

Housing News

GREATER WESTERN SYDNEY – 2026

We acknowledge and pay our respects to the First Nations people and communities of this land.



Out and about with MPop



Getting to know our neighbours over games



OUR NATIONAL TENANT SURVEY COMING TO YOU SOON! BE SURE TO HAVE YOUR SAY.

Connect and protect

Our Connect and Protect Program brings tenants and local police together in a friendly and relaxed setting.

Every 6 weeks, local police visit housing complexes to meet with tenants, have a chat about community safety, and answer any questions. It's a great opportunity for residents to get to know their local officers and feel more comfortable reaching out when they need support.

These visits have been especially positive for children,

young people, and older residents, helping to build familiarity and confidence when interacting with police.

A key message from police is that speaking up matters. If something doesn't feel right, tenants are encouraged to share their concerns. Community information helps police keep neighbourhoods safe.

If you would prefer to report something anonymously, you can contact **Crime Stoppers** on **1800 333 000** or submit a

report online at www.crimestoppers.com.au

The **Connect and Protect Program** reflects our commitment to listening to tenants and working with community partners to create safe and connected places to live.



Your safety comes first

Fix that dripping tap.

A dripping tap can waste 15 litres a day or a whopping 5,500 litres a year! An easy fix can make a huge difference to your bills.

Call the Customer Hub early on 1800 269 672 to report any leaking taps.



MISSION AUSTRALIA **Housing**



Get important Housing news quicker! Join **US** on Facebook



Scan QR code!

in just one click

Update

Reflecting on what was a very busy year for Mission Australia Housing, I am incredibly proud of what we have achieved together.

With more than **4,600 homes across Australia**, we remain committed to providing quality services to our tenants and your feedback plays a vital role in helping us improve what we do.

Some of our service improvements during 2025 include:

The launch of our Customer Hub – a dedicated service centre for tenants, helping ensure your calls are answered promptly and you receive the best possible service.

Repairs Feedback Surveys – we know repairs are a top priority for you. After a repair is completed, tenants now receive a short SMS survey to provide feedback. Your responses are already helping us improve our maintenance services.

A new Mission Australia website, including a dedicated Tenant Hub where you can easily access helpful resources.

These improvements have been made possible because of your feedback – through surveys, tenant groups and conversations with our team. We value your input and use it to continually improve our services.

In July, we will be running our **National Tenant Survey**, giving all tenants another opportunity to share their views.

Wishing you all a safe and happy Easter!



Davina Lomas
Executive General Manager Operations,
Mission Australia Housing

You said, we did

New SMS Feedback Survey on repairs

We are currently trialling an SMS feedback survey so you can provide instant feedback on repairs and maintenance jobs.

When the job is complete, you will receive an SMS confirming that your maintenance work has been completed, with the option to click into a survey that takes less than 2 minutes. Please click the link and provide us your feedback.

New website

Mission Australia has launched a new and improved website! Check out your one-stop-shop where you can find information on services and your tenancy.

Visit your Tenant Hub here: www.missionaustralia.com.au/tenant-hub or scan the QR code.



Easy-to-read housing information

We have been reviewing all our tenancy information like handbooks, fact sheets and brochures and re-working them in to easy-to-read formats, for print and online.

Watch this space for more details.

Scan the QR code here.



Tell us! Tell us what you think about these new improvements by calling **1800 269 672**.

2026 is the year of the National Tenant Survey. Your feedback is important to **US**

Meet and greet

We're excited to introduce Linny, who joined Mission Australia Housing in January as our new Assets Officer.

After chatting with Linny, it's clear she brings a lot of heart, enthusiasm, and dedication to the role.

Linny loves being able to support our resident community and really values helping bridge the communication gap between Mission Australia Housing and residents. One of the highlights of her role so far has been meeting such a wide and diverse group of residents, hearing their stories, and resolving maintenance issues



Linny enjoys watching movies

along the way. She finds the work incredibly rewarding and enjoys making a positive difference every day.

