

YOUR home



Celebrating 60 with NSW Seniors Festival

This year the NSW Seniors Festival is turning 60. Join us as we celebrate our diamond anniversary and let's do more together as a community.

This year the festival will be taking place from Wednesday 4 April to Sunday 15 April, with hundreds of free or heavily discounted events across the state.

The popular Premier's Gala Concerts will be back on Thursday 5 and Friday 6 April at the International Convention Centre (ICC), Sydney. The concerts are free for seniors and tickets can be booked through a Ticketek booth or www.ticketek.com.au.

The NSW Seniors Festival Expo will be taking place right next door to the concerts on the same days. The expo will showcase the latest in lifestyle, travel, health, wellbeing and more, with plenty of exhibitors, giveaways and live entertainment.

To find an event or offer near you visit: www.seniorsfestival.nsw.gov.au



\$100 for kids sport

Parents, carers and guardians of school children across the state are now able to claim the NSW Government's new \$100 Active Kids voucher.

The voucher can be used towards the cost of sports registration, membership expenses and fees for physical activities such as swimming, dance lessons and athletics.

With household budgets continually stretched, the NSW Government wants to ensure every child has access to sport and fitness for their health and wellbeing.

You can apply for the voucher online using your MyServiceNSW account and then redeem the voucher at your local sporting club or approved provider.

We want every child in NSW to be able to use their voucher, so we encourage parents to speak to their local club about registering to be an approved provider.

For more information on the program visit www.sport.nsw.gov.au/activekids or phone Service NSW on 13 77 88.



Welcome to the first issue of *Your Home* for 2018.

As the Minister for Social Housing, I am committed to continuing to build on the success we had last year with programs that help improve your lives and improve your homes, such as maintenance pop-ups and the Social Housing Community Improvement Fund.

We are also committed to supporting you in other areas of your life and I am very excited to tell you that this year, we are working on a number of programs that you can access to assist with education and employment opportunities – you will hear more about these programs throughout the course of the year.

For those of you with young families, learning healthy lifestyle habits at a young age is so important and in this issue you will find information on how you can claim the NSW Government's \$100 Active Kids Voucher. The voucher can be used towards registration and participation costs for sporting activities. Each child is eligible to receive one voucher, every year, for the next four years.

And finally, you can still expect to receive high quality customer service and flexibility through Family and Community Services by either calling the Housing Contact Centre or by accessing MyHousing Online Services 24 hours, seven days a week.

I hope you enjoy this issue of *Your Home*.

Pru Goward MP

Minister for Family and Community Services
Minister for Social Housing



Gallop's green fingers

When Maree moved into Gallop Court, an over 55s complex in Sydney, she felt like she had won the lottery.

"It really took a lot of stress off me while I was looking after my ill husband," she says.

There was no garden and the common area was quite bare, so Maree's husband encouraged her to put some plants in to make it feel like home.

Once she started gardening, it had a flow on effect throughout the complex and everyone got stuck in.

A few of the elderly residents love to come down and just sit and be surrounded by the gardens.

"We love to keep our complex lovely and clean and the gardens beautiful for everyone's enjoyment."

"It's amazing the effect that gardening has had in the complex. There is a real sense of a community and everyone coming together to help each other out."

Thank you so much for sharing your story Maree (pictured bottom left).





A phone call each day to make sure you're ok

The Australian Red Cross provides a great service, Telecross, for vulnerable people who live alone. It is a daily telephone call to check on your health and wellbeing. Across Australia, 3,700 volunteers contact 6,800 people who live alone each year.

How does it work?

Friendly volunteers make a call each morning, 365 days a year. If their daily call is not answered, the Red Cross will call again before taking action to make sure you are ok. Even if you have visitors during the week, a morning phone call can make a big difference in an emergency, such as after a fall or sudden illness.

Telecross is for people who live alone and are at risk of an accident or illness that may go unnoticed. The main groups who use it include:

- people who are frail and aged
- people with disability
- people who are housebound
- people recovering from an illness or accident.

More info

If you are interested in learning more about Telecross, you can contact My Aged Care on 1800 200 422. Their team will answer your questions and, if you are eligible, help you to sign up.

Telecross is also available through the NDIS. Contact your provider for details.



Over 58,000 letters delivered by email

Since we launched eLetters in late 2017, we're pleased to tell you that over 58,000 letters have been delivered to clients via email.

There are lots of great reasons to use eLetters:

- you will receive your letters faster
- you can view, print or save them
- it's convenient
- you're helping the environment by reducing paper.

We will need your mobile number and email address, so jump onto

www.housing.nsw.gov.au/eletters

This year we will continue to add more services to MyHousing – so watch this space! We're simplifying how you access our housing services, and providing you with more choice and flexibility.

Here's what one client had to say about accessing their housing account and information online:

“ *Seeing your rent and water balances listed like this makes it so much easier to pay your rent and water on time. I was always late, sometimes because I could never work out where I was up to and when it would fall due again. It is actually an incentive to pay and remain up to date now.* ”



What can I expect if I complain about a neighbour's antisocial behaviour?

If you think your neighbour is behaving antisocially, please make a complaint to your local housing office or by using the client feedback form on the Housing website.

An officer will review the complaint. If it is considered a neighbour dispute, rather than antisocial behaviour, we will discuss the problem with you. If it is antisocial behaviour, such as persistent loud music at night, we will start an investigation.

We will discuss the complaint with the person – anonymously – and ask for their side of the story.

