

HOUSING APPLICATIONS MANUAL

Community Pathway Connector (CPC)



Private Lease Application

01

Realestate.com.au

This app offers different features to help users find rentals, like map draw, 3D tours, home alerts and share favourite homes with friends and family.

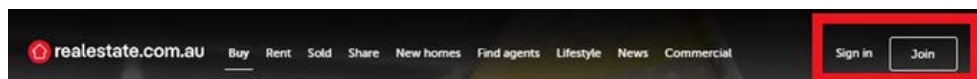
Real Estate App



To download the app, you need to your App Store (ios) or Google Play Store (Android) and search "Realestate".

Real Estate Web Browser

To sign up for the Real Estate on the web browser visit realestate.com.au and click 'Join' in the top right corner of the homepage.



Follow the steps to create your account:

Check your email for a code

Check your inbox for a 6-digit code and enter it below.

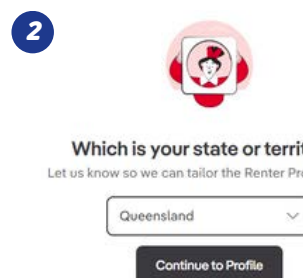
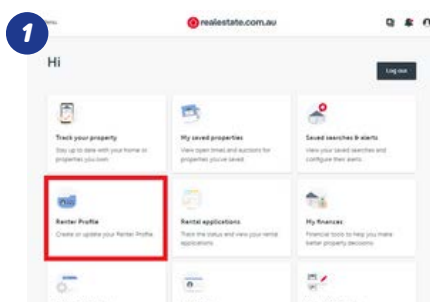
✉ hadaall@icloud.com [Edit](#)

Verification code
[] [] [] [] [] []

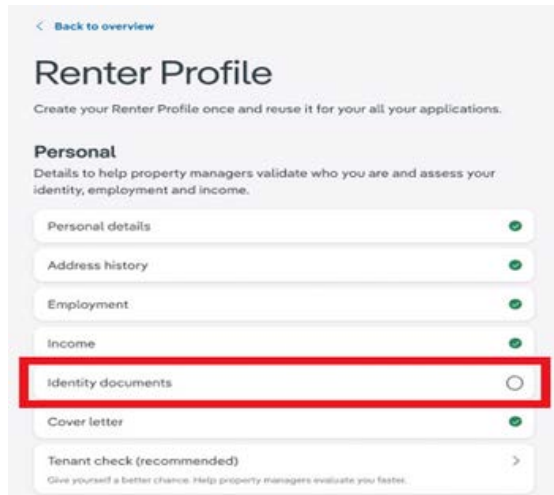
Continue

- To create your account, you will need to enter your email address, try to use one you regularly access. After you type your email press '**Continue**'.
- Then, the system will ask you to write a one-time 6-digit code. For that you will need to go to your email and check in your inbox and email from the Real Estate with the code, copy and paste.

- Once signed in, you will see the below overview. Click on '**Renter Profile**' to create your profile. Then you will need to choose your state or territory. Select Queensland and press '**Continue to Profile**'.

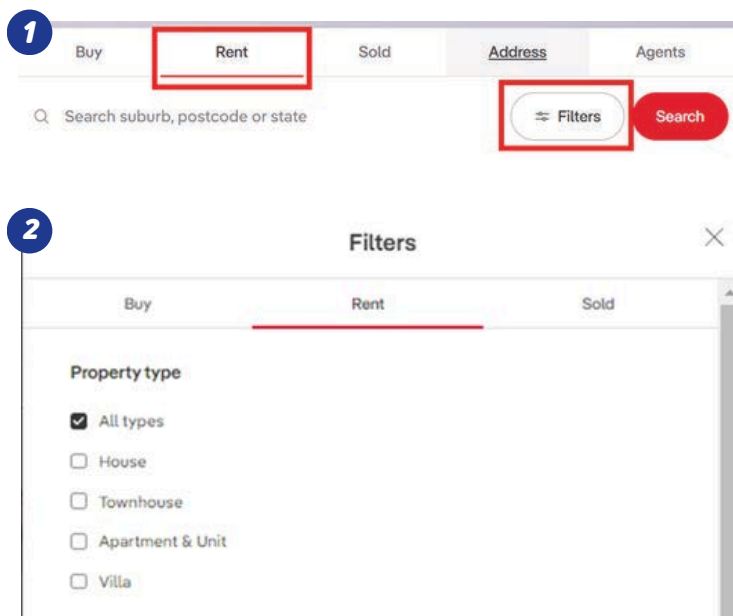


- Fill in your personal details to create your profile. For the “Identity Documents” section you will need to upload two ID documents, e.g., passport, driver's license, and Medicare card.



The screenshot shows the 'Renter Profile' form. At the top, there is a link to 'Back to overview'. Below the title, it says 'Create your Renter Profile once and reuse it for your all your applications.' The form is divided into sections: 'Personal' (with sub-sections: Personal details, Address history, Employment, Income, Identity documents, Cover letter, and Tenant check (recommended)). The 'Identity documents' section is highlighted with a red rectangle. It contains a radio button and a text input field.

