

# STREETS ahead

MARCH 2018



## BRIGHT FUTURES

On 17 January, we honoured the Strive Scholarship recipients for 2018 in an awards ceremony at the Bankstown Library and Knowledge Centre. One family has shared their story of how the scholarships have impacted their lives.

Sisters Cindy, 11, and Kristy, 13, both received the scholarship in 2017. Their mother Rania says that, while the money helps ease the burden of school expenses, it is the investment in her daughters' potential that has given them the motivation and confidence to achieve remarkable success in their school lives.

Cindy overcame the challenges of a speech disability to be elected school captain. In a presentation she was required to write and deliver in front of a large crowd, Cindy said "My first year of kindergarten was a struggle, as I could not speak properly. After tireless effort and practice, I can proudly say that I have crossed a rite of passage in standing here before you. If you learn anything from my speech, let it be that, with endurance and determination, no goal is out of reach".

Kristy has a number of personal challenges that make participating in certain school activities difficult. But she has embraced her mother's mantra: "education is the key to a bright future," and worked hard to win academic awards and recognition. Kristy is now also a published author, with one of her poems chosen for inclusion in the book Spread the Word.

Rania said "I am extremely proud of my children and humbled by your support throughout the years. People like yourself at SGCH who believe in children and give them a chance to pursue a future and believe in themselves is what is needed".



Main image: Strive recipients and their guests listen to Uncle Malcolm give the Welcome to Country. Inset top: Hard working sisters Kristy and Cindy at the Strive Scholarship ceremony. Inset bottom: Our high school Strive recipients for 2018.





## MESSAGE FROM THE CEO

**Welcome to the first Streets Ahead for 2018. The year is now well underway, and we are already seeing some great outcomes for our customers.**

All the staff who attended our Strive Scholarships ceremony on 17 January, felt fortunate to share in celebrating the children's achievements, and proud that SGCH can help support the education of this generation of future leaders.

There was a lot of great feedback from tenants as well, including one young lady who received her certificate onstage from the Governor and after the photos, said to him "I studied you in class last year, and now I've met you and you're talking to me!". It was wonderful to see her so excited, and I hope that moment will add inspiration to her educational journey.

Anyone who missed out on this round of Scholarships might be interested in our Essential Goods Loan program allowing you to repay a no interest loan of up to \$1,000 over a year which can be spent on items that aren't a recurring cost, like laptops, bulk uniform orders and similar. Contact our Housing Plus team to find out if you're eligible.

There is a lot to look forward to in 2018, but one of the highlights will undoubtedly be our free Big Day Out to Taronga Zoo for SGCH residents on 19 April. See page 3 for details on how to book your place. The team planning the Big Day Out have some exciting activities, competitions and giveaways lined up and we are looking forward to seeing as many residents as possible enjoying the day!

I hope you had a fantastic start to the year and enjoy all of 2018.

**Scott Langford**  
CEO, SGCH Group

## 首席执行官致辞

欢迎来到2018年的首个Streets Ahead期刊。今年的工作正在顺利进行，我们已经看到了一些对客户来说很重大的成果。

所有在1月17日参加我们的Strive Scholarships (Strive奖学金) 颁奖仪式的员工都感到很荣幸，能够一起庆祝获奖者的成就，并为SGCH能够支持未来能成为领导者的这一代的教育而感到自豪。

我们还收到了许多来自租户的良好反馈，其中包括一位女孩，她在台上从总督手上领取了她的证书，在合影后，她对他说：“我去年在课堂上研究过你，现在我终于见到你了，而且你在和我说话！”看到她如此激动，真是太棒了，我希望那一刻能为她的学习历程增添鼓舞。

任何错过这一轮奖学金的人员都可能会对我们的基本商品贷款计划感兴趣，这个计划让您可以在一年内偿还金额高达1000澳元的无息贷款，这些钱款可用于购买非经常性成本的物品，如笔记本电脑、批量订购的制服和类似物品。请联系我们Housing Plus团队以确定您是否符合条件。

2018年有很多值得期待的事，但其中的一个重要活动无疑是4月19日我们免费为SGCH租户举办的塔隆加动物园 (Taronga Zoo) 一日游活动 (Big Day Out)。请参阅第3页了解关于如何预订参加名额的详情。策划一日游活动的团队会开展了一系列激动人心的活动、竞赛并有丰富的赠品，我们期待着能看到尽可能多的住户可以享受这一天的时光！

我祝愿大家今年有一个美好的开端，2018全年开心顺利。

## رسالة من المدير التنفيذي

مرحباً بكم في أول إصدار من نشرة طريق المستقبل Streets Ahead لعام 2018. هذا العام أصبح الآن على قدم وساق، ونحن نشهد بالفعل بعض النتائج الكبيرة لعملائنا.

