



CEO MESSAGE

Welcome to another edition of the Southern Cross Housing (SCH) Newsletter.

All we have heard about for the last 6 months is about Coronavirus. I totally understand that people are sick of hearing about it, but it would be a miss of me to totally dismiss our current situation and concerns. At the time of writing this piece, Victoria had just gone into Stage 4 lockdown from Sunday 2 August and will last 6 weeks until Sunday 13th September. This means everyone must wear facemasks and a curfew placed on Melbourne residents between 8pm and 5am. Unfortunately, we must face the fact that this could well happen in NSW depending on the number of increased cases. If this does happen, we really need to prepare ourselves on how we deal with this on an emotional and mental level.

Health is 'a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity' (WHO 1946). It influences, and is influenced by, how we feel and how we interact with the world around us, and reflects the complex interactions of an individual's genetics, lifestyle and environment. Generally, a person's health depends on determinants (factors that influence health) and on interventions (actions taken to improve health, and the resources required for those interventions). These determinants can affect the health of individuals and communities.

We all deal with crisis and stress in many different ways. We often think we are dealing with things in our own way, yet sometimes we don't realise we are not dealing with things at all until it's a little late. In the past year, NSW has faced several major events that have significantly impacted our state of mind. Please make sure you look after yourself and talk to someone if you are feeling depressed or suffering anxiety. Lifeline is a specialized service available 24/7. Their number is 13 11 14.

That was a good segue into announcing our Good Neighbour initiative as we realise how important it is to maintain connection and help each other out, during what has been a time of isolation. We acknowledge the positive impact that this can have on a person or family and how important it is. Please be sure to read through the newsletter to see other exciting opportunities or beneficial information you may be interested in.

We have had another year of successful scholarships (our biggest round ever), and can't wait to hear back from tenants on how the scholarship has helped them on their journey of education or study. There is also Wesley Mission's Opportunity Pathways, which helps people work through the steps to getting employment and our Mental Health Brokerage Program (partnership with Health NSW) which gives funds for people struggling with their mental health to purchase goods like household items.

To make sure that we have our tenants at the heart of everything we do, it's important that we hear your feedback and ensure tenants have a voice. We are still seeking expressions of interest for tenants to join our Tenant Advisory Committee, come along and have a say in how Southern Cross Housing can improve our Service Delivery. Another great way of providing feedback is through our Annual Tenant Satisfaction Survey to be sent out soon, so please be sure to complete this with your feedback and be in the running to win some great prizes as well.

Southern Cross Housing recently launched our Assertive Outreach Plan to connect with people that are rough sleeping on the street, who are some of our most vulnerable community members - you may even see the new SCH bus making its way around in the Shoalhaven, as we reach out to those requiring assistance. If someone you know is dealing with homelessness and finds themselves with no-where to go, contact our Access & Demand Team (1300 757 885) and we can provide assistance with Temporary Accommodation (TA), Support and a Pathway to long term, stable housing (in regional locations like Bega, Cooma and Batemans Bay we can ensure that we connect with the local housing service to provide TA).

Our best defence against COVID-19 is to maintain social distancing, hand hygiene by washing our hands, using hand sanitisers and not touching our face. We are continuing to take all precautions to ensure that our offices are a safe environment. New social distancing markings have been set up in the office foyers and there is plenty of hand sanitiser available.

We strongly recommend you have the flu vaccination this winter, if you haven't already done so. While it won't protect you from COVID-19, we know that the seasonal flu reduces your immune system and weakens your body's ability to combat COVID-19. The vaccination protects you, your family and friends. The flu shot is free if you are Aboriginal or Torres Strait Islander, and are over 65 with a health condition.

Thanks for taking the time to read, and stay warm!

Alex Pontello
CEO



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DO WE HAVE YOUR CURRENT EMAIL ADDRESS?

