

HouseTalk



Churches of Christ Housing Services Resident Newsletter

Autumn 2021



Shirley, Gary Edwards (Churches of Christ CEO) and Denise at the official Marblewood Apartments opening at Hillcrest

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Welcome from Alicia Follent, Housing Services – General Manager

Welcome to the first edition *HouseTalk* for this year.

It is my optimism that despite 2021 having many unknowns, we can all enjoy a more positive year. We are, as always steadfast in our commitment to delivering the best possible service to you, no matter what.

This year we are looking forward to the completion of our largest seniors social housing development at Bongaree, Bribie Island. This development is an opportunity to provide purpose-built accommodation for seniors in public housing looking to downsize to more appropriate accommodation.

While we are hopefully through the worst of the pandemic now, we must still be conscious of any changes to restrictions and guidelines. I encourage you all to continue listening for updates from the state and federal

governments and act as needed.

Additionally, many public spaces and businesses also continue to require social distancing within their premises.

I also wanted to briefly touch on some exciting changes ahead including the rebranding of Churches of Christ in Queensland and a renovated website with improved features for our residents. We will keep you updated as this work progresses.

With restrictions hopefully remaining minimal, we are aiming to return to a sense of normality with chaplain and tenant-led events, feedback forums, and all-around regular service delivery.

This *HouseTalk* we continue our tradition of acknowledging Tenants of the Season and sharing good news stories. We also feature

upcoming days to reflect and celebrate your community and neighbours. I hope that you are able to 'make a day of it' and use these opportunities to celebrate within your communities with your neighbours.

Thank you all for the cooperation and understanding you provided the Housing Services team while we navigated an unknown terrain together in 2020. May 2021 be a better year for us all.

Take care.

Alicia Follent
**Housing Services – General
Manager**

– FEEDBACK, COMPLAINTS & APPEALS –

Churches of Christ Housing Services respects the right of all clients to provide feedback including the right to make a complaint or appeal a decision. We value your feedback and use it to improve our services and the way they are delivered. With COVID impacting our ability to deliver Tenant Advisory Group (TAG) meetings and other feedback forums, we encourage you to utilise other feedback channels.

Compliments

Positive feedback helps ensure other clients benefit from the same experience.

Suggestions

Ideas for improving our services or an idea for a new initiative.

Complaints

If you feel something was unreasonable or not to an acceptable standard or response, please let us know.

We will try to remedy the situation and learn from it.

Appeals

If you feel a decision we have made is unreasonable and would like it reviewed, you can request an appeal.

We attempt to provide an outcome within 10 working days.

How do I get in touch and submit feedback?



cofc.com.au/housing



1800 406 566



housingservices@cofcqld.com.au



Feedback and Appeals Form available from a housing officer

Disputes with neighbours

We encourage all residents to settle disagreements or disputes with neighbours before they become serious and before making a complaint. If you are experiencing problems with a neighbour's behaviour and you do not believe it is possible to resolve the issue yourself, you have the right to make a complaint. We will investigate all alleged breaches of the residential tenancy agreement, but we cannot act on the behalf of the police and investigate criminal matters or intervene in personal disputes.

– Get Involved! –

Join A Men's Shed



Men's Sheds (mensshed.org) are spaces that focus on men's needs and skills. From building and crafting to learning how to open up, Men's Sheds are unique

community spaces that aim to ensure men are in a position to make healthy decisions and are able to look after their own wellbeing, while also giving back to their local communities.

Are you keen to get out of the house after COVID? Here are two ideas:

Volunteer



Volunteering is a great way to meet new people and give back to your local community. If you have ever been curious about volunteering, check out Volunteering Queensland (volunteeringqld.org.au). It is a great resource that explains how volunteering works (for example, police checks) and provides links to various volunteering opportunities.

— MAKE A DAY OF IT! —

Harmony Week
15-21 March 2021
harmony.gov.au

Harmony Week celebrates Australia's cultural diversity. It's about inclusiveness, respect and a sense of belonging for everyone. As part of Harmony Week, you can host or join some fantastic events. For more info on how to host or join an event near you, check out the Harmony Week website.

Neighbour Day
28 March 2021
neighbourday.org

Knowing your neighbours, and your broader community, has never been more important. Whether through a cuppa, a picnic in the park, or a message of support, Neighbour Day is the perfect opportunity to reach out and connect with your neighbours. Online registrations are open for you to register your Neighbour Day promotion, event or neighbourly action.