جميع الموظفين الذين حضروا حفل تقديم المنح الدراسية Strive Scholarships في 17 يناير، شعروا بالحماسة للمشاركة في الاحتفال بإنجازات متلقي المنح، وشعروا بالفخر لأن SGCH يمكنها المساعدة في دعم تعليم هذا الجيل من قادة المستقبل.

كان هناك الكثير من الملاحظات القيّمة من النزلاء أيضاً، بما في ذلك سيدة شابة استلمت شهادتها على المنصة من الحاكم وبعد التقاط الصور، قالت له "لقد درست في صفك العام الماضي، والآن التقيت بك وأنت تتحدث معي!". لقد كان من الرائع أن نشهد مدى حماسها، وآمل أن تلك اللحظة ستضيف إلهاً على مسيرتها التعليمية.

أي شخص فاتته هذه الجولة من المنح الدراسية قد يكون مهتماً ببرنامجنا لقروض السلع الأساسية Essential Goods Loan والذي يتيح سداد قرض بدون فائدة يصل لغاية \$1,000 على مدى سنة والذي يمكن إنفاقه على أشياء ليس لها تكلفة متكررة، مثل أجهزة الكمبيوتر المحمولة، وطلبات شراء الزي الموحد بالجملة، وما شابه ذلك. اتصل بفريقنا للإسكان Housing Plus لمعرفة ما إذا كنت مؤهلاً لذلك.

هناك الكثير مما نتطلع إليه في عام 2018، ولكن واحداً من أبرز الملامح سيكون بلا شك يوم الرحلة الكبير المجاني إلى حديقة حيوان تارونجا لنزلاء SGCH في 19 أبريل. انظر الصفحة 3 للحصول على التفاصيل حول كيفية حجز مكانك. الفريق الذي يقوم بالتخطيط ليوم الرحلة الكبير قد رتب بعض الفعاليات المثيرة والمسابقات والهدايا، ونحن نتطلع إلى رؤية أكبر عدد ممكن من النزلاء يستمتعون بذلك اليوم!

آمل أن تكونوا قد حظيتم ببداية رائعة لهذا العام.

**سكوت لانكفورد**

المدير التنفيذي، مجموعة SGCH Group

## GREAT PLACES SPOTLIGHT: RIVERWOOD

From December to January, 26 tenants got the keys to their new units in the last stage of the Washington Park complex at Riverwood. We were very excited to reach this stage three months ahead of schedule and are looking forward to the rest of the building being completed soon, including a café, library and meeting spaces.

The new tenants will find plenty of things to be involved with, as Riverwood community members have been working together with the Metro Community and Place team to hold health and wellbeing programs, social activities, gardening workshops and tenant meetings.

One group that meets weekly, is SGCH's Riverwood Chinese choir. Their hard work perfecting their routine paid off at the 2017 Australian Housing Urban Research Institute National Housing Conference, where the group performed in front of 1,200 delegates. SGCH sponsored the choir to design group outfits which they proudly showcased for the first time at the conference. The choir kept busy throughout the Christmas period, performing at the annual SGCH Tenants' Christmas party, the Riverwood Estate Christmas party and the Riverwood Christmas Carols.

SGCH holds a quarterly 'Meet and Greet' for Riverwood residents to talk to the General Manager, Customers and Communities, and all staff working in the area. The meetings are an opportunity to discuss what is going well in Riverwood and to identify areas we can improve. After sharing feedback, there is time for tenants to get to know staff and their neighbours.

Another great opportunity to have some fun and get to know the community in Riverwood, is our bingo group, which holds monthly sessions hosted by 'Bingo Tony'. The group meets on the first Thursday of every month at 9:30am and new players are always welcome. Last year's bingo games culminated in a special Christmas session attended by over 30 people.

In February, Riverwood tenants also celebrated Lunar New Year with us, enjoying the traditional Lion Dance, sharing lucky envelopes and eating traditional Chinese food to wish each other well for the Year of the Dog.



The 'Lion Dance' at Riverwood Lunar New Year celebration.



### FORMER SGCH BOARD MEMBER IKE ELLIS WINS ORDER OF AUSTRALIA MEDAL

Last September, Ike Ellis stepped down from his roles as a Director and Deputy Chair of SGCH after eight years of exemplary service.

