



Link  
Wentworth

Providing Homes,  
Building Futures



[linkwentworth.org.au](http://linkwentworth.org.au)





## Who we are

Link Wentworth is one of the largest and fastest growing community housing providers in Australia, managing approximately 6,400 homes with around 10,000 residents.

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Using decades of community driven experience, our work engages the full spectrum of housing need from homelessness services, to social, disability and affordable housing. We also provide support services to help people sustain their tenancies, strengthen their lives and participate fully in their communities. Link Wentworth is Tier 1 approved under the National Regulatory System for Community Housing (NRSCH) and is one of the few housing providers in NSW to provide Specialist Homelessness Service (SHS) for those who are homeless or at risk of homelessness.

We wholeheartedly believe that housing is a human right—that a roof above your head provides a person with not just safety but purpose, belonging and dignity.

# Providing Homes

We provide a range of housing products and services for people on low to moderate incomes, as well as those living with a disability.

## **Social housing**

For over 35 years, Link Wentworth has been a registered provider of social housing in NSW, which is secure, affordable rental housing for people on very low to low incomes. Applications for social housing in NSW are centralised through the NSW Government's Housing Pathways system.

## **Affordable housing**

We partner with private property owners, investors, property developers, local government and other charitable organisations to offer affordable housing. These are modern homes in central locations for people on low to moderate incomes, including key workers such as nurses and teachers.

## **Disability housing**

Link Wentworth offers housing that is designed and developed to cater for people living with physical, mental health and sensory disability issues. We currently provide tenancy and property management for Specialist Disability Accommodation (SDA), Respite and non-SDA group homes.

## **Meanwhile-use housing**

In partnership with Women's Community Shelters and a number of other local organisations, Link Wentworth manages two meanwhile-use properties in Northern Sydney—Beecroft House and Mosman House. These properties utilise empty buildings that are awaiting planning approvals and are renovated to provide temporary homes to women over the age of 55 facing housing stress.

## **Private Rental Assistance (PRA)**

We facilitate access to Private Rental Assistance (PRA) products and services by conducting assessments and referring eligible households. PRA products include Bond Extra, Private Rental Subsidy, Temporary Accommodation and Rent Choice Start Safely (see more below). In the Hornsby, Ryde and Ku-ring-gai local government areas, Link Wentworth delivers PRA products directly on behalf of DCJ.

## **Rent Choice Start Safely**

Through the Rent Choice Start Safely Program, Link Wentworth provides rent support and assistance to people escaping domestic and family violence.

## Repairs and maintenance

As part of our tenancy management, Link Wentworth provides repairs and maintenance services to our properties. Our team of experienced and thorough professionals are committed to ensuring high standards safety and liveability.

We encourage our residents to contact us if they have a non-urgent or urgent repair request. This can be done through our website or over the phone.

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# Building Futures

We also provide wraparound services give our clients support to access housing, sustain their tenancies and build brighter futures.

## Specialist Homelessness Services (SHS)

We are one of the only community housing providers in Australia to provide Specialist Homelessness Services, along with our long-term housing options. Our team of caseworkers work with people who are at risk of or who are experiencing homelessness with:

- **Assertive Outreach** – Our caseworkers meet or find clients where they currently stay, to best understand individual circumstances and needs.
- **Support Plans** – Working with clients to develop a plan that helps deal with the challenges that are putting them at risk of homelessness.
- **Network of community partners** – Managing a network of strong partnerships and connections with local services who can help clients with all aspects of recovery.

## Sustainable Tenancy Team

The Sustainable Tenancy Team (STT) works with tenants where it has been identified that additional assistance and support is required to sustain their tenancies. The STT uses a case management approach, providing early intervention and crisis support coordination to tenants and households who have either self-referred or been referred by our Tenancy Teams.

## Nurreen

Our Nurreen service provides specialist support to women and children in the Hawkesbury region who are experiencing or escaping domestic violence. We deliver this service in partnership with DV West.

## Tenancy Support

We offer tenancy support to any renters facing eviction. This service involves creating support plans with the tenant, offering financial assistance and liaising with real estate partners.

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## Strengthening our communities

We are fully committed to the communities in which we work, and run programs to encourage creativity, friendship, feedback and innovation among our neighbourhoods.

### Link Wentworth's initiatives include:

- Home Sweet Fundraiser
- 'No Place Like Home' Art Exhibition
- Tenant Advisory Group
- Annual Scholarship Program
- Annual Gardening Competition
- Online Wellbeing Program
- Local resident meeting
  - drop in sessions
- Digital Discoveries program

Plus many more that empower our residents and enrich their lives.

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## Advocacy

We advocate on behalf of customers at risk and facilitate access to appropriate services such as domestic violence counselling and community mental health services, as well as financial, legal, family support and mediation services. We also work with our peers and housing peak bodies to advocate for more investment and support to increase the supply of social and affordable housing.

## Our mission

Providing more homes and delivering quality services to enable a brighter future for people facing housing stress and homelessness.



# Contact Us

Visit our website at [linkwentworth.org.au](http://linkwentworth.org.au)

## Chatswood

Level 10, 67 Albert Avenue,  
Chatswood NSW 2067

## Penrith

Suite 1002, Level 1, 29-57 Station St,  
Penrith NSW 2750

## West Ryde

Level 2, 3-5 Anthony Road,  
West Ryde NSW 2114

## Windsor

409A George Street,  
South Windsor NSW 2756

## Katoomba

Level 2, 98 Bathurst Rd,  
Katoomba NSW 2780

## Lithgow

42 Main Street,  
Lithgow NSW 2790



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[enquiries@linkwentworth.org.au](mailto:enquiries@linkwentworth.org.au)  
9412 5111 (Chatswood)  
4777 8000 (Penrith)  
 @LinkWentworthHousing

*Link Wentworth wishes to acknowledge the Traditional Custodians of the Land on which we work and pay our respect to the Elders both past, present and emerging, and extend that respect to all Aboriginal and Torres Strait Islander people.*