

This factsheet provides you with information about what to do after the tenancy agreement has been terminated and a Warrant of Possession has been issued, what you need to do and where you can access support.

Termination Order and Warrant of Possession

After a Termination Order has been made by the Queensland Civil and Administrative Tribunal (QCAT) ending your tenancy agreement, you will have to vacate the premises by midnight on the date set out in the order.

A Warrant of Possession has also been issued, which sets out the important dates and requirements for the Queensland Police Service if you do not vacate the premises in the required timeframe, as outlined in the order.

The Warrant of Possession authorises the police to enter the rented premises and, using reasonable force where necessary, make tenants vacate the premises. While the warrant is in effect, the police may attend the property and give you a date by which you must vacate the premises, or they may require you to vacate the premises immediately.

You will not be able to enter the premises after the Warrant of Possession has been executed as the locks will be changed.

You may wish to contact your local police station for more information. A complete list of Queensland police stations is available at www.police.qld.gov.au/stations.

Before the Warrant of Possession is executed by police

It is important to pack and move all your belongings and vacate the premises by the termination date. If you are not sure where you will be living, you could ask a family member or friend if they can store your belongings. Make sure you:

- have all your belongings, particularly medicines, prescriptions and important paperwork/documents
- disconnect utilities and services to the premises which are in your name, such as power, internet, water etc.
- comply with all the terms and conditions as outlined in your rental agreement
- advise those close to you how to contact you
- arrange with Australia Post to redirect your mail. You can contact Australia Post at www.auspost.com.au. If you are not sure where you will be living, consider asking a family member or friend, to receive your mail temporarily
- update your address for multiple government departments at once using the [Change of address](#) form which is available at www.change-of-address.services.qld.gov.au.

You should seek advice immediately if you are unable to move all your belongings before the Warrant of Possession comes into effect, using the services outlined below.

Emergency Relief

Emergency relief supports people experiencing financial distress or hardship and who have limited means or resources to help them alleviate their financial crisis. The following emergency relief organisations may be able to provide you with immediate or ongoing support.

- **Lifeline crisis support** - Ph: 13 11 44. Available 24/7. Australia's largest crisis support line, Lifeline provides a trained Crisis Supporter over the phone anytime of the day or night.

- **Salvation Army** – Ph: 1800 811 811. The Salvation Army is the largest supplier of homelessness services across the country. They provide services to adults and families with accompanying children.
- **St Vincent de Paul Society Queensland** - Ph: 1800 846 643. The St Vincent de Paul Society Queensland – Housing Program is a not-for-profit community housing provider in Queensland which provides assistance to people who are homeless, or those who are at risk of becoming homeless, by providing a variety of housing solutions.
- **Immigrant Women’s Support Service** - Ph: (07) 3846 3490. The Immigrant Women’s Support Service is a specialist domestic violence and sexual assault service that provides direct support to women and their children from non-English speaking backgrounds who have experienced domestic and/or sexual violence.
- **Micah Projects - Home for Good services** – 8:00am to 5:00pm, 7 days per week - Ph: (07) 3036 4444. The Home for Good service includes a 7-day telephone advisory service, housing crisis support, a dedicated assertive outreach program devoted to supporting people currently sleeping rough (Street to Home) and a program to help individuals and families sustain affordable, safe tenancies to avoid homelessness (Homestay).
- **Common Ground Queensland** – Ph: (07) 3370 8320. Common Ground Queensland offers supportive housing and affordable housing to tenants who meet the eligibility requirements.
- **Gateway Community Group Inc.** – Ph: (07) 3890 8122. Gateway Community Group Inc. is a Temporary Supported Accommodation Service which offers temporary accommodation to families.
- **Supporting Those at Risk of Homelessness (STARH) Wesley Mission** – Ph: 1300 856 306. The STARH team will work with you to find and sustain stable housing, build community connections and develop life skills. STARH is a free voluntary, safe and confidential service that can provide case management planning and support to assist families and individuals in the Gold Coast, Logan, Lockyer Valley, Somerset and Ipswich regions.

Housing support services

There are a number of organisations that provide housing support services and can provide you with a referral to emergency housing. You may wish to contact:

- **Homeless hotline**, free call – Ph: 1800 474 753. Homeless Hotline is a phone information and referral service for people who are experiencing homelessness or are at risk of homelessness. You can also access the hotline at www.qld.gov.au/housing/emergency-temporary-accommodation/homeless-persons-information-qld.
- **QLD Statewide Tenant Advice and Referral Service (QSTARS)** – Ph: 1300 744 263. QSTARS is a free independent advice and referral service for all Queensland renters, delivered by Tenants Queensland. QSTARS can assist you with a referral to other housing support services or help you write a letter or fill in tenancy forms. You can also access their website at www.qstars.org.au.
- **Residential Tenancies Authority (RTA)** – Ph: 1300 366 311. The RTA provides tenancy information, bond management, dispute resolution, investigation, and education services. You can also access their website at www.rta.qld.gov.au.

