

Lodging a complaint or appeal

Do you know how to appeal a decision made by Wesley Community Housing? It's important to know what to do if you would like to appeal a decision made by our team.

An appeal is when you ask Wesley Community Housing to take a fresh look at a decision affecting you to see if the result can be changed.

What are the steps for appeal?

1. You raise the appeal

If you are unhappy with a decision made by Wesley Community Housing, make sure you appeal as soon as possible after the original decision was made. Generally, an appeal must be made within three months of you being told the decision. You can make an appeal by:

- sending a letter to Wesley Community Housing, PO BOX 476, Moorebank NSW 1875
- emailing communityhousing@wesleymission.org.au
- phoning 1800 770 602.

2. We'll review your appeal request

We'll review your appeal to see if it fits the criteria (outlined in our fact sheet).

3. We'll respond to your appeal

If your appeal fits the criteria, we'll send you a letter to confirm we've received your appeal

Review your appeal and let you know our decision within 20 days.

4. If you're not happy with the outcome of your appeal

If you're not happy with the outcome, you can take the issue to the NSW Housing Appeals Committee (HAC).

If you'd like more information about your tenancy with Wesley Community Housing, call our team on 1800 770 602 or you can check out our fact sheets on our website here: <https://www.wesleymission.org.au/find-a-service/housing-and-accommodation/community-housing/policies/> or call our team on 1800 770 602.

Useful contacts

Lifeline
(crisis support)
13 11 14

Emergency services
(police, ambulance and fire)
000

Police
(non-emergency)
131 444

1800 RESPECT
(for people impacted by sexual assault, domestic violence or abuse)
1800 737 732

MensLine Australia
(24/7 telephone counselling support for men)
1300 78 99 78



What does the Easter Bunny plant next to the green beans in his garden?
Jelly beans



Did you know?

Wesley Mission offers over 120 support services across New South Wales, including:

Wesley Financial Counselling: Free, independent and confidential face-to-face counselling to help you navigate financial distress and manage your money more effectively. Call 1300 827 638.

Wesley Training: A wide range of training programs offered for students and employees to develop new skills, create employment opportunities and build careers. Call **1800 676 039** or email training@wesleymission.org.au



Contact us

General enquiries 1800 770 602
Maintenance and repairs 1800 770 602

Wesley Community Housing
communityhousing@wesleymission.org.au
wesleymission.org.au

ABN 42 164 655 145 Wesley Mission is a part of the Uniting Church in Australia.

Connect with us



**Do all the good you can
because every life matters**

HOMES381



April 2022

Knock knock

Wesley Community Housing

A message from Jeanene – our chaplain

Hey everyone, I hope you're all doing well. I pray for you often and am so happy for you to contact me if you'd like to. I'm up for a chat, cuppa or debrief whenever it might be helpful.

Given the time of year, I thought I'd share a little about sacrifice.

As I believe, God created the world and humanity. According to the Scriptures, he loves us so much that he chose to come and live with us in human form as Jesus.

He can relate to us in every way of what it is to be human, to be broken and face death. It amazes me that God, our creator, loves us so much that he chose to enter our existence and show us how to live. To live in a

way that brings us hope, community and wholeness.

Jesus is the ultimate way God reveals himself to us. God came to us in Jesus and sacrificed His position and status for our sake. To fully enter our world, live in our state, and die at our hands. Jesus faced our greatest fear: death! He walked through it, showing us that he's above and beyond the things that bring us fear. That's why He can say to us "do not fear, for I am with you".

How good is it that we have a God who can relate to us in our weakness, and yet who is also above all that we know, and can speak life, hope and healing into our dark places. 🏠

Jeanene, Wesley Mission Chaplain.



Rent review

Twice a year, Wesley Community Housing must review our tenants' eligibility for a rental subsidy. Some of you may have received a letter about this. If you received this letter, this means we have to find out your income and calculate your new rent. If we don't have your income evidence, we may not be able to complete this and you could end up on market rent.

In this process, there's a lot of language that gets used that we don't all understand. So, here's a few words we often get asked about:

Market Rent: This is the amount of rent that may be expected for a property if it was on the private market. We receive these figures from the Department of Communities and Justice.

Commonwealth Rent Assistance (CRA): This is an income supplement (a bit extra) given to eligible people on Centrelink who live in community housing or in a private rental.