In January 2018, Ike was awarded the Order of Australia Medal for service to youth and the community, a commitment which has also been obvious throughout his time on the SGCH board.

Much of his work supporting youth and the community began with Ike's career with NSW Police, as he progressed from a general duties officer to hostage negotiator, and eventually to Assistant Commissioner of the NSW Police force.

Ike was integral in introducing the Young Offenders Act in 1997, which provided alternatives to court and detention for young people, through warnings, cautions and conferencing.

Ike was also involved in helping Indigenous youth in Murrin Bridge and Lake Cargellico, by supporting an initiative to perform driver's licence testing on site for the Aboriginal community. Instead of the more daunting task of going to a police station, the young people could take the test in their own area, which resulted in a 78% increase in community members going for their licence.

This real interest in the wellbeing of young people was reflected in Ike's passion for building our Strive Scholarship program from humble beginnings in 2005, to over \$1 million in scholarships awarded to over 1,000 students to this day. This year, two additional scholarships were offered in Ike's honour.

Congratulations Ian 'Ike' Ellis OAM on this official recognition of the immeasurable impact of your efforts in helping young people.

### ESSENTIAL LOANS

Don't forget, the Essential Loans Scheme is open all year round to all SGCH tenants!

The program allows residents to apply for an interest-free loan of up to \$1,000 for any essential household items. Last month, 10 tenants used the loan to buy televisions, portable air conditioners, bedroom furniture and more. For further information or to check if you're eligible contact our Housing Plus team at **Housing.Plus@sgch.com.au**



### TENANT SIGN UP VIDEOS

We have a new range of short videos explaining important information for our tenants. There are 16 videos in total on topics like:

- working with our support coordination team
- paying rent
- paying water bills
- reporting a repair
- getting involved in your community, and much more!

Go to <https://tinyurl.com/SGCHvids> to see the full list.



### STRIVE TERTIARY

Strive Scholarships is SGCH's annual education program, providing up to \$1,500 for school, university or TAFE students living in SGCH properties.

Applications for the Strive Tertiary round open from 1 to 31 March 2018. For more information or to apply, go to **[www.sgch.com.au/strive/](http://www.sgch.com.au/strive/)**

Scholarship recipients can spend the money on anything related to their education, like course fees, textbooks or computers. They can also spend the money on extra-curricular activities like sport, dancing and music.

### TENANTS' FREE BIG DAY OUT

It's time again for SGCH's annual Big Day Out! All tenants are invited to join us for free school holiday fun at Taronga Zoo on 19 April 2018.

Registrations open 22 March, please go to **[www.sgch.com.au/BigDayOut/](http://www.sgch.com.au/BigDayOut/)** to register or contact 9585 1499 for more information. Make sure to book your places, registrations close 12 April.



## MEET OUR STAFF



**DANIEL SINOZIC**  
Customer Feedback Representative

### How long have you worked for SGCH and what roles have you held?

I have been with SGCH for seven years now, in a number of different roles including Tenancy Manager, Team Leader, Project Officer, and then most recently Project Coordinator. I've just started the new year as Customer Feedback Representative.

I've enjoyed helping our customers in many different ways through these roles, but one of the most satisfying things as a Project Officer was when I could make sure we were spending our money in the best way, so that we have as much as possible to put back into our business and support tenants through other programs.

### What is your role at SGCH?

In my new role, I am responsible for dealing with any customer complaints, appeals and MP enquiries we receive.

### What are you most looking forward to in this role?

I am looking forward to making the role my own and am hoping to work towards preventing problems and addressing issues before they become a formal complaint. I'm also looking forward to improving customer satisfaction by surveying a random selection of tenants who have had repairs or maintenance, then reporting back to management and our contractors on what is going well and what needs to improve.

### What will you be working on this year?

As I settle into the new role, I will be reviewing the processes and procedures we currently have in place for complaints and appeals.

### What do you enjoy doing in your spare time?

Everyone that I'm close to knows I am a very proud uncle of eight. I try to spend as much time as possible with my nieces and nephews, and also travelling as travel is a huge passion of mine.



# STRIKING THE RIGHT NOTE

When Arnold first moved to Australia, he had been playing music professionally for years, but decided he would try earning an income writing music as well.

“I mainly play keyboard...and sometimes ukulele,” Arnold explained, “but the software I use lets me compose for other instruments and even mimic their sounds, so the music I write can be used for a lot of different things”.

