

House



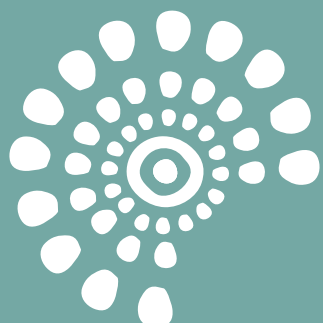
RESIDENT NEWSLETTER

SUMMER 2023



In this edition.

Welcome	3
Tenant of the Season Awards	4
Digital drivers licences	4
Spring Hill Community Day Working Group.....	5
Get ready	6
Your handy summer lift-out.....	7
• Housing Services Holiday office hours	7
• What's on.....	8
• What's your 'third place'?.....	9
• Finding support this Christmas	10
Cost of living spotlight.....	11
Circuit breaker.....	12
CommunityCorner	13
What are Centrelink immunisation requirements	15



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
200 Brisbane Road
Booval Qld 4304
P 07 3436 8900

North Ipswich

26 The Terrace
North Ipswich Qld 4305
P 07 3436 8930

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

Office Hours

9am to 4pm weekdays

After Hours Emergencies

1800 446 604

**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: Helena, Sue and Lesley at last year's
Coogera Apartments Christmas celebration.

Welcome from General Manager Gus Taddeo



Merry Christmas!



Welcome to the summer 2023 edition of *HouseTalk*.

We should always look out for our neighbours, but at this time of year it's particularly important to do so. Distance, ill-health and other circumstances can mean not everyone is able to spend the holiday period with their friends and family. During the giving season, kindness and inclusion are ways we can 'give' to others that are equally, if not more valuable, than the material gifts we give.

Our offices will be operating on reduced staffing between Christmas and New Year as staff take leave to spend time with their loved ones and rest in preparation for 2024. On page 7, we have included a schedule of when this will be happening, as well as a reminder about when to use the after-hours emergency phone number.

Our Community Engagement team, chaplains and resident social clubs will be holding several

Christmas events across our communities in December that we hope to see you at. If you're unable to come, we've included a list of public Christmas meals that you might enjoy instead. We've also included a list of organisations that provide free food hampers at Christmas time.

On page 9, you'll read about 'third places'—relaxing locations that give you a reprieve from your duties at home and the hustle and bustle of workplaces—on page 11 you will find handy info about free health programs.

From the Churches of Christ Housing Services team and myself, I hope you have an enjoyable, relaxing and safe Christmas and New Year.

Regards, Gus



Join our Facebook community

Learn about
current Housing
Services updates
and stories.



Scan the code!
facebook.com/cofcsocialhousing

Tenant of the Season Awards.

Summer 2023. Our quarterly Tenant of the Season Awards recognise those who have gone above and beyond to support their neighbours, communities and make positive change. Award recipients receive a certificate, gift voucher and are announced in each edition of HouseTalk to acknowledge the significant impact they've made. Well done to this season's winners—thank you and keep up the great work!



Karl N. Ipswich

Karl does a fantastic job tending to the gardens around his community. Our maintenance service team members have nominated Karl for all of his handy work.

Susan S. Caloundra

Susan is a keen cook and has brought many lovely dishes to events on more than one occasion, even when she has not been able to stick around and enjoy her own tasty treats.

Richard E. Labrador

Richard has been looking after the gardens where he lives for nearly 10 years. He and his friend Viv purchased many plants themselves and now Richard spends a couple of hours each week ensuring the gardens continue to look great.

Avis K. Bribie Island

Avis is one of many keen gardeners at the Coolamon Apartments and has been acknowledged by her neighbours for all her hard work.

You can nominate your neighbours for next season's awards by emailing HSCcommunications@cofcqld.com.au with the subject 'TOTS Nomination'. Please include their full name and approximately 50 words explaining your reasons for nominating them.



Digital licenses.

As of 1 November 2023, all Queenslanders are able to download the digital licence app that stores your driver's licence, recreational marine licence and photo ID card/proof of age card.

If you have the app, you don't need to carry your physical card with you. You can use the digital licence when picking up postage, entering a licenced premise and at any other times where you're required to prove who you are.