Outside of work, Linny is a self-confessed movie buff who enjoys unwinding on the weekends with a good film. Living close to the beach, she also finds peace and happiness by the water it's her happy place. When it comes to food, her all-time favourite is chicken chow mein from a special restaurant back home in Fiji. It's a must-visit spot every time she returns.

"Never stop learning – you're never too old to learn new things"

We hope you enjoy meeting Linny when she visits your home to chat with you about your maintenance needs.

What's been happening

Joining forces with LinkWentworth

We all know it's better together so look out for Mission Australia Housing at the LinkWentworth Hubs!

On the first Monday of the month, we attend the Link Wentworth Hub, alongside other organisations and services like **Centrelink**, **Hearing Australia**, **Uniting Church** and **Services Australia** that are there to support you.

Come along and have your questions answered all in one place. You can also speak with Mission Australia Housing staff about activities and support services in your area.

It was such a success at Penrith that **LinkWentworth Community Hub is now coming to KATOOMBA!**

When: First Tuesday of the month, 11am–1pm.

Where: Bryan Brown Theatre & Function Centre at 80 Rickard Rd, Bankstown.

And while you're there **why not pop on a load of laundry at Junction 142** and grab something to eat while you wait at **Open Table Food Kitchen** and all for **FREE!** at **Junction 142, 142 Katoomba Street Katoomba**



Tell us! Send us your stories about your community!

Cook up

Chicken wing dings

An oldie but a goodie!

Ingredients

- 1 kilo chicken wings
- 1 tsp oil
- 1 tsp mustard
- 1 tsp vinegar
- 2 tsp soy sauce
- 1 tbl spoon brown sugar
- ½ cup tomato sauce
- ¼ cup water
- 1 chicken stock cube (crushed)
- 1 garlic clove (crushed)

Instructions

1. Preheat oven to 180°C.
2. Mix all sauce ingredients together in medium size bowl. Pour over chicken wings in casserole dish.

Costs less than \$10
& serves 4-10 people

3. Cook for 45 mins with lid on, then 15 mins with lid off.
4. Can be eaten as a small snack (hot or cold) with a dip or serve on rice, or with salad, hot veges or with homemade hot chips.
5. Garnish with parsley or chives.

Serves 4-10 people depending on how you serve it.

Any left? Doubt it but freeze leftovers for another time.



Home grown

Fall into Autumn with these garden ideas!

Plant bulbs like tulips or daffodils for spring, and cool-season vegetables like broccoli, cauliflower, carrots, or spinach.

Add compost, organic matter, or manure to soil for next season's growth.

Apply a layer of mulch (straw, wood chips, or leaves) to protect soil and manage weeds during cooler months.

Trim excess growth on shrubs and prune climbing plants. Remove dead or diseased plants to prevent disease spread.

Reduce watering frequency, but do not stop entirely, especially during dry autumn days.

Resident of the season

The Good Neighbour Awards this season goes to...

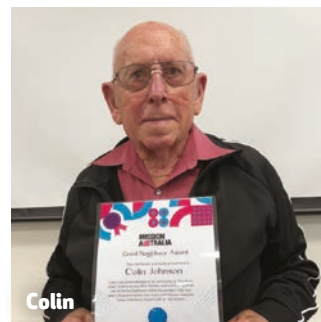
Colin from St Marys. At 90 years of age Colin is still maintaining the bins, is an active member of the Tenants Voice Committee and is a helper in his complex, all while volunteering in his local community!

Christopher from Werrington has transformed the bin bay at his complex so it is now organised, neat and tidy and he continually assists to keep the common areas of his complex tidy.

Susan from Wentworth Falls for assisting her neighbours with their garden, their cooking, preparing meals and shopping, Susan works hard to support her neighbours.

Linda was nominated by staff for her patience and respect to the Assets Team while having major works done on her property. Linda was accommodating and understanding throughout.

