



# TENANT NEWSLETTER

## CEO UPDATE

Welcome to our Winter edition of our tenant newsletter.

My 17 year old son Xander will frequently comment about my inability to grasp technology, social media and the like to the extent that he and young people do naturally, having grown up in this new world. He is right of course and I do quietly marvel how quickly he and his generation adopt new technologies and make them "normal", even old hat in the blink of an eye.

Where am I going with this? There are two answers that rapidly spring to mind. One is that I do not want to be left behind, a feeling I am sure I share with many of you; and the second is just recognising that news, information and importantly communications amongst friends and family are now in the domain of technology and the internet. A simple tell-tale of the truth in this is to answer the question – 'when was the last time I wrote a letter and sent it to a friend or family in the post'? The answer in my case is years ago.

A theme of this newsletter is to inform you, our tenants, how we will improve the presentation of our information to you, make it more responsive and relevant, create opportunities for you to interact with us and the community at large, and, make the most of this technological age.

This will be the last newsletter that we will send exclusively through the mail system. It will still be available in print form for

those of our tenants who request it but we propose to move to e-mail and accessing our website pages as the main means of communicating with you. We know that most of you have at least a smart phone and many have e-mail addresses, the important elements to making a digital version practical. So we are making a start. We expect that this will be very popular as it will be quickly recognised as an efficient and fast way of requesting maintenance, receiving advice to prepare for the storm season and other information, and importantly, availing yourself of the courses and events being delivered by Coast2Bay.

If this is all new to you., never fear.. We will identify and let you know where technology training and assistance can be obtained. If the demand is there, we may also schedule technology tutorials for our tenants ourselves. If this is of interest, please let us know via 1300 796 716.

Changing topics. This newsletter brings to you loads of useful information and hints aimed at making your experience of being housed through Coast2Bay pleasant, safe and rewarding. We are always seeking feedback and I encourage you to let us know when you have advice to help us improve.

Your Community Development Manager, Sam has devised a fantastic program of events, initiatives and incentives for you. On my part, it is a little disappointing that the take-up by our tenants has been slow so if we are not on the right track, please let Sam know. She would love to receive your suggestions. However, I suspect that the main problem is that our tenants are busy and are not taking the time to read the information. Our progressive move to the more responsive digital approach might just be the thing you are waiting for. Please let us know Finally, Winter is upon us. There are neighbours around you who may be feeling the cold or suffering from the viruses and such-like that we tend to get this time of the year. Please look out for your neighbours as you would have others look out for you. Help them if you can but let us know if you feel someone is doing it tough so we can try and help.



Enjoy the newsletter.

## LIKE us on FACEBOOK and WIN!!



Coast2Bay Housing Group have **3 x Family Passes to Queensland Zoo** to GIVE AWAY! To be in the running to win simply:

- 1. Like our Page**
- 2. Share our Page**

Winners will be drawn on the 28th August 2015.

Thank you to Julie and her team at Queensland Zoo for donating these great prizes!

Coast2Bay is using Facebook as another mechanism to communicate with our tenants, particularly in the community engagement space. 'Like' us on Facebook and keep up-to-date with workshops, activities and events available to you as a Coast2Bay tenant, as well other community activities and events in your local area.







## Noela's Garden

*Karel is one of our lucky tenants to have been awarded the Keen on Green Award for the month of April. Karel has created an oasis of lush green vegetation around his unit, and takes exceptional pride in its care and maintenance. The soil in Karel's garden is as rich as it's history—a story that Karel has kindly offered to share for you all.*

Noela was a founding member of the Cotton Tree Co-op, which merged with the Sunshine Coast Housing Company to become what is now known today as Coast2Bay Housing Group. Noela suffered a long illness and I remember meeting her at a Tenant Advisory Group meeting as a frail lady with her wheely, but always with a friendly smile on her face.

A few years ago I was transferred to my current social housing property. After not being well myself, I couldn't believe my luck when I was given a unit with a garden. It was a garden that had obviously been let go, but after hearing from my neighbour that Noela used to live in this unit before her passing, I could understand why.

