

MYPLACE

NEWSLETTER FOR TENANTS AND RESIDENTS OF HOME IN PLACE
ISSUE FIVE

Home
in Place

IN THIS ISSUE

A MESSAGE FROM LYNDALL
TRG TENANT EXPOS
ELAINA'S STORY
MAKERETA AND CALEB'S STORY
GROW A STAR FUNDING NOW AVAILABLE
AND MORE!

PHOTO GALLERIES

Soulful Surf

PLUS Women's Week, Seniors
Festival, Money Matters,
Taree Community Garden,
Volunteer's Lunch

NEW TO YOUTUBE HOME IN PLACE SONG AND BEHIND THE SONG VIDEO

A Message from Lyndall

LYNDALL ROBERTSHAW
CHIEF EXECUTIVE OFFICER AUSTRALIA
HOME IN PLACE



Hello everyone, the last Home in Place newsletter was sent out in December, we are now well into 2023 and it has been great to see over the past few months tenants being involved in our many tenant engagement activities and events.

Our Christmas events were held in Dubbo, the Upper Hunter, Newcastle, East Maitland, Taree, Broken Hill, Brisbane and on the Central Coast. Over 960 tenants attended. It was wonderful to see people enjoying themselves and the happy faces on our Facebook and Instagram accounts, it was also great to see the recipients of the 12 Days of Christmas campaign. If you are not connected to our social media accounts and would like to be, the links are provided on the last page of this newsletter.

Since the Christmas events we have held many other events such as Women's Week events including morning tea, luncheons, art workshops, surfing lessons with Soulful Surf; Seniors Festival events including morning teas, lunches, BBQs, bus tours and movies; Money Matters events in various locations which provided tenants with tips on all things money; well-being workshops; community gardens; driving training programs and more. We will be continuing our events and I encourage you to come to your local Tenant Expo - details on page 5. It would be great to see you there.

I would also like to encourage stars to apply for our Grow A Star program which provides mentoring and financial support for youth to follow their academic, sporting or artistic dreams. We work with young people and their families to enable them to pursue a hobby, a passion or ambition. We remove barriers by:

- Funding specialist lessons or coaching
- Purchasing equipment or specialist clothing
- Funding sports club registrations and/or representative fees
- Funding some travel expenses and excursions
- Providing music lessons or the purchase of an instrument

The first scholarship round for 2023 is now open, please refer to page 3 for more information on how to apply.

I am really pleased to announce the Home in Place Tenant Satisfaction survey results for 2022, the results from the independent Tenant Survey are very positive. The overall tenant satisfaction with Home in Place remains very high at 90% which is a slight increase on 2021 from 89%.

Satisfaction is also very high across the following areas:

- Home in Place Events – 93% satisfaction
- The way Home in Place involves tenants – 90% satisfaction
- Tenants' ability to influence Home in Place decision making – 85% satisfaction
- Tenants' rights being upheld by Home in Place – 90% satisfaction
- Condition of the home – 88% satisfaction
- Additional support service (inspections) – 92% satisfaction
- Communication with Home in Place regarding repairs and maintenance – 78% satisfaction
- The service and the quality of repairs carried out – 85% satisfaction.

Thank you for everyone who took the time to fill out the survey, the results provide valuable information on ways that we can continue to improve our services to you.

I would like to wish you, from all of us at Home in Place, a very safe and happy Easter!

Makereta and Caleb

When Makereta and her son Caleb got the keys and opened the door to their new Specialist Disability Accommodation (SDA) home in Mambourin in Victoria, she cried. Tears of joy, exhaustion and relief.

After two years of fighting to be able to live with Caleb in a purpose-built home that met his needs, she says it was difficult to find words to describe her elation.

"The home is what I had dreamed of. It gives Caleb the quality of life I wanted him to have – for him to be comfortable and have some freedom in his life," Makereta says.

"People kept telling me it was impossible for Caleb to live in a SDA home with me and his brother Saula but with the support of our advocacy service, support co-ordinator, support workers and Home in Place, we did it," she says.

Read more of their story at

<https://homeinplace.org/story/family-stays-together>



Money Matters

Cost of living pressures are hitting many people right now, especially people living in community housing.

Around 70 tenants got some tips on all things money at one of four Money Matters sessions held in February and March.

The free sessions, in Taree, Broken Hill as well as Lake Macquarie and East Maitland in the NSW Hunter region, were designed to be a one-stop-shop for money matters.

