



A garden that waters itself. Perfect!



Hillsong food hampers



Eddie in Colyton Garden

Presenting **Tenant of the Year Award 2020-21**



This years' award goes to Geoff from Kingswood!

There are so many words to describe Geoff. He is committed, caring, involved, faithful and focused... to name a few.

This year Geoff has been rallying fellow neighbours to become involved in building a community hub at his complex. He has been a valued point of

contact for the multiple stakeholders that are involved in this project including the school and Royal Botanic Gardens. He has a strong and positive outlook on life and its challenges.

Regardless of personal health challenges, he always puts others first. He has such an encouraging and massive heart for his entire community. He is a leader of leaders and is gifted that way.



Left and above: Geoff from Kingswood, Tenant of the Year working hard



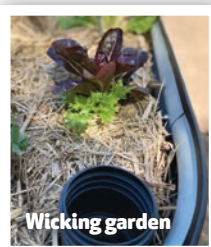
Out 'n about

South West Sydney

Check out the **Coolaburoo Neighbourhood Centre** website. You can get involved by visiting their centre website at **www.coolaburoo.org.au** or calling them on **02 9774 2426**. They have multiple group activities for all ages and cultures.

Western Sydney, Kingswood

We are currently setting up seven community gardens across Sydney with the one in Kingswood well and truly alive and kicking. We have a small garden committee that, along with the garden, we would like to grow!



Wicking garden

Please make time to go and relax in the garden area. We are investing some resources over the next few months to create a great

escape. The big raised beds are an environmentally friendly and affordable type called **'wicking gardens.'** This type of garden is actually able to water itself from underneath the soil.

If reading or films are more your thing, come along and join the **Book and DVD Club** that we will be starting at the end of March.

If you would like to know more about these activities and projects please **call Kudzi on 1800 269 672.**

Thank you!

A special thanks to all our community partners over the summer break.

Community spaces are a focus for Mission Australia Housing in 2021. We want to work with you to create beautiful retreat sanctuaries at your complex.

Thank you to Hillsong City Care for not only the Christmas hampers but the hundreds of food hampers throughout the COVID-19 pandemic.

Thanks to the Rural Fire Services in the Blue Mountains for providing all our tenants with a bushfire safety pack that included useful information including maps, handy tips and research.

CONTACT US



Mission Australia Housing hotline: **1800 269 672**



Level 2, 81 Flushcombe Road, Blacktown NSW 2148



missionaustralia.com.au/housing



Facebook/**MissionAustraliaHousingSydney**



Hillsong food hampers



FROM OUR EXECUTIVE

Hello everyone,
welcome to the
first newsletter for

the year! I hope your new year is off to a great start and you had a restful break over the holiday period, re-energising after a particularly challenging 2020.

The year is definitely off and running, and I can't believe it's March already! Mission Australia's COVID-19 response continues to be front of mind as we all remain vigilant to keep our staff, tenants and your communities safe. We will continue to provide updates on what we can and can't do in regards to housing services and community activities but please keep checking your state government health websites for the most current information in your area. As we have experienced, this can change quickly.

Every year, we conduct an **Annual Tenant Survey through the Community Housing Industry Association (CHIA)**. Like most things last year, this was delayed but we are now working closely with CHIA to roll out the survey across the country in June. It is a great opportunity for you to give feedback

to Mission Australia Housing and tell us what you need from us.

Thank you to all tenants who completed last year's survey! Results seem to show the challenging year we all had with bushfires, floods and COVID-19 which meant we were not able to do many of the things that we value at Mission Australia Housing. **We experienced disruptions to our Repairs & Maintenance program, property inspections, as well as tenant and community events due to social distancing restrictions.**

Now as we hopefully turn the corner on the pandemic and get back to our **new normal** we are working towards getting back to delivering our full range of services.

