



## Happy anniversary baby!

Set to the back drop of a bright blue Tasmanian sky the community of Clarence Plains recently came together with Mission Australia Housing to celebrate 4 years of working together.

Time goes so fast! It was in 2013 that we took over the management of approximately 500 homes in the suburbs of Clarendon Vale and Rokeby. Since then we have been listening to you, the community, and working to help create your vision for the future.

Under the warm Autumn sun, balloons, banners and a gourmet BBQ popped up as the community and staff welcomed Members of Parliament and local politicians, property developers and community partners to join in the festivities. Local school students handed out bottles of water and birthday cake while community partners provided demonstrations at the pop-up milk crate expo.

Over the past 4 years we have discovered a strong and resilient community who are passionate about

showcasing what is great about Clarence Plains and passionate about creating the best future for their families.

Mission Australia Housing Executive, Chris Bratchford praised the support tenants provide, "we appreciate the fantastic support, advice and feedback we regularly receive from tenants – this has really helped us to continue to provide housing services and support that recognise this unique place and provide the best opportunity for individuals and families to thrive and then contribute back to their community. It is a privilege for us to work with such a range of talented and committed people."

"In particular, the Resident Steering Committee has consistently provided wise counsel for us over the past few years and has helped Mission Australia Housing understand the key issues affecting the community."

Bringing the day to an end, prizes of pot plants, vouchers, veggie boxes and even a bike were awarded to lucky community participants. Leaving with smiles on their faces and a true sense of pride, it was clear that the community has achieved much in the past 4 years.

Thanks everyone for your hard work to create the best place to live for all locals and their families!



## Need a hand with your garden

Recently the local Clarence Plains community welcomed two new lawn mowing businesses into Rokeby and Clarendon Vale. These are local community members serving their local community.

Please support both of these local businesses if you can:

- **Charles at Eastern Shore Lawn and Garden Services** for Rokeby on **0487 070 073**
- **Shane at CSB Gardening and Maintenance** for Clarendon Vale on **0459 531 691**

Both these businesses have begun by using the Mission Providence NEIS program which runs a 27 week mentoring and training program. The training program is created around the business that you would like to run and you will receive a Certificate 3 in Small Business on completion.

If you have a small business idea or you would like to know more about the NEIS program, **please ring Stephen, Community Chaplain on 0476 844 326.**



## Contact us

- 📞 Mission Australia Housing hotline: **1800 269 672**
- 🏠 20 North Parade, Rokeby TAS 7019
- 💻 [missionaustralia.com.au/housing](http://missionaustralia.com.au/housing)



# GROWN by the community,



Over the past year and a half the Clarence Plains community have been working on the new G.R.O.W community garden. It was designed by the community, for the community and was officially opened on the 7th of April. Community members of all ages came along, as well as Jacquie Petrusma MP and people from the Department of Social Services who funded the first stage of the garden.

The community garden has an orchard, vegetable gardens, bush tucker, community spaces, artwork, a pizza oven, outdoor classroom spaces and

disability access garden beds. Lots of local people and groups were part of building the garden and all were thanked on the day...

- **Hundreds of community members** helped create the design.
- **The G.R.O.W Steering Group** guided the project and Mission Australia project managed it.
- **Kids and staff from Bay View Secondary College** planted the trees, made garden artwork, built the pergola and other things.

## From our Executive



### Hello everyone,

What a busy past couple of months it has been for Mission Australia Housing since the Autumn Tenant Newsletter. Here in National Office we have really been kept on our toes responding to a number of government opportunities in NSW and Queensland to expand the housing options available to Australians in need.

It has also been a very busy time for our local teams and especially here in Tasmania where I had the great pleasure of attending the 4 Year Anniversary of working with the Clarence Plains community. We also celebrated this occasion with an office move to accommodate increases in our team. It was fantastic to meet so many of you and our community partners on the day.

