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# Advance Scholarships

Are you trying to get a job? Do your kids need some help with school? Or would they like to do some extra-curricular activities you can't quite afford? You can now apply for an Advance Scholarship from Bridge Housing for financial assistance for yourself or your children. The Advance Scholarships are for residents who want to improve their job prospects or improve their children's experience of school.

You might be training, studying or involved in an activity that will help you get a job, or will help you improve your career if you already have a job. We also know that it's really important for kids to have a good experience of school to improve their education and employment outcomes.

An Advance Scholarship can provide financial support to help you achieve your goals.

You can apply for up to \$1,500 for expenses related to education, training, employment, school, or kids extra-curricular activities. If you are interested in applying, come along to our Advance Scholarship Information Session on Wednesday 11 October or go to our web site at [www.bridgehousing.org.au/pages/html#advance](http://www.bridgehousing.org.au/pages/html#advance), read the Guidelines, and fill out the Application form.



Applications are open until November 15. We strongly encourage you to come along to the Information Session before you apply.

## Advance Scholarships Information Session

**11am Wednesday 11 October**

(we will also run an evening session at 6pm if enough people request it)

**Redfern Oval Community Room, Redfern Park**

**277 Chalmers St Redfern**

Kids corner and light refreshments provided

Register your interest at <https://bridgeadvancescholarships.eventbrite.com.au> or contact Sarah on **8324 0827** or [s.kingsbeer@bridgehousing.org.au](mailto:s.kingsbeer@bridgehousing.org.au)

**General Enquiries** - 8324 0800  
[customerservice@bridgehousing.org.au](mailto:customerservice@bridgehousing.org.au)

**Repairs** - 8324 0886  
[repairs@bridgehousing.org.au](mailto:repairs@bridgehousing.org.au)

**Housing Pathways Applications**  
8324 0890  
[pathways@bridgehousing.org.au](mailto:pathways@bridgehousing.org.au)

**Housing Team & Tenancies**  
8324 0885  
[customerservice@bridgehousing.org.au](mailto:customerservice@bridgehousing.org.au)

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# Anti-Poverty Week

Poverty and severe hardship affect more than a million Australians today. This year, Anti-Poverty Week will be held from the 15th to the 21st of October and will help to highlight and overcome issues of poverty and hardship here in Australia and around the world. Bridge Housing and Good Shepherd have teamed up to offer a free, confidential & independent financial counselling service – **Money Matters**. The financial advisor visits Bridge Housing on the 3rd Thursday of every month and can also meet you for appointments outside this time. Contact Bridge Housing to book your appointment. Call **02 8324 0885** or email [customerservice@bridgehousing.org.au](mailto:customerservice@bridgehousing.org.au).



## Free and Cheap Services

### Emergency Relief for Energy Bills

The Energy Accounts Payment Assistance (EAPA) Scheme helps people experiencing a short term financial crisis or emergency to pay their electricity or natural gas bill. The vouchers are issued on a one-off basis after an assessment of individual circumstances. Contact Service NSW on **13 77 88** to find your nearest EAPA Provider.



### The Staples Bag

**Where:** 449 Canterbury Rd, Campsie  
**When:** Monday – Friday 9:30am – 4:30pm Saturday 10am – 1pm

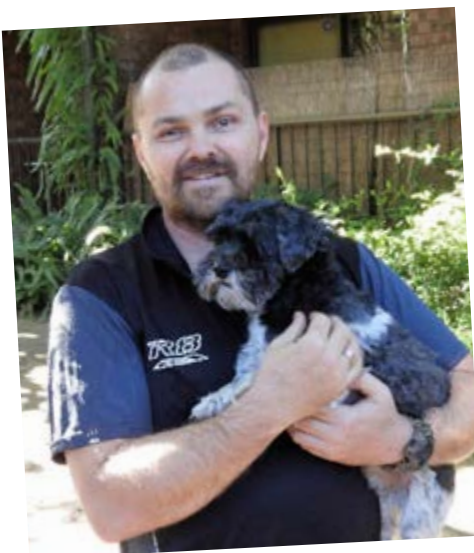
The Staples Bag provides basic groceries at a very low price. There are various pick up locations including Parramatta, Blacktown and Glebe. All the details can be found at [www.thestaplesbag.org.au](http://www.thestaplesbag.org.au).



### OzHarvest Market

**Where:** 147 Anzac Parade, Kensington  
**When:** 10am – 2pm Monday to Friday

Australia's first ever rescued food supermarket is based on a "take what you need, give what you can" philosophy. The groceries are free or you can give a donation based on what you can afford.



