

August

SANCTUARY



Rainy Day Entertainment for Zero Dollars

People have pretty widely varied opinions about rainy days. Some people love the gentle white noise of rain drumming on the roof and windows. Others hate the hassle of getting wet, cancelling plans, or just don't like the dull greyness of the outdoors. But everyone can agree on one thing: the rain puts a limit on what you can do.

So let's say it's a rainy day and you don't have to work: what are you going to do? On a day when you have to work, you'd have a hundred great ideas of things you'd rather do, but on a dull rainy day you're just stuck, right? Well, here's my rainy day list of ways to entertain your family, your friends or just yourself.

Get one thing done

Look at your to-do list and pick one item that's been hanging over your head. Then just do it. Yes, right now! You'll feel better and then you can pick one of two paths: continue to get things done if you feel motivated or congratulate yourself on a job well done and relax the rest of the day away.

Go camping in your living room

Get out the tent and set it up right in the living room. Add sleeping bags, snacks, a few good books, and a fire in the fireplace (optional), and you have a fantastically quirky day of relaxation. Don't have a tent? Build a fort out of blankets, tables, sofas, pillows, etc. If you have kids, they'll love this one.

Cook

You've got a whole day with nothing to do, so why not make a recipe that you've been meaning to try, but takes a long time? Then you can enjoy the delicious smells of cooking food all day.

Invent a game, or play an old favourite

When you were a kid, did you play the game where you pretend the floor is lava and you can't touch it? If you didn't, you should give it a try. How about some walking tag (no running allowed), hide and seek or flashlight tag? When is the last time you had a battle with Nerf guns? If you can't remember, perhaps a change of pace is required.

More games

Most people have a stack of board games, puzzles, and decks of cards that they don't actually use. Well...use them! After all, you paid for them, and I hope you bought them because you like to play. Peruse your stack for inspiration. If all you have is a deck of cards, phone a friend or search online for a new game. Or compete against friends or family to see how many cards you can throw into a hat.

Cosy up with movies

Feeling too lazy for a game? Gather up all the pillows and blankets you can lay hands on and make a nest of them in your living room floor. Then select your movies and let the marathon begin! Kids and love-birds alike will appreciate the cuddly setting.

No matter what, don't let your rainy day go by unappreciated and under-used. And don't fall into the trap of thinking you have to spend money to have a good time. Enjoy the free, simple pleasures in life and let the rain come down.

If you have some more good ideas for free ways to pass the time, let us know!

Sad Sally, Happy Hanna: Switched Off

"Morning! Fancy a cuppa?" smiled Chloe. "Love one - it's freezing out there!" said Sally. "Ooh - it's lovely and toasty in here though!" "I'll say!" agreed Pete. "Make mine a pina colada Chlo, it's like the Bahamas in here! What must your power bill be like?"



"Ugh, don't ask," Chloe grimaced as Sally smiled apologetically at her husband's lack of tact. "It was \$600 last quarter. I can't believe how much it costs to keep this little place warm, especially when there's only me living here. It's just crazy," she grumbled.



"\$600! That's crazy alright - *ow*!" Pete spluttered as Sally elbowed him. "Well if you have any suggestions on how I can make it less, do tell!" said Chloe. "Er - switch your heating off? Put on a jumper and some socks?" replied Pete. Chloe looked mortified. "Oh no - I couldn't possibly do that. I don't like wearing jumpers. They are so itchy!"



August is Switching Off Month!

Do you recognise Clueless Chloe? How many people do you know who claim they want to lower their electricity bill but are not prepared to put their money where their mouth is? Well, this month it is time to change that. It is time to take action. It is time to switch off the things WE CAN DO WITHOUT, such as the lights, TV and computer being on in every room of the house.

We are focusing on turning these off because it is a small and easy change that will make a huge difference to your life. It will not just save you money, it will bring your family closer together. And, that is very important.

With everything we gain in this world we also give something else away. When we gained the ability to light and heat every room, and be able to entertain ourselves in our own separate spaces, we lost something. We lost intimacy. We lost all the benefits of sharing the same room, such as entertaining each other and not just being entertained.

