

STREETS ahead

SEPTEMBER 2018



Because of her, we can!

Recently, we invited our western region tenants to our Fairfield office to celebrate NAIDOC Week. Each year, SGCH celebrates the culture and history of Indigenous Australians past, present and future. This year's NAIDOC theme was "because of her, we can!" which celebrates the essential role that Aboriginal women have played and continue to play in their communities.

NAIDOC Week is one of the most popular events with our tenants as they enjoy learning about the world's oldest culture. Sixty people attended and got creative with sand art, colouring in, and had the chance to try Aboriginal food. Uncle Anthony

performed a smoking ceremony which is an ancient custom where native plants are burned to ward off bad spirits, acknowledge ancestors and pay respect to the land. As our Fairfield office is new, the smoking ceremony was used to heal and clean the property.

The day ended with a performance from Buuja Buuja dance group who told the story of Aboriginal history through dance. Seven lucky guests also took home their very own 2018 NAIDOC diary, pen and sweet treats.

Special thanks to the Koomurri Dance Troupe for the Welcome to Country, Smoking Ceremony, Didgeridoo master and catering. Also, a thank you to Andy Ching from Fairfield City Council and Zereina from Fairfield Police Station for joining in on the event.



The celebrations continued across SGCH with our Hurstville staff taking part in a one-hour Yarn Up session with guest speaker Brooke Joy, a proud Boandik woman.

Brooke shared her great-great-grandmother's life with us by reading Annie's Story, in both her traditional language Bunganditj and English. It was an honour and delight to hear spoken Bunganditj, a language lost during colonisation that Brooke has been involved in reviving through meeting with community Elders and researching written records.

NAIDOC Week is over for 2018, but of course we can celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander people all year round.

Main Image: Didgeridoo master from Koomurri Dance Troupe playing at our NAIDOC Week event **Inset :** Performers from the Koomurri Dance Troupe and Buuja Buuja dance group.



MESSAGE FROM THE CEO

Your feedback always means a lot to us, and this year we have been doing a lot of work behind the scenes to improve our services to you. This includes updating our IT systems to give staff more time to help you directly, developing new partnerships to offer more opportunities to you like our Strive Scholarships program, and finding new ways to save money around the office so we can put this money back into helping our customers.

We have also recently changed our approach to non-urgent repairs for items such as fly screens, doors and fences. Rather than putting a 28-day timeframe on these repairs, we will now allocate them to our dedicated handyperson team. This means that we will be more effective when responding to non-urgent repairs, and can schedule a number of non-urgent repairs at a whole complex or area at the same time. All other repair timeframes remain the same.

Another 'behind the scenes' project that has been developing through the year is the Social Housing Management Transfer (SHMT). Fourteen hundred families will become customers of SGCH from April next year, and staff have been working hard to make sure the transfer is as smooth and simple as possible. You can read more about this in Featured News, on the next page.

Finally, as this is the last edition of Streets Ahead to go out before Christmas, I want to thank all of you for your support and feedback throughout 2018.

Remember, Christmas can be a tough time for many, so please be kind to each other and if you are struggling, you can contact our Support Coordination team who will put you in touch with services to help.

Wishing you all safe and happy holidays!

Scott Langford

CEO, SGCH Group

首席执行官致辞

您的反馈对我们来说一直很重要，而且今年我们已经做了大量幕后工作，来改善我们为您提供的服务。这包括更新我们的 IT 系统，让员工有更多时间直接帮助您；发展新的合作伙伴关系，为您提供更多机会，例如我们的 Strive Scholarships 计划；以及寻找新的方法来节省行政开支，以便我们可以把这些钱用于帮助我们的客户。

最近，我们还改变了对纱窗、门和围栏等物品进行非紧急维修的方式。现在，我们将把这些修缮工作分配给专门的勤杂工团队，而不是花费 28 天的时间进行维修处理。这意味着我们会更加有效地应对非紧急维修，并且可以在整个

大楼或区域同时安排几个非紧急维修。所有其他维修时间表保持不变。

今年开展的另一个“幕后”项目是社会住房管理转移 (SHMT)。从明年 4 月起，将有 1400 个家庭成为 SGCH 的客户，工作人员一直在努力确保本次转移尽可能顺利和简单。您可以在下一页的“专题新闻”一栏中了解更多相关信息。

