



118 Murray Street

From the CEO's desk

Hi all, I am just back from two weeks leave and hope you all R OK. R U OK day was last week and it is a reminder to us all to check on our families, friends, neighbours and colleagues any time we think they might need an ear or a friend. There are some great things in this newsletter – Homeless Awareness Week was special and a chance to reflect on the people in our community doing it tough. The event on Wednesday at the Nexus centre was the biggest crowd we have had in recent years and the entertainment was special. Congratulations to the budding young artists who have, under the supervision of Daniel Wallwork, completed some amazing artwork at Murray Street. It is

great to see the community involvement in these activities. See above.

On a sad note, this week I have farewelled our amazing Manager, Operations – Jess Vidafar. Jess has been with Access Housing for over 2 years and during this time has co-ordinated some memorable events, including International Tenant's Day, the Biggest Morning tea, Christmas events and cross cultural activities. Jess has demonstrated that being kind, respectful and compassionate makes for a great leader and we all wish her well in her new role at Red Cross. We look forward to working with her on other great projects in our community.

Thanks to the 154 tenants who completed the survey. This year we tried using SMS to gain responses which was a more cost effective way to collect your responses. Some of the results are in this edition and we will be working to improve even further next year. We have notified the winners of the \$50 vouchers and hopefully we might have their photos in the next edition, which will be our last for the year. Scary thought!!

Cheers,
Donna-Maree



The Community Hub Food Pantry

The Community Hub Food Pantry has a food pantry retail store for people in need.

Open: Tuesday & Wednesday from 9am to 4pm

Where: Shop 1, 86 Anderson Street, Manunda

Seniors Week

2018

'During Seniors Week we decided to give a little back to some of our older tenants by enjoying and sharing a Devonshire Tea. We shared advice with regards to services that may be able to assist, including some services such as 'My Age Care'



To register & obtain more information on my aged care please visit:
<https://www.myagedcare.gov.au/>

myagedcare can help you to find out about:

- The types of aged care services available
- Your eligibility for services
- Service providers in your area
- Cost you may need to pay
- Advocacy services
- How to make a complaint



Australian Government



myagedcare



Keeping Our Generations Growing Strong



HELPING FAMILIES STAY TOGETHER

Family wellbeing Service

If you would like to contact us or refer a family to your local Family wellbeing Service you can phone or email

Ellis Beach to Deeral

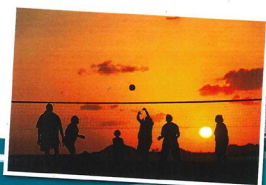
Wuchopperen Health Service Manoora
Ph: 4080 1130 or email: fwbintake@wuchopperen.com

Yarrabah

Gurriny Yealamucka Health Service Yarrabah
Ph: 4226 4100 or email: enquiries@mamuhsl.org.au

Babinda, Innisfail or Tully

Mamu Health Service, Innisfail
Ph: 4061 5100
or enquiries@mamuhsl.org.au



Patient and Carer Concessional Parking Cairns Hospital Car Park



Concessional parking available between Monday to Friday 8.00am – 4.30pm

From 1st October 2017, certain patients and their carers may be eligible for discounted parking at the Cairns Hospital Car Park (Cnr Digger & Grove Streets)

Who is eligible?

- Patients eligible for concessional parking;
- Hold a Pensioner Concession Card or a Health Care Card
- Hold a Gold Veterans Affairs Card
- Are receiving an ongoing course of treatment with at least 1 appointment per week for a min of 4 weeks.
- Are being admitted to hospital for one week or more
- Are required to attend hospital more than 2 times per week
- Renal dialysis or oncology department patients

Three validators (ticket processing machines) have been installed, located

- Surgical/Orthopaedic outpatients, (Ground Floor, B Block)
- Medical outpatients (Ground Floor, B Block)
- Revenue Office (Ground Floor, D Block)

Dates to remember

DATE	INFORMATION
Friday 21st September	School Term 3 End day
Friday 28th September	National Police Remembrance Day
Monday 1st October	Labour Day/Queens Birthday(OLD)
Tuesday 2nd October	International Tenants Day
Friday 5th October	World Smile Day
Week 6-14th October	Mental Health Week
Monday 8th October	School Term 4 First Day Back
Week 14- 20th October	Anti Poverty Week
Friday 26th October	Bandana Day



Homeless Week 2018

Homelessness Week is an annual week coordinated by Homelessness Australia to raise awareness of people experiencing homelessness. We come together as a network to talk about the issues our regions face and the action we need to achieve solutions for our clients. The theme on this year was "Ending homelessness together". The Cairns

