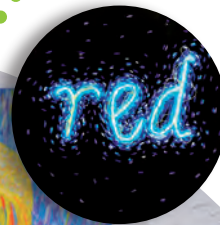


AROUND THE HOUSE



WINTER 2018

Thinking outside the square for SALA Festival 2018



(From left) Café Outside the Square General Manager, Llew Griffiths, with Unity tenants Sheree, Heather and Avinash, and Unity's Community Development Worker Mel Allsop.

Following the success of Unity Housing's 2016 award-winning South Australian Living Artists (SALA) Festival exhibition, we are excited to announce our tenants will again be showcasing their artwork at the 2018 festival in an exhibition called *Artists in Residence*.

Unity has secured an amazing venue for the exhibition – Café Outside the Square – with the official launch on the evening of **Friday, August 3**.

The exhibition will feature textiles, photography, acrylics, watercolours, paper sculptures, and ceramics. The launch will include delicious homemade catering from the café with local food and beverage providers sponsoring the event.

The partnership between Unity and the unique venue located in Adelaide's Whitmore Square, which flourished from a local Working Together Group facilitated by Adelaide City Council, is very special as the café has a 'pay it forward' philosophy that supports those less fortunate in our community.

By day, it operates as a café serving breakfast and lunch, and in the evenings it is used as the dining area

for those staying at the adjacent St Vincent de Paul Men's Crisis Centre. The café works with Vinnies, who own the site, and serve meals to the homeless there every evening. The purchase of meals from the café directly helps fund the meals supplied to the homeless that night.

"I am very happy to be a part of this and my family are all calling me 'The Artist' now because I will be in an exhibition. You have given me a chance to do something I have always dreamed of. That explains my enthusiasm. Thank you!"

– Unity Housing tenant.

The café also provides training opportunities to disadvantaged groups including barista skills, customer service and more, and puts all its earnings back into the sector that assists so many Unity tenants every day.

The café's General Manager, Llew Griffiths, says the team are proud to be part of the SALA Festival. "We are looking forward to seeing some of the great art we will have on display," he says. "From the café's point of view, it is going to be excellent to be able to open our doors to more of the community and bring more people through to help us continue the great work we are doing."

Unity and Café Outside the Square, along with Baptist Care, are partnering on another project on October 20 – a free movie night in Whitmore Square (read all about it on page 4).

More information about all SALA exhibitions and events, which run throughout August, can be found at www.salafestival.com or by calling 8233 0676. All SALA events are free unless otherwise noted.



FROM THE EDITOR'S DESK

Welcome to this lively Winter Edition of Around the House.

The issue is full of new ideas and events. The participation in the SALA Festival in August will give a lot of Unity tenants the opportunity to exhibit their art work, which will be seen by many visitors and give the exhibitors pride and the encouragement to continue their work.

There was the enjoyable celebration of the 34th anniversary at Genista Estate and an informative shared lunch with the ACH Group in Fulham Gardens.

The future brings several exciting events for the engagement of tenants. For a fitness exercise join the Walk a Mile event on August 10 – organised by the Hutt Street Centre.

There will be tenant parties on October 9, 10 and 11, the free movie night in Whitmore Square on October 20, and a community quiz night on November 9.

We had two good tenant stories too and, not to forget, the biennial survey. The overall performance of Unity scored very high. There were only very few suggestions for improvements. Well done Unity!

Take note of the legal tips at the end of the issue and send your feedback on the great events.

Thanks,
Giselle

Please send your contributions to editor@unityhousing.org.au.

Tenant Satisfaction Survey 2018: The Results

Earlier this year, Unity conducted its biennial Tenant Satisfaction Survey. Again, the survey was conducted by an independent organisation – the NSW Federation of Housing Associations.

The feedback, received from a total of 932 surveys, is summarised into a report for Unity's management and used to identify areas of our service that can be changed or improved.