最后，由于这是《Streets Ahead》在圣诞节前的最后一期，我要感谢大家在 2018 年的支持和反馈。

请记住，圣诞节对许多人来说可能是一段艰难的时期，所以请友好地善待彼此。如果您有困难，可以联系我们的支持协调团队，他们会帮助您联系各服务机构。

祝大家节日安全快乐！

SGCH 集团首席执行官

Scott Langford

رسالة من الرئيس التنفيذي

ملاحظاتكم التي تردنا دائماً تعني الكثير بالنسبة لنا، وقد قمنا هذا العام بالكثير من العمل خلف الكواليس لتحسين خدماتنا لكم. ويشمل ذلك تحديث أنظمة تكنولوجيا المعلومات لدينا لمنح الكادر مزيداً من الوقت لمساعدتكم بشكل مباشر، وتنمية شراكات جديدة لتوفير المزيد من الفرص لكم مثل برنامج المنح الدراسية Strive Scholarships، وإيجاد طرق جديدة لتوفير الأموال في المكتب حتى تتمكن من توظيف تلك الأموال في مساعدة عملائنا.

كما قمنا مؤخراً بتغيير أسلوبنا تجاه الإصلاحات غير العاجلة لأشياء مثل شباك منع الحشرات والأبواب والأسوار. فبدلاً من وضع إطار زمني مدته 28 يوماً لتلك الإصلاحات، سنقوم الآن بتحويلها لفريقنا المتخصص بالعمل اليدوي. وذلك يعني أننا سنكون أكثر فعالية عند الاستجابة للإصلاحات غير العاجلة، ويمكننا القيام بعدد من الإصلاحات غير العاجلة في مجمع كامل أو في منطقة كاملة في نفس الوقت. وستظل جميع الأطر الزمنية للإصلاحات الأخرى على حالها.

وهناك مشروع آخر "خلف الكواليس" تم تطويره خلال العام وهو نقل إدارة الإسكان الاجتماعي (SHMT). ستصبح ألف وأربعمئة عائلة عملاء لـ SGCH اعتباراً من نيسان/أبريل من العام المقبل، وقد عمل الموظفون بجد للتأكد من كون الانتقال سهلاً وبسيطاً قدر الإمكان. يمكنكم قراءة المزيد عن ذلك ضمن الأخبار المميزة، في الصفحة التالية.

أخيراً، نظراً لكون هذه الطبعة هي الأخيرة من Streets Ahead التي ستصدر قبل أعياد الميلاد، أود أن أشركم جميعاً على دعمكم وملاحظاتكم طوال عام 2018.

تذكروا أن أعياد الميلاد قد تشكل وقتاً عصيباً بالنسبة للكثيرين، لذا يرجى أن تكونوا لطفاء مع بعضكم البعض، وإذا ما واجهتم صعوبات، يمكنكم الاتصال بفريق تسويق الدعم الذي سيقوم بتوصيلكم بالخدمات لمساعدتكم.

أتمنى لكم جميعاً عطلات سعيدة وآمنة!

سكوت لانجفورد

الرئيس التنفيذي لمجموعة SGCH

GREAT PLACES SPOTLIGHT: GLEN & ILLAWARRA

GLEN & ILLAWARRA COMMUNITY SPACE

To Marrickville residents, the community room at Illawarra Road has been central to the community for over 10 years. Recognising a great opportunity for our new community group at Illawarra Road and Glen Street, SGCH decided to revitalise the space.

At the beginning of the year we consulted our customers about the fit-out of the room, and the types of activities and programs they would like to see us run from it.

The project has progressed throughout the year, with refurbishments starting in the last few months. The upgrades include a new kitchen, bathroom, flooring, air conditioning and computer desks. The outside courtyard area will include a barbecue and seating area. The final product will be a community space that is convenient and pleasant for residents to use.

NEW AND EXCITING PROGRAMS

There will be a great mix of new activities and programs run from the Glen and Illawarra Community space that we'd love you to come along and try. For details on the upcoming programs, or if you have any suggestions for activities you would like to see held in the community space, please contact our Community Liaison Coordinator, Ashley Aguilar, on **9001 4350** or **Ashley.aguilar@sgch.com.au**

COMMUNITY BARBECUE

South Marrickville Working Group holds barbecues on the last Thursday of every month at Louisa Lawson Reserve from 3-5pm. These are a great chance to catch up with your neighbours, have a sausage sandwich, and learn about services available in the area.

