

January
2023
TO
December
2023



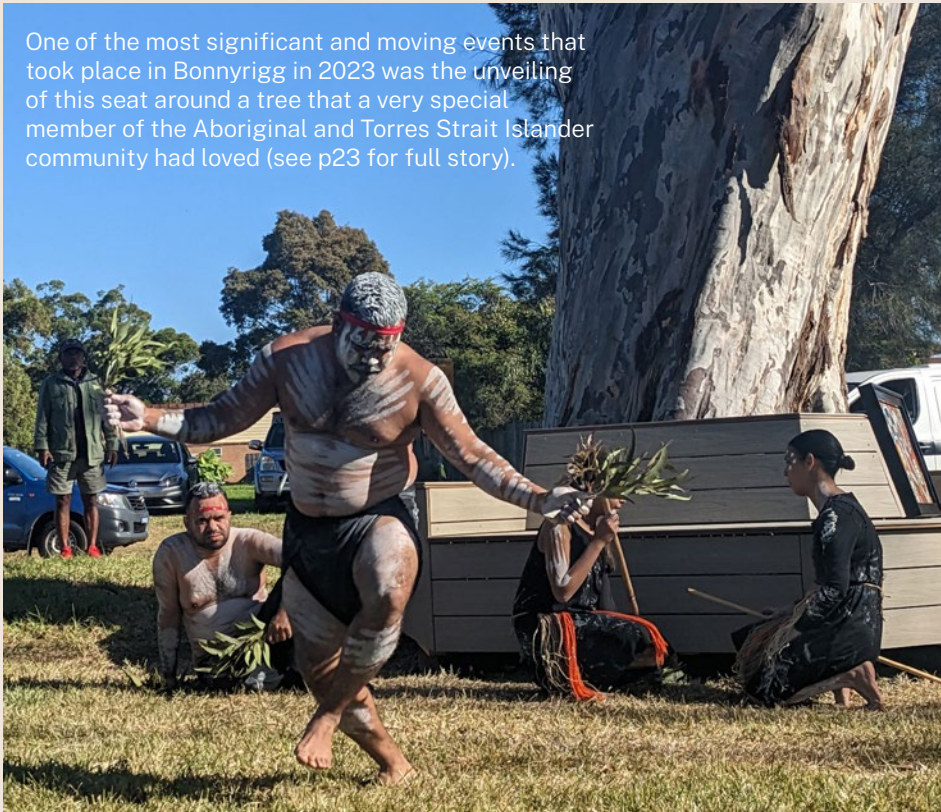
SGCH Executive Services Report

Introduction

This report has been prepared by SGCH for Homes NSW¹ and Fairfield City Council for the period from January 2023 to December 2023, to highlight key achievements, note trends in the Bonnyrigg community and demonstrate outcomes for customers and the broader Bonnyrigg community.

The structure of this report has changed to align with the Social Impact Framework for SGCH and to reflect the calendar year. Data for the report has been sourced from SGCH customer records and the 2023 Tenant Satisfaction Survey, which is undertaken by Community Housing Industry Association (CHIA) NSW on behalf of SGCH.

One of the most significant and moving events that took place in Bonnyrigg in 2023 was the unveiling of this seat around a tree that a very special member of the Aboriginal and Torres Strait Islander community had loved (see p23 for full story).



The Bonnyrigg community

A background to our partnership.

The Bonnyrigg Living Communities project was the first social housing Public Private Partnership (PPP) in Australia and was designed to create new social and private housing by redesigning, renewing and reinvigorating a public housing estate within the south-western Sydney suburb of Bonnyrigg.

At the start of the project, the estate included 833 public housing homes and 97 privately owned homes with SGCH involved as the PPP's tenancy and rehousing manager.

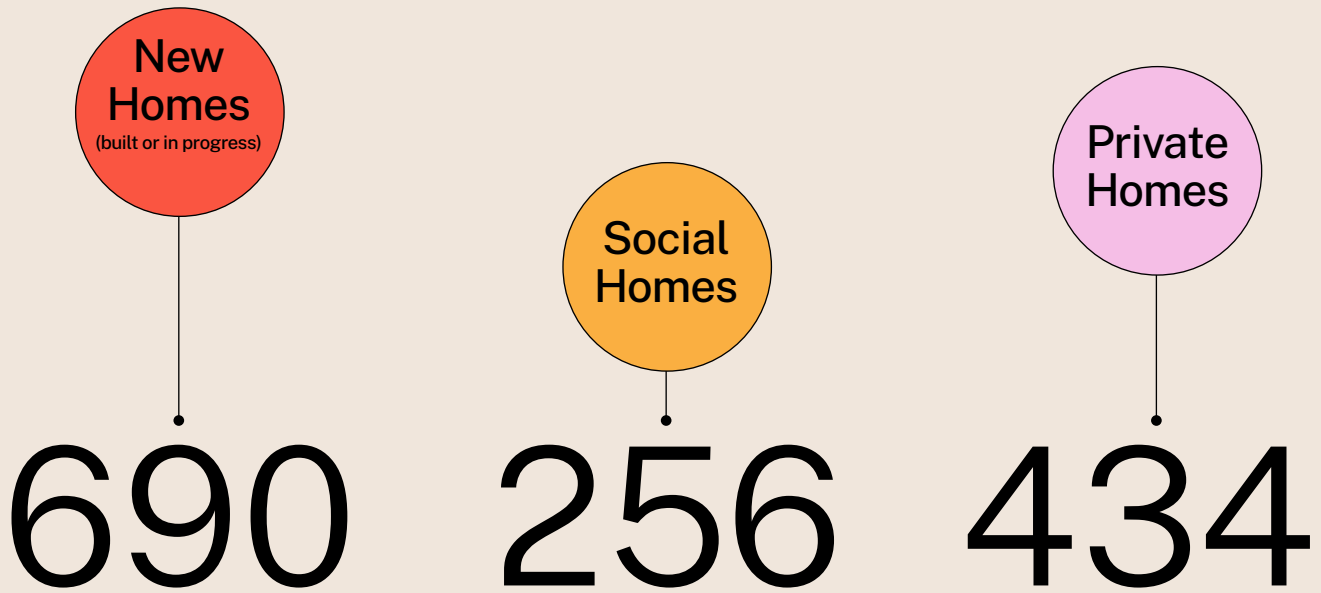
In March 2015, when the original PPP ended, SGCH's role expanded to include integrated tenancy management services, property maintenance, community development and communications. SGCH is the first community housing provider in Australia managing all these services on a large estate in one location.

SGCH has been working continuously to build strong relationships with the Aboriginal and Torres Strait Islander community in Bonnyrigg. In June 2023,

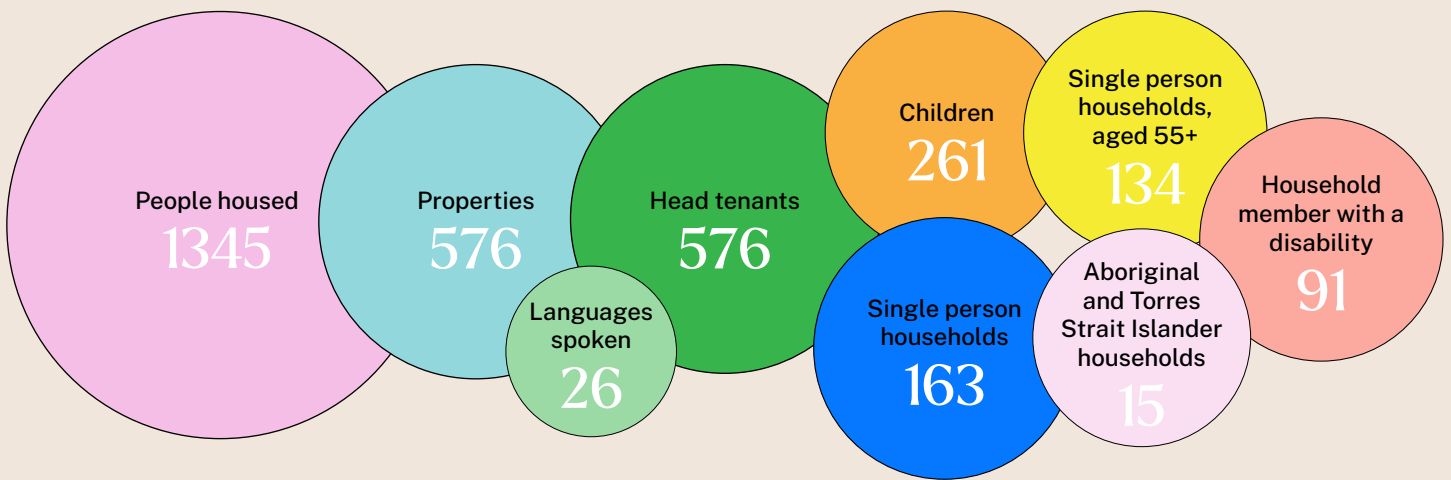
our Board approved the 'Vision' for our Reconciliation Action Plan and we have established an Aboriginal Reference Group. The Marrabang Wagagee Aboriginal dance troupe at Bonnyrigg Public School is supported by SGCH and we also work closely with the Karitane playgroup for Aboriginal pre-schoolers, Lil Possums.

Footnote 1 In February 2024, the Land and Housing Corporation was renamed Homes NSW.