Being a street kid raised by nuns, gardening was not one of my skills. But to escape being caged up inside my unit and to deflect my own inner demons, I started to water the garden in the afternoons. Soon I saw plants come to life. Things came up that were not there before. I was inspired.

Not really knowing how to maintain and develop the garden, I asked my friends who gave me plants and lots of great ideas. Picking the brains from nurseryman and House & Garden staff, I learnt how to propagate plants that were in my garden. I picked up plants, bricks, pavers, pots, and a family of gnomes from the curb. With a little fertiliser, mulch and TLC, I became a gardener.

I have dedicated my garden to Noela and must admit I do enjoy spending time in her garden. Even when I am not well myself, it gives me satisfaction and a sense of belonging. The garden gives me more than I can give it.



Recently Coast2Bay introduced the Keen on Green Award, and I am grateful to have been recognised as the winner for the month of April. The \$50 Bunnings voucher will help with the incidentals. The fact that someone noticed is priceless.

If you have a little space, a planter box or a garden, I encourage you to have a go and experience the joy in the rewards of gardening.

Thanks Noela.

Karel



# COMMUNITY ENGAGEMENT

As promised, Coast2Bay Housing have hit the ground running and delivered a very busy community engagement calendar for its tenants in 2015, and we are only half way through the year! Already, a number of workshops and activities have been held across the Coast and Moreton Bay regions providing something of interest to everyone.



## January

TAFE Courses & Training Information Session

## February

Gardening Maintenance Workshops

## March

First Aid & CPR Training

## April

Good Neighbour Day

## May

Asthma Awareness & Management Workshop

## June

Diabetes Awareness & Management Workshop

## July

TAFE Courses & Training Information Session



We have many more workshops and activities planned for the remainder of the year. Keep an eye out for what's next with invites posted by mail, on email, our website and on Facebook. And feel free to bring us your suggestions if there is something specific you would like to learn or be part of in your local community. We can help put you in touch with the right people and places!

## Good Neighbour Day 2015

The 29<sup>th</sup> March 2015 marked Good Neighbour Day, Australia's annual celebration of community, bringing together the people next door or across the street for a bbq, cuppa or a friendly chat.

In recognition of this day, Coast2Bay held a competition for its tenants asking them to submit a short story about their "good neighbour" for a chance to win a \$70 meat tray from Mick's Meat Barn.



We had a great response and would like to thank all of our competition entrants for sharing their stories of support, compassion and appreciation. It is fantastic to hear so many of our tenants have neighbours they can lean on in a time of need or to simply share a friendly smile when passing by.

The lucky winners and their neighbours were – **Maggie (Nambour), Michael (Nambour), Thelma (Cabo), Ron and Hepzibah (Cabo), Lyn (Landsborough), Graham and Joan (Landsborough).**

The best news is that the generosity and appreciation didn't stop there!

All of our winners shared their meat trays with other tenants within their complex, and some even hosted a complex BBQ! Now that's true neighbourly spirit.



<http://www.neighbourday.org/>





## First Aid & CPR Training

Knowing how to respond in an emergency situation can mean the difference between life and death. Do you know how to respond? During the month of March, Surf Life Saving Queensland presented a number of First Aid & CPR workshops for Coast2Bay tenants. Topics covered included bleeding and bandaging; heart attack, stroke, CPR, beach safety and signals. Tenants walked away from the workshops feeling more confident, up-to-date and ready to respond. The workshops were very interactive with hands-on practice and opportunity to share stories of personal experiences.



## Asthma Awareness & Management

Asthma affects 1 in 10 Australians so chances are you or someone you know suffers from this condition. With the cooler months upon us, asthma symptoms may start to flare up, which means knowing how to manage your or someone else's asthma is vital in order to prevent more serious consequences.

