

## Queensland Financial Resilience Program

### Frequently Asked Questions

#### Am I eligible for the Queensland Financial Resilience program?

You are eligible if you are:

- Over 18 years of age and experiencing financial issues
- A Centrelink recipient
- Experiencing homelessness
- Escaping family violence
- Experiencing poor mental health or intellectual disability
- Living in a priority region (listed below)
- Newly vulnerable, that is, impacted by COVID-19 but do not qualify for Australian Government assistance (e.g. international students, temporary visa holders, New Zealand citizens)
- A casual worker in either retail, hospitality, tourism sectors
- Working In the arts sector
- Working in professional services

#### What is the definition of 'newly vulnerable'?

Newly vulnerable refers to individuals who are financially impacted due to the pandemic in the following manner:

- have reduced hours of employment during COVID-19, and/or
- accessing support services as a result of the impact of COVID-19

#### What are the priority regions for the Queensland Financial Resilience Program?

The Queensland Financial Resilience Program operates and is available in the following locations (if you don't reside in these regions, you can still seek our support):

Airlie	Coopers Plains	Lawnton	Redland Islands
Beenleigh	Dakabin	Logan Central	Riverview
Caboolture	Emerald	Maroochydore	St Lucia
Caloundra Kings Beach	Goondiwindi	Moranbah	Townsville City
Charters Towers	Innisfail	North Ward	Warwick
Chinchilla	Jimboomba	Port Douglas	Woolloongabba
Coolangatta	Kallangur	Redbank Plains	Whitsundays
Coomera	Kuluin	Redcliffe	

#### What options are available to me to access the program?

For ease of access, you can engage with the Queensland Financial Resilience Program via:

- face-to-face at hub or outreach locations,
- telephone,
- or online via video call.

#### What if I don't meet the eligibility criteria?

If you are not eligible for the Queensland Financial Resilience Program, we can still support you to access alternate services to provide you with the assistance needed.

#### Will I be contacted if there are problems or questions regarding my Expression of Interest?

Yes, we will reach out to you if we have any further questions about your Expression of Interest.

#### Who do I contact if I am having trouble using or submitting the application form?

If you have difficulty submitting an application through the form, please contact Program Lead:

**Karen Denham**

By phone – 0458 973 022

Or by email – [karen.denham@goodshep.org.au](mailto:karen.denham@goodshep.org.au)