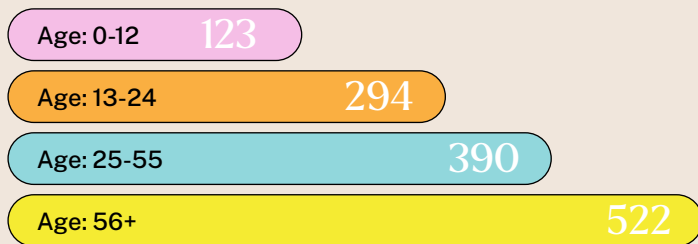
Bonnyrigg property data – our housing mix



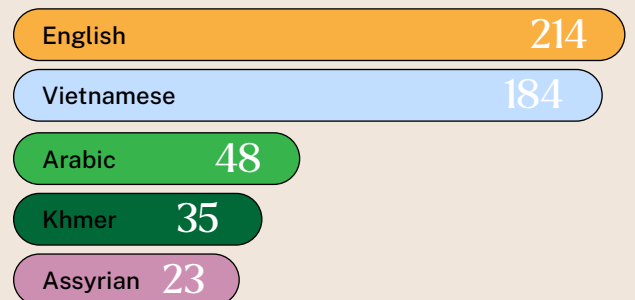
SGCH customer snapshot



Population breakdown by age group



Top 5 languages spoken by head tenants



Social impact at SGCH

SGCH has had in place various strategies and tools to measure our impact since 2014. With an ongoing focus on continuous improvement, we reviewed our existing Social Impact Framework with an emphasis on how we define, measure, manage and communicate social impact. This includes developing a Theory of Change (a unique story of the change that SGCH seeks to create) and streamlining indicators and measures that are aligned with the NSW Human Services Outcomes Framework. We use this framework to demonstrate to

government our commitment to evidence-based changes across a core set of domains in Home, Safety, Health, Social and Community, Economic, Education and Skills, and Empowerment. The framework also reflects our customers' voices and our organisational values, having consulted broadly across SGCH and our customer-led Tenant Coordination Panel (TCP) group.

SGCH's Social Impact Framework guides our approach to social impact across four interconnected areas of work:

Defining impact – ensuring we are clear about our intended impact

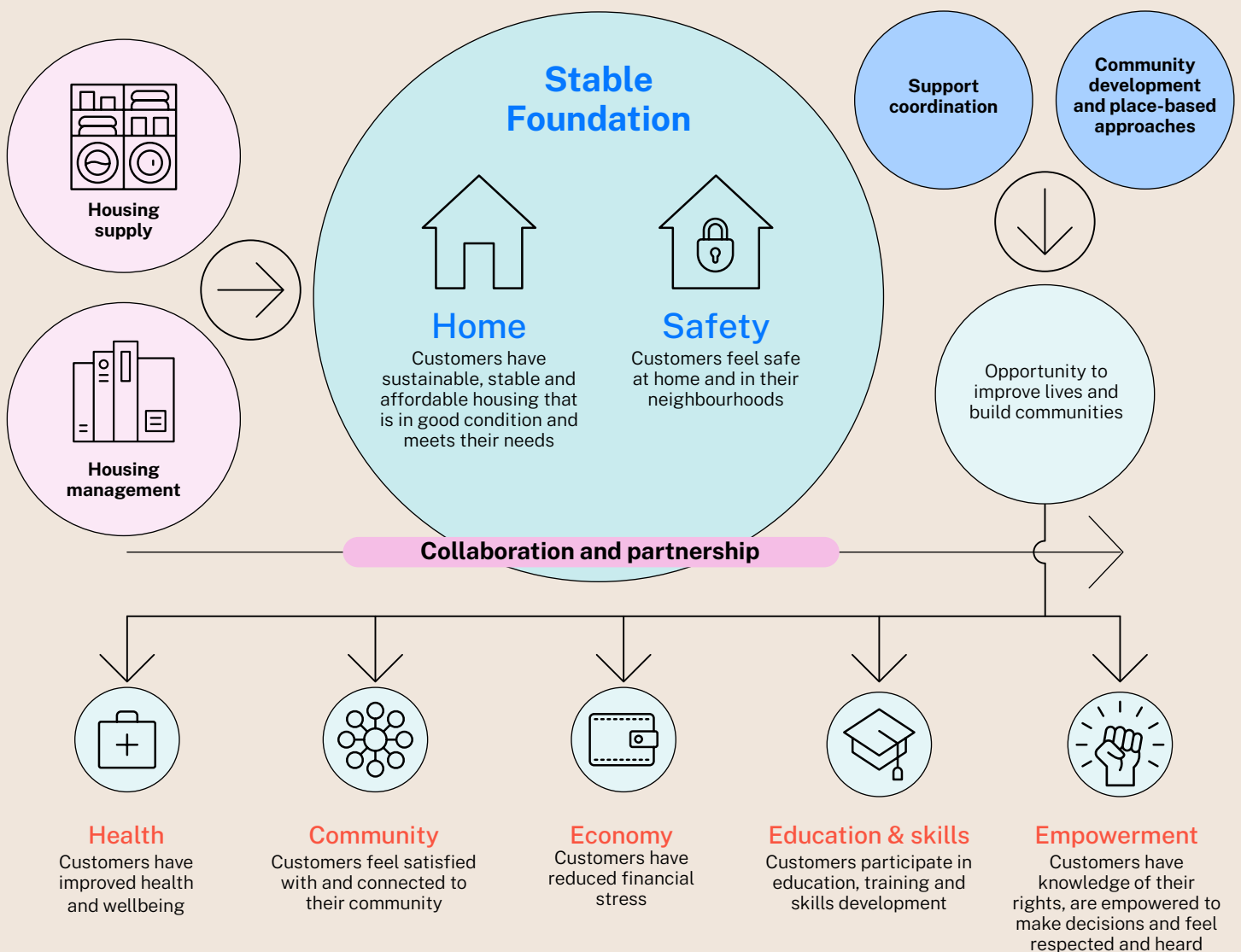
Measuring impact – ensuring we measure what matters

Managing impact – embedding an impact-focused culture and systems

Communicating impact – ensuring accountability to our key stakeholders

The framework guides all aspects of our approach to social impact, including SGCH's Strategic Plan and our ESG Framework and Reporting.

Theory of Change



Bonnyrigg Program Logic

As part of this work, a program logic was developed specifically for Bonnyrigg to inform our work in the community. The program logic is a series of “if-then” relationships, setting out the inputs, activities and outcomes for Bonnyrigg.

CONTEXT The renewal of the Bonnyrigg housing estate began in 2007 and, at this stage, is expected to continue until delivery of new homes in stage 11. The redevelopment will create better homes, infrastructure and opportunities for the community, however, it will inevitably also cause some disruption to existing residents. In partnership with Homes NSW, SGCH is providing integrated tenancy management and property services to support social housing tenants throughout the redevelopment, as well as community development and communications to support the wider Bonnyrigg community.



	ORIGINAL HOUSING (SGCH customers)	TRANSITIONAL HOUSING (SGCH customers)	LONG TERM HOUSING (SGCH customers and private residents)
Home	Original and transitional housing meets customers’ key housing needs. Disruption to SGCH customers’ housing during development is minimised.		SGCH customers have long-term, stable housing that is affordable, in good condition and meets their needs
Safety	Members of the Bonnyrigg community feel safe in their neighbourhood. SGCH customers feel safe at home.		
Empowerment	The Bonnyrigg community feels informed about the ‘big picture’ for Bonnyrigg, as well as how they can engage with local events and services. The Bonnyrigg community has a voice in local community decisions.		
Community	The Bonnyrigg community feels connected and satisfied with their neighbourhood.		
Health	Stress and anxiety through the development phases is minimised		Members of the Bonnyrigg community have improved physical, emotional and mental wellbeing
Skills & education	The Bonnyrigg community participates in education and skill development		
Economy	Financial impacts from relocations are minimised		Reduced utility costs and other costs of living

Social impact domain: Home

Customers have sustainable, stable and affordable housing that is in good condition and meets their needs.

Outcomes we are aiming to achieve:

- Home meets key needs
- Home is in good condition
- Home is affordable and stable
- Disruption to housing during development is minimised



Focus on: The rewards of relocation

When Karen and her husband, Ray, were told they needed to relocate from their Bonnyrigg home as part of the suburb's redevelopment, they were worried. "It was all a bit daunting," says Karen, who's lived in Bonnyrigg since 1982. But now she says she couldn't be happier, having shifted from a three-bedroom house into a new townhouse on the estate that she absolutely loves.

"It proved to be a godsend," she says, "because in 2022, not long after we

moved in, Ray became very ill with his second bout of cancer and passed away. Having ground-floor access was very handy in his final months, as was the walk-in shower."

For Karen, there's much to love about her new home: "It's fantastic that there's no mowing, but still a nice, long courtyard for me to have lots of pots—I love to garden. I also really like that the place is nice and secure, which is great for me now I live on my own. Knowing that I would be safe was

something that gave Ray a lot of comfort before he passed away."

Some aspects of the redevelopment have been difficult for Karen—"I've never driven so when construction means that roads are closed-off to buses that isn't great for me"—but on the whole she is very pleased with the changes she's seen in Bonnyrigg over the past 40 years. "It feels safer, it looks better, and I love the community here," she says. "I know almost everyone in my building and we all look out for each other."



Development update

Traders In Purple has been contracted by Homes NSW to develop the Humphries Precinct of the Bonnyrigg Newleaf renewal project.

To date, Homes NSW has completed the first seven development stages delivering new homes, including 256 social homes.

There were 44 new social homes delivered in stages 6 and 7a, with 22 apartments built in Wall Street opposite the SGCH office and the other 22 houses and duplexes scattered throughout the stages. The majority of the private homes have been completed and occupied, including the private apartment block on the corner of Tarlington Parade and Wall

Street. This apartment block is adjacent to the social apartment block and is indistinguishable from the social building. Most of these apartments have now been sold.

Social homes in Stages 6 and 7 were completed in 2022 –and the focus now is on the delivery of Stages 7B, and 8 to 11.

Continuous improvement

The modified Concept Plan covering Stages 8 to 18 was approved in November 2020. This modified concept plan improved the housing outcomes and choice

by increasing the total number of homes to 3000 –an increase of 20% on the original target –and 30% of the 3000 homes will be for social housing. The modified plan also

increased the tree canopy and green space to 13 hectares, with improved road and pathway connections, and it provides for an attractive town hub area, as per below.



Also in October 2023, Homes NSW and SGCH asked stages 6 and 7 social housing residents how they found living in their new homes and what

improvements, if any, could be made. The feedback was overwhelmingly positive and useful. Homes NSW will look at implementing these improvements to

new social homes to ensure their liveability continues to improve our customers' experience.

