



## INCREDIBLE ARTWORKS MADE AT THE IPSWICH ART WORKSHOP IN DECEMBER

More on Page 6

### Welcome from Gus Taddeo – General Manager



Welcome to the Autumn 2022 edition of HouseTalk. I firstly want to wish you all a Happy New Year. I hope you were able to spend time with your families and friends or with those you hold dear. I am optimistic for all that is ahead in 2022 as we return to a sense of normality, with our communities now able to enjoy the privileges of both greater movement and greater safety.

I will be a new face to many of you, having only started as the new General Manager of Housing Services in early January. I come to the job with experience in both the corporate and not-for-profit health sectors and a history working with Churches of Christ Seniors Living. I was born and grew up in South Australia, originally working as a radiographer, then for a medical device manufacturer. More recently I have been working in management and executive roles. I am a keen Rugby Union fan, have been married for 35 years and am a father of three, with my son just having married in February. I hope as I settle into my role I will be able to meet many of you and hear about you and your families as well. As many of you know, my predecessor, Alicia Follent, worked with Churches of Christ Housing Services for 14 years. Her long-standing commitment to this industry has seen her take up another role elsewhere. The team and I thank her for all her work and wish her all the best.

Now coming into Autumn, let's continue into the rest of 2022 with the same positive outlook that has served us so well thus far.

Gus Taddeo | General Manager – Housing Services

[cofc.com.au/housing](http://cofc.com.au/housing)

### In this Edition

- 2 TOTS, COVID, Reminders
- 3 FAQs, Pandemic Payments
- 4 Community Corner
- 6 Q1/Q2 Event Schedule
- 7 What's On?

### Contact Us

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07 3327 1674

**Ipswich Regional Office**

07 3436 8900

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07 5539 7655

**Email**

[housingservices@cofcqld.com.au](mailto:housingservices@cofcqld.com.au)

**Office Hours**

9.00am to 4.00pm weekdays

**After Hours Emergencies**

1800 446 604

# Tenant of the Season Awards

Tenant of the Season Awards recognise tenants who have gone above and beyond to support their neighbours and communities and make positive change. Awardees receive a certificate and gift voucher to thank them for their efforts. Thank you and well done to this season's winners – keep up the great work!

**Marilyn F, Bribie Island** – For all she does to support her community; ensuring that every child received a gift from the Christmas present drive and maintaining beautiful gardens around the complex.

**Michelle D, Bribie Island** – For always checking in on her neighbours and kindly providing regular home-cooked meals and support across her community.

**Lorraine M, Fortitude Valley** – For volunteering and supporting our Chaplain with community barbecue and for her ongoing support of the homeless community with a local church

**Hazel S, Valmei R and Nihal P, Mitchelton** – For their dedication and community spirit in running the coffee club, community BBQ's, and getting involved in the coordination and running of all kinds of events for the campus community.

You can nominate a tenant for next season's awards by emailing [CCHSLStories@cofcqld.com.au](mailto:CCHSLStories@cofcqld.com.au) with the subject 'TOTS Nomination'. Please include their name and provide a detailed reason as to why you are nominating them.

B  
I  
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G  
O

Can you say you've recently done all of the important things listed below?



Exercised



Completed Advance Health Directive



Watched or read something uplifting



Completed Enduring Power of Attorney



Decluttered

## Reminders

### Parking:

Please do not confront other tenants in an aggressive manner about their parking habits. If you choose to engage with someone about where they are parking, please be respectful in your communication.