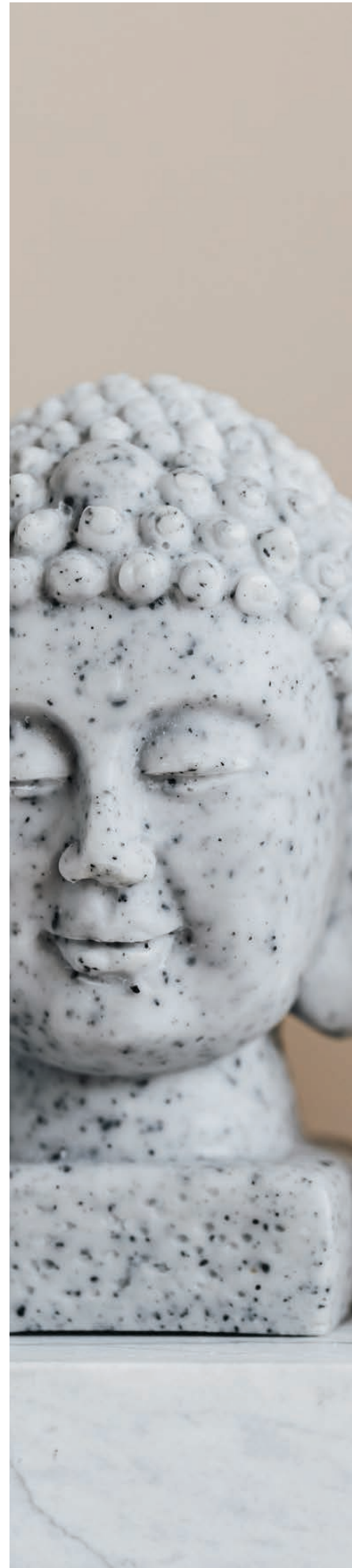
- Once completed, go to “**Rent**” and look at options. You can add different filters, such as suburb, price range, number of bedrooms/bathrooms, property type (apartment, house, etc.), and pet-friendly options.



The screenshot shows the property search interface. At the top, there are tabs for 'Buy', 'Rent', 'Sold', 'Address', and 'Agents'. The 'Rent' tab is highlighted with a red rectangle. Below the tabs is a search bar with the placeholder text 'Search suburb, postcode or state'. To the right of the search bar is a 'Filters' button, also highlighted with a red rectangle. Below the search bar, there is a 'Filters' modal window. The modal has tabs for 'Buy', 'Rent', and 'Sold'. The 'Rent' tab is selected. Under the 'Property type' section, there are checkboxes for 'All types' (checked), 'House', 'Townhouse', 'Apartment & Unit', and 'Villa'.

Save Properties & Apply

- Save listings you're interested in by clicking the heart icon.
- Click '**Apply**' through the listing (many links directly to rental application platforms like Ignite or Form1, which would further require additional login).



02

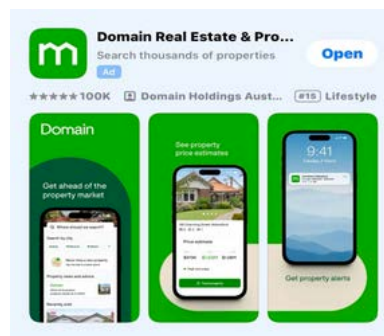
Domain.com.au

This is one of Australia's biggest real estate websites. It helps people find homes to rent or buy, get alerts when new properties are listed, plan inspections and apply for rentals online



Domain App

To find the application on your mobile phone, scan the QR code or search **"Domain"** on the mobile phone App Store (iOS) or Google Play Store (Android).



Domain Web Browser

To sign up for the Domain on the web browser visit www.domain.com.au and click 'Log in' in the top right corner of the homepage.



Follow the steps to create your account:

To create your account, go to the bottom of the page and click on **'Sign up'**. Then, you will see the Sign up to Domain window, type your email and create a password, and finally click on the **'Sign up'** button.

1 Log in to Domain

By logging in to Domain, I agree to the [Conditions of use](#) and [Privacy policy](#)

Email address

Password

☐ Remember me [Forgot your password?](#)

This site is protected by reCAPTCHA. Enterprise and the Google Privacy Policy and Terms of Service apply.

Don't have an account?

2 Sign up to Domain

By signing up to Domain, I agree to the [Conditions of use](#) and [Privacy policy](#)

Email address

Password

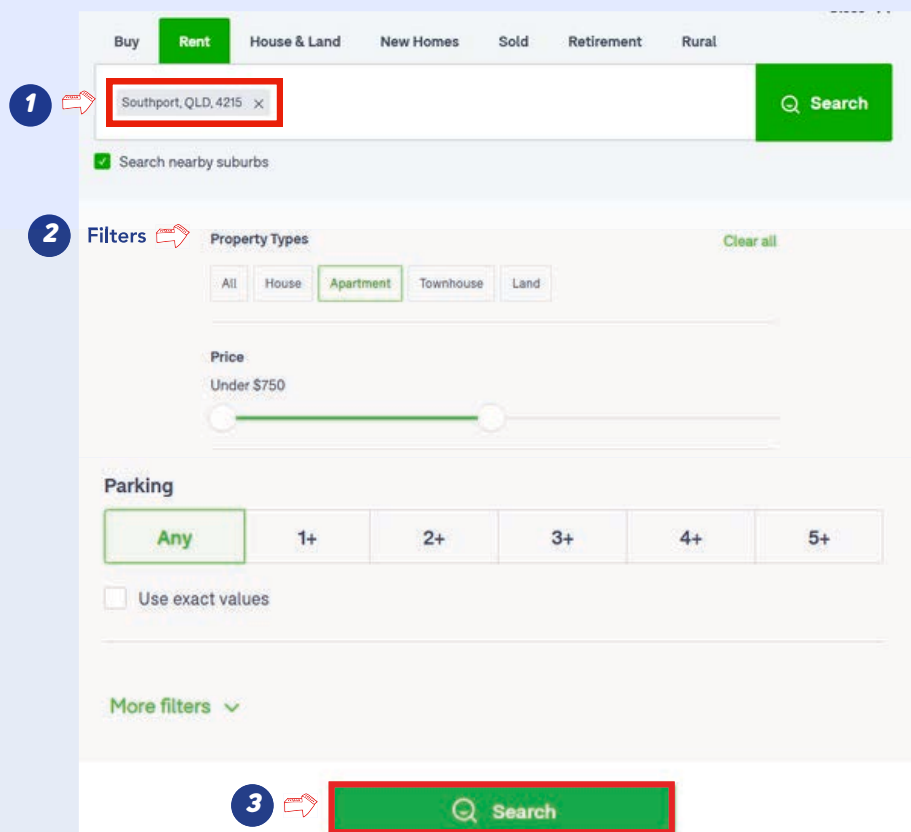
Already have an account? [Log in](#)

Filters

- To search for rentals, click the “Rent” button at the top and apply filters to find places that meet your criteria.



