



**Link
Wentworth**
Providing homes, building futures.

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EDITION 2 August 2021

CommunityConnect



Link Wentworth wishes to acknowledge the Traditional Custodians of the Land on which we live and work and pay our respect to the Elders both past, present and emerging, and extend that respect to all Aboriginal and Torres Strait Islander people.

Streetwork mural brightens Dario's backyard

Written by Dario

I am 53, I'm a huge sport fan and have been involved with a number of charities. I live with my staffy Jake who I have had for ten years now. He is a dog I rescued, but as it turned out he was sent by God to rescue me. He's lovable. He's cheeky, he stares up at me with those gorgeous puppy eyes and I just melt and he gets whatever he wants.

I discussed with Link Wentworth staff what could increase my quality of life and one of the things was getting a mural. Piers my previous social worker was the main driving force behind the mural. He had contacts at Streetwork who mentor young guys to do graffiti art.

On the day that the mural was happening, there was a sausage sizzle. Eight guys from Streetwork came. Piers, Liz and Pablo from Link Wentworth came too.

I used to do graf art in the mid-80s before becoming a rapper and MC. I was one of the most hardcore, old-school rappers in Sydney for five years solid. Graf art has meaning for me being a part of a rap crew. I'd like to get back into my rapping.

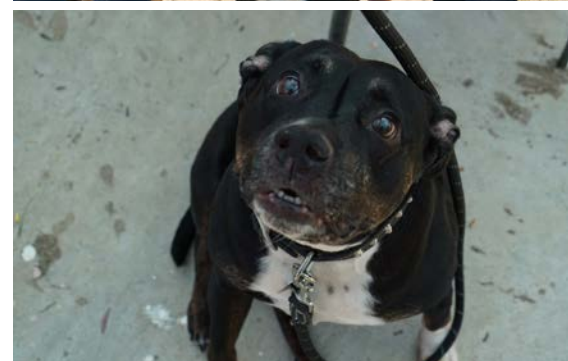
Graf art projects and things like that can provide a quality of life for all age groups. It gives young people an environment where they feel like they're home. Things that are free and bring joy are vital. And art does that.

This mural means the world to me. It brightened up my backyard and my outlook on life. Piers, Pablo and Liz made it happen and I will always be thankful to those three. Piers changed my life.

Despite my personal challenges I have quality of life here. I love this place, Jake loves this place. I am trying to improve my life with life coaching and part-time employment.

Link Wentworth is hoping to expand this project with Dario's help and involve other residents.

For more information about Streetwork, the amazing organisation that created the mural, visit www.streetwork.org.au



Hello from Andrew



I am delighted to introduce our second newsletter with our new name “Community Connect”.

I'd like to thank all our residents who put in ideas for the newsletter name. We had some great entries that inspired our new name! Our newsletter has been developed through feedback from our Tenant Advisory Groups (TAGs) and our aim is to bring you articles of interest that connect you to the Link Wentworth community.

As I write this, we are in the midst of lockdown due to the COVID-19 pandemic and I sincerely hope that by the time this newsletter reaches you that lockdown will be over soon, and we can resume our normal lives. During the lockdown we have been proactive in taking action to protect our residents, staff and the broader community and make sure that we still provide quality support and services, even though the delivery has been a bit different.

We were lucky to have celebrated the first stage of our annual art exhibition “No Place Like Home” in June. We had a successful opening night on 10 June at the Dougherty Community Centre in Chatswood, celebrating all our artists and we had the pleasure of Mayor Gail Giles-Gidney saying a few words to our residents. Due to the pandemic, our plans for the Penrith exhibition have been postponed until the end of the year and we will let you know once we have our new dates.

I'd like to encourage you and your family and household members to apply for our annual Scholarship Program. The Program aims to help residents with the costs of studying at school, TAFE or university, and other courses and activities that help them achieve their full potential. Applications close on 12 November and I encourage you to reach out to our Community Programs Team if



Andrew presenting flowers to Mayor Gail Giles-Gidney



you need more information or assistance with putting in an application. We have a lot more information in the newsletter and attached so you can take up this great opportunity.

