



Tenant News

Churches of Christ Care Housing Services • December 2013

A message from the Churches of Christ Care Housing Services team

Welcome to the Christmas edition of our newsletter.

Another year has almost passed as we draw closer to the end of what has been an exciting 2013. We thank you all for a wonderful year and look forward to working with you in 2014.

May you and your family enjoy a very happy and safe Christmas and New Year.

Industry award for inspirational leader



An expert of 28 years in the housing sector, Churches of Christ Care Housing Services General Manager, Frances Paterson-Fleider (pictured), was honoured for outstanding commitment and leadership at October's

Australasian Housing Institute Professional Excellence in Housing Awards in Adelaide.

A Heriot-Watt University (Edinburgh) housing graduate, Frances this year completed, with distinction, a Master's degree in Property Development, while spearheading one of Queensland's leading community housing providers. Here is what the judging panel had to say.

"Frances lives and breathes community housing and her enthusiasm and passion for social justice and the provision of safe and secure housing is infectious in her workplace and amongst peers. She is an active networker and shares her knowledge, resources and expertise with other community housing providers through partnering and mentoring arrangements, including driving the evolution of a consortium to bid for stock transfer from the Queensland Government.

Frances is an advocate for seeking continuous improvement opportunities within her team and has significantly increased the level of tenant feedback

Inside this issue

Industry award	1
Office hours	2
Financial First Aid	2
Apprenticeships for dyslexia	2
Domestic violence services	2
Little piece of Italy	3
Quote of season	3
Tenant of season	3
Summer storm preparation	3
Activities and events	4
Rent in advance	4
Emergency phone	4
Useful numbers	4

and participation, and opportunities for tenants to influence and contribute to the housing service, property design and policy decisions.

Demonstration of Frances's inspirational leadership has been evidenced throughout the last two years. During a period of significant growth for the organisation, Frances led the team through the National Building Stimulus, accreditation, the Queensland flood disaster, major legislative changes and new software implementations."

Congratulations Frances.

Christmas present reminder

Please do not purchase pets or pools (inflatable or other) for Christmas without checking with your Property Manager first and obtaining written approval.

Failure to do so may put you in breach of your tenancy agreement or legislation and you could be asked to remove them.



Bringing the light of Christ into communities

A division of Churches of Christ in Queensland and working with Churches of Christ in Vic/Tas





Christmas office hours

Please note that Churches of Christ Care Housing Services' offices will be closed on Christmas Day (25 December) Boxing Day (26 December) and New Year's Day (1 January).

Please keep in mind that the Christmas and New Year period is a very busy time of year for everyone and, with limited staff working over the break, we cannot guarantee that the person you are phoning will be available.

However, we will always try to assist you where possible.

Office hours are:		Monday to Friday
Brisbane	Ph 3327 1674	8.30am - 4.30pm
Ipswich	Ph 3436 8900	8.30am - 4.30pm
Gold Coast	Ph 5503 0974	8.30am - 4.30pm
Christmas closures		
25 December 2013		CLOSED
26 December 2013		CLOSED
1 January 2014		CLOSED

New staff member - Ipswich

Please join us in welcoming Housing Coordinator Arlene Lewis to our Ipswich office.

Financial First Aid

From time-to-time, our financial situation can often get the better of us.

If you require financial assistance and advice, UnitingCare Community provides Financial First Aid - a confidential and free telephone counselling service available to all Queenslanders.

Trained counsellors will equip you with information about rights and responsibilities in relation to credit and debt issues and, if required, can refer you to other services that may empower you to make appropriate choices in response to your unique situation.

Areas of assistance include:

- Consumer rights
- Income management
- Maximising income
- Paying debts
- Debt reduction strategies
- Hardship options
- Emotional and family matters.

To access Financial First Aid, contact UnitingCare Community by phone on 1800 007 007 or 1300 370 255, or visit the website at uccommunity.org.au/ffa.

The service is available Monday to Friday from 9.30am to 4.30pm.

Apprenticeships for young people with dyslexia

Applying for a first job can be extremely daunting, especially for those with a learning difficulty.

East Coast Apprenticeships is helping break down the barriers, offering 20 apprenticeships to young people aged 17-20 who have been diagnosed with dyslexia.

