

# The Tenant's Voice summer 2015

The Tenant's Voice Newsletter will be going paperless in 2016.  
**We are going digital.**



## CEO Message

Welcome to the Summer Edition of the Tenant's Voice Newsletter.

We are working alongside our communities to build strength and resilience through a variety of initiatives and programs.

In October it was Mental Health month, so we took the opportunity to promote mental health issues and the impact it has on individuals, families and communities.

We held events to raise awareness of mental health and wellbeing and to encourage everyone to give 'mental health' the same consideration we give our physical health.

Our commitment to be proactive in addressing the impacts of mental health has resulted in some excellent training and awareness programs being available to our customers and staff.

Our first Mental Health First Aid Course attracted 14 customers. Supported by Hume's Tenant's Voice Committee, we created opportunities to discuss topics centered around how to recognise the signs and symptoms of mental health problems and where and how to get help.

We have also been running in-house training and support for Hume staff members and 13 have successfully obtained a Certificate of Accreditation in Mental Health First Aid.

In October we held the Hume Annual

General Meeting. A real highlight of the meeting was being able to publicly recognise our customers for their contribution towards building community connections and support through volunteering, completing the First Aid Course and supporting Tenant's Voice. Again, I thank our customers for their support and openness.

We are driven to expand our programs guided by the aspirations and goals set by our customers. We have responded to our customers desire to re-enter or join the workforce and have a range of employment, training and job readiness programs available – be sure to read through the newsletter and email us if you are interested in these opportunities – there is more to come in 2016.

In November our first Employment Options Meeting took place in partnership with SR Construction & Trade Staff Australia. This opportunity is the gateway to interviews for the construction industry and possible traineeships, apprenticeships and future career development. Hume's Housing Plus services targeting training, education and job readiness has attracted a large amount of interest and is integral in supporting our customers to reach their individual potential.

This edition of the Tenants Voice newsletter is the last that will be distributed via post. In future we are embracing the digital age and copies will be available online at [www.humecha.com.au](http://www.humecha.com.au)

If you prefer to relax and read through a paper version, you can pick up a copy at any of our offices or complete the form at the back and return it to our office.

As the year comes to an end, it is time to reflect on how productive it has been, enhanced by active customer participation

and engagement in Hume's programs and by our customers taking the lead in the exploration of activities and topics that they would like in 2016. We look forward to working with our customers in these exciting times.

On behalf of the Hume Team, I would like thank our customers and partners for choosing Hume and helping make this a successful year. We wish everyone a happy and safe holiday season and a New Year full of potential.

Sincerely,  
Nicola Lemon

**CEO**  
**Hume Housing**



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## Providing Housing Options

Hume Housing works hard to prevent homelessness and to provide safe, secure and affordable housing options to those in need.

We have recently appointed two Housing Options Officers who can assist both new and existing customers with finding a home that is suitable for their individual requirements.

Belinda Campbell and Rachel Dawson will be working between our Fairfield and Parramatta Offices and will be available to conduct assessments and provide advice on a range of housing options including:

- Applying for Social Housing
- Eligibility for Affordable Housing
- Referrals to the Housing Independence Program
- Contacts and referrals to the private rental market
- Details of financial and medical support services

We recognise that no individuals, couples or families are ever the same and have a variety of requirements when it comes to finding somewhere to live.

Through interviews and assessments our team will be able to provide customer focused support and advice and guide you to the most appropriate housing option for you.

If you would like to speak with Belinda or Rachel contact us on **02 9722 4300** to book an appointment or you can email [housingoptions@humecha.com.au](mailto:housingoptions@humecha.com.au)

## Office Hours During the Holiday Season

The Hume Housing Offices will be closed over the holiday period from Friday 25th December until Monday the 4th January when we will open again for the New Year.

If you have any emergency repairs over this time you can contact our after hours service on **02 9727 0688**.

We encourage all of our customers to keep up to date with their rental payments during this time, to avoid falling into arrears.

Payments can be made at any National Australia Bank branch or via direct deposit using the following details:

**BSB: 082 343**  
**ACCOUNT: 627952830**

Please make sure you put your tenant code down as a reference against the payment.

# Hume Customers Finding Jobs

**For over 12 months Hume has been working very closely with our partners SR Construction, Trade Staff Australia and Mono Construction to help our customers find employment. For some this has opened up a new career path, for others it has provided them with the confidence and self-worth to get a job and break the cycle of unemployment.**

**Currently we have two successful customers working with S.R Construction on traineeships while being supported by a Trade Staff Australia employer.**

On 4th November we had another successful Hume Customer secure a full-time Construction Traineeship with Mono Constructions. This Customer will be working on Hume's new housing complex in the Warwick Farm area, with construction commencing in November 2015. During the interview Joseph Moujalli, Project Manager at Mono Constructions stated,

*"If he brings the attitude to the job that he showed in the interview, I have no doubt he can be very successful."*


This is a true testament to some of the amazing customers we house.

On the 6th November we hosted our first Employment Options Meeting, twelve customers attended the event with one person gaining an interview on the same day with S.R. Construction. Hume would like to thank S.R Construction (Adris and Emma) and Trade Staff Australia (Nick) for making the event a great success.

We still have more positions to fill! You could be next.

If you have a background in construction/property maintenance or in administration then we want to hear from you. So far we have assisted three customers to find employment, now we want to help you!

*Our goal at Hume is not just to provide you with a roof over your head; it's to help you with life's challenges along the way. If you are looking for a job, traineeship or even volunteer work and are between the ages of 16 to 60, give Jason a call.*

 **Jason Newton**  
**02 9722 4329**



## Social Club

(All Social Club events listed are for Social Club members only! To be eligible to attend you must have less than 2 months owing on your Social Club account.)

## End of Year Celebration

Get ready for our annual End of Year Celebration. This is great night full of entertainment, prizes give-aways, show bags, photo-booth, live DJ, customer recognitions, face painting and a fabulous sit-down meal.

**Date:** 9th December 6pm to 9pm

**Venue:** Grand Paradiso – 3 Barbara St, Fairfield NSW 2165

**Tickets on Sale:** 16th November to 2nd December

**Adult:** \$12

**Children (4 to 12):** \$6

## Wet N' Wild

It's almost 2016 and the Social Club will be offering tickets to Wet n' Wild to keep you cool during the hot summer days. These tickets are good for any day throughout the 2015/16 season.

Join the Hume Team on the 20th January who will be at the park from 10am to 5pm.

**Adult: \$25** (regular Wet n' Wild admission \$75)

**Child (4 to 12): \$20** (regular Wet n Wild admission \$64)

**Tickets on Sale: 16th November till 16th December.**

**\*Please note transportation will only be provided upon request and will need to be approved prior to boarding.** This will only be offered on **20th January 2016**. This has been decided to keep costs to the social club budget minimal and be able to provide more outings throughout the year.



## Good Neighbour Award

At Hume we like to try new things. This quarter we would like to recognise five customers who have been nominated by another Hume customer as a good neighbour in the area where they live.

- Celeste from Telopea: "She is a caring lady with a nice heart. She was also the first person to welcome me into the building."
- Wafaa from Liverpool: "Wafaa is a good neighbour and is very helping and caring."
- Khami, Nada and Kosta from Fairfield: "I have great neighbours on either side of me. We all take care of each other's gardens, putting out each other's rubbish bins and sharing family celebrations"

Each household is awarded a \$50 gift card to use at the Green Peppercorn Restaurant. It's one of Fairfield City's busiest restaurants serving authentic Lao and Thai cuisine at very affordable prices.

If you would like to nominate a fellow Hume neighbour, come by one of our offices or download the form from our website.

## Activities for Summer Time

Seniors Aqua Aerobic Class:  
Every Thursday at Cabravale Leisure Centre, Hume runs a free Water Aerobics class between 1:30pm to 2:30pm. Come join us for some fun and exercise.

For more information, please contact:

**Michelle Femia** ☎ 0407 934 963



## Best Garden Winner

Hume would like to recognise Karen James who came 1st in the Macquarie Fields Garden Competition 2015 for having the Best Front Yard. This contest was organised by The Royal Botanic Gardens and Domain Trust.

Phil Pettit from Community Greening presented her with the award.

Hume has sent Karen a \$20 gift card to Bunnings Warehouse so she can continue to enhance her garden. Great work Karen!

## Free Dental Check Up! (Ages 2 to 17 free visits)

**Are you between the ages of 2 to 17?  
If you are, you may be entitled to a free dental visit.**



*Dental health is fundamental to one's overall health. A healthy mouth enables a person to eat, speak and socialise without pain or discomfort. Dental decay is the most common health problem of any type in Australia. Recently, dental conditions have been the highest cause of acute preventable hospital admissions in Australia. (NSW gov't Health: <http://www.health.nsw.gov.au>)*

Many children are entitled for a free dental check-up. Some dental services are covered by the Child Dental Benefits Schedule that include:

- Examinations, x-rays, cleaning, fissure sealing, fillings, root canals, extractions, partial dentures

To be eligible for the Child Dental Benefits Schedule, you must:

- Be aged 2 to 17 years for at least 1 day of the calendar year
- Be eligible for Medicare
- Receive, or be part of a family receiving, certain Australian Government payments

For more information contact your local dentist or if you live in the Fairfield area contact Smiles Unlimited on **02 9723 3366**.

## Tenants Voice Newsletter 2016

If you would like to receive your newsletter via email please provide your name and email address.

**Name:**

**Email Address:**

If you would like to continue receiving your newsletter by post please complete this form and return it below.

I would like to receive my newsletter by post:

**Name:**

**Address:**

## Project Uncover

The Recovery in Parramatta Group, comprising Hume Housing, Evolve Housing, Parramatta City Council, Western Sydney Local Health District and Department of Family and Community Services (Western Sydney District), is pleased to announce: **Project Uncover**.

A 12 month project ending June 2016, funded by Western Sydney Partners in Recovery, and focused on hoarding and squalor.

Project Uncovers seeks to promote wellbeing and housing stability and safety through CHIMERS:

**C**ommunity  
**H**ousing  
**I**dentify  
**M**eaning  
**E**mpowerment  
**R**ecovery  
**S**afety

For people affected by household clutter or a build up of belongings and safety and health hazards at home.

The aim of the project is to work with social housing residents, families, friends and neighbours and other interested people to develop opportunities for

- Discussion and problem solving
- Peer support
- Supporting families and friends
- Exploring a range of practical solutions
- Training and information exchange within communities where these issues and squalor are evident.

The project also aims to help the Recovery in Parramatta Group to:

- Promote understanding about unhelpful attachment to belongings
- Develop better information systems
- Develop collaborative service pathways
- Identify challenges and strategies for overcoming them
- Explore practical support options and resources
- Build the knowledge, skills and confidence of staff in providing early and effective support.

First steps involve: research about what works and help, stakeholder consultation, the development of a Lived Experience Leadership Group and the identification of other champions of mental health and wellbeing within social housing neighbourhoods and service partners.

Leanne Craze & Douglas Holmes are the project coordinators. For information about Project Uncover contact:

### Leanne

☎ 0408 869 051

✉ [Leanne.craze@humecha.com.au](mailto:Leanne.craze@humecha.com.au)

### Douglas

☎ 041 346 4469

✉ [23biwg@gmail.com](mailto:23biwg@gmail.com)

### Julie Davenport

☎ 02 9722 4322

✉ [Julie.davenport@humecha.com.au](mailto:Julie.davenport@humecha.com.au)

**Please subscribe below to become part of the Project Uncover Enews** or send an email to [Leanne.craze@humecha.com.au](mailto:Leanne.craze@humecha.com.au)

## Mental Health Month

On Monday 26 October a group of 45 customers and community members joined us to celebrate Mental Health Month. Customers who recently successfully completed the Mental health First Aid course set the pace at this never to be forgotten celebration - the first official event held in Hume's new Community Room in Cumberland St Cabramatta. The theme this year was 'value your mind'. Our local take on this was remembering and doing the simple things that help us keep our minds healthy and strong. Things like:

- Meeting with others
- Sharing a meal
- Having a yarn
- Being active
- Being kind
- Having fun
- Sharing a good laugh

And laugh we did, especially during the game entitled 'Pin the moustache on Jason Newton'. In addition to being a man of many skills, Jason became a man of many looks. Leanne Craze showed off her cricket skills while Hume has Talent Scouts, Lawrence and Chantelle, were stunned if not bowled over by the juggling skills of Wafaa Hafidh, the poise of Juliet Khoshaba and the coin rolling expertise of Mrs Barios.

And sharing a meal we did too. A special thanks goes to Khanthida Ounphengvong who again so very generously made the most delicious vegetarian spring rolls and salad rolls. A big thanks also, to husband, Khampheng, who helped Khanthida with her extreme culinary achievement. Our fledgling group of mental health champions are now busily thinking about the next event we can hold together.



## Meet your Neighbourhood Officers

We have recently appointed new staff to the roles of Neighbourhood Officers who will be looking after customers within our general housing programs.

Joining Noha Gabriel who is looking after properties in the Fairfield, Telopea and Bankstown areas are:

Chantelle Woolridge – looking after properties in Liverpool, Campbelltown and Ashfield

Vivian Lisciotta – looking after properties in the Fairfield and Telopea area

They are responsible for carrying out wellbeing visits, conducting block meetings, co-ordinating communal upgrade programs, handling any anti-social behaviour matters in your area and encouraging customer participation in local events.

In the next few weeks they will be sending out letters of introduction to their customers along with their contact details.

In the meantime, if you would like to contact them you can call:

### Noha

☎ 0407 899 016

### Chantelle

☎ 0409 517 768

### Vivian

☎ 0417 615 020

## Contact Us

### Fairfield Office:

🏠 Level 1, 119 The Crescent Fairfield NSW 2165  
☎ (02) 9722 4300

### Parramatta Office:

🏠 4/79 George Street Parramatta NSW 2150  
☎ (02) 9685 6800

### Maintenance

☎ (02) 9727 0688

## My Place, My Space – Telopea Art Project

**Do you love your community and are looking for ways to share your experiences with others??**

Hume's My Place My Space Project creates an opportunity for you to unleash your creative energy, embrace your environment and highlight the special connections you have with your community.

Early in October, Hume engaged arts consultant, Angela Pasqua to work with our valued Telopea customers on an exciting new art project, that will ultimately enliven the entry space in both foyers of Hume buildings at Shortland and Sturt Streets Telopea.

To date, Angela has conducted six motivating workshops that immersed our customers in multimedia artwork such as photography, drawings, colour washed, multilingual greetings and poetry. The objective of this project is to involve as many of our customers as possible to be able to express through artwork, imagery and works their connection to their home and where they live.

The end result will be the creation of a large collage of imagery compiled by our customers and their personal contributions. After all workshops have been completed, Angela will collate the information and put together two final art collages ready for printing. Installation of the exciting new art pieces to each foyer entrance is expected by mid December. A celebration of this amazing community initiative will be scheduled closer to the time.

The art project is being delivered as part of Hume's commitment to increase community cohesion in the communities that we work in, as part of the delivery of our Community Cohesion Strategy. It builds on number previous activities we've held with local customers and recognizes the amazing contribution that our customers' can make in creating stronger communities.

For further information please contact:

**Michelle Femia** ☎ 0407 934 963

