

DECEMBER 2019
ISSUE 88

Karma's first Christmas at home

After three years in hospital, Karma was thrilled to spend her first Christmas at home with family. DCJ Housing made changes to a property to suit Karma's medical needs so she could finally move home. Karma is now healthier and acing kindergarten. For more on Karma's story, visit www.throughthelens.dcj.nsw.gov.au/home-at-last



Minister's Message

Welcome to the last edition of Your Home for 2019.

The past six months as your Minister have been busy but so rewarding. I have visited many communities across NSW and heard first-hand what's important to you.

You asked for easier access to your information and a better way to speak to DCJ Housing staff. The MyHousing app has done just that. Read more about the updated version (page 2).

Our government is also working hard to connect you with the help you need to keep your tenancy. We want to help you resolve problems early on so your housing is never at risk. Learn more on page 3.

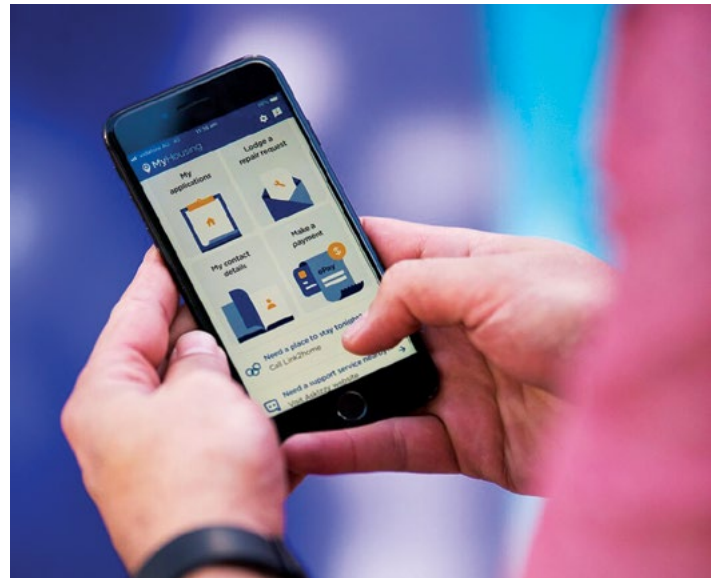
Most importantly, we want you to stay safe this summer. Take a moment to brush up on some home fire safety tips on page 3.

If you're looking for a holiday activity, encourage your kids to take part in our drawing competition, or join us in the new year for our annual Seniors Festival (page 4).

I hope you enjoy reading this edition of Your Home and wish you a very happy holiday.

Warm regards,

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



Remember, the MyHousing app is here

And over 12,000 clients love it already!

We've worked closely with tenants like you to make sure our app is easy to use and lets you access information you need.

What can I use the app for?

The app lets you access information about your tenancy.

This includes your:

- account balances
- household and income details
- contact details and more.

You can also use the app to report maintenance and make secure online payments.

What's new?

You can now tell us if your household or income details have changed.

Just login, tap on Rent and Income, and complete the rent subsidy form.

How do I download the app?

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

What if I need more information?

Call us on 1800 422 322. We'll help get you started.

Plan your payments these holidays

The festive season is right around the corner. For some of us, it can mean more day-to-day expenses.

Keep your holiday stress free. Take care of your rent and bills on time so you don't have to worry about them later. You can even pay using the new

MyHousing app. Our staff will continue to check payments as usual over the holiday period.

Enjoy your holiday and have a great time celebrating with friends and family.

Stay fire safe at home

If there is a fire, get out, stay out and call '000'.
Smoke rises. Get down low and go, go, go!



OUR TOP SAFETY TIPS



COOKING

- Keep looking when cooking. Stay in the room when you cook food.
- Turn off the stove before you leave the room or go out.



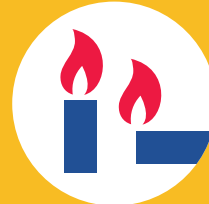
HEATERS

- Keep a metre from the heater.
- Keep fabrics away from heaters. Clothes, blankets and curtains can catch fire.
- Turn off heaters before you go to bed or go out.



SMOKING

- Never smoke in bed.
- Keep lighters and matches away from kids.
- Put out cigarettes in a deep ashtray.



CANDLES

- Don't leave the room when candles are burning.
- Put out candles before you go to bed or go out.



POWER POINTS

- Don't plug too many things into the same power point.



WORKING SMOKE ALARMS SAVE LIVES

For repairs and maintenance call

1800 422 322

Helping tenants stay in their homes

Sustaining Tenancies in Social Housing is helping tenants who need support to stay in their homes.

The program began in March as a trial in Albury, Griffith and Macquarie Fields. It gives tailored support to people to meet their housing responsibilities so they can keep their tenancy.

Who can access the program?

We offer the program to tenants who may:

- be behind on rent
- have property care issues
- have concerns about their tenancy.

We've already helped 195 tenants keep their tenancies by working with specialist support services.



If our staff see that a tenant needs help, we'll work together to find them the right support to stay in their home.

Who do I contact if I'd like help?

Talk to your Client Service Officer first. They can tell you more about the program or connect you to the right support service.

If you need more information, visit your local DCJ Housing office or call the Housing Contact Centre on 1800 422 322.

Join in to win

Calling artistic kids – paint or draw to win!



Do you have a child aged five to 12 who loves getting creative?

We want to know what they like best about living in their home. Get your kids to show us in a drawing or painting.

All entries will receive a thank you letter. Our judging panel will select five of their favourites to hang in our offices. The winning artists will receive a \$25 gift voucher!

Drawings must:

- be on A4 paper or larger
- include the child's name, age and return address
- be sent by 31 January 2020.

Kids are welcome to write a short sentence about their picture.

Send entries to Your Home, Locked Bag 4001, Ashfield BC 1800. You can also email Your.Home@facs.nsw.gov.au

Celebrate and win a \$200 gift card



Love to celebrate?

Join us at the 2020 NSW Seniors Festival to win one of three \$200 WISH Gift Cards!

To enter the draw, visit <http://bit.ly/winYH2020>

The festival will run from 12-23 February 2020. You'll be able to choose from hundreds of free and discounted events and offers.

Visit www.seniorsfestival.nsw.gov.au to find an event or offer near you.



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.