Here is a snapshot of what you told us:

Overall Satisfaction
85% satisfaction

Condition of Home
89% satisfaction

Repairs and Maintenance
86% satisfaction

Of those who responded:

86% are satisfied that their rights as tenants are upheld by Unity

86% are satisfied with the way Unity provides information

77% are satisfied with Unity's tenant newsletter Around the House

84% are satisfied with communication from Unity

72% are satisfied with the way Unity involves tenants

What types of issues would you like to have a say about?

53% Repairs and maintenance

33% Condition of your home

30% Unity listening to tenants' views and acting on them

27% Value for money for the rent you pay

There were several key recommendations for Unity, which included:

Complaints

Improvements to the way we handle complaints have been recommended, including better tenant advice and access to feedback opportunities. Our methods of recording complaints, disputes and feedback received are being reviewed to ensure tenants know how to complain effectively and procedural fairness is maintained.

Tenant engagement

With only 55% of tenants satisfied that they are able to influence Unity's decision-making, Unity will endeavour to improve this through the Community Connect Strategy and tenant engagement activities.

Repairs and Maintenance

While satisfaction with repairs and maintenance service scored extremely well (86% satisfied), there was one area that scored less well: being kept informed of any delays if the repair was not completed (66% satisfied). Unity understands the importance of providing a satisfactory repairs service, and key to that is managing expectations through excellent communication. Ongoing improvements in this area remain a priority.

We extend our thanks to the tenants who participated in and completed the survey – your comments are greatly appreciated.

There were **five \$100 shopping vouchers** up for grabs for completing the survey. The winning tenants, who were selected at random, are Rosemary from Millicent, Trevor from Royal Park, Lucena from Naracoorte, Patricia from Adelaide, and Anne from Adelaide.

When Bev came to live at The Terrace Boarding House in 2014, she was in a far from ideal situation. Unwell and feeling lost, Bev didn't know how things would unfold, however it proved to be the best move she could have made.

"First of all, I fell in love with my room straight away," she beams. "It had an ensuite and a balcony and it was private, unlike the other place I had been living at. It took a little while but I made friends there and I did lots of the activities. I got into the art group and walking group and went to things like the Christmas party. I started going to most things I could get my hands on."

Bev undertook some courses at the Workers' Education Association (WEA), including a photography course and sign language course with her friend. She also joined the woodworking group and surprised herself with the skills she gained. "It was scary as hell at first using those big machines, but I did it," she says. "I made a coffee table, which is in my lounge room and a breadboard, which is on my kitchen bench. I was pleased."

Slowly but surely, Bev became more confident and was taking an interest in her own wellbeing and future. "I started asking the things I needed to be asking to get help," she says. "The staff at The Terrace were so helpful and brilliant. I made some good friends there who I still keep in contact with."

Eventually, Bev felt she was ready to move into more independent accommodation. "I wanted to have a bit more space and have friends over, and I wanted to have a place for my grandkids to play. I put in for a transfer and didn't know how long it would take."

Bev's found her happy place at home

Soon enough, Bev was accepted for a two-bedroom unit in a complex in the city. "I walked in and thought it was so huge," Bev recalls. "I didn't know what I was doing with things like paying bills and that's something The Terrace was really good at helping with. I had to learn how to become a lot more independent. All in all, the move to the city was a good move and a positive one."

After about two years, an opportunity arose for Bev to move into a two-bedroom house north of the city – a long-term goal she has now achieved. "It's just beautiful," she says. "It's got a bath, lots of cupboard space, a split system air con, a gas stove and oven, and lockable windows. It's a 15-minute walk to the shops and chemist and I'm close to my kids and grandkids so it's all positive. I have the blue sky and at night, I have the stars. I've gone from a place with one door to a place with three. It's just the little things that make you go along and think, 'I'm so happy I have that. I am so lucky'."



Tenants' Spring Parties

Celebrating 10 years, Celebrating our Tenants

Unity Housing will hold a series of tenant spring parties in October to celebrate 10 years of Unity but more importantly, to celebrate YOU – the tenants who create the Unity community. The Spring Party is a FREE fun day out that will include activities such as a raffle, art classes, face painting and a book swap!

