

# foundation **focus**

Newsletter for Foundation Housing tenants  **Winter 2022**

## Learn more about us and quiz the CEO at one of our Roadshows!

Now that COVID-19 restrictions have lifted, we thought it would be a great opportunity to meet face-to-face at one of our Roadshows coming soon in Perth and Joondalup.

We know from the last tenant survey that you want more opportunities for involvement so this will be one chance to do that.

In September, we are hosting two roadshows with various Foundation Housing teams, as well as local agencies. There will be information sessions on rent-setting, financial planning, tenant liability, repairs and maintenance and much more. This will be an opportunity to meet with a range of different staff – as well as our CEO – and members of our Committee of Residents and Tenants.

### We'd love to see you there!

#### **Perth Roadshow**

Thursday 6 September  
10am - 1.30pm  
Bennett St Lodge  
(67-69 Bennett St, East Perth)

#### **Joondalup Roadshow**

Tuesday 27 September  
10am - 1.30pm  
Joondalup Public Library, Room 3  
(103 Boas Avenue, Joondalup)



*FHL Lodging Team at Perth City Farm, 2021.*

We will have a dedicated Q&A session with CEO Chris Smith, where you will get to ask any questions relating to tenancy matters, engagement opportunities, growth plans and anything else you would like to know.

**Make sure you register your interest for your chance to win great prizes and giveaways!**

Keep an eye out on your emails, letterbox and our Facebook for more details to come! Roadshows will be arranged in other areas at a later date, including Midland and Mandurah.

**To register your attendance, scan the QR codes!**



Perth Roadshow



Joondalup Roadshow

# The CORT Column

**The Committee of Residents and Tenants (CORT) meet regularly to discuss policy and provide feedback on a range of issues that impact tenants and residents.**



*Colin Knuckey (CORT Member) and CEO, Chris.*

Three CORT meetings have been held so far and several topics have been covered such as our Tenant Liability policy and how charges are calculated, engagement activities and communication with tenants. The key items discussed at the June meeting and how Foundation Housing intends to respond are as follows:

## Customer Service Charter

A Customer Service Charter project plan was presented to the CORT. There was discussion about how to engage tenants and residents in the drafting of the new charter. Foundation Housing will develop a communications plan and will invite tenants and residents to participate in a focus group to discuss what good service looks like and what could be included in the new Charter.

## Regional representation

The CORT discussed how to increase representation in Perth and secure representatives in regional areas.

## Website Redesign

The CORT was provided an overview of the website redesign project about to start and members agreed it would be good for all tenants to have an opportunity to input into the new design and content plan. There is an article in this newsletter encouraging tenants to give their feedback on the current website.



## Climate Change

The CORT was given an overview of Environmental Social Governance (ESG) which is an area the community housing sector is actively investigating. The CORT discussed how tenants should be engaged on this issue and it was agreed that an information session on ESG will be included in the upcoming Roadshows. Further information will also be included in future newsletters as it becomes available.

## Policy Communication

The CORT recommended that communications be developed on Tenant Liability and Anti-Social Behaviour policies. Information has now been included in the new tenant handbooks sent out in late June and will hold information sessions on each policy at the September Roadshows.

**Meeting agendas are co-designed by the Chairperson, Deputy Chairperson and FHL Senior Management two weeks prior to the scheduled meeting.**

Minutes and agendas of CORT meetings are available on our website and can be accessed by visiting [www.foundationhousing.org.au/committee-of-residents-and-tenants/](http://www.foundationhousing.org.au/committee-of-residents-and-tenants/)

**If you have any questions regarding the CORT or would like to provide feedback, please email [CORT@foundationhousing.org.au](mailto:CORT@foundationhousing.org.au).**

## CORT Meeting Schedule 2022

- Tuesday 23 August
- Tuesday 18 October
- Tuesday 13 December

## We are developing a new website and want your input!

We are re-designing our website to make it more accessible, easy to navigate and relevant to what you need.

As part of this redesign, we are looking for feedback from residents and tenants on the current website's layout, content, readability and accessibility.

