



MARCH 2009 ISSUE 46

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# YOUR home

## Two new payment methods for tenants

From April 2009 Housing NSW will activate two new payment methods for tenants, BPAY and Internet payments. These payment options are referred to as ePAY. By using ePAY tenants will be able to make payments towards their individual rent, water and repairs accounts through the phone or Internet.



BPAY® allows clients to pay their rent, water, repairs and former debt through the Internet and phone using their own bank. BPAY is provided by all banks.



Internet payments offer a simple and secure channel for tenants to pay Housing NSW accounts in one simple

transaction using our website.

More information about ePAY, including when it will be available, will be provided to tenants in the next edition of *Your Home*. Alternatively visit our website [www.housing.nsw.gov.au](http://www.housing.nsw.gov.au) for more information and updates. Tenants can also continue to use the Rent Deduction Scheme.

## Housing NSW going green

The Minister for Housing, David Borger, recently launched *Environmental Sustainability in Housing NSW 2008/09 – 2013/14*. Residents, social housing providers, local councils, building/architect groups, environmental groups, government agencies and contractors provided valuable input into the development of the document.

It sets out a new direction to reduce Housing NSW's carbon emissions and resource consumption and ways to work with residents, Aboriginal and community housing providers, suppliers and contractors to adopt environmentally sustainable practices. It also aligns with the *NSW Government Sustainability Policy* and assists in meeting the Government's commitment of becoming carbon neutral by 2020. Copies of



*Environmental Sustainability in Housing NSW 2008/09 – 2013/14* can be downloaded at <http://www.housing.nsw.gov.au/About+Us/Environmental+Sustainability.htm>

Successful implementation will ensure that our residents are not

unfairly burdened by the impacts of climate change. For further information contact Housing NSW's Manager Environmental Sustainability, Susanna Savolainen, on 8753 9477 or email [environment@housing.nsw.gov.au](mailto:environment@housing.nsw.gov.au).



## New tenant participation program begins soon

**Last year Housing NSW advertised across the state, inviting eligible organisations to submit applications for funding for the new Tenant Participation Resources Services (TPRS) Program. The Expression of Interest process closed in October 2008 in Western NSW and Riverina Murray, and in December for the rest of the state.**

We will provide two-year grant funding (July 2009–June 2011) to eligible non-government organisations to become TPRS providers in Western Sydney, South Western Sydney, Central Sydney North, Central Sydney South, Hunter Central Coast, New England Area, Illawarra and South East NSW, Western NSW and Riverina Murray.

The TPRS Program will provide social housing tenants with increased access to information, advice and opportunities to more actively contribute to housing

issues and engage in their communities. The new TPRS Program will replace two Housing NSW tenant participation programs: Regional Tenant Resource Services (RTRS) and Public Tenant Councils (PTC) when it comes on board in July 2009. This will enable a more streamlined and efficient tenant participation program to be implemented across the state.

### First two TPRS service providers announced

Intereach will deliver Housing NSW's TPRS program in the Riverina Murray and Centacare will deliver the program in Western NSW.

The Intereach head office is in Deniliquin with regional offices in Wagga Wagga and Albury. The TPRS program will run out of their Wagga or Albury office. Centacare will base the TPRS program in Dubbo and with offices in Bathurst, Condobolin, Bourke, Cobar and Broken Hill that will enable the delivery of services in the surrounding areas. Both providers are establishing 1300 numbers and will be recruiting soon for the manager positions.

An announcement on the successful TPRS program applicants for the remainder of NSW is expected in the coming months. To find out more about the Program, read the *TPRS Program Guidelines* available on our website.

## Improving communities through tenant participation

Last year Housing NSW invited local councils and not-for-profit organisations to submit proposals for funding under the Housing Communities Program. The funding is from 1 January 2009 to 30 June 2011 for projects in selected areas.

The successful funding recipients include: The Factory Community Centre (Redfern/Waterloo), Riverwood Community Centre (Riverwood), Newtrain Northern Rivers (Casino), Spyns (Cranebrook/Kingswood Park), Tallowood Community Centre (Ambarvale/

Rosemeadow), and the Warrawong Residents Forum (southern suburbs of Wollongong).

