



# The Tenant's Voice Winter 2015

The Tenant's Voice Newsletter will be going paperless in 2016.

**We are going digital.**

## CEO Message

Hello to all Hume Customers and welcome to the Winter Edition of the Tenant's Voice Newsletter.

It has been a busy past couple of months at Hume Housing with the official opening of our Parramatta Office located at 4/79 George Street. We welcome our customers to come in and visit our new space, whichever office you choose to visit; you can expect quality customer service.

Hume is excited to announce the launch of our Go2Network for customers that are interested in learning more about Mental Health Issues. Those who are interested may have a chance to attend a free 3-Day Mental Health First Aid Course, more information is located on page 3.

In May, Hume Housing received a Highly Commended award in our approach to Excellence in Community Engagement at the annual NSW Community Housing Conference. You can expect more exciting and engaging programs, activities and events in the coming months.

As temperatures begin to drop, keeping warm is import to all of us. In the recent weeks, there have been many stories of people using outdoor heating equipment indoors with serious consequences. Please only use safe and approved indoor heating equipment that is Australian certified. This will keep you, your family and neighbours safe during these winter months. And see you next time.

Sincerely,  
Nicola Lemon

CEO  
Hume Housing



## 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



## Hume Housing Scholarship Program 2015-2016

**Hume Housing recognises that education helps people to open new doors, get good jobs and do well in life. We want to help you, your children or grandchildren, to be able to access new opportunities and have a brighter and better future.**

The Hume Housing Student Scholarship 15/16 is to help you, our customers with meeting the rising cost of education. Families and individuals may apply through the Hume Housing Student Scholarship Program.

Applications open 1st July 2015 and must be returned to Hume Housing by the extended deadline of 18th September 2015. Successful scholarship applicants will be contacted in October 2015.

### To be eligible to apply:

- A Hume Housing Customer
- Attending Primary School, High School or Tertiary/TAFE education for 2016
- Scholarships are awarded on merit

### Categories:

- Primary School (\$400), High School (\$800), Tertiary/TAFE (\$1,200)

### To receive an application

- 🌐 download from [www.humecha.com.au](http://www.humecha.com.au) (under news and events)
- ✉ [get.involved@humecha.com.au](mailto:get.involved@humecha.com.au)
- 🏠 visit the Fairfield Office

Images  
Top: Scholarship winners 2013  
Below: Scholarship winners 2012



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# Youth EMPLOYMENT Program

We are looking for Hume Customers  
aged 16 to 25 looking for  
paid employment

Image above  
Credit Gene Ramirez and Fairfax Media

Hume Housing will be offering this program, in partnership with SR Construction, who undertakes maintenance work on Hume's homes, YC Industry Link (Group Training Organisation) and Marist Youth Care, a specialist youth training, employment and support organisation.

We are providing you the opportunity for paid employment in the construction industry that could lead to: Traineeships, Apprenticeships, Career Development and Future Opportunities.

Come join this great team today!

#### For more information

✉ [get.involved@humecha.com.au](mailto:get.involved@humecha.com.au)

☎ 02 9722 4300



## BREAKING BRICK WALLS

On 6th April 2015 True Quest in partnership with Hume Housing established a 10 week, one-on-one mentoring program for people who are seeking work or have just left school. Successful applicants received job skills, communication skills and life skills, built friendships and support networks that will assist them when they either enter the workforce or begin further education.

The group also acquired skills to write cover letters, create a professional resume and learnt great budgeting skills that will assist them in their future careers. This program was delivered out of the Common Room at Shortland Street in Telopea.



## Telopea Activity Rooms

We have two great locations that can facilitate small group activities and learning opportunities in the Telopea Parramatta Area.

- Home work sessions
- Customer Meetings
- Social Groups
- Birthday Parties
- Workshop

This is no cost to customers for use of the room but a cleaning fee may apply. Rules and Conditions do apply.

If you have any ideas for programs, community initiatives or family events in the Telopea Common Rooms (Shortland and Sturt Street) we'd love to hear from you.

#### Email your ideas to

✉ [get.involved@humecha.com.au](mailto:get.involved@humecha.com.au)

☎ Michelle Femia 0407 934 963



## Facebook

Hume Housing is finally on Facebook.

Keep up to date on Block Meetings, Social Events, New Customer Programs, New Surveys, Contests and other important events happening at Hume Housing. Please note all comments will be reviewed by Hume Housing before they are posted.

Find us by logging into Facebook and searching "Hume Housing NSW".





## Mental Health Facts, Fiction and Champions – See the person, not the label.

There is a lot of talk about mental health issues on the radio, TV and on social media. Whilst there are many true facts out there, there are also many misconceptions.

Understanding the facts helps us have good mental health. People who know the facts can also help others. Do you want to learn the facts about Mental Health? Are you interested in helping others to have good mental health?

