Bonnyrigg website to unite community

Above: General Manager, Newleaf Communities, Peter Williamson briefs Mayor of Fairfield City, Frank Carbone.

The Mayor of Fairfield City, Frank Carbone, launched the Bonnyrigg Portal www.bonnyriggtowncentre.com.au at an event attended by representatives from local businesses and community groups.

The portal was created to bring together the local businesses, schools, places of worship and community organisations all in one central spot – an online directory. It also keeps residents up to date with events and news.

“Bonnyrigg Town Centre, Newleaf Communities and Fairfield City Council share the vision for Bonnyrigg, that's why we've joined forces to develop the Bonnyrigg Portal. I'd like to thank the sponsors for their support and for making it possible for us to bring the Bonnyrigg vision to life,” General Manager, Newleaf Communities, Peter Williamson said.

Mayor of Fairfield City, Frank Carbone, said giving Bonnyrigg businesses and community groups an online presence would increase interaction with the community, promote the town centre vision and increase economic development in Bonnyrigg.

“It was my pleasure to officially launch the portal and I encourage more local businesses and community groups to join as members or sponsors,” Mayor Carbone said.

Newleaf Communities would like to thank the sponsors of the Bonnyrigg Portal:

**Platinum sponsors**
- Bonnyrigg Town Centre
- Fairfield City Council

**Gold sponsors**
- St Johns Park Bowling Club
- Crust Pizza Bonnyrigg

**Silver sponsors**
- Bonnyrigg Plaza
- Lao Buddhist Society of NSW
- Australian MEFF Consortium

www.bonnyriggtowncentre.com.au

What’s inside…

Page 6 Christmas pull out events calendar
Page 8 Summer gardening tips from Green Wings
A MESSAGE FROM THE GENERAL MANAGER

Annual Customer Satisfaction Survey

Newleaf Communities would like to thank those residents who took part in the Annual Customer Satisfaction Survey in September.

Conducted by market research company, Sweeney Research, the survey enables Newleaf Communities to see what is being done well, and what areas need improvement. The survey measures performance with: tenancy management, rehousing, repairs and maintenance, community renewal, communication and consultation.

Trend analysis of the results reveals that most of the key performance measures remain unchanged since 2012 (above 80%) and that we are performing well above the benchmark of 65%. Residents noted significant improvements to the communication and information residents received from Newleaf Communities.

Particularly residents said that they were feeling positive about the ease of obtaining information; the response times to tenant queries; and how informed they feel about community events and activities.

The results will be reported to NSW Land and Housing Corporation and will be used to improve future services. If you would like further information on the survey results please contact Newleaf Communities.

Development update

Newleaf Communities believes it is very important that you are kept up to date about the redevelopment status of the Newleaf project. As you may be aware construction of Stage 3 of the Newleaf redevelopment was completed and residents have moved into their new homes. With this work finished you may have noticed that building activity on the Stage 4 site has now paused, but this does not mean that there is nothing happening.

Behind the scenes, ongoing work is underway to enable the Newleaf project partners to proceed with construction of Stage 4 however there remain a number of complex issues that the project partners are still working to resolve.

We are seeking your understanding that every possible effort is being made to allow Stage 4 to commence as soon as possible. We are committed to keeping you informed of the progress we make and will be in touch again as soon as we have more to report.

If you have any enquiries please contact Newleaf Communities on 1300 137 265 or email info@newleafcommunities.com.au.

Season’s greetings

With the holiday season now firmly upon us, I’d like to take this opportunity to wish you and your family a very happy and relaxed holiday period. It’s a great time to reflect on the year that has passed and to look ahead to the New Year. It’s also a time for family and spending time with our loved ones.

If spending time with loved ones means you are travelling over the summer break, I encourage you to take care on the roads. I wish you the very best for the holidays and 2014.

Yours sincerely,

Peter Williamson
General Manager
Newleaf Communities
Spotless Services update

Spotless is undergoing scheduled planned maintenance to certain properties in the Newleaf Bonnyrigg estate. The contractor will call you to arrange a suitable time for the works to be completed. Please be patient whilst these works are being undertaken.

Annual Condition Survey (ACS) inspections to all properties on the Newleaf Bonnyrigg estate are being conducted. Please be available throughout these inspections. You can identify any property maintenance issues during the inspection and a repair will be organised if required.

