



131 Brisbane Street
Northbridge
P: 08 9227 6480
F: 08 92275611

Tenant News

A society where the fundamental need to access suitable housing is met, and all people have the opportunity to enrich their lives, reach their full potential thus, strengthening the whole community.

Message from Fiona Callan Manager Housing Services

WINTER MAINTENANCE

Welcome to the May issue of the Tenants Newsletter. Winter is on its way and we have had a number of maintenance calls regarding leaking roofs and fences that have fallen down. Please call your housing coordinator as soon as possible once you discover any maintenance matter. This will enable them to get a tradesman out to your property as quickly as possible to fix the problem.

If you find yourself without power – first check your RCD switch to see if this

has switched itself off. If so, switch it back on. If it goes off again – follow these simple steps:

- Turn ALL appliances off
- Gradually turn them back on ONE at a time

If the power goes off again it could be you have a faulty appliance and you need to get it looked at.

IF you lose your power after hours and call the emergency number to request an Electrician and if the problem is due to a faulty appliance, you will be charged accordingly. Don't know where your RCD switch is? Contact your Housing Coordinator who will

only be too happy to show you where it is.

There are a number of ways to cut down on your electricity usage whilst staying warm during winter. Keep your curtains and blinds closed when you have the heater on—heat escapes through glass windows and doors. You can also shut doors to bedrooms and bathrooms to keep the heat in the area in use.

Remember to keep warm this winter. That's all from me for now.

Fiona Callan

Independent Living Program (ILP)

Beverly has been a long term tenant of Foundation Housing and formerly Inner City Housing, after becoming homeless when her marriage broke up, approximately 8 years ago.

Beverly said she started off in one of Foundation's shared houses in Brighton Street, Leederville and was then transferred to an ILP 1 bed unit in Glendalough she has since transferred to a her new unit in East Perth and says she loves it and will never move. Beverly loves her small garden and grows herbs, fruit trees and some vegetables in pots – they are a site to see.

Beverly keeps herself active by being on the ICMH Consumer Advocacy group for continuity of care and also sits on the ICMH Management Board as a consumer representative to discuss current issues relating to mental health. As part of the consumers group Beverly helped to raise \$3.800, part of which went to purchasing a rowing machine for Ward 2K at Royal Perth hospital and has successfully lobbied and received funding to soundproof clinic interview rooms and

carry out necessary refurbishments for consumers at the ICMH.

She also attends forums to represent consumers which she finds most rewarding, although frustrating at times!. Beverly said it was a great opportunity to be a part of the big picture and know that although she may not know all the people she is representing, she felt it was a worthwhile job to help in future decision making.

Beverly has also been a volunteer for the last 51/2 years for Perth City Council as a tour guide as well as helping friends collect and contribute useful items such as unwanted gifts/toilet packages from flights to Anglecare or the Salvation Army.

Beverly said she has only praise to say about this program; she is able to live independently in the community with occasional support from clinical staff. If you wish to know more about the ILP please contact Sheila at Foundation Housing on 9422 0715.

Meet Jenny Jones SHAP Co-ordinator

Jenny is the Supported Housing Assistance Program (SHAP) co-ordinator for Foundation Housing. She first joined the organization in February 2007 after just returning from her honeymoon in QLD.

In 1996 she spent 12 months in Roebourne—during this time she assisted with facilitating in the “Challenges and Choices for Young Aboriginal Women” where she taught employment/education, health and assertiveness training. She was also involved with the elders of the community who gave her an insight with the traditional ways of living up in the North of WA. Jenny then moved onto several other communities in WA, continuing within the community services sector.

Jenny decided to relocate back to Perth where she could continue with her studies and completed Certificate III in Alcohol and Other Drugs. While studying, she volunteered for three years at the Armadale Information and Referral Services and then took on the position of Financial Counselor for the following four years.

After a while it was time to spread her wings and she took up a position within RUAH in their tenancy Support Services (Private Rental), during this time she had begun studying and soon will have completed her diploma in Financial Counseling and Human Services.

Jenny’s main objective as a SHAP co-ordinator is to support tenants who are at risk of losing their tenancies or are in need of support to maintain them.

For the clients of who access the SHAP program, intensive support to address underlying issues that have or will impact on their tenancies is a focus.

By initially supporting and linking the clients to appropriate services, the clients develop confidence and become comfortable in re-linking with the services and resources of their own accord without the need for worker support or advocacy.

Jenny thoroughly enjoys working at Foundation Housing and all the staff have made her feel very welcome since joining in 2007. Jenny says it is very rewarding to see how empowered the clients have become since entering the program and what a difference they have made within their lives.



MUSIC MAKER

Jeff Carroll is a resident and professional musician residing at Haig Park Circle since 2001.

