



Tenant News

Churches of Christ Care Housing Services | Winter 2016



Welcome to the winter edition of Tenant News.

We trust you have been keeping warm throughout winter. As you can see, I recently met the Queensland Premier, Anastacia Palaszczuk, along with the new Housing Minister, Mick de Brenni, at the community cabinet meeting on the Gold Coast. The Housing Minister is overseeing a broad community and sector consultation about Queensland's Housing Strategy, which the community was welcomed to be involved in. In this edition of Tenant News, you can find out about current opportunities and ways to be involved, such as the Beryl Wiltshire study scholarship and about how we are continuing to develop and support initiatives to improve our services and deliver new housing options to support our tenants. These include involvement in a tenant participation seminar, and the leadership and innovation breakfast with Orange Sky Laundry.

Enjoy reading!

Frances Paterson-Fleider

**General Manager – Churches of Christ
Care Housing Services**

Working together for better housing and sustainable communities



The Queensland Government has released the *Working together for better housing and sustainable communities* discussion paper.

The discussion paper seeks feedback on a range of housing issues,

from homelessness and social housing through to affordable rental affordability, home ownership and retirement.

The Department of Housing and Public Works public consultation on the Housing Strategy Discussion Paper has now closed, and responses from tenants, community housing providers and the private sector are being considered.

As part of the consultation, an online survey was launched, which tenants were invited to complete.

Housing is the foundation for a person to achieve good health, quality education and strong employment. It's also at the heart of building safe, caring and connected communities, as well as creating jobs and a diverse economy. But challenges such as rising rent and declining home ownership, an ageing population, cost-of-living pressures and limited options for young people, are impacting the community. These are challenges neither the government nor a single organisation can solve alone.

You can read the discussion paper online at www.getinvolved.qld.gov.au/qi/consultation/2978/view.html



Community Chaplain Update



Blessed are the Peacemakers

Matthew 5:9 (NIV) says *“Blessed are the peacemakers for they will be called children of God”*.

So often in our communities when conflict that is occurring around us we feel powerless to do anything about it. In these situations we tend to close our door hoping it will just go away. If you are like me, you would rather avoid any conflict if at all possible. There are some proactive steps we can take to reduce the amount of conflict in our communities.

Conflict occurs for a number of reasons: misunderstandings and jumping to conclusions; poor communication; lack of planning; and taking stress and pressure out on others.

We can all be peacemakers and play our part in reducing the amount of conflict in our communities though, regardless of whether we are causing it or on the receiving end.

Here are a number of practical ways we can work to achieve a more peaceful community:

- 1.** Never jump to conclusions about what others are saying. Help clarify the situation by asking some questions and get the whole story before responding.
- 2.** Don't assume people know what you are talking about. Make sure you explain clearly what your issue is and what you want.
- 3.** Be considerate of others and take responsibility for your own needs. Neighbours are normally happy to help out in an emergency but this should not be your main plan.

- 4.** Make sure you develop healthy ways of dealing with stress and frustrations. Instead of taking things out on those around use some tactics to remain, such as talk through the situation with someone you trust, go for a walk or a run, or do some meditation and spiritual reflection.

These are simple steps that we can all take to play our part in being peacemakers and making our communities more peaceful places to live.

Murray Thomson

After-hours service

We know that sometimes there are problems you encounter after-hours; this is why we have the after-hours phone service so that you can contact us in an emergency. Remember, this number (1800 446 604) is for emergencies only and is turned on only when our offices are closed.

This service is managed by a single on-call staff member. In times when more than one emergency is being managed at once it can reduce their ability to respond as a number of calls are usually required to emergency services, contractors or other residents.

We will endeavour to return calls within 30 minutes; however this is not always possible. Please do not text the after hours number as it does not receive messages.

Temporary absence reminder

Residents who need to take a prolonged absence from their home need to submit an application prior to doing so. All tenants are obligated to advise their landlord of any absence that will be longer than two weeks. This ensures any issues can be appropriately managed while the property is unattended.

While you are away from your home you will still be charged rent and you will still be responsible for things such as garden maintenance and security. You will also be required to complete the annual rent and eligibility assessment process if this is required at the time you are away.



The Beryl Wiltshire Scholarship for study towards a career in the caring profession



The Beryl Wiltshire scholarship offers an annual sum of \$5,000 to fund one or more scholarships for an individual's study towards a qualification at any educational or training organisation, which may lead to a

career in a caring profession.

The scholarship is now open to persons of all ages and there are no conditions for candidacy. Applications close 30 September 2016.

Beryl Wiltshire was the first manager of Churches of Christ Care's emergency housing

Beryl's father was Clive Burdeu, who was appointed Secretary of Churches of Christ in Queensland Social Service Department in 1934. He helped establish Burdeu House, an aged Christian's home, in Spring Hill. In 2009, the property was redeveloped to be Housing Services' Sienna Apartments.