In September 2017, Arnold was signed with two music production libraries to provide music where clients can search the database of music for the sounds they want. It was an important step, but not a regular source of income, so Arnold contacted SGCH’s Employment Opportunities Manager, Carrie, to discuss how she might help. Arnold described his music experience, along with his employment goals and job search methods, and together they worked on an improved design and format for Arnold’s music portfolio and resume.

When checking her usual contacts and resources, Carrie found there was not a lot of work advertised in the music industry and needed to expand her knowledge in the field to understand how best to help.

Arnold sent his updated portfolio to a list of music studios and organisations in Sydney, and in early October 2017 heard back from a film school in Sydney.

“They send out a list of the type of projects they have coming up, and you send in some of your work. If they like it, you get a call.” Arnold clarified. “I was contacted about two different projects.

“For the first film, I never saw the footage. The student director just really liked one of the acoustic guitar cues I sent in, and emailed me to discuss it in detail and develop it into what they needed.

“The second one was very different, I had already done about four versions of the music when they provided the final cut of the film and asked me to score the music to the new footage ... two days before their deadline! That was a busy weekend, but I got it done”.

Both short films were featured in film festivals in December 2017. We’re confident that we’ll be hearing more of Arnold’s music in 2018 as he continues to pursue his dream job.



# TENANT GROUP UPDATE

For more information about any of groups in this section, please contact your Community and Place team at [GetInvolved@sgch.com.au](mailto:GetInvolved@sgch.com.au) or on 9585 1499.

## GOOD NEIGHBOURHOOD WORKSHOPS

SGCH has been working in partnership with Bridge Housing and a number of support organisations, to create workshops with activities and tips on being good neighbours. The workshops will help with conflict resolution for neighbours, as well as those who are looking for more ways they can support their neighbours. The committee planning the workshops is still finalising the program, but if you feel your street or block would benefit from a Good Neighbourhood Workshop, contact your Community and Place team.

## BLOCK MEETINGS

Block meetings are a great way for tenants living in the same unit block to meet with their neighbours and SGCH staff to raise common issues, ask questions, make suggestions for improving their block, and learn about what’s happening in their local community.

If you would like SGCH staff to host a block meeting at your property, please contact your tenancy manager.

## RIVERWOOD ART GROUP

In February 2018, artist Winny Feng started the Riverwood Art Group in the SGCH community room at 9B Washington Avenue Riverwood.

Winny had already been running a very successful art group in our Hurstville office that meets every Wednesday, teaching the history of Chinese art and how to draw mountains, rivers, birds, and flowers using a brush and rice paper.

Winny began to study art when she was 16 years old. “I love drawing, it’s my hobby,” Winny enthused. “I like to teach people my knowledge of art, so that they may enjoy life and not feel lonely at home. I want them to feel happy and learn how to draw together”.

Experienced artists and beginners are all welcome and encouraged to exhibit their art at the end of each term. The Riverwood Art Group meets from 1 to 5pm every Friday, Chinese and English speakers welcome.



## LIVERPOOL LOCAL TENANTS GROUP

The new community garden space at George Street, Liverpool is going strong, with all of the gardeners excited and eagerly awaiting the monthly workshops hosted by Royal Botanical Gardens Community Greening team, so we can learn new

skills and help us look after the new space. Esther and I have been happily watering the gardens every night while Meka picks tomatoes before the lorikeets steal them.

The gardens are a lovely talking point and we have had some great fun on the warm summer nights when other tenants have popped down for a chat and to ask for some mint or spinach.

One of the younger children is also keen to grow some plants so we have been sharing the seedlings with him to start him off.

I have been learning from Kameela and Esther about the different ways other cultures cook with herbs and veggies especially in Arabic speaking countries. The time we spend together is heart-warming, as we share knowledge and lots of great recipes. There is also plenty of food sampling going on!

We would like to thank the Bonnyrigg Youth Council for all of their hard work assisting us to build our garden. A big thankyou also needs to go to Bunnings Warehouse Bonnyrigg, Royal Botanical Gardens Trust, SGCH and SR Constructions.

– Shirley, tenant.

## CAMPBELLTOWN LOCAL TENANTS GROUP

So far this year, we have invited guest speakers from Fair Trading to talk to residents about consumer protection, and have plans in the works to offer a range of education programs and social events for the local community.

The Get Crafty workshops have been very successful thanks to all the residents who attend each week. If you’re interested in joining the fun to make friends and learn new skills, we meet Wednesday mornings from 9:30am to 2:30pm. We have all types of crafters, and everyone is welcome. No RSVP is needed, just come along with your own supplies and lunch, and stay as long or as little as you like.

