

STREETS ahead

SUMMER 2019



OUR AWARD-WINNING TENANT COORDINATION PANEL

A huge congratulations to the Tenant Coordination Panel (TCP) and Local Tenant Groups (LTGs) who recently had some big wins! They are the proud recipients of the Australasian Housing Institute (AHI) NSW and National Awards for Tenant Led Initiative.

Following the NSW win on 4 July, the National Award was announced on 27 August at the National Housing Conference in Darwin. TCP Chair, Angela, attended the ceremony with SGCH team members and her reaction said it all (pictured). We presented the TCP with the award at SGCH Hurstville in a special ceremony on 25 September.

The nomination outlined the TCP's role in providing SGCH customers with opportunities to learn more about social housing and SGCH. It also outlined

the work they do with over 20 LTGs, helping them coordinate meaningful events and services and voice their needs to SGCH.

Made up of ten representatives who are part of a Local Tenant Group or cultural group, the TCP meets at least six times a year, connecting SGCH customers with our senior management team at a strategic level. It also provides opportunities to meet new people, learn new skills, plan activities for residents and provide high-level, strategic feedback to SGCH.

Bonnyrigg couple, Khalid and Sana, are both representatives on the TCP. After being involved in the community through SGCH activities like the walking group and aqua aerobics classes, they decided to give the TCP a try.

"I went to one meeting and it was fun, so I went again, and again," Sana said. "I have a family-like relationship with the people so I'm able to translate to SGCH what the community needs and help make it happen," she explained.



Khalid agreed, adding "They (SGCH) help us develop a better community. At TCP meetings, we can tell them if we need something – unlike other places, you can tell your landlord what you need, and they will help you".

The AHI awards highlight the valuable contributions our customers make in shaping the services we provide. We'd like to extend a big thank you to everyone who is involved the TCP and LTGs – you are a valuable part of our operations. Together, we build inclusive, resilient and sustainable communities – great places for everyone.

Main image – SGCH customers from all across Sydney gathered to discuss Building Community. **Insert** – Tenant Coordination Panel Chair Angela Argyros reacts to the TCP winning the national award.



MESSAGE FROM THE CEO

Welcome to the last edition of Streets Ahead for 2019!

Thank you to everyone who took part in our tenant groups, events and programs this year. In this edition, we feature our Tenant Coordination Panel (TCP) which gives SGCH residents a voice. I'd particularly like to congratulate the TCP and our local tenant groups on winning the NSW and the National Awards for Tenant Led Initiative Award at the Australasian Housing Institute Awards. With 11,000 people across Sydney living in SGCH properties, it's more important than ever that we work together to really connect people to the communities they live in, and we are very proud of the work the TCP has done in their communities.

This year, we also saw over 500 referrals to our dedicated Support Coordination team, who assisted customers with things like financial counselling, navigating My Aged Care, getting support for mental health and other health needs. They also referred over 200 people to external services for additional support. As we approach Christmas we know this can be a particularly tough time for many people, so please be kind to each other and if you are struggling to cope, you can ask your tenancy manager to refer you to our Support Coordination team, or just call and ask to speak with them.

Our Annual Report is also now available online or in print. You can visit our website at www.sgch.com.au, email Communications@sgch.com.au to ask for a copy to be sent out to you, or call us on 9585 1499.

As the year draws to a close, I invite you to join us for some of our regular end of year events and some new ones (see pages 7 and 8). Thank you all for your support and feedback throughout 2019.

Wishing you all safe and happy holidays.

Scott Langford
CEO, SGCH Group

首席执行官致辞

欢迎您阅读 2019 年最后一期 Streets Ahead !