Pay it Forward Day
28 April 2021
payitforwardday.com

Pay It Forward Day is a global initiative that aims to make a difference by creating a ripple of kindness across the world. All you have to do is 'something' that benefits someone else: organise an event; pay for a stranger's coffee; give blood; make a small donation; whatever works! Pay It Forward Day reminds us to care for others.

— TENANT OF THE SEASON AWARDS —

Tenant of the season awards recognise tenants who have gone above and beyond in their communities. Awardees receive a certificate and gift voucher to thank them for their efforts. All participants represent the Churches of Christ community spirit and we utilise this to thank them for their contributions! Well done to the below winners!

Adele
Labrador

Adele organised and proactively led a craft get-together for other tenants, which has taken off with plenty of people attending weekly.

Chris & Dave
Hillcrest

Chris and Dave are always keen to help other tenants who are not as mobile with cleaning.

Kay
Hillcrest

Kay helps keep the Hillcrest site tidy with sweeping and cleaning the communal areas. Actions like these help keep it a welcoming environment for all.

Meredith & Ross
Hillcrest

Meredith and Ross always help keep the Hillcrest site tidy and clean with sweeping and cleaning, particularly in the high-traffic communal areas.

Chris, Dave, Kay, Meredith and Ross also helped organise a garden working bee. The Hillcrest community is developing a social group to create events and projects like this!

Thank you!

If there is someone you wish to nominate for the next round of awards in June, please email COFCHSLstories@cofcqld.com.au with the subject 'TOTS NOMINATION'. Please include the nominee's name and your reason for nominating them. A Housing Services manager has final say on the nominations.

— COMMUNITY NEWS CORNER —

Gold Coast Working Bee

Tenants at Southport recently participated in a Working Bee, sifting through a slew of items long forgotten. In the clean-up we found everything from gaming consoles to Persian rugs and animal transportation bags. At least we'll know where all the Christmas decorations are come December!



Jane, at 82-years-young, was a powerhouse sorter at the working bee. She is seen here atop some of the sorted items. Great work, team!

Community, Care and Collaboration

Churches of Christ prides itself on its out-of-the-box thinking and person-focused approach to service delivery. Recently we became aware of a mother and son at risk of homelessness who were living with her mother in a Churches of Christ retirement village, a solution that was only feasible in the short-term. After

learning of this, and after collaborating with the Churches of Christ Retirement Living team, the Department of Communities and Housing and Digital Economy, and the family themselves, we were able to offer them a unit at our Caloundra complex. We are so happy to welcome them to our community. This was a great outcome for all involved, and a great display of the power of collaboration and the Churches of Christ spirit.

Christmas Light Show at Ipswich



Bernadette from Ipswich went all-out at Christmas to decorate her home with Christmas lights. This is her second year lighting up the complex and what a wonderful job of it she has done! We can't wait for 2021's display, Bernadette!

Official Opening Marblewood Apartments, Hillcrest

We officially opened the homes of our residents at Hillcrest with the Hon. Leeanne Enoch MP.



Purpose-built to meet the needs of eligible seniors, Marblewood Apartments is a 32-unit apartment complex at Hillcrest in Logan City.

Labrador Craft Group

Adele, a Gold Coast tenant and Tenant of the Season, has initiated a craft group get-together once a week. Every Thursday a group of tenants come together to share their crafts with one another: knitting, sewing, patchwork, and so on. The group is not only for aficionados, but beginners too, whom Adele kindly and patiently assists. If you are interested in crafting, pop on down and join in! We love to see the community spirit represented in our complexes in ways like this.

Housing Services Word Search

N	E	W	S	L	E	T	T	E	R	P	O	S	T
M	Q	R	H	H	N	E	I	G	H	B	O	U	R
S	O	E	N	Y	S	L	I	T	I	X	K	V	B
O	Z	C	C	O	P	G	F	W	J	X	X	W	D
X	T	Y	W	O	Q	D	U	F	E	A	P	A	V
Q	P	C	H	O	M	E	N	Y	M	H	I	G	J
F	V	L	J	Q	F	M	P	S	P	O	R	X	O
S	E	E	S	E	A	A	U	K	Y	U	J	F	Y
M	Q	M	C	Q	M	Q	J	N	O	S	F	F	F
A	V	O	G	X	I	L	Q	V	I	E	Q	N	U
B	J	V	J	Y	L	N	U	N	K	T	K	I	L
B	B	I	Z	Y	Y	J	V	R	M	A	Y	A	L
Z	T	N	A	Q	B	O	Z	H	K	L	O	Z	T
R	V	G	N	P	R	P	L	N	X	K	B	Z	E

