

WNEWS

Wentworth Community Housing
Tenant Newsletter

Issue 28 March 2016



Message from the Chief Executive Officer

Welcome to the autumn edition of WNews. I have now been with Wentworth for just over five (5) months and during this time I have visited local areas, shadowed staff in their daily roles and attended tenant events to gain a greater understanding of what you as tenants want and am looking forward to working with our Tenant Engagement and Advisory Members (T.E.A.M) to ensure we deliver.

The launch of our Wentworth Facebook page is an exciting step forward in sharing with you interesting topics, upcoming events within the community and recent staff activities and I encourage you all to like this page.

I would like to take a moment to thank our T.E.A.M members, Sheila and Barbara, for assisting staff with the completion of our 2016 Tenant Satisfaction Survey. By allowing our T.E.A.M to complete the survey with you over the phone,

this increases the amount of surveys returned and provides us with a better overview of the areas of our service delivery you're happy with and areas you would like to see us improve in. Keep an eye out in our next WNews for some of our results from this survey.

I am also delighted to announce that our 28 unit development in Rouse Hill is due for completion in early April with further information regarding how you can apply for a unit available on our website or by contacting your local office.

Lastly, I hope you all had a happy and safe Easter.



Stephen McIntyre
Chief Executive Officer

RENT STATEMENTS

Your rent statement included with this newsletter was printed as 24th March 2016. If you have made payments after this date they will appear on your next rent statement.



Wentworth Facebook Page

Interested in what's happening in your community, in Wentworth and the Housing Sector, then explore our Facebook page where you'll find the latest news, job ads or up to date information from Wentworth, please like the Facebook page today <https://www.facebook.com/WentworthCommunityHousing>

Blacktown/Riverstone

Koori Cuppa and BBQ

2nd and 4th Monday of every month
10:30am – 1:00pm

Riverstone Neighbourhood Centre,
Sam Lane Complex – Park Street,
Riverstone

Riverstone After School "Homework Help"

Every Thursday during school term
3:00pm – 5:00pm

Riverstone Youth Centre
Sam Lane Complex – Park Street,
Riverstone
Contact Youth Worker on 9627 3622

Riverstone School Holiday program and activities April school holidays

Riverstone Youth Centre
Sam Lane Complex – Park Street,
Riverstone
Contact Youth Worker on 9627 3622

Hawkesbury

First Mini Helping Hub Tuesday 5th April

Salvation Army Church, 290 George
Street Windsor

The Helping Hubs aim to connect
those at risk of, and experiencing
homelessness, directly with support
services who can provide assistance.

Penrith

Cranebrook Youth Hub Young People aged 11-24 years of age Every afternoon Monday to Thursday Drop In will run every afternoon Monday to Thursday from 3pm to 5pm

3 Kington Place, Cranebrook, (next door
to Koolyangarra Aboriginal Child &
Family Centre, off Pendock Rd).

Call 02 4729 3907 for more information
and ask to speak to someone in the
Youth Team.

Yoga Lessons Friday mornings 10:30am – 11:30am

Cranebrook Neighbourhood Centre
Hosking Street, Cranebrook

Gold Coin donation
BYO Mat

"Welcome Lunch" Harmony Day 2016 Wednesday 23rd March 11:00am – 1:30pm

St Marys Community Centre, Cnr Great
Western Hwy & Mamre Rd, St Mary

COST: free but bookings essential.

RSVP to 9833 2416 by Wednesday
16 March.



Playgroup Plus Special Book Event Thursday 31st March 10:00am – 12:00pm

Barnardos Penrith,
Children's Family Centre
3-5 Hosking Street, Cranebrook

Contact Lucy or Kristal for more
information or to register (02)47291211

Nepean Community Neighbourhood Services – School Holiday Program April school holidays

Koolyangarra Aboriginal Family Centre
Contact Nerida on 0417 498 918

Penrith Homelessness Hub Wednesday 15th June 9:00am – 11:00am

Joan Sutherland Centre, Penrith

Tenant Engagement Advisory Members (T.E.A.M)

Tuesday 23rd February saw the first
T.E.A.M meeting held for 2016 with six
(6) existing members and two (2) new
members looking to join the group
to work with Wentworth for positive
outcomes for our residents.