Progress to date

Stage	Year completed	Social housing built	Private housing built #	Total #
1	2010	39	61	100
2	2011	38	66	104
3	2013	75	84	159
4 and 5	2018	60	125	185
6 and 6A	2022/23	44	98	142
New community hub	2023			
Older homes in stages 12 to 18 also managed by SGCH	TBC	328	99 (private older homes at start of project)	1117 (at this stage of project)*
Stage 7B and 8-11	2024/25	65	210	Completion expected in late 2024 and late 2025
Total homes built as part of project up to 7A		256	434	690

*Includes other categories

Bonnyrigg stages 7B, and 8 -11

All tenants in homes located in these stages have been relocated and the older social homes demolished. There are 20 private homes across these stages and Homes NSW and SGCH have engaged with these residents to ensure the project has minimal impact on them.

The focus in the Humphries Precinct will be on building social homes for larger families. There will be 34 homes (three

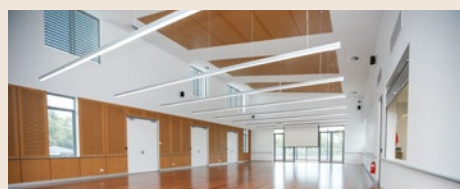
and four bedroom), 25 apartments and 6 townhouses in this precinct, along with a new park and roads to improve connections with already completed homes in other stages. The five social homes in stage 7B are expected to be delivered by the end of 2024 and the remaining houses in stages 8 to 11 by end of 2025, with the apartments taking a little longer to build.

Traders In Purple is developing the Humphries Precinct and working with private homeowners to reduce the impact on them. This includes Newleaf Parade staying open as construction is underway.

As well as building the social housing, Traders in Purple will manage the sale of housing lots to the private market. There will be 210 land lots for sale, plus more than 9000m² of public park.

New community hub (Humphries Precinct)

Late in 2023, the new community hub, Dhanawi, was handed over to Fairfield City Council. This building was delivered as part of the voluntary planning agreement for the project and provides modern facilities for the community. The facilities include a commercial style kitchen, three pavilions of meeting/event space, a child-friendly outdoor play space, all access toilet facilities and a large community garden.



What's next?

Traders in Purple is progressing with civil works, construction of social homes and the sale of lots to the private market in stages 7B, and 8 to 11. Meanwhile, Homes NSW is progressing with planning for the next stages, i.e. 12 and 13.

These next stages of the project, 12 and 13 (Area 3 – highlighted in purple on the map below) are located off Bonnyrigg Avenue and close to the side of the Bonnyrigg Plaza.

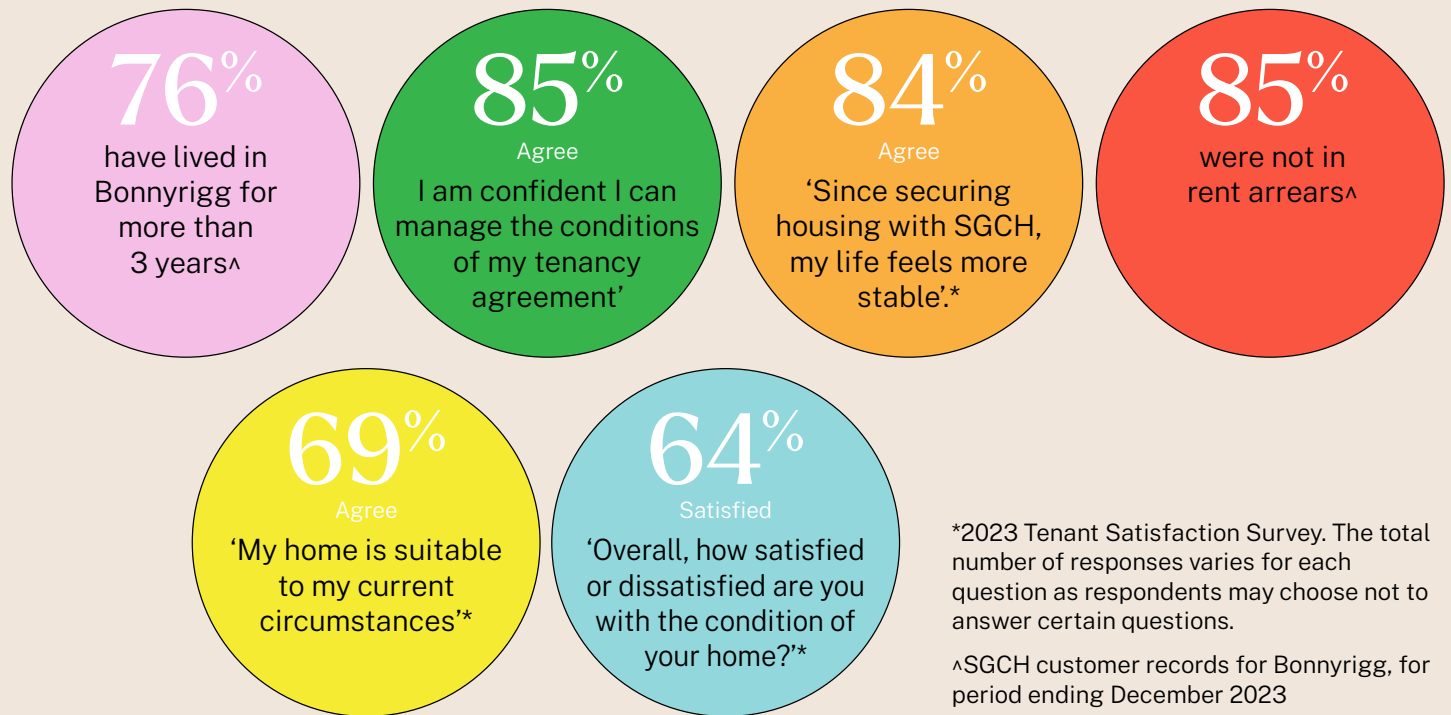
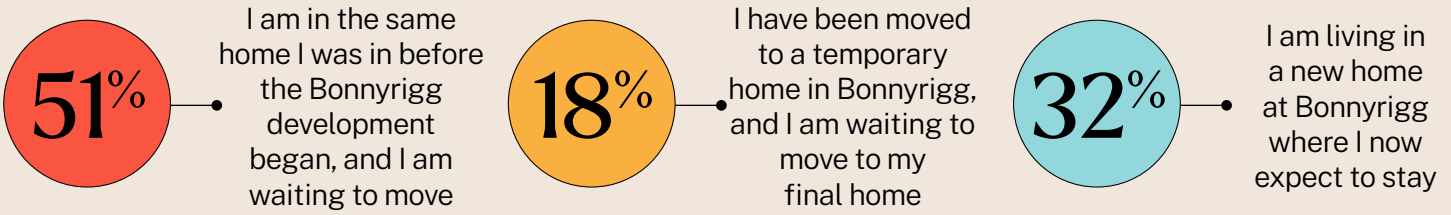
Apartment buildings will be constructed on these sites and because they take a little longer to design and build, work on these homes is not expected to start until 2025/26.

As demand increases for homes catering to smaller households and more housing choice, the proposed one- and two-bedroom apartments will respond to this need in both social housing and for private purchasers. SGCH will work closely with residents currently living in stages 12 and 13 who will need to relocate when the planning phase is finalised.

The development application is currently before Fairfield City Council, a determination is expected in the first half of 2024.



As part of our 2023 Tenant Satisfaction Survey, participants were asked ‘which of the following best describes where you live’:



Social impact domain: Safety

Customers feel safe at home and in their neighbourhood

Outcomes we are aiming to achieve:

- Customers feeling safe in their neighbourhood
- Customers feeling safe at home

Steps to address safety

Following a Community Reference Group (CRG) suggestion, team members from SGCH met with representatives of Homes NSW, Fairfield City Council and the CRG to walk around Bonnyrigg. The purpose of this on-foot inspection of the suburb was to ensure any safety hazards were spotted and addressed. Some of the issues the group identified and discussed included:

- Complaints of limited street parking at night
- Speeding issues
- Growing trees limiting drivers' view
- Need for another 'no stopping' sign at front of SGCH office

Providing safety education

In 2023, SGCH held three safety sessions for our Arabic, Assyrian and Vietnamese language groups. Police and multicultural community liaison officers from Fairfield Police Area Command were in attendance at each.

The discussions were friendly and informal, with a focus on safety education (cyber safety, home safety,

domestic violence). Advice was also offered on how and when to report a matter to police. Some individuals shared their personal stories or experiences and were able to ask police any questions they had, with the officers open to answering all questions.

The groups thoroughly enjoyed these sessions. One customer, from the Assyrian

language group, was moved to thank SGCH staff for organising it. She said she had been through her own struggles with police, and that it was important to her to see they're here to help.

Both customers and Language Support Workers gave positive feedback, requesting more sessions for language groups in 2024.

Focus on: Maintaining a safe environment

Bonnyrigg-based Groundskeeper Paul Cox, who started with SGCH in April 2023, regards the work he does as vital to the safety of the suburb: "I get so much satisfaction out of making the Bonnyrigg area safer and more visually appealing for the whole community. Ensuring our streets and public areas are tidy and well maintained means they are safer for everyone."

Paul's role is to ensure hazards such as dumped rubbish are cleared, dangerous materials are removed after homes are vacated, noxious weeds remain under control, and grassed areas are kept tidy so they're safe to traverse and don't provide a home for vermin and snakes.

He also sees the work he does daily as part of a larger mission. "I believe that everyone should have a roof over their head. It's great to be part of a team that helps people to achieve and afford this basic right."

Paul is a member of the SGCH Handyperson team and finds himself always looking for ways to improve the suburb, which sits on approximately 80 hectares. "I've had many memorable experiences with customers. People thanking me and telling me I'm doing a good job, even in cases where there is a language barrier. A smile, a thumbs up, or an acknowledging

nod of the head are all fairly universal gestures.

"I am happy in the fact that people feel that they can easily approach me. Whether that is to express their concerns or to say hi and have a chat, or in one case just to open a jar for them."

