

Introducing Regional Housing!

We are delighted to share an exciting new chapter for our organisation, as Regional Housing Limited (RHL) officially launches our rebrand under the new identity of **Regional Housing!**

Marking the dawn of a successful merger between RHL and Coast to Country Housing in 2020, this rebranding represents our commitment to celebrating our past accomplishments and propelling Regional Housing into a promising future as Queensland's largest regional Community Housing provider.

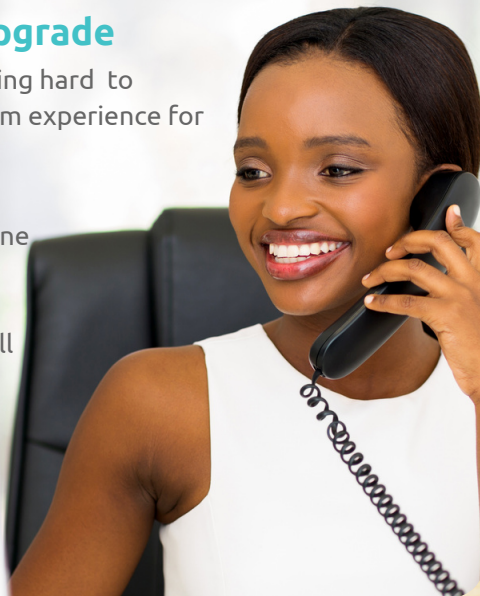
We look forward to continuing to serve our community with dedication and excellence as we move forward with our new identity.



Phone System Upgrade

Our team has been working hard to improve our phone system experience for our customers!

In the coming weeks you will notice when you phone in our menu options will have changed. We anticipate this change will improve our customer service experience in directing your calls immediately to the relevant team.



Acknowledgement of Culture and Inclusivity

Our organisation is made up of many cultures, beliefs and abilities and we welcome yours.



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Public Holiday Closures

During the Christmas period Regional Housing offices will be closed from 4:30pm Friday 22nd December 2023 and will reopen 9:00am Tuesday 2nd January 2024.

Door42 and our On-Call services will remain staffed throughout the Christmas closure period, including public holidays.

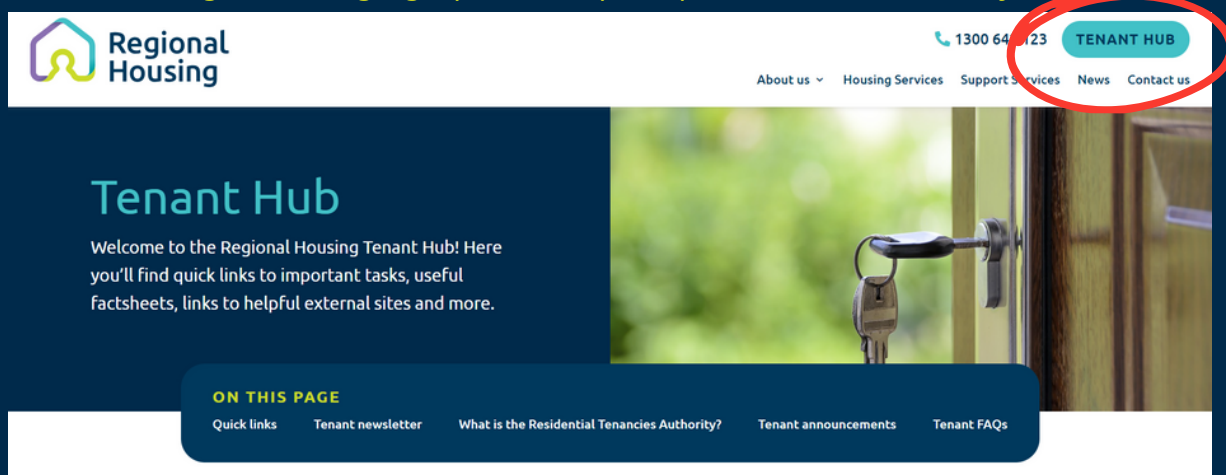
Our offices will also be closed for Australia Day, Friday 26th January 2024, however Door42 and our On-Call service will be available.

Check out our new TENANT HUB!

With the launch of our rebrand, we have also made some major upgrades to our website, making it even easier for our tenants to access information. On the website, you will now find the new Tenant Hub with many helpful resources including access to quick links, tenant newsletters, RTA information, tenant announcements, frequently asked questions and more!

If you would like to provide feedback on our tenant hub or suggestions for improvements, please contact any of the Regional Housing offices with your suggestions!

- Visit: www.regionalhousing.org.au/tenant-hub/ to explore the Tenant Hub today!