Southern Cross Housing would like to communicate faster and more efficiently with you and we are working to ensure that we hold your current email address. Email is an easy way for you to receive information about events, activities and opportunities quickly and efficiently. Updating your email address contact is really easy, please phone the office on 1300 757 885.

WHATS ON

FINANCIAL COUNSELLING

We know that this has been a difficult time for many of our tenants. Financial counsellors are qualified professionals who provide information, advice and advocacy to people that are experiencing financial difficulty. Their services are non-judgmental, free, independent and confidential.

Financial counsellors are sometimes confused with financial planners or financial advisers but the services that they provide are quite different. Financial planners/advisers provide advice to people who have money to invest. Financial counsellors work with people who are in debt or are not able to meet their ongoing expenses.

Depending on your individual circumstances, financial counselling can:

- Help you assess your financial situation
- Provide information about credit and debt issues
- Design a personal money management plan
- Provide options for change and improvement in your everyday living

If you are finding it difficult to meet your rent payments please contact your local Southern Cross Housing Office to discuss a payment plan. It is much better to be proactive in addressing your rent than to fall behind. There are a number of great organisations that provide financial counselling services. Please make contact with them if you need support.

- **Anglicare** - Ph: 8624 8600 or 02 4423 1099
- **Illawarra Legal Centre** - Ph: 02 4276 1939
- **Lifeline South Coast** - Ph: 02 4421 5365
- **Shoalhaven Women's Health Centre** - Ph: 02 4421 0730
- **Southern Youth and Family Services** - Ph: 0412 179 719
- **Uniting** - Ph: 02 4423 7782



REGIONAL EVENTS

NATIONAL TREE PLANT SWAP DAY

Eurobodalla Regional Botanical Gardens. Sunday 2nd August 10am – 2pm. Remove weeds from our garden and swap them for free native plants. Ph. 44741000 for more information.



TECH SAVVY FOR SENIORS

Batemans Bay, Ulladulla and Narooma are calling for interested people to undertake a course that will provide participants with information on how to use Tablets, Mobile Phones and Computers. Phone 02 4472 9202 to register your interest.



THE MAN WALK IS WALKING IN ULLADULLA!

The Man Walk Australia is a not-for-profit association which promotes and supports men's physical, social and mental wellbeing. The Man Walk is a simple concept designed to strengthen communities, build social capital and combat isolation. We do this by connecting men to walk, talk and support in a positive and inclusive environment. There is no judgement, pressure or expectations. Simply turn up when you feel like it, walk with a group of like-minded blokes, and be a part of The Man Walk community.

Starting Point: Mollymook Surf Club

Start Time: 6:30am

Duration: 45 - 60 mins

Days: Friday



SMITH FAMILY DIGITAL ACCESS PROGRAM

The Smith Families Digital Access program improves families' digital inclusion by ensuring all families have access to low cost internet and devices as well as tech support and knowledge on how to make the most of the technology they have.

The Smith Family's Learning for Life program recognises that disadvantaged children need extra support to stay at school and go on to further studies or employment. Learning for Life helps create better futures for children in need by providing:

- Financial assistance from a sponsor to help disadvantaged families afford the cost of their child's education
- Support from a Learning for Life Program Coordinator to connect the child and their family to local learning opportunities and other supports
- Access to Smith Family educational programs to help children get the most out of their school years

To be **eligible** for the "Learning for Life" sponsorship, families must meet the following criteria:

- Live in a community where The Smith Family has a presence
- Possess a Health Care Card or Pension Concession Card
- Demonstrate a commitment to education (i.e. children must attend school regularly)
- Be referred to the Smith Family by a community organisation such as a school

To **remain** on the Learning for Life sponsorship program families must:

- Show a commitment to their child's education by ensuring children attend school;
- Complete a student profile each year (a written update which is sent to their sponsor);
- Provide a copy of their end of year school reports (for Smith Family administration and not shared with the sponsor);
- Keep receipts of educational expenses and be able to show these as requested

To register with ring Tim Mamo at the Smith Family Nowra Office on 0406 693 49



FREE WOMEN'S WELLNESS BAGS

The Communities Assist Team have put together a number of wellness bags that contain a range of fantastic items that have been donated by Dignity. The bags contain sanitary items, shampoo and other goods and are suitable for women. If you would like to receive a free bag please contact the Communities Assist Team on 4413 1102.