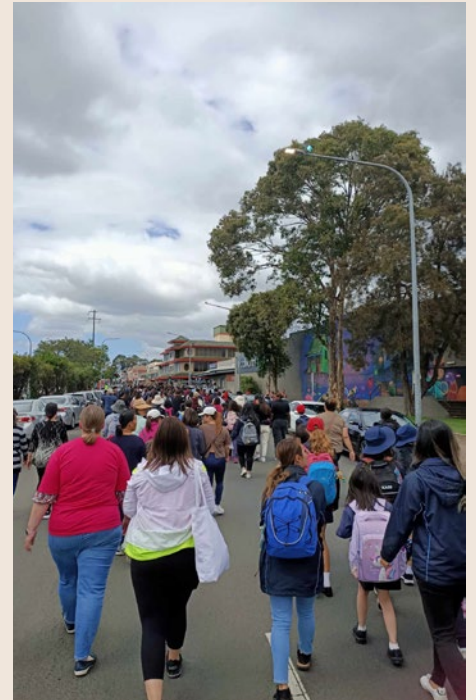


Standing up to family violence

In November 2023, the Bonnyrigg Communities, Place and Partnerships team joined Fairfield City and the Fairfield City Police Area Command in a walk to generate awareness about domestic and family violence.

Beginning in Cabravale Park, Cabramatta, the community groups, families and leaders walked to Freedom Plaza. It was great to see different organisations, groups and schools, including the Vietnamese Women's Association (which has space in our Bonnyrigg office), come together to take a stand against domestic and family violence.

At Freedom Plaza, there were student performances and speeches from State and Federal members, advocating for the reporting and condemning of domestic violence in the local area. SGCH is proud to have participated in this important awareness-raising event.



*2023 Tenant Satisfaction Survey. The total number of responses varies for each question (ranging from 96 to 134) as respondents may choose not to answer certain questions.



Social impact domain: Empowerment

Customers have knowledge of their rights, are empowered to make decisions, and feel respected and heard

Outcomes we are aiming to achieve:

- Customers are informed about ‘the big picture’ for Bonnyrigg
- Customers are informed about how they can engage with local events and services
- Customers have a voice in local community decisions

SGCH provides opportunities for residents to participate, feel respected and heard by supporting and encouraging the community to actively participate in local tenant groups and offering support and training opportunities for community groups.

Language groups

The aim of our language groups is to promote social inclusion and also education through their community. Our goal is to provide sessions on how to report a repair, save on electricity and more, all through a Language Support Worker.

In 2023, all language groups were provided the following sessions:

- Energy saving workshop
- Rent increase discussion
- Police safety discussion
- Bonnyrigg estate renewal project updates
- Service Improvement Team discussion
- DRC art workshop
- Repair and maintenance discussion
- BPay discussion / consultation
- Group Christmas party
- Succulent planting workshop
- Housing Plus workshop

Language Group	# of Meetings	Comments
Arabic language group	5	“I appreciate the informative sessions” “Asked about installing solar panels to reduce electricity bills and it was very informative”
Assyrian language group	5	“Nice to have an end of year celebration together” “Enjoyed discussion Bonnyrigg area concerns around safety and scams” “The group enjoyed having great staff here to explain BPay and rent questions”
Khmer language group	5	“We enjoyed sitting and chatting” “Enjoyed that we can give some ideas on what we want to do next year” “It was good for someone to explain we can still pay at the office”
Vietnamese language group	5	“Very happy, seeing lots of people and having discussions” “I enjoy very much having staff available to assist”



Focus On: Paying care forward

Bonnyrigg customer Diep believes in paying kind deeds back. “When I arrived in Australia from Vietnam about 35 years ago, there were members of the Vietnamese community who helped me with translation and understanding how things are done in Australia,” she says. “Now I can give that same assistance to others. It’s good for everyone to have someone.”

Diep has lived in Bonnyrigg for 16 years and regularly works as a Vietnamese language support worker at SGCH events. “A friend of mine had been an interpreter for a while and she encouraged me to try it. I never looked back!”

With her three children all grown up, Diep has found she loves to socialise and is a long-standing member of our Vietnamese language group: “Speaking in my native language, I can just relax instead of worrying about if I have the words right. Everyone is happy and comfortable, we have a good laugh.” Her enjoyment of the Vietnamese language group led Diep to also join our regular Bonnyrigg coffee group. “At first I was worried about my English, but they have been welcoming and I have made some nice friends.”

Diep spent eight years on the housing waiting list before she secured her first home in Bonnyrigg. Now, she says, there’s

nowhere she’d rather live: “People look out for each other around Bonnyrigg. I always see people I know and even if I don’t know their language I will smile and say hello.”

For Diep, a sense of connection matters. “Some other housing places, they take your rent and just leave you to it, but St George is not like that. They care about community.”



“People look out for each other around Bonnyrigg.”

Bonnyrigg Youth Collective

Formed in May 2015, Bonnyrigg Youth Collective (BYC) has grown from 15 to 25 members aged between 12 and 24 years. The group meets monthly at SGCH's Bonnyrigg office, and membership is open to any young person who works, studies or lives in Bonnyrigg.

BYC aims to increase the capacity of young people to engage in their community and participate in decision-making. Supported by SGCH, the group gives young people a voice by consulting with them to identify issues of importance and advocating for better outcomes for young people in the

Bonnyrigg area. They make recommendations to SGCH, Fairfield City Council and other local youth services for youth programs and events. The group also provided feedback on Homes NSW's plan to include a park in Stage 9 of the development.

BYC's strong partnerships means they are a well-respected group that local services are keen to engage with. Individually, SGCH staff have seen each BYC member develop their leadership and teamwork skills, make new friends, and share their passion for making Bonnyrigg a great place to live.



2023 BYC activity and highlights:

February

- Volunteered at SGCH outdoor movie event, Bonnyrigg Under the Stars

April

- Volunteered at SGCH's Strive Scholarships presentation ceremony
- Hosted April school holiday event, Amazing Race Easter egg hunt
- Hosted a National Youth Week event, a local talent quest called The Y Factor

May

- Held a stall at Bonnyrigg High School's Carnivale event to promote BYC

June

- Attended BYC leadership camp at Point Wolstoncroft Sport and Recreation Centre

July

- SGCH developed and ran a free job skills training session for BYC members

September

- Fairfield City Council wins 'Most Innovative Youth Week Program' at the NSW Local Government Awards with BYC activities cited in Council's award submission

November

- Held a BYC recruitment barbecue in SGCH's Bonnyrigg Sensory Garden
- Successful in receiving grant funding through Fairfield City Council for 2024 National Youth Week event

- Dai Le, Federal MP for Fowler, invites BYC to join her Youth Advisory Committee, with two BYC members attending the first AGM of the Fowler Youth Advisory Committee and discussing important issues affecting young people in the Fowler electorate

December

- Volunteered at SGCH community Christmas event, Bonny's Christmas Celebration



Buried in Treasures

Buried in Treasures is an existing support program that's been specifically developed to provide in-depth training and assistance for people with hoarding tendencies. In 2023, SGCH became the first community housing provider to offer customers an in-house Buried in Treasures program (at other CHPs,

tenants are instead referred to existing facilitators).

Bonnyrigg Support Coordinator Belinda Torrington is now qualified to co-facilitate Buried in Treasures sessions for our customers. Taking place over 15 weeks, Buried in Treasures training

focuses on identifying and addressing the mental health issues that can lead to hoarding and squalor in tenants. Belinda hopes one day other SGCH Support Coordination staff will also be able to co-facilitate, with the domino effect being that they may one day be able to run their own sessions.

Focus on: Great outcomes from Buried in Treasures

Gemma* is a Bonnyrigg customer who took part in our Buried in Treasures program in 2023. During the 15 weeks of sessions she undertook, it became clear that Gemma's tenancy was at risk due to an inability to maintain her property. Several factors were identified:

- her ongoing mental health challenges.
- behavioural challenges related to her children
- little-to-no family support
- breakdown in family relationships
- her inability to emotionally regulate and her inability to manage her dysregulation and ongoing behaviours that have the capacity for hospitalisation

Gemma is a single mother to three children, all with special needs and challenging behaviours. She told the Buried in Treasures facilitator, Inside Out Recovery, that the state of her house continued to get worse until she felt it was out of control both in terms of her ability to maintain it and to prioritise daily cleaning tasks. Gemma was matched to a psychosocial declutter coach and over three months she:

- tackled clutter inside of her home, rectifying a potential squalor situation when her washing machine broke
- identified a fire hazard with electrical cables in the girls' room, this was promptly rectified
- regularly and readily accepted homework in the form of written notes left by the declutter coach, which she posted on her refrigerator as reminders
- started her own notebook, in which she records thoughts, notes, and to-do lists for herself
- keeps the house clean to a much higher standard now regularly with her floors clear, and food and dishes cleaned on the same day
- has independently recognised it would be more responsible to surrender some of her animals rather than keep them all
- has discarded multiple bags of old and oversized clothes, freeing up valuable space in smaller rooms
- has been determined to acquire a skip to complete her de-cluttering and has a council cleanup scheduled
- has identified habits she wants to control such as using illicit substances, applying practical strategies, and consulting a doctor for her mental health
- has reinforced her independence from negative individuals in her life, building positive habits for when she is feeling depressed or unstable, calling for help when needed, and going to great lengths to protect her children

Gemma is making great progress and recognises this for herself. Recovery is slow but she is committed to making changes that will result in long-term sustainable change and a safe and functional environment for her and her children.

**Name has been changed to protect customer's privacy*

Focus on: Full circle for one SGCH team member

Sririsay (Siri) was raised in Bonnyrigg and now works as a Project Change Manager for SGCH – a role that directly contributes to how SGCH operates in her local community.

