



CHILD PROTECTION WEEK

<https://childprotectionweek.org.au/>

3rd - 9th September 2023

National Child Protection Week is to engage, educate and empower Australians to understand the complexity of child abuse and neglect. We encourage communities to engage in conversations around children's safety and wellbeing.

Every child, in every community, needs a fair go. To treat all of Australia's children fairly, we need to make sure every family and community has what kids need to thrive and be healthy.



R U OK DAY

<https://www.ruok.org.au/join-r-u-ok-day>

R U OK? Day 2023 is Thursday 14 September 2023 and is our national day of action when we remind Australians that every day is the day to ask, 'are you OK?' and start a meaningful conversation whenever they spot the signs that someone they care about might be struggling with life.

Let the people in your world know you're here, to really hear, because a conversation could change a life.

All RHL offices will be closed for the King's Birthday public holiday:

Monday 2nd October 2023

Door42 and our On-call services will remain staffed during the public holiday.



- **Child Protection Week**
- **R U OK Day**
- **Public Holiday Office Closure**
- **Spring Garden Awards**
- **Spring Cleaning Checklist**
- **Scam Awareness**
- **Orange and Almond Cake**
- **Save Money and Improve Energy Efficiency**
- **Tenant Advisory Group**
- **Summer Safety Tips**
- **Fire Hoses and Pumps**
- **Contact Us**

SPRING GARDEN AWARDS

RHL's 2023 Spring Garden Awards are almost upon us and we would love for all tenants to get involved! We are sure there will be a category to suit even the beginner gardener, and of course there are prizes to be won.

TO ENTER

- Complete the nomination form (found online at www.regionalhousing.org.au or collect from any RHL office)
- Submit nomination form by one of the following methods:
 - Post to Regional Housing Limited, PO Box 540, Bundaberg Q 4670
 - Deliver in person to an RHL office in Bundaberg, Townsville or Hervey Bay
 - Email to referrals@regionalhousing.org.au

ENTRY DETAILS

- All photographs are to be taken between 4th October 2023 and 31st October 2023
- Nomination forms are to be submitted to RHL by 4:30pm, Tuesday 31st October 2023

CATEGORIES

- Best Balcony Garden
- Most Colourful Garden
- Best Communal Area Garden
- Best Edible Garden
- Best Lawn
- Best Courtyard
- Best Children's Entry

SPRING CLEANING *checklist*

Follow this quick and simple checklist to help keep on top of your spring cleaning routine!

- Ceiling fans and light fixtures
- All surface areas
- Cupboards and drawers
- Blinds, shutters and curtains
- Microwave - inside and out
- Clean under all furniture
- Baseboards and skirting boards
- Bathroom and toilet
- Kitchen appliances, stove top and oven
- Empty and replace garbage
- Vacuum and mop
- Sweep external areas

SCAM AWARENESS

Scams are rife and getting very sophisticated and we can all potentially be at risk!

We are encouraging you to learn ways to identify scams and take time to check whether an offer or contact is genuine before you act on it. Scammers continually develop new ways to catch people out, we need to increase our vigilance.

To be able to check or reach out look at the below online.

- Information about and reporting scams: <https://www.scamwatch.gov.au/>
- Had your identity stolen, contact ID CARE: <https://www.idcare.org/>
- Not sure if your email address has been compromise? Check this website: <https://havebeenpwned.com/>

ORANGE AND ALMOND CAKE



INGREDIENTS

- 2 Large Oranges
- 2 1/2 cups Ground Almonds
- 5 Eggs
- 1 tsp Baking Powder
- 1 1/4 Cups Caster Sugar
- Icing Sugar

METHOD

- Preheat oven to 170°C. Grease and line the base of a cake pan.
- Place two oranges in a saucepan and cover with water. Bring to the boil and simmer for 1 hour, ensuring oranges remain covered with water. Drain and cool.
- Chop the oranges into quarters, discard any seeds. Place the chunks into a blender and puree until smooth.
- Beat eggs with sugar until thick, then add the orange puree, ground almonds and baking powder and mix well.
- Pour into prepared pan and bake for 1 hour. Allow cake to firm up in pan for 20 minutes then turn out. Remove baking paper and turn over to finish cooling right way up.
- To serve, sift icing sugar on top and decorate with orange zest and almonds.

