



# BATSICCHA COVID-19 Response to Tenants factsheet

## **NOTICE TO BATSICCHA TENANTS REGARDING COVID-19**

The Brisbane Aboriginal and Torres Strait Islander Community Controlled Housing Authority (BATSICCHA) Board of Directors, Chief Executive Officer and Staff, would like to extend our well wishes to all during this serious COVID-19 pandemic.

The wellbeing of our tenants, staff, families, community members, partners and stakeholders is paramount; and we are here to support you, reassure you and inform you of important information made available to-date.

BATSICCHA business operations are continuing as per usual, however; in alignment with the non-physical contact of clients. We are monitoring the developments in relation to the COVID-19 virus and are following the standard universal infection control measures in line with the World Health Organisation (WHO) and the Australian Government recommendations, thereby not having any direct contact until such time as advised.

We are working closely with key government agencies to support you as best as possible.

Main points BATSICCHA would like to highlight to alleviate any concerns tenants and community members may have, in addition to the information available through other factsheets, links and hotlines, include:

- Centrelink are providing financial assistance of an extra \$550 per fortnight with a one-off payment of \$750 to current clients

- There are now improved methods of supporting individuals who may have lost their job
- Utilities such as electricity are providing credit amounts to bills up to \$200
- There is available superannuation access supporting advice
- Health and food package supports are also available

Importantly, a separate factsheet / notice has been developed, specifically detailing your rent and maintenance process to reaffirm that all business operations are continuing fluently.

You are more than welcome to ring the office number (07 3328 8548) or email:

- [Reception.blackcommunityhousing@gmail.com](mailto:Reception.blackcommunityhousing@gmail.com)
- [Kia.batsiccha@gmail.com](mailto:Kia.batsiccha@gmail.com)
- [Patricia.batsiccha@gmail.co](mailto:Patricia.batsiccha@gmail.co)
- [Blackcommunityhousing@gmail.com](mailto:Blackcommunityhousing@gmail.com)