



Housing ACT Fact Sheet

Client Support Coordinator

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Housing ACT has employed Client Support Coordinators (CSC) to assist tenants who may be experiencing difficulties which impact on their ability to maintain their tenancy.

Our objective is to help you to get appropriate support to assist you in maintaining your tenancy.

We aim to provide assistance to the most disadvantaged tenants who are at risk of homelessness because of inadequate/inappropriate housing and/or essential community support services.

The CSC provides an open and inclusive service to people with complex needs who are not currently receiving the level of support they require in order to achieve sustainable tenancies.

Contact your Housing Manager if you are having difficulties maintaining your tenancy because you are experiencing issues such as:

- domestic violence
- disability
- drug or alcohol addiction
- mental illness
- health (physical and psychological)
- financial hardship
- family problems

Your current situation will be assessed, and the Housing Manager may offer you the assistance of a CSC.

The CSC will contact you to:

- Offer support
- Provide information
- Help you explore options and choices
- Suggest referrals to other government and non-government agencies

Your rights and responsibilities

You have the right to request support and assistance from the CSC. You also have the right to refuse or leave the CSC support at any time. If CSC involvement is still warranted, tenants can ask to be referred back to the service after leaving, without fear of discrimination.

However, while you are receiving assistance from the CSC, you have a responsibility to work with us and take part in trying to resolve your issues.

Where are we located?

We are located at Nature Conservation House, Emu Bank, Belconnen. Arrangements can be made for an appointment.

Further Information

For more information telephone 133427 or visit the Applicant Services Centre.

Applicant Services Centre

Nature Conservation House
Cnr Emu Bank & Benjamin Way
Belconnen Town Centre
(Open 9:00am to 5:00pm Mon to Fri)

ENGLISH	If you need interpreting help, telephone:
ARABIC	إذا احتجت مساعدة في الترجمة الشفوية، إتصل برقم الهاتف:
CHINESE	如果你需要传译员的帮助，请打电话:
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήστε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ako vam je potrebna pomoć prevodioca telefoniрајте:
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

TRANSLATING AND INTERPRETING SERVICE
131 450

Canberra and District - 24 hours a day, 7 days a week