


Tenancy Plus
Tenancy Support
Program





We strive to provide services that are flexible, effective, that recognise the rights of individuals and respect diversity.



Quantum believes the celebration of diversity makes us and the community stronger. We are committed to embracing everyone's individual differences so that we can help create a strong workplace and community that is empowered to reach its potential. We celebrate diversity of gender, sexuality and spiritual or religious belief along with all cultural backgrounds including Aboriginal and Torres Strait Islander people. Quantum recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone's right to feel respected, safe, welcome and valued.



About Quantum Support Services

For over 30 years Quantum has provided support services to those most vulnerable in the Gippsland Community. Our mission is to deliver high quality, locally responsive services that meet the needs of individuals, families and young people experiencing disadvantage or crisis to improve their opportunities and quality of life.

We strive to provide services that are flexible, effective, that recognise the rights of individuals and respect diversity.

What is the Tenancy Plus - Tenancy Advice Program?

The target group for the program are social housing tenants. This includes: tenants and residents who are either commencing a tenancy or residing in public housing or long term community housing properties including rooming houses. The Tenancy Plus Tenancy Support Program assists those whose tenancies are at risk or require support to establish a new tenancy.

Where a public housing resident would qualify as a tenant under The Department or Transfer of Tenancy Policy, assistance can be provided to establish them as a tenant under the lease.

Social housing tenants will not be eligible for services under this program until their housing provider has entered the Victorian Housing Register.

The program can assist tenants with the following:

Assisting new tenants with a high level of complexity, including people who left care before 1990 (care leavers) and those fleeing family violence with support to establish and sustain their tenancy.

Intervening when social housing tenancies are at risk by providing individual support to stabilise the tenancy and reduce the risk of the tenancy breaking down.

Providing support to tenants whose tenancies are at risk due to unsuitable housing (this could be locational or property based) and tenants who are fleeing, have fled family violence or are under direct threat to apply for a transfer.

Providing advocacy tenants with complex tenancy issues that place their tenancy at risk at the Victorian Civil and Administrative Tribunal (the tribunal).



What assistance will my Support Worker provide?

Your support worker will work with you to either assist you to establish your new Social Housing tenancy, sustain your currently 'At Risk' tenancy, provide assistance with transfer applications due to issues that are placing your tenancy at risk and will also provide assistance at the Victorian Civil and Administrative Tribunal.

Your support worker will provide you with up to 10 hours of support for issues that only require brief intervention (such as application assists/VCAT hearings).

Or they may assist you with up to 40 hours of support where the issues affecting your tenancy require longer term intervention and support.

Your support worker will assist you to develop a Care Management Support Plan that will list the goals you have identified and have agreed to work on to achieve the most favourable outcomes. This may include referrals to a wide variety of professionals or specialist services that can better assist you with particular issues.

In certain instances your Support Worker may also convene meetings with other workers that you are working with to discuss the best way to support you.

What is expected of me as a client?

As the program is voluntary, it is expected that you will make every effort to engage with your worker and to complete any actions listed on this plan, unless they are no longer relevant to your situation. Your Care Management Support Plan will be reviewed on a regular basis to ensure it is still relevant to your needs.

You will need to keep in contact with your Support Worker.

This may be via phone calls, scheduled appointments at our office or in some circumstances, your worker may need to visit you at your home.

It is important to advise your Support Worker if you are unable to make an appointment and reschedule a suitable time.

If your Support Worker has been unable to complete an assessment with you within two weeks of your initial referral or you fail to make contact within a four week period during your support period, support from the program may be withdrawn.

Your Support Worker will make every effort to maintain your participation.

Your Support Worker will:

Treat you with respect and dignity.

Be sensitive to any cultural, ethical or religious beliefs you may hold.

Behave courteously and patiently towards you.

Provide your tenancy rights and duties to you in a way that is understandable.

Treat your information with complete confidentiality.



Information about VCAT & Tribunal Processes & Protocols

What does VCAT stand for?

VCAT stands for the Victorian Civil and Administrative Tribunal. It is held in a tribunal setting and deals with Civil, Residential Tenancy and Guardianship matters.

Why should you attend?

It is important that you attend as you are the only one who can give evidence in relation to your case. If you don't attend, the case will still go ahead with an order made which may not be in your favour.

Our role as advocates is to assist, support and advocate for you and attempt to get the best possible outcome for you. This is a free service.

What do I need to do?

It is your responsibility to inform your advocate as soon as you receive a VCAT notice of the date and time.

Where will the tribunal take place?

VCAT is held in Moe, Morwell, Korumburra, Sale & Bairnsdale, and will be at the closest court to where you live.

Punctuality:

It is important to be at least 15 minutes early for your VCAT appearance. Lateness (as with non-appearance) may mean that the matter is heard in your absence and an order can be made against you.

The Oath/ Affirmation:

You will be asked to take the oath (swear on the bible) or if it is your preference not to swear on the bible, you can take an affirmation.

When and how to speak:

It is important when appearing at a VCAT hearing to speak only when addressed or asked a question and to remember to wait until it is your turn to speak.

Appropriate behaviours:

Understandably, VCAT hearings can be a stressful and emotional time for some people, but there are rules and behaviours that need to be adhered to, these include:

Ensuring that you have switched off or silenced your mobile phone.

You do not interrupt or talk over anyone.

You remain calm.



Respect:

You are expected to constantly show respect to the Member (person hearing your case) and all other persons attending your hearing.

Required documentation:

There is a certain protocol that you will be expected to use when addressing the member hearing your case. If a male, use Sir, and if a female use Madam or Ma'am.

Dress Codes

It is important to dress in an appropriate manner in order to make a good impression (neat and tidy).

Orders / Outcomes:

Once your VCAT hearing has been heard by the member, he or she will decide on the outcome which will come in the form of an order that all parties are to adhere to until such a time as an appeal occurs. This decision is legally binding.

We care for Gippslanders

For all information regarding our services and locations please don't hesitate to contact us on:

Morwell

227 Princes Drive

Warragul

36 Williams Street

Sale

65 Macalister Street

Bairnsdale

306 Main Street

Call 1800 243 455

quantum.org.au

Quantum Support Services is a Child Safe Organisation



Health
and Human
Services

The Community
Connections & Housing
Support for the Aged
Program is supported by
the Victorian Government



These are funded programs subject to change. This information was correct on October 1, 2020