- You will then see a window with different options. First, type your preferred suburb and explore filters such as property types, price, date available, bedrooms, bathrooms, parking, property size, whether you want the property to be new or established, and you can add keywords. When you are ready, press “Search.”



Apply to Properties

After you apply the filters, you will see a listing of places. (1) You can view them on a list or a map. (2) You can also create alerts on properties or (3) sort by newest, price, earliest inspection or suburb. (4) Domain will provide stats of the median rent in the suburb you selected. (5) To check the property you want, just click on the photo.

Home > Rent > QLD > Southport

495 Properties for rent in Southport, QLD, 4215

Includes nearby suburbs ⓘ

1 **2** **3** **4** **5**

Looking in Southport?
Find out the latest median prices, property market data & demographic info.
[See Southport Suburb Profile](#)

Median Rent for Houses in Southport ⓘ

BEDS	MEDIAN	FOR RENT
2 Beds	\$650	2
3 Beds	\$770	8
4 Beds	\$950	4
5 Beds	\$1.25k	6

[See all houses for rent in Southport](#)

Median Rent for Units in Southport ⓘ

BEDS	MEDIAN	FOR RENT
1 Bed	\$550	26
2 Beds	\$700	52
3 Beds	\$850	8

[See all units for rent in Southport](#)

powered by DomainInsight | [Disclaimer](#)

Brady Richardson
LJ Hooker Southport

\$800

201/11 Andrews Street,
SOUTHPORT QLD 4215

🚗 2 🏠 2 🛏 1 • Apartment / Unit / Flat

Inspection

Once you find a property that you find suitable and meets your requirements, then you can scroll down the page to look for the inspection options to arrange for an inspection.

Inspection times

INSPECTIONS

Wednesday, 23 Apr
10:30am - 10:40am

Thursday, 24 Apr
10:30am - 10:40am

[Add all to planner](#)

Want to visit this property?
Contact agent to organise an inspection time.
[Request inspection](#)

Can't inspect in person?
Contact the agent to request a personal walkthrough of the property over video call.
[Request online inspection](#)

Apply

Click the apply button on the right-hand side of the screen, and apply to as many suitable properties as possible to increase your chances of getting accepted for one.



Verification

- 1 You will then be taken to another page where you must create an account if you don't already have one to apply.
- 2 Once you create an account, you will be sent a code to your mobile number, which can be entered below.

2Apply + TenantApp

Let's get your application started for
**2/5 Riccarton Place,
Labrador**

You can now use the same account for 2Apply and TenantApp.

[Create new account](#)

Already have an account?

Mobile or Email

Password [Forgot Password?](#)

☐ Remember Me

[Log in](#)

Personal information collection statement

Validation Code

[Cancel](#) [Next](#)

[Didn't receive a code?](#)

- 3 Tick the box to agree to the terms and conditions and complete the application to apply for the property.

Terms & Conditions

You are required to meet a 50 points identification criteria and 50 points of Proof of Income upon submission of your application. Failure to provide these documents may result in our office refusing to accept your application. Hillsbae Real Estate also reserve the right to refuse incomplete application forms.

20 Points - Medicare Card, Credit/Debit Card, Student Card, Citizenship Certificate, Birth Certificate

40 Points - Driver License (Front & Back), Passport, Proof of Age Card

You are also required to supply the agent with proof of your income.

Employed - Last **THREE CURRENT** Pay Slips

Self Employed - Bank Statements, Group Certificate or Accountants Letter, Tax Assessment Notice

Not Employed - Centrelink Statements

This application cannot be processed until it is complete with copies of supporting documents attached. If the application is approved, the General Tenancy Agreement will need to be signed by all lease holders and a bond equivalent to 4 weeks rent plus the initial 2 weeks rent will need to be paid within 24 hours of acceptance

Before submitting this application, you must complete the following:

- Inspect the property both internally & externally
- Complete all details of this application form in full
- Provide 1x Work Reference & 1x Emergency Contact
- Provide all contact details for references & employment
- Provide all documentation of income & identification

I have been informed, understand and accept that I will receive any documentation and communication relevant to the tenancy by the electronic communication method of email. It is also agreed that the method of receiving advice or notification by SMS is accepted.

I have been informed, understand and agree that should this application not be accepted, Hillsbae Real Estate is not required to disclose why or supply any reason for the rejection of this application.

I have been informed, understand and agree that any false information I provide could jeopardise this application and any subsequent General Tenancy Agreement I enter into on approval of Hillsbae Real Estate.

[←](#) ☒ I agree to the above terms



Shared Lease



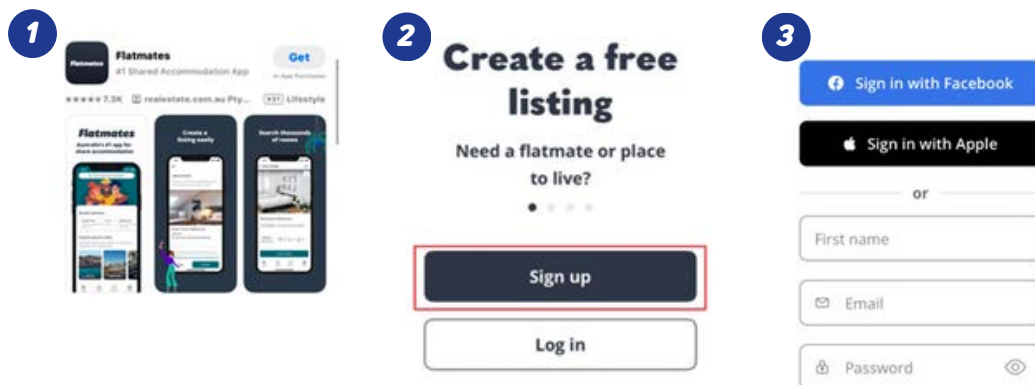
01

Flatmates

Flatmates.com.au is a peer-to-peer listing platform for those looking for shared homes or those looking for a flatmate. It's easy to use: simply create a listing, search and connect.

