

## Fact Sheet

5 May 2014

# About Housing Pathways

**Housing Pathways is making it simpler, fairer and easier for people to apply for and be matched with housing assistance.**

Previously, if you applied for housing assistance, you had to lodge an application with Housing NSW and community housing providers. Each organisation had their own waiting list and if you wanted to change your details or find out where your application was up to, you needed to contact each organisation.

To make this process easier and fairer, Housing NSW, and 25 community housing providers worked together to set up one application system under Housing Pathways.

Now, you are 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 are 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 or a community housing provider.

A single statewide waiting list called the NSW Housing Register has been created. This register includes all clients on the Housing NSW waiting list and participating community housing provider waiting lists.

When you go to or contact any Housing NSW office or any office owned by these participating organisations, you can find out where your application is up to as all participating housing providers can now 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 have more choice to apply for housing with different providers and through Housing Pathways, you are 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 that offers two, five or ten 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 may be one or more housing providers offering housing in most towns and all cities and major centres in NSW. A list of participating community housing providers is included 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.

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### **I was on the waiting list with Housing NSW (or on a community housing provider waiting list). What does this mean to me?**

Your application has been transferred to the new NSW Housing Register, which can be accessed by Housing NSW and participating community housing providers.

Since 27 April 2010, your personal information (including health information) is 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?**

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?**

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 such as:

- 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.

### **How do I register my interest in community housing?**

You will need to contact your local Housing NSW office or a participating community housing provider to register your interest in being housed by a community housing provider.

### **Housing NSW letters**

You should be aware that, during the initial period of Housing Pathways, some Housing NSW letters may continue to refer to 'Housing NSW' or 'public housing' rather than 'public or community housing available under Housing Pathways'.

### **What is possible under Housing Pathways**

You will be able to contact any Housing NSW office or participating community housing provider to:

- 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.

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.

You can now select the housing provider type you wish to be housed with:

- public housing and Aboriginal Housing Office properties through Housing NSW
- community housing
- one or both of the above.

### **Are all your questions answered?**

**If all your questions have not been answered in this fact sheet:**

- contact your local Housing NSW office or community housing provider
- or
- call 1300 HOUSING (1300 468 746)
- or
- go to the Housing Pathways website **[www.housingpathways.nsw.gov.au](http://www.housingpathways.nsw.gov.au)**

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Housing Provider	Areas covered		
<b>Affordable Community Housing Limited</b>	Ashfield Auburn Bankstown Blacktown Burwood Campbelltown Canterbury	Concord Fairfield Holroyd Hornsby Hurstville Liverpool	Parramatta Penrith Ryde Strathfield Sutherland Warringah
<b>Argyle Community Housing</b>	Camden Campbelltown Crookwell Goulburn	Griffith Harden Queanbeyan Wagga Wagga	Wollondilly Wingecarribee Yass Young
<b>Bridge Housing Limited</b>	Ashfield Botany Burwood Canada Bay	Canterbury City of Sydney Leichhardt Marrickville	Randwick Waverley Woollahra
<b>Central Tablelands Housing Association Inc</b>	Bathurst Gulgong Kandos	Molong Mudgee Orange	Rylstone Wellington
<b>Ecclesia Housing</b>	Ashfield Bankstown Botany Bay Canada Bay Canterbury Chatswood	City of Sydney Fairfield Glebe Holroyd Leichhardt Liverpool	Manly Marrickville Newcastle North Sydney Parramatta Warringah
<b>Community Housing Limited</b>	Armidale Bega Bellingen Clarence Valley Coffs Harbour Gloucester Gosford	Great Lakes Greater Taree Hornsby Kempsey Lake Macquarie Nambucca Heads Parramatta	Port Macquarie Hastings Port Stephens Randwick Willoughby Wollongong Wyong
<b>Compass Housing Services</b>	Broken Hill Central Darling Cessnock Dubbo Gosford	Lake Macquarie Maitland Muswellbrook Newcastle	Singleton Upper Hunter Wellington Wyong
<b>Link Housing Ltd</b>	Auburn Baulkham Hills Hornsby Ku-ring-gai	Lane Cove Manly Mosman North Sydney Parramatta	Pittwater Ryde/Hunters Hill Warringah Willoughby

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Homes North Community Housing Company Ltd	Armidale Glen Innes Gunnedah	Guyra Quirindi Tamworth	Tenterfield Uralla
Homes Out West Inc	Albury Balranald Berrigan	Conargo Deniliquin Jerilderie	Murray Wakool Wentworth
Housing NSW	See <a href="http://www.housing.nsw.gov.au">www.housing.nsw.gov.au</a> for a list of offices across NSW		
Hume Community Housing	Bankstown Blacktown Campbelltown	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	Rockdale Waverley
Narrabri Community Tenancy Scheme Inc	Narrabri		
North Coast Community Housing Company	Ballina Byron	Clarence Valley Kyogle Lismore	Richmond Valley Tweed
Pacific Link Community Housing Association Ltd	Cessnock Gosford Lake Macquarie	Maitland Muswellbrook Newcastle	Port Stephens Singleton Wyong
Parkes Forbes Community Housing Inc	Forbes Parkes		
Ryde Hunters Hill Community Housing Co-op Ltd	Auburn Baulkham Hills Hornsby	Hunters Hill Lane Cove Parramatta	Ryde Warringah Willoughby
Southern Cross Community Housing	Cooma Eurobodalla	Monaro Shoalhaven	Snowy Rivers

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<b>St George Community Housing</b>	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
<b>Sapphire Coast Tenancy Scheme Inc</b>	Bega Valley		
<b>The Housing Trust</b>	Wollongong	Shellharbour	Kiama
<b>Wentworth Community Housing</b>	Blue Mountains Blacktown	Hawkesbury Mt Druitt	Penrith
<b>Women's Housing Company</b>	Ashfield Auburn Bankstown Blacktown Botany Burwood Canada Bay Concord Canterbury Fairfield Holroyd	Hornsby Hurstville Leichhardt Kingsford Kogarah Liverpool Marrickville Manly North Sydney Parramatta Penrith	Randwick Rockdale Ryde Strathfield Sutherland Sydney Waverley Warringah Woollahra

It is illegal for an officer of Housing NSW or a community housing provider 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 anyone who works for Housing NSW or a community housing provider in exchange for helping you. If you have any information regarding this, please contact Business Assurance on 1300 HOUSING (1300 468 746).

### Translation service

Arabic

Chinese

Russian

Spanish

Vietnamese

خدمة مجانية للترجمة الخفية والشفهية  
تصل على الرقم 1300 652 488

免費翻譯及傳譯服務機構電話: 1300 652 488

Бесплатная переводческая служба Звоните по тел. 1300 652 488

Servicio Gratuito de Interpretación y Traducción.  
Llame al 1300 652 488

Dịch vụ Thông Phiên dịch Miễn phí.  
Hãy gọi đến 1300 652 488