

# AROUND THE HOUSE

AUTUMN 2021 EDITION 20



## Neighbour Day connects communities



Clearview (North)



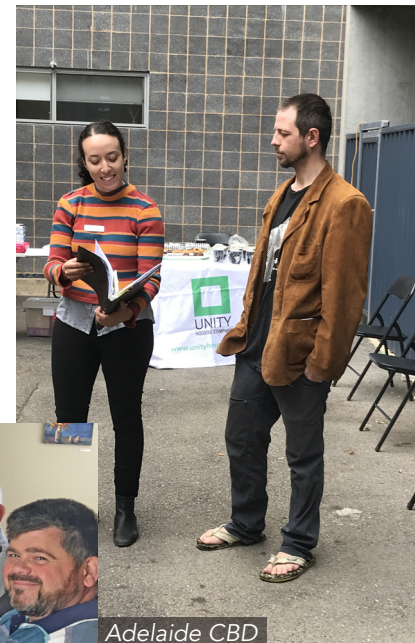
Port Pirie (Mid North)

We are thrilled to have kicked off 2021 with a diverse range of Neighbour Day celebrations across South Australia, including Port Pirie, Adelaide metro, Strathalbyn and Millicent. Nearly 150 Unity Housing tenants, local neighbours and staff attended a range of gatherings, from a mural planning event to morning teas, shared lunches and a picnic in the park. We extend a huge thank you to everyone who came along and connected with their community.

Our annual Neighbour Day celebrations are becoming more and more popular, with tenants having the opportunity to contribute to future planning, learn new skills and meet neighbours – old and new.



Fulham Gardens (West)



Adelaide CBD



Strathalbyn (South East)



Millicent (South East)



"I'm born and bred in Millicent and have been in my house for 40 years. I think it's important to attend these events. It's good to keep in touch with Unity Housing and be on a friendly basis. I got to see the staff and meet other people and they were interesting to talk to." Lynette, Millicent

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## FROM THE EDITOR'S DESK

Welcome to our first issue of Around the House for 2021.

It is great to see the happy faces from our Neighbor Day events. We can celebrate again!

Foodbank are selling hampers for as little as \$20 so read page 3 to see how you can register for a hamper.

Helplines are available to ring for information on what to do when you or someone you know is being abused or mistreated (see page 5).

SALA Festival is on again so please participate, creative tenants!

There is a unique opportunity available for those who want to help others by knitting squares for blankets for less fortunate people. See page 5 for more information.

Congratulations to Dave at The Terrace Boarding House for his efforts in growing veggies and fruit. He is a role model for others.

You are again invited to take part in the Christmas card artwork competition.

Mini street libraries and tool libraries are a great invention and should be more widespread.

Movie reviews are an excellent addition to Around the House, and so is the information on Homeless Connect SA.

Hoping you enjoyed the Easter holiday with the perfect weather.

Thank you,  
**Giselle**

Please send your contributions to [editor@unityhousing.org.au](mailto:editor@unityhousing.org.au)

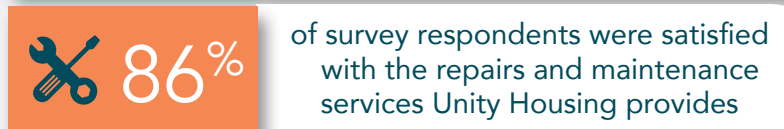
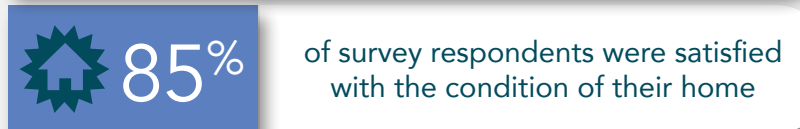
# Tenant feedback received loud and clear

In August 2020, around 950 tenants participated in our regular Tenant Satisfaction Survey.

A huge shout out to everyone who took the time to tell us how we are performing in providing quality homes and tenancy management services.

