

YOUR home



Last year Surry Hills housing officer, Judit, received an award for her outstanding work supporting housing tenants with complex needs. Judit helped her clients with their housing applications, and to access the right support services. She continues to work tirelessly to make sure her clients are happy and supported.

If you know someone like Judit and would like to nominate them for the Simply The Best Customer Service award, just fill out the reply-paid form at the back of this issue and drop it in your local post-box, or visit www.facs.nsw.gov.au/simplythebest and fill out the online form.

Nominations close on **Friday 28 July 2017 at 5pm.**

Simply the Best nominations now open

Nominate a FACS employee in the 2017 Simply the Best Customer Service Awards.

Providing excellent customer service is at the centre of everything that we do here at FACS. Our housing workers are committed to helping you access the right services to make sure you receive the help you need.

The Simply the Best Customer Service Awards are a great opportunity to celebrate workers who have provided you with excellent customer service. We want to hear stories of when our housing workers have made a difference to you, a family member or someone you know. This could be as simple as someone coming to visit you regularly, or a member of staff providing you with useful information - no story is too big or small!



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Minister's MESSAGE



It has been a busy few months since I took over the department, and I have really enjoyed getting out and seeing great things happen in communities all over the state.

In Cranebrook, I attended a maintenance pop-up that gave tenants an opportunity to report a maintenance problem, and had most cases fixed on the same day. There have been more than 35 successful pop up events held across the state and I intend to run more sessions in the coming year. We've also had successful community clean-ups in Tolland and Ashmont, to make sure our neighbourhoods remain clean and safe for everyone.

You would have also received information in the mail about our tenant amnesty. The amnesty gives social housing tenants an opportunity to tell us about a change in their circumstances without punishment. If you have something to declare, including undisclosed income or someone living with you who has not been approved by FACS, I encourage you to call 1800 422 322, or visit facs.nsw.gov.au/amnesty before 11 June.

These programs could not happen without the help of our dedicated housing staff. They play a big role helping tenants every day, so we want to reward those who have gone the extra mile and delivered outstanding customer service. You can now nominate someone in the **Simply the Best Customer Service Awards**, and recognise the efforts of a housing member who has helped you. An entry form is located at the back of this Your Home magazine.

I hope you enjoy this edition of Your Home.

Pru Goward MP

Minister for Family and Community Services
Minister for Social Housing

Your STORY



Peggy is 87 years young and is a self-taught artist, who has filled her home with her own drawings and paintings. Peggy's love of art began at the age of eight, when she drew Minnie and Mickey Mouse on any blank space she could find on her dad's newspaper.

Peggy has lived in the Illawarra and Shellharbour regions for the past 24 years. She was born in Southampton, United Kingdom, but moved to Australia and settled in Newcastle in the late 1960s with her husband, a naval officer, and their three daughters.

As her children were growing up, Peggy stopped drawing and painting, but started again when they got older. In 2002 Peggy decided to do a course with the London Art College, which she completed from home. She was awarded a distinction in painting plants and animals. Peggy has also completed local classes in Wollongong, where she learnt to paint flowers.

Not only does Peggy enjoy painting and drawing, she also loves to knit and sew. She is involved with her local Rotary group and often knits blankets and baby clothes, which are donated to people in the community.

When asked what inspires her the most, Peggy says that art is 'part of me and it gives me pleasure'.

Thank you for sharing your story Peggy, we loved hearing about it!

If you have a special hobby or are doing something to help your community, and would like to be featured in Your Home, please send your story and a photo of you to: **Your Home, Locked Bag 4001, Ashfield BC 1800.**



Check your property for water leaks

Did you know that you can lose a few litres of water a day from a slow dripping tap, and thousands of litres a day from a constantly running toilet? This can be wasteful and costly.

One way to keep costs down and save water is to regularly inspect your property for leaks. You can do this by:

- Checking taps and toilets for signs and sounds of leaks, such as running water, bubbling, hissing, damp patches or mould.
- Checking the hot water system for leaks or wet areas which may indicate there is a problem.
- Checking lawns or driveways for puddles that don't dry, and be aware of darker or greener spots of grass, as this may indicate an underground leak.

If you think that you have a leak, please contact the Housing Contact Centre on 1800 422 322 and press 1 for the maintenance line (24 hours a day, 7 days a week).

For more information on water saving tips, please visit www.housing.nsw.gov.au/watersavingtips.

Interesting Fact
A leaking tap can waste up to 60 litres of water a day



MyHousing video translations now available!

Does someone you know speak Arabic, Farsi, Cantonese, Mandarin or Vietnamese and need help with housing?

The MyHousing Online Services videos have been translated from English into these five different languages, helping to make this service easier to understand.

These translations provide a step-by-step guide for anyone who needs to apply for housing assistance online, or manage their accounts 24 hours a day, 7 days a week.