If you have dyslexia and the motivation and commitment to complete an apprenticeship, an Expression of Interest can be submitted to East Coast Apprenticeships via email at julieh@ecapprenticeships.com.au

For further information visit the East Coast Apprenticeships website at ecapprenticeships.com.au or phone 07 3881 3166.

Domestic violence services

Domestic violence can happen to anyone and, although you may feel alone, there are many support services just around the corner to provide you with support and guidance.

Domestic violence can include any of the following:

- Physical or sexual abuse
- Emotional or psychological abuse
- Economic abuse
- Threatening behaviour
- Coercive behaviour
- Behaviour that in any way controls or dominates a person
- Behaviour that causes a person to fear for their personal safety or wellbeing.

There are a number of free and confidential domestic violence services that support men, women, children, family members and same sex couples to overcome the adversity.

For a full list of support services, visit phone 07 5514 7947 or visit qlddomesticviolencelink.org.au.

Delay with leases

In our September newsletter we advised that over the coming months Churches of Christ Care Housing Services would be issuing new lease agreements to most of our tenants.

There is currently a delay in issuing new leases due to expected upcoming change in government policy.

We encourage you to seek advice from your local Tenancy Advocacy Service or the Residential Tenancies Authority by phone on 1300 366 311 if you have any concerns about signing a new lease agreement.

Churches of Christ Care Housing Services will provide you with all the relevant information required and staff will also be happy to answer any questions during this process.



A little piece of Italy comes to Mitchelton



The Churches of Christ Campus at Mitchelton continues to be at the forefront of the organisation's integrated communities philosophy, hosting its inaugural "Restaurant Night" on Friday 16 August.

Residents, tenants and clients from each of the Churches of Christ Care services provided on site—Moonah Park Retirement Village, Moonah Park Aged Care Service, Community Care Program Brisbane North and Dianella Apartments—gathered in the Campus Community Centre to share in the memorable night, along with families, staff, volunteers and neighbours from the local community.

The theme was Italian, and the Community Centre was decorated in Italian colours with pictures from Italy playing on the big screen. Just like a normal restaurant, guests were able to select their meals from a menu, with the food cooked to suit and pleasing the tastebuds of everyone in attendance.

As well as providing residents with a restaurant experience they may otherwise not be able to enjoy due to poor health and financial constraints, the Restaurant Night also served as a wonderful networking opportunity for all residents, tenants and clients.

"One resident told me that his table started the night as strangers and left as friends. Another commented that it was great to see people dress up for the night; it really was something special," Ross Dinnar, Shared Services and Integration Manager, said.

"Hospitality Manager, Shirley Saunders, rolled up her sleeves and enjoyed the thrill of being back in the kitchen. To all the staff, volunteers and helpers who made the night a success, thank you."

Quote of the season

Gratitude unlocks the fullness of life.

It turns what we have into enough and more. It turns denial into acceptance, chaos into order, and confusion into clarity. It can turn a meal into a feast, a house into a home, and a stranger into a friend.

Gratitude makes sense of our past, brings peace for today and creates a vision for tomorrow.

Melody Beattie

Tenants of the season

To be one of the lucky quarterly winners of a \$20 gift voucher, ensure your rent account is two weeks in advance and that you have no other outstanding debts with us or any other tenancy issues.

Lucky winners will be selected from those eligible tenants.

For this season, we would like to thank and congratulate the following tenants:

Margo and Ray – Sunshine Coast

Margo and Ray have gone above and beyond to support one of their fellow tenants, arranging things like cleaning and transport to the shops and bank.

Leona – Brisbane

Leona has been very engaging with fellow tenants and always has a neat and tidy unit. She always pays rent on time.

Merelle – Ipswich

Merelle attends our fortnightly barbeques and morning teas and always helps clean up afterwards. Her unit is kept neat and tidy and she always pays rent on time.

Bev - Gold Coast

Bev has constantly been a good tenant, creating a beautiful garden outside her unit that encouraged other tenants to follow suit. She always pays rent on time and reports maintenance when needed.

Prepare for the summer storm season



Storm season is now upon us and there are a number of steps you can take to ensure you are protected if you are affected by storms, floods and/or fires.

Tenants should keep copies of important personal papers, including insurance policies, birth and marriage certificates, in a safe place.

Insurance policies should also be up-to-date.

