



Access
Community
Housing

Better Homes, Better Futures

Tenant Newsletter

AUTUMN EDITION 2020

5 Anderson St., Manunda. Phone: 40316702

From our Organisation



As this is our first newsletter for the year, I wanted to wish you all a super year in 2020. It was wonderful that we were able to distribute 72 hampers to individuals and families before Christmas. Sadly the New Year has not started well for many throughout Australia and our thoughts go to those in bushfire affected areas of Australia, the loss of human life, animals and property has been horrendous. We pay tribute to the bravery of the firefighters and the generosity of many who have and are still helping to get these communities back on their feet. Now many people and places are dealing with floods and water inundation. A reminder to us all of the diversity of our country and the challenges of this great southern land.

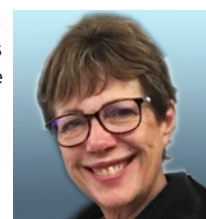
We are delivering some great community programs this year and I hope that you will consider getting involved with some of these. We are pleased to announce that we have been successful in obtaining a Dignity First grant to extend the Better Chefs program which is a healthy cooking and eating program. These classes will be delivered at some of our complexes and the community centres so look out for the flyers and learn some new skills and take home a meal or two. There will also be opportunities to develop your tenancy skills, craft classes and bike repair programs.

The 8th March is International Women's Day and this is an opportunity to recognise and celebrate the women in our industry who demonstrate compassion, strength and commitment every day in their work and the lives of those

they serve. Coinciding with this we are launching our new Red Benches, on the 9 March, as part of an initiative established by the Red Rose Foundation. The Red Rose Foundation is a national not for profit charity that works to end domestic violence across our communities. The recent murders highlights that there is still much to do to end the violence. The presence of a Red Bench in a public location aims to raise public awareness and provide an opportunity for this important issue to remain visible. Hope to see you on the Red Bench soon.

Cheers

Donna-Maree



Access
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CONTACT NUMBERS

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

Other Numbers

Access Community . . . 4031 6702
Housing
5 Anderson St, Manunda QLD 4870
Police Link 131 444
SES 132 500
LifeLine 131 114
DV Connect 1800 811 811

Fire, Police and Ambulance
Emergency
Dial 000

Tenant Information

Have **YOUR** SAY

Your feedback and ideas are important to us.

The annual survey is your opportunity to have your say to improve the services we deliver. The tenant surveys have been sent out via SMS and some tenants will also be receiving it via mail with their rent review. You can access the tenant survey from our website achc.org.au/tenants/current-tenants for the link. If you need assistance to complete the survey please contact our office on **4031 6702**.

Rent Reviews are in the process of being sent out. If you have received your rent review paperwork please return the completed forms by 20 March 2020 to avoid your rent subsidy from being removed. Please call your Housing Officer if you have any questions regarding the review.

NOISE COMPLAINTS

A reminder to tenants that excessive noise from amplified music, disturbances and guests can result in a noise abatement direction from the police. Once a complaint is reported to police it will be investigated. As a tenant you have the right to peace and quiet enjoyment of your home, as do your neighbours. A noise complaint can be made 24 hours a day, 7 days a week through Policelink on 131 444. You can also contact our office and speak to your Housing Officer to report a complaint on **4031 6702**.



Space + Place Activities for Youth in Cairns and Queensland Youth Week 2020

Cairns Regional Council has released the Space+Place Activities for Youth in Cairns programs for Term 1 (3 February to 29 March 2020). Please check the CRC website for more details or visit cairnssafeststreets.com.au/spayc-programs

WHO IS ALLOWED TO LIVE AT MY PLACE?

When you sign your lease agreement, the number of approved occupants will be listed in Item 15 (page 2).

Item 15	Number of persons allowed to reside at the premises	3	See clause 23
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The names of the approved occupants will be listed in Item B of the Addendum (page 9).

Item B	Name(s) of Person(s) authorised to reside on Premises
	Jane Smith, John Smith, Jessica Smith.