## WEBB STREET GARDEN GROUP

Webb Street Garden Group will be very busy this year working with the Royal Botanical Gardens Community Greening team to learn new gardening skills and techniques.

We will be learning about weed control, growing from seed, plant propagation and much more, as well as going on our annual excursion. This year, we will be going to Nutcote, the beautiful harbourside home of May Gibbs (1877-1969), Australia’s foremost children’s author and illustrator. The visit is particularly appropriate, as 2018 marks 100 years since Gibbs published the classic ‘Snugglypot and Cuddlypie’.

Nutcote is in Sydney’s Neutral Bay and is now a museum surrounded by delightful gardens.

SGCH tenants in Parramatta are welcome to join us for our gardening sessions, please see the calendar on page 8 for details.





This quarter we spoke to Margaret from Weave Youth and Community Services to find out more about the work they do and the services they can provide to SGCH tenants.

### What does your organisation do, and what is your role?

Weave Youth and Community Services has been working to support our local communities for around 35 years now. About 70% of people who access our services are Aboriginal or Torres Strait Islander. Our Youth wing provides casework, social activities, cultural activities, after school programs and tutoring groups.

Our Women and Children Centre offers early intervention support for mums with kids under 13, involving casework, social groups and parenting groups. We also have a Staying Home Leaving Violence program assisting women to leave violent relationships safely.

I'm the Acting Team Leader in the Women and Children Centre, but I'm also a Parent Educator, running regular parenting groups as well as giving individual support to women.

### What services and programs do you provide that SGCH tenants may be interested in?

The parenting groups I run are free and open to all women with children under 13 in their care. We also hold free weekly tutoring groups at Waterloo library, the Driving Change program to help people gain their licence and the Kool Kids Club for children aged 7 to 13 living in the La Perouse area.

We also work with a few different Community Housing Providers like SGCH to help people find accommodation and can assist people to apply for housing.

You can find out more about any of our programs and groups at [www.weave.org.au](http://www.weave.org.au)

### Is there anything else you would like SGCH tenants to know about Weave?

That we're great! We're passionate about supporting our local community in any way we can.

## GET INVOLVED IN YOUR COMMUNITY

### MACARTHUR NIGHT MARKETS

Experience an evening of culinary delights from a variety of street food vendors, wander through boutique market stalls and be entertained by live performers, all within the heart of the Campbelltown CBD.

The first and third Friday of each month are a foodie haven in Mawson Park, Campbelltown.

### FREE SMALL BUSINESS ADVICE

Together with the South West Business Enterprise Centre, Campbelltown Council offers a small business advice service every Thursday,

between February and November, from 9am to 11am in the Campbelltown Civic Centre at 91 Queen Street, Campbelltown.

The service is perfect for any existing or aspiring business owners in the Campbelltown area.

### GET HEALTHY

The Get Healthy Information and Coaching Service is a free, confidential telephone based service which helps people make lifestyle changes regarding: healthy eating; being physically active; achieving and maintaining a healthy weight.

As a coaching participant of the Get Healthy Service you will have your own personal health coach, receive up to 10 free coaching calls and receive support to make changes over six months. For more information, please visit [www.gethealthynsw.com.au/](http://www.gethealthynsw.com.au/) or call **1300 806 258** on Monday to Friday between 8am and 8pm.

### LET'S TALK IT OVER

Did you know 3 Bridges provides a counselling service? A qualified counsellor can help give you skills to cope with depression, anxiety, grief and loss and working with the Aged. The first session is \$20. Every session after that costs \$10. For more information, please call **1300 327 434** or visit [www.3bridges.org.au](http://www.3bridges.org.au)

### GEORGES RIVER COUNCIL STARLIGHT CINEMA AND NIGHT MARKET

Georges River Council offers night markets and a starlight cinema throughout the year, located all across the region. The next event is on Friday 23 March in Hurstville, with stalls, food, entertainment, and screening of Pete's Dragon for children at 5.00pm and Guardians of the Galaxy 2 for older kids at 7.30pm.

Everyone is welcome, join in from 4pm at the Civic Theatre, MacMahon Street Hurstville.

## SNAPSNAP

(1) Staff and tenants get to know each other at the Riverwood Meet and Greet (2) Guests enjoying our Tenant Christmas Party, December 2017 (3) Members of Bonnyrigg Youth Council trying new things at leadership camp, January 2018 (4) Sharing snacks at Parramatta Local Tenant Group (5) The Graduating Class of Next Step gentle exercise in 2017.



