions to meet personal needs. ✉ [crisiscare@petrescue.org.au](mailto:crisiscare@petrescue.org.au)

RSPCA QLD provides emergency care for pets of people at serious risk of domestic violence. Happy Tails Animal Rescue provides pet foster care.



### Need support with pet food?

Animal Welfare League QLD's Pet Pantry program offers pet food support to people in need.

**Locations:** **Dawson Parade Pantry** — 82 Dawson Parade, Keperra.

**Picabeen Community Centre** — 22 Hoben Street, Mitchelton. ☎ [07 3354 2555](tel:0733542555).

**Ferny Grove Tavern** — 1340 Samford Road, Ferny Grove.

**Brunswick Hotel** — 569 Brunswick Street, New Farm.

## Quicklinks

➡ **Animal Welfare League QLD:** [awlqld.com.au/pet-owner-help/emergency-boarding](http://awlqld.com.au/pet-owner-help/emergency-boarding)

➡ **Food support (Pet Pantry):** [awlqld.com.au/pet-owner-help/pet-food-support](http://awlqld.com.au/pet-owner-help/pet-food-support)

➡ **Happy Tails Animal Rescue:** [happytailsrescue.com.au/programs/safetails](http://happytailsrescue.com.au/programs/safetails)

➡ **Pet Rescue:** [petrescue.com.au/crisis-care-support](http://petrescue.com.au/crisis-care-support)

➡ **RSPCA:** [rspcaqlld.org.au/what-we-do/save-animals/Pets%20in%20Crisis%20Program](http://rspcaqlld.org.au/what-we-do/save-animals/Pets%20in%20Crisis%20Program)




## Clients at risk of homelessness

If your client is experiencing housing insecurity or housing distress, encourage them to act early and put supports in place to help sustain their tenancy and avoid being placed into homelessness. To find suitable services and supports, visit the Queensland Government's webpage, Get Housing advice and help, at: [qld.gov.au/housing/get-help-with-housing](https://qld.gov.au/housing/get-help-with-housing)



If your client is at risk of homelessness due to tenancy-related matters in the private rental market, you can connect them to the Department of Housing where the assessing officer can make warm referrals to services such as QSTARS and Tenancy Support Services or link them to the department's RentConnect service.

RentConnect helps people struggling to access the private rental market. For instance, they can assist with leasing a property through the Queensland Government and financially by providing bond loans and rental grants to cover the cost of moving into a new rental. They also offer a Rental Security Subsidy to help pay the rent. To be eligible for RentConnect, the client will need to be facing non-financial barriers to renting a home and be able to successfully manage a private rental tenancy. See quicklinks to the right of page to learn more.

RentConnect services are available at all Housing Service Centres. To find a centre  [13 74 68](tel:137468).

## Quicklinks

### RentConnect

 [qld.gov.au/housing/renting/help-to-find-a-rental-home/help-to-find-a-rental-home-rentconnect](https://qld.gov.au/housing/renting/help-to-find-a-rental-home/help-to-find-a-rental-home-rentconnect)

### Lease a property

 [qld.gov.au/housing/renting/help-to-find-a-rental-home/rent-through-qldgovt](https://qld.gov.au/housing/renting/help-to-find-a-rental-home/rent-through-qldgovt)


### Bond loans and rental grants

 [qld.gov.au/housing/renting/help-to-find-a-rental-home/bond-loan](https://qld.gov.au/housing/renting/help-to-find-a-rental-home/bond-loan)

### Rental Security Subsidy

 [qld.gov.au/housing/renting/help-with-your-current-rental-home/security-subsidy](https://qld.gov.au/housing/renting/help-with-your-current-rental-home/security-subsidy)

### Financial assistance

 [qld.gov.au/housing/renting/help-with-your-current-rental-home/help-to-stay-in-your-rental-rentconnect](https://qld.gov.au/housing/renting/help-with-your-current-rental-home/help-to-stay-in-your-rental-rentconnect)

### Find a Housing Service Centre

 [qld.gov.au/housing/public-community-housing/housingservice-centre](https://qld.gov.au/housing/public-community-housing/housingservice-centre)





