



...then we may be able to help

### It's not about delivering support, but delivering support that meets your needs.

Since 1992, On Track has developed a range of support programs which have assisted individuals to achieve their personal goals whatever they may be.

On Track is committed to working with families, carers, GPs and other service providers to maintain the needs of each person. Our aim is to improve a person's access to:

- . housing
- . community support
- . programs which enhance daily living, budgeting and relationship skills.

Our services focus on recovery, promote consumer involvement and build on an individual's abilities and strengths.

### What does the On Track Housing Service offer?

The housing service provided by On Track is committed to assisting people who are homeless or at risk of becoming homeless to secure accommodation.

On Track provides a range of short to medium-term accommodation solutions for individuals and families.

We can also provide support case management for those seeking support with:

- budgeting – helping you to get on top of your financial situation to regain independence in your life
- assessing and assisting with the management of family issues
- examining tenancy arrangements.

### Who can take advantage of the housing service offered through On Track?

On Track Housing Service offers support to:

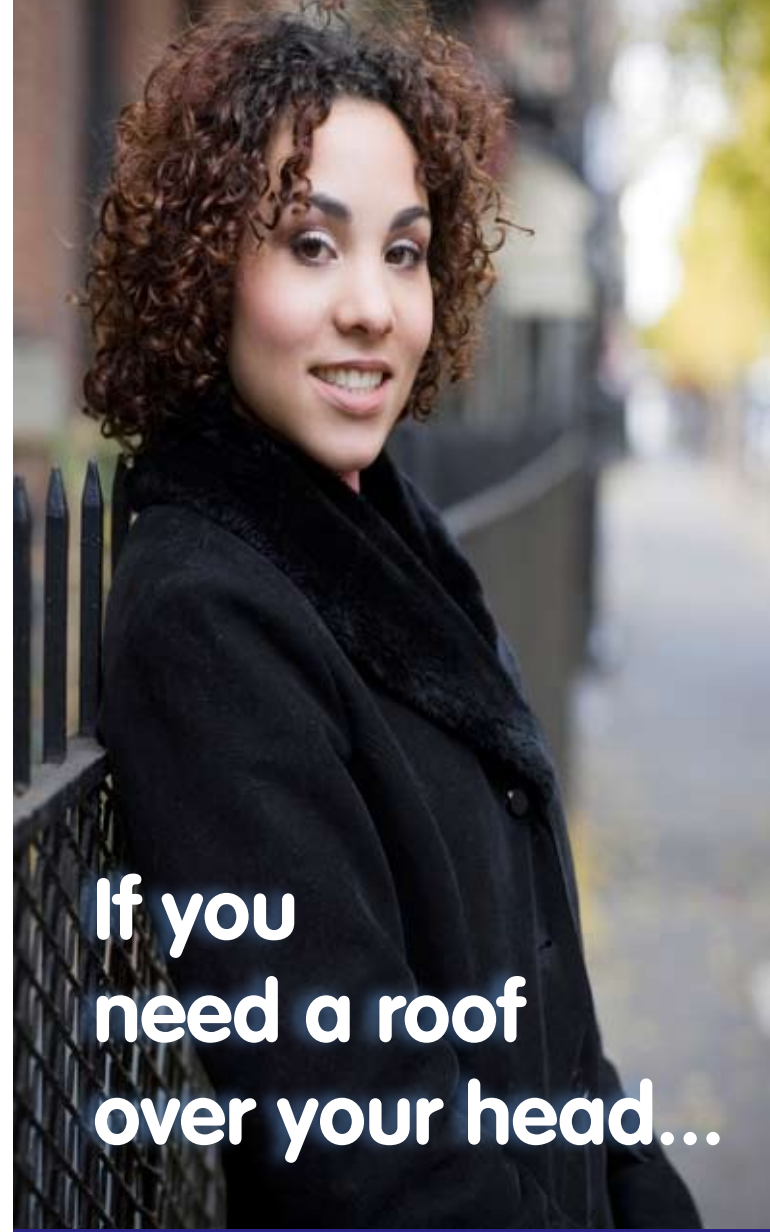
- families and individuals who are in need of assistance to obtain emergency housing
- families and individuals who require a short to long-term housing solution
- families and individuals who have not been able to have their housing needs fulfilled by other housing providers in the community.

For more information contact us during business hours:  
Monday to Friday 8.30am to 4.30pm

Phone: (07) 5524 9732



# Homelessness & Tenancy Support Service



**If you  
need a roof  
over your head...**

## Targeted support – tenancy training!

As a resident within an On Track property you will be offered Tenancy Training once you have registered with our service.

Tenancy Training is designed to provide you with a better understanding of your rights and responsibilities as a tenant, and how to complete applications and condition reports.

The course will cover budgeting, development of positive relationships, transforming conflict and identifying danger zones (such as TICA).

The process is then followed up with viewing potential properties, completing forms and finalising lease agreements.

Case management is available on request and endeavours to support individuals and families to make confident choices about their housing, budgeting and lifestyle options.

## Our Mission

On Track Community Programs will provide a range of community-based support services for people experiencing mental illness, disability, homelessness or extreme disadvantage. Our aim is to improve an individual's quality of life and support them to participate more fully within the local community.

Individuals can refer themselves to the On Track Housing Service or be referred by another non-government or government agency.

For more information about On Track Community Programs phone (07) 5524 9732 or visit our Website: [www.ontrack.ngo.org.au](http://www.ontrack.ngo.org.au)



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Department of Community Services

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**On Track Community Programs**  
Connecting people to their communities



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