# NOTICE BOARD

## PRIVATE PRACTICES OFFER MEDICARE FUNDED DENTAL CARE FOR CHILDREN

Are your kids waiting for public dental treatment? They might be eligible for subsidised dental treatment at private practices.

As of June 2017, over 8,100 children were still waiting for public dental treatment. But many would be eligible for subsidised treatment in a private practice, through the Medicare funded Child Dental Benefit Schedule (CDBS). The CDBS provides up to \$1,000 of dental treatment for eligible children aged 2 to 17 over two calendar years. Download a flyer at <https://tinyurl.com/CDBS2018>

## ACTIVE KIDS PROGRAM

The NSW Government will provide a \$100 voucher to parents and guardians of school children through the Active Kids Program 2018. You can use this money to help cover registration and participation costs for sport and fitness activities.

To find out more go to <https://sport.nsw.gov.au/sectordevelopment/activekids>

## RETURN AND EARN

From 1 December 2017 anyone who returns an eligible drink container to an approved NSW Collection Point will receive a 10c refund. Return and Earn helps reduce litter, and is part of the Government’s plan to reduce litter by 40% by 2020.

To find out what containers are eligible and where your nearest collection point is, go to [www.returnandearn.org.au](http://www.returnandearn.org.au)

## APPLIANCE REPLACEMENT OFFER: DISCOUNT ON NEW FRIDGE OR TV

The NSW Government is offering 40-50% discounts on new energy efficient fridges and TVs so you can replace your old inefficient models. New appliances can cut your energy bills, improve your household and family living costs and help protect our environment.

To check if you’re eligible or to apply online visit [www.bit.ly/arooffer2017](http://www.bit.ly/arooffer2017) or call The Good Guys on 1300 011 137.

Still Too Expensive? You might be eligible to combine the Appliance Replacement Offer with an SGCH Essential Goods Loan. Contact our Housing Plus team to discuss how you can do this on 9585 1499 or at [Housing.Plus@sgch.com.au](mailto:Housing.Plus@sgch.com.au)



# HOW DOES SGCH REVIEW YOUR RENT?

SGCH has a dedicated team that reviews our tenants’ rent every six months to make sure we aren’t charging you too much, and to check you are still eligible for a rental subsidy.

The household income we assess to calculate your rent includes the income of everyone in the household who is 18 or over.

Over the last few years, we have tried to make rent reviews easier for our tenants. Instead of everyone giving us their full financial information twice a year, it is now possible for you to give us permission to:

- download your income information from Centrelink
- update your Centrepay payments if your rent changes to the new amount.

However, people who are earning wages, self-employed, or who don’t give permission for us to check the details still need to send us all their proof of income for review. It’s very important to give us your information on time, because if we don’t have the details showing you are eligible for a rent subsidy, you risk having to pay full market rent.

Even if you are already paying full market rent for your property, it is best to send us your information for rent review to make sure market rent is still required.

## LET US KNOW ABOUT CHANGES WITHIN 21 DAYS

It is every tenant’s responsibility to let us know within 21 days if there is a change to your household income throughout the year. Remember this doesn’t only mean loss of employment or increase in wages, it also includes things like household members over 18 moving out or children turning 18 so they are now assessable for rent.

	▼ When rent decreased	▲ When rent increased
Reported within 21 days of any changes	We can backdate the reduced amount to the date of the change.	We will start charging the new amount from the billing day after we calculate the new amount.
Have not reported within 21 days: rental fraud	We will not backdate the decreased amount	We may backdate the increased rent to the actual date of the change, and in some cases even charge market rent

If you have any questions about rent review or want to let us know of any changes, call us on 9585 1499 or email the team at [rent.review@sgch.com.au](mailto:rent.review@sgch.com.au)

# SGCH OFFICES AND SERVICES

It’s easier than ever to visit us at SGCH. All of our offices are open 9am to 5pm, Monday to Friday (except on public holidays) and can be contacted on 9585 1499.

If you need to meet with a specific staff member at any of our offices, please make an appointment as our staff often work from different locations.

Hurstville	Level 5, 38 Humphreys Lane Hurstville
Bonnyrigg	1 Wall Place Bonnyrigg
Fairfield*	Ground floor, 61-63 Smart Street Fairfield
Riverwood*	Ground floor, 9B Washington Ave Riverwood
Sutherland*	Room 12, 3A Stapleton Avenue Sutherland

\*Please note, because these offices have fewer staff they might sometimes be closed during business hours. Please call to check before visiting.