We lost the ability to tell jokes, to play games, to laugh and, in some cases, smile. We stopped reading to each other. We stopped learning how to resolve arguments. We lost all the wonderful things that being in the one room gave us.

So let's get them back. This month, switch off most of your lights after dark and only light one room so everyone starts hanging out together. And, only have one screen on at a time. This will help everyone relearn how to share and be intimate with each other. This won't just lower your power bill, it will bring the joy back to life.

Set your mixer tap to cold and save

My father always had his mixer tap handle set to cold. This meant the gas hot water system didn't fire up and waste gas every time he turned on the tap. When he really needed hot water he used it, but when you think about it, most of the time cold water will suffice. The main problem is that when the handle of a mixer tap is set in the default middle position, it draws hot water whether you need it or not. So by setting the handle to the far right you only get cold water. Since doing this, we have used approximately 200mJ less gas each quarter, and of course produced less greenhouse emissions.

Contributed by: Elaine Killen

Power up your savings with single remote

I have saved nearly \$100 on my power bill after purchasing a Kambrook remote control power saver from Bunnings. It has three adaptors which plug into the wall, then you connect your power board and set it to the remote control. I have one in the family room, one in the lounge and one in my bedroom. It's great because you don't need to switch the power off at the wall by hand any more, and is especially great when I have told the kids to get ready for bed and they just sit there watching TV and not moving. I just use the remote and the TV turns off! At around \$30 I think it was a great investment!

Contributed by: Lynette G

Keep your shower head close and save

Here's a small but effective tip to save on hot water. When you have a shower, move the shower head close as possible to your head/neck. This will minimise the amount of heat lost from the water before it hits your body. The heat loss is particularly evident in winter which is the very time when you are craving a hot shower! To test this theory all you need to do is set the water to the desired temperature with the shower head in the normal location, then adjust it closer to your body and you will find that the water is now too hot! We have solar hot water with a manual booster and find that sometimes this tip is sufficient not to need to turn the booster on.

When one door of happiness closes, another opens But often we look so long at the closed door we do not see The one that has been opened for us Helen Keller

Save power when cooking rice

Simply put rice in the pot and add water as normal then bring to the boil with the lid on. After it comes to the boil, turn off the hotplate, leaving the saucepan on the plate. The rice will continue to boil for ages. It may take longer than normal cooking, but it saves power, as you do not have the stove on all the time. I even use this for cooking macaroni and spaghetti.

Contributed by: Veronica Wilesmith

Heat your bed without electricity

If you're considering spending money getting or replacing a costly electric blanket - think again. I have discovered a much cheaper alternative! During a recent stay with a friend, I woke up in the middle of the night wondering why my wheat bag was still hot. I soon realised that in fact it was the BED that was hot, the entire length of my body. On mentioning it to my friend, I discovered the answer. She had been concerned the camp mattress I was sleeping on might be a bit hard and didn't have any spare mattress protectors or blankets, so she lined it with an old curtain, which had thermal lining. The thermal lining radiated my body heat back at me all night long - and unlike an electric blanket it didn't cost a single cent to run! Be sure to use the curtain only as an under blanket and tuck it well under the mattress. Try sewing elastic to it and making it a fitted under blanket. Don't sleep directly on it, place a sheet over it first and sleep on that. Contributed by: Susan Korrel



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



Money saving Secrets You should know

Often, we wonder where our money has gone *long* before the next pay check arrives. We pay bills and make daily purchases we consider essential, so much so that we don't even have second thoughts about them. Interestingly, many of us don't bother to re-look at the essential purchases we make and bills we pay, to see if the expenses can be minimised. This is indeed possible through **effective money-savvy strategies**. Unless we adopt such strategies, we will have little or no balance left till our next pay day.

Below are areas that we need to look into to stretch our salary.

