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Get online with **MyBridge**

MyBridge is the convenient and secure new online tenant portal for Bridge Housing tenants. Your Tenant ID will allow you to register a MyBridge account and create a personal password.

Once you are registered with MyBridge, you can:

- ▶ Request a repair
- ▶ Download a mini rent statement
- ▶ Pay your rent
- ▶ Update your contact details.

Once you log in, you can choose which language the Tenant Portal is displayed in and it will remember your preference.

You can access MyBridge from the Bridge Housing website **www.bridgehousing.org.au**.

MyBridge replaces all previous online transaction options and is the start of a one-stop shop for managing your tenancy online. We hope to add other features over time.

Bridge Housing staff are available to help you to use MyBridge. Please contact **02 8324 0800** if you require assistance.

If you are a Northern Beaches tenant, MyBridge will be available in August 2019.



General Enquiries - 8324 0800
customerservice@bridgehousing.org.au

Repairs - 8324 0886
repairs@bridgehousing.org.au

Community - 8324 0827
community@bridgehousing.org.au

Housing Pathways Applications
8324 0890
pathways@bridgehousing.org.au

Housing Team & Tenancies
8324 0885
customerservice@bridgehousing.org.au

Follow us    

Goulburn Street Office

You can find our new office at Level 9, 59 Goulburn Street Haymarket. When visiting the Goulburn Street office, use the lifts that face the street to get to Level 9.

We are open 9am – 4.30pm Monday, Tuesday, Thursday and Friday and 1pm – 4.30pm on Wednesday.



Giao dịch trực tuyến với MyBridge!

MyBridge là cổng giao dịch người thuê nhà trực tuyến mới, tiện lợi và an toàn dành cho người thuê nhà của Bridge Housing. ID người thuê nhà (Tenant ID) của quý vị sẽ cho phép quý vị đăng ký một tài khoản MyBridge và tạo một mật khẩu cá nhân.

Ngay khi quý vị đăng ký với MyBridge, quý vị có thể:

- Yêu cầu sửa chữa nhà
- Tải về một bản sao kê vắn tắt về việc thanh toán tiền thuê nhà
- Thanh toán tiền thuê nhà của quý vị
- Cập nhật phương thức liên lạc với quý vị.

Ngay khi quý vị đăng nhập, quý vị có thể lựa chọn ngôn ngữ mà Cổng giao dịch Người thuê nhà (Tenant Portal) sẽ hiển thị, và hệ thống sẽ ghi nhớ lựa chọn của quý vị.

Quý vị có thể truy cập MyBridge từ trang web của Bridge Housing theo địa chỉ www.bridgehousing.org.au

MyBridge thay thế tất cả các lựa chọn giao dịch trực tuyến trước đây và là bước khởi đầu của một hệ thống giao dịch tập trung dành cho việc quản lý trực tuyến hợp đồng thuê nhà của quý vị. Chúng tôi hy vọng sau này sẽ bổ sung thêm các tính năng khác.

Nhân viên của Bridge Housing sẵn sàng hỗ trợ quý vị sử dụng MyBridge. Vui lòng liên hệ số điện thoại 02 8324 0800 nếu quý vị cần hỗ trợ.

Nếu quý vị là người thuê nhà thuộc khu vực Northern Beaches, MyBridge sẽ được triển khai vào tháng 8 năm 2019.

¡Conéctate a la red con MyBridge!

MyBridge es el nuevo portal en línea para inquilinos seguro y conveniente para los inquilinos de Bridge Housing. Con su identificación (ID) de inquilino podrá registrar una cuenta de MyBridge y crear una contraseña personal.

Una vez que se haya registrado en MyBridge, podrá:

- Solicitar una reparación.
- Descargar un estado de cuenta de alquiler resumido.
- Pagar su alquiler.
- Actualizar su información de contacto.

Una vez que inicie sesión, podrá elegir en qué idioma se muestra el portal de inquilinos y este recordará sus preferencias en sesiones futuras.

Podrá acceder a MyBridge desde el sitio web de Bridge Housing www.bridgehousing.org.au.