Lucy was nominated by staff for her patience and respect toward our Customer Hub staff. Lucy has always been pleasant and understanding during her calls.



Colin



Christopher



Susan

Next Award goes to?
Nominate a neighbour!

Seasonal thought

Like Easter, life starts all over again when it gets crisp in Autumn

Around town

Tear this page off & stick on your fridge!



Join us over a cuppa!

Tea, coffee or hot chocolate for only \$2 at one of our Community Rooms.

Every Wednesday,

10am-12pm at 85-91

Bransgrove Road, Revesby

OR

Every Tuesday, 9am-11am

at 62-84 Great Western Hwy, Kingswood.

Don't forget you can pick up home grown vegies and herbs from the **Community Garden** at Revesby when you pop in for a cuppa.

Join in BINGO fun held every 2nd Tuesday, starting **Tuesday 14 April** 10am, at 62-84 Great Western Highway, Kingswood

OzHarvest Travelling Pantry

Watch out for OzHarvest in your community sharing good food. Keep an eye on our Facebook group or speak with staff to learn more.



MISSION AUSTRALIA Housing

Mobile Pop-Up Office coming to you



Bringing our Mobile Pop-up Office to you!

Also known as MPop, Mission Australia Housing staff are available in your area to help with questions about rent, repairs, social activities and more!

MPops' in April and May 2026

Monday 6 April, 10.30am - 11.30am, 23-29 Saltash Street, Yagoona

Thursday 16 April, 10.30am - 11.30am, 105 Greenacre Road, Greenacre

Saturday 12 May, 10.30am - 11.30am, 117-123 Chapel Road, Bankstown

Please call the Customer Hub on **1800 269 672** for more details!

Crafternoon corner

Upcycle your Easter with this great idea!!

Clean a jar and decorate it to look like a bunny by painting it white, adding googly eyes, a pom-pom nose and tail, pipe cleaner whiskers, and attaching bunny ears made of cardboard. Fill with little Easter eggs and you have the perfect home-made Easter gift from the heart!



Celebrate a neighbour! Chat to your local office about how.

Tear or cut along dotted line!



Home handy hints

A few simple habits can help prevent common household issues, reduce maintenance problems, and avoid unnecessary costs. Our Assets Team has shared some handy tips for you.

Locked out?

To avoid being charged for a locksmith, we recommend having a spare key cut and giving it to a trusted family member, friend, or neighbour. This can save time, stress, and money if you ever find yourself locked out of your home.



Prevent blocked drains and toilets

Blocked drains are often caused by everyday items being flushed or washed away incorrectly. When cleaning hair from your brush, place it straight into the bin – never down sinks, showers, or toilets, as this can cause blockages. Using gentle, non-harsh cleaning products throughout the year can also help keep drains and toilets clear.



Stay cool in summer and warm in winter

To help regulate the temperature inside your home, place a **door snake** along the bottom of external doors to stop heat or cold from entering.

Lowering your blinds or curtains can also make a big difference – keeping them closed blocks the heat out on hot days and keeps your home warm during winter.

Community connect



Community Garden Workshop with The Royal Botanical Gardens Sydney on **Wednesday 13 May, 10am – 11.30am, 85-91 Bransgrove Rd, Revesby Community Room.**

Pick vegetables, learn about sustainability as a community and work in the community garden with the help from The Royal Botanical Gardens Sydney.

FREE Yoga every second Tuesday

OHMYOGA at Kingswood Community Room from **Tuesday 7 April every fortnight, 10am.** Gentle yoga in a chair, standing, in a walker or on a mat on the grass at **62-84 Great Western Highway, Kingswood.**



Grab your FREE plants!

Blacktown Showground Nursery offers **two FREE plants per year** to residents, with the next Open Day on **Saturday 18 April, 9am–2pm. Get in quick!**

Tell us! Do you have a good news story about your community or a neighbour? **Call us on 1800 269 672 to submit.**