RESEARCH INTO THE 2019-2020 BUSH FIRES

The Bushfire & Natural Hazards CRC, commissioned by the NSW RFS, is undertaking research into people's experiences of the 2019-20 bush fires in NSW.

Community members are invited to participate in an interview via telephone or video conferencing (e.g. Zoom, Skype) to discuss their experiences of the recent fires.

They are interested in hearing a range of stories and views from people who were directly and indirectly affected by the fires, including residents and tourists from all parts of NSW. The results of the study will be used to inform strategies to improve community bush fire safety in NSW. Results will be presented to the NSW RFS, and reports and other publications will be publicly accessible at www.bnhcrc.com.au.

Tenants that were impacted by the bushfires are encouraged to participate. More information about the project can be obtained from www.rfs.nsw.gov.au/news-and-media/general-news/research-into-the-2019-2020-bush-fires

If you would like to arrange an interview, or have any questions about the research, please email bushfire-research@uow.edu.au or call Josh Whittaker on 0409 007 842.

BUSHFIRE PREPAREDNESS

Now is the time to get ready for the 2020 bushfire season. Getting ready for a bush fire is easier than you think. By taking 20 minutes with your family to discuss what you'll do during a fire, you could save their lives, as well as your home. There are a few simple steps to get ready for a bush fire:

1. DISCUSS WHAT TO DO IF A BUSH FIRE THREATENS YOUR HOME

Many households find that having a discussion over dinner works best as everybody is together and focused.

2. PREPARE YOUR HOME AND GET IT READY FOR BUSH FIRE SEASON

There are simple things you can do around your home to prepare for a bush fire, like keeping the grass low and having a cleared area around your home.

3. KNOW THE BUSH FIRE ALERT LEVELS

If there is a fire in your area you will find its alert level on the NSW RFS website and in the 'Fires Near Me' app. Download the Fires Near Me App now!!

Please check out the RFS Website for a range of information and handy tools to help you prepare for the 2020 bushfire season www.rfs.nsw.gov.au.

TENANT OPPORTUNITIES

HOARDING AND SQUALOR

The Shoalhaven Community Alliance (SCA) is a group of service providers that work collaboratively with Southern Cross Housing to provide locally-based and coordinated support services to people that are experiencing homelessness and disadvantage in the Shoalhaven Local Government Area.

The SCA has developed an Action Plan to guide its work during 2021-2022. This plan has identified three projects for completion during 2021 – 2022. The highest priority project is to increase both the quantity and quality of effective responses for people that are experiencing Hoarding & Squalor issues.

The issue of Domestic Squalor and Hoarding is a complex and difficult one not only for the people living in these conditions but also for their family, friends and neighbours. Severe domestic squalor and hoarding can occur in a number of circumstances and situations. It affects a range of households and age groups; both younger and older people as well as couples. The list of circumstances is endless, however evidence suggests that half to two-thirds of all persons living in severe domestic squalor/hoarding suffer from dementia or alcohol-related brain damage, or mental health issues such as schizophrenia and depression. There are also associated factors including domestic violence,

economic and cultural poverty, diverse cultural values and beliefs, and war or other trauma.

Many Community Service Providers in the Shoalhaven have also identified the need for Community Service workers to develop a better understanding of the causes of Hoarding and Squalor. There also appears to be a lack of funding to enable the delivery of specialised Case Management Services.

