

# Macarthur Real Estate Engagement Working Party



## Referral Service

Are you having problems paying your rent or keeping your tenancy?

We realise that sometimes circumstances change and despite the best intentions, you may be unable to pay your rent or maybe you are having problems with a neighbour or difficulty keeping your lawn tidy or your home in good repair.

We are a working party of community and government services in the Macarthur area and we have links to many other services that can help people.

## We can help you with:

- Getting crisis payments if you are behind in your rent
- Emergency help such as household goods
- Getting help in managing your money better
- Linking you with a range of services that could help you, such as getting work and family support
- Information about Centrelink benefits
- Help in applying for public housing

## What you need to do

- Your Real Estate Agent will give you a form asking for your consent to pass your contact details onto the central referral service, they may then refer to one of the local referral agencies:
  - The Drum Youth Centre
  - Metro South West Brokerage Service
  - NSW Housing - Macarthur
  - Campbelltown Centrelink
  - Argyle and or Hume Community Housing
- Within two working day of receiving your referral, someone from one of the referral agencies will make contact with you. They will talk to you and work out the best way a local service can help you.

## We want to know if this service helps you

- Your information will only be used for referral purposes
- We also want to know if this project helps you, so we will collect information about the type of referrals made so we can see if the project works. No personal information will be used

## Who we are

We are a working party of community and government agencies committed to developing relationships between Real Estate agents and services that work with the homeless and disadvantaged. The working party includes local community organisations, Department of Human Services - Centrelink, NSW Family and Community Services, Housing NSW and Community Housing providers. Our aim is to prevent you from being at risk of homelessness. Local Real Estate agents and local community organisations are now working together to help you.