Beryl was a highly respected leader in welfare and community work in Australia, especially during her long and distinguished career with Churches of Christ Care.

She received the Order of Australia for service in the field of social welfare on Australia Day 1996 and was also named Queensland Mother of the Year.

Beryl was a friend, counsellor, and mentor, to all who were in need and sought her help and advice. She had a particular talent for identifying the potential in people and quietly assisted many with funding for their education and training to get them started in their careers.

The Beryl Wiltshire Scholarship continues the tradition she established and is designed to meet the tuition and associated costs of a person or persons who wish to embark on a career of service within the social, welfare, human services, and caring sector.

Candidates should outline the nature of the career they wish to pursue, their motivation for undertaking study towards the relevant qualification, the course they wish to undertake towards this career, and give details of the likely annual tuition and associated costs (fees, books, etc).

Preference will be given to applicants who do not have access to study assistance.

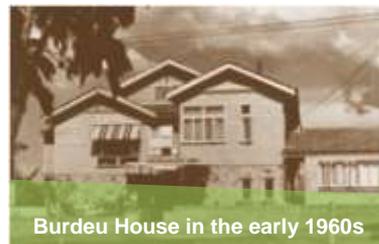
Please prepare an application including the following:

- Name, Address, Phone
- Reason for applying for this scholarship including personal goals
- Career being contemplated
- Reasons for choosing this career
- Education/Training course to be undertaken including name of the course and qualification.
- The institution for study e.g. training organisation, college, University
- Duration of course tuition fees and associated costs
- Names and contact details of two referees

Please send full application and attachments to:

Beryl Wiltshire Scholarship
30 Gregory Street
Clayfield Qld 4011

Applications close 30 September 2016



Burdeu House in the early 1960s



Sienna Apartments



Leadership and Innovation Breakfast

Churches of Christ Care Housing Services were delighted to sponsor the Executive Challenge Academy's Leadership and Innovation Breakfast with Orange Sky Laundry. The event focused on ways we can innovatively approach challenges and find solutions to create sustainable and healthy communities into the future. General Manager – Churches of Christ Care Housing Services Frances Paterson-Fleider presented the official welcome and introduced the young co-founders of Orange Sky Laundry.

Best mates Nic Marchesi and Lucas Patchett, who were awarded 2016 Young Australians of the Year, built the free mobile laundry in their old van to help the homeless in Brisbane in September 2014, and since then the world first idea has rapidly expanded throughout Australia.

Run by over 650 volunteers across the country, the custom-fitted vans with two commercial washing machines and two dryers service over 65 locations and wash over 5.58 tonnes of laundry a week. A catalyst for bringing people of all walks of life together, Orange Sky facilitates countless hours of conversations each week.

For more information on Orange Sky Laundry go to orangeskylaundry.com.au.



Lucas and Nic with Frances and Kylie Dodd.

Professional Practice Seminar

One of the greatest successes of Churches of Christ Care Housing Services is the involvement and engagement of residents.

The 'Tenant Participation and Engagement Framework' guides what Housing Services do.

Senior Service Support Officer Rodney Holmes presented the framework at an Australasian Housing Institute seminar recently.

Rodney presented to other community organisations, and shared information on the foundations for effective engagement with tenants, including examples of the range of support and services we offer to further enable and encourage tenants to engage in their communities and access opportunities.

The Australasian Housing Institute Seminars provide targeted support and advice on strategy, methodology and good-practice to actively encourage tenant participation in community activities, engage and consult with tenants and involve them in the decision making and delivery of their housing.

Some great initiatives were discussed including Brisbane Common Grounds', Common Spaces project, community gardens and barbeques and Tenant Advisory Groups.

Housing Services continues to place residents at the heart of everything they do in order to promote resident wellbeing and enable communities to thrive.



Senior Housing Support Officer Rodney Holmes presenting at the seminar.



Resident of the season awards

For your chance to win a \$20 gift voucher and a 'resident of the season' award, ensure your rent account is two weeks in advance and you have no outstanding charges or ongoing tenancy issues. The lucky winners will be selected from these eligible residents. This season, we would like to thank and congratulate the following residents:



Ipswich—Robin K

Robin has been tending the communal gardens in the driveway area for some time, and is now also maintaining the garden beds for two other residents who have reduced mobility.

Robin has supplied all the plants himself and has all the gardens looking beautiful. Both ladies are very appreciative. He is also willing to lend a hand when other residents need help with a variety of things.

Brisbane—Stan P

Stan helped a resident from Gregory Terrace. On short notice he assisted her without hesitation to unblock her washing machine, drain it out, and showed her how to do it herself in the future. The resident was extremely grateful, and avoided some potential tradesperson costs.

