

House



RESIDENT NEWSLETTER

WINTER 2024



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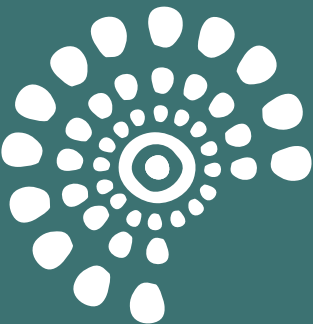
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Acknowledgement of Country

We at Churches of Christ acknowledge the traditional custodians of the lands on which we stand and pay our respects to Elders past, present and emerging for they hold the memories, traditions, cultures, hopes and aspirations of First Nations People.

We acknowledge and recognise the resilience of generations of First Nations People and stand with you now and always.

We are committed to walking alongside First Nations People to establish a foundation of trust and take meaningful action to preserve, affirm and promote the world's oldest living culture.



Contact.

Brisbane

PO Box 508
41 Brookfield Road
Kenmore Qld 4069
P 07 3327 1674

Ipswich

PO Box 252
Booval Qld 4304
26 The Terrace
North Ipswich Qld 4305
P 07 3436 8900

North Ipswich

26 The Terrace
North Ipswich Qld 4305
P 07 3436 8931

Gold Coast

PO Box 412
Ashmore City Qld 4214
1 Griffith Way
Southport Qld 4215
P 07 5539 7655

Sunshine Coast

8 Cooma Terrace
Caloundra Qld 4551
P 07 5492 8439

Bribie Island

52 Cotterill Avenue
Bongaree Qld 4507
P 07 3410 3751

After Hours Emergencies

1800 446 604

Office Hours

9am to 4pm weekdays

**If you require an interpreter, call
TIS National on 131 450 and ask them
to call Churches of Christ Housing
Services on 1800 406 566.**

Front cover: Residents at the Acacia Ridge
Easter celebration. Read more about our
Easter celebrations on page 8.

Welcome from Gus Taddeo General Manager.



Welcome to the winter 2024 edition of *HouseTalk*.

I would like to start by acknowledging that in the past 3 months Australians both celebrated Easter and commemorated ANZAC Day.

Easter sees families and communities join together as collectives – we not only enjoy each other's company, but also find solace together as we remember the origin of Easter and its connection to the themes of sacrifice and hope.

Likewise on ANZAC Day, Australia and New Zealand as nations acknowledge the sacrifice of those who have served or died in wars, conflicts and peacekeeping operations and how through this sacrifice, they have given – and continue to give – us hope for the future.

It is always a moving experience hearing about the stories of those who have served, and I acknowledge that access to a safe and affordable home remains a barrier for some returning servicepeople. From myself and the Housing Services team, thank you to all our community members who contributed to both our Easter and ANZAC Day functions this year and shared your stories.

In May, we welcomed the first residents to the recently-completed Banksia Apartments at Little

Mountain. We are proud to have created 40 new social homes for seniors and 10 new Specialist Disability Accommodation homes at this campus, creating more housing choice for people on the Sunshine Coast. Work on our 41-unit development at Basin Pocket at Ipswich also continues along and we are hoping to see it near completion towards the end of the year.

During winter, we will have an opportunity to acknowledge Homelessness Week, which occurs from 5 August through 11 August. This national discussion brings the scale and impact of homelessness in Australia to the forefront of the general public's minds and highlights the importance of support services in ending homelessness. We have heard firsthand your stories and experiences and it is exactly this perspective that needs to be shared during Homelessness Week, so please get in contact with one of our offices if you would like to tell your story.

We also have 3 resident engagement meetings scheduled as well as a raft of other events and activities centred around Christmas in July and NAIDOC Week. We hope that you are able to come along and enjoy not only the warmth of good food, but also the warmth of good company.

All the best and take care during these colder months,

Gus

Join our Facebook community

Learn about current Housing Services updates and stories.



Scan the code!
facebook.com/cofcsocialhousing



Tenant of the Season Awards.

Winter 2024. Our quarterly Tenant of the Season Awards recognise those who have gone above and beyond to make a positive difference by supporting their neighbours and communities. Award recipients are announced in each edition of HouseTalk and receive a certificate accompanied by a gift voucher to acknowledge the impact they've made.

Well done to this season's winner – thank you and keep up the great work!



Dennis G. Caloundra

Dennis always is very kind and caring towards others in his apartment block, including staff, and regularly offers his help to others – including chaperoning them in situations where they might need some assistance. Dennis takes great pride in ensuring others are cared for and we would like to thank him for his effort in consistently looking out for others' wellbeing.