SAVE MONEY AND IMPROVE ENERGY EFFICIENCY

You can make small changes to your daily habits and have a big impact on your wallet and the environment. The following simple actions could save a household of 4 about \$760 a year:

- If you've got a second fridge, getting rid of it could save around \$172 a year
- Switching off the game console after use could save up to \$193 a year
- Use the clothesline instead of the dryer once a week could save \$79 a year
- Installing a water-efficient 4-star showerhead could save \$315 a year on water bills. You'll also save on your energy bills because less water will need to be heated

These amounts are a guide. Savings will vary depending on the age and type of your appliances, the size of your home, the energy prices you pay and the climatic zone you live in.

These tips and more from:

<https://www.energy.gov.au/households/household-guides/life-stages-advice/renters>

TENANT ADVISORY GROUP

RHL values the participation of tenants in planning, reviewing and developing our services.

If you would you like to be involved in the Tenant Advisory Group, you can register your interest for more information, by contacting us via the methods below:

- Email: info@regionalhousing.org.au
- Phone: 1300 642 123
- Visit: one of RHL's offices in Townsville, Bundaberg or Hervey Bay



SUMMER SAFETY TIPS

- **Be Sun Smart** - remember to Slip, Slop, Slap, Seek and Slide and try to stay out of the sun from 10am - 3pm
- **Keep Hydrated** - health authorities recommend drinking 2 litres of water a day
- **First Aid** - invest in a First Aid kit or use summer to refresh your CPR training
- **Flames** - we enjoy more barbecues and campfires during summer so keep a fire extinguisher handy in case of an emergency and listen out for weather warnings including fire bans

Source:
<https://fireandsafetyaustralia.com.au/6-summer-safety-tips/>

FIRE HOSES AND PUMPS

FIRE HOSES

Which RHL complexes are to be fitted with fire hose reels is based on fire safety laws. If you have a fire hose reel in your complex, the use of these fire hoses for any purpose, other than putting out a fire, is illegal.

Tenants found using these fire hoses in their complex, for reasons other than putting out a fire, could receive an on-the-spot fine by Queensland Fire and Emergency Services.

FIRE PUMPS

RHL have a couple of very large complexes with fire pumps on site. Tenants who live in these properties need to be aware, if a fire hose is used, it will automatically trigger the pumps, causing alarms to sound.

If these pumps are alarming and there is NO fire, please call RHL on:

- 1300 642 123
- After Hours - 0412 699 087

IN THE CASE OF A FIRE – Call 000 first



COMMITMENT TO CHILD SAFETY AND WELLBEING

RHL is committed to upholding and protecting the safety and wellbeing of children and young people accessing our services. A child safe culture is embedded throughout the organisation through the development and implementation of our policies, procedures, Code of Conduct and staff training. For more information, RHL can be contacted via our Contact Us details provided below.

FEEDBACK

We appreciate your feedback. Feedback from the community provides important information to RHL on areas we are working well in and areas we may need to improve and suggestions you may have on what is missing from our services. If you would like to provide any feedback, you can contact us to complete a survey.

The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of people with disability. If you are a person with disability (or an advocate or decision-maker), and you are unhappy with how we have handled your feedback, you can contact the NDIS Commission at any time on 1800 035 544 or TTY 133 677 or email contactcentre@ndiscommission.gov.au or visit www.ndiscommission.gov.au/about/complaints.

CONTACT US

Post PO Box 540
Bundaberg QLD 4670
Phone 07 4153 1239 or 1300 642 123
Email info@regionalhousing.org.au
Website www.regionalhousing.org.au

USEFUL NUMBERS

Emergency Services 000
Crime Stoppers 1800 333 000
Police Link 13 14 44
Ergon Energy (Faults) 13 22 96
SES 13 25 00
Lifeline 13 11 14