

Tenant Support Information for Financial Counsellors

Background

In 2020 the State Emergency Relief Committee requested WACOSS convene a group to provide coordination and advocacy support to providers as they navigate supporting people in the lead up to the ending of the State Emergency Period (evictions and rental increase moratorium) on 28 March 2021.

This resources are a direct outcome of that groups collaboration and desire to support the WA community sector to have a consistent understanding of the tools and resources available to them while they assist community members during this stressful time.

Potential scenarios

With the coming end of the eviction moratorium, we see three potential scenarios of clients. While these scenarios will not detail every circumstance a community member may find themselves in, they are the most common scenarios.

	Scenario	Focus	Comments
1	A client in arrears or unable to afford a rent increase, where the lessor supports the tenant to remain in the property	If eligible referral to the Rental Relief Grant program	Financial counsellor can support the client through this process
		If not eligible, access other financial supports as needed. Look at gaining assurance of ongoing tenancy	Financial counsellor can support the client through this process, Circle Green is able to support if needed
2	A client presents facing eviction, with the lessor unwilling to support the tenant to remain in the property	Legal/tenancy advice on eviction	Circle Green Community Worker Hotline can support you 6148 3648 Please ensure you have all party names (tenant, landlord and any co-tenants) as well as client's consent
		If unable to find new tenancy <ul style="list-style-type: none"> • Register on Home Hub • Register Social Housing Public Housing Eligibility 	The Home Hub is an online platform that will allow us to identify, prioritise and advocate for people experiencing housing insecurity
3	A client currently in insecure housing	<ul style="list-style-type: none"> • Register on HomeHub • Register on the By-Name List: dl-zero@ruah.org.au • Register Social Housing Public Housing Eligibility 	The By-Name-List is managed by Ruah

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How can Financial Counsellors assist tenants?

- Financial Assessments
- Access to financial entitlements, emergency relief and/or eligible grants to sustain current accommodation
- Advocacy and negotiation with Property Managers / Landlord to sustain current accommodation
- Referral for specialist tenancy advice
- Referral to housing support workers

Issue	FCs can help with:	Link to resources
Homeless	Information and referral to accommodation options	<ul style="list-style-type: none"> • Home Hub • EntryPoint • Ask Izzy • Public Housing Eligibility
Risk of eviction For example, <ul style="list-style-type: none"> • Rent arrears • Cannot afford increase in rent • New lease • Sale of rental property 	Access to eligible entitlements/grants and emergency relief Advocate and negotiate with landlords and property managers Referral to Tenant Advocates and Legal Advice Housing Support/Tenancy Support Services Information and referral to accommodation options	<ul style="list-style-type: none"> • Residential Relief Grant • Emergency Relief and Food Access Service • Bond Assistance Loan Scheme • Private Rental Aboriginal Assistance Loan (PRAAL) • Community Worker Hotline 6148 3648 (Circle Green) • Mandatory Conciliation Service • Future Renting WA Negotiating Guide • Tenant Advocate • Tenancy Legal Advice • North metro: Red Cross 9225 8844 • North East metro: Centrecare 9468 6798 • South East metro: Ruah 13 7824 • South West metro: Anglicare WA 9528 0735 • Home Hub • The National Rental Affordability Scheme • EntryPoint • Public Housing Eligibility • WA Housing Hub
Training resources	Residential Tenancy Law and Practice Western Australia Renting a home in WA Tenants Guide , Circle Green COVID-19 Resources and DMIRS Resources , Lodging complaints with DMIRS	