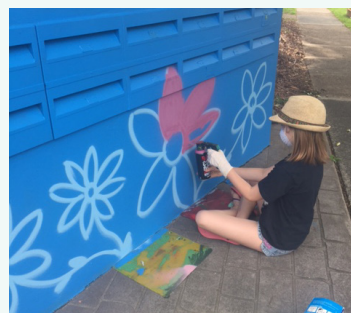


# YOUR home



Family &  
Community  
Services

In this issue: > Minister's Message 2 > MyHousing update 2 > Your story 3 > Waste Collection Services 4  
> NBN Installation 4 > Competition Corner 5 > Your recipe 6



*Kids working on the Hamilton South Letterbox Project*



## Clifton Community Food Garden, Sanctuary

**Point:** Using grant funds, tradesmen from the local men's shed built a shelter and meeting area where members of the Shoalhaven community can join them to enjoy the garden and its produce.

## Want to apply for a grant through SHCIF?

If you and your neighbours have an idea for how you can improve your complex, neighbourhood or local community centre, speak to your tenancy manager or local organisations about applying for a grant.

## Who can apply

- Tenant groups, provided they are an incorporated organisation
- Non-government organisations
- Community Housing Providers
- Local councils
- Aboriginal organisations
- Private organisations

## More info

Applications are open from end March 2017 for six weeks. For more information, visit [www.facs.nsw.gov.au/SHCIF](http://www.facs.nsw.gov.au/SHCIF), email [SHCIF@facs.nsw.gov.au](mailto:SHCIF@facs.nsw.gov.au) or call **1800 379 184**.

## Your COMMUNITY



## Creating better, stronger communities

Across NSW, organisations have used the Social Housing Community Improvement Fund (SHCIF) grant to improve community facilities, enhance open spaces, improve safety, increase accessibility and to bring tenants and their neighbours together.

As applications open for Round 3 of SHCIF, we want to share some great projects that tenants and community groups have worked on so far.

**The Hamilton South Letterbox Project:** The Samaritans Foundation Diocese of Newcastle collaborated with Up&Up and local tenants to design and paint community art on unit block letterboxes. The letterboxes now make for a bright, attractive space for locals and tenants to enjoy.

**Living Better and Feeling Safer:** A women's housing complex in Liverpool received a makeover including a new garden and gazebo. Tenant safety was strengthened through improvements to lighting, fences and a new intercom system.



I am excited to bring you the first edition of Your Home for 2017, and my first edition as the newly sworn in Minister for Social Housing.

This is an area I am deeply passionate about and committed to. I have been the Minister for Housing once before, between 2011 and 2014, and I am looking forward to building on the great work that has taken place since The Hon. Brad Hazzard MP took the reigns in 2015.

This means continuing to build more social housing that is close to services and suitable for your needs. It means pushing forward with the work that has been done to make your homes and communities safe. And it means offering you more support and opportunities through programs like CareerPathways, which you can read about in this edition under 'Your Story'.

In all your dealings with FACS, you can continue to expect high quality customer service and increased flexibility in the way you access our services, with systems like MyHousing Online Services allowing you to manage your information and pay your accounts anytime, anywhere.

I am picking up the baton on important work, and the task for me now – and for my colleagues in FACS – is to keep the momentum going. This will mean working with you, listening to your needs, and responding to your concerns. It is a task I am both prepared and excited for.

**Pru Goward MP**

Minister for Family and Community Services  
Minister for Social Housing



**MyHousing**  
Online Services

## Over two thousand of you are online with MyHousing

MyHousing has been up and running for over four months now, and across NSW, tenants are getting online to:

- pay their accounts
- manage their housing information
- lodge non-urgent maintenance requests
- apply for housing assistance.

