



**Link  
Wentworth**  
Providing homes, building futures.

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**EDITION 7** December 2022

# CommunityConnect



*Link Wentworth wishes to acknowledge the Traditional Custodians of the Land on which we live and 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.*



## Sam's Story

Sam lives in a group home run by Link Wentworth in partnership with Supported Independent Living provider Cerebral Palsy Alliance.

**I'm 34, I was born in Tamworth but raised in Sydney. I almost died when I was born. They told both my parents that I wouldn't live past 24 hours.**

I've been here eight years. It doesn't feel like a group home, it feels like a big family. I get on well with all the staff and residents. Whenever I've been out, it's really good to get back and see everyone. They always welcome me home which feels really nice.

They make it so much fun. There's always so much going on. Sometimes

we do art and craft. Sometimes we get out and about in the community for coffee and things like that. In the middle of COVID in 2020, our carers made Easter hats with us and put on a little Easter parade at the home. That really lifted our spirits when we couldn't get out and do much because of the lockdowns.

I didn't used to bake or cook, but now I do those things a lot. Whenever we are short staffed, I go and see what I can do to help. Through that I've actually discovered I quite like cooking. It's nice to feel like I'm

valued and I can make a contribution in this way.

I work at Packforce. I have to get up at 6am to get to work on time because it takes me a while to get ready, and the drive can be really long. It can be tiring some days, but I enjoy it and I really love the people I get to work with.

I've always had pets, including my beautiful budgie Blue who sadly passed away a few years back. I had him six years. He was my best friend. I'd love to find a job someday where I get to work with animals. ▲



# Hello from Andrew



A warm welcome to this December edition of Community Connect.

This year has flown by and there are so many things to be thankful for and celebrate.

Our 2021-22 Annual Report has been published and captures many highlights from the year. You can have a read by downloading it from the home page of our website. Mark, one of our TAG members wrote an article about the valuable contributions residents have made to this newsletter.

On 24 November, we celebrated the latest group of residents who received a scholarship through our annual Scholarship Program. It was great to invite all recipients to the one presentation in Parramatta. The event was buzzing with excitement with recipients sharing their goals for the future. The Scholarship Program will open again mid next year and we will share more information in this newsletter closer to the time.

Also in November, we had our final Tenant Advisory Group (TAG) meeting for 2022, which was followed by a lunch for members. It was the first TAG meeting where members from all regions attended a meeting together physically.

Like every TAG meeting, a lot came out of it and there was much celebration. I wish to thank members for continuing to contribute and advocate for all Link Wentworth residents. If you have ever considered joining our TAG, now is a great time to contact our Communities Team to find out more before the first meeting in 2023. Our team can also let you know about other ways to have your say and be involved. Looking ahead for 2023, we have a range of programs and events planned and we are excited to share some of them on page 8.

Lastly, we acknowledge Christmas and the New Year can be a stressful time. On page 10, we have shared information about how we can support you and listed external support services that are available. At the end of the newsletter, we have listed free Christmas services and events that you can attend. Please remember to reach out to us if you need assistance.

I hope you and your loved ones have a safe and happy holiday period and I look forward to saying hello in 2023.

Yours sincerely

**Andrew McNulty**  
Chief Executive Officer





# Our Christmas and New Year services

We will continue to deliver our services during business hours over the Christmas and New Year period. Except for the public holidays, our Penrith and West Ryde offices will remain open during business hours for anyone who needs to come into an office. Where possible, please call ahead and see the details for both offices below.

Our **Chatswood, Windsor** and **Lithgow** offices will close to the public on Monday 26 December and reopen on Friday 6 January. Lithgow will reopen by appointment only.

Our **Katoomba** services at Belong Blue Mountains will be closed from Friday 23 December and will return from Wednesday 4 January at 12.30pm by appointment only.

## Penrith

Suite 1002, Level 1,  
29-57 Station St, Penrith  
Monday, Tuesday, Thursday  
and Friday 8:30am - 4:30pm,  
Wednesday 1pm - 4.30pm.

## West Ryde

Level 2, 3-5 Anthony Road, West Ryde  
Monday to Friday 9am - 5pm

To view regular opening hours for all offices, following the Christmas and New Year period, please type the following link into your chosen internet browser: [bit.ly/contact-lw](https://bit.ly/contact-lw)

## Proof of ID



On 1 August 2022, we introduced a new Proof of Identification procedure. Now when you call LinkWentworth you may be asked a series of security questions to confirm your identity. It will be a similar experience to when you call your internet or electricity provider and the questions will depend on your enquiry.

