

Junction & Women's Housing Growing Fast

Spring has sprung!

The weather is warmer, the sunshine is increasing and gardens are blooming. Spring is a time of renewal and new growth and this year coincides with a lot of new activity for Junction & Women's Housing.

Following an increase in property numbers we are delighted to announce regional offices in:

Pt. Lincoln

Whyalla

Murray Bridge

Berri

Goolwa

Nuriootpa

These offices are staffed by a Tenant Services Officer who is able to offer a local connection for tenants living in these communities. They are co-located with other relevant services and in Goolwa we are particularly delighted to be sharing space with the Junction Australia Fleurieu Homelessness Support Service Team.

In addition to this, we welcome tenants from the former Alexandrina Council Housing Association who are transferring to Junction & Women's Housing from early October.

Another significant development has been the transfer of properties and staff from the Barossa and Districts Housing Association (BDHA) as part of a staged merger. BDHA has a proud history of serving the local community in the Barossa region and we are pleased to be building on such strong foundations as we seek to meet the need for housing in well-connected communities throughout this area. We welcome all the former BDHA tenants and the former BDHA staff who have now joined our team and are operating out of an office in Nuriootpa. We hope that our growing presence in regional areas will provide you with a better service and local connections.



We value your feedback and I strongly encourage you to let us know what we are doing well and what we can improve. Feedback can be provided by calling our office on **8210 7000**, emailing housing@junctionaustralia.org.au or visiting our website jwh.org.au

Thanks and have a great spring!

Scott Langford, General Manager.



Tenant Connect Newsletter

Volume 2, October 2014

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- JWH Cooking Demonstration Competition
- March Against Domestic Violence
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- Zucchini Slice Recipe
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Vibrant North



Pictured (left to right): Scott Langford, General Manager, Junction & Women's Housing, Jon Gee MP, Member for Napier, Graham Brown, CEO, Junction Australia, Marj Ellis, CEO, Leveda, Tony Piccolo MP, Minister for Disabilities, Acting Minister for Social Housing, Member for Light, Leesa Vlahos MP, Member for Taylor.

Our Vibrant North development of 36 new homes in the City of Playford is nearing completion with the first 7 homes already tenanted.

With funding support from the Government of SA and partnering with Rossdale Homes and Area Construction who built the homes, completion of these homes was marked by a celebration on Thursday 21 August with The Hon Tony Piccolo in his capacity as Minister for Disabilities and Acting Minister for Social Housing.

Twelve of these homes are being offered to women who have experienced domestic violence and three are being made available to people living with a disability whilst the remaining 20 homes are being offered to people who are on low incomes and facing barriers to securing other types of housing.

As with all our tenancies, we will be working with a range of partners to assist tenants to sustain their tenancy and connect with others within the community.



Sally and her son find a place to call home

In August this year Sally and her 5 year old son were homeless, moving around from temporary accommodation to temporary accommodation, not being able to get a break.

Unable to afford the rental costs in today's market Sally was struggling to find a permanent home that she and her son so desperately needed, but good news was on the horizon in the form of an (NRAS) - National Rental Affordability Scheme home.

On 4 August Sally and her son received a brand new home and their lives changed virtually overnight. They now have somewhere to settle down, and a place they can call home.

NRAS is a range of housing options for disadvantaged families funded through the government's \$4.5 million Vibrant North investment into social & affordable housing.

JWH Action Group

Parliament House Visit

On the 13 August, the JWAG committee members had the privilege of attending Junction Australia's anniversary celebrations for their outstanding 35 years of service to the South Australian Community (1979-2014). The celebrations took place in the 'Balcony Room' at Parliament House. What a privilege to have been invited to take part in this little piece of history!

During the event we learnt some interesting information about the past as well as the proposed direction for the future of the organisation. The Opening Address was given by Katrine Hildyard, Member for Reynell. This was followed by words from Mike Canny, Chair of Junction Australia and Junction Australia's CEO Graham Brown.

These speeches outlined the pleasing growth the organisation has experienced since its early beginnings; through to its merger with The Women's Housing Association approximately 6 months ago; and the future direction of Junction and Women's Housing.

We were served afternoon tea whilst enjoying beautiful soothing music being played on an intriguingly rare instrument called a 'Chapman Stick'. There were many public figures and guests to mingle with and to our delight, Katrine Hildyard invited us back for a conducted tour of Parliament House at some time in the future.

We would like to thank all those involved for a very enjoyable afternoon.

It was all very exciting! We are indeed very grateful for this extraordinary experience.

Marijke Hanke – JWAG Member



JWH Cooking Demonstration Competition

In our last newsletter we held a competition to win a cooking demonstration held at Elizabeth House - Christies Downs.

The winners learnt how to cook a delicious 3 course meal consisting of chicken and sweetcorn soup, chicken curry and a grape and mascarpone dessert.

Some new skills were gained and some new friends made. The food was delicious and there was even enough to take home for dinner!