感谢今年参加我们的租户小组、各种聚会和各项活动的全体人员。本期特别主题是给 SGCH 居民带来发言权的“租户协调小组 (TCP)”。我在此要特别祝贺 TCP 和我们的本地租户小组在澳大利亚住房协会奖 (Australasian Housing Institute Awards) 的评选中赢得新州和全国租户主导倡议奖 (Tenant Led Initiative Award)。悉尼共有 1.1 万人居住在 SGCH 物业中。因此，我们比以往任何时候都更有必要共同努力，将人们与他们所居住的社区真正联系起来。我们为 TCP 在他们社区中所做的工作感到自豪。

今年，我们还看到我们专门的支持协调团队接待了 500 多名转介而来的客户，该团队为客户提供理财咨询，“我的老年护理”的指导，以及对心理健康和其他健康需求提供支持。该团队还将 200 多人转介给外部服务机构，使他们获得额外支持。随着圣诞节即将来临，我们知道对许多人来说这可能是一个特别困难的时期，因此，请大

家善待彼此。如果您无法应对困境，您可以请租赁经理将您转介给我们的支持协调团队，或者打电话给他们，要求与他们交谈。

现在也可以在网上查看我们的年度报告，或有纸质版备索。您可以访问我们的网站 www.sgch.com.au，发送电子邮件至 Communications@sgch.com.au，要求我们给您发送一份年度报告，或者致电 9585 1499 联系我们。

随着年底将近，我诚邀您参加我们的一些常规的年终活动和一些新活动（请参见第 7 页和第 8 页）。谢谢大家 在 2019 年里所给予的支持和反馈。

祝大家节日安全快乐！

Scott Langford

SGCH 集团首席执行官

رسالة من الرئيس التنفيذي

مرحباً بكم في العدد الأخير من ستريتس أهيد لعام 2019!

نشكر كل من شارك في المجموعات والأنشطة والبرامج الخاصة بنا للمستأجرين هذا العام. في هذا العدد، نخص بالذكر فريق التنسيق للمستأجر (TCP) والذي يمنح سكان SGCH صوتاً. أود أن أهنيء بشكل خاص فريق التنسيق للمستأجر TCP ومجموعات المستأجر المحلية على فوزهم بجائزة مبادرة المستأجر Tenant Led Initiative Award المقدمة من جوائز مؤسسة الإسكان الأسترالية Australasian Housing Institute Awards على مستوى نيو ساوث ويلز وعلى المستوى القومي. مع وجود 11,000 نسمة من جميع أنحاء سيدني يعيشون في عقارات SGCH، أصبح من المهم أكثر من أي وقت مضى أن نعمل معاً لربط الناس فعلياً بالمجتمعات المحلية التي يعيشون فيها، ونحن نفخر بشدة بالعمل الذي قد قام به TCP في مجتمعاتهم المحلية.

كما أشرفنا هذا العام أيضاً على أكثر من 500 إحالة إلى فريق تنسيق الدعم المتفاني لدينا، والذي ساعد العملاء في أشياء مثل المشورة المالية، والتعامل مع موقع رعاية المسنين My Aged Care، والحصول على الدعم للصحة العقلية/النفسية والاحتياجات الصحية الأخرى. كما إنهم أحالوا أكثر من 200 شخصاً إلى الخدمات الخارجية للحصول على دعم إضافي. مع اقترابنا من أعياد الميلاد نحن نعلم إنه قد يكون هذا وقتاً عصيباً بشكل خاص لكثير من الناس، لذا الرجاء أن تكونوا لطفاء بعضكم نحو بعض وإذا كنت تجد صعوبة في التأقلم، يمكنك أن تطلب من مدير الاستئجار إحالتك إلى فريق تنسيق الدعم أو اتصل واطلب التحدث معهم.

إن تقريرنا السنوي الآن متاحاً أيضاً عبر الإنترنت أو مطبوعاً. يمكنك زيارة موقعنا الخاص على الإنترنت www.sgch.com.au، أو إرسال بريد إلكتروني إلى Communications@sgch.com.au لتطلب نسخة ترسل إليك، أو اتصل بنا على الرقم 9585 1499.

مع اقتراب هذه السنة من نهايتها، أدعوكم إلى الانضمام إلينا في بعض أنشطتنا المعتادة في نهاية العام وبعض الأنشطة الجديدة (انظر صفحتي 7 و 8). شكراً لكم جميعاً على دعمكم وأرائكم طوال عام 2019.

مع تمنياتنا لكم جميعاً بإجازات سعيدة وآمنة.

Scott Langford (سكوت لانجفورد)

الرئيس التنفيذي لمجموعة SGCH

GREAT PLACES SPOTLIGHT: Greenway Wellbeing Centre.

