

# MOVIE GIVEAWAY

## Win Wallis movie tickets for the family!

Inside Westside

Summer 2017/2018

Seventh edition

Westside  
Housing Association Inc.



WALLIS CINEMAS  
Escape with us

### Christmas Cinesavers

We have the gift for everyone in your family covered!

All your Christmas shopping, all in one place  
Get all your shopping done in one transaction!

**BUY ONLINE**

On sale until 24 Dec 2017 *until sold out*  
**5 tickets \$50**

wallis.com.au

Cash cards and gift vouchers also available anytime

**TICKETS VALID FROM DEC 26TH 2017 TO JUNE 30TH 2018**  
Mitcham // Mt Barker // Noarlunga // Piccadilly

Limited Offer

Westside Housing Association tenants are able to **win a book of five movie tickets valid for six months**. Entries close on Australia Day, January 26, 2018.

**How to enter the draw**  
Name the lead actor in the upcoming film *All the Money in the World*, due for release on December 22 2017.

**Email**  
community@wha.org.au

**Phone**  
08 8155 6070

**Mail**  
478 Port Road,  
West Hindmarsh, SA 5007

The prize can be used for any film and any number of people (up to five) at any Wallis cinema: Mitcham, Mount Barker, Noarlunga, Piccadilly, Mainline Drive-in (Gepps Cross).



### Winner of 2017 Westside photo competition: Tim Kelton

#### What does home mean to me?

"Home is a place to find serenity and refuge from the hustle and bustle of the outside world. An opportunity to recharge my inner battery and find joy with pets and nurture my creativity to allow time for contemplation in the garden". (More page 10)



MERRY CHRISTMAS  
FROM WESTSIDE

Find us on  [www.facebook.com/creatinghomesconnectingpeople](http://www.facebook.com/creatinghomesconnectingpeople)

## Acknowledgments

Felicity Rai – *Inside Westside* Editor  
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## Contact details

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[admin@wha.org.au](mailto:admin@wha.org.au)

## After-hours emergency maintenance

08 8155 6081  
4pm-9am  
\* This line will still be open throughout the Christmas closure

## Christmas Office closure

The Westside Housing Association office will be closed during the holiday period:

**Closed from 3pm, Friday 22nd December until 9am, Tuesday 2nd January.**

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## From the CEO



Westside CEO: Julie Blake

### New office

Since our last newsletter, we have moved offices to a bigger, brighter and safer location at 478 Port Road, West Hindmarsh. Our new office has better transport, with a bus stop right out the front. It is a safer road, is closer to shops, and there is much safer parking for customers when they visit us.

### New homes for aged persons

In July of this year we welcomed 23 homes and tenants to our friendly community. After 120 years, the Trustees of Hindmarsh Diamond Jubilee Cottage Homes (Est.1897) decided it was time to hand over their homes to a local and professional community housing provider, and we are pleased that they chose Westside. Westside is known as a specialist in housing for older South Australians due in part, to our partnership with RSL Care SA. We now have 23 purpose built 1 and 2 bedroom homes

in Ridleyton thanks to Hindmarsh Diamond Jubilee Cottage Homes.

Our new Ridleyton homes provide low-cost housing to aged and low-income residents in the local area. In commemoration, a historical sign will be placed in the front of 106 Hawker Street, Ridleyton. If you are in the area, feel free to pop by and have a look.

### Thank you to Eco Housing Cooperative

In May of this year ECO Housing Cooperative (ECO) decided to transfer their 12 homes and tenants to Westside. Their homes really impressed our maintenance staff, with well-manicured gardens, and many years of a professional approach to asset management. These homes are a credit to the former ECO members and Westside welcomes our 12 new customers.

### We are listening

Alex, our Project Officer, has been working on our tenant engagement activities.

