

SEPTEMBER 2019
ISSUE 87

Calling all green thumbs

Marion, an Eastlakes local, is a dedicated Community Greening volunteer. She's proudly helped create a beautiful – and edible – garden on her estate. We run Community Greening with the help of the Royal Botanic Gardens. To get involved in your area, visit www.facs.nsw.gov.au/community-greening





Minister's Message

As your Minister, I feel very strongly about supporting the many active local communities, committed to improving the social housing experience for all.

The NSW Government is committed to working hard and getting results. We want to provide homes and spaces that you can be proud of. Under Community Greening, we have created new gardens in many housing estates – but only thanks to hardworking volunteers like Marion (cover). For those who can – get involved too!

If you are a jobseeker, you might think about Opportunity Pathways to kick-start your job goals (page 2).

For those who would like to be more involved in local decisions, read about the new Tenant Participation and Community Engagement program (page 2).

Best of all, we are making it easier to maintain your housing information. Learn how to get started with tenancy forms online and our brand new MyHousing mobile app (page 3).

Thank you for reading this edition of Your Home. I'm here to help in any way I can.

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

New local services for jobseekers

There are now Opportunity Pathways providers near you that can help you work towards your job goals and more housing independence – if that's what's right for you.

Your local provider will offer flexible, tailored support to help you make positive change.

If you're 17 or over and want to improve your job prospects, Opportunity Pathways could be the program for you.

Spots are limited, so you'll also need to show you're willing and motivated to commit to a Training, Employment and Housing Plan which your provider will develop with you.

To show your interest, you can:

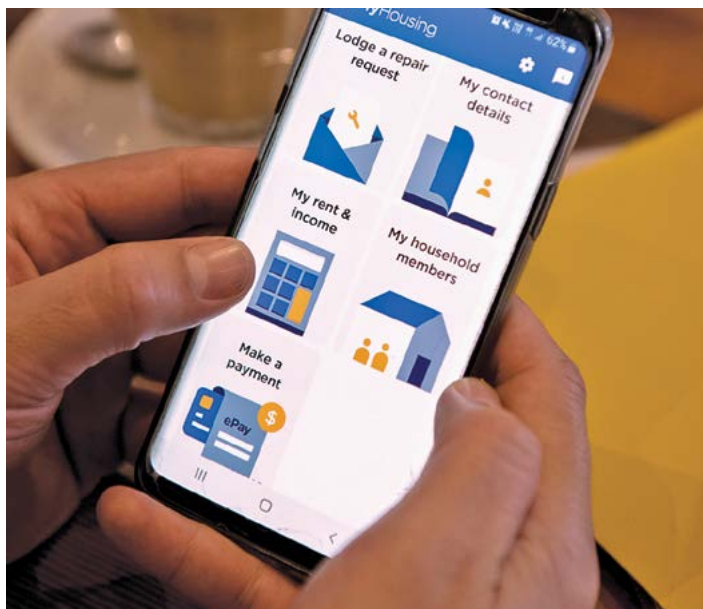
- talk to your Client Service Officer
- find the provider for your area at **www.facs.nsw.gov.au/opportunity-pathways** and contact them directly.

Growing community spirit



Want to be more involved in decisions about your home and community?

The new Tenant Participation and Community Engagement (TPCE) program gives you opportunities to have a say. To find out how, visit **www.facs.nsw.gov.au/tpce**



Our new mobile phone app is here

Why should I get the app?

The app lets you manage your information at a time that suits you.

Once you register you can:

- check your account balances
- make payments to your accounts 24/7
- check your rent and income details
- view household members in your tenancy
- update your contact details
- request maintenance
- access support services and more.

We made the app with help from over 150 tenants. It's fast, secure, and made for you.

How do I register?

It's simple. All you need is your:

- FACS Payment Reference Number or Client Reference Number
- email address
- mobile phone number.

How do I download the app?

Visit the App Store (for Apple phones) or Google Play Store (for Android), search for 'MyHousing', and download.

How else can I access my housing information?

You can also access MyHousing Account and Information at **www.facs.nsw.gov.au/myhousing**

If you're unsure, give us a call on **1800 422 322** and we can help.

Complete your tenancy forms online

Our new online forms make it easier for you to tell us about changes to your tenancy.

Why go digital?

It's fast and secure. You can tell us about changes to your tenancy quickly.

The form can be:

- self-selected
- tailored to suit your needs
- sent directly to your email.

What forms can I complete online?

You can complete these forms:

- Rental Subsidy
- Application for Additional Occupants
- Details of Property and Land Ownership
- Authority for Rental Deduction
- Income Confirmation Scheme
- Notice to Vacate.

To access the new online tenancy forms, visit **www.facs.nsw.gov.au/myhousing**

Need more information?

Call us on **1800 422 322** or speak to a Client Service Officer at your local office.

Our new name

You may start to see DCJ Housing instead of FACS Housing on your letters and forms. Our name changed on 1 July. We are now called the Department of Communities and Justice.



Games

It's footy finals fever. Enjoy these fun games.

Fun caption contest



How to enter

Tell us what the dog is 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 Kazani, who was last issue's winner.

Footy find-a-word

C	R	E	F	E	R	E	E	O	U
Z	K	A	E	P	B	L	Q	S	A
P	N	A	B	S	O	U	T	H	D
A	I	F	U	B	Y	P	Y	A	R
N	G	W	L	N	I	C	M	R	A
T	H	E	L	E	A	T	S	K	G
H	T	S	D	E	E	C	O	S	O
E	S	T	O	L	Q	O	P	H	N
R	O	S	G	S	R	B	E	E	S
S	U	I	S	S	G	B	A	L	L

Word bank

Find these footy-related words.

BALL	KNIGHTS	SHARKS
BULLDOGS	PANTHERS	WESTS
DRAGONS	RABBITHOHS	
EELS	REFEREE	

Contact us



Housing Contact Centre
1800 422 322
24/7 for general enquiries



MyHousing Online Services
www.facs.nsw.gov.au/myhousing

Interpreting



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

Chinese (Simplified)

如果您需要口译服务，请拨打
1300 652 488 致电 All Graduates

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

Arabic

إذا كنت بحاجة للمساعدة في الترجمة الشفهية،
اتصل بشركة All Graduates على الرقم 1300 652 488

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 اولگرجویٹس به شماره 1300 652 488 زنگ بزنید.