

THINK TANK : Transforming through technology

Embracing new digital solutions, government agencies are enhancing the delivery of services to tenants along with the expansion of their housing portfolios.

Lance Carden

NSW Department of Communities and Justice



Modernisation of the NSW Public Housing System

Where our journey began

01

Heavy reliance on
paper forms and
manual data entry

02

Limited channel
choices for clients to
access services

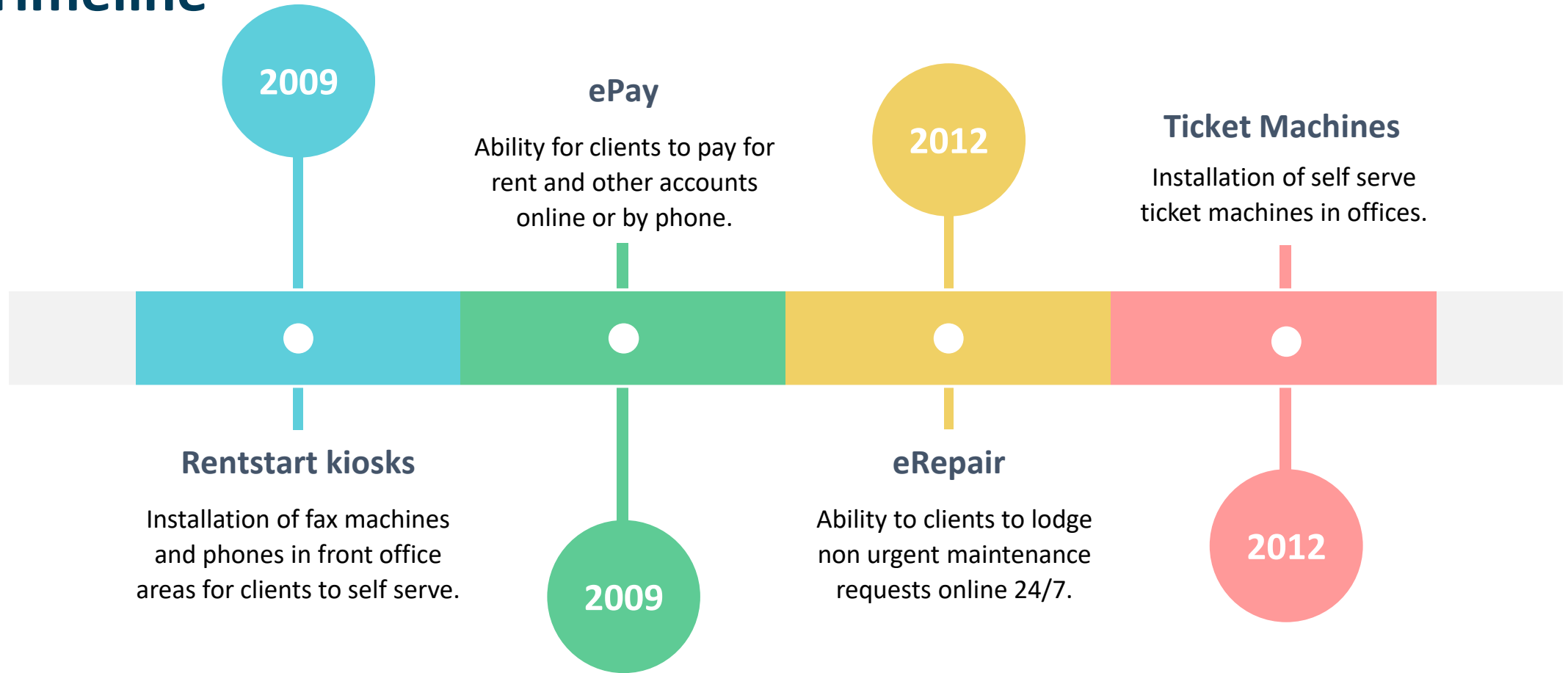
03

Client expectation
for more digital
services

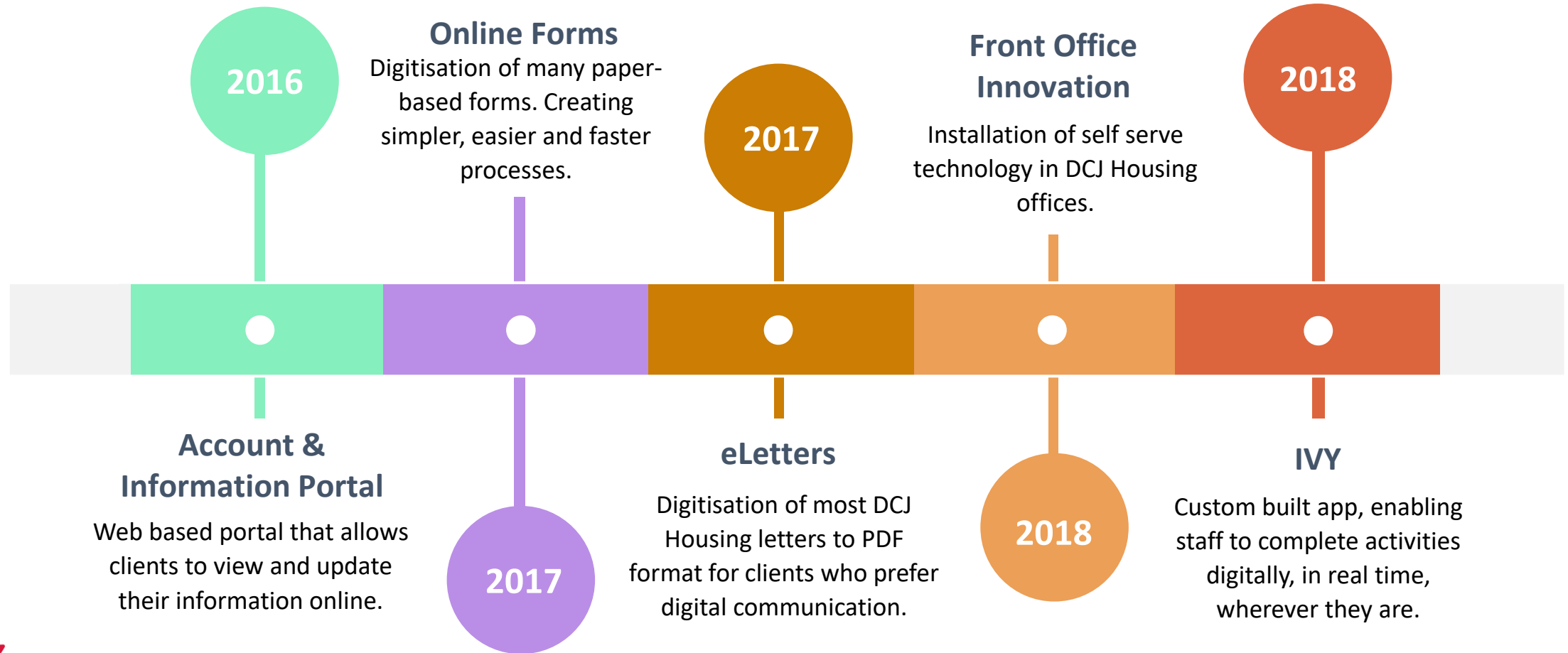
04

Most Housing