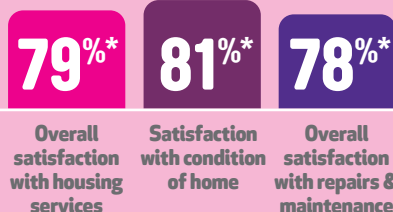
It's exciting to see so much happening at **Common Ground with the Common Ground Art Collective** winning a City of Sydney grant to deliver art programs on-site that encourage active participation in cultural activities such as art jam workshops, colour 101, creative writing and more. We're also working on bringing barista training into Common Ground through construction of a mobile coffee cart. I look forward

to sharing a coffee with residents while checking out the local creativity!

Take care everyone and wishing you a safe and happy Easter,

Chris Bratchford
Executive, Mission Australia Housing

What you told us in 2020



**of tenants satisfied nationally*



**For repairs and maintenance, call
1800 269 672**

Easter pancake special

Ingredients:

1 cup self-raising flour
1 egg
Half cup of milk
1 tablespoon brown sugar
Pinch of salt
Punnet of strawberries

Method

Mix all ingredients together and whip with a whisk.
Cook at low heat until browned to your liking.
Add Easter eggs for that special Easter treat.

Optional ingredients:

A pinch of cinnamon, half teaspoon of vanilla essence, half cup of your favourite butter and of course, whipped cream.



Strawberries and cream pancakes, yum!



Remember!

Make sure you always use your Tenant ID number when making payments at the bank.

Payments may get missed if we can't tell who made them.

Fire safety matters

With the cooler months just around the corner it's everyone's responsibility to learn about fire safety and how to prevent fires.

Here are some helpful resources:
[fire.nsw.gov.au](https://www.fire.nsw.gov.au)

Fire Safety in Your Building:
youtu.be/9Ac-IS6LQf0

Fire Safety Awareness: **youtube.com/watch?v=stGmNe3v558**

>>TIP! Now is a good time to clean up leaves and branches around your property or on your verandah. Leaf litter is fuel for fires!



Easter holiday dates

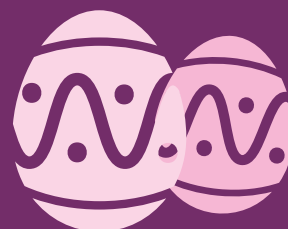
Fri 2 April, Good Friday

Sat 3 April, Easter Saturday

Sun 4 April, Easter Sunday

Mon 5 April, Easter Monday

Offices closed Easter Friday and Monday.



Are you paying the right amount of rent?

Each year we are required to review the household incomes of all our tenants to make sure you are paying the correct rent. We call this a **Household Income Rent Review**. We try to do this twice a year for tenants in social housing and once a year for affordable housing properties. We also need to check the market rent for your property. This is called the **Market Rate Rent Review**. We check this once a year in our May review.

The amount you pay for rent may go up or down depending on:-

- If your income has changed
- The market rent on your property has changed
- The number of people in your household has changed

The first Household Income Rent Review and the Market Rate Rent Review for 2021 will begin in March and changes to rent will happen in May. Please check your letterbox regularly for the letter and forms that you will need to fill in and return to us.

Act early,
talk to us.

COMMON GROUND
CORNER

Common Ground 10 year anniversary in November

This year we would like to work with you to make this a special event. Talk to Kyle, Common Ground's Community Development Officer to find out more.

Art Studio space on Level 1

The Common Ground Art Collective is progressing their work to deliver art workshops, classes and a place to create art. Everyone is welcome!

WIFI in communal areas

Free wireless access points have been installed. Connect through MA Guest.



Roman Deguchi and Wildflower

Wildflower is an inclusive youth based social enterprise, specialising in horticulture and land care. Join the onsite weekly gardening workshops, **Tuesdays from 10am – 1pm**

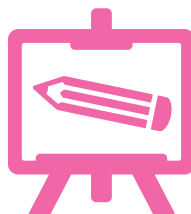
Creativity for cultural diversity



We are running a cultural Art Competition across all ages. You can enter in to any three formats – COLOURING and CREATION (painting, sculpture), POETRY or SONG.

Age groups include:

- 4-6 years old
- 6-10 years old
- 11-15 years old
- 16-19 years old
- 20-55 years old
- 55 years and above (Seniors)



To receive your Art Pack, please contact your Housing Officer or Kudzi. The rules are simple, you will be sent the piece to colour or a canvas to paint. More details will be with the pack.

