



Access
Community
Housing

Better Homes, Better Futures

Tenant Newsletter

WINTER EDITION 2020

5 Anderson St., Manunda. Phone: 40316702

From our Organisation



From the CEO

Last newsletter I wrote about the horrendous bush fires and this newsletter it is impossible to not mention the corona virus, as I am sure this has been occupying all of our lives and thoughts over the past months. We certainly have a new range of terms that several months ago would not have been part of our language e.g. flattening the curve, social distancing and Covid19. We hope that you are all staying safe and managing the social distancing restrictions. I acknowledge how difficult these times are and looking after your family and your health are the priorities. Looking at the global picture I think we are all fortunate that we live where we do and hopefully the numbers continue to reduce and life returns to something more familiar.

The majority of the Access staff worked from home for a few

weeks but the office opened fully on the 11 May. We will also re-commence inspections from the 1 June so if you are due for an inspection, you will receive a letter with the date and considerations for staying safe. Thanks for your patience over this period as things transition back to the office based services.

Last month we were pleased to open our first building development comprising 10 units, a great partnership between the Commonwealth and State governments, MiHaven builders and Access Housing. I have included a photo of the new building and we hope this will be the first of several new buildings that support social and affordable housing in our region over the next year.

Cheers

Donna-Maree



Access
Community
Housing

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

Thank you

to the 227 tenants who have already responded and completed our tenant survey. If you need help completing the survey please contact our office on

40316702

Tenant Information

INSPECTIONS

Access Community Housing has started scheduling inspections to start from 1st of June 2020. If you would prefer not to be home during the inspection, please discuss this with your Housing Officer. If you have any other concerns regarding your upcoming inspection, please contact your Housing Officer on **4031 6702**.



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.

NOISE COMPLAINTS

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**.

**IF NOT, THINK
POLICELINK
CALL 131 444**

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



Lifeline Crisis Support Chat 13 11 14

is a confidential telephone crisis support service available 24/7 from a landline, payphone or mobile.

Chat to us, online, every night from 7pm - 12am (AEDT).
<https://www.lifeline.org.au/get-help/online-services/crisis-chat>
Chat is a confidential service providing support to anyone in Australia who is feeling overwhelmed, having difficulty coping or thinking about suicide.

If life is in immediate danger call 000.



**Queensland
Government**

Care Army

The Queensland Government is enlisting people and organisations to help support seniors during the COVID-19 Pandemic. The Care Army is made up of everyday Queenslanders who want to help older people living in the community who may not have a wide circle of friends, family or neighbours who are able to support them. The primary focus of the Care Army is social connection and essential services such as the delivery of groceries and medicines for Queensland's seniors. Please contact Volunteering Queensland (VQ) directly at www.volunteeringqld.org.au

centacare
MAKING A DIFFERENCE FNQ



Ensuring Mental Health & wellbeing services remain accessible to all during the Covid-19 pandemic

Centacare FNQ is now registered to receive referrals from Connect to Wellbeing.

Connect to Wellbeing provides streamlined access to mental health services for people in northern Queensland via a single point of entry to psychological services that connects people with the right service at the right time. Anyone with a healthcare card requiring mental health support, can request to be referred to Connect to Wellbeing through their GP or Primary Healthcare Team and ask for a referral to Centacare FNQ for counselling.

Want to chat?

We're always happy to discuss our services with you. Call us on (07) 4044 0130 or email admin@centacarefnq.org.

Tenant Information

Mental health and COVID-19

Discussions and concerns around the coronavirus outbreak and practising self-isolation can be stressful and impact our mental health and wellbeing. It's natural to feel a range of emotions, such as stress, worry, anxiety, boredom, or low mood. Many people feel distressed by the constant news and overwhelming amount of information about the situation.

Hear from mental health experts

- As a nation, as a community and as individuals we are facing an extraordinary time – with many of us feeling unsettled and uncertain as we work together to stop the spread of COVID-19
- Our mental health is equally as important as our physical health during this time
- While we are keeping physically distant, it is more important than ever that we remain socially and emotionally connected



- Mental health organisations, experts and leaders have come together to launch #InThisTogether – a national conversation that everyone can join in on, sharing practical tips online to support the mental health and wellbeing of Australians during COVID-19
- #InThisTogether calls on all Australians to proactively follow and share the tips while we remain socially and emotionally connected with family, friends, neighbours and your community
- We will all need a little extra support during this time, so let's be kind, stay connected, check in with each other, and encourage people to seek professional support when they need it

For more information please visit <https://headtohealth.gov.au/covid-19-support/covid-19>

Coping with coronavirus (COVID-19)

As the social restrictions of the coronavirus pandemic unfold, the potential for harms associated with alcohol and other drugs may increase. Some people may find themselves drinking or using substances more to cope with anxiety, negativity, stress and our changing environment.