1. Usage of water and electricity

Saving water and electricity certainly helps cut down your utilities bill. Ensure that you:

- turn off the tap when brushing your teeth, shaving or shampooing
- run full loads in your washing machine or dishwasher
- water plants in the morning instead of in the afternoon to avoid maximum evaporation
- switch off lights in unused rooms in the house
- use heating sparingly in winter

2. Insurance cover

It is advisable to review your insurance policy and carry out a full <u>home insurance comparison</u> on an annual basis. Removing cover you know you won't need, such as loss of goods outside your home when you rarely carry valuables around, will reduce your premiums, thus saving you some money.

Opting for a lower premium with higher deductibles is cheaper than filing several small claims. Consider alleviating the cost of paying for different insurance to different insurers, by taking advantage of discounts tied to insuring your home and automobile through the same company.

3. Online purchases and shipping costs

Online shopping has become a trend today largely because of the convenience and range of products that are offered to potential consumers at just a click of the mouse. If you are one of those fervent online shoppers, consider opting for free shipping when purchasing items.

Commercial sites, such as Amazon or Barnes and Noble, offer free shipping on orders above a certain qualifying value. Pooling purchases with friends and family will work towards qualifying for the free shipping option if the item you intend to purchase costs less than the stipulated amount. When shopping at eBay, look out for free shipping opportunities offered by the seller, and ensure that the price of the item isn't marked up to include the shipping cost.

4. Withdrawals at the ATM

If your bank charges a fee for every withdrawal made at the ATM, make an effort to withdraw one lump sum at the beginning of the month to see you through the whole month before the next pay arrives. Making several withdrawals will cost you money by making you pay for unnecessary transaction fees.

5. Recyclable products in the house

The age of consumerism we are living in makes it inevitable for us to do away with shopping bags, cardboard boxes and aluminium cans and tins. Instead of throwing these away, consider reusing them in the kitchen, home office, living room or store room for storage purposes. The bottom line is to use what is readily available in the house at no cost at all, instead of splurging money on unnecessary fanciful commercial storage products.

The essential expenses and bill payments we make each month can definitely be slashed if we take a good look at how money is frittered away in the above-mentioned areas. With a conscious effort and investment on your time, you will find that you have extra money to save by the end of the month. Every little effort at saving amounts to a huge chuck of investment stashed away for future needs by the end of the year.

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.**

Free and Cheap Meals

Service	Where?	When?	Cost? Free		
Baptist Church	Basement 174 Collins Street, Mel- bourne	Monday – Friday Noon – 1.00pm			
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</i> & Wed. noon – 1.30 Friday 12.30 – 1.30	Free \$1.50 (2 course)		
St Mary's House of Wel- come	165 – 169 Brunswick Street, Fitzroy.Ph: 9417 6497.Fax: 9416 3263	Mon to Sat Breakfast - 9am Lunch – noon – 1.15 (2 sit- tings)	Free		
Salvation Army	Cnr Lennox and Garfield Sts, Rich- mond	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	· ·				
Church of all Nations 180 Palmerston St, Carlton. Salvation Army Hall, Monday (except pub 324 Drummond St, Carlton. Ph: 9347 7943 Friday			Frée		
St Vincents de Paul's mobile conference					
Open Door					
St Vincent de Paul's Soup Van			Free		
Soup Van	Cnr Gordon and Barkly Sts,		Free		
Rosie's Van	Footscray Flinders St. Steps, City	Nightly 8pm Wed & Fri 8.30 – 10pm	Hot drinks only		
Open Family Bus	n Family Bus St. Pauls Cathederal, City Tues, Fri & Sat. 9pm Behind Luna Park, St Kilda Tues, Wed & Fri. 9pm Cnr Paisley &Leeds Sts, F'cray Thurs. 9pm				
Missionaries Of Charities (Women only)	101 Gore Street, Fitzroy	Nightly 5.30pm (except Thurs.)	Free		

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How to Stop the Spread of a Cold

As its name implies, the common cold is the most common illness affecting humans and is the single biggest reason for people to visit a doctor.