If you'd like to come along, contact MYRC on **9564 3222** or at **info@myrc.org.au**



SOCIAL HOUSING MANAGEMENT TRANSFER (SHMT)

In April next year, 1,400 people in Northern Sydney will become SGCH customers. This is part of the Social Housing Management Transfer, where the Department of Family and Community Services will transfer various properties across Sydney to different Community Housing Providers.

Our new customers live in Hunters Hill, Lane Cove, North Sydney and Willoughby local government areas. To make sure we offer local and convenient services, SGCH is opening a new office in St Leonards.

Over the last few months, we have introduced ourselves to the residents who will become our tenants, getting to know them and explaining how the management transfer will work.

As part of our new services in Northern Sydney, we have re-opened a wellbeing centre in the Greenway building in Milsons Point. The centre offers a range of outreach services like aged care, financial counselling, social work and mental health support.



UPCOMING BLOCK MEETINGS

SGCH runs a 'Block Meeting' program every year where we visit our customers in their area, street or block to discuss topics of interest to them about tenancy, repairs and community development.

Block meetings are also a great way to get to know your neighbours, make new friends and meet SGCH staff.

By 30 June 2019, we will have held at least 36 meetings. If you would like to know whether we are holding a meeting in your area, contact the Community and Place team on **9585 1499**.

STRIVE SCHOLARSHIP K TO 12 APPLICATIONS OPEN

Strive Scholarships is SGCH's annual education program. The scholarships provide up to \$1,500 for educational costs. You can use the scholarship money to pay for things like school fees, text books, uniforms, computers or extra-curricular activities, such as sports, dance, arts or music.

Applications for the Kindergarten to Year 12 round of scholarships are open from 1 to 31 October. To see if you are eligible or to apply, go to **www.sgch.com.au/strive**

DIGICONNECT

Use our DigiConnect program to buy discounted digital devices. We currently have:

- iPads (Wi-Fi 32GB 9.7") for \$453 (\$18 a fortnight)
- Lenovo Notebooks (Intel Celeron N3550, 500GB 4GB RAM, 15.6" HD Screen) for \$365 (\$15 a fortnight)

You get to take the goods home the day you sign the repayment plan, and then pay SGCH back through instalments across one year – just the cost of the item, no interest.

PRIDE OF PLACE WINTER WINNERS

Congratulations to Danica from Riverwood and Dianne from Smithfield, our Pride of Place winners this quarter!

Each winner receives a \$100 Westfield gift voucher, and the person that nominated them gets two movie passes.

The Pride of Place award recognises tenants who have maintained their property well. Anyone can nominate a tenant for the award. For more information go to **<http://www.sgch.com.au/POP/>**



For more information or to apply, visit **www.sgch.com.au/tenants/housing-plus/digiconnect/** or call **9585 1499**.



MEET OUR STAFF



FRANCIS BRAZIL

What is your role at SGCH?

My role is in two parts – firstly, I oversee the Community and Place teams, one based in each of our two regions. They coordinate community development activities including social events, education and training, health and wellbeing initiatives, and placemaking. Placemaking involves working with SGCH staff and other organisations, to increase outcomes for our tenants. The second part of my role is strategic, working with other organisations to look for new partnerships and opportunities for our tenants.

The Community and Place team gets even busier near the end of the year. What is the team planning that are you most looking forward to?

There are lots of different events, but what I look forward to is having a relaxed chinwag with all our wonderful volunteers and customers over some great food from different cultures. The biggest event coming up is our end of year 'Christmas' party, open to all SGCH residents. We hold it to celebrate all the great things our tenants have achieved throughout the year working with us.

How long have you been with SGCH and what do you like best about working here?

I have been at SGCH for six years in a few different roles, so I've gotten to know the place very well. SGCH is a leader in the community housing sector, and my favourite part about working here is being able to think outside the box and try new ideas before anyone else. There is room to learn when things don't go as planned and plenty of opportunities to celebrate when they do.

What do you enjoy doing in your spare time?

I study a part time Post Graduate degree in Political Economy and enjoy my research. My great passion though is the Sydney Swans!

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 or on 9585 1499.

Campbelltown Computers

SGCH customers in Campbelltown told our Community and Place team that they had always wanted the opportunity to learn basic computer skills, start making the most of their own computers and keep up with today's modern technology as it increasingly becomes a requirement of connecting with others.

