



Better Homes, Better Futures



Tenant Garden Competition 2017

CATEGORIES:

- Best Overall Garden
- Best Creative Garden
- Best Edible Garden

If you would like to enter the Gardening Competition please go to our website www.achc.org.au and download the entry form or you can pick a form up from the office at 5 Anderson Street, Manunda.

NATIONAL CARERS WEEK 2017 15-21 OCTOBER

In 2017, Carers Week will be held from 15-21 October. The week recognises and celebrates the contribution that carers make to our nation each year.

From the Acting CEO's desk

September is the 9th month of the year and marks the beginning of spring. It has three birth flowers known as forget-me-not, the morning glory and the aster. Forget-me-nots represent love and memories, the morning glory represents unrequited love and aster represents love.

September also highlighted lots of events around health, wellbeing and remembrance. Last month signified many important dates such as International Peace Day and World Gratitude Day (21st September) and Good Neighbour Day (24th September) and R U OK Day (14th September). These are dates celebrated and remembered across the world.

In Cairns, we celebrated several important events including R U OK Day, Cairns Multicultural Month, Child Protection Week and Disability Action Week. The inclusive games held at Fogarty Park was an amazing event as the day encouraged

people of all abilities to have a go at inclusive sports. It was a fun filled day for the family.

It is also important to acknowledge the great work the 3MPride have been doing across the Mooroolbool, Manoora and Manunda suburbs. The 3MPride project has been doing some great community work with local businesses and local community members to promote engagement and to highlight the positive social and economic activity in the area. Last month they promoted the 3MPride Drain Stencil Project.

We also can't forget to mention that we had the launch and opening of the Cairns Aquarium last month.

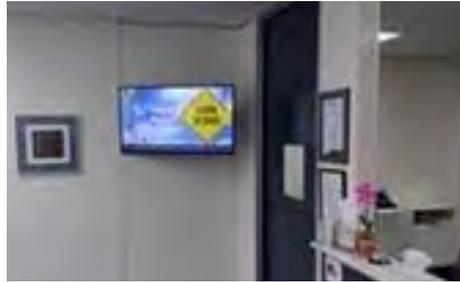
Jess



FAR NORTH QUEENSLAND REGIONAL TENANTS ADVISORY GROUP INC

Your attendance at this forum gives you the tenant, the opportunity to discuss housing matters in relation to what is happening in the area.

Contact Details: FNO-RTAG Inc
TEL: 07-4000-4315:
Dept. of Housing and Public Works:
1800-623-208 (Free Call).



Access Community Housing is fortunate to be a part of the innovative project developed by the Safer Streets Taskforce. The CommunityCast is a digital noticeboard which keeps local communities informed about nearby services, programs, activities and events. Our CommunityCast monitor is displayed in our reception area. Next time you are in the office please stop and have a look at our display board and the resources available in reception area.



Is now available at Access Community Housing if you want to use your debit card.



Rainbow Family Playgroup.
Tuesday 9:30 – 11:30 (Starting 25th October)
86 Anderson Street
(IJC Community Hub Across from Brothers league Club)
Inviting all families from LGBTIQ Community with children 0-5 to join us for stimulating play, singing, and craft activities.
Free morning tea provided.
Bring hat and spare clothes for children.
For more information please call 40415574.



Did You Know

Apples are more effective at waking you up in the morning than Coffee.



Homelessness Week

The Cairns Housing and Homelessness Network (CHHN) come together every year to raise awareness around local issues during Homelessness Week. The week is aimed at bringing together community organisations, leaders and people affected by homelessness. This year the event was on Wednesday 9th August at Billy's Coffee on Sheridan Street from 10am – 1pm. We had live music, performances and some inspirational speeches. It was a fantastic opportunity to connect with people who share a vision to raise awareness, support and strive to reduce homelessness and people at risk of homelessness.



World Mental Health Day
10 October 2017

World Mental Health Day is observed on 10 October every year, with the overall objective of raising awareness of mental health issues around the world and mobilizing efforts in support of mental health.



