

Fact sheet

February 2010

Housing Pathways



On 27 April 2010, a new program called Housing Pathways will make it simpler, fairer and easier for people to apply for and be matched with housing assistance.

At the moment, if you apply for housing assistance, you have to lodge an application with Housing NSW and community housing providers. Each organisation has their own waiting list and if you want to change your details or find out where your application is up to, you need to contact each organisation.

To make this process easier and fairer, Housing NSW, 28 community housing providers and the Aboriginal Housing Office have worked together to set up one application system under Housing Pathways.

From April, you will be able to fill out a single application form to apply for housing owned by Housing NSW, participating community housing providers or Aboriginal housing owned by the Aboriginal Housing Office.

You will be able to choose who you would like to provide housing assistance to you and, depending on who you selected, you may get an offer of housing from either Housing NSW, a community housing provider or the Aboriginal Housing Office.

A single statewide waiting list called the NSW Housing Register will also be created. This register will include all clients on the Housing NSW waiting list and participating community housing provider waiting lists.

The same as you can currently go to any Housing NSW office, you will be able to visit or contact any of the offices owned by these participating organisations and find out where your application is up to as all participating housing providers can all access the same system.

What is a community housing provider and how is this different to Housing NSW?

Community housing provides affordable rental housing to around 18,000 households on low to moderate incomes across NSW. The NSW Government has made a commitment to grow community housing so there are 30,000 homes by 2016. This means you will have more choice to apply for housing with different providers and through Housing Pathways, you will be able to do this through one application process.

Housing provided by Housing NSW and community housing providers is very similar. They both offer secure, affordable, long-term rental housing for people on low incomes who need a home, but community housing is generally managed by not-for-profit organisations. The homes are either owned by the government or

rented from private landlords with government funding.

Community housing providers have similar policies to public housing but there are some key differences:

- some community housing providers allow their clients to select more than one location when applying for housing
- the length of lease (tenure) offered can vary. Some community housing providers offer continuous leases unlike public housing who offer 2, 5 or 10 years depending on your circumstances.
- some community housing providers may charge a small bond at the start of your tenancy.

If you would like further information or have specific questions you will need to check with the particular provider in your area.

Who are the participating community housing providers?

There will be one or more housing providers offering housing in most towns and all cities and major centres in NSW. We have included a list of participating community housing providers in this information sheet or you can contact your local Housing NSW office for further information.

There are some areas in NSW that will only have properties that are managed by community housing providers and there may be some areas where there is only public housing available.

I'm currently on the waiting list with Housing NSW. What does this mean to me?

Your application will now be transferred to the new NSW Housing Register, which can be accessed by Housing NSW and participating community housing providers. Your personal information (including health

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information) could be shared between participating housing providers during this transfer process to make sure all your information is transferred smoothly.

Setting up the new NSW Housing Register means Housing NSW and participating community housing providers will no longer need to maintain their own separate waiting lists.

From 27 April 2010 your personal information (including health information) will be shared between participating housing providers so your application for housing can be processed and assessed. Your personal and health information is still subject to the same level of protection under privacy legislation as it is now.

However, you can only be made offers of housing by participating community housing providers if you have already told us you wish to be considered for community housing.

If you are not sure whether you have done this, or you want to make this change to an existing application, please contact your local Housing NSW office and they will help you do this.

Who will look after my application for housing and my future housing needs?

For your convenience, after 27 April 2010 you are able to contact any Housing NSW office or a participating community housing provider to request any changes to your application. This might be as simple as a new contact number or a change of address.

Where do I go when I have a change of circumstances?

After 27 April 2010, Housing NSW or a participating community housing provider can update your application with a change of circumstances. For example, if your application was originally lodged with Housing NSW

but it is more convenient for you to visit a participating community housing provider office, then you can advise the community housing provider about your change of circumstances.

Will I have more opportunities to be housed if I register interest in both public and community housing?

Yes. There are more opportunities to be housed when you have registered your interest in public and community housing. It is very difficult to tell which housing provider will make you an offer as it depends on many factors like:

- the availability of properties to be offered from public housing and community housing in the area of your choice
- the number of people on the NSW Housing Register that applied for public housing or for community housing in that area.

What changes after 27 April 2010?

Now	From 27 April
<p>You have applied for housing assistance with Housing NSW and several community housing organisations.</p> <p>If you want to update or change your details, or you want to know where your application is up to, you need to contact each provider separately.</p>	<p>You will be able to contact any Housing NSW office or participating community housing provider to:</p> <ul style="list-style-type: none"> • request any changes to your application (eg. new contact number or a change of address) • find out where your application is up to • request a transfer. <p>For example, if your application was originally lodged with Housing NSW but it is more convenient for you to visit a participating community housing provider office, then you can advise the community housing provider about your change of circumstances.</p>

Where can you get further information?

For further information about Housing Pathways, you can:

- contact your local Housing NSW office
- contact your local community housing provider
- visit the Housing NSW website www.housing.nsw.gov.au
- phone Housing NSW on 1300 HOUSING (1300 468 746), 24 hours a day, 7 days a week.