Support for people who use alcohol and other drugs

While physical distancing and staying at home are key steps to slow the spread of coronavirus, some people who use or are experiencing a dependence on alcohol and other drugs, might face additional challenges and harms as a result of these measures. For more information please visit <https://adf.org.au/covid-19/>



HEALTH WORKER
Avoid using unhelpful coping strategies such as tobacco, alcohol or other drugs. These can worsen your mental and physical health



World Health Organization

#coronavirus #COVID-19



Kids Helpline phone counselling Call 1800 55 1800

Free, private, confidential 24/7 phone counselling for young people aged 5-25 years.

Australia's only free, private, confidential 24/7 phone counselling service for children and young people in Australia aged 5 to 25.

We're here to help - any issue any time.

Information for parents

Talking to children about coronavirus (COVID-19)

Your child is probably seeing and hearing a lot about coronavirus (COVID-19) on TV, radio, and social media, as well as from other people. Talking with your child about coronavirus (COVID-19) can help your child understand and cope with what's going on.

The top 5 things to discuss with your kids about Covid 19

What is it?

- 1 Kids can clearly see this situation is making adults worry and because of this it can be very scary to them. A parent should adjust the amount and type of information they give to their child based on the child's age limit.

Reassure them:

- 2 The fear of the unknown can be greater than the known. Let kids know that yes, this is a problem right now but there are many adults working together to make everyone safe.

Follow the Guidelines:

- 3 COVID-19 is spread through contact with someone who is infected. Remind your child to wash their hands properly on a regular basis and not to touch their face or mouth area. If they cough do it in the crook of the arm.

Monitor Media information:

- 4 Our television, radios and social media feeds are being inundated with information about the virus. Hearing other talk repeatedly about this scary topic can be overwhelming for kids. Adult supervision is necessary.

Leave the lines of communication OPEN:

- 5 Due to the situation, parents should check in on their kids often. Let them know you are available if they have any new questions or just want to talk about this topic. And remember they are looking to you to be a role model during this challenging time.

Healthy Housing



Black Dog Institute

Feelings of anxiety are common in the uncertainty of COVID-19. Black Dog Institute's tools and resources can be accessed by anyone, anywhere to help deal with this stress.

They have resources and information designed for:

- general feelings of anxiety and stress
- schools and young people
- workplaces and working from home
- health professionals – guides and resources for patients
- provision of evidence, policy and sector collaboration

Online Clinic

Free online mental health assessment tool for people over the age of 18 providing a check-in on a range of conditions.
<https://www.blackdoginstitute.org.au>

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Instant Pot Chicken Soup



INGREDIENTS

- 1 chicken, including neck (discard giblets), skin removed
- 2 large carrots, halved
- 2 stalks celery, halved, plus celery leaves, for serving
- 1 onion, quartered
- 1 clove garlic, smashed
- 1 bay leaf
- 4 sprigs parsley
- Kosher salt
- 1 ½ cups egg noodles
- Chopped dill, for serving
- 6 servings
- TOTAL TIME: 30 mins

DIRECTIONS

1. Place chicken in pot or electric pressure cooker; add carrots, celery, onion, garlic, bay leaf, parsley, 3/4 teaspoon salt and 6 cups water. Lock lid and cook on High pressure for 15 minutes. Use quick-release method to release pressure, then open lid. Transfer chicken to bowl and carrots and celery to cutting board; let cool.
2. Strain broth in pot through fine-mesh sieve, discarding any remaining solids; transfer back to pot, and bring mixture to a simmer. Add noodles and cook until tender, 5 to 6 minutes.
3. Meanwhile, cut carrots and celery into small chunks and shred chicken into large pieces, discarding skin and bones. Stir into broth and serve soup sprinkled with dill and celery leaves if desired.

Maintaining good mental health

During this time, it's important to do things that help us to cope and maintain good mental health.

What you can do

Here are some ways to stay mentally healthy.