If you have any questions, please ask the work supervisor at the time of the inspection, or alternatively contact the helpdesk on 1300 137 265.

Above: The helpdesk is available 24 hours a day.

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Newleaf Communities has carried out an Annual Customer Satisfaction Survey since 2008 to ensure the needs of the community are recognised, and residents are engaged and consulted on the redevelopment.

**High tenant satisfaction**

- Newleaf Communities continues to meet the needs of tenants as demonstrated through high tenant satisfaction levels with the community renewal services.
- An upward shift is noted across various key metrics following the dip experienced in 2012.

**Good communication**

- Newleaf Communities has done well with the execution of a communication strategy, particularly in keeping tenant sentiments high in spite of the changes in the external environment (e.g. Becton going into receivership).

**Positive outlook**

- Tenants are positive about the redevelopment and while levels remain unchanged from 2012, Bonnyrigg is becoming a place that continues to meet their expectations, which is facilitated by good provision and delivery of services from Newleaf Communities.

**Stronger community**

- The impact of the redevelopment is evident at the individual and local community level, resulting in positive changes on residents’ sense of community, their relationships with others, and the desire to work with locals to make Bonnyrigg a place where more people want to live, work and play.

**Annual Customer Satisfaction Survey 2013: key highlights**

- Newleaf Communities continues to meet the needs of tenants as demonstrated through high tenant satisfaction levels with the community renewal services.
- An upward shift is noted across various key metrics following the dip experienced in 2012.

- Tenants are positive about the redevelopment and while levels remain unchanged from 2012, Bonnyrigg is becoming a place that continues to meet their expectations, which is facilitated by good provision and delivery of services from Newleaf Communities.

- The impact of the redevelopment is evident at the individual and local community level, resulting in positive changes on residents’ sense of community, their relationships with others, and the desire to work with locals to make Bonnyrigg a place where more people want to live, work and play.

**Satisfaction across various service dimensions**

<table>
<thead>
<tr>
<th>Service Dimension</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Neither</th>
<th>Very/fairly dissatisfied</th>
<th>Nett satisfied</th>
<th>Mean</th>
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<tr>
<td>Overall community renewal services</td>
<td>31%</td>
<td>48%</td>
<td>9%</td>
<td>2%</td>
<td>79%</td>
<td>3.9</td>
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<tr>
<td>Tenancy management services</td>
<td>31%</td>
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<td>6%</td>
<td>1%</td>
<td>83%</td>
<td>4.0</td>
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<tr>
<td>Information, support at rehousing</td>
<td>32%</td>
<td>51%</td>
<td>4%</td>
<td>2%</td>
<td>83%</td>
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<tr>
<td>Communication and information</td>
<td>27%</td>
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<td>2%</td>
<td>83%</td>
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<tr>
<td>Help to access tenancy support</td>
<td>26%</td>
<td>48%</td>
<td>8%</td>
<td>18%</td>
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<td>Housing allocation process</td>
<td>24%</td>
<td>51%</td>
<td>11%</td>
<td>4%</td>
<td>74%</td>
<td>3.8</td>
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<tr>
<td>Maintenance services</td>
<td>32%</td>
<td>40%</td>
<td>6%</td>
<td>21%</td>
<td>72%</td>
<td>3.8</td>
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<tr>
<td>Consultation levels</td>
<td>28%</td>
<td>43%</td>
<td>9%</td>
<td>21%</td>
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Above: Diagram representing the satisfaction levels across the various Key Performance Indicators (KPI).
St George Community Housing update

If you are going to be absent from your property during the Christmas holidays please speak to your Housing Manager and make arrangements for your rent and water to be paid, as well as providing the details of a next of kin we can contact while you are away. Please call 1300 137 265 for more information.

Neighbourhood Watch

Holding a party over the summer break?
If you are having a party you can now notify the Police online. By registering your party you can ensure if things go wrong Police have the information they need to help. Visit www.mynite.com.au.

Interested in a career in the NSW Police Force?
Get started in a career with the Police by attending the four day information course. The course will be held in early December. To register, attend Fairfield Local Area Command (Police Station), 40-42 Smart Street Fairfield on 2 December from 10am to 12pm. For more information call 9825 7376.

