



Summer Newsletter



A Message from the General Manager

2021 was another year of uncertainty. It is easy to look back on the year and only see the challenges and forget all the achievements. We have heard a lot of news about the housing affordability crisis in Tasmania - high rents, long wait lists and a shortage of available properties. This is a very real issue which is causing great difficulty for many families, but it is important that we acknowledge the good things that have been happening this year. In 2021, Centacare Evolve Housing tenanted 185 newly built dwellings throughout the state and we have 540 more to be built over the coming 18 months.

Centacare Evolve Housing took over the management of 400+ Housing Tasmania properties in the south of the state and we warmly welcome those households to our tenant community. Our commitment to maintenance saw 6560 maintenance requests actioned and completed. Importantly our Community Wellbeing Team grew and continued to expand its reach across the state.

It is always the outcomes that mean the most:

- 469 new leases were signed this year. This means we now have over 5000 Tasmanians living in over 2500 properties we manage - "The home saved me, after sleeping in my car for three years I couldn't believe it" (tenant quote)
- 17 young people now have full time apprenticeships in the construction industry thanks to our Build Up Tassie program
- 6 participants completed our Neighbourhood Leadership Program and two participant led community projects will be supported by Centacare Evolve Housing in 2022
- Over 1,700 people walked through the gates of the Brighton Christmas Block Party which provided family fun, food and entertainment.

Addressing the housing shortage will take time and sadly many people start 2022 without a suitable place to call home. We remain committed to doing what we can to help shift the balance and look forward to welcoming more new tenants in 2022.



Thank you to everyone who has helped make 2021 a year of achievement, despite the challenges and look forward to growing community together in 2022.

James Norman
General Manager, Housing Operations

Acknowledgement of Country

Centacare Evolve Housing acknowledges the palawa people across Lutruwita /Tasmania land, sea and waterways we deliver our housing and services in.

We pay our respects to all Elders past, present and future. We stand for a future that profoundly respects and acknowledges Aboriginal perspectives, culture, language and history. And work towards a strong future together.

keep it COVID safe.



be fully vaccinated



wear masks when needed



symptoms? get tested



stay home if sick



use Check in TAS



stay up to date



keep hands clean



keep your distance



Public Health Hotline 1800 671 738
coronavirus.tas.gov.au





Celebrating Christmas with local community

The Brighton Christmas Block Party was held at the Brighton Civic Centre on Saturday, 27th November, and brought the whole of Brighton together to celebrate the festive season.

We counted about 1700 people walk through the gates of the event, with parents, children, and grandparents enjoying the free entertainment and food provided by local business and service providers.

Food stalls, musical performances, crafts, Santa photos and six lucky door prizes were just some of the activities available on the day. The annual event is organised as a way to connect people and communities in the Brighton municipality.

"One of Centacare Evolve Housing's community wellbeing goals is to establish and support structures that strengthen connection between people. The Brighton Christmas Block Party provides the ideal opportunity for this.", James Norman, General Manager of Housing Operations

Alongside fantastic performances, outdoor activities also involved a kids' train ride, smoothie bike, bubble ball games, face and spray painting, free BBQ, homemade pizzas, an ice cream truck, and Community Christmas Tree Wonderland Display. 17 local services came together to support the event making it the biggest Christmas event yet!

Attendee Rosina Engler was the recipient of the major Lucky Door prize, winning a \$290 voucher for a Pennicott wilderness journey. "I do a lot of voluntary work in the community," Ms Engler said. "I was excited to attend today and am so grateful to win."

Neighbourhood Leadership Program

As we kick-start a new year we would like to shine a light on our Neighbourhood Leadership Program graduates from 2021! The Neighbourhood Leadership Program is our capacity building program for local community leaders to learn skills needed to develop successful community projects or events, and be future leaders.

We had six amazing participants who took the opportunity to learn from expert speakers and gained valuable hands-on communication skills.

Each participants passion for making positive change shon through when they were given the opportunity to pitch a community project for seed funding. The top two successful project pitches will be developed in 2022. Keep an eye out for those stories and our future leaders. We would like to congratulate Barb, Tori, Nat, Gail, Dianne and Jada for graduating from the program!

We look forward to welcoming our next intake in Term 2 of 2022.



We would like to thank all our amazing volunteers !



Neighbour Day

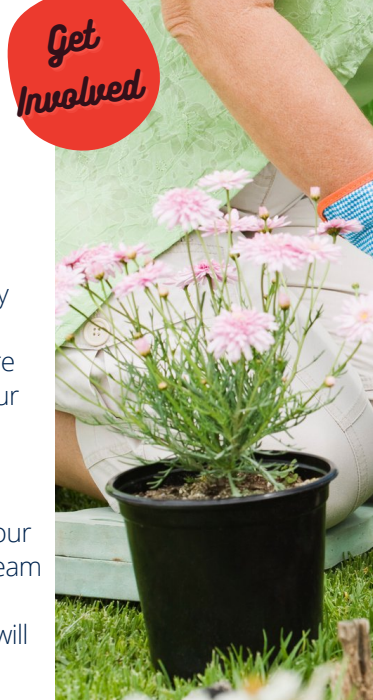
Neighbour Day, 27 March 2022, is a national social connections campaign. It aims to support and enable sustainable respectful relationships across communities, while also helping to address loneliness across the nation. This year's theme is 'Connecting Communities for 20 years'.