EVENT DATES:

- Tuesday, October 9 at Thebarton Community Centre from 11am to 2.30pm
- Wednesday, October 10 at Domain Playground, Millicent from 11am to 2.30pm
- Thursday, October 11 at Naracoorte Town Square from 11am to 2.30pm

We are looking for tenants to share their talents and skills at these events, whether it be through song, art, craft, exercises or activities, and are taking submissions up until mid-September. As a thank you, you will also receive five extra tickets to the free raffle for all tenants that attend. If you would like to be involved: Adelaide tenants phone Justyna on 8205 3600 and Limestone Coast tenants phone Ant on 8724 4109. **Invitations will be sent out to all tenants in coming weeks.**

Tenants learn about support services over shared lunch




On May 24, a group of Unity tenants at Fulham Gardens, alongside Unity staff, got together for a shared lunch and to hear from ACH Group staff about services relevant to their health and wellbeing.

ACH Group is a not-for-profit community organisation promoting opportunities and services to support older people. ACH Group staff provided a barbecue lunch and gave tenants an overview of services they provide, including in-home care, interpreting services, and social activities.

Connections were made between ACH Group and Unity staff and tenants, with a particular interest in social activities and group outings. Tenants are planning to organise another meetup in September.

In the next few months, Unity will be travelling to different locations in the West of Adelaide, bringing you information about aged care, disability and other health related services available in your local area.

Several locations were nominated by Unity's Housing Officers, including Woodville West, Beverley, Seaton and Findon. More information about these pop up sessions will be posted to tenants. If you would like to receive information about the events or to check if they will be happening in your area or street, please contact Tenant Engagement Officer, Ramune Haughey, on 8205 3600 or 0439 310 434.



OUTDOOR SPRING CINEMA NIGHT

Come along to a **FREE** movie night in Whitmore Square on

Saturday, October 20

Bring your own food and drinks, arrive by sunset and enjoy a night out. Food and drinks will also be available for purchase on the night. The movie is still to be confirmed so if you would like to receive updates on this event, please register your interest with Unity's Community Development Worker, Mel Allsop. **Phone Mel** on **0417 291 389** or **email** m.allsop@unityhousing.org.au.

Genista Estate comes alive

By Bob Maddison, Tenant

On the afternoon of Sunday, April 22, the usually deserted and sleepy courtyard of the 18 units of *Genista Estate* at Hendon echoed to the sound of country and western music provided by tenants Dave and Jean.

The occasion was the 34th anniversary of the estate's life. The units were built and completed on April 22, 1984 and christened *Genista*, which is the name of a beautiful yellow flowering plant native to open habitats in Europe and Western Asia.

The smell of sizzling sausages filled the air as tables and chairs were set up under the shade of the estate's trees. The temperature reached 32 degrees but that did not deter some tenants who responded to the hand-delivered invitation to attend the celebrations with their own sausages, salads, a chair and a smile.



This was a
tenant-initiated
and tenant-led
event.

The event was the combined efforts of our 'no-nonsense' tenant Marty who, along with Unity's Tenant Engagement Officer Ramune and yours truly, devoted considerable time with research and planning arrangements.

Three cheers and enthusiastic clapping were witnessed as Joyce strode to the courtyard proud as punch. She was the very first tenant to be allocated a unit 34 years ago and is still going strong, friendly and with estate stories to tell.

Marty – who has inherited the nickname Ned – accepted the task of barbecue chief cook and, in an expert manner, provided the snags for the 26 residents, family, friends and Unity staff who devoted their Sunday time to join the celebrations.

Two visitors of the event coordinated a game of 'knock the skittles down'. Gene, Joyce and Marty ended up as equal winners and were presented with prizes. The 'Free Lucky Squares Lotto' game was popular and further prizes were distributed. Well done!

Ruth urged the gathering to "raise a glass" to thank everyone for coming. Special thanks was expressed to the Port Adelaide Church Community for the loan and delivery of the barbecue.

