

Consumer Affairs Victoria

CALD renting communications kit

This kit contains:

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Summary of contents

Consumer Affairs Victoria has developed this kit to aid you in providing information and advice and to increase awareness of rental rights and responsibilities among Arabic, Karen and Swahili-speaking tenants in Victoria.

These are the main languages spoken in the countries with the highest number of migrants arriving in Victoria:

- Iraq (Arabic)
- Syria (Arabic)
- Myanmar (Karen)
- Democratic Republic of Congo (Swahili)

We are all working together for the shared goal of providing these culturally and linguistically diverse (CALD) groups with a positive experience when renting in Victoria.

This kit contains:

- **articles** – which you can publish in your newsletter or website
- **social media posts and images** – for posting on your Facebook and Twitter channels
- **links to our YouTube videos** – for embedding on your website or sharing on social media



General article for online or newsletter use

Renting resources for Arabic, Karen and Swahili-speaking Victorians.

Consumer Affairs Victoria - the state's authority that provides information on renting in Victoria - is helping Arabic, Karen and Swahili-speaking tenants understand the rental process in Victoria.

According to the Australian Humanitarian Program, these three languages represent the three communities with the highest number of refugees arriving in Victoria: Iraq, Syria, Myanmar and the Democratic Republic of Congo. An Australian Institute of Family Studies 2016 study found that among the Iraqi and Myanmar groups:

- three-quarters reported they understood English 'not well' or 'not at all' before they arrived in Australia
- 23 per cent of female participants and 17 per cent of male participants were illiterate in their own language
- 70 per cent began studies, including English classes, after arriving in Australia
- many said it was very hard to find housing, mostly due to costs, language difficulties and lack of rental references.

Based on these findings, Consumer Affairs Victoria has developed a range of in-language videos explaining tenants' rights and responsibilities regarding starting and ending a lease, condition reports, bonds, and repairs.

These videos will help provide a fair and safe rental market by providing clear and accessible renting information to Victorian communities who do not have access to this information in any other way, or have special needs.

Estate agents, migrant resource centres and other related community organisations are also being involved, to make sure they are equipped with the resources they need to help tenants from these cultural groups.

Understanding renting rights and responsibilities is key to finding a suitable place to live and ensuring a great renting experience in Victoria.

Here are some of the tips covered in the videos:

- Renting in Victoria is different from other countries and newly-arrived tenants have the same renting rights and responsibilities as all Victorians.
- You must pay a bond when you move in if the landlord or estate agent asks for one. You will get it back when you move out if you leave the home in the same condition as when you moved in.
- When you rent a home, you receive a contract – this is called a tenancy agreement or a lease. By signing the lease, you agree to pay rent on time for the duration of the agreement.
- You should sign and keep a copy of the condition report, which is evidence of the condition of the property when you moved in.

For more renting information and to watch the videos in each language, visit:

- Arabic: consumer.vic.gov.au/arabicrenting
- Karen: consumer.vic.gov.au/karenrenting
- Swahili: consumer.vic.gov.au/swahilirenting

There is also renting information in 20 other languages: consumer.vic.gov.au/languages

For general renting information in English, or to watch the English versions of the renting videos, visit consumer.vic.gov.au/renting



Article for online or newsletter use – Arabic videos

Renting resources for Arabic-speaking Victorians

Consumer Affairs Victoria, the state's authority that provides information on renting in Victoria, is helping Arabic-speaking Victorians understand the rental process in Victoria.

A 2016 Humanitarian Arrivals in Melbourne report showed that Arabic has consistently been the most common language spoken by humanitarian entrants in Victoria over the past 15 years, and Arabic speakers are also commonly proficient in spoken English.

However, many reported that they did not understand English well before they arrived in Australia, and found it difficult to find housing due to language difficulties.

Based on these findings, Consumer Affairs Victoria has explained tenants' rights and responsibilities when renting a property in Victoria in four Arabic-language videos:

- Starting and ending a lease
- Condition reports
- Bonds
- Repairs

These videos will help provide a fair and safe rental market by providing clear and accessible renting information to Arabic-speaking Victorians who may not have access to this information in any other way, or have special needs.

