



Hamilton South celebrates community

Hamilton South residents celebrated the resilience of their community at a special event in September.

They gathered at Hamilton South Hall to mark its 40th anniversary, and to launch a new book.

The 'Voices of Hamilton South' booklet includes personal stories which reflect the strength of locals, many of whom are social housing tenants.

Brad Larkin was MC at the celebration. He has been a social housing tenant in Hamilton

South since he was 18, and features in the booklet.

"We are strong and proud of the community we have," Brad said.

Brad is a community representative for the Hamilton South Community Solutions Working Party, which includes representatives from DCJ as well as various other organisations.

The 'Voices of Hamilton South' booklet will be included in the sign-up kits of every social housing tenant who moves into the local community.

Above: Left to right. Tenants Brad Larkin and Rebecca Ejefekaire, DCJ's Belinda Edwards, and LAHC's Scott Collinson.

Inside this issue

- Minister's message
- Plan for the festive season
- Solar and energy upgrades
- Jan's home sweet home
- NSW Seniors Festival
- Improve your work situation



Minister's message

Welcome to the final edition of *Your Home* for 2022.

We know that safe and stable long-term accommodation is essential for the welfare, health and wellbeing of vulnerable people. Social housing can provide certainty and stability for people from all walks of life – the strength and community spirit of Hamilton South tenants is a shining example of this (*see our cover story*).

Our government is working hard to connect people with the help they need to ensure social housing tenancies are maintained. We want to help people stay on track so their housing is never at risk. (*See this page for more details*).

If you're looking for a holiday activity, please join us in the new year for our annual Seniors Festival. There will be hundreds of free and discounted events and activities happening state-wide for seniors to enjoy. (*Learn more on page 3*).

If you need to contact DCJ Housing over the holiday period, your local office may have reduced opening hours during the festive season, however, the Housing Contact Centre will remain open 24/7. If you have a maintenance issue at your home or need to talk about anything related to your tenancy, call the Housing Contact Centre on 1800 422 322 and a staff member will be able to help.

Enjoy this issue of *Your Home* and I wish you all a happy and relaxing holiday period*.

Warm regards,
Natasha Maclaren-Jones

Minister for Families and Communities
Minister for Disability Services

**Please note: Due to the upcoming NSW Government election and the caretaker period, there will be no March 2023 edition of Your Home. The next edition will be June 2023.*



Planning for the festive season

Staying on track with your rent

Now's the time to check your rent statements and make sure you've got things covered ahead of the festive season.

We know the cost of living has affected many people, so if you have any concerns with making rent payments over the next few weeks, talk to your Client Service Officer to make sure things stay on track.

For an easy-to-read statement of all your DCJ accounts, download the free MyHousing app in the App Store (for Apple users) or Google Play Store (Android users).

Holidays away from home

Some important things to remember if you're planning to spend time away from home.

- Let DCJ Housing know how long you'll be gone for. You can do this by completing an 'Authority to Act on My Behalf' form. That way in the case of an emergency, DCJ Housing can contact someone to obtain access for urgent maintenance such as water or gas leaks.
- Don't forget your pets. Make sure they are cared for by a responsible person.
- Ensure your property is secured. Lock all doors and windows (if you can) and have someone check your mail for you while you're gone.

Peace and privacy

Remember, all our tenants have the right to enjoy their properties without interference from neighbours or their guests. You can help everyone in your community enjoy the festive season, by ensuring your celebrations respect your neighbours' peace and privacy.

Solar and energy upgrades for social housing residents



As part of the NSW Government's Energy Bill Buster package, eligible social housing residents may receive a fully installed solar system by swapping their Low Income Household rebate that helps with energy bills. A solar system can help you access affordable clean energy and cut your energy bills by up to \$600 a year.

If you live in a cottage, townhouse or villa built after 1990, or with a new roof, it may be suitable for solar. An assessment will be conducted to confirm your home's suitability for solar and to maximise electricity bill savings.

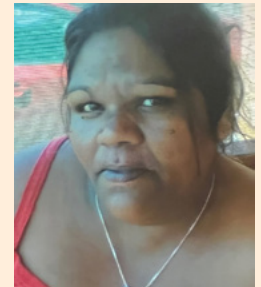
If your home is not suitable for solar, you can apply for a free no obligation energy assessment and you may be eligible to receive energy efficient upgrades valued up to \$4,000 by swapping your Low Income Household rebate.

Click here or visit: www.energy.nsw.gov.au/rebate-swap to check your eligibility and to apply for these offers.

Jan finds her home sweet home

Meet Jan. Due to several health issues, Jan recently spent an extended time in hospital in the state's Central West.

