

# YOUR home



## We're bringing the office to you!

You may have noticed that FACS Housing staff are now using iPads when visiting you! We are connecting with our clients in a different way, through the use of iPads, providing a more personalised service in your home and better support to you.

Staff will be able to check your information, record any changes to your personal details and can even check your account balances for you. This is much faster, and may not require as many trips to the local office for simple requests.

Don't forget, there are also a range of helpful online services which help you submit non-urgent maintenance requests, make payments and allow you to update your contact details and check your account balances at any time.

Our staff can also assist to access and use all of the MyHousing Online Services - just ask your Client Service Officer when they next visit you at home.

All of these services can be found at  
[www.facs.nsw.gov.au/myhousing](http://www.facs.nsw.gov.au/myhousing)

## DON'T SPREAD FLU



It's in your hands  
[health.nsw.gov.au/flu](http://health.nsw.gov.au/flu)

## Free flu vaccinations in NSW for children

From April 2018, free flu vaccinations are available for all NSW children **aged between six months and five years old**.

The vaccines would usually cost \$25 each, \$50 for the two recommended doses in children under five.

The NSW Government is investing \$3.5 million for this initiative following on from what was described as a 'horror flu season' last year where two children under five died and 250 were hospitalised with severe flu, double the rate of 2016.

We know what the tragic consequences can be when flu hits young children,"  
Premier Gladys Berejiklian said.

**“ We wanted to make sure we are doing everything we can to prevent young children from falling susceptible to the flu. ”**

Vaccinations are available via your GP, Aboriginal Medical Services, some local councils, community health centres and chemists.



Welcome to the second edition of *Your Home* for this year.

The NSW government is determined to improve lives and break the cycle of disadvantage, and we know the most effective way to do this is through education and employment. To that end, FACS will release its third and final round of the Career Pathways program which aims to help our clients find long term employment in a range of industries.

We are investing \$500,000 in the Career Pathways program being run by our partner, Wesley Community Services Limited. We expect around 100 people to access vocational education and up to 40 hours work experience and support services.

We're always improving the way we do business with you by providing flexibility in the way you access our services. Our FACS Housing staff now bring along iPads when visiting you, allowing access to a whole range of housing services personalised for you, right in your home.

I've also been meeting with our residents across NSW at maintenance pop-up sessions. As well as sharing a cup of tea with residents, I was pleased to see residents meeting with maintenance contractors face to face, reporting their maintenance issues and either having the matter inspected and repaired immediately or arranging to have the work carried out within a given timeframe.

Please enjoy this edition of *Your Home*.

#### **Pru Goward MP**

Minister for Family and Community Services  
Minister for Social Housing



## **Simply the Best Employee Awards 2018 nominations now open!**

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

You can acknowledge this outstanding service by nominating a FACS employee or team for an award from one of the categories below:

### **Categories**

1. **Client Service Award (Individual)** *For individuals who have provided exceptional services that have contributed to better outcomes for our clients*
2. **Client Service Award (Team)** *For teams who have provided exceptional services that have contributed to better outcomes for our clients*
3. **Aboriginal Client Service Award (Individual)** *For individuals who have contributed to better outcomes for Aboriginal clients and families*
4. **Aboriginal Client Service Award (Team)** *For teams who have contributed to better outcomes for Aboriginal clients and families*
5. **Building Partnerships Award** *For individuals or teams that have contributed to supporting service providers to deliver greater client outcomes*

**To nominate please complete the nomination from provided in this newsletter. Nominations close 31 July 2018.**

Contact us if you need help on how to submit a nomination please email

**Organisational.Development@facs.nsw.gov.au** or call **(02) 9716 2000**.



## Feeling safe in your home

### What is antisocial behaviour?

Antisocial behaviour ranges from loud parties, to people threatening their neighbours and even includes illegal acts, like drug dealing. Where neighbours don't get along, it's not antisocial behaviour. We encourage neighbours to talk things through, perhaps with a mediator. If the dispute worsens into antisocial behaviour, it then falls under our policy.

### What happens after I make a report?

Local staff will assess and if it looks like antisocial behaviour, FACS will investigate, including an interview with the subject of the complaint. We will let you know the results of our investigation.

### What is the three strikes policy?

If the investigation finds antisocial behaviour, FACS issues a warning letter. We offer support services to help tenants overcome antisocial behaviours. A strike notice is issued when a tenant is investigated and found to have committed antisocial behaviour again within 12 months. Three strikes within 12 months results in a referral to the NSW Consumer and Administrative Tribunal, who may evict them. Severe illegal behaviour is taken seriously, with a direct application to have the tenancy terminated by the Tribunal.

### I have reported my neighbours three times – why haven't they been evicted?

The investigation may have found the incident was a neighbour dispute, not antisocial behaviour. Or perhaps the next incident took place more than 12 months after the first report. Sometimes the Tribunal gives a tenant another chance and doesn't end the tenancy.



## Winter is here

As temperatures start to drop remember to stay warm safely.

Did you know carbon monoxide emissions from unflued gas heaters can be a silent killer due to lack of ventilation in homes?

