



Creativity through adversity

Women's resilience through hard times shines in this year's Redfern community calendar. The group of creative women behind it hope to inspire strength in women of all cultures. The group meets regularly at RedLink, a local centre for health and support services.



Welcome to the first edition of Your Home for 2019.

My name is Gareth Ward. I have the honour and privilege of representing you as your Minister for Families, Communities and Disability Services.

Over the coming months, I look forward to moving around NSW and hearing about how I can help ensure your housing communities are safe, strong and support you to realise your potential.

We already have a lot in store this year to improve your housing experience.

We want to keep modernising our online services so they're practical and easy to use. Read about the changes we're making in this edition.

This winter, we also want you to stay safe. See our important tips on page 3 to avoid hazards with heaters and save on bills at the same time.

We will shortly be asking for your feedback on how we're doing. A tenant survey will be sent to you soon. When you receive it, please take the time to tell us what we're doing well, and how we can improve.

Kind regards,

Gareth Ward MP
Minister for Families and Communities
Minister for Disability Services



Accessing your housing information online

Our online housing services are simple and convenient to use. You can access them at a time and a place that suits you.

With MyHousing Online Services you can:

- download rent statements or update your contact details through *MyHousing Account and Information*
- update your letter delivery preferences with eLetters
- lodge non-urgent maintenance requests with eRepair
- make payments into your account using ePay.

MyHousing Online Services is available 24 hours a day, 7 days a week. All you need is a computer, smartphone or tablet with an internet connection. For more information about MyHousing Online Services and to start using it, visit **facs.nsw.gov.au/myhousing**

New Housing App coming soon

We are developing an app that you can use on smartphones to do business with FACS Housing. When we release the app, we will personalise it to suit your needs. The app will make it much easier to engage with our services from the palm of your hand.



Staying safe and warm this winter

Consider fire hazards when heating your home this winter.

Our top four safety tips when using a heater are to:

- watch for children and pets getting too close
- keep the heater a safe distance from furniture, curtains and beds
- turn the heater off before bedtime
- never cover the heater with clothes or blankets.

Heaters can also consume a lot of energy. Decreasing the temperature by one degree Celsius could save you 10 per cent in energy use.

You can also reduce energy bills by:

- closing windows and doors to keep warm air inside
- using a rolled up towel to stop cold air from entering under the door
- turning off appliances when you leave a room.

For more information, see facs.nsw.gov.au/housing/living/health-safety-savings

Are you a FACS social housing tenant who is thinking of moving to a private rental?

Perhaps you need to live closer to work, schools, other services or family but need help to move and pay the rent?

We can help you:

- ☒ Find a suitable rental property
- ☒ Cover some of your rent for up to three years
- ☒ Cover the cost of your rental bond through a non-interest loan
- ☒ Cover the cost of two weeks' rent in advance in some circumstances
- ☒ Cover the costs of moving up to \$2000

To find out more, visit your local FACS office or call the Housing Contact Centre on **1800 422 322**.

Rebates and savings finder



Did you know that the NSW Government is helping ease the cost of living with more than 40 rebates and savings? You could save on health, public transport, energy and more, with an average saving of \$500 a year.

How do I access the savings?

Finding savings that are relevant to you has never been easier. To get started, visit service.nsw.gov.au

Do you need to be internet savvy?

No. You can access savings and rebates by booking a free one-hour appointment at selected Service NSW centres.

Games

Enjoy these fun games.

Fun caption contest

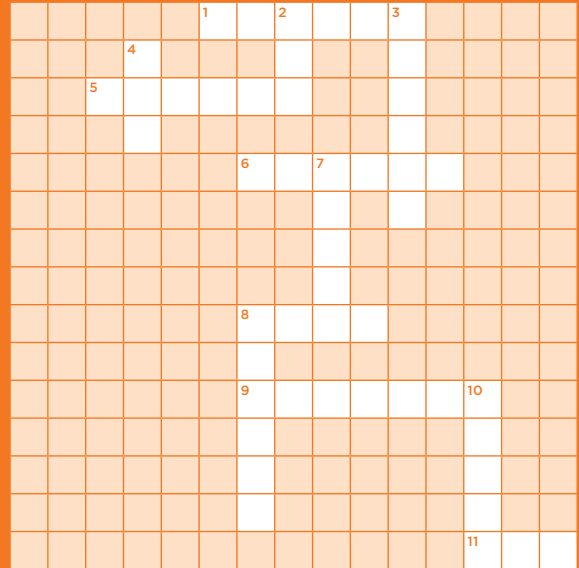


How to enter

Tell us what these ice skaters might be thinking. Best caption wins a \$25 voucher. Send entries to Your Home, Locked Bag 4001, Ashfield BC 1800 or email **Your.Home@facs.nsw.gov.au**

Congratulations Noor (Guildford), who was last issue's winner.

Winter crossword



Clues

Read the clues and complete our winter crossword.

Across

- 1 - Snow sport
- 5 - Warm hat
- 6 - Sport played on or off the ice
- 8 - Month of winter
- 9 - Fingerless gloves
- 11 - Common winter illness

Down

- 2 - Frozen water
- 3 - Hand warmers
- 4 - Hot drink
- 7 - Sudden cold breeze
- 8 - Knitted top
- 10 - Neck warmer

Contact us



Housing Contact Centre

1800 422 322

24/7 for general enquiries



MyHousing Online Services

facs.nsw.gov.au/myhousing

Interpreting



If you need help with interpreting, phone All Graduates on **1300 652 488**.

Arabic

إذا كنت بحاجة للمساعدة في الترجمة الشفهية،

اتصل بشركة All Graduates على الرقم 1300 652 488

Chinese (Simplified)

如果您需要口译服务，请拨打

1300 652 488 致电 All Graduates

Dari

اگر به کمک ترجمان ضرورت دارید،

به آل گریجویٹس (All Graduates) به شماره 1300 652 488 زنگ بزنید.

Persian

اگر در مورد ترجمه شفاهی به کمک نیاز دارید،

به اولگرویت به شماره 1300 652 488 زنگ بزنید.

Russian

Если вам необходима помощь с устным переводом, позвоните

в компанию All Graduates по номеру телефона 1300 652 488

Vietnamese

Nếu quý vị cần giúp đỡ về thông dịch,

xin gọi All Graduates qua số 1300 652 488