We got together with TAFE NSW to plan a course that would cover the essentials and teach tenants all that they wanted to know, including how to search the internet, send and receive emails and a little on Microsoft Word and PowerPoint.

Everyone who took part was extremely thankful for the opportunity and went home keen to practice their new skills. Special thanks to Lubi Maric from TAFE NSW.

Bonnyrigg School holiday ice skating

Every year, Bonnyrigg Youth Council (BYC) hosts an ice skating event for kids and families to enjoy during the July school holidays.

All the hard work and preparation paid off with 120 children joining the fun on the ice!

Our BYC members were there to help and give some skating tips.

One tenant told us "I've never been ice skating before and I was scared, but once I saw little children doing it I thought I'd give it a go and I loved it!"

The parents were very glad they were given the opportunity to take their kids somewhere fun. It also gave them a chance to have a chat with friends and family on the day.

Special thanks to Liverpool Catholic Club ice skating rink for the fantastic service and support they provided throughout the day.



R U OK? Day

For this year's R U OK? Day, tenants visited 'Tulip Time', the annual tulip festival in Bowral.

R U OK? Day reminds us all to take the time to start a conversation and ask "Are you okay?".

We invited all western tenants to check in with their family, friends, neighbours and other SGCH tenants. They all enjoyed the scenery and colourful floral display, and everything Bowral had to offer with over 75,000 tulips at the main venue and 55,000 more annuals and tulips across Bowral.

There were also opportunities for private garden viewings, tours, talks and entertainment throughout the gardens including singers from Bowral High School, Gib Gate School Choir and Southern Highlands Folk Dance Circle.

Tenants shared a picnic in the gardens and spoke about their favourite flowers, some even want to start their own garden displays in their properties.

Christmas in July — Menai

The festive season arrived early for Menai residents as they celebrated Christmas in July at Parc Menai. SGCH, Sutherland Shire Council (SSC), Project Youth and 3Bridges partnered to host this free family event.

There was entertainment for all ages, including a free family barbecue, special visit from Santa Claus, live music and live painting by Walk the Walls artists @Bornreadyart @groovy_man @fensone. Guests also got active with tug-o-war, Spartan Attack, dartball, Connect Four basketball and parachute games.

A mother of three took the time to chat to our staff at the event, saying "I feel like a child again today, I am so enjoying the fun and games and playing with my kids, it's reminding me of my childhood".

Guests took to the SSC Facebook page to share their appreciation. Ann Taylor Warren said: "Absolutely hands down the best event ever. Kids got a chance to try their hand at basketball hoops, soccer, darts, archery games plus there were loads of 'outdoor' board games that were a big hit with young and old. A big thank you to SSC for hosting such a fantastic event for the community and hope to see more events like this".

Special thanks to Sutherland Shire Council for supporting the event and Project Youth and 3Bridges for partnering with us and promoting community and family wellbeing.



601 Old Illawarra Play Area Upgrade

Our residents at Old Illawarra Road, Menai have been eagerly waiting for upgrades to their playground. We are happy to announce that the

playground will be ready in time for the warmer months. Please bear with us while the upgrade works are going ahead. It will be worth the wait!

The new upgrade to outdoor spaces will give local families a great place to meet and connect, and will include a pergola, barbecue and seating areas. We are also refurbishing the basketball court which will help bring younger people together.

The play area will provide SGCH with a central space where we can hold 'pop-up' events, such as meet and greets and Christmas parties!



Webb Street Parramatta upgrades

The Webb Street garden group have continued to do a wonderful job with their community garden, recently assisted by some new materials including soil, mulch and fertiliser that will help the plants to grow and keep the garden beds fresh.

We are also upgrading the outside common area with new sensor lights in the garden area, car park and driveway, and are creating an outdoor meeting space with a pergola.

Chinese Tenant Group Bus Trip

Our Chinese tenant group arranges an excursion for their group to a different location each year. This year, the group chose to visit the beautiful south coast with a sight-seeing bus trip, which included a barbeque in the park and whale watching along the coast.

The group travelled 30km south of Sydney CBD for their first stop of the day at Audley Weir in the Royal National Park for morning tea looking out on the beautiful riverfront, followed by entertainment from the Tai Chi group who shared their skills with everyone.

The next stop was Bald Hill Lookout. Unfortunately, the usual views from the Lookout were mostly hidden by rain and mist, but we were impressed by the sheer size of the cliffs and coastline still visible.

