

“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”  
– Maya Angelou

“I can do all things through him who gives me strength.”  
Philippians 4:13

“Fall seven times and stand up eight.”  
– Japanese proverb

“So do not fear, for I am with you; do not be dismayed, for I am your God. I will strengthen you and help you; I will uphold you with my righteous right hand.”  
Isaiah 41:10

Trust in the Lord with all your heart and lean not on your own understanding; in all your ways submit to him, and he will make your paths straight.”  
Proverbs 3:5–6

“Alone, we can do so little; together we can do so much.”  
– Helen Keller



August 2023

# Knock knock

Wesley Community Housing

## Honouring our roots – Darren’s journey in social housing

Our stories. Our roots. They matter. At Wesley Community Housing, we love to share stories and find out more about each other and the people we work with, such as Darren from the Royal Botanic Gardens Community Greening Program.

Roots are the foundation of a plant. They provide the plant with water and nutrients, allowing it to grow. Some say the roots are the strongest part of a tree. Like roots, people are similar. It can be said the actions of those before us grow our roots and the choices we make today decide how our roots will continue to grow for the future.

For Darren, his roots are not dissimilar from those of the communities served by Wesley Community Housing.

Today, Darren works alongside our Community Engagement Team building community gardens, delivering horticultural skill programs and much more. He is a respected community member, mentor and passionate horticultural teacher.

Darren’s strong roots began in social housing with a grandmother who lived in a bedsit unit in Western Sydney and paternal grandparents in a two-bedroom brick house in Southern Sydney.

He remembers these homes as places he went for the school holidays, where he played cricket with the neighbours and gardened with his family.

The green thumb was passed through the generations with his grandparents being avid



gardeners. “I remember Pop grew Chrysanthemums and we sold these as kids for Mother’s Day.”

When asked how his family grew to what it is today, Darren says, “It all comes down to one question. ‘What do you want? Do you want something different?’”

Continued over...



**Wesley Community Housing**  
1800 770 602

**Lifeline (24/7 crisis support)**  
13 11 14

**Emergency services (Police, Ambulance and Fire)**  
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**Police (non-emergency)**  
131 444

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

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

**Beyond Blue (for depression and anxiety)**  
1300 224 636

**GambleAware Helpline**  
1800 858 858

**Butterfly Foundation (free, confidential counselling and referral for people with eating disorders and body image issues)**  
1800 334 673



### 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



**Doing all the good we can because every life matters**

HOM59869\_2307

"I'm not ashamed of where I've come from. My grandparents were honest, hardworking people. They were proud of their homes. They made choices [and these allowed] my family to grow the way we did. My siblings have all gone on to get trades or degrees.

**"Today, I get to give back to communities... communities like my grandparents."**

His grandparents were working-class people – nurses and cooks. They turned a house into a home and grew a family tree with strong roots so new generations could thrive.

"Homes are places where you feel comfort... you feel love. You can make memories in that space, you can express yourself in your space and you make a space that others want to go back to. That's home," Darren says.



What's your story?  
Where are your roots?

You can share your story with Wesley Community Housing and our Community Engagement team by contacting 1800 770 602 or emailing [communityhousing@wesleymission.org.au](mailto:communityhousing@wesleymission.org.au)

*tell me  
YOUR  
story*

## Team updates: our team has changed!

The Wesley Community Housing team has grown.  
Meet our new team members.