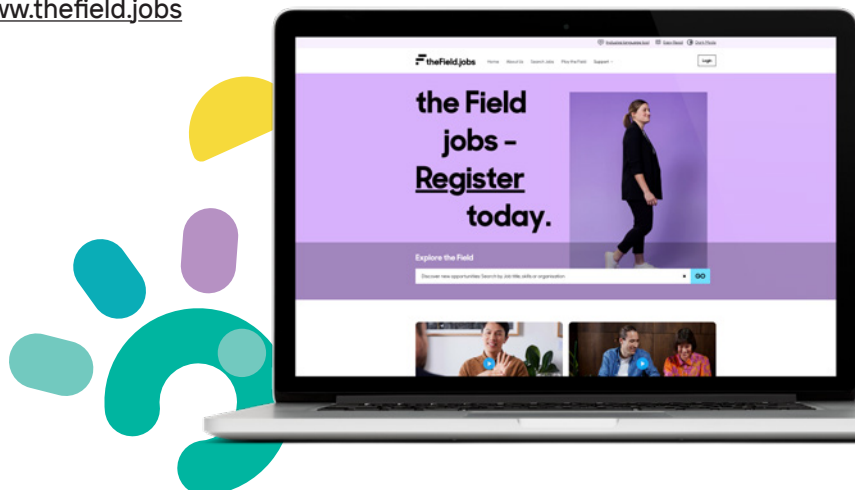
We value your privacy and want to make sure that we are only sharing information with the right person. You can view our Privacy Policy at the bottom of any page on our website [www.linkwentworth.org.au](http://www.linkwentworth.org.au). If you have any questions, please email [enquiries@linkwentworth.org.au](mailto:enquiries@linkwentworth.org.au) or call 9412 5111 / 4777 8000.

## New job website for people with disability

Australian of the Year Dylan Alcott AO recently launched a new jobseeker site, The Field, which connects people with disability to inclusive employers.

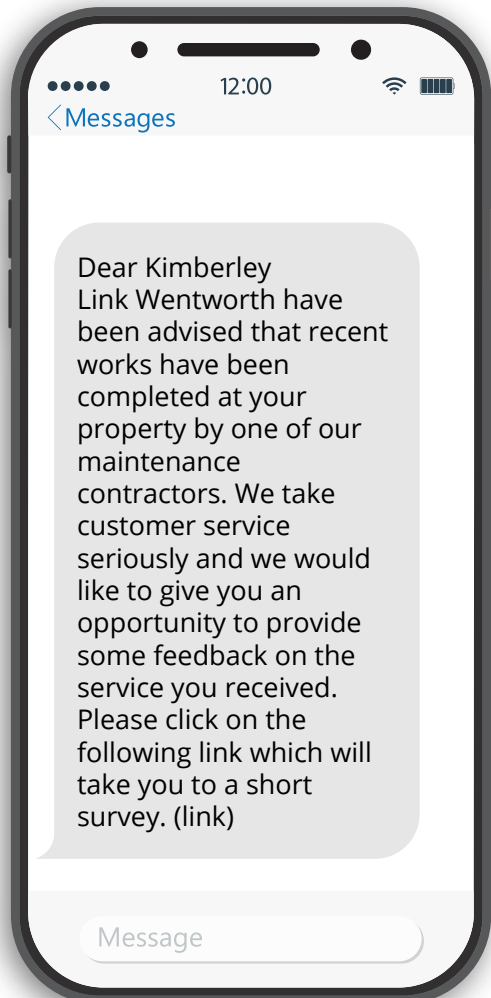
Designed and led by people with disability, the website matches candidates with jobs based on their skills, role and accessibility preferences. To view the website, type the following link into your chosen internet browser:

[www.thefield.jobs](http://www.thefield.jobs)



# Repairs Satisfaction Framework

One of our five values is “Customer Focus”, and we believe our customers are at the heart of everything we do. As valued residents, we have noted your feedback that repairs and maintenance is a high priority area for improvement. To address this, we have created a Repairs Satisfaction Framework which will help inform and improve our maintenance services and we want your voice to guide our continuous improvement. When repairs and maintenance is being done at your property, we will send you a SMS asking for feedback. The SMS will include a link to a short online survey where you can tell us how we went. Here is an example of an SMS you may receive.



## Reminder about reporting repairs

If something needs to be repaired in your home, but is ‘non-urgent’, please fill in the request form on our website and someone from Link Wentworth will call you back. To view the online form, type the following link into your chosen internet browser: [bit.ly/lw-repairs](https://bit.ly/lw-repairs)

**If you don't have access to the internet or have any issues filling out the form online, please call Link Wentworth to report the repair on the following numbers:**

**Chatswood Hub:** 9412 5111

**Penrith Hub:** 4777 8000

Make sure you notify Link Wentworth as soon as possible when you identify a maintenance issue.