As we spring into the warmer months, we are also launching our Annual Gardening Competition. Our wonderful partner Vegepod is providing free gardening packs so read on to find out how you can get a free pack and take part in this fun event! It's a great way to get outside and enjoy the warm, milder days of spring and nurture your plants.

Take care and stay safe,

Andrew McNulty
Chief Executive Officer



TAG members from different regions meeting for the first time at our April 2021 launch event held at NSW Parliament House (L-R) John, Lyndal, Lynne, Paul, Mary and Michael

Update from Chatswood TAG

Written by Mark Shalovsky

Your local Tenant Advisory Group at Chatswood has been busy this year, notwithstanding the difficulties that we have all had to deal with during the coronavirus pandemic. We have met three times this year and there will be a Christmas lunch on 7 December.

The Chatswood Tenant Advisory Group provides residents with the genuine opportunity to learn about and to comment on Link Wentworth Housing services, policies and procedures. This year, its work has included:

- Receiving regular updates directly from Andrew McNulty, the Chief Executive Officer.
- Reviewing the new complaints handling procedures.
- Reviewing the selection of new contractors to repair and maintain properties.
- Discussing the new Local Resident Groups, and much more!

Join your local Tenant Advisory Group and have your say. As well as Chatswood, there is a Penrith, Hawkesbury, Blue Mountains and YarnUp Blue Mountains Tenant Advisory Group. ▲

For the full article, please visit our website:
linkwentworth.org.au

Penrith, Hawkesbury and Blue Mountains Online TAG

We're pleased to say that our Penrith, Hawkesbury and Blue Mountains TAG Meetings will be held in November. Further details below.

TAG Blue Mountains

Friday 5 Nov, 1:30 - 3:00 pm

Yarn Up Blue Mountains

Friday 12 Nov, 1:30 - 3:00 pm

TAG Hawkesbury

Thurs 18 Nov, 10:30 am - 12:00 pm

TAG Penrith

Friday 26 Nov, 11:00 am - 12:30 pm

To join any of the above meetings via Zoom, please type the below link into your search bar and log in. If you need help using Zoom or have any questions, call Vanessa on 0438 796 378. Looking forward to seeing you on the screen!

tinyurl.com/tag-meetup

Meeting ID: 822 0823 2570 Passcode: 337161

NAMING WINNERS

In the last edition of this newsletter, we asked you to suggest a new name for the newsletter that captures the spirit of our resident community and our new organisation.

And we have our top three winners!

Their ideas were combined by a group of our staff members to create "Community Connect". Congratulations to Link Wentworth residents Steven, Jessica and Paul who each won a \$50 Eftpos gift card and thank you everyone for taking the time to contribute your ideas.

We are always keen to hear ideas from our residents. In fact, an idea from our resident led to a new section in this newsletter, Resident Recipes. So, if you have any ideas for the newsletter or important information to include, please email: communications@linkwentworth.org.au ▲

Complaints, Appeals and Feedback

At LinkWentworth we place the customer at the centre of all we do. We are keen to hear your opinions and use the feedback that we receive to improve our services.

We are pleased to introduce Bronwyn Smith, our new Customer Service Project Manager. Bronwyn has considerable experience managing feedback and has a real passion for helping achieve positive outcomes for all our customers. Since starting her new role Bronwyn has been busy attending Tenant Advisory Group (TAG) meetings and meeting more of our tenants.

Bronwyn identifies gaps in our services based on the feedback that we receive, recommends improvements and works with managers to implement these recommendations.

If you would like to submit a complaint, appeal, compliment or give us some general feedback, please contact Bronwyn by emailing feedback@linkwentworth.org.au



The information below has been developed to help you better access our services. If you have any issues with your tenancy, please contact us and request a service so that we can assist you. If you are not satisfied with the service provided, we encourage you to use the complaint process below.