- The cold virus is mostly spread through contact with droplets of nasal secretions that are highly concentrated with the virus and become air-borne when a person with a cold sneezes or coughs.
- Also known as adenovirus infection AD14, the common cold -- despite being highly contagious -- is preventable through certain natural, common sense strategies.
- Wash your hands, hand towels and face cloths, and disinfect your toothbrush and contact lenses.
- Sanitize all items that come in direct contact with the permeable mucus membranes of your nose, mouth and eyes. Viruses can live on the moist surface of clothes and toothbrushes, leaving opportunity to spread or even re-infect someone once they have recovered from a cold.
- Stay hydrated on the inside and out. Drink eight to 10 glasses of water each day to flush out toxins and keep your immune system strong.
- Avoid direct contact with people suffering from a cold. Do not shake hands, hug, or kiss a person who is ill with a cold. Keep your distance and use other gestures to greet people or to show affection and appreciation.
- Getting regular exercise also boosts the immune system and rids the body of impurities through sweat.
- Increase probiotic intake by eating more yogurt. After the nasal membranes, the digestive tract is often the site of first contact for a virus looking to infect a host. Probiotics boost the digestive tract's natural defence mechanisms against unwanted pathogens by encouraging elimination of toxins and overwhelming viral nesting grounds with good bacteria. Be sure to choose a brand that is low in sugar, since sugar depletes the immune system.

http://www.ehow.com/cold-and-flu/



Women's Housing Ltd.

Complaints and Appeals

A complaint is when you wish to advise Women's Housing Ltd (WHL) that you are dissatisfied with our standard of service, practices or policies.

An appeal is when you wish to ask for a decision made by WHL to be reviewed.

This leaflet is designed for:

- Tenants and/or support agencies that may wish to make a formal complaint about WHL.
- Tenants and/or support agencies that may wish to appeal a decision made by WHL.

Neighbors' of a property managed by WHL.

How to lodge your complaint/appeal with WHL

The first step is to contact WHL and try to sort out the problem directly with staff.

WHL has a formal complaints process that documents procedures that staff must follow so if you are not satisfied with the information that the staff member is providing, you have the right to ask to speak to their Manager.

Some things that may need consideration when lodging a complaint include:

• You may choose to lodge your complaint in person, over the phone or in writing.

WHL welcome any criticisms of our service. It is only through receiving these, that we can remedy the problem and perhaps learn from our mistakes. We may not be aware of the problem unless you tell us.

Confidentiality of Information

Any information you provide will be stored in a confidential manner. No identifying information will be provided to other tenants, applicants or staff in the organisation that are not directly involved with the resolution of the matter.

Who do I contact if I have a complaint or wish to appeal a decision?

It is always best to contact the staff member that you have the most contact with in the first

instance.

However if you are not satisfied with the information provided, you can speak to their line manager and if you feel that you have exhausted all options, contact:

The Operations Manager

Women's Housing Ltd Suite 1, 21 Cremorne Street Richmond 3121 Phone: (03)9412 6868 Fax: (03) 9415 6511 Your Name: ______ Your Address: _____

Complaint/Appeal

Please outline you complaint or appeal here. It is helpful if you can provide as much information as possible - You can attach additional paper if you need more space to outline your complaint.



Lighting	Hourly cost
Fluorescent tube – 20W	2c every 4 hours
Fluorescent tube – 40W	2c every 2 hours
Quartz halogen globe – 50W	2c every 2 hours

Cooking	Hourly cost
Blender/food processor	7c
Coffee percolator	10c
Electric kettle	26c
Frypan/deep fryer	20c
Hotplate (maximum setting)	21c - 35c
Microwave oven	25c
Oven (conventional or fan-assisted)	30c - 43c
Sandwich maker	11c
Toaster (two slice)	11c

Appliances	Hourly cost
Computer	1.5c
Dishwasher - cold water connection	32c
Dishwasher - hot water connection	27c
Electric blanket – double	3c
Electric drill	10c
Electric saw	16c
Games console only	2c
Hair dryer	24c
Iron	16c
Spa bath with 5 kW heater	85c
Stereo system	0.7c
Swimming pool filter pump (1 HP/750w)	13c
TV – console (small - large)	1c - 3.5c
TV - LCD (medium - large)	1c - 4.5c
TV – plasma (medium - large)	4.5c - 9c
Vacuum cleaner	16c
Video cassette recorder	1.6c (in use)
Water bed	1.7c

Heating

Running costs can vary considerably based on such factors as heater size and efficiency, thermostat setting, length of use, climate and building efficiency.