The Factory Community Centre, Riverwood Community Centre and Newtrain Northern Rivers are existing community providers. Through the Housing Communities Program, these organisations are improving the social wellbeing of tenants, assisting with their integration in the community and developing the community through targeted projects.

Housing NSW has entered into a three-month negotiation period with successful applicants from January until end of March 2009 to agree on an 18-month service plan. The service plan will outline service delivery priorities and performance measures and will be developed together with each of the organisations.

**1300 HOUSING**  
1 3 0 0 4 6 8 7 4 6

Update

The majority of our residents are now using the new number, 1300 HOUSING (1300 468 746), to access Housing NSW services, including maintenance, general enquiries, Home Purchase Advisory Service, feedback, Rentstart, mortgage assistance and reports of fraud or corruption.

### Tips when calling 1300 HOUSING

- Have your property reference or payment reference number handy.
- Stay in the phone queue rather than hanging up and redialling as you will just rejoin the end of the queue.
- Try calling outside peak times for shorter wait times (busiest times are from 7.30 am – 10.00 am and 4.30 pm – 6.30 pm on weekdays, and from 8.00 am – 10.30 am on Saturdays).



## Midnight Basketball a hit with Coledale kids

The Tamworth Midnight Basketball tournament commenced in October 2008 and has been a huge success. Registrations reached the maximum quota of 80 young people only three weeks into the tournament, with 75 percent of people registering being Indigenous, almost 60 percent males and a large representation of 12-15 year olds.

The success of the program extends beyond the tournament with young people in the Coledale community playing on the basketball court in the local park and bouncing balls up the street on their way to school. It has started a catalyst for positive change in the lives of young people.

This innovative youth initiative provides a combination of basketball tournaments and life-skills workshops at a time of night when there are not many other things for young people to do. Each night before they play, participants must attend a workshop dealing with topics, such as drugs, alcohol, getting a job, nutrition and health, anger management and team building skills.

Midnight Basketball in Tamworth is a partnership with Joblink Plus, Housing NSW, the Department of Families



Midnight Basketball participants from left to right: Ian Reid, Tyrone Spearman and Nathan Webb (Photo courtesy of the Northern Daily Leader)

and Housing Community Services Indigenous Affairs, Ministry of Transport, Juvenile Justice, the combined Rotary Clubs of Tamworth, and a large number of local agencies and businesses.

The grand final of the Midnight Basketball tournament was held on 13 December and another tournament is planned this year.

## Graffiti meets its match in Macquarie Fields



Graffiti Busters in Macquarie Fields

In December 2008 the Macquarie Fields Graffiti Busters was formed to clean up the problem of graffiti in the area. The Graffiti Busters use government, non-government and community resources to tackle this unsightly problem.

There are a number of plans in place, such as simply removing graffiti when it occurs and educational programs to try to stop people defacing their neighbourhood. Another program will see young people encouraged to pursue their artistic talents in a more productive way via art projects. During the school holidays, a graffiti workshop was run at Campbelltown Youth Service as a joint initiative with Housing NSW and further programs are set to roll out during 2009.

This is a wonderful initiative which will improve the look and safety of Macquarie Fields. Macquarie Fields Graffiti Busters is made up of: Housing NSW, Campbelltown City Council, NSW Police, Integral Energy, Campbelltown Youth Services, Pacifika Support Services Mission Australia, Department of Education and Training (including local schools), Youth Off the Streets, Wesley Mission (Work for the Dole Program), South West Regional Tenants Association, and WorkVentures.



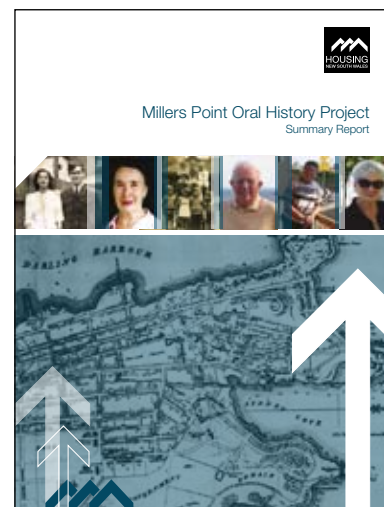
## Launch of the Millers Point Oral History project

The completion of the Millers Point Oral History project was celebrated with an afternoon tea at Housing NSW's Sirius building in The Rocks on 5 December 2008.