MyBridge sustituirá todas las opciones anteriores para transacciones en línea y es el comienzo de un único punto para gestionar su alquiler en línea. Esperamos agregar otras funciones con el tiempo.

El personal de Bridge Housing estará disponible para ayudarlo a usar MyBridge. Comuníquese al número 02 8324 0800 si necesita ayuda.

Si usted es un inquilino de Northern Beaches, MyBridge estará disponible en agosto de 2019.

قم بالولوج إلى MyBridge!

إن MyBridge هي عبارة عن بوابة جديدة ومريحة وآمنة، متاحة لمستأجري Bridge Housing عبر شبكة الإنترنت. سيسمح لك معرف المستأجر الخاص بك بتسجيل حساب عبر بوابة MyBridge وإنشاء كلمة مرور شخصية.

بمجرد التسجيل عبر MyBridge، فسيمكنك:

- طلب إجراء الإصلاحات
- تنزيل بيان إيجار مختصر
- دفع الإيجار الخاص بك
- تحديث تفاصيل الاتصال الخاصة بك.

\ بمجرد تسجيل دخولك، يمكنك اختيار اللغة التي يتم استخدامها لعرض صفحة بوابة المستأجر، كما ستقوم تلك الأخيرة بحفظ تفضيلاتك.

يمكنك الولوج إلى MyBridge عن طريق موقع Bridge Housing الإلكتروني: www.bridgehousing.org.au

يحل MyBridge محل جميع خيارات المعاملات السابقة عبر الإنترنت وهو بداية لمركز جامع لإدارة كافة الأمور المتعلقة بفترة استئجارك عبر شبكة الإنترنت. ونحن نأمل في إضافة ميزات وخواص أخرى مع مرور الوقت.

جدير بالذكر أن موظفي Bridge Housing متاحين لمساعدتك في استخدام بوابة MyBridge. يُرجى الاتصال برقم ٠٨٠٠ ٨٣٢٤ ٠٢ إذا كنت بحاجة إلى المساعدة.

إذا كنت من مستأجري Northern Beaches، فسيتاح لك استخدام MyBridge في شهر أغسطس/آب ٢٠١٩.

访问MyBridge网站!

MyBridge是一个便捷、安全的全新在线租户门户网站，供Bridge Housing租户使用。您可以使用自己的租户ID注册MyBridge帐户并创建个人密码。

在MyBridge注册后，您可以执行以下操作：

- 申请维修
- 下载简要的租赁声明
- 支付租金
- 更新您的联系方式

登录后，您可以选择租户门户的显示语言，并让网站记住您的偏好设置。

您可以从Bridge Housing网站www.bridgehousing.org.au访问MyBridge。

MyBridge取代了之前的所有在线交易选项，是我们对在线管理租赁的一站式服务的探索。我们希望随着时间的推移添加其他功能。

Bridge Housing的工作人员可以帮助您使用MyBridge。如果您需要帮助，请致电02 8324 0800。

如果您是北部海滩租户，MyBridge将于2019年8月开放使用。

CEO Update

2019 is off to a flying start and we are busy gearing up for our Northern Beaches tenants to join us in August. The SHMT team have been out and about on the Northern Beaches, have a look at our Facebook page and you'll see lots of smiling faces of staff and Northern Beaches tenants. The team have completed 90 Neighbourhood Q & A sessions and met more than 750 residents – a great effort!

I am proud to say that Bridge Housing's first Innovate Reconciliation Action Plan (RAP) concluded in February 2019 and we have completed 94% of the actions that we set out to achieve. Our first RAP was an important step to build a foundation and I am looking forward to building our cultural competency in the months to come as we develop and action our second Innovate RAP. Thank you to the Aboriginal tenants that joined us for a planning workshop in February, generously sharing their expertise and stories.

