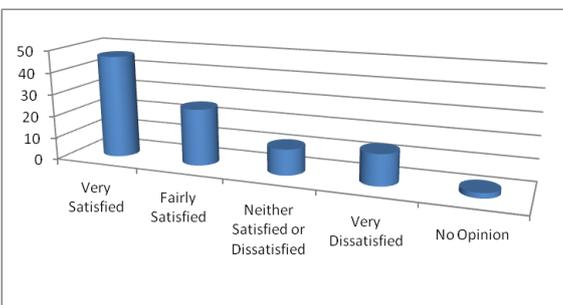


YOU SAID, WE LISTENED.....

All tenants residing in WHL transitional housing were contacted or attempted to be contacted during the week of the 21st November 2011. All interviews were conducted by Vicky, a PESP worker with the Council to Homeless Persons. Vicky resides in transitional housing herself and has volunteered to use her experience to assist organisations such as Women's Housing Ltd to improve their service.

Vicky obtained some useful information from all tenants.

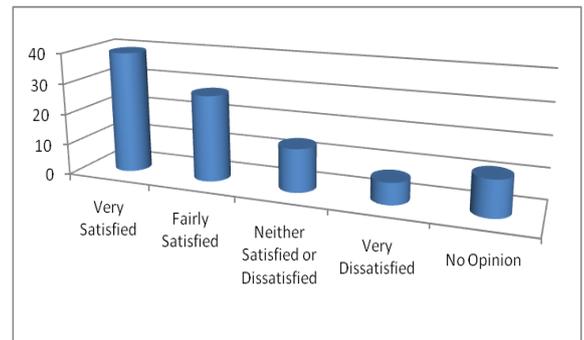
It is pleasing to note that in general tenants are satisfied with the service provided by the Tenancy team at Women's Housing Ltd. Vicky commented that her overall impression when talking to the tenants was that they are happy with the team at WHL.



Each tenant was asked two questions:

1. Taking everything into account, how satisfied or dissatisfied are you with the services provided by Women's Housing Ltd?

2. How satisfied or dissatisfied are you that your views are being taken into account by Women's Housing Ltd?



Vicky explored with the tenants any areas that they considered required attention. The areas that tenants chiefly reported on related to:

Communication – We were told that we need to improve our communication with tenants by returning calls promptly.

It is often difficult for tenancy workers to return calls as quickly as you may like them to as they are out of the office at times doing property inspections etc. So, should you tenancy worker NOT be available, we encourage you to have a chat with Veronica to see if she can assist you with your query. Veronica is our office administrator and is often the first person you speak to when you call the office, she will be happy to be of assistance where she can.

Property Inspections – You wanted us to ring you before we conduct a property inspection in addition to the letters that you receive.

We will send a Notice to inspect letter to advise that we are inspecting your property and the anticipated time of inspection. If you would like us to call you with a reminder, please let your tenancy worker know.

Tenant Participation – Some of you have expressed an interest in being involved with WHL to assist us to provide a better service.

A tenant group is being established to assist us to improve our service and to provide tenants with an opportunity to expand their skills. The first gathering of this group will be held in February. At this gathering we will establish the purpose of the group and its aims for 2012.

IF YOU WOULD LIKE TO BE INVOLVED, PLEASE REGISTER YOUR INTEREST WITH LINDY PARKER ON 9412 6868.

ENVIRONMENTALLY AWARE

GREEN CLEANING FOR THE HOME

Basic Air Freshener

There are so many reasons to give up commercial aerosol room sprays and make your own air freshener spray!

Chlorofluorocarbons are harmful to the planet, and aerosolized chemicals should never be inhaled, yet that is exactly what we do when we spray aerosol air freshener!

As a safe, non-toxic alternative, you can make your own air freshener using baking soda as the base, because it is a natural deodorizer.

You will need:

- * Baking Soda
- * Warm water
- * Lemon juice or your favourite essential oil small spray bottle

Dissolve 1/8 cup baking soda and 2 cups of warm water in the spray bottle, and shake well to dissolve. Then add several drops of your favorite essential oil. If you don't have essential oil on hand, use 1/8 cup of lemon juice. Citrus is a great choice for this formula, because it smells clean and fresh! Remember to label this bottle, and shake well before each use to mix the fragrance.



FIRE DANGER RATINGS

Fire Danger Rating (FDR)

A Fire Danger Rating is a prediction of fire behaviour, including how hard it would be to put out a fire once it starts. It provides information on:

- The sort of bushfire behaviour that could be experienced on that day
- The type of threat bushfires may pose to life and property on any day given the forecast weather conditions.