The project started following the release of the Conservation Management Guidelines for Millers Point developed by the Government Architect's Office. These guidelines recommended that Housing NSW document information from the Millers Point community to contribute to the understanding of this unique heritage area and its vibrant community. Some of the residents were born as early as 1911.

The Oral History Project was structured as 55-interview recordings undertaken between June 2005 and February

2006. Housing NSW subsequently produced a *Summary Report* booklet. This report as well as transcripts and recordings of the interviews, were handed over to the State Library of NSW at the afternoon tea where they are now accessible and retained as an historical archive. The *Summary Report* is also available on our website under *Changes to Public Housing / Inner West Social Housing*.



## Moree merrymaking



Moree kids having a laugh with Santa

There were a number of parties in Moree over the Christmas period. Housing NSW and NSW Police joined forces to hold their first combined kids

Christmas party in Moree on 15 December. Around 35 children enjoyed a surprise visit by Santa, games, drinks and a sausage sizzle, cooked by the boys in blue.

This was an ideal opportunity for the police to build relationships with the children and young people from Moree's social housing areas. The police enjoyed the afternoon just as much as the kids and they anticipate that next year's event will be bigger and better.

Following on from the successful Older Persons' Forum in Moree, a Christmas party was held for older people on 16 December. Organised by Housing NSW, the event was also attended by the local Mayor, the Shire Council General Manager, staff from Aboriginal Health and Housing NSW tenants. As well as raising Christmas spirits and tenants being treated to a feast, the event was an opportunity for tenants to speak informally to Council and Housing NSW staff.



## Trainee of the Year

Towards the end of last year Kai Constable won the prestigious Trainee of the Year award for horticulture. This is a fantastic award for Kai who has been employed as part of

the Coffs Harbour Tenant Employment Program. This program requires Housing NSW contractors to employ tenants who live in social housing. Kai is part of a crew of four people responsible for the general maintenance and cleaning of Housing NSW property grounds and gardens in Coffs Harbour.

## Environmental success for Seiffert Centre Tenant Group

Last year the Queanbeyan's Seiffert Centre Tenant Group celebrated their success in receiving funding of around \$11,000 from Queanbeyan City Council's Healthy Communities and a Southern Tablelands Community Grant for an Eco-Wise project.

The funding is for the installation of three 10,000-litre water tanks at the Seiffert Centre unit complex. The tenant group have also installed water-saving shower heads and energy-saving light globes. They are currently working on getting pumps and dripper systems installed from the tanks to water the gardens and looking at solar power options.

Housing NSW's Community Development Worker in Queanbeyan, Kim Spinks, has been an instrumental support for the tenant group over the past two years along with the Regional Tenants Resource Service. Kim said that "nothing could have been achieved without the commitment from the tenant group – it has certainly been a wonderful partnership".



## Blooming success in Blacktown Garden Competition

Two Community Greening gardens and a Housing NSW complex won prizes at the annual Blacktown City Council Garden Awards held in November.

Marjorie Mead, garden coordinator from Bidwill Community Garden, was presented with first place in the sustainable garden section. The judges were impressed with the composting toilet, use of the water tank, worm farm and compost facilities within the garden. Oasis Community Garden, took out third place in the best commercial/industrial/government/community garden section. This was a great effort for the garden coordinator Judy Toomey and her assistant Cheryl in this very competitive section.

Prudence Bellamy and Albert Dorn took out a prize for the fifth successive year in the best overall unit/townhouse/villa complex garden category. This year it was second for the duo with the creative flair obvious in their Ross Street complex garden in Toongabbie, just across the road from the Oasis Community Garden. With so much colour and appeal, Ross Street should nominate for the most attractive street in next year's awards.

Meanwhile, Ray Donaldson, volunteer at the Edmund Rice Community Pride Nursery recently created and launched a DVD 'Plants n stuff', made possible with a grant to the Mt Druitt Land, Water and Environmental Education Centre. The DVD included topics such as plant propagation, no-dig gardening and companion planting.