services could only
be accessed during
business hours

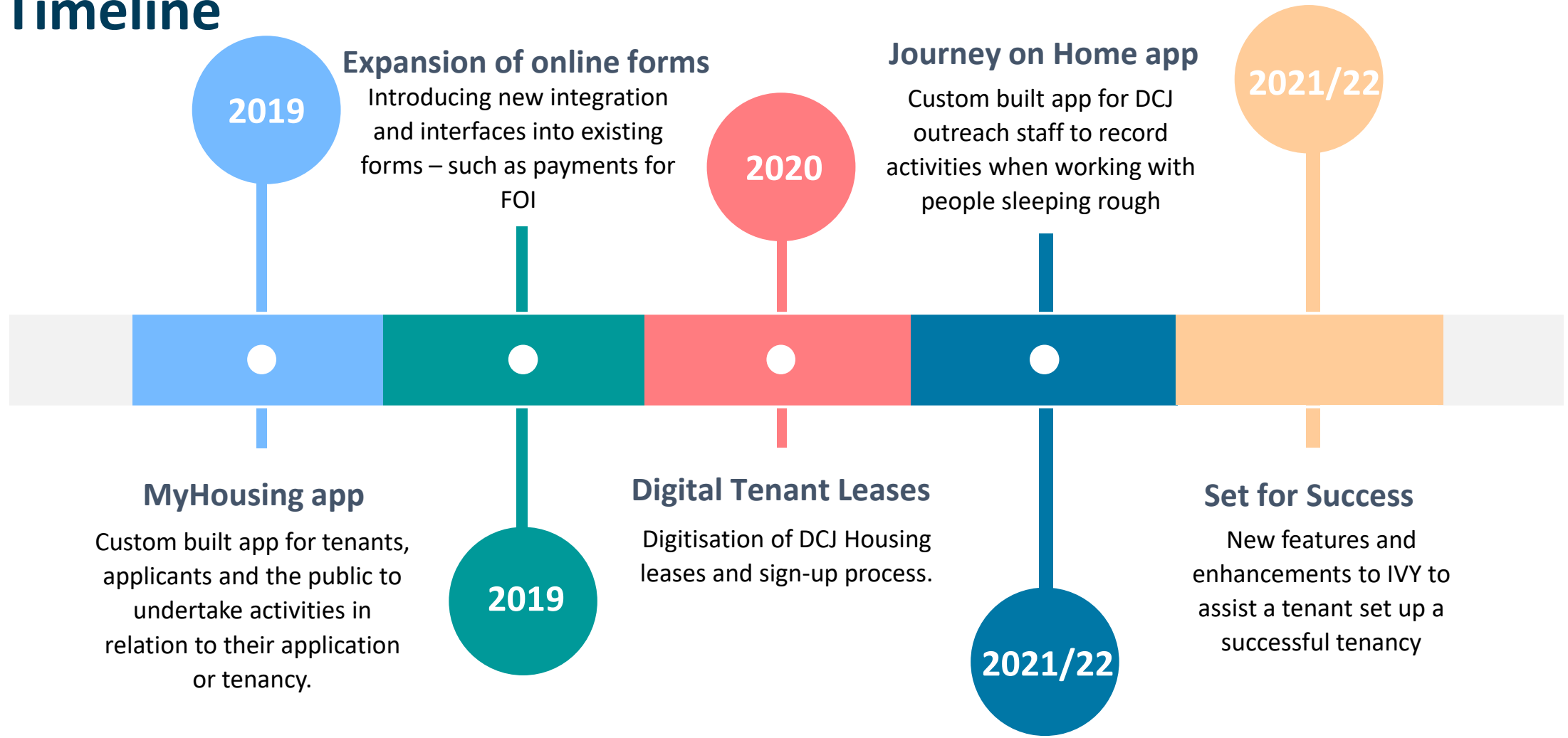
Timeline



Timeline



Timeline





Tenancy Online Payments

Enter your payment details below. Fields marked with an asterisk (*****) are mandatory.

*** Rent Payment Reference**

Enter payment amount allocation.

