

# YOUR home



## Improving our online services for the future

Over 14,000 people completed our 2018 Customer Voice Survey telling us what they liked or didn't like about using new technology or when dealing with FACS through MyHousing Online Services. The results are being used to improve our online services so that we can better assist you in the future.

All survey participants entered a draw for a chance to win an Apple iPad with the winner being Agnes from Newcastle. Congratulations Agnes, and thank you to everyone who participated.

Don't forget to check out MyHousing Online Services at [facs.nsw.gov.au/myhousing/services](https://facs.nsw.gov.au/myhousing/services) to manage your housing information, send maintenance requests or even make payments online.



## MyHousing Online Services

Have you heard of MyHousing Online Services? There are simple and convenient ways for you to access your information and complete tasks online, anytime, anywhere.

There are a range of online services available to you. These include services such as eRepair where you can lodge non-urgent maintenance requests, ePay, updating your letter delivery preferences, and the MyHousing Account and Information Portal, where you can update your contact details and check your account balances at any time.

MyHousing Online Services are 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](https://facs.nsw.gov.au/myhousing).



Welcome to the September edition of *Your Home*. We are always looking for ways we can improve our social housing system to make it safer and fairer.

FACS is making a change to the antisocial behaviour management policy which will place a greater emphasis on tenants connecting with support services, so they can get the support they need to modify their behaviour and sustain their tenancy.

Support referrals are already a key part of managing minor and moderate antisocial behaviour and some tenants are already formally referred. However, sometimes tenants may not engage with the support.

From November 2018, tenants with a first instance of substantiated minor and moderate antisocial behaviour will need to connect with a support service within 14 days or they will receive a strike 1 notice.

Tenants who connect with a support service within 14 days, or who are already engaged with a support service which is responding to the instance of antisocial behaviour, will receive a warning. Where a service is full or there is no service available, tenants will receive a warning.

We've also seen some wonderful community improvements as part of our Social Housing Community Improvement Fund. The fund provides one-off grants to improve local facilities. The newly opened Amaroo Bike Park will provide generations of children and young people with a safe and engaging place to exercise.

Please enjoy this edition of *Your Home*.

**Pru Goward MP**

Minister for Family and Community Services  
Minister for Social Housing



## A change to the FACS antisocial behaviour policy

From November 2018 there will be a change to FACS antisocial behaviour policy. We want tenants who have committed antisocial behaviour to seek help to address their behaviour.

If you have been found to have committed antisocial behaviour, on the first occasion FACS will now ask you to refer yourself to a support service.

If you do that and get confirmation on a simple FACS form from a support service that you have made contact with them, you will get a formal warning, not a strike notice. If you do not do that or return the form within 14 days, we will issue a strike notice. If there is no relevant support service in your area or if the service is full and confirms that, we will issue a formal warning, not a strike notice.

If you do not know what support services are available, FACS staff will give you information about this.

If you are already working with a support service, as long as the service confirms on the form that it is helping you address your antisocial behaviour and you return the form in 14 days, you will receive a warning.





## Household income limits and water usage changes

Every year, we make adjustments to the household income limits for assessing eligibility for the rent subsidy, lease review and Rentstart Move. The adjustments to the household income limits are made to reflect the cost of living increases.

The new household income limits apply to all new tenants, and current tenants after their next review.

You would've also received a letter about the recent changes to water usage charges. There has been a decrease to the water percentage rate to 4.9 per cent of your rent. You may pay a percentage water charge or an actual water usage charge. It depends if the property you live in has a separate or shared water meter.

The new household income limits and changes to water usage charges started on 2 July 2018.

For more information on the above, please visit:

**[facs.nsw.gov.au/housing/help/eligibility/income-limits](https://facs.nsw.gov.au/housing/help/eligibility/income-limits)**.

**[facs.nsw.gov.au/housing/policies/water-usage-charges-policy](https://facs.nsw.gov.au/housing/policies/water-usage-charges-policy)**.



## Private rental assistance products and services

There are a range of private rental assistance products and services available which help eligible clients:

- set up or maintain a tenancy in the private rental market
- pay urgent housing related costs like rent arrears
- move from public housing to private rental accommodation.