The Lake Macquarie session was a drop-in mini financial expo. There were representatives from the Salvation Army's Money Care program, the Energy and Water Ombudsman of NSW, Edgeworth Memorial Neighbourhood Centre, Second Bite, Wesley Mission Opportunity Pathways, Lake Macquarie City Council, Services Australia and Community First Bank on hand.

The organiser of that session, Newcastle Community Participation Officer Meaghan French, said the sessions are an example of how Home in Place supports tenants to maintain their tenancy and participate in their community. She said bringing a range of services together is helpful to tenants, rather than them having to seek each service out individually.

"Our tenant engagement activities are about giving people skills and information about other service providers who can support them too," Meaghan said.

"In the Money Matters sessions it is about helping to build the financial capacity of our tenants," she said.

Read more at <https://homeinplace.org/home-in-place-helps-tenants-with-money-matters>

Grow a Star

Grow a Star is a youth mentoring and scholarship program that helps young people overcome the social and financial barriers that are preventing them from following their dreams.

We provide targeted funding to support young people who show an eagerness, talent or passion to develop their skills in a chosen field.

We need more stars!

Do you know a young person who could do with some support through the Grow a Star program to realise their artistic, sporting or educational dreams? If so, nominate them today!

Whilst applications for the Grow a Star Youth Scholarship Program are open all year round, our first targeted youth scholarship funding round for 2023 is open until the end of April 2023.

To apply or for more information go to www.growastar.org/general-applications-1





TENANT AND TRG STORY

Elaina advocates for others

Having a safe and secure roof over her head has helped Elaina to work on herself including her mental health and physical health issues. But she still makes time to advocate for and support other tenants and is encouraging other tenants to do the same.

Elaina was renting in the private rental market when severe mental health issues turned her world upside down. Family took her in so she wouldn't be homeless. While ever grateful for their support, she knew living in her uncle's computer room wasn't a long-term solution.

In 2017 she moved to a boarding house and then into housing with Home in Place. She admits her first home was difficult. Many of the tenants were transitioning from homelessness and battling addiction issues. She is not judgemental or critical. As a recovering addict too, the environment and other tenants leaning on her for support wasn't helping her recovery.

"Home in Place staff realised that my location wasn't assisting my mental health recovery and battle with addiction and worked as hard as they could to find me a new place," Elaina says. "It was important to have that additional support."

Since March 2021 Elaina has lived in an apartment in the inner Brisbane suburb of Coorparoo which she says is "fantastic".

Elaina is full of praise for the efforts being made by Home in Place to connect with tenants and continually improve its customer service.

In July 2020 she joined Home in Place's Brisbane **Tenant Reference Group (TRG)**. Last year she was appointed to Home in Place's national **Our Voice Panel** which provides advice direct to the board.

"I am passionate about community housing, and it is fascinating to learn more about the sector and housing system. Getting into the nitty gritty and advocating for myself and other tenants is mentally stimulating."

"I asked Home in Place why they wanted me to join these groups as I had never shied away from making complaints or giving feedback. They said that they wanted tenants to tell them when things were going wrong as well as when things were going right. To provide feedback from a tenant perspective on how to improve."

She says reference group feedback goes straight to local management so they can fix local issues but common issues across reference groups are taken through to senior management.

Elaina is calling for other tenants to join their TRG. She says the Brisbane group needs more members to share the load and be more representative of all tenant needs. Meetings are quarterly which is manageable for her.

She says TRGs are working on upcoming tenant led expos to meet the needs of local tenants. "Come and give it a go. Gain some experience and have your voice heard."

To read the full story go to www.homeinplace.org/story/elaina-advocates-for-others

Join us at a TRG Tenant Expo

This year our local Tenant Reference Groups (TRGs) in each region are partnering with Home in Place to deliver the inaugural TRG Tenant Expos.

The expos will see tenants, staff and local services come together to provide an informative and fun day. We hope you can join us for some fun activities, a bite to eat, a catch up with neighbours and the chance to meet with some important service providers from your area.

NEWCASTLE TRG TENANT EXPO

When: Thursday 25 May 2023

Time: 11:30am – 2pm

Where: Hamilton North Bowling Club

What's included: Free lunch, prizes, giveaways and entertainment!

Who's coming: Police, Salvation Army, Services Australia, NovaCare and more!

RSVP: <https://events.humanitix.com/newcastle-tenant-expo-2023>



MID COAST TRG TENANT EXPO

When: Thursday 18 May 2023

Time: 11:30am–2:30pm

Where: Waterfront Pavilion Exchange Hotel, 154 Victoria St, Taree

What's included: Giveaways, information for living your best life, refreshments and more!