The meeting was lively, as was usual,
with everyone keen to move forward
for the year and lots of enthusiasm
for working in their communities
on community projects. After much
discussion the T.E.A.M decided that
a planning day was in order to look
at the future structure, governance,
membership and identification of
realistic projects for them to deliver.

The T.E.A.M are always looking for
opportunities to learn and develop as
a group with some of them recently
attending a tenant workshop on the 15th
March 2016 run by the NSW Federation
of Housing.

A planning day for the T.E.A.M on 22nd
March at Hawkesbury Leisure and
Learning Centre in Richmond, saw the
T.E.A.M reflecting on achievements and
plan for the year ahead.

Interested in participating in the T.E.A.M?

WNEWS is based on topics of interest raised by the T.E.A.M. If you are interested in participating please contact Lisa on **4777 8000** or email admin@wentworth.org with attention to Lisa.



Our Place, Our Space

“Our Place, Our Space” is a community project which includes a series of FREE creative pop-up parks, and workshops focusing on transforming select locations in Cranebrook into temporary “parklets”.

The Magnetic Places project, “Our Place, Our Space”, held its first pop up park and café on Tuesday 16 February. The day was well attended by residents, teachers from Braddock Public School and partner services. All participants were shown demonstrations on how to build an upright pallet garden by Phil Pettit from Community Greening and residents happily went home with armfuls of free plants. The new pallet garden is being cared for by one of our residents in Beacroft Place for future use.

Braddock Public School teachers were inspired by the idea of developing “pop-up parklets” with the students and left excited with lots of ideas, some signed up to our building workshops later in the year.

Our next event was the Community Greening event on Tuesday 29 March at Beacroft Place Cranebrook where residents, agencies and staff came together to enjoy activities, get to know one another, share ideas and have a whole lot of fun.

OUR PLACE, OUR SPACE

REVERSE GARBAGE
 Workshop 1- Decorations and signage for Parklets
 Date: Wednesday 2nd March
 Time: 10am-12:00
 Venue: Small Park in front of Beacroft Pl Cranebrook.

Workshop 2- Site visit and Portable Gardens workshop at Reverse Garbage
 Date: Wednesday 16th March
 Time 11.00am-1.30pm
 Venue: 8/142 Addison Rd, Marickville

COMMUNITY GREENING
 Workshops Land 2 - Building upright gardens from pallets and recycled objects
 Dates: Tuesday 29th March
 Tuesday 5th April
 Time: 10am-12:00
 Venue: Small Park in front of Beacroft Pl Cranebrook

ART WORKSHOP- SIGNAGE AND ARTWORKS
 Date: Tuesday 12th April
 Time: 10am-1.00pm
 Venue: Small Park in front of Beacroft Pl Cranebrook

URBAN WASTE CREATIONS
 Workshops 1, 2 and 3
 Tuesday 19th April, (School holidays) - Designing parklets/furniture
 Tuesday 3rd May - Building furniture from pallets /recycled timber
 Tuesday 17th May -Building furniture from pallets
 Time: 9.30am- 2.30pm
 Venue: Small Park in front of Beacroft Pl Cranebrook

REGISTER FOR ALL WORKSHOPS
 Contact Lisa Eggen
 Sustainable Communities
 Project Officer at Wentworth Community Housing
 on 02 4777 8000 or email
lisa@wentworth.org.au

In Case of Lost Receipt
 Residents will be kind
 to
 Cranebrook
 Garbage and Centre

Daily GRINO
REVERSE GARBAGE
NCNS

Family Energy Rebate

The Family Energy Rebate is available for tenants that received Family Tax Benefit A or B during 2014/15.

This rebate pays up to \$150 each year to eligible customers to help manage household energy costs. Some families may be eligible for higher rebates however this is dependent upon individual circumstances.

Applications must be received by the Department before the submission deadline of 11pm Thursday 16 June 2016.

You will need your DHS Customer Reference Number (CRN); personal and contact details, and a copy of your most recent energy bill. The application form can be found on the link provided:

<https://applications.fer.trade.nsw.gov.au>

Maintenance Queries

Remember for all Maintenance Queries please ring 02 4777 8000 (select option 1).



For the fastest service call (02) 4777 8000



Fundraising

At Wentworth we believe everyone deserves a place to call home.

For almost 20 years Wentworth has supported people in the Hawkesbury, Penrith, Blue Mountains and Blacktown areas in finding a home. We have now introduced a Fundraising arm to our business to give community members the chance to help more people.