Estate agents, migrant resource centres and other community organisations are also being involved, to make sure they are equipped with resources they need to help Arabic-speaking tenants.

Understanding renting rights and responsibilities is key to finding a suitable place to live and having a great renting experience in Victoria.

Here are some of the tips covered in the videos:

- Renting in Victoria is different from other countries and newly-arrived tenants have the same renting rights and responsibilities as all Victorians.
- You must pay a bond when you move in if the landlord or estate agent asks for one. You will get it back when you move out if you leave the home in the same condition as when you moved in.
- When you rent a home, you receive a contract – this is called a tenancy agreement or a lease. By signing the lease, you agree to pay rent on time for the duration of the agreement
- You should sign and keep a copy of the condition report, which is evidence of the condition of the property when you moved in.

For more renting information in Arabic and to watch the videos, visit consumer.vic.gov.au/arabicrenting

For general renting information in English, or to watch the English versions of the renting videos, visit consumer.vic.gov.au/renting



Article for online or newsletter use – Karen videos

Renting resources for Karen-speaking Victorians

Consumer Affairs Victoria, the state’s authority that provides information on renting in Victoria, is helping Karen-speaking Victorians understand the rental process in Victoria.

According to a Humanitarian Arrivals in Melbourne report, Karen-speakers are one of the highest groups of refugees arriving in Victoria.

Many reported that they did not understand English well before they arrived in Australia, and found it difficult to find housing due to language difficulties.

Based on these findings, Consumer Affairs Victoria has explained tenants’ rights and responsibilities when renting a property in Victoria in four Karen-language videos:

- Starting and ending a lease
- Condition reports
- Bonds
- Repairs

These videos will help provide a fair and safe rental market by providing clear and accessible renting information to Karen-speaking Victorians who may not have access to this information in any other way, or have special needs.

Estate agents, migrant resource centres and other community organisations are also being involved, to make sure they are equipped with the resources they need to help Karen-speaking tenants.

Understanding renting rights and responsibilities is key to finding a suitable place to live and having a great renting experience in Victoria.

Here are some of the tips covered in the videos:

- Renting in Victoria is different from other countries and newly-arrived tenants have the same renting rights and responsibilities as all Victorians.
- You must pay a bond when you move in if the landlord or estate agent asks for one. You will get it back when you move out if you leave the home in the same condition as when you moved in.
- When you rent a home, you receive a contract – this is called a tenancy agreement or a lease. By signing the lease, you agree to pay rent on time for the duration of the agreement
- You should sign and keep a copy of the condition report, which is evidence of the condition of the property when you moved in.

For more renting information in Karen and to watch the videos, visit:

consumer.vic.gov.au/karenrenting

For general renting information in English, or to watch the English versions of the renting videos, visit consumer.vic.gov.au/renting



Article for online or newsletter use – Swahili videos

Renting resources for Swahili-speaking Victorians

Consumer Affairs Victoria, the state's authority that provides information on renting in Victoria, is helping Swahili-speaking Victorians understand the rental process in Victoria.

According to a Humanitarian Arrivals in Melbourne report, Swahili-speakers are one of the highest groups of migrants arriving in Victoria.*

Based on the available data, Consumer Affairs Victoria has explained tenants' rights and responsibilities when renting a property in Victoria in four Swahili-language videos:

- Starting and ending a lease
- Condition reports
- Bonds
- Repairs

These videos will help provide a fair and safe rental market by providing clear and accessible renting information to Swahili-speaking Victorians who may not have access to this information in any other way, or have special needs.

Estate agents, migrant resource centres and other community organisations are also being involved, to make sure they are equipped with the resources they need to help Swahili-speaking tenants.

Understanding renting rights and responsibilities is key to finding a suitable place to live and having a great renting experience in Victoria.

