

THROUGH THE WINDOW



December 2015

MERRY CHRISTMAS!
& HAPPY NEW YEAR



PERRY ST GARDEN
CLIENT FORUMS
HOUSING PLUS SOCIAL MEDIA
NEW 1800 NUMBER



As we come to the end of the year and I reflect on what has been achieved, I am confident that we have had a successful year and have made some real progress in improving our services to you.

I wish you all a safe and happy holiday season and look forward to meeting some of you in the year ahead.

Karen Andrew
CEO

Housing Plus 1800 Number

1800 603 300

Housing Plus are pleased to introduce our new 1800 603 300 telephone number.

Clients and community members can now contact 1800 603 300 to be transferred to all Housing Plus services and office locations.

1800 603 300 is free of charge from landlines and pay phones. 1800 calls are now free on many mobile phone providers (please contact your own provider to check eligibility).



Did you know: Over the last 3 months

31

Housing Plus signed up 31 new tenancies

1876

Housing Plus logged 1876 work orders for maintenance and repairs

27

Housing Plus had 27 clients attend our client forums across the region: Thanks for coming along everyone

Notice

Housing Plus Tenancy Services in Orange, Bathurst and Mudgee will be closed over the Christmas / New Year period from December 25th to January 3rd, 2016.

Housing Plus will continue to deliver our homelessness and domestic violence support in Orange during this period.

Like us on Facebook for a chance to win!

Housing Plus is now on facebook and Twitter!

We will be regularly posting information about local events and our services.

Like our page on facebook for a chance to win a digital camera valued at \$150.

Go to www.facebook.com/HousingPlusAU



Perry Street Clients are Growing Their Own!



In August, the Perry Street vegetable garden received a much needed makeover thanks to residents of the complex and Bunnings Mudgee.

Bunnings Mudgee sponsored the workshop, by providing two staff, and a range of vegetable seedlings and tools to get the gardens back to their most productive.

On the day a variety of clients who live in the Perry Street complex enjoyed the workshop planting out the garden, and sharing a simple BBQ but most of all everyone enjoyed socialising.

Do It Yourself

You don't need a large yard to grow your own grub, even the smallest area can give you a tasty crop with a bit of planning.

There are many resources on the Internet and at your local library on how you can become a balcony garden bandit. Check out: <http://www.foodwise.com.au/category/grow-your-own-toolkit/> to find some great tips today!



FoodCare Orange: Quality food at a great price

Are you struggling to make ends meet?

Food Care Orange provides affordable quality fresh food and groceries to individuals and families on low incomes in the Orange area.

Every week at Food Care Orange we have a range of cheap frozen and fresh food, grocery and personal items.

You can always expect to find:

- Fresh fruit & vegetables (whatever is in season)
- Milk
- Bread
- Dried goods (pasta, rice, noodles)
- Canned food (beans, spaghetti, tomatoes)
- Health & beauty products (shampoo, soap, toothpaste)

FoodCare Orange purchases grocery items

from Food Bank Sydney. These items are often discontinued lines, an over production or close to best before date. Our donated food usually includes milk, bread, fruit and vegetables.

Food Care Orange tries to provide quality food as cheaply as possible. We charge an administration fee to cover costs such as freight from Sydney and transport to pick up donated food.

You decide whether you want to purchase five items for \$5.00 up to a maximum of 30 items for \$30.00.

FOOD CARE ORANGE - SHOP

Garema Community Centre, Garema Rd, Glenroi.
Open every Tuesday & Thursday 9.30 to 12.30



My Aged Care Changes

If you're getting older and need help, or if you're caring for someone who does, contact My Aged Care.

Start Planning

You can find out what you need to know to start planning and talking about aged care with your family and loved ones. You can find out about your choices, including home, community and residential aged care, and compare prices and services.

Get Information

My Aged Care helps you find the information you need

about aged care services; it can provide you with information about:

- different types of aged care services
- eligibility for services
- how we understand your aged care needs and help you find local services to meet your needs - you are able to select your own service provider
- costs of your aged care services, including fee estimators.

You can talk to My Aged Care on 1800 200 422 or visit the website at myagedcare.gov.au

Client Forums: A Focus on Maintenance



In July, Housing Plus held Client Forums in Mudgee, Orange and Bathurst focusing on how we provide maintenance and repairs.

We had a marvelous turnout for all forums, and heard some great ideas about how we can enhance our maintenance services.

We asked for feedback related to; the experience of reporting maintenance and repairs, time frames in which maintenance and repairs are completed, and the quality of work provided by contractors in each of the areas.

As a result of your feedback, we have made several changes, these include:

- Our Repairs hot line will be providing reference numbers for all calls made; this will allow clients to follow-up inquiries at a later date.
- All services, including the Repairs hot line are now asking if you would like us to call you back on your mobile phone. This is aimed at reducing the cost for you to contact Housing Plus.

If you have any feedback related to any of our services, please contact your local branch or through 1800 603 300.