As the sun was working to set in the west and the packing up progressed, a quote was expressed from the April writings of a great philosopher, Mokichi Okada (1882-1955):

"Life's greatest treasure, which never corrodes or turns to ashes, is the good done in secret for welfare of others. Though we speak of love, tell others to have mercy, our words are no more than wind whispering in pine trees unless we turn them into deeds."

These wise words sum up our 34th anniversary celebrations. They are fitting and in tune with the objectives of Unity Housing.

1. Sharan, Maretta and Winnitta
2. Marty and Bob,
3. Jean, Chris and David
4. Joyce and Ruth
5. Ruth, Bob and Kay

New laws for cat and dog owners and breeders

For the first time in more than two decades, significant changes have been made to South Australia's dog and cat management laws.

If you are among the thousands of South Australians who own or breed dogs or cats, then these laws affect you from July 1, 2018. These changes are designed to improve dog and cat management and welfare, and are the result of years of planning and public consultation.

As of July 1, 2018, it is now compulsory for:

- All dogs and cats over a certain age to be microchipped.
- All new generations of dogs and cats (born after July 1, 2018) to be desexed. Exemptions apply for working dogs, registered breeders etc.

These changes are designed to increase the likelihood of lost or impounded dogs and cats being reunited with their owners, and reduce the number of unwanted and abandoned litters euthanised in pounds and shelters.



For all dog registration payments, dog and cat microchipping contact details and registered breeder information, visit www.dogandcatboard.com.au.

For discounted microchipping bookings visit <http://chipblitz.com>.

TAKE PART IN THIS YEAR'S WALK A MILE EVENT

Each year, the Hutt St Centre calls on South Australians to show their support for people facing homelessness by joining them and experiencing what it is like on a cold, winter's morning to walk one mile. On **Friday, August 10**, a number of Unity staff and tenants from The Terrace Boarding House will be participating in the event and encourage you to join them on the walk.

The event is Hutt St Centre's major fundraiser for the year.

If you are interested in joining the event at 7.30am contact Unity's Terrace Liaison Worker Mark Ford on 8234 5459 or email m.ford@unityhousing.org.au.

Hutt St Centre will provide participants with a bacon and egg roll and a hot drink at the end of the walk.

HUTT ST CENTRE
WALK A MILE
IN MY BOOTS

STEP UP FOR SOUTH AUSTRALIA'S HOMELESS



walkamile.org.au     [/huttstcentre](https://www.facebook.com/huttstcentre)
[#walkamile](https://www.facebook.com/walkamile)

Get brainy at Unity's community quiz night

FREE EVENT

Back for its third year, the community quiz event at the Box Factory is set to be another fun night of laughter and great raffles and prizes.

You can book a table of eight, or join a table. This event attracts a full house each year so get your bookings in fast! Raffle tickets will be available for purchase on the night.

Phone Unity's Community Development Worker, Mel Allsop, on 0417 291 389 or email m.allsop@unityhousing.org.au.

When: Friday, November 9

**Where: Box Factory Community Centre
59 Regent Street South, Adelaide**

Time: 6pm



A winning group from the 2017 quiz night.

IDEAS CAFÉ IN THE WEST



A new series of café conversations will be held over the next few months for tenants to attend and join a Tenant Engagement Officer for an informal chat about what interests you most, while enjoying a coffee and a light snack.

We want to hear from you if you:

- have an idea for a community activity or a community space
 - have a skill or a specific interest you can share with your community
 - would like to learn more about Unity
 - would like to share your thoughts and ideas about the best ways to get your community involved
 - want to help Unity to shape a tenant champion initiative
- or
- simply want to talk to your Tenant Engagement Officer about their role

Come along to one or as many sessions as you want:

Henley & Grange Community Centre

196A Military Road, Henley Beach
(Seaview Road bus stop 28)

- Tuesday, August 7 from 1pm – 2.30pm
- Tuesday, September 4 from 1pm – 2.30pm
- Tuesday, October 16 from 1pm – 2.30pm