### When it comes to bins, please remember:

Do not park in a place that will obstruct bins from being collected by garbage trucks

Complexes with chutes also require general waste to be bagged and tied-off properly

Bag and tie off your general waste before putting it in the bin; do not bag recyclables

Do not overfill bins (meaning a lid cannot close) or leave rubbish around bins

## COVID-19 Updates

Since 2 January, masks have been mandatory in Queensland except in your home or where it is unsafe to wear one. This means you must wear a mask in:

- all indoor workplaces
- public transport and rideshares
- supermarkets and retail shops
- hospitality venues including pubs/clubs/cafes
- cinemas and theatres
- indoor stadiums/sports arenas/sports centres
- gyms and sport activities
- vulnerable settings like hospitals and aged care
- schools, childcare and other education facilities

### Concession card holders are entitled to free RAT tests.

From 24 January, those who hold the following Commonwealth concession cards are eligible: Commonwealth Seniors Health Card, Veteran Gold, White or Orange Card, Health Care Card, Low Income Health Care Card or Pensioner Concession Card. You can access up to 10 RATs over a three-month period (with a maximum of five in one month) through any community pharmacy, stock permitting.

## What's the difference?

	RAT	PCR
<b>Stands for</b>	Rapid antigen test	Polymerase chain reaction
<b>Administered by</b>	Self-administered or by a healthcare professional	A healthcare professional
<b>Turnaround time for results</b>	<20 minutes	24-72 hours
<b>Accuracy of results</b>	Good	Very good
<b>Avenue of reporting results</b>	Self-report positive result to government using online form ( <a href="http://qld.gov.au/rat-positive">qld.gov.au/rat-positive</a> ) or by calling 13 42 68.	Positive result reported by your testing centre to the government
<b>Availability</b>	Purchased over-the-counter by anyone	Only available to healthcare staff

**Tested positive to COVID-19 and/or isolating? Please inform your Housing Officer!**

## F.A.Q.s

### **Q: How often do I have to complete a rent review?**

**A:** You have to complete a rent review once every year. You may receive a rent review letter many months prior to the date of the rent review – this is to allow you time to gather information and for processing.

### **Q: Why am I being asked to contribute more to 'top up' my bond after my rent review?**

**A:** Bond is equivalent to four weeks' worth of your rent. Following a rent review, your rent may increase (or decrease) slightly, so your bond needs to increase (or decrease) to be equivalent to four weeks of your new level of rent.

### **Q: What happens if I don't complete my rent review on time?**

**A:** Not completing your rent review on time means your rent will increase to the market rent rate.

### **Q: Tell me more about Rent Assistance.**

**A:** Centrelink offers Rent Assistance, an additional payment to help pay your rent, to community housing tenants (and others). There's a minimum amount of rent you need to pay to get Rent Assistance, among other eligibility criteria. To check your eligibility or for more info visit: <https://www.servicessaustralia.gov.au/rent-assistance>

### **Q: If I fall into arrears, am I required to pay the arrears balance in a lump sum (all at once)?**

**A:** No, you are not required to pay the balance in a lump sum; however, you may do so if you want to and have the means to. More commonly, you will enter a Registered Payment Agreement with us, allowing you to pay an additional amount on top of your regular rent until you have fully paid off the arrears.

### **Q: I had an approved pet application; however, I no longer have that animal. Do I need to get a new pet application if I get a new pet?**

**A:** Yes, you do. Each pet application is for a specific animal. You need to submit a new pet application for each animal (before bringing the animal home), even if the number of animals in your home remains the same.

### **Q: What standard does my property need to be in if I exit?**

**A:** The property needs to be at the same standard as it was when you moved in, allowing for general wear and tear.

## Pandemic Leave Disaster Payment

Support is available if you can't earn an income because you or someone you're caring for (including a child) has to self-isolate or quarantine due to COVID-19. To be eligible for this payment, you must meet a number of requirements, including:

- Classifying as the updated definition of a close contact
- Losing at least 8 hours or a full day's work due to isolation
- Not possessing any liquid assets exceeding \$10,000
- Being an Australian resident or working visa
- You have no sick, pandemic, personal or carer's leave
- Not receiving certain other income support payments

For more information on eligibility and how to apply, visit: <https://servicessaustralia.gov.au/pandemic-leave-disaster-payment>

## Free Financial Counselling

This free service by QSTARS includes assistance with any matter in relation to debt, such as:

- Rent arrears (overdue or outstanding rent) for both current and previous properties
- Utility debt (electricity, gas, phone, water) for both current and previous properties
- Credit (loans, credit cards and consumer leases)
- Fines

This service can also assist you with assessing your current financial situation, budgeting and debt management. You can contact QSTARS on 1300 744 263 between 9am and 5pm, Monday – Friday.

