Help With Renting video – transcript

We assist eligible customers access and sustain private rental accommodation, that assistance can be provided through a number of departmental products including bond loan, rental grant, helping hand headlease, rental security subsidy and the bond loan plus.

When customers present to the Housing Service Centre we like to discuss with them their current circumstances and make appropriate referrals to get the support that they need.

Quite often customers will come to us that just need that extra bit of support and assistance to access properties, and that support or assistance might be as easy as applying, completing their forms, gathering their supporting documentation, looking online for available or upcoming inspections, then sitting down with them, working out if they can access the property, attending the inspections then preparing them for what comes next once they’ve applied for their application.

So we’ll identify their needs, their goals, any barriers that have prevented them from accessing accommodation, linking them in with support services so not just housing but also budgeting assistance, mental health support, drug and alcohol support, or any other services that they may need or identify as a goal that they’d like in the future.