If you have feedback or suggestions, please send complete the survey below:

<https://forms.office.com/r/R7DuRZQ8UW>



## New Tenant Handbooks

Our new Tenant Handbooks have been finalised. They are:

- 'Now You're a Tenant with Foundation Housing' Handbook
- 'Moving in to your New Home' Handbook

All handbooks are available to download from our website at [www.foundationhousing.org.au/tenants](http://www.foundationhousing.org.au/tenants).

The 'Now You're a Tenant with Foundation Housing' Handbook has been posted to all Foundation Housing properties. As policies have changed over the years, we wanted all tenants to receive a copy with current information.



Additional copies are available on request.

## Helping out tenants during their Covid-19 isolation

The state border opening in March meant that a lot of tenants and residents had to undergo isolation either as close contacts or from contracting the COVID-19 virus.

Since then, our Community Engagement Team have been in contact with isolating tenants to do a wellbeing check-in and respond to their needs, whether that be grocery delivery or help to access their medical supplies.

*"By offering a helping hand, I hope tenants feel less stressed about being in isolation," said Tiffany (Community Engagement Officer) who has managed these wellbeing checks.*

Jessica and her three children living in Bassendean were one of many tenants who received some assistance.

*"I was really grateful to receive some groceries. It was hard being isolated. The help from FHL really took some pressure off," said Jessica.*

If you are isolating and would like a helping hand, please get in touch with your Housing or Lodging Coordinator or email [tiffanyu@foundationhousing.org.au](mailto:tiffanyu@foundationhousing.org.au).



Jessica and her son



# Pilbara Update

## Celebrating our one-year partnership in Hedland with Bloodwood Tree!

In December 2020, the Department of Communities engaged Foundation Housing and Bloodwood Tree Association to deliver the Hedland Aboriginal Home Ownership Program (HAHOP).

The program aims to increase independence and improve wellbeing for Aboriginal and Torres Strait Islander families, while supporting them on a pathway towards home ownership if that is their goal.

Foundation Housing is currently managing 27 tenants in the program, and we are excited that, as of June 2022, nine of those tenants have celebrated their anniversary in their homes. Leeanne Day, a tenant since June 2021, will soon be leaving (as she has purchased her very first home). She has kindly shared her story with us.



Leanne and her grandson.

### Leanne's Story

Whilst living in a private rental, Leeanne tragically lost her partner in 2020 and had to seek emergency housing. Her friends were quick to suggest that she apply for the HAHOP. With her application fast tracked due to her situation, Leeanne was moved into a Foundation Housing home within a month.

*"I have been so lucky to be in this program, I don't know where I would be without it. The house I have been living in is so homely and has been perfect for my situation. Foundation Housing and Bloodwood Tree have been so supportive of my journey and my goal to buy a home. I am still pinching myself because it doesn't seem real," said Leeanne.*

When asked what advice she would give to others with similar goals, she said: *"You must give it a go and believe in yourself. You have one life, so make the most of it."*

**Congratulations to Leeanne, and all other program participants on their journey so far. To learn more about HAHOP and how to apply, [click here](#).**



Kelly Howlett (Bloodwood Tree Association), Jeff Stiley (Board Director, FHL), Kerryn Edwards (General Manager Operations, FHL) and Jo Buontempo (Board Director, FHL).



Michelle Perry and her family (HAHOP tenants)



# Planning on a happier future: Fiona's Story

**Fiona first became a tenant with Foundation Housing in 2013, at our Fremantle lodge. She wanted to move away from negative people in her life, so was excited to start her life of independence.**

Tired of ongoing knee pain and not being able to do the things she used to, Fiona knew that she had to improve her lifestyle for a healthier and happier future.

Three years later, we were able to move Fiona to our brand-new Bennett Street Lodge, close to the hustle and bustle of East Perth. Flourishing in her new home, Fiona said she still felt like something was holding her back, her weight.

*"I was very excited to move to Bennett Street, but I knew that my health was in jeopardy and if I was going to do anything about it, it had to be now," she said.*

With access to local agencies and through the support of the Lodging team, Fiona decided to take the first steps and receive counselling about options to manage her weight. Her health situation was assessed, and she was told that surgery might be an option for her, but first she had to lose some weight herself to prove that she was committed to making healthier life choices.