Rent \$

Water Usage \$

Rental Bond \$

Tenant Repair Costs \$

Combined Former Debt \$

Miscellaneous \$

*** Total Payment Amount** \$0.00 AUD

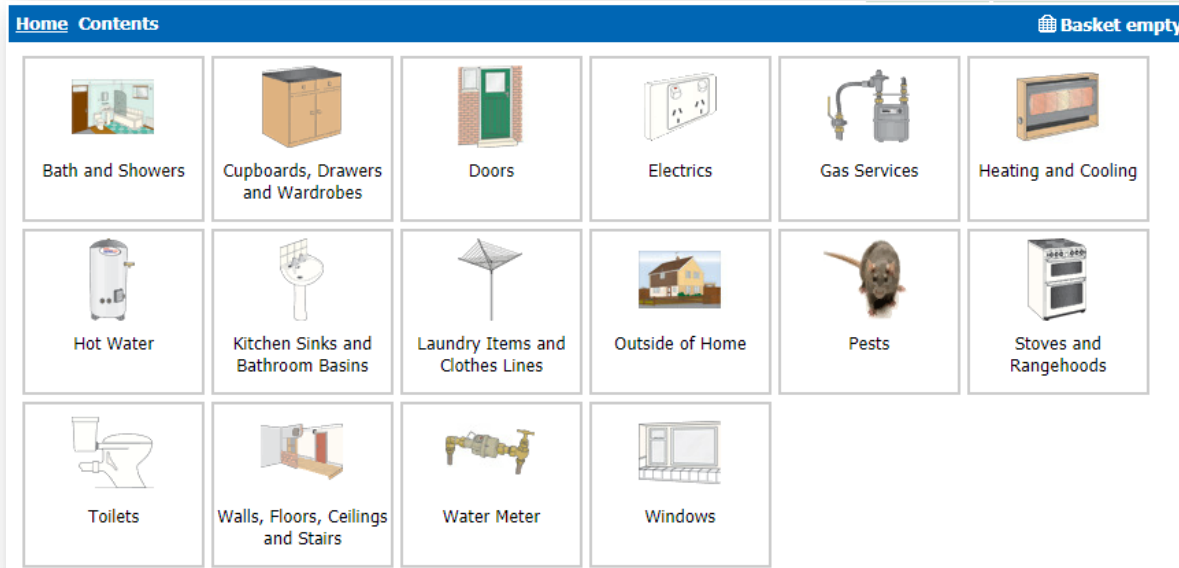
*** Payment Method**
 Credit Card
 Direct Debit