Ensure that you have contents insurance to cover the loss of any of your belongings.

Policies start from \$20 a month and they will also protect you from theft and accidental damage.

You should also prepare for storms by securing outdoor items and clearing the yard of any loose materials that may become wind-blown hazards, such as outdoor furniture, children's play equipment and garden debris.

Finally, keep a torch and battery operated radio handy.



Free or low cost activities and events

Gold Coast

What: Carols On the Beach

Where: Surfers Paradise Beach, The Esplanade

When: Sunday 22 December from 6.30pm-8.30pm

Who: General Public

Other: The event will feature special guest artists including Frankie J Holden, Michelle Pettigrove, Simon Meli, Caterina Torres, Justine Clarke, The Drifters and David de Vito. It will culminate in a spectacular fireworks display.

Ipswich

What: Day Out with Thomas

Where: The Workshops Rail Museum, Ipswich

When: 26 December to 2 February from 9.30am-5.00pm

Who: General Public

Other: Thomas the Tank Engine and his friends are fascinated with the wonder and colour of the circus, so they're bringing some circus fun with them. Get hands on with circus inspired activities.

Brisbane

What: Myer Christmas Parade and Pantomime

Where: King George Square, 100 Adelaide Street

When: 13-22 December from 6.30pm daily

Who: General public

Other: This high-energy Parade and Pantomime stars over 200 talented performers and features 3m, 4m and 5m high 3D floating Christmas ornaments. The parade starts at the Edward Street end of the Queen Street Mall.

Sunshine Coast

What: Carols on Kings

Where: Kings Beach Amphitheatre
Cnr Burgess Street and Devene Ave, Caloundra

When: 22 December from 5.30pm

Who: General Public

Other: Bring a blanket or chair and your picnic basket and celebrate the spirit of Christmas at council's free family friendly Christmas Carols at Kings Beach Amphitheatre, complete with a spectacular fireworks show.

Rent in advance

All rent must be paid at least two weeks in advance at all times.

Being two weeks in advance does not mean that you have an extra two weeks' rent up your sleeve: it simply means that you are up-to-date and not in arrears.

When you pay your rent, it must cover the rent for the coming fortnight and not the fortnight that has passed.

If you do not pay in advance, your rent account will show as an arrear and you may receive a phone call or reminder letter in the mail from your property manager.

Emergency phone

The emergency phone is only turned on after hours. If you have an emergency during business hours, please contact your property manager, your regional office, or the head office at Kenmore on 07 3327 1674.



Please do not text the emergency phone – your message will not be received.

Churches of Christ Care would like to remind tenants what is considered an emergency. We often receive calls outside work hours regarding non-urgent matters.

Please remember that you will be interrupting someone's weekend and family time, so make sure it is an emergency, as per the following list, before you call.

- ✓ Building insecure after forced entry
- ✓ No power (lights and socket outlets)
- ✓ Gas leaks
- ✓ Major structural damage
- ✓ Fully blocked sewerage (overflowing)
- ✓ Fire
- ✓ Live bare electrical wires.

The housing staff will not attend the property if you have locked yourself out.

An authorised locksmith will be called and you will be required to make the payment for that service, so please ensure that you keep your keys on you or supply a copy of your key to a trusted friend or family member.

You may also wish to consider an external key safe, which your property manager can help you with.

If a neighbour is making excessive noise or someone is acting in a threatening or aggressive manner, please ring the police immediately and advise your property manager the next working day.

Useful numbers

Ambulance, fire & police

Life threatening emergency
000

Bureau of Meteorology

1300 659 219

Crime Stoppers

1800 333 000

Domestic & Family

Violence

1800 811 811

Energex

Electricity emergencies
24 hours, 7 days a week
13 19 62

Energex

Loss of power supply
13 62 62

Homeless Helpline

1800 474 753

Income Support

Centrelink

1800 050 000

Kids Helpline

1800 551 800

Lifeline

13 11 14

Origin

Electricity enquiries
13 24 61

Parentline

1300 301 300

Poisons Information

Centre

13 11 26

Policelink

To report non-urgent
incidents
13 14 44

Residential Tenancies

Authority

1300 366 311

Sper

1300 365 635

State Emergency Services

For storm or flood
13 25 00

Tenants Union

1800 177 761