Pictured (left to right): Leanna, Tanya, Kathy & Merrilyn

March Against Domestic Violence

Junction & Women's Housing employees supported the domestic violence services in their 1 in 3 Day of Action rally, an initiative of the Coalition of Women's Domestic Violence Services. The rally, held on 22 July 2014, marked a day of action to recognise that one in three Australian women fall victim to domestic abuse. Dressed in red, the protestors marched from Victoria Square to Parliament House in protest of federal government cuts to domestic violence and homelessness services. 72 red balloons were released at Parliament House, representing women who have died in Australia as a result of abuse.



Pictured (left to right): Kayla Boulton, Di Lovell, Jen Duggin, Ted Gasson, Jill Yeates, Janet Koztalos, Joan Gasson, Marijke Hanke & Ida Parida

Updates From the Desk

Tenant Services

As Scott mentioned on the front page, JWH has been very busy going through a significant growth period. Most notably has been the success of our new Transitional Housing Program properties and staged merger of Barossa and Districts Housing Association.

As a result of this, we have been busy setting up new offices in a number of regional areas and would like to welcome our newest staff members and hope our tenants will do the same in making them feel welcome to the organisation during these exciting and busy times.

We would like to welcome:

- Alicia in our Barossa Districts office (located in Nuriootpa)
- Karen in our Port Lincoln office (co-located with West Coast Youth and Community Services)
- Adrianna in our Whyalla office (co-located with Centacare Country)
- Vivienne in our Murray Bridge office (co-located with Madec)
- Tracey in our Berri office (co-located with Life Without Barriers)
- Jerrima in our Goolwa office (co-located with Fleurieu Housing Support Services)

Tenancy Officers Direct Numbers:

Bev	8210 7011
Kim	8210 7013
Leanne	8210 7012
Tanya	8210 7009
Jo	8392 0819
Sharon	8392 0807
Kerry	8392 0805
Lizzy	8392 0806

Regional Offices:

Alicia	8562 4233
Adrianna	0438 974 261
Tracey	8582 1888
Karen	8683 0072
Vivienne	0438 972 796
Jerrima	0438 971 698

How to pay your rent:

Organise a Centrepay Deduction this can be done at your local Centrelink

OR

Pay directly into JWH Bank Account by visiting a Westpac branch or by online banking.

Always make sure to put your name or your Tenant ID when paying through the bank.

Westpac BSB: **035-053**

Account #: **298277**

Name on Account:

Junction & Women's Housing Ltd.

Strategic and Asset Services (SAS)



Keys and Tenants

Tenants are provided with two sets of keys at the commencement of a tenancy. Tenants are reminded that they are directly responsible for house keys.

If you lose your house keys or they are stolen or you are locked out of the house, it is your responsibility to arrange and pay for services to gain access to the property and/or supply keys.

If you wish to borrow our set of keys for the purposes of having copies made, you must pay a deposit of \$35 to ensure that the keys are returned to us.

We may pay for locksmith services if you are locked out after-hours or cannot afford to pay up front, however, this will give rise to a tenant charge which you have to repay.

Tenants are reminded that they are not permitted to change the locks without the express permission of JWH. If permission is granted for the tenant to change the locks, a set of keys must be provided to JWH to replace the current office set.

Updates From the Desk

Emergency Service

Since our last newsletter, the after-hours emergency maintenance service for tenants has been taken over by a company who specialises in this service. Tenants can access the service by calling the **Maintenance Hotline on 8210 7010**.

Your call is diverted to the call centre where an operator will assess your emergency and take appropriate action. We remind you that only emergencies will be dealt with after business hours and on the weekends.

An emergency includes burst hot water systems, blocked toilets, a security issue, an internal gas leak, structural damage etc.

In the event of a property break-in, tenants are reminded that they should report the matter to police and obtain a police report number for their records (and provide to JWH on request).

Maintenance over the Christmas and New Year period:

Tenants are requested to note that from 25 December 2014 to 1 January 2015 inclusive, the Maintenance Team will be attending to **emergency maintenance** only.

Maintenance Hotline: 8210 7010 All Hours

Emergency Accommodation

It is important to note that JWH do not provide Emergency Accommodation. If you know someone who requires Emergency Accommodation or assistance they can contact:

- Homelessness (including families): 1800 003 308
- Youth (aged 15-25): 1300 306 046 or 1800 807 364
- Domestic Violence & Aboriginal Family Violence: 1300 782 200 or 1800 800 098

Helpful Numbers

- DV Crisis: 1300 782 200
- Crisis Care: 131 611
- Beyond Blue: 1300 22 4636
- Quit Smoking: 13 78 48
- DAASA (Drug & Alcohol Services SA): 1300 131 340

Quality & Customer Services (QACS)

The JWH QACS team have been busy supporting the Tenant Services and SAS team with on-boarding 140 properties under Housing SA's Transitional Program, 83 properties from Barossa Districts Housing Association and 32 properties from the Alexandrina Community Housing Association. The team have coordinated appointments with all of the new tenants, their Support workers, Tenant Services Officers and Maintenance team to ensure a seamless transition of these properties to JWH.

