

MARCH 2020
ISSUE 89



Fighting fires

Over the summer, firefighters worked around the clock to keep communities safe from bushfires. Robert volunteers for the NSW Rural Fire Service and has bravely fought fires at Lake Macquarie, Rainbow Flat, Possum Brush and Old Bar. If you're interested in volunteering, visit www.rfs.nsw.gov.au/volunteer



Minister's Message

Welcome to the first edition of Your Home for 2020.

Over the past few months we've seen some of the worst bushfires in our State's history. I am deeply saddened to hear of the enormous loss to so many families and communities. To those who have lost homes, possessions, or loved ones – my heart goes out to you.

In the face of such tragedy, it's incredible to see the resilience of fire-affected communities and the amazing things that happen when we work together. It's great to know we have people like Robert (cover) who helped out in the recent bushfires and that there is support available to those affected (page 3).

Please read on to find out how we're making it easier for you to access housing and financial support, and how you can help improve the Disability Inclusion Act 2014 (page 2 and 3).

It's also great to hear that many of you are using the MyHousing App, which allows you to check your account, pay bills and lodge maintenance requests. The free app is available to download from the App Store (iOS) and Google Play (Android).

Warm regards,

Gareth Ward MP
Minister for Families and Communities
Minister for Disability Services



Rent Deduction Scheme

You can have your housing payments automatically deducted from your Centrelink income. Just complete an 'Authority for Rent Deduction' form and return it to your local Housing office.

MyHousing Online

This online tool lets you make secure payments 24 hours a day, seven days a week. All you need is a computer, smartphone or tablet with an internet connection.

BPAY

BPAY® lets you pay your accounts by phone or internet banking 24 hours a day, seven days a week. The Housing Biller Code is 334292 and the reference number is the PRN of the account you are paying.

MyHousing Mobile App

You can access your housing information on the go using the MyHousing app. The app lets you make payments and check account balances and transactions. This includes rent, water, other accounts, and much more.

For more information on payment options, visit www.dcj.nsw.gov.au/payment-options



Have your say on the Disability Inclusion Act 2014

Do you, or a friend or family member have a disability? Or do you care for someone who does?

The NSW Government is reviewing the Disability Inclusion Act, and we want your ideas on how to improve it. The Act sets out how we support people with disability across our state.

To have your say, go to www.dcj.nsw.gov.au/dia-review

The review closes on 30 March 2020.





Local Dreaming story shines in Aboriginal mural

Visit Leggett Park in Goulburn and you will find a beautiful mural by local Aboriginal artist, Aryssa McAlister.

The mural's design tells the story of Gurangatch and Mirrigan, and how the Wollondilly River and Wombeyan caves were created.

After tenants called for a more family friendly park, Aryssa created the mural with the help of some young Aboriginal people from the local area.

Together they captured Goulburn's Dreaming story and covered what was once graffiti.

Locals have said the mural helps them feel safer and more proud of their area.

DCJ launched the mural as part of a larger Goulburn Place Plan. Just like in Goulburn, we want to help more tenants to make their communities a better place to live.

Help spread the word about Bushfire Housing Assistance



The Bushfire Housing Assistance Service helps people directly impacted by bushfires. They can provide emergency housing, help with rent costs, and offer other financial and social support.

To access their services, people can call the Disaster Welfare Assistance Line on 1800 018 444.

Please share this information and get help to those who need it most.



Financial support for young people

Are you a young person aged 15 to 25 who is leaving or has left out-of-home care?

You can apply for \$1,500 from the Australian Government to help you start living life independently.

It's a one-off payment called the Transition to Independent Living Allowance (TILA).

To receive TILA, you need to have a leaving care plan and your caseworker needs to apply for you.

You can use the money for:

- education
- housing
- driving lessons
- baby goods and more.

It's support to help you succeed. For more information, visit www.dcj.nsw.gov.au/TILA

Need help with your tenancy?



Check out our latest videos on the Housing YouTube channel to learn more about our services.

You'll hear more on:

- our new MyHousing online services
- paying your rent
- property care
- eRepair
- eLetters and much more!

View the videos at www.dcj.nsw.gov.au/housing-assistance and select a video that best suits your needs.

Games and tips

Fun caption contest

March monkey madness



How to enter

Tell us what these monkeys are thinking. Best caption wins a \$25 voucher. Send entries to Your Home, Locked Bag 4001, Ashfield BC 1800 or Your.Home@facs.nsw.gov.au

Tenant tips

Happy dogs, happy neighbours

We all love our dogs. They're like a member of the family. But what if your dog barks too much? Let's make sure we respect our neighbours' right to peace and quiet.

Here are tips to help reduce your dog's barking:

- Walk your dog for at least an hour every day.
- Speak calmly and firmly, but don't yell if your dog barks.
- Use squeaker toys and food puzzles to keep your dog busy.

This will help keep your dog happy and excited to spend time with you.

May the paws be with you!

Dogman.

Send us your tips

Thanks to Dogman for his handy tips. Send your household tip to Your Home, Locked Bag 4001, Ashfield BC 1800 or email us at

Your.Home@facs.nsw.gov.au

Best entry wins a \$25 voucher!

Contact us



Housing Contact Centre

1800 422 322

24/7 for general enquiries



MyHousing Online Services

www.facs.nsw.gov.au/myhousing

Interpreting



If you need help with interpreting, phone All Graduates on **1300 652 488**.

Chinese (Simplified)

如果您需要口译服务，请拨打

1300 652 488 致电 All Graduates

Russian

Если вам необходима помощь с устным переводом, позвоните в компанию All Graduates по номеру телефона 1300 652 488

Vietnamese

Nếu quý vị cần giúp đỡ về thông dịch,

xin gọi All Graduates qua số 1300 652 488

Arabic

إذا كنت بحاجة للمساعدة في الترجمة الشفهية،

اتصل بشركة All Graduates على الرقم 1300 652 488

Dari

اگر به کمک ترجمان ضرورت دارید،

به آل گریجویٹس (All Graduates) به شماره 1300 652 488 زنگ بزنید.

Persian

اگر در مورد ترجمه شفاهی به کمک نیاز دارید،

به اولگرجویٹ به شماره 1300 652 488 زنگ بزنید.