By then everyone had worked up an appetite and we made our way to Sublime Point, where the group all pitched in to help cook a satisfying barbecue lunch.

It was a shame we didn't get much sun throughout the day, but the Chinese tenant group didn't let the wet weather dampen their spirits, and still had a great time out with friends.



Aisea, Margaret, Adel and Ron – just a few of the many volunteers at the ROAR Friday BBQ

This quarter we learned about the Residents Organisation at Riverwood (ROAR) by speaking with Adel, one of the community members involved in the group.

WHAT DOES ROAR DO, AND HOW HAVE YOU BEEN INVOLVED WITH THE GROUP?

ROAR is an Incorporated Association and our main aim is to bring our community together with friendship, respect and caring. Our motto is “Keep united, keep strong, keep building our community”.

WHAT TYPE OF ACTIVITIES AND PROGRAMS DOES ROAR ORGANISE OR PARTICIPATE IN, THAT SGCH TENANTS COULD BE PART OF?

All of our meetings and activities are open to people living around the Riverwood area – we always need new members, and we love having fun. At the moment, we have a group meeting each week, a Friday night barbecue, and a community choir practice. The choir is in the process of arranging a musical on the history of Herne Bay/Riverwood called ‘Our Home’, to be performed late next year. We have a lot of other

projects in the making too, like open days for new buildings, Carols at the Wetlands and movie nights. (See our calendar on page 8 for details on all ROAR’s activities).

WHAT DO YOU THINK ARE THE BENEFITS TO BEING PART OF A COMMUNITY GROUP?

The main benefit is feeling part of a huge extended family, feeling wanted and respected. You get to know other residents, and members ask after each other if they are not seen for a while, which in turn makes others feel safe. It also helps you form respect for people from all walks of life.

IS THERE ANYTHING ELSE YOU WOULD LIKE SGCH TENANTS TO KNOW ABOUT YOUR ORGANISATION?

Yes, everyone is welcome so please come along, make some friends, and enjoy your community.

GET INVOLVED IN YOUR COMMUNITY

Music at Twilight Hurstville

Georges River Council’s highly anticipated concert series, Music at Twilight, boasts a diverse range of musical and entertainment styles. The next performance, in October, is Sing-a-Long with ABBA, showing ABBA the Movie on the big screen and ABBA cover band Abbalanche live on stage.

When: 7pm Wednesday 24 October 2018

Where: Marana Auditorium, MacMahon Street, Hurstville

Tickets \$20, call **9330 6400** for enquiries.

Technology Help

Georges River Council offers free one-on-one help with basic computer questions from 2pm–3pm every Wednesday at Kogarah Library and Service Centre, Kogarah Town Centre, Belgrave Street Kogarah. Bookings are essential – go to **www.georgesriverlibraries.eventbrite.com** or call **9330 9527**.



Learn to Ride in Campbelltown

The Learn To Ride program is suitable for all ages and abilities – kids and adults alike – providing a safe bicycle riding environment within Council’s Bicycle Education and Road Safety Centre.

When: Every Monday from 22 October to 12 November 2018

Time: 4pm–6pm

Where: Bicycle Education and Road Safety Centre, King Street, Campbelltown

Cost: Four week program (four, two hour lessons): \$40 a person

Booking: Call **4645 4376** for details.



Let’s Talk Legal

The Let’s Talk Legal program is a series of free legal talks presented by qualified legal professionals from the Macarthur Legal Centre, Campbelltown in partnership with Campbelltown City Library.

Sessions are free, but bookings are essential. Call **4645 4060** for details. Coming up:

October: Issues for people with disabilities and mental health problems

When: 2 October

Time: 2pm to 4pm

Where: Greg Percival Library, Corner Oxford Road and Cumberland Road, Ingleburn

November: Tenant Rights and Tenancy Agreements

When: 14 November

Time: 11am to 1pm

Where: HJ Daley Library, 1 Hurley Street, Campbelltown

The Workary Business workshops

Are you starting your own business, or thinking about it? Fairfield City Council Open Libraries are running free business workshops to help you work, network and hone your business skills.

The workshops will be held throughout the year in Cabramatta, see our tenant Calendar for details.

To register for any of these events, go to

www.fairfieldcity.nsw.gov.au/theworkary or call **9725 0333** for more information.



Vakalalabure's Valuable Volunteering

SGCH recently held an Appreciation Day for tenants who are actively involved with our community development programs. One important part of the day was the opportunity for SGCH to present awards to tenants who have not only been involved in our programs, but who volunteer, run and maintain their own programs. One of these award winners was Aisea Vakalalabure.