Here's a look at who's using MyHousing Online Services, how they're connecting with us, and what they're saying about the service:

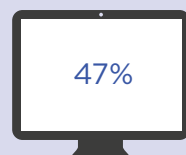
- "Knowing how much is in my rent account is very handy. I like to pay a bit extra fortnightly so I'm always ahead with the rent"
- "I have just registered for MyHousing, everything seems easy to use and quite handy as well - Thank You !!!"
- "I love being able to see where I am up to with my accounts"
- "This is the best thing since Housing was established. No wasting time in the future. Thanks for the online account"

**95%**

of tenants surveyed found MyHousing Account and Information easy to use

### MyHousing works on desktop, mobile and tablet.

#### User access by type of device:



43%



10%



#### Get online:

**over 4,000**

tenants have registered for MyHousing Account and Information. Visit [Housing.nsw.gov.au](http://Housing.nsw.gov.au) now to join them and save time online.





## Apply for CareerPathways

CareerPathways can help you gain skills and then find a job in a number of industries. We can help you to overcome some common barriers to training – like travelling to training locations, costs, or literacy difficulties – so that there is nothing holding you back.

Location	Course
Gosford	Disability
Tuggerah	Aged Care
Coffs Harbour	Home and Community Care
Grafton	Home and Community Care
Singleton	Aged Care
Riverwood	Aged Care / Disability
Mt Druitt	Horticulture

Visit [www.training.nsw.gov.au/careerpathways](http://www.training.nsw.gov.au/careerpathways) to see what courses are still available and to lodge your application.

When Peta moved back to NSW after ten years in Brisbane, there was a roadblock stopping her from getting the job she wanted.

“When I moved here I had my RSA and RCG (Responsible Service of Alcohol and Responsible Conduct of Gambling) in Queensland, but they weren’t valid here. So the licenses I had I couldn’t use.”

Peta had work experience in hospitality, but to get back into the industry she needed to update her qualifications. Through the CareerPathways program, she signed up to study a part Certificate II in Hospitality.

Over 13 weeks, Peta took course units on food and drink preparation, alcohol service and supply, cleaning, providing gambling services, and barista work. Through the course, she picked up her Responsible Service of Alcohol and Responsible Conduct of Gambling licenses, valuable hospitality skills, and in the end, a job at a local hotel.

“[The course] was really good. It wasn’t just ‘sit here, do this’. Tesla (the teacher) would sit down with us, explain it all to us. She really helped us.

“With this [job], I can go further. If I want to get back in to food and beverage, from where I am, I can work my way up and that’s really a bonus as well.”

Peta says the best thing about studying for her part Certificate II through CareerPathways was the support she received.

“Everyone is so helpful. Even since I finished the Certificate, (the CareerPathways coordinator) rings to make sure everything’s all good. She helped me get this job. Since day one, they helped us out in so many ways: making sure we got there every day, even just to talk, they’d be there to listen to us.

“That’s what I like, having someone at the end of the phone when you need it.”

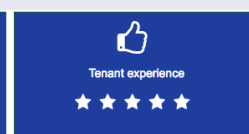
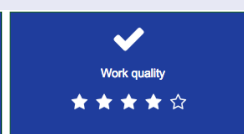
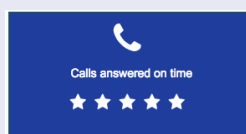
### Send us stories from your community

Do you have a great story about a neighbour or friend who’s in social housing?

We’d love to include more stories from your communities in Your Home. If you want to celebrate the success, recognise the kindness, or share the story of someone in your community, please email [Your.Home@facs.nsw.gov.au](mailto:Your.Home@facs.nsw.gov.au) or write to us at Your Home, Locked Bag 4001, Ashfield BC 1800.

## Rate the service you receive from contractors with TED

The Tenant Experience Dashboard (TED) makes it easy for you to give feedback on the service you receive from contractors to ensure maintenance work to your home is of a high standard.



Review your maintenance contractor at [www.facs.nsw.gov.au/review](http://www.facs.nsw.gov.au/review).



## Waste Collection Services

Do you know where to get assistance if you need to get rid of household rubbish?

Kerbside pickup is a great way to dispose of rubbish, and many local councils provide a pickup service for household rubbish that won't fit in your weekly rubbish bins.

