



INDEPENDENT  
DISABILITY SERVICES



# HOUSING CASE MANAGEMENT

*Changing lives, empowering people*

Our Housing Case Management Team will help you identify different housing options. Working with you to find the most suitable accommodation to meet your needs.

Options include:

- Modified housing
- Private housing
- Community housing
- Public housing
- Cluster housing
- Shared housing.

We will assist you with wait-lists and help you complete your application and associated paperwork.

We also offer ongoing support ensuring you have settled into your new home.

The management and staff at IDS share a strong commitment to ensuring our clients satisfaction. We believe in the development of meaningful relationships between our clients and IDS staff.

The services offered by IDS are not confined to Housing support, we also offer services in:

- **Service and support coordination**
- **Case management**
- **Planning & facilitation**  
and
- **Financial administration**

You can be assured we will always offer the highest level of support and service.

## **FAMILY AND FRIENDS**

At IDS we recognise the importance of our clients social network.

Our staff will work with you, your family and friends and legal representatives. We need to understand who you are and find out what matters most to you. Only by doing this can we offer the support you need to achieve your goals.

## **CLIENT INFORMATION**

To help you with your accommodation requirements we need find out your:

- Emergency contact details
- Housing history
- Income and asset assessment
- Financial Situation
- Time frame
- Housing requirement - House, Flat, Apartment
- Preferred location
- Access requirements
- Modifications requirements
- Parking requirement
- Equipment needs.

## **RESEARCHING, PREPARING AND SUBMITTING HOUSING APPLICATIONS**

We will then work with you assisting with:

- Where and who you live with
- Agency contact
- Applications for properties
- Property viewings
- Acceptance of application
- Documentation preparation
- Housing provider research
- Liaison/mediation with housing provider
- Liaison with consumer support agencies
- Property assessment
- Occupational Therapist assessment detailing modification requirements.

## **ESTABLISHMENT**

- Leasing arrangements, ensuring your understanding of the lease and maintenance process
- Organising sign-up, bond, rent in advance and appropriate rental payment
- Moving in/removalists, utility connections
- Ensure tenancy rights and responsibilities are understood
- Establishing tenancy support agreement with IDS.

## NEIGHBOURHOOD SERVICES

Once you have chosen/been offered a property our staff will help you with:

- Orientation into the neighbourhood and local community services
- Transportation needs
- Establishing accessible pedestrian routes, assessing local external environment
- Liaison with care agencies and establishment of cohesive communication systems.

## ONGOING SUPPORT

We offer a range of ongoing support including:

- Provision of an information kit for tenancy and support issues
- Preparation of Housing Case Management and Support Plan
- Assisting in and monitoring the your paperwork, invoice payment, ISP and other care plans
- Referrals to other community services for support and support gaps
- Provide DSR upgrades where required
- Participate in the client's ISP review
- Tenancy advocacy
- Property Inspections (maintain a clean property and living conditions internal and external)
- Housing case manager representing you to ensure cordial relationship between with manager/owner
- Ongoing support for the tenant to maintain the tenancy for the long-term
- Develop and monitor Housing Exit Plan.

## **Independent Disability Services Inc.**

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IDS is committed to accessibility  
of our services and information



IDS provides access to  
interpreting services



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