Here are some of the tips covered in the videos:

- Renting in Victoria is different from other countries and newly-arrived tenants have the same renting rights and responsibilities as all Victorians.
- You must pay a bond when you move in if the landlord or estate agent asks for one. You will get it back when you move out if you leave the home in the same condition as when you moved in.
- When you rent a home, you receive a contract – this is called a tenancy agreement or a lease. By signing the lease, you agree to pay rent on time for the duration of the agreement
- You should sign and keep a copy of the condition report, which is evidence of the condition of the property when you moved in.

For more renting information in Swahili and to watch the videos, visit:

consumer.vic.gov.au/swahilirenting

For general renting information in English, or to watch the English versions of the renting videos, visit consumer.vic.gov.au/renting



Sample social media posts

The email we sent includes images which you can use with these posts.

Tip: Please do not **begin** your tweets with “@consumervic” without a full stop in front. Tweets beginning with @ do not display in your followers’ newsfeeds.

<p>Facebook - General</p> <p>@ConsumerAffairsVictoria has developed a range of short and simple videos to help Arabic, Karen & Swahili-speaking Victorians understand the renting process in Victoria. Find out more [link to news alert]</p>	<p>Twitter - General</p> <p>.@consumervic has developed a range of #renting videos to help #Arabic, #Karen & #Swahili-speaking #Victorians. More [link to news alert]</p>
<p>Facebook - General</p> <p>Understanding renting rights and responsibilities is key to finding a suitable place to live and ensuring a great renting experience in Victoria. @ConsumerAffairsVictoria has developed short and simple renting videos about starting and ending a lease, bonds, condition reports, and repairs in Arabic, Karen & Swahili. Find out more: [link to news alert]</p>	<p>Twitter - General</p> <p>Understanding renting rights = great renting experience. See how @consumervic is helping new #Victorian tenants [link to news alert]</p>
<p>Facebook - Arabic</p> <p>Do you, or anyone you know, speak Arabic? @ConsumerAffairsVictoria has developed a range of short and simple videos to help Arabic-speaking Victorians understand the renting process in Victoria. Find out more [link to news alert]</p>	<p>Twitter - Arabic</p> <p>Do you, or anyone you know, speak #Arabic? @consumervic's #renting videos can help you understand Vic rental process [link to news alert]</p>
<p>Facebook - Karen</p> <p>Do you, or anyone you know, speak Karen? @ConsumerAffairsVictoria has developed a range of short and simple videos to help Karen-speaking Victorians understand the renting process in Victoria. Find out more [link to news alert]</p>	<p>Twitter - Karen</p> <p>Do you, or anyone you know, speak #Karen? @consumervic's #renting videos can help you understand Vic rental process [link to news alert]</p>
<p>Facebook – Swahili</p> <p>Do you, or anyone you know, speak Swahili? @ConsumerAffairsVictoria has developed a range of short and simple videos to help Swahili-speaking Victorians understand the renting process in Victoria. Find out more [link to news alert]</p>	<p>Twitter - Swahili</p> <p>Do you, or anyone you know, speak #Swahili? @consumervic's #renting videos can help you understand Vic rental process [link to news alert]</p>

Renting YouTube videos for embedding online or sharing on social media

Arabic

- Starting and ending a lease <https://youtu.be/3SPnvVgYN1Q>
- Condition reports <https://youtu.be/yXGd6XL00vk>
- Bonds <https://youtu.be/gbm-gN10tmY>
- Repairs <https://youtu.be/5tiCPzzZOeo>

Karen

- Starting and ending a lease <https://youtu.be/EAM8w2OmX-8>
- Condition reports <https://youtu.be/j4cSV4RAUgw>
- Bonds <https://youtu.be/llcvVYDYMIA>
- Repairs <https://youtu.be/dxQL70XCmWw>

Swahili

- Starting and ending a lease <https://youtu.be/fqVuBZVGvOA>
- Condition reports https://youtu.be/E7ZzM_zoD2o
- Bonds <https://youtu.be/ckDpoaYQsGU>
- Repairs <https://youtu.be/S4jgO00xVtQ>