## Ian's Story

Before becoming a Bridge Housing resident, Ian had experienced the difficulties of drug addiction, unstable housing and depression. He was moving house 2 or 3 times a year, spent time in jail and was unable to hold down a job because of the instability in his life. Ian said "It was chaos". But four years ago, all of that turned around and thanks to Bridge Housing, Ian finally had a roof over his head and a place to call home.

Ian recently began working for Mates on the Move, a social enterprise that helps ex-prisoners get back on their feet through training and employment. Ian is now studying his Cert III in Removals and Warehousing and is working part time. Ian has lost 15kg, is going to the gym and cooking for himself at home after learning how to make healthy meals through the classes that he attends. "None of this would have been possible without having a roof over my head. I'm so grateful to Bridge Housing" he said. And for the first time, Ian says he is excited about the future, his head feels clear and he is now making plans to get his truck license. We wish you all the best, Ian!



## Outreach Office Times & Locations

### Parramatta Outreach

106-108 Church Street  
Parramatta 2150  
Hours: All Day Tuesday

### Mill Hill Outreach

Waverley Council  
1st Floor, 31-33 Spring Street  
Bondi Junction 2022  
Hours: Mondays 1.30pm to 4pm

### South Coogee Outreach

3 Yamba Place  
South Coogee 2034  
Hours: Tuesday 9.30am to 12.30pm

## CEO Update

The recent Grenfell fire in the UK and the catastrophic loss of life and damage reminds us all of the importance of fire safety in social housing. Bridge Housing operates a comprehensive fire safety regime to ensure that all of our tenants can live confidently and safely in their homes. I encourage you all to carefully read the letter I sent to tenants in August highlighting Bridge Housing's responsibilities and your responsibility as a tenant. Fire Safety is our shared responsibility and if you are experiencing any issues or have any concerns about this, please contact the Bridge Housing repairs line on 02 8324 0886.

Our AGM is on again on 22 November 2017. Please save the date in your diaries.

**John Nicolades, CEO**



## Time to Talk

In June, tenants from African communities were invited to share their experiences and views at a Time to Talk workshop. 12 tenants met with Bridge Housing staff for a great discussion.

Various issues were raised including issues about maintenance and tenants access to local services. The next edition of the newsletter in December will be all about maintenance to address some common maintenance myths highlighted at the workshop. Here are some great services that are available to tenants who are culturally and linguistically diverse (CALD):

### Granville Multicultural Community

**Centre** offers a variety of community, educational and social activities and services to residents in the local area. This includes English classes, homework help for kids, playgroups, counselling, family support and emergency assistance.

**[www.gmcc.org.au](http://www.gmcc.org.au) T: 02 9637 7600**  
**Block C242, 136 William St Granville**

### Settlement Services International

provides a range of services for refugee



General Manager, Operations, Rebecca Pinkstone  
with tenant Cholak Muorwel

settlement, migrant support services, advocacy, disability support, employment services and youth support.

**[www.ssi.org.au](http://www.ssi.org.au) T: 02 8799 6700**  
**2/158 Liverpool Road Ashfield**

**Metro Assist** provides migrant settlement support, family support, emergency relief, tenancy services and community development.

**[www.metroassist.org.au](http://www.metroassist.org.au) T: 02 9789 3744**  
**59-63 Evaline Street Campsie**

### The Community Migrant Centre

provides information, referrals, training sessions, support and advocacy to migrants and refugees.

**[www.cmrc.com.au](http://www.cmrc.com.au) T: 02 9687 9901**  
**1 Horwood Place Parramatta**



## Tenant End of Year Party

**Book now!**

Calling all tenants! You are invited to the tenant end of year party. Every year, this great event celebrates tenant volunteers and tenants who are active in their communities. This year we are going to the **Sydney Sea Life Aquarium** at 11am Saturday 2 December.

Please book now by calling Ha on **8324 0851** or email [h.nguyen@bridgehousing.org.au](mailto:h.nguyen@bridgehousing.org.au).

**Places are limited so call soon to avoid missing out.**

# Spotlight on Building Bridges

It is now 3 years on from when we launched Building Bridges in 2014. Over those 3 years we have implemented 84% of the projects we said we would – we have 6 left to go! Two of those projects we have indefinitely postponed and four we are currently working on:

- ▶ Working on our next tenant survey to improve the response rate for certain groups – Aboriginal people and young people
- ▶ Implementing a tenant mentor or “buddy” scheme for new tenants
- ▶ Engaging with young tenants from 18 to 24

- ▶ Advance Scholarships (see the front page of this newsletter)

The projects we have postponed – Rent It Keep It training for new tenants; and checking out the feasibility of setting up a volunteer handyman program - we will reconsider at a later date if circumstances allow.