If you get headaches or dizzy when using your heater, make sure you get it serviced to ensure you and your family are safe this winter.

When using an electric or gas heater, make sure:

- children and pets don't play, stand or sit too close to gas or electric heaters
- heaters are not close to furniture, clothing, furnishings, curtains and bedding
- heaters aren't dusty and do not have broken or frayed power cords and plugs.

When using electric blankets, make sure:

- they are working properly and do not have frayed cords
- they are not left on all night.

For more information please go to the NSW Fair Trading website at:

**[www.finance.nsw.gov.au/search/node/gas](http://www.finance.nsw.gov.au/search/node/gas)**

### How do I report antisocial behaviour?

If you see illegal activities, call the Police first, and then report it to FACS. To report antisocial behaviour, you can complete a **Witness Incident Report** or contact Your FACS Housing office, our Client Feedback Service on **1800 422 322** (Mon-Fri, 8.30am-4.30pm) or email: **[feedback@facs.nsw.gov.au](mailto:feedback@facs.nsw.gov.au)**.





# RID REPORT LLEGAL DUMPING

## Household rubbish removal

Leaving household items outside your property or on the street is illegal, dangerous and makes your neighbourhood untidy.

Not only can people be fined up to \$4,000, dumped rubbish can attract rats and cockroaches to the area and block pedestrian access.

If you have unwanted items that can't go in your rubbish or recycling bin, contact your local council and ask about their clean up or collection services. Most councils offer a free service, but check their guidelines for what type of items are accepted and how much will be collected.

If you live in a unit complex, you can contact your local FACS Housing office to organise a clean up service for the whole complex.

If you have any electronics such as TVs, computers, [www.recyclingnearyou.com.au](http://www.recyclingnearyou.com.au) or contact your local council to find the right place to recycle them.

Chemical waste such as gas bottles, motor oils, paint, batteries and light bulbs can be dropped off at Community Recycling Centres for free. If there is no centre in your area, you can take these items to a Chemical CleanOut event. Visit [www.cleanout.com.au](http://www.cleanout.com.au).

Help keep your neighbourhood clean and stop illegal dumping by reporting it. Call **131 555** or visit <https://ridonline.epa.nsw.gov.au> – it's quick, easy and you can make your report anonymously.

For more information on how to safely dispose of unwanted household items visit [www.housing.nsw.gov.au/unwanted-household-items](http://www.housing.nsw.gov.au/unwanted-household-items).

## Interpreter services

Do you or your family members speak a language other than English and require a translation service?

FACS Housing has a **free** interpreter and translations service available for all FACS clients. The service is provided by a company called All Graduates.

All Graduates will connect you with a client service officer or the Housing Contact Centre over the phone.

You can also use All Graduates at your local FACS Housing office. All you have to do is let the staff at your local office know that you need translating or interpreting assistance. Housing staff will then be able to connect you with an All Graduates interpreter, either over the phone or in person.

### More information

If you are interested in learning more about interpreter services you can visit:

[www.facs.nsw.gov.au/language-support](http://www.facs.nsw.gov.au/language-support) or call All Graduates on **1300 652 488** to speak to someone in the language you need.

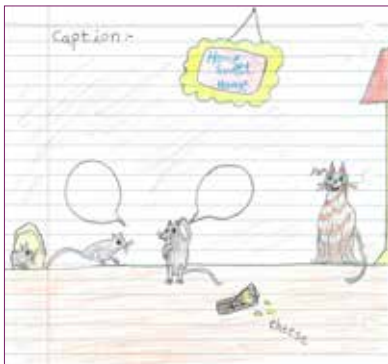




## Winners

Thank you to everyone who sent us their captions.

Congratulations to Norma and D. who have won a \$25 voucher. You can read the winning captions below.



“ Come on we are not called the three mouseketeers for nothing ”



“ I’m glad we managed to wriggle out of that one ”

## Answers to last edition’s questions

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

What is the one word spelled wrong in the dictionary? **Wrong**

## Question

I have hands, I can move but I cannot clap, what am I?

## Question

What do you see once in a year, twice in a week, but only twice in forever?

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

## 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.**



Caption





## Zucchini noodle with anchovy, garlic and chilli butter

### Ingredients

- 2kg zucchini, cut into noodles
- 80g butter
- 8 anchovies, finely chopped
- 1 long red chilli, finely chopped
- 3 garlic cloves, finely chopped

### Method

- 1 Place zucchini in a large colander and sprinkle generously with salt. Stand for 20 minutes over a bowl (you should get at least 1/2 cup of liquid). Squeeze out excess moisture. Pat dry with paper towel.
- 2 Melt butter in a large frying pan over medium-high heat. Cook anchovy, chilli and garlic for 1-2 minutes or until golden. Set aside.
- 3 Cook zucchini, in 3 batches for 2-3 minutes over high heat until just tender. Return all zucchini to pan with anchovy mixture and toss to coat. Season with pepper.

## 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 اولگرادویترز 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 필요하신 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.