We did a survey with former housing co-operative tenants who have recently moved over to Westside and found a high-level of satisfaction with our processes and customer service. All of those spoken to felt informed and supported by our tenancy and administration staff before the move, and were extremely happy afterwards. We were told that "...everything went so smoothly, {the tenant is} very happy with Westside".

### Green Thumb Grants – 2 still available

In our last newsletter we offered 15 Green Thumb Grants (\$200 Bunnings vouchers) to tenants who wanted to improve their front yards. We have had 13 people use these grants, which means there are still 2 available. Call our office to apply for one of these and get gardening over the summer!

### BBQ at Pennington

A big thank you to all the tenants who came to our community BBQ in Pennington. In conjunction with Unity Housing and Portway, we put out a free skip bin (which was filled in under 24 hours!) and listened to tenants about what they wanted to see happen in the area to improve the quality of living in this large group of units. It was a great success with over 1/3 of the tenants participating and many ideas for us all to work towards around improving pedestrian access and green space within the complex.

### Invitation to join the Westside Tenant Advisory Group (WTAG)

Westside is committed to working in partnership with our customers. So, if you want to help us improve, you are very welcome to join our revamped WTAG that will kick off in early 2018. There is more information on how you can be involved in the WTAG included in this newsletter.

If you find yourself alone or hungry on **Christmas Day**, you can head along to some free **Christmas lunches** in the city.

**Hutt Street Centre, 258 Hutt Street, Adelaide**

7-8.30am – Breakfast

11.30am-12.45pm – Traditional Christmas Lunch

**St Luke's Anglican Church, 35 Whitmore Square, Adelaide**

10am – Christmas Service

12-2.30pm – Traditional Christmas Lunch

*\*No bookings required.*

## NO JUNK MAIL

Would you like a 'No Junk Mail' sign on your letterbox?

We have them for free for any tenant who wants one. Simply email [admin@wha.org.au](mailto:admin@wha.org.au) or call 8155 6070 to request one posted out to you!

Colours you can choose from: silver or gold

## 60% Tenant-lead publication

\*Westside Housing has a minimum standard for this publication of 50% tenant led.



## Face behind the phone with Marianne: Tenancy Support Officer



Marianne has been with Westside for 2.5 years and chances are that most of our tenants have spoken to her at one point in time. Marianne often delivers one of the best phone calls of your life to you, “Hi, we have had a property become available and I was wondering if you still needed accommodation” and sometimes the worst, “Hi, you are behind in your rent”. We took some time to sit down with Marianne and find out a little more about her.

Marianne (sometimes confused with Mary, Anne, Marion, Annemarie...) knows most of our tenants by name in her job overseeing the receipting of rent, following up on arrears under seven days, rent reviews (yay!), vacancy allocations, plus looking after new sign-ups and lease renewals.

Marianne's favourite part of her role is “being able to offer a worthwhile candidate a Westside property; and seeing tenants who have been down on their luck get back on their feet”. Most of you will probably know Marianne by her voice, but she is one of the faces of Westside, sitting in the front office.

### Asked what she is known for in the office, Marianne replied:

*“I love cake and coffee, so I am known as the office barista and coffee queen as I like to make tenancy staff a good espresso-based ‘cuppa’ each morning as a boost for their day. We also buy delicious cakes from a local baker in Prospect for everyone’s birthday and I rate the cakes, which is a fun way of bonding with workmates. My favourite cake is the Lemon Meringue; rating 9.5 out of 10.”*

## Cheap Cleaning Tips – From our staff

- Get a squeegee for your shower (as cheap as \$2 from most supermarkets and discount stores) and wipe down the walls and glass after each shower. This will reduce the amount of calcium and mould build-up, which means you don’t have to clean as often (Fiona, Reception).
- Vinegar and water is the best way to keep your windows clean. Use it with a lint-free cloth, or a window-cleaning cloth. It is cheap and natural (Alex, Sustainable Communities).
- Leave vinegar in the toilet bowl overnight, and then flush. No mess, no fuss (Anthony, Maintenance).