# WHAT'S ON FOR SGCH TENANTS?

If you would like to find out more about any of the events or programs listed below or to register your interest, please email [GetInvolved@sgch.com.au](mailto:GetInvolved@sgch.com.au) or call 9585 1499. For dates, times and locations of events, please see our calendar on page 8.

## SMART STREET COMMUNITY HUB

There are a wide range of new activities available in our Smart Street Community Hub in Fairfield, including:

- a Men's Club for Arabic speakers featuring music, art, films and poetry
- assistance in understanding the National Disability Insurance Scheme (NDIS)
- employment assistance
- computer classes
- a Mothers' Circle with yoga and beauty sessions
- Australian Citizenship information sessions.

For information on what's happening at Smart Street, contact the Community and Place team on **9585 1499** or at [GetInvolved@sgch.com.au](mailto:GetInvolved@sgch.com.au)



## HARMONY DAY

Harmony Day is about coming together to celebrate the diversity of your local area and to spread the message that 'everyone belongs'. On 22 March, we are hosting a free event in Bonnyrigg to celebrate Harmony day, sharing music, laughter and good food.

Join the fun from 11am at Bonnyrigg Youth Centre on Bonnyrigg Avenue, and bring a friend!



## NEIGHBOUR DAY

In partnership with Georges River Council, SGCH is holding a BBQ in the park from 11am to 1:30pm at Woodville Park in Hurstville. Come along for food, entertainment and fun!



## GOLDEN TICKET WINNERS

In the last two issues of Streets Ahead we have been trialling our Golden Ticket giveaway program. Golden Ticket is designed to make our tenants smile! We also want to increase engagement with our newsletter and social media.

We've had 18 lucky winners claim their tickets since the trial began. They were very excited to go see movies like Star Wars and Coco in the school holidays.

We will be reviewing the Golden Ticket giveaway program to decide whether to offer it on a permanent basis.

## COMMUNITY GROUPS FOR YOUTH

SGCH is looking for young tenants/household members aged between 12 and 24 who would like to have fun and get involved in their community to be part of our new SGCH Youth Council.

The group would meet monthly and work with SGCH to develop and implement youth-focused initiatives in their community.

If you're interested and would like more information, please email, [getinvolved@sgch.com.au](mailto:getinvolved@sgch.com.au) outlining your age, the suburb you live in, and why you would like to join the SGCH Youth Council. Please include any personal skills that you would use to contribute to the effectiveness of this group. Applications close 30 April 2018.



## CALL OUT FOR TENANT COORDINATION PANEL MEMBERS

The SGCH Tenant Coordination Panel (TCP) is made up of 10 tenants from the SGCH Metro South and Western regions. This group connects our tenants with our senior managers, board members and relevant external tenant structures.

We are looking for new members! If you are interested in getting involved in the TCP, working with SGCH staff to develop innovative programs and initiatives that will help us improve the service we provide to our tenants, then this group is for you.

Please send an expression of interest email to [getinvolved@sgch.com.au](mailto:getinvolved@sgch.com.au), outlining how long you have been a tenant with SGCH, why you would like to join the TCP and any personal skills that you would contribute to the effectiveness of this group.

Applications close 30 April 2018.



## COOK AND EAT PROGRAM

Learn how to cook fast, healthy and affordable meals for you and your family. Classes take place every Monday between 14 May and 18 June, 10am-12:30pm at 1 Wall Place Bonnyrigg.



## BINGO AT RIVERWOOD

Come join our Riverwood residents on the first Thursday of every month between 9:30am-1pm in the community room at 9A and 9B for Bingo! Everyone is welcome.







# TENANTCALENDAR

## MARCH

- |   |  |
|---|--|
| <b>22</b> Harmony Day celebration, at Bonnyrigg Youth Centre on Bonnyrigg Avenue from 11am            | <b>27</b> SGCH Chinese Group, Level 2/38 Humphreys Lane, Hurstville, from 9:30am–1pm                                   |
| <b>23</b> Night Market & Starlight Cinema at Civic Theatre, MacMahon Street, Hurstville from 4pm–10pm | <b>28</b> Parramatta Garden Workshop 'Planting and maintaining herbs', 33-35 Webb Street, Parramatta from 11am–12:30pm |
| <b>25</b> SGCH and Georges River Council Neighbour Day, Woodville Park, Hurstville from 11am–1:30pm   | <b>30</b> Good Friday public holiday   |
|   | <b>31</b> Easter Saturday  |