تحقق من حسابات الإيجار والماء الخاصة بك، وقم بتحديث معلومات الاتصال بك، وسدد مدفوعاتك عبر الإنترنت. شاهد وتعرف على خدمات MyHousing Online Services على الإنترنت باللغة العربية. تفضل بزيارة www.housing.nsw.gov.au/arabic

حسابهای کرایه خانه و آب تان را چک کنید، جزئیات تماس تان را به روز نمائید، و پرداخت هایتان را بطور آنلاین انجام دهید. در مورد خدمات آنلاین مای هاوسینگ به فارسی نگاه کنید و یاد بگیرید. www.housing.nsw.gov.au/farsi

查看你的房租和水費賬戶，更新你的聯繫資料，進行網上付款。觀看粵語版視頻，瞭解 MyHousing 網上服務。訪問 www.housing.nsw.gov.au/cantonese

查看你的房租和水費賬戶，更新你的聯繫資料，進行網上付款。觀看國語版視頻，瞭解 MyHousing 網上服務。訪問 www.housing.nsw.gov.au/mandarin

Kiểm tra tài khoản tiền thuê nhà và tiền nước, cập nhật thông tin liên hệ, và trả tiền trên mạng. Xem và tìm hiểu về Dịch vụ MyHousing trực tuyến bằng tiếng Việt. Hãy truy cập: www.housing.nsw.gov.au/vietnamese

Simply the Best Customer Service Awards 2017 Nominations open

Have you had outstanding service from an employee or team from Family and Community Services (Ageing, Disability and Home Care, Community Services, and Housing)?

If so, we would love to hear about it! We will consider that employee or team for an award for delivering simply the best customer service.

Please take the time to drop us a line, using the free reply paid service on the back of this form, or by going online – details are on bottom of this form. Be quick, nominations close Friday 28 July 2017.

1. What is the name of the person or team that gave you excellent service?

2. Which office/location or program area do they work in?

3. Can we contact you to find out more?

Name

Contact number

Email address

4. Select which Award category they are being nominated for: **(Please select one category only)**

Customer Service Individual
Excellence Award

Customer Service Team
Excellence Award

Supporting Customer Service
Excellence Award

Customer Service Manager
Excellence Award

5. What did they do that impressed you? How did it benefit you or your situation ?

You can also complete the form online, visit: www.facs.smartygrants.com.au/2017_FACS_Customer_Service_Awards

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Delivery Address:
Locked Bag 4028
ASHFIELD NSW 2131

No stamp required
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FACS
Human Resources
Org Development
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2017 *Simply the Best* Customer Service Awards

Nominations open

Fold here



**Family &
Community
Services**

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Please dampen the border to seal



Winners

Thank you to everyone who sent in such great responses to our caption competition. We were impressed with your wit and humour and it was really difficult to pick a winner.

Gary Langshaw from Lake Haven and **A Richards** from Redfern are both winners this month. There was a roar of laughter here at Your Home HQ when reading your captions. Enjoy your \$25 vouchers!

Caption Comp

Last issue we asked you to send us a picture or cartoon for our next caption competition. We were so impressed with everyone's artistic abilities but unfortunately there can only be one winner. Shekeb Aimaq's outstanding drawing is this month's winner! Enjoy your \$50 voucher, Shekeb and we can't wait to see what captions this drawing might inspire.

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

Submit your entries

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

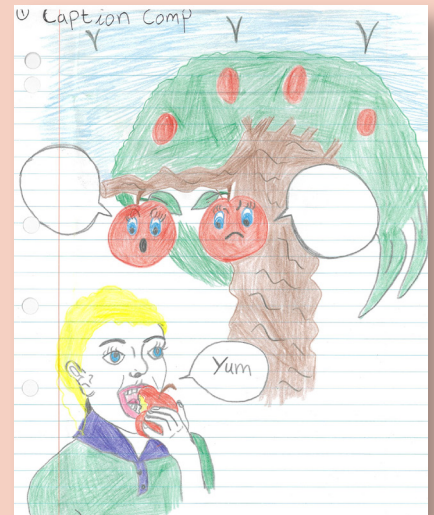


Your caption:
We just don't hire anyone here and I'm not lion

Gary Langshaw

Your caption:
You're not lyin' when you say your mane, problem is getting worse! where's your pride?

A Richards



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.

Apply for housing assistance online using MyHousing Applications Online.

Visit www.housingpathways.nsw.gov.au.

Feedback

Fill in the online form at www.housing.nsw.gov.au/feedback or fax feedback to 9612 6099.

For feedback on the newsletter, email Your.Home@fac.nsw.gov.au.

Housing Appeals Committee

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

www.hac.nsw.gov.au

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 قمجرتلا وأ ةي هفشل قمجرتلا يف ةدعاس ملل ةج احب تنك اذا لوأ ةكرشب لصتا، ولوالا كتغل تسيل ةيزيل جنل اة لغلل ا All Graduates مقرلا ولع 1300 652 488.

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**

هب ج اى تحا تسين امش لو ان ابز يسى لگن انوچ رگا نامزاس اب، دى راد يبتك اى وه افش دم جرت يارب ككم دى رى گب سامت ۱۳۰۰۶۵۲۴۸۸ رامش اب All Graduates

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**.