



01 About Parramatta Mission Community Housing

Parramatta Mission Community Housing provides short to medium term accommodation while you work with your support provider to find permanent housing. We work in partnership with other specialist homelessness services and support agencies to assist people to live a happy and fulfilled life while living in suitable, sustainable and secure accommodation.

We offer a range of crisis and transitional housing options for those on very low to moderate incomes. We provide this housing for three to twelve months, depending on individual needs, to assist people who are experiencing homelessness or are at risk of homelessness.

Parramatta Mission is part of the Uniting Church of Australia. Through Parramatta Mission the Uniting Church in Australia Property Trust NSW is a registered Community Housing Provider with the New South Wales Registrar of Community Housing.

Parramatta Mission's vision of being "A Community Transforming Lives" motivates us to deliver a high quality, professional, people focused property and tenancy management service for people who are, or are at risk of being homeless. We provide a range of secure, affordable and well managed housing options for people on very low to moderate incomes, or as the next step on from hostel and crisis accommodation for those who are without a permanent home.

We are committed through our core values of Grace, Inclusion, Dignity, Faith and Hope to provide all people with the right to a safe, secure, affordable home. At Parramatta Mission Community Housing we realise that having a place to call home is only the first step for many individuals and families as they seek to improve their lives. This housing gives tenants peace of mind and allows them to focus on other aspects of their lives such as education, employment and training that

will enable them to fulfil their goals and aspirations.

We currently provide housing solutions for women, men, families and youth in a variety of accommodation situations including, hostels, shared houses, houses, units and bedsits.



Communication

While you are living in our housing, we want to communicate with you in a way that is easy to understand. This can be by letters, emails, phone calls or text messages. You can let us know if you have a preference; however, there will be occasions when we will need to communicate with you more formally through letters.

If you need an interpreter service, please let us know and we will be happy to arrange this. You are welcome to bring friends, family or advocates to any meeting we have with you. Your Support Service Worker is invited to also be included in any contact we have with you.

Privacy

Parramatta Mission Community Housing abides by the Australian Privacy Principles detailed in the Privacy Act 1988.

Parramatta Mission Community Housing collects information about you and your household members to assess your eligibility for housing so that we can provide you with suitable housing assistance. Any information provided to Parramatta Mission Community Housing in your application, or by any other means, is treated with the strictest confidentiality.

To help you find accommodation that best meet your needs, we may share your information with other housing providers. To help you maintain a successful tenancy, information about your application and tenancy will be shared with your Support Service Worker.

You have the right to access your information on your file at Parramatta Mission Community Housing.

You have the right to withdraw your information at any stage and request that your information not be used.

Tenancy assistance and information

If you would like more information about your tenancy please contact us using the details below. For more information about renting in general, please visit the following websites:

- fairtrading.nsw.gov.au
- tenants.org.au

If you would like more information on Community Housing regulation in NSW and Australia, please visit the following websites:

- rch.nsw.gov.au
- nrsch.gov.au