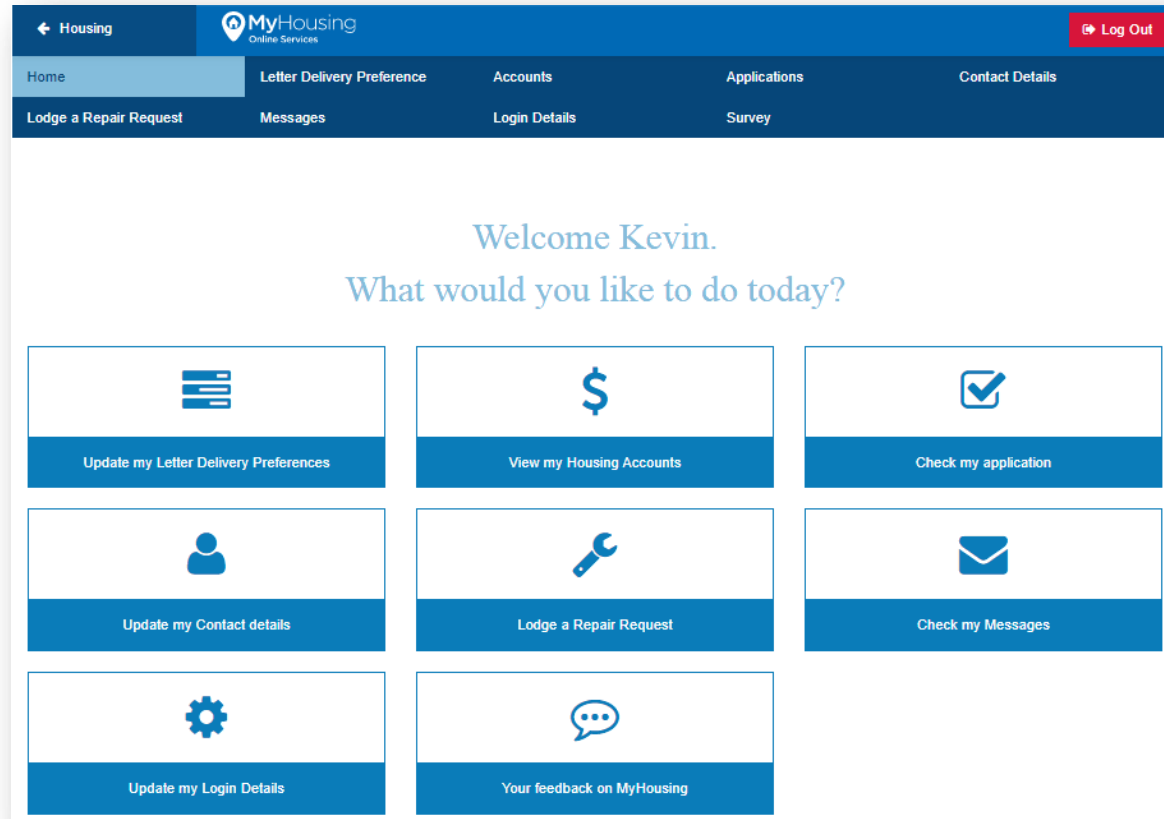
ePay

**Ability for clients to
pay for rent and other
accounts online or by
phone.**

eRepair

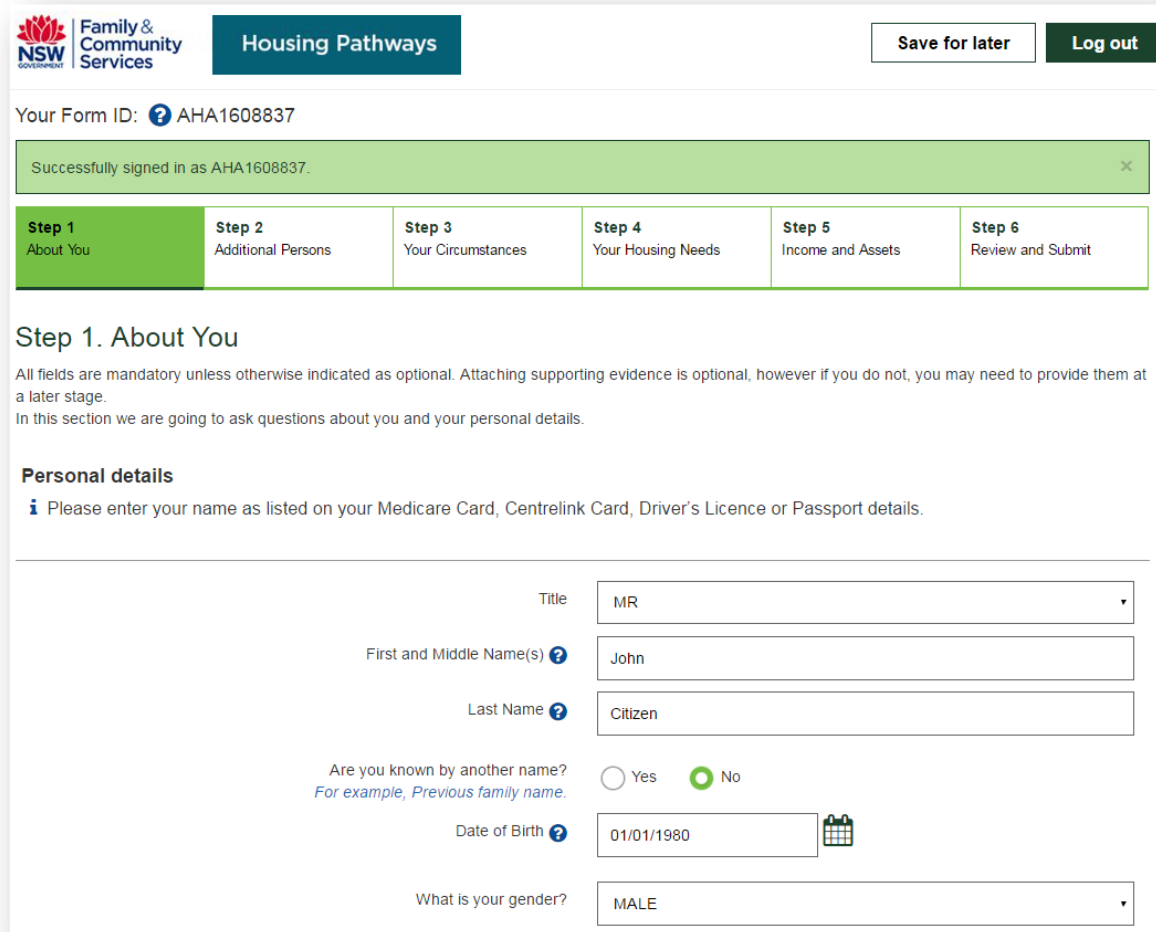
**Ability for clients to
lodge non urgent
maintenance
requests online 24/7**