1 Maintain a healthy lifestyle

HEALTHY LIFESTYLE



Key things that we know help include:

- Set up a daily routine. Plan activities that are fun (such as reading, watching movies, hobbies) and that give you a sense of achievement (such as cleaning, completing work tasks, learning a new skill).
- Stay active—create an exercise routine that can be completed at home, to maintain physical fitness and reduce stress.
- Eat well—plan and eat a variety of nutritious meals.
- Stay connected with friends and family via phone, chat, email, or video conferencing.

2 Stay informed

Getting information from trusted sources can help you determine reasonable precautions to take to maintain your health.



3 Stay positive

Remember:

- This is unpleasant, but it will pass.
- What you say to yourself is important. Listen to the things you are saying to yourself and change negative comments to be more helpful and realistic.



4 Access support

If you're feeling overwhelmed, access support.



Events and Activities

COVID-19

Roadmap to easing restrictions

Stage 2: 12 June 2020

Family, friends and community

- Gatherings of up to 20 people:
 - homes
 - public spaces and lagoons (e.g. South Bank Parklands, Cairns, Airlie Beach etc)
 - non-contact indoor and outdoor community sport
 - personal training
 - gyms, health clubs and yoga studios
 - pools (indoor and outdoor) and community sports clubs
 - museums, art galleries and historic sites
 - weddings
 - parks, playground equipment, skate parks and outdoor gyms
 - libraries
 - hiking, camping and other recreational activities in national and state parks
 - places of worship and religious ceremonies
- Funerals (max 50)
- Recreational travel, camping and accommodation, including caravan parks (max 250kms within your region)

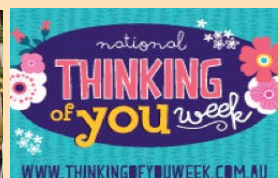
Stage 3: 10 July 2020

Subject to further planning and review, interstate and further intrastate travel will be permitted and a maximum of 100 people will be permitted for:

- gatherings in public spaces and homes
- dining in: restaurants, cafés, pubs, registered and licensed clubs, RSL clubs, food courts and hotels
- indoor cinemas
- places of worship and religious ceremonies
- museums, art galleries and historic sites
- pools and community sports clubs
- community sport
- gyms, health clubs and yoga studios
- outdoor amusement parks, zoos and arcades
- concert venues, theatres, arenas, auditoriums and stadiums
- weddings
- funerals
- saunas and bathhouses
- open homes and auctions
- casinos, gaming and gambling venues
- pubs, registered and licensed clubs, RSL clubs and hotels
- nightclubs
- beauty therapy, tanning, nail salons and spas, tattoo parlours and non-therapeutic massage parlours
- libraries
- hiking, camping and other recreational activities in national and state parks.

<https://www.covid19.qld.gov.au/government-actions/roadmap-to-easing-queenslands-restrictions>

Dates to remember



10-16 June International Men's Health Week
International Men's Health Week aims to increase awareness of the importance of good health in men, boys and their families.
Website: www.menshealthweek.org.au/En/Default.aspx

18-24 June Thinking of You Week
Thinking of You Week is a special week that harnesses the emotional power of greeting cards to create a wave of love, caring and happiness around the world. Sending handwritten cards generates positive feelings and wellbeing. Science has shown that receiving a handwritten card creates a lovely warm positive boost. The fact that you have spent the time to make or chose a card, write it and send it makes people feel far more special and cared for than receiving instant texts, emails or Facebook messages.
Website: www.thinkingofyouweek.com.au/

1-31 July Dry July
Dry July is a not-for-profit organisation determined to improve the lives of adults living with cancer through an online social community giving up booze for the month of July. It's a chance to raise awareness of individual drinking habits, the value of a balanced healthy lifestyle, a personal challenge, encourage positive change and an awareness of a healthy attitude to alcohol consumption. Website: au.dryjuly.com/

7-14 July NAIDOC Week
NAIDOC stands for National Aborigines and Islanders Day Observance Committee. NAIDOC Week is held in the first full week of July. It is a time to celebrate Aboriginal and Torres Strait Islander cultures and an opportunity to recognise the contributions that Indigenous Australians make to our country and our society. Website: www.naidoc.org.au

4-10 August Homelessness Prevention Week
Homeless Persons' Week is an annual awareness raising week held in the first full week of August each year to highlight the over 105,000 Australians who are homeless on any given night. Homelessness Australia provides information sheets and resources to support events all around Australia. Website: www.homelessnessaustralia.org.au

17-25 August QLD Seniors Week
Seniors Week is an opportunity for Queenslanders of all ages to join together and celebrate the valuable contribution of older people. Website: cotaqld.org.au