Tips to keep your home safe
Summer is a popular time for holidays, so it’s important to keep your home and pets as safe as possible during your absence.

⇒ Cancel any newspapers or deliveries. Ask a trusted friend or relative to collect your mail.
⇒ Don’t leave your pets home alone, make appropriate arrangements for them to be cared for.
⇒ Tell a trusted neighbour you will be away and ask a trusted friend to check on your home during your absence.
⇒ Avoid leaving answering machines on and turn the ringer volume down.
⇒ Don’t leave valuable items around your home and remove any items that will attract attention.
⇒ Ask a trusted neighbour to park their car in your driveway.
⇒ Never be embarrassed to report any matter to the police.

Police Assistance Line: 131 444
Police, Fire, Ambulance: 000

To join the Newleaf Neighbourhood Watch Group call 9610 0275.
Local taste buds explore the middle east

The Multicultural Community Kitchen is a foodie’s hub in Bonnyrigg, where local residents cook and sample recipes from around the world.

Mary Jammo lives and breathes multicultural food, which is why she, and her friend Ojein, volunteered their time at the Multicultural Community Kitchen to teach locals how to cook one of their favourite Middle Eastern dishes, Koozi.

“I love cooking and I love meeting new people and this way I get to combine the two”, said Mary.

Middle eastern Koozi recipe

**Serves:** 15-20 people  
**Preparation time:** 15 minutes  
**Cooking time:** 30 minutes

**Ingredients:**
- 2kg (8 cups) long grain white rice
- 1 cooked BBQ chicken
- 1kg lamb mince
- 2 tsp all spice
- Salt
- 2 tsp powdered chicken stock
- 250g almonds
- Canola oil

**Method**
1. Wash the rice thoroughly under tap to remove excess starch.  
2. Add oil to large stock pot, heat the oil, add washed rice and fry for 1-2 minutes.  
3. Add salt, spices and stock powder.  
4. Add 2 cups of water for every one cup of rice (16 cups for this recipe).  
5. Bring to the boil and then turn heat down to simmer for approximately 15-20 minutes.  
6. In a separate frying pan, add the lamb mince and stir until cooked. Once cooked, remove from heat and place to the side.  
7. While the mince is cooking, remove and shred meat from the chicken into desired sizes, and place to the side.  
8. Fry the almonds until gold. Be careful not to burn them as they can burn quite easily.  
9. When all cooked and prepared, place the rice onto a serving plate/tray. Sprinkle the cooked mince, chicken and almonds over the top of the rice and serve.
To celebrate Christmas, Newleaf Communities, Bonnyrigg Christian Church, Big Heart Big Vision and Bonnyrigg Public School are hosting an event, where the community is invited for a fun night.

There will be activities for all ages including:

- Christmas carols with a choir and band
- Talent show
- Sugar cooking decorating
- Ginger bread house competition
- Nativity scene
- Christmas play
- Face painting
- Santa Claus handing out goodie bags
- Raffle prizes
- Jumping castle
- Storytelling
- Craft workshops
- Lots of other fun activities

There will also be free snacks and drinks on the day, so gather your family and friends for this exciting event, and let’s celebrate together!

When: Friday 20 December 2013
Time: 5.30pm to 8.30pm
Where: Bonnyrigg Public School, Tarlington Parade, Bonnyrigg
Cost: Free!