We also saw your G.R.O.W labour of love come to fruition with the official garden launch in April. You can read more about this event that truly cooked up a local storm of fantastic mouth-watering treats! It is with that I also have the disappointing news that Andrew Doube will be moving on from

the G.R.O.W project. I would like to extend my sincere thanks to all the hard work Andrew has put in to getting the G.R.O.W garden to where it is now.

I would also like to take this opportunity to sadly bid farewell to two of our valued Resident Steering Committee members who have dedicated much of their time and energy working with the community and with us here at Mission Australia Housing. Thank you to Shane Hewitt and Melissa Barwick for their excellent efforts to guide our approaches to service delivery over the past four years. We couldn't have done it without you!

**We look forward to working closely with the Resident Steering Committee and its new members in the future.**

Best wishes,

**Chris Bratchford**  
Executive,  
Mission Australia Housing

### SPECIAL OFFER:

Be one of the first 10 to visit our office and say 'I'm keeping it clean!' to receive your FREE tub of Gumption!

## Keeping it clean with Mission's Mah Bee

**Gumption (priced around \$5.39 at your local supermarket)**

The best and cheapest all-purpose cleaner. Use it for everything!

- **In the kitchen.** Cleans stainless steel sinks, stove tops and ovens, bench tops, tiles, cookware, vinyl floors, fibreglass, hard plastics walls and ceilings.
- **In the bathroom.** Cleans sinks, bath, tiles, floors, shower bays and glass shower screens, walls and ceilings.
- **In the laundry.** Cleans sink, floors, tiles, walls and ceilings.
- **In hallways, bedroom and living areas.** Cleans marks off walls, doors and door frames and ceilings.

This product will last for around 6 months so at \$5.39 it's awesome value. **Grab some now!**

Because you asked for it...here it is! Mah Bee's cleaning wisdom will be a regular newsletter feature. Designed by our very own staff member, Alicia Bird.



# for the community

- **Clarendon Vale Primary School kids** and staff planted out the garden beds and painted the mural.
- **The Men's Shed** built and installed the tables and gates, welded the gabion walls, and helped with lots of bits and pieces.
- **Conservation Volunteers Australia** did much of the initial construction work.
- **The Child and Family Centre and the Neighbourhood Centre** were always there, helping out and providing indoor spaces to work, toilets and electricity.

Mission Australia Housing Project Coordinator, Andrew Doube says the G.R.O.W community garden is a place "where people in the community can gather, celebrate, grow and harvest food." And that is exactly what happened at the G.R.O.W opening!

It is truly the community's garden!

The garden was officially opened by cutting a giant pumpkin and a cake (check out the 90kg pumpkin in the picture on the right). The pumpkin was

donated by Government House and sliced by a community member using a samurai sword!

Students from Grade 5 and 6 did a great performance, Emmanuel Christian School students played beautiful music and there was an Easter Egg Hunt for Clarendon Vale Primary School students.

Pizzas from the wood fire oven were made by Bay View catering students. Many ingredients came straight from the community garden. There were even dessert pizzas - chocolate and strawberry with raspberry base and topped with fig, honey, and walnut and served with labne (Middle Eastern yoghurt dish).

Leaving with full bellies and big smiles on their faces, community members looked on with pride. "Those kids did an excellent job with the pizzas!" said one. "The whole day was great, everybody was pretty impressed, and the kids were pretty wrapped. A couple of the younger ones I was talking too, they can't wait until the fruit trees are ready!"

Creative use for a samurai sword!



Wood fired deliciousness!

## How to appeal against a decision that Mission Australia Housing has made

### A what... ?

An appeal is a request for a decision that Mission Australia Housing has made to be looked at again.

Examples of decisions that can be appealed include decisions on:

- rent calculations
- property offers and withdrawals of offers
- maintenance
- transfer requests
- family members taking over responsibility for your lease
- requests for modifications

If you would like to appeal a decision that was made, you can do it:

- in person - at our offices
- by email

- by letter
- by phone
- by completing our Appeal and Complaint Form and returning it to our office

Please note that complaints can be lodged anonymously but we cannot provide a response to you if you do not provide a name and way to contact you.