RSVP: <https://events.humanitix.com/home-in-place-taree-tenant-expo>



EAST MAITLAND TRG TENANT EXPO

When: Monday 5 June 2023

Time: 11am – 2pm

Where: East Maitland Bowling Club Upstairs in Scarborough Function Room

What's included: Free lunch, prizes and fun entertainment!

Who's coming: Samaritans Rent Choice, Catholic HealthCare, NovaCare, Hunter Water, Legal Aid, Youth Off The Streets, St Vincent de Paul, Community Hair Project and much more!

RSVP: <https://events.humanitix.com/home-in-place-tenant-expo-east-maitland>



BROKEN HILL TRG TENANT EXPO

When: Tuesday 16 May 2023

Time: 11am – 2pm

Where: Musicians Club 276 Crystal Street Broken Hill

What's included: Free buffet lunch, lucky door prizes, community exhibitors, guest speakers and games!

RSVP: <https://events.humanitix.com/broken-hill-tenant-expo>



CENTRAL COAST TRG TENANT EXPO

When: Wednesday 24 May 2023

Time: 11am – 2pm

Where: The Pavilion Marquee, Wyong Race Club 71-75 Howarth St

What's included: Free buffet lunch, community exhibits, guest speakers, games, fun activities!

RSVP: <https://events.humanitix.com/central-coast-tenant-expo>



BRISBANE TRG TENANT EXPO

When: Wednesday 24 May 2023

Time: 10am – 2pm

Where: Venue TBA

Who's coming: Headspace, Legal Aid QLD, QSTARS, Hart 4000, Communify and more.

What's included: Free lunch, refreshments, games, prizes and live music!

RSVP: Invitations with full event and RSVP details coming soon. Stay tuned.

UPPER HUNTER TRG TENANT EXPO

When: Wednesday 31 May 2023 | 10am – 2pm

Where: Muswellbrook RSL 113 Bridge Street, Muswellbrook

Who's coming: Upper Hunter Community Services, Upper Hunter Homeless Support, Legal Aid, Joblink Plus, Hunter Tenants Advice and Advocacy Service, Seniors Rights Service and much more!

What's included: Free lunch, giveaways, fun activities and much more!

RSVP: Please RSVP by Wednesday 24th May by calling 1300 333 733 or emailing muswellbrook@homeinplace.org. Please state any dietary requirements when you RSVP.



PHOTO GALLERY

Women's Week, Seniors Festival, Money Matters, Taree Community Garden and Volunteer's Lunch





Women Soulful Surf

To celebrate Women’s Week, Home in Place tenant engagement officer Meaghan French engaged Lake Macquarie-based Women Soulful Surf to provide surf lessons for tenants.

Meaghan said the event was one of many that she and her colleagues organised to help tenants to connect with each other.