The community garden and nursery in Bidwill and the Oasis Community Garden welcome volunteers to join. These facilities offer an opportunity to develop friendships while learning gardening skills in a pleasant environment.



Marjorie Mead, Bidwill Community Garden



From left to right: Prudence Bellamy and Albert Dorn, Ross Street complex and Judy Toomey, Oasis Community Garden



## New Eucalyptus Reserve opens

The new Eucalyptus Reserve in Macquarie Fields opened on Friday 5 December at the Carols in the Fields event. The reserve upgrade is a joint project between Housing NSW's Building Stronger Communities project, Campbelltown City Council, local residents and local government and non-government agencies.

More than 90 local people were involved in making this reserve into something that will be used by the community. New features include exercise stations, paths and gardens. More upgrades for the reserve are planned, including an art project along a blank wall, a Harmony Day event and school-holiday programs, featuring gardening activities.



Locals upgrading Eucalyptus Reserve

## Sampson Summer Carnivale 2009

**Giant inflatable waterslide, barbecue, free watermelon and ice cream! It was a great way to celebrate the summer holidays and kick off the annual Sampson Summer Carnivale in Bomaderry on 21 January 2009.**

The event featured a colouring-in competition with prizes sponsored by Bendigo Bank, music from local stars and a compost and worm farm demonstration by Bomaderry Garden Friends. Plants and seedlings were for sale along with cards, crafts and cakes.

This successful event was run by Nowra Youth Centre, Bomaderry Community Room and Housing NSW.

To get involved in the Bomaderry Community call Shannon Downes, Bomaderry Community Development Worker, on 4421 6342 or 4422 1988.

## Tenant receives Citizen of the Year Award



Congratulations to Laraine Dickson who was recognised for her community service and volunteer work this year when she received the Port Stephens Citizen of the Year Award at the Australia Day Celebration at Riverside Park, Raymond Terrace.

## La Perouse Oral History Project

Want to tell your family story? Want to have it recorded so that the community can remember and celebrate their history and heritage? La Perouse Lands Council, with assistance from Randwick Council, is keen to record and print a Lapa Oral History 'Life at Lapa'. They need your input to record the stories. The final publication will be given to all participants. To get involved, contact La Perouse Lands Council on 9311 4282.



Locals putting the finishing touches on Eucalyptus Reserve in Macquarie Fields





## Annual update of Housing NSW income eligibility limits

Each year the income eligibility limits for all of Housing NSW products and services, including rent subsidies, are reviewed and updated to take account of inflation. In 2009 the new limits take effect from 1 July 2009 for applicants and from 6 July 2009 for rent subsidies.

This means that:

1. when you enter public housing, income limits will increase and more people will be eligible for our products and services
2. moderate income rent limits, rent subsidy eligibility thresholds and lease review limits are brought in line with the cost of living.

This year Housing NSW will also be decreasing the *deeming rate* which is used in assessing savings and financial assets. This change is in line with changes to Centrelink's lower deeming rate. The new rates will be listed in our fact sheets available from all Housing NSW offices and our website [www.housing.nsw.gov.au](http://www.housing.nsw.gov.au) from 1 July 2009.

## Your maintenance questions answered

To give you more information about maintenance, a new flyer, *New Maintenance Contract – Questions and Answers*, is available on our website under *Living in Public Housing / Maintenance and Home Improvements*. It contains information about the Property Assessment Survey, Asset Dwelling Service, planned maintenance and how the Programs of Work are developed along with responses to commonly asked questions.

## State-wide expansion of Rentstart self-service

We are improving the way we deliver Rentstart (bond and advance rent). Following on from the successful Rentstart self-service in Northern NSW and recent pilots in four Sydney metro teams, Housing NSW will progressively roll out a state-wide Rentstart service in 2009, operating from the Housing Contact Centre. The first location to be rolled out is Central Sydney in late March, followed by Greater Western Sydney in May, Southern and Western NSW in June/July and Northern NSW in August 2009.

