

SANCTUARY



The silly season is upon us so be cautious and safe

When out shopping

When you're out spending money, this can mean that thieves are out too, looking for opportunities to commit crime.

Follow our tips to stay safe while you're out shopping.

- **Remember to take credit and debit receipts with you as some of them carry your details**
- **Try to pay using a debit card rather than carrying lots of cash**
- **Take extra care when using a cashpoint or chip and pin. Don't let anyone see your pin number**
- **Keep cheque books and cards separate and never write down your pin number**
- **If you carry a handbag, keep your purse at the bottom**
- **Never keep your wallet in your back pocket**
- **Keep your handbag zipped at all times—crowded shopping centres are very popular with pickpockets**
- **Don't leave any bags, including your handbag, in the shopping trolley while you shop**
- **Stay alert when using your mobile phone. It's easy for someone to snatch it out of your hand**
- **Always put shopping and parcels in the boot of your car when parked or driving**
- **Don't return to your car to leave purchases in the boot before continuing with your shopping as thieves may watch car parks**
- **Don't leave valuables on the seat of your car- they attract thieves**
- **Keep your car door locked, even when travelling**
- **Don't leave your house keys in your car**



Are you living in Transitional Housing? Do you think Women's Housing might be able to provide a better service to you?

Then, we need YOU!

Did you know that Women's Housing Ltd has a Tenant Council?

The purpose of this group is to provide advice to us, the workers on how we may be able to provide a better service to you our tenants.

Did you know that Women's Housing Ltd also has a Tenant Participation Working Group comprised of staff within the Women's Services area with the Operations Manager? The purpose of this group is to consider how:

- we can engage better with tenants in our Transitional Housing Program and, what further resources we may be able to provide to tenants
- making a contribution by providing us with newsletter articles. We are now keen to establish a Newsletter Working Group so that the newsletter better reflects your needs.

So, basically, we need you! We welcome your input into how we can do our work better and how we might be able to better resource tenants of WHL.



TENANT PARTICIPATION MORNING TEA

Women's Housing Ltd's Tenant Participation Working Group prepared the above morning tea on 28th November 2012 at 11am for tenants to attend and have a chat about our program and how you as tenants can shape the way Women's Housing participate with our tenants.

A morning tea will be run approximately twice every year. If you are interested in attending or should you wish to take part in any of the tenant driven activities please give Veronica, Donna or Alison a call on 9412 6868. They will be happy to have a chat with you about what we are trying to achieve.

"Some people like my advice so much that they frame it and put it on the wall, instead of using it" Gordon Dickson

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**.*



Add a picture

Ingredients

Serves: **48**

- 3 3/4 cups (465g) plain flour
- 1 teaspoon baking powder
- 1/2 teaspoon salt
- 250g butter, softened
- 1 1/2 cups (354g) white sugar
- 2 eggs
- 1 teaspoon vanilla extract
- 1 teaspoon lime extract
- 2 drops green food colouring
- 200g dark chocolate melts
- coloured sprinkles, to decorate

Preparation method

Prep: **2 hours** | Cook: **7 minutes**

Sift flour, baking powder, and salt together, set aside.

In a large bowl, cream together the butter and sugar until light and fluffy. Beat in the eggs, vanilla, lime and food colouring.

Gradually blend in the sifted ingredients until fully absorbed. Cover dough, and chill for 2 hours.

Preheat oven to 200 degrees C. Grease cookie sheets.

On a clean floured surface, roll out small portions of chilled dough. Cut out shapes using Christmas tree shaped cookie cutters.

Sprinkle the trees with the coloured sprinkles.

Bake 5 to 7 minutes in the preheated oven, being careful not to burn the edges. Remove from cookie sheets to cool on wire racks.

Once cookies are cool, melt the chocolate and dip the tree trunks into the melted chocolate.

Leave to harden on wire racks.

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



Interview With Donna– Women's Housing THM

Star Sign?

Sagittarius (November 22 – December 21)

Element: Fire

Fire signs are naturally warm. Fire doesn't plan its next move; it isn't logical.

It simply is in the moment and will burn what fuel is available without judgment or forethought. For this reason fire signs can successfully rely on their intuition and survival instincts.