- If a tenant/resident is occupying a premises without a written tenancy agreement, they still have legal protections under Queensland's tenancy laws and can contact the Residential Tenancies Authority (RTA) for support.
  - If applying to the Queensland Civil and Administrative Tribunal (QCAT) over a residential tenancy dispute, the client can apply for an application fee reduction of \$100 or possible waiver if experiencing financial hardship, including people on the full pension.
  - If your client can't attend a scheduled QCAT hearing due to a medical reason or any special needs due to a disability, they can request a break. Call QCAT at least one week prior to the hearing on ☎ [1300 753 228](tel:1300753228).
  - Be aware that minimum notice periods apply for property owners issuing a Notice to Leave (Form 12) to tenants. The notice can be given for the end of a fixed-term agreement up to one day before the end of the tenancy, with a minimum notice of two months. For example, if a fixed-term agreement ends on 14 November 2022 and a Notice to leave is given on 13 November 2022, tenants will have until at least 13 January 2023 (minimum two months) to vacate.
  - If a Notice to Leave has been issued, and the tenant does not leave, the property manager/owner can apply to QCAT for a Termination Order and Warrant of Possession within 14 days of expiry of the Notice to Leave.
  - If a warrant is granted, it will authorise a police officer to enter the property and give possession of the property back to the property manager/owner. The property manager/owner cannot enter the property or force the tenant to leave without this warrant in place. QCAT will generally issue the Warrant of Possession to be executed between set dates – dates dependent on each case.
  - Visit QSTARS' website for resources on all facets of tenancy support:  
[qstars.org.au/](https://qstars.org.au/)
- Make sure to view their quick tips page:  
[qstars.org.au/tenancies/solving-disputes/#quick\\_tips](https://qstars.org.au/tenancies/solving-disputes/#quick_tips)
- For clients who are First Nations women, provide linkage to the Aboriginal and Torres Strait Islander Community Health Service (ATSICHS) Brisbane.  
☎ [07 3240 8900](tel:0732408900) (press 7).



**More information on eviction, notice periods and ending a tenancy can be found on [page 13](#) – see fact sheets under quicklinks. To find services that can be contacted if a client is unable to move all belongings before the Warrant of Possession comes into effect, refer to the fact sheet on eviction.**

## Other housing options to explore with your client

It is important to think about alternative housing options and be flexible to consider short-term, transitional and support accommodation. Your client may wish to apply for:

- over 50s' living or retirement rentals
- residential parks and caravan parks
- non-real estate managed private rentals – Facebook Marketplace, Gumtree, Flatmates (beware of scams on these platforms and do not hand over any money until you have met the advertiser in person and have confirmed the vacancy is legitimate)
- co-living (this involves tenant matching and is managed by agencies such as Calyptus or Clique Living)
- shared accommodation
- boarding houses
- Sharing with Friends foundation: [sharingwithfriends.org](http://sharingwithfriends.org)
- speaking with friends, family, and your social community to see if they have connections with vacant properties or rooms.

## Community Housing

Community Housing refers to housing managed and often owned by not-for-profit organisations. To be eligible for community housing, you must have an approved application with the Department of Housing and be on the waitlist for public housing. Community housing providers do not accept applications from the general public, and you must be referred by a support service, or from the Department of Housing directly.

Community Housing Providers depend on locality, meaning they only have housing in specific areas and will only accept referrals for people who have these suburbs on their Department of Housing approval letter. Rent in community housing is based on your income.

Providers include:

- Brisbane Housing Company (BHC)
- BRIC Housing
- Salvation Army
- Coast2Bay
- Community Housing Ltd (CHL)
- Mangrove Housing
- Home In Place
- Jacaranda Housing
- Churches of Christ, and many more.

## Respite or aged care housing options

If your current housing is ending and your care needs are increasing, you may be eligible to enter respite care or even permanent aged care. Contact My Aged Care and request an updated aged care assessment as soon as possible and make sure you explain that you need to enter an aged care facility.