A new Fire Danger Rating Barometer will alert you to danger so you can take action.

Fire Danger Ratings will be a feature of weather forecasts and alert you to the actions you should take in preparation for and on the day. It will be in newspapers, broadcast on radio, TV and on websites.

Rating :	Recommended Action:
CODE RED (Catastrophic) :	If you live in a bushfire prone area the safest option is to leave the night before, or early in the morning.
EXTREME :	The safest option is to leave early in the day if you live in a bushfire prone area and your Bushfire Survival Plan is to leave. Only stay if your home is well prepared, well constructed and you can actively defend it.
SEVERE :	The safest option is to leave early in the day if you live in a bushfire prone area and your Bushfire Survival Plan is to leave. Only stay if your home is well prepared and you can actively defend it.
VERY HIGH :	If you live in a bushfire prone area and your Bushfire Survival Plan is to leave, the safest option is to leave at the beginning of a day.
HIGH :	Check your Bushfire Survival Plan
LOW - MODERATE :	Check your Bushfire Survival Plan



GROWING PLANTS IN POTS

Growing your own vegetables and herbs can help with the budget but also bring many rewards.

Growing vegetables in containers has advantages even where opportunity exists to grow in the open ground. But for those living in transitional housing it enables you to take your garden with you when you move to your new home.

Cultivating in containers has the following advantages:

- Pots can be moved to more or less sun as required, encouraging early growth from crops or better ripening;
- Protection from strong winds can be achieved;
- Raised planters make watering, weeding, planting and harvesting easier for those whose movement is restricted. However, there are balancing disadvantages, for example,
- Yields are generally smaller than in open ground;
- Generally pot grown crops require extra watering and fertiliser;

Pots are especially useful for crops that need to be gathered in small quantities regularly, for example herbs which are conveniently kept at the backdoor or on the kitchen window ledge and can be collected as needed.

Containers

Any good sized container can be used for growing crops though generally the larger the better. Do remember that larger pots can be very heavy to move although for many crops, for examples small fruit trees, brussels sprouts or cabbage, large containers will be essential. Barrels, old buckets, pots, drums and tubs can all be used providing drainage holes are present.

Pots with angled sides stay cooler than vertical urns while plastics can conduct heat quickly. Concrete and terracotta stay cooler.

Crops for Containers

Herbs – basil, parsley, marjoram, thyme and even bay are ideal for pots and because they are used fresh it is great to have them close at hand.

Tomatoes, aubergines, chillies and capsicum also give great results but addition of lime to your growing medium can be useful for tomatoes and capsicums since it assists in reducing blossom end rot, a particular problem when they are grown in containers and watering can be inconsistent.

Spinach, silver beet, chinese cabbage, lettuce and bok choy are excellent in containers but for larger crops – cabbages, broccoli or brussels sprouts, very large containers are required for good harvest.



Keeping Cool This Summer

Keeping cool when temperatures reach record highs isn't just about comfort. Dangerously high temperatures can result in heat-related illnesses ranging from heat cramps to heat exhaustion and heat stroke. The following tips can help you keep cool all summer long.

Alter your pattern of outdoor exercise to take advantage of cooler times (early morning or late evening). If you can't change the time of your workout, scale it down by doing fewer minutes, walking instead of running, or decreasing your level of exertion.

2. Wear loose-fitting clothing, preferably of a light color.
3. Cotton clothing will keep you cooler than many synthetics.
4. Fill a spray bottle with water and keep it in the refrigerator for a quick refreshing spray to your face after being outdoors.
5. Fans can help circulate air and make you feel cooler even in an air-conditioned house.
6. Try storing lotions or cosmetic toners in the refrigerator to use on hot, overtired feet.

Keep plastic bottles of water in the freezer; grab one when you're ready to go outside. As the ice melts, you'll have a supply of cold water with you.

Take frequent baths or showers with cool or tepid water.

Keep plastic bottles of water in the freezer; grab one when you're ready to go outside. As the ice melts, you'll have a supply of cold water with you.

8. Take frequent baths or showers with cool or tepid water.

Combat dehydration by drinking plenty of water along with sports drinks or other sources of electrolytes.

10. Some people swear by small, portable, battery-powered fans. At an outdoor event I even saw a version that attaches to a water bottle that sprays a cooling mist.

11. I learned this trick from a tennis pro: if you're wearing a cap or hat, remove it and pour a bit of ice cold water into the hat, then quickly invert it and place on your head.