***"I was ready to lose weight. I was determined because I knew that if I didn't put one foot in front of the other and give this my best go, I wasn't going to live a full life," she said.***

*"I went into surgery in November 2021 and since then, I have lost 54kg. My friends can hardly recognise me. I am so happy that I pushed myself to lose weight. I can do*



Fiona before surgery, 2021



Fiona after surgery, 2022

*things I never used to be able to do, like going for a walk around the block. I wouldn't have much of a future if I didn't get support from the people around me, like Foundation Housing," said Fiona.*

When asked what advice she would give other people who wanted to kickstart their health journey, she said:

***"If I can do it, anybody can do it. You must be confident in yourself and put your mind to it, no matter what obstacles you are facing. Create habits for yourself that are realistic and seek a support network to have your back."***

*Show off your garden and*

Congratulations on your achievements, Fiona! It has been wonderful to see your progress over the last few years and see you able to get out and about in the local community. *So Bunnings voucher!*

**If you need support in any aspect of your life, please speak with your Lodging or Housing Coordinator who can help with referrals to support agencies.**

## Share Your Story for a chance to win a \$50 voucher!

**Do you have a story you'd like to share about your experience with community housing or homelessness? We are always looking to feature stories from our tenants and residents.**

If you would like to tell your story, please get in touch. We also welcome written or creative work for this newsletter. This could include nominating a great neighbour, artwork or photographs, recipes and anything else!

**If you make a submission, you will go in the draw to win a \$50 voucher to Coles or Woolworths!**



Please submit your story, ideas or work by email to [paigel@foundationhousing.org.au](mailto:paigel@foundationhousing.org.au) or speak with your Housing or Lodging Coordinator. Someone will then contact you to help your story or idea come to life on our website or in other publications.

# In the Community

## Get to know our new Community Engagement Coordinator, Maureen!

We are excited to introduce you to the newest member of our Community Engagement Team, Maureen.

Maureen's responsibility is to work alongside our Community Engagement Officer Tiffany to help design and deliver engagement activities.

We asked Maureen some questions about her new role:



### What initiatives are you hoping to bring to your new role?

I hope to bring my experience as a grassroots community builder, who likes to get people connecting in creative ways.

### Why are you looking forward to working with our tenants and residents?

I look forward to helping people feel more valued and included and improving wellbeing. This could be through increasing opportunities for connection, belonging in their community and sharing their skills and talents.

### What do you like to do in your spare time?

I enjoy trying new recipes, sewing, belonging to a book club and I like cycling along the beach.

If you would like to ask Maureen a question about Community Engagement or herself, you can email her at [maureenm@foundationhousing.org.au](mailto:maureenm@foundationhousing.org.au).

## Keep the kids busy on a budget during school holidays!

Not sure how to keep the little ones entertained these holidays and don't want to break the bank?

Explore the playgrounds and nature in Kings Park or learn more about the human body at the Telethon Discovery Centre!

For activities to keep the kids busy during school holidays and programs on offer, visit: [www.getoutwithkids.com.au/school-holiday-activities-perth/](http://www.getoutwithkids.com.au/school-holiday-activities-perth/)



Kings Park



Telethon Discovery Centre

## Barista experience for residents and tenants

Have you thought about working in a café or learning how to make coffee?

The Grow and Grind coffee van provides on-the-job barista training and employment for people who need a helping hand or are experiencing the impacts of homelessness and isolation.

Develop skills, confidence and self-esteem whilst learning a new skill!

Any resident or tenant with an interest is strongly encouraged to apply. Send your expression of interest to [growandgrind@55central.asn.au](mailto:growandgrind@55central.asn.au) or call Jaryd on 0474 226 519.



Grow & Grind visiting Bennett Street

Scan the QR Code to receive the latest information via Facebook. Follow our page to receive regular news and updates.



[facebook.com/foundationhousing](https://facebook.com/foundationhousing)

# News and Updates

## A \$400 electricity payment for our Lodging and shared residents is on the way!

**In May, the State Government announced a one-off \$400 Household Electricity Credit to help reduce the cost-of-living pressures for households, as part of the 2022-23 State Budget.**

Eligible recipients of the payment include those in apartment buildings or homes where electricity costs are recouped from tenants by the owners (such as strata management). It also applies to households that receive electricity charges direct from a retailer other than Synergy or Horizon Power, such as Perth Energy or Alinta Sales.