  
Qstars  
QLD STATEWIDE TENANT ADVICE AND REFERRAL SERVICE

## Google Accounts: An All-In-One Solution

Did you know that while Google's Gmail is the most active email in the world, a Google Account (the same as your Gmail) also gets you free online ('cloud') storage, a free Word processor, online photo storage and more?



Word processor  
AKA Google Docs:  
<https://docs.google.com>



Cloud storage  
AKA Google Drive:  
<https://drive.google.com>



Photo library  
AKA Google Photos:  
<https://photos.google.com>

We recommend using Google Drive as a way for you to keep duplicates of important documents, such as birth certificates, licenses, applications, resumes, receipts and anything else you value, so that you always have a copy.

# Housing Services Community Corner

## Art Workshop Connects Us to Country

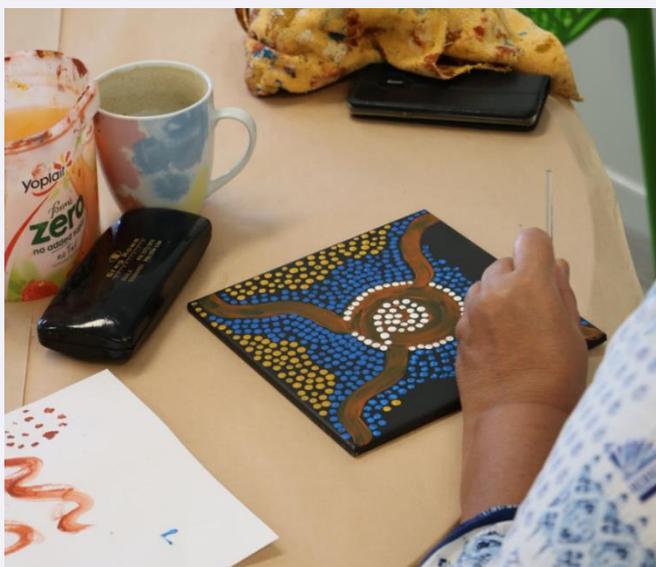
**North Ipswich, Ipswich** – Peter Fowler is an accomplished artist and Kunja man who recently shared his talent and knowledge with tenants in Ipswich. The purpose of his art workshop was to develop connections with each other, with history and with Country.

The workshop began with the dozen participants gathering together as they might around a campfire. As Peter explained, the sharing of stories and the recollection of history were forms of education and this would often take place at gathering places like campfires and water sources.

Peter's guiding principle was that "connection makes you care," and we achieve connection through knowledge, sharing with each other and forgoing ego. This knowledge was shared by way of song and dance, which were incredibly strong presences in Aboriginal culture throughout history and remain so today. Art is Peter's medium of choice and he has now spent many years passing on history and educating others, from schools to businesses, after utilising art to navigate his own journey.

To understand the vast history of Australia's Traditional Owners, Peter shared with the attendees a number of common symbols, including those that referred to person, family, particular animals and the concept of a journey. We were encouraged to use these symbols to form a narrative. Each person was able to create their own story or message using both the symbols Peter demonstrated and their own artistic license, with a number of stories being told about family, work and community.

Thank you, Peter, for sharing your time and knowledge and helping us create some beautiful artworks of our own!

