

What is the Rental Support Grant?

The Rental Support Grant (RSG) helps Queensland residents who were/are currently unable to live in their home after being directly impacted by an Eligible Disaster event.

The one-off payment is to assist Eligible Households to pay for temporary commercial and/or private accommodation of 14 nights or more, because of their home (primary place of residence) being rendered uninhabitable by one or more of the following Eligible Disasters:

- Central, Southern and Western Queensland Rainfall and Flooding (10 November – 3 December 2021)
- Ex-Tropical Cyclone Seth (29 December 2021 – 10 January 2022)
- South-East Queensland Rainfall and Flooding (22 February – 5 April 2022)
- Southern Queensland Flooding (6 May – 20 May 2022)

The grant is scalable based on the number of people residing in the property as their principal place of residence at the time of the Eligible Disaster.

The grant may be paid in retrospect if paid accommodation was required for a minimum of 14 nights due to one or more of the above Eligible Disasters.

Maximum of one application per eligible event.

Who can apply?

You are encouraged to apply if:

- you are a Queensland resident who lived in one of the Local Government Areas impacted by the above Eligible Disaster/s
- the damage to your principal place of residence (owned or rented) has been sustained as a result of being directly impacted by the Eligible Disaster whereby the resulting damage has rendered the home uninhabitable in the short to medium term
- you are unable to (or were unable to) claim temporary accommodation costs under an insurance policy or your insurance does not cover the full length of your accommodation needs
- short-medium term accommodation was required for a minimum of 14 nights

You are **not eligible** to apply if:

- the damaged property is an investment property that you do not live in
- the damaged property remained habitable
- your temporary accommodation costs were/can be fully covered under an insurance policy.
- you were present at the residential property at the time of the Eligible Disaster but do not ordinarily reside there as your principal place of residence.

Note: Prior to seeking assistance under this grant applicants must have explored all insurance options and claim on any applicable insurance. Being uninsured does not exclude you from applying for this grant



Identification and Evidence required

To complete an application, you will need to provide the following:

Identification

- Driver's licence or other photo identification; and
- Medicare card showing family members you are claiming for in the RSG application.

Evidence of:

- Either proof of ownership of principal place of residence of the impacted property or proof of residency at an impacted property (required for all individuals residing at the property as their principal place of residence at the time of the Eligible Disaster – evidence must contain resident/s name/s and address of impacted property):
- Damage to the property resulting from the eligible event
- Insurance status, including evidence that principal place of residence was rendered uninhabitable and end date of any temporary accommodation under the policy.
- Temporary accommodation booking/payment for a minimum of 14 nights

How do I apply?

Applicants who meet the eligibility criteria may apply through the following channels:

Please contact us Monday to Friday 8am –4pm:

- By phone: Rental Support Grant Team on 07 3086 3500,
- By email: rentalsupportgrant@chde.qld.gov.au

Household arrangements

Generally, one application will be required per residential address.

Shared households will be required to nominate a primary applicant via a primary applicant nomination form. This will be provided to you during the assessment process. The primary applicant will act as the main correspondent on behalf of the household to progress the grant. One application per residential address will be accepted unless there are exceptional circumstances.

Method of Payment

Electronic Funds Transfer (EFT) to the bank account/s listed in the application. The timing depends on when the bank processes the payment.

In the case of share-houses, the assessed grant will be apportioned to all eligible householder's verified bank accounts.

What is Not Covered?

The following are not eligible:

- All commercial purpose and/or business operated buildings
- Incidental costs incurred in short-medium term accommodation (such as food, drinks, entertainment, transportation, and relocation) or other costs such as insurance and other additional accommodation provider services.

