



CASE STUDY: **Housing for Newly Arrived Australians**

SydWest Multicultural Services delivering housing services in the Blacktown LGA

AT A GLANCE



Target Participants

New arrivals settling in Australia



Aim

To provide housing for most vulnerable group of new arrivals



Organisations Involved

SydWest Multicultural Services



Location

Sydney (Blacktown LGA), NSW



Funding

various

SydWest Multicultural Services supports newly arrived Australians to meet their housing needs in various ways:

- A dedicated **Housing Project Officer** works with people from refugee and migrant backgrounds who are settling in Australia and finding it difficult to maintain a tenancy. The Housing Project Officer actively engages in local advisory committees and working groups, and develops quality working relationships with the state-funded public housing body to better support clients and their needs.
- The **Homelessness Program** helps people from refugee and migrant backgrounds who are experiencing difficulties accessing private, government or community housing in the Blacktown LGA. It aims to empower people so that they are able to maintain their tenancies and provides assistance and advice. The program also addresses mortgage stress.
- **Education sessions for real estate agencies** to better understand the challenges and barriers for new arrivals in finding and keeping accommodation. This work is undertaken with local governments, social housing providers and other service providers to improve the outcomes for clients in the private rental market.
- **Casework services:** In 2018-19, SydWest MC provided housing-specific casework services and support to 21 newly arrived refugees and humanitarian entrants.
- **Rent-it, Keep it** information session was held in 2019, with 14 participants learning about the requirements for successfully maintaining rental accommodation.

Successful Outcomes:

- Clients secure long-term suitable and affordable accommodation,
- Clients were able to resolve disputes with real estate agents and avoid unnecessary evictions.
- Reduced number of homelessness, and effectively addressed rental stress among CALD communities across Blacktown L.G.A

Program learnings:

- Empowered and Increased knowledge on tenant's rights and responsibilities among CLAD communities.
- Improved understanding and knowledge of various housing options including National Rental Affordability Scheme (NRAS).