What’s on this summer

Join in the Christmas fun

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<thead>
<tr>
<th>Monday</th>
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<td>5 Multicultural Community Kitchen 11am-1pm</td>
<td>6 Yoga, $3 9.30am-10.30am Hens Club 11am-1pm</td>
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<td>Week 11</td>
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<td>16</td>
<td>Bonnyrigg Men’s Shed every Monday, Tuesday &amp; Wednesday 8am-3pm</td>
<td>17 Mosaic Workshop 10am-1pm</td>
<td>18 Neighbourhood Watch 6pm-7pm</td>
<td>19 Multicultural Community Kitchen 11am-1pm Homework Help 3.30pm-5pm</td>
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<td>17</td>
<td>18 Neighbourhood Watch 6pm-7pm</td>
<td>19 Multicultural Community Kitchen 11am-1pm Homework Help 3.30pm-5pm</td>
<td>20 Community Christmas Event 5.30pm - 8.30pm</td>
<td>21 Last Day of School Term 4</td>
<td>22</td>
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<td>Week 12</td>
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<td>23 School Holidays Start Cabrogal Cottage closed till 3 January</td>
<td>24 Mosaic Workshop 10am-1pm</td>
<td>25 Christmas Day - Public Holiday</td>
<td>26 Boxing Day - Public Holiday</td>
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2013
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<td>Cabrogal Cottage closed till 3 January</td>
<td>1 New Year's Day - Public Holiday</td>
<td>2 Multicultural Community Kitchen 11am-1pm</td>
<td>3 Hens Club 11am-1pm</td>
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<td>6 Bonnyrigg Men's Shed every Monday, Tuesday &amp; Wednesday 8am-3pm</td>
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<td>17 Hens Club 11am-1pm</td>
<td>18 Multicultural Community Kitchen 11am-1pm</td>
<td>19 Neighbourhood Watch 6pm-7pm</td>
<td>20 Music Recording Workshop 9am-5pm</td>
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<td>21 Mosaic Workshop 10am-1pm</td>
<td>22 Music Recording Workshop 9am-1pm</td>
<td>23 Homework Help 3.30pm-5pm</td>
<td>24 Hens Club 11am-1pm</td>
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<tr>
<td>27 Australia Day - Public Holiday</td>
<td>28 Bonnyrigg Youth Council 4pm-5pm</td>
<td>29 School Term 1 Commences</td>
<td>30 Homework Help 3.30pm-5pm</td>
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<td>29 Yoga, $3 9.30am-10.30am</td>
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<td>11 Spanish Coffee Session 10am-12pm</td>
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<td>13 Multicultural Community Kitchen 11am-1pm</td>
<td>14 Yoga, $3 9.30am-10.30am</td>
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<td>10 Spanish Coffee Session 10am-12pm</td>
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<td>15 Neighbourhood Watch 6pm-7pm</td>
<td>20 Arabic Coffee Session 10am-12pm</td>
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<td>18 Khmer Coffee Session 10am-12pm</td>
<td>19 Vietnamese Coffee Session 3.30pm-5.30pm</td>
<td>21 Multicultural Community Kitchen 11am-1pm</td>
<td>22 Drama Class for Youth 10am-3pm</td>
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<td>17 Bonnyrigg Men's Shed every Monday, Tuesday &amp; Wednesday 8am-3pm</td>
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<td>24 Assyrian Coffee Session 11am-1pm</td>
<td>25 Mosaic Workshop 10am-1pm</td>
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<td>26 Bonnyrigg Youth Council 4pm-5pm</td>
<td>27</td>
<td>28 Hens Club 11am-1pm</td>
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For more information about the summer events contact Newleaf Communities on 1300 137 265 or email info@newleafcommunities.com.au

www.newleafcommunities.com.au
Dear Michael,
Now that summer has approached, what can I do to keep my garden looking beautiful and vibrant during the hot months? I have many pretty coloured flowering plants in my front yard, and in my back yard I grow lots of vegetables and herbs to use in my cooking. Thanks. Regards, Linda

Michael’s summer gardening tips

Dear Linda,
I often get asked this question.

During summer you need to make sure that your plants are well watered. Mulch helps to hold moisture so if your garden is well mulched then you can get away with watering once every three days or so.

Vegetable gardens need a little more frequent watering and you may be watering once a day and twice if the temperature hits 35+. Watering early in the morning is recommended (before 9am), especially for garden beds that don’t have the morning sun however watering at night is more than fine.

Some of your plants may wilt a bit more in summer than they do other months. If you have garden beds that either cop full sun or the afternoon sun, perhaps consider adding some shade in the form of shade sails or shade cloth.

During summer it is a good idea to give your plants at the very least a monthly feed with a good fertiliser. All-purpose fertilisers are fine but if there is a specialist fertiliser, like rose or native fertiliser, use that. It wouldn’t hurt to be fortnightly or even weekly, as long as the fertiliser you choose doesn’t say otherwise.

Keep an eye on your flowering plants. Summer is a regular flowering season for many plants. Once they have finished flowering, give them a light trim either early in the morning or very late in the afternoon or evening. Afternoon or evening is preferred because this gives your plants a night to get used to their new shape.

