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## Winter warmers for the children



**A tenant angel who wishes to remain anonymous is responsible for these wonderful designer children's winter woollies.**

These stunning garments then go to Sandra at Cathedral Fashions (pictured). From there they journey through SA to children in the Aboriginal Communities in the APY lands.

"This meaningful gesture brings warmth and happiness to young children and families." says Alison Brougham, the Aboriginal Projects Coordinator at AnglicareSA.

Many thanks for the time and effort that went into making these fabulous woollies! **If you enjoy knitting and would like to contribute your skills please contact Deidre on 8209 6610.**

# The Buzz

September 2014

## Welcome from our Senior Manager, Housing

Hello everyone and welcome to another edition of our Housing Newsletter.

The Social and Community Housing sector has recently been exploring some exciting opportunities. With Government policy focusing on increasing affordable rental housing stock for low and moderate-income earners, AnglicareSA successfully applied for Tier 1 Registration under the National Regulatory System for Community Housing (NRSCH). This means Anglicare SA Housing Ltd. is classified as a Tier 1 provider and as such will now be able to:

- Apply for government funding
- Access alternate funding
- Provide a foundation for further growth, both from access to existing housing and ongoing development.

Anglicare SA Housing Ltd. has always been committed to providing the best possible service to our community and this is recognition of our work. Tier 1 identifies Anglicare SA Housing Ltd. as being a large-scale provider with long term plans to grow our number of homes in areas of highest need. It also clearly defines our ongoing obligation to improve on our service to our tenants by:

- Being fair, transparent and responsive to tenants
- Maintaining all our properties to appropriate standards
- Contributing to the community as a whole and partnering with other organisations to promote community housing
- Continuously improving our business processes to support the services and our tenants
- Acting with integrity and honesty at all times
- Being as efficient and effective as possible

- Ensuring we have the finances to maintain our services to the community for many decades to come.

This is a huge achievement for AnglicareSA and demonstrates to the Australian Community Housing sector that we are a professional Community Housing Organisation with ambitions to grow our 750 housing portfolio whilst delivering excellent tenancy and property management to our tenants.

Laura and Alfred West Cottages Homes will continue to have an Independent Board and contract Anglicare SA Housing Ltd. to manage its day-to-day operations.

### NEW WEBSITE

We have also recently updated our website and encourage you to take a look when you can [www.anglicaresa.com.au](http://www.anglicaresa.com.au)

### TENANT SURVEYS

Tenant participation and engagement remain extremely important to us. Our recent Tenant Survey results produced excellent responses and thank you to all of those who completed this.

The survey revealed that:

- 85% of respondents believe they have been treated fairly by AnglicareSA staff.
- 95% told us their housing meets their needs.
- 78% are happy with their location.

Hope you enjoy the new look newsletter.

Happy housing ☺

**Ben Moore**

Senior Manager Housing  
AnglicareSA

### HOUSING STAFF:

**Ben Moore** Senior Manager  
**Trish Buhagiar** Manager  
(Tenancy Services)  
**Diane Collins** Senior Worker  
(Housing Supply)

**Darren Huitema** Coordinator  
(Housing Operations)  
**Shona Shepherd** Team Leader  
(Housing Operations)  
**Lark Eynon** Tenancy Officer  
(Anglicare SA Housing Ltd.)

**Shelley Cross** Tenancy Officer  
(Anglicare SA Housing Ltd.)  
**Rhonda O'Callaghan**  
Tenancy Officer  
(Laura and Alfred West  
Cottage Homes Inc.)

**Vanessa Munday**  
Tenancy Officer  
(Anglicare Aged Pensioners  
Independent Homes)  
**Deidre Knight**  
Community Engagement

**Central phone:**  
**8209 6660**

# Victims of Crime Compensation Services

**Victims of Crime Compensation and Counselling Services (Australia) provides a professional and confidential compensation referral service to victims of crime throughout Australia. The services provided to victims of crime may be free of charge and State Government Funded.**

Victims of crime are entitled to financial compensation and support to assist them to recover from the act of violence. The amount of financial compensation and support available to victims of crime may vary from state to state. Please complete the enquiry form below now and we will contact you promptly to discuss your financial, medical, counselling and other entitlements. **This is a FREE SERVICE and there are NO COSTS to victims of crime.**

Crimes against people such as physical assault, sexual assault, sexual abuse, aggravated burglary, armed robbery, child abuse, child sexual abuse, domestic violence, family violence, rape, murder, stalking, breach of Intervention Order, bullying etc committed during the past two years and which have been reported to the police may be compensable. Compensation may be provided for pain and suffering, loss of wages, medical, dental, surgical, ambulance, travelling and other similar expenses.