Portable heaters	Hourly cost
Oil-filled column heater or fan heater (1.2 kW)	12c – 20c
Oil-filled column heater or fan heater (2.4 kW)	24c – 40c
Bar radiator/strip heater (1.2 kW)	20c
Bar radiator/strip heater (2.4 kW)	40c

Standby energy consumption

Some appliances use electricity when they are plugged in, even when they are not being used. This is generally referred to as 'standby' energy consumption and can amount to over 10% of total electricity used in a typical home.

Appliances and equipment with a standby mode include VCR's, televisions, home entertainment systems, air conditioners, battery chargers, games consoles, whitegoods (except refrigerators), and other equipment which consumes power while not performing its primary function.

The following table provides a guide to the standby wattage and average annual standby energy cost for various appliances.

Appliances	Average standby Energy use (Watts)	Annual cost (approx)
Clock radio	4	\$6
Computer monitor	5	\$8
Cordless phone	3	\$5
Games console	2	\$3
Microwave oven	4	\$6
Mobile phone charger	1	\$2
Personal computer	2	\$3
Printer	8	\$11
Stereo	10	\$15
Television	10	\$15
VCR	8	\$11

Space heaters

The following figures are based on heating an area of 60m² to 21°C. Calculations for the size of your rooms can be estimated proportionately from these figures.

Space heaters	Hourly cost
Reverse cycle air conditioner (2-3 star rating)	24c – 28c
Reverse cycle air conditioner (5-6 star rating)	16c – 20c
Space heater	42c – 54c
Bar radiator/strip heater (2.4 kW)	40c

Central heating

All figures are for homes of 150m² heated to 21°C. Calculations for the size of your rooms can be estimated proportionately from these figures.

Central heating systems	Hourly cost
Off peak electric in-slab heating (heating whole home to 18°C) for one day	30c – 45c
Off peak electric in-slab heating (heating living areas to 18°C, other areas to 16°C) for one day	26c - 30c
Ducted reverse cycle air conditioning (heating whole home to 21°C)	50c – 72c
Ducted reverse cycle air conditioning (zoned system)	30c – 42c

Cooling

The following figures are based on cooling an area of 60m² to 26°C. Calculations for the size of your rooms can be estimated proportionately from these figures.

Cooling systems	Hourly cost
Fan (portable or ceiling)	1.5c
Evaporative cooler (portable)	2.5c
Evaporative cooler (ducted)	11c - 16c
Reverse cycle air conditioner (4-5 star rating)	34c – 38c
Reverse cycle air conditioner (2-3 star rating)	30c – 34c
Reverse cycle air conditioning (cooling whole home)	63c – 91c
Ducted Reverse cycle air conditioning (zoned system)	36c – 54c

Operating costs of gas appliances

This section provides typical running costs for common domestic gas appliances. They are based on what a typical four person family in Victoria would pay. Of course, your own running costs may vary somewhat from these, depending on factors such as climate conditions, the energy efficiency of your home, thermostat settings, family size and the age and efficiency of appliances.

Natural gas

Natural gas is measured in units known as megajoules (MJ). The gas tariff is charged at a cost per MJ of gas the appliance consumes. The tariff you are charged can be found on your gas account.

Calculating your own costs

The running costs of a specific gas appliance can be calculated if you know its MJ input and the gas tariff. The MJ input is usually printed on the appliance or in its technical information.

Wherever possible, hourly running costs have been provided so you can easily estimate your own monthly or annual costs. Costs are provided for both natural gas and LPG (bottled gas).

The Domestic General Tariff is the most common tariff used by households. Currently, natural gas is charged at the following prices (GST inclusive):

Gas used	Peak*	Off-peak*
First 4000 MJ	1.3c/MJ	1.15c/MJ
Consumption after 4000 MJ	1.0c/MJ	1.0c/MJ

* Average gas price June 2009.

Most households with gas heating would use much more than 4000 MJ per billing period. Appliance running costs listed are based on peak rates for consumption over 4000 MJ (i.e. 1.0c/MJ).