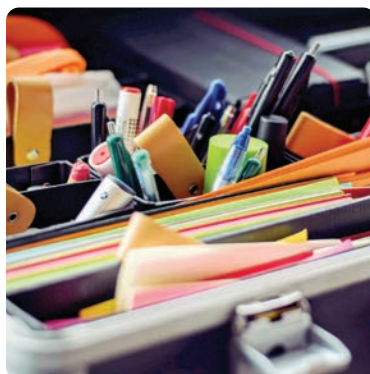
The theme:

'Diversity of culture'

Back to school packs

We have loads of stationery items for you or your children. Please contact your Housing Officer to organise.

Special thanks to our community partner Officeworks Blacktown.



Switch to green power.

Do you know that some electricity companies have an option for green power at no extra cost? Just log into your account online to opt in, or call them. If your electricity company doesn't have it, ask them why not or shop around for one that does.

If you do switch, tell us by calling 1800 269 672 and go in the draw to win a \$50 Bunnings voucher for helping your community.

A little bit of cash on the side

Return and Earn locations are conveniently located all across NSW and are there to help you keep our neighbourhoods clean while earning money.

The reverse vending machines can be found through this website:

returnandearn.org.au



Making a complaint



If you are not happy with the services provided by Mission Australia Housing or one of our staff members, we would like to know about it so we can deal with the matter as soon as possible and improve how we support people.

Complaints can be made anonymously if you prefer. All complaints will be reviewed and, if you provide contact details, we will get back to you within 28 days. Staff can also help you to make the complaint and fill in the form. Complaints can be made by email, letter, phone or by completing a form that you can get from your local office or download from our website, missionaustralia.com.au/housing/for-tenants/give-feedback.

For more details on our complaints process please call 1800 269 672.

Your privacy

Mission Australia cares about protecting your privacy and is required by law to comply with the Privacy Act 1988, including the Australian Privacy Principles. We take our privacy obligations seriously and our Privacy Policy outlines our privacy practices. You can read more here:

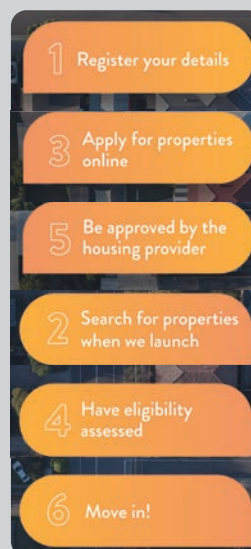
missionaustralia.com.au/privacy

The Office of the Australian Information Commissioner (OAIC) is an independent national regulator for privacy and freedom of information. The OAIC promote and uphold your rights to access government-held information and have your personal information protected. Visit OAIC.gov.au or call 1300 363 992.

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Royal Botanical Gardens NSW

'It is really great to see young people and elders being connected via community initiatives such as the garden retreat area we are creating here at Kingswood, it is very hopeful and encouraging.' **Phil Pettit, Royal Botanical Gardens**



Phil Pettit with Norwest students



See what your local Council is doing to commemorate ANZAC Day on Sunday, 25 April this year.

What's on?

Blacktown

blacktown.nsw.gov.au/event

Blue Mountains

bmcc.nsw.gov.au/community

South West

cbc.city.nsw.gov.au/community

Penrith

penrith.city.nsw.gov.au/community

Camperdown / Inner West

innerwest.nsw.gov.au/community

Sydney

sydney.com/events-community



Liz is interested in model trains and buildings, and has an impressive collection.



Model city

Introducing Liz from the Blue Mountains



First name: Elizabeth

Nickname: Liz

Age: 71

Favourite colour:

Green, it represents life.

Favourite holiday:

New Zealand. It is very well represented culturally.

Favourite food:

Chicken 'anything', fried, curry, boiled, etc.

Favourite hobby:

I love model trains and buildings. Every week I look forward to adding to my collection.

Favourite place in

Australia: Lithgow. I find it spaced and refreshing.

Previous career:

I was a music entertainer and dancer.