## Quicklinks

### My Aged Care

 [myagedcare.gov.au/](http://myagedcare.gov.au/)  [1800 200 422](tel:1800200422)

### Aged care rooms in Brisbane North region

 [agedcarereviews.com.au/QLD/region/brisbane-north](http://agedcarereviews.com.au/QLD/region/brisbane-north)


### Residential aged care, home care and retirement living (use the suburb or post code search function)

 [agedcareonline.com.au](http://agedcareonline.com.au)

### Residential aged care, home care or retirement villages in Brisbane North region (a comprehensive list)

 [agedcareonline.com.au/queensland/brisbane-northside](http://agedcareonline.com.au/queensland/brisbane-northside)

### Aged care options for Aboriginal and Torres Strait Islander peoples

 [qld.gov.au/firstnations/managing-home-money/housing-support/aged-care](http://qld.gov.au/firstnations/managing-home-money/housing-support/aged-care)





## The following services may help if your client is facing housing insecurity, housing distress or at risk of homelessness:

---

### Better Together Housing

Better Together Housing brings together like-minded women in a safe and secure way to find shared accommodation. Find your future home and companionship in shared living for women 55+.

 [0427 465 148](tel:0427465148) or [0427 107 814](tel:0427107814)

(Monday to Friday 9.00 am–4.00 pm)

---

### Centrelink / Services Australia

Centrelink social workers can provide support to Centrelink customers and provide information about community support services (ACSO officers).

 [132 850](tel:132850)

---

### Encircle

Encircle Homestay Program is an early intervention service providing support to sustain new or existing tenancies.

 [encirclehomestayreferrals@encircle.org.au](mailto:encirclehomestayreferrals@encircle.org.au)

 [07 3889 0063](tel:0738890063)

---

### HOWSS

Housing Older Women's Support Service provides free support to women (50 years and over, and 45 years and over for First Nations women) who are homeless or at risk of homelessness. (Ask about 12 month rental subsidy top-up).

 [HOWSS@footprintscommunity.org.au](mailto:HOWSS@footprintscommunity.org.au)

 [1800 366 877](tel:1800366877)

---

### KEIHS

Key's to Early Intervention in Homelessness Service, a program of Kyabra, helps if you are experiencing difficulty in sustaining a tenancy.

 [0448 413 141](tel:0448413141) (KEIHS Caboolture)

 [07 5441 3837](tel:0754413837) (Kyabra)

---

### Micah Projects 'Home for Good'

Clients with an approved housing application in the approved catchment area (some within the Brisbane North PHN region), can book an intake interview. The team will match them with support pathway towards safe and secure housing. Can self-present to the office, Monday to Wednesday and Friday (9.00 am–4.30 pm) or on Thursday 9.00 am–12.00 pm.

Care finders can also submit a referral form to;

 [homeforgood@micahprojects.org.au](mailto:homeforgood@micahprojects.org.au)

 [07 3036 4444](tel:0730364444)

---

### National Debt Helpline

The helpline provides a single contact point to access financial counselling, either immediately on the phone, or through a referral to another service.

 [1800 007 007](tel:1800007007)

---

### QPP

Queensland Positive People is a peer-led, community-based organisation committed to improving the lives of people living with HIV. QPP provides practical support for HIV+ people and LGBTQIA+ with accessing medications, clinical services, food, housing and other essential services.

 [07 3013 5555](tel:0730135555)

---

### QSTARS

QLD Statewide Tenant Advice and Referral Service is a free independent advice and referral service for Queensland renters, which is delivered by Tenants Queensland. QSTARS can assist with a referral to housing support services or help write a letter or fill in tenancy forms.

 [1300 744 263](tel:1300744263)

---

### RTA

The RTA (Residential Tenancies Authority) provides tenancy information, bond management, dispute resolution, investigation, and education services.

 [1300 366 311](tel:1300366311)

---

## Tenancy Skills Institute

Tenancy Skills Institute provides a free, Queensland Government-funded training package to help tenants secure and sustain successful tenancies.

 [07 3812 0347](tel:0738120347)

---

## Tenants Queensland

Tenants Queensland can represent the concerns of Queensland tenants who live in rental accommodation, including caravan park and boarding house tenants.