Your feedback is taken very seriously, and we factor this into our service improvement plans by highlighting areas of our service that can be changed or improved.

## YOU TOLD US:



There was an 11% increase in satisfaction with the way we handle complaints and the information and advice provided. The way we have handled complaints has changed and we will continue to improve in this area.

There was a notable difference in satisfaction levels across regions with regards to repairs and maintenance. We are tailoring our communication and services to better suit the needs of different programs and regions.

There were five \$100 Coles Myer vouchers up for grabs for completing the survey. The winning tenants – who were selected at random – are

Fiona of Adelaide, Graham of Seaton, Justine of Renown Park, Michael of Victor Harbor and Tamara of Port Pirie.

One of the winning tenants said they encouraged other tenants to complete surveys in the future.

“If I can win, someone else can win too. I used the voucher to fill up my freezer with \$100 worth of meat.”

We extend our thanks to the tenants who participated in and completed the survey. Your comments are important to us and greatly appreciated.

## Emergency and routine maintenance reminder

### What is EMERGENCY maintenance?

- » Burst hot water service
- » Total loss of power/lighting
- » Total loss of running water to premises
- » Unsafe or not secure property - any fault or damage such as broken door locks, glass etc.
- » Electrical faults resulting in shocks or injury or that endanger human life including electrical fires
- » Gas leak or gas explosion
- » Smoke detector renew/repair faulty or sounding
- » Storm or fire damage (if health and safety of tenant and/or neighbours is at risk)
- » Flooding
- » Roof leak substantial

**Please call the after-hours service (on weekends or before 9am and after 5pm on weekdays) on 8237 8799 for urgent/emergency maintenance that must be undertaken immediately if it's a risk to either person or property.**

### What is ROUTINE maintenance?

- » Fencing damage repair
- » Clothesline repair/renewal
- » Oven door adjustment
- » Gutters and downpipes repair/replacement
- » Window blinds repair/replacement
- » Skirting boards repair/replacement
- » Door furniture repair/renewal
- » Letterbox repair/replacement

**All routine maintenance at Unity Housing properties is attended to Monday to Friday during office hours (9am - 5pm) and can be organised by contacting your Housing Officer.**

## Foodbank Limestone Coast hampers for \$20

# Win

## 1 of 5

### FOODBANK HAMPERS AND COOKBOOKS



Photo for reference only, contents may differ

Scan this QR code with your smartphone or tablet for your chance to win a Foodbank hamper and cookbook. This competition is open to ALL Unity Housing tenants. *Good luck!*



#### How to scan a QR code:

- » Open the camera on your phone.
- » Hold your device over the QR code so that it is clearly visible within your smartphone's screen.
- » The phone will automatically scan the code.
- » Click the link that pops up on your home screen to take you directly to the competition page on our website and enter.

Having enough money to buy food to feed your family or yourself can sometimes be a challenge. A visit to Foodbank in Mount Gambier can allow you to purchase more than \$100 worth of food for just \$20 or, if you can't get to the Foodbank Hub, home-delivery hampers are available for just \$20 (small) or \$35 (large). In addition to groceries, you will receive fresh fruit, vegetables and bread for free.

In September, November and December 2020, Foodbank SA Limestone Coast generously donated food hampers to a number of Unity Housing tenants, providing food relief for people and families in the Limestone Coast.

The hampers were well-received and people commented that it was great timing as they had extra medical expenses, family

members who were unwell, or they were worried about getting through the Christmas period and receiving the food really helped out.

**If accessing the Foodbank Hub in Mount Gambier or purchasing a home-delivered hamper might help you put food on the table, please speak to your Limestone Coast Housing Officer or contact our Limestone Coast office on 8724 4100 to inquire about a referral.**



Mount Gambier Foodbank employee, Jaclyne, packing the van ready for home delivery in September 2020.