If your issue requires an ‘emergency’ or ‘priority’ repair, please call Link Wentworth as soon as possible. For emergencies involving gas leaks, flooding, storm or fire damage, please contact 000 immediately. You can read about the different types of repairs in the table below.

### Emergency repairs

Problems that immediately threaten your health, safety or security and need prompt action.

#### Examples:

- Burst water pipe
- Flood or sewer overflow
- Gas failure or breakdown
- Dangerous electrical fault

### Priority repairs

Problems that threaten your safety or security.

#### Examples:

- Faulty smoke alarms
- Blocked drains
- Roof leak
- Sewer blockages
- No hot water

### Non-urgent repairs

Repairs which don't threaten your safety or security but can't wait for planned works.

#### Examples:

- Missing fly screen
- Window lock or latch won't lock

# Resilience Committee update

Written by Mary and Susan, Link Wentworth residents

Things are happening that we do not like. We can overcome this. Get in the **KNOW** about your risks, where to get information and how to manage stress.

## Preparing for emergencies

### Get **CONNECTED**

by identifying emergency contacts, meeting places, and people who can help.

### Get **ORGANISED**

with important documents, medical info, insurance and pet plans.

### Get **PACKING**

with a list of important items to help you survive.

Make a mental date, similar to Daylight Saving, e.g., the first of every month, to check on your "go" bags, batteries for torches and your portable radio. Perhaps empty in your garden the water you are saving to take with you (ten litres per person & animal) and replace. See the SES website [www.ses.nsw.gov.au](http://www.ses.nsw.gov.au) and stay updated.

Seriously think about how you can help yourself, and others. Perhaps volunteering in some way. Keeping an eye on neighbours, friends and family. Learning more about being prepared e.g., what to do when mould hits, insects and reptiles invade. Your local council and Link Wentworth have resources that you can use.

## A few tips on coping with heat and humidity



First you can connect to the below link or QR code for resources from the Heat and Social Housing project. There are heaps of tips for keeping your home cooled and yourself cooled.

- Always remember to drink water and try to carry a bottle of water with you when you are out or in the car. Try keeping it in your bag or pocket. If you leave it in the car it will get warm and you will drink warm water.
- Put a door snake across your doors to keep out the hot air, it sneaks in. If the door faces the sun you can spray water on the snake to keep it cool.
- In the night when the sun goes down and there is a bit of a breeze, open up the windows and doors, put the fan on with a bowl of ice water and feel the cool air. It is a good feeling, and this allows for the house to cool a bit and also have some air flowing through which can cut down on mould and mildew if your house is prone to mould and mildew. Fans are cheaper to run.
- When going to bed you can put an ice pack on your pillow to keep your head cool while you are sleeping. You can also put a towel in the freezer and place it on your pillow and keep your head cool.

These are some of the ways to help you keep cooler and sane during the hot and humid days.

Please feel free to contact [communications@linkwentworth.org.au](mailto:communications@linkwentworth.org.au) if you have other ideas to keep cool or be prepared for an emergency.



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

# Rebates & concessions for electricity, gas and water accounts

written by Mark Shalovsky, Link Wentworth resident

**In the last issue in October 2022, I set out details of how tenants might find the small microfinance loans that are offered by Good Shepherd helpful. The purpose of this article is to set out details of the range of government rebates and concessions that are available to help tenants with their electricity, gas and water accounts.**

Many tenants may, particularly, be facing high electricity and gas accounts now after over two years of the coronavirus pandemic and an unusually cold and wet winter.

As a first step, always speak directly with your utility provider. It should have a hardship program. This is now a legal requirement in New South Wales for electricity and gas providers. Joining the hardship program will also protect you from the risk of disconnection and the further costs of getting reconnected. There are 12 rebates and concessions that are currently available. Most are provided by the NSW Government and some are provided by the federal government.

**The 9 rebates and concessions that will be helpful for most Link Wentworth tenants are:**

## Entitlement rebates for very low income earners

### Low Income Household Rebate

This is a rebate of \$285 per year (\$71.25 per quarter) to assist with payment of electricity accounts. It is paid quarterly. To be eligible, you must be on a very low income and this is defined as being entitled to some type of social security benefits.

### NSW Gas Rebate

This is similar to the Low Income Household Rebate. It is a rebate of \$110 per year (\$27.50 per quarter) to assist with payment of gas accounts. It is paid quarterly. Again, you must be on a very low income and be entitled to social security benefits.

