



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

Dear Tenant,

I am writing to let you know about some of the important measures my Department is taking in response to the spread of Coronavirus (COVID-19) and the impact it's having on our community.

Firstly, I have decided to pause normal six monthly rent increases. I have also decided not to include the additional payments Centrelink is providing in response to coronavirus when calculating your rent.

This means those people who are eligible for the increase in Centrelink payments will receive the full amount. **Your rents will not increase because of these additional payments.**

I would encourage you to pay your rent using the **Rent Deduction Scheme** so that you don't have to worry about making your fortnightly payments. You can do this easily using the Tenancy Online form at [www.facs.nsw.gov.au/myhousing](http://www.facs.nsw.gov.au/myhousing), or you can phone your local housing office.

The safety of you and your family is paramount. If you need to contact our housing offices, I ask that you do so by **phone, online** or by using the **MyHousing App**.

Please do not visit your local housing office in person unless you are requested to do so as all face-to-face services are by appointment only.

We are also increasing common area cleaning programs in multi-unit and high-rise building complexes in the inner city. We will expand this service out to more unit complex sites in the near future.

Enclosed is a short factsheet outlining some the measures my Department is taking. **I ask that you read this important information.**

I also ask you visit the official [nsw.gov.au](http://nsw.gov.au) website for the most up to date information and advice relating to COVID-19 or call the National Coronavirus Helpline on 1800 020 080.

Kind regards from your Minister,

**THE HON GARETH WARD MP**  
Minister for Families and Communities  
Minister for Disability Services

## COVID-19 advice for DCJ Housing tenants

DCJ Housing is here to continue to provide you with support and essential public services. **However, there are some important changes.**

### Extra Australian Government payments

Centrelink is providing **extra payments** for people in response to the COVID-19 virus. Further information is available at [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)

### Will these additional Centrelink payments affect my rent?

**No.** This money is about providing you and your family assistance during this time.

These payments will not be used to re-calculate your rent, so there will be **no** change.

### What do I do if I'm experiencing financial stress or hardship?

**Call** DCJ Housing as soon as you can on **1800 422 322**.

We can discuss options with you about:

- **Rent** - if you have recently lost your job
- **Housing Debt** – if you are falling behind on your housing account
- **Support** - if you are concerned about the welfare of yourself or your family

It's still important that you continue to pay your rent during this time.

### Are DCJ Housing offices open?

For the safety of you and our staff, we will be providing **most** of our services by **phone**, **online** or by downloading the **MyHousing** mobile app.

Face to face services at Housing offices will be by **appointment only**.

### What if I am ill or unwell and have an appointment with you?

**Call us.** If you feel unwell, are self-isolating or under quarantine, we will need to reschedule the visit or appointment with you. Staff are unable to visit anyone who is unwell or may have been exposed to COVID-19.

**If you are feeling unwell and are concerned about your condition visit the COVID website [www.nsw.gov.au/covid-19](http://www.nsw.gov.au/covid-19) or call 1800 022 222 (24-hour help line).**

## What if I need to self-isolate and need assistance with essential items?

It's important that everyone remains safe and healthy. If you need assistance, reach out to family, friends or support worker the first instance.

If you need assistance for essential items you may be able to access the **Woolworths Basics Box**. The box provides meals and a few essential items.

Those who can access the Basic Box include:

- Those unable to visit a store or in **mandatory isolation**
- People who are **elderly** or with **disabilities**
- People with **compromised immunity**

Visit [www.woolworths.com.au](http://www.woolworths.com.au) for more information or call their customer line on 1800 904 698.

If you require assistance to obtain essential items that cannot be sourced through friends/family or online delivery services, please contact Service NSW on 13 77 88 who may be able to assist.

## Will maintenance still be done at my home?

Absolutely. You still need to report urgent repairs to the call centre and our contractors will respond following safety and hygiene guidelines.

We are also **increasing common area cleaning programs in multi-unit and high rise building** complexes in the inner city. We will expand this service out to more unit complex sites in the near future.