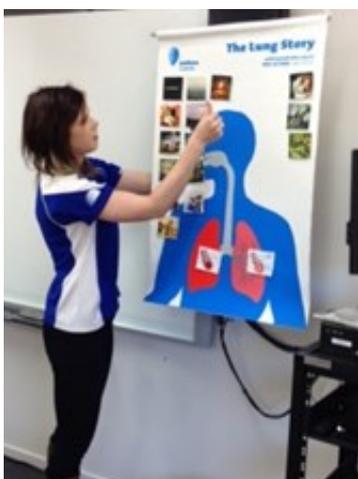
The Asthma Foundation Queensland recently presented a free workshop for Coast2Bay tenants on all things asthma, including: causes and triggers, signs and symptoms, treatment and management, and first aid response. For participants, having access to asthma education professionals was an opportunity for them to ask questions and clarify a few myths.

### ***Myth 1: Asthma can be cured***

**FALSE!** Asthma is a treatable health condition. Despite great advances in treatments over the years, unfortunately there is still no cure. However, with appropriate diagnosis and good management, just about everyone with asthma can lead normal, active lives.

### ***Myth 2: Children will usually outgrow asthma***

**UNLIKELY:** Asthma is a long term health condition in which the lungs over-react to certain things. This overreaction never entirely disappears, but in some people it becomes so minor that there aren't any more symptoms. Some children have asthma symptoms that improve or disappear during adolescence. Those with more severe or persistent asthma tend to remain much the same as they become adults. Even when symptoms disappear completely, there is a chance they may return later on in life, particularly with infections or exercise, or major changes such as pregnancy.



### ***Myth 3: Asthma can improve by moving to the country or to the coast***

**IT DEPENDS:** Because asthma is such an individual disease, some people find the coast is better, while others have fewer problems in the country. Most triggers can unfortunately be found wherever you go. A number of people also find that while a change in climate may improve their symptoms for some time, they then develop allergies to other things in their new environment

### ***Myth 4: My smoking does not affect my asthma***

**RUBBISH!** Smoking is a serious trigger of asthma and so people with asthma should have an even stronger reason than most to try quitting.

Many people find when they quit they get far fewer symptoms and less frequent attacks. It's also one of the few known causes of asthma - babies who are born to smoking mothers have a greater chance of developing asthma than children of non-smoking mothers

If you'd like to know more about Asthma, free call the **Asthma Foundation Queensland** Asthma Foundation Queensland hotline on 1800 ASTHMA.



# FREE COMMUNITY ACTIVITIES AND EVENTS

## Booin Gari

Coast2Bay Housing Group spent the day out and about on Tuesday 14<sup>th</sup> April at the 2015 Booin Gari Festival at Noosaville's Lyons Park. What better way to spend the day than sharing it with thousands of people with one common cause – to celebrate our Indigenous culture through music, art, entertainment and food. Coast2Bay were one of a select group of local organisations and community groups invited as a stall holder, providing a great opportunity for us to showcase our organisation and the housing solutions we provide for community. It was a fantastic day out and is definitely an event to put on your calendar for next year.



## NAIDOC 2015

The Sunshine Coast NAIDOC celebrations will return to Cotton Tree Park on Saturday 11th July. This is a day to celebrate and acknowledge the history, culture and achievements of Aboriginal and Torres Strait Islander people, with lots of great food, music and entertainment. Coast2Bay Housing will be joining the fun and hosting a stall to provide important information to community on housing options and application processes. See you there!



## Your Local Library - Tech Help

Did you know your local library has a number of FREE or low cost workshops and activities for community? From tech help to adult literacy classes, book clubs, health and wellbeing workshops, legal and finance services—there is something for everyone!



### **DIGITAL TECHNOLOGY: You are not alone...**

In an ever expanding digital world, it is easy to feel left behind when it comes to technology. But there is no need! With a range of one-on-one or group session tech tutorials available through your library, you can get guided help to navigate and master your ipad, tablet, PC, laptop, mobile phone, and a range of computer applications. From beginners to advanced.

***Why not visit your local library or jump on their website for more information?***





# FREE COMMUNITY ACTIVITIES AND EVENTS

## RECONNECT Expo

**EXPO**  
STEP UP TO  
PREVENT HOMELESSNESS

**RECONNECT**

FRIDAY 7<sup>TH</sup> AUGUST 10 AM TO 2 PM

LOCATION: PETRIE SCHOOL OF ARTS  
ANZAC AVE PETRIE

Be Part of the **RECONNECT EXPO**  
Ending Homelessness requires a holistic approach  
from individuals, services, governments and the  
community

Local Heroes will be honoured for their contribution to  
preventing and ending homelessness.