HOME
 HOUSETALK
 RECYCLE
 FAMILY
 MOVING
 NEWSLETTER
 FUN
 JOYFUL
 COMMUNITY
 NEIGHBOUR

Recipe Corner

Milo Muffins

- 1 ¾ cups self-raising flour, sifted
- ½ cup choc bits (optional)
- 1 ¼ cups milk
- 75 g butter melted
- 1 cup milo
- 1 egg



1. Combine sifted flour and choc bits in a bowl.
2. Combine milk, butter and Milo. Add to dry ingredients with lightly beaten egg, mix well.
3. Spoon mixture into deep lined muffin pans.
4. Bake at 200C for 20-25 minutes.

Source: <https://www.bestrecipes.com.au/recipes/milo-muffins-recipe/qxwd80xx>

Strawberry Lime Smoothies

- 1 cup strawberry yogurt
- 1/2 cup milk
- 2 to 4 tablespoons lime or lemon juice
- 2 tablespoons honey
- 1/4 teaspoon ground cinnamon
- 2 cups fresh strawberries (skin removed)

1. Mix all items in a blender and enjoy with ice cubes



Source: <https://www.tasteofhome.com/recipes/strawberry-lime-smoothies/>

USEFUL TIDBITS

Free Bus Travel for Gold Coast Seniors

Eligible Gold Coast seniors and veterans can ride for free on Surfside Buslines buses all day, every weekend. This is in addition to free travel in off-peak hours (Monday to Friday, 8.30am to 3.30pm).

To be eligible for free bus travel you must:

- hold a TransLink Seniors red go card or Seniors card +go
- be a Gold Coast resident
- apply for a sticker pass, to attach to your card

How to apply for a sticker pass:

- Visit cityofgoldcoast.com/freebustravel
- Call 1300 GOLDCOAST (1300 465 326)

RACQ Motorised Chair Support

Did you know that the RACQ has a free community service to help out stuck mobility scooters?

Without a membership, the RACQ can:

- Replace a tyre, if you have one on you
- Attempt to reinflate a tyre
- Check electrics for loose connections
- Replace spark plugs, if you have some on you

More comprehensive support requires an RACQ membership. It's a good idea to keep the RACQ number in your phone, in case you ever need support: 13 1905.

WHAT'S ON?

Brisbane

Who: 0-5-year-old children

What: Powerkids Art Lab

When: 9am-12pm, every Wednesday in March

Where: Brisbane Powerhouse

Free tickets: brisbanepowerhouse.org/whats-on/event/powerkids

Gold Coast

What: Beyond the Sand Arts Festival

When: 13-21 March, 10am-9pm

Where: Surfers Paradise Esplanade

Contact: beyondthesandgc.com

Ipswich

What: Ripley Markets

When: 2nd Saturday of Every Month, 3pm-8pm

Where: Providence, South Ripley

Contact: ripleymarkets.com

Logan

What: Beenleigh Markets

When: Sundays, 6am-12pm

Where: Beenleigh Showgrounds

Contact: (07) 3427 2333

Sunshine Coast

What: Eumundi Markets

When: Wednesdays 8.30am-1pm;
Saturdays 7am-2pm

Where: 80 Memorial Drive, Eumundi

Contact: eumundimarkets.com.au

Make your own!

Are you a hobbyist who has always wanted to share your craft with others? Speak to your Chaplain about what you can do to get a regular event going at your complex.

About Churches of Christ in Queensland

Churches of Christ in Queensland has been an active part of the community since 1883. We have a significant presence in Queensland, Victoria and Vanuatu with hundreds of local services. Our staff and volunteers positively impact tens of thousands of lives each year. 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 operated through Churches of Christ Care and Churches of Christ Housing Services.

We are one of Australia's largest and most diverse not-for-profit organisations, operating services throughout Queensland and Victoria. Active in the areas of children, youth and family services; community housing; retirement living; home and community care; and residential aged care services, we provide Christ-inspired care and compassion to vulnerable people at different stages of their life journey.

Churches of Christ Housing Services Ltd 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.



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