Kaelani

**Position:** Tenancy Officer

**Team:** Tenancy (Sydney)

**Area you work mostly:** Sydney

**What is the weirdest superpower you would want?** I would want to turn random items into chocolate... Yum!

**Position:** Engagement Support Officer

**Team:** Community Engagement

**Area you work mostly:** Sydney and sometimes Newcastle

**What is your favourite time of year?** Any time when it's nice and warm, not too hot, just right.



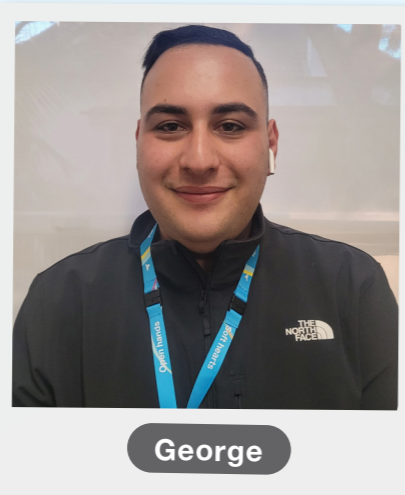
Sophia

**Position:** Tenancy Officer

**Team:** Tenancy (Sydney)

**Area you work mostly:** Sydney

**What is your favourite thing to eat for breakfast?** Coffee & Banana Bread



George

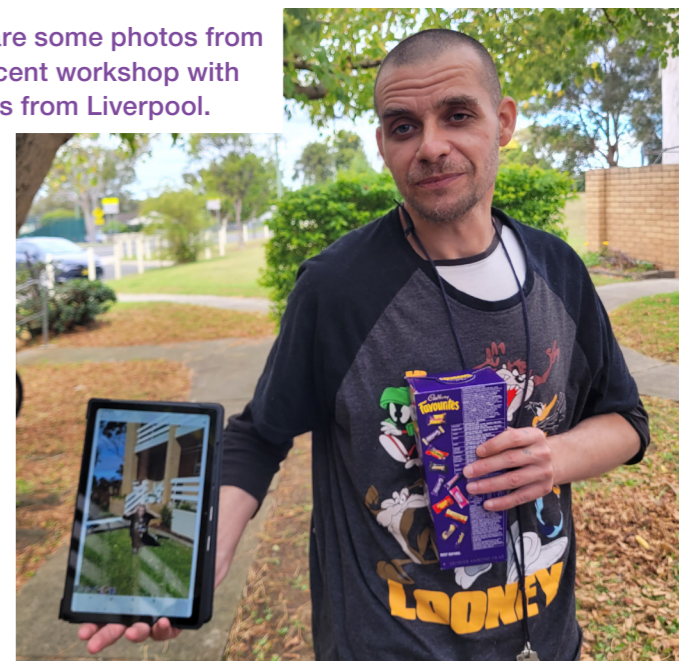
## Community engagement: in your community

We want to know how we can build better communities. Do you have ideas to connect with your neighbours? Can you see ways we can better support you? Let us know. Your feedback is important to us.

To share your thoughts, call our Community Engagement team on 1800 770 602.

We're rolling out our digital skills workshops. Come along and improve your confidence in everything digital, from taking images with your smart device to protecting yourself online. All welcome!

#HASHTAG



Here are some photos from our recent workshop with tenants from Liverpool.

## Staying warm: cutting the cost of the cold weather

Handling the cold without breaking the bank can be a fine balancing act. There is no perfect solution to keeping the cold out of our homes, but there are things we can do to make sure our heating options are efficient and low-cost. Here are six things you can do to make sure you're getting value for money:

**1. Think about your clothing choices**

dress in layers, wear undershirts, tights, stockings, socks and slippers.

**2. Use the oven or stove for cooking**

this generates extra heat in your home; but remember don't use your oven or stove as a heater, especially if it's gas.

**3. Check what's around your heater**

hot air can't circulate if items are blocking your heater.

**4. Think twice about a warm shower**

it might provide temporary relief, but you'll feel colder afterwards. Wet skin loses heat more quickly.

**5. Set your heater as low as possible**

remember every degree of warmth is costing you extra money.

**6. Check your electricity plan**

is it the best option for you? Are you receiving the concessions you're entitled to? You can find out more about concessions, rebates and compare plans at [www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)

Energy Made Easy is a free, independent Australian Government service, operated by the Australian Energy Regulator.

## How can we help you or someone you know?

Did you know Wesley Mission offers over 120 support services across New South Wales? If you or someone you know needs support, reach out. We're here to help.

**Have you had a gutful of gambling?** You can take the first step out of gambling harm 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 stress 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 a fulfilling career. Call **1800 676 039** or email [training@wesleymission.org.au](mailto:training@wesleymission.org.au)

## Community engagement: in your community



# Appeals process

Wesley Community Housing will provide you with clear rules and guidelines for appealing decisions made by us.