Hervey Bay Over 50s Lifestyle Expo

Our Home Assist Secure and Financial Counselling staff recently attended the Hervey Bay Over 50s Lifestyle Expo, sharing information with local community members on services Regional Housing can provide to eligible people to assist living independently in their home.

Thank you to all who attended the expo and took time out to have a chat with our friendly team.

For more information regarding our home maintenance services, contact the office on 1300 642 123.



Fire Safety At Home

Dangerous bushfire conditions continue across Queensland with hot and dry conditions expected this summer. A well-prepared home is easier to defend and reduces the risk to surrounding properties.

What can you do to reduce fire risk?

- Check your smoke alarms often
- Plan a fire escape - ensure windows can be easily opened and keys are left in a safe known location
- Be prepared to smash a window with a solid object in the case of an emergency
- Clear green waste from around the home and ensure your yard is tidy
- Remove flammable items from your home (such as woodpiles, mulch, long grass, dead leaves and branches)
- Mow your lawn regularly
- Practice your fire escape regularly and ensure the exit pathway is always clear of hazards
- In the case of a fire, confirm an agreed place to meet once everyone is out of the building

If you need assistance being fire ready or preparing your evacuation plan, please contact our office for advice.

Commitment to Child Safety and Wellbeing

Regional Housing 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, Child Safety Code of Conduct and staff training.

Have your say

What is the Tenancy Advisory Group?

Regional Housing values the participation of tenants in planning, reviewing and developing services. To encourage involvements by tenants, Regional Housing have established the Tenant Advisory Group (TAG).

Can I become a member of TAG?

Regional Housing tenants are eligible to apply for membership by submitting an Express of Interest. This form is available upon request. Tenants who wish to become or already are members must not be subject to any remedial actions resulting from a serious breach of their tenancy agreement as defined by the Residential Tenancies and Rooming Accommodation Act 2008.

Why become a member?

Becoming a member of TAG will provide you with opportunities to:

- Meet other like-minded people
- Influence Regional Housing's service delivery
- Have your ideas heard and discussed
- Develop new skills and confidence
- Actively participate and engage in your community

Be There App

Have you witnessed or suspected someone may be experiencing a form of domestic violence and unsure what to do or how you can help?

'Be There' is a free app that has been designed to help educate, empower and support you to support someone who may be experiencing domestic violence, without putting yourself or the other person in danger.

For more information or to download the app, visit: www.bethereapp.com.au

Be there.

A domestic
violence
bystander
support app

Choose your platform below
to download



Contact us

Source: <https://matebystander.edu.au/>

Christmas Oreo Balls

Ingredients

- Oreo Cookies - family size, pick your favourite flavour
- Cream Cheese
- Chocolate Chips
- Sprinkles
- Colour Candy Melts (or anything you would like to decorate with)



Method

1. Add softened cream cheese to a large bowl
2. Crush Oreo cookies in a separate bowl or food processor, then combine well with cream cheese
3. Using your hands, roll the mixture into a ball shape. Continue rolling until the texture becomes smooth.
4. Place balls onto parchment paper and allow to chill in the fridge for 30 minutes.

Decorations

- Place chocolate in microwave safe bowl and melt.
- Using a fork, dip the Oreo balls into the chocolate until the ball is completely covered.
- Decorate with sprinkles or drizzle with coloured icing as desired.



The Board of Directors, management and staff would like to extend seasons greetings to all customers, stakeholders, associates and partners of Regional Housing.

We wish you all a very safe holiday season and hope your New Year is filled with peace, happiness and laughter!

We want to hear from you!

Your feedback assists us to know what is working well and what isn't.

We review all our feedback regularly and proactively look for opportunities to improve our services.

In coming issues, we look forward to sharing with you changes Regional Housing have made as a result of your feedback.

How to provide feedback?

We welcome all feedback from compliments, suggestions, complaints and appeals. You can submit feedback in person at any Regional Housing office, or via the contact details listed below.

Feedback can be provided:

- In person at any Regional Housing office
- Email: info@regionalhousing.org.au
- Phone: 1300 642 123
- Survey: www.surveymonkey.com/r/HMZSS63
- Website: www.regionalhousing.org.au/contact-us/
- SMS: 0412 699 087

Our Environmental Impact

As we actively look for opportunities to implement these improvements, we would also love to hear your thoughts and suggestions! If you have any ideas for improving energy usage and efficiency, waste reduction or health and safety within your home or complex, please reach out to Regional Housing to share your ideas.



Feedback

We appreciate your feedback. Feedback from the community provides important information to Regional Housing 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.

For more information on anything in this newsletter, you can reach us on the details below.

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