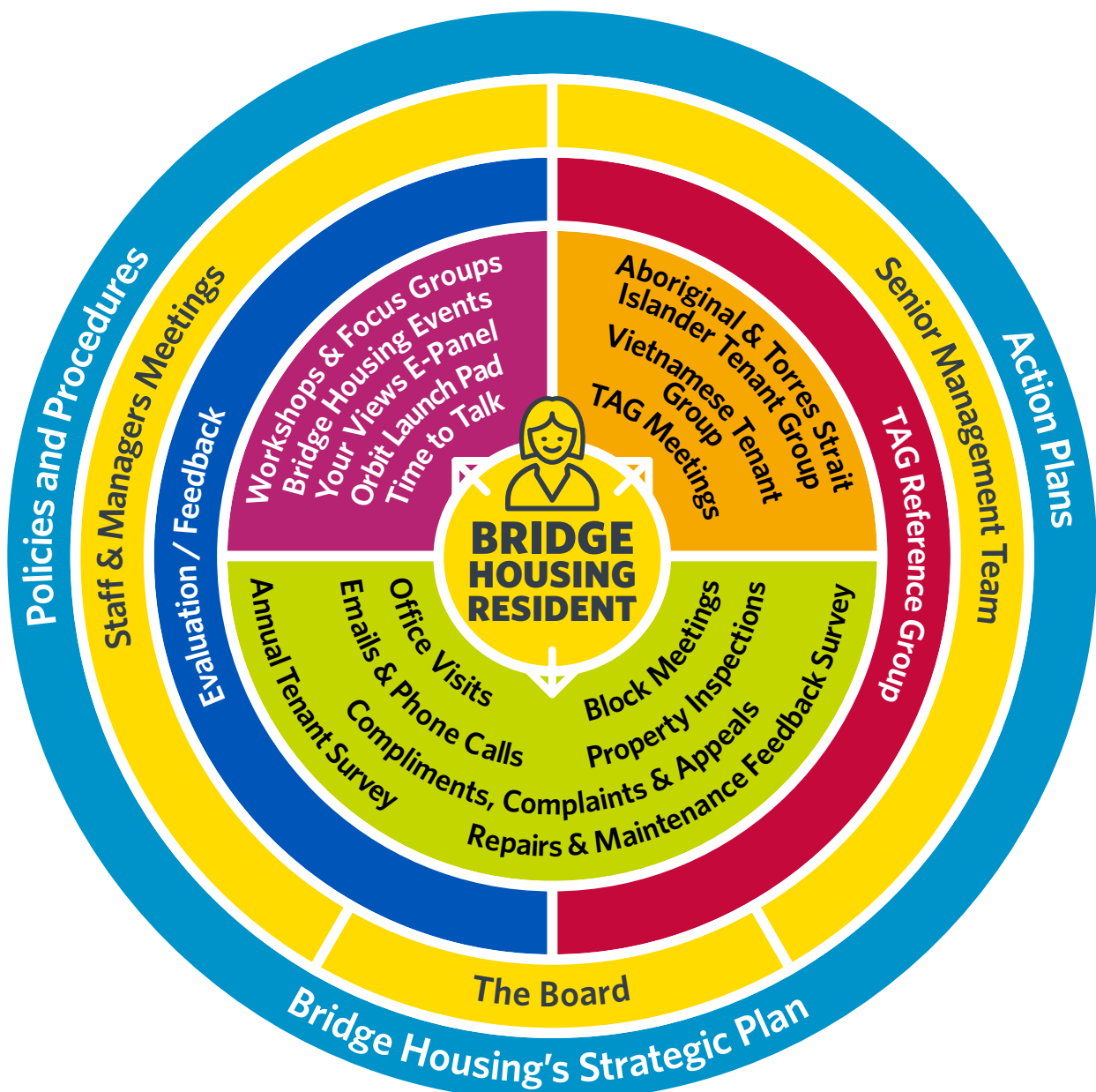
One of the positive outcomes of Building Bridges is we now have lots of options for tenants to get involved with Bridge Housing - lots of ways for your views and voices to be heard at the highest level of the organisation, and to have a real influence over the way we do things.