You can nominate one of your neighbours for next season's awards by emailing HSCcommunications@cofcqld.com.au with the subject 'TOTS Nomination'. Please include their name and list some reasons for nominating them.

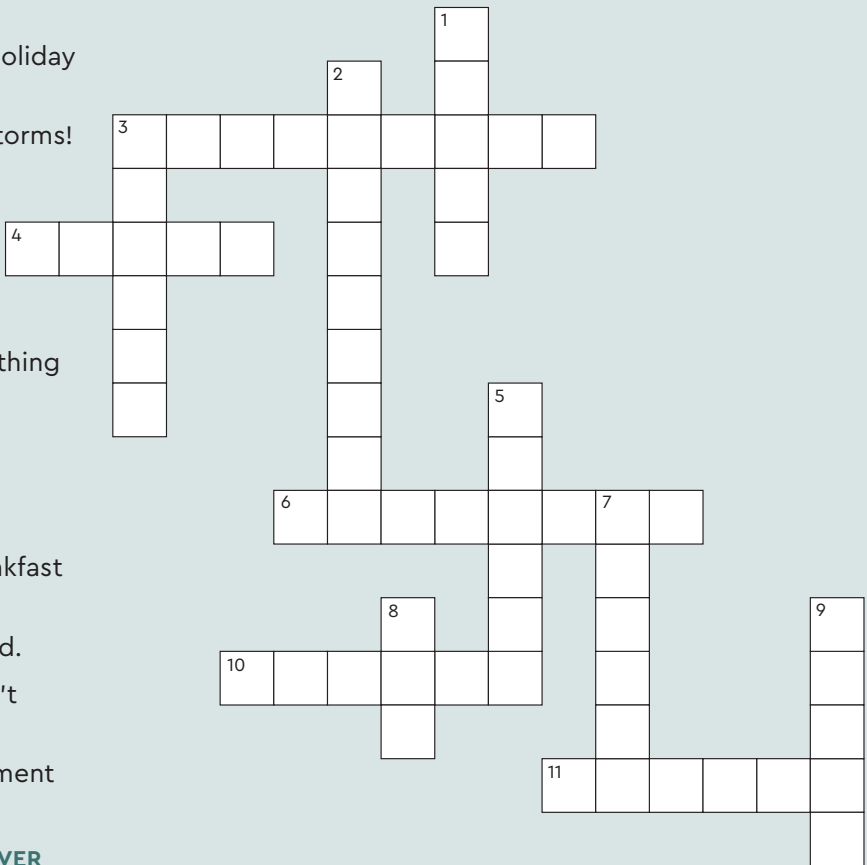
HouseTalk Winter Crossword

ACROSS

- 3. The name of this newsletter.
- 4. A place you probably won't go on holiday in winter, but would in summer.
- 6. Be _____ for wild weather and storms!
- 10. Another word for being cold.
- 11. A recent Disney movie about 2 sisters set in an icy location.

DOWN

- 1. The digital version of sending something by post.
- 2. A person who lives next to you.
- 3. Something used to stay warm: starts with 'H'.
- 5. How a hot winter meal or a big breakfast is described.
- 7. The last major holiday we celebrated.
- 8. 3-letter word for something we don't want to catch in winter.
- 9. Something our Community Engagement team runs.



ANSWERS TO CROSSWORD – SEE BACK COVER

Engagement calendar.



| What | When | Where |
|--|--|---|
| Mitchelton Resident Engagement Meeting with Home Care guest speaker | Wednesday, 26 June 12.00 pm – 1.00 pm | Community centre |
| Hillcrest Resident Engagement Meeting with Home Care guest speaker | Wednesday, 12 June 10.00 am – 11.00 am | Community room |
| Ipswich Resident Engagement Meeting with Home Care guest speaker | Thursday, 27 June 1.30 pm – 2.30 pm | Flint Street community room |
| NAIDOC Week | Tuesday, 9 July Wednesday, 10 July Thursday, 11 July | Kingston Butter Factory Firth Park Mudgeeraba Ipswich Showgrounds |
| Bribie Island Christmas in July | Monday, 15 July 12.00 pm – 2.00 pm | Community room |
| Gold Coast Christmas in July | Tuesday, 16 July 12.00 pm – 2.00 pm | Len Fox Park Labrador |
| Acacia Ridge Christmas in July | Wednesday, 17 July 12.00 pm – 2.00 pm | Community centre |
| Hillcrest Christmas in July | Monday, 22 July 12.00 pm – 2.00 pm | Community room |
| Mitchelton Christmas in July | Tuesday, 23 July 12.00 pm – 2.00 pm | Community centre |
| Ipswich Christmas in July | Wednesday, 24 July 12.00 pm – 2.00 pm | 19 – 25 Flint Street community room |
| Sunshine Coast Christmas in July | Friday, 26 July 12.00 pm – 2.00 pm | 8 Cooma Terrace community room |
| Connect 2 Home Gold Coast Homeless Connect | Wednesday, 7 August | People First Stadium Carrara |
| Fortitude Valley, Hamilton and Spring Hill fishing trip | Wednesday, 21 August 9.00 am – 4.00 pm | Woody Point Ask Chaplain John for details |
| Little Mountain official opening and resident welcome | Details TBA | On-site |