### NSW Family Energy Rebate

This is a rebate to assist families with both electricity and gas accounts. The rebate is \$180 per year (or a partial rebate of \$20 per year for families who have already claimed the Low Income Household Rebate). It is to assist families who are on a very low income and who are already receiving the Family Tax Benefit from Centrelink. You need to reapply for this rebate each year.

### Utilities Allowance

This is a rebate that is offered by the federal government. It is paid through Centrelink. It is to assist children and young adults who are disabled with payment of electricity, gas and water accounts. The rebate is \$708.40 per year (\$177.10 per quarter). It is paid quarterly. To be eligible, you must be under 21, single, have no dependents and be receiving the Disability Support Pension.

## Entitlement rebates for medical conditions

### Medical Energy Rebate

This is a medical rebate to assist people who have a medical condition that prevents them from regulating their body temperature. The rebate is for up to \$285 per year. It is paid quarterly. Medical evidence is required.

### Life Support Rebate

Like the Medical Energy Rebate, this is a medical rebate to assist people who need to use energy intensive life support equipment. Examples include home dialysis, ventilators and oxygen concentrators. The rebate varies from \$40.15 to \$1,343.20 per year depending on the type of equipment that is required and the number of hours that it is used each day. Medical evidence is required. You need to reapply for this rebate every two years.

### Essential Medical Equipment Payment (EMEP)

This is a medical rebate that is offered by the federal government. It is to assist both people who have a medical condition that prevents them from regulating their body temperature and people who have a medical condition that requires life support equipment or some other eligible medical equipment. It is similar to the Medical Energy Rebate and the Life Support Rebate that are offered by the NSW government but it covers a wider range of medical conditions.

For example, it includes insulin pumps, airbed vibrators and electric wheelchairs. The rebate is \$164 per year for heating and cooling plus \$164 per year for each item of essential medical equipment. Medical evidence may be required.

## Other concessions for both very low and low income earners

For both of these concessions, you are not automatically entitled to them and you will need to go through an assessment.





### Energy Accounts Payment Assistance Scheme (EAPA) Vouchers

The purpose of this concession is to assist with electricity and gas accounts. You can apply for one-off vouchers of \$50 up to a maximum of \$400 through Service NSW or an approved EAPA provider such as Mission Australia, The Salvation Army or the St Vincent de Paul Society. Tenants who work but receive only a low income, such as affordable housing tenants, might also be eligible.

### Water Payment Assistance Scheme (PAS) Credits

The purpose of this concession is to assist with water accounts. You can apply for credits of up to \$150. Again, it is a one-off payment.

**Further information about these rebates and concessions is available on the website of the NSW Energy & Water Ombudsman (EWON):**  
[bit.ly/ewon-rebates](http://bit.ly/ewon-rebates)

**You can also complete this online Service NSW form to receive a list of rebates and concessions that you may be eligible for:**  
[bit.ly/NSW-savings](http://bit.ly/NSW-savings)

In my own case, I have applied for Energy Accounts Payment Assistance Scheme Vouchers for assistance with electricity accounts twice now and it has been a great help to me. Perhaps these rebates and concessions can help you too.

*Disclaimer: The opinions expressed in this article are my personal opinions. They do not represent the opinions of Link Wentworth. The information in this article is provided for the benefit of tenants as information only. Details are accurate as at 30 October 2022. Interested tenants should confirm that the concession or rebate that they are interested in is still available.*

# We want to hear from you

Our Communities Team is conducting a Resident Wellbeing and Personal Development Survey and we invite all residents to complete the survey and go into a draw to win a \$100 gift voucher. We want to check in with you, learn about your interests and experience and hear about what programs you would like to see.

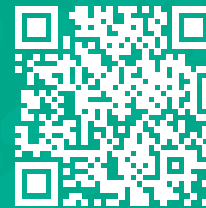
You can complete the survey by:

- filling out the paper copy of the survey that came with this newsletter and returning it to one of Link Wentworth's offices or via post with the reply-paid envelope
- accessing the QR code to open a digital version of the survey to fill out on your smart phone or tablet
- typing the following link into your chosen internet browser on your computer: [bit.ly/lw-survey](http://bit.ly/lw-survey)

The survey will be open until the 13 February 2023. All residents who complete and return the survey can choose to go into a draw to win 1 of 5 \$100 gift vouchers. A winner will be drawn each Friday starting from 13 January 2023 and finishing on 10 February 2023.