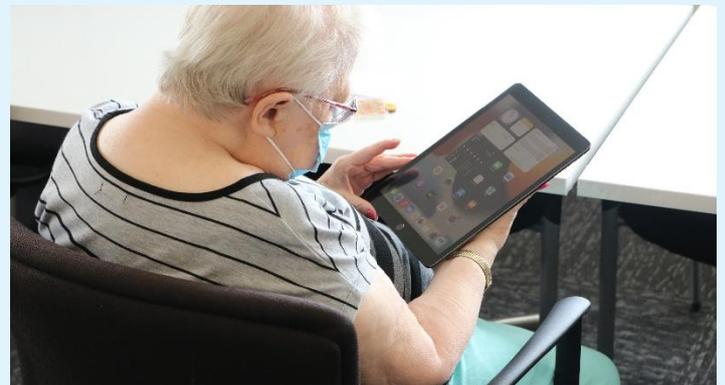


Above picture: Judy's art. Front cover picture (left to right): Sue, Michelle, Marian, Tanya, Kerri, Peter.

## iPad Learnings Made Possible by Logan City Council

**Hillcrest, Logan** – in late January, Housing Services offered digital upskilling courses and one-on-one sessions under its DigiAsk banner. Funding provided by a Logan City Council Community Response Grant enabled us to purchase several iPads and iPad accessories for use in increasing the level of digital literacy in our communities.

The two iPad courses focused on both beginner and intermediate content centred around the use of iPads, including physical properties, app stores, Apple ID and accounts, emergency SOS, compatibility with other devices and more. One-on-ones allowed tenants to bring their own questions and device and received tailored support relevant to their specific needs. If your community could benefit from digital upskilling, contact the Program Engagement team on 07 3327 1674.



## The Great Gold Coast Christmas Light Tour

**Gold Coast** – In mid-December, Gold Coast residents went on a bus trip tour to see local Christmas light displays in several suburbs. The tour commenced with dinner at Paradise Point where the passengers enjoyed fish and chips on the Esplanade as the sun went down.

From there the tour travelled to various homes which had been featured in the Gold Coast Christmas Lights Competition. There were so many amazing displays to see, some with animation and others with synchronised music.

One, perhaps one of the most impressive we saw on the night, even had a 'Big Christmas Chair' that visitors could take photos in with an incredible backdrop.



### Three Cheers for Another Ten Years

**Caloundra, Sunshine Coast** – in November 2021 our Coogera Apartments at Caloundra turned 10 years old! The apartment block at Caloundra has seen hundreds of tenants since 2011. Some tenants have lived there for nearly the whole time. With our Little Mountain development currently being built, we can't wait to add to our offerings at the Sunshine Coast and support more people requiring an accessible, sustainable and affordable place to live.



### Integrated Christmas Brings Joy to Mitchelton

**Mitchelton, Brisbane** – For the Churches of Christ campus at Mitchelton, home to Housing Services tenants, a retirement village and a residential aged care, community is everything. For the past two years, safety has been a big consideration and has hampered the tight-knit community's ability to get together. In December, we were able to hold a combined Christmas get together complete with so much wonderful food (both lunch and desert!), punch, a raffle, bonbons, entertainment and, of course, good old mateship. The day was a hit with nearly every table full. Thanks to all who contributed.



### Giving Spirit at Christmas Goes a Long Way

**North Ipswich** – Thank you to tenant Catherine who donated some baby clothes before Christmas which we could redistribute to other tenants! The spirit of Christmas is always strong at Churches of Christ yet each year we continue to be blessed by people's generosity!

### Rockin' Around the Christmas Tree at Coolamon

**Bongaree, Bribie Island** – tenants gathered for what can only be described as a rockin' carols event organised by the Apartments' prolific social club. New and old tenants alike participated in this wonderful Christmas community get-together with all the classics and a few new hits on the song sheet.



Not only did Coolamon have a rockin' Christmas, they also saw the official opening of the 83 apartments in Stage II. We were lucky enough to be joined on the day by the Member for Pumicestone, Ali King (left); the Minister for Communities and Housing, Minister for Digital Economy and Minister for the Arts, The Hon. Leeanne Enoch (centre); and Churches of Christ Chief Executive Officer Gary Edwards (right).



