

# MISSION AUSTRALIA | Housing news

Summer  
2019



Clean the Plains



MOTOSAFE



One Community Together

## The Annual Tenant Survey results are in!

Earlier this year we sent you our Annual Tenant Survey, and the results are finally in!

We were happy to see all the positive results showing that our tenants are satisfied with the services provided. More importantly, you also showed us areas we need to improve so we can continue providing you with the best services possible.

**Thank you so much if you completed a survey – it really does help us to help you!**

We will be working closely with the community steering committee to deliver and improve on our services following these results. If you're interested to learn more, contact one of our staff members.

## Tips for the summer!

With summer just around the corner, it is important to be prepared for the extreme heat to stay healthy. Here are five tips on how you can have a headache-free summer:

1. **Stay hydrated.** Drink plenty of water – even when you don't feel thirsty!
2. **Wear lightweight, comfortable clothing** to stay cool during those extra hot days.
3. **Minimise sun exposure.** Keep out of the sun as much as possible, but if you cannot resist a good outdoor BBQ, make sure you wear lots of sunscreen to protect yourself.
4. **Prepare your house.** Open your windows, draw blinds and curtains to keep the heat out, and if you have a fan or AC unit check now to make sure it is working.
5. **Check in on others.** Check regularly on your neighbours and friends to see how they are.

Remember, summer is fun but we still need to make sure we are taking precautions to stay safe in the heat. If you want more information, visit the TAS Department of Health website [www.dhhs.tas.gov.au/publichealth/alerts/standing\\_health\\_alerts/extreme\\_heat](http://www.dhhs.tas.gov.au/publichealth/alerts/standing_health_alerts/extreme_heat) or contact one of our team members, we are always happy to help!

### Bushfire safety:

Last year we were impacted by bushfires locally, this year we want to be prepared! Here are four easy steps to get ready:

1. Discuss what to do if a bush fire threatens your home.
2. Prepare your home.
3. Know the bush fire alert levels.
4. Keep all the bush fire numbers, websites and smartphone apps readily available.

For more information on how to prepare for bush fires, visit the TAS Fire Service website [www.fire.tas.gov.au](http://www.fire.tas.gov.au)

### Top 3 issues/activities you're interested in:



Repairs and maintenance



The overall condition of your home



Your neighbourhood as a safe place to live

### Top 3 major concerns from tenants:



Abandoned and burnt vehicles



Drug use or drug dealing



Rubbish and/or littering

### Top 3 areas of service most important:



Repairs and maintenance



Creating a better looking community



Reducing crime and anti-social behaviour

## Contact us



Mission Australia Housing hotline: **1800 269 672**



20 North Parade, Rokeby TAS 7019



[missionaustralia.com.au/housing](http://missionaustralia.com.au/housing)



**For repairs and maintenance  
call 1800 422 322**

# From our Executive



Summer is finally upon us and another year is coming to an end. As we reflect back, we are reminded of all the incredible achievements we have accomplished together.

We play a much larger role in communities than just housing people. In addition to increasing the needed supply of social and affordable homes, we worked with partners dedicated to delivering outstanding community activities in your region.

**At Mission Australia Housing, our priority is your wellbeing and safety.**

This time of year can be extremely hot and prone to dangerous bushfires (**please look ahead for tips on heat and bushfire safety**), we urge you all to be safe, stay cool and healthy during the summer.

**Thank you to all the tenants who have taken the time to work with us over the past year and gave us feedback through this year's Annual Tenant Survey.** Your help and feedback is invaluable to our ability to deliver to you the best services possible. We will be working very closely with Resident and Community Steering Committees to tailor and improve our services to you.

**In response to the increased demand for composting and recycling initiatives, we have been busy working on an exciting new eco-friendly project.** Keep an eye out on this space next year, as we will be introducing the newest members of the Mission Australia Housing family to you.

**From all of us at Mission Australia Housing, we wish you a merry Christmas and a happy new year!**

Best wishes,

Chris Bratchford  
Executive, Mission Australia Housing



## Accessing MyGov

MyGov is a way to access government services online with one username and password. You need a MyGov Account to access online services from Medicare, Australian Taxation Office, Centrelink and Child Support. If you would like us to help you set up your account just pop into the office and ask for Tim or Trish.