Account & Information Portal

Web based portal that allows clients to view and update their information online.



NSW GOVERNMENT Family & Community Services

Housing Pathways

Save for later Log out

Your Form ID: ? AHA1608837

Successfully signed in as AHA1608837.

Step 1 About You	Step 2 Additional Persons	Step 3 Your Circumstances	Step 4 Your Housing Needs	Step 5 Income and Assets	Step 6 Review and Submit
----------------------------	-------------------------------------	-------------------------------------	-------------------------------------	------------------------------------	------------------------------------

Step 1. About You

All fields are mandatory unless otherwise indicated as optional. Attaching supporting evidence is optional, however if you do not, you may need to provide them at a later stage.
In this section we are going to ask questions about you and your personal details.

Personal details

i Please enter your name as listed on your Medicare Card, Centrelink Card, Driver's Licence or Passport details.

Title: MR

First and Middle Name(s) ? : John

Last Name ? : Citizen

Are you known by another name?
For example, Previous family name. Yes No

Date of Birth ? : 01/01/1980

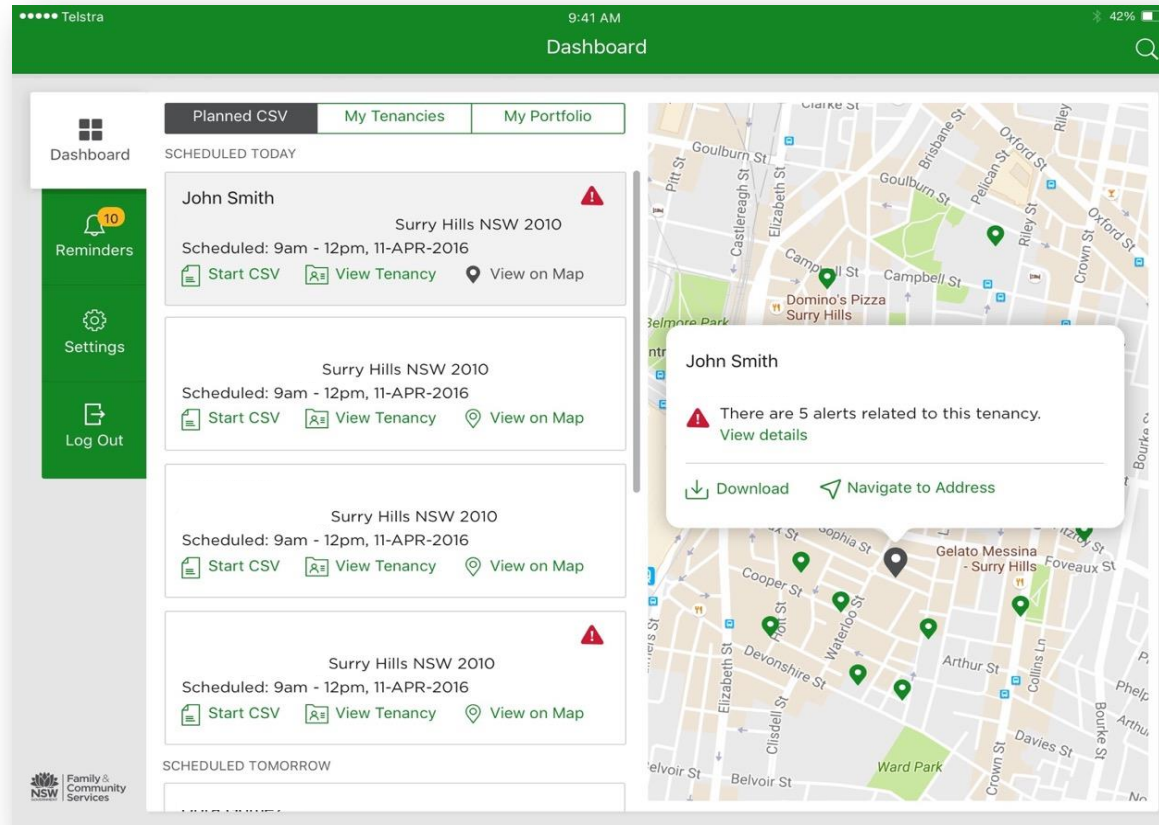