# Housing Event Schedule Q1/Q2 2022

The Program Engagement team is hoping to make 2022 a great year for events, upskilling and community spirit now that high COVID-19 vaccination rates in Queensland are allowing us to be together again safely. We have listed our currently-planned events below so that you may plan your schedules around these events, should you wish to attend. We will continue to promote events by way of our Housing Officers and Chaplains as well as posters and letterbox drop.

Location	Type	Day/Time	Venue
February 2022 – Regional Resident Engagement Meetings			
HILLCREST	Neighbourhood Day with visiting services	Tuesday 22/2/2022 12pm – 2.00pm	On-site
GOLD COAST (COMBINED)	Neighbourhood Day with visiting services	Wednesday 2/3/2022 11am – 3pm	Southport Church of Christ
BRISBANE (ACACIA RIDGE)	Harmony Day with visiting services	Wednesday 16/3/2022 11.30am – 2.00pm	On-site
BRISBANE (KSD)	Neighbourhood Day with visiting services	Tuesday 22/3/2022 11.30am – 1.30pm	On-site
IPSWICH (FLINT ST)	Digital technology upskilling courses	Tuesday 5/4/2022 10.00am – 2.30pm	Flint Street Community Room
IPSWICH (GENERAL)	Established community event	Tuesday 5/4/2022 10.00am – 2.30pm	Browns Park
IPSWICH (FLINT ST)	Digital technology upskilling courses	Wednesday 6/4/2022 10.00am – 2.30pm	Flint Street Community Room
BRISBANE (MITCHELTON)	Easter event with visiting services	Tuesday 12/4/2022 11.30am – 2.00pm	On-site
CALOUNDRA	Easter event with visiting services	Thursday 14/4/2022 10.30am – 2.00pm	On-site
BRISBANE (CITY)	New event, inner-city housing venues and support services	Wednesday 3/5/2022 10.30am – 2.00pm	Mission Australia Building 525 Wickham Tce, Spring Hill
June 2022 – Regional Resident Engagement Meetings			

Please note that there may still be occasions that require us to cancel or postpone an event where we deem continuing with an event an unnecessary risk to take. We will always communicate a change of event date to both the Housing Officer and Chaplain and will also replace posters referring to old dates.

RSVPs for these events are not necessary but we encourage you to speak with your neighbours and Chaplain regarding travel arrangements for off-site events where you may be able to carpool. All events are **free!**

REMs, reinvigorated versions of TAGs, are held twice a year per region with an additional central REM held at the end of each year. To find out when your next REM is or to RSVP, call 07 3327 1608.

## RESIDENT ENGAGEMENT MEETINGS



**REPRESENT YOUR COMMUNITY  
COLLABORATE WITH OTHERS  
MAKE POSITIVE CHANGE**

Many of you will know our good friends at Thread Together who provide brand-new, free clothing to people who do not have the luxury of purchasing brand-new items with significant pricetags.

For safety following Queensland's reopening, they have temporarily moved access to their wardrobe online. For this reason, if you require access to the wardrobe please contact Sue Hughes on 07 3327 1691 who can place an order for you.

Orders can come with some delays but once you have the clothes they are yours to keep.



# What's On Around Town?

## Brisbane

### **World Science Festival (Brisbane)**

#### **Brisbane City and Surrounds**

Wed, 9 March 2022 – Sun, 13 March 2022  
+ Curiosity Brisbane (9 March 2022 – 20 March 2022)

Brisbane will transform into the City of Science with interactive art and science installations, engaging conversations with leading scientists and experts, and a curated program of free and ticketed events over five days, from 9 to 13 March 2022, encompassing Curiosity Brisbane from 9 to 20 March 2022.

More info: <https://worldsciencefestival.com.au>

## Ipswich

### **Tivoli Drive-in Movie Theatre**

#### **50 Coal Road, Chuwar**

Every Saturday  
7.00pm

Drive-in movie theatres have long been going the way of the dinosaur. The Tivoli Drive-in Theatre wants to change this, offering movies every Saturday night at 7.00pm that can be enjoyed from the comfort of your car. This is a great way to see the latest flicks while staying COVID-safe. Entry is \$10 p/car.

