

Intensive Tenancy Support (ITS)

Outer Southern Generic Homelessness Service (OSGHS) in collaboration with Junction Australia provides an ITS program for families, couples and singles living in Private Rental, Community Housing, Public Housing (Housing SA) or any other tenure in the Onkaparinga Council area.

How we can help

If you are having difficulty with any tenancy issues and/or are at risk of eviction and becoming homeless the ITS team may be able to support you to maintain your current tenancy or support you to find alternative accommodation.

We provide individual and culturally sensitive support to help you with issues such as:

- rent arrears
- struggling with day to day living expenses
- meeting the conditions of your lease agreement; or
- any other financial difficulties.

Services we provide

- Assistance to rectify breaches in your Lease Agreement.
- Tenancy mediation and information regarding your rights and responsibilities.
- Information, advice and advocacy.
- Negotiation on your behalf with your Real Estate Agent, Landlord, Community Housing provider or Housing SA.
- Attendance and support at the Residential Tenancy Tribunal.
- Assistance with living skills and support with accessing community resources to support you in the future.

How to use our service

If you are a tenant of Housing SA speak with your Housing Officer and ask to be referred to the ITS Program. A Support Worker from JA will then contact you.

If you are in Private Rental, Community Housing or any other tenure and at risk of eviction contact OSGHS on 8326 4688.

How we support you

The ITS team will:

- work with you and connect you to other services to assist with your current housing situation
- work with you on a plan of action to maintain your tenancy
- identify the factors that have contributed to your housing situation
- link you to support services to help you manage more effectively in the future
- encourage you to make decisions about what needs to happen to enable you to sustain a successful tenancy and to avoid being evicted.

Please note: The Intensive Tenancy Support Service does not provide housing.

All information you provide will be treated as confidential and will not be shared with any other organisation or person unless we have your consent.*

* LCC follows the SA Government Information Sharing Guidelines (ISG). Under ISG your informed consent for sharing information will be sought and respected in all situations unless it is unsafe or impossible to gain consent or consent has been refused; and without information being shared, it is anticipated a child, young person or member of their family will be at risk of serious harm, abuse or neglect, or pose a risk to their own or public safety.

Objectives of the service

- To provide support to families, couples and singles who are in crisis and experiencing difficulty in maintaining current housing.
- To assess and respond to individual needs and to provide and maintain high quality confidential and professional intervention to prevent homelessness.
- To effectively assist families, couples and singles at risk of homelessness to achieve the maximum possible degree of self reliance, independence and to prevent future housing stress and instability.
- To respond respectfully and effectively to the needs of people of all cultures, classes, races, ethnic backgrounds and religions in a manner that recognises, affirms and values the worth of individuals, families and communities.

Intensive Tenancy Support Program

**Lutheran Community Care
Calvary Lutheran Family Support
Service**

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L U T H E R A N
community care

**Outer Southern Generic
Homelessness Service**

Outer Southern Generic Homelessness Service

Is funded by:



Housing SA

**Calvary Lutheran
Family Support
Service**