



Jan's news is good news

Jan's enthusiasm and keen eye for a good news story are building a strong sense of community in her suburb of Hamilton South.

Jan publishes a newsletter that features local stories, highlights services in the area and proposes solutions to community concerns.

'The estate is over 50 years old and rich in history,' says Jan. 'The newsletter provides an outlet to share these stories with other tenants, including new community members as they arrive.'

Inside this issue

- Opportunity Pathways program
- 2168 Community Voice Matters
- Client Service Visits
- My Housing app
- Jokes and tips

Client Service Visits

Your Client Service Officer will come and visit you regularly to keep up with your tenancy needs. They'll let you know before they come and give you seven days written notice.

It's important you're home for these visits as they are a requirement of your Tenancy Agreement. These visits also help us to learn about any problems you're having and put things in place to fix them. If you're not going to be available on the day or if you are unwell, please contact your local office to reschedule.

Here are a few helpful things you can do before your visit:

- Place your pet/s on a leash or in their appropriate enclosure.
- Ensure that the property is clean inside and, where applicable, outside.
- Let us know if you need an interpreter.
- Ask someone you trust to be with you during the visit, if you believe this would be helpful.

For further information, please visit:
<https://www.facs.nsw.gov.au/housing/policies/during-tenancy-policy>



Minister's message

Welcome to the September issue of *Your Home*.

Although this is a difficult time, the most important thing you can do is keep yourself and your loved ones safe by following the health orders.

In order to make it through a lock down it is important to keep your mind and body healthy through regular exercise and by remaining socially connected with family and friends.

I hope that soon I will be able to visit you and hear your stories in person.

We want to encourage and support people in social housing to achieve their full potential. Read Carlee's story on the next page for more information on the *Opportunity Pathways* program.

It is wonderful to see stories of tenants who are dedicated to improving their homes and neighbourhoods. Thank you to all those who work to build safe, secure and strong communities in NSW.

Warm regards,

Alister Henskens, SC MP
Minister for Families, Communities
and Disability Services

Adjusted rental increases to resume

You may have noticed a small increase in both your Centrelink payments and rental payments from April 2021.

Each year, DCJ Housing payments increase in line with increases to Centrelink payments as these values are adjusted to cost of living.

After a pause in 2020, rental payment

adjustments have now resumed. Centrelink payments increase in March and September each year, with DCJ Housing payments increasing in April and October.

Keep an eye out for changes and stay up to date with the *MyHousing* app.

Opportunity of a lifetime



When Carlee placed a deposit on her new home, it was a dream come true. For this former public housing tenant, owning her own home means Carlee has more independence and can provide stability for her daughter.

Carlee credits her success to the *Opportunity Pathways* program. The program offers flexible, tailored support to help tenants achieve their employment goals.

With the support of her employment coach, Alexandra, Carlee was able to increase her casual hours at work and eventually secure a full-time job.

‘Carlee has so much potential. She has worked really hard to achieve her goals,’ says Alexandra, from Mission Australia.

While working full time, Carlee also began studying for a certificate in veterinary nursing at TAFE. She hopes to study further to become a veterinary surgeon.

The NSW Government has partnered with local *Opportunity Pathways* providers in multiple locations across NSW. To find your local provider and start on your new pathway, go to <https://www.facs.nsw.gov.au/opportunity-pathways>



Leading the change in 2168

The residents of postcode 2168 – Green Valley – are working together to be a voice for change in their community.

Last year, residents came together to create a tenant advocacy group – 2168 Community Voice Matters. The group encourages tenants to build stronger relationships with each other and collectively decide how they would like to improve their neighbourhood.

Over the past year, they have had tremendous success. The group has worked with service providers to establish Community Greening and introduce more youth programs. They have also worked on improving safety in the area and advocated for better employment opportunities.

The group makes the tenants feel more involved in decision-making for their community and prouder of their homes. They hope to continue to represent the community at major events and forums and encourage others to do the same.

📲 Download the MyHousing app today

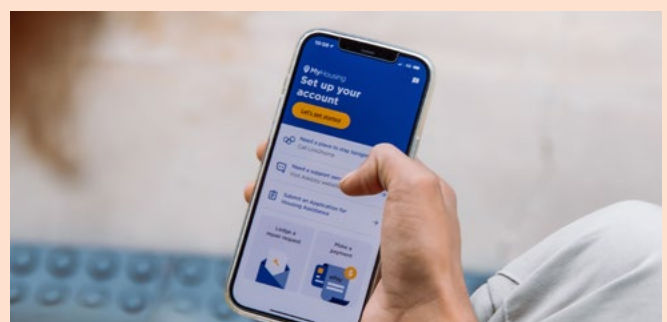
The *MyHousing* app is a fast and easy way to access and manage your housing information.

With over 52,000 downloads so far, you too can start using *MyHousing* 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.



Jokes and tips

Jokes:

Q: What do you call a fake noodle?

A: An impasta!

Q: How did the butcher introduce his wife?

A: Meat pattie!

Q: What do you call an indecisive bee?

A: A maybe!

Thank you Brahma for your joke submission!

Tenant tips:

Quick thinking cleaning hacks

1. If you cause a **grease stain** on your clothes, apply talcum powder immediately on the stain and rub it in. You can then throw the clothing item in the laundry and watch the stain disappear.



2. If you have **chewing gum** stuck to your clothing or hair, apply a few drops of eucalyptus oil to the gum and it should slide off easily.

Thanks Jeanette for your helpful tips!

Have a story for *Your Home*?

Are you part of a community group, garden, or initiative that you think should be featured in *Your Home*?

Submit your stories, ideas, tips and jokes to your.home@facs.nsw.gov.au

If your story is selected, you could win a \$25 voucher.

New name for Broadspectrum

You may be familiar with one of our maintenance contractors, **Broadspectrum**, who are changing their name to **Ventia**.

You do not need to do anything, and there will be no changes to your maintenance services. However, you may see their new logo on contractor IDs, signage, uniforms and vehicles.

You can continue to log maintenance requests through the *MyHousing* app. For urgent repairs, call 1800 422 322.

Contact us

The best way to contact us is by downloading the *MyHousing* app, online or over the phone. If you require assistance in a DCJ Housing office, you must make an appointment before visiting.



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.