During summer it is also very important that you look after your grass. If you want a good looking lawn it is imperative that you apply wetta soil and a fertilizer to your grass and aerate it with a fork which lets water penetrate into the soil. It is also important that when you mow during summer, you raise the blades a little higher than normal.

Longer grass helps protect the root system, keeping it cooler, which helps it to survive and stay as green as possible. Good luck and let me know how you go.

Warm regards,
Michael Wiles
Green Wings Manager

Write to Michael
Post: PO Box 151, Bonnyrigg LPO, NSW, 2177
Email: greenwings@newleafcommunities.com.au

Do you know Green Wings now have an online booking and quote request form?
You can now visit www.newleafcommunities.com.au/greenwings to book a landscape or maintenance service or call 1300 137 265 to speak with a horticulture specialist.
Findings from the Bonnyrigg research project, part two

By Edgar Liu
City Futures Research Centre, University of NSW

We interviewed almost 100 Bonnyrigg families in 2012, and a number of issues of concern stood out. In this edition, we cover the relocation experiences of residents.

Relocating in Bonnyrigg
Relocating is very much part of the Bonnyrigg renewal experience. By now, many families have resettled into the renewed first three stages, with many more having moved out of their homes in Stages 4-6 already. As such, we heard about a wide range of relocation experiences.

Some of the early movers found their new homes to be more spacious internally, but it has taken some time to get used to. Many were also happy with the assistance they received from Newleaf when moving: “The Newleaf teams have done beyond what I had asked. They moved everything from the heavy stuff to the lightest stuff and it didn’t even cost me a cent.”

When living in the temporary homes, however, some residents felt like they were in limbo, that they didn’t know if they should settle in ‘properly’ or just make do for now. This was a particular concern for some when construction was put on hold in the early months of 2012: “The only concern in that respect is the length of time we’re going to be in this other new house; whether we just live off our suitcases or we unpack properly.” To alleviate these types of concerns the Newleaf teams ensured ongoing and regular communications to affected residents.

A number of residents looked forward to moving into a new home – “new life, new everything” – and some actually ‘skipped a stage’ and moved directly into a new home. Some others, particularly families in the very late stages, have requested an early move: “I’ve requested an early move, because the dragging out of the trauma and the stress is very hard.”

In short, the main concerns about the relocations were more about residents not knowing what to expect or where they stood, due to the uncertainty of delivery of homes in the forthcoming stage. However, the relocation itself was often a smooth experience, due to the “before and after” support provided from Newleaf staff.

Council proposes roundabout at Bonnyrigg Avenue

Fairfield City Council has proposed to build a roundabout at the intersection of Bonnyrigg Avenue and Bibbys Place, Bonnyrigg. The proposed roundabout will be of an irregular shape but will permit all movements that are normally performed at any roundabout by vehicles that are less than 9 metres in length. Vehicles exceeding 9 metres in length will be permitted to make left turns only whilst leaving Bibbys Place or Bonnyrig Plaza. For further information call Council on 9725 0392.

Concept Plan
Bonnyrigg turned pink for cancer awareness

A group of Bonnyrigg residents dressed in pink raised awareness for breast and gynaecological cancers through their very own Pink Ribbon fundraising event.

Michele Curry, Bonnyrigg resident and organiser of the event, said it was a great opportunity for the community to play their role in tackling diseases affecting women.

“We all know or have heard of someone who has breast cancer and almost always, they didn’t detect the early warning signs and it’s scary how common this is,” Michele said.

The group raised $274, which was more than double of what Newleaf Communities raised last year.

Bonnyrigg youth ditch technology for nature

Thirty Bonnyrigg young people put their social media accounts on hold for three days before hitting the great outdoors for some good old fashioned fun.

Thanks to a partnership between Newleaf Communities, Bonnyrigg Youth Council, Big Heart Big Vision, Bonnyrigg Christian Church and Cabramatta Community Centre, the group lived life on the wild side by taking part in exciting outdoor activities by day and roasting delicious marshmallows by night.

To join the Bonnyrigg Youth Council phone 9610 0275 or email info@newleafcommunities.com.au

Bonnyrigg Independent Tenant Advocate based locally

Susan Su is the new Bonnyrigg Independent Tenant Advocate from Macarthur Legal Centre.