TROPICAL MARDI GRAS.
Annual LGBT Pride Festival
Community Awards,

Dance Party, Fair Day in OCTOBER.
Website: www.tropicalmardigras.org



Uniting Care community Gambling Help and Financial Wellbeing is visiting shopping centres once a month. Financial Wellbeing will be having a 'bring your bills' booth, encouraging people to bring in bills they are having trouble paying or need help understanding. 20th October - Stall open from 8.30am – 4.30pm, Bring Your Bills booth open from 12noon – 2pm, at STOCKLAND Shopping Centre.



CRDVS Parenting Beyond Violence (PBV) Groups for term 4, 2017 from 23 Oct – 27 Nov - PBV



This is a group for women who've experienced domestic violence, with children who may or may not be in their care. PBV seeks to increase understanding about the dynamics of domestic violence, and how these may impact on children and parenting. PBV explores the myths linked to domestic violence, the systems we may engage with and the importance of safety and support. Phone: 4033 6100, Email: office@dvcairns.org The group meets for 2 hours (10am—12pm) each Monday for 6 weeks. The group is free of charge and there is an expectation that participants will attend all 6 sessions. A Certificate of Attendance is issued to participants. Dates for PBV, Term 4 – 23 & 30th October 2017 & 6, 13 & 20th November 2017.

Switch On Cairns

In the dark about your electricity bills?

Join us to find out how you can save money on your power bills. Bring your bill along to this free event to learn more about how you can save energy and money.



There will be two short information sessions at 3:30pm and 5:30pm, followed by opportunities to have a conversation about your energy bills, learn how to read your bill, how to work out the cost of using appliances and share tips for saving energy.

Cairns, Show Grounds, 9 November - 3pm to 7pm



Keeping in touch when times are tough with Telstra's InContact Service

Why is it important?

To help us get in contact with you in case of an emergency.



What is InContact?

InContact is a Telstra free home service that allows you to receive incoming calls and make calls to limited range of services.

InContact has no monthly access charge and can be used to receive calls (except reverse charge calls) and make calls to emergency numbers (such as triple zero 000). Other outgoing calls can be made using a Telstra Phone Away card.

Who can apply?

If you would like to apply for the InContact service you will need to meet the criteria and also hold a valid, current eligible concession card. This includes a Pensioner Concession Card which is provided by Centrelink or the Australian Government Department of Human Services or a Health Care Card which is also provided from these two departments.

Contact Details:

If you would like help setting up an in-contact line please contact your tenancy officer. Otherwise to find out more information or to apply for the InContact service please call **13 2200** or you can visit any Telstra store and they will be able to assist you.

tenants queensland photo competition

Post a photo of you at home and complete the caption 'Home to me is...' on Tenants Queensland Facebook page

Prize:
\$100 gift card and opportunity for your photo to be displayed at Tenants Queensland head office

Competition runs throughout October



If you are shopping at **Piccones Supa IGA** Pease Street or Edmonton. Please make sure you quote our **Community Number** below when you are at the checkout.

Every point helps us continue to provide more dignity first bags to those whom are homeless.

Dignity First Fund
a little dignity goes a long way
so please help us out.



Access Community Housing

Community number for Access Community Housing is

5017



Access Community Housing

Out of Hours Emergencies

For plumbing and electrical emergencies where there is a health risk, a risk of injury or a risk of serious damage to the property

1300 782 586

This service is for emergencies only
You may be charged if you call out a tradesman for a non-emergency repair

Tenant Survey Feedback Results 2017

171 tenants completed our tenant survey, 31% of all households. We would like to say 'Thank You' to those tenants who responded. Below is a summary of the results of some of the more important questions we asked.

Overall Level of Satisfaction

96% of surveys returned showed that tenants were satisfied overall with us. 81% of these were very satisfied.



The way you have been dealt with by Access Community Housing staff
99% of respondents were satisfied with the way they have been treated by staff. 67% were very satisfied.

Satisfaction with Repairs and Maintenance
99% of respondents said that they were satisfied with the way we have managed repairs at their properties. Of these 66% were very satisfied.



Diary Dates 2017

CHRISTMAS BREAK

School Holidays Mon 11th Dec 2017- Sun 21st Jan 2018



World Mental Health Day 10th October 2017

Sock it to Suicide Week 15th – 21st October 2017

Ride2Work Day 18th October 2017

Pink Ribbon Day 24th October

November Month of November 2017

White Ribbon Day 25th November 2017