



# CASE STUDY: 'Going Home Staying Home'

An active collaboration between real estate agents, homelessness service providers and various housing and community services in Western Sydney.

## 'Going Home, Staying Home'

When starting this project, CMRC had two objectives: developing stronger relationships with local real estate agencies and building capacity among refugee and migrant tenants and community leaders. However, a third objective has been to shift the focus away from crisis management towards early intervention and prevention. Supporting tenants at risk of eviction benefits everyone in the community including the clients themselves, service providers and the government by preventing people from unnecessarily entering the homelessness service system.

This project, supported by Mission Australia, provides a pathway for real estate agencies who manage rental properties in the Parramatta LGA to identify tenants from a refugee and migrant background who are showing signs of financial stress, or are struggling to meet their tenancy obligations, and to refer these tenants for advice and early intervention to prevent failing tenancies.

The project builds tenants' capacity to understand the rules, regulations and responsibilities as a tenant and works with real estate agents to create more awareness about the challenges and barriers clients from refugee and migrant backgrounds face.

### Successful Outcomes:

More than 60 clients have been supported to retain their tenancy or to relocate to another property in the private rental market, thus relieving pressure on the public housing system.

## AT A GLANCE



**Target Participants**  
tenants from CALD backgrounds



**Aim**  
To sustain housing through collaboration with real estate agencies and building capacity among CALD tenants and community leaders



**Organisations Involved**  
Community Migrant Resource Centre (CMRC), Mission Australia



**Location**  
Sydney (Paramatta LGA), NSW



**Funding**

...

**For More Information Visit:**

<http://www.cmrc.com.au/>