Sometimes friends or family members come and visit or stay. Your rental place is your home and you have the right to have visitors and guests. However, visitors and guests are not approved to live in the place. Allowing unapproved guests to live at your place is a



breach of your lease agreement and can be grounds for eviction.

You are responsible for the behaviour of your visitors or guests. You must make sure your

visitors or guests do not:

- Cause any damage to your place
- Cause a nuisance to your neighbours
- Use your place for any unlawful purpose.

IF A CRIME IS HAPPENING RIGHT NOW, CALL TRIPLE ZERO (000)

IF NOT, THINK POLICELINK CALL 131 444

Harmony Day 2020 - 21st March

Harmony Day is a day of cultural respect for everyone who calls Australia home, from the traditional owners of this land to those who have come from many countries around the world.



Our Place is a community project based in the Cairns West suburbs of Manunda, Mooroolool and Manoora. It is about building a stronger community through connections. This year they are two events for

There are many ways we can celebrate Harmony Day - through sport, dance, art, film, music, storytelling, cooking and sharing cultural meals. By participating in Harmony Day activities we can learn and understand how all Australians from diverse backgrounds equally belong to this nation and make it a better place. For more information please visit <https://www.harmony.gov.au/>

Harmony Day, one on 21st March and another on the 27th March. This year there will be a focus on getting to know your neighbours.

For more information please visit the Our Place #wearecairnswest Facebook page for updates on the event or contact Sally Husek at Centacare on **4242 1058**.

HARMONY DAY
EVERYONE BELONGS



Tenant Information

HEALTH & SAFETY AT HOME



Smoke Alarms

It is law that all rental properties have working smoke alarms. It is the tenant's responsibility to change batteries in all smoke alarms in your property. You may be breached if you do not replace the batteries or remove the alarm entirely.



Electrical Faults

All rental properties are fitted with a circuit breaker. If you find that your circuit breaker frequently trips please check all your appliances (e.g. white goods and small appliances). If you are unsure how to check your appliances or if they are tripping the circuit breaker please contact the office or speak to your Housing Officer.

Remember if you are having issues with a smoke alarm or an electrical fault please call our office as soon as possible on **4031 6702** or email admin@achc.org.au



Driveway Safety

Every year we hear about children being injured or worse in their own homes. The majority of these accidents occurred in the driveway of the child's home – others occurred in the driveways of relatives or friends. Most of the drivers were unaware a child was near their vehicle.

Young children are particularly at risk (especially under six years of age) because:

- they can be impossible to see from inside a car, especially if they are immediately behind it
- they can move quickly and are unpredictable
- the rear and side vision from many cars has a large 'blind spot' which can easily obscure a child (in some cars this can be more than 15 metres)
- even if a car has parking sensors or a reversing camera fitted, children may not be noticed until it is too late to stop. During the school holiday period disruptions to the usual family routines (for example, visitors coming to visit your home) can increase children's exposure and the risk of a driveway run-over occurring. The basic message, especially for parents of children under six, is always make sure you know where your children are before you reverse out of a driveway.



Gindaja Treatment and Healing Centre aims to provide the highest quality of treatment and individual care by changing and/or influencing the attitude and behaviour of clients throughout the treatment process.

The centre is located in the peaceful surroundings of Back Beach Road, Yarrabah – approximately 40km from Cairns in North Queensland. Services are offered to clients through residential or day programs, depending on their needs.

Programs are available to individuals who choose to stay at Gindaja (residents) during the course of their treatment and others who attend during the day. A set fee is charged for those who choose to stay in the facilities.

The following services are incorporated into the Gindaja Treatment and Healing program;

- Rest and cultural activities
- Individual and group counselling
- Support and advice on life after rehabilitation
- Home care follow-ups
- Self-help groups
- Educational Programs
- Advocacy
- Community Outreach

For more information please call 4056 9156 or via email reception@gindaja.org

Circle of Security Parenting Program

Do you want support to strengthen your relationship with your child?

At some point in time, all parents experience the uncertainty of not knowing what our children need from us. Circle of Security Parenting Program is a seven week, internationally recognised, relationship based parenting program. The program assists parents to strengthen their relationship with their children and support their needs.