The new and improved Greenway Wellbeing Centre (GWC) is up and running! Following work to create a new purpose built space, the Minister for Families, Communities and Disability Services, the Hon Gareth Ward, the Greenway Tenant Group and Sydney North Health Network officially opened the new space on 11 September 2019, offering Greenway residents new GP and allied health services.

The expansion delivered by the NSW Government, includes a clinical consulting room for residents to meet privately with a GP, podiatrist or for a blood test. It also includes a meeting room with kitchen for group activities and health information sharing.

We are working with 10 providers to offer services at GWC, including Benevolent Society, CatholicCare, Milson's Point Medical Centre, Osana Healthcare and Uniting.

Suzanna from the Benevolent Society said, "being at the GWC every fortnight has been a great opportunity to connect with the older tenants at Greenway. We have been able to provide assistance to access My Aged Care which is essential for arranging support services".

Greenway residents are thrilled with the new centre and its new services.

Carol said, "if I was a teacher, I'd mark the GWC 20 out of 10".



Pride of Place Reminder

We're coming into our Summer round of our Pride of Place program, where you could win a \$100 gift card.

You can nominate yourself or a neighbour for their garden, interior or decorations that contribute to making your neighbourhood a great place to live. Nominate now at sgch.com.au/PoP



MEET OUR STAFF



MEGAN HUGHES COMMUNITY LIAISON COORDINATOR

How long have you worked for SGCH and what did you do before coming here?

I joined the SGCH team in March and have been in my role for five months. I previously worked as a Care Coordinator and worked across seniors housing. I love to help and assist people so I've always worked in roles where I get to work directly with patients, clients and customers.

What is your role at SGCH?

I am a Community Liaison Coordinator for the Northern Region and I love my job. My role is to strengthen community connections and empower our northern tenants to become involved in their community. I work with our northern communities to do three things:

- identify activities and services customers need
- involve customers in the decision-making process about what we deliver
- facilitate the delivery of activities or services that most benefits our communities.

What do you most enjoy about this role?

- organising fun and meaningful activities
- engaging with and getting to know our customers
- seeing customers enjoy activities and events
- helping our customers get to know each other and the SGCH team.

What are you working on?

I'm working with our Northern Team to create some larger scale events to bring our northern customers together, such as a mid-Autumn (Moon Cake) festival event, a Mental Health Month awareness event called Express Yourself, a Spring Wellness Expo and a Spring fair barbecue.

I also work closely with the Community Liaison Coordinators from our other regions to create SGCH wide events, with the next event being our annual Tenant Christmas Party.

What do you enjoy doing in your spare time?

I love to get outdoors and surround myself with nature as I find it very calming – I often go bushwalking and camping.

I also love to cook as I find it very therapeutic and like to get creative in the kitchen.

DigiConnect – introducing fitbits!

Get active this summer with a fitbit! We have introduced the fitbit Charge 3 to our DigiConnect program, meaning you can take out a no interest loan to buy one at a discounted cost. With DigiConnect you can also buy a laptop or iPad. For more information, go to sgch.com.au/digiconnect

35th Anniversary submissions

SGCH is working with Dr Tony Gilmour on a book for our 35th birthday in 2020. Dr Tony is researching our history to capture how people - our customers, staff, partners - have shaped places and changed lives. For this project we would love to hear your stories, memories and see photos that bring the past to life. Please get in touch with Tony if you would like to share your experiences at tony@housingaction.net.au or **0438 520 448**.

Good Shepherd Microfinance

Eligible SGCH tenants can apply for a no interest loan of up to \$1,500 to repay over 12 to 18 months for essential goods and services, like fridges, furniture, washing machines, car repairs, education and medical/dental costs.

To find out if you're eligible and what information you need when applying, go to <https://tinyurl.com/SGCH-NILS>

If you have any questions or need help accessing the information, please call Tanya on **9001 4439** or ask at Reception.

TENANT GROUP UPDATES

For more information about any of groups in this section, please contact the Community, Place and Partnerships Team at GetInvolved@sgch.com.au or on 9585 1499.

