

SANCTUARY

YOU are invited to Women's Housing Ltd., Feeding Minds Expo!

The Expo is a wonderful opportunity to:

- Learn new life skills.
- Door prizes drawn on the hour
- Get advice on important issues.
- Meet other tenants and new people.
- And win some fantastic prizes.
- Come for lunch.

Feeding Minds Expo
11-3pm, 5 May 2015
Richmond Town Hall

Yoga, meditation and self esteem workshops,
community service stalls, giveaways, guest
speakers, hair and beauty wellness zones...all
this and more. To join us for this free expo,
enjoy lunch and chat to other tenants please
call 9412 6868 to register your interest.



Resilience

Dealing with change or loss is an inevitable part of life. At some point, everyone experiences varying degrees of setbacks. Some of these challenges might be relatively minor (not getting into a class you really wanted to take), while others are disastrous on a much larger scale (hurricanes, tornadoes, terrorist attacks). How we deal with these problems can play a major role in not only the outcome, but also the long-term psychological consequences.

What Is Resilience?



Have you ever wondered why some people seem to remain calm in the face of disaster, while others seem to fall apart? People that are able to keep their cool have what psychologists call resilience, or an ability to cope with problems and setbacks. Resilient people are able to utilize their skills and strengths to cope and recover from problems and challenges, which may include job loss, financial problems, illness, natural disasters, medical emergencies, divorce or the death of a loved

one.

Those who lack this resilience may instead become overwhelmed by such experiences. They may dwell on problems and use unhealthy coping mechanisms to deal with such challenges. Generally, these individuals are slower to recover from setbacks and may experience more psychological distress as a result.

Resilience does not eliminate stress or erase life's difficulties. Instead, it gives people the strength to tackle problems head on, overcome adversity and move on with their lives. In the wake of traumas such as the 9/11 attacks and the Hurricane Katrina disaster, many individuals demonstrated the behaviours that typify resilience. Even in the face of events that seem utterly unimaginable, people are able to marshal the strength to not just survive, but to prosper.

Some individuals come by these abilities naturally, with personality traits that help them remain unflappable in the face of challenge. However, these behaviours are not simply an inborn trait found in a select few individuals. According to many experts, resilience is actually quite common and people are very capable of learning the skills that it takes to become more resilient.

How to become more resilient

1. Build Positive Beliefs in Your Abilities

Research has demonstrated that self-esteem plays an important role in coping with stress and recovering from difficult events. Remind yourself of your strengths and accomplishments. Becoming more confident in your own ability to respond and deal with stress is another way to build resilience for the future.



2. Develop a Strong Social Network

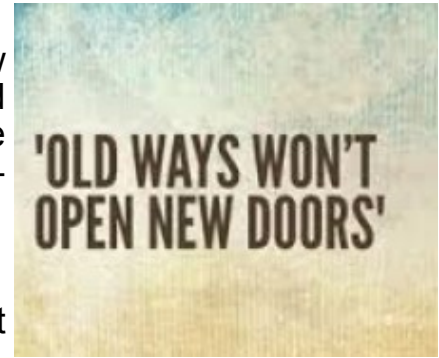
2. Develop a strong social network
Having caring, supportive people around you acts as a protective factor during times of crisis. It is important to have people you can confide in. While simply

talking about a situation with a friend or loved one will not make troubles go away, it allows you to share your feelings, gain support, receive positive feedback, and come up with possible solutions to your problems.



3. Embrace Change

Flexibility is an essential part of resilience. By learning how to be more adaptable, you'll be better equipped to respond when faced with a life crisis. Resilient people often utilize these events as an opportunity to branch out in new directions.



4. Be Optimistic

Staying optimistic during dark periods can be difficult, but maintaining a hopeful outlook is an important part of resiliency. Positive thinking does not mean ignoring the problem in order to focus on positive outcomes. It means understanding that setbacks are transient and that you have the skills and abilities to combat the challenges you face. What you are dealing with may be difficult, but it is important to remain hopeful and positive about a brighter future.



5. Nurture Yourself

When you're stressed, it can be all too easy to neglect your own needs. Losing your appetite, ignoring exercise, and not getting enough sleep are all common reactions to a crisis situation. Focus on building your self-nurturance skills, even when you are troubled. Make time for activities that you enjoy. By taking care of your own needs, you can boost your overall health and resilience and be fully ready to face life's challenges.