“I am excited to work in Bonnyrigg and I encourage tenants to contact me for advice or help with housing or tenancy issues,” said Susan.

Susan can assist with: repairs, rent arrears or increases, termination or eviction, relocation and transfer applications.

BITAS also provides free community legal education seminars in the Bonnyrigg area.

Susan is based at Cabrogal Cottage, 1 Kennedy Way, Bonnyrigg. To arrange an appointment phone 9823 9550 or email susan_su@clc.net.au.
What’s on at St Johns Park Bowling Club

MEMBERSHIP IS AVAILABLE FOR JUST $5

SUNDAY 22 DECEMBER

Santa, Live Reindeer & DJ Dean playing Disco Christmas Carols!
PLUS we have Xmas Kisses Trio singing all your favourite Christmas Carols.

From 6pm – 8pm

St Johns Park, St Johns Park NSW 2176
P 9610 3666 F 9610 4470
www.sjpbowling.com.au

Celebrate Christmas at Bonnyrigg Plaza

Bonnyrigg Plaza would like to wish everyone a Merry Christmas and a prosperous New Year!

Make sure you visit Bonnyrigg Plaza to get great specials on your Christmas gifts for your friends and family. Check out our website for our Christmas trading hours today!

Gold coin donation Christmas wrapping will also be available for our customers commencing 17 December until 24 December. This service will be provided by Just Care.

Santa Photography is also available at Bonnyrigg Plaza until 24 December. Our fantastic packages start from $6.95. Our prices are hard to beat so make sure you get your Santa photo taken at Bonnyrigg Plaza before 24 December!

Purchase your Christmas gifts at Bonnyrigg Plaza this Christmas and ‘like’ our Facebook page to be in the draw to win a great prize for your family. Details of this promotion can be found on our website www.bonnyriggplaza.com.au.

Chinese New Year 2014

Bonnyrigg Plaza will be celebrating Chinese New Year on Thursday 31 January 2014. 2014 is the Year of the Horse. Don’t miss our annual lion dance parade at Bonnyrigg Plaza commencing at 4pm.

Eat local at Crust Pizza Bonnyrigg

Crust Gourmet Pizza Bar, Bonnyrigg opened in February 2009. Sam and Eleanor have been franchisees of Crust Bonnyrigg for four years, and in that time have been dedicated to supporting the local community.

Right from the opening date in 2009, they believed that they needed to support the local community. Over the years they have supported local schools, sporting clubs and charities and have worked in partnership with Newleaf Communities.

As well as fundraising in store and providing cash donations, Crust Pizza Bonnyrigg has donated over 20,000 slices of pizza since opening day.

Sam and Eleanor said their business would not be so successful if it was not for their staff members. “Our team are so enthusiastic about everything we do for the community,” said Sam.

Crust is located at 751 Smithfield Road, Bonnyrigg.

Above: The friendly team at Crust Pizza Bonnyrigg

Above: the busy team preparing gourmet pizzas
Bonnyrigg celebrates Indigenous art project

The installation of an Indigenous art project was celebrated at Bonnyrigg Public School recently.

Supported by Newleaf Communities, Bonnyrigg Public School and Karitane, the Lil Possums playgroup were involved in the artwork design, painting and production of the art tiles.

“The Lil Possums playgroup, the children, their parents and carers, along with local indigenous artists and school staff worked together in creating the final art piece,” said Peter Williamson, General Manager, Newleaf Communities.

“The tile art project is now a permanent installation at the school and is a legacy for the group. It is something for the participants to be very proud of being involved with in years to come," said Mr Williamson.

“The art project is a fantastic example of communities coming together as one and strengthening community relationships,” said Mr Williamson.

This was made possible by the Lil Possums playgroup and local indigenous artists, with funding from the Parent and Community Engagement (PaCE) program, Department of Education, Employment and Workplace Relations.

Above: Proud students from Bonnyrigg Public School in front of the Lil Possums art project permanently installed at the school.

Christmas Edition
Join in on the summer holiday fun and take part in the free events and activities! See inside for the pull-out events calendar.

Do you know there is an audio version of the newsletter in English and Vietnamese? If you would like to receive a copy every quarter in the mail contact Newleaf Communities.