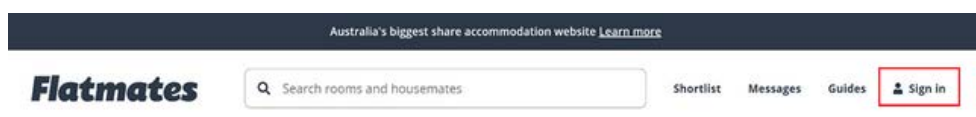
Flatmates App

(1) To access and sign up for the Flatmates app on your phone, go to the App Store (iOS) or the Google Play Store (Android). Search and download the app. (2) Then, open the app and tap "Sign up." (3) Choose how to sign up, use Facebook, an Apple account, or use your email or mobile number to create a new account.



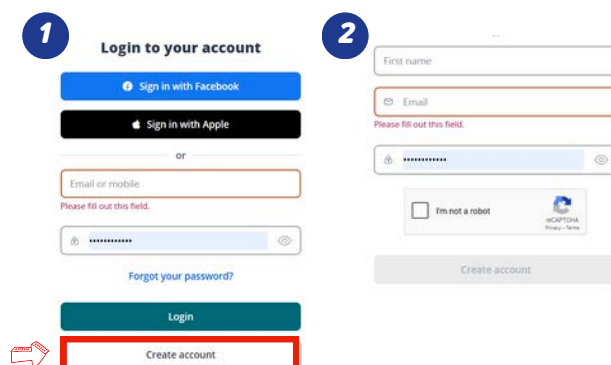
Flatmates Web Browser

Go to <https://flatmates.com.au> and click "Sign in" in the top right corner.



Follow the steps to create your account:

To create your account, go to the bottom of the window and click on the 'Create account' button. Then, you will need to fill out your details and tick I'm not a robot, click 'Create account'



- After logging in, you must verify your phone number. To do that, go to the top right corner of the screen and click on the user icon.

Flatmates

Search rooms and housemates

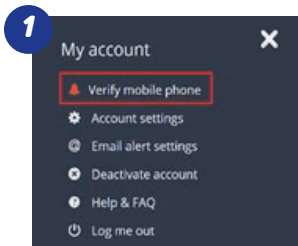
Shortlist

Messages 1

Guides



- (1) Press verify mobile phone. (2) Select Australia (+61) and enter your phone number. (3) You will get a 6-digit security code. Enter the security code in the box and click verify.



2 Country code
Australia (+61)

Mobile number

Number sharing options
Do you want members to be able to contact you directly on your mobile?
☐ Yes please! Make my number public
☐ No thanks, Keep it private

3 A security code has been sent to +61. It may take a few minutes to arrive.

Security code
245087

Haven't received anything? [Try again](#). Do not share security codes with anyone.

Verify

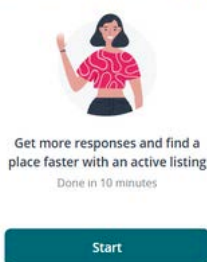
Create your Profile

If you have a room and want to find a housemate → click "I need a flatmate" or if you want a place to live → click "I need a place".



After you click "I need a place", (1) you will see the below, select "Start", and (2) then it will ask you for what type of place you are looking for. Select the most suitable option and click "Next". (3) Type the suburb where you would like to live, and (4) budget and timing.

1 Create a seeker listing to find a place



No, I am offering a place

2

☐ Rooms in an existing sharehouse
☐ Whole property for rent
☐ Studio
☐ Granny flats
☐ One bed flat
☐ Homestay
☐ Shared Room
☐ Student Accommodation

☒ Teamup



Next

3

Suburb
Search for a suburb

We recommend choosing at least 4 suburbs

4

Weekly budget
\$

Preferred move date
Select a date

Preferred length of stay
Select



(1) Choose other things you need in the house. For (2) introduce yourself, press next, and then (3) start creating your profile. (4) Introduce your employment status, (5) lifestyle, and (6) write a short self-introduction (who you are, what kind of place/people you like). Finally, (7) check your answers and then press "Publish."

1

Room furnishings

Flexible Not required Required

Internet

Flexible Required

Bathroom type

Flexible Ensuite or own required

Parking

Flexible Off-street required

Max number of flatmates

Flexible 1 other 2 others

2

Introduce yourself

Introduce yourself

Help your future flatmate learn about you

3

This place is for

Me Couple Group

Your first name

Diana

Your age

Required

The gender you identify as

Woman Man Non-binary Gender diverse

Profile picture

You can add or change your profile picture later

4

Working full-time Working part-time Working holiday Retired

Unemployed Backpacker Student

5

Smoker LGBTQIA+ Pets Children

6

Say something about yourself...

Tell your potential flatmates a little about yourself. What do you do for work, what do you like to do for fun and where you are from. Also remember to let them know what you're looking for.

7

Diana

Early Bird 20 year old woman

\$500/wk Budget 1 month stay Stay length 2 Jul Move date

About me

Easy going

My features

Working full time Non-smoker Have pets No children

Message Diana

Online Today

Response rate: N/A

This listing is no longer available so you cannot make contact.

Diana has no verified social media

Report this person



Look for a Place

To start exploring places, (1) go to the top of the page, (2) type your preferred suburb and press "Search". You can view your search as a (3) map or listing, and (4) you can apply filters such as budget, date available, accommodation type, bathroom type, among others, and press "Update."

1 Flatmates

2

Rooms Flatmates Teamups


Flatmates

4

Home > Rooms > Southport, 4215

3

Viewing 1-12 of 200 results



BOOSTED

☆

\$300 / week inc. bills

Free to message

Southport, Gold Coast

4 2 2 • 1 Room in Share House

Available Now

To view the room's details, click on the photo. All relevant information will be displayed. If you want to request an inspection, (1) go to the bottom and click "Request inspection", then (2) send a message to the person, and press "Send message to."