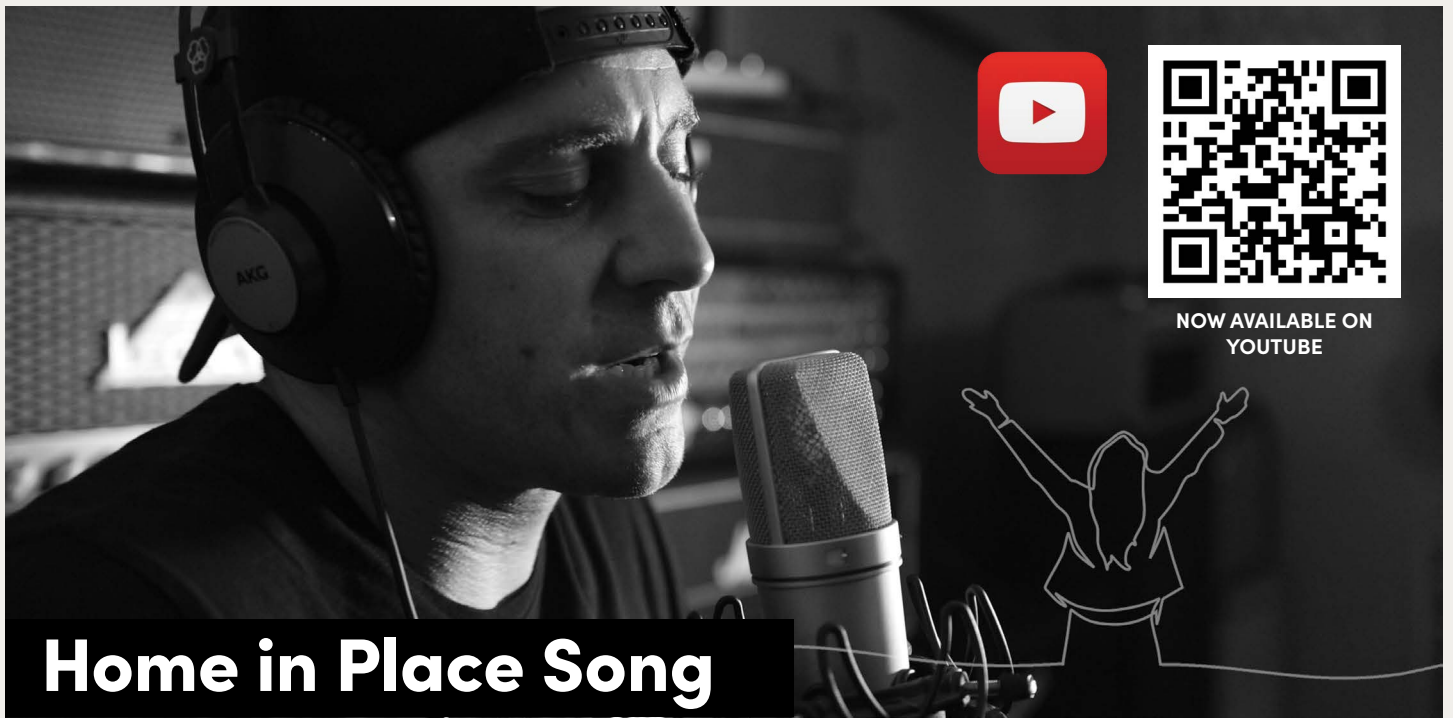
“It’s all about giving them skills and confidence to participate in their community,” she added. “We had women who live in affordable housing, social housing and transitional housing from Lake Macquarie, Newcastle, the Central Coast and the Lower Hunter aged between 16 to their 60s.”

“The ocean is a healing place. It was a great environment for me and the other women to relax and get to know each other and getting to know them helps us to know how to better support them.”



Read more and watch the video on the Home in Place website.

Learn more about Women Soulful Surf at <https://www.womensoulfulsurf.com>



Home in Place Song

Did you know that we have our very own song?

The Home in Place song and film clip are now available on YouTube at <https://youtu.be/PVZFo-0Dz24>

The lyrics and music were written by our Group Managing Director Greg Budworth.

"Music assists us in our humanity, in our community and in our sense of belonging." Greg says.

"The inspiration for the song was drawn from the many people experiencing homelessness that, in many cases, we can house."

Special thanks to all involved in the song's creation - Rappers **Steve Shadlow** and **Michael West**, Singer **Layla Schillert**, Guitar **Grant Walmsley** and **Mitch Clews**, Saxophone **Michael Hawke**, Producer **Grant Walmsley at Vibe Studios**, Assistant Producer **Willow Roxburg-Kidd**, Mixer **Jared Phillips**, Video Production **Jacob Ure**, Animation **The Big Story Studio**.

Check out the Behind the Song video at <https://youtu.be/eMLUOzDkSYE>

Tenants benefit from new partnership

Tenants on the NSW Mid North Coast will benefit from Home in Place working more closely with two other leading local community housing organisations.

Home in Place, Community Housing Limited (CHL) and Mission Australia have signed a Memorandum of Understanding (MoU) to boost community engagement support for their tenants.

The MoU is designed to support sharing resources to help build more resilient and connected communities from Bulahdelah to Coffs Harbour, creating more opportunities for people to connect with their local communities and participate in events and activities.

Read more

<https://homeinplace.org/mid-north-tenants-benefit-from-new-partnership>



Stay in Touch

HOME IN PLACE CUSTOMER CALL CENTRE 1300 333 733

Business hours for all general tenancy enquiries or 24/7 for emergency tenancy and maintenance issues.

W WWW.HOMEINPLACE.ORG **E** CONTACTUS@HOMEINPLACE.ORG



@homeinplace



@homeinplace



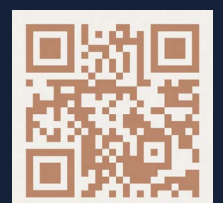
@homeinplace



youtube.com/c/HomeinPlace



@home_in_place



HOMEINPLACE.ORG