We are pleased to announce that our Lodging

Residents and eligible tenants will be receiving this credit and will be notified by their Lodging or Housing Coordinator who will also help in completing the required application.

If you are billed by Synergy or Horizon Power, please contact your provider directly to discuss your eligibility.

Please note, only residents signed up on or before 12 May 2022 are eligible for the payment.

**To view your eligibility or start applying, please visit: [www.wa.gov.au/service/community-services/grants-and-subsidies/apply-household-electricity-credit](http://www.wa.gov.au/service/community-services/grants-and-subsidies/apply-household-electricity-credit)**

## Get Studying with our Scholarship Program!

**Thinking about studying but not sure you can afford it?**

Applications are now being accepted for Foundation Housing's 2023 Scholarship program. There are two scholarships, each providing funding of up to \$2000 which can be used for fees or expenses of your chosen course.

The purpose of the scholarship is to assist people undertake education or training to enhance their employment opportunities or develop skills. These could be TAFE or university courses, or other vocational training including online learning. One of the scholarships is specifically for Aboriginal and Torres Strait Islander tenants.

Applications will be assessed against the eligibility criteria, commitment to engage in study and evidence of how the funds will help you reach your education and employment goals.

**Applications close 27 November 2022.**

Application forms and additional information are available on our website, or you can email [paigel@foundationhousing.org.au](mailto:paigel@foundationhousing.org.au) to arrange for an application pack to be posted to you.



*David, 2022 Scholarship recipient.*



*Tamryn, 2021 Scholarship recipient.*

**To apply, visit: [www.foundationhousing.org.au/tenant-wellbeing/scholarship-program/](http://www.foundationhousing.org.au/tenant-wellbeing/scholarship-program/)**



# Reconciliation

## Be Brave and Make Change

In late May, a group of tenants and residents joined our Community Engagement Team at the Boola Bardip WA Museum for National Reconciliation Week (NRW).

NRW is a time for all Australians to learn about our shared histories, cultures and achievements and to explore how each of us can contribute to achieving reconciliation as a nation.

Tenants and residents were taken on a museum tour, where they learnt about Aboriginal art, culture and history, the Mabo case, the stolen generation, what Reconciliation means, the six Noongar seasons and more.



NRW at WA Boola Bardip Museum

*"Thank you, Foundation Housing, for including me in the museum tour for Reconciliation Week. It was insightful and inclusive," said Gillian who attended on the day.*

A group of tenants also joined Foundation Housing staff at the Reconciliation Walk at Kaarta Koomba (King's Park) where they got to experience a smoking ceremony, traditional dance and more. We are pleased that we were able to spend NRW learning about Aboriginal and Torres Strait Islander histories and culture with some of our tenants.

**Do you have any community engagement ideas? Send your suggestions to [tiffanyu@foundationhousing.org.au](mailto:tiffanyu@foundationhousing.org.au).**



Reconciliation Walk at King's Park

## Traditional language comes to FHL offices!

Last month, we were pleased to rename our meeting rooms in our **Leederville, Broome and South Hedland offices in traditional Noongar, Yawuru and Kariyarra language.**

The names were chosen in consultation with Noongar Elders Freda Ogilvie, Sandra Harben and Anthea Corbett, Nyamba Buru Yawuru (Broome) and Diana Brown (Kariyarra Elder).

The new names for our Leederville office in Noongar Language:

**Kaarliil, Boorloo, Waarkal and Karlup.**

Our Broome office meeting room was renamed **the 'Jila' room** and the meeting room in our South Hedland office was renamed **the 'Ngurra' room.**

To learn the meanings of these new names, visit [www.foundationhousing.org.au/about/blog](http://www.foundationhousing.org.au/about/blog)



Foundation Housing is honoured to have the language of our Traditional Custodians incorporated into the workplace, and we look forward to renaming more of our offices and rooms in the coming months.