FREE BREAKFAST from 7.30am

FREE LUNCH from 12 noon

Workshops: Including tenancy Access to Services

**EVERYBODY IS WELCOME**

**HOMELESSNESS PREVENTION WEEK 2015**

## Nambour Together

**NAMBOUR TOGETHER**  
CELEBRATING EVERYTHING LOCAL



**NAMBOUR TOGETHER**

**SATURDAY**  
29 AUGUST 10am-4pm

**RSVP BY:**  
13 JULY

**OPEN AIR EVENT**

Quota Memorial Park, Nambour (Matthew St)

CALL FOR EXPRESSIONS OF INTEREST FOR:  
STALLHOLDERS - FOOD VENDORS - ART POP UPS -  
SPORTS GROUPS - LOCAL BUSINESSES AND SERVICES

TO SUPPORT THE VALUES OF SUSTAINABILITY, BUILDING COMMUNITY  
& LOCAL BUSINESSES

nambourtogether@gmail.com - facebook.com/nambourtogether

## WRAP

### Focus on Mental Wellness and Recovery (WRAP)

WRAP® is a simple, practical and personal tool which can help you to create positive change in the way you feel and can support you to maintain your wellness.

The WRAP® programme helps you to learn ways to reduce and get rid of troubling feelings. It is guided by accredited facilitators passionate about recovery & wellness and its success is based on the self-direction and peer support of the group members.

Come along to a free information session on:  
**Wednesday 29th July 2015**  
10.00am – 12.30pm

Caboolture Neighbourhood Centre  
9 George Street  
Caboolture, 4510

The programme will run for 10 sessions beginning 5th August 2015

To register or for any queries please contact **Kelly Bagshaw** –  
07 5495 0151, [kelly.bagshaw@openminds.org.au](mailto:kelly.bagshaw@openminds.org.au)



## Homeless Connect

### HOMELESS CONNECT

**Step Up for homelessness on the Sunshine Coast: raise awareness and aid prevention.**

### FREE COMMUNITY EVENT

**WHERE:** Quota Park, Nambour

**WHEN:** Thursday 6th August, 9am-12noon

- \* FREE Brekky and Lunch
- \* Giveaways
- \* Music
- \* Services & Support
- \* Lucky Dip



**Homeless Prevention Week 2015**



## COMMUNICATION IN THE DIGITAL AGE

As mail services become slower and more expensive, it's time for Coast2Bay to find more cost-effective and efficient ways to communicate with you. This is fast becoming a priority for the organisation as we continue to roll out an active community engagement program for all of our tenants, which means regular newsletters, flyers and promotion to keep you up-to-date with the latest workshops, activities and events.



We don't want to clog up your mailbox. Please let us know how you would prefer to receive all correspondence regarding our community engagement activities and events by:

1. Phone Sam Hemsley on 1300 796 716 to provide your response.
2. Return form by mail to Coast2Bay Housing Group Nambour Office.
3. Email your response to [sam.hemsley@coast2bay.com.au](mailto:sam.hemsley@coast2bay.com.au)

*If you'd prefer not to receive our newsletters, flyers and promotions at all, we won't be offended — just let us know!*

### WIN WIN WIN

Remember to LIKE and SHARE our FACEBOOK page to be in the running to WIN one of 3 x Family Passes to Queensland Zoo.

All workshops, activities and events for tenants will be regularly promoted on our new Facebook Page, as well as much much more!



## TENANT ADVISORY GROUP - MORETON BAY

### Moreton Bay tenants...we are coming to you!!

We want to encourage ALL tenants to join our **Tenant Advisory Group** (TAG). As a Coast2Bay tenant, you have a right to hear about and have a say in all matters that affect you....and this is your chance!

To make this opportunity more accessible to our Moreton Bay tenants, the next meeting will be held in Caboolture.

**When: August 3rd, 12noon—2pm**

**Where: Caboolture Neighbourhood Centre, 9 George St**

Transport assistance is available and car pooling options from the Coast2Bay head office in Nambour will be provided for Sunshine Coast tenants who wish to attend.