 [1300 744 263](tel:1300744263)

---

## Umpi Korumba

Umpi Korumba is a community-based housing organisation offering culturally appropriate housing assistance to Aboriginal and Torres Strait Islander families. The housing team provides property and tenancy management services to tenants and applicants including: housing allocations, tenancy management, neighbourhood management, repair and maintenance support, home visits and property inspections, tenancy planning and support service referral and information.

 [07 3865 7955](tel:0738657955)

## Quicklinks

### ATSICHS Brisbane

 [atsichsbrisbane.org.au/services/children-families/housing](https://atsichsbrisbane.org.au/services/children-families/housing)

### Better Together Housing

 [bettertogetherhousing.com.au](https://bettertogetherhousing.com.au)

### Centrelink

 [findus.servicesaustralia.gov.au](https://findus.servicesaustralia.gov.au)

### Encircle

 [encircle.org.au/brisbane-housing-assistance](https://encircle.org.au/brisbane-housing-assistance)

### Factsheet – about eviction

 [qcat.qld.gov.au/data/assets/pdf\\_file/0008/690380/information-about-eviction.pdf](https://qcat.qld.gov.au/data/assets/pdf_file/0008/690380/information-about-eviction.pdf)

### Factsheet – ending a tenancy agreement for tenants / residents

 [rta.qld.gov.au/sites/default/files/2022-09/Fact-sheet-ending-a-tenancy-agreement-for-tenants-residents.pdf](https://rta.qld.gov.au/sites/default/files/2022-09/Fact-sheet-ending-a-tenancy-agreement-for-tenants-residents.pdf)

### HOWSS

 [footprintscommunity.org.au/services/housing-older-womens-support-service-hows](https://footprintscommunity.org.au/services/housing-older-womens-support-service-hows)

## KEIHS

 [caboolturenhc.com.au/keihs](https://caboolturenhc.com.au/keihs)

## National Debt Hotline

 [ndh.org.au](https://ndh.org.au)


## Notice periods for ending a tenancy

 [rta.qld.gov.au/ending-tenancy-notice](https://rta.qld.gov.au/ending-tenancy-notice)

## Micah Projects ‘Homes for Good’

 [micahprojects.org.au/support-services/housing-homelessness-services/home-for-good-hub](https://micahprojects.org.au/support-services/housing-homelessness-services/home-for-good-hub)

## My Aged Care – Support for Aboriginal and Torres Strait Islander people

 [myagedcare.gov.au/support-aboriginal-and-torres-strait-islander-people](https://myagedcare.gov.au/support-aboriginal-and-torres-strait-islander-people)


## QPP

 [qpp.org.au](https://qpp.org.au) and send referrals to: [qpp.org.au/referrals/](https://qpp.org.au/referrals/)

## QSTARS

 [qstars.org.au](https://qstars.org.au)

## QSTARS quick tips

 [qstars.org.au/tenancies/solving-disputes/#quick\\_tips](https://qstars.org.au/tenancies/solving-disputes/#quick_tips)

## Queensland Government's

### Get housing advice


 [qld.gov.au/housing/get-help-with-housing](https://qld.gov.au/housing/get-help-with-housing)

## Queensland Government's Housing

### support for Aboriginal and Torres Strait Islander peoples

 [qld.gov.au/firstnations/managing-home-money/housing-support](https://qld.gov.au/firstnations/managing-home-money/housing-support)


## RentConnect

 [qld.gov.au/housing/renting/help-to-find-a-rental-home/help-to-find-a-rental-home-rentconnect](https://qld.gov.au/housing/renting/help-to-find-a-rental-home/help-to-find-a-rental-home-rentconnect)

## RTA

 [rta.qld.gov.au](https://rta.qld.gov.au)

## RTA's Pocket guide for tenants

 [rta.qld.gov.au/forms-resources/forms/forms-for-general-tenancies/pocket-guide-for-tenants-houses-and-units-form](https://rta.qld.gov.au/forms-resources/forms/forms-for-general-tenancies/pocket-guide-for-tenants-houses-and-units-form)

## Tenants Queensland


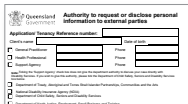

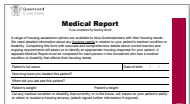






 [tenantsqld.org.au](https://tenantsqld.org.au)