If there has been a breach of the tenancy agreement due to antisocial behaviour, FACS will consider the appropriate action to take.

When there are complex issues such as mental illness we will refer the tenant to appropriate support services to help change the behaviour.

Otherwise, FACS will issue a warning notice. If antisocial behaviour persists and the tenant receives three strikes within 12 months, FACS will issue a Notice of Termination as a third strike. A decision is then made by the NSW Civil and Administrative Tribunal.

We take complaints about antisocial behaviour seriously.



Maintenance and repairs to your home

It's very normal for properties to require repairs and maintenance from time to time. We have maintenance contractors in your area who can respond to your requests.

There are a couple of ways to report repairs or follow up on an enquiry. You can either call 1300 HOUSING (1300 468 746) then enter your postcode and you will be transferred through to the local provider in your area.

To request a non-urgent repair, you can log your issue using eRepair at www.housing.nsw.gov.au/erepair. An example of a non-urgent repair is a drawer or cupboard that needs to be fixed.

If repairs are required because of damage by members of the household, pets or invited visitors, please report this damage to your Client Service Officer as soon as possible. Depending on how the damage is caused, you may be responsible for the cost of these repairs under the *Residential Tenancy Agreement Act 2010*.

From time to time, damage is caused outside of your control and you will not be held responsible for this.

It is important to report damage and maintenance as soon as it occurs so we can keep your home in safe and in good condition.

Question

What goes all around town but never comes inside?

Question

What is the one word spelled wrong in the dictionary?

Send your answers to: **Your Home, Locked Bag 4001, Ashfield BC 1800.**



Winners

Thank you to everyone who sent us their captions. We were 'hanging' out for all the monkey captions.

Congratulations to Louise who has won a \$25 voucher. You can read Louise's winning caption below.

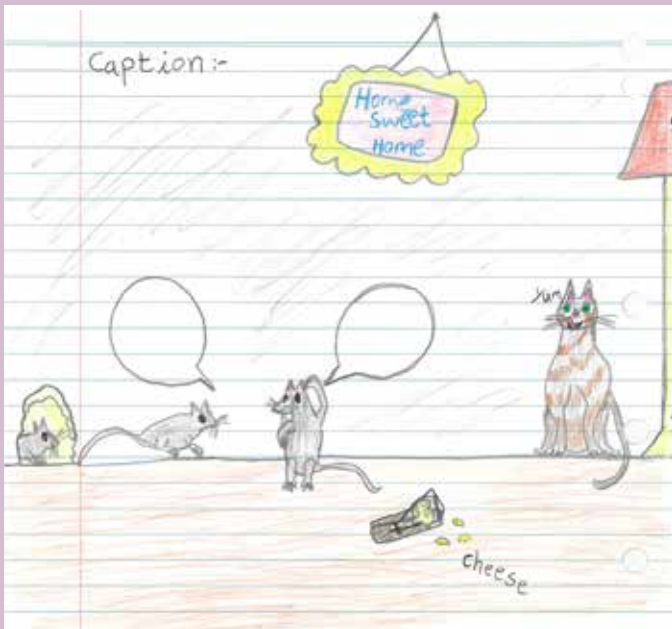


"When do these kids start school? I'm going bananas here!!!"

Caption Comp

For your chance to win \$25, tell us what is being said in either illustration.

Send your response to: **Your Home, Locked Bag 4001, Ashfield BC 1800.**



Your caption:



Your caption:





Chicken Asparagus Penne

Ingredients

- 1 & ½ cups of penne pasta
- 1 bunch of asparagus
- 1 chicken breast
- 2 garlic cloves minced
- 1 teaspoon of salt
- ½ cup of mozzarella cheese
- 1 teaspoon of butter

Directions

- 1 Add one tablespoon of salt to a large saucepan of water and bring to the boil. Once boiled add pasta and cook for 10-13 minutes.
- 2 Heat a pan on medium high heat, while waiting cut up asparagus & chicken into small bite size pieces.
- 3 Once hot, place 1 teaspoon of butter, 2 cloves of garlic and salt into the pan. Spread the ingredients around so the butter evenly covers the pan.
- 4 Pre-heat oven to 150 degrees celsius.
- 5 Add asparagus and chicken to the pan, cook until done. Place cooked asparagus into a baking tray and set aside.
- 6 Remove the cooked pasta from the stove and drain all water. Once fully drained add to the baking tray with chicken and asparagus.
- 7 Spread the cheese over the ingredients in the baking tray. Bake for 5-10 minutes or until cheese is golden.
- 8 Remove and serve

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@facs.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**.

اگر شما بخاطر اینکه انگلیسی زبان اول تان نیست برای ترجمه شفاهی یا کتبی به کمک نیاز دارید به اولگرذویتز All Graduates به شماره **1300 652 488** زنگ بزنید.

如果你的母語不是英語，需要口譯或筆譯服務，請致電All Graduates電話號碼**1300 652 488**。

Nếu cần phiên dịch viên hoặc biên dịch viên vì tiếng Anh không phải là ngôn ngữ chính của mình thì quý vị hãy gọi All Graduates qua số 1300 652 488.

إذا كنت بحاجة إلى مساعدة عبر استخدام خدمات الترجمة الخطية أو الشفهية لأن اللغة الإنجليزية ليست لغتك الأولى، إتصل بوكالة All Graduates على الرقم **1300 652 488**.

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

영어가 모국어가 아니어서 통역 또는 번역 서비스가 필요한 경우 All Graduates 전화 **1300 652 488** 번으로 연락하십시오.

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