Jan knew her existing home wasn't going to suit her medical needs once she left hospital.



So an Aboriginal specialist officer from our DCJ Housing office in Griffith helped Jan apply for a new house which had the modifications she needed.

Jan was offered a level-access AHO property in her home town of Condobolin. When she finished her hospital stay, Jan was met by DCJ staff to help get her tenancy set up.

"I was so grateful for the help of staff at both the Griffith Housing Office and the Aboriginal Housing Office," Jan said. "I was so relieved and happy with my new house that I cried happy tears when I received the keys."

Jan's story showcases one of the many ways we're helping people with housing, including those who need modifications.

To learn more about our housing and support services, go to: www.facs.nsw.gov.au/housing

Celebrate together at the NSW Seniors Festival



The NSW Seniors Festival is back! And this year it will run from Wednesday 1 February to Sunday 12 February.

The theme of this year's festival is Celebrate together and there's no better way to come together and celebrate than at the NSW Seniors Festival.

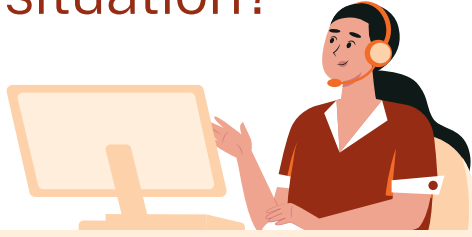
Whether it's in person or online, there are hundreds of free and discounted events and activities happening

state-wide for seniors to enjoy.

Also back in 2023 are the NSW Seniors Festival Expo, Premier's Gala Concerts and the NSW Seniors Festival Comedy Show which will feature online activations and livestreams to ensure everyone can experience the fun.

To learn more, follow 'NSW Seniors Festival' on Facebook or visit: www.nsw.gov.au/seniors-festival

Want to improve your work situation?



Are you looking for a job? Or want to work more hours?

Our **Opportunity Pathways – Social Impact Investment (OP-SII) program** might be able to help.

OP-SII is free and voluntary. It's open to social housing tenants, people on the NSW Housing Register and Rent Choice recipients (and household members of these groups).

It can help you gain and retain employment through access to tailored case management support, training, education and employment opportunities.

The program is available in sites in the following locations:

- Hunter Central Coast
- New England
- South Western Sydney
- Western NSW.

To learn more visit: www.facs.nsw.gov.au/housing/living/help-for-job-seekers-and-students/opportunity-pathways

Download the MyHousing app today

The MyHousing app is a fast and easy way to access and manage your housing information.

You can use the app to:

- Check your account balances
- Lodge maintenance requests
- Change your details
- Access support services and more!

Search for MyHousing in the App Store (for Apple users) or Google Play Store (Android users).

For more information or assistance, call DCJ Housing on 1800 422 322.



Contact us

If you need to visit a DCJ office in person, please call ahead and make an appointment. You can also contact us by downloading the **MyHousing app**, online or over the phone.



Download the **MyHousing app** from the App Store or the Google Play Store.



MyHousing Online Services
www.facs.nsw.gov.au/myhousing



Housing Contact Centre 1800 422 322
24/7 for general enquiries

Interpreting

If you would like someone who speaks your language to help you over the phone, call All Graduates on **1300 652 488** before calling the Housing Contact Centre.

Arabic

إذا كنت ترغب في أن يساعدك شخص يتحدث لغتك عبر الهاتف، اتصل بـ All Graduates على الرقم **1300 652 488** قبل الاتصال بمركز اتصال الإسكان.

Persian

اگر دوست دارید شخصی که به زبان شما صحبت می کند از طریق تلفن به شما کمک کند، قبل از تلفن به مرکز تماس مسکن با All Graduates از طریق شماره **1300 652 488** تماس بگیرید.

Simplified Chinese

如果您需要能说您的语言的人在电话中为您提供帮助，请在打电话给住房联络中心之前先拨打 **1300 652 488** 联系 All Graduates。

Spanish

Si desea que alguien que hable su idioma le ayude por teléfono, llame a All Graduates al 1300 652 488 antes de llamar al centro de contacto para asuntos de vivienda.

Traditional Chinese

如果你需要講你語言的人通過電話幫助你，請先撥打 **1300652488** 致電 All Graduates 翻譯公司，然後再致電房屋署聯絡中心。

Vietnamese

Nếu quý vị cần người nói cùng ngôn ngữ với quý vị giúp đỡ qua điện thoại, hãy gọi cho All Graduates qua số **1300 652 488** trước khi gọi cho Trung tâm Liên lạc Gia cư.