Request for service

A request for service is when you have any issue regarding your tenancy that requires an action or service from us.

This includes issues about:

- Maintenance
- Antisocial behaviour
- Rent
- Non rent (water and other utilities)

How do I make a request for service?

- ✉ Email our Chatswood Hub: enquiries@linkwentworth.org.au OR Penrith Hub: admin@linkwentworth.org.au
- ☎ Call us on 02 4777 8000 (Penrith Hub) or 02 9412 5111 (Chatswood Hub)

Complaint

A complaint is made when you are unhappy with a service you have received.

For example:

- A change or withdrawal of the service
- The way a service was delivered by our staff
- Unsatisfactory repairs
- LinkWentworth has not followed its policies and procedures

How do I make a complaint?

- ✉ Email feedback@linkwentworth.org.au
- ☎ Call us on 02 4777 8000 (Penrith Hub) OR 02 9412 5111 (Chatswood Hub)
- 📄 Fill out the form on our website

Resolution process



Web form service extended to all residents

To give all residents an efficient and contact-less service during the pandemic, we have launched the following web forms that can be completed on our website:

- Feedback and Complaints
- Appeals
- General Consent for a Third Party to Act on Your Behalf
- General Consent to Exchange Information with Third party

The web forms can be filled, signed (if required) and submitted. PDF, Word or image files can also be attached if required. Visit www.linkwentworth.org.au.

If you can't access our web forms or prefer to receive forms by email or post, we will make sure we continue to serve you. At this time, we ask that you please avoid coming to our offices to pick up or complete forms. ▲

Staying resilient during the pandemic

Written by Susan and Mary

The Link Wentworth Resilience Committee has a message for you about staying resilient during the era of COVID-19. With so many unknowns, it's good to have these tips up your sleeve.

1. Let's keep in contact with each other

Reach out to your friends, either by email, phone or snail mail—as we now have the quality time to actually write letters.

2. Let's start working on some projects

Start or continue those crafts and hobbies you have always wanted to do and never had quality time to achieve.

3. Let's get physical

We cannot use our hydrotherapy or other swimming pools or gyms, but most organisations have self-help activities on their websites. Reach out to your gym or physiotherapist to see if they have online classes. You could also go for a walk outside or a bike or scooter ride—just make sure you wear a mask if the path is busy.

4. Let's look after our mental health

Let's stay resilient and take control of our mental health. Do not let this blip on our history take control of you. Remember if you need someone to talk to, there is always Redcross's Telecross service on 1300 885 698 or Lifeline on 13 11 14. You can also call the NSW Mental Health Line on 1800 011 511.

5. Let's keep safe

Wear a mask, use the hand sanitiser, stay one-and-a-half metres away from others. In general, stay home and watch the world go by.

Support for residents

We are living in challenging times and at the time of writing this article we are in the midst of the Greater Sydney lockdown due to the COVID-19 pandemic. Sometimes things can get difficult, and we need some extra help or advice. Please reach out to your Housing Manager or CSO. They can refer you to support services or our Specialist Support Team who can help you and provide referrals to employment and education opportunities, social connections or physical and mental health services. Our Specialist Support Team members have backgrounds in housing, disability, case management, community and social work. They can help you achieve your goals, maintain your health and wellbeing and sustain your tenancy.

Get your COVID-19 vaccination

No matter where you are in Australia, the COVID-19 vaccine is free. You can get a dose at your nearest hospital or GP.

We encourage you to find out if you're currently eligible and book an appointment using the vaccine eligibility checker website. You can Google 'COVID-19 Vaccines Eligibility Checker' or type the following link into your chosen browser: <https://covid-vaccine.healthdirect.gov.au/?lang=en>

If you don't have access to a computer, you can also call 1800 022 222.

For any further questions you may have about receiving the vaccine, and which vaccine is right for you, we encourage you to speak to your GP. Remember, vaccinations are about keeping ourselves and our community safe. ▲

Link Wentworth Scholarship Program 2021

We encourage all our residents to apply for our Scholarship Program this year.