To **RSVP**, please call Sam Hemsley on **1300 796 716** by **Friday 24th July**.





# SUNSHINE COAST COUNCIL GRANT



Coast2Bay Housing Group recently submitted an application for the Sunshine Coast Council’s Community Programs Major Grant Round. It is with great pleasure to announce that we were awarded part funding to support the ongoing delivery of our Community

Engagement Program. This money will enable us to continue to engage local facilitators who are professionals in their field, to design and conduct a series of tailored workshops that meet the needs and interest of our tenants.

We have had a great response to the Community Engagement Program so far, with many tenants who have attended workshops commenting on their usefulness, the incredible depth of knowledge of the facilitators, and the very warm and welcoming environment in which the information is delivered.

We look forward to bringing many more informative and fun workshops and events to our tenants for the remainder of 2015 and encourage you all to take part in these great opportunities!

# JETTY2JETTY FUN RUN



[j2j.com.au](http://j2j.com.au)

**JETTY2JETTY**  
**FUN RUN**  
**RUN 4 A CAUSE**  
**Sunday 19 July 2015**



On the 19th July, 10 Coast2Bay staff members and family will be running (and walking) the 2015 Jetty2Jetty Fun Run at Woody Point, with the option of a 3km, 5km, 10km or 21km course. For the first time this year, race organisers are giving participants the opportunity to nominate and raise funds for a cause. As a registered charitable organisation, our chosen cause is Coast2Bay’s Community Engagement Program. Staff will be sweating it out all in the name of bringing you, our tenants, an exciting calendar of workshops and events to encourage tenant participation, learning, skill development and fun in 2015. Funds will help pay for venue hire, facilitator fees, materials and resources.

If you’d like to donate towards our cause and support a program that supports you, please log on to the following website: <https://jetty2jetty2015.everydayhero.com/au/coast2bay-housing>

## Caboolture Office Hours

CABOOLTURE Office Hours have now changed. Opening Hours are now:

**Monday & Tuesday: 900am to 230pm**

**Wednesday: CLOSED**

**Thursday & Friday: 900am to 230pm**

These new opening hours will continue until otherwise notified.

We are located at : **Suite 8, Kingsgate Building, 42—44 Kings St, Caboolture**



# Winter Health Hazards at Home

Keeping warm and safe during the colder months of the year also means being alert for indoor health hazards. These simple precautionary measures will help protect you and your loved ones from harm.

## Fire Safety

More than 40% of all deaths due to fire happen in winter. Here are a few tips to ensure your home is fire safe.

- \* Ensure your smoke alarms have been recently tested and batteries changed at least yearly. Coast2Bay has an obligation to its tenants to clean, test and replace batteries for alarms during their tenancy.
- \* Keep curtains, bedding, and tablecloths away from portable heaters
- \* Never place towels or clothes on heaters
- \* Clean the lint filter every time you use the clothes dryer
- \* Never use your oven or stove as a room heater
- \* Use just one appliance per power point and switch them off when you aren't using them. Heaters consume a lot of power and may overload the supply which can cause a fire.
- \* Never leave burning candles or any open flame unattended
- \* Store matches and lighters in a safe place away from children

## Heaters

Before use, check your heater for obvious damage such as rusted reflectors and power cords. Don't leave heaters in places where people or pets could knock them over.

Never use a gas heater designed or marketed for outdoor use inside the home.

## Electric Blankets

Check your electric blanket is in good condition. Faulty electric blankets can overheat, cause an electric shock, spark and potentially cause a fire.

## Hot Water Bottles

Use warm, but not boiling, water to fill your hot water bottle and check for leaks before using it. Hot water bottles can cause burns so make sure you wrap them in a tea towel.



If you detect a fault or breakdown of an essential service or appliance on your premises for hot water, cooking or heating, or a dangerous electrical fault, please contact Coast2Bay's office during normal business hours. For emergency repairs after hours, please call **1300 796 716** and follow the prompts.

[www.coast2bay.com.au](http://www.coast2bay.com.au)