# SALA FESTIVAL 2021

Artist call

If you are interested in exhibiting your artwork in Unity Housing's 2021 SALA Festival exhibition, please contact **Gabby** (Community Development Worker) via [g.parente@unityhousing.org.au](mailto:g.parente@unityhousing.org.au) or **0427 445 723**.

REGISTRATIONS OPEN UNTIL 31 JULY

**SALA** South Australian Living Artists Festival



## ARTIST PROFILE



Artist, writer and Unity Housing tenant, Allan, participated in our 2020 SALA Festival exhibition and encourages others to get involved in this year's festival, which will take place during August.

**"The online SALA Festival exhibition Unity Housing did last year was great," Allan says. "I have many paintings and would like to exhibit this year as part of SALA Festival again."**

Allan has been creating art for more than 10 years and is the ex-Vice President of the Royal South Australian Society of Arts.

Allan was heavily involved in the progression of art in South Australian communities and became a Fellow of the Royal South Australian Society of Art in 2017, which is a great life achievement and honor for Allan.

Allan is also a published author. His book 'An Appreciation of Dorrit Black Paintings' offers a glimpse into the extensive work of Dorrit Black, who was one of the women artists who introduced and promoted modern art in Australia.



Allan's self portrait

# Rent Right SA

## Independent tenancy advisors available

RentRight SA (formerly TIAS) is a new and independent service run by SYC, supporting people to secure and maintain their tenancies in private, community or public housing.

Receive support from an experienced team of tenancy advisors who are knowledgeable about legislation, policy and procedures, financial counselling and dispute resolution processes.

RentRight SA is flexible and free, available on a platform that suits your needs, including via phone, video call, email, online chat and face-to-face.

How to contact RentRight SA



1800 060 462 (between 8am and 8pm Monday to Friday)



[rentrightsa@syc.net.au](mailto:rentrightsa@syc.net.au)



[www.rentrightsa.net.au](http://www.rentrightsa.net.au)



# Knit a square to show you care

Are you looking for ways to help?  
Can you knit? Can you teach?  
Or want to learn how to?



Knit a Care Square is a community project where people from all walks of life; of varying age, location, occupation and skill level (individuals, families, school children, community groups, neighbours, workplaces, and people in aged care facilities) contribute towards knitting squares that are eventually joined to make beautiful homemade blankets and given to people in our community who are doing it tough in some way.

It is a project that brings happiness, wellbeing and comfort – whether you give (in creating the blanket) or receive (in using the blanket).

You could donate balls of wool; knit squares (20cm square); sew in loose threads; design and create kits (that make up to become blankets); join squares to make blankets; train others (kit designers, joiners, sewers); and share the word.

Some Unity Housing tenants would like to create a Knit the Square Hub in Adelaide's west. If you are interested and would like to know more, please contact **Ramune** (Tenant Engagement Officer) via [r.haughey@unityhousing.org.au](mailto:r.haughey@unityhousing.org.au) or phone **8361 1319** or **0439 310 434**.

## Are you concerned about how you or someone you know is being treated?

Do you know who to call to raise concerns about disability, aged care or health care services, or about adults living in the community who may be vulnerable to abuse?

In an emergency, always call 000 for police or ambulance. For non-urgent police matters, call 131 444.

Here are some organisations that can respond to complaints about the quality and safety of supports and services; provide advocacy support; and respond to reports of suspected or actual abuse or neglect of an adult.

### Complaints about the quality and safety of supports and services

If it relates to NDIS and services

**NDIS Quality and Safeguards Commission**  
📞 **1800 035 544**

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

If it relates to an aged care provider

**Aged Care Quality and Safety Commission**  
📞 **1800 951 822**

[www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

If it relates to a hospital or health care service

**Health and Community Services Complaints Commissioner**  
📞 **1800 232 007**

[www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)

**National Relay Service**  
[www.relayservice.gov.au](http://www.relayservice.gov.au)

**Translating and Interpreting Service**  
📞 **131 450**

### To discuss concerns or to make a report about suspected or actual abuse or neglect of an adult

65 years and over, 50 years and over for Aboriginal and Torres Strait Islander people, and adults of any age living with disability who may be vulnerable.

