



Home Stories

October 2015



Hello and welcome to the October edition of Home Stories for Housing Choices Tasmania, we hope you enjoyed our first state wide edition last quarter.



In this edition we include:

- Results from the recent Resident Satisfaction Survey
- Housing Choices Performance Statistics for 2014/15

• Details of the new 'Good Cents Hubs' to be launched

We also have also included details of various community projects across Tasmania

As always, should you have any queries or concerns regarding your home

or would like to report maintenance, please contact your local Housing Choices office on 1300 312 447.

Until next time

The Housing Choices Team



Ulverstone Neighbourhood House



Ulverstone Neighbourhood House would like to welcome Kelly to our team as our Community Development Worker. Kelly's main role will be working with youth and running programs/activities with them, an area in which she has loads of experience. Kelly will also spend time developing a literacy program, something that is being developed in partnership with Devonport Community House. Feel free to pop in and say hi. If you would like to find out more about the programs run at the house please ring 64254186.

Urgent Maintenance Repairs

Urgent after hours maintenance repairs are those that affect you and your families safety or security. This can include failure of essential services or appliances such as hot water, heating, cooking, breakdown of gas, electricity or water supply. If there are any maintenance repairs that affect you or your families safety or security please always phone our Maintenance Team on 1300 312 447 but if the problem happens after 5pm and can't wait until the next working day please ring our After Hours Emergency Maintenance Service number on 1300 512 583.



East Devonport Child & Family Centre

The child and family centre in East Devonport is open for childrens play, come down to 40 Drew St anytime Monday to Thursday 8.30 – 3.30pm or Friday 8.30 – 1pm to have a play and catch up with friends. There are heaps of playgroups and activities for you and your children. If you don't like crowds, there are times when the centre is a little quieter – and quiet spaces to play. If you want to see everything that's going on give us a call and we'll post you a calendar, phone 64784337.

There's a Child Health clinic several days a week and midwife on Tuesday. The doctor's clinic is open every second Thursday, toddler's

haircuts, free legal advice and Water Awareness. On Monday afternoons there is a craft session and starting in October, Avidity Training will be offering Certificate 2 in Community Services.

If you want to come to the centre but don't have transport, please give us a call so we can arrange someone to call for you. The centre is a great place for families with young children.

Christmas in the East will be held on the 5th December 2015 at Pioneer Park, East Devonport from 4-7pm supported by the Devonport City Council and a free Christmas event for everyone.

Burnie Child & Family Centre

Community Campaign – Community Voices

The *Find a Way to be Kind* campaign has been initiated by a group of parents involved in the Burnie Child and Family Centre. Our centre is a place of support for families with children 0-5 years. Research tells us that the first years of a child's life are very important in setting them up for success in later life. In these early years it is important that children form strong, loving attachments with their parents or primary caregivers; receive breastfeeding (where possible) and good nutrition; receive lots of opportunities to play, and engage in high quality early years programs such as *Launch into Learning* playgroups and other social

and play opportunities. If you would like to know more about The Find a Way to be Kind campaign please contact Kylie Mulcahy, Community Inclusion Worker Burnie Child and Family Centre on 64304222.

Hobart

Farm Gate Market operates every Sunday on Bathurst St, from Murray – Elizabeth St: 8.30am – 1.00pm The Hobart Showground Sunday Market runs from 8.00am to 2.00pm.

The Burrow at the Royal Tasmanian Botanical Gardens is a special place with books and records for people to enjoy open all day come along and enjoy yourself at the gardens and visit the Burrow.

Out and About in Your Neighbourhood

Devonport Community House

November social activities for over 65's Wednesdays and Fridays 9am – 3pm

Friday 11 December 10am The Playhouse Christmas party – bookings essential

Wednesday 16 December 3pm Xmas in the Park Morris Avenue, for enquiries contact the Devonport Community House on 64247060.