You don't need to opt for a digital licence as all Queenslanders will continue to receive their physical card.



Spring Hill Community Day Working Group.

We're looking for residents who can help us create the best Spring Hill Community Day yet!

The Spring Hill Community Day is a free event for local residents. Like a neighbourhood day, we invite services for you to connect with. In the past, we've invited employment, health and legal services, plus social groups. We also have free food, fun activities and games, musical performances, kids' corners and other giveaways.

If you have attended a Spring Hill Community Day in the past we'd love to hear your feedback! Tell us what worked and what could be improved about the services, entertainment, activities, transport, accessibility and atmosphere! Contact Sue on 0407 082 257 to share your thoughts.

Our next Spring Hill Community Day is scheduled for April 2024 and we'll have planning meetings approximately once a month until then. If you want to join our working group, we'll transport you to and from these meetings to make it easy for you to participate.

Give us your thoughts.

Join our working group!

We'd love to hear your feedback!

If you're interested please contact Sue:

Phone **07 3327 1674**

Email **housing@cofcqld.com.au**

Get ready.

**IT'S NATURAL
DISASTER SEASON.**

Summer is here which means it is time to get prepared.

Summer is expected to be hot and dry which increases the chance of heatwaves and fires—wild storms can also cause wind damage and flash flooding.

There are a few easy things that you can do now to prepare for the rest of summer.



Prepare an emergency kit

In an emergency, you should be able to pick up your emergency kit and go. A good emergency kit includes:

- identity/important documents
- food and bottled water for three days
- a first aid kit
- toiletries
- device chargers
- torch and batteries
- battery-powered radio
- baby supplies
- spare clothes
- valuables and spare cash.



Clean up your yard, patio or balcony

Unsecured items can become dangerous projectiles during a storm—things like chairs, pot plants, kids' toys and fallen branches should be cleaned up regularly. You should also ensure that gutters and drains are debris free so rain has somewhere to go.



Bookmark your local council's disaster dashboard

Your local council's disaster dashboard is the best way to stay informed about flood, fire and weather warnings. You can find region-specific information about current threat levels, road closures, hazards, power outages and evacuation centres so you can make the best decisions before and during an emergency.



Find your council's disaster dashboard on the Get Ready Queensland website (**getready.qld.gov.au**) or by scanning this QR code using your smartphone or tablet.

Your handy summer lift-out.

This lift-out includes Housing Services holiday office hours, a guide to up-coming events happening in our communities, and helpful resources and support over the holidays. Happy holidays!

PULL OUT
THIS 4-PAGE
SECTION
AND POP IT
ON YOUR
FRIDGE!

Housing Services holiday office hours.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
DECEMBER 2023						
24	CLOSED CHRISTMAS DAY PUBLIC HOLIDAY	CLOSED BOXING DAY PUBLIC HOLIDAY	OPEN 9AM-4PM REDUCED STAFF	OPEN 9AM-4PM REDUCED STAFF	OPEN 9AM-4PM REDUCED STAFF	30
JANUARY 2024						
31	CLOSED NEW YEAR'S DAY PUBLIC HOLIDAY	OPEN 9AM-4PM REDUCED STAFF	OPEN 9AM-4PM REDUCED STAFF	OPEN 9AM-4PM REDUCED STAFF	OPEN 9AM-4PM REDUCED STAFF	6
7	OPEN 9AM-4PM RETURN TO NORMAL STAFF LEVELS	OPEN 9AM-4PM	OPEN 9AM-4PM	OPEN 9AM-4PM	OPEN 9AM-4PM	13

The after-hours emergency phone number is the **only number answered after hours**, including on public holidays and weekends, and is for use if your **property is at risk of damage**. In a health and safety emergency such as injury, always call triple zero (000) first.

If the after-hours emergency phone number is not answered immediately, the staff member may be answering another call. **Please ensure you leave your details** (including your full name, address and best contact number) and a **description of your emergency**.

After hours emergency
phone number

1800 446 604



What's on.