The Scholarship Program aims to help Link Wentworth residents with the costs of studying at school, TAFE or university, and other courses and activities such as sports, music, the arts or interests that help them achieve their full potential.

The Program opens on 1 September 2021 and applications close on 12 November 2021. Please find enclosed the Scholarship Program info sheet and application form.

Should you require assistance or guidance to fill out your application form, Link Wentworth will be holding workshops on Zoom to assist you on the following dates:

Tuesday 5 October – 2:00 pm to 3:00 pm

Thursday 7 October – 2:00 pm to 3:00 pm

Tuesday 12 October – 2:00 pm to 3:00 pm

Thursday 14 October – 2:00 pm to 3:00 pm

You can join all the above sessions via Zoom from your mobile or computer. At the time of the session, type the below link into your chosen browser and log in to join us. ▲

tinyurl.com/lwh-scholarship

Meeting ID: 427 258 0886

Passcode: 1LdC3M

If you're not familiar with Zoom technology, a member of our Community Programs Team can talk you through the process of setting up the software and getting started. Please call 9412 5111 or email CommunityEngagement@linkwentworth.org.au

Building apprenticeship program now open to social housing residents

Are you looking to start a career in the building industry?

The Housing Industry Association are looking to take on new apprentices in the building industry. If you are Aboriginal, mature age (over 35 years), live with a disability and/or you live in social housing, you may be eligible to apply.

As part of the program, you will receive extra support including incentive payments on top of your wage, mentoring and tutoring. Please note, you must be job ready and wanting to start full-time work.

The trade qualifications included in this program are carpentry, cabinet making, bricklaying, plumbing, electrical, landscaping, wall and floor tiling, roof tiling, painting, concreting and civil construction. Business and administration traineeships are also available.

As part of the process, Link Wentworth will interview you and support your application. We want to set you up with success. If you're interested in applying, please email Michele on michele.mullineaux@linkwentworth.org.au or call 4777 8000 by 30 September 2021. ▲

Maintenance update for all our Chatswood Hub residents

We are dedicated to improving how maintenance is delivered to our residents. We are pleased to inform you as part of our continued effort to provide quality service and commitment to a 'better future' for all our residents we have appointed a new fire contractor, MNI Electrosark and two maintenance contractors, SR Construction servicing the West portfolio and Asset Group Services servicing the East portfolio. The East portfolio covers everything east of the Pacific Highway, lower North Shore and Hornsby. The West portfolio covers all our homes in and around Ryde.

From 1 July 2021, all maintenance work across Chatswood Hub is being handled by our new contractors. You can continue to report your maintenance issues by calling our Client Services Team on 9412 5111 to speak to one of our maintenance specialists, or if you have access to the internet, you are encouraged to report all non-urgent repairs on our website: www.linkwentworth.org.au.

We are excited to announce these changes as part of our continued effort to provide quality services to you. ▲



Representatives from our three new contractors at a 'meet and greet' with Andrew, our Chatswood Assets Team and other staff members



Link Wentworth to deliver more housing

One of our motivations in forming Link Wentworth was to create an organisation that can deliver more housing for those who most need it. We are excited to announce that we have recently been awarded a tender by Landcom to deliver 95 affordable housing units in North Ryde. The partnership between Landcom and Link Wentworth will deliver a 100 per cent affordable housing development that will involve innovative rental and ownership options.

Link Wentworth has also been awarded funding through the Commonwealth Government's Safe Places Emergency Accommodation program to build short-term housing in the Hawkesbury for women and children escaping domestic and family violence to have a safe and secure place to stay. We anticipate commencing construction later this year on four self-contained units with the capacity to accommodate four women and eight to ten children. ▲

Say hello on Zoom

To stay connected, we encourage you to join our Community Programs and Sustainable Communities Team for their online Wellbeing series each week. Please see below for the current sessions that are held on Zoom.