Findon Community Centre

222 Findon Road, Findon (bus stop 214)

- Thursday, August 16 from 6pm – 7.30pm
- Thursday, September 20 from 6pm – 7.30pm

Nazareth Catholic Community Café (on campus)

176 Crittenden Road, Findon (Findon Road bus stop 23)

- Wednesday, October 24 from 10am – 11.30am

Seaton North Neighbourhood Centre

16 Cairns Avenue, Seaton (Frederick Road bus stop 33; West Lakes Boulevard bus stop 33)

- Wednesday, August 22 from 10am – 11.30am
- Wednesday, September 12 from 10am – 11.30am

Please confirm your attendance at least one day before the event for catering purposes by contacting Unity's Tenant Engagement Officer, Ramune Haughey, on 8205 3600, 0439 310 434 or r.haughey@unityhousing.org.au. If you want to get involved but none of the times or locations suit you, just let Ramune know so another time and place can be arranged.



Have you checked your concessions lately?

Eligible South Australians on low or fixed incomes may qualify to receive various concessions. If you:

- are on a low income
- have a Commonwealth Seniors Health Card
- are a pensioner
- receive a benefit from Centrelink
- have a State Seniors Card

then you might be eligible for concessions for your electricity, emergency services levies, public transport, etc. Please call the ConcessionsSA Hotline on 1800 307 758 to check your eligibility. If you have a hearing or speech impairment, contact TTY on 8226 6789. To arrange an onsite or telephone interpreter, or to have a document translated, please call the Interpreting and Translating Centre (ITC) on 1800 280 203.

From hobby writer to published author

With a keen interest in family history and genealogy, Unity Housing tenant Malcolm Lobban is a proud published author who has contributed 10 years of editorial expertise to Clan MacFarlane Society Australia Inc's publication, which is keenly read by those seeking to learn more about their ancestry.



With a lifelong interest in Scottish history and a flare for writing, Malcolm has had numerous articles published in various newspapers, journals and magazines in the UK, Canada, USA and Australia.

In 2006, his memoirs *A Close Community: Life in an Alexandria Tenement*, were published by West Dunbartonshire Libraries in Scotland and explore life as a common tenant back in his native Scotland during WW2.

A former Scottish soldier, Malcolm is a member of the National Malaya & Borneo Veterans Association (Australia) Inc. His short story, *A Conscript Warrior*, won first prize by international adjudication.

In October 2001, Malcolm and his late wife Mary applied for permanent residence in Australia to join their children and grandchildren who are Australian citizens. In 2005, permanent residence visa was granted. Malcolm resides in a Unity home in Pooraka.

A Close Community: Life in an Alexandria Tenement is available for purchase on www.amazon.com.au.

Help create pop up libraries in neighbourhoods

During discussions with a community worker recently, an idea was offered – to establish mini street libraries in locations where people might have difficulties accessing public library services. We want to know what you think... would you like to see one on your street? Would you like to get involved in making and building them? Do you know someone who could help?



To find out more or to get involved, contact Unity's Tenant Engagement Officer, Ramune Haughey, on 8205 3600 or 0439 310 434, email r.haughey@unityhousing.org.au or post to 300 Gilles Street, Adelaide SA 5000.

Get AROUND THE HOUSE straight to your inbox



Would you prefer to receive **Around the House** electronically rather than in the mail?

If so, please email editor@unityhousing.org.au with your full name and preferred email address and we will add you to our electronic mailing list.



Would you like to be involved? Get in touch!

Unity Housing would like to hear your ideas on how we can continue to provide interesting, informative and creative content in this newsletter. We are committed to increasing opportunities for tenants and encouraging participation, especially through Around the House.

If you have an idea, would like to be involved or just want to know more, then please get in touch by phoning **8237 8750**, emailing editor@unityhousing.org.au or writing to **The Editor – 81 Osmond Terrace, Norwood SA 5067**.

Key dates for the next edition

The deadline for content submission for the next Around the House is

Friday, September 28.

Tell us your ideas and send us your articles or photos via the contact details above.