Avoid caffeine and alcohol as these will promote dehydration.

13. Instead of hot foods, try lighter summer fare including frequent small meals or snacks containing cold fruit or low fat dairy products. As an added benefit, you won't have to cook next to a hot stove.

14. If you don't have air-conditioning, arrange to spend at least parts of the day in a shopping mall, public library, movie theater, or other public space that is cool. Many cities have cooling centers that are open to the public on sweltering days.

Finally, use common sense. If the heat is intolerable, stay indoors when you can and avoid activities in direct sunlight or on hot asphalt surfaces. Pay special attention to the elderly, infants, and anyone with a chronic illness, as they may dehydrate easily and be more susceptible to heat-related illnesses. Don't forget that pets also need protection from dehydration and heat-related illnesses too.



Want To Be Involved?

Do you have something you would like to add?

Are you a good cook? Would you like some credit for your recipe? Or perhaps, you may be fond of writing? Do you have a poem or funny story that you might like to see published? Do you have anything in particular you would like to see us include for our tenants' pleasure?Get involved!

Here, at women's housing Ltd, we would appreciate your input for the monthly newsletter. If you would like to take a more active role in development of the newsletter, please contact Veronica at reception :

9412 6868

Summer Safety

Australia's beaches are among the most beautiful in the world. Every summer thousands of people flock to our beaches to make the most of the sand, surf and sun.

To ensure that everyone stays safe at the beach, Surf Life Saving has developed the following advice for everyone visiting Australia's beaches.

Always swim between the red-and–yellow flags

When you see red-and –yellow flags on a beach, it indicates that a lifesaving service is present. The surf lifesavers have chosen a section of the beach that is best for swimming and they will supervise this area closely. Surf lifesavers pay more attention to the area between the red-and-yellow flags than other parts of the beach.

Remember: If surf lifesavers can't see you, they can't save you.

Read the safety signs

Before you go on to the beach, be sure to read the safety signs. This will ensure you are aware of any warnings or dangers on the beach.

Ask a surf lifesaver for safety advice

Surf lifesavers are highly trained and very knowledgeable about and very knowledgeable about beach safety and conditions. When you arrive at the beach, look for the surf lifesavers. Ask them about the day's conditions, as well as any beach safety advice they might have for that specific beach-because every beach is different.

Swim with a friend

Not only is swimming with a friend or family member a fun way to enjoy the beach, it is also very sensible. While you are swimming together you can keep an eye out for each other, and if further assistance is required, one person can call or go for help.

If you need help, stay calm and attract attention by raising your arm

Even the most careful people can find themselves out of their depth. If you are not feeling comfortable in the water and you require help from a surf lifesaver to get back to shore, stay calm and raise your arm in the air.

This will attract the attention of a surf lifesaver who will be able to come to your assistance. You should conserve your energy by floating on your back and staying calm until help arrives.

Remember: surf safety starts with the individual—make it your priority this summer so you and your family have safe and enjoyable time at the beach.

For more information , visit sls.com.au or download Surf Life Saving's Beach-safe iPhone app from iTunes store.



Maintenance – Transitional Housing

*Any advice outlining works required on the property should be called through to the office during business hours. All maintenance should be called through on **9412 6868**.*

*However, if it is of an urgent nature, please contact the **After Hours Maintenance Service on 131 172**.*

