

a home for you.



Your journey to a new supported home



We're with you every step of the way

At every stage, here's what you can expect and how we'll support you.

1



Within 1 business day

Step 1: Let's get to know each other

Get in touch

✓ Your role

You (or someone supporting you) can contact us by phone, email or through our website.

✓ Our role

We'll call you within one business day to learn about your needs and answer any questions.

2



Usually 1-2 weeks

Step 2. Find the right home

Visit the home

✓ Your role

Tell us if there's a home you're interested in.

✓ Our role

We'll organise a visit so you can see how it feels.

Tell us you'd like to apply

✓ You

If the home feels right, we'll assist you with the required paperwork.

✓ Our role

If the home feels right, we'll arrange a meet and greet with the SDA provider who will assist you to complete the documents.

a home for you.

Start your
journey today

1300 538 746
enquiries@aruma.com.au
aruma.com.au

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Typically 1–4 weeks

Step 3. Making sure it's the right fit

Meet potential housemates

✓ Your role

Come and meet everyone in the home, with your family or carers. Think about any questions you'd like to ask before making a decision.

✓ Our role

We'll organise meet-and-greets so everyone can get to know each other.

Receive a letter of offer & complete paperwork

✓ Your role

Review your letter of offer and share any final details about your support needs so we can make sure everything is covered.

When you're ready, you can sign the letter of offer and start planning your move.

✓ Our role

If it's a good match, we'll send you a formal letter of offer. We can meet with you to make sure everything is right before you sign.

Once signed, we'll confirm your move-in date, service agreement and tenancy details, and begin planning your move.

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Typically 1–4 weeks

Step 4. Getting you ready to move

Plan your transition

✓ Your role

Start thinking about what you'd like to bring and how you want to set up your new space so it feels like home.

✓ Our role

We'll be there to support you through your move in the Aruma Way – your way, the safe way, the right way and together.

We'll do everything we can to make the transition smooth.

Move in

✓ Your role

On the agreed date, you'll move your things into your new home.

✓ Our role

Our team will be there to welcome you and help you get settled and comfortable.