



Thank you everyone

We are better together!

So when one of us, organisation or individual, receives an award for the work we do it is fantastic to get the pat on the back. Amazing really – but it is also recognition of the passion and hard work so many others are putting in to make Clarence Plains a better place!

Mission Australia Housing was honoured with an award recently from the Australasian Housing Institute. We received the Tasmanian award for **Leading Community Engagement Practice** recognising the community work we have delivered since becoming part of this great community in 2013. This represents our work to engage the community and some incredible tenants in projects such as the Clarence Plains Resident Steering Committee, GROW, One Community Together and the Clarence Plains Spring Clean.

It was great to win because we are so passionate about supporting the community to start to realise their dreams. But the award is as much about recognition of the amazing contribution of all of you to transform your community, as it is about our efforts to help that transformation wherever we can.

So thank you! This could not happen without the commitment of many – caring for each other and working hard for your community.

Contact us



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



20 North Parade, Rokeby TAS 7019



missionaustralia.com.au/housing



And thank you Marie!

Following on from the amazing locals recognised at last year's Clarence Plains Community Awards, we have another award winner!

On Australia Day this year, local community member and fellow tenant, Marie Crick was awarded the Clarence City Council Citizen of the Year!

Marie's achievement recognises her commitment to creating the best future for the families who live in the Clarence Plains community. You may have never heard of Marie... and that is not surprising! Marie does not expect any recognition of her work and certainly does not like being in the spotlight.

But over the past four years Marie has:

- Been an original member of the Clarence Plains Resident Steering Committee – and she is still going!
- Almost single-handedly coordinated a Christmas Street Party – a 'first' in Rokeby – in November 2015.
- Provided input as part of the Organising Committee for the first Clarence Plains Spring Clean – the first Spring Clean had almost 100 volunteers and removed around 12 cubic metres of rubbish. Due to its success it is now into its fourth year in 2018.
- Been instrumental in helping to shape the concept and design of the

recently completed GROW Garden in Clarendon Vale which is both a space for community engagement as well as an outdoor classroom for local students of all ages.

- Inspired the Clarence Plains bike helmet program – Brain Box – where young riders can pay a discounted rate for a helmet or earn one through 5 hours of community volunteering. Commencing in March 2017, the project has already provided 19 helmets to local kids.

Everyone can make a contribution.

Marie is doing her bit to make this community better and to say to everyone outside of the community 'Clarence Plains is full of great people and is a great place to live!' She has ideas but backs them up with action. She does not let her age or frustration with the views of some in her community dampen her efforts to make a difference.

If you would like to get involved like Marie in making this area an even better place to live, please contact Matt on 1800 269 672.

We are better together and there is an opportunity just waiting for you to take on!

Or why not think about nominating someone amazing that you know for a community award? There are many community legends out there that deserve to be recognised for their hard work.



Happy Easter!

Help us help you: Food for thought

We would like to keep improving the quality of houses under our care in Clarence Plains. However, every time properties are damaged we have less money for planned improvements.

For example:

\$50,000

damage
from a
house fire

15-20
heat pumps



\$10,000

damage from
a deliberately
damaged house

up to **6**
full house
re-carpets



\$5,000

worth of
property
damage

4-5
hot water service
replacements



From our Executive



Hello everyone,

Welcome to 2018 and what a busy year ahead we have!

Firstly, I would like to thank all those who participated in the **Annual Tenant Survey** last year. We listened to your feedback and based on this I am pleased to say that we have begun working on a number of major projects. These include a **new complaints process, neighbourhood safety and security programs, and more engagement with you** through tenant forums and local groups. We are also in the process of updating the Mission Australia Housing website so that you can submit repairs and maintenance requests online. Hopefully this will make it easier for you and I look forward to announcing when this goes live.

In November last year I had the great pleasure of travelling around to all our sites across Australia to talk with your local Mission Australia Housing staff. Some really great ideas came from these discussions and I am now very excited to put some of these ideas in to action.

Earlier this year it was fantastic to hear that a Clarence Plains local community member was awarded the **Clarence Plains Australia Day Award** – congratulations Marie and thank you for all your positive contributions to your community. Your work does not go unnoticed! Anyone can make a difference to their community so I encourage you to contact your local Neighbourhood Centre or Mission Australia Housing office if you want to find how you can help create the best community for you and your families.

Wishing you all the best for the year ahead and a happy Easter.

Chris Bratchford
Executive, Mission Australia Housing

Homegrown

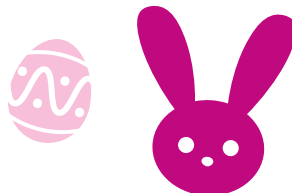
Clarendon Vale resident, Vonnie, is one of the most recent tenants to get a **Homegrown garden** installed at her place. Many of you would know her from her years of work for the community! Vonnie approached us last year with a request for a raised garden bed which will reduce the amount of bending required. She loves growing veggies and has recently begun harvesting the results of her hard work. Anything she doesn't use will be taken to the Clarendon Vale Neighbourhood Centre to benefit others in the community – thanks Vonnie!

Have you got excess fruit, veg or herbs? Don't let them go to waste. Your local Neighbourhood Centre would love to pass them on to families in the community.

Want to grow your own fruit and veg too? Talk to Matt at Mission Australia Housing about Homegrown – you may be eligible!



Stop press!



Sick of looking for your rent deposit book? Mission Australia Housing is moving away from using rent deposit books. Instead, in the next few months, you will receive an easy-to-use PayWay card (similar to a bank or credit card) that you can slip into your wallet and have on you all the time. This card will make paying your rent easier as it can be used at a number of places that accept BPay payments, like Australia Post.

Don't worry! This does not change any arrangements you already have in place with Centrelink (Centrepay) but

please contact your Housing Manager if you have any questions.