Bribie Island—Bill H

Bill, from Cotterill Ave, has started a footy tipping competition at the complex, with over 20 residents taking part in this competition. This activity has encouraged residents to participate in some healthy competition and has brought the community together. There has been a real positive change in the community and Bill has done a fantastic job looking after and organising the competition.

Staff changes

Welcome our new staff



Hollie Dennien
Housing Support
Worker, Kenmore.



Kylie Dodd
Special Projects
Kenmore



Kellie Martin
Housing Officer
Bribie Island

Staff farewells



Carol Farnham

We are very sad to lose a valued staff member and housing officer, Carol Farnham who has decided to retire from a role that she has excelled in for the past five years.

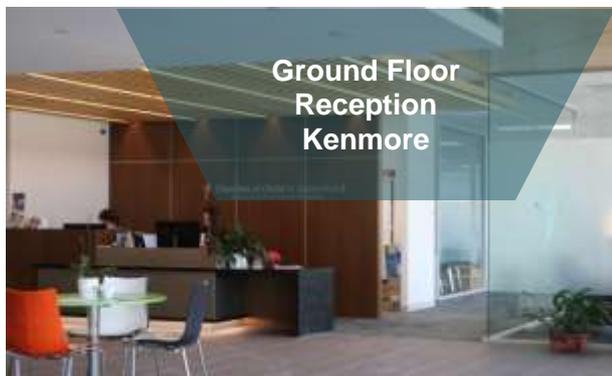
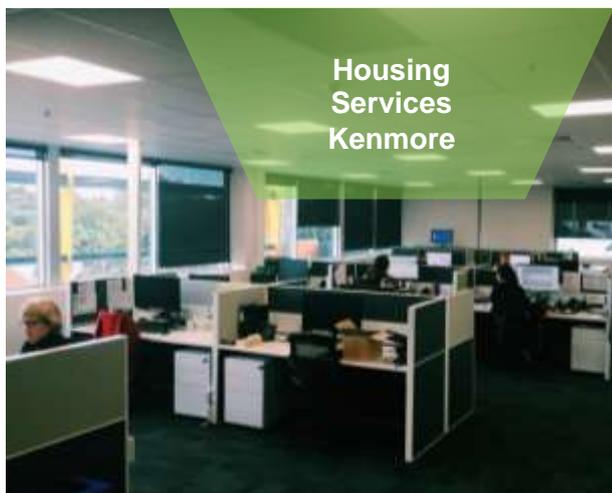
No matter which portfolio she worked on, Carol achieved great results and she clearly enjoyed caring for our residents and being involved in the community.

Some of Carol's achievements included bringing online and managing our flagship seniors' accommodation and integrated community at Mitchelton, then willingly accepting a transfer from Brisbane to Bribie Island to take on the management of Bongaree Park and our second integrated community. We wish Carol and her husband Dean all the best for their retirement.



The new Brisbane head office has opened

In April, Churches of Christ in Queensland Head Office staff, including the Housing Services Brisbane Regional team, moved into the new, purpose-built office. The building offers an open plan environment and the ability for staff from across all teams and areas to work together. The contact details for the Brisbane team have not changed.



Tenant Advisory Group

The Tenant Advisory Group (TAG) provides Churches of Christ Care Housing Services' residents with greater access to information, advice and opportunities to be actively involved in changes relating to their housing, as well as encouraging connection with the local community.

TAG is continually growing, with nearly 40 members now representing their fellow residents on service delivery issues and proposed changes.

For members, a working lunch is provided at each meeting, and transport arrangements made where required.

Meetings are held every three months, alternating between central meetings and regional group meetings in Ipswich, Brisbane, Gold Coast and Sunshine Coast.

If you would like to come, but have never been to an event like this before, give us a call and we can tell you all about it and get you registered. To register please phone 07 3327 1674.

Next Meeting - Central Meetings

Time: 11.00am – 2.00pm

Day: Wednesday 14 September 2016

Where: Churches of Christ Campus Mitchelton, 34 Blaker Road, Mitchelton



Public holiday closures

The after hours phone service will be available for emergencies over the public holidays.

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. 5539 7655	8.30am - 4.30pm

Public holiday closures:

Ekka Day (Gold Coast only) Friday 26 August 2016

Feedback

We welcome your feedback.

If you would like to have a say about your housing, you are more than welcome to by following the feedback, complaints and appeals process.

