

Department of Families, Fairness and Housing

A Place to Call Home Program – Loddon Area

Fact Sheet for Support Workers

OFFICIAL

A Place to Call Home

is a housing program that allows clients to be supported for 14 months in Transitional and then Public Housing to ensure a successful tenancy. At the end of a successful 12 months in a Transitional tenancy, clients will be transferred from the Transitional Housing provider (Haven; Home, Safe) to the Department of Families, Fairness and Housing (Public Housing), but they DO NOT have to move.

Support workers are funded by the program to assist clients through this process and continue to support them for another 2 months in Public Housing.

Clients must be public housing eligible and maintain a current public housing application throughout the program period.

The advantages for clients are;

- they will be able to stay in their Transitional property and it will become their ongoing Public Housing property.
- they will have 12 months support from you, their support worker to ensure that their Transitional tenancy is a success and a further 2 months support to ensure their Public Housing tenancy gets off to a good start and continues successfully.
- they will have you assisting them throughout the transition from their Transitional Housing tenancy to their Public Housing tenancy.

Your support responsibilities are;

to remain in regular contact with your client;

- to ensure that your client understands their obligations under the *Residential Tenancies Act 1997* that applies to all Transitional and Public Housing tenants in Victoria.
- to assist with ensuring that clients allow timely access to the property 3 months prior to transfer to Public Housing so that a maintenance inspection can be carried out and any required maintenance can be undertaken before the transfer occurs.
- to work with clients throughout the program period to ensure they have two weeks rent in advance at the time of transfer to Public Housing

It is important

for you to support your client to understand that after a successful 12 months their landlord will change from a Transitional Housing Organisation (Haven; Home, Safe) to Public Housing and that this will entail some changes to the rules of their tenancy, even though they do not move house. There will be a new way of assessing their income to calculate rent and property maintenance issues will be reported to the Public Housing Call Centre.

OFFICIAL

A Place to Call Home Program – Loddon Area

Fact Sheet for Support Workers – Contact Information

2

Ask the Haven; Home, Safe Tenancy Worker for more information;

Your client's Haven; Home, Safe Tenancy Manager is _____

Telephone _____ Email _____

Contact the Department of Families, Fairness and Housing on telephone 5434 5555.

The Housing Advice and Assistance Team (HAAT) can assist you with further information about applications and eligibility criteria.

The Client Support & Housing Services Allocations officer can assist with further information about income testing for rent calculation/maintenance/ transfer to public housing.