On the 25 September, JWH held its first tenant event for the year at the Holdfast Bay Community Centre in Hove. The day focussed on "Health, Safety and Wellbeing" with workshops on Meditation, First Aid and Personal Safety and Defence. The day was very enjoyable with Peter commenting;

"I have thoroughly enjoyed today and have learnt lots..."

The JWH tenant event also marked the 35th Anniversary of our parent body, Junction Australia and participants were presented with a gift and enjoyed cake pops to celebrate.

The QACS team have processed 109 Housing Applications since the 1 June, which is a reflection of the need for long term, safe and stable housing for disadvantaged people.

Zucchini Slice



Ingredients

- 5 eggs
- 150g (1 cup) self-raising flour, sifted
- 375g zucchini, grated
- 1 large onion, finely chopped
- 200g rindless bacon, chopped
- 1 cup grated cheddar cheese
- 60ml (1/4 cup) vegetable oil

Method

1 Preheat oven to 170°C. Grease and line a 30 x 20cm lamington pan.

2 Beat the eggs in a large bowl until combined. Add the flour and beat until smooth, then add zucchini, onion, bacon, cheese and oil and stir to combine. Pour into the prepared pan and bake in oven for 30 minutes or until cooked through.

Hints

- You can use up any veggies from the fridge a great way to get the kids to eat them!
- Great served cold the next day for school box lunches.



Cleaning Tip

To restore toilet bowls back to their shiny best, clean with old, flat Coke or Pepsi. To dissolve lime scale, leave the soft drink overnight to soak.

COMPETITION

Send us your favourite recipe for a chance to win 1 of 5 cookbooks

Make sure you include:

Your name & address

Send To:

Reply Paid 84410

Adelaide SA 5000

“Believe you can and you’re halfway there.”



Saving electricity

Here's how you can save money and do your bit for the environment.

- Switch off your heater, air-conditioner and lights in rooms you're not using
- Turn off your electrical appliances at the powerpoint
- Turn off the TV and computer when no-one is using it
- Turn on the washing machine and the dishwasher only when they are full.

Kid's Corner



Q. Why did the emu cross the road?

A. To prove he wasn't a chicken!

Children must have help from an adult when making this.

Ingredients

- 2 cups flour
- 2 cups warm water
- 1 cup salt
- 2 tablespoons vegetable oil
- 1 tablespoon cream of tartar (optional for improved elasticity)
- Food colouring (liquid or powder)

1 Mix all of the ingredients together, and stir over low heat. The dough will begin to thicken until it resembles mashed potatoes.

2 When the dough pulls away from the sides and clumps in the centre, remove the pan from heat and allow the dough to cool enough to handle.

IMPORTANT NOTE:

If your play dough is still sticky, you simply need to cook it longer!

Find the 10 Differences:

Q: What gets wetter the more it dries?

A: A towel

Knock knock

Who's there?

Tank!

Tank who?

You're welcome!



Customer Feedback & General Enquiries

Junction & Women's Housing welcomes feedback and enquiries. These can be provided in the form of a compliment, complaint or general enquiry.

Please provide feedback to us by:

- Calling our office on 8210 7000 and speaking directly to the appropriate staff member
- Emailing your Feedback/Enquiry to: housing@junctionaustralia.org.au. This will then be forwarded to the appropriate staff member for action
- Completing a Feedback Form available from the Junction & Women's Housing Offices. We will happily send a form directly to you or you can visit our offices located at:
253 Gouger Street, Adelaide
Level 1, Suite 4, 118 Main South Road
Morphett Vale
- Downloading a Feedback Form from our website jwh.org.au and posting it to us at 253 Gouger Street, Adelaide SA 5000.

If you are not satisfied with the response provided to you, please call us and ask to speak to the Manager, Quality & Customer Services.

If your issue is still unresolved after undertaking the above steps, you may wish to contact the Tenancy Information & Advocacy Service (TIAS) on 8305 9459 or the Residential Tenancies Tribunal on 131 882.

We want your
feedback



Would you like to submit an article?

If you would like to submit an article for the next JWH newsletter, please call or email our Tenant Engagement Coordinator on **8210 7000** or email housing@junctionaustralia.org.au.

Tenant input is highly valued and we welcome your involvement.

Junction & Women's
Housing

Contact Details

T: (08) 8210 7000

F: (08) 8231 0366

Maintenance (inc A/H): (08) 8210 7010

Southern Office:

Level 1, 118 Main South Road, Morphett Vale

City Office: 253 Gouger Street, Adelaide

Postal Address:

253 Gouger Street, Adelaide SA 5000

E: housing@junctionaustralia.org.au

E: maintenance@junctionaustralia.org.au
jwh.org.au