1 Message Frances to request an inspection

To inspect this room, send a message introducing yourself and ask to see their inspection times.

2 Message to request an inspection

Introduce yourself, describe why you are interested in the room and why you think you would be a great fit for the home.



02

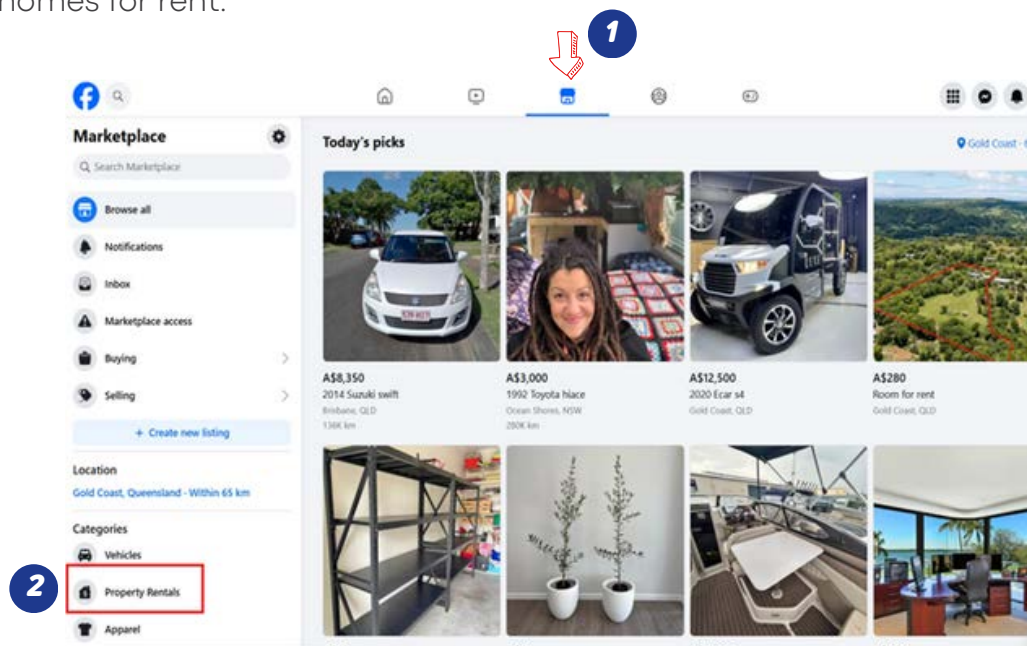
Facebook Marketplace

This is a place to find a variety of items, including apartments and other rentals, by searching by location and category. Users can also list their own items for rent or sale, communicate with potential buyers or renters, and arrange transactions.

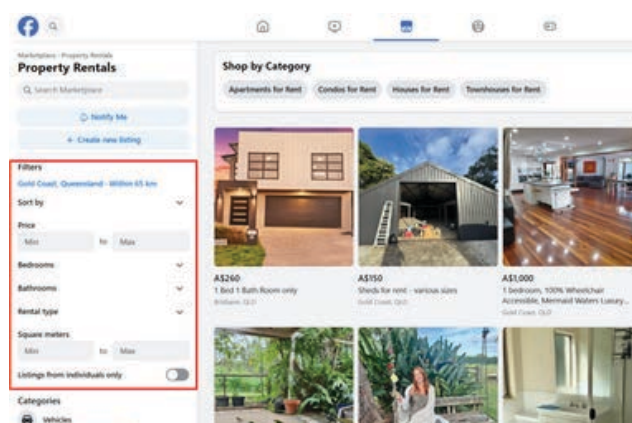


Go to Facebook Marketplace

Open the Facebook website or app. (1) Look at the top of the page, and find the Marketplace button (it looks like a little store). Click or tap the Marketplace* button. (2) On the left side of the screen, find the Property Rentals category. Click or tap Property Rentals to see homes for rent.



Use filters to find the right home. You can choose location, price, rooms, bathrooms and rental type.



✚ Contact the Owner

When you find a place you like, click or tap on it to see more details. Write a short message to the owner with your name and a little about yourself. Example: "Hi, I'm [Your Name]. I'm looking for a home for my family of three. I like your apartment because it's near my work. Can I ask some questions?" Be patient. The owner may take a little time to reply.

✚ Facebook Groups (Examples)

Certain groups on Facebook can be used to search for rental properties. Type QLD rentals in the search engine for a list of rental groups. Request to join some of the groups to view rentals. Examples of groups are shown below.

- QLD Homes, Land and Rentals for Sale
<https://www.facebook.com/groups/1544839372417155>
- Central Queensland Property Sales and Rentals...
<https://www.facebook.com/groups/915546381804726>
- Private Rentals SEQ Gold Coast Brisbane
<https://www.facebook.com/groups/138208086649106>
- Queensland Property for Sale
<https://www.facebook.com/groups/931692493988491>
- Gold Coast Mums Group #1
<https://www.facebook.com/groups/124685778128178>

Communicate directly with the poster of the advertisements by messaging them or commenting on the post.



Required Documents



Document Checklist for a Private Lease

1. ID documents such as a passport, driver's licence or a photo ID (at least two different)
2. Income evidence such as payslip, invoice, bank statements, Centrelink benefit, Medicare card, and other income source documents
3. Previous lease ledger
4. Previous lease agency or landlord contacts for reference (for the last 1 year minimum)
5. Address history for the last five years
6. Employment reference if you/your partner works
7. Visa copy if you are on a visa
8. Other supporting documents

Document Checklist for Sublease or Room Lease

1. ID documents
2. Phone number
3. Income evidence, such as Centrelink benefits, etc.

Bond Loan Assistance



Types of Bond Loan Assistance

Bond Loan: Helps cover the cost of a rental bond.

Bond Loan Plus: Helps cover the cost of a rental bond and up to 2 weeks' rent.