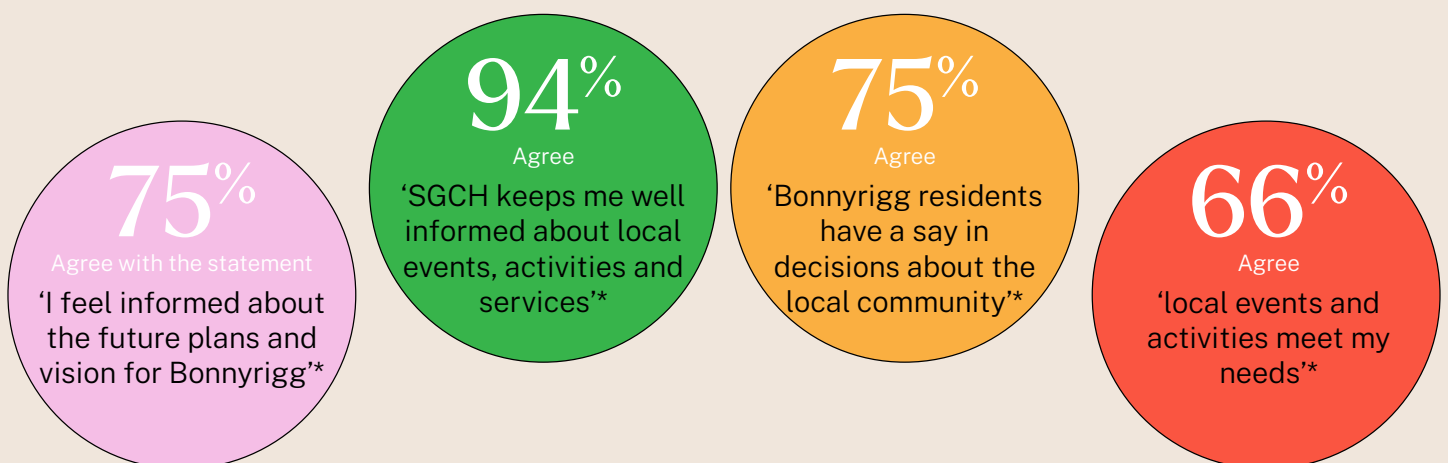
“It’s my job to manage the impact of change on SGCH team members. I help them be prepared, informed and therefore able to accept and move through changes in the workplace more easily – then they are freed up to support our customers to thrive in stable, safe homes or to advocate for increasing housing supply and reducing homelessness.”

“I’m the middle child out of five kids. My family emigrated to Australia from Laos when I was two-and-a-half years old,” she says. “We initially lived in a flat in Cabramatta and then moved to the Bonnyrigg estate in 1980. I still live locally and enjoy the diversity, culture, sense of community and connection to family I have in the area.” Growing up in Bonnyrigg means Siri can draw on personal experiences to shape her understanding of that community.

“I have fond memories of exploring the neighbourhood with a great group of friends who accepted each other’s differences, cared about one another and knew how to have fun. The cultural diversity of the Bonnyrigg neighbourhood also opened my eyes and taught me to appreciate people’s differences.”



Growing up in Bonnyrigg means Siri can draw on personal experiences to shape her understanding of the community.



*2023 Tenant Satisfaction Survey. The total number of responses varies for each question (ranging from 96 to 134) as respondents may choose not to answer certain questions.

Social impact domain: Community

Customers feel connected and satisfied with their neighbourhood

Outcomes we are aiming to achieve:

- Customers are satisfied with their neighbourhoods
- Customers feel connected to their community

Community events

Event	Date	Location	Attendees	About the event
Bonnyrigg Under the Stars	10 Feb 2023	Bunker Park	250	This is an annual event. In 2023 the community enjoyed watching Disney's Encanto on the pop-up outdoor movie screen. Both private residents and SGCH customers attended. Before the movie, there was face painting, a hairspray station and plenty of St John Ambulance volunteers and First Aiders to chat with. BYC cooked a free BBQ and there was also free popcorn and ice cream for everyone.
Neighbour Day	16 March 2023	Mount Annan Botanic Garden	144	In celebration of Neighbour Day, SGCH Bonnyrigg customers enjoyed a picnic lunch, prize giveaways and exploring the botanic garden. Our language groups enjoyed meeting new people within their community. One of the activities was everyone learning to say hello in another language.
Amazing Race Easter Event	14 April 2023	Tarlington Reserve	136	Led by BYC to coincide with Easter, the youth group wanted to host an event that would encourage families and youths of different ages to make connections and meet new people within their community during the school holidays. One SGCH resident said: "This is the first time I have attended one of your events. I invited my daughter and her children to come with me and it's been a great day seeing the children make new friends." There were free activities including egg and spoon race, three-legged race, potato sack races and face painting. Fowler Federal MP Dai Le attended the event.
The Y Factor	20 April 2023	Bonnyrigg High School	70	BYC hosted this talent show as part of Fairfield local government areas Youth Week event. BYC were proud of their event and were happy with how smoothly it ran. Niykah Clayton, who won the talent show, said "I am so happy I decided to sing. I didn't think I would be able to do it, and I won".
Sorry Day	23 May 2023	26-29 Bradfield Crescent	120	To coincide with Sorry Day, SGCH unveiled a new seat around a tree that was very special to the late Auntie Yvonne, a beloved member of the Bonnyrigg Aboriginal community.
Biggest Morning Tea	25 May 2023	Bunker Park	20	A morning tea was held with the Bonnyrigg community to acknowledge that cancer touches so many Australian families. Fairfield Police Area Command and Daystar Foundation joined the morning tea and prize giveaway. Many customers brought dishes from their culture for all to share.

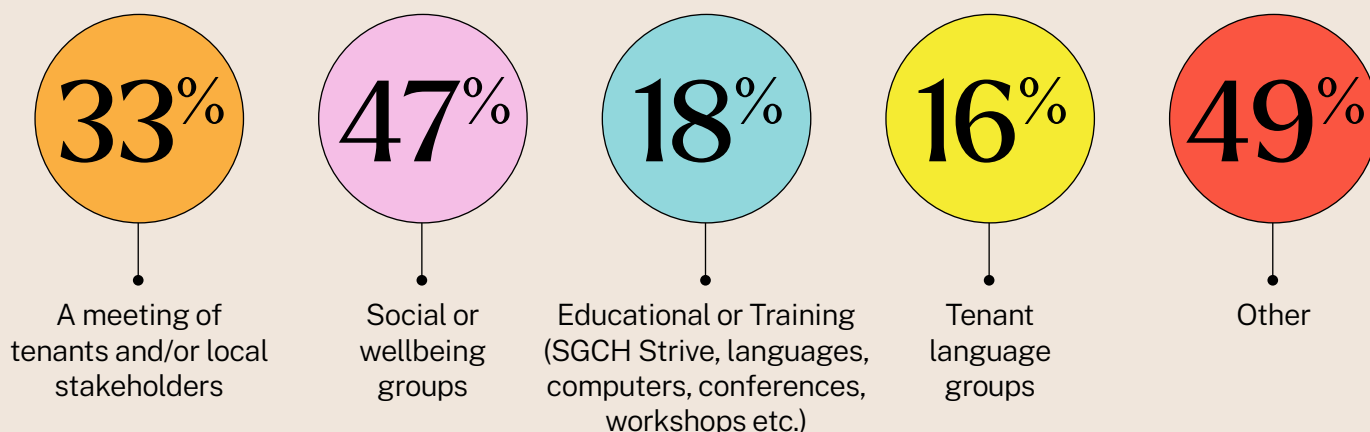
Community events continued

Event	Date	Location	Attendees	About the event
BYC Leadership Camp	23–25 June 2023	Point Wolstoncroft Sports & Rec Centre	13	This is BYC's annual team bonding camp. Both new and established members of BYC had the opportunity to become acquainted and create connections. Members took part in activities which were exceptionally fun and challenging. SGCH Community Engagement Coordinator Taylor Green attended the camp, along with SGCH Community Engagement Assistant Amelia Simpson.
NAIDOC	6 July 2023	Tarlington Parade Park	70	SGCH worked with the local community to rejuvenate Tarlington Park in Bonnyrigg and, to mark NAIDOC Week, gathered there to unveil its new look. Eight sandstone blocks create a Dreaming Circle that's set on a fresh base with the park's existing artworks also repaired. This project represents many years of close work between SGCH and the Aboriginal community in Bonnyrigg. To celebrate, a smoking ceremony was held, followed by traditional dances.
Meet and Greet BBQ	11 July 2023	Sensory Garden	12	A free sausage sizzle was held in the Bonnyrigg Sensory Garden. This was an opportunity for customers to meet SGCH staff, including Bonnyrigg Tenancy Managers and Service Improvement team members. The SGCH team assisted those who needed help completing SGCH's annual Tenant Satisfaction Survey.
Services Australia Meet and Greet	17 July 2023	Community Room	17	Services Australia ran an information session in the Bonnyrigg Community room. This was an opportunity for customers to find out more about services provided in the local area and what they may be eligible for. Customers asked many questions and appointments were made with Services Australia staff to address individual needs.
BPay Session	23 Aug 2023	Community Room	54	This was an information day SGCH offered to help customers learn how to use BPAY to pay their rent.
Sydney Water Meet and Greet	7 Sep 2023	Upton Place	8	Morning tea was held for customers to meet staff from Sydney Water. The event was organised so Sydney Water staff would be familiar to customers when local works start. Attendees were able to ask any questions they had and have their concerns addressed.
R U Ok Day – Tulip Festival	20 Sept 2023	Bowral	175	Buses from the Bonnyrigg and Riverwood offices took customers to the Tulip Time Festival in Bowral. This event was held to coincide with R U OK? Day. In the spirit of R U OK? Day 2023's theme of "I'm here to hear", the groups joined in the activity of meeting someone new and finding out what the day meant to them. We were lucky enough to have 92-year-old Maria Cairns with us, who had celebrated her birthday the Sunday before and was excited to mark this as a bit of a celebration along with her carer. The sun was shining while everyone enjoyed a picnic lunch and exploring the gardens to see the beautiful tulips. There were a mix of customers who were experiencing the festival for the first time with many not having been able to return for over 10 years.