THE CUSTOMER REVIEW PANEL

The Customer Review Panel is a new way to get residents involved in the decision making process by looking in detail at the services we provide to our customers from their perspective, and providing recommendations on how they can be improved to a 'great' service. It is part of the Tenant Coordination Panel, who will report each year on all panel results at the SGCH Tenant conference in June.

Twelve customers undertook training on how to be an effective panel member and now will be among the first to take part. The training, however, is not a requirement and if you have an interest in the service being reviewed, we would be very happy for you to express your interest in being part of it. Each panel is made up of four to six residents and an SGCH staff expert whose role is to help guide the process. The Community, Place and Partnerships Team administrates it. The first panel reviewed our reception areas and phone calls. SGCH is now looking at how we can implement some of the recommendations for improvement in the panel's report. Our next panel will begin in February or March 2020 and will look at our Community Development service. If you are interested in taking part, or for future panels, give your Community Liaison Coordinator a call to discuss.



BARTON ROAD GAMES AFTERNOONS

In August, we started games afternoons at our Barton Road and Blandville sites in North Sydney. We're beginning to see our customers' competitive sides come out in rounds of skittles, Chinese Checkers and UNO. In our September rounds, there was also a barbecue on the side.

OP SHOP BUS ADVENTURE

In late June, Campbelltown residents organised an op shop bus trip with the help of SGCH team members. Plenty of must-have bargains were found in op shops in Picton, Camden and Narellan. They ended the trip by satisfying their sweet teeth at a lolly factory in Smeaton Grange.



BARTON ROAD TAI CHI GROUP

Each Tuesday, a group of SGCH customers from our Artarmon site come together to practice Tai Chi, led by instructor, Maggie, from NSW Health. This group of committed customers has met in rain, hail and shine, even fighting the morning chill of winter to meet and create movement together.

Maggie said the program is helping our customers enhance their physical and mental health.

"Tai Chi has been scientifically proven to have positive effects on balance, mental activity, general fitness, health and well-being. It's a way of quieting the mind, increasing body awareness, promoting mindfulness and helping with depression".

Participant, Lez said that Tai Chi improved her physical health. "After my stroke, it hurts to move my arms," she said. "Tai Chi has helped me start moving again".

If you live in Artarmon, check your What's On Calendar for the next scheduled Tai Chi session near you.



MARRICKVILLE SELF DEFENCE CLASSES

Adults and children living in Marrickville, recently came together to learn the basic skills of defence. The six-week course included physical and verbal techniques. In week three, police officers visited the class to give them some safety tips and in the final week, participants learned a special technique. We watched as our customers broke boards with their hands, feet, knees and elbows! Well done!

To help our customers keep up their fitness levels, we gave away two fitbits in a lucky draw at the end of the course. Congratulations to the winners!



NORTHERN GARDENING GROUPS

Our North Sydney gardening groups have been creating new beautiful gardens for everyone to enjoy, complete with herbs and vegetables. They've been working with Darren from the Community Greening Project (Royal Botanical Gardens) who visited in September and October to enhance their gardening knowledge and skills.

The community gardens have made a wonderful impact on our northern communities, helping our customers develop a sense of belonging and a healthy lifestyle.



Residents meet to plan changes to their garden



One of the gardens before being updated

BOWRAL TULIP FESTIVAL ROAD TRIP

With Spring in the air, we took our customers on a bus trip to the Bowral Tulip Festival to visit one of Australia's oldest floral festivals. We saw over 75,000 tulips and 15,000 annuals! In addition to viewing the Springtime display, we enjoyed a barbecue picnic in the park with games.



WE'D LIKE TO INTRODUCE YOU TO MARISA BOTTARO FROM GEORGES RIVER LIBRARIES

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

Georges River Libraries has five branches, in Kogarah, Hurstville, Penshurst, Oatley and South Hurstville. We provide the community with resources like books, magazines, DVDs, CDs and also digital resources like e-books and e-magazines. We have a new collection called 'The Library of Things' which lets you borrow things like puzzles, telescopes, guitars, ukuleles, children's toys and more.