*“Supporting the rights of Victims of Crime throughout Australia”*

[www.victimsofcrime.com.au](http://www.victimsofcrime.com.au)

## DAD'S PLAYGROUP!

FIRST SATURDAY OF THE MONTH  
FROM 9.30AM TO 11.30AM



This is a great opportunity for dads and their children to meet and connect with other children and adults. Please bring a piece of fruit to share.

Corner Belalie & Montague Roads, Ingle Farm (at Ingle Farm School)

**8349 6099** email: [inglefarm@lccare.org.au](mailto:inglefarm@lccare.org.au)

[www.salisburyc4c.org.au](http://www.salisburyc4c.org.au)

### You may be eligible for concession stamps



Do you have a Federal Government concession card? You may be eligible for a reduced rate on domestic stamps and other offers.

**Apply for a free MyPost concession account today!**

[auspost.com.au/parcels-mail/mypost-concession-account](http://auspost.com.au/parcels-mail/mypost-concession-account)

## ANGLICARESA

**FINANCIAL COUNSELLING SERVICE**

**FREE AND CONFIDENTIAL**  
service to people experiencing financial difficulty

**Information and advocacy on the following:**

Bills, Centrelink, Child Support, Concessions, Court Fines, Credit Providers, Energy Providers, Loans, Mortgages, Phone and Internet Providers, Repossessions, Bankruptcy.

**For appointments or further information please call 8209 5400**

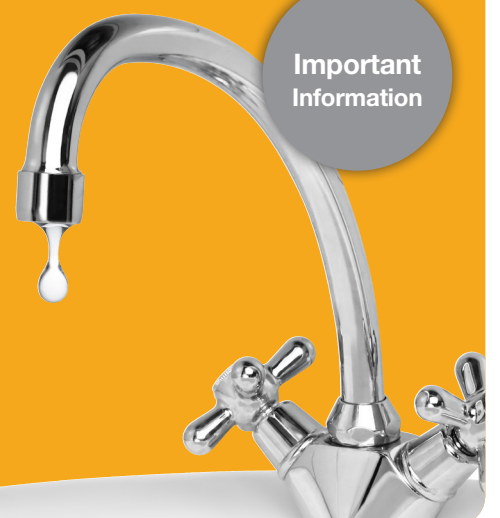
## Maintenance Reporting

Thanks very much for reporting your maintenance issues promptly. If the problem has been fixed by friend or family member you will need to let your tenancy officer know as soon as possible.

Do you know that tradespeople are within their rights to charge for all callouts even if the issue has been rectified? In this situation we would then be required to pass on the cost on to our tenants.

Making that call will eliminate this problem. Failure to notify the issue has been fixed may result in YOU, the tenant, being invoiced for the call out.

**If your tenancy officer is not available call 8209 6660.**



# There's no place like home

YOU COULD WIN A  
BUNNINGS VOUCHER!



**Barb loves her new home and now feels welcome and secure in her new community.**

AnglicareSA's annual Rental Affordability Snapshot (RAS) reveals that private rentals remain out of reach for most people on low-incomes and government-support payments.

Researchers from the Australian Centre for Community Services Research, a joint project between AnglicareSA and Flinders University, analysed available rentals on [www.realestate.com.au](http://www.realestate.com.au) on Friday, April 4 and found that of the 4020 properties available, there were no affordable properties for rent for single people on the Newstart allowance or the youth allowance – not even one.

Properties are considered affordable when they cost less than 30% of income. AnglicareSA CEO, The Reverend Peter Sandeman, says living in a secure and stable home is a fundamental human right.

“AnglicareSA has more than 800 homes across metropolitan Adelaide where people on low-incomes are able to live within affordable rental levels. Their rent is indexed so no more than 30% of their income is spent on rent,” he says.

One resident of these homes is Barb Bateman, 58, who has been living at Canterbury Close affordable homes for the past two years. Mrs Bateman always rented privately and she says it's been a constant struggle.

“If it wasn't for family help I wouldn't have been able to live independently before I came to AnglicareSA,” she says.

We would like to know what makes your place a home! Just write to us in 50 words or less, why there is 'no place like home' for you and be in the running for a Bunnings voucher! Send your response to:

**Deidre Knight, Community Development  
Anglicare SA Housing Ltd.**

**15 Ridgeway Road, Edinburgh North SA 5113**

## COMMONWEALTH HEALTH & COMMUNITY CARE (HACC) PROGRAM

The Commonwealth HACC Program provides services that support older people to stay at home and be more independent in the community.