Bridging Bond Loan: Helps cover the cost of a new bond while waiting to release your existing bond.

Rental Grant: A one-off payment of 2 weeks' rent for people in a housing crisis.

Rental support options, click the link below for more information
<https://www.qld.gov.au/housing/renting/help-to-find-a-rental-home/bond-loan/types>

Eligibility Requirements

To be eligible for a Bond Loan, Bridging Bond Loan, Bond Loan Plus, or Rental Grant, you must:

- Not currently living in the property you need the bond for (unless you're applying for a Bridging Bond Loan)
- Be an Australian citizen, permanent resident, or have a temporary protection or bridging visa
- Have less than \$5,500 in cash or savings among all the bond loan applicants (not including dependents)
- Meet the income eligibility limits for your household
- Do not own or part-own a residential property, caravan or mobile home, or a live-aboard boat permanently connected to household utilities.
- Ensure the rent for the home is no more than 60% of the total gross weekly income of all applicants if applying for a Bond Loan, Bridging Bond Loan, or Rental Grant.

Note: If you have outstanding debts with the Department of Housing and Public Works, you'll need to sign a debt repayment agreement.

Rental Grant

Rental Grant applicants must also meet at least one of these conditions:

- You're leaving a community-based rent scheme in Queensland to move into a private rental home. You must apply within 14 days of leaving the community-based rent scheme.
- You or someone in your household is experiencing domestic and family violence or sexual violence.
- You're currently homeless or at risk of becoming homeless.
- Within the last three months you have: Stayed at least 28 days in an approved centre (e.g. emergency housing or a women's shelter). We will need to see evidence supplied by the approved centre. Left a correctional facility having served at least 28 days. Been discharged from a hospital or other health facility (including a mental health facility or rehabilitation centre) where you were a resident for at least 28 days. Left a child protection service where you lived for at least 28 days.

Note:

- If you're experiencing domestic, family, or sexual violence, your application for a Bond Loan or Bridging Bond Loan is automatically approved. You will need to provide information about your circumstances to be eligible.
- If you're under 18 years of age, call Housing Services on 13 QGOV (13 74 68) for more information.

Income Eligibility

Income eligibility limits are assessed on the total income for all applicants, not an individual applicant's income. An applicant is a person who will sign the tenancy agreement.

To be eligible, all applicants' combined gross (before-tax) income can't be more than the limits shown in the table below.

Household type	Combined gross weekly income limit (before tax)
1 adult	\$1,325
2 adults	\$1,987
3 adults	\$2,649
4 adults	\$3,312
1 adult with 1 dependent	\$1,722
1 adult with 2 dependents	\$2,119
1 adult with 3 dependents	\$2,517
1 adult with 4 dependents	\$2,914
2 adults with 1 dependent	\$2,384
2 adults with 2 dependents	\$2,782
2 adults with 3 dependents	\$3,179
2 adults with 4 dependents	\$3,576

- If you're not sure about your household type or income type, please visit the link below:
<https://www.qld.gov.au/housing/renting/help-to-find-a-rental-home/bond-loan/check-eligibility>

More information

Call Housing Services on 13 QGOV (13 74 68), email HousingEnquiry@smartservice.qld.gov.au or contact your nearest Housing Service Centre.



Removalist Services



↳ Finding a Removalist

You can search using the options below and compare prices to find the most suitable removalist within your budget.

1. Google search "removalists Gold Coast"
2. Airtasker (<https://www.airtasker.com/au/>)
3. Facebook Marketplace

Airtasker

Airtasker is a community platform that connects people who need to outsource tasks and find local services, with people who are looking to earn money. To use this platform click on this link <https://www.airtasker.com/au/> and (1) click "Post a task" at the top of the screen, or sign up to create an account. (2) You can then post a task with the details required and press "Next." Once the task has been posted, you may accept one of the requests to complete the task.

1

Airtasker **Post a task** Categories Browse tasks How it works Sign up Log in Become a Tasker

2

Post a task **Let's start with the basics**

Title & Date

Location

Details

Budget

In a few words, what do you need done?

e.g. Help move my sofa

When do you need this done?

On date Before date I'm flexible

Next

Facebook Marketplace

At Facebook, (1) go to the Marketplace option, (2) type "removalists" to browse through the options, and (3) set filters to improve your findings.

1

2

3

Marketplace Search results

Q: removalist

Notify Me

+ Create new listing

Filters

Gold Coast, Queensland - Within 10 km

Sort by

Price

Min to Max

Condition

Date listed

Availability

AS50 Man with a van, cheap delivery, Gold Coast, QLD

AS150 Removalist Gold Coast, QLD

AS30 Ultra-delivery & rubbish* Gold Coast, QLD

Housing Services



➤ Housing Services and Organisations

Here you will find a list of housing services and organisations on the Gold Coast.

UnitingCare

UnitingCare also provides aged care, disability supports, health care and crisis response in Queensland.

General Services:

- Emergency accommodation for those over 18 years
- Support and referral for young people
- Crisis intervention, counselling and emotional support
- Training on living skills, budgeting skills and financial management
- Practical assistance and advocacy

Website: <https://www.unitingcareqld.com.au/services-and-support/homelessness>

Phone number: 07 5579 6060, after hours 0412 636 517

- **GC Homelessness Hub** is a single point of referral for all services on the Gold Coast and provides short-term case management support, crisis accommodation, rental accommodation or subsidised rental accommodation. **Opening hours:** 93 Golden Four Drive Bilinga, QLD 4225 Monday to Friday 9.00 am to 5.00 pm.
- **Blair Athol** is the 24/7 crisis accommodation at Bilinga, South Gold Coast and also provides Mobile Support to youth, breakfast and Lunch to homeless people at the Hub. **Opening hours:** 93 Golden Four Drive Bilinga, QLD 4225 Monday to Friday 9.00 am to 5.00 pm.
- **Bryant Place** is a transitional accommodation facility for men who have been long-term homeless (minimum of 12 months). **Opening hours:** 106 Frank Street Labrador, QLD 4215 Monday to Friday 9.00 am to 5.00 pm.

