



Your Home  
translations

## A voice for the community



Meet John – the Australia Day Community Service award winner in Randwick.

John is the trusted voice for tenants in more than 170 units and has supported his community for more than 16 years.

“I’ll help anybody who wants it,” he said.

“Anything the tenants want actioned, we’ll action. Everyone knows they can come to me.”

Formerly having worked in the Navy and Police Communication, John was well equipped to notice and help when others needed it. He helps to push through maintenance requests and helps connect tenants to support services.

His tireless work has made a meaningful difference in the lives of so many local residents.

**Above:** John with his Community Service Award.

### Inside this issue

- Minister’s message
- Wendy’s life-changing new home
- Are you starting a new job?
- Top tips for a safe winter
- Tenant Tips
- Winter word search



## Minister's message

Dear Resident,

I wanted to take this chance to introduce myself. My name is Rose and I am the new Minister for Housing and Homelessness.

I am really excited to be taking on this new role and I want to be a strong advocate for you and other residents across our state.

The new Government believes that housing is a human right and all tenants should be treated with compassion, dignity and respect. It is clear that we have a lot of work to do to help rebuild our social housing system and better support you.

I know we have a huge task ahead of us and we're not always going to get everything right but I always promise to listen and have your back.

I want to be a Minister that is open, responsive and accessible so if you see me around please do say hi—I'd love to have a chat.

**Rose Jackson**

**Minister for Housing & Homelessness**

## Wendy's life-changing new home



**Wendy loves spending time in the garden. She's thrilled to now have a new home with a backyard and has already begun planting trees.**

"Moving into my new home has changed my whole life and my children's lives. I'm in a good street with lovely neighbours."

"My mental health is better, and I am the happiest I have ever been in my life. Me being happy has had a ripple effect on my family and friends. We are all so much happier."

Wendy has moved as part of the 'Future Directions for Social Housing in NSW' program.

As part of this program, DCJ Housing matches eligible tenants to a Relocation Coordinator to make the move to the new property as smooth as possible.

On the day of Wendy's move, she unfortunately became very ill.

"It makes a big difference having support."

"My Relocation Coordinator arranged for the removalist to have my bedroom unpacked first. When I got to my new home, I had somewhere to sit and rest."

Wendy is grateful for her new home and the support she received along the way.

To learn more about the **Future Directions of Social Housing program**, visit [www.facs.nsw.gov.au/reforms/future-directions/about-future-directions](http://www.facs.nsw.gov.au/reforms/future-directions/about-future-directions)





# Are you starting a new job?

If you are a tenant starting work for the first time or re-entering the workforce, the 'Start Work Bonus' can help you.

The **Start Work Bonus** allows tenants to keep extra income for up to 26 weeks without having their rent increased.

This means you can put the extra money towards things you need, including new uniforms, travel or household items.

For Prue, (pictured right), a tenant who lives in Bega, the bonus meant she could put money towards essential items.

"It helped me buy a lot of things I need for my house. I put it towards food, and I could save

towards bigger items like second-hand furniture."

Prue got a job at KFC almost six months ago. Since then, she has started a new job at a cleaning company.

"Applying for the bonus was very easy for me. Rhiannon [Client Service Officer] told me it was something I could apply for and made the application for me."

The **Start Work Bonus** is available to tenants who are over the age of 18. If you'd like to find out if you're eligible for the bonus, visit: [www.facs.nsw.gov.au/housing/living/rent-and-bills/start-work-bonus](http://www.facs.nsw.gov.au/housing/living/rent-and-bills/start-work-bonus)



## Winter is coming!

Here are our top tips to keep your family safe.



### Heaters:

- Stay one metre back and keep clothes and bedding away.
- Turn heaters off when you go out or to bed.
- Never use an outdoor heater or BBQ inside.



### Power points:

- Don't overload power boards or power points.



### Electric blankets:

- Don't use damaged electric blankets – throw them out.
- Turn electric blankets off when you go out or to bed.



### Outdoor fire pits:

- Keep them well away from structures, gardens or materials.
- Never use petrol, oil, or kerosene to light the fire.



### Smoke alarms:

- Smoke alarms help to save lives, and we have installed these in each of our properties for your safety. We also have sprinklers and hose reels in our high-rise buildings.



In case of a fire, call **000 immediately** and evacuate the building.

For repairs and maintenance call the **DCJ Housing Contact Centre on: 1800 422 322 immediately** (7 days a week, 24 hours a day).

# Tenant Tips

Enjoy this super simple 'cake in a mug' recipe – perfect for those cold winter days.



## Ingredients

- ¼ cup plain flour
- ¼ cup white sugar
- 2 tablespoons unsweetened cocoa powder
- ⅛ teaspoon bi-carb soda
- ⅛ teaspoon salt
- 3 tablespoons milk
- 2 tablespoons canola or vegetable oil
- 1 tablespoon water
- ¼ teaspoon vanilla extract (optional)
- 1 tablespoon of chocolate chips (optional)

## Directions

1. Mix flour, sugar, cocoa powder, bi-carb soda, and salt together in a large microwave-safe mug; stir in milk, oil, water, vanilla extract and chocolate chips.
2. Cook in the microwave until cake is done in the middle, about 1 minute 45 seconds.

# Winter word search

O C C O C W X A Q N Y L L Q M  
D P O Z C Z I S J G E Z H C K  
L V Y I O E I L W U Q L J O W  
N W S C A R F L T V N I F L C  
A Z V K T I D N W R S E Y D G  
J E B K S C B R N F N M T P J  
K M C P U S L H T I O H N Z Z  
D E O X U D J Q A R W Q R V C  
O B Z A C E T W I E Y U Q S Q  
Y Q Y C R Z Z N V P U E W M Y  
J M R Z S R C U L L G D I Q O  
L A Q H Z E X A R A Z L N B V  
G Y X L Z N F Q T C Z B T P S  
Z V Q C F S J H X E U P E G F  
X D J K K W N L G U V M R Q G

winter	scarf	cozy
coat	snow	cold

# 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](http://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.