

Churches of Christ Care Housing Services

The Churches of Christ Care difference

Service standards

Churches of Christ Care is committed to ensuring client rights are upheld and that clients are assisted to exercise their rights and responsibilities. Our Client Service Charter states the commitment and level of service clients can expect from us, while our Client Rights and Service Access Policy outlines how we will respond to requests in a way that is fair and equitable. We are also dedicated to meeting our legal and ethical obligations in relation to protecting and upholding your confidentiality and privacy as outlined in our Privacy Policy.

Tenant engagement and participation

We aim to deliver community housing services that are both supportive and inclusive. We encourage independence and empowerment that support our tenants' achievements and aspirations, and we urge them to remain meaningfully involved with their community. We also recognise the importance of involving tenants in decision-making processes about issues that affect them. We believe successful participation involves mutual trust, good communication and partnerships.

Tenant Advisory Group

The Tenant Advisory Group aims to provide tenants with greater access to information, advice and opportunities to be actively involved in changes relating to their housing as well as encouraging connections within local communities. By becoming a member of a Tenant Advisory Group, tenants may use their knowledge and skills to contribute to the housing community. It is also a great way of making new, like-minded friends.

Churches of Christ Care

Established in 1930, Churches of Christ Care, a division of Churches of Christ in Queensland and working with Churches of Christ in Vic/Tas, is one of the largest, most diverse not-for-profit organisations in Queensland, operating more than 150 care services, with the support of approximately 3,000 staff and almost 650 volunteers.

We are active in the areas of early childhood services, child protection, community housing, retirement living, community care, residential aged care and dementia care, providing Christ-inspired care and compassion to vulnerable persons at different stages of their life journey.

Housing Services contact details

Head Office

PO Box 508
41 Brookfield Road
Kenmore Qld 4069
P: 07 3327 1674 F: 07 3878 7204
E: housingservices@cofcqld.com.au
W: carehousing.com.au

Brisbane Regional Office

PO Box 508
41 Brookfield Road
Kenmore Qld 4069
P: 07 3327 1674 F: 07 3878 7204

Gold Coast Regional Office

2/36 Harvest Court
Southport Qld 4215
P: 07 5503 0974 F: 07 5571 2593

Churches of Christ Care

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41 Brookfield Road
Kenmore Qld 4069
P: 07 3327 1600 F: 07 3878 1268
E: care@cofcqld.com.au
W: care.cofcql.com.au

NRAS

PO Box 252 (Booval Fair)
200 Brisbane Road
Booval Qld 4304
P: 07 3436 8900 F: 07 3282 2790
E: nras@cofcqld.com.au
W: carehousing.com.au/nras

Ipswich Regional Office

PO Box 252 (Booval Fair)
200 Brisbane Road
Booval Qld 4304
P: 07 3436 8900 F: 07 3282 2790

FISS

41 Brookfield Road
Kenmore Qld 4069
P: 07 3327 1674 F: 07 3878 7204

Community Care Programs

PO Box 508
41 Brookfield Road
Kenmore Qld 4069
P: 1800 772 011 F: 07 3878 1268
E: communitycare@cofcqld.com.au
W: careagedcare.com.au

Office hours are Monday to Friday from 8.30am to 4.30pm

Translation services

Churches of Christ Care provides housing services to all people in need, including those with sight impairments and for whom English is not a first language. Please contact us if you require any document to be translated or provided in another format.



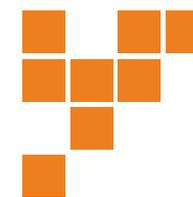
About Churches of Christ in Queensland

Churches of Christ in Queensland is a group of mainstream Christian churches that has been an active part of the Queensland community for over 130 years. We have a significant presence within Queensland and Victoria with over 200 services in more than 100 communities, touching tens of thousands of lives each year.

For more information on Churches of Christ in Queensland visit cofcqld.com.au.



Version 1 March 2014



Bringing the light of Christ into communities

A division of Churches of Christ in Queensland and working with Churches of Christ in Vic/Tas



Churches of Christ Care Housing Services

Churches of Christ Care is one of the largest not-for-profit providers of community housing in Queensland, managing approximately 1,200 tenancies throughout South East and South West Queensland.

Our organisation is built on a foundation of Christian values, commitment to quality care, trust, and respect for clients and the community. We believe appropriate and affordable housing is a basic human right and is fundamental to individual, family and community wellbeing.

Churches of Christ Care Housing Services offers crisis, transitional and long-term housing solutions for families and individuals of all ages and is an approved National Rental Affordability Scheme property manager. Support is also available to assist tenants with income arrangements, budgeting and referrals to specialist services.

We acknowledge funding and assistance from the Queensland Government, local Councils and other valued strategic partners in the delivery of our community housing projects. We also acknowledge the Australian Government who provided funding under the Nation Building – Economic Stimulus Plan to build new community housing.

We do not offer emergency housing or specialist homelessness services; however, we can provide information and advice on services available, and assist with registrations with the Department of Housing and Public Works.

Community Housing

With over 30 years experience in property and tenancy management, we provide a range of rental housing options for individuals and families on low incomes, who are discriminated against in the private housing market, or are homeless or at risk of becoming homeless. Programs include:

- Long-Term Community Housing
- Affordable Housing
- Transitional Housing through the Community Rent Scheme
- Community-managed Studio Units
- Crisis Accommodation

National Rental Affordability Scheme

Churches of Christ Care is an approved National Rental Affordability Scheme (NRAS) housing provider, managing properties on behalf of investors. NRAS is an Australian Government initiative supported by the Queensland Government that provides affordable, long-term rental accommodation for low to middle income earners.

Properties are privately owned by property investors who are provided with incentives to rent their property to eligible applicants at a discounted rate of the rental market price. NRAS has been made possible through incentives offered by federal and state governments.

Family and Individual Support Service

Churches of Christ Care Family and Individual Support Service (FISS) provides short-term supported accommodation to families throughout the Brisbane, Logan, Pine Rivers and Ipswich areas. The service caters for families who are unable to access private or public housing and those who require a level of individualised support to redevelop self-reliance and independence.

Clients come from various backgrounds and include families who are homeless or at risk of homelessness, women and children escaping domestic violence, and families of Aboriginal or Torres Strait Islander descent. FISS has been made possible through funding from the Queensland Government's Department of Housing and Public Works.

Integrated Communities model

Churches of Christ Care provides innovative and specialist long-term community housing for over 55s or people of any age with a disability. These community housing complexes are co-located with our retirement villages, residential aged care services and community care services at a number of the organisation's integrated communities known as Churches of Christ Campuses.

As people age, their needs change, and living on a Churches of Christ Campus enables community housing tenants to access any service available on site so they can age-in-place without having to leave their home, neighbours or familiar surrounds.

Community Care Programs

Churches of Christ Care's Community Care team operates more than 50 in-home and community care programs throughout Queensland, designed to assist and enable older people and people with disabilities to remain in their own homes, living the life they choose to live, safely and with dignity for as long as possible.

Services are available to all housing tenants and range from comprehensive home care packages delivered under the Consumer Directed Care approach, to low level support and healthy ageing programs. Services include:

- nursing
- personal care
- respite
- transport
- veterans' care
- carer support
- social support
- domestic assistance
- private in-home care
- minor maintenance

Community chaplains

We are pioneering the concept of community chaplaincy. The scope of our program extends from community housing tenants through to entire suburbs and communities – both established and developing. Community chaplains seek to build pastoral friendships so, during difficult times, people in need can find support in a safe and caring environment.