



wombat

housing and support services

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Social Housing Advocacy and Support Program

Advocacy

What We Do

- We provide support to people who are unable to advocate on their own behalf and who have exhausted other advocacy and support options
- We will advocate in relation to their tenancy with the OoH
- The advocacy will not include specialist legal advice or representation.

Who is Eligible

People who are

- OoH and community housing tenants
- unable to advocate on their own behalf and require assistance with tenancy matters that have been raised with the OoH and that have not been resolved

Eligible tenants commonly will have complex support needs arising from mental health issues, physical or intellectual disability, addiction, violence or other issues

Referral Source

OoH and other community agencies in cases where a casual client meets the criteria and has attempted to advocate on an issue which has not been resolved

Roles

OoH

OoH will refer to SHASP those who meet the criteria having exhausted OoH resolution mechanisms

SHASP Provider

SHASP will provide advocacy and support to eligible clients. SHASP will negotiate with the OoH in relation to outstanding maintenance, OoH complaints management. SHASP will advocate in appeals. Other services will include support with the VCAT process and mediation of neighbourhood disputes

The SHASP Provider will also provide secondary consultation to OoH and other community agencies

Other Community Agencies

Agencies will provide advocacy on behalf of their own clients to the OoH and refer eligible casual clients to SHASP