Housing and Homelessness Network co-ordinated a great event on Wednesday 15th August with many of our community services highlighting the issue and ways that we can work together to end homelessness. There were cardboard stories from people, a variety of entertainment and a diversity of guests and presenters, including a traditional welcome and

smoking ceremony by the Minjil Yadinji Cultural Group and a keynote address by Donna Cahill, Real Estate Agent. Sponsorship for the event came from Cairns Regional Council and it was great to see Mayor Manning attend and Michael Healy Member for Cairns. Well done to all who attended and contributed in some way to the day.



Far North Queensland Regional Tenants Advisory Group Annual General Meeting

Date: Friday 5th October 2018

Time: .9.30 am (Please Note new start time) followed by the bi-monthly forum.

Place: Building Asset Services (Training room)
Address: 31 - 33 Grove St., Parramatta Park



Has relocated to a new premises
You can now find them at
Suite 2, Level 2
88 Abbot Street Cairns

Anti Poverty Week Events

Tuesday 16th October 11-1
Budget Bites Challenge –

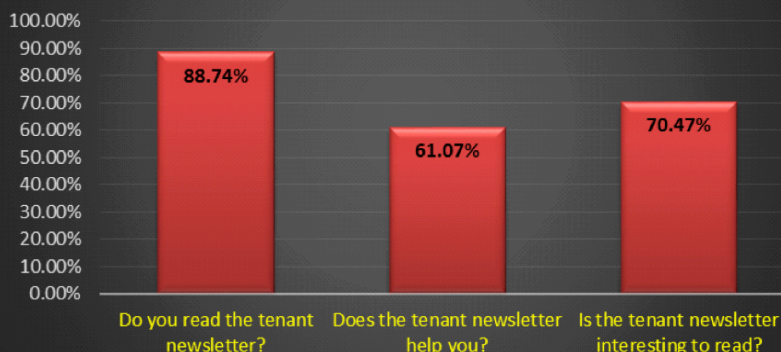
Cairns Post vs Star FM (Dave & Inky)
Check local guide for venue details

Thursday 18th October
5.00pm onwards Lecture at JCU

Friday 19th October
Launch of School Savvy –
Centacare will co-ordinate

ACHC Survey Results 2018

ACHC Newsletter



Overall Satisfaction with ACHC



How long have you been a tenant at ACHC?

19.6% - Less than 1 Year,
48.4% - 1-6 Years,
32.2% - More than 6 Years



90.2%

The condition of your property when you first moved in.



83.3%

The location of your Property.



90.2%

The repairs and maintenance service



87.6%

The prior notice given for contractors to enter your property.



83.6%

The level of staff support.



89.6%

The prior notice given by staff to enter your property.

Community Connections 'helping families in need'

"The month of August saw the hard working colleagues of Shangri-La, the Marina Cairns, go above and beyond their day to day duties and fundraised an amazing \$690 to assist a young family very much in need"

This young family lost all of their possessions in a devastating house fire. With only the clothes on their backs this pregnant young mother of three boys, who is also career for her younger brother were facing a difficult road ahead.

Thankfully, with care and assistance from Access Community Housing and the amazing support from the Shangri-La, staff and company, for the donated household items & funds the family's future is now looking a whole lot brighter.



Shangri-La hotel
THE MARINA, CAIRNS

Access Community Housing

Passionfruit Tips



Early spring is the best time to get wayward passionfruit vines under control and promote fresh new growth that will yield fruit. Prune off around a third of the old growth and any unwanted vines and give plant a good feed.

Get your gum boots and gardening gloves on as its time for sowing, planting, protecting, feeding and weeding! And don't forget to enjoy your spring garden and all the joy it has to offer.



Changes with Centrelink

As at the 1st July 2018 there have been some changes to Centrelink.

These changes affect the following Centrelink payments.

*** Youth Allowance * Disability Payments
* Newstart * Parenting Payment**

You can log into your mygov www.my.gov.au or visit the Centrelink website www.humanservices.gov.au



INTERNATIONAL TENANTS' DAY

Understanding your tenancy rights and responsibilities

**Tuesday 2nd
October 2018
TQ Cairns office
208 McLeod St, Cairns
2pm - 4pm**

Call (07) 4241 0016 for more information about this event

FREE
BBQ,
Tenancy
Information

For free advice call
1300 744 263
www.qstars.org.au