Aisea has been with SGCH for over five years and is always willing to help out where he is needed in the community. He explained that his first experience volunteering was through SGCH community activities, which led him to seek out new opportunities to be involved in the area. "Volunteering gives me great satisfaction," Aisea shared. "I can help others when they need it, and I know I am appreciated".

Aisea is very involved in the Riverwood Community. One of his key roles is as Chairman of the Residents Organisation at Riverwood (ROAR). ROAR is a not for profit organisation that holds events for the community, like a weekly community barbecue and Christmas carols in the park. (See the 'In Your Community' section to read our spotlight on ROAR this quarter).

Aisea was active in starting the SGCH Fijian group, helping to raise awareness of Fijian culture. The group holds a multi-cultural morning tea each year to share food, culture and conversation with everyone that comes along. The group has plans to continue supporting and enriching the local Fijian community through cultural talks, raising awareness, entertainment and food.



NOTICE BOARD

CHRISTMAS AND NEW YEAR OPENING HOURS

SGCH offices are usually open 9 to 5, Monday to Friday except for Public Holidays. Over the Christmas and New Year period this can change depending on staff availability, particularly at our satellite offices in Riverwood, Fairfield and Sutherland.

We will advertise our opening hours closer to the date, on our website, social media and in each of our offices.

PAYING YOUR RENT OVER THE HOLIDAYS

There are a lot of expenses during the summer holidays and the last thing you need over Christmas is to get letters about being in rent arrears. It is essential that your rent payments continue, especially through December and January, so you can concentrate on friends, family and fun instead of worrying about your tenancy.

Plan a Christmas budget to make sure all the essentials are covered and to help you save for food and presents using ASIC's Moneysmart 12 Money Tips for Christmas at <https://bit.ly/10ABJJs>

Remember, if you are struggling, you can contact our Support Coordination team who will put you in touch with services to help.

ARE YOU A WOMAN OVER 40?

Visit breastscreen.nsw.gov.au or call **13 20 50** today to book your free screening mammogram with BreastScreen NSW – 20 minutes every two years could save your life!

WANT TO SAVE MONEY?

The NSW government is helping ease the cost of living. There are over 40 rebates and savings available and Service NSW can help you find and apply for them.

Some of the things you might save money on include your greenslip; children's sport; electricity, gas and water; preschool, job training and more.

Go to <https://bit.ly/2n35WKw> or call Service NSW **13 77 88**.

MY WATER BILL IS UNUSUALLY HIGH

If your bill is much higher than usual, you might have a water leak. If you can't see or hear one, you can try the following test:

- Write down the number on your water meter at night before you go to bed.
- Make sure you don't use any water overnight, or flush the toilet.
- Take another reading in the morning.
- If the number has increased there is probably a leak, and SGCH can send out a plumber.

Some leaks that are detected outside the property's boundary line are the responsibility of Sydney Water and you will need to contact them to have it fixed.

Sometimes your water bill can increase for other reasons. Visit the Sydney Water website for tips on saving water and money at <https://bit.ly/2beALPP>

HOW DO I BOOK A COUNCIL CLEAN UP FOR MY PROPERTY?

Booking a clean up is done in different ways depending on what Council area you are in and what type of property you are in. The best place to start is to call your Tenancy Manager who will let you know if we need to arrange it on your behalf, if you can contact Council directly, or if there is an existing clean up schedule for your area. If your Council requires a booking it can take some time for it to be approved and scheduled with Council, so ask early.



WHAT DO I DO IF I LOCK MYSELF OUT?

SGCH doesn't keep spare keys for our properties – there isn't room for 4,700 sets of keys! If you lose your keys or lock yourself out, you will need to organise a locksmith yourself. You can find local locksmiths online or in your local paper.

It can also be a good idea to give a spare key to a family member or trusted neighbour in case of such emergencies.

If you are in a leasehold property and you do need to change the locks, you will need to make a copy for the managing Real Estate Agent and give it to SGCH to pass on, in line with your tenancy agreement.

If at any time you need extra support, you can speak to any staff member and we can refer you to services who can further assist you.

I WANT TO ANONYMOUSLY REPORT A CRIME

In an emergency where a crime is happening and you need help, always call triple zero, 000.