Community events continued

Event	Date	Location	Attendees	About the event
Stages 6 & 7 Lunch	17 Oct 2023	Community Room	13	Customers from different areas within Bonnyrigg attended this lunch. It was a great opportunity for them to share feedback with SGCH and Homes NSW staff members.
BYC Recruitment BBQ	23 Nov 2023	Sensory Garden	14	BYC held a sausage sizzle that enabled members to meet other youths within the Bonnyrigg area. They shared their experiences and spoke about what being a part of BYC means to them. They were successful in recruiting seven new BYC members.
Bonny's Christmas Celebration	19 Dec 2023	Tarlington Reserve	300	SGCH hosted this Christmas-themed event with the aid of funding from Fairfield City Council and Bonnyrigg Plaza. Activities included an inflatable obstacle slide (great on that very hot day), face painting, art and craft activities, pony rides (funded by Traders in Purple and Homes NSW). BYC looked after the free sausage sizzle and handed out free ice creams and fairy floss. Fairfield Police Area Command crime prevention unit attended the event and had free merchandise to give away. Santa made his arrival on Bonnyrigg Fire & Rescue's fire truck. One SGCH customer provided this feedback: "My kids and my niece really enjoyed themselves and all the food you provided was yummy. Thank you so much for all that you do for our community, we appreciate you all."
Light Up Bonnyrigg	Through Dec 23	Suburb-wide	38	We ran a competition for Bonnyrigg customers to celebrate their creativity and Christmas spirit, where all entrants went in the draw to win a \$100 voucher. Customer Joanne won the best outside display. Joanne said, "I am legally blind, and I had my family and carers help me to decorate". It was clear how proud Joanne was of her efforts.

In our 2023 Tenant Satisfaction Survey, of Bonnyrigg residents who responded 'yes' to having participated in events, activities or groups, that cohort then responded to the question 'what types of activities, groups or events have you participated in during the last 12 months at Bonnyrigg?' with the following:



Grants awarded

From January 2023 to December 2023, SGCH and BYC received the following grants:

Grant Program	What the grant was for	Amount
Bonnyrigg Town Centre funds	Bonnyrigg under the Stars	\$3,500
Bonnyrigg Town Centre funds	Bonny's Amazing Race easter Hunt	\$2,200
Bonnyrigg Town Centre funds	The Y Factor (BYC)	\$2,500
Club Grants – 22-23	BYC Leadership Camp	\$9,680
Club Grants – 23-24	Bayala, Ngarala, Tiatila -Let's talk, let's listen, let's learn - A Dharug language teaching resource	\$13,500
Club Grants – 22-23	BYC Leadership Camp	\$9,680

Our partners

SGCH partners with several community organisations and neighbourhood facilities to provide services and opportunities to our residents and the local community.

- Anglicare-Liverpool
- Bonnies Women's Refuge
- Bonnyrigg Public School
- Bonnyrigg High School
- Bonnyrigg Plaza
- Budyari Community Health Centre
- CatholicCare
- CORE community services
- Community Greening –Royal Botanical Gardens
- DayStar Foundation
- Department of Communities and Justice (Housing)
- Fairfield City Council
- Fairfield Community Health Centre –Mental Health
- Gunegara Medical Centre
- Hume Community Housing
- Karitane
- Landcom
- Homes NSW
- Max Employment
- Macarthur Community College
- Macarthur Disability Services
- Mission Australia –Miller
- NSW Mental Health, NSW Health and SASH program NDIS local area coordinators
- PARKS –Wetherill Park Police
- SR Construction
- St Johns Park Bowling Club
- St Vincent De Paul
- SSI
- Southwest Sydney PHN (Primary Health Network)
- TAFE NSW
- Tharawal Medical Centre
- Wesley Family Support at Fairfield
- Wesley Mission Financial Counselling Wellways

Focus on: Helping customers feel less isolated

Vidya moved to the Bonnyrigg area about 25 years ago and shares her SGCH townhouse with three of her four sons—one of whom, David, 30, is an autistic person. “Not too long ago, David would not participate in any social events—it meant that both he and I became isolated,” says Vidya. “But he has really changed a lot.”

The reason for this change in David is that he has steadily become more comfortable attending some of the community events that SGCH offers. A combination of good support workers and less medication has helped him handle social interactions better, Vidya says, but she also credits Taylor Green, SGCH’s Community Engagement Coordinator, with gently bringing David out of his shell. “David just loves Taylor!”

It was Taylor who initially reached out to Vidya to encourage her to participate in some of SGCH’s events. At first Vidya was reluctant – “I was worried about people’s judgement of David” – but then she received an NDIS package that enabled her to take David out more often, exposing him to social situations he might

not otherwise have experienced. Vidya eventually decided to sign herself and David up for SGCH’s free aqua classes at Prairiewood Leisure Centre.

“In the beginning David didn’t want to get in the pool but now he will stay in the water for hours,” says Vidya. “And he’s getting fitter too.” Improving their fitness even further, Vidya and David then joined SGCH’s Zumba sessions. “I have dropped two dress sizes,” laughs Vidya, “and it’s been great for David, because he loves the music. It has been a breakthrough, I love to see him having fun.”

Vidya has also embraced the opportunity to study a Certificate II in Horticulture—the classes are run by TAFE NSW in conjunction with SGCH. “I love studying and learning new things.” It’s her goal to continue keeping David socially engaged. “The more he is out and about, the more he is comfortable in the presence of people he doesn’t know. I have seen so much change in him, it’s like he’s adjusting to our world and this makes me happy.”



“I love studying and learning new things.”

Embracing the Aboriginal and Torres Strait Islander community

In May 2023, a very important member of the Bonnyrigg Aboriginal and Torres Strait Islander community, Aunty Yvonne, was honoured in a ceremony held to coincide with National Reconciliation Week. A tree she loved was not just saved, it has been turned into a beautiful spot where her family can gather to remember her.

The ceremony to unveil a new seat around the tree was deeply moving and respectfully conducted by SGCH's Communities, Place and Partnerships team. The event was wholly given over to Aunty Yvonne's family, so they could honour her memory and celebrate her importance to family and the broader Bonnyrigg community.

Students from Bonnyrigg Public School conducted a Welcome to Country, which was followed by a poignant smoking ceremony that was, as Aunty Yvonne's grandson Malcom said, about "helping her on her journey to the Dreaming". Three traditional dances were performed to songs sung in Wiradjuri language and then Aunty Freda, who hosted the event, spoke of her reverence for, and love of, Aunty Yvonne.

She welcomed two of Aunty Yvonne's sons – Dallas and Arthur – to speak about their mother. "She was the third eldest of 14 kids," says Dallas, "and she was one of the six kids that was taken away to the homes – the Stolen Generation." She had the biggest heart, he adds. "It didn't matter if we had one friend sleep over or 32, she made everyone feel welcome. She was a deadly soul."

Speaking about the tree on Bradfield Crescent, Dallas said his mum felt so strongly about it, she was prepared to tie herself to the tree. "She said to the Council, "you're not taking this one, this one is mine". And she got it. I just wish she was here ... but she's here in spirit. Thank you, Mum."

It took Charly, a member of the SGCH Maintenance Team, eight days to build the seat around the tree – it was a project that he says was extremely meaningful to him. "Every day someone would stop to have a chat about what I was doing and to tell me how important the tree is," he says. "I learnt how special the community in Bonnyrigg is."



Spreading the R U OK? Day message

In September 2023, two busloads of SGCH customers set off from our Bonnyrigg office to Bowral, attending the Tulip Time Festival as part of our activities for R U OK? Day. There were 170 customers and community members (from across the Bonnyrigg and Riverwood areas) at the event.

In the spirit of the R U OK Day? theme for 2023 – "I'm here to hear" – groups joined in the activity of meeting someone new and finding out what the day meant to them. Feedback from this event was resoundingly positive.



Focus on: Celebrating NAIDOC Week

Throughout 2023, SGCH worked with the local community to rejuvenate Tarlington Park in Bonnyrigg and, to mark NAIDOC Week, its new Dreaming Circle was unveiled.

SGCH's Handyperson team put in plenty of hours to get the project completed in time. What had been an overgrown and neglected parcel of land has been transformed into a pocket park that the community can once again take pride in.

Eight sandstone blocks have created a Dreaming Circle that's set on a fresh base (which the local kids loved playing with) and the park's existing artworks were repaired, reframed and will be given a coat of resin to protect them. "They had been in very poor condition and were rotting," says Sarah Mulcahy, Lead, Connecting Communities for South West Sydney, who organised the NAIDOC Week event. "I'm glad we've been able to preserve them."

This project represents many years of close work with the Aboriginal community in Bonnyrigg for Sarah and her team, and she was happy to be able to unveil this great new community asset. To celebrate, a smoking ceremony was held, followed by traditional dances led by Malcom Clayton.

The didgeridoo echoed across the suburb and then the kids who make up the Marrabang Wagagee dance group at Bonnyrigg Public School also performed. Afterwards, the young dancers were presented with specially designed t-shirts and jackets provided by SGCH.

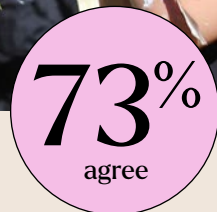
The community was invited to press their hand prints onto the new park facilities,

where they will remain as a memento of the day. Totem poles being painted by the Aboriginal community are being completed and will be installed as the final design element of the park.

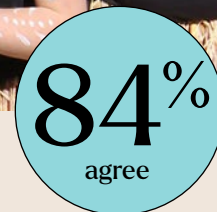
The theme for NAIDOC Week in 2023 was 'For Our Elders' and it was wonderful to have many Elders in attendance. One very special Elder, Aunty Freda, told SGCH she looks forward to NAIDOC Week every year: "I love it, because it's all about celebrating our culture. It makes me so happy, and so proud, to see the young ones continuing our traditions."



'Overall, how satisfied are you with your neighbourhood as a place to live?'



'I feel part of the local community'



'I can get help from neighbours, or from friends and family living locally, when I need it'

*2023 Tenant Satisfaction Survey. The total number of responses varies for each question (ranging from 96 to 134) as respondents may choose not to answer certain questions.

Social impact domain: Health

Customers have improved health and wellbeing

Outcomes we are aiming to achieve:

- Minimised stress and anxiety through development phase
- Improved emotional and mental wellbeing
- Improved physical health

Health programs and Workshops

Between July 2023 to December 2023, SGCH offered customers a range of health and wellbeing programs, including Zumba, yoga and aqua classes.