## More options in accessing Rentstart

Applicants for Rentstart will be able to apply by sending their applications from any fax machine. They can also scan and email their application. The Housing Contact Centre will process bond and advance rent applications and respond to private rental enquiries.

Self-service facilities (including a fax and phone) will be provided free of charge at many local offices. Clients can also access the service from real estate agencies or any location where they can use a fax machine. More information on Rentstart self-service will be available from our website or by calling 1300 HOUSING.



Some offices will have self-service areas

## CD version of Your Home now available

Would you prefer to listen to this newsletter on CD? To get a CD of *Your Home* (English only), contact 1300 HOUSING (1300 468 746) or email [feedback@housing.nsw.gov.au](mailto:feedback@housing.nsw.gov.au). You will continue to receive the paper version as well. Audio, large print and translated versions of the newsletter (in Russian, Spanish, Vietnamese, Chinese and Arabic) are available on our website.





## General safety for younger children



**Most accidents involving children occur in and around the home. Some things to watch out for around the home are:**

- **medicines** – don't leave these around where children can get to them. Many children confuse medicines with flavoured drinks or sweets and this can be lethal
- **furniture** – children love jumping and climbing so avoid having furniture such as tables, chairs, beds and bookcases placed where they can climb out or fall out of windows or open doors
- **electrical equipment** – make sure you teach your children about the dangers of electricity. Use covers on unused powerpoints and don't let them use metal objects to remove toast from the toaster. Never let your children use electrical equipment near water
- **hot things**, like fires, heaters, irons, and saucepans or frypans on stoves are especially dangerous. If you have an open fireplace, make sure you use a fire-screen. Do not leave heaters on overnight, and never leave children alone in a room with a heater on or with hot things on the stove
- **broken glass** – children love playing in the garden and in sand-pits. Check to make sure these areas are free from any broken glass. Small pieces of glass can be very difficult to see – until it's too late.

*Adapted from [www.childsafetyawareness.com](http://www.childsafetyawareness.com)*

## Interest-free is not cost-free

**Did you read the fine print when you signed up for an interest-free deal? If not, the chances are you're not alone. Research commissioned by the Office of Fair Trading revealed that consumers rarely read the fine print on interest-free deals and have a limited understanding of the details involved. Interest-free deals are becoming increasingly popular because they offer instant gratification but there are plenty of pitfalls for the unwary.**

Forty-five percent of respondents to the survey recognised that the suggested minimum repayment on the statement would not pay off the total amount of the loan within the interest-free period. You should do your own calculations on repayments and check the fees, charges and the interest-free period end date. Make sure you can afford to pay off the deal before the end of the interest-free period otherwise you could end up paying up to 30 percent interest, making the purchase very expensive.



## Taking control of debt



**Keeping your debt down so you can meet repayments is important. If you can't meet your repayments, contact your lender to see whether you can come up with an alternative repayment plan. If you're still not sure whether you'll be able to come up with the repayments, you should get advice from a financial counsellor.**

Community financial counselling services provide free confidential advice on a variety of financial matters. After properly assessing your situation, the financial counsellor can provide you with advice and point you in the right direction to help you gain control over your loan repayments.

For further information, call Fair Trading on 13 32 20 or the Credit and Debt Helpline on 1800 808 488.



## Handy hints

Over 90 years old, **Harry** from Bligh Park has shared his secret to remembering things. He keeps a small notepad and pencil by his bed, in the kitchen and next to the phone. He writes lists for his shopping and other things that pop into his head to make sure he doesn't forget or miss out on anything.

**Yvonne** of Forrestville suggests that to magically extend the life of expensive fresh-cut tulips, trim the stems so that the buds are only about 5 centimetres above the rim of the vase. The next day the stems will have regained their original length. Repeat the procedure each day while refreshing the water until the end of the life of the bouquet – indicated by transparent and falling petals.

To save energy when having a cup of coffee or tea, **Rachel** from Wagga Wagga boils the jug, makes her cuppa and pours the remaining boiled water in a thermos flask. There's no need to re-boil water when you need it and it doesn't waste electricity.