When: **First Tuesday of the month, starting in December.**

Time: **Any time between 2pm - 4pm**

Where: **Mission Australia Housing Office**

## Composting matters

**"Our wriggly worms like to eat our banana peels"**, said a student from Clarendon Vale Primary School. The school is a member of the Stephanie Alexander Kitchen Garden Program, where all students are learning to grow, harvest and cook fresh produce!

Since the school garden is co-located with the GROW Garden, the school and community have launched a **Community Composting Scheme to develop healthier soil in the garden and manage food waste** at the same time.

Five students from the school have already volunteered to be part of the Green Team. They collect food scrap containers from each classroom and playground and distribute the food waste into the school's worm farms and to compost bins. The Clarendon Vale Neighbourhood Centre, Clarence Plains Child and Family Centre, and the

Clarence Plains Men's Shed also contribute wood shavings, food waste, scrap paper and cardboard. All the compost is then put back into the GROW Garden providing an important nutrient source for all the veggies.

**The GROW Garden recently won the 2019 AHI Professional Excellence in Housing State Award for Leading Community Engagement Practice and the Primary School won a State-wide Keep Australia Beautiful Sustainable Schools Award!**

So far this year, the School and GROW Garden have held two garden blitz events where many students and community members have worked together on various projects using the compost from the scheme!



One community member said:

**"It is so great to see all of us working together outside and learning how to help grow food for our community".**

Our hope is that the Community Composting Scheme will continue to expand with the collection of food scraps from local households. We will keep you informed on how you can get involved in future newsletters.





# Celebrating our local legends in 2019

For the third time running, One Community Together held the annual Clarence Plains Community Awards. On the evening of Tuesday October 22, 110 people gathered at the Performing Arts Centre at Emmanuel Christian School to celebrate the efforts of everyday people and businesses achieving wonderful things for the Community of Clarence Plains. This year, 15 local legends received nominations against seven categories. An independent selection panel of people from outside the local community then reviewed each nomination. The awards night is a wonderful opportunity to come together and celebrate all of our local leaders and

the room was full of good vibes as everyone gathered together after the ceremony to enjoy the delicious supper sponsored by Abundant Life Church and Crime Stoppers. Well done to the Community Life Working Team for organising such a fantastic evening.

## Clarence Plains Community Award winners 2019

Outstanding Community Project or Program: **Our Place - Nature Play Space**

Community Award for Business or Club:

**Clarence Plains Boxing Club**

Community Volunteer of the Year:  
**Ian Dixon**

Carer of the Year: **Maureen McKay**

Young Leader Award: **Liam Eduljee**

Prime Mover Award: **Isa Kingston**

One Community Together Award:  
**Craig Russel-Green**

**Congratulations to all of our winners and nominees - you are amazing!** Thank you also to all Award sponsors for your contributions and support.

**Were you there on the night?** If not, make sure you come along next year and nominate a local legend too!



## On your trail bike this summer?

### Remember the Tassie 10 - Keep it safe and keep it legal.

On Saturday October 12 and Sunday October 13, Mission Australia Housing, Clarence Council Youth Services,



Motorcycling Tas, Cambridge MOTO Inc. and the Trail Bike Working Group worked together to open the doors at Cambridge for two full days of free riding. Over 200

riders participated, many attending for the first time and many more coming out to enjoy the action. The event was a great opportunity for the MOTOSAFE Team to promote safe riding messages, The Tassie 10, and the Clarence Trail Bikers Facebook page. Horizon Motorcycles were also there with bikes and safety gear to loan, which meant that everyone could get in on the action.

As Greg Casimaty, owner of the Cambridge Moto facility says, "If you don't give kids somewhere to ride, they will often find somewhere else which can often be unsafe or illegal."

**Need to access the track?** You can borrow the Community Trailer. Visit [onecommunitytogether.org.au/cc-trailer](https://onecommunitytogether.org.au/cc-trailer), download the form and make a booking.



