

SANCTUARY

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Special points of interest:

- Women's Housing are building more properties
- Money For Jam project - women establishing a micro-enterprise
- Volunteers needed
- Free Activities

WHL's Newest Addition – Newport

Women's Housing Ltd are proud to announce that the newest addition to the Women's Housing portfolio is nearing completion.

The Newport property, comprising 20 one and two bedroom units will be tenanted early March.

The Housing Services team are currently interviewing potential tenants for these units.

The property is aimed at housing older

women and women that may have experienced family violence in the past.



Bayswater

Women's Housing Ltd has recently received \$5.2 million funding from the Victorian Government towards the construction of 24 new apartments (8 x 1-bedroom and 16 x 2-bedroom) for women with or without children who are escaping family violence.

The new apartments will be built on Women's Housing Ltd owned land in Bayswater.

"We all know there is a pressing need for more housing for vulnerable Victorians and Women's Housing Ltd is delighted with the support from the State Government and the City of Knox in helping us create new homes for women and children escaping family violence."

Judy Line, CEO, Women's Housing Ltd

Planning has been approved for this building and we are anticipating that building of this property will commence later in 2018.

"Thank you Women's Housing Ltd for my new home. This will allow me to give my children some stability. I feel like crying - I am just so very grateful"



Generously funded by Gandel Philanthropy and Equity Trustees through the A & M Osborn Charitable Trust and the J. R. Hantley Charitable Trust, with support from Lord Mayor's Charitable Foundation, Reichstein Foundation and Melbourne Women's Fund.

Money For Jam

On Tuesday the 23rd of January 2018, Per Capita launched the pilot **Money For Jam**, a social innovation project specifically designed to address income poverty for older women. The program is designed to help women over the age of 50 supplement their income.

There were up to 30 participants who welcomed the first "Jam Training Session". Each participant will be linked to a mentor who will provide support to the women throughout the twelve month journey.

Older women are increasingly at risk of homelessness and

unemployment. **Money For Jam** provides mentoring for women at risk of homelessness to turn their hobbies and passions into micro-enterprises.

The **Money For Jam** model was co-designed in 2016 by 13 women over 50 who were experiencing homelessness and deprivation, in collaboration with Per Capita's Centre for Applied Policy in Positive Ageing (CAPPA). Tenant's of Women's Housing Ltd with Lindy Parker, Operations Manager took part in this research phase. This process led to an innovative solution for helping older women alleviate income poverty

through micro-enterprise. CAPPA will now pilot the program in Melbourne over 18 months.

The pilot will be delivered with community partners Fitted for Work, **Women's Housing Ltd**, and will support up to 80 women currently accessing homelessness and employment services.

A Smartphone App was also launched on the 23rd. For more information about the App or the **Money For Jam** project please contact Myfan Jordan by email: m.jordan@percapita.org.au

Safety and Security Focus Group

Women's Housing Ltd asked tenants for feed-back on the design of WHL properties so that we could feed this into future building designs.

The feed-back has now been reviewed and over the coming twelve months Women's Housing Ltd are running a number of focus groups to

learn more from our tenants. The first focus group was held on the 7th February 2018 and this reviewed the level of safety and security that tenants had in their properties.

This session provided Women's Housing Ltd with some useful information. The security measures which were identified

by the group have been accepted by WHL to be installed at certain properties. These items include installation of security doors, monitored alarms on fire escape doors and increased number of video monitoring cameras. These items will be installed following our tendering process over the next six months.

Update your Details

It is really important that we have your updated contact information so that you don't miss out on any important information. You can update your contact details including telephone number and email address by emailing Women's Housing Ltd reception@womenshousing.com.au or phone us on Ph: 9412 6868 select option 3.

Not Happy with Us?

If you wish to lodge a complaint to Women's Housing Ltd, you should do so in the first instance by talking to Women's Housing Ltd about your concerns. If you are still not happy with the service, you may contact the manager of the service and if you are still unsatisfied, contact Lindy Parker, Operations Manager to lodge a formal complaint. More information about how to lodge a complaint can be found on the Women's Housing Ltd web-site.



Other Services

Council of Single Mothers and Their Children – Monday to Thursday 9.30am-3pm

Phone 1300 552 511

Or 9654 0622

csmc@csmc.org.au
www.csmc.org.au

WIRE – “We Listen”
Phone support line for Women

Phone 1300 134 130

www.wire.org.au



Maintenance – Who are you going to call?

Urgent repairs

Always call the repairs line immediately on 03 9412 6868 dial option 2.

Urgent repairs include smoke alarm failures, no power to the property, no hot water and trip hazards in your home or common area. The response time for emergency repairs is 24 hours.

Urgent After Hours Repairs

Should an urgent matter occur after hours that requires an immediate response, call:

Transitional Housing - DHHS call centre: ph:

All other WHL Housing
WHL call centre: ph: 9412 6816

Routine and Non urgent repairs

Can be reported via the maintenance line on 03 9412 6868 dial option 2.

The response time may be up to 14 days depending on the issue and post it.



Women's Housing Ltd – Phone System

Many tenants have told us that they were experiencing difficulty contacting our service.

As a result, Women's Housing Ltd adopted a new telephone system.

We also sent out letters to all tenants advising of direct numbers of key Women's Housing Ltd staff.

If you call Women's Housing Ltd on the main line, ph: 9412 6868; you will be asked to select an option. If you wish to talk to a property officer re a maintenance issues, select option 2. If you wish to speak to a tenancy worker, select option 3.

At times, staff may not be available. They may be working out of the office or attending to another call, please leave a message and a staff member will call you back as soon as possible.

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We're on the Web!

See us at:

www.womenshousing.com.au

What's On?

Play Pod - Melbourne City Library

Play Pod is a children's program for children under the age of eight, packed with activities to read, create and play. Play Pod is always changing, fun and interactive.

This program is in operation throughout 2018.

ACMI

Immerse yourself in a world of film, television and digital storytelling. ACMI is free to explore.

Venture in to discover an annual calendar of exciting events.

Botanic Gardens

Enjoy a relaxing walk around the gardens, bring a picnic and relax amongst the trees.

Explore the garden paths and see what wonders lay hidden amongst the trees.

Interested in Communication and Writing

The Newsletter has been re-introduced! During 2017, a number of consultations were held with tenants about the manner in which Women's Housing Ltd communicates with tenants.

A key action that was agreed upon was the re-introduction of the Women's Housing Ltd newsletter.

Firstly, we are dusting off the Sanctuary newsletter and bringing it back to life.

We are keen to have tenants work with us to create this newsletter. If you would like to participate in the development of the newsletter or would like to contribute to the newsletter, please contact Lindy Parker on lindyp@womenshousing.com.au or ring 03 9412 6809.

