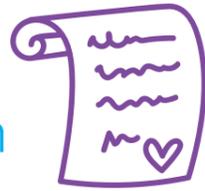


## Chaplain's message: A message from Sam



Hello everyone!

My name is Sam Yip and I'm your chaplain at Wesley Community Housing. I've been part of Wesley Mission for nearly nine years and have already met some of you at our community barbeques and other events.

Your previous chaplain Jeanene has moved to work in our aged care team and continues to be a great blessing to many as she was to you.

Before working as a chaplain, I spent a few years working as a marketing manager for a large American movie studio. My job was to promote new movies and make sure that people would go to the cinema, watch the movie and then purchase the DVD. It was 2007 and we were in the thick of the global financial crisis. Many people were sad, depressed and broke. But working in a movie studio, it was my job to get people into cinemas to experience that 120 minutes of pure escapism as they watched a happy movie.

I'd watch people pour out of the cinemas with a real glow and buzz. But I wondered how long this buzz would last for them? Many would be going back to their lives of stress, strain and pain.

There are many things in our lives that bring us temporary joy and happiness.

Many of these things are good, like movies, but some can also be unhelpful.

But have you ever wondered about a joy and happiness that would last forever and never fade?

I want to encourage you wherever you are and in whatever situation you're in, to look forward to the future that Jesus has secured for his people. The Christian faith provides a glorious eternity that we can all look forward to. So, what does this future look like? Revelation 21:4 paints a picture:

"He will wipe every tear from their eyes. There will be no more death or mourning or crying or pain, for the old order of things has passed away."

I'm always encouraged to see the positive engagement between tenants and the Wesley Community Housing team at the various social gatherings, outings and community barbeques. In many ways, it's a little taste of that future glory that we can look forward to – of a world with no more pain, suffering, death or mourning.

I look forward to meeting you throughout the next few months.

**God Bless You – Chaplain Sam Yip**

## Did you know?

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

**Have you had a gutful of gambling?** You can take the first step out of problem gambling with Wesley Mission. Call 1300 827 638 to speak to a gambling counsellor.

**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 to help you develop new skills, create employment opportunities and build careers. Call 1800 676 039 or email [training@wesleymission.org.au](mailto:training@wesleymission.org.au)

## Useful contacts

Lifeline (24/7 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**

## Rebates and discounts: What's available

It can be hard to keep up with what support is available and where to find it. Wesley Community Housing have pulled together a list of discounts you may be eligible for and where to find them below.

### Low Income Household Energy Rebate

**What?** A discount of between \$285 and \$313.50 a year.

**Who?** Concession card holders who are customers of an energy retailer.

### Where to apply:

Contact your energy retailer directly.

AGL – 131 245 Origin – 132 461  
Energy Australia – 133 466

### Energy Accounts Payment Assistance

**What?** Vouchers of up to \$400 to help pay electricity bills in an emergency.

**Who?** Concession card holders who hold an electricity account and are facing financial hardship.

### Where to apply:

Go to your Service NSW app. Click on Support Services and select 'Savings Finder'. This will also lead you to other rebates you may be eligible for.



August 2022

# Knock knock

Wesley Community Housing

## Paul's story: A new man

For some, a train is simply a means of transportation and for others, it's the only place they have which is safe and warm.

For Paul, the warmth and comfort of a train was the only safety he knew. He would catch a different train every week and go to the end of the line and back to the city again.

It wasn't a home but at least it was warm and dry.

Paul found himself experiencing homelessness after struggling with addiction and facing health concerns.

"I didn't have a life or a home. That was all I knew," he shares.

Today, Paul lives a different life. It all changed when Paul found support from the Matthew Talbot Hostel before being referred to Wesley Community Housing.

"Only since I've been with Wesley Mission have I felt safe..."

This was the start of his journey to safety, recovery, a home and a new community.



A proud 'Westie' and Penrith Panthers supporter, Paul is a Wesley Community Housing tenant back in his homeland of Western Sydney.

"These days I'm sober but I still [feel the effects] from years of abuse. But, I love living [here]... the neighbours... the morning teas... the staff... I love it," he says.

"I'm safe here."

Today, Paul joins Wesley Community Housing at our weekly walking group and enjoys a quieter life where he can focus on his health.