## Healthy summer recipe: Pumpkin Quiche

### Ingredients:

- 2 tsp olive oil
- ½ small brown onion, finely chopped
- 300g butternut pumpkin, peeled, diced
- 50g baby spinach
- 2-4 slices wholemeal bread, crusts removed
- olive oil spray
- 3 eggs
- ¼ cup reduced-fat milk
- 50g reduced-fat fresh ricotta, crumbled
- 2-4 single-serve ramekins

### Directions:

1. Preheat oven to 200°C.
2. Heat oil in large frypan over medium-high heat.
3. Add onion, and cook while stirring for three minutes or until softened.
4. Add pumpkin, and cook for five minutes or until pumpkin is tender.
5. Add spinach. Cook for five minutes or until slightly wilted.
6. Remove from heat and stand for 10 minutes to cool.
7. Meanwhile, place one slice of bread on a flat surface.
8. With a rolling pin, flatten bread slightly.
9. Using a round cutter, cut one circle from the bread.
10. Press circle into one ramekin. Repeat with remaining bread slices.
11. Lightly spray bread with oil.
12. Bake the bread in ramekins for 5 to 6 minutes or until golden. Remove from oven.
13. Whisk eggs and milk together in a jug, season with salt and pepper.
14. Spoon pumpkin/spinach mixture evenly between bread cases and top with ricotta cheese.
15. Pour egg mixture over the bread.
16. Bake for 12 to 15 minutes or until golden.

**\*This recipe may also be cooked in a microwave.**

**\*Double the recipe to make a family-sized quiche in a larger baking dish.**

**\*Leave the bread out to make a gluten-free frittata.**



Cooking food in your microwave can keep your energy costs down and also keep your house cool in summer. If you don’t have an air-conditioner or don’t want to overuse it, running your oven to cook your meals can heat up your house very quickly.

### Here are some great ideas for microwave cooking:

#### Salmon

Wash and pat dry a portion of salmon. Season with salt and pepper; add lemon, oil and parsley (or lime, honey and soy sauce – or any other favourite flavour combination). Cover fish with a splatter-proof covering. Microwave for 3.5 minutes. Check the centre, if you see raw fish, cook for an additional 30-45 seconds.

Serve with a salad or packet rice.

#### Packet rice

You can buy pre-cooked rice from most of the major supermarkets now. Follow the cooking instructions and you can have rice, with many different variations and flavours, in a few short minutes.

#### Corn on the cob

Sweet, juicy and flavoursome, corn can be cooked in a microwave in four minutes! Keep the husk on the corn and microwave for two minutes on each side. Let cool, strip the husk, wash and enjoy. It’s a fabulous snack for kids, and as a side dish for lunch or dinner.

## Stay cool in summer

By Felicity Rai

Hot-weather days are with us again and those who are ageing, with a chronic illness, with young children or a disability suffer in the heat and need to plan to stay healthy on exceptionally high-temperature days. The best way to stay cool in the heat of the day is by planning ahead. In the morning, block out the heat by drawing your curtains, blinds and awnings and plan to stay in the coolest part of the house. In the evening, once the sun has set and the night cools down, open your wooden and glass doors and windows, and let the inside of your house cool down.

If you have an air-conditioner make sure you clean the filter at least once a year. I clean mine twice; once at the end of spring and once at the start of autumn. On hot days, prioritise using your air-conditioner even if the electricity cost is

high as your health is worth every cent. And, as a community housing tenant you most likely will be eligible for energy concessions from the State Government.

**Call 1800 307 758 Monday to Friday for information on concessions.**

If you can't stay cool at home, then plan to go somewhere else early on hot days and stay as long as you can or until the weather cools down. Window-shopping in shopping centres is good for this purpose, also local or city cinemas or libraries. You could even join activities at your local Community Centre, Men's Shed or other community facility (like a pool) and make some friends at the same time. Drink water regularly, even if you are not thirsty. It's important to stay hydrated, as dehydration may lead to dizziness and can cause a fall and serious injury.