I am the Team Leader of Library Programs. My role is to organise a range of programs and events for adults. We run regular programs such as

English classes, book clubs, games mornings and knitting groups. We also run events throughout the year like author talks, crafty activities such as watercolour workshops, polymer clay jewellery making, block printing, and tech savvy classes to help seniors with technology. All of these activities are great for people who would like to practice or improve their English, and we also have English Conversation classes.

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

The library is a welcoming place for people to come and study, and all our branches have facilities for visitors to use a computer, wi-fi, or print, photocopy or scan with the help of our friendly staff.

As well as the adults' activities that I organise, there are many children's programs which cater for ages 0-12 and help with early literacy skills. You can find them on our website

<https://georgesriver.spydus.com> – a short link directly to the children's activities is

<https://tinyurl.com/GRLKids>

Is there anything else you would like SGCH tenants to know about your organisation?

There's a lot more activities and services at Georges River Libraries than people sometimes realise. All of our branches are welcoming places with friendly staff who are happy to help. For more information about our services and programs please go to <https://georgesriver.spydus.com>



Marisa and the Georges River Libraries team celebrating Harmony Day with members of their 'Living Library' – Aboriginal Elder Aunty Jo Love, drag queen Charisma Belle and Paralympian Ben Austin. Visitors could sit and have a conversation with people they might not usually meet.

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 Campbelltown.

Come along on the first and third Friday every month, 6pm-10pm at Mawson Park, corner Queen and Cordeaux Streets, Campbelltown.

The markets are free to attend, but each stall sets its own prices for food.

CAMPBELLTOWN CITY CHRISTMAS CAROLS

Get into the Christmas spirit with a jam-packed night of carols, entertainment, food stalls, activities and fireworks at the Campbelltown Christmas Carols...plus don't miss the fireworks at 9pm!

7 December, 5pm-9pm at Campbelltown Sports Stadium, Corner Pembroke Road and Payten Drive, Leumeah.

The carols are free – for more information, contact Campbelltown City Council on **4645 4323**.



WHAT'S ON FOR SGCH CUSTOMERS?

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 7.

LEARN TO SURF

During the upcoming January School Holiday season, SGCH will engage our younger tenants, in a fun and educational program- "Learn to Surf".

The program will be held at one of Sydney's most famous beaches, Cronulla Beach, and will run for four weeks. All attendees will be provided with a surfboard and wetsuit to use during lessons.

If you are, or have a child 10–17 years of age and live in the Metro region and would be interested in building confidence at the beach, please contact Sue on 0421 207 242.

ANGELA'S ARTS AND CRAFTS

Every Monday, this group meets at our Hurstville office to create beautiful gifts with recycled materials. Some of the pieces they've made in the past have included earrings, necklaces, beanies and children's clothes. All materials are provided. What will you make?

ZUMBA

Our Zumba classes have been so popular we've had to add more sessions! Zumba in Riverwood now runs every two weeks. At each session, an experienced instructor runs the group through a warmup, Zumba routine and cool down, helping to increase blood flow, raise your heart rate and improve mobility. Please wear appropriate shoes and bring a towel and water.

TENANT STORY: A FIRST FOR NILS

One of our customers has become the first person nationwide to get a naltrexone implant with the No Interest Loan Scheme (NILS)!

The customer, Nicole*, is a mother of three who used to have a rough relationship with drugs and alcohol. After losing custody of her 2.5-year-old son, she took action to change her life and got a naltrexone implant to treat her substance addiction. The effects of the implant only lasted for 12 months, so in June 2019, with the help of SGCH, she applied for NILS to cover the costs involved with replacing it.

Jill Webster, StepUP State Coordinator NSW/QLD/ACT for Good Shepherd Microfinance said they hadn't previously received a NILS request for a naltrexone implant. SGCH Housing Plus Coordinator, Tanya Dimic, presented a solid case for supporting such a service as a vital means of access to rehabilitation. Through Tanya's advocacy, Nicole's application underwent special evaluation by StepUP managers, who determined she was eligible.

To help turn her life around, maintain her tenancy and regain custody of her son, Nicole is working with an SGCH Support Coordinator and parole officer. With their support and some help from NILS and the implant, Nicole is on track to stay clean and set a good example for her three children.

