



Family Assist Caseworker fact sheet

Family Assist provides a private rental subsidy for up to five years for families with an identified housing need. It supports families undergoing restoration (reuniting children from out-of-home care into the care of their families); or preservation (supporting families to prevent entry of children into out-of-home care).

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).

Family Assist helps families by:

- providing referrals to wrap around support services
- providing up to \$850 to help search for and secure a property
- providing up to \$5,000 to help set up a new home, build capacity and undertake employment, training and/or education
- after two years, gradually reducing the amount of subsidy we pay, to help build independence.

Who is Family Assist for?

Your client may be eligible for Family Assist, if they:

- are at least 18 years old
- have an active restoration order or preservation case plan
- are referred by a caseworker from DCJ or a DCJ funded agency supporting restoration or preservation services, who will case manage the client while they receive the subsidy
- are engaged with their caseworker and willing to stay engaged
- are on [low income](#)
- live in NSW
- can sustain a tenancy, with or without support
- are homeless or at risk of being homeless or have unsuitable housing for their children
- are committed to pursuing education, training and employment during the final three years of the subsidy.

How do I refer my client?

Clients cannot apply for Family Assist. Referrals must be made by a DCJ caseworker or a DCJ funded NGO caseworker supporting restoration or preservation.

To make a referral, complete the Family Assist referral form and return it to Family.Assist@facs.nsw.gov.au along with:

- [Consent to exchange information between support workers/service providers](#)
- [Income confirmation scheme online form](#), and
- a current restoration order, preservation case plan, court order or family action plan.