The program will focus on cleaning high traffic areas and touch points in these unit blocks, such as lift buttons, door handles, bin chutes and doors, stairwells, handrails, letterboxes and shared laundries.

Everyone is encouraged to follow NSW Health advice such as regularly washing your hands, maintaining good health and hygiene and being mindful of others in these shared spaces.

## How to contact DCJ Housing



Link2Home 1800 152 152

Housing Contact Centre 1800 422 322

Interpreter Services 1300 652 488



[www.facs.nsw.gov.au/myhousing](http://www.facs.nsw.gov.au/myhousing)



Download the MyHousing app from the App Store or Google Play

# Interpreting Services

If you need help with interpreting or translation because English is not your first language, phone the All Graduates Translating and Interpreting Service on 1300 652 488. They will phone the housing organisation and interpret for you for free.

## Arabic

إذا كنت بحاجة إلى مساعدة في الترجمة الشفهية أو الخطية لأن اللغة الإنكليزية ليست لغتك الأم. فالرجاء الاتصال بـ All Graduates لخدمة الترجمة الخطية والشفهية على الرقم 1300 652 488. لكي تتصل هذه الخدمة بهيئة الإسكان وتؤمن لك مترجماً على الخط مجاناً.

## Bosnian

Ako vam je potrebna pomoć prevodioca jer vam engleski nije maternji jezik, nazovite All Graduates Službu prevodilaca i tumača na 1300 652 488. Oni će nazvati stambenu organizaciju i besplatno vam prevoditi.

## Chinese

如果英語不是您的第一語言，因而您需要傳譯或翻譯，那麼請致電 1300 652 488 跟 All Graduates 翻譯及傳譯服務機構聯絡。他們會免費幫您打電話給房屋組織並且為您傳譯。

## Croatian

Ako trebate pomoć tumača ili prevoditelja jer Vam engleski nije materinji jezik, nazovite All Graduates Službu prevoditelja i tumača na 1300 652 488. Oni će nazvati stambenu organizaciju i besplatno tumačiti za Vas.

## Filipino

Kung kailangan niyo ng tulong sa pag-iinterpretar o pagsasalin-wika dahil ang Ingles ay hindi niyo unang wika, tumawag po sa Serbisyo ng Pagsasalin-wika at Pag-iinterpretar ng All Graduates sa 1300 652 488. Sila po ay tatawag sa samahan ng pabahay at mag-iinterpretar sila para sa iyo nang walang bayad.

## Farsi

اگر بخاطر اینکه زبان مادری شما انگلیسی نیست به ترجمه شفاهی یا کتبی نیاز دارید به سرویس ترجمه کتبی و شفاهی All Graduates شماره 1300 652 488 تلفن کنید. آنها به اداره مسکن تلفن زده و به رایگان برای شما ترجمه خواهند کرد.

## Greek

Αν χρειάζεστε βοήθεια με διαρμηνεία ή μετάφραση γιατί τα Αγγλικά δεν είναι η πρώτη σας γλώσσα, τηλεφωνήστε στην Υπηρεσία Μεταφραστών και Διαρμηνέων All Graduates στο 1300 652 488. Αυτοί θα τηλεφωνήσουν στον οργανισμό στέγασης και θα διαρμηνεύσουν για εσάς δωρεάν.

## Italian

Se ti serve un interprete o una traduzione perché l'inglese non è la tua prima lingua, chiama il servizio traduzioni e interpreti All Graduates al numero 1300 652 488. Questo servizio telefonerà all'ente competente per gli alloggi e ti offrirà un servizio interpreti a titolo gratuito.