# Your Home

## An update on housing upgrades!

**The Social Housing Economic Recovery Package (SHERP) Grants Program is a State Government initiative that provides funding for new and upgraded community housing.**

Earlier this year, we received approval for refurbishment works for a grant totalling over \$1.7 million. Over the last two months, property refurbishments have been completed and have included repaints and flooring replacements.

Currently, works are being undertaken at complexes, including Wright St, Highgate, Ammanford Crescent, Butler, and Ladera Drive, Clarkson. These works include external painting, fence installation and structural repairs. The following projects are forecast for the next two months:

### Solar Installation

For 23 properties, including 6 lodging properties.  
Over \$100,000 worth of solar panels to be installed.

### Swan River Lodge

Rear balcony decking replacement and office refurbishment. Scheduled for August.

### Foundry Rd, Midland

Security upgrades, including a new car park vehicle gate.

### Kutcharo Crescent, Joondalup

Property refurbishment. Expected to commence at the end of August.



## Affordable options to protect your home

**Unfortunately, sometimes unavoidable situations occur that lead to household items being lost, stolen or damaged.**

You may wish to consider applying for contents insurance to recover the cost of replacing belongings if this were to happen. Contents insurance can cover items like furniture, clothes, appliances, tools, jewellery and more.

If you are interested in contents insurance, you should consider your options and websites such as [www.choice.com.au](http://www.choice.com.au) can help with comparing costs and coverage.

The below offer flexible payment options.

**Essentials for AAI** allows customers to ensure contents between \$10,000 and \$20,000. Customers can use Centrepay to manage payments. [Essentialsbyaaai.com.au](http://Essentialsbyaaai.com.au).

**Insurance 4 That** is a single item insurance solution. Customers can insure individual items and nominate the value of these, all with flexible payment options. [Insurance4that.com.au](http://Insurance4that.com.au).



## Are you falling behind in paying your bills?

**When money is tighter than usual, things can get overwhelming. That is why many service providers allow you to pay your account in regular affordable instalment options that are designed to suit your circumstance.**

To learn more about the payment options available from your service provider, log into your account, give them a call or visit their websites to see what options are available.

## Inspection Reminders

Due to the easing of Covid-19 restrictions, all property and lodging inspections have recommenced.

Our Housing and Lodging staff have identified some important things to remember when preparing for an inspection:

- Ensure all exhaust fans and sliding door tracks are cleaned
- Wipe marks from walls, doors and windows
- Clean and scrub showers including the grout
- Clean light switches and light covers

For any inspection related questions, please contact your Housing or Lodging Coordinator.



## Staying in Touch

We want to make sure you receive our latest updates and news. The best way to do this is:

- Let your Coordinator know if you update your phone or email address
- Add our email addresses to your contacts, so they don't end up in your spam folder
- Add your email account to your phone
- Follow us on Facebook @foundationhousing

*Foundation Housing acknowledge the First Australians as the Traditional Custodians of the lands on which we operate. In particular, we acknowledge the Traditional Custodians of country where each of our offices are located including the Whadjuk Noongar people of Perth, the Yawuru people of Broome and the Kariyarra people of Port Hedland. We recognise their continuing connection to land, waters and community*



## Notice board

### Foodbank Referrals

Tenants and residents with a concession card can receive a Foodbank referral from our Leederville office. Call our Leederville Office on 9422 0700 for more information.

### Sprinklers in Winter

A reminder for those in the Perth and Mandurah region to turn off your water reticulation from 1 June until 31 August.

### Free job search sessions for youth

Learn helpful tips and tricks to support young job seekers on Thursday 15 September from 6pm at the City of Vincent Library Lounge. Scan the QR code for more details.

### Volunteer at the Perth Disability Connection Expo

Volunteer this August! Apply by going to [www.developingauscommunities.com.au](http://www.developingauscommunities.com.au) and follow the prompts.



[foundationhousing.org.au](http://foundationhousing.org.au)



### CONTACT US

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### JOONDALUP AND MIDLAND OFFICES (By Appointment Only)

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Joondalup 6027 Midland 6056

For all maintenance requests and emergencies, please contact us on 1300 895 205.