

Welcome from Graham Brown



Welcome to the winter edition of our *Tenant Connect Newsletter*.

IT'S COLD OUTSIDE! As we head into the winter months, I am conscious that the shorter days and cold leads to a tendency for us all to stay indoors. This can mean that we get less exercise and lose connection with friends and neighbours but I

would encourage you to look for opportunities to get out and about...remember, spring is only a few months away!

Junction Australia is pleased that we have attracted very skilled and experienced candidates for the role of General Manager for our Housing division. I look forward to introducing the successful candidate to you in the near future.

Junction Australia is always looking to provide an improved service to our tenants.

- LISTENING and HEARING - Recently two staff from our Marion Office have learnt Auslan (Australian Sign Language). This was based on listening to what tenants told us, and has really helped us to keep in touch with people who find hearing a challenge.
- RESPECTING - Next month we are celebrating Aboriginal and Torres Strait Islander history, culture and the rich contribution Aboriginal and Torres Strait Islander people make to our country and our society. NAIDOC week is coming up in early July (3 – 10). Go to the NAIDOC website to find an event near you.

Customer Satisfaction Survey – Your chance to win part of the \$600 prize pool.

- I encourage you to complete the enclosed Customer Satisfaction Survey. In addition to assisting us to deliver better services, you also have an exciting chance to win part of the \$600 prize pool.
- Junction Australia values and welcomes feedback from all our tenants.
- PLEASE TELL US – The information that we receive from you in the survey guides our decision making and service delivery.

Please enjoy reading this winter edition of *Tenant Connect Newsletter*.

Graham Brown,
Chief Executive Officer
Junction Australia

For your chance to WIN part of the \$600 Prize Pool, please complete the enclosed survey.

The prizes are:

- 2 x \$100 shopping vouchers
- 2 x \$75 shopping vouchers
- 5 x \$50 shopping vouchers



Tenant Connect Newsletter

Winter 2016

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Preparing for Property Inspections

Our Tenant Services Officers do enjoy coming to see you and we do appreciate and respect your time. To minimise us taking up too much of your time, with regular upkeep of your home and awareness of what is required of you at inspection time, we will be able to keep our visits to a minimum.

The general purpose of an inspection is to:

- Ensure the property is being maintained to an appropriate standard
- Assess any damage and discuss repair options.



If you are struggling with maintaining your home to inspection standard or are feeling concerned about an upcoming inspection, please contact your Tenant Services Officer to discuss further.

Some small hints and tips in preparing for your routine inspection:

- Animals should be safely contained. Dogs must either be on a leash or in the back garden
- Ensure bench tops, tiles and kitchen sinks are clear of items and cleaned
- All floor surfaces to be vacuumed and/or mopped
- Bathrooms to be cleaned, including removal of mould from the shower recess and bath
- Lawns to be mowed and gardens tidied ensuring access through side gates is available
- Marks to be cleaned from walls, doors and ceilings (includes children's drawings, stickers, mould and cobwebs)
- Remove any rubbish from floors and tidy rooms to allow access
- Clean toilets inside and out
- Pick up and dispose of animal droppings and clean kitty litter trays
- Removal of rubbish on your property – local councils can assist with removal of hard rubbish, generally two free collections per financial year.

Gardening Tips for Winter

Now is the time to be planting asparagus, lettuce, brown and white onions, peas, potatoes, radishes and rhubarb.

Herbs to grow are chamomile, chives, coriander, mint, parsley, rosemary, sage and spring onions.

If you have any pictures of your garden or produce you would like to share, please send them through to Nat via email: tenantengagement@junctionaustralia.org.au



FREE Home Energy Audits for Low-income Households

Free home energy audits are available for low-income households that can help reduce your next electricity bill and in some instances see the installation of energy efficient lighting products, low-flow showerheads and ceiling insulation.

Contact any of the companies listed below, even if they are not your current energy provider to see if you qualify and organise a time for them to visit your home and save you some \$\$.

- AGL 13 12 45
- Origin Energy 1800 331 337
- Simply Energy 13 88 08
- Alinta Energy 13 37 02
- Energy Australia 13 34 66
- Lumo Energy 1300 115 866



My Aged Care

My Aged Care is a commonwealth funded initiative and is the Gateway to Aged Care Services both residential and within the community. The gateway is designed to assist people over 65, or over 50 for Aboriginal and Torres Straight Islanders, to live independently in the community.

My Aged Care is focussed on promoting independence within and around the home by offering support services relative to individuals needs as assessed by an Aged Care Assessor. The support can range from help with housework, personal care, meals and preparation, social support and activities and transport to allied health support such as physiotherapy, podiatry or dietician.

You can self-refer by calling 1800 200 422.

For further information visit the My Aged Care website: www.myagedcare.gov.au



Telecross – Australian Red Cross Support

If you are living on your own and concerned that there is no one to check up on you, Telecross can provide you with that peace of mind through a daily call to check on your wellbeing and safety.

