

SANCTUARY



ANYWHERE BUT A BED

4-10 August 2014

Homeless Persons Week is an annual themed week coordinated by Homelessness Australia to raise awareness of people experiencing homelessness and the surrounding issues.

A 'sleep out' event was held during National Homeless Persons Week to raise awareness and highlight the difficulties faced by people experiencing homelessness.

More than 40 people from housing and support services, disability support services, youth and aged services and mental health support services attended a 'sleep out' organised by Peninsula Housing Network. Women's Housing Ltd was excited to be a part of this event, Lindy Parker, Operations Manager and Veronica Hunt, Housing Worker were two of the many sleeping rough on Tuesday 5th August 2014.

“Without affordable and secure housing it is very difficult for people to have wholesome and healthy lives, to hold down employment, to participate fully in education and to engage in community life. Housing is a basic and fundamental human right and we should never lose sight of this,” said councillor Antonella Celi.



FREE THINGSTO DO IN MELBOURNE

State Library of Victoria

Leaf through tomes and browse exhibitions in the Domed Reading Room at this grand library and enjoy the great program of events for kids and adults.



Australian Centre for the Moving Image (ACMI)

Venture into Fed Square and explore the world of film, television and digital media with year-round exhibitions, rare screenings and cultural events.

City Circle Tram

The City Circle Tram service provides a free and convenient way to get around central Melbourne. Tourists, shoppers, office workers and families can...



Open House Melbourne

26 - 27 Jul 2014

Be treated to inside views of Melbourne's most significant buildings for just one week-end and discover secret rooftop gardens and sustainable design.

Federation Square

In the tradition of the world's busiest public spaces, "Fed Square" buzzes with a daily program of events, restaurants and cafes and bold galleries.

National Gallery of Victoria

Appreciate art and surrounds at the two NGV spaces - the iconic original housing international art and the newer, light-filled home of local works.

The Ian Potter Centre: NGV Australia

See superb collections of Australian Indigenous and non-Indigenous art on permanent display as well as special exhibitions at The Ian Potter Centre.

Queen Victoria Market

Shop 'til you drop at this celebrated market to see buskers, find souvenirs and to marvel at the fresh produce and the treats in the Dairy Hall.



The 2014 Gertrude Street Projection Festival

18 - 27 Jul 2014

Stroll down Gertrude Street as it transforms into an outdoor gallery with the buildings, roads and landmarks coming alive with colour and movement.

Royal Botanic Gardens

Attracting over 1.8 million visitors annually, the Royal Botanic Gardens Melbourne is a treasured part of Melbourne's cultural life and a valuable...



Op– Shops around Melbourne — for a cool bargain this Winter!



Benefits and how-to's of Op-Shopping

- Find unique pieces and heavily discounted designer and vintage clothing, accessories and home wares
- Save money! You can find many bargains for the price of one full price clothing item at a retail store
- Cheap winter coats! Most good quality winter coats are very expensive, however you can expect to find many under \$25 at any given op-shop.
- It is a good idea to call op-shops near you and find out what days they receive most of their new stock, it's first in best dressed, so it is a good way to ensure you get a first look at new items
- Avoid major discoloration, stains or damage of items, it is not worth buying if you will need to pay money to fix them up! Always try on clothing to make sure it is the correct size

Here is a list of some Op-Shops near you!

Abbotsford/Collingwood:

- Abbotsford Salvos, 81 Victoria Crescent, Abbotsford VIC 3067
- St Vinnies Collingwood, 121 Johnston Street, Collingwood VIC 3066

Ascot Vale:

- St Vinnies Ascot Vale, 155 Maribyrnong Road, Ascot Vale VIC 3032
- St Paul with All Saints Opportunity Shop - Ascot Vale, 215 Union Rd, Ascot Vale VIC

Bayswater:

- Harrison Community Services Op Shop - Bayswater, 5/22 Station Street, Bayswater VIC
- St Vinnies Bayswater, 700 Mountain Highway, Bayswater VIC 3153

Bentleigh:

- Brotherhood Bentleigh, 518 Centre Road, Bentleigh
- St Vinnies Bentleigh, 394 Centre Road, Bentleigh VIC 3204

Brighton:

- St Andrew's Opportunity Shop - Brighton, 17 St Andrew's Street, Brighton VIC
- St Stephen's Op Shop, 116 Martin Street Gardenvale

Moonee Ponds:

- Moonee Ponds Red Cross, 64 Puckle St, Moonee Ponds VIC 3039

Newport:

- Vinnies Newport, 3-5 Mason Street, Newport VIC 3015

Sunshine:

- St Vinnies Sunshine, 56 Station Place, Sunshine VIC 3020
- Sunshine Salvos, 26 Withers Street, Sunshine VIC 3020

Yarraville:

- Uniting Care Bargain Centre, 9 Anderson Street, Yarraville

Werribee:

- Salvo's, Synnot St Werribee
- Uniting Church Op-Shop, Cnr Duncans Rd & Synott St, Werribee

For a full list of op-shops please see these links:

<http://opshop.org/list/VIC/MELBOURNE>

Incl. regional:



How to prevent the flu this winter

It is fast approaching winter, and although it isn't possible to rule out the possibility of getting sick altogether, there are a few precautions that can be taken!