**David** from Banora Point has a tip to sterilise non-metallic sponges and cloths. Rinse them and squeeze excess water out, put on turntable of microwave for two minutes on high and the germs are gone.

Congratulations **Harry**, you have won a \$100 voucher.



## Your recipes

### Easy quick baked egg custard by Danielle of Doonside

#### Ingredients

- 3 eggs
- 1 cup (250ml) milk
- $\frac{1}{3}$  cup sugar
- $\frac{1}{2}$  teaspoon vanilla essence

#### Method

Beat all ingredients together. Spray a square casserole dish (medium size) with cooking spray to prevent sticking before pouring egg mixture in.

Once the egg mixture is in the dish, place in a larger tray or dish with 1-2 inches of water in it. Bake in preheated oven (180 degrees Celsius) for 20 minutes then turn down to 160 degrees Celsius for 20 minutes.

Remove custard dish from tray with water. Eat warm or cool in fridge and eat later.

Congratulations **Danielle**, you have won a *Women's Weekly Cookbook*.

Do you have a great recipe? If you would like to share your recipe ideas with *Your Home* readers, send it to us and you could win a *Women's Weekly Cookbook*.





## Green thumb corner

Stephen Paul (Coordinator) along with Julie Medana and Elizabeth Docking are the horticulturists of Community Greening, a partnership program with the Botanic Gardens Trust.

### How to identify weeds

Put simply, a weed can be any plant that is growing in a situation where it is not required. They are usually very adaptable, and can reproduce readily.

To be successful in weed control, identification of what is present in the garden or lawn is very important. As some weeds will reproduce from very small pieces of stem or set seed readily, getting to know their growth habit is vital in deciding the method of eradication to be used. With weeds that propagate from small pieces, such as

Wandering Jew, you should not think about hoeing as a control measure as undoubtedly the problem would become much greater.

The most common invasive plants that are found in suburban gardens and are spread mainly by means of seeds being transported in bird droppings are Asparagus fern, Ochna, Cassia, Pampas grass and Phoenix palm. All of these are best removed by digging out. Also in this category are Camphor Laurel, Privet, Blackberry, Lantana, Rhus which should be cut at ground level then the stump painted with Glyphosate herbicide.

If you have bulbous type weeds such as Onion weed, Oxalis or Nutgrass, do not attempt to dig it out as you will most likely spread the bulblets even further. You will have greater success if you have a specific laundry type sprayer marked 'Herbicide' filled with Glyphosate at the ready to spray as these weeds appear.

## Green TIPS



## Ways to reduce waste at home

- Think twice before you bin it – most things can be used again.
- Reuse, repair, restore or adapt things rather than throw them out.
- Avoid excess packaging when you go shopping.
- Refuse plastic bags – take your own bag, box, or container when shopping.
- Place a NO ADVERTISING MATERIAL sticker on your letter box.
- Give away or sell second-hand clothes, toys and furniture.
- Avoid buying disposable items.
- Use your recycling bin – most councils collect paper, cardboard, glass, cartons and tetra paks, aluminium, steel, and plastic containers for recycling.

Check out the 'recycling near you' website ([www.recyclingnearyou.com.au](http://www.recyclingnearyou.com.au)) – **don't dump it, recycle it!** You can search for local recycling information either by council area or product. Just enter your postcode, suburb or council name to find where you can recycle in your local area.



Ray Donaldson, volunteer at the Edmund Rice Community Pride Nursery in Bidwill, recycles old bicycles and parts into functioning bicycles as part of the Bicycle Recycle Program



## Send in **your entries**

If you have any feedback, comments, suggestions for stories, questions for Green Thumb Corner, or if you would like to share your handy tips or recipes, email [yourhome@housing.nsw.gov.au](mailto:yourhome@housing.nsw.gov.au), fax 8753 8196, or write to us at:

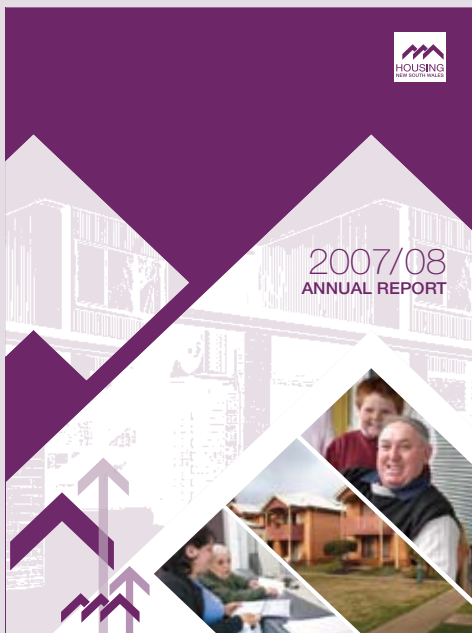
Your Home  
Corporate Communications  
Housing NSW  
Locked Bag 4001, Ashfield BC 1800

Please include your full name, address and telephone number.

Inclusion in the newsletter does not imply endorsement of any group, product or service. Housing NSW accepts no liability for losses of any nature resulting from the use of information contained in these articles.

## Annual Report available online

*Housing NSW's 2007/08 Annual Report* outlines our achievements over the past year and is now available on our website, [www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)



[www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)



We are starting a new Poetry Corner section in *Your Home*. The resident that has their poem published in this newsletter will receive a \$50 gift voucher.

Please send in your poems to Poetry Corner, Corporate Communications, Housing NSW, Locked Bag 4001, Ashfield BC 1800.

One of our staff members has started the ball rolling with his stirring poem.

### *My Greatest Desire*

Have you ever felt, how much it hurts

To lose the one you love...

Have you ever felt, the pain and sorrow

As the one you had, you now do not have...

Life it seems, brings happiness and pain

And it can in an instance, be burnt by a fire

But a person, always fights the vain

And a will to survive, becomes one's greatest desire.

We fight the pain, through days and nights,

Restless and armourless, we take the fights

And deal with battles, through body and mind,

Hoping that inner peace, we will eventually find.

At the end of every journey, we turn a page

And say that wisdom always comes with age.

We learn from mistakes, through burns of a fire,

As in a human mind, a will to survive,

Is always one's greatest desire...





## G'day kids

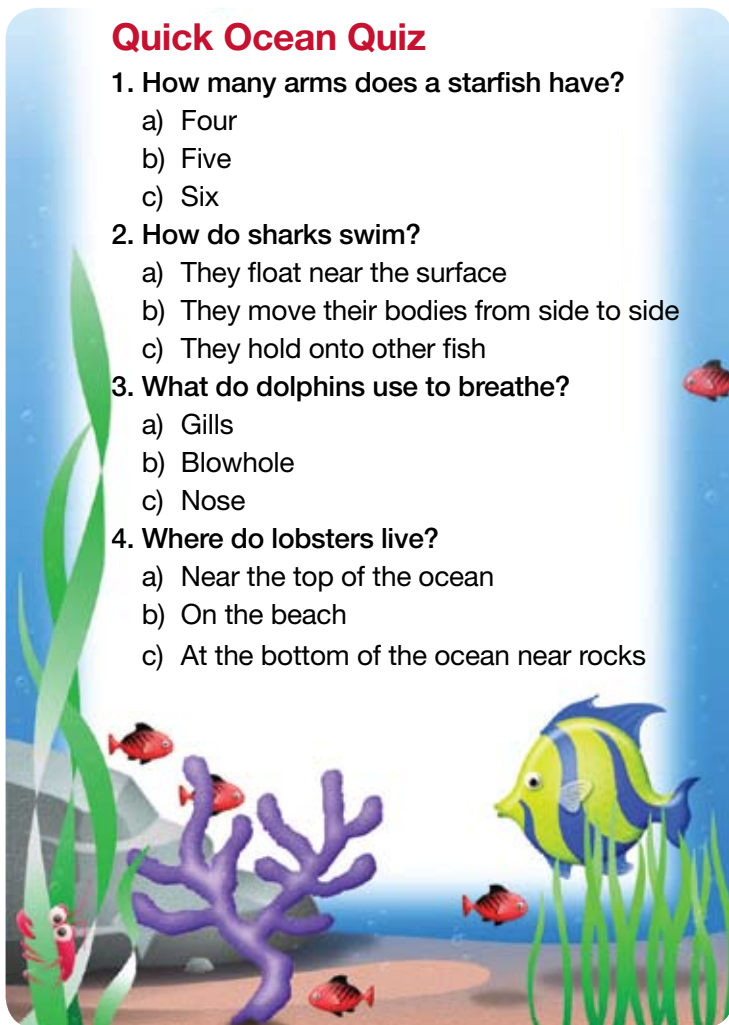
We had a fantastic response to our 'Spot the Difference' competition. Congratulations to **Milica** of Bidwill whose entry was drawn from our bundle of correct entries. In this issue of *Your Home*, see if you can get the four correct answers to this Quick Ocean Quiz. The first correct entry drawn will win a \$50 gift voucher.