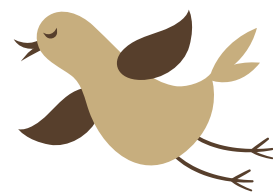
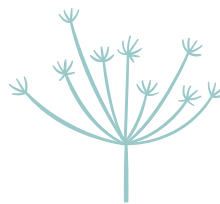
Our events are about bringing neighbours together, helping residents easily access useful resources and creating positive communities. If you don't live at a complex where we host an event, but do live nearby, you can still attend, just give the Community Engagement team a heads up by calling **07 3327 1674!**



December 2023 – February 2024

Details	Event	When	Where
Sunshine Coast	Christmas luncheon	4 December, 12 pm – 2 pm	8 Comma Terrace Caloundra
Brisbane	Christmas luncheon (social club)	6 December, 12 pm – 2 pm	34 Blaker Road Mitchelton
Gold Coast	Christmas luncheon	11 December, 12 pm – 2 pm	40 Proud Street Labrador
Ipswich	Christmas card marking activity and BBQ dinner	11 December, 4 pm – 6 pm	19–25 Flint Street North Ipswich
Bribie Island	Christmas luncheon (social club)	21 December, 12 pm – 2 pm	52–68 Cotterill Avenue Bongaree

Useful numbers



Everyone has their own struggles and we understand the Christmas period can be challenging at times. The services listed below are there to talk with you in tough times.

13YARN

13 92 76

24/7 crisis support for Aboriginal and Torres Strait Islander peoples.

BEYOND BLUE

1300 22 4636

24/7 crisis support for anxiety, depression and suicide prevention.

QLIFE

1800 184 527

Anonymous and free peer support and referrals for LGBTQIA+ people.

NATIONAL GAMBLING HELPLINE 1800 858 858

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

LIFELINE AUSTRALIA

13 11 14

24/7 crisis support for suicide prevention and emotional assistance.

SENIORS ENQUIRY LINE

1300 135 500

A state-wide information and referral services for Queensland seniors.

SCAN THE CODE
OR VISIT FACEBOOK.COM/
COFCSOCIALHOUSING



Join our Facebook community

Join our Facebook community
for updates and stories.

What's your 'third place'?

The importance of social connection has been in the spotlight for the past few years. In the field of sociology, first, second and third places are environments that provide social connection in different ways.

FIRST PLACE

Home and living
environment



SECOND PLACE

Work or volunteer
environment



THIRD PLACE

Somewhere else!



While first and second places do stimulate us socially, they usually also come with a need to be 'productive'. Having a third place is incredibly important because it's somewhere you're free from these obligations. For people who live alone and don't work, a third place might be the only place they have any social interaction at all.

Your third place must be separate from your first and second places—unfortunately, this means community rooms don't count!

Many people's third places are cafés and parks. A third place is characterised by:

- people who choose to be there, not people who are obligated to be there
- the idea everyone in the space is equal—social status is irrelevant
- having attendees who could be considered 'regulars'
- a lack of hostility, tension or pressure
- a sense of warmth/safety/neutrality.

Some of our team's 'third places' include:

- my local nail salon
- the beach
- my local swimming pool
- op shops.

So, do you have a third place? If not, consider if you and a friend can set a New Year's resolution to find one together!

HOLIDAY CHANGES TO CENTRELINK REPORTING AND PAYMENT DATES

As some Centrelink services will close over the Christmas and New Year period, your December and January reporting dates may be temporarily changed. You might also be paid early.

Scan the QR code using your smartphone or tablet's camera for more information.



CONTAINERS FOR CHANGE UPDATE

Containers for Change is a container buy-back scheme in Queensland. Many of our communities' social clubs collect containers and sell them to Containers for Change to raise funds. **As of November, wine and spirit bottles made of glass can now be sold back to Containers for Change for 10c alongside other aluminium, glass, plastic, steel and liquid paperboard drink containers.**



Finding support this Christmas.

PULL OUT
THIS 4-PAGE
SECTION
AND SHARE
IT WITH A
FRIEND!

We understand that for many people, Christmas can be a difficult time, particularly if support networks like friends, family and community groups are not available. If you need someone to talk to, or other support at this time, reach out to someone, or contact your local Housing Services office (contact numbers can be found on page 2) and ask to speak to your local chaplain.