East Devonport Community House

The East Devonport Community House Food Market is open Tuesday, Wednesday and Thursday, 12.30-2.30pm for access to affordable fresh fruit and vegies. Also, don't miss out on our cooking classes, freezer fillers, nutrition information and budget cooking tips. Join us for a game of cards, scrabble, Bingo or Mahjong; craft, quilting or painting; cooking at Five for Five; enjoy a Monday morning Scone & Cuppa; or improve your health, fitness and balance with Tai Chi. There are so many options and new participants are always welcome. Community4Community have regular events for children and families including community meals, BBQ's, movie nights, neighbourhood games, fun and frivolity. A fun event will be held in November; Like us on Facebook to keep informed or better yet, come to a meeting at the Community House.

For more info about these or any other East Devonport Community House activities, visit or contact the House: 106 David Street, East Devonport, 6427 9985, lisa_esch@westnet.com.au.

Devonport
5 Steele Street
Devonport TAS 7310

Hobart
Level 3, 18 Elizabeth Street
Hobart TAS 7000

Contact
www.housingchoices.org.au
Phone: 1300 312 447
Fax: 1300 312 737
Email: info@hcau.org.au

Shorewell Park
11A Wiseman Street
Shorewell Park TAS 7320

www.facebook.com/HousingChoicesTasmania

@HC_AU



Family Home Stays With the Family

Debbie and Gerald have been renting a housing property for the last 27 years. That has now changed and they have now been able to buy their own home! And it's not just any home - they have been able to buy Debbie's parents' home.

Debbie said, "It was mum and dad's home for 46 years and now it will be our home". Gerald has already

started renovating the home with a new fence and they have been looking at paint colours for their children's bedrooms. The kids have their own area set up for toys and games in their new home and according to Gerald: "The kids are happy - it's nice and flat and they can ride their bikes in the yard".

Debbie and Gerald looked after their old home so well that Housing Choices

Tasmania was able to refund their bond, which they have put towards the renovations to their new home.

Debbie said, "Karen was pretty good as our housing officer, Housing Choices was always there to fix the maintenance".

Thank you to Debbie and Gerald for sharing your story with us - we are so happy for you and your family.

Good Cents Hub's

Housing Choices Tasmania would like to announce that in collaboration with the Neighbourhood/Community Houses and Mission Australia four 'Good Cents Hubs' will be set up to provide financial education resources in East Devonport, Devonport, Ulverstone and Burnie Neighbourhood/Community Houses.

A 'Good Cents' Educator will be employed to work across the four Community/Neighbourhood Houses for 12 months, and will provide one on one and group financial education sessions with people in the

community who would like to learn more about managing their money.

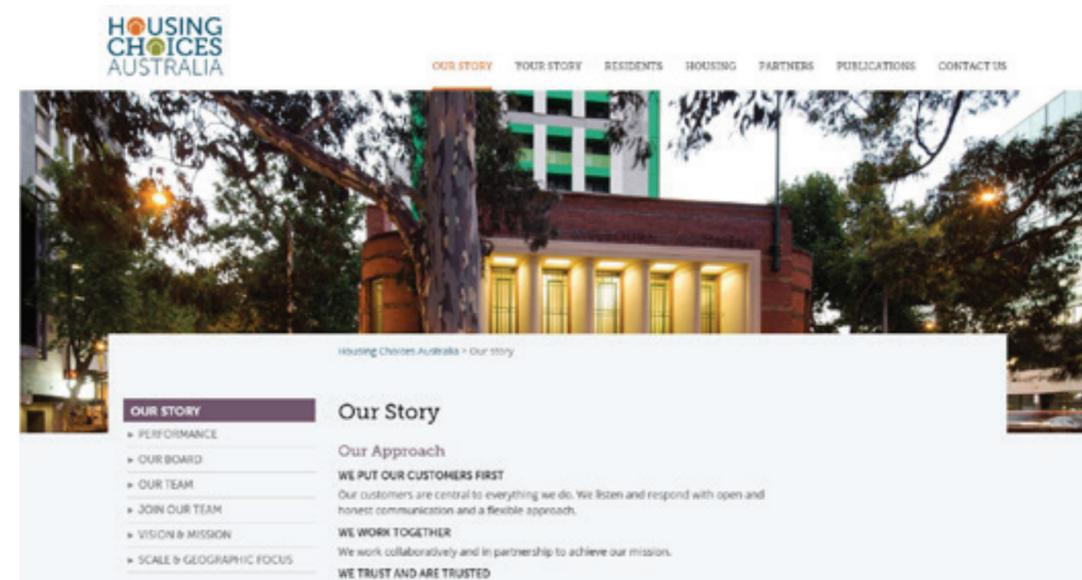
The 'Good Cents Educator' will run workshops on particular topics that the communities identify would be useful. Another important role of the 'Good Cents Educator' will be to train volunteers across the four Neighbourhood/Community houses to be able to resource the 'Good Cents Hubs' as an ongoing service to the communities.