## Conserve water (and money) this summer

Summer is the time of year when we spend the most amount of money on our water bills. Here are our top tips to reduce your water use:

- Turn off the tap whilst brushing teeth.
- Keep shower time under five minutes per shower.
- Whilst waiting for hot water to heat up collect the cold water in a bucket to use on the garden, to fill your kettle or to fill your water bottle.
- Use the correct button on the dual-flush cistern (half-flush as

much as possible).

- If you have a dishwasher, use this instead of washing by hand as these generally use less water.
- Wash vegetables in a bowl and use the water for the garden.
- When washing the car, do so on the grass.
- Mulch your gardens to reduce evaporation from the soil. Plant native plants that don't need much water.
- Report dripping taps or a leaking toilet as soon as they start.

Submit maintenance request to Westside

[www.wha.org.au/tenants/maintenance-request-form/](http://www.wha.org.au/tenants/maintenance-request-form/)  
Email: [maintenance@wha.org.au](mailto:maintenance@wha.org.au) or call 8155 6070

## NILS Loans

The No Interest Loan Scheme (NILS) provides individuals and families on low incomes with access to safe, fair and affordable credit.

Loans are available for up to \$1,500 for essential goods and services such as fridges, washing machines and medical procedures. Repayments are set up at an affordable amount over twelve to eighteen months.

To be eligible you must have a Health Care Card or earn less than \$45,000 per year (after tax).

There are twelve services in metro Adelaide who can provide the NILS loan.

Visit [nils.com.au/find](http://nils.com.au/find) or call **13 64 57** to enquire or find one close to you.



### Clever ways of using the NILS

We recently had a tenant take out a NILS loan to install an air-conditioner in his home. The air-conditioner cost him \$600 from The Good Guys, and installation was approximately another \$600.

He had to coordinate with the Westside Housing Maintenance Department and complete an 'Alteration Request Form', but was able to get an air-conditioner in his house in three weeks!

## Introducing the Tool Library

It's here! A Free Tool library of garden tools for Westside Housing tenants!

You can now borrow a lawn mower, a whipper-snipper and other non-powered items like rakes, shovels and brooms.

The Tool Library will be open every second **Wednesday from 14 February 2018, 10am-12pm.**

**You must join as a member before you are able to borrow items.**

Please call us on **8155 6070** to request a membership form posted to you or go online at [www.wha.org.au/toollibrary](http://www.wha.org.au/toollibrary) to download the form or complete it online.

The library is located in Ridleyton, and you will need to collect and return the items from here if you would like to borrow them.

*\* We understand that some people don't have a car or a car suitable to transport the tools. Call us and we can arrange delivery and collection (wait times will apply).*



Westside  
Tool Library

### 2018 Tool Shed Dates

**14 & 28 Feb**  
**14 & 28 Mar**  
**11 & 25 April**  
**16 & 30 May**  
**13 & 27 June**

\*10am-12pm to borrow your items





## COTA's Strength for Life Aqua Program

By Felicity Rai

The upcoming Strength For Life (SFL) Aqua program promotes strength training as a suitable and highly beneficial exercise for over 50s. The program will be introduced in various locations throughout South Australia over the next 12 months. Working out in the water is one of the most therapeutic activities one can take part in. Exercise in water builds cardio, strength and resistance all while being easy on the joints and in a cool and relaxing atmosphere!

There are many benefits of exercising in water that will help you in all aspects of your life:

- Increased muscle strength - the resistance in the pool ensures the body's muscles get a rigid workout.
- Improved posture and balance.
- Building endurance and fitness - unlike traditional weights, water resistance is a more natural resistance which requires the body to strain through the water rather than against it.
- Low-impact exercise - the buoyancy of the water helps reduce some of the impact. This is particularly appealing to those with joint conditions such as arthritis.
- Alleviates pressure on the joints - studies have shown water-based exercises improve mobility and flexibility, relieves pressure

placed on joints and eases stiff joints from normal wear-and-tear and arthritis.