Free and Cheap Meals

Service	Where?	When?	Cost?
Baptist Church	Basement 174 Collins Street, Melbourne	Monday – Friday Noon – 1.00pm	Free
Outreach Mission	93 Geelong Road, Footscray	Wednesday 12.30 – 1.30 pm	Free
St Kilda Drop-in Centre	Cnr Carlisle & Chapel Sts. St Kilda	Breakfast daily 8.45 – 10.30 am Lunch <i>Mon & Wed. noon – 1.30</i> Friday 12.30 – 1.30	Free \$1.50 (2 course)
St Mary's House of Welcome	165 – 169 Brunswick Street, Fitzroy. Ph: 9417 6497. Fax: 9416 3263	Mon to Sat Breakfast - 9am Lunch – noon – 1.15 (2 sittings)	Free
Salvation Army	Cnr Lennox and Garfield Sts, Richmond	Lunch Wednesdays Noon – 1.15pm	Free
Ozanam House	268 Abbotsford St, (cnr of Arden), North Melbourne Ph: 9329 5100	Lunch - Noon – 1.00pm Dinner 5.00 – 6.00 (2 sittings)	Free Free
Sacred Heart Church	87 Grey Street, St. Kilda	Lunch noon – 1.00pm Dinner 5 – 6pm	Free Free
Prahran City Mission	211 Chapel St, Prahran	Breakfast Mon – Friday 8.00 – 9.30 am Lunch 11.30 – 1.00pm	\$1.00 \$150 to \$3.00 (concession card essential)
Church of all Nations	180 Palmerston St, Carlton. Salvation Army Hall, 324 Drummond St, Carlton. Ph: 9347 7943	Lunch 11.30 – 1.30 Monday (except public holidays) Friday	Free
St Vincents de Paul's mobile conference	176 Brunswick St, Fitzroy	Monday – Friday 10.00am – 1.30pm (except every 2 nd Wed.)	Free
Open Door	Seventh Day Adventist Church, 27 Alfred Crescent, Fitzroy	Dinner Sunday and Tuesday 6.30 – 8.00pm	Free
St Vincent de Paul's Soup Van	All Saints Church Fitzroy Police Station, Fitzroy. Vic Market (Queens St. end)	Nightly 8.15 – 9pm 11.00pm	Free
Soup Van	Flinders St. Steps, City Cnr Gordon and Barkly Sts, Footscray	Nightly, 11.00pm Nightly 8pm	Free Free
Rosie's Van	Flinders St. Steps, City	Wed & Fri 8.30 – 10pm	Hot drinks only
Open Family Bus	St. Pauls Cathedral, City Behind Luna Park, St Kilda Cnr Paisley & Leeds Sts, F'cray	Tues, Fri & Sat. 9pm Tues, Wed & Fri. 9pm Thurs. 9pm	Free Free Free
Missionaries Of Charities (Women only)	101 Gore Street, Fitzroy	Nightly 5.30pm (except Thurs.)	Free

Is your New Years Resolution to

GET FIT?

So, you've decided that you'd like to get fit this year. Long-term good health doesn't have to involve complex or hardcore changes. In fact, four simple life-style factors could be the key to your well being: a UK study found non-smokers who regularly exercise, have a moderate alcohol intake and eat five daily serves of fruit and vegies enjoy an extra 14 years of life on average. So forget the litany of too-hard promises you made on January 1 and aim instead to achieve these four goals in 2011...

Old resolution: Ban the booze.

New resolution: Keep two alcohol-free days each week.

Following the festive period, where champagne at 10.30am is acceptable, it's little wonder people attempt a dry January or February, completely cutting out alcohol with vague aims of detoxing.

'There's no evidence to suggest our bodies need any extra help getting rid of waste,' says nutritionist Juliette Kellow. Our vital organs – especially the kidney and liver – perform the task of detoxing our bodies capably every day of our lives.

In fact, there are actually health benefits from drinking alcohol but the key with all health findings related to alcohol is moderation. This means four weeks booze-free in January will count for nothing if you overindulge the rest of the year.

Australian government guidelines are for two alcohol-free days a week – a realistic and easy-to-remember framework if you're keen to cut back. Women should also aim for no more than two standard drinks per day on average.



So watch your home pour, too – the National Drug Research Institute reported wine drinkers sometimes consume twice as much as they think because of the trend toward larger wine glasses and serves.

Old resolution: Buy an expensive gym membership.

New resolution: Increase your incidental exercise.

It's with the best intentions that we sign up for two-year gym contracts, promising ourselves we'll be Madonna-like and do four sessions a week. Three weeks down the track and you're averaging once a fortnight. Six months in and you've pretty much forgotten what the inside of a gym looks like.

The good news is you don't need to be a gym junkie. Oprah's weight-loss guru Bob Greene says, 'Walking is my favourite exercise – for health and for weight loss.' The National Weight Control Registry confirms Bob's view, reporting that daily walking is the best way to lose weight. Plus walking will also make you clever, with the University of Western Australia finding three, 50-minute walks a week improved cognitive function for the over 50s.

The magic number is 10,000 steps a day yet most Aussies average around 3000-5000. But just three, 10-minute walks a day, plus an extra hour at the weekend burns 6,780kJ, or enough to lose 1kg in a week. Visit 10000steps.org.au for more tips on how to make physical activity a natural part of your daily routine.

Old resolution: Quit cold turkey.

New resolution: Try alternative therapies.

While evidence to support the multitude of quit-smoking methods available is contradictory, one clear fact emerges – you don't have to go cold turkey. At the very least, there are plenty of online resources (quitnow.info.au, quit.org.au), many of which cost nothing but offer practical advice to ditch cigarettes, probably cheaper than your cigarette habit.