### Have questions or need assistance completing the form?

Please email [communities@linkwentworth.org.au](mailto:communities@linkwentworth.org.au) or call 9412 5111/ 4777 8000



## Newsletter committee

With an increasing amount of this newsletter being written or informed by residents, we would like to see if any residents would like to be part of a committee which would oversee the content of the newsletter. If this would interest you, please submit an expression of interest by email to [communications@linkwentworth.org.au](mailto:communications@linkwentworth.org.au) or call 9412 5111/4777 8000.

Our next edition will be out in March 2023

**If you would like to give feedback, make a suggestion, write something, or submit an artwork, recipe or anything else, please contact us by one of the above ways or talk to your Tenancy Manager.**

# 2023 will be an exciting year of community programs

With our Communities Team

What a year! It's been great having residents attend our programs and for us to see many new faces and watch residents develop their skills and achieve their goals. We appreciate your ongoing feedback which informs how we run our programs.

**Our Resident Wellbeing and Personal Development Survey, included with the newsletter, is an effective way for you to let us know what programs you would like to see. We encourage all residents to complete the survey.**

We are excited for the New Year and the return of annual programs, as well as new programs and projects which will be informed by you.

Further details for each program following will be communicated early next year. You're welcome to contact our team to ask questions.

**Phone:**  
9412 5111 / 4777 8000

**Email:**  
[communities@linkwentworth.org.au](mailto:communities@linkwentworth.org.au)



## No Place Like Home art exhibition

Our No Place Like Home art exhibition is back next year and will begin accepting applications in the middle of the year! We accept any type of art, including sculpture and video, however there are rules for the size and weight of the artwork. Dates and full details will be communicated in the March 2023 newsletter. Maybe you would like to start an artwork over the summer ready for the exhibition!

## Drop-in Sessions

We will be running our Drop-in Sessions again in 2023 and we are excited to expand the sessions based on your feedback. Like this year, the sessions will be held four times throughout the year at the following locations: Lithgow, Lawson, Penrith, Hornsby, Pennant Hills, Ryde, North Sydney, Richmond and Riverstone.







### Tenant Advisory Group (TAG) and Committees

Our one TAG for Link Wentworth has contributed greatly this year, providing their voice on community programs, policies and procedures, communications, new developments, and much more. The quarterly TAG meetings are a forum for any resident to attend, ask questions and have input on Link Wentworth's services and a variety of projects.

Our first TAG meeting for 2023 is Tuesday 14 February 10.30am - 1:00pm. The meeting dates for the rest of 2023 are 9 May, 11 July and 3 October. The meetings will be run online via Zoom and the link details are the same for each meeting. Access the following link at the time of the

meeting or contact our team by phone or email (details on previous page) if you would like to attend a meeting at our Chatswood or Penrith office.

**Zoom link:** [bit.ly/3rxbzCF](https://bit.ly/3rxbzCF)

**Meeting ID:** 427 258 0886

**Passcode:** 1LdC3M

As a member of TAG, you can participate in committees that cover areas of interest such as the Policy Committee where you can provide direct feedback on policies and key resources. This year, members of the Policy Committee have provided feedback for a number of policies which impact residents.

We also want to know if anyone is interested in joining a Community Activities Committee which could plan social activities for residents.

### Digital Discoveries

We run digital classes for our residents with the aim of improving knowledge and skills to help residents feel confident and safe online.

Though some classes are specifically for residents aged 55 years and older, others are open to all. Please get in touch if you would like to improve your digital skills.

We want to know if any residents in Hornsby who are 55 years and older would be interested in attending digital classes in early 2023. Contact our team by phone or email (details on previous page) if you would be interested in attending.

# Link Wentworth is starting a Reconciliation Action Plan

As an organisation, we are committed to ensuring our Aboriginal and Torres Strait Islander community members feel included, valued and most importantly, that their needs are understood and addressed. This is why we are undertaking our second 'Innovate' Reconciliation Action Plan (RAP). A RAP is a formal set of processes that an organisation undertakes to take meaningful action towards reconciliation. In 2020, we completed our first 'Reflect' RAP.

If you identify as Aboriginal and Torres Strait Islander and are a Link Wentworth resident, we have two opportunities for you to get involved with our Reconciliation Action Plan.

**If either of these opportunities interest you or you have any questions about this process, please email the Reconciliation Working Group on [rwg@linkwentworth.org.au](mailto:rwg@linkwentworth.org.au) or call 9412 5111 / 4777 8000.**

## 1. Be part of our Advisory Group

The RAP Advisory Group is made up of residents, industry members, staff members and others who have a connection to Link Wentworth and who identify as Aboriginal or Torres Strait Islander. The group will help our RAP Working Group (made up of Link Wentworth staff) conduct the RAP actions in the most appropriate and effective ways. We offer a fee to attend each meeting that covers meeting time, preparation work and any travel.