- Reduces pain and fatigue (tiredness) and relaxes sore muscles.
- Provides an enhanced sense of wellbeing, mood and sleep quality.
- Increases the ability to undertake daily activities and maintain an independent lifestyle.

### How to get involved

Check on the website below within the next few weeks. There will be a list of pools where classes are available:

[www.cotasa.org.au/programs/life/strength-for-life-aqua.aspx](http://www.cotasa.org.au/programs/life/strength-for-life-aqua.aspx)

To appreciate why water training works so well, you need to understand water's unique properties. In water, you have almost no gravity. You're relieved of 90 per cent of your body weight, so you become buoyant. This allows you to move in new ways.

You can float, bob and relax without much effort. Yet water provides 12 to 14 per cent more resistance than air, so moving through it is like having weights all around your body.

## Never Too Old

By Meron Eilala



### The Parks Recreation and Sports Centre

46 Cowan Street, Angle Park,  
South Australia 5010  
Phone: (08) 8406 2900

#### Opening hours

Monday to Friday: 6:00am - 9:00pm  
Saturday: 7:00am - 6:00pm  
Sunday & Public Holidays: 9:00am - 5:00pm

"I came to Australia about 10 years ago. When I first came I had done a few weeks of swimming lessons, but did not truly learn how to swim. The older I got, the harder it was to learn to swim.

With Australia being surrounded by water it is vital to learn and feel comfortable around water. I decided to enter an adult swimming class at The

Parks Recreation and Sports Centre. The swimming lessons went for 6 weeks from 19 September 2017 to 17 October 2017. The Parks have excellent swimming and fitness classes. The staff members are professional and understanding. There are both female and male instructors. As a beginner swimmer, my instructor Zoe was thoughtful, and she took the time to go through all the necessary information. Currently, I feel comfortable in the water after my six weeks of lessons.

I will continue to use The Parks to improve my swimming and confidence in the water. It is \$14.50 per week for adults to access the gym and the swimming pool (with the exception of swimming classes). The Parks provides a seven-day free trial with full access to the gym and swimming pool (except for swimming classes)."

The cost for adult swimming classes is \$39 per fortnight. The Parks also provides classes to meet the needs and requirements of all kinds of customers to learn to swim:

- Babies and Toddlers (6 months – 3 years)
- Preschool Program (3 years - school age)
- School Age (5+ years)
- People with Disabilities
- Adult Swimming Lessons

## Community and Leisure Centres

If you live in suburban Adelaide, or as far out as Mount Barker, Gawler or Aldinga, chances are you aren't too far from a Community or Leisure Centre. Just as Meron found out, there are skills, friends and new exciting experiences to be gained from these local centres and the activities you choose to take part in.

Many Community or Leisure Centres have free or low-cost options for you to participate in.

### Connect with your community

Play sport, get fit, stay healthy.

### Join a social group

Dance, art & craft, parenting, woodwork etc.

### Learn a new skill

Budgeting, job searching, conversational English, gardening etc.

Visit your local Council's website to find out where the local community centre is or visit [www.communitycentressa.asn.au/searchdirectory](http://www.communitycentressa.asn.au/searchdirectory) to search the interactive map. You can also call our Sustainable Community Project Officer, Alex, for help finding a community or leisure centre, sports club or other activity close to you; **08 8155 6082**.

## Jobs for Chatterboxes

By Jane Savage

For tenants aged 55+ looking for part time work, either for extra cash or meeting Centrelink mutual-obligation requirements, it can be difficult to find something suitable. One industry that mostly hires people in this age group is Market Research.

Market Research companies are always looking for good, reliable staff who don't mind the casual-work environment. The work is varied, and the pay is pretty good, varying between \$26-\$29 per hour depending on the job.