**SA Elder Abuse Prevention Phone Line**  
📞 **1800 372 310**

[www.sahealth.sa.gov.au/adultsafeguardingunit](http://www.sahealth.sa.gov.au/adultsafeguardingunit)

### Assistance to address concerns or to make a complaint

**Aged Rights Advocacy Services (ARAS)**  
📞 **1800 700 600**  
[www.sa.agedrights.asn.au](http://www.sa.agedrights.asn.au)

**Disability Advocacy and Complaints Service of South Australia (DACSSA)**  
📞 **08 7122 6030**  
[www.dacssa.org.au](http://www.dacssa.org.au)



## Homegrown produce enjoyed at The Terrace

Herbs, fruit and vegetables flourished over summer in The Terrace Boarding House garden, thanks to the efforts of tenant Dave, who spends hours each week maintaining the garden, planting herbs and vegetables, improving the soil, and organising other tenants to water the garden.

The team's effort produced an abundance of chillies, cucumbers, tomatoes and – for the first time – fruit from the nectarine tree.

To avoid birds destroying the fruit, Dave arranged for a net to be put over the tree, which produced juicy and delicious nectarines that the tenants thoroughly enjoyed.

All of the fruit and vegetables that are grown were put in the shared fridge at The Terrace so everyone had an opportunity to try the produce.

**"I enjoy taking care of the gardens at The Terrace, and personally, it's good for my mental health," Dave says. "There are others who help out as well so it's a team effort".**

Dave in The Terrace garden with the fresh produce.

## See your artwork featured on our *2021 Christmas card*

Would you like to see your artwork featured on the front of the 2021 Unity Housing Christmas card? All tenants are invited to enter and prizes will be awarded to the winning entries.

Last year's winner and Millicent tenant, Mandy, says she hopes more tenants will enter the competition.

**"It's free to all tenants and a wonderful project to get involved in that spreads the joy of the season via the greeting cards," she says.**

"Perhaps you could make it a family affair – gather ideas from your children and together you can all discuss how you'd like to design your very own Christmas card. Get creative, get into the paints and have a go splashing the colours of Christmas down on paper!"



Mandy's winning artwork in 2020 – 'Wishing for Peace'

Look out for more information in the next edition of Around the House.



## Mini street libraries

Mini street libraries are filled with freely accessible books and open to the community. They come in all shapes, colours and locations and are very popular and easy to find in front yards, near playgrounds or within your local neighbourhood. Unlike regular libraries, you do not have to check the books in or out, and they can be passed onto friends or family when you have finished. Anyone is welcome to donate books to their local street library.

To find your nearest little street library, visit <https://streetlibrary.org.au/find/> and search for your suburb.

### To get you started, here are some mini street library locations:

- » **Naracoorte:** Sweet Reads – located inside the coffee shop Little Espresso
- » **Penola:** Town Square
- » **Port Pirie:** Book exchange inside the foyer of West Children's Centre
- » **Port Adelaide:** Near Hart's Mill Playground
- » **Dover Gardens:** The front of a property on Seacombe Road
- » **Semaphore Park:** Corner of Military Road and Bower Road
- » **Adelaide CBD:** Wakefield Street – the front of St Stephen's Lutheran Church
- » **Alberton:** The Pear Café near Alberton train station
- » **Semaphore:** The Heart of Semaphore Café, Semaphore Road



## Tool libraries

A tool library is like a regular library except you can borrow tools instead of books, and they can be located in a shed, a regular library, a community centre or anywhere that can be accessed by the public. Tool libraries vary in how they operate; they may be free to use, require an annual membership, or a gold coin donation per hire.