For example, current and former public housing tenants can use a Statement of Satisfactory Tenancy as a reference in rental applications.

If you are successful in renting a private property, a Tenancy Guarantee gives landlords and real estate agents extra cover for rental arrears or property damage. This is an incentive for them to offer a lease to clients who have difficulty securing a private tenancy.

There is also an interest-free Rentstart Bond Loan available to assist eligible clients pay a rental bond for tenancy.

You can apply for all types of private rental assistance by completing an application for housing assistance online or at your local social housing provider. Your application will be assessed to determine if a private rental assistance product is suitable for you.

For more information about renting in the private market and the assistance available, visit **[facs.nsw.gov.au/housing/help/ways](https://facs.nsw.gov.au/housing/help/ways)** and select 'Help renting in the private market'.



## Women of the Year Awards nominations open

Do you know an outstanding woman? Nominate them for the 2019 NSW Women of the Year Awards now!

The Women of the Year Awards profile women who have demonstrated excellence in their career, significant community contributions and young women whose achievements make them leaders in bringing about change and inspiring female role models. It's an opportunity to celebrate women and to press for progress in gender equality.

The seven state-wide Award categories in 2019 are:

- Premier's Woman of the Year Award
- Community Hero Award
- Harvey Norman Young Woman of the Year Award
- Rex Airlines Regional Woman of the Year
- First State Super Lifetime Achievement Award
- NSW Aboriginal Woman of the Year Award
- NSW Business Woman of the Year Award.

To nominate and to find out more information about the awards and their categories, visit **women.nsw.gov.au**. Nominations close 11 November 2018 with winners announced in March 2019.



## Preschool subsidy continues for four more years

Great news! If your child is enrolled, or about to enrol, in a community preschool then they will still be able to access the Start Strong preschool subsidy which is continuing for another four years.

This means that all children enrolled in community preschools who are in the year before they start school will continue to receive the subsidy.

For the first time, the subsidy will also include all three-year-olds enrolled at community preschools. This is to make sure that all three-year-olds have the opportunity to access two years of a quality preschool program.

Children from Aboriginal families, and families who are vulnerable or disadvantaged and children with disability and additional needs will continue to receive extra support.

There has also been more funding allocated to create new community preschools in areas of high demand and need.

Research has shown that at least two years of quality preschool education has long-term academic and financial benefits for a child.

For more information about Start Strong and the changes made, visit **education.nsw.gov.au/early-childhood-education** and select Start Strong in the Quick links section.





## Winners

Thank you to everyone who sent us their captions. We were excited to see all the entries. Congratulations to Amelia from Nowra who has won a \$25 voucher. You can read the winning caption below.



"Excuse me it's my lunchtime,  
I'll be with you in a minute"

## Answers to last edition's questions

### Question 1

**What goes all around town but never comes inside?** A road.

### Question 2

**What do you see once in a year, twice in a week, but only twice in forever?** The letter E as it appears once in the word 'year', twice in the word 'week' and twice in the word 'forever'.

*Congratulations to everyone who got the answers for last edition's quiz correct. We have some harder ones this time, remember no using Google to help!*



## Caption comp

For your chance to win a \$25 voucher, tell us what is being said in the below image.



Your caption:

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

### Question 1

What's orange and sounds like a parrot?

### Question 2

I fly without wings and cry without eyes.  
What am I?





## Baked banana porridge

### Ingredients

- 2 small bananas, halved lengthways
- 100g jumbo porridge oats
- ¼ tsp cinnamon
- 150ml milk of your choice, plus extra to serve
- 4 walnuts, roughly chopped

### Method

1. Heat oven to 190°C/170°C fan/gas 5.  
Mash up one banana half, then mix it with the oats, cinnamon, milk, 300ml water and a pinch of salt, and pour into a baking dish. Top with the remaining banana halves and scatter over the walnuts.
2. Bake for 20–25 mins until the oats are creamy and have absorbed most of the liquid.

## 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**.

اگر شما بخاطر اینکه انگلیسی زبان اول تان نیست برای ترجمه شفاهی یا کتبی به کمک نیاز دارید به اولگرڈویتز 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**.