The day has progressed from a reminder to connect with elderly neighbours, to an annual celebration of respectful relationships and strong communities. This year Centacare Evolve Housing are celebrating Neighbours day by encouraging you get active in your garden and connect with a local garden star.

Gardening Competition!

We invite you to take a photo of your garden masterpieces or your Gardener Superstar and email it to our Community Wellbeing team at centacareevolve@aohtas.org.au.

The top entries will be celebrated on Facebook and the winner will receive a \$150 Bunnings Voucher!



Did you know?

New office! We have opened a second office! We are now also located at: 31 high Street, New Norfolk .
Mon - Fri 9am to 5pm
Pop in and say hi.

Gardening Competition Entries are OPEN MARCH 1st - 31st

Sr Lorraine our heartiest for 1000 Hearts

Sr Lorraine is a Heartist. What is a Heartist I hear you ask, it is a person that makes little felt comfort Hearts, either by themselves or with a group of friends, colleagues and community. Sr Lorraine donated them to Centacare Evolve Housing as a way to reach out to our tenants. She passes on a little of her generous warm comforting spirit to our tenants that may need a bit of love.

We have handed out over 1200 Hearts since then and continue to hand them to all our tenants. Thank you Sr Lorraine for starting a chain of connection within the Centacare Evolve Housing Community



Build Up Tassie - youth are the future

We had the opportunity to show the then Minister for Housing, Roger Jaensch, around our newly completed units in Glenorchy. There are nine unites on site with a mix of one and two bedrooms. All residents will be taken off the Housing Register. As Mr Jaensch stated, "we know supply is the answer and we are investing heavily in this area of housing, with Centacare Evolve Housing delivering on the promise".

Conner is one of the new tenants to move in and it was inspiring to listen to his story. From couch surfing at the age of 13 and not having a secure place to live. To enrolling in the Centacare Evolve Housing's Build Up Tassie program and now an apprentice at St Joseph's Affordable Homes. He even had the opportunity to work on the current property he moved into. What an amazing journey coming full circle for Conner. Conner put it very eloquently "After years of couch surfing I'm looking forward to coming to a secure home at the end of the day with a nice cuppa to relax"

As our CEO, Ben Wilson said, "we have a strong ambitious building program because we know we can do it "

Good to know!

Due to the recent flooding our Bridgewater office is temporarily closed.

You can continue to access services by ringing our office first on 6173 0060

Tenant Satisfaction Survey

Every year, We conduct an anonymous Tenant Satisfaction Survey to gather feedback about the services provided in that year.

The results provide us with a clear picture of what we are doing well, or need to improve on. They will be used to guide future effort through 2022.

Tenant voice is critical to informing us how we do what we do. We want to hear from you how we did in 2021. It should only take 5 mins of your time.

You can entry the Draw to **win an iPad or Gift Vouchers !**

If you have any questions, prefer to complete a paper based survey or need assistance to complete the survey, please call our Communities Wellbeing Team on (03) 6173 0060 or email centacareevolve@aohtas.org.au

We look forward to your feedback.

WIN AN IPAD!



Click the QR code to complete the survey!

Money Management

Want to meet your savings goals faster, pay off debt or balance the family budget. There are a lot of expenses in life and it can sometimes be a struggle to keep up with the numerous payments.

Debt isn't necessarily a bad thing, but it's important that it's not out of control or overwhelming you.

The important thing is to seek help quickly. Don't ignore your debt. You can ask for support from your tenancy officer or the community wellbeing team.

For support tackling your debt Call the National Debt Helpline **1800 007 007** Aboriginal and Torres Strait Islander peoples can call the free Mob Strong Debt Helpline on **1800 808 488**. or visit the Moneysmart website.



Need to report a repair?

Centacare Evolve Housing is committed to making sure that you are safe and comfortable in your home, and we take all repairs requests seriously. When repairs are needed, you must contact us first.

To report damage from vandalism, please phone Tasmania Police first then contact our Maintenance with the police incident report details.

To request repairs:

- Phone us on **6173 0060** between 9am and 5pm Monday to Friday.
- URGENT after-hours repairs phone 6173 0060 (South) or 6173 0083 (North and North-West).
- Email centacareevolve@aohtas.org.au.
- Submit a request on our website at centacareevolve.com.au and click on Report a Repair in the top banner

How to keep your home cool in summer

While cooling down your home can be a bit tricky, there are some tips you can use to lower the overall temperature and either avoid or reduce reliance on air conditioning, which can be quite expensive in summer.

- Close the blinds and curtains
- Use fans
- Close off any rooms that aren't used often
- Screen the outside of windows to keep the heat out
- Seal doors with a 'door sausage'
- Turn off unused electrical appliances

You can find further useful information on **Aurora Energy's Your Energy Support (YES) Program** - helps customers when they need it most.

Contact us

Website centacareevolve.com.au/

Facebook www.facebook.com/CentacareEvolveHousing

LinkedIn au.linkedin.com/company/centacare-evolve-housing