

SEPTEMBER 2020  
ISSUE 91



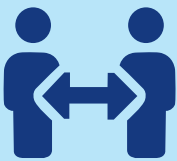
## **If you're unwell, stay in.**

Get tested. Isolate.



## **Wash your hands regularly.**

Take hand sanitiser with you when you go out.



**Keep your distance.** Leave 1.5 metres between yourself and others.



**Wear a mask** in situations where you cannot physically distance.

## **Help to stop the spread of COVID-19. Keep your family and loved ones safe.**

**Check for symptoms and get tested.**





## Minister's message

Welcome to the September edition of Your Home.

These past six months, the NSW government has been working hard to support our community through this pandemic.

NSW remains at a critical moment in our fight against COVID-19 and I ask you to follow the important health advice contained in this edition.

Please remember to wash your hands regularly, wear a mask in situations where you cannot physically distance and get tested if you have symptoms.

I know that everyone's finances can get strained at times like this. This is why I have decided that the additional Commonwealth COVID-19 payments will continue to be excluded for the purpose of calculating your rent.

We have also been working to help those sleeping rough find safe, stable homes and the supports they need. You can read more about this on this page.

To avoid coming into our Housing offices, you can download the MyHousing app.

If we all follow these simple steps, we can help keep our community safe.

Warm regards,

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

## Breaking the cycle of homelessness

On 1 July, DCJ introduced a new program to help people sleeping on the streets. It aims to help people find homes, and stay in them.

The Together Home program provides a home to people who have been sleeping on the street and have been placed by DCJ in temporary accommodation. Local community housing providers rent properties for the people previously sleeping rough. They also work with service providers to help support the person's health, wellbeing and independence. By providing wrap around support, the program helps people to rebuild their lives.

Together Home is a key initiative in working towards the Premier's Priority to halve street sleeping by 2025.

If you'd like to know more about the program, please visit [dcj.nsw.gov.au](https://dcj.nsw.gov.au)



## The MyHousing App - making every day a little easier

The safest and easiest way to contact us and access the information you need is by using the MyHousing App.

To download the MyHousing App visit the App store or the Google store.

If you are unable to download the App, you can still use our online housing services by visiting [facs.nsw.gov.au/housing/MyHousing](https://facs.nsw.gov.au/housing/MyHousing)

## Neighbourhood watch

During COVID-19 restrictions in March, many senior residents found themselves unable to go out and shop for groceries. In Glebe, Mission Australia came together with tenant representatives to create the Tenant Food Distribution Network. This program supports locals by providing fresh produce and ready-made meal kits.

However, the focus of this program was more than just food. Tenants would check in to see how their neighbours were going. They asked how they were handling isolation, if they needed any other help and if they were feeling lonely or bored. Some even made new friends along the way.

The Glebe Tenant Food Distribution Network has been a huge success, bringing the community together during a difficult time. Tenants are now working on a cookbook and an online cooking resource to share with their neighbours.

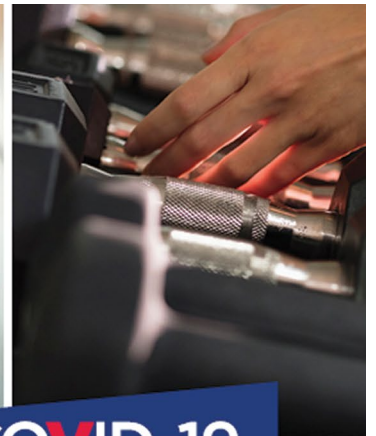
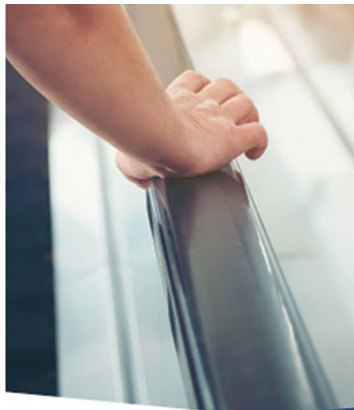


## Wearing a mask

Wearing a mask in public can be an extra layer of protection from COVID-19. A mask can protect you and others around you when you're not able to maintain a safe distance of 1.5 metres.



If you are using a face mask, consider buying a re-usable mask as it will be cheaper than using disposable face masks which can be expensive.



**COVID can live on surfaces  
WASH YOUR HANDS**

**COVID-19**

## Tips on staying COVID safe

There are lots of things you can do to protect yourself and your family from COVID-19. Here are some tips on staying COVID safe at home.

### Avoid crowded common areas

If you live in high-rise housing, avoid crowded common spaces such as lifts and laundries when they are busy. If there are too many people, try to come back later.

### Keep things clean

Regularly clean surfaces in the house that get touched often like benchtops, door handles and hand rails. Common areas in high-rise buildings are being cleaned throughout the day.

## Get tested if you are sick

Even if you only have a mild snuffle or scratchy throat, make sure to get tested. To arrange testing call your GP or the National Coronavirus Helpline on 1800 020 080. You can also visit a COVID-19 clinic.

## Self-isolate if you need to

If NSW Health has told you that you need to self-isolate, you cannot leave your home. If you are self-isolating and have logged a maintenance request, call the Housing Contact Centre on 1800 422 322.

For more advice on COVID-19, visit [nsw.gov.au/covid-19](https://nsw.gov.au/covid-19)

# Games and tips

## Fun caption contest



## How to enter

Tell us what this cat is thinking. Best caption wins a \$25 voucher. Send entries to Your Home, Locked Bag 4001, Ashfield BC 1800 or email [Your.Home@facs.nsw.gov.au](mailto:Your.Home@facs.nsw.gov.au)

## A tip from DCJ

During COVID-19, we're all doing our best to look out for each other. For our family, friends and neighbours.

If you're out shopping for groceries or other essential items, be considerate of those around you. Keep your distance and avoid panic buying.

It's a good idea to have a small stock of items you may need for daily living. This includes any specialist items or medication that you need.

If you have any special dietary requirements, try to keep a small supply of them.

Remember, we're all in this together.



## Contact us

The safest way to contact us is over the phone, online or by downloading the MyHousing mobile app.



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



**MyHousing Online Services**  
[www.facs.nsw.gov.au/myhousing](http://www.facs.nsw.gov.au/myhousing)



Download the MyHousing App from the App store or the Google store

## 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.