## Tenancy Skills Institute

 [tenancyskills.com.au](https://tenancyskills.com.au)




## Support clients to complete a social housing application

Form 1	Form 2	Form 3	Form 4	Form 5
				
<b>Application for Social Housing</b> (Form HAA 4.0)	<b>Authority to Request or Disclose Personal Information to External Parties</b> (Form PH071)	<b>Income Confirmation Service Consent Authority</b> (Form PH084 ICS)	<b>Medical Report</b> (Form PH068)	<b>Support Statement</b> (Form PH076)
				

### Supporting documentation required

- ID 1 x primary, 2 x secondary
- income statement (Centrelink)
- bank statement (3 months)
- four weeks' worth of payslips
- medical report (get client to prompt GP around their needs – do health concerns require a specific housing type – i.e. ground floor, no stairs, near health supports, are built-up areas a risk to their mental health, falls risk etc.)
- support letter on your organisation's letterhead.

Application and supporting documents to be submitted to Moreton Bay Housing Service Centre.

 **Submit ASAP so submission date is recorded – even if not all documentation is ready. The Department of Housing will place application on hold and a 28-day timeframe is given for client to provide the documentation.**

**Encourage your client to list as many areas as possible on their application to increase opportunities for allocation.**

 **When creating your support letter be sure to address any of the tick boxes selected under 'Your need to move' such as:**

- ☐ **You need to meet your or a household member's disability support needs**
- ☐ **You are being evicted or about to be evicted**
- ☐ **Design restricts daily living activities – bathing, mobility, or seriously aggravates a medical condition or disability.**

'Due to Tau needing the support of mobility aids (wheelie walker), the current property Tau resides in has stairs with no ramp access which is not suitable for Tau to safely access the property. This is negatively impacting his health and wellbeing and increasing the social isolation he is currently experiencing. Finding suitable housing is critical to support Tau's safety and overall health and wellbeing'.

'Tama has received a *notice to evict* from his landlord with the eviction date of (...). To date, Tama has been unable to find an alternative suitable housing option which will place Tama into primary homelessness upon the eviction date listed above. Securing suitable housing is critical to prevent immediate homelessness which is having a significant impact on Tama's mental and general health.'

'Talía's current housing does not meet her needs as the property does not have appropriate safety aids installed such as support rails in the bathroom, shower and toilet to manage her medical conditions of... This places Talía at an increased falls risk and is having a negative impact on Talía's overall health and wellbeing.'

## Support clients to obtain identification



### Gather personal information such as

- a temporary Medicare card
- a letter from Centrelink
- a letter from temporary residence (e.g. hostel)
- any other official papers that show identity.



### Apply for Birth Certificate as follows

- Collect an application form from Brisbane registry customer service centre: Level 32, 180 Ann Street, Brisbane.
- Collect an application form from a Queensland Magistrates Court or a Queensland Government Agent Program (QGAP) office.
- You can apply online.
- It costs \$54.40 to process the application for a certified copy of your birth certificate.



### Financial Assistance needed

- Contact community organisations (e.g. Salvation Army).
- Check eligibility for a hardship certificate.



### Complete Application Form

- Ensure you have a contact address (temporary accommodation or Housing Service Centre) Housing Service Centre address.
- Additional help needed: contact Café One for help with application. ☎ [07 3358 5600](tel:0733585600)
- For form enquiries ☎ 13 QGOV ([13 74 68](tel:137468)) (Monday to Friday, 8.30 am–4.30 pm)  
✉ [bdm-mail@justice.qld.gov.au](mailto:bdm-mail@justice.qld.gov.au)



### Lodge Application Form — send to Registry of Births Deaths and Marriages by mail

- Registry of Births Deaths and Marriages  
PO Box 15188, City East QLD QLD 4002  
(or) submit in person at Brisbane registry customer service centre or QGAP office Magistrates Court or Queensland Government Program, Level 32, 180 Ann Street, Brisbane.

## When you can expect to receive a birth certificate

Processing timeframes for correctly filled out applications that are submitted with proof of ID and supporting documents (if needed) are: 10 business days for non-urgent certificate applications and two business days for urgent certificate applications. You can apply to receive it faster in two business days for an additional fee of \$30.20.