FREE emergency relief, hampers or Christmas gift assistance

Many organisations provide free food hampers for people doing it tough at Christmas time. We understand that purchasing gifts can sometimes mean the pantry is left a bit bare, but that doesn't mean you should go without food.

Organisation name	Location	Service or assistance	Eligibility
Brisbane Streetlevel Mission	97 School Street, Spring Hill 07 3075 4120	Food hampers	Visit Streetlevel in-person to register for a hamper
Global Care Bribie Island	–	Food hampers	Contact Chaplain Peter for more information
St John's Crisis Centre Gold Coast	36 Hamilton Avenue, Surfers Paradise 07 5531 6013	Food hampers with gifts	Apply online: stjohnscc.org.au/christmas-hamper-application
Ipswich Assist	21 South Street, Ipswich 07 3413 1070	Food Hampers	Determine eligibility by phone
ADRA Community Care Centre	31 Station Road, Logan Central 07 3290 3011	Food Hampers	First 150 people who attend Christmas breakfast (see below)
The Salvation Army provides food, toy, gift and voucher support at Christmas. Search for your local Salvation Army: salvationarmy.org.au/christmas/need-help-this-christmas/food-and-gift-support			

FREE Christmas lunches and events

On other occasions, we may not have people nearby to spend time with. Attending a free luncheon can be a good way of ensuring you're connecting with others.

Organisation name	Location	Event type	Eligibility
New Farm Neighbourhood Centre	967 Brunswick Street New Farm 07 3358 5600	Free Christmas lunch	19 December 11 am – 1 pm
Bribie Island RSL Club	–	Free Christmas lunch	Contact Chaplain Peter for more information
Gold Coast Community Christmas Lunch	Labrador State School 0481 910 853	Free Christmas lunch (transport available)	25 December 11 am – 2 pm
ADRA Community Care Centre	31 Station Road Logan Central 07 3290 3011	Free Christmas breakfast, hampers, face-painting, music	25 December 7 am – 9 pm
The Salvation Army runs Christmas events all over Australia. Find your closest one: salvationarmy.org.au/christmas/events			

Cost of living spotlight.



Queensland Savers

There's lots of support out there to help Queensland households reduce expenses, but they can be hard to find unless you know what you're looking for. The **Queensland Savers** website solves this issue by compiling dozens of concessions, rebates and resources in the one place!



Visit queenslandsavers.qld.gov.au or scan the QR code using your smartphone or tablet.

We've chosen two Queensland Saver programs that we thought were interesting...

1. Free dentistry

Taking care of your teeth is very important to having good overall health. Children and seniors can access free dentistry through Queensland's public health services. If you're a concession card holder or have a child between age 4 and school grade 10, you may be eligible for this program.

Call 1300 300 850 to learn where your closest participating dentist is and how to book an appointment.

2. Spectacle Supply Scheme

Concession card holders are also entitled to a free pair of basic prescription glasses once every two years, thanks to the Queensland Government's Spectacle Supply Scheme.

1. Confirm you meet eligibility:
 - be a permanent resident in Queensland and
 - hold a pension, health care or seniors concession card in your own name for at least 6 months.
2. Book an appointment at a participating optometrist (see the table below). When you call them, tell them you'd like to access their services through the Spectacle Supply Scheme.
3. Go for your eye test and provide any documents the optometrist requires, like your concession card and proof of residency.
4. Your optometrist will allow you to pick from a number of 'basic frames', then your glasses will be ordered!