- **Department of Housing and Public Works - Housing services** - Ph: 13 74 68. Housing Services is part of the Department of Housing and Public Works. Services provided include:
 - Social and community housing
 - National rental affordability scheme (NRAS)
 - RentConnect
 - Loans and grants.

A complete list of Queensland Housing Services Centres is available on their website at www.qld.gov.au/housing.
- **National Rental Affordability Scheme (NRAS)** – Ph: 1300 880 882. The NRAS aims to:
 - reduce rental costs for low to medium income households
 - increase the number of more affordable rental houses.
- **Brisbane Housing Company (BHC) – Creating Liveable Communities** – Ph: (07) 3307 3000. BHC is a leading provider of affordable housing with a demonstrated ability to deliver innovative provision of social and affordable housing.
- **Compass Housing Services Co (Queensland) Ltd** – Ph: 1300 333 733. Compass Housing Services is one of Australia’s largest non-government social housing providers with over 35 years’ experience in providing secure and affordable housing, as well as delivering housing products for disadvantaged people who have difficulties sourcing adequate housing.
- **Bric Housing** – Ph: (07) 3230 5555. Bric Housing provides affordable and secure housing solutions for those in the community who might be disadvantaged.
- **Jacaranda Housing** – Ph: (07) 3392 8848. Jacaranda Housing provides Queenslanders with safe, secure and affordable housing options.
- **Community Housing Ltd (CHL)** – Ph: 1300 245 468. CHL offer a range of housing and support services for customers:
 - Transitional Housing (available in Robina and Maryborough)
 - Affordable Housing (available in Robina and Roma)
 - Community Managed Studio Units (available via our Robina office)
 - Same House Different Landlord program (Maryborough)
 - Crisis Accommodation programs (Maryborough)
- **Churches of Christ Housing Services Ltd (COFC)**. Ph: (07) 3327 1600 (head office). COFC provide high quality community housing solutions for people who are on low incomes, discriminated against in the private housing market or are homeless or at risk of becoming homeless. They offer crisis, transitional and long-term housing to families and individuals of all ages, and support is available to assist tenants with income arrangements, budgeting, and referral to specialist services.
- **Mangrove Housing** – Ph: (07) 3893 3299. Mangrove Housing is a community housing provider offering person-centred, case management based housing provider and homeless assistance.

- **Kyabra Community Association** – Ph: (07) 3373 9499. Kyabra Housing Support Service provides Transitional Supported Accommodation and support families who are homeless or about to become homeless.
- **Queensland Youth Housing Coalition (QYHC)** – SMS/Text Message: 0460 410 612. QYHC is a not-for-profit statewide body advocating for young homeless people and supporting the services that work with them.
- **Youth Housing Project (YHP)** – Ph: (07) 3256 0241. YHP provides supported, unsupervised accommodation to young people aged from 16- 21 years old who are homeless or at-risk of homelessness.
- **Brisbane Youth Services (BYS)** – Ph: (07) 3620 2400. BYS assists homeless young people and young families to find and maintain safe, stable accommodation and to develop the skills needed to maintain their own property.
- **Gold Coast Youth Service (GCYS)** – Ph: (07) 5572 0400. GCYS's Housing and Support Program offers support to young people aged 16 – 25 who are homeless or at risk of homelessness.

Legal Advice Services

Being evicted can be a difficult time. Make sure you have read the order carefully, including any appeal rights.

QCAT is not able to provide legal advice. There are a number of options available to you for obtaining legal advice. You may wish to contact:

- LawRight on (07) 3006 2324 or srsadmin@lawright.org.au. LawRight can provide free legal advice and assistance in certain QCAT matters. You can also access LawRight at www.lawright.org.au;
- Legal Aid Queensland Call Centre on 1300 651 188 for information and referral for legal advice. They can also refer you to other service providers who may help. You can also access Legal Aid Queensland at www.legalaid.qld.gov.au;
- Queensland Law Society on (07) 3842 5842 who can provide the names of legal firms in your area that specialise in eviction legal issues. You can also contact the Queensland Law Society at www.qls.com.au;
- Community Legal Centres Queensland on (07) 3392 0092 and ask them for the nearest community legal service available to you. You can also access community legal service locations at www.communitylegalqld.org.au.

Further information about where to obtain legal advice is also available on QCAT's website at www.qcat.qld.gov.au.