Key Planet: Jupiter

Jupiter can encourage us to overspend or overindulge. As the key planet of Sagittarius, Jupiter encourages us to take those opportunities, to live life as an adventure and to believe in something greater than ourselves.

lieve in something greater than ourselves.

Traditional Sagittarius Traits: Optimistic and freedom-loving, Jovial and good-humoured, Honest and straightforward, Intellectual and philosophical. On the dark side....Blindly optimistic and careless, Irresponsible, Tactless and Restless Famous People with Sun in Sagittarius: Brad Pitt, Ben Stiller, Sinead O'Connor, Julianne Moore, Tina Turner, Steven Spielberg, Frank Sinatra, Bette Midler, Katie Holmes, Kiefer Sutherland, Jimi Hendrix, Woody Allen, Ozzy Osbourne, Kim Basinger, Scarlett Johansson, Mark Twain

General Interests outside of work?

I am a mother of a 4 year old and enjoy just playing and spending time with him, I love going to the beach as well as catching up with a good book or movie.

Why I decided to work in the sector?

I always wanted to be a hairdresser when I grew up, however due to medical problems I was unable to pursue that career path, I floundered around for a bit not knowing what to do, and decided one day I wanted to help others, decided to apply for a position in a housing organisation, and found my new passion.

How long I have worked at WHL?

In my 3rd year of working here now.

Like most about Job?

Completing sign ups and knowing the client is sleeping safe tonight and working with clients, and seeing them grow and prosper once they have been accepted into one of our properties.

Least Favourite part of job?

The limitations we face as workers, there is not enough housing or resources available for clients.

Anything to say to clients?

Hello, Please if you want to join the tenant participation group contact me, we really want to hear what you have to say, and I think it would be beneficial for you all to be involved in how we assist clients. Thank you for reading all about me.

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 Cheryl at reception :

9412 6868



Summer Gardening Tips

When it comes to summer it's important to use water wisely and also take particular notice of trees and other plants which can, because of lack of water, become stressed. It's when this happens that they express certain nutrient deficiencies.

One really common nutritional deficiency is boron, and you can see it on a **mangelwurzel** by the splitting of its roots. Two other common nutritional deficiencies are magnesium and potassium, and of course when plants are stressed by drought, watch out for pests because they move in.

Look carefully for mottling on the leaves of plants because this is an indication of magnesium deficiency, which is really common in Australia. It affects a range of plants including **gardenias, rhododendrons, azaleas, camellias, roses** and **citrus**. The solution is to get some Epsom salts. Take half a litre of water, and put in half a teaspoon of Epsom salts, then shake and stir. Either water it on plants or you can foliar spray it.

The importance of adding magnesium is that it's chlorophyll food. Chlorophyll is necessary for plants to produce energy, so it's a sim During summer, when plants are stressed, expect a wide range of pests to move in. There is no need to be concerned about it, but vigilance becomes more important than ever. To control the pest, look for swellings on the young shoots. If you leave them, they'll build up and over time, kill the branches and trees become unproductive. Control is simple - just prune them off. Look for these during spring and summer and don't put the removed branches in the compost, instead destroy them so you can't reinfect plants.

Wherever you live and whenever plants are affected by drought it's important to feed plants little and often. If you give plants too much food when they're under stress, this makes problems worse. The best way to feed plants during drought stress is to use a water soluble fertiliser so you feed as you water the plants. ple solution to a common problem.

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 Mon & Wed. noon – 1.30 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



Colour me in and put
presents under the tree



Always look on the bright side.

Cognitive behaviour therapy One of the most popular talking treatments for depression is cognitive behaviour therapy (CTB) which simply asks you to stop, take a step back and have a look at your thinking particularly your automatic thoughts or internal voice.

You're asked the question those thoughts to check if they really are accurate or even that important in the wider scheme of things. Rather than thinking, "Typical, I'm always forgetting things, my life is a catastrophe! When you miss putting out the garbage, you're meant to stop for a moment and realise, 'It's no biggie, I actually remember 95% of the time.

We'll manage and it's only garbage after all"

It can be hard, especially if you're miserable beyond belief, which is why it's best done with a professional – such as a counsellor, psychologist or psychiatrist. Your GP can steer you in the right direction.

