How to Get Help with Renting, Housing Issues and Support in Queensland

DiversAbilities Resource – Gold Standard

1. What this resource is for

This guide is for people in Queensland who need help with renting, finding housing, paying bond or rent, understanding tenancy problems, or dealing with a housing crisis.

It is designed to show the cheapest or government-supported pathways first, before moving to private or paid options.

This resource is especially useful if you are renting, trying to move into a rental, at risk of losing your housing, or not sure which government service to contact.

2. What the main government and public services actually do

Different housing services do different jobs. It helps to know who does what before you start calling.

- Residential Tenancies Authority (RTA): Helps with tenancy information in Queensland, including bonds, tenancy rules, forms, and some dispute-related information.
- Queensland Government housing support: Can help with bond loans, rental grants, public and community housing, RentConnect support, Housing Service Centres, and emergency or temporary housing pathways.
- Services Australia: May provide Commonwealth Rent Assistance if you pay rent and receive an eligible Centrelink payment.

These services do not all solve the same problem. For example, the RTA explains tenancy processes and bond matters, while Housing Service Centres deal more with housing assistance and public or community housing.

3. Real-life examples

- You have found a rental but cannot afford the bond.
- You are worried you will lose your rental because of financial stress.
- You need help understanding a rental issue and do not know who to contact.
- You need emergency or temporary accommodation.
- You want to apply for public or community housing.
- You receive Centrelink and want to know if you can get extra rent help.

4. Cheapest pathway: step-by-step

1. Work out which housing problem you are actually facing. Is it bond and upfront costs, rent stress, tenancy questions, public housing, or emergency accommodation?
2. Use a government or public pathway first. In Queensland, this usually means checking RTA, Queensland Housing support, or Services Australia before paying a private service.
3. Write down your suburb, income details, rental amount, and any urgent issues before calling.
4. Call the most relevant service first and ask exactly what support you may be eligible for.

5. If one service cannot solve the issue, ask who the correct next service is. Do not assume the first number you call is the only one you need.
6. Keep notes of names, dates, and any reference numbers.

5. If you need help getting into a rental: bond loans and rental grants

Queensland offers government housing assistance for some renters who need help with the upfront cost of moving into a rental.

Queensland Government says bond loan products are interest-free and fee-free loans to help cover rental bonds. Rental Grants are a one-off payment for eligible people who need help moving into a rental. There is also an online eligibility checker for bond loans, Bond Loan Plus, Bridging Bond Loans, and Rental Grants.

The RTA also explains bond loan products, including Bond Loan Plus and Bridging Bond Loans.

- Bond Loan: An interest-free and fee-free loan for the rental bond.
- Bond Loan Plus: An interest-free and fee-free loan for the bond plus an amount equal to 2 weeks rent, up to a maximum of 6 weeks rent for the rental home.
- Bridging Bond Loan: Helps cover the upfront cost of a new bond while waiting for the release of your current bond held by the RTA.
- Rental Grant: A one-off payment for eligible people who need assistance to move into a rental property.

6. Step-by-step: how to ask for bond help

7. Go to the Queensland Government bond loan and rental grants page.
8. Use the eligibility checker first to see what you may qualify for.
9. Gather your income details, ID, household details, and the rental property information.
10. If you are eligible, follow the application steps online or contact a Housing Service Centre for help.
11. If you are unsure, call and ask what type of bond support fits your situation best.

What to say:

- “I am trying to move into a rental and I need help with the bond. Can you tell me if I might be eligible for a bond loan or rental grant?”
- “I am already renting and moving to another place. Can you explain whether a bridging bond loan might apply to me?”

7. If you are struggling to stay in your rental

Queensland’s RentConnect pathway can provide financial assistance to help eligible renters stay in their rental home and may also help with finding more affordable housing.

This is important if you are worried about losing your rental because of financial pressure or changing circumstances.

12. Check the Queensland Government RentConnect information.
13. Contact the relevant housing support service and explain that you are at risk of losing your rental.
14. Ask if you may be eligible for financial help to stay in the property or support to find more affordable housing.

What to say:

- “I’m worried I may not be able to stay in my rental. Is there any government help available to help me stay housed?”
- “Can you tell me if I might be eligible for RentConnect or other rental support?”