Wesley Mission Queensland

Wesley Mission Queensland (WMQ) helps people across Queensland build stronger and more inclusive communities. They support the community with home and community care, mental health, health and wellbeing, food, housing, and emergency support, among others.

Website: <https://www.unitingcareqld.com.au/services-and-support/homelessness>

Phone number: 1300 673 140

Location: 930 Gympie Road, Chermside, QLD, 4032

Opening hours: Monday to Friday 8:00 am to 5:00 pm

- **Supporting Those at Risk of Homelessness (STARH)** is a free, voluntary, safe and confidential service that can provide case management planning to families and individuals on the Gold Coast, Logan, Lockyer Valley, Somerset and Ipswich regions.
General Services: Tenancy issues, financial problems or debts, physical or emotional health issues, loss or reduction in employment, relationship and/or family breakdown, and social isolation.
- **Specialist Youth Housing Service (SYHS)** can provide support for young people and families aged 16-25 who are homeless or at risk of becoming homeless. **General Services:** Independent housing, holistic case worker support, assistance with developing rental knowledge and skills, assistance with developing independent living skills, referrals to other services and support. The properties have the option to be fully furnished, and rent is calculated based on individual circumstances.
- **Logan Youth Foyer Support Service (LYFSS)** helps single young people aged between 16-25 with no dependents build a brighter future by providing accommodation and guidance in a supported environment. **General Services:** Education and employment, health and wellbeing, social connections, civic participation, independent living skills, and housing.

Gold Coast Youth Services

Gold Coast Youth Service is a not for profit, specialist youth support & homelessness organisation. They help all young people and their families in the Gold Coast Region who may be marginalised, disadvantaged or homeless.

Website: <https://gcys.org.au>

Email: admin@gcys.org.au

Phone number: (07) 5572 0400

Location: 5 Oak Avenue, Miami QLD 4220

Opening hours: Monday - Friday, 9:00 am - 5:00 pm



- **Youth Homelessness & Outreach Support (YHOST)** offers centre-based support at Miami Hub or Mobile Support Service (MSS) with both interim and longer-term case management support for young people to: Obtain housing, maintain their housing or maximise their capacity to be independent, self-reliant and connected to appropriate social and community supports.
- **Youth Accommodation Program (YAP)** is an externally supported transitional housing program for young people aged 16 to 21 years, & young families aged 16 to 25 years, who are homeless or at risk of homelessness.

Salvation Army - Still Waters

Still Waters provides person centred support and temporary supported accommodation to women with or without children who are experiencing or are at risk of homelessness.

Website: <https://www.salvationarmy.org.au/>

Email: stillwaters@salvationarmy.org.au

Phone number: (07) 5591 1776

Location: 173 Wardoo Street, Southport, 4215 QLD

Opening hours: Monday -Sunday 7:00 am - 11:00 pm

General Services:

Temporary supported accommodation on site

- Shared living - own room, shared bathroom, kitchen and lounge
- Self-contained units

Temporary supported accommodation within the community

- Houses/units within the community
- Salvos Housing provides tenancy

Vinnies

They offer a wide range of Housing and Homelessness Services to help the community and their family through uncertain times. At St Vincent de Paul QLD, they will work to accommodate and support those who are experiencing homelessness, at risk of homelessness, or in need of emergency housing due to a change in their personal circumstances.



Website: <https://www.vinnies.org.au/qld/find-help/housing-homelessness>

Email: state.admin@svdpqld.org.au

Phone number: 1800 846 643, (07) 3010 1000

Homelessness:

- Hostel accommodation
- Youth mobile support
- Prisoner re-integration
- Family accommodation support

Home stay: Advice and information on home stay arrangements if you are in rent arrears or facing eviction.

- Providing information and guidance on your rights,
- Helping you negotiate with your property owner or real estate agent
- Assisting with resolving any conflicts or issues
- Helping you to understand the eviction process
- Providing advice on dispute resolution.

Domestic Violence Crisis Accommodation Centres: Offers a safe place for you and your children to stay, receive the support you need. (All referrals to our centres must come through DV Connect.)

Homeless Hotline

Homeless Hotline is a phone information and referral service for people who are experiencing homelessness, or are housed but at risk of homelessness.

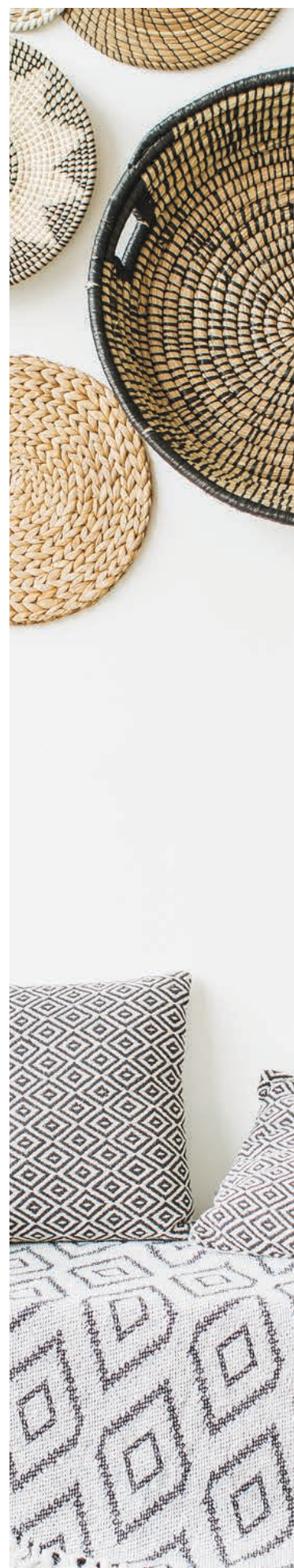
Website: <https://www.qld.gov.au/housing/emergency-temporary-housing/homeless-persons-information-qld>

Phone number: 1800 474 753

They will provide information about where you can find:

- Emergency and crisis accommodation
- Meals and showers
- Counselling, health care and mental health support—if relevant to your situation.