## Your Voice Matters

Every time you attend a TAG meeting or complete a feedback survey, email your housing manager or make a complaint, you are contributing to the tenant voice that is heard by all levels of staff and influences our policies, procedures, action plans and strategic planning. Your voice really does matter!

If you would like to get involved but don't know where to start, give Francesca a call on **8324 0844** or email **f.cathie@bridgehousing.org.au**.

## Your Voice Matters



# TAG UPDATE

I hope everyone is looking forward to the warmer months ahead.

The attendance at the meetings hopefully will pick up again during the next few months.

We have had several meetings since the last newsletter, the meetings are now less formal and more of a discussion group.

It appears that this is the way the majority would like the meetings to be held.

The West TAG went to Yum Cha instead of having a group meeting, it was well attended, the food was very nice and those I spoke with enjoyed it. This event came from suggestions put forward by the West group.

Rozelle had a better attendance at the last meeting, we are hoping that some of the transfer tenants will become involved with the TAG.

We look forward to seeing you at the TAG meeting in your area before the end of the year which is swiftly approaching.

**Pamela Pryor**  
Chairperson



## TAG in 2017

Our Tenant Advisory and Discussion Group meetings are private, free and just for tenants. Meet new people, have your say about tenancy issues and hear guest speakers.

Call Pamela Pryor on **0409 047 301** to book a seat or email [ladybushranger1@bigpond.com](mailto:ladybushranger1@bigpond.com).

### Central TAG

Small Room, Redfern Town Hall  
73 Pitt St, Redfern, 10am – 12.30pm

Friday 13 October

### Rozelle Discussion Group

Café venue, 10am start.  
Call Pamela Pryor for details.

Friday 20 October

### West Discussion Group

Parramatta RSL, Cnr Macquarie & O'Connell  
Streets, Parramatta, 10:30am – 12:30pm  
Free parking on Macquarie St opposite RSL,  
Free 900 Shuttle bus stop 90m to RSL

Friday 10 November

### East TAG

Theatrette, Waverley Library  
32-48 Denison St,  
Bondi Junction  
10am – 12.30pm

Friday 24 November

Have you read the  
**Fire Safety letter** sent  
out in August?

**FIRE  
SAFETY  
ALERT**

Call the Repairs Team  
on **02 8324 0886** if you  
have not received it.

# What's On

## The Wellness Walk Festival

Sunday 15 October

To coincide with Mental Health Week, WayAhead and the Sunflower Foundation are hosting a walk and festival to raise awareness about mental health. This family-friendly walk is 5.9km long. The route takes a scenic loop of the CBD, starting at Government House at 10am, passing the Harbour Bridge, the Rocks and Circular Quay and then returning to Government House for the festivities...live music, yoga, dancing, photo booths and more! Register at [www.wellnesswalk.org.au/Sydney/home](http://www.wellnesswalk.org.au/Sydney/home).



## English Classes

English Conversation Classes are held every 2nd Saturday, 10am-11:30am at the Granville Library. If you are interested, please contact **02 9735 1376** for further details.

Beginner and Intermediate English classes are held weekly at the Marrickville Library. Registrations are essential. More information available by phoning **02 9335 2173**.

## Free Technology at the Library!

Tuesday 17 October 1-2pm

As part of anti-poverty week, Parramatta Library is offering a free training session to learn about the technology services and programs available at the library, including computers, printers, and free internet access.



# Do you sometimes wonder who to call?



- ☎ If there is a problem with your property or common areas, call the repairs line on 02 8324 0886 or request a repair online by logging on to the website [www.bridgehousing.org.au](http://www.bridgehousing.org.au)
- ☎ If you have any issues with paying your rent or your tenancy in general, call the Housing Team on 8324 0885
- ☎ If you have an issue with your neighbours, call the Housing Team on 8324 0885
- ☎ In the case of criminal activity, call 000 in an emergency. For non-emergency situations, you can report anonymously to the NSW Police via Crime Stoppers on 1800 333 000
- ☎ If you would like to get involved or join a tenant group call the Community Team on 8324 0844 or email [customerservice@bridgehousing.org.au](mailto:customerservice@bridgehousing.org.au)
- ☎ It's OK to complain! If you aren't happy with the service you have received from Bridge Housing, it is really important that you tell us about it. You can make a complaint over the phone to any staff member, by calling 02 8324 0800 or email us at [customerservice@bridgehousing.org.au](mailto:customerservice@bridgehousing.org.au)