### The services provided under the Program include:

- nursing care
- allied health services like podiatry, physiotherapy and speech pathology
- domestic assistance, including help with cleaning, washing and shopping
- personal care, eg. help with bathing, dressing, grooming and eating
- social support
- home maintenance
- home modifications
- assistance with food preparation in the home

- delivery of meals
- transport
- assessment, client care coordination and case management
- counselling, information and advocacy services
- centre-based day care
- support for carers including respite services

### Who can access Commonwealth HACC services?

Commonwealth HACC services are available to people:

- aged 65 years and over (or 50 and

over for Aboriginal and Torres Strait Islander people),

- in all states and territories (except Victoria and Western Australia),
- who are at risk of premature or inappropriate admission to long term residential care,
- carers of older Australians eligible for services under the Commonwealth HACC Program.

**To find out more about the services in your area please phone Freecall 1800 200 422.**



One thing I have loved from the time I was small is fruit and veggies picked straight out of the garden.

Growing up we had an abundance of fruit trees in our yard and I spent many summer days with my brothers and the neighbourhood kids gorging ourselves silly. Nothing compares to produce grown and ripened as nature intended.

So we've launched an online tool to share, swap or sell what you grow, while allowing you to find, pick or buy fresh produce that is growing in your neighbours' yards.

To find out more go to ... [www.ripenear.me](http://www.ripenear.me)

By Alistair Martin



## Staff Profile



### Vanessa Munday

**Tenancy Officer, Aged Pensioners**

Vanessa has been with us since January this year but has been involved with AnglicareSA for eight years as a foster carer.

Vanessa likes AnglicareSA's personal approach towards tenants and staff.

Vanessa has worked for the real estate sector for many years in a range of roles. She has been a receptionist, personal assistant, sales person and property manager. She has also owned landscaping and synthetic turf businesses.

When she gets the chance Vanessa likes to relax with a good book.

## Staff Profile



### Rhonda O'Callaghan

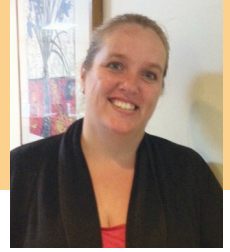
**Tenancy Officer, Laura & Alfred West Cottage Homes**

Rhonda also joined us in January and enjoys the variety of work where every day is different and she is constantly busy.

Rhonda has worked in property management in the private sector in Adelaide, Melbourne and New Zealand.

Rhonda enjoys getting away to the family holiday home in Victor Harbour where she spends most weekends. This is her 'chilling place'.

## Staff Profile



### Shona Shepherd

**Team Leader, Housing Operations**

Shona has been working for AnglicareSA for around four and half years now.

She gains job satisfaction from helping people in the community in which she grew up.

Prior to working with us Shona worked as a waitress, bar supervisor and manager of a mini photo lab.

Shona enjoys spending time with her husband and boys, walking and reading.

## Staff Profile



### Trish Buhagiar

**Manager, Tenancy Services**

Trish's career in Property Management spans 20 years and brings her credentials in Advanced Diploma in Business Management, Cert IV in Workplace Training & Assessment, Diploma in Real Estate (Agency Management) to this role.

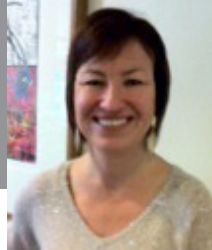
Trish holds a Real Estate Manager's License in both South Australia and the Northern Territory and is currently chair of the Real Estate Institute of South Australia (REISA) Property Management Committee.

Trish lectured at Douglas Mawson Institute of Technology and is a part time lecturer at REISA. She also presented at the National Elders Real Estate Conference in New Zealand in 2011.

Trish joined AnglicareSA because she wants to contribute positively to our tenant community.

Trish loves cooking and travelling and is a one eyed Carlton supporter.

## Staff Profile



### Shelley Cross

**Tenancy Officer, Aged Pensioners**

Shelley has been with AnglicareSA for three years now and during that time she has enjoyed varied roles within the Refugee Housing Team.

Shelley loves a challenge and is looking forward to her new role within Anglicare SA Housing Ltd.

Shelley and her family emigrated from Wales in December 2007 and they have thoroughly embraced the lifestyle here in Adelaide.

On the weekends you will often find Shelley climbing the peaks at Morialta Falls or Mount Lofty, as we are blessed with so many picturesque areas and it's all on our doorstep!

## Staff Profile



### Darren Huitema

**Housing Operation Coordinator, Anglicare SA Housing Ltd.**

In this new position Darren will provide administration leadership and support to management and staff to deliver a professional housing and tenancy management service. Darren will ensure all operational program services are delivered efficiently and effectively within Anglicare SA Housing Ltd.

Darren has now been working for AnglicareSA for 10 years and enjoys working here because of the service AnglicareSA provides to the local community.

Outside of work Darren plays football and cricket and spends time with his young family.

It is with deep sadness that we inform you of the sudden death of Anglicare SA Housing Program's contract plumber Ben Stone. Ben was both colleague and friend to many and always went out of his way to attend to tenants' emergency plumbing needs. His warmth, kindness and cheeky grin will be sadly missed.