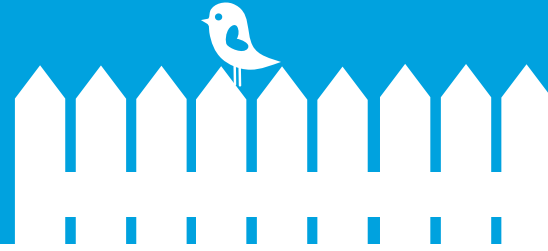


YOUR home



Simply the Best Customer Service Awards 2015 Nominations open

Have you had outstanding service from a member of the housing staff?

If so, we would love to hear about it so they can be considered for an award for delivering simply the best customer service.

Please take the time to let us know by filling out the below freepost form, tearing it off and putting it in the post, or you can go online – see details below.

Award nominations open on Monday 24 August and close Friday 9 October 2015.

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Community
Services



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Your Home is a quarterly magazine published by the Department of Family and Community Services and distributed to public housing tenants.

1. What is the name of the person who gave you excellent service?

2. Do you know which office they work in?

3. Can we contact you to find out more?

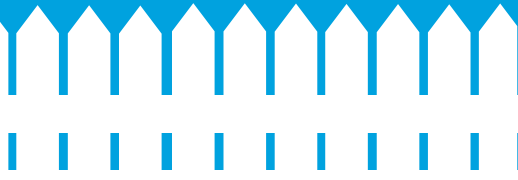
Name:

Contact number:

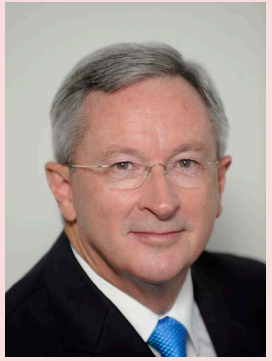
Email address:

4. What did they do that impressed you?

You can also complete the form online, please visit: https://facs.smartygrants.com.au/FACS_Customer_Service_Awards



Minister's message



In the first five months as Minister, I have spent time meeting with residents and staff around NSW to find out

what residents need and how best to provide it.

Two constant messages I heard included that residents want to feel safe in their homes and secondly they would like services to be more readily accessible.

The Government is working on new laws aimed at making it easier to

remove criminals and those who make life difficult for other residents.

We have also taken major steps forward on ensuring services are easier to access.

With that in mind, I was pleased to open two new centres that will make it easier for residents to get assistance with a range of services.

Redlink is a new outreach centre in Redfern that will improve the health and wellbeing of social housing residents living in Redfern towers.

The centre brings together agencies working in health, drug and alcohol abuse, domestic and family violence as well as housing.

Redlink is set to make a very real difference to the lives of people living in Redfern towers.

The One Place Service Centre in Coniston provides access to FACS' three service streams – Housing Services, Community Services and Ageing, Disability & Home Care all in the one place.

The centre is testing a new concierge system, along with self-service kiosks and phones - it also offers services from non-government and community organisations all under the one roof.

Please enjoy this edition of *Your Home* – and I hope to meet you all in the near future!

Brad Hazzard MP

Minister for Family and Community Services and Minister for Social Housing

Do you know your postcode?

When reporting maintenance related calls, you now need to enter your postcode so your call can be directed to your local maintenance person.

We included a handy insert for you to keep which has the number to call for maintenance as well as a space to write your postcode.

To report maintenance please call 1300 HOUSING (1300 468 746). You can call 24 hours a day, 7 days a week.

Do You Know Your Postcode?

You now need to enter your postcode when reporting maintenance related calls!

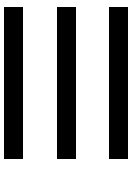
This is so your call can be directed to your local maintenance person!

To report maintenance please call 1300 HOUSING (1300 468 746) 24 hours / 7 days. Enter your postcode when requested.

1300 HOUSING (1300 468 746)
www.housing.nsw.gov.au

Delivery Address:
Locked Bag 4001
ASHFIELD NSW 2131

No stamp required if posted in Australia



FACS
Human Resources
Org Development
Reply Paid 76966
ASHFIELD NSW 2131

Kick start your career with a Smart and Skilled fee-free scholarship

The NSW Government is offering 50,000 fee-free scholarships so you can use the skills you need to kick start your career.