During this time, Jeff said that he has put his time to good use by not wanting to waste a moment. So having the privacy and space of his own unit he set about writing a piece of music for a Symphony Orchestra, interpreting the poem by West Australian artist Drewfus Gates called "Bushfire Dreaming."

After 5 years his work was completed and he eventually found conductor David Pye, and the 60 member strong Fremantle Symphony Orchestra who were willing to perform the work in a World Premiere which was held on Sunday 15th March 2009 at the Fremantle Town Hall.

Jeff said it was a strange and timely coincidence given the terrible Victorian Bush fires.

The event was very successful and was about as good as it could have got.

Jeff is hopeful that there may be a copy of a recording in the near future so that everyone can listen and share his experience. Well done Jeff!

COMPETITION TIME

In November's Tenants News another of Sheila's clients won the \$40 Coles Voucher. Well done Paul—you know who you are!

So here's how you can win. Foundation Housing will give *one* lucky entrant a **\$40 Coles** gift voucher. All you need to do is answer a couple of really easy questions.

We profiled a tenant who wrote a symphony—name that tenant.

To win this prize you need to call your Housing Co-ordinator with the answer.

It's as easy as that. If you get it right, your name will go into the draw for the \$40 Coles gift voucher, redeemable for any stocked Coles item, so get reading!! Closing date 30 June 2009.

**\$40 COLES
VOUCHER**

Community Corner

Community corner is a regular to our newsletter where we invite other agencies and services to write a small article to let the tenants of Foundation Housing know about their service for future reference.

STATE GOVERNMENT FRIDGE REPLACEMENT SCHEME

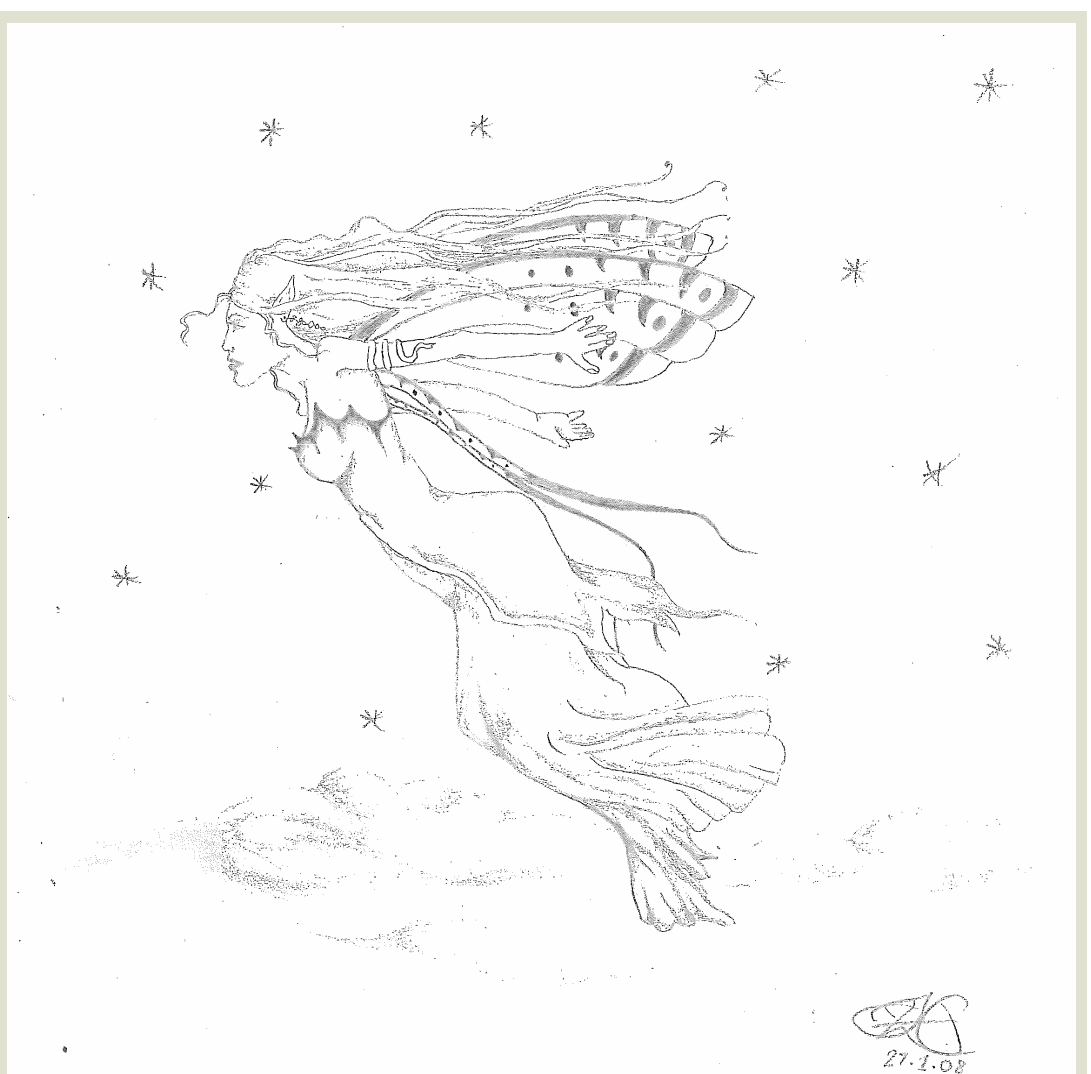
A fridge replacement scheme is one of many new energy efficiency measures to be introduced by the State Government to help people in financial hardship. Energy Minister Peter Collier said the program would be offered to eligible customers as part of an expanded assistance package of rebates, following the Governmental announcement of increased electricity tariffs.

