

WOMEN'S JUSTICE NETWORK

Housing; explained

Prepared by WJN N Advisory Panel Members - Vicki and Kaz

Do you require assistance with accommodation following release from custody, or assistance with lodging or reactivating a housing application? Then the following information may be helpful.

Short-term and crisis accommodation

If you are homeless you may be able to access temporary accommodation by calling **Link2Home**.

Link2Home - 1800 152 152

Link2Home provides information and conducts assessments, as well as makes referrals to homelessness services across NSW, and is available 24 hours a day, 7 days a week, every day of the year.

Temporary accommodation is capped at 28 days per year.

If you have already accessed 28 days of temporary accommodation you can ask **Link2Home** to refer you to a Specialist Homelessness Service (SHS) for support.

Extending temporary accommodation

To request an extension of your temporary accommodation you will need to call **Link2Home** on the day your temporary accommodation expires and provide the following documentation to a DCJ Housing office.

- Centrelink Income Statement
- Bank statement
- Identification documents
(such as Medicare card, bank card, healthcare card or release paperwork)

*You may also be asked to complete and submit a rental diary, and the above documentation will need to be submitted each time an extension of temporary accommodation is requested

Domestic and Family Violence Housing Assistance

Are you, or have you, experienced domestic violence? If so the following services may be of assistance in regard to housing.

Start Safely

You can apply for assistance at any DCJ Housing office or with a social housing provider participating in Housing Pathways.

Staying Home Leaving Violence (SHLV)

Call the **Domestic Violence Line** on **1800 65 64 63** to find out more.

Victim's Services Immediate Needs Support Package

Contact **Victim's Services** on **1800 633 063** for more information.

Lisa Harnum Foundation (Sydney Hills district)

Call the **Lisa Harnum Foundation** on **1300 732 848**

Community and Social Housing Providers

Through a range of programs some community and social housing providers provide specialist, short-term and medium-term housing for people who are homeless, or who are at risk of becoming homeless and are in crisis. They provide these services in partnership with SHS agencies that help people to settle into stable accommodation.

Community Housing Providers NSW

South West Sydney

- Argyle Community Housing Ltd
- Evolve Housing Limited
- Hume Community Housing Association Co Ltd

Primary Delivery Locations

Campbelltown / Wingcarribee
Liverpool / Fairfield
Liverpool / Fairfield

Sydney/ South Eastern Sydney/ Northern Sydney

- Bridge Housing Limited
- Links Wentworth
Beaches/Wiloughby
- Metro Community Housing Co-Op Ltd
- St George Community Housing Limited

Primary Delivery Locations

Sydney / Randwick / Woolahar
Hornsby/Northern
Sydney
Bayside/Georges River/Sutherland

<ul style="list-style-type: none"> ● Women's Housing Company Ltd required 	Sydney & boarder SSESNS direct as required
<p>Western Sydney/ Nepean/Blue Mountains</p> <ul style="list-style-type: none"> ● Evolve Housing Limited ● Link Wentworth 	<p>Primary Delivery Locations</p> <p>Parramatta/ Penrith / Blacktown Penrith /Blacktown /Hawkesbury / Blue Mountains</p>
<p>Illawarra/Shoalhaven/ Southern NSW</p> <ul style="list-style-type: none"> ● Southern Cross Community Housing Ltd ● The Illawarra Community House Trust Ltd 	<p>Primary Delivery Locations</p> <p>Shoalhaven/Eurobodalla/Bega Wollongong/Shellharbour</p>
<p>Murrumbidgee/ Far West/ Western NSW</p> <ul style="list-style-type: none"> ● Argyle Community Housing Ltd ● Housing Plus ● Homes Out West 	<p>Primary Delivery Locations</p> <p>Murrumbidgee/Wagga Wagga Bathurst/Cabonne/Dubbo Albury/Greater Hume</p>
<p>Central Coast / Hunter</p> <ul style="list-style-type: none"> ● Hume Community Housing ● Compass Housing Services Co Ltd 	<p>Primary Delivery Locations</p> <p>Maitland/Port Stephens Newcastle/Lake Macquarie/Maitland/ Cessnock/Musswellbrooke/Singleton / Upper Hunter/Dungoo</p>
<p>North NSW/Mid North Coast & New England</p> <ul style="list-style-type: none"> ● Northern Coast Community Housing Valley ● Community Housing Limited ● Mission Australia Housing ● Homes North Community Housing 	<p>Primary Delivery Locations</p> <p>Lismore/Tweed/Byron/ Clarence Port Macquarie/Kempsey/Mid Coast Coffs Harbor Tamworth/Armidale/Moree Plains</p>

Speak to a SHS provider about community and social housing options!