Paul relishes Wesley Community Housing's morning teas and simple chats with his neighbours. He's re-connected with his family and found a new family – his Wesley Community Housing family.

**"If it wasn't for Wesley Mission, I'd be dead by now..."**



### Contact us

General enquiries 1800 770 602  
Maintenance and repairs 1800 770 602

Wesley Community Housing  
[communityhousing@wesleymission.org.au](mailto:communityhousing@wesleymission.org.au)  
[wesleymission.org.au](http://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**

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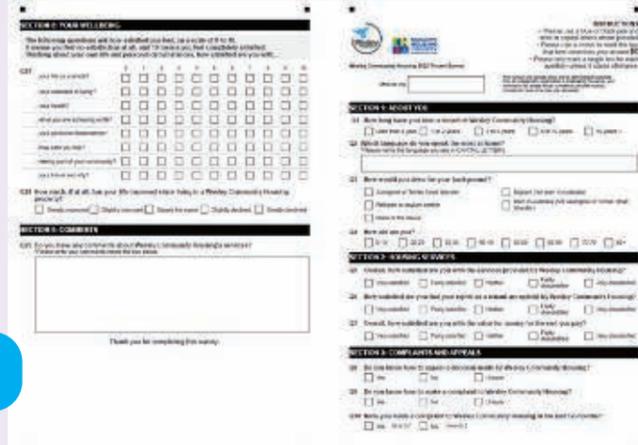
## Raise your voice: Tenant Satisfaction Survey

You may have recently received a letter from the Community Housing Industry Association with a copy of and a link to our 2022 Tenant Satisfaction Survey.

Thank you to our tenants who've completed the tenant survey. If you haven't yet completed this, the deadline for this survey is Friday 12 August.

This survey tells us about the service we deliver to our tenants. It lets us know what we do well and where we need to refocus our efforts.

If you need help completing this survey, you can call our team on 1800 770 602 for assistance.



What does this survey look like?

## Maintenance corner: How to prevent mould

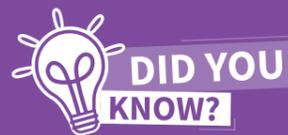
1. Open windows and doors to let fresh air in and reduce humidity.
2. Open blinds and curtains during the day to let sunlight in.
3. Turn on the exhaust fan or open a window in the bathroom, laundry and kitchen to get rid of steam.



Bleach is not great for treating mould. It just turns the mould white and feeds the mould rather than kill it!

Vinegar is one of the best ways to get rid of mould! Make a solution that is 4 parts vinegar to 1 part water. This means, if you have 80ml of vinegar then you should add about 20ml of water. Spray and scrub well!

4. Wipe down tiles to clean off soap scum that mould feeds on.
5. Wipe away any moisture on your windows and walls to keep the inside of your home dry.
6. Air out wardrobes and cupboards regularly.
7. Use moisture absorbers in basements, wardrobes and closed-off rooms.



Baking soda can be a natural dehumidifier – it attracts water from the environment around it, so it can assist to absorb excess moisture in the air.

8. Dry your clothes and shoes before you put them away.

## Raise your voice: Compliments and feedback

We try to make it easy for you to give feedback. You can provide your feedback:

- in person
- through another person for you
- by calling 1800 770 602
- Wesley Mission's website: wesleymission.org.au
- email: communityhousing@wesleymission.org.au

### What else do you need to know about compliments and feedback?

- Complaints will be kept private.
- When you provide feedback, we'll respond to you in a timely manner. We believe the best and fastest way to solve complaints is to deal with the issues when the complaint is received. You'll receive an initial response within five days.
- We'll aim to resolve the complaint within 28 days from the receipt of the complaint. If you feel that Wesley Mission has been unable to resolve your concern, there are external organisations you can complain to.

The following organisations are available to you depending on what your complaint is about:

Complaint type	Organisation	Contact
You have a concern in relation to a breach of Tenancy Agreement.	NSW Fair Trading	1800 502 042 fairtrading.nsw.gov.au
You're not happy with the way a service has or has not been provided or managed.	NSW Civil & Administrative Tribunal (NCAT)	1300 006 228 ncat.nsw.gov.au
You're a tenant and feel that Wesley Mission has acted outside of the Registrar of Community Housing's Code of Conduct.	Registrar of Community Housing	1800 330 940 rch.nsw.gov.au