CONTACT: Call 4044 0130

or email client.intake@centacarefnq.org
to arrange an initial assessment appointment

centacare
FNQ



My health for life is a free Queensland Government-funded healthy lifestyle program helping people to stay well and reduce their risk of chronic disease. More than 11,000 Queenslanders have enrolled in My health for life since its launch several years ago. Data shows that while less men join, they are more likely to complete the program and often join for a second time – which is why the My health for life team are keen to get more men on board.

For more details please visit www.myhealthforlife.com.au/

Tenant Information

FairPlay vouchers

What is the FairPlay vouchers program?

FairPlay vouchers is an initiative under the Queensland Government's Activate! Queensland 2019-2029 strategy to support regular participation in physical activity, by reducing the cost for children and young people from low-income families.

Parents, carers or guardians can apply for a voucher valued up to \$150 for eligible children and young people. These vouchers can be used toward the cost of membership, registration and/or participation fees for eligible activities with registered physical activity providers.

Sport and Recreation

Department of Housing and Public Works
qld.gov.au/fairplayvouchers
13 QGOV (13 74 68)
fairplayvouchers@npsr.qld.gov.au

Thank You!

The ACHC TIP awards this quarter went to Jason and Kel. Congratulations to you both.



Customer Assist Program

Our Customer Assist program is designed to help customers pay their electricity bills with long term payment plans, manage their energy use and set budgets.

Our new hardship policy

We have made changes to our hardship policy in September 2019. Along with regulatory required policy changes, we have further refined our training, processes and system to ensure earlier identification of customers facing financial hardship. We believe the policy design and content is easier to understand and clearly sets out both the customer and our commitments to the program.

Contact the customer assist direct on

13 10 46

or via email customerassist@ergon.com



Q.I.T.E. Cairns Community pantry

Open Monday to Thursday 9am- 4pm Friday 9am - 1pm

A food Pantry Retail store for people in need that:

- Builds better communities by helping those in need
- Teaches valuable employment skills in the community
- Reduces food wastage, and
- Provides basic food items, cleaning supplies and toiletries at minimal cost:

Purchases are capped at \$10 and can be made fortnightly. Customers will need to bring ID (health Care Card, Pension Card) and cash.

Located upstairs at
114B Aplin St
(Cairns Commercial Property Building
on the corner of Aplin and Grafton Streets)
Contact Q.I.T.E.
Phone: 4030 8600
Email: cairns@qite.com



Electoral Commission QUEENSLAND

2020 Local Government elections

The Queensland local government election will be held on 28 March 2020 and candidate nominations are expected to open on 22nd February 2020. For a list of key election dates please visit Electoral Commission of Queensland website or alternatively please visit <https://www.cairns.qld.gov.au/council/mayor-and-councillors>



With the recent heavy rainfall please don't forget to let your Housing Officer know if you notice any leaks at your property.

Please call us as soon as you notice a leak on 4031 6702. Please also take some time to clean your yard of any loose debris as this could be a potential hazard with the change in weather and wind conditions. It also might be a good time to prepare and replenish your cyclone emergency kit.

Healthy Housing



Better Chefs
Better Choices In Health, Education and Food with Support

Healthy eating, healthy living

A cooking program to promote good nutrition and hygiene, and share skills and knowledge

*Please call
Access Community Housing
if you would like to
participate in the program on
07 40316702*

Queensland Government Access Community Housing

Better Choices In Health, Education & Food with Support (CHEFS) Program

Access Community Housing will be delivering a healthy cooking program Better Choices In Health, Education & Food with Support (CHEFS) Program for our tenants.

Each program will be for 6 weeks with a focus on (1) Introduction to Health and Food Safety (2) Understanding Nutrition including Menu Planning (3) Developing Skills and Awareness around Healthy Lifestyle Choices.

The Better Choices In Health, Education & Food with Support (CHEFS) Program will be delivered from a number of locations to give all of our tenants an opportunity to participate.

If you are interested in any of these session please contact Gavin Ahkee on 40316702.