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.

## THE STEPS FOR APPEAL

- 1 If you're 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.
- 2 We'll review your appeal to see if it fits the above criteria.
- 3 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, you can take the issue to the NSW Housing Appeals Committee (HAC).

You can make an appeal by:

**Letter** to Wesley Community Housing.  
Please mail your appeal to Wesley Community Housing, PO BOX 476, Moorebank NSW 1875  
**Email** [communityhousing@wesleymission.org.au](mailto:communityhousing@wesleymission.org.au)  
**Phone** 1800 770 602

## HERE IS A LIST OF DECISIONS THAT CAN BE APPEALED AS A TENANT

Category	Decisions that can be appealed as a tenant
<b>Transfer</b>	<ul style="list-style-type: none"> <li>• Being able to get a transfer.</li> <li>• Location approved for a transfer.</li> <li>• Relocation of a tenant for management reasons.</li> <li>• Transfer of tenants under relocation powers.</li> </ul>
<b>Rental subsidy assessment</b>	<ul style="list-style-type: none"> <li>• Working out, change to, or cancellation of rental subsidy.</li> <li>• Rental changes related to a subsidy.</li> </ul>
<b>Changes to a property</b>	<ul style="list-style-type: none"> <li>• Need for changes for disability/medical reasons only (not maintenance/upgrade issues).</li> </ul>
<b>Absence from a dwelling</b>	<ul style="list-style-type: none"> <li>• Permission to go away and rent calculation during time away</li> </ul>
<b>Tenant changes</b>	<ul style="list-style-type: none"> <li>• Charges upon leaving a house, which have not been covered by NCAT.</li> </ul>
<b>Offers of a property transfer</b>	<ul style="list-style-type: none"> <li>• Whether a "reasonable" offer has been made.</li> <li>• Offers made to tenants under relocation powers.</li> </ul>
<b>Leasehold</b>	<ul style="list-style-type: none"> <li>• Whether a "reasonable" offer has been made.</li> <li>• Offers made to tenants under relocation powers.</li> </ul>
<b>Joint tenancies</b>	<ul style="list-style-type: none"> <li>• Being able to take a joint tenancy.</li> </ul>

# Meet our new Chaplain – Louise V

**In your own words, what's your role as a Wesley Mission Chaplain and how do you work with the communities we serve?**

As a chaplain with Wesley Mission I have the great opportunity to walk alongside people in the community in any situation, wherever you are at. Whether it's listening to someone's story, practically helping out or offering to pray for/with someone if this is welcomed. Every day is different and it's often about being in the right place at the right time to serve people in the community, no strings attached just to help people know they're not alone.

**Where and how did your journey with Wesley Mission start?**

My Wesley Mission journey started nearly 9 years ago when I started working as a caseworker in the Family Preservation program supporting children and families. I moved into a role as a chaplain in March this year.

**Which of Wesley Mission's four values mean the most to you?**

Hard to choose, but compassion has always been a high value for me so I would have to say 'soft hearts'. Seeking to understand what someone is going through and wanting to help is important



to me and one of the main reasons I wanted to become a chaplain. We love because God first loved us and His heart was full of compassion for others.



You can also serve your tacos with lots of fun ingredients, such as red onion, tomato, cheese, corn or black beans like our residents did!

### INGREDIENTS | SERVES 4

- 8 soft mini wraps
- 500g regular beef mince
- 50g packet taco seasoning
- 2 cups iceberg lettuce
- 1 small (200g) red capsicum, seeded and finely chopped
- ¾ (185mL) cup water

### METHOD

1. Add the mince to a non-stick frying pan over high heat.
2. Cook, stirring, for five mins or until the mince browns.
3. Add the taco seasoning and water.
4. Cook, stirring, for five mins or until the mince mixture thickens.
5. Divide the wraps among serving plates.
6. Fill wraps with the mince mixture, lettuce and capsicum.