If the crime involves your property, tenancy or quiet enjoyment of your home, SGCH needs to know about it, but we cannot carry out a criminal investigation. Suspected illegal activity should be reported to the Police. You can log an incident report with the police by calling **131 444**, then let SGCH know the 'Event Number' and give us a copy of the incident report if possible.

If you want to report a crime or suspicions anonymously, call Crimestoppers anonymous reporting line **1800 333 000**.

Fraud against government agencies like Centrelink or Medicare should be reported anonymously at **131 524**.

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 or call 9585 1499. For dates, times and locations of events, please see our calendar on page 8.

BONNYRIGG MARKET DAY

If you love a bargain, come along to the SGCH's Market Day! With all kinds of stalls selling new and second hand items, arts and crafts, you're sure to find something you like.

Entry is free, from 9am–1pm on 20 October 2018 at Bonnyrigg Public School 59 Tarlington Parade, Bonnyrigg.

FOOTY FUN DAY

Residents in the Georges River area are invited to join us on 3 October for a Footy Fun Day! Bring the family to Riverwood Park at Bennett Lane and Coleridge Street Riverwood, any time between 11am–3pm to enjoy a game of Oz Tag, touch football or soccer.

There will be a sausage sizzle, snacks and treats to buy, board games for seniors, entertainment, activities and more. Go to www.sgch.com.au/footy for more information or to vote for what type of footy competition you want.



OCTOBER SCHOOL HOLIDAY FUN DAY

Save the date for the October School Holiday Fun Day! The day features activities run by Netball NSW, NRL, soccer, jumping castles, competitions and lots of family fun, so make sure you join us on Wednesday 10 October from 10am to 3pm at Blacktown International Sports Centre.

The October School Holiday Fun Day is organised in partnership between SGCH, Mission Australia and Evolve Community Housing.

CHRISTMAS AND END OF YEAR EVENTS – HOLD THE DATE!

The SGCH Tenant Christmas Party takes place in December every year with great food, entertainment, gifts, prizes and more. More details will be available closer to the day, but make sure you hold the date – 4 December.

BINGO IN THE WEST

SGCH residents are invited to join 'Bingo Tony' for a free, fun and friendly game of bingo! Everyone is welcome, and refreshments are included. Games run from 9:30am to 1pm, on the 2nd Monday every month at the Community Hub 61–63 Smart Street Fairfield, and on the 3rd Thursday of every month at our Bonnyrigg office 1 Wall Place Bonnyrigg. See the tenant calendar for specific dates.



PINK RIBBON DAY

Please join the Bonnyrigg tenant group for a fun filled morning full of free giveaways and plenty of food to raise funds for cancer research. Bring a gold coin donation and dress in your best pink outfit for your chance to win the best dressed award. Everyone is welcome to bring a plate.

Thursday 11 October 2018 at the SGCH Bonnyrigg office (1 Wall Place, Bonnyrigg)

Time: 10am–12pm

MAHJONG

Join our social Mahjong group in Riverwood, where you can have fun and keep your mind active. Everyone is welcome! Mahjong is a game of skill, strategy, calculation and chance, similar to the card game rummy. The group meets every Wednesday from 9am to 1pm in the Community Garden Room at 9B Washington Avenue Riverwood.



ARTS AND CRAFTS

Come along to one of our arts and crafts groups to spend time with friends and neighbours learning new skills or practicing old ones. These groups are open to everyone, whatever your preferred craft, your age or skill level.

We have groups who meet in Campbelltown, Hurstville and Riverwood. Check the Tenant Calendar on page 8 for details.



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 coordindator@sgch.com.au





TENANTCALENDAR

ONGOING EVENTS

Every Monday

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

ROAR Riverwood Social Group at the Community Room 9B Washington Avenue, Riverwood from 11am–1pm

Tongle Dance Troupe at the Community Room 9B Washington Avenue, Riverwood, from 1pm–4.30pm

Art and Craft at Level 2, 38 Humphreys Lane, Hurstville, from 10am–12pm

Chinese Painting with Winny at Level 2, 38 Humphreys Lane Hurstville, from 1pm–3pm

Second Monday every month

Bingo Bonanza at Community Hub 61–63 Smart Street Fairfield, from 9.30am–12pm

Every Tuesday

Gentle Exercise at the Community Room 9B Washington Avenue, Riverwood, from 9.30am–10.30am

Chinese Group – choir, exercise, arts and crafts at Level 2, 38 Humphreys Lane Hurstville, from 9.30am–2pm