If you submit the application at the Brisbane registry customer service centre, you will receive your certificate immediately, unless the birth was registered before 1941. If the birth was registered before 1941, the certificate will be ready after 2.30 pm the next business day.

## Quicklinks

### Applying for a birth certificate

 [qld.gov.au/law/births-deaths-marriages-and-divorces/certificates/birth/applying-for-a-birth-certificate](https://qld.gov.au/law/births-deaths-marriages-and-divorces/certificates/birth/applying-for-a-birth-certificate)

### Find a Magistrates Court of QGAP office

 [qld.gov.au/law/births-deaths-marriages-and-divorces/courthouse-and-qgap-locations](https://qld.gov.au/law/births-deaths-marriages-and-divorces/courthouse-and-qgap-locations)

### Proof of identification advice

 [qld.gov.au/housing/programs-support/legal-justice-support/housing-support](https://qld.gov.au/housing/programs-support/legal-justice-support/housing-support)

### Scheduled fees for a birth certificate

 [publications.qld.gov.au/dataset/bdm-scheduled-fees/resource/06815dad-9670-40ef-885d-7a79d20763cc](https://publications.qld.gov.au/dataset/bdm-scheduled-fees/resource/06815dad-9670-40ef-885d-7a79d20763cc)

### Housing Service Centre addresses

 [qld.gov.au/housing/public-community-housing/housing-service-centre](https://qld.gov.au/housing/public-community-housing/housing-service-centre)

### Café One

 [communify.org.au/locations/new-farm-neighbourhood-centre/](https://communify.org.au/locations/new-farm-neighbourhood-centre/)



**If your client is facing financial hardship, find what financial help is available:**

[qld.gov.au/community/losing-your-job-income/financial-assistance](https://qld.gov.au/community/losing-your-job-income/financial-assistance)

**Or contact a community organisation like the Salvation Army who may be able to help:**

[salvationarmy.org.au/need-help/financial-assistance/moneycare-financial-counselling/](https://salvationarmy.org.au/need-help/financial-assistance/moneycare-financial-counselling/)

**Check if eligible to apply for the birth certificate without paying the fee due to a hardship situation:** [qld.gov.au/law/births-deaths-marriages-and-divorces/certificates/fee-waived-certificates](https://qld.gov.au/law/births-deaths-marriages-and-divorces/certificates/fee-waived-certificates)

**Note, the Registry of Births, Deaths and Marriages also attend a number of Queensland Homeless Connect events during the year.**

***\*Noting that applications can't be faxed or emailed.***

## A care finder's response – example scenario

**SCENARIO:** An 84-year-old female has been given one month's notice to leave a private property where she lives with her partner, aged 86. They are in a non-formal lease arrangement in an inadequate dwelling, which is posing safety concerns for the client. There is a lack of CHSP services available in the area. The client has type 1 diabetes and is a falls risk. Additional complexity presents of hoarding and squalor and possible domestic and family violence.

**PERSONAL CIRCUMSTANCES:** Establish the region the client is living. Has a Notice to Leave (RTA Form 12) been issued? Will the partner leave with the client upon eviction? Has client contacted the RTA to discuss the situation? 📞 [1300 366 311](tel:1300366311).

**EXTENSION:** Can the client negotiate longer time to stay at the property until alternative accommodation has been found? (Immediate KEIHS referral)

**MAC:** is the client registered with MAC? If so, what are they approved for? If not previously established, seek consent to set up agent function in MAC portal. Call MAC with the client to get them registered.

Confirm referral numbers for respite and RACF – if client is open to referral, contact aged care facilities and over 55s' rental units. As they are aged 84 and 86 – during respite stay, the client may choose to stay as a permanent resident – may also assist with history of DFV for client. Request a change in circumstances assessment for consideration for a higher SAH funding level.

See if any supports for hoarding and squalor and, if in place, might be able to extend client's ability to remain at the property.

**SOCIAL HOUSING APPLICATION:** Does client have a housing application in place? If yes, complete consent form for care finder to contact DOH. Then email consent and call to see if application is still active.