What is your gender? : MALE

Online Forms

Digitisation of many paper-based forms. Creating simpler, easier and faster processes.

IVY (I Visit You) app

**Custom built app,
enabling staff to
complete activities
digitally, in real time,
wherever they are.**



Front Office Innovation

**Installation of self
serve technology in
DCJ Housing offices.**

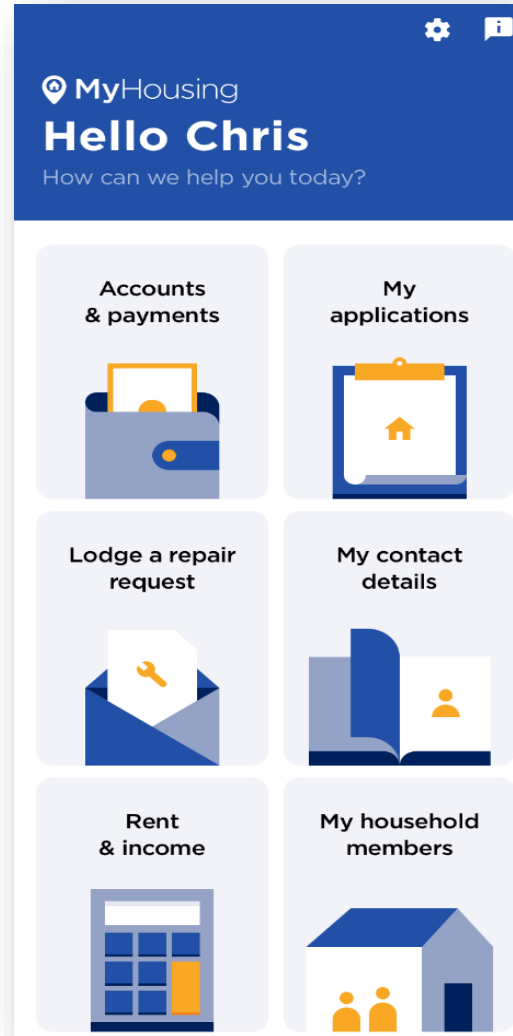


Digital leases

Digitisation of DCJ Housing leases and sign up processes.

DocuSign used to capture electronic signatures

The image displays two overlapping screenshots. The background screenshot shows a mobile application interface for a 'Residential Tenancy Agreement Part 1' from the Department of Communities and Justice (DCJ). The form includes fields for 'Name of tenant' (John Smith), 'Address of Premises' (Burwood), and 'Signed by the Landlord in the presence of' (Name of Witness, Signature of Witness, Signature of Landlord). A 'Sign' button is visible next to the 'Signature of Landlord' field. The foreground screenshot shows the DocuSign 'Adopt Your Signature' interface, which prompts the user to 'DRAW YOUR SIGNATURE' and includes a 'FINISH' button. A blue arrow points from the 'Sign' button in the background form to the DocuSign interface.