What is a Resident Engagement Meeting?

A Resident Engagement Meeting (REM) is an opportunity for you as clients of Churches of Christ Housing Services to tell us what's important to you as individuals and as communities. We hold at least 2 REMs per region, per year. At REMs, our communities come together – we not only discuss important matters that are relevant to all our residents, but we also celebrate our communities' achievements.

Welcome, new residents! Banksia Apartments.



We would like to welcome our newest residents – the 50 households who recently moved into the Banksia Apartments at Little Mountain on the Sunshine Coast!

These households have waited patiently for over 12 months while the development took shape. In mid-May, they finally were able to begin moving into their new homes.

Many of these households transferred from large public housing properties. Their decision to downsize in turn creates vacancies that large families requiring housing support can fully utilise.

Banksia Apartments is a mixed-tenure development comprising of both long-term Social Housing units for seniors and Specialist Disability Accommodation units.

The 40 Social Housing units are designed to be accessible for people as they age, thanks to features like wide doorways, no-step thresholds and preinstalled infrastructure for grabrails if they are ever needed. The 10 Specialist Disability Accommodation units are designed to provide an even greater level of accessibility and ensure that NDIS participants have a home that meets their needs.

We are so pleased to have finally welcomed Banksia Apartments' first residents and hope to hold the development's official opening ceremony soon, as well as a resident welcome event and activities.

The residents at Little Mountain's Banksia Apartments and Caloundra's Coogera Apartments will have the opportunity to meet and get to know each other at a combined Christmas in July at Caloundra on 26 July. We hope to build on this connection by way of regular events and activities throughout the year.

"My journey to Little Mountain, Banksia Apartments, has been the answer to my prayers. It has given me the opportunity of downsizing to meet my current needs. During each step of the application process, interviews and financial assessment, I felt God's guidance in all areas of this journey, from moving after 26 years in 1 house, financial concerns and peace. ... The timing was right, and now I look forward to discovering the wonders of a new location, meeting new neighbours and making friendships."

Gabriele, one of Banksia Apartments' first residents

Banksia Apartments were named after the local coastal banksia (*Banksia integrifolia*), a hardy Australian tree naturally occurring in coastal dunes and found on the Sunshine Coast. It has golden nectar-filled flowers that attract a range of animal species and unique green-topped leaves with white undersides.



Top tips.



Lighthouse: The Good Food Shop

Lighthouse is a not-for-profit grocery store operating in Logan. The store's model means you can save up to 70% on grocery items and take home a trolley of food for \$25.

With home delivery throughout South East Queensland, a store in Hillcrest and a store in Loganholme, Lighthouse aims to help people who are struggling to make ends meet.

To learn more, check out:
lighthousecare.org.au/discount-stores

Ipswich, don't forget about our office move!

Ipswich residents will have received a letter in March regarding our regional office. This is a reminder that we have now vacated our Ipswich regional office at 200 Brisbane Road, Booval.

Until our move to our new permanent Ipswich regional office is completed, all face-to-face meetings with residents will take place at our North Ipswich site office located at **26 The Terrace, North Ipswich.**

Our phone number, email address and contact hours haven't changed, and your Housing Officer is still your first point of contact for matters relating to your tenancy.

Rent

Keep your rent up-to-date with Centrelink

If you're receiving a Centrelink payment, you may be entitled to Commonwealth Rent Assistance (CRA). CRA is an additional payment on top of your standard payment (such as JobSeeker Payment or Aged Pension) that helps keep your rent affordable.

We conduct rent reviews every year in line with legislation. Following a rent review, your rent may change. If you're eligible for CRA, we include the CRA amount you're entitled to in your rent calculation.