## 2. Design our artwork

We would like to feature the work of our residents as part of the RAP document. If you're a First Nations artist and you want to tell the story of Link Wentworth through a painting or drawing, we would love to know. You will be paid for your work.

## RESIDENT RECIPES 🏠

# Argentinian beef empanadas

By Andrea, Link Wentworth resident



Delicious, easy & great for entertaining. Feeds 4 people.

## Ingredients

1kg lean beef mince meat  
 1 small onion finely chopped  
 2 tsp finely diced garlic  
 1 small carrot finely grated  
 1 tsp ground cumin  
 1 tsp oregano  
 2 tsp sweet paprika  
 ½ tsp chilli flakes  
 Pinch of cinnamon  
 3 tbsp tomato paste  
 ½ cup currants or small sultanas  
 ½ cup roughly diced parsley  
 1 cup roughly diced pitted olives (Green or black)  
 3 eggs, hard-boiled diced  
 10 sheets of short cut pastry  
 1 egg, lightly beaten to paint the empanadas before baking  
 1 tbsp olive oil

## Step 1

Preheat fan forced oven to 180 degrees and take the short cut pastry from the freezer

## Step 2

Place large frypan over high heat, add olive oil. When hot, add onion, cook for a few minutes or until lightly golden, add garlic, grated carrot, cumin, paprika, chili flakes, cinnamon and cook for 2 minutes. The aroma will fill your home.

Add beef, break up with a spatula and cook until the meat is golden brown colour. Add tomato paste and currants and simmer for 5 - 10 minutes.

Wait until the meat filling cools down and finish off by stirring through the parsley, diced olives and eggs, season with salt and black pepper.

## Step 3

Take one sheet of short cut pastry and cut out a 15/20cm circle; it could also be smaller for cocktail event. Place pastry in the palm of your hand, add a heaped tablespoon of filling in the centre of the pastry and join the two sides together with a drop of cold water to make a half moon shape stick together, then pinch the pastry together on the edges with a fork.

Set aside on a baking tray lined with baking paper or slightly greased. Repeat the process, pastry and filling until there is no more. Do not eat the filling even if it's tempting!

## Step 4

Before baking, brush empanadas with a little yellow egg and place them in the oven to bake for 25 – 30 minutes or until golden and pastry is cooked. Enjoy a simple but delicious South American treat. Bon appétit!

## We're here if you need support

**In the lead up to Christmas, if you are having difficulty paying your rent and bills or need general support, please let your Tenancy Manager know or contact us by:**

**Phone:** 9412 5111 / 4777 8000

**Email:** [enquiries@linkwentworth.org.au](mailto:enquiries@linkwentworth.org.au)

We now have a combined Specialist Support Team servicing all regions where residents live. The team can support you to maintain your physical and mental wellbeing and your tenancy.