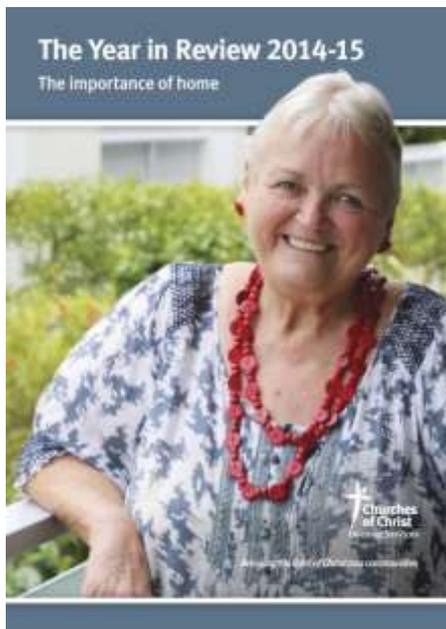
Tenants are encouraged to provide suggestions, complaints or compliments by using the “Feedback, Complaints and Appeals Brochure” and the “Feedback and Appeals Form” provided in with your Tenant Start-up Pack. (Please let us know of you don't have these and we can re-supply them.)

If you provided a specific suggestion or complaint in the recent Tenant Satisfaction Survey, we are restricted in our ability to fully address your concerns due the anonymous nature of the survey. If this is the case, please consider lodging feedback using the form. Thanks for your participation!

What's on near you <i>free events</i>	
<p>Brisbane South Bank Collective Markets Fri 5-9pm, Sat 10am-9pm, Sun 9am-4pm Stanley St Plaza South Bank, Brisbane</p> <p>Plenty of cool trinkets and goodies that you won't find anywhere else including arts, crafts, homewares, collectibles, exotic items, designer fashion, handmade jewellery and much more. Ideal for finding a unique gift, marvelling at Brisbane's local talent or simply strolling and enjoying the atmosphere.</p> <p>For more Brisbane event information visit: visitbrisbane.com.au</p>	<p>Ipswich Springfield Children's Festival 2016 Saturday, 15 October 2016 Robelle Domain Parkland Education City Dve, Springfield Central</p> <p>The Children's Festival is an occasion to celebrate multiculturalism, promote intercultural understanding and enhance solidarity across diverse communities.</p> <p>For more Ipswich event information visit : ipswich.qld.gov.au/about_ipswich/news_and_events/</p>
<p>Gold Coast Gold Coast Eistedford From Thursday, 28 July 2016 to Friday, 9 September 2016 9:00 AM to 8:00 PM Robina and Albert Waterways Community Centres and Arts Centre Gold Coast</p> <p>This year, 2016, is the 35th year of the Gold Coast Eisteddfod and on October 16 'The Musicale' at The Theatre, Arts Centre features outstanding performers in one spectacular concert.</p> <p>For more Gold Coast event information visit goldcoast.qld.gov.au/thegoldcoast/events-118.html</p>	<p>Sunshine Coast Eumundi Markets & Sunshine Coast Hinterland Tour Wednesday & Saturday at 7:45am Departs Brisbane from outside of JEN Hotel, Roma Street, Brisbane</p> <p>This tour will you give the best experiences of the Sunshine Coast Hinterland and the famous Eumundi Market!</p> <p>For more Sunshine Coast event information visit events.sunshinecoast.qld.gov.au</p>



The Year in Review 2014-15— Read it Now!



Safe shelter and a place to call home are basic human needs, no matter your circumstance in life.

The properties we manage are more than bricks and mortar, it's the people within and those supporting them that enable positive communities to flourish. This is achieved by integrating resident engagement into our tenancy management.

We operate a range of missional and community care services to assist families,

the elderly and people in need through church communities and our care services groups. All of which work in tandem providing for the needs of society's most vulnerable.

Churches of Christ Care Housing Services forms a key part of our mission 'bringing the light of Christ into communities'. In our *Strategic Plan 2015-18*, Housing Services is clearly identified as a key area for us. It will be further strengthened to position us as a leader and innovator in creating cohesive communities through quality housing solutions.

The Strategic Plan also identifies that now and in coming years we have an opportunity to work with all levels of government and partners to increase the supply of quality affordable housing, deliver a number of new initiatives and build on existing activities.

This can only be achieved by continuing to provide safe shelter and a place to call home for our residents. We will do this through creating welcoming environments, building connections, and fostering innovative service provision.

Thank you for your support. We invite you to read the *Year in Review 2014-15* at cofc.com.au/publications and discover the many good things achieved for those living in our communities.

About Churches of Christ Care

Established in 1930, Churches of Christ Care is one of Australia's largest and most diverse not-for-profit organisations, operating more than 150 services throughout Queensland and Victoria with the support of over 3,200 staff and 1,200 volunteers. The organisation is built on Christian values, offering help to all those in need regardless of religious background.

Our services provide care and compassion to people at different stages of their life journey and include early childhood education and care; children, youth and families services; community housing; retirement living; home and community care; and residential aged care.

About Churches of Christ Care Housing Services

Churches of Christ Care Housing Services provide community housing and housing support options for individuals and families who earn low incomes, are discriminated against in the private housing market, or who are homeless or at risk of homelessness.