If your rent changes and you're receiving a Centrelink payment, **you need to tell Centrelink your rent has changed to ensure you are receiving the maximum amount of CRA you're entitled to.**

If my rent changes, why does my bond need to change?

Your bond, lodged directly with and held by the Residential Tenancies Authority (RTA) for the duration of your tenancy, must always be **equal to 4 weeks' worth of your rent.**

Following a rent review, your rent may change. When this occurs, we will tell you your new bond figure as well as your new rent figure. If your rent increases, we'll also supply you with a pre-populated bond lodgement form that you'll need to submit to the RTA, along with a form of payment (BPay, credit card or money order).

To 'top up' a bond online using BPay or credit card, you'll need an email address.

Organisational vs police matters

Criminal behaviour you experience (or witness) at your community should always be reported to the police.

When you report a crime to the police, a case may be opened and an investigation will take place. The police will contact Churches of Christ Housing Services if they require information.

We are unable to investigate criminal matters, which is why it's important that you report any of the following acts to the police:

- damage to personal property (e.g. car)
- threats of violence and intimidation
- assault
- theft.

Policelink:
13 14 44

Crime Stoppers:
1800 333 000

In an emergency, always call triple zero:
000

CommunityCorner.

Easter

In April, we celebrated Easter with our colleagues and our residents.

Easter is an important time of year for many, including Churches of Christ. As an organisation, we acknowledge that at Easter we think about hope, renewal and new life. What better way is there to celebrate this than by bringing our communities together, breaking bread and joining in festive activities? We hope Easter was a joyous time for you and your families – here's a few snaps of the fun we had around our communities:

Ipswich



Hillcrest



Caloundra



Bribie Island



Gold Coast



← Acacia Ridge
(see front cover)



International Women's Day at Alexandra Hills

We loved celebrating International Women's Day with residents. This year staff spent time with residents from Alexandra Hills. Together they visited the nearby Redlands Bay Church of Christ op shop where we also had coffee and cake. We love being able to spend time with our smaller communities, like this one at Alexandra Hills which has a total of 6 units. We'd love to help those of you in similar-sized communities get to know your neighbours and our team better, so reach out to your Housing Officer if you'd like our help to get something off the ground!



Acacia Ridge ANZAC Day Service

The Churches of Christ integrated community at Acacia Ridge is home to seniors' Social Housing, an aged care home and a retirement village. On ANZAC Day (25 April) we held a service in the community room for all campus residents and staff to commemorate and thank those who previously or currently serve in the Australia and New Zealand armed forces.

We were privileged to acknowledge the residents who themselves served, including Evan B., pictured.



Inner-city Brisbane graduates!

We would like to give a huge CONGRATULATIONS to the recent graduates from our Spring Hill and Fortitude Valley NEST program. It's been a great joy seeing you develop your cooking skills and connect with the residents from Roma House whose kitchen we were lucky enough to use for the program.

We love the NEST program developed by OzHarvest – not only does it teach important nutrition, budgeting and food storage skills, but it's free and a great way to socialise as, after cooking, we all sit down and eat our meals together.

Let us know if you're interested in a NEST course in your region!



Noticeboard.

Winter 2023



Be aware. Lithium-ion batteries.

Lithium-ion (Li-ion) batteries are rechargeable batteries used in electronic equipment like phones, laptops, mobility scooters, power tools, electronic bikes, electronic scooters, golf carts and, more recently, cars and other vehicles.

Li-ion batteries can combust due to the materials they contain, causing extremely hot fires that are difficult to extinguish, extremely damaging and highly toxic.

As Li-ion batteries become more common in household items, we ask that you pay attention to how you're using and storing products that contain them.



Li-ion device tips

- Don't leave charging devices unattended
- Don't expose to direct sunlight
- Don't expose to water or wet conditions
- Don't store in locations with extreme temperatures like a car cabin
- Don't charge devices on flammable surfaces like cardboard, plastics or carpet
- Don't use if damaged, swollen, corroded, wet or if they produce smoke, strange sounds or an odour

For those living in apartments and buildings with shared areas:

- Don't charge equipment (like mobility scooters) in communal areas that are not designated charging bays
- Don't store equipment at any time in communal areas or in a way that would prevent you or others being able to evacuate in the event of a fire.

Paying Churches of Christ via bank transfer

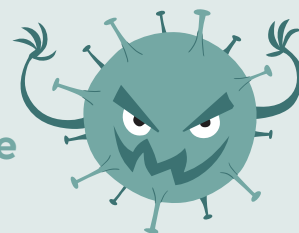
Are you including a reference?