Program schedule below :

ADDRESS	PROGRAM DATES FOR 2020
468 Mulgrave Road, Earlville	February 28; March 13 & 27; May 8 & 22; June 5 & 19; July 3 & 17; August 14 & 28; September 11 & 25; October 9 & 23
124-126 McLeod Street, Cairns	March 6 & 20; April 3; May 1, 15 & 29; June 12 & 26; July 10, August 7 & 21; September 4 & 18; October 2 & 16
63-67 Pease Street, Manoora	June 11 & 25; July 9 & 23; August 6 & 20
2-4 Cavallaro Street, Earlville	June 18; July 2, 16 & 30; August 13 & 27
15-17 Hogan Street, Westcourt	April 28; May 12 & 26; June 9 & 23; August 7
Manoora Community Centre 29 Marchant Street, Manoora	April 21; May 5 & 19; June 2; 16 & 30
Mooroolbool Community Hub 2 Long Street, Mooroolbool	March 12 & 26; April 9 & 23; May 7 & 21; September 10 & 24; October 8 & 22; November 5 & 19
Hambledon House 177 Bruce Highway, Edmonton	March 19; April 2, 16 & 30; May 14 & 28; September 17; October 1, 15 & 29; November 12 & 26

Cigarettes Vs Food

For \$56.85 you can buy a packet of cigarettes but did you know that for the same amount you can buy groceries that would feed your family a healthy breakfast, lunch and dinner. You could purchase a wide variety of foods ranging from cereal, bread, bananas and apples to mince, sausages, cheese, carrots, spaghetti and yoghurt.

If you are wanting healthy ideas for cooking join our better CHEFS program phone our office for further details **4031 6702**



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To get help to quit smoking contact the Quit Helpline 137 848 or www.helptoquit.com.au

Events and Activities

ENROL NOW

TENANCY SKILLS COURSE **FREE**

Discover skills and knowledge that will make you a 'Tenant of Choice'

TOPICS COVERED

- COMMUNICATION
- RIGHTS & RESPONSIBILITIES
- MAINTAINING & CLEANING A PROPERTY
- FINANCES & BUDGETING



Enrol online at www.tenancyskills.com.au/skillsets
Skillsets for Successful Tenancies – Dollars and Sense is funded by the Queensland Government.



CHANGE OF DATES FOR PROGRAMS

Manoora Community Centre	Mooroobool Community Hub
Tuesday 14th April & Wednesday 15th April	Monday 27th April & Wednesday 29th April
9:30am - 4:00pm	9:30am - 4:00pm

ENROLMENTS: Contact (07) 4031 6702 and ask for Gavin

Arts and Craft Workshop



Activities will be running on Tuesdays starting 25th February, 24th March, 5th May and 19th May from the Mooroobool Hub from 1pm – 4pm

Furniture & Bicycle Repair and restoration workshop



Activities will be running on Tuesdays starting 3rd March, 17th March, 31st March, 28th April, 12th May, 26th May from the Mooroobool Hub from 1pm – 4pm.

**Mooroobool Hub is situated at
 2 Long St, Mooroobool
 For more information contact 40316702**



INTERNATIONAL WOMEN'S DAY



International Women's Day is celebrated across the world on 8 March each year.

The purpose of the day is to recognise women and their achievements regardless of nationality, ethnicity or cultural, political or economic background. International Women's Day has been occurring for well over a century and grows from strength to strength. In 2020 the mantra is "an equal world is an enabled world", where we celebrate women and in particular women of all ethnicities.

For more information please visit <https://www.cairns.qld.gov.au/whats-on/annual-events/international-womens-day>

Dates to remember

DATE	INFORMATION
19 March	National Close the Gap Day
21 March	Harmony Day
28 March	Local Government elections, voting between 8am – 6pm
3 April	School Term 1 ends
20 April	School Term 2 begins
10 April	Public holiday – Good Friday
11 April	Easter Saturday
12 April	Easter Sunday
13 April	Public holiday – Easter Monday
25th April	Anzac Day
1 – 31 May	May DV Month
4 May	Public holiday – Labour Day
10 May	Mother's Day
26 May	National Sorry day