

Fact Sheet

Housing Support Program

What is the Housing Support Program?

MRAC has received three year funding to establish a Housing Support Program (**HSP**) from the Sisters of St John of God. The program funding recognises that Aboriginal people generally face multiple challenges when seeking housing.

MRAC is committed to enabling people to obtain and maintain high quality housing by empowering and skilling them to confidently manage their own lives and tenancies. HSP has been designed to work closely with:

- MRAC tenants who are renting for the first time and have no experience in managing a tenancy;
- New tenants with a previous poor or failed tenancy who will benefit from some level of support to maintain their housing;
- Tenants that have some property or financial management issues and need support to meet their tenancy obligations;
- Tenants that may be at risk of eviction.

The program will also provide limited support to MRAC applicants waiting for housing, who may be in some level of crisis.

Who will provide this support?

A dedicated Housing Support Manager (**HSM**) is funded through this program. Their role is different from your Housing Officer's role and there is strict confidentiality protocols in place between the Housing Officer and Housing Support Manager.

This means tenants can confidentially discuss any housing issue with the Housing Support Manager and know the information they provide is not shared without their consent.

How will this work?

The Housing Support Manager will provide culturally specific advocacy and support, establishing your goals and agreeing how these goals will be achieved.

There will be a strong focus on practical skills training, through MRAC contractors or other services, and more flexible access to culturally relevant personal or family support.

There are limited funds that can support these goals and provide essential goods or tools.

How can I access the program?

Current tenants - there are two ways to access the program:

- Self-referral – you would like to get some support to work through some issues; **or**
- Your Housing Officer may suggest you participate in the program.

It is not mandatory for you to participate in the program if you don't want to.

New tenants - MRAC may make program participation mandatory before offering housing. This means you must participate in the program, so we know you have all the skills and confidence in place to manage your obligations for a long term tenancy.

If you would like more information, please telephone the MRAC office to make an appointment to speak to the Housing Support Manager.

MRAC will be inviting some tenants to participate in the program as 'test cases' as we establish this program. This does not mean these tenants have issues; they are just helping us to test our program approach .