Housing Choices would like to thank the NAB (National Australia Bank) for helping to fund the 'Good Cents' hubs.

The 'Good Cents Hubs' will not be a financial crisis service but aims to help people build their skills in money management and decision making to help them avoid getting in to financial difficulties.

It is expected that the Good Cents Hubs will open during October/November 2015. More details will follow shortly.

New Website Coming Soon...



Housing Choices is pleased to announce we will be launching a brand new website in Spring. With its resident focused design and usability it has been developed to make your life easier, carrying quick links to tenancy and maintenance details whilst also making it easier to find the right person to contact in times of need.

The Resident Advisory Committee will be testing and providing feedback on the design and useability of the new website to ensure it meets the number of resident based objectives.

What you think about us –

Resident satisfaction survey 2015 results

Thank you to everybody for giving us feedback on our services through the Resident Satisfaction Survey. It was also the first time we did the survey in the North West as well as online which worked well as we got more responses. An independent consultancy collected and analysed the data.

We are pleased that 87% of you overall are satisfied with our services in Tasmania.

Housing Choices National Average	Housing Choices Tasmania Average
87%	87%

We are pleased to show the break down of the overall satisfaction with our services.

Service Area	2015	Change	2014-2015
Overall satisfaction	Sth Tas	94%	Up 3%
	NW Tas	84%	-
Satisfaction with property	Sth Tas	92%	Up 2%
	NW Tas	89%	-
Satisfaction with location	Sth Tas	85%	Down 1%
	NW Tas	88%	-
Satisfaction with maintenance	Sth Tas	87%	Up 1%
	NW Tas	80%	-
Satisfaction with customer service	Sth Tas	85%	Down 1%
	NW Tas	83%	-
HCA takes account of residents' views	Sth Tas	82%	-
	NW Tas	82%	-

Comparing 2015 with 2014, there has been positive change in our services with overall satisfaction with our services, satisfaction with property, satisfaction with maintenance and taking account of residents' views.

Listening to Residents

We will be giving residents greater opportunity for input to the organisation and demonstrating that your views do influence what we do! This year we will work on the following:

- Set up of our Resident Advisory Committee and publishing the work of the Committee in home stories.
- Holding regular resident group meetings for us to resolve issues together.
- In partnerships with other service organisations supporting projects and programs that benefit residents in the communities in which we operate.



Your Story is Our Story

Sharing Healthy Eating Ideas Program – Queens Walk

The Sharing Healthy Eating Ideas program facilitated by Sustainable Living Tasmania and Fimby at the Queens Walk complex has been enjoyed by everyone involved. The participants are learning about healthy food options available in our backyard, growing vegetables and composting which is great fun for everyone involved.



Focus on Futures

Housing Choices Tasmania is working collaboratively with Youth, Family and Community Connections' Focus on Futures Project. This Project will be installing raised garden beds at Housing Choices

complexes within the North West of Tasmania. We are delighted to be able to support this Project which focuses on providing job seekers with skills and hands on experience whilst constructing and installing

the raised vegetable gardens from wooden and metal materials. In consultation with residents, the raised vegetable gardens are being installed for residents to be able to grow

healthy fresh vegetables to share with each other as well as family and friends. The participants in the Project are fully involved, proactive and caring about the work they are completing in the Project.

Average Performance Results for past 12 months

Urgent repairs completed on time: 94.55%

Priority repairs completed on time: 88.86%

Non-Urgent repairs completed on time: 89.67%



Repairs and Maintenance 2014-2015