@clarencetrailbikers



## What does Christmas cost?



I find Christmas a wonderful time of year to celebrate with loved ones and share gifts, but have you ever wondered where our Christmas traditions come from?

Many of the symbols of our Christmas tradition come from a Greek man named Nicholas (Saint Nic) who was born in the third century (AD). Nicholas was a devout Christian whose wealthy parents died when he was young. Nicholas was known for secretly giving gifts to poor and needy people in his community.

Nicholas' inspiration for giving gifts comes from the gift that God gave the world on the very first Christmas. This gift of the baby Jesus, born humbly in livestock feeding shed, was one that nobody expected and is one that nobody can buy for themselves.

So what could this look like 2,000 years later? Well, I don't think these examples

lead us to giving gifts that we can't afford or are expected. Instead, the example is to give an unexpected gift that can't be bought in a shop. This might be a simple card with some kind words and encouragement or a random act of kindness, like washing up Christmas lunch and giving the cook a break!

**Warmest Christmas greetings everyone, Tim**



# We hear you!

You told us you are concerned about rubbish and litter, and we heard you!

Gather your family, friends and neighbours to be part of changing your community by joining up to **'Clean the Plains'** on Saturday February 29, 2020.

2019's effort was massive as 74 local volunteers set out across our parks and open spaces for a community wide clean. **You can register to attend on the Clean Up Australia Day website from early December** OR just turn up at your local Neighbourhood Centre and register on the day. Keep an eye on this website for more details

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

## While we have your attention, did you know you could report a concern to Council?

Sick and tired of rubbish and litter dumping? Did you know you can report it?

Simply take a photo of the area with the rubbish and make a note of the address, then upload this information. Jump onto the Clarence City Council website [www.ccc.tas.gov.au](http://www.ccc.tas.gov.au) and select the 'Report an Issue' icon



on the front page, select the 'Waste' category and follow the prompts.

**You can report a concern as often as you like.**



## Staff profile – Kathryn

Kathryn, our Community Development Officer, has just celebrated her one year work anniversary with Mission Australia Housing and we thought we'd share some fun random facts about Kathryn;

- 1. Two words people usually use to describe you:** Happy and easy going
- 2. Favourite musician of all time:** Freddy Mercury
- 3. What is one food you wouldn't want to give up?** Hot chips
- 4. What is your favourite summer activity?** Lazing in my hammock in the back yard with a good book or some music playing (or going to a music festival with my mates)
- 5. Your most over-used saying?** That's awesome.
- 6. If you could go anywhere in the world, where would you go and why?** I'd like to go to Alaska, hop in a truck and travel the Dalton Highway during winter (I'm addicted to the TV show Ice Road Truckers)!
- 7. Favourite movie of all time?** Scarface, Al Pacino is 'awesome'.
- 8. Who have you met that you wish you hadn't?** Anyone who's rude, there's just no need to be rude.
- 9. One thing you need to have every day?** Laughter
- 10. Have you ever tried to do something you knew you would be bad at, what was it?** Yes, a hip hop class at Adult Ed, gosh it was fun though.

## Mission Australia Housing Christmas closures

Don't forget there are changes to our office hours over the Christmas period:

**Tenancy and Support Services will NOT be available from Tuesday December 24, 2019 (5pm) to Thursday January 3, 2020 (9am).**

For any property emergencies over this period please call the Mission Australia Housing 24 hour hotline on **1800 269 672.**



## Guide to coloured letters



You will have noticed some of our letters to you are now on different coloured paper.

The following is a quick guide;

**PURPLE:** Represents arrangements for a Property Assessment inspection. Someone will come in and assess the condition of the building.

**GREEN:** Any inspection that has been rescheduled from the original time (often at your request). If you are not there at the time we will let ourselves in and carry out the inspection.

**YELLOW:** This is a notice about a time organised to upgrade some part of your property.

**The colours are also helpful when you call the office.** You can simply tell us what colour the letter is and we will be able to tell you what the letter is for.

You will also continue to receive other letters from us that are on white paper. These letters will be about a range of issues about your tenancy.

**Just call us if you have any questions!**

