

## Settlement Services Program

Providing safe and secure homes for new arrivals.



### About the program:

AnglicareSA have been providing housing support to new arrivals for over 15 years.

The support starts from the moment the customer arrives at the airport and continues with AnglicareSA providing fully furnished arrival accommodation, property induction and home safety information.

New arrival customers stay in their temporary accommodation for 4-8 weeks. During this time AnglicareSA's Tenancy Officers work with customers to help find private rental accommodation.

*"...We have been working with AnglicareSA for three years and have a great working relationship. The refugee tenants that lease our rental properties keep the property in great working order, they look after the gardens, are very clean and prideful of the way the place looks."*

*Kirstyn Page, Property Manager, Ray White North East*

## AnglicareSA humanitarian settlement program provides:

1. Housing Orientation workshops where we provide information to customers about their rights and responsibilities.
2. Weekly private rental group meetings to answer important questions tenants may have and to assist their search for current vacancies and the completion of applications
3. Ongoing support during the rental search by attending property viewings with our customers, lodging applications, assisting with online applications for bond guarantees and arranging utility connections.
4. Tenancy support for up to 18 months to the customer, attending lease signups and extensions and delivers basic household goods as needed.

## Where do our clients come from?

Our customers are from varied backgrounds and have different reasons for arriving in South Australia as refugees. First-hand experience has shown us that our customers are very appreciative of the security the housing provides and in return they are very house proud.

With their new safe and secure home as a base, new arrivals can begin to become part of the community. Navigating new systems, accessing training, education and employment are priorities for our customers.

## How you can help?

AnglicareSA is working closely with the new arrivals to source secure long term private rental accommodation and our Tenancy Officers strongly advocate on their behalf. We are searching for low maintenance properties that are ideally located close to public transport, shopping centres and local schools.

We would encourage you to educate your work colleagues and landlords about the benefits of housing new arrivals and the ongoing tenancy support that AnglicareSA provides.

We would welcome the opportunity to work closely with you to develop partnerships to the mutual benefit to us, our newly arrived customers and your Landlords.

*"We at Professionals Salisbury & Elizabeth have partnered with AnglicareSA for the past 5 years and are very pleased with the calibre of tenants that are leasing our properties. The refugee tenants are very respectful and keep the rental properties in a neat, clean and tidy manner and AnglicareSA provides assistance with interpreting if the need arises."*

*Alison Sullivan, Senior Property Manager, Professionals Salisbury*

## Contact us

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