If application is not active, proceed to support client with new social housing application. Write and submit a support letter to accompany the client's housing application. Having an application number active, you can then access community supports, charities and emergency housing.

Is there a Medical Report from the client's GP that accompanies the housing application?

## SUPPORTS:

- **Domestic violence** – has the client contacted 1800 respect/ DV connect to seek help (after registering with DOH online or face to face)?
- **Homelessness** – once you state the client is homeless, charities may look to provide temporary accommodation (if available) i.e. IHR for temporary motel accommodation and then assistance with private rental.
- **Legal advice** – QSTARS may provide more time – support client to contact QSTARS and complete any required forms.
- **Advocacy** – if elder abuse allegations are present, is the client open to being referred to OPAN/ADA?
- **Finances** – is your client receiving all the benefits they are eligible for e.g. carers payment or accessing full pension? See if can increase income to cover rental costs – refer to Services Australia ACSO.
- **Rental support** – look into other programs such as RentConnect – if eligible, help them set up an online account.
- **Transport** – if they need transport, think about accessing transport codes through CHSP – direct will provide a support worker or indirect could get access to taxi vouchers. In Brisbane North PHN region, transport can be organised through CommLink and St John Ambulance.
- **Hardship support** – make client aware that there may be co-contributions for CHSP / SAH – explain around financial hardship avenues if needed.
- **Health** – consider client's health concerns. Are health referrals an option - nurse navigator, GP for geriatrician referral. Does client have SAH or equivalent SAH – would a change in circumstances assessment be appropriate for your client?
- **Wrap-around** – if client is evicted and has no fixed address, use out-of-the-box thinking to access MAC supports / codes. Is there a community room available to have 'Change of Circumstances' assessment conducted? Would codes for respite, transport, social supported outing, advocacy support, social worker be of use to clients while experiencing primary homelessness? Once stable housing is achieved, repeat 'change of circumstances' assessment to obtain a higher level of wrap-around MAC services, identifying client's higher support needs to sustain their new tenancy. Support client to contact/visit Department of Housing ASAP.

## FAQs

Refer to PHN's Care finder policy guidance:  
[health.gov.au/sites/default/files/documents/2022/04/care-finder-policy-guidance-for-phns\\_0.pdf](https://health.gov.au/sites/default/files/documents/2022/04/care-finder-policy-guidance-for-phns_0.pdf)

### Q – Is filling out rental application forms part of my role?

A – Yes – refer to care finder policy guidance – provide support to help people find the aged care supports and services they need and connect with other relevant support in the community, including supporting people to complete forms. This does not mean that you help search for rental properties to apply for.

### Q – What do I say to a person who is homeless and there are no quick expected outcomes?

A – Acknowledge the person's situation – ensure to link them to all known services and locations to seek emergency relief and reiterate that as a care finder you are to provide a linkage/navigation service only and that you are unable to directly solve the person's homelessness situation. Reassure the person that you will do your best to connect them to all services that may be able to provide them with supports, such as to submit appropriate applications including for social housing.


### Q – What do I do if a person has a SAH; however, the provider will not continue the service now that the person is experiencing homelessness?

A – If the client has an eligible referral for care finder – seek an alternative SAH provider – out-of-the-box thinking may be required – transport and social support individual are the only services available while your client is experiencing homelessness. It will look more favourable when applying for any type of housing (social or private) if the person has access to in-home supports through either CHSP or SAH.


## Other resources, community supports and quick reference points

### Moreton Bay Homelessness and Housing Services Guide



The Moreton Bay Homelessness and Housing Services Guide has been developed by Moreton Bay Regional Council in collaboration with the Moreton Bay Homelessness and Housing Network; a group of organisations that provide services to support people experiencing or who are at risk of homelessness. The guide provides information about services available in the Moreton Bay region to support people who are homeless, at risk of homelessness or who require assistance to sustain their tenancies.