In addition to nicotine patches and gums (nicotine replacement therapy or NRT), a swagger of alternative therapies claim to help you quit. Popular among these are acupuncture and hypnotherapy. Mark Stevens, creator of Think Quit, a program that delivers hypnotherapy to your MP3 player, says US studies show that hypnotherapy is three times more effective than NRT and 15 times more effective than quitting cold turkey.

So if you've tried – and failed – before, consider a multi-faceted approach to giving up smoking. These alternative therapies will not cause any harm and are

Old resolution: Cut out all junk food.

New resolution: Eat more crunchy foods.

Five serves of vegetables a day can seem like a lot, especially if you're selecting from a limited repertoire of six or seven favourites. So instead of resolving to cut things out, decide to add things in and try one new vegetable each week. The range of dishes you enjoy will increase, your reliance on junk foods should decrease and you'll be well on your way to five and two.

Avoid making a daily trip to the juice bar in an attempt to get your serves in. 'When we drink our food, the appetite suppressing feedback systems to the brain that happen when we chew food are bypassed,' explains nutritionist Dr Joanna McMillan Price. Essentially, our body doesn't register the calories and a juice will leave you unsatisfied and hungry. The same can be said for diet shakes and meal replacements.

We have been given teeth for a reason. The action of chewing food is how we alert our brains we're full and, according to Leeds University, crunchy foods actually trigger feel-good sensations in our brains because of ultrasound waves that are created. And what's crunchier than a fresh salad, packed with antioxidant-rich vegies? Truly a health food for mind and body!

Food FACTS

Try to eat small portions regularly every 2-3 hours if possible - to maintain your metabolism. Freshly squeezed vegetable and fruit juice is a great snack and gentle on the body.

Try to eat as much live food as possible. Fruit and vegetables contain more vitamins and minerals when they are raw than when they are cooked.

The Golden Rule when it comes to diet is to ensure that you are feeling good within yourself when you eat. If you eat when you are angry or upset, your food will not digest as well and can turn acidic. Positive energy helps you to break down food, absorb the necessary nutrients and keep it moving through the body.

Limit the amount of meat you eat as it is heavily taxing on the digestive system.

Eat less processed foods. A processed food is subjected to several stages of production in order to be considered 'consumable' by humans (this may be a necessity to remove toxins or simply to make it taste better). Many foods considered to be healthy are readily available in supermarkets but they are actually highly processed and not digested well by the body.

Eat slowly and chew your food thoroughly. The amount of saliva digested when eating greatly assists your stomach in the digestion of food. It also assists in portion control as you become aware of when your stomach is full sooner than if you eat quickly.

Eat organic food - including meat, fruit and vegetables - to reduce your intake of pesticides and chemicals.

Conduct a detox regime of some sort on a regular basis (every 1-3 months is optimal) to allow your body to rest and reset and eliminate toxins from your system

Drink plenty of water daily to cleanse and hydrate your system.

The Healthy Alternative

Unfortunately, ice cream is highly calorific; just one cup of the chocolate variety is a whopping 300kcal. Ice-cream is also full of saturated fat, a substance which forms "bad" LDL cholesterol in the body, blocking arteries and causing heart disease.



Swap it for frozen yogurt, a snack which is equally delicious yet half as fattening - one portion contains around 160kcal. Frozen yogurt is also a great source of calcium.

This mineral is key in the prevention of bone diseases such as osteoporosis.



Fries are yet another no-no when it comes to snacking. Each chip super-high in trans/hydrogenated fat, which has artery-blocking potential. A medium-sized portion of around 130g will set you back more than 420kcal.



Swap them for sweet potato chips. They are rich in beta-carotene, a miracle-working antioxidant vitamin which helps to protect against cancer and heart disease. Simply chop one potato into thin slices, roast for 20-30 minutes - 1 serve contains just 180kcal.



Hot chocolate is loved by many across the globe, but few realize how calorie-laden it actually is - with the addition of whipped cream, one cup can contain up to 190kcal. Instant versions of the snack are high in additives and preservatives, many of which have been linked to cancer and hyperactivity.



Opt instead for a fresh fruit smoothie. Smoothies often contain as little as 130kcal, and are packed with vitamins and antioxidants. Try blending strawberries and honeydew melon with water or low-fat milk and enjoy delicious diet-friendly refreshment.