Specialist Homelessness Services

Women's Justice Network

Benevolent Society

Mission Australia

Salvation Army

Uniting Doorways

Wesley Mission

Contact Number

02 8011 0699

1800 236 762

1800 2691672

1800 422 322

1800 864 864

1300 259 789

Housing applications

If you had a Housing property before going into custody you may need to relinquish that property, depending on your individual circumstances. Speak to your Custodial Case Manager or SAPO if you need assistance with this.

You may wish to either lodge a DCJ Housing application or reactivate a previous application. This can sometimes be a difficult and frustrating process so do not hesitate to reach out for support from a case worker or support service if necessary.

Lodging a DCJ Housing Application

Make a note of your **T- file number**, **application reference number** (ARN), and **customer reference number** (CRN) as you will need these when dealing with DCJ Housing in the future.

These details are usually on documents sent to you from DCJ Housing.

- Call 1800 422 322 and select 'housing applications' option
- A housing worker will then go through some questions with you and on completion will advise what evidence you need to submit to make the application 'live'
- Request for evidence will be sent to you via post and email and you will have limited time to submit the required evidence - in other words, act quickly
- Required evidence may be uploaded to the DCJ website, dropped off at a DCJ Housing office, or emailed to **housingapplications@facs.nsw.gov.au**
- Once you have submitted all requested evidence your application will be processed and made 'live' (You should contact DCJ Housing via phone or email to check on the status of your application)

You can also lodge your application through the following website address or QR code:

<https://forms1.facs.nsw.gov.au/register/AHA/>



Reactivating a DCJ Housing Application

If you had a current housing application before going into custody it will (usually) be automatically suspended.

To reactivate your application upon release you will need to complete a 'Change of Circumstances' form (This is also an opportunity to change your allocation area). SHS providers can assist with completing a Change of Circumstances form.

You will need to submit a copy of your release paperwork, Centrelink Income Statement, a recent bank statement and identification documents.

You can lodge a Change of Circumstances form and upload documents through the following website address or QR code:

<https://forms1.facs.nsw.gov.au/register/COC/>



DCJ Housing assistance to secure a private rental

RentStart products provide financial assistance for eligible clients to help them set up or maintain a private rental tenancy and is based on the client's individual circumstances and needs.

- **Rentstart Bond Loan** – loan to establish a tenancy in the private market
- **Rentstart Tenancy Assistance** – assistance to pay rental arrears
- **Rentstart Move** – bond loan assistance for public housing tenants leaving public housing
- **Advance Rent** – assistance for people experiencing severe financial hardship
- **Bond Extra** - assistance of up to \$1500 available to landlords/agents to cover rental arrears and/or property damage over and above the rental bond at the end of the tenancy

Rent Choice Youth - provides assistance to young people aged between 16 and 24 years to assist them find and access affordable rental properties

Housing is an extremely complex and important issue. If you require additional housing information contact the Women's Justice Network on 02 8011 0699

If you had a Housing property before going into custody you may need to relinquish that property, depending on your individual circumstances. Speak to your Custodial Case Manager or SAPO if you need assistance with this.

If you do not have a birth certificate, ask a SAPO or Custodial Case Manager to help you apply for one as you will be required to provide this document when lodging a DCJ Housing application or to access any DCJ Housing products.

If you had a current housing application before going into custody it will (usually) be automatically suspended. To reactivate your application you will need to complete a Change of Circumstances form upon release from custody.

There are contact details for some housing support services in the directory at the back of this book

You can find out more about all the DCJ Housing options on their website www.facs.nsw.gov.au/housing or by calling or going into a DCJ Housing office