For more information about NILS, please contact Tanya on 9001 4439 or ask at our reception.

*Real names not used. To learn more about the naltrexone implant, see your doctor or drug counsellor.

SNAPSNAP



(1) Enjoying the sun at Bowral Tulip Festival (2) Bargain hunting at Campbelltown Op Shop day (3) Christmas in July in the Blue Mountains (4) Neighbours celebrating Mid Autumn Festival in Gladesville (5) Spring barbecue in Artarmon

ONGOING EVENTS

Every Monday

Yoga, Community Room
9B Washington Ave Riverwood,
9:30am–10:30am

Community meetings,
(with Residents Organisation at
Riverwood), Community Room
9B Washington Ave Riverwood,
11am–1pm

**Tongle Dance Troupe
Chinese Dance,**
Community Room 9B Washington
Ave Riverwood, 1pm–4:30pm

**Sydney Community
Services Outreach,**
Community Room 101-103 Victoria
Rd Gladesville, 10am–12pm

Angela's Arts and Crafts,
38 Humphreys Lane Hurstville,
10am–1pm

Winnie's Art Class, 38 Humphreys
Lane Hurstville, 1pm–3pm

First Monday every month

Free Hearing Clinic,
Community Room 438 Illawarra Rd
Marrickville, 9am–1pm

Every Tuesday

Gentle Exercise,
Community Room 9B Washington
Ave Riverwood, 9:30am–10:30am

SGCH Chinese Group,
38 Humphreys Lane Hurstville,
9:30am–2pm

PCYC Multisport Program,
for kids under 18. Community
room 438 Illawarra Rd Marrickville,
4pm–5pm

Every Wednesday

Mah Jong Group,
Community garden room, 9A-9B
Washington Ave Riverwood,
9am–1pm

**Riverwood Community Choir
Practice,** Community Room
9B Washington Ave Riverwood,
12pm–2pm

Yoga, 38 Humphreys Lane
Hurstville, 12pm–1pm

Yoga, Community Room
438 Illawarra Rd Marrickville,
10am–11am

Third Wednesday of the month

Chinese Movie Group,
Community Room 9B Washington
Ave Riverwood, 9:30am–12:30pm

Every Thursday

MSC Parent and Bub group,
Community Room 438 Illawarra Rd
Marrickville, 10am–12pm

Every Thursday except the first Thursday of the month

Leisure Group, Community Room
9B Washington Ave Riverwood,
10am–1pm

First Thursday of the month

Riverwood Community Bingo,
9B Washington Ave Riverwood,
9:30am–1pm

Second Thursday every month

Marrickville Bingo,
Community Room 438 Illawarra Rd,
2:30–4:30pm

Every Friday

**Chinese Traditional Medicine
Institute Dance Group,**
Community Room 9B Washington
Ave Riverwood, 10am–1pm

Art Group with Winnie,
Community Room 9B Washington
Ave Riverwood, 1pm–4pm

**First Friday every month
Riverwood Community BBQ,**
9B Washington Ave Riverwood,
5pm–7pm

St George Chinese Group,
38 Humphreys Lane Hurstville,
10am–12pm

**Every Friday except the
first Friday of the month
Riverwood Community BBQ,**
Men's Shed under Lincoln building
Washington Ave, 3pm–5pm

4th Friday of the month
Hurstville Bingo, 38 Humphreys
Lane, 9:30am–1pm



DECEMBER

- 20** Macarthur Night Markets
Mawson Park corner Queen
Street and Cordeaux Street
Campbelltown, 6pm-10pm
- 20** Last day of school for
Term 4
- 20** SGCH Sutherland office
closed from 20 December
2019 to 21 January 2020.
- 23** Greenway Wellbeing Centre
and SGCH Fairfield and
Riverwood and offices are all
closed from 23 December.
Our Bonnyrigg, Hurstville and

St Leonards offices stay open
except for public holidays
and 3pm closures on 24 and
31 December.

- 24** Christmas Eve
SGCH Bonnyrigg, Hurstville
and St Leonards offices close
at 3pm.
- 25** Christmas Day public holiday
- 26** Boxing Day public holiday
- 31** New Year's Eve
SGCH Bonnyrigg, Hurstville
and St Leonards offices close
at 3pm.