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Housing Provider	Areas Covered		
Affordable Community Housing Limited	Ashfield Auburn Hurstville Bankstown Ryde Concord	Penrith Liverpool Fairfield Warringah Burwood Campbelltown	Hornsby Parramatta Canterbury Holroyd Blacktown Strathfield Sutherland
Argyle Community Housing	Camden Campbelltown Wollondilly Wingecarribee	Goulburn Crookwell Yass Young	Harden Queanbeyan Wagga Wagga Griffith
Bridge Housing Limited (formerly South West Inner Sydney Housing Co-operative)	Leichhardt City of Sydney Marrickville Randwick	Ashfield Canada Bay Waverley	Botany Woollahra Burwood Canterbury
Central Tablelands Housing Association Inc	Orange Molong Bathurst	Mudgee Gulgong Kandos	Rylstone Wellington
Churches Community Housing Ltd	Parramatta Holroyd Newcastle North Sydney Ashfield Bankstown	Canterbury Chatswood Botany Bay Canada Bay City of Sydney Fairfield	Glebe Leichhardt Liverpool Manly Marrickville Warringah
Coastal Community Tenancy Scheme Ltd	Wyong Lake Macquarie		
Community Housing Limited	Armidale Bega Bellingen Clarence Valley Coffs Harbour Gloucester	Gosford Great Lakes Greater Taree Hornsby Kempsey Nambucca Heads Parramatta	Port Macquarie Hasting Port Stephens Randwick Willoughby Wollongong Wyong
Compass Housing Services	Newcastle Upper Hunter Cessnock Muswellbrook	Singleton Lake Macquarie Maitland Gosford	Wyong Broken Hill Central Darling Wellington

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Housing Provider	Areas Covered		
Garrigal Housing Association Ltd	Auburn Baulkham Hills Hornsby Ku-ring-gai	Lane Cove Manly North Sydney Parramatta Ryde	Pittwater Warringah Willoughby
Homes North Community Housing Company Ltd	Armidale Uralla Glen Innes	Tenterfield Gunnedah Guyra	Tamworth Quirindi
Homes Out West Inc	Albury Berrigan Jerilderie	Conargo Murray Deniliquin	Wakool Balranald Wentworth
Housing NSW	See www.housing.nsw.gov.au for a list of offices across NSW		
Hume Community Housing	Bankstown Campbelltown	Blacktown Fairfield Holroyd	Liverpool Parramatta
Inverell Community Housing Corporation	Inverell	Moree	
Lithgow Community Housing Inc	Lithgow		
Metro Community Housing Co-op Ltd	Ashfield Canterbury City of Sydney	Leichhardt Marrickville Randwick	Waverley Rockdale
Narrabri Community Tenancy Scheme Inc	Narrabri		
North Coast Community Housing Company	Tweed Kyogle	Richmond Valley Ballina Byron	Clarence Valley Lismore
North Shore Community Housing Ltd	North Sydney Manly Warringah	Lane Cove Ryde/Hunters Hill Ku-ring-gai	Mosman Hornsby Willoughby
Pacific Link Community Housing Association Ltd	Wyong Lake Macquarie Port Stephens	Cessnock Gosford Newcastle	Maitland Muswellbrook Singleton
Parkes Forbes Community Housing Inc	Parkes	Forbes	

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Housing Provider	Areas Covered		
Ryde Hunters Hill Community Housing Co-op Ltd	Auburn Baulkham Hills Hornsby	Hunters Hill Lane Cove Ryde	Parramatta Warringah Willoughby
Southern Cross Community Housing	Shoalhaven Eurobodalla	Monaro Cooma	Snowy Rivers
St George Community Housing	Ashfield Auburn Bankstown Botany Burwood Canada Bay Canterbury Campbelltown	City of Sydney Fairfield Holroyd Hornsby Hurstville Kogarah Leichhardt Liverpool	Marrickville Parramatta Randwick Rockdale Strathfield Sutherland Waverley
Sapphire Coast Tenancy Scheme Inc	Bega Valley		
The Housing Trust	Wollongong	Shellharbour	Kiama
Wentworth Community Housing	Penrith Blue Mountains	Hawkesbury Blacktown	Mt Druit
Western Plains Housing Scheme	Dubbo		
Women's Housing Company	Ashfield Auburn Botany Burwood Canada Bay Concord Canterbury Hornsby Hurstville Leichhardt Kingsford	Marrickville Manly North Sydney Randwick Rockdale Ryde Sydney Strathfield Waverley Warringah Woollahra	Bankstown Holroyd Fairfield Liverpool Blacktown Parramatta Penrith Kogarah Sutherland

It is illegal for an officer of Housing NSW to ask for money or favours or other benefits of any kind in exchange for helping you with your housing needs.

It is also illegal for you or anyone else to offer money or favours or other benefits of any kind to an officer of Housing NSW in exchange for helping you. If you have any information regarding this, please contact Business Assurance on 1300 HOUSING (1300 468 746). Housing NSW may refuse the provision of further housing services to anyone who has engaged or sought to engage in corrupt or illegal conduct.

Translation service

Arabic	خدمة الترجمة الخطية والشفهية المجانية اتصل على الرقم 131 450
Chinese	免費的翻譯傳譯服務 致電 131 450
Russian	Служба бесплатного письменного и устного перевода Позвоните по номеру 131 450
Spanish	Servicio Gratuito de Traducción e Interpretación Llame al 131 450
Vietnamese	Dịch vụ Phiên dịch và Thông dịch Miễn phí Điện thoại 131 450