**We also encourage you to access the below services if you need to:**

**Salvos Financial Counselling Team**  
1800 722 363

**Financial counselling helpline**  
1800 007 007 (9:30 am – 4:30 pm, Monday to Friday)

**Lifeline**  
13 11 14

**Domestic Violence Line**  
1800 65 64 63

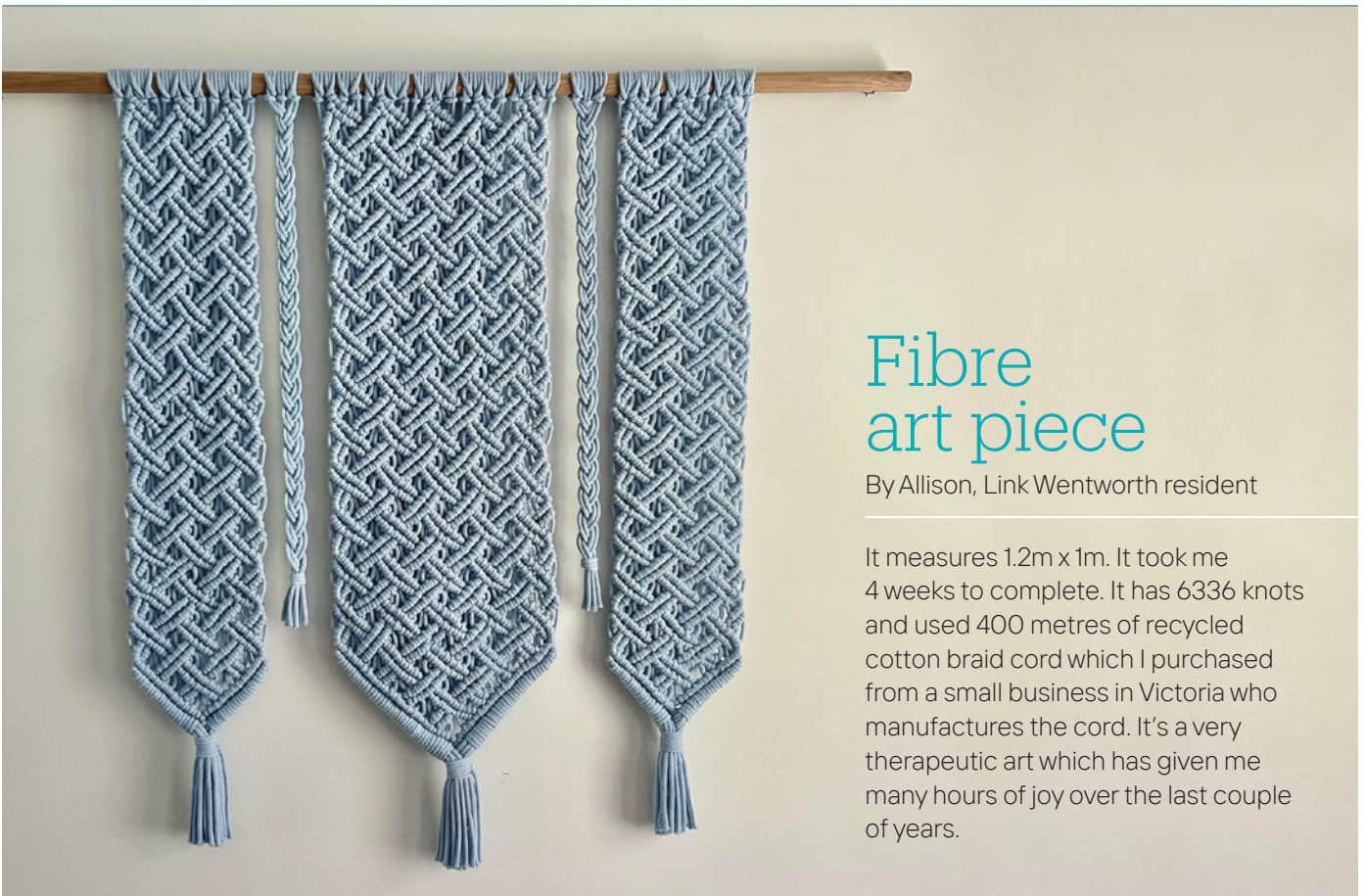
**Kids Helpline (5 – 25yo)**  
1800 551 800

**Mental Health Line**  
1800 011 511

**Beyond Blue**  
1300 22 4636,  
[www.beyondblue.org.au](http://www.beyondblue.org.au)

**13YARN**  
13 92 76





## Fibre art piece

By Allison, Link Wentworth resident

It measures 1.2m x 1m. It took me 4 weeks to complete. It has 6336 knots and used 400 metres of recycled cotton braid cord which I purchased from a small business in Victoria who manufactures the cord. It's a very therapeutic art which has given me many hours of joy over the last couple of years.

**"Staggering out at midday, his jaw dropped at the pile of dishes eyeing him like some malignant toad."**

Written by Geoff, Link Wentworth resident

**So I just got a grand off Link Wentworth to complete my diploma. Good grand, too. Felt nice. Even had some dosh left over to buy pencils.**

One task facing you doing any unit is figuring out how to do that particular unit. Every unit is different. For instance, the first two I did, they doled you out your work assignment by the week. Easy. "Do this week's work this week". Fair call. Even I can understand that. The next unit, I had nothing to submit for the first month. Actually lay on my verdammt couch watching Netflix for the first month. Spent the remaining two months regretting the hateful fact of playing catchup. How stupid can you be? Not that I was being lazy, exactly; just that I thought I could get away with doing nothing.

I can recommend long-term projects: they bolster your self-esteem and actually get something done. I can go get a job now, wave my nice ticket in front of an employer and say, "It don't matter about the ten years I just took off being a schizophrenic, this here's class."

## Poetry corner

Poem by Domenico, Link Wentworth resident

As a seed produces a plant which  
produces a fruit,

So then too, an idea written and  
so forth produces a page of ideas,

Which of many so, produces a book.

The fertile soil, thence a fertile mind,

Is the basis of regeneration and creativity.

Whether, in nature fervent and  
blossoming,

Or, of sapience pertaining to the mind.