## APRIL

- |   |  |
|---|--|
| <b>1</b> Easter Sunday  | <b>14</b> Term 1 School Holidays begins 14 April until 30 April                        |
| <b>2</b> Easter Monday public holiday   | <b>19</b> Big Day Out at Taronga Zoo, see page 7 for details on how to book your place |
| <b>3</b> NSW Senior's Festival begins 3 April until 9 April   | <b>20</b> Macarthur Night Markets, Mawson Park, Campbelltown from 5pm–9pm              |
| <b>6</b> Macarthur Night Markets at Mawson Park, Campbelltown from 5pm–9pm  | <b>25</b> Anzac Day public holiday   |
| <b>13</b> Youth Week, 13 to 22 April  |  |
| <b>14</b> Dharawal National Park Guided Indigenous walking tour at 9am–10:30am or 11:30am–1pm, book on 4645 4921, \$10 per person |  |

## MAY

- |   |   |
|---|---|
| <b>1</b> School goes back for Term 2  | <b>12</b> Dharawal National Park Guided Indigenous walking tour at 9am–10:30am or 11:30am–1pm, book on 4645 4921, \$10 per person |
| <b>7</b> Penshurst Garden Workshop 459-461 Forest Road, Penshurst from 11am-1pm     |   |
| <b>9</b> Old Illawarra Garden Workshop, 601 Old Illawarra Road, Menai from 11am–1pm | <b>14</b> Cook and Eat Program begins, 1 Wall Place, Bonnyrigg from 10am–12:30pm  |
|   | <b>23</b> Parramatta Garden Workshop 'Plant Propagation', 33-35 Webb Street, Parramatta from 11am–2:30pm                          |

## ONGOING EVENTS

### Every Monday

Yoga at Riverwood Community Room, 9A and 9B Washington Avenue, Riverwood from 9.30am–10.30am

### Every Monday

Cook and Eat program, 1 Wall Place, Bonnyrigg from 10am–12:30pm between 14 May and 18 June

### Every Monday

Art and Craft at Level 2, 38 Humphreys Lane, Hurstville from 10am–1pm

### Every Tuesday

Chinese Choir Practice at Level 2, 38 Humphreys Lane, Hurstville from 10am–3pm

### Every Tuesday

Gentle Exercise with Donna, Community room, 9B Washington Avenue, Riverwood from 9:30am–10:30am

### Every Wednesday

Yoga at Level 2, 38 Humphreys Lane, Hurstville from 12pm–1pm

### Every Wednesday

Morning Dance Group at Riverwood Community Centre, 151 Belmore Road, Riverwood from 9am–12pm

### Every Wednesday

Seniors Dance Group at Riverwood Community Centre, 151 Belmore Road, Riverwood from 1pm–4pm

### Every Wednesday

Get Crafty at Community Room 15-25 Burns Road, Campbelltown from 9:30am–2:30pm

### Third Wednesday of the month

Chinese movie at Riverwood Community Room, 9A and 9B Washington Avenue, Riverwood from 9:30am–12:30pm

### Every Thursday

Free small business advice at Civic Centre, 91 Queen Street, Campbelltown from 9am–11am

### First Thursday of the month

Bingo at Riverwood Community Room, 9B Washington Avenue from 9:30am–1pm

### Every Friday

Riverwood Art Group, SGCH community room, 9B Washington Avenue, Riverwood from 1pm–5pm

### Every Friday

Mahjong at Riverwood Community Room, 9B Washington Avenue from 10am–1pm

### Every Friday

Art Group with Winny at Riverwood Community Room, 9B Washington Avenue from 1pm–5pm (Chinese and English spoken)

### Last Friday of the month

Bingo at Hurstville, Level 2/38 Humphreys Lane, Hurstville from 1pm–4pm

## GIVE US FEEDBACK!

At SGCH, our aim is to ensure that you receive excellent customer service and genuine care from us. We have a Customer Feedback Representative, Daniel Sinozic, who can be contacted on **9001 4358** if you have any feedback or concerns about our service delivery.

If you would like to suggest an improvement or feel we have not met the service standards outlined in our Customer Service Charter, please let us know. You can also email [coordinicator@sgch.com.au](mailto:coordinicator@sgch.com.au)



For all tenant groups, community programs and social events queries, please call **9585 1499** and ask for your local Community and Place team, or email [GetInvolved@sgch.com.au](mailto:GetInvolved@sgch.com.au)