Through the appeals process, you can expect:

- to be treated fairly and respectfully
- to have your confidentially maintained
- to not be discriminated against - now or in the future

### The when ...

Once you have lodged an appeal we will aim to acknowledge that we have received your appeal within 7 days.

We aim to investigate all appeals and provide a response within 28 days. It may take longer when further investigation is needed. We will call you if this is the case.

### What's next?

If you are unhappy with the response to your appeal, you can refer the matter to an external agency.

We can give you information about external agencies that might be able to help you.

## What's on in Clarence Plains

Ever wonder what's happening in your community? Feeling the need to get out more instead of wasting time online? Yes?

Well, here's your chance to get online and get out more!

The One Community Together webpage has a calendar of local activities and events just waiting for you to get involved.

To discover over 20 local activities happening across Clarence Plains in the next week just visit [www.onecommunitytogether.org.au](http://www.onecommunitytogether.org.au)

### Get on board!



## No bake Lemon Pie

### The pie crust...

#### Ingredients

- 2 cups plain flour
- ½ teaspoon salt
- 1 teaspoon sugar
- ½ teaspoon baking powder
- ½ cup melted butter (or oil) and 4 tablespoons cold water whisked together.

Mix the dry ingredients together.

Pour the butter and oil mixture over the dry ingredients, and stir with a spatula or fork until the dough is evenly moistened.

Dump the dough into a 25cm pie pan (a cake tin would work too).

Pat the dough across the bottom of the pie pan and up the sides. A flat-bottomed measuring cup or glass helps smooth it out.

Bake at 180 degrees until brown.



### The pie...

#### Ingredients

- 2 cups sweetened condensed milk
- ¾ cup lemon juice

Mix 2 cups of the sweetened condensed milk and lemon juice together.

Pour into the pie crust and refrigerate for a couple of hours.



## Introducing Loraine!

### What is your favourite thing to do?

To sit on a beach and watch the waves. I find it the most relaxing way to enjoy my spare time.

### What is the best holiday you ever had?

After many years of living in Australia, going back to Ireland to see my family.

### On a scale of 1 to 10 how "cool" are you?

I say about a five, although I once worked with a young

girl who said "when I'm as old as you I hope I'm as cool as you!" Wasn't quite sure how to take that?

### What is the one thing you have always wanted to do?

Travel around the world to experience new food and cultures.

### If you were stranded on a tropical island what two things would you want with you?

Definitely would have to be my cat and a good book.

### What is your favourite ice cream flavour?

Vanilla, sometimes the simple things are the best.

### What is your biggest addiction?

Anything with chocolate in it, on it or even around it.

### Where is the worst place you could get stuck?

After living and working in Sydney and Brisbane I've spent far too much time stuck in traffic. To me it is one of the most frustrating things to have to deal with living in a big city.



## Healthy Kids – who should you call?

### If you are in danger call 000

**Call the Doctor** is a bulk-billed after-hours medical service. Call between 6pm and 8am and a doctor will come to you. Call 1300 640 471.

**Pregnancy, Birth and Baby** is a free, national 24-hour helpline offering information, advice and counselling

about pregnancy, birth and your baby's first year. Call 1800 882 436.

**Parent Line** for all your parenting advice and if you have a child between the ages 0 and 5 years. Call 1300 808 178.

**Kids Helpline** is a free phone service for people between the ages of 5 and

25 if you are worried or sad or just need to talk to someone. Call 1800 551 800 or Email / WebChat at [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

**Family Violence Counselling and Support Service** is a service if you need to talk to someone about family problems. Call 1800 608 122.

**REMEMBER: 1800 numbers are free from a landline and 1300 numbers are charged as a local call. Calls from mobile phones will often be charged at a higher rate.**