And so, is the cultivation of life,  
and abundantly.

From genesis, to inception, to birthing,

And from so, is its realisation.

From this inception, to growth to maturity,

And so anew, this cycle begins and  
recurrently,

Ever vivand and regenerating.



# Community services and events

For the following free services and events, we recommend that you contact the organisers to confirm they are still going ahead. For other services near you, please contact your local council or visit their website. You can also access the below websites by typing the links into your chosen internet browser:

- Askizzy for a list of nearby services: [askizzy.org.au](http://askizzy.org.au)
- Service NSW concessions, rebates and assistance: [bit.ly/service-nsw](http://bit.ly/service-nsw)

We can also refer you to other local organisations who offer food services. Please speak to your Tenancy Manager, email [communities@linkwentworth.org.au](mailto:communities@linkwentworth.org.au) or call 9412 5111 / 4777 8000.

## Hawkesbury's Helping Hands Christmas Lunch

Christmas Day, Sunday 25 December, doors open at 11am

South Windsor Masonic Centre, 731 George St, South Windsor  
Hawkesbury's Helping Hands regular food service at The Hive will continue during the New Year period.

Saturday and Sunday, 5pm - 7:30pm  
Unit E 28 Walker Street, South Windsor  
Phone: 4577 7077

Facebook: [www.facebook.com/HawkesburysHelpingHands](http://www.facebook.com/HawkesburysHelpingHands)

## Penrith Community Kitchen

This service will continue during the Christmas and New Year period.

Monday – Friday, 11.30am - 1.30pm  
(excluding public holidays)

PCYC Penrith, 100 Station St, Penrith  
Phone: 4721 1444

Email: [info@penrithcommunitykitchen.com.au](mailto:info@penrithcommunitykitchen.com.au)

## St Hilda's Anglican Church Community Carols

Carol singing, sausage sizzle, fun for all ages. No need to RSVP.

Christmas Eve, 24 December, 5 - 7pm  
68 Katoomba St, Katoomba  
Phone: 4782 1608

## The Dish of St John's

The Dish will provide their regular service through the Christmas and New Year period, serving a nourishing two course meal. You can also register for a hamper by visiting them.

Monday to Friday, 6pm  
5 Jersey Street, Hornsby (near Hornsby Station)

Phone: 9487 2941  
Email: [dish@stjohnswahroonga.org](mailto:dish@stjohnswahroonga.org)

## Ryde Salvos

Ryde LGA residents who need Christmas food hampers or toys can email [ryde@salvationarmy.org.au](mailto:ryde@salvationarmy.org.au) or

phone 0478 529 423 (SMS or leave a voicemail).

You can contact your local Salvos to see what services they are offering or call the NSW Salvos Phone Assistance Line on 8775 7988.

## Street Mission Dee Why and Balgowlah cafes

Street Mission's cafes will be open through Christmas and New Year for free takeaway meals. A Christmas dinner will be served at the Balgowlah location on Christmas Eve, 24 December.

Dee Why – St Johns Anglican Church, Oaks Ave, Dee Why  
Wednesday 7pm

Balgowlah – Pioneer Clubhouse, Lot 2 Quirk Rd, Balgowlah  
Saturday 6:30pm

Facebook: [www.facebook.com/StreetMissionAU](http://www.facebook.com/StreetMissionAU)

## Christmas Community Lunch at The Bridge Church

All welcome, no need to RSVP.

Christmas Day,  
Sunday 25 December, 12pm

Corner Broughton and Bligh Streets, Kirribilli

Phone: 8920 9817

Email: [admin@thebridgechurch.org.au](mailto:admin@thebridgechurch.org.au)

## Happy with our service?

Please say thank you by posting a positive review on Google. Type one of the following links into your chosen internet browser.

Please note, you will need a Google account to post a review.

Chatswood Hub: [bit.ly/chatswood-lw](http://bit.ly/chatswood-lw)

Penrith Hub: [bit.ly/penrith-lw](http://bit.ly/penrith-lw)

If you're not happy with our service, we encourage you to talk with your Tenancy Manager in the first instance. If you aren't satisfied with the conversation you have with the Tenancy Manager or you are not comfortable talking with them, you can ask to speak with the Team Leader.

Once you have discussed your concerns with the Tenancy Manager or Team Leader, you can make a complaint if you are still concerned:

 Email [feedback@linkwentworth.org.au](mailto:feedback@linkwentworth.org.au)

 Call us on 9412 5111 or 4777 8000

 Come into our office and fill out a form

 Fill out the form on our website

[bit.ly/lw-complaint](http://bit.ly/lw-complaint)