6. Develop Your Problem-Solving Skills

Research suggests that people who are able to come up with solutions to a problem are better able to cope with problems than those who cannot. Whenever you encounter a new challenge, make a quick list of some of the potential ways you could solve the problem.



7. Establish Goals

Crisis situations are scary. They may even seem impossible. Resilient people are able to view these situations in a realistic way, and set reasonable goals to deal with the problem. When you find yourself becoming overwhelmed by a situation, take a step back to simply assess what is before you.

8. Take Steps to Solve Problems

Simply waiting for a problem to go away on its own only prolongs the crisis. Instead, start working on resolving the issue immediately. While there may not be any fast or simple solution, you can take steps toward making your situation better and less stressful.

9. Keep Working on Your Skills

Resilience may take time to build, so do not become discouraged if you still struggle to cope with problematic events. Focus on practicing some of the common characteristics of resilient people, but also remember to build upon your existing strengths.

Make your own scrubs!!

Scrubs are one of easiest home treatments that leave your skin silky smooth. Not only is slathering sugar and oil all over your body pleasant, but the exfoliating factor leaves skin refreshed and vibrant. Good thing is, it is for both men and women!!

Why do beauty product companies charge such ridiculous prices for salt and sugar scrubs? It's mind-blowing!! A quick Internet search just turned up six products ranging in price from \$31 to \$39.99. So why not make some at home??

Vanilla Coconut Brown Sugar Scrub-

- Coconut oil is subtly fragrant and slightly miraculous. This one is a super moisturizer.
- 1/2 cup coconut oil
- 1/2 cup brown sugar
- 1/2 teaspoon vanilla
- Mix ingredients together. Rub on skin while in the shower, massage, and rinse.



Banana Sugar Body Scrub

When the bananas are starting to brown, grab them and put them to use. This one skips the oil and relies purely on the benefit of banana and the gently abrasive sugar.

- 1 ripe banana
- 3 tablespoons granulated sugar
- 1/4 teaspoon pure vanilla extract (optional)



Smash ingredients together with a fork into a chunky goop. Don't over-mash or it will become too thin. If you want a banana scrub for your face, reserve some of the banana and mash it separately without sugar. In the shower, pat the sugar mixture and gently massage over your body. For your face, gently massage plain banana there, avoiding the eye area. Rinse off with warm water.

Relaxation and scripts for self-help, personal change and fulfilment

**I deserve to be,
I want to be,
I can be,
I will be,
I am.**

If you want to change your life you need to change how you think and change what you do. Self-help, personal change, being happy: **it's up to you**. No-one else. You decide. This is the first step. Self-help starts with you. Self-help and personal change starts with your realisation that it really is in your own hands, and your decision to do something about it. Your own self-belief is the key to successful life-change, achievement, contentment, and happiness. Your own mind, particularly positive suggestion and visualisation, will develop your self-belief, and your determination to make successful change to your life. This page will help you begin to change the way you think, feel and act. Visit it any time you want to boost your self-belief, to relax, and to regain control of your life and direction. Print this page and put it above your mirror, above your bed, anywhere you'll see it every day. Make time - actually schedule some time to do this. It will improve your mood, attitude, and approach to life. Positive suggestion and visualisation, combined with deep relaxation, is an easy way to make powerful positive personal change. Just going through this relaxation exercise alone will help to change and improve the way you feel. If you combine the relaxation techniques with a repeated script of positive statements, such as the 'I am' script below, you will begin change the way you think, and feel, and act, and all that life offers as a result. The time it takes to change depends on different people. Stick with it and it will become easier, more natural, more enjoyable, and it will work.

Relaxation exercise

1. Sit or lie down comfortably.
2. Relax your shoulder muscles, your whole body, and empty your mind.
3. Close your eyes (open them when you need to read the next stage).
4. Take ten slow, deep breaths.
5. Focus on your breathing. Feel yourself relaxing and your tension drifting away.
6. Relax your shoulders and neck again.
7. Visualise yourself being happy, succeeding, winning, being loved, laughing, feeling good.
8. Allow a gentle smile to appear on your face as you feel a calmness enter your mind.
9. Then say (out loud ideally) the words below to yourself:

I am

I am good person.

I have integrity.

I do what is ethically right and good.

Whatever life puts before me will be useful experience that will make me stronger, wiser, and more tolerant.

I am strong enough to understand and make allowances for other people's differences. Other people's behaviour is about them, not me.