Start your day in a cheerful way! Let's face it everyone gets down in the dumps sometimes. Statistically, one in 5 women and one in 8 men will experience a depressive episode during their lives. The good news is, there's much to be done to treat depression now. In addition to medication- which can be very effective – there are many activities which alleviate the condition. Meditation, relaxation and exercises are all known to help, as do a number of therapies. Of course, it always helps to keep yourself in a positive state of mind.

A quick relaxation

Stop what you are doing and allow your shoulders to droop down.

Breathe in normally, but as you exhale, do it slightly slower and deeper than usual.

Do this 3-4 times then calmly carry on with what you were doing, keeping your shoulders relaxed.

Simple breathing exercises

Take a deep, slow breath and hold it in for 5 seconds.

Breath out slowly for 5 seconds.

Breath in again, making each breath steady.

As you breath out, expel all the air in your lungs. You might like to make a noise to help you get all the air out.

Keep the out-breath going for as long as you can and leave for a few seconds before you inhale again.

Colour breathing

A quick effective calming technique is to visualise the colour blue.

Imagine you're breathing in a fresh, calm shade of blue, and breathing out all your tension with red.



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?

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

If you are not satisfied with the information provided, you can speak to their line manager:

Women's Service

Kayla Ta

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

and if you feel that you have exhausted all options, you may lodge a written complaint with:

The Operations Manager

Complaint/Appeal

Please outline your 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.

Your Name: _____

Your Address: _____





Remember all hard plastic bottles and containers can be recycled.

Rinse containers to help prevent odours in your bin.
Use your leftover dishwashing water to save water.

These items must NOT go into your recycling bin



NO Plastic bags



NO Nappies



NO Polystyrene



NO Crockery



NO Batteries



NO Light bulbs



NO Car Batteries

How to save cash and save the environment.

A bottle of tea tree oil will go along way. Available in supermarkets and chemist. Give the following a go and save on expensive cleaning products.

1. Beat those zits – To treat acne, just dab a small drop on the affected area.
2. Soothe skin – Tea tree oil is a great anti-fungal treatment for athlete's foot, eczema and also yeast infections. Use a small amount on your skin- it should Never be taken orally.
3. Apply tea tree oil gently to cuts, burns and blisters to help soothe and heal and prevent infection.
4. Coughs and sneezes- The oil can lessen the symptoms of colds and flu. Try adding a few drops to your bath and soak up the comforting vapours.
5. Banish Nits – Adding a small amount to your regular shampoo or conditioner can kill head lice. Washing your hair this way can also improve dandruff and dry scalp conditions.
6. Bye bye odour – If body odour is a problem add a small amount to your bath water.
7. All purpose cleaning- It makes a great household cleaner. Mix 2 teaspoons with 2 cups of water in a spray bottle. This is ideal for kitchens and bathrooms, but also a great solution to keep mould under control. Simply spray and wipe down the affected areas. Disinfect all purpose areas like high chairs, car seats and high traffic spots
8. Insect repellent – Add 15 drops to 4 cups of water and spray onto skin as necessary to keep insects at bay.
9. Lovely laundry – A few drops of tea tree oil added to each load you wash leaves your clothes smelling lovely and clean .

	8		3			5		
5	1						3	
			8	5		4		
					9		2	3
		8				7		
3	4		7					
		2		9	7			
	3						6	1
		6			1		5	

It's easy to play Sudoku! Simply fill every column, row and 3x3 box so they contain every number between 1 and 9. Don't go too fast! The game is easy to play but difficult to Make it fun! Print off several copies of the same Sudoku and pass them onto friends. See who's the fastest





Suite 1, 21 Cremorne Street
Cremorne Victoria 3121

Phone: 9412 6868
Fax: 9415 6511
E-mail: info@womenshousing.com.au

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
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

Sudoku Solution

6	8	9	3	1	4	5	7	2
5	1	4	9	7	2	6	3	8
2	7	3	8	5	6	4	1	9
7	6	1	5	4	9	8	2	3
9	2	8	1	6	3	7	4	5
3	4	5	7	2	8	1	9	6
1	5	2	6	9	7	3	8	4
4	3	7	2	8	5	9	6	1
8	9	6	4	3	1	2	5	7

Wishing you and your Family a Very Merry Christmas and a

Safe and Happy New Year. From all the staff at Women's Housing Ltd

Merry Christmas