Do you have personal experience of mental health issues that can help others?

### We want to hear from you!

We will be having ongoing meetings starting from June and finishing in December for Customers who wish to learn more about Mental Health. There will be future opportunities to take part in Mental Health First Aid courses and an opportunity to become a local champion and to help us to help others.

Who should attend?

- Age: 18 years and over
- Location: Fairfield, Telopea
- Time and dates: To be confirmed

### To learn more contact Jason

☎ 9722 4300

✉ [get.involved@humecha.com.au](mailto:get.involved@humecha.com.au)

Do you know these facts?

- In each year, more than one in every five Australians will experience mental health illness.
- Most of us know someone who has experienced a mental health illness.
- Many mental health illnesses often start before the age of 24 years.
- There is effective help.
- People can and do recover from mental health illnesses.
- People with personal experience of mental health illnesses are well equipped to help others.

Source: <http://www.mindframe-media.info/for-media/reporting-mental-illness/facts-and-stats>

## Community Cohesion - Bringing us together

For the past 12 months we have been developing our Community Cohesion Strategy with the assistance of over 300 Hume Customers. We completed multiple community engagement activities including community social events, workshops, Facebook, postcards, and a youth week drop-in event. We aimed to deliver engagement that put into practice Hume Housing's role as a provider of "Housing Plus" services.

By engaging with our "Hume" community at community events and neighbourhood gatherings, we are also putting into practice community building and community cohesion actions – we were "walking the talk". This strategy enables our community to participate in decision making about the future of their neighbourhoods, and collaborate on priority projects and actions. We have learnt that opportunities for neighbours and communities to engage with each other, and with our staff, are welcomed by our customers, and that their preference (69% of respondents) for engagement is through community "get togethers" and events.

The community engagement program has had multiple outcomes including learning more about the needs, interests, and skills of our customers, building the capacity of our customers to initiate their own community building activities, building connections between our staff and our customers, and building connections between neighbours. We will continue with this collaborative approach through our future service delivery, which our community will benefit from through increased skills, greater involvement in decision making and a stronger sense of belonging within their communities.

From here, we will look at ways to implement your ideas and suggestions into deliverable, sustainable and achieve outcomes.





## Social Club Important Information

On January 2015 a majority of Social Club Members were sent letters explaining the level of outstanding Social Club fees they owe. For those who have responded to those letters and have paid their debt I thank you for your understanding and patience. Unfortunately there are still some members who have not paid, as a result there are insufficient funds to hold Social Club activities. All activities have been placed on hold until September 2015. A review of the Social Club program will be undertaken and all members will be invited to provide feedback and make suggestions on its future. A second round of letters were mailed out in early July to address the remaining members who still owes fees. The next Social Club activity will be advertised on: [www.humecha.com.au](http://www.humecha.com.au) and in both the Fairfield and Parramatta offices.

If you have any questions or concerns please call or email at:

✉ [get.involved@humecha.com.au](mailto:get.involved@humecha.com.au)

☎ Jason Newton 02 9722 4329

## Free Swimming for Seniors 60+



This program is offered by Fairfield City Council and is for residents of Fairfield LGA only. Conditions do apply. Please see "Free Pool Entry" coupon below.

## Healthy Seniors Activity – Our way



Come join our Healthy Seniors Program offered twice a week at Cabravale Leisure Centre. Bring a carer or friend. Please note one of you must be a Hume customer.

**NEW\* Tuesdays Pilates Class**  
11am - 12pm

Pilates is great and can be very beneficial for older participants and those recovering from injuries. It can help with increase strength, flexibility, and balance, relieve chronic pain and enhance vitality and wellbeing.

*What to bring: loose fitting clothing, walking shoes, a towel and water bottle.*

**Thursdays Aqua Aerobics Class**  
1pm - 2pm

Light exercises that takes place in a heated pool in the shallow end.

*What to bring: Swim suite, towel and change of clothes.*

**Location: Cabravale Leisure Centre. 30 Broomfield Street, Cabramatta NSW 2166**

**For further information on this program either call or email:**

✉ [get.involved@humecha.com.au](mailto:get.involved@humecha.com.au)

☎ Michelle Femia 0407 934 963

## SENIORS FREE POOL ENTRY

New times as of 1 July 2014

### FAIRFIELD

**Monday: 8.00am - 12.00pm**

**Friday: 8.00am - 12.00pm**

**Saturday: 1.00pm to 5.00pm**

### PRAIRIEWOOD

**Monday: 5.15am - 9.30am**

**Saturday: 1.00pm - 5.00pm**

### CABRAVALE

**Monday: 8.00am - 12.00pm**

**Friday: 8.00am - 12.00pm**

**Saturday: 1.00pm to 4.00pm**