**Every Tuesday, 11:00 am - 12:00 pm
Coffee and Questions with the Communities team**

Join our Communities and Housing teams to catch up over a cup of tea or coffee. It's your chance to socialise with your fellow residents and ask any questions you may have about Link Wentworth.

**Every Wednesday, 11:00 am - 12:00 pm
Digital Discoveries with Mikaela**

Join Mikaela for our Digital Discoveries session. You can bring any questions you have about the digital world and/or your device and Mikaela will answer them.

**Every Thursday, 11:00 am - 12:00 pm
Get 'Arty' with Rachael**

Join in with Rachael for an exciting art class. Join Rachael for a fun filled session creating art with any materials you have at home. No experience necessary.

**Every Friday, 11:00 am - 12:00 pm
Gentle Exercise and Relaxation with Bee Balanced**

Calm your mind and your body with an online exercise class with Anna from Bee Balanced.

How do I join in?

To attend any of the above sessions via Zoom, type the below link into your search bar and log in to join us.

**tinyurl.com/lwh-wellbeing
Passcode: 1LdC3M**

If you need help using Zoom or have any questions, call please call 9412 5111 (Chatswood Hub) or 4777 8000 (Penrith Hub) or email enquiries@linkwentworth.org.au.



Annual Gardening Competition and free gardening pack

We know many of our residents love gardening! And during this time, it is important to get out of our homes for fresh air and exercise. So, this year we are making our Annual Gardening Competition bigger than ever! We have more prizes and free gardening packs on offer.

To enter, all you need to do is take photos of your garden before Friday 5 November 2021 and email them to CommunityEngagement@linkwentworth.org.au.



PRIZES

Best Overall Garden
\$200 gift card

Category winners
\$100 gift card for each

- Best herb and vegetable garden
- Best courtyard/balcony garden
- Best communal/community or shared garden
- Best kids' garden
- Best general garden
- Best Vegebag growth x3

Free Vegepod gardening packs

requests close 30 September 2021

To receive a free gardening pack which includes a Vegebag (pictured above), soil and seedlings

- Call 9412 5111 (Chatswood Hub) or 4777 8000 (Penrith Hub) or email enquiries@linkwentworth.org.au to request a pack before 30 September.
- The pack will be sent straight to your address from our wonderful partner Vegepod.
- Start gardening!

We accept gardens of all types and sizes. Winners will be announced at the end of November 2021.

This is a partnership project with Vegepod with funding from City of Ryde and North Sydney Council.

If you have any questions, please call 9412 5111 (Chatswood Hub) or 4777 8000 (Penrith Hub) or email enquiries@linkwentworth.org.au.

HAPPY GARDENING! 

RESIDENT RECIPES

How to make sprouts by Penelope



1. Buy lentils
2. Wash lentils under tap water
3. Place lentils in a towel (make sure the towel is damp)
4. Let them sit for four days
5. Now you should have sprouts

Have a favourite recipe or cooking trick?

Email it to communications@linkwentworth.org.au or call 9412 5111 (Chatswood Hub) or 4777 8000 (Penrith Hub) to be featured.

Contact us

Due to the pandemic and for your safety, we are asking that you contact us via phone or email if you can. We also encourage you to use our website www.linkwentworth.org.au.

Our offices in Chatswood, Katoomba, Lithgow and Windsor are currently closed due to the COVID-19 pandemic and Greater Sydney lockdown. If you need to come into our Penrith or West Ryde offices, please make an appointment where possible.

**This information was correct at the time of producing this newsletter.*

Our staff are still contactable during business hours via phone or email. Please don't hesitate to reach out.

Chatswood Hub

9:00 am to 5:00 pm

T 02 9412 5111 **F** 02 9412 2779

E enquiries@linkwentworth.org.au

Penrith Hub

8.30 am to 4.30 pm

T 02 4777 8000 **F** 02 4777 8099

E admin@linkwentworth.org.au

