

# BBQ, BAREFOOT BOWLS, AND A CHAT!



Westside wants you, our tenants and customers, to have more of a say into how we operate!

In early 2018, we are encouraging tenants from all over Adelaide and surrounds to come along to one of two BBQ's, to enjoy some barefoot bowls and tell us what you think about us, your house, our service and how we can do better.

We would also like you to work with us in the future on a Westside Tenant Advisory Group (WTAG) to make improvements and changes together.

*Barefoot bowls is for fun, no experience needed, all ages can play!*

## SOUTH

Thursday 22 February - 5-7.30 pm  
Marion Bowls Club  
262 Sturt Rd, Marion

Your Tenancy Officer Kimberley,  
CEO Julie and a maintenance  
representative will be attending.

## NORTH

Thursday 1 March - 5-7.30pm  
Clearview Bowling Club  
Coleridge Crescent Reserve, Gordon  
Ave, Clearview

Your Tenancy Officer Tania, CEO  
Julie and a maintenance  
representative will be attending.

5-6 pm for barefoot bowls / 6 pm for dinner / 6.30 - 7.30 pm to talk

\* Bring flat soled shoes for bowls if you have them.  
If you don't, bare feet is fine!

\* Kids are welcome and there will be a children's activity table to keep them occupied from 6 pm. (You will still be responsible for your children in this time.)

# BBQ, BAREFOOT BOWLS, AND A CHAT! OVERVIEW



Thanks to all who came along to our first Tenant Advisory Group events. Below is a summary of our conversation over both events.

**Text in blue are actions Westside have or will take or consider.**

## THE BEST BITS

It was a great social event.

Many people were introduced to a new sport - lawn bowls.

Many people visited a lawn bowls club for the first time.

### **Sustainable power supply**

Many tenants want to register and sign up for the Virtual Power Plant, after plans were released by the Labor Government in early 2018. Westside supports tenants to register themselves via the online form or call the office for someone to do so for you.

<http://ourenergyplan.sa.gov.au/virtual-power-plant>

**We sent an email to all tenants (who are online) to inform them about the VPP and how to express their interest. Unfortunately we wont have any more concrete information on where 'community housing' sits in the project until after the March 2018 election.**

### **My Aged Care**

*“Getting services in the home greatly impacts a person’s ability to stay in their home longer”*. Lawrie, 92

45% of our tenants are aged over 55. Once someone is 65, they are eligible to receive in home help and care by signing up and being assessed for need via My Aged Care (MAC). There was a lot of feedback from tenants about how some services are underfunded and under resourced and not able to provide the adequate level of support to some people.

**Westside staff will be learning more about MAC in order to support tenants in their home, help them sign up and advocate for their needs. We will also promote it.**

### **Survey(s)**

Westside will be undertaking the biennial Tenant Satisfaction Survey in March 2018. Some people commented that they received another survey around the same time at our survey in 2016. It is the Australian Institute of Health and Welfare: Community Housing Data Collection, and it is coinciding in 2018 too.

**We may consider moving the date of the next survey (due in 2020) so that it doesn't coincide with this other survey. We encourage participation in both surveys.**

# NOTES FROM OUR FIRST TAG EVENTS



## Transfers and allocations

Although we try to allocate people in the best possible house and neighborhood for them, sometime it doesn't always suit.

In this case, tenants can go on a transfer request list, working closely with their Tenancy Officer to request relocation to an area and house that is more appropriate to them. Westside will be working on transfer, allocations and relocation processes over the next 12 months.

## An AGM

In the past, Westside used to hold AGM's for tenants. 50-60 people would come along and hear about Westside's year in review and year looking forward. Some tenants would like his to happen again. Westside is looking to grow, and so an AGM will be very interesting for tenants and staff alike. We will consider doing this again.

## Future TAG events

Everyone agrees that to combine a social event with a meeting to discuss issues important to tenants is a good model for the Tenant Advisory Group (TAG) going forward. Participation is voluntary and any Westside tenant is welcome (regardless of whether they have been before). Every 4 months is a good time frame. WHA will include a northern event from mid-2018 (3 events in total, around 3 times per year). Events during the day may work for many people too. We will alternate day time and evening events throughout the year. We encourage suggestions on ideas and locations for events and discussion topics from tenants, so please feel free to contact us at any time! Alex's contact details are below.

**\* We will assume that all who RSVP'd would like to be involved in some way in the future, and will keep you on the mailing list for events, feedback, surveys and tenant consultation.**

**Westside**  
Housing Association Inc.

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Wed-Fri