

Need Urgent Assistance? Please Call
1800 825 955



Collaborating to aid clients

April 2017

We love our work and Mary's story demonstrates why!

It also highlights the variety of services we work with to get results for our clients.

Mary was referred by another agency to our Sustaining Tenancies at Risk program – STAR.

At her initial appointment, she told us she had received a Notice to Vacate her rental property since falling behind in the rent after her marriage of many years broke down.

We also determined:

- She was unable to sustain this tenancy on her income alone
- She had no financial skills as she had never looked after the finances
- She needed some support for her family and their needs
- Her utility bills had serious debts
- She did not have enough money to get her children's school books

We referred her to a real estate agent for negotiations, the free Money Minded course to learn about budgeting, helped her apply for the Utility Relief Grant (URG), the Private Rental Assistance Program for assistance to move to a more affordable property and Family Care.

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Within three weeks, the combined efforts of Mary and all these agencies she had a new, more affordable home. She had completed the Money Minded workshop, was linked in with Family Care, the URG application had been made for her utility bills and funds were found for her children's school books.

The change in Mary was enormous; feeling confident that she was going to be able to manage her tenancy and finances. For all our staff involved, it is a great feeling to know that she is headed in a very positive direction with some new skills and support in place.