Benefits of aqua classes

A Bonnyrigg customer for 11 years, Melissa began attending SGCH's free aqua classes at Prairiewood Leisure Centre as part of her rehabilitation process following some health problems. But that's not the only reason she goes along to the pool: "I have fun doing the classes. It gets me out of the house and I really enjoy meeting new people," she says.

Because she found the aqua classes a great experience, Melissa now also attends the monthly Bonnyrigg coffee group, where she enjoys chatting to SGCH staff and seeing the now-familiar faces of other SGCH customers who attend aqua sessions. In 2023, 25 SGCH customers were enrolled to attend the aqua classes.

Providing holistic support: two examples

Dave's story

Throughout 2023, SGCH Support Coordinator Belinda Torrington worked with Bonnyrigg customer Dave*, who is 47 and a single father to a toddler son. "Dave had never told anyone he was illiterate, but since moving into our property he has felt comfortable disclosing this to Rebecca, in our

Pathways team; to Krissy, his Tenancy Manager; and to me," says Belinda.

Upon finding this out, Belinda was able to refer Dave to SGCH's Catalyst program so he could access learning assistance, plus she organised financial counselling for him. "Dave has commented to me that SGCH has been amazing," she adds. "He

can't believe the extent of support we have given him." Teams within SGCH have been working holistically to help Dave sustain his tenancy and improve the quality of his and his son's life.

**Customer's name has been changed to protect their privacy*

Peter's story

Peter* was referred to SGCH Support Coordinator Maria Marques in 2023 because his rent was heavily in arrears. Initially, Maria had great difficulty engaging with Peter due to his transient and at times avoidant behaviour.

Between July 2023 and September 2023 a total of five unsuccessful door knocks were carried out with 13 phone call attempts and text messages sent by Maria to advise Peter he needed to engage with SGCH in order to sustain his tenancy. A successful home visit was finally completed on 27 September, by which stage Peter had received a Notice of Termination and was \$1389.91 in arrears.

He required help to have his Centrelink payments restarted, CPAY automatic deductions set up, and a rent review conducted. These actions saw Peter pay \$500 towards his arrears. Maria made an urgent referral to Mission Australia for financial assistance and this resulted in Peter being granted \$668.55.

He agreed to commit to being on a repayment plan. As a result, Peter's tenancy was sustained, he has avoided becoming homeless and at the time of writing he was in credit \$369.04.

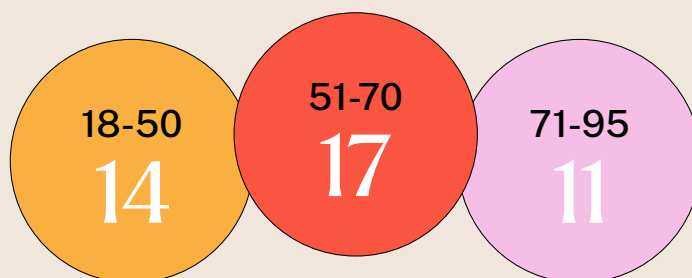
**Customer's name has been changed to protect their privacy*



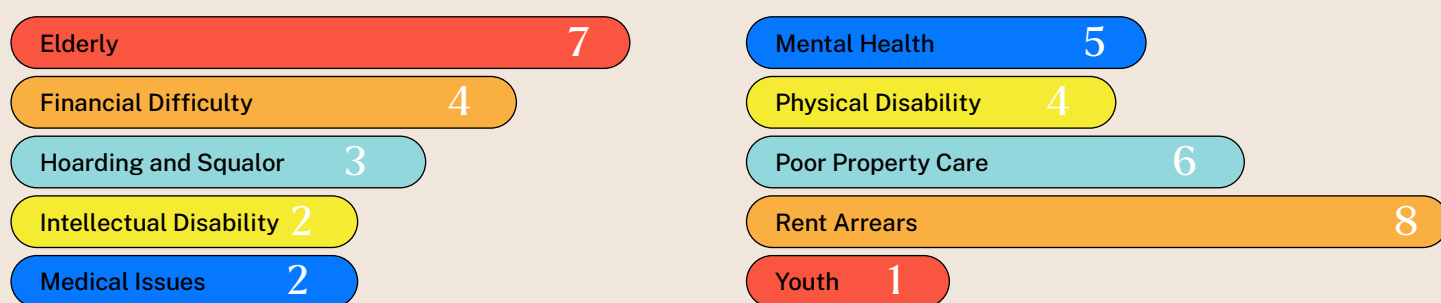
Support coordination

42 Bonnyrigg customers were referred to the SGCH Support Coordination team in 2023.

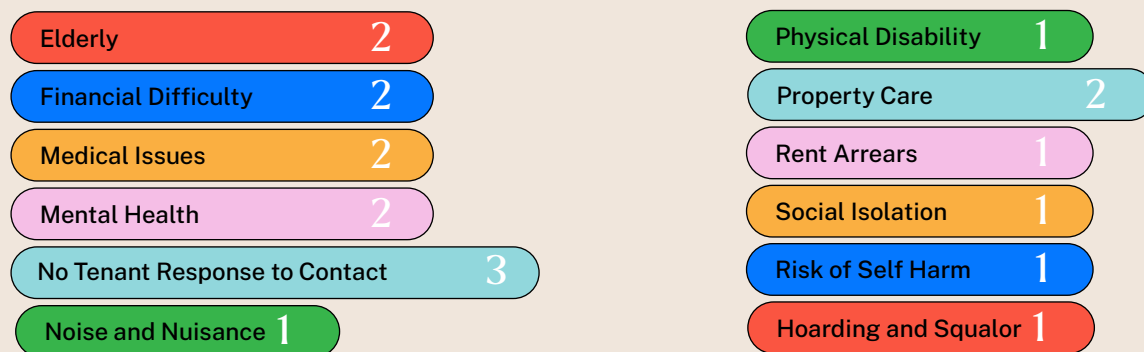
Age of customers



Primary issue presented with



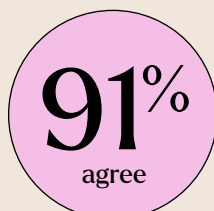
Secondary issue presented with (where applicable)



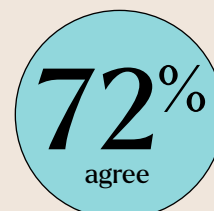
Engaged with support service following referral: 17



‘How much, if at all, has your life improved since living in a SGCH property or in a property managed by SGCH?’*



‘There are enough parklands and open spaces near me’*



‘There are garden areas around my building that I am able to use and enjoy’*

*2023 Tenant Satisfaction Survey. The total number of responses varies for each question (ranging from 96 to 134) as respondents may choose not to answer certain questions.

Social impact domain: Skills and Education

Customers participate in education and skill development

Outcomes we are aiming to achieve:

- Customers participate in education and/or skills development

Strive educational scholarships

SGCH has continued to invest heavily in providing educational support this financial year, for young people to fully participate in educational opportunities and commit to building better futures. In 2023, we supported over 41 young people from Bonnyrigg with a total of \$36,500 in scholarships, 15% of the total amount of scholarship provided.

Tertiary

6 Bonnyrigg students received \$1500 each (\$9,000 total)

K-12

Primary – 15 (\$500 each)

Secondary – 20 (\$1000 each)

Total K-12 scholarships to Bonnyrigg recipients: \$27,500

Some of the scholarship recipients (and also their parents) told us how excited they were about being awarded a Strive scholarship.

"Wow, thank you so much. I'm so excited and feel blessed. This is amazing and is really going to help me achieve my goals."

"These scholarships from SGCH are really helpful and I am so grateful that I am able to benefit. Giving people a hand up is something I have always believed in. I will take this in my stride and work harder knowing I have people who believe in me."

"Thank you so very much for this scholarship. My daughter is so excited to start her Year 11 – 12 with a new laptop."

"Awesome, thank you so much. This will definitely help my daughter with sport and tutoring costs."

"Thank you so much for this. The money will help my son to achieve everything he is striving for."

Training and education programs

Between January 2023 and December 2023, we provided two structured training opportunities for Bonnyrigg residents.

Training/education program	Number of participants
Bonnyrigg Computer Skills Class x 2	15
Horticulture Certificate II (with TAFE)	9

Focus on: Horticulture classes

In 2023, in conjunction with TAFE NSW, SGCH was able to offer customers the opportunity to undertake a free Certificate II in Horticulture. 12 customers initially joined the classes, which ran from 2 May 2023 to 19 September 2023. Seven people earned their qualification. Nine units were completed, taking in everything from pruning skills to understanding soil quality and how to operate basic garden machinery.

SGCH appreciates all the fantastic work students have done in the Bonnyrigg Sensory Garden. As part of their training, they have pruned and maintained the plants, reestablished the garden path with gravel, renovated the grass within the area and relandscaped one of the garden beds with new plants that maintain the garden's theme of interacting with the five senses. This relandscaped garden was based on a student's design.



*2023 Tenant Satisfaction Survey. The total number of responses varies for each question (ranging from 96 to 134) as respondents may choose not to answer certain questions.

Social impact domain: Economy

Customers have reduced financial stress

Outcomes we are aiming to achieve:

- Financial impacts from relocations are minimised
- Reduced utility costs and other costs of living

Breakfast Club

SGCH contributes to a daily Breakfast Club at Bonnyrigg Public School, providing in 2023

- 1133 loaves of bread
- 473 x 2L bottles of milk
- 51kg of yoghurt

We handed out 22,600 serves of breakfast foods from January 2023 to December 2023 –our Breakfast Club serves not only school students but sometimes also members of the student’s family.

Two members of staff from the SGCH Bonnyrigg office attend each Wednesday to help serve at the school.

	Bread	Milk – 2L	Butter – 1kg	Yogurt – 1kg	Cereal – 1kg	Cream Cheese Spread	Vegemite	Cups	Bowls	Spoons	Napkins	Mouths Fed
Term 1	243	112	56	4	20	20	27	2395	143	169	1000	4860
Term 2	292	131	75	14	29	29	36	2660	240	300	1600	5840
Term 3	318	135	78	18	28	28	34	2550	225	310	1800	6360
Term 4	280	95	38	15	16	20	30	2070	115	240	1900	5600
Total:	1133	473	247	51	93	97	127	9675	723	1019	6300	22660

One SGCH staff member who attends Breakfast Club said:

“It was amazing to see that the volunteers knew most kids’ names and said good morning to each other with a smile on their face. I love that the kids feel supported by the volunteers to come back for seconds and thirds if they are hungry-that’s what Breakfast Club is all about. Making sure kids are full and have energy to start their day with a smile on their face.”