SCH is working collaboratively with service providers to:

- Deliver basic level Hoarding and Squalor training to SCH and Alliance member employees
- Advocate to obtain more funding to enable the delivery of specialist Case Management Services
- Obtain funding to enable the Southern Cross Housing Clean Up Crew to undertake associated clean-up work
- Develop an online educational resource to enhance community services workers (including Housing Officers) knowledge of the causes and referral pathways for people that are experiencing Hoarding and Squalor

If you are experiencing issues with Hoarding and Squalor and would like support to resolve these issues please contact your Housing Officer on 1300 757 885.

2020 TENANT SURVEY - WATCH OUT FOR AN EMAIL OR FOR A HARD COPY IN THE POST

At SCH, we are committed to providing the best possible service for our residents and improving our understanding of the service areas where we excel and where there are opportunities to improve.

SCH is working with the Community Housing Industry Association (CHIA NSW) to undertake our 2020 Tenant Satisfaction Survey. The survey is very important for SCH because it provides us with key information about the services that we are providing to you. The survey information helps us to understand our strengths and the areas where we need to improve.

The survey should be completed by the head tenant and include information on all household members. The information that you provide will be completely anonymous.

All tenants that have registered email addresses with SCH will receive a link to the survey. Residents without email addresses will receive a hard copy survey in the mail. The links and hard copy surveys will be distributed towards the end of July. We really appreciate you taking the time to complete the survey.

All tenants that complete the survey will be automatically entered into a prize draw. Prizes include 12 gift vouchers to the value of \$25 each and **three great major prizes, each to the value of \$200.**

If you have any questions about completing this survey please call the SCH Communities Assist Team on 1300 757 885.



ASSERTIVE OUTREACH



SCH WORKING COLLABORATIVELY TO REDUCE HOMELESSNESS ACROSS THE SOUTH COAST AND SNOWY MONARO REGIONS

The Southern Cross Housing Assertive Outreach Program has been developed collaboratively by Southern Cross Housing, Illawarra Shoalhaven Men’s Homelessness Services/St Vincent De Paul, Salt Ministries, Supported Accommodation and Homelessness Services Shoalhaven Illawarra (SAHSSI), Shoalhaven Homelessness Hub and the NSW Department of Communities and Justice. Planning for the project began in February with members working collaboratively to develop an appropriate model for delivery.

The project was officially launched on Monday 6th July at 11am at our Bomaderry office, 52 Bolong Street, Bomaderry. Impetus for the project stemmed from a desire of local service providers to work together to effectively address complex issues of Homelessness in the Shoalhaven LGA and a desire to support the NSW State Government’s target of reducing street homelessness by 50 per cent across NSW by 2025.

The model for delivery has been finalised and when implemented, will result in increased access to support services for people that are sleeping rough or experiencing primary homelessness. Longer term, the model provides a framework that will lead to the provision of long-term permanent housing.

Eric Coulter, Access and Demand Manager with Southern Cross Housing said “People experiencing homelessness and sleeping rough often face a range of complex and often compounding issues including trauma, mental health issues and substance use. The Assertive Outreach Program recognises this and stipulates how we will work proactively as service providers to ensure that homeless people are provided with good access to effective support services when and where they are needed.”

The innovative model is based on three distinct phases, Stabilisation -> Consolidation -> Autonomy. It works to achieve outcomes in each phase by harnessing the expertise of homelessness service providers in different fields.

The primary objectives of the Assertive Outreach Program are to:

- a. Increase the amount of assertive outreach services to rough sleepers;
- b. Help rough sleepers on a pathway to long term accommodation using the Housing First Model and;
- c. Provide support to people housed though assertive outreach to enable them to sustain their tenancies.

The project is further supported by the NSW State Governments Together Home Project that is providing over \$36M to support people that are sleeping rough across NSW into stable accommodation and wrap around supports. Some of this funding will be provided to Southern Cross Housing. Once implemented in the Shoalhaven LGA, the program will be rolled out to the Snowy