When you make a payment into our bank account, it needs to include a reference code and a description of what the payment is for. Your reference code is usually your tenancy number and the description is what the payment is for, e.g. rent or water.

If you don't include a reference, or the reference is wrong, we are unable to allocate the payment against your account. This is called an unallocated deposit and can make your account appear in arrears.

If you're unsure what your reference code is, contact your Housing Officer.

Beat the sneeze. Get your free flu shot!



Nobody likes being sick, which is why it's important to get your free flu jab as we head into cold and flu season. It also protects those in our community who aren't able to be vaccinated.

All Queenslanders over the age of 6 months are eligible to receive the free vaccine from a provider like GPs and pharmacies.

To find a vaccination provider near you:

- call 13 HEALTH (13 43 25 84)
- use HealthDirect's free service finder: www.healthdirect.gov.au/australian-health-services
- call the National Immunisation Hotline on 1800 671 811.



Complaints and privacy

As an organisation handling personal information, Churches of Christ Housing Services has an obligation under the Information Privacy Act 2009 (QLD) to ensure information about our clients is kept private.

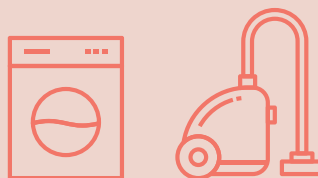
The Act informs our policies and procedures and limits what we can share about our clients with others, even as part of a complaint.

When following up the status or outcome of a complaint, we can share information with you that is:

- general in nature, which could include a justification of any decisions
- information about your involvement
- the process that has been undertaken
- appeal options
- understanding expectations into the future.

It is important to note that we cannot share other people's personal information with you, and we won't share yours with others. We also cannot share CCTV footage with you, even if you are the complainant or involved party – we can only provide CCTV footage to authorities where it is requested as part of police investigations.

We kindly ask that you please be mindful of our privacy obligations when asking us for updates on complaints.



The QLD cost of living electricity rebate has been extended

In May, the Queensland Government announced a \$1000 cost of living rebate.

This will be credited to households' electricity bills from 1 July 2024.

You won't need to apply for this credit as it will be applied automatically. The exact timing of when you see the credit on your bill will depend on your household's individual billing cycle.

Residents receiving electricity through an embedded network (such as those living at Acacia Ridge, Bribie Island stage II, Hillcrest or Little Mountain) are still eligible to receive this credit.

If you require support with budgeting, speak to your Housing Officer or contact one of the below services:

National Debt Helping (1800 007 007)

Free support from a financial counsellor any weekday between 9:30am and 4:30pm.

The Salvation Army Financial Counselling Team (1800 722 363)

Connect with The Salvation Army to set up a free, in-person appointment with a financial counsellor.

National Gambling Helpline (1800 858 858)

24/7 professional and confidential support for people affected by gambling.

Pro-tip: Looking for a new heater this winter? Make sure you look at how much electricity the product you're considering will use in kilowatt hours (kWh). Products using more kWh will cost more in electricity – for example, a 2000kWh heater run for 4 hours a day will cost ~\$2.50 to run each day, whereas an 800kWh heater run for the same amount of time will cost ~\$1 to run.

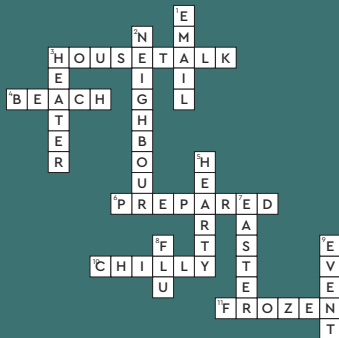
Contribute to the next edition of HouseTalk

We're always looking for tenant contributions for HouseTalk: not only do we encourage you to submit your neighbours for a Tenant of the Season award (see page 4), but you can also send us:

- good news and 'community corner' stories
- recipes
- gardening tips
- community groups you've started or want to start.

In the next edition of *HouseTalk*, spring 2024, we're hoping to highlight the green thumbs in our communities – specifically, if you grow herbs, vegetables or fruit (even if it's just on your window sill), please get in contact with us!

ANSWERS TO CROSSWORD P4



HOUSING SERVICES

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cofc.com.au/housing

Churches of Christ Housing Services Limited ABN 25 604 517 026 is a not-for-profit company limited by guarantee and is a wholly owned subsidiary of Churches of Christ in Queensland ARBN 147481436 (incorporated in Queensland).

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.

