

Fact sheet

Homes NSW

1 February 2024

What is Homes NSW?

Homes NSW is a new government division that brings together housing and homelessness services from NSW Department of Communities and Justice (DCJ), NSW Land and Housing Corporation (LAHC), and the Aboriginal Housing Office in addition to key worker housing functions from across government.

Homes NSW has been tasked with rebuilding the social and affordable housing system in our state as well as turbocharging the building of social and affordable homes.

What does Homes NSW do?

The current housing system is broken, and we need to fix it. We know that we need better communication, less buck-passing and faster repairs.

Homes NSW brings maintenance, tenant services and homelessness support all under one roof making it easier for people to get the help they need – putting people back at the heart of the system. This is our opportunity to rebuild a broken system, build good quality, sustainable, homes for people who need them and treat the cause - not the symptoms - of homelessness by providing people with safe, secure homes.

What does this change for me?

These changes will not affect your current tenancy. Homes NSW will make accessing support services easier, by combining our services, expertise and skills under one roof to help you. Our goal is clear - you will be at the heart of everything that we do.

We know systems like how to apply for public housing, transfers and maintenance are often complicated and difficult to access – **we are looking at what we can do to improve these processes and would welcome any feedback you might have.**

Who do I contact?

You can reach us and of the following ways:

Scan the QR code

Download the MyHousing App available on the App Store or Google Play

Call the Housing Contact Centre 1800 422 322 or visit the website at nsw.gov.au/homes-nsw



Homes NSW Services

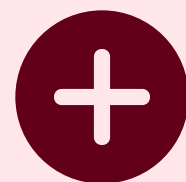


Land and Housing Corporation

NSW social housing portfolio

Maintenance

Delivery of new homes



DCJ Housing and Homelessness

Tenant management of social housing

Homelessness services

Disaster welfare



Aboriginal Housing Office

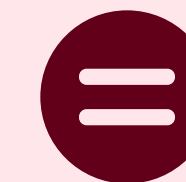
Provider of housing for Aboriginal and Torres Strait Islander people



Key Worker Housing

Teacher and Police housing

Regional Key Worker housing



One Agency

Homes NSW will streamline services to ensure we meet the needs of the people we support, with empathy, efficiency, and effectiveness.



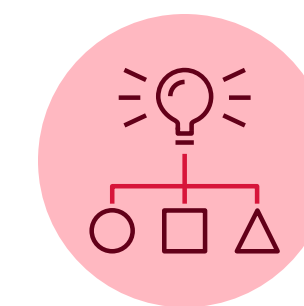
People at the heart

Homes NSW will value the expertise and skills of our team. It will create space for the voices of the people we support, treating them with dignity and respect.



Partnership

Homes NSW will partner with all levels of government, sector and communities to address the housing crisis, through consultation, collaboration and shared purpose.



Excellence in delivery

Homes NSW will strive for excellence in architecture, design and service delivery, through best practice, innovation and being informed by lived experience.