Call 1800 512 451 if you need an interpreter.



Social Futures

Social Futures has a range of services to support people who are experiencing homelessness, at risk of homelessness, or in unstable housing.

Website: <https://socialfutures.org.au/service-category/housing-and-homelessness/>

Phone number: 1800 719 625

Email: info@socialfutures.org.au

Location: 27a/207 Currumburra Road, Ashmore QLD 4214

Opening hours: Monday - Friday 8:30 am – 5:00 pm

- **Assertive Outreach:** They work on the ground with people sleeping rough in the Tweed Heads and Byron Bay areas.
- **Reconnect:** It is a free, targeted early intervention program for young people. Their program assists young people (12 to 18 years) who may be at risk of becoming homeless due to the breakdown of family relationships.
- **Connecting Home:** They support adults, young people (16-24 years old) and youth (12-15 years old) who are homeless, or at risk of homelessness, to identify and source sustainable housing.

You Have a Friend

They support the homeless, marginalised and single parents and their children. Their charity provides over 300 meals plus fruit/vegetables and grocery items each week on the streets in areas such as Tweed Heads, Coolangatta, Murwillumbah, Chinderah, Wooyung, Mt. Warning and Uki.

Website: <https://www.youhaveafriend.com.au/>

Phone number: (07) 5524 2008

Email: johnl.17@bigpond.com

Location: 2/3 Machinery Dr, South Tweed NSW 2486

Social Housing Services



➤ Social Housing Services

Here you will find a list of social housing services on the Gold Coast.

Government Housing Services

Gold Coast Housing Service Centre (Robina)

- **Location:** Shop 80, Bazaar Street, Robina Town Centre, Robina QLD 4230
- **Phone:** (07) 5645 8100
- **Email:** goldcoasthsc@housing.qld.gov.au
- **Opening Hours:** Monday to Friday, 8:30 AM – 4:30 PM
- **Services:** Assists with public and community housing applications, bond loans, rental grants, and RentConnect support.
- **More Info:** Gold Coast Housing Service Centre (<https://www.qld.gov.au/housing/public-community-housing/housing-service-centre/view?id=19&title=Gold+Coast+Housing+Service+Centre>)

Community Housing Providers

Churches of Christ Housing Services – Gold Coast Regional Office

- **Location:** Corner of Olsen Ave & Griffith Way, Southport QLD 4215
- **Phone:** (07) 5539 7655
- **Services:** Provides a range of rental housing options for families on low incomes, individuals facing discrimination in the private rental market, or those experiencing homelessness.
- **More Info:** Churches of Christ Housing Services (https://www.mycommunitydirectory.com.au/Outlet/227430/Churches_Of_Christ_Housing_Services__Gold_Coast_Regional_Office)

Community Housing Limited (CHL) – Gold Coast Office

- **Location:** Suite 101, Level 1, Campus Alpha, 2 Investigator Drive, Robina QLD 4226
- **Phone:** 1300 245 468
- **Services:** Offers affordable housing projects and tenancy management services across the Gold Coast.
- **More Info:** Community Housing Limited (<https://chl.org.au/contact/>)

Mangrove Housing

Offices:

- Wynnum: 6/70 Andrew Street, Wynnum QLD 4178, 0491 381 673
- Beenleigh: Shops 1-2, 13-17 Main Street, Beenleigh QLD 4207, 0475 097 069
- Cleveland: Shop 93, Cleveland Central, 91 Middle Street, Cleveland QLD 4163, 0491380535

Services: Provides long-term affordable housing and support services for individuals and families experiencing homelessness or housing stress.

More Info: Mangrove Housing (<https://www.mangrovehousing.com.au/>)

Youth Housing Services

Gold Coast Youth Service – Housing & Support Program (HASP)

Services: Provides externally supported accommodation for young people aged 16–21 years, including single parents.

Location: 15 Oak Avenue, Miami QLD 4220, Phone: (07) 5572 0400

Gold Coast Project for Homeless Youth Inc.

Services: Offers homelessness support and services for young people aged 16–25 years across the Gold Coast.

More Info: <https://www.homelessyouth.com.au/>

How to Apply for Social Housing

To apply for public or community housing in Queensland, follow these steps:

- Contact the Gold Coast Housing Service Centre. Before applying, it's recommended to discuss your eligibility and housing needs with the local Housing Service Centre.
- **Phone:** (07) 5645 8100
- **Email:** goldcoasthsc@housing.qld.gov.au
- **Location:** Shop 80, Bazaar Street, Robina Town Centre, Robina QLD 4230
- **Opening hours:** Monday to Friday, 8:30 AM – 4:30 PM
- **More Info:** <https://www.qld.gov.au/housing/public-community-housing/housing-service-centre/view?id=19&title=Gold%20Coast%20Housing%20Service%20Centre>



Eligibility criteria include:

- Being a Queensland resident
- Australian citizenship or permanent residency
- Not owning or part-owning property in Australia or overseas
- Meeting asset and income limits
- Experiencing significant housing need due to financial or non-financial factors (<https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/guide-to-applying-for-housing-assistance/check-your-eligibility>)

Submit an Application

- Visiting the Housing Service Centre in person
- Calling 13 QGOV (13 74 68)
- Completing the Application for Housing Assistance form and submitting it via email or post (<https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/guide-to-applying-for-housing-assistance>)

Contact Information

Gold Coast Housing Service Centre

- **Phone:** (07) 5645 8100
- **Email:** goldcoasthsc@housing.qld.gov.au
- **Location:** Shop 80, Bazaar Street, Robina Town Centre, Robina QLD 4230
- **Opening hours:** Monday to Friday, 8:30 AM – 4:30 PM

General Housing Enquiries

- **Phone:** 13 QGOV (13 74 68)