The appliance running costs do not include supply charges which add approximately \$25.00 to each gas account, every two months.

Zucchini Frittatas

These quick and simple mini frittatas are a healthy snack option for your child's lunch box. They will also go down well for afternoon tea. You can omit the zucchini if you want.

Ingredients

1/2 zucchini, coarsley grated

- 12 slices thinly shaved ham
- 1/3 cup coarsely grated cheddar
- 6 eggs, lightly whisked

Method

Preheat oven to 160°C.

Lightly grease an $8 \times 1/3$ - cup capacity muffin tin.

Line the prepared muffin holes with shaved ham being careful not to overlap the ham too much, but aiming to cover as much of the muffin holes as possible.

Squeeze all excess moisture out of the grated zucchini.

Lightly whisk the eggs in a medium-sized bowl, add the cheese and zucchini and stir gently to incorporate.

Pour mixture into each ham-lined muffin hole, ensuring you get a little zucchini and cheese in each muffin.

Bake in oven for 15 minutes or until golden brown and just set. Allow to cool in muffin tin for five minutes before turning out to cool on a wire rack. Place in airtight containers to store.



Easy Spaghetti Sauce

Ingredients

2 onions, sliced finely

4 bacon rashers, sliced finely

800g lean mince

 2×420 g cans of condensed tomato soup

Method

In a fry pan sauté onion. Add bacon and cook until brown. Add mince and cook to your liking. Add enough soup to create a thickened consistency and serve.

Pumpkin Soup

Ingredients:

- 30g Homebrand unsalted butter
- I onion, finely chopped
- I garlic clove, crushed

750g peeled pumpkin, seeded

2 cups chicken stock

2 cups water

salt and freshly ground black pepper

cream (optional)

snipped chives, to garnish

Method:



Melt the butter in a large saucepan on medium low heat and cook the onion and garlic for 5 minutes, until soft, without colouring. Add the pumpkin, chicken stock and 2 cups water.2. Bring to the boil slowly and simmer covered for about 15 minutes, until the pumpkin is tender.3. Set aside to cool slightly.4. Puree the mixture in several lots, using a food processor or blender, or by rubbing through a sieve.5. Season with salt and pepper, to taste.6. Add a little more stock or water if necessary to make a good consistency, depending on the pumpkin. Swirl in a little cream, if liked.7. Reheat gently and ladle the soup in to bowls, garnishing with chives.



Bircher Muesli

Start your day with this healthy and delicious breakfast!

Serves I

Ingredients ¹/₂ cup of natural muesli ¹/₄ cup of orange juice mixed with 2 tbs of natural yoghurt I green apple, grated

Method

Soak the muesli in the juice for 15 minutes. Mix in remaining ingredients, serve and enjoy

Chicken Pie

This re-defines fast & fabulous! Ingredients 2 sheets puff pastry 400g can condensed cream of chicken soup ½ cooked chicken without skin, shredded 500g snap frozen mixed vegies, thawed

Method

Preheat oven 180C. Line a non-stick pie dish with first sheet of pastry. Combine remaining ingredients in a bowl, season with sea salt and pepper and pour into pastry. Cover with remaining sheet, seal edges well by pressing with a fork. Cut several slits in the pie lid and bake for 30 minutes, or until lid is golden brown.

Serves 4 - 6.

Lemon Cheesecakes

Ingredients 250g cream cheese, softened 280g jar lemon butter 8 butternut snap cookies

Method

Line 8 holes of a muffin tray with paper muffin shells and place a buttersnap bickie flat side up in each. Using an electric mixer, beat cheese until creamy, then add all the lemon butter, mixing until nice and creamy. Spoon mixture onto biscuits and freeze for 2-3 hours or until firm. 5 minutes before serving, remove paper and serve decorated with fresh seasonal fruit.

Makes 8









Suite I, 21 Cremorne Street Cremorne Victoria 3121

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Womens Housing Ltd

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 Phone line -1300 652 820
- Sexual Assault Crisis Line 1800 806 292
- Suicide Line -1300 651 251

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- 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