In March, we celebrate Harmony Day at a time when we have all been shaken and appalled by the shooting in Christchurch. Fifty people lost their lives in a senseless terrorist attack that was targeted on families gathered for Friday prayers. As an organisation, we stand in solidarity with our Muslim staff, residents, neighbours and friends. We are committed to working together to build and defend a culturally diverse Australia. Our thoughts continue to be with the Muslim community and New Zealand in the aftermath of this tragedy.

John Nicolades, CEO



Get involved without leaving home!

Did you know that you can have input into improving Bridge Housing's communication from the comfort of your own lounge room? The Your Views Panel is a group of tenants from all walks of life who are consulted on various letters, forms, policies and fact sheets via email. We know your time is precious and so will always provide plenty of time to respond and we also understand if you can't reply all the time. You can withdraw your membership from the panel at any time.

To join the Your Views Panel, all you need is an email address. Simply send an email to **community@bridgehousing.org.au** to join the Your View Panel and be included in future email consultations. You can read more information about the Your Views Panel at **www.bridgehousing.org.au/tenants/get-involved/your-views-panel**



Northern Beaches tenants countdown to transition

It has been wonderful to meet so many of the new Northern Beaches tenants at our Neighbourhood Q&A sessions over the past few months.

The next steps for you and other household members to make the transition to Bridge Housing's tenancy management from August will be:

- ▶ Receive your Tenant Information Pack. This will be sent to you by the end of April with the forms you need to sign included.
- ▶ Sign your forms and return them to us by 31 May 2019.
- ▶ Return your signed forms by Post or at a Drop In Session. We will be visiting your neighbourhood from early May.



Northern Beaches staff & tenants

Tenants who return their forms will be eligible to go in the draw for weekly prizes. The earlier you return your forms the more chances to win!

Please contact SHMT Transition Manager Jenny Speakman on **8324 0856** or **j.speakman@bridgehousing.org.au** if you have any questions.

More information about the Social Housing Management Transfer Program can be found on the Bridge Housing and the Women's Housing Company websites **www.bridgehousing.org.au** or **www.womenshousingcompany.org.au**.

Thanks for completing your Tenant Survey!

Thank you to all of those residents who completed the Bridge Housing Tenant Satisfaction Survey in March. We had over 800 surveys completed and returned to CHIA NSW.

Congratulations to Cherrie, Amparo, Salote, Max and Kevin who each won a \$100 shopping voucher simply for completing and returning their surveys.

We will be sharing the results of the survey later this year. Keep an eye out for an invitation to a workshop to discuss the results and begin putting together an action plan to identify and address areas for improvement.

Bridge to Work

Bridge to Work is available to Bridge Housing residents aged 17 - 60 and aims to provide intensive case management and one-on-one support to assist tenants in their search for employment. Since beginning in mid-2018, more than twenty Bridge Housing residents have found employment by joining Bridge to Work.

If you are a Bridge Housing tenant wanting to find work or improve your situation, get in touch with Gavin Marks, on 0477 092 194, register your interest online at www.bridgetowork.com.au or contact your housing manager for a referral.

Karleen's Story

Passionate about educating Aboriginal and Torres Strait Islander communities and keen to give back to her community, Karleen came to the Bridge to Work program with dreams of working in community services.

Karleen takes the first step

Karleen connected with the Bridge to Work employment support coordinator Gavin Marks, who was immediately impressed with her motivation and enthusiasm. Gavin helped Karleen to revise her resume and set to work helping her find opportunity pathways within her local Indigenous community.

Karleen finds her place

Karleen was successful in obtaining part-time employment with Tribal Warrior, where she is busy teaching young Aboriginal children about their heritage and local history.

"I'm so appreciative of the support and coaching I received from the Bridge to Work team. They gave me the motivation I needed to apply for community supported roles and helped me find the work I wanted within the Indigenous community".



Bridge Housing resident Karleen

The team at Tribal Warrior are thrilled with Karleen. They say she is a hard worker, with excellent customer service skills and is always willing to take direction and advice. Karleen is enjoying the role, and Gavin is offering continued support and job coaching to ensure that Karleen has continued success in the role.