- ~ If someone you know is sick, try and avoid close physical contact with them, or sharing food and drink.
- ~ Make sure that you wash your hands often, and especially before eating! Carrying a hand sanitiser such as Dettol is a good way to do this when on the go - many chemists and supermarkets' have less expensive home-brand versions.
- ~ Avoid touching your mouth and nose, this is how bacteria is spread, when you touch something and then your face - you don't know what you may have accidentally picked up on the train!
- ~ Cover your mouth and nose when you sneeze or cough, this can prevent you infecting others around you
- ~ Drink lots of water and maintain a nutritious diet
- ~ Manage stress levels and try to engage in regular exercise, even just walking to the train/tram stop in the morning!
- ~ Flu vaccination - it isn't foolproof but very effective against influenza nonetheless



How to stay warm (without using too much electricity)

Staying warm in Winter doesn't have to hurt your wallet. There are many simple ways to feel warmer without running up your electricity bill...

Covering your head, feet and hands is a good way to stay warm, much of the body's warmth leaves the body through extremities in particular the head. You'll be surprised how much warmer you feel!

Beanies and gloves are also very stylish and can be bought just about anywhere from \$2 shops to supermarkets and retail stores.

Buy extra blankets for your bed at night instead of turning on the electric heater or blanket

Wear layers that can be removed at work or when inside, long sleeves and jumpers

Ensure windows are secured and closed tightly, and fireplaces covered, to ensure warm air doesn't leak out and cold air doesn't come inside!



Simple winter recipes!

Quick breakfast oats



Ingredients:

½ cup oats (Uncle Toby's etc)

½ cup milk

½ cup water

Honey to taste

Cinnamon

Fruit if desired

Directions:

1. Combine the oats, the milk and the water and bring to the boil on medium heat, stirring occasionally for about 3-5 minutes. Add more or less of the water or milk, a general rule of thumb is one part oats to two parts liquid.
2. Once boiling (it will begin spluttering), reduce to a low heat for two minutes or until thick and creamy.
3. Serve and stir through honey, cinnamon, and any fruit of your choice.

You can basically get as creative as you like with this. Fruit, nuts, seeds can all be added for extra fibre and taste!

Baked sweet potato



Ingredients:

1x Sweet potato

Cheese

Cabbage

Yoghurt/ Sour cream

Chives, tomatoes... (Any vegetables of choice)

+ Anything you feel like!

Directions:

1. Wrap a whole sweet potato or half of one, in foil, and bake until soft.
2. Chop the cabbage and vegetables, and stir through the yoghurt to make coleslaw.
3. Fill the spud with the above mixture, and anything else you have in the fridge.
4. Chop the chives and sprinkle over the spud with the cheese.

Enjoy on a cold day!

Sudoku

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

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

Fire safety fact sheet – smoke alarms

Smoke alarms



Fact: Smoke alarms warn you of a fire in time to let you escape.

Fact: A sleeping person is unable to smell smoke and cannot detect a fire.

Fact: Smoke alarms are an **EARLY WARNING** system that save lives by waking people who are sleeping and alerting them to the dangers of fire and smoke.

Fact: Only a **WORKING** smoke alarms saves lives.

Your Office of Housing property is installed with a hard-wired smoke alarm. Hard wired means that it is attached to the mains power of your home and operates directly from that power source. In the event of an electrical black out your smoke alarm will still function because it is equipped with a back-up lithium battery.

The battery is a permanent fixture of the smoke alarm and cannot be removed or replaced and is self-charging from the power source.

Note: A visual alert (flashing light) can be connected to smoke alarms to assist people with a hearing impairment, (contact your local Housing Office or Agency for details).

Do's and don'ts for your smoke alarm



DO'S

- ✓ **TEST** them weekly by gently pressing the 'TEST' button in the middle of your smoke alarm with the end of a broom handle.
- ✓ **CLEAN** them every month by dusting with feather duster or lightly vacuuming the cover.
- ✓ **NOTIFY** your Agency (Ph:) if you believe there are any problems with your smoke alarm (such as: not responding to testing; making continuous chirping noises etc).

DON'TS

- X **TAMPER** with your smoke alarm in any way.
- X **DISCONNECT** or MOVE your smoke alarm.
- X **TRY** to change or remove the battery.



Note: If you believe your Office of Housing hard-wired smoke alarm has a *replaceable* 9 volt battery - report this to your local Housing Office or your Agency and the Office of Housing will install the lithium model.

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.

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



Women's Housing Ltd is giving away some **clothes prize packs for kids!**

Women's Housing Ltd accommodates children of all ages in our longer term properties. We also house children in our transitional properties in the surrounding suburbs of Melbourne.

For the winter we have some warm pj's and some winter books to give away to children!

Any winners will be contacted by Women's Housing Ltd when entries are received the following month.

To go into the draw to win all you have to do is:

Complete the attached entry form and get your child to colour in the picture of the house,

or

On the following page the child can get creative and draw a picture of their house and what it means to them (members of family, pets etc included)!

and send it back to:

**Women's Housing Ltd
1/21 Cremorne Street
Cremorne, VIC, 3121**





Name:

Age:

Address:

Contact:

Good luck!



Name:
Age:
Address:
Contact:

Good luck!



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