Trained and friendly volunteers make calls each morning, 365 days a year. In the event of three unanswered calls in one day, Red Cross begins an emergency activation procedure to make sure you are ok. The details of the activation are prearranged with each person registered with Telecross.

If you would like to register for Telecross please call 1300 885 698.



myagedcare

For information about aged care services, and how to access them:

Visit our website
www.myagedcare.gov.au

Call 1800 200 422

Kid's Corner - Colouring In Competition



Some wonderful members of the Junction Australia family donated two of these large cuddly bears for us to gift to others. One of them has found its new home at Clanree House and the other one is still looking for a home. Clanree House is one of our residential therapeutic homes for children in our care and is currently home to a sibling group.

Colour in this bear, return it to Junction Australia with your survey (postage details on back page, or drop it into one of our offices) and your home could be this cuddly teddy bear's new home!



Name

Age Phone

Staff Profile



Name Bev Dunstan
Tenant Services Officer
Marion Office

Suburb Port Noarlunga.

How long have you been working with Junction Australia?

Three years.

What is your favourite hobby?

Coaching kids netball.

What is your favourite meal? Nachos.

What is your gift?

Being supportive of my family, friends, work peers and clients.
(Editor's note: this is evident in the fact Bev is one of our JA family that has recently completed her Auslan course).
Being passionate about my beliefs.

What is the name of your favourite place you have been to, and why is it your favourite?

Port Noarlunga and or Moana Beaches because when you are there you could be anywhere in the world.

What is your favourite quote?

"It is what it is".

Something unique that people wouldn't know about you?

I'm an open book – people know pretty much all about me. Maybe that my younger daughter was born in QLD.

Auslan Education for Staff to Better Support our Junction Australia Family



Two staff members at our Marion office have recently completed a six week Auslan course enabling them to communicate with members of our Junction Australia family who may be hearing impaired.

As part of that course our staff were required to go out to dinner at a restaurant, order their meal, converse, share a family picture and explain and pay using non-verbal communication (Auslan) for the duration of the evening.

We respect and celebrate diversity in our community and will do our utmost to include all people from all backgrounds.



Phone system at the Marion Office

The team at Marion would like to apologise for any inconvenience caused as a result of our phone system not working properly during April and May. If you had left a message within that time period or tried to phone through to a staff member and your call was inadvertently transferred to the city office or you just couldn't get through, we apologise.

The problem has now been resolved and we appreciate your patience and understanding.

Upcoming Events

Dates and Locations for Upcoming Events

Junction Australia Pamper Days

Come and enjoy some little luxuries on us! There will be a nail artist, masseuse and henna lady to pamper you, plus the opportunity to meet your fellow JA family members. There are two options below.

Pooraka Farm Community Centre

126 Henderson Avenue, Pooraka
Thursday 16 June
11am – 2pm (includes lunch)

Hackham West Community Centre

Majorca Road & Warsaw Crescent,
Hackham West
Friday 24 June
11am – 2pm (includes lunch)

Op Shop Tours – by 'You, Us and a Bus'

Come grab a bargain whilst supporting local communities. Enjoy exclusive discounts at various op shops within the area.

Op Shop Tour

Inner South and Parkside

Meet at Salvation Army Op Shop, Adelaide
422 Morphett Street, Adelaide
Tuesday 14 June
9.30am – 2.00pm
Includes morning tea and time to purchase lunch or feel free to bring your own lunch/snacks

Op Shop Tour

Southern Flavours

Meet at Salvation Army Op Shop, Noarlunga
160 Beach Road, Noarlunga
Tuesday 21 June
9.30am – 1.30pm
Includes morning tea and time to purchase lunch or feel free to bring your own lunch/snacks

Get in quick, there are limited spaces available!

Please RSVP to 8210 7000 or

E. tenantengagement@junctionaustralia.org.au

Receive your Newsletter Electronically

If you would like to receive future editions of the *Tenant Connect Newsletter* by email, simply send your email address to tenantengagement@junctionaustralia.org.au and we will send you your quarterly newsletters by email.

Feedback

If you would like to provide any feedback or requests regarding what you would like to see in your newsletter, please contact Nat via email or phone to share your thoughts.

E. tenantengagement@junctionaustralia.org.au
or call 8275 8704.



Contact Us

In person 253 Gouger Street, Adelaide
Office hours 9am – 4pm

760 Marion Road, Marion
Office hours 9am – 4pm

34 Beach Road, Christies Beach
Office hours 9am – 5pm

By phone 8210 7000

By mail 253 Gouger Street, Adelaide SA 5000

By email housing@junctionaustralia.org.au

Online junctionaustralia.org.au

Junction Australia's registered community housing provider is Junction and Women's Housing Ltd.

Bank Westpac BSB: 035 053 Account No: 298 277

Account Name: Junction and Women's Housing Ltd

*Please quote your Unique Payment Reference Number