

# Official Opening of New Housing



The Women's Housing Company celebrated the official opening of new housing in the Canterbury Bankstown LGA, with the Hon. Rose Jackson (Minister of Water, Housing and Homelessness) and Chair Alice Spizzo cutting a ribbon to mark the event. The three blocks comprising 24 units were purchased and refurbished with funding from the NSW Government and the WHC, providing much needed social and affordable housing for women and children.

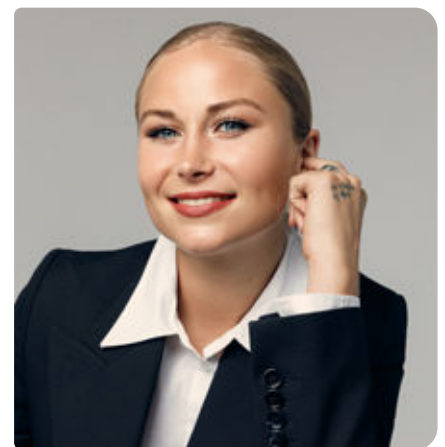
Our partnerships with key stakeholders played a pivotal role in bringing this new housing to life through generous donations, beautiful furnishings, skilled builders, and a committed team.

The Minister announced that the WHC has been successful in a further Community Housing Innovation Fund grant of \$5m for our next housing project – a very welcome announcement!

## TAG Meetings

The Tenant Advisory Group (TAG) is your platform to share information and experiences about WHC services and meet other members of the community. It's also a great way of upskilling and gaining confidence. We meet quarterly.

Time	Date	Location
11am	15 September	Liverpool
11am	5 December	Surry Hills



Grace Tame

## Save The Date – 2023 Annual General Meeting

Please join us for the Women's Housing Company Annual General Meeting 2023. We're pleased to announce that our special guest speaker will be Grace Tame – 2021 Australian of the Year! Grace will be sharing her journey as an advocate, activist and survivor, and her ongoing work.

**The details** **Date: Wednesday, 22 November 2023** **Time:** 11.30am arrival for 11.45am start

**RSVP:** [contact@womenshousingcompany.org](mailto:contact@womenshousingcompany.org)

# CEO Message



One of the most common things we say at the Women's Housing Company is that the solution to homelessness is more housing. We've been working hard to complete several new housing projects and were fortunate to have the Hon Rose Jackson, NSW Minister for Housing and Homelessness to officially open our new blocks in Canterbury Bankstown. These blocks comprise social and affordable housing in an area where there is significant demand on the waiting list.

The Minister also announced a new \$5 million grant for our next purchase and refurbishment project in 2024.

There are other projects in the pipeline, including more housing for older women that will be ready in the coming months.

Supporting our tenants with quality services is core to our purpose. We are making some changes to the way we deliver our maintenance services later this year based on feedback. We've also recruited new staff and established some new roles in our community housing operations area to focus on services to applicants and tenants.

In addition, we're refreshing our website and updating our phone system to support the delivery of information and services. I look forward to implementing these

changes before the end of the year and welcome your feedback.

There's lots of information in the newsletter and I hope you enjoy the update. And please make a note of the AGM date as this is a wonderful opportunity to connect with everyone involved with the Women's Housing Company.

Best regards,  
**Debbie Georgopoulos**  
 CEO WHC

## Tenant Satisfaction Survey Action Plan

Our annual Tenant Satisfaction Survey highlighted the many areas we are doing well, and some areas for improvement. Key themes include how we communicate with tenants, improving our repairs and maintenance service and tenant ability to influence decision making.

An Action Plan was developed following tenant input on Your Say Day and reviewed by our Tenant Advisory Group (TAG). The main actions are summarised below:

	<b>Communications</b>	<ul style="list-style-type: none"> <li>● Introduce a new phone system to improve call monitoring</li> <li>● Allocate adequate time to home inspections for tenants to talk to their Tenancy Manager</li> </ul>
	<b>Information Provision</b>	<ul style="list-style-type: none"> <li>● Refresh tenant welcome packs</li> <li>● Include information about tenant rights and responsibilities in newsletters</li> </ul>
	<b>Repairs and Maintenance</b>	<ul style="list-style-type: none"> <li>● More staff training</li> <li>● Refreshed auditing program for repair quality</li> <li>● Contractors to undertake code of conduct refresher</li> </ul>
	<b>Ability to Influence</b>	<ul style="list-style-type: none"> <li>● Introduce the Neighbour Policy to promote neighbour relations</li> <li>● Review feedback loops for customer service interactions</li> </ul>

# Tips to Save Power

Many of us are seeing our power bill increase, with general cost of living pressures. Below are some handy ways to lower your use and help reduce your next bill.