Each council has different rules about the type of rubbish it will collect. This may include electrical waste such as computers and televisions; garden rubbish such as branches and clippings; and other household items. Building and automotive rubbish are generally not accepted.

You should be aware that Councils often have restrictions on how much material can be collected at one time, how many services can be provided for a property in a year, and some councils have special rules for residential apartment complexes. In some cases collection needs to be organised by a caretaker or building manager in the complex.

If you have rubbish that needs to be removed, ring your council and ask them about their kerbside pickup service.



## NBN Installation

Some tenants have been getting letters from the National Broadband Company (NBN Co) letting them know that equipment is being installed to connect to the National Broadband Network (NBN).

If you get a letter, NBN Co will be installing NBN equipment on the outside of your home.

Remember:

- NBN Co contractors won't need to enter your home
- They should be carrying ID
- The installation is free of charge

### Getting connected to NBN

Once the NBN equipment is installed, you can get NBN connected inside your home by contacting your telephone and internet service provider (eg. Telstra, Optus, iiNet etc).

You don't need to get permission from FACS to do this, but you'll need to cover the cost. For a copy of guidelines you need to follow for this type of home alteration, call the Housing Contact Centre on **1800 422 322**, or visit **[www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)**, follow the link to 'Living in Public Housing', and then click through to the page 'Maintenance and home alterations'.

### About the NBN

The NBN is an upgrade to Australia's telecommunications network. The upgrade will reduce the cost and increase the speed of internet and telephone access.

If you have any questions about the NBN please contact NBN Co on **1800 687 626**. Visit **[www.nbnco.com.au](http://www.nbnco.com.au)** to find out more, and to see if your area is connected.





## Winners

Thank you to everyone who sent in such great poems (and raps, limericks, songs and stories). We were inundated with amazing entries and it's been almost impossible to pick a winner, but here goes...

**Sibi** and **Grace** from Redfern, you're our overall winners! Thanks for your great caption and hilarious poem 'The Menu'. Grace, we loved getting your poem, but you can keep the tomato milk and ginger frappes to yourself. Enjoy your \$50 voucher.

Also a huge thanks and congratulations to **Brian J Small** from Newcastle for your wonderfully evocative poem and letter, **Ms Coreen Ekstrom** for the contemplative poem 'Choices', and to **David Coutts**, whose song about MyHousing Accounts Online got a big laugh at Your Home HQ. There's a \$25 voucher in the mail for all of you.

The Menu.

Hey mum, What's for dinner?

I can see tomato milk, it is like I'm eating silk!

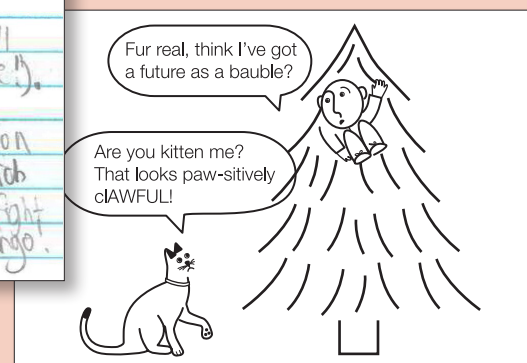
Brussel sprouts: banana ice-cream (when I look at this it feels like I'll dream a nightmare!).

Chopped bitter melon on the mango which makes me want to fight in the stupid tango.

I love frappe cold and icy, very frothy and gives me a colourful mouthache

I love ice-cream it makes me so happy, I want to SCREAM!

Excerpt from Grace's winning poem



Sibi's caption competition winner

## Caption Comp

For your chance to win \$25, tell us what these two are saying...



Your caption:

## For the next issue...

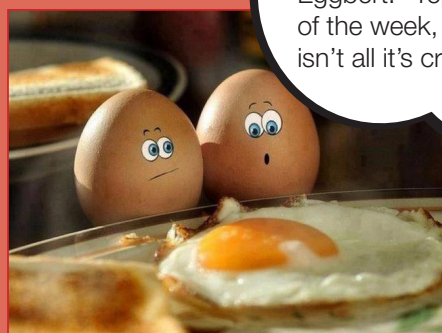
We're always looking for pictures and cartoons for our captions competitions – and we'd love to use one drawn by a Your Home reader.