We have launched a "No Place Like Home" fundraising campaign which will target various Wentworth programs. The initial focus is on the homelessness outreach work conducted by Wentworth and our partner Street Med. Funds raised through the appeal will provide immediate help to rough sleepers and support Wentworth's work to transition our clients into secure, long-term accommodation.

Corporate donations have already allowed funding to be distributed to the Homeless Hub in Windsor, supported by our partners the Salvation Army and Earth Recovery in Katoomba.

The Game Challenge fundraising night at the PCYC in May is being held to raise funds to support additional temporary accommodation for persons experiencing homelessness and air-conditioning for the PCYC. We look forward to providing more new programs for our tenants from our various fundraising initiatives.

wentworth
no place like home

PCYC
PENRITH

"Game Challenge"

Fundraising Night

Saturday May 7th at 7:00 p.m.
(for a 7:30 start)

PCYC Community Hall
100 Station Street, Penrith

\$15.00 per person
for adults only

Bring along your family, friends or work colleagues for a night of fun interactive trivia. Great prizes, with auction items donated by local businesses. Bring your own food and drink and a sense of humour. Maximum table of 10. Your opportunity to win a Team prize and the inaugural "Wentworth Game Challenge Night".

All monies raised will support the Temporary Accommodation Program at Wentworth Community Housing and provide funding for an air-conditioner at the PCYC.

To book a table: email Jackie at Jacquelinep@wentworth.org.au or call 02 47 77 8021

If you believe like us, that there's no place like home, then be part of the solution.

wentworth
no place like home

You have the power to change lives. Go to wentworth.org.au to find more difference.

Co-Location partnership with Nepean Community Neighbourhood Services (NCNS)

Under the Wentworth and Nepean Communities Neighbourhood Services (NCNS) partnership, I am pleased to advise that Wentworth Staff have co-located at the Cranebrook Neighbourhood Centre, Hoskings Street in Cranebrook.

This commenced on Tuesday 1st March, accommodating the Sustainable Communities staff who provide outreach in Cranebrook to support the delivery of the Magnetic Places "Our Place, Our Space" Project and to continue building solid relationships with our partners and residents.



NSW Senior's Festival 2016

In 2016 the NSW Seniors Festival will run from **Friday 1st April to Sunday 10th April.**

As the festival now runs for longer than a week, its name has been changed from NSW Seniors Week to NSW Seniors Festival.

Every year during NSW Seniors Festival government, community and commercial organisations hold hundreds of events across the state encompassing art, sport, music, entertainment, technology, recreation, health, good nutrition and much more.

Contact your local Council or look out in the local paper for events and activities near you.

Get to know your Client Service Officer

Wentworth's properties are located over six (6) Local Government Areas (LGA's), with the majority of tenancies in the Hawkesbury, Penrith, Blacktown and Blue Mountains LGA's. Listed below is a summary of our tenancy staff across our LGA's, who can be contacted on 4777 8000.

› Windsor Office – Hawkesbury/ Blacktown LGA

Tahneka Muru-Paenga – CSO for Mt Druitt, Blacktown, South Windsor, Bligh Park

Joanne McLoughlin – CSO for Richmond, Windsor and Riverstone

Kailene Adams – Aboriginal Specialist Client Service Officer

Nikhil Anand – Senior Client Service Officer

› Penrith Office – Penrith LGA

Emma Moore – CSO for Lower Mountains and Penrith

Deb Clarke – Specialist Client Service Officer for Lower Mountains and Penrith LGA

Wahid Jalili – Senior Client Service Officer

› Katoomba Office Blue Mountain LGA

Kimberley Brook – CSO for Mid and Upper Blue Mountains

Bellinda Gabb – Specialist Client Service Officer

Rebecca Clarence – Senior Client Service Officer

› Area Team (Covering all LGA's)

Benjamin Thomson – Aboriginal Client Service Officer managing Aboriginal Tenancies

Amanda Kevric – CSO for all Affordable Housing Tenancies and Supported Tenancies

Leonnie Carroll – Specialist Client Service office – Managing partnerships

Roles

Client Service Officer (CSO) manage all tenancies in their portfolio.

Specialist Client Service Officer (SCSO) provides wrap around supports for clients to ensure their tenancy is sustained and their wellbeing is maintained.