 [moretonbay.qld.gov.au/files/assets/public/v/3/services/community-support/homelessness-and-housing-services-guide.pdf](https://moretonbay.qld.gov.au/files/assets/public/v/3/services/community-support/homelessness-and-housing-services-guide.pdf)



 **Also refer to the Moreton Bay Council to obtain a supply of the small handout cards you can give to clients experiencing homelessness.**

### Resource manual for those experiencing financial hardship in Brisbane North


This booklet includes information about emergency relief, food, finance, housing, legal assistance, mental health support and other services. It is intended to help locate assistance in times of financial hardship or stress. To update any information or report any discrepancies, please contact Colleen Kelly via her mobile on  **0410 432 643** or  **Colleen.Kelly@brisbane.qld.gov.au** This guide was updated by Gillian Kehoul in October 2022.

 [bric.org.au/wp-content/uploads/2023/03/Resource-manual.pdf](https://bric.org.au/wp-content/uploads/2023/03/Resource-manual.pdf)





**Queensland Government –  
Emergency and temporary  
accommodation**


 [qld.gov.au/housing/  
emergency-temporary-  
accommodation](https://qld.gov.au/housing/emergency-temporary-accommodation)



**HOWSS – Pathways to Home guides 1 and 2**

While the two guides focus on women, a lot of the information applies to everyone.

**Guide 1 – Pathways to Home:** A guide for women aged 50+ and First Nations women aged 45+ seeking information about housing options, successful renting and financial planning.

 [howss.org.au/wp-content/uploads/2024/07/  
HOWSS-Pathways-to-Home 2024 V1.3 for-  
web.pdf](https://howss.org.au/wp-content/uploads/2024/07/HOWSS-Pathways-to-Home-2024-V1.3-for-web.pdf)

**Guide 2 – Pathways to Home:** A guide for women aged 50+ and First Nations women aged 45+ who are homeless, at risk of homelessness or experiencing housing instability, seeking information about support services, emergency and crisis support, homelessness safety and losing your husband.

 [howss.org.au/wp-content/  
uploads/2024/07/HOWSS-  
Pathways-to-Home 2024 Vol-  
2 V1 for-web.pdf](https://howss.org.au/wp-content/uploads/2024/07/HOWSS-Pathways-to-Home-2024-Vol-2-V1-for-web.pdf)



**Homeless Hotline:**  [1800 474 753](tel:1800474753)

**Ask Izzy:** [askizzy.org.au](https://askizzy.org.au)

**The Breakfast Club Redcliffe:**  [0467 811 380](tel:0467811380)

**Caboolture Community Action:**  [07 5309 4122](tel:0753094122)

**Caboolture Community Care:**  [07 5495 6400](tel:0754956400)

**HART 4000:**  
[communify.org.au/i-need-a-place-to-stay](https://communify.org.au/i-need-a-place-to-stay)

**Micah Projects:**  
[askizzy.org.au/service/789468-micah-projects](https://askizzy.org.au/service/789468-micah-projects)

**Encircle:** [encircle.org.au](https://encircle.org.au)

**Aged Care Online**

 Use search function to locate retirement living locations: [agedcareonline.com.au](https://agedcareonline.com.au)

 Queensland Government - Retirement and Seniors Housing: [qld.gov.au/housing/buying-  
owning-home/housing-options-in-retirement/  
retirement-villages](https://qld.gov.au/housing/buying-owning-home/housing-options-in-retirement/retirement-villages)

**Private Rental**

Most people are familiar with private rental housing, but the way to apply has changed significantly over the years. Most property listings are now available online at: [realestate.com.au](https://realestate.com.au) and [domain.com.au](https://domain.com.au)





## Contact us

### Brisbane North PHN

☎ [07 3630 7300](tel:0736307300)

✉ [info@brisbanenorthphn.org.au](mailto:info@brisbanenorthphn.org.au)

### Lutwyche office

Level 1, 120 Chalk Street, Lutwyche  
PO Box 845, Lutwyche Qld 4030

☎ [07 3630 7300](tel:0736307300)

## Care Finder Housing and Homelessness Guide

A guide to assist care finders in helping people at risk of or experiencing homelessness to navigate aged care and housing and homelessness services.

Footprints Community was commissioned by Brisbane North PHN in the development of this resource, and thanks its contributors.



Supported by



An Australian Government Initiative