

# Home Assist Secure

A service for Queenslanders aged 60 years and over, or people of any age with a disability, which provides safety related information, referrals and subsidised assistance to eligible clients unable to undertake or pay for critical maintenance services without assistance.



## What do you think about Home Assist Secure?

If you have feedback or concerns regarding a service, please contact your local Home Assist Secure office. If you are not satisfied with the response you may also contact the department:

**Community Housing Provider  
Management and Development  
Service Delivery and Community  
Housing Development**  
Department of Housing and Public Works

GPO Box 690  
Brisbane QLD 4001

Telephone: 1300 880 882 (cost of a local call)

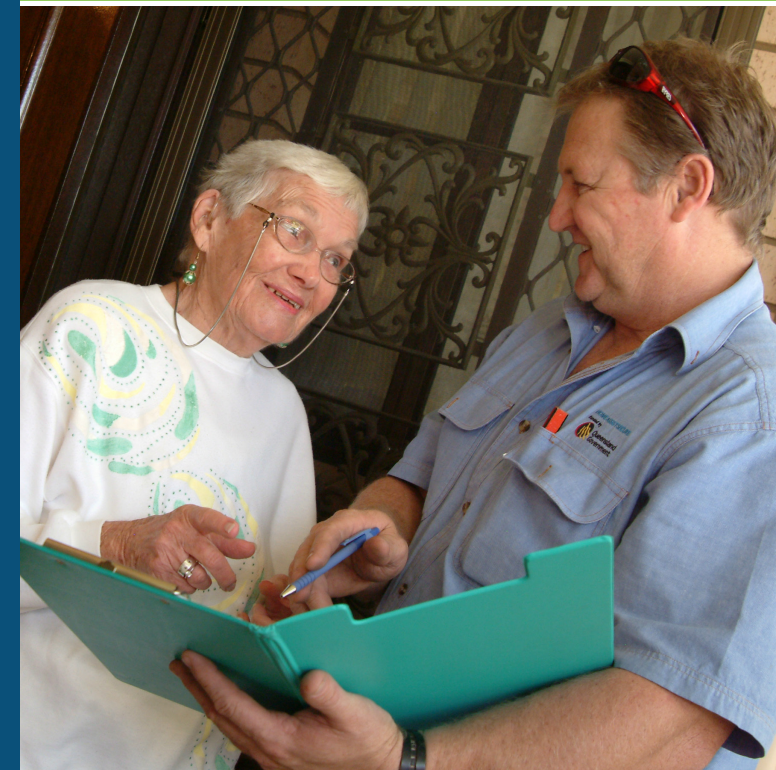
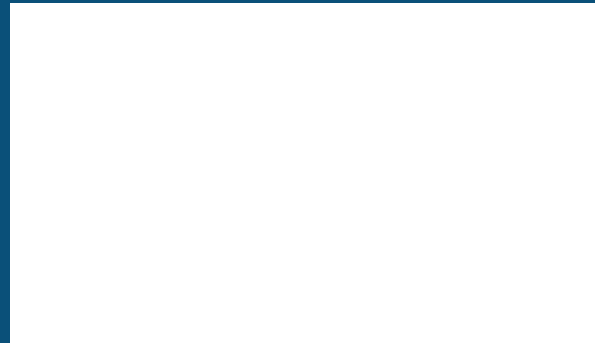
Email: [CHPMD@communities.qld.gov.au](mailto:CHPMD@communities.qld.gov.au)

## For more information

Please contact your local Home Assist Secure office.

To find your local office, call **13QGOV**, or visit the Department of Housing and Public Works website: [www.hpw.qld.gov.au](http://www.hpw.qld.gov.au)

Or call the number below:





## What can Home Assist Secure do for you?

### Free information and referral

Your local Home Assist Secure service can provide information about:

- home maintenance
- repairs
- minor modification
- home security
- other assistance provided by the Department of Housing and Public Works.

Staff can also refer and/or assist you with employing tradespeople to undertake repairs or modifications, or plan future work.

## What are the benefits of Home Assist Secure?

Home Assist Secure will allow you to:

- make more informed decisions about home maintenance, repairs, minor modifications and security
- have easier access to and within your home
- feel safer living in your home
- incorporate home security procedures and routines into your daily activities
- increase your confidence about employing tradespeople.

### Free home security assessments

Staff, trained by the Queensland Police Service, can conduct an independent and unbiased security assessment of your property and provide information to help you make informed decisions about security-related repairs and installations.

### Subsidised assistance

If eligible, you may receive a financial contribution towards labour costs for minor home maintenance or modifications relating to your health, safety or security, which are required so that you can remain in your home.

To be eligible for a financial contribution, you must also be:

- hold a Pensioners Concession Card
- unable to complete the work yourself because technical expertise is required or your health and safety would be at risk if you attempted the work yourself.

- unable to make use of alternative forms of assistance, such as through the Home and Community Care Program, Queensland Community Care Services, the Department of Veterans' Affairs, family or friends.

Home Assist Secure does not undertake maintenance or repairs that are considered to be the responsibility of the landlord (lessor) under Residential Tenancies legislation or tenancy agreements.

## What service can you expect?

Home Assist Secure aims to provide a quality service and will ensure you:

- receive clear information about the service
- have access to punctual and reliable assistance
- are treated with courtesy and respect
- are part of any decision about the services being offered. You are welcome to have another person of your choice to assist if you wish
- are assured privacy and confidentiality.

In return, we ask that you:

- treat staff, tradespeople and volunteers with courtesy and respect
- inform the Home Assist Secure office in advance if you are unable to be at home at the arranged time
- pay the agreed amount for services where required.