Send us in a small drawing, by you, with an empty speech bubble somewhere in the picture. The best drawing will be used for next issue's caption competition, and the artist will win \$50.

## Submit your entries

Submit your competition entries to: Your Home, Locked Bag 4001, Ashfield BC 1800

## Examples from past editions





Your  
**RECIPE**



## Fresh Fruit Icy Poles

It. Is. Hot. Here at Your Home HQ our fans are on full blast, our sleeves are rolled up and the icy poles are coming thick and fast.

Here's a great recipe for making your own fresh fruit icy poles. You'll need some paddle-pop sticks (or something to take its place, like a spoon) and plenty of plastic cups.

### Ingredients

- Watermelon
- Orange
- Kiwi fruit

### Method

1. Blend, juice or mash each different fruit in a separate bowl or jug (e.g. watermelon in one bowl, orange juice in another)
2. Choose which fruit you want to have at the top of your icy pole and fill a third of the plastic cups with the juice or pulp
3. Put in the freezer until juice has frozen
4. Repeat the process, but this time add the paddle-pop stick and freeze
5. Add the final layer and freeze
6. Once fully frozen, remove the icy poles from their plastic cups and enjoy!

## Your CONTACTS



### Housing Contact Centre 1800 422 322

24/7 for general enquiries, maintenance and the Home Purchase Advisory Service.

For other services such as feedback, Rentstart and reports of fraud or corruption, call Monday to Friday 8:00am – 6:00pm and Saturday 9:00am – 5:00pm.

Aboriginal people can ask to speak to an Aboriginal staff member.

### MyHousing Online Services

Stay connected 24/7 with access to your Housing account and information, eRepair and ePay at [www.housing.nsw.gov.au](http://www.housing.nsw.gov.au).

### Apply for housing assistance online using MyHousing Applications Online.

Visit [www.housingpathways.nsw.gov.au](http://www.housingpathways.nsw.gov.au).

### Feedback

Fill in the online form at [www.housing.nsw.gov.au/feedback](http://www.housing.nsw.gov.au/feedback) or fax feedback to 9612 6099.

For feedback on the newsletter, email

[Your.Home@facs.nsw.gov.au](mailto:Your.Home@facs.nsw.gov.au).

### Housing Appeals Committee

1800 629 794 (Monday – Friday 8.30am – 4.30pm)

[www.hac.nsw.gov.au](http://www.hac.nsw.gov.au)

[www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)

### Translations

If you need help with interpreting or translation because English is not your first language, phone All Graduates on **1300 652 488**.

نأل ٢مچرتلا وأ ٢ي٢فشلا ٢مچرتلا يف ٢دعاسملل ٢جأحب تنك اذا  
لوا“ ٢كشرش لصلتا، لوالا لكثغل تسيل ٢يزيلجنال ٢غللا  
٢ستويدارج” All Graduates ١٣٠٠ ٦٥٢ ٤٨٨ ٢ل ع

如果你的母語不是英語，需要口譯或筆譯幫助，請致電  
All Graduates 電話號碼 1300 652 488.

Nếu quý vị cần hỗ trợ biên dịch hoặc phiên dịch vì tiếng Anh không phải là ngôn ngữ chính của quý vị, vui lòng gọi All Graduates theo số 1300 652 488

٢ب جأ٢تأ تسين امش لوا نابز يسيلگنا نوچ رگا  
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All Graduates ١٣٠٠ ٦٥٢ ٤٨٨ ٢رامش اب

Si usted necesita un intérprete o traducciones porque el inglés no es su primer idioma, llame al teléfono 1300 652 488 de All Graduates.

모국어가 영어가 아니어서 통역 또는 번역서비스가 필요하신 경우, 1300 652 488번으로 All Graduates 에 전화하시기 바랍니다.

Если вам необходима помощь с устным или письменным переводом, так как английский не является вашим родным языком, то позвоните в компанию All Graduates по номеру телефона 1300 652 488.