Senior Client Service Officer manages complexities in their area as well as manages the staff in their teams.

Tenant Incentive Program (TIP) Rent Management – WINNERS!

Out of our 2100 tenancies, 1336 tenancies were eligible to win one of four \$1,000 cheques for meeting the Tenant Incentive (TIP) rental management program criteria.

Congratulations to:

1. **Kim – Hawkesbury & Hills**
2. **Jason – Blacktown**
3. **Jason – Penrith and Campbelltown**
4. **Brenda – Blue Mountains**

Sustainable Communities Update

"Girls with Goals" Netball Scholarship

The Wentworth "Girls with Goals" Netball Scholarship project is an initiative that aims to encourage young women living in disadvantaged communities to be more active and involved in the sport of netball. The project aims to increase opportunities for young women to play sport, be more active, engaged within their local communities and overcoming barriers to participation.

Now in its second year, Wentworth's "Girls with Goals Project" is sponsoring five (5) girls from Cranebrook for the Netball Scholarship.

Our first Scholarship recipient "Rihana" from last year has returned to register for "real netball with a uniform" after completing her first year at Net Set Go- skills development, so it will be exciting to start to follow our new girls as they develop their confidence and skills.

As a testament of recognition for the program, Penrith District Netball Association awarded Cambridge Park Netball Club "Club of the Year" and congratulated them on the partnership with Wentworth which was supported by NCNS, Cranebrook High School and Braddock Public School. It is partnerships such as this that provides the platform for inspiring our young people to interact and build skills in their daily lives.

HEAD OFFICE

Penrith

Address: Borec House, Suite 1002, Level 1
29–57 Station Street, Penrith 2750
PO Box 4303, Penrith Westfield 2750

Phone: (02) 4777 8000
Fax: (02) 4777 8099
Email: admin@wentworth.org.au

Opening hours:

8:30am–4:30pm Mon, Tue, Thu, Fri
1:00pm–4:30pm Wed

BRANCHES

Hawkesbury

Address: 409A George Street
South Windsor
Phone: (02) 4777 8000

Opening Hours: 8:30am–4:30pm Mon, Tue,
Thu, Fri (closed Wed)

Blue Mountains

Address: Shop 2, 23–27 Cascade Street
Katoomba
Phone: (02) 4777 8000

Opening Hours: 8:30am–4:30pm Mon, Tue,
Thu, Fri (closed Wed)

**OUT OF HOURS EMERGENCY
MAINTENANCE LINE
1300 761 315**

Next WNEWS

Our next edition of WNEWS is planned for June 2016 and will be mailed and displayed on our website.

Please email admin@wentworth.org.au if you would like to see an article on a specific topic.

Do you enjoy the outdoors?

A great job opportunity is awaiting you!!

Trim & Proper Property Services (contractors for Wentworth) are looking for Wentworth tenants and/or their household members who are seeking work. Trim & Proper maintain Wentworth common area properties located in the Penrith, Hawkesbury, Blacktown and Blue Mountains areas which includes lawn mowing and the cleaning and maintenance.

No experience necessary – all training will be provided however you must be fit, reliable and enjoy working outdoors.

You will get the chance to learn and grow, perform a variety of tasks and be a part of a great team.

We're looking for people ready to start work and training right now! The work will be Monday to Friday, 38 hours per week between the hours of 6:30am – 3:00pm.

If you are looking for a challenging and rewarding role please contact Dragan by our admin@wentworth.org.au email address who will assist in coordinating and answering your inquiries.

NO INTEREST LOAN SCHEME AT WORK

For further information or to make an appointment you can call Mid Mountains Neighbourhood Centre on



4759 2592

AS A NO INTEREST LOAN SCHEME (NILS) PROVIDER IN OUR COMMUNITY, WE ARE COMMITTED TO WORKING WITH PEOPLE LIVING ON LOW INCOMES BY OFFERING A SERVICE BASED UPON:

**JUSTICE • RESPECT
TRUST • EMPOWERMENT**

HOW DO WE DO THIS?

- Providing safe, fair and affordable credit
- Connecting people to other services in the community
- Providing support to improve financial capability
- Providing a program that assists individuals and builds communities through the recycling of funds back into the community.



WHAT GOES AROUND COMES AROUND.