Career advisor at the Community Hub 61–63 Smart Street Fairfield, from 3pm–4pm

First Tuesday of the month

Fijian Group at the Community Room 9B Washington Avenue, Riverwood, from 2pm–4pm

Every second Tuesday

Flavours of South East Asia at the Community Kitchen, 1 Wall Place Bonnyrigg, from 10am–12.30pm from 2 October

Every Wednesday

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

Riverwood Community Choir at the Community Room 9B Washington Avenue Riverwood, from 12.30pm–2pm

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

Aqua Aerobics at Prairiewood Leisure Centre Prairie Vale Road, from 11am–12pm

Third Wednesday of the month

Chinese movie group at the Community Room 9B Washington Avenue Riverwood, from 9.15am–12.30pm

Every Thursday except the first Thursday of the month

RCC Leisure Group at the Community Room 9B Washington Avenue Riverwood, from 10am–1pm

First Thursday of the month

Bingo at the Community Room 9B Washington Avenue from 9.30am–1pm

St George Chinese Group at Level 2, 38 Humphreys Lane Hurstville, from 10am–12pm

Third Thursday every month

Bingo at 1 Wall Place Bonnyrigg, from 10am–12.30pm

Every Friday

Chinese Traditional Medicine Institute Dance Group at the Community Room 9B Washington Avenue Riverwood, from 10am–1pm

Art Group with Winny Chinese and English spoken, at Community Room 9B Washington Avenue Riverwood, from 1pm–4pm

ROAR Community barbecue, outside Community Room 9B Washington Avenue Riverwood, from 5–7pm

First Friday every month

Community Barbecue at Tarlington Parade Park Bonnyrigg, from 3–4pm

4th Friday of the month

Bingo at Level 2, 38 Humphreys Lane Hurstville, from 9.30am–1pm, includes lunch

OCTOBER

1 Labour Day public holiday

2 Campbelltown Council 'Legal issues for people with disabilities', Greg Percival Library corner of Cumberland and Oxford Roads, Ingleburn, from 2pm–4pm. Call **4645 4060**

3 Footy Fun Day, Riverwood Park Bennett Lane and Coleridge Street Riverwood, from 11am–3pm

10 School Holiday Fun Day, Blacktown International Sports Centre, from 10am–3pm

11 Pink Ribbon Day, 1 Wall Place Bonnyrigg, from 10am–12pm

14 Last day of School holidays before Term 4

16 The Workary 'Make your business idea work', Whitlam Library 165 Railway Parade, Cabramatta, from 5.30–7.30pm. Call **9725 0323**

20 Community Market Day, Bonnyrigg Public School 59 Tarlington Parade, from 9am–2pm

24 The Workary Business Workshops 'Get that business grant', Whitlam Library 165 Railway Parade, Cabramatta, from 10am–1pm. Call **9725 0323**

25 Marrickville South Working Group Community BBQ, Louisa Lawson Reserve, 10 Roach Street Marrickville, from 2pm–5pm

29 October – 9 November

The Workary ten day business course 'Be Your Own Boss', Community Room, Level 1, 8 Dutton Plaza, Dutton Lane, Cabramatta, from 10am–4pm daily. Call **9725 0323**

31 Multicultural morning tea, Community room, 9B Washington Avenue Riverwood, 10am

NOVEMBER

3–12

Campbelltown Council: The Festival of Fisher's Ghost, various times and locations, go to **fishersghost.com.au**

7 The Workary 'Marketing grows your business', Whitlam Library 165 Railway Parade, Cabramatta, 5.30–7.30pm. Call 9725 0323

10 Pacifica Festival 'Ao (day) Po (night)', Casula Powerhouse, 1 Powerhouse Road Casula Call **9824 1121**

11 Canterbury Bankstown Council Aboriginal War Memorial launch, Federation Reserve, Fourth Avenue Campsie, 11am. Call **9789 9472**

14 Campbelltown Council: Tenant Rights talk, HJ Daley Library, 1 Hurley Street, Campbelltown, 11am–1pm. Call **4645 4444**

29 Marrickville South Working Group Community BBQ, Louisa Lawson Reserve, 10 Roach Street Marrickville, from 2–5pm

DECEMBER

4 SGCH Tenant Christmas Party – save the date!

19 Last day of School for Term 4

25 Christmas Day public holiday

26 Boxing Day public holiday



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**