RAP 2017 - 2019 Wrap Up

We are proud to announce that our first Innovate Reconciliation Action Plan (RAP) concluded in February 2019 and we achieved 94% of the actions that we set out to complete. This is an outstanding achievement. We want to acknowledge the Aboriginal and Torres Strait Islander Tenant Advisory Group (ATTAG) for their support and commitment to this initiative. The Reconciliation Action Plan Working Group, made up of members of the ATTAG and Bridge Housing staff, have ensured that our RAP was implemented and embedded across our organisation over the past two years.

Here are just a few of the outcomes achieved through Bridge Housing's Reconciliation Action Plan 2017 - 2019:

- Increased the number of Aboriginal staff we employ
- Implemented cultural competency training for all staff
- Implemented a Welcome to Country Policy across the organisation
- Hosted two art exhibitions showcasing the talented artists in the tenant community supported by the ATTAG



Tenants and staff brainstorming ideas and sharing stories at the RAP planning workshop

We are looking forward to building on these achievements with our next Reconciliation Action Plan. At a planning workshop in February, Aboriginal tenants, staff and stakeholders worked together to identify ways we can improve and expand our work in our next RAP. We have begun putting our second RAP together and are looking forward to launching it later this year!



Priscilla Johnson, Sarah Kingsbeer, Jack Dunn, Sandra Miller, Adam Hansen, Love Tru, Anna Barker and Julia Nunes at the RAP planning workshop

TAG in 2019



The Tenant Advisory Groups (TAG) are made up of Bridge Housing tenants who volunteer their time to give back to the tenant community and provide feedback to help Bridge Housing improve the way we do things.

Bridge Housing currently has six TAG meetings that gather regularly. All Bridge Housing residents are invited to join the Central, East, West or Bankstown TAG. All Aboriginal residents are invited to join the Aboriginal and Torres Strait Islander TAG (ATTAG) and all Vietnamese residents are invited to join the Vietnamese TAG (VNTAG).

If you are interested in becoming the member of a TAG, contact Anna Barker to register your interest. Call **02 8324 0851** or email community@bridgehousing.org.au.

Aboriginal and Torres Strait Islander TAG (ATTAG):

Bridge Housing Office,
Level 9, 59 Goulburn St, Haymarket
RSVP to Anna Barker **02 8324 0851**
10.30am - 12.30pm Thursday 18 April,
27 June, 22 August and 24 October 2019

Our last meeting was the annual ATTAG picnic, and everyone enjoyed a Saturday in the park. We followed that up with a workshop to start developing the new Reconciliation Action Plan and it was great to see so many new faces at both the picnic and the workshop!



Bankstown TAG

Bryan Brown Theatre,
80 Rickard Road, Bankstown
RSVP to Anna Barker **02 8324 0851**
11am - 1pm Tuesday 14 May, 12 July,
13 September and 8 November 2019



In May we'll have a guest speaker from Mission Australia's Tenancy Support team. Please let us know if you are coming to the meeting and if you require a translator.

Central TAG

Small Room, Redfern Town Hall,
73 Pitt St, Redfern
RSVP to Rodney Hollis **0419 260 336**
10am - 12pm Friday 7 June, 2 August and
4 October 2019

The Central TAG meeting is your opportunity to discuss and resolve issues with your Housing Manager; meet fellow tenants; and hear from an expert on Tenants Rights. New attendees and regular attendees are equally welcome. See you there.



East TAG

Room 2, Mill Hill Centre,
31-33 Spring St, Bondi Junction
RSVP to Julia Nunes **0423 451 188**
10am - 12.30pm Friday 24 May, 26 July,
27 September and 22 November 2019



Welcome to a bright new year, I hope you are all well and rested. I'm looking forward to seeing you and presenting exciting new guest speakers this year. Don't forget we are in a new venue at the Mill Hill Community Centre not the library.