The scheme would initially be delivered by Synergy and Horizon Power through the Hardship Efficiency Program, which helped people in financial difficulty reduce their electricity bills through energy savings. Refrigerators are the third highest source of energy usage in the home, so installing a more energy efficient fridge will make a significant difference to electricity consumption by customers facing hardship, Mr Collier said. Funds have been allocated from July 1 this year and it is expected that about 1,000 fridges will be replaced every 12 months. The Minister said the initiative was available to Synergy and Horizon Power customers who were:

- under threat of disconnection or with extreme payment difficulties
- referred to an independent accredited financial counsellor by Synergy or Horizon Power
- declared in hardship by an accredited financial counsellor
- renting private accommodation

Fridges at least seven years old would be replaced by new units of a minimum 200 litres in volume to a maximum average value of \$1,000. The removal and disposal of the old fridges would be part of the scheme. Referrals to a financial counsellor can be made by contacting Synergy on 13 13 53 or Horizon Power on 1800 267 926.

**Winner of the
Tenant Stories &
Sketches
Competition.**



STATE GOVERNMENT FREE PUBLIC TRANSPORT FOR SENIORS AND DISABILITY SUPPORT PENSIONERS

Western Australian seniors and aged and disability support pensioners will be able to use public transport free between 9am and 3.30pm on weekdays and on Saturdays, Sundays and public holidays from next month.

Premier Colin Barnett, with Transport Minister Simon O'Brien and Seniors' Minister Robyn McSweeney, today announced Saturday, April 4 as the start-date for the initiative, which provides for an extra 1.5 hours of free travel three months earlier than the previous proposal of 10am to 3pm.

Seniors taking advantage of the State Government's initiative and using public transport regularly could save between \$350 and \$600 a year.

The Premier said that under the initiative, WA Seniors Card holders and aged and disability support pension cardholders could use SmartRider cards to travel at no charge on all Transperth bus, train and ferry services during the entitlement times and days.

"Aged and disability pensioners will need to apply to have their existing concession SmartRider reprogrammed or get a new SmartRider if they do not already have one." Call Transperth InfoLine on 13 62 13

PHONE NUMBERS

To help you contact your Housing Co-ordinator quickly and easily below are direct dial phone numbers and mobile phone numbers.

Housing Co-ordinators

Sheila 0417 965 451 / **9422 0715**

Mira 0419 923 263 / **9422 0712**

Denise 0439 662 270 / **9422 0726**

Dale 0439 669 653 / **9422 0724**

Jenny 0439 666 631 / **9422 0727**

On-line Homework Helps After School

Imagine your children receiving free, professional tutoring to help them with their homework at any time they need it. *Imagine never arguing with your kids over homework again. Sound too good to be true? It isn't.*

What is yourtutor?

An online tutoring service that provides school students with immediate help and learning support in all main subjects. This free service provided by the City of Swan Libraries is called yourtutor and it provides live, one-to-one learning support in mathematics, science, English, assignment research and study skills for students in Years 4 to 12.

Every day yourtutor connects thousands of students with subject experts for one-on-one, live tutoring sessions. Kids love yourtutor because it's online, it's immediate (there's no need to book appointments and wait times are usually two minutes or less) and it's anonymous. That means there's no shame asking a question a child might be too embarrassed to ask in school. Great for homework and exam revision, yourtutor helps take the stress out of studying and gives students access to professional help outside of school hours.

How does yourtutor work?

Yourtutor is open and the tutors are waiting for students' questions from 4pm to 8pm, Monday – Friday. All the tutors are, fully qualified, trained, accredited, and background checked to ensure safety and privacy. When a student has a question or problem, they simply log in via a secure website and in a matter of minutes connect to a tutor for a live learning session. Best of all, the service is available in every local library from Beechboro to Bullsbrook and also from your home through our website. All you need is a computer with internet access and a library card from your local public library.

Want to know more?

Contact your local library or visit us on

www.cityofswan.com/library

Altone Park 9377 7760

Ballajura 9249 1488

Bullsbrook 9571 2631

Ellenbrook 9297 9600

Guildford 9378 1770

Midland 9267 9020