I focus on the joy of living my life and helping others where and when I can.

I am what I eat and drink, so I eat and drink good things.

I am what I watch and play and listen, so I watch and play and listen to good positive things.

I take exercise which I enjoy. I walk when I don't need to drive or take the bus or train.

I smile and laugh whenever I can - life is good - getting caught in the rain reminds me that it is good to be alive to feel it.

I forgive other people. Deep down everyone is a good person, just like me.

I am a compassionate and loving, caring person.

I am a good person.

I am.

Recipes

Mashed Pea and Feta Fritters with Corn Salsa

Serves 4 Prep 20 mins Cooking 20 mins

2 cups (240g) frozen peas
2 Coles Brand Australian Free Range Eggs
1 cup (160g) wholemeal self-raising flour
½ cup (125ml) skim milk
100g reduced-fat feta, crumbled
1 corn cob, husks removed, kernels removed
1 red capsicum, seeded, finely chopped
1 ripe avocado, stoned, peeled, finely chopped
1 tbs lime juice
½ cup coarsely chopped coriander

Olive oil spray
Low-fat Greek yoghurt, to serve
Mixed salad leaves, to serve
Lime wedges, to serve

1. Cook the peas in a saucepan of boiling water for 2 mins or until tender. Refresh under cold running water. Drain well. Use a potato masher to crush until a coarse paste forms.
2. Whisk the eggs in a bowl. Gradually add the flour and milk, in alternating batches, stirring until combined. Add the peas and feta and stir to combine. Season with salt and pepper.
3. To make the corn salsa, cook the corn kernels in a small saucepan of boiling water for 2 mins or until tender. Refresh under cold running water. Drain well.

Place in a bowl with the capsicum, avocado, lime juice and coriander and gently toss to combine. Season to taste.

4. Spray a large non-stick frying pan with olive oil spray. Place over medium heat. Pour 4 x ¼-cupfuls of batter into the pan and cook for 2-3 mins or until golden underneath and bubbles appear on the surface. Turn and cook for a further 1-2 mins or until cooked through. Transfer to a plate. Cover with foil to keep warm. Repeat in 2 more batches with remaining batter.
5. Divide the fritters among serving plates. Top with the corn salsa and a dollop of yoghurt. Serve with mixed salad leaves and lime wedges.

PER SERVE • 22g protein • 17g fat (6g saturated fat) • 36g carb • 8g dietary fibre • 400 Cals (1670kJ)



4- Ingredient Salad

These Salads are quick and easy to make

PASTA & CHICKEN COLESLAW FOR 8



Cook 500g pkt of Coles Brand Bowties following packet directions. Combine cooked pasta with 250g pkt Coles Brand Australian Coleslaw, $\frac{1}{2}$ cup Coles Brand Asian Dressing and 1 Coles RSPCA Approved Roast Chicken, coarsely torn.

POTATO & BACON SALAD FOR 8



Cook 3 x 400g pkt Coles Brand Australian Baby Potatoes With Butter & Parsley* following packet directions. Set aside to cool. Cut into quarters. Combine 6 Coles Brand Shortcut Bacon rashers, finely chopped and cooked, 4 spring onions, thinly sliced, and $\frac{1}{2}$ cup Zoosh Garlic Aioli.

RICE & KALE SALAD WITH MANGO DRESSING FOR 8



Cook 2 cups (400g) Riviana Basmati Rice following packet directions. Combine cooled rice with 400g pkt Coles Brand Kale Coleslaw and 1 cup coriander leaves. Serve drizzled with $\frac{1}{2}$ cup (125ml) Zoosh Mango, Chilli & Lime Dressing.

Do you have maintenance issues??

It would be really helpful if you could provide **exact details**:

- What is the problem?
- What room is it in?
- When was the problem discovered?
- Is this a repeat issue?
- How was resolved last time?

Please email maintenance issues to maintenance@womenshousing.com.au or call Women's Housing on 9412 6868 and ask to talk to Cheryl Rich or Jenny Jacob.



Puzzle Corner

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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: _____



Newspapers, magazines, cardboard boxes, letters, envelopes, advertising material, work & school papers and telephone books

No Waxed Cardboard

Glass bottles

Milk and juice cartons

Plastic bottles and containers

Aluminium and steel cans & foil

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



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

**"It's your road, and yours alone.
others may walk it with you,
but no one can walk it for you."
- Rumi**