Roast pumpkin, watercress and feta salad

- ½ butternut pumpkin, peeled, deseeded and cut into 4cm chunks
- 1 bunch watercress, leaves picked, washed and drained
- 100g good quality goat's cheese, roughly broken up by hand
- 30g toasted pine nuts
- 20ml olive oil
- 1g maldon salt
- 1g pepper
- 10ml balsamic vinegar

Method

Preheat oven to 180 degrees. Toss pumpkin through olive oil and season with salt and pepper. Place on roasting tray and roast until golden. Remove from oven and cool. In a bowl add pumpkin, goat's cheese, pine nuts and watercress, mix gently. Place into serving bowl and drizzle with balsamic.



Asian bean salad, lime and chilli dressing

Asian bean salad

- 50g snake beans blanched and still crunchy
- 50g bean sprouts picked and washed
- 50g carrot julienne
- 50g red capsicum julienne
- 25g picked coriander leaves
- 5g picked mint leaves
- 5g toasted sesame seeds

Lime and chilli dressing

- 125ml fresh lime juice
- 5g finely chopped garlic
- 5g finely chopped red chilli

Method

Place wine, bay leaves, lemon peppercorns and water into a deep pan and bring to a simmer. Reduce heat to low, add salmon, cook uncovered for 5-6 minutes or until just cooked through. Remove from liquid and drain on kitchen paper. For the salad: Mix all the ingredients together, add dressing.



Crab Cakes

Ingredients

- 4 spring onions
- 1 Clove Garlic
- 500 g white Crabmeat
- 2 teaspoons Rice vinegar
- 2 teaspoons Tamari or Japanese Soy sauce
- 2 teaspoons Wasabi
- 65 g brown Rice flour
- vegetable oil for frying



Metjod:

1. Trim the spring onions and roughly chop them, peel the clove of garlic, and put both into a food processor and blitz
1. Trim the spring onions and roughly chop them, peel the clove of garlic, and put both into a food processor and blitz until finely chopped
2. Add the other ingredients, apart from the oil, and process again until all has mixed together into a rough paste
3. Or you can chop finely by hand and mix in the other ingredients
4. In a large frying pan, heat 5mm of oil (vegetable or ground nut)
5. As soon as a little bit of mixture sizzles when it is dropped in, you're ready to fry
6. Drop teaspoonfuls of crab mixture into the hot oil, and fry until golden brown and crispy all over
7. Cool about 10 at a time so that you can turn them quickly and the oil temperature doesn't drop too much
8. Drain the cooked crab cakes on kitchen towel and then transfer to a plate for serving

Anzacs

Ingredients:

- 1 cup rolled oats
- 1 cup wholemeal plain flour
- 1/2 cup brown sugar
- 1/3 cup coconut
- 1/3 cup unsalted cashews or peanuts
- 100 gm butter
- 3 tablespoons golden syrup
- 1/2 teaspoon bicarbonate of soda
- 1 tablespoon boiling water

Method:

Heat oven to 150 degrees Celsius.

Combine first five ingredients in a bowl. Melt butter and golden syrup together in a small pan over low heat. Place the bicarb into a small bowl. Pour the boiling water on it and immediately add the bubbling mixture to the golden syrup mixture. Pour this into the dry ingredients and mix well.

Place small spoonfuls onto baking tray. Bake for 15 - 20 minutes at 150 degrees Celsius (300 degrees Fahrenheit).

Notes:

These biscuits spread a little during cooking.





Primary Business Address
Your Address Line 2
Your Address Line 3
Your Address Line 4

Phone: 555-555-5555
Fax: 555-555-5555
E-mail: someone@example.com

BUSINESS NAME

Your business tag line here.

All women will have
safe, secure,
affordable housing
choices

Helpful phone numbers

Child Protection Emergency Service -13 1278
Direct Line (24-hr drug and alcohol counselling) -1800 888 236
Kids Help line -1800 551 800
Lifeline (24 hr crisis counselling) - 13 1114
Maternal and Child Health Line -13 2229
Mensline Australia -1300 789 978
Narcotics Anonymous - Victorian Area Helpline - 9525 2833
Narcotics Anonymous - National Phonenumber -1300 652 820
Sexual Assault Crisis Line - 1800 806 292
Suicide Line -1300 651 251
Victims Support Agency -1800 819 817
Women's Information and Referral Exchange - 9921 0878
or 1300 134 130
Gamblers Help Line Victoria 1800 156 789



"Alone we can do so little,
together we can do so much."

- Helen Keller