Participating Optometrists	Location	Suburb	Phone
Franz Felfer Optometrist	143 High Street	Brassall	0418 799 009
Optical Warehouse Browns Plains	Grand Plaza Shopping Centre	Browns Plains	07 3809 0992
Better Vision Eyecare	5/50 Bulcock Street	Caloundra	07 5492 8033
Byrnes Optometrist	82 Bundah Street	Caloundra	07 5309 5261
Eyemode Eyewear	219 Brisbane Street	Ipswich	07 3812 1315
Global Eyes Ipswich	44 East Street	Ipswich	07 3281 1773
Lens Pro Loganholme	Hyperdome Shopping Centre	Loganholme	07 3806 1711
Vue Optometrists Palm Beach	3/15 Palm Beach Avenue	Palm Beach	07 5534 1324
Specsavers Redbank	Redbank Plaza Shopping Centre	Redbank	07 3818 7700
Vision Eye Health Southport Park	Southport Park Shopping Centre	Southport	07 5528 2577
Vision Optics	95 Vulture Street	West End	07 3844 1556

**We have only included participating optometrists that are close to where our residents live.*

Circuit breaker.



Fault finding

Electrical faults can trip circuit breakers, causing your home to lose power until you manually flip the switch back on at the switchboard. It's important to know how to isolate what's causing an electrical fault so that you can get your power back on and prevent your circuit breakers from being tripped again.

What is a circuit breaker?

Circuit breakers are safety devices designed to prevent electrical faults that can lead to electrical fires. When a circuit breaker detects an electrical fault, it will turn off power in the house to eliminate circumstances that can cause a fire, keeping you safe.

Where are my circuit breakers located?

Every home has circuit breakers. Most are found in a switchboard in a utility cupboard or hallway (in units and apartments) or on the outside of the property (in free-standing houses and townhouses).

When will a circuit breaker be tripped?

Most faults are caused by household appliances like toasters, kettles, air fryers, irons and hair dryers. A circuit breaker might be tripped when an appliance with a fault is powered on at the power point or using the appliance's power button. Sometimes in-built appliances like ovens can also trip circuit breakers.

How do I fix a power outage caused by a tripped circuit breaker?

If you turn a circuit breaker back on without finding the appliance with the fault, you'll most likely continue tripping your circuit breaker. Continued use of an appliance that trips a circuit breaker is unsafe.

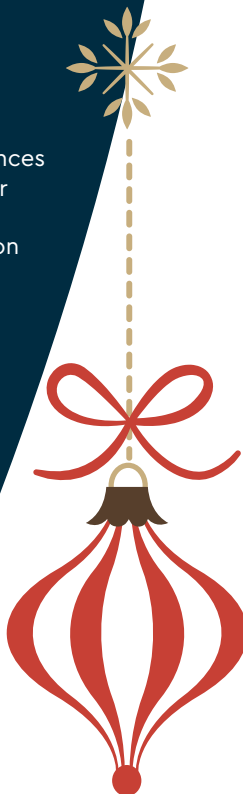


How can I identify the appliance causing the issue?

1. Locate your switchboard. The master switch is usually at one end, a unique colour and will be flipped to the off position following an electrical fault.
2. Flip all the other switches to their off positions. They will most likely be labelled with a room or area of the home (e.g. kitchen).
3. Turn the master switch back on.
4. Turn a single room's switch back on. If it trips the master switch, you've found the room with the appliance that has the fault. If the master switch isn't tripped, turn the room's switch off then turn on the switch for the next room. Repeat this until you find the room with the fault.
5. Once you've found the room with the fault, turn all the switches off.
6. Unplug all appliances in the room with the fault.
7. Turn the switch for that room back on at the switchboard.
8. Plug in and power on each appliance one at a time until one of them trips the switch. Discard this appliance.
9. Turn the master switch off, then turn all the room switches on and then finally turn the master switch back on.

If an in-built appliance like an oven is tripping the circuit breaker, submit a maintenance request to your housing officer.

If your neighbours have also lost power, it's unlikely one of your appliances has caused the outage. You should check with your electricity distributor (e.g. Energex, Ergon or Essential Energy) for power outages affecting your neighbourhood.



CommunityCorner.



Brisbane

Fishing trip to Bribie Island!

In October, residents living in Fortitude Valley, Spring Hill and Hamilton all enjoyed a day trip to the beautiful Bribie Island alongside clients from Mission Australia and Murri Watch. Those who wanted to fish were led by the President of the Blue Fin Fishing Club at Red Beach and the Brennan Park jetty, plus we had a friendly (but no less serious) game of interagency cricket! We loved hearing your feedback about how much you enjoyed the trip. You told us that the trip was a positive thing for your mental health and that it was great to get out of your day-to-day routine and spend time outdoors—that's what it's all about!



