



RHL will be closed on the following dates

30 March 2018 - Good Friday

2 April 2018 - Easter Monday

25 April 2018 - ANZAC Day

7 May 2018 - Labour Day

25 May 2018 - Show Holiday (Hervey Bay offices only)

31 May 2018 - Show Holiday (Bundaberg office only)

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The RHL Newsletter has had a make over!

RHL staff have a strong understanding of what is happening in the community, the challenges people are facing and common interests of our customers.

To provide you with relevant and up to date information each quarter RHL Team Leaders are putting together the content that goes into each newsletter. Plus we have given it a fresh new layout!

If you have any comments or suggestions regarding our newsletter please don't hesitate to contact us.

We hope you enjoy reading!

Did you know?

The 21st of March is the Autumnal Equinox in the Southern Hemisphere.
On this day the number of daylight and darkness hours are equal.



Welcome to our new Southern Area Manager!

We would like to welcome Peter Meier as the new Southern Area Manager for Regional Housing Limited. Peter manages the Home Assist Secure Program, Youthcare Shelter and Housing Services in the Hervey Bay and South Burnett region.

Prior to joining the RHL team he has been working in the Human Services Sector for over 10 years.

He is passionate about engaging in the community sector and hopes to achieve great outcomes. Peter is looking forward to networking with the services and stakeholders in the region and hopes to form positive and sustainable relationships with as many organisations as possible.

Peter has already made a positive impact at the youth shelter in Hervey Bay and continues to implement a culture of client focused practices and growth.

We wish Peter all the best in his new role and look forward to working with him.



Word Search

R O T C O D Z F T E X C U E S L
 D E G C F R F U X B S Z M C D I
 I N T E R N E T O E M B H N A E
 E C N A N E T N I A M O J A Y N
 L O A N S O D R T I O G E R C O
 S T A E I N E S B L H L F U A H
 P B E L E C T R I C I T Y S R P
 E I R V O B S K Y Z P S M N E C
 R E H R E D I G A G K B O I W Y
 L T G D R V H D Y Z H A X L W M



- | | |
|-----------|-------------|
| RENT | ELECTRICITY |
| PHONE | SPER |
| BOND | INTERNET |
| SCHOOL | DEBTS |
| LOANS | REGO |
| INSURANCE | VET |
| DOCTOR | GROCERIES |

Tenancy Advice & Referral Service

Are you experiencing issues with your rental tenancy? Call QSTARS on **1300 744 263**

QSTARS is a free state-wide advice and referral service for Queensland tenants with available referral for face to face support in Hervey Bay and Bundaberg.

QSTARS provides tenancy advice and support services for Queensland renters depending on need and capacity to self-advocate. Services include;

- Information and referral – to assist callers to access information regarding their renting rights and responsibilities, and information to sustaining tenancies. This includes factsheets, a website and other information products yet to be developed.
- Individual advice and assistance – Personalised advice and assistance about tenancy rights and available related services.
- Expert advice and professional support – Specialist advice on tenancy rights and personalised support to exercise tenancy rights.



Keeping Active

If you are interested in keeping fit and engaging with the community you may want to take a look at this:

- Weekly 5km Timed Run
- Every Saturday at 7:00 am
- Free event but please register before you run

Locations:

- Bundaberg Park Run – Queens Park off Hope Street
- Bargara Park Run – Nielson Park, Fred Courtice Ave

Upcoming Free Admission Community Engagement

Our region hosts a range of free entry community events for locals and visitors to enjoy, from free community movies to festivals, expos and exhibitions.

For information on events in your community visit:

[http://bundabergregionevents.com.au/
community_events](http://bundabergregionevents.com.au/community_events)

<https://www.visitfrasercoast.com/>

<https://southburnett.com.au/>



Contact us

Post	PO Box 540 Bundaberg QLD 4670P
Phone	07 4153 1239 or 1300 642 123
Fax	07 4153 4000
Email	info@regionalhousing.org.au

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 service.

If you would like to provide any feedback, you can contact us to complete a survey by phoning 1300 642 123 or requesting a printed copy from one of our offices

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

Don't get steamed up by summer bills!

Do you struggle to keep up with your electricity account, especially after summer months?

You may be eligible for the Customer Assist program.

On this program, the Customer Assist team will:

- help you work out what you can afford to pay, based on your current financial situation and future energy needs
- work with you to develop a personalised payment plan that outlines regular payments and what you'll need to do to stay in the program
- help you reduce your electricity usage
- let you know if you're eligible for any government rebates, concessions, grants and services
- suggest where you can get further financial assistance

Ergon has also extended their EasyPay Reward offer to 30 June 2018.

EasyPay Rewards smooths out the highs and lows of your bills across the year and gives you the comfort of knowing how much your payment will be each week, fortnight or month.

Plus, you may be eligible for a **\$75 reward** on your residential account each year for up to three years. Who doesn't love a reward?

For more information: <https://www.ergon.com.au/retail/residential/account-options/easypay>