To be eligible, you must:

- meet the Smart and Skilled eligibility criteria
- be aged between 15 and 30 years old when you start training
- want to study a Certificate I - IV Smart and Skilled subsidised course - see the Course Finder at www.smartandskilled.nsw.gov.au
- be either a Commonwealth Welfare recipient or the dependant of a Commonwealth Welfare recipient.



Priority will be given to young people living in social housing (or on the social housing waiting list), so if you're eligible we encourage you to take advantage of this opportunity.

For more information please visit www.smartandskilled.nsw.gov.au or contact State Training Services on 1300 772 104.

How do you pay your rent?



There are a range of easy options to pay your rent. Did you know that you can have your rent automatically debited? If you receive a Department of Human Services (formerly

Centrelink) benefit, you can pay using our Rent Deduction Scheme (RDS). This means your rent automatically deducted from your payment so that you never have to think about it. You could also

arrange to have your rent directly deducted from your bank account. To arrange either of these easy options, please speak with your Client Service Officer at your local office.

If you'd prefer to organise your rent payment yourself, you have a number of options. You can visit www.housing.nsw.gov.au to pay online. Just click on the blue 'Payment Options' button and follow the prompts. You can continue to pay at an Australia Post office or visit a Service NSW location. To find a location near you, check their website: www.service.nsw.gov.au.

Recipe

Thank you to Therese from Bray Park for sharing this delicious recipe with *Your Home* readers! For your chance to win a \$25 gift voucher, send in your favourite recipe to Your Home, Housing NSW, Locked Bag 4001, Ashfield BC 1800.

Cream of broccoli super soup

Therese says this soup is super healthy, super tasty, super simple to make and super cheap!

Ingredients

500g broccoli (or 1 large head), chopped

2 stalks celery, chopped
1 medium onion, diced
4 cups reduced-salt vegetable stock
250 ml milk

Optional ingredients

Pepper to garnish
Crusty bread rolls or melted cheese and shallots on wholemeal toast to serve

Method

Simmer the chopped vegetables in stock until tender.

Cool until lukewarm, then add milk and blend (with a stick blender).



Reheat gently to serve.

Leftovers will freeze and defrost well, so keep some in the freezer to microwave for a quick and healthy 'fast food'.

Kids' corner

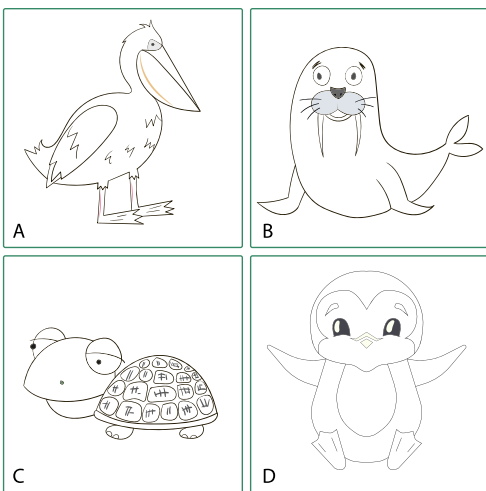
Thank you to everyone who entered our crossword competition. Congratulations to our two winners – Alivia from Kingswood (aged 6) and Isabelle from Waratah West (aged 8), who have won a \$35 gift voucher.

Spot the odd one out

For your chance to win a \$25 gift voucher, colour in the picture and circle the odd one out in each row.

Send your entries to Kids' corner, Housing NSW, Locked Bag 4001, Ashfield BC 1800. Don't forget to include your name, age, address and telephone number so we can contact you.

Odd one out



Which one of these animals doesn't go in the sea?

Your contacts

1300 HOUSING (1300 468 746)
24 hours/7 days

Maintenance, general enquiries,
Home Purchase Advisory Service

Other services (Monday-Friday
8.30am-4.30pm)

Rentstart, reports of fraud or
corruption.

Aboriginal people can ask to speak
to an Aboriginal staff member.

Feedback

Fax feedback **9612 6099**
email feedback@facs.nsw.gov.au

eRepair For non-urgent maintenance
request online 24 hours a day,
seven days a week

www.housing.nsw.gov.au

Housing Appeals Committee
(Monday-Friday 8.30am-4.30pm)

1800 629 794
www.hac.nsw.gov.au

**Translation and Interpreting
Service (TIS)**

Call **1300 652 488** if you need help
understanding English and TIS
will phone Housing NSW for you
at no cost.

Website www.housing.nsw.gov.au

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