Electronic Verification of Rent (EVOR): A service where Wesley Community Housing tells Centrelink when your rent changes. If you're a tenant of Wesley Community Housing and we have your consent, this means you may not need to do a rent certificate every time your rent changes to ensure you get the full amount of Commonwealth Rent Assistance that you are eligible for.

Income Confirmation Services (ICS/ICES): A service where Centrelink can provide Wesley Community Housing with our tenant's income statement electronically. This means if we have our tenant's consent, they don't need to provide their income statement when rent reviewed. They only need to provide payslips if they are working.

What's an Easter egg's least favorite day? Fry-day.



In your community: social work student placement

Wesley Community Housing is blessed to be joined by another student. Placement opportunities allow [social work] students the chance to put their skills to the test and grow in new, exciting ways.

So, without further ado, meet Abai! Abai will be working with our team until June 2022.

"I'm really excited to learn within this workplace," she says, "and I'm keen to find out more about the services provided at Wesley Community Housing."

You may remember some of our last round of students such as Ashleen

and India. Abai will join the ranks of these much-loved former students and provide similar support to our community. You may see Abai at community engagement events or receive a phone call from her during her placement with us.

"I'd really like to meet with our tenants and have a chat with you all directly, so that I can build my confidence.

"I'll be working directly with the community alongside Wesley Mission. I'm hoping to link together the needs of our tenants with other services Wesley Mission provides." 🏠

In your community: in the gardens

The Wesley Community Housing team was so excited to kickstart our gardening activities again following a pause on events of almost eight months due to COVID-19. It's been fantastic to notice that despite this break, our tenants' gardens are in tip-top shape.

Joined by Community Greening staff Darren, Brenden and Adina, our team will continue to hold gardening

days and events around our various properties. This year, we're hoping to have several excursions to the Royal Botanic Gardens Sydney and Mount Annan, so keep your eyes peeled for an invitation.

Remember, if you have ideas about an event or would like something to happen in your garden, you can contact our team on 1800 770 602. 🏠

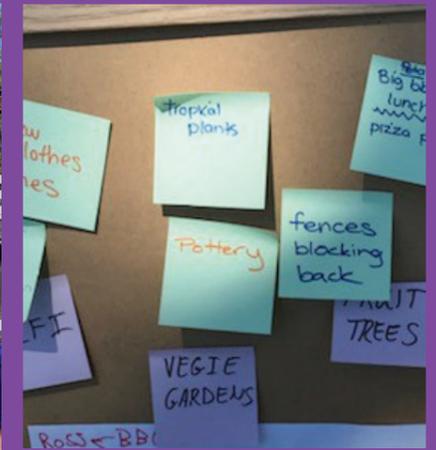


In your community: tenant meetings

In February, our team held tenant meetings in locations throughout Sydney and Newcastle. It's important for us to know what you want and tell you what's happening in 2022. Thank you to those who were able to join us.

Our tenants and team had great discussions about what's happening and what we'd like to see happen in the future.

If you couldn't make it but would still like to let us know your ideas, call us on 1800 770 602 or email communityhousing@wesleymission.org.au 🏠



Why shouldn't you tell an Easter egg a joke? It might crack up!

What brings joy to our community?

A lot has happened in 2022 already and it's easy to be weighed down in the heaviness of these situations.

The Bible says, "Consider it pure joy, my brothers and sisters, whenever you face trials of many kinds, because you know that the testing of your faith produces perseverance" (James 1:2-3 NIV).

We asked our community what brings them joy in the hope that we may be able to spread a little bit of joy to others:

"There's something about the sunrise and sunset – a sense of peace, of calmness, of quiet – that brings me joy." – Cass, Wesley Community Housing Team

"Receiving messages from Liesa (Wesley Community Housing's Community Engagement Officer) and walking around on a beautiful day." – Jorge, tenant of Wesley Community Housing

"Taking the perfect picture, daylight savings, and seeing others succeed." – Lisa, Wesley Community Housing Team

"There's something about the sunrise and sunset – a sense of peace, of calmness, of quiet – that brings me joy." – Cass, Wesley Community Housing Team

"Taking the perfect picture, daylight savings, and seeing others succeed." – Lisa, Wesley Community Housing Team

"Having good health and being courteous to others." – Richard, tenant of Wesley Community Housing

"Having good health and being courteous to others." – Richard, tenant of Wesley Community Housing
"Spending time with my amazing

family, hanging out with my kind friends, and enjoying the wonderful people I work with." – Liesa, Wesley Community Housing Team 🏠