### Job examples are:

- Office/call centre environment where people are contacted by phone and invited to take part in a survey. Once they agree to participate, one reads questions from the computer screen following a questionnaire while recording their answers onto the computer. The worker simply follows screen

instructions and needs basic typing skills.

- Face-to-face environment where one works at various event locations and the worker approaches people and invites them to give their opinions about the event. These are mostly recorded on tablets, such as iPads or Android tablets. Some companies also conduct door-to-door surveys for special projects where the respondents have been sent a letter inviting participation.

If you like meeting people, and can strike up a conversation with anyone, this is the ideal job. For those interested in office/call centre environments only, consider Adelaide-based companies. If face-to-face work sounds appealing then look at interstate companies as well as those based in Adelaide. Many interstate companies hire interviewers in Adelaide. Google 'Market Research companies', visit the websites and look for the employment/career tab.

## Winner of the photo competition



"Free-ranging 'Budgeriguards' provide joy and make Tim feel happy and safe."

The winner of our 2017 Photo Competition was Tim Kelton. He submitted some beautifully captured images with the inspirational observations of 'home', as seen on the front cover.

Tim also has a great sense of humour, which gave his entry the X-factor and won him the competition.

We would like to make special mention of Tim, who felt that he wouldn't be able to use the prize and instead generously donated it to runner-up, Mikkaela who was able to enjoy the prize of a family photo shoot (valued at \$400) with her children.

## MyAgedCare



### Are you over 65 and want or need a bit of extra help around the house?

#### Services you may be eligible for are:

- personal care, for example, help in getting dressed
- transport
- modifications to your home, such as hand-rails or ramps
- nursing, physiotherapy and other care
- meals
- household jobs, such as cleaning or gardening
- equipment, for example, walking frames
- social activities.

#### Short-term help:

- when you have had a setback and want to get your independence back
- recovery from an accident or illness, including assistance after a hospital stay
- when you or your carer need a break (respite care).

Visit the website [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or call 1800 200 422.

You may want a friend or family member to help you, or you can request a visit from a Westside staff member to help you make the first call.

## Grow Free Cart

We now have a Grow Free Cart. It is bright green and stands outside our office on Port Road, between 9am-4pm every week day.

You can bring spare items from your garden like vegetables, fruit, herbs, cuttings or seedlings to share with others in the community, or see what is on the cart that you could use in the kitchen or garden at your house.

To learn more [www.growfree.org.au/carts/](http://www.growfree.org.au/carts/) or [www.facebook.com/groups/growfree](https://www.facebook.com/groups/growfree)



## USEFUL FACEBOOK GROUPS

[Pay it Forward Adelaide](#)

[Adelaide Families on a Budget](#)

[Reduce Reuse Recycle in Radelaide](#)

[Zero Waste Adelaide](#)

## Feedback

### Did you know we have a page on our website where you can visit and leave feedback?

Feedback can be good or bad (compliments or complaints). It can show us what we are doing well and when we have staff that have shown excellent service; but it also shows us where we have gaps in our customer service and processes.

We use positive feedback to pat ourselves on the back, but most importantly we use complaints to help make our organisation better. So don't be afraid to hop on to the website and leave some feedback, good or bad!

[www.wha.org.au/feedback](http://www.wha.org.au/feedback)

### It's all confidential

Comments you leave on the feedback form will be emailed directly to the designated Complaints Officer through the email address [feedback@wha.org.au](mailto:feedback@wha.org.au). All feedback received at this email address is confidential.

### Responding to you

- We will respond to all feedback within 14 days.
- Informal complaints will be responded to within 21 days.
- Formal complaints will be responded to within 14 days.

### Tenant Consultation

We also have a section on the website where you can read corporate and customer service documents that relate to the way we operate, our services and programs or give feedback on projects we are undertaking. We encourage you to read the information on this page from time to time and give us any feedback you may have.

[wha.org.au/tenant-consultation](http://wha.org.au/tenant-consultation)