### To get you started, here are some tool library locations:

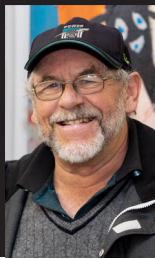
- » **Marion:** MarionLife – garden tools available for a small hire fee. Bookings essential. Phone Junction Australia on 0410 432 425. Hiring open to all.
- » **Mitchell Park:** Tenants and other locals living in and around the Marion area can borrow tools to help with gardening and maintenance, thanks to support from the City of Marion and Bunnings. Phone 08 8277 0304 if you have equipment to donate to the library or 0410 432 425 to enquire about hiring. Small hire fee.
- » **Angle Vale:** Lawnmower, wheelbarrow, saws and hand tools available. Phone 08 8243 2006. Clients must be of low income and live in the surrounding areas. Small hire fee.
- » **Davoren Park:** The Care Taker's Hut – offers gardening tools at fixed supply dates: 10 May, 7 June, 5 July, 2 August, 30 August, 27 September, 25 October, 2 November, 20 December 2021. Phone 08 8409 3666.
- » **Hindmarsh:** Westside Housing – provides free tools including lawn mower, whipper snipper, extendable tree saw and tree lopper, brooms, shovels and rakes. Phone 08 8155 6070 or email [community@westsidehousing.org.au](mailto:community@westsidehousing.org.au) to book in your hire.
- » **Adelaide CBD:** Adelaide Repair Café – located at the Adelaide Sustainability Centre at 111 Franklin Street. Phone 08 7123 2166.





# MOVIE REVIEW

By Kingsley, Tenant



## Summerland ★★★★★

Set during WWII, 1940 in Dover, England with London under siege from the German Blitzkrieg, children are being evacuated to safer parts of the country. Everyone is expected to do their part and take in the children but Alice (Gemma Arterton) doesn't wish to participate. Reluctantly, she takes in Frank (Lucas Bond), albeit temporarily. Alice's relationship with Frank is rocky but she begins to accept the boy.

Some of the movie is told in flashbacks which tell us why Alice became a recluse, wishing to be left alone to write her thesis on the mythical Summerland.

I enjoyed the movie. A beautiful story told amongst tragedy, love and acceptance. Not to be missed.



## The War with Grandpa ★★★★★

When Grandpa Jack (Robert De Niro) is forced to move in with his daughter (Uma Thurman) and her family, he is given his grandson's, Peter's, bedroom. Peter is forced to move into the attic but wants his room back so he declares war on his grandfather.

The pranks – for the most part – are funny and believable as Peter and his school friends battle Grandpa Jack and his friends, played by Christopher Walken, Cheech Marin and Jane Seymour. With the exception of Peter's sister's Christmas-themed birthday party where the prank turns silly, the movie is both funny and touching.

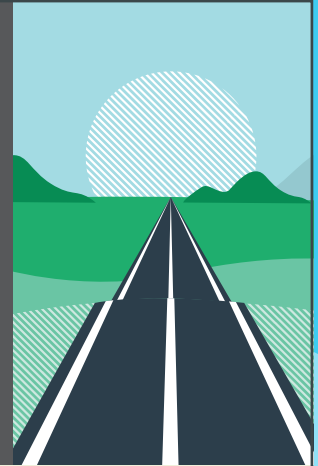
Unfortunately, for about 70% of the theatre audience who left at the start of the end credits, they missed the hilarious out takes and extras, to redeem the flick to more than credible.



Homeless Connect SA  
1800 003 308

Formerly Homelessness Gateway Service and Youth Gateway

24 hours a day  
7 days a week



Homeless Connect SA (formerly Homelessness Gateway Service) is a 24/7 state-wide telephone service for anyone needing homelessness support in South Australia, including youth services.

It is available anytime as a free call to help you find information and a direct referral into homelessness services.

Homeless Connect SA offers:

- Connection to relevant services and information to help in your current situation.
- Short-term assistance until you can be connected to a specialist homelessness service.
- Referrals to specialist services including domestic violence and Aboriginal family violence services, youth services, and mental health support.



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