Vietnamese TAG (VNTAG)

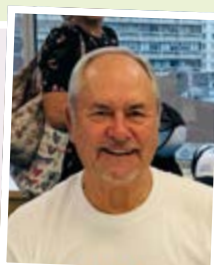
Bridge Housing Office, Level 9,
59 Goulburn St, Haymarket
RSVP to Anna Barker **02 8324 0851**
11am - 1pm Wednesday 12 June, 14 August
and 24 October 2019

The VNTG is a place for tenants who speak Vietnamese to meet each other, ask questions about their tenancies or request repairs and maintenance in their own language. All Vietnamese tenants are welcome.



West TAG

Evolve Housing, Henry Dodd House,
9-13 Argyle St, Parramatta
RSVP to Clive Matthews **0466 392 244**
10.30am - 12.30pm Friday 10 May, 12 July,
13 September and 8 November 2019



The West TAG is meeting in a new venue at Evolve Housing in Parramatta only a short walk from Parramatta station. All tenants are welcome to join and spend time getting to know other tenants and sharing information and knowledge with each other.

Bridge Buddies

We are excited to launch a new initiative called Bridge Buddies. Bridge Buddies is open to all Bridge Housing residents over the age of 18 who would like to connect with other Bridge Housing residents.

- ▶ Do you like chatting with people on the phone, SMS or by email?
- ▶ Would you like to get to know other Bridge Housing residents?
- ▶ Are you a new Bridge Housing tenant who has some questions about how things work at Bridge Housing?

- ▶ Have you been a Bridge Housing tenant for many years and think you have some experience and knowledge that could help other residents?
- ▶ Are you interested in tenant activities and want to know more about what events are like before attending for the first time?

If you answered yes to any of the above questions, then Bridge Buddies is for you!

Volunteer residents will be matched with other residents based on age, interests and availability. Once we have checked with you about the match, we will share your contact

details with your buddy. You may stay 'buddies' for a long time or it might just be for a short time, whatever suits you! If you find that the buddy match doesn't work out for you, you can stop being 'buddies' at any time, no questions asked.

Bridge Buddies will be available to residents living on the Northern Beaches after August 2019.

If you would like to receive an information pack about Bridge Buddies, please register your interest with Anna Barker by calling **02 8324 0851** or emailing **community@bridgehousing.org.au**.

What's On

Prepare Your Home for Winter

Wednesday 15 May 2019 6.30pm to 8pm

Nelson Heather Community Centre,
5 Jacksons Road, Warriewood

Come along to this free information session to learn about the simplest and most effective ways to keep your home warmer in winter.

- ▶ Understand how insulation, draught proofing and window coverings can help you make your home more comfortable
- ▶ Understand what type of heaters are the most efficient to run
- ▶ Understand how solar can also help reduce your winter bills

- ▶ How you can work to reduce your energy bills without compromising on comfort

VIVID Festival 2019

24 May to 15 June 2019

Various locations including The Rocks, Circular Quay, the Royal Botanical Gardens and Chatswood.

Enjoy a night full of colourful lights. Wear your comfortable walking shoes, bring your water bottle and get ready to walk with many other Sydneyiders enjoying various lights display and interactive art work. VIVID is a free event for all ages.



Free Computer, Laptop and Mobile Classes

Mondays and Fridays 10 AM - 12PM

Cliff Noble Community Centre, Cnr. Renwick and Suttor St, Alexandria

Are you struggling to use your digital devices? Come and get help from someone who knows.

David is a highly experienced digital expert who will sit down with you and provide the digital assistance you need.

Outreach Times and Locations

| | |
|------------------------------|---|
| Parramatta Outreach | 93 George Street Parramatta 2150 NSW Hours: All day Tuesday |
| Mill Hill Outreach | Waverley Council, 1st Floor, 31-33 Spring Street, Bondi Junction 2022 NSW Hours: Monday 1.30pm to 4pm |
| South Coogee Outreach | 3 Yamba Place, South Coogee 2034 NSW Hours: Tuesday 9.30am to 12.30pm |
| Elger Street Outreach | Community Room, 3 Elger St, Glebe Hours: Tuesday 9.30am to 4.30pm Wednesdays 1.30pm to 4.30pm Friday 1.30pm to 4.30pm |