JANUARY 2020

- 2** SGCH Bonnyrigg, Hurstville
and St Leonards offices
reopen for 2020.
- 6** Greenway Wellbeing Centre
and SGCH Fairfield and
Riverwood offices reopen
for 2020.
- 27** Australia Day public holiday
SGCH offices closed
- 29** School Term 1 starts back



COMMUNITY NOTICEBOARD

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.

On 6 December only our Hurstville and St Leonards offices will be open due to a staff function.

Currently our opening hours are:

Bonnyrigg: Closed on 6 December. Closed from 3pm on 24 December to 26 December, open on 27 and 30 then closed from 3pm on 31 December, open again on 2 January.

Hurstville: Closed from 3pm on 24 December to 26 December, open on 27 and 30 then closed from 3pm on 31 December, open again on 2 January.

Fairfield: Closed on 6 December. Closed from 23 December to 6 January.

Riverwood: Closed on 6 December. Closed from 23 December to 6 January.

St Leonards: Closed from 3pm on 24 December to 26 December, open on 27 and 30 then closed from 3pm on 31 December, open again on 2 January.

Greenway Wellbeing Centre: Closed on 6 December. Closed from 23 December to 6 January.

Sutherland: Closed from 20 December 2019 to 21 January 2020.

If you need to report an urgent repair while we are closed and live in our West or Metro Regions, please call 9585 1499 and press option 1 for our after-hours service. If you live in our Northern Region please continue to call the Housing Contact Centre on **1800 422 322**.

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 the worry of falling into rental arrears. Remember to stay up to date with your rent payments, or if you would like help planning a Christmas budget, to go 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.

ALTERATIONS AND REQUESTS FORM

With Summer around the corner, we know some people are thinking about installing fans, air conditioners and other appliances. Please remember, if you'd like to alter or install anything in your home, you need to fill in an alterations and requests form before buying anything. You can pick one up at any of our offices, or contact us to send one out to you on **9585 1499** or at office@sgch.com.au

SECOND ACTIVE KIDS VOUCHER NOW AVAILABLE

Did you know, the Active Kids program now provides two \$100 vouchers a year for parents, guardians and carers of school-enrolled children? You must use both vouchers by December 2019, so spend them before you forget!

If you have also applied for the \$100 Creative Kids voucher, you also need to use this by December 2019.

You can use these vouchers with a registered activity provider for registration, participation and membership costs for sport, fitness and active recreation and creative activities.

For more information visit <https://www.service.nsw.gov.au/campaign/active-kids>



GOVERNMENT REBATES TO HELP YOU SAVE MONEY

Service NSW is helping customers take advantage of the NSW Government rebates and assistance programs by providing online assistance or personal appointments at their centres as part of the Cost of Living Program.

This program ensures people have access to household rebates that can save them an average of \$550 a year!

You can find out more about the program at service.nsw.gov.au/campaign/cost-living or by making an appointment with a Cost of Living Specialist at a Service NSW centre by calling **13 77 88**.

REPLACE YOUR FRIDGE OR TV WITH THE APPLIANCE REPLACEMENT OFFER

In partnership with the Good Guys, the NSW Office of Environment and Heritage is now offering the Appliance Replacement Offer (ARO). The program offers 40-50% discounts on selected new energy efficient fridges and TVs to replace old inefficient models. You could, for example, save \$200 a year on your energy bill by replacing an old, inefficient fridge!

If you need help applying for the ARO, please contact Tanya on **9001 4439**.



A SMALL LOAN FOR A BIG STEPUP

Ever dreamed of starting your own business? Good Shepherd is now offering a StepUp low-interest loan for people on low incomes who have difficulty accessing credit from a bank. You can borrow up to \$800-\$3,000 with up to three years to pay it back. There are no fees.

If you need help applying for a StepUp loan, please contact Tanya on **9001 4439**.

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, Amanda Anders, who can be contacted on **9585 1499** 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 coordinator@sgch.com.au



For all tenant groups, community programs and social events queries, please call **9585 1499** and ask for your local Community, Place and Partnerships Team, or email GetInvolved@sgch.com.au