Send your entries to Kids' Corner, Corporate Communications, 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.



### Quick Ocean Quiz

- How many arms does a starfish have?
  - Four
  - Five
  - Six
- How do sharks swim?
  - They float near the surface
  - They move their bodies from side to side
  - They hold onto other fish
- What do dolphins use to breathe?
  - Gills
  - Blowhole
  - Nose
- Where do lobsters live?
  - Near the top of the ocean
  - On the beach
  - At the bottom of the ocean near rocks



## Your CONTACTS



### 1300 HOUSING (1300 468 746) for:

- Maintenance** (24 hours, 7 days) or fax 9612 6099
- General enquiries** (24 hours, 7 days)
- Home Purchase Advisory Service** (24 hours, 7 days)
- Feedback** – suggestions, compliments and complaints (24 hours, 7 days) or
  - fax 9612 6099
  - email [feedback@housing.nsw.gov.au](mailto:feedback@housing.nsw.gov.au)
  - post PO Box 7150 Liverpool BC NSW 1871
- Rentstart** (Monday to Friday 8.00 am – 6.00 pm and Saturday 10.00 am – 3.00 pm)
- Mortgage Assistance** (Monday to Friday 8.30 am – 4.30 pm)
- Reports of fraud or corruption** (Monday to Friday 8.30 am – 4.30 pm)

Note: If you are Aboriginal or Torres Strait Islander, you can request to speak to an Aboriginal staff member (Monday to Friday 8.30 am – 4.30 pm).

This publication is supported by the Australian Government and the NSW Government.

### Website:

[www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)

### Housing Appeals Committee

An independent appeal system for public housing clients  
1800 629 794 (Monday to Friday 8.30 am to 4.30 pm) or fax 9715 7966  
[www.hac.nsw.gov.au](http://www.hac.nsw.gov.au)

### Translation and Interpreting Service (TIS)

131 450 (you can call TIS if you have difficulty understanding English, and they will phone Housing NSW for you at no cost)

### Regional Tenants Resource Services and Public Tenant Councils:

#### South Western Regional Tenants' Association Inc

Contact Janet Davies on 9821 1700

#### Western Sydney Regional Public Tenants' Council Inc

Contact Jean Cinis on 9676 5200

#### Central Sydney South Regional Tenant Resource Service

Contact Carl Saleh on 9533 0100

#### Central Sydney North Regional Tenant Resource Service

Contact David White on 9698 6558

#### Central Sydney Region Public Tenants' Council Inc

Contact Debra Leigh on 9267 4180

#### Hunter Central Coast Tenants' Advisory Council

Contact Sandra Calland, President (toll-free) 1300 651 601 or 4926 1775

#### Northern Regional Tenant Resource Service

Contact Wendy LeBlanc on (toll-free) 1800 088 592 or 6771 3236

#### Northern Region Social Tenants' Council Inc

Contact Debra McGilvray on 6551 8909

#### Illawarra Regional Tenant Resource Service

Contact Alison Flint on (toll-free) 1300 559 557

*Your Home* is translated into five community languages (Russian, Spanish, Vietnamese, Chinese and Arabic) and is available in accessible versions (large print and audio) on the Housing NSW website. To order your own CD of *Your Home*, call 1300 HOUSING (1300 468 749) or email [feedback@housing.nsw.gov.au](mailto:feedback@housing.nsw.gov.au)