Brisbane

NEST Program

In collaboration with OzHarvest we commenced our 6-week NEST Program Cooking classes in late October. These classes are being held at Mission Australia's Kitchen alongside Mission Australia's tenants. These classes are designed to provide nutrition guidance and simple cooking tips with affordable recipes costing around \$3 per serve. The first week the budding chefs learned to cook Soy Honey Chicken with Apple and Fruit Crumble and the second week they made Beef Burrito Bowls with Hummingbird Muffins.



Ipswich

Welcome back Chaplain Travis!

In October, we welcomed back Chaplain Travis at a barbecue at the Tallowood Apartments in Booval. Travis worked with us as a housing chaplain a few years ago, and now he's back to work alongside Chaplain Michelle in the Ipswich region. Some of you will probably remember Travis—if you haven't already, be sure to say hi!



CommunityCorner.

Seniors luncheons

We enjoyed several special seniors luncheons in October (also known as Seniors month) to celebrate all the wisdom, care and inspiration the elders in our lives give us.



Bribie Island



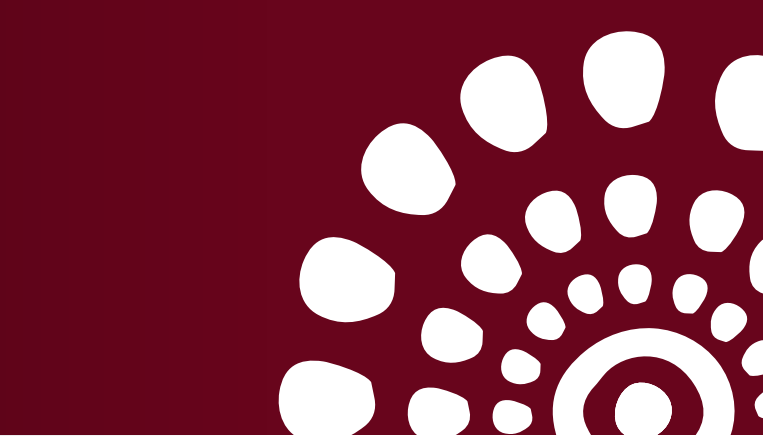
The Coolamon and Caravan Park residents were treated to a Seniors Luncheon with music by Kroozy Tunes which had a lot of our residents and staff up dancing and singing along.



Gold Coast



Former Chaplain Graham blessed us with his presence at our recent seniors luncheon. Having retired almost 12 months ago, the residents were very pleased that he visited the luncheon sharing his stories of working at Churches of Christ and his future retirement plans.



Logan



We had a special guest appearance in Dot, resident Wendy's mum, who also drew the lucky door prize for us. It wouldn't be a celebration without some karaoke hits from the 60s and 70s, including *These Boots Are Made For Walkin'* by Nancy Sinatra and *I Got You Babe* by Sonny and Cher.

Sunshine Coast



A wonderful time was had by all at the Coogera Apartments luncheon. Entertainment Plus treated us to musical performances of both new and old songs alike, giving us the opportunity to get up and dance! We also played some musical trivia, which truly capped off a wonderful and memorable day for us all.



Scan this QR code using your phone or tablet to hear the music performance and check out the festivities.



What are Centrelink immunisation requirements?

If your children aren't immunised, certain Centrelink payments you receive might be affected.

The following Centrelink payments will be paused or reduced until all of your children (younger than age 20) meet immunisation requirements:

- Child Care Subsidy (payment paused)
- Additional Child Care Subsidy (payment paused)
- Family Tax Benefit Part A (payment reduced).

When your Medicare-eligible child is vaccinated by a doctor in Australia, their immunisation record will be updated. Your children's immunisation records will be checked when you apply for or request changes to Centrelink payments.

For more information, visit: servicesaustralia.gov.au/what-are-immunisation-requirements



41 Brookfield Road
Kenmore Qld 4069
07 3327 1674
housingservices@cofcqld.com.au
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.



YouTube