Bonnyrigg Public School Community Liaison Officer Jenefar Jamhour said:

“Prior to the breakfast club program starting at our school, teachers and staff were finding that children weren’t focused and concentration levels were very low, particularly in the morning session of learning.

Upon surveying our students, it became evident a vast number were either not having breakfast and, if they were, not a very nutritious one. Sadly, in some cases, they were not having anything to eat the night before either.

We initially started the program running at two days per week but quickly increased this to five days per week due to the demand. There was a noticeable difference in the attention span of those children who took part in the breakfast club. Teachers have reported back that those students were entering the classroom a lot more motivated and attentive, allowing them to fully engage in learning.”



Catalyst employment and training program

SGCH provides the Catalyst program to support customers in meeting their training and employment goals. It aligns with the Department of Community and Justice (DCJ)'s 10-year vision for social housing in the focused area of providing more support to help people divert from or successfully transition out of the social housing system.

In 2023, Catalyst:

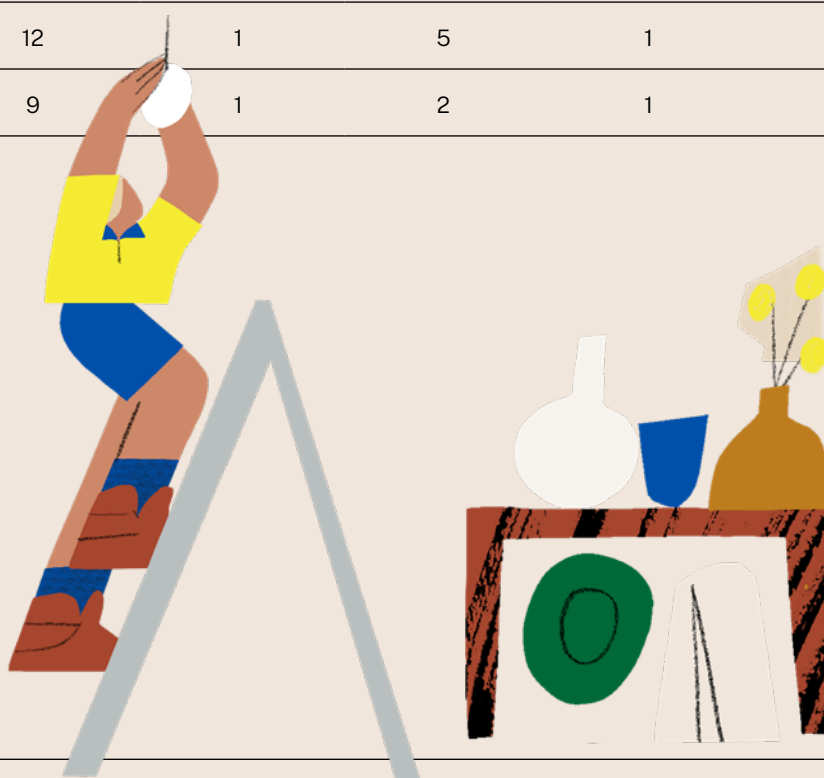
- Received 21 Bonnyrigg referrals for training and employment support
- 9 of the 21 referred Bonnyrigg customers actively engaged with the program

In 2023, our Employment Opportunities Coordinator:

- Supported 18 Bonnyrigg customers in their training and employment journey
- Helped two Catalyst participants secure and sustain their paid employment and 1 participant enrol in a vocational training course
- Delivered a Youth Job Skills training workshop and equipped 4 young people in their job-hunting journey

Since Catalyst formally launched in January 2017, 145 Bonnyrigg customers have been referred to the SGCH Employment and Opportunities team.

Year	Customers referred	Customers engaged	Training placements	Employment placements	Job Skills program	Number of participants
2017	41	14	1	4	1	12
2018	16	5	2	2	1	3
2019	18	6	1	1	0	0
2020	7	5	3	1	0	0
2021	22	10	3	7	0	0
2022	20	12	1	5	1	4
2023	21	9	1	2	1	4



Focus on: Employment outcomes

SGCH Employment Opportunities Coordinator Joanne Borg was extremely honoured to receive a special invitation from a Bonnyrigg customer recently. “Thomas, who’s 16, asked me to attend his school’s end-of-year presentation, where he was presented the School Service Award by the Mayor of Fairfield, Frank Carbone,” says Joanne.

The School Service Award is presented to “a student who works tirelessly to serve the school community. More often than not, these students are committed to serving the school in their own time”. That is very much the case with Thomas, whose involvement with the SGCH-supported BYC has helped him foster a remarkable sense of community spirit.

Joanne has been working with Thomas through the Catalyst program since December 2022. “When I met Thomas, he was on the verge of completing Year 9, but had been experiencing significant learning issues since primary school and was really struggling. He needed someone to advocate for his needs at school. He was also interested in getting help preparing for a future of work.”

So in December 2022, Joanne attended a school meeting with Thomas and his father to discuss Thomas’s progress and some learning support. “I have been in regular contact with the school since then, to advocate for Thomas and act as a conduit for passing on important information between Thomas’s father and the school,” she says.

Thomas was using a faulty laptop for his schoolwork, which was frustrating him and further impacting his learning. Joanne organised Catalyst funding to have the laptop repaired.

“Earlier this year, Thomas attended my Job Skills workshop for Bonnyrigg youths,” she says. “The training covered resume and cover-letter writing, and job interview skills. Thomas had built up an aversion to learning because of his struggles at school, but I assured him that the workshop was worth doing and that I would assist him through it. I was able to keep Thomas engaged and participating during the workshop.”

When Thomas interviewed for a casual position at McDonalds this year, Joanne and he did some mock job interviews to help him feel confident for the real thing. He was successful in securing the role at McDonalds and went on to successfully interview for other jobs, working in them while continuing Year 10. “This year Thomas started a casual role helping to



organise and run children’s parties at Zone Bowling. Thomas thrives in this job –he is a natural at customer service and has excellent verbal communication and teamwork skills.”

Thomas had found the academic demands of school especially challenging in 2023 and desperately wanted to leave Year 10 early. “I continued to advocate for Thomas at the school and worked with staff to help Thomas complete his final year of school so he could receive the Record of School Achievement (RoSA). The RoSA is useful to students leaving school prior to the HSC, because they can show it to potential employers and it may help with eligibility for training courses.”

Thomas received one-on-one teacher assistance to complete his end-of-year exams. He reduced his school attendance to two days per week and engaged in three days of paid work at Zone Bowling. This new arrangement helped Thomas cope with school while still meeting the NSW Department of Education’s school participation requirements.

In the space of a few days, Thomas successfully completed Year 10 and

commenced a permanent position with Zone Bowling. “They have already expressed their desire to provide Thomas with opportunities to grow in his career,” says Joanne.

With Catalyst assistance, Thomas received the support he needed to complete Year 10 as he began the transition to work. “I was able to help Thomas identify his strengths and suitable career pathways. He learnt new job skills to help him with employment – these are important skills that Thomas can draw on for the rest of his working life.”

Catalyst also helped Thomas build a support network including by referring Thomas to SGCH’s Support Coordination team, for help with different challenges in his life. He was introduced to external support services, such as Souths Cares’ Barranggirra Program, should he decide to enrol in vocational training and want learning support. And now that he has achieved employment, Thomas is receiving Catalyst post-placement support to help him sustain his employment.

DigiConnect

The DigiConnect program gives our Bonnyrigg customers the opportunity to buy digital tools, at a discount. SGCH buys the agreed product on the customer's behalf, they sign an agreement and pay back, at cost, the amount. During COVID it became clear that not all customers had access to the internet or a smart phone to engage in online programs. In 2023, SGCH assisted Bonnyrigg customers with 16 devices including Samsung smartphones, Samsung tablets, iPad and Lenovo laptops.



Focus on: Road2Freedom program

In November 2023, SGCH's Housing Plus team launched a new program called Road2Freedom for SGCH social housing customers who need a NSW Class C driver's licence for work purposes. It is designed to give customers financial assistance with driving lessons and the costs associated with getting a driver's licence.

What does the financial assistance include?

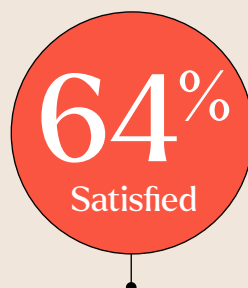
Driving Lessons

- Up to 10 sessions of professional driving lessons

Licence associated cost:

- Knowledge test fee
- Driving test fee
- Hazard perception test fee
- Driving test package fee
- Driver's licence fee

Since Road2 Freedom launched, we have had six enquiries from Bonnyrigg-based customers, two of which have been successful.



'How satisfied are you that most weeks you can afford all of the things that you need (e.g. food, medicine, bills, etc)?'*

*2023 Tenant Satisfaction Survey. The total number of responses varies for each question (ranging from 96 to 134) as respondents may choose not to answer certain questions.

In conclusion

Reflection on challenges

One challenge noted in 2023 was the limitations of the current Community Reference Group, which only has a small number of long-time members.

Rubbish dumping remains an issue despite extra resources being put into maintenance of the suburb.

Language and education barriers continue to prevent some customers from accessing the opportunities available to them.

Lessons for the future

There is a need to strengthen the Community Reference Group and reinvigorate membership so we can have a new perspective on the tenant experience.

We need to focus on ensuring key information is translated and made readily available to customers.

Strong need for to look at ways we can help vulnerable customers protect themselves against cyber crime.

Key priorities for next year

Activation and full utilisation of Dhanawi community hub and community garden.

All 2025 programs and objectives are set out in the Bonnyrigg Place Plan.



**Great places,
thriving people,
connected
communities.**



**St George
Community
Housing**