## Khmer

ប្រសិនបើលោកអ្នកត្រូវការជំនួយផ្នែកបកប្រែភាសាសិប្បាយ ឬសរសេរ ដោយព្រោះតែភាសាអង់គ្លេស ពុំមែនជាភាសាទី១របស់លោកអ្នក សូមទូរស័ព្ទទៅសេវាបកប្រែភាសាសរសេរ និងសិប្បាយរបស់ All Graduates លេខ 1300 652 488 ។ ពេលនោះ គេនឹងទូរស័ព្ទទៅអង្គការផ្តល់ទីលំនៅ ហើយបកប្រែជូនលោកអ្នកដោយឥតគិតថ្លៃ។

## Korean

영어가 모국어가 아니기 때문에 통역 혹은 번역 도움이 필요하실 경우 All Graduates 통번역 서비스에 1300 652 488로 전화하십시오. 이들이 주택 기관에 전화하여 귀하를 위해 무료로 통역해 드릴 것입니다.

## Lao

ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອດ້ານແປພາສາ ຫຼື ແປເອກະສານເນື່ອງຈາກວ່າພາສາອັງກິດບໍ່ແມ່ນພາສາຫຼັກຂອງທ່ານ, ຈົ່ງໂທສະສັບຫາບໍລິການການແປເອກະສານແລະນາຍພາສາ All Graduates ຕາມໝາຍເລກ 1300 652 488. ພວກເຂົາຈະໂທສະສັບຫາອົງການເຄຫະສະຖານແລະ ຈະແປພາສາໃຫ້ທ່ານໂດຍບໍ່ຄິດຄ່າໃດໆ.

## Macedonian

Ако ви треба помош околу усмено или писмено преведување бидејќи англискиот не е вашиот прв јазик, телефонирајте во Службата за писмено и усмено преведување, All Graduates, на 1300 652 488. Тие ќе се јават во организацијата за сместување во стан/куќа и бесплатно ќе ви преведуваат.

## Polish

Jeśli potrzebujesz pomocy z tłumaczeniem ustnym lub pisemnym, ponieważ angielski nie jest twoim pierwszym językiem, zadzwoń do Służby Tłumaczeń All Graduates pod numer 1300 652 488. Połączą cię tam z organizacją mieszkaniową i tłumaczem, który pomoże ci się bezpłatnie porozumieć.

## Russian

Если вам нужна помощь с устным или письменным переводом, поскольку английский не является вашим первым языком, звоните в Переводческую службу All Graduates по тел. 1300 652 488. Она позвонит в жилищную организацию и обеспечит вам бесплатный устный перевод.

## Samoan

Afai e te manaomia se fesoasoani i le faaliliuina po o le faamatalaina ona o le gagana Faaperetania e le o lau gagana muamua lea, telefoni i le Auaunaga o Faaliliuupu ma Faamataupu a le All Graduates i le 1300 652 488. O le a latou telefoni i le faalapotopotoga o fale ma faamatalaupupu mo oe e sa'oloto e aunoa ma se togoti.

## Serbian

Ako vam je potrebna pomoć sa tumačenjem ili prevođenjem zbog toga što engleski nije vaš materinji jezik, nazovite All Graduates prevodilacku i tumačku službu na 1300 652 488. Oni će nazvati stambenu organizaciju i za vas besplatno tumačiti.

## Spanish

Si necesita ayuda de interpretación o traducción porque el inglés no es su primer idioma, llame al Servicio de Interpretación y Traducción All Graduates al 1300 652 488. De allí llamarán a la organización de la vivienda y le interpretarán en forma gratuita.

## Turkish

İngilizce anadiliniz olmadığınız için sözlü veya yazılı tercümede yardıma ihtiyacınız varsa, 1300 652 488 numaralı telefondan All Graduates Yazılı ve Sözlü Tercüme Servisi'ni arayın. Konut kuruluşuna telefon edip sizin için ücretsiz tercümanlık yapacaklardır.

## Vietnamese

Nếu cần người thông dịch hoặc phiên dịch vì tiếng Anh không phải là ngôn ngữ chính của mình, quý vị hãy gọi đến Dịch vụ Thông Phiên dịch All Graduates qua số 1300 652 488. Họ sẽ điện thoại đến cơ quan gia cư và giúp thông dịch cho quý vị miễn phí.