All tenants will receive a letter from Mission Australia Housing shortly outlining this change and how to use your card. **Stay tuned!**



Window and balcony safety



Each year, around 50 children fall from windows or balconies in Australia. Many suffer serious injuries. Sometimes these falls are fatal.

For the safety of our tenants Mission Australia Housing is currently rolling out a window lock program across all states. We commenced installing window locks in Tasmania in March 2017 and in NSW (across Greater Western Sydney and the Mid North Coast) in December 2017. We expect to have the window lock program completed by March 2018.

This means that your window locks will allow the window to be fully opened, fully closed and also locked with an opening of 12.5cm. When children are in your property, either living or visiting, it is advised that window locks are used at all times to prevent falls.

Some other window tips to help keep you and your children safe:

- **Don't be fooled by fly screens,** they are designed to keep insects out, not your kids in. They are simply not strong enough.
- **Window safety devices on all above ground floor windows within a child's reach.** When the safety device is engaged, it must stop the window opening more than 12.5cm.
- **Keep furniture away from windows and the edge of balconies to prevent children climbing up and falling off.** Beware of light furniture that children can move around.

For more information please contact Lee Frankcombe, Asset Officer on 03 6214 2100.

Brain Box? it's a 'no brainer'!

Brain Box is a bike helmet program inspired by Clarence Plains resident, Marie Crick, and created in partnership with Mission Australia Housing and the Clarence Council Youth Services.

Brain Box is about helping young riders to get a quality bike helmet when they may not have the money to pay for one.

The University of New South Wales recently found out that using a bike helmet reduces the risk of:

- Head injuries by 51%
- Serious head injury by 69%
- Death by 65%

The Brain Box program is run through the Clarence Council Youth Centre in Rokeby. Your kids and teenagers can get a high quality helmet from the Youth Centre for \$25 or by completing 5 hours of community volunteering.

Look at the statistics above – we have to get kids into bike helmets – and the Clarence Plains community is taking up this challenge!

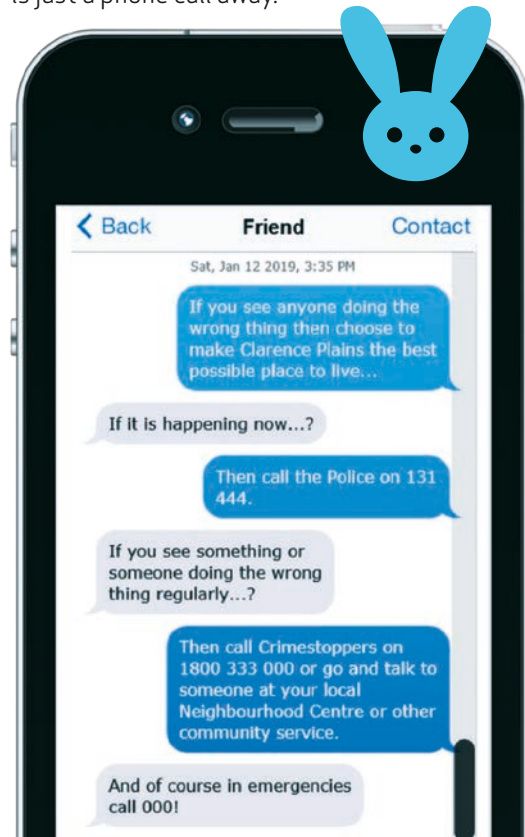
Do you know a kid who needs a Brain Box? Get them to head on down to the Youth Centre to have a chat with a friendly youth worker... their brains are too important to risk!

For more information, call the Clarence Council Youth Centre on 03 6247 1230.



Community safety is up to you

Stopping crime in your community is just a phone call away.



3 painless ways to cut your spending

1 Shop with a list

Ever gone to the store for a few items and come out with a whole basket-load? Who hasn't? To keep impulse shopping from taking hold of your budget, make a habit of shopping with a list. Jot down everything you need, and then only shop for those items.

to fill your need. This simple exercise will help you to spend less and to clear out some of the clutter in your home.

3 Shop to save

Challenge yourself to save more every time you shop.

(Adapted from an article by Erin Huffstetler at www.thebalance.com)

2 Use it up

Whether it's food in the cupboard, craft supplies or beauty care products, you probably have lots of unused or partly used stuff around your house. Before you run to the supermarket to buy your next 'must-have', look around and see if you can find something at home



Autumn planting March

Plant seedlings of asparagus, broccoli, brussell sprouts, winter cabbage, cauliflower, parsnips, pumpkin, radish, leek, turnips and silverbeet.

April and May

Plant seedlings of garlic, winter lettuce, silverbeet, cauliflower, early potatoes, spring onion. Sow seeds of root crops such as carrots, turnips and parsnips.

This is also a good time to plant herbs that make meals taste so much better. Examples are parsley, mint, sage, basil, oregano, thyme, rosemary and chives. Most grow well in pots but they can also improve the look of the borders of any veggie plot.

If you want to add flowers... this is the season to plant poppies, marigold, daisies and pansies. Local suppliers like Harmony Garden Centre can advise on best plants and shrubs for spring to create amazing colour in your garden.



Meet Matt

1. If a movie was made of your life, who would play you?

George Clooney apparently.

2. Are you a morning or a night person?

I am a 'day doesn't start until after coffee' person.

3. What is your favorite thing to do?

Go on an adventure with my family.

4. What is the strangest thing you've ever eaten?

Spider... or rat... take your pick!

5. What is your favorite colour?

Brown and gold.

6. What is the wisest thing anyone ever told you?

Treat others in the way that you want to be treated.

7. If you were running for politics what would your campaign slogan be?

I am listening, I am learning.

8. If you were a super hero what would your super power be?

Sleep.