



# Rental issues and support in Queensland

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# Resolving a rental issue

Every now and again, you may encounter issues while renting privately as a tenant. Whether it's a rent increase, or flat mates aren't paying for utilities, it's good to know what you can do to resolve disputes.

## YOUR RIGHTS AS A TENANT

Many tenants in Australia are unaware that they have rights which must legally be observed. These vary slightly from state to state so take time to check your relevant state's housing authority. The below resources will assist you in identifying your rights as a tenant:

### QSTARS Queensland Statewide Tenant Advice and Referral Service

QSTARS is a free, independent advice and referral service for all Queensland renters. Call QSTARS on 1300 744 263 if you need advice on a tenancy matter or visit [www.qstars.org.au](http://www.qstars.org.au)

### Queensland Residential Tenancy Authority

This website can provide you with information regarding rental and property, particularly during the pandemic crisis.

### Queensland Civil and Administrative Tribunal (QCAT)

Access this link for any instances where, as a tenant, you would like to make an application to the Tribunal to break lease due to financial hardship.

### Tenants Queensland

Tenants' Advice and Advocacy Services provide free, independent information, advice and advocacy for tenants in Qld.

### COVID-19 Residential Rental Hub

A one-stop shop for information about renting during COVID-19. Information hotline 1800 497 161 – Monday to Friday (8am to 8pm) and from 9am to 5pm Saturday and Sunday and texting (SMS) "Hi" to 0480 000 782.

### Legal Aid Queensland

Legal Aid provides free legal advice over the phone. Translators are available.

### 1800QSTUDY (1800 778 839) – 24/7 hotline for international students across Queensland.

Services include:

- accommodation advice
- public transport and travel advice employment advice
- health and wellbeing referrals
- legal referrals
- complaint referrals.

ACU students have access to additional services which may assist in resolving their rental issue:

### ACU Legal Service

A free service available for all ACU students.

### ACU Rental Advisory Service

A free service which will give you individual advice on how to proceed with your rental issue.

## STEPS TO TAKE

The first step to resolving any problem or complaint is to carefully read the terms of your rental agreement. If you have an issue supported by your agreement then you should speak to your landlord/agent about reaching a resolution.

If an agreement cannot be reached, you may lodge a complaint with Queensland Residential Tenancy Authority to help mediate an agreement.

We recommend that if your case gets to this stage that you contact the ACU Rental Advisory Service for them to help advise you on proceeding with your case.



# Support available in Queensland

Federal and state governments offer support options to a range of people in need. The below options are resources which you can access in Queensland. Check the eligibility criteria to see if you can apply.

## **ASSISTANCE AVAILABLE**

### **Rental Security Subsidy**

A Rental Security Subsidy provides temporary financial support to your landlord to help sustain your rental tenancy.

You can have your rent subsidised for a maximum of six months. The level of rent subsidy is based on factors such as total household income and your circumstances.

The subsidy does not have eligibility requirements listed such as visa status.

### **Community Recovery Hotline**

If you have no other means of getting food or essential items, call 1800 173 349.

The Community Recovery Hotline is also available to support vulnerable Queenslanders in home quarantine who have no other means of support.

The hotline assists people who have been advised to quarantine at home by a medical professional, Queensland Health or through government direction and have no other mechanisms for support.

Staff will be able to work with partner organisations to arrange non-contact delivery of essential food and medication to people in quarantine with no other means of support.

### **JobFinder**

For students who have lived in Queensland for six months and hold a valid visa which allows you to work. Register to be connected to qualified recruitment agencies in Queensland, which will try to find you available work in high need areas. Also allows access to free online training options to help with job readiness

### **Australian Homestay Network**

The Australian Homestay Network has launched an Australia wide program called the International Student Support Network to provide short-term, heavily discounted homestay to eligible international students impacted by the global crisis.

### **Department of Social Services Grant Service Directory**

The Department of Social Services (DSS) Grants Service Directory includes details of active grants and organisations providing service delivery.

### **Ask Izzy**

Ask Izzy is a search tool to help people who are homeless or at risk of homelessness find shelter, food, health and other critical support services.

### **Access to superannuation**

Australian citizens who have been in Australia longer than 12 months who find themselves in financial hardship are able to access their Australian superannuation.

Applications for early release of superannuation will be accepted through myGov from 20 April. Register your interest by logging in to **myGov** and following the 'Intention to access coronavirus support' instructions.

If you don't already have a myGov account, you can set one up by selecting 'Create an account'.

### **Early Access To Super**