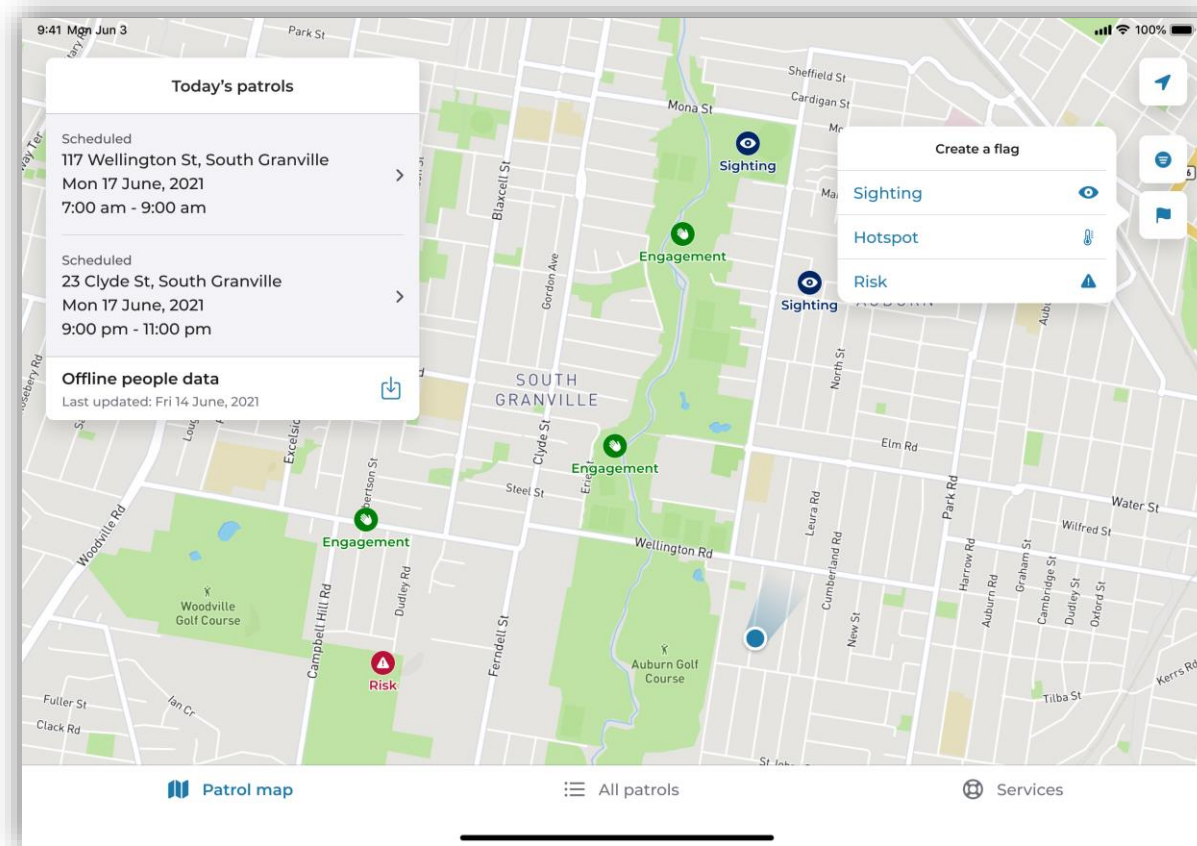
MyHousing app

Custom built app for tenants, applicants and the public to undertake activities in relation to their application or tenancy.



Journey On Home app

Custom built app for
DCJ outreach staff to
record activities when
conducting patrols and
engaging with people
sleeping rough



What about uptake?

ePay

Over **1 million**
transactions a year

Online Forms

250,000 forms
received over 4 years

eRepair

Over **50,000** maintenance
requests every year

IVY

Over **1,000,000** activities
completed on app

MyHousing app

Over **80,000**
app downloads

Account & Information Portal

Over **100,000** unique
portal registrations



> **4 million** individual transactions by end FY 2022

Key lessons



Co-design



Employ the right people



Testing



Start small, build from there

Compared to using other online forms this was extremely straightforward and easy to use. And incomparable to the stress and anxiety of going into an office to try to begin this process.

Thank you so much.

- 73 year old client

IVY has literally given me a day a week back, I no longer spend half a day preparing for my visits and half a day scanning documents and doing all the data entry work. I did a visit yesterday with an aged couple and I was able to look up aged care services for them on my iPad and book them in for an aged care assessment.

- Client Service Officer

