Family Assist

Information for agents and landlords

Family Assist is a private rental subsidy from Homes NSW which helps tenants pay their rent for up to five years. It also helps build financial independence by supporting access to training and employment opportunities, if needed.

Family Assist is only available in:

- Sydney
- South East Sydney
- Dubbo, and
- Western NSW (from Bathurst west to Cobar, south to Forbes and north to Walgett and Bourke).

How does it work?

Once a Family Assist client is approved for a private rental property, they can apply to Homes NSW for Rentstart Bond Loan and Advance Rent.

Homes NSW will pay a holding deposit, equivalent to one weeks' rent, by electronic funds transfer (EFT) to your nominated bank account.

For the first two years, the tenant pays you 25% of their weekly income, plus 100% of any Commonwealth Rent Assistance they may be entitled to. Homes NSW pays the rest directly to you by EFT every 28 days.

After two years, the amount of rent the tenant pays will go up gradually but we will let you know when this happens closer to the time.

For the final three years, the tenant will gradually increase their share of rent as they work towards financial independence.

Homes NSW will provide regular support to the tenant and contact you when required.

What do I need to do?

Manage the tenancy the same as any other. The Residential Tenancy Agreement is between the landlord and the tenant. No NSW Government agency or service provider will be a party to the Residential Tenancy Agreement.

Homes NSW will provide support to you and the tenant to have a successful tenancy.

How will rent be paid?

The rent will be paid by both the tenant and Homes NSW.

The tenant will pay their share by the method and frequency you agree to. They can also pay their rent through Centrepay, if you are registered. The rest will be paid by Homes NSW every 28 days in advance by EFT.

Where can I find more information?

Contact the Family Assist Lead worker via email at Family.Assist@facs.nsw.gov.au