For more info: <https://tivolidrivein.com.au>

## Gold Coast

### **Gold Coast Techspace Open Night Tour**

#### **57A Railway Street, Mudgeeraba**

Gold Coast Techspace is a community-based workshop where people of all ages and experience can come together to access tools, equipment and knowledge they may not be able to access anywhere else. If you want to design, build, create or try new ideas in an inclusive environment then come down and view the workshop to see what they offer.

For more info:

<https://www.eventbrite.com/e/gctechspace-open-night-tour-tickets-157777914991>

## Sunshine Coast

### **HER Festival**

#### **Baringa Community Centre**

Her Empowerment Realm Festival is a festival to celebrate International Women's Day. There will be many activities for the whole family including performances, workshops (business start-ups, education, parents' groups), yoga and meditation, kids' playgroup, a work expo, arts, craft, and more!

More info or to book:

<https://www.eventbrite.com/e/her-festival-tickets-210875011837>

## Logan

### **The Larrikin Puppets**

#### **Kingston Butter Factory Cultural Precinct**

Monday, 21 March 2022

From 10.00am

This colourful and exciting puppet show for children features many characters, skits, jokes, live interaction and original catchy songs. Highly entertaining and captivating, Larrikin Puppets encourage audiences to talk, dance, sing and play along.

More info: <https://ourlogan.com.au/whats-on/a-celebration-of-puppetry-with-larrikin-puppets/>

## Faces to a Voice

Sometimes your Housing Officer won't be able to take your call – they may be out at site, driving, in a meeting or on lunch! – so if you call between business hours (9.00am – 4.00pm, Monday – Friday) you may speak to one of our Assistant Housing Officers instead.



**Rebecca**  
Brisbane



**Kerri**  
Brisbane/Ipswich



**Jess**  
Ipswich



**Amy**  
Gold Coast



**Hannah**  
Sun. Coast/Bribie



**Kellea**  
Bribie Island

To ensure we can pass on all the information needed to your Housing Officer, we will need to know who is calling, your contact details and the reason for your call.

## Easy Iced Coffee Recipe

1. Add 1 teaspoon of instant coffee and 1 teaspoon of sugar to ½ cup of boiled water in a small mug
2. Add ice cubes to mug; put whisk in cup and roll it between your hands to aerate mixture and help cool; leave on bench to cool down slightly further
3. Add scoop of ice cream to glass; fill glass ¾ full of milk; add coffee mixture to glass; mix and add more ice. Enjoy!

## About Churches of Christ

Churches of Christ has a long and proud history of care. Active across more than 100 local communities in Queensland and Victoria for almost 140 years, we are an organisation dedicated to innovative and holistic support.

By empowering people to live hope-filled, meaningful lives, we are able to truly live our purpose — to bring the light of Christ into communities. Through our local churches, and care and support services, we are able to assist tens of thousands of people each year.

Through inclusive, caring, compassionate environments that meet individual needs without discrimination or prejudice, we are helping to build a community where everyone is welcome.

### **About Churches of Christ Housing Services Ltd**

We are a leading community housing provider delivering services across the full spectrum of housing need, from homelessness programs to social housing and affordable housing products.

We manage an award-winning property portfolio providing quality long-term and transitional accommodation for people on low to moderate incomes.

Managing more than 1100 properties across 10 local government areas, we are one of the most diverse providers in Queensland.

### **Acknowledgement of Country**

We acknowledge the traditional custodians of the lands on which we stand and pay our respects to the Elders past, present and emerging, for they hold the memories, traditions, cultures, hopes and aspirations of Aboriginal and Torres Strait Islander people.

We recognise, respect and celebrate the survival and resilience of Aboriginal and Torres Strait Islander people, including recognition of those whose ongoing effort to protect and promote the world's oldest living culture and will leave a lasting and proud legacy for their people



### **Head Office**

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