

What is expected of me?

It is hoped that tenants referred to this program are:

- * **Active** and **committed** participants
- * Able to **recognize** the need for some **change**
- * Are prepared to **work together** with the program worker to achieve the **best outcomes**.



Other information:

Please refer to the pamphlet "Working Together: You and MASP" for additional information on your rights and responsibilities as a client of the agency, including your right to privacy.



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Intensive Case Management of
Indigenous Tenancies (ICMIT)

What is ICMIT?

ICMIT provides help to tenants who are renting through either Office of Housing, or Aboriginal Housing Victoria.

The program aims to empower those who might be struggling with the demands of managing their tenancy.

Referrals are made to the program when it is identified that the tenancy is at risk of termination. It aims to avoid further action which might lead to eviction.

Eligibility

To be eligible for support through the ICMIT program the following criteria applies:

- * Aboriginal/Torres Strait Islander identity
- * Be a tenant of Office of Housing or Aboriginal Housing Victoria
- * Tenancy identified as being at risk

* Tenants are willing to accept support and advice (the program is voluntary)

What support is offered?

This varies depending on the situation and the issues which lead to the referral. However, support could involve:

- * Helping to organize maintenance to your property
- * Providing information about your tenancy rights and responsibilities
- * Working out a budget
- * Talking on your behalf with your housing provider
- * Accessing health services
- * Limited financial support
- * Helping you identify things you would like to change, and how to achieve these changes
- * Information and advice regarding parenting, or referral to a family support service
- * Information on alcohol and substance abuse and where to seek help
- * Referrals for counseling or mental health support
- * Developing skills necessary to create and manage a home
- * Information on family violence and referrals for specialist support
- * Problem solving

The Goal of the program is to assist you to remain in your home.

What is the process?

After receiving a referral from either Office of Housing or Aboriginal Housing Victoria, the ICMIT worker will contact you to make an appointment time. Most often, support is provided within the home, however office visits do occur when necessary.

At the first few meetings the worker will talk more about the program, and get to know your story, what the issues are, and what changes you may like to make.

From this discussion a plan of action is made, and you and your worker will work together to achieve identified goals.

The program is flexible and reflects people's varying levels of need. This takes into account the time frame of the duration of support, and regularity of contact.