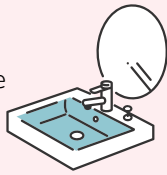
## Kitchen

- Set fridge to no colder than 4-5 degrees and freezer between -15 or -18
- Ensure air circulation around the fridge
- Don't place hot food in the fridge
- When boiling kettle, only boil amount of water you will use



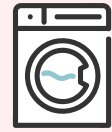
## Bathroom

- Keep hot showers to five minutes maximum



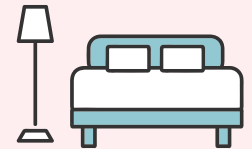
## Laundry

- Cold wash when possible
- Run dryer on medium instead of high
- Clean the lint filter after every load



## Bedroom and living room

- Wear socks when home
- Block gaps under door with door snakes or rolled towels
- Keep curtains open during the day to let sun in
- Turn off appliances at socket when not in use



If you need more support, the NSW Government offers a number of energy rebates for seniors, low-income households and those experiencing medical stress. Scan this QR code to learn more.

Scan the QR code to find an energy rebate | NSW Climate and Energy Action

This information is from:

<https://www.abc.net.au/news/2023-06-27/how-to-save-power-electricity-bills-rising-energy-prices/102509322>

# Empowerment Through Employment Results

We have just finished the first year of our Empowerment through Employment Program and it exceeded our expectations. Sessions included resume writing, transferrable skills, confidence building and much more. Thanks to those who completed our survey, we have been able to revisit the program and re-evaluate how we progress. We encourage anyone seeking to work to attend a workshop or reach out directly to Libby on 0417228067.



## Results:

102	women engaged with the program
26	women are actively involved with the program
12	women have entered work and/or study
76%	of these women feel more confident about entering employment.



Our Confidence Building workshop was led by a life coach, followed by lunch and networking.

# What We Have Been Up To

This year we celebrated NAIDOC Week with a walk-through Redfern where we popped into the local community event before enjoying some lunch.

Our EmpowerHer event welcomed our community to enjoy a morning tea, an address from our patron Ros Kelly AM and styling session thanks to Katie's. Everyone left with an entire new outfit, and some were treated to hairstyling and makeup.



## Upcoming Events



To register, please scan the QR code or call 9281 1764.

### Let's Get Digital program

Do you want to attend a digital literacy session? Please send us an EOI by emailing [contact@womenshousingcompany.org](mailto:contact@womenshousingcompany.org) or calling the office 9281 1764.

### The power of resilience



This workshop focuses on building resilience through goal setting, enhancing your sense of purpose and agency for personal growth and well-being.

11.00 – 1.00 Tuesday,  
September 12, Seven Hills

### Dress for success

Join us for a session focused on empowering women with the art of dressing for success in job interviews.

10.00 – 2.00 Monday,  
November 6, Marrickville

### Learn your strengths



Often, we don't know our strengths and don't recognise that every day, we are gaining skills and using skills learned from past experiences. This session will help you uncover your skills for your next job.

10.00 – 12.30 Monday,  
October 16, Surry Hills



### Art in the park

Join us for a light morning tea and a therapeutic art experience in the park



10.30 – 12.30 Thursday  
September 28, Ashfield Park

11.00 – 1.00 Friday, November 3  
Hart Park, Warwick Farm



## Join our Secure Facebook Group

As a tenant of the WHC, you have exclusive access to our Facebook page which is monitored and only accessible with verification to keep everyone safe. Here you can organise to catch up with other women, share ideas, be the first to hear about anything we are planning and even tips to getting the most out of life. To join, please scan QR code and be ready to provide you tenant number or home address.



## Financial support

If you need some extra financial support, No Interest Loans (NILs) are available. You can borrow up to \$2000 for essentials such as appliances and furniture, education or goods and services to support your wellbeing. There is an eligibility requirement. Call 136 457 for more information.

**Business Hours:** 9.00am – 4.30pm Monday – Friday

**Customer Service: Phone:** 02 9281 1764 **Email:** [contact@womenshousingcompany.org](mailto:contact@womenshousingcompany.org)

**Repairs and Maintenance: Phone:** 02 8202 9313 **Email:** [repairs@womenshousingcompany.org](mailto:repairs@womenshousingcompany.org)

**Website Form:** <http://www.womenshousingcompany.org.au/tenants/maintenance>

**After Hours Emergency Repairs:** 1300 556 057 **Translations and Interpreter:** 131 450