8. If you need public or community housing

Queensland Housing Service Centres are the main government contact point for public and community housing assistance.

You can use the Queensland Government Housing Service Centre finder to locate your nearest office, phone number, and contact details.

15. Go to the Housing Service Centre finder.
16. Search by suburb or postcode.
17. Call your nearest centre and explain your housing situation.
18. Ask what documents you need if you want to apply for public or community housing.

What to say:

- “I need help understanding public or community housing options in my area.”
- “Can you tell me how to apply, what documents I need, and whether there are any urgent housing pathways?”

9. If you are in emergency housing stress right now

Queensland Government has emergency and temporary housing information for people who are homeless, at risk of homelessness, or needing urgent accommodation support.

The Queensland Government emergency and temporary housing page also includes information for people experiencing domestic and family violence or sexual violence.

19. If you need urgent accommodation support, go to the Queensland Government emergency and temporary housing page first.
20. If the situation is urgent, contact the relevant housing or crisis support pathway listed there.
21. If there is immediate danger, call 000.

What to say:

- “I do not have safe housing right now and I need emergency accommodation support.”
- “I am at risk of homelessness and need to know what urgent housing options are available.”

10. If you pay rent and receive Centrelink

Services Australia says Commonwealth Rent Assistance is a regular extra payment that is automatically paid if you pay rent and receive certain payments from Services Australia.

This is not something everyone gets, but it is worth checking if you already receive Centrelink support and pay rent.

22. Check the Services Australia Rent Assistance page.

23. Review whether you receive an eligible payment and pay rent in a qualifying way.
24. If unsure, contact Services Australia and ask whether Rent Assistance may apply to you.

What to say:

- “I pay rent and receive Centrelink. Can you check whether I am eligible for Rent Assistance?”

11. If your issue is about tenancy rules, bond, or rental processes

The RTA is usually the best place to start in Queensland if your question is about bonds, tenancy processes, rental forms, or understanding how renting rules work.

This does not mean the RTA solves every housing problem directly, but it is often the right first step for Queensland tenancy information.

25. Go to the RTA website.
26. Find the topic that matches your issue, such as bonds or starting a tenancy.
27. If you still feel unsure, contact the RTA and explain the rental issue you are trying to understand.

What to say:

- “I need help understanding my rental situation in Queensland. Can you explain the correct process for my bond or tenancy issue?”

12. Important honesty point: what these services can and cannot do

- Government housing support may help with applications, grants, loans, referrals, and public or community housing pathways.
- The public system is often the cheapest option, but there can be waiting lists.
- RTA can help explain Queensland tenancy processes, but it is not a general replacement for every type of housing support.
- Public and community housing are important pathways, but they are not immediate solutions for everyone.
- Emergency accommodation pathways are for urgent situations and may involve different services from standard rental support.

13. Good questions to ask before ending a call

- Is this the right service for my issue?
- Am I eligible for any free or government-supported help?
- What documents do I need?
- What should I do next if I do not qualify?
- Is there another service I should call after this one?

14. Official links and contacts

- Queensland Government – Bond loans and rental grants: https://www.qld.gov.au/housing/renting/help-to-find-a-rental-home/bond-loan
- Queensland Government – Bond loan eligibility checker: https://www.qld.gov.au/housing/renting/help-to-find-a-rental-home/bond-loan/check-eligibility

- Residential Tenancies Authority – Bond loan information: https://www.rta.qld.gov.au/starting-a-tenancy/rental-bond/bond-loan
- Queensland Government – RentConnect: https://www.qld.gov.au/housing/renting/help-with-your-current-rental-home/help-to-stay-in-your-rental-rentconnect
- Queensland Government – Housing Service Centre finder: https://www.qld.gov.au/housing/public-community-housing/housing-service-centre
- Queensland Government – Emergency and temporary housing: https://www.qld.gov.au/housing/emergency-temporary-housing
- Services Australia – Rent Assistance: https://www.servicesaustralia.gov.au/rent-assistance

15. Sources

- Queensland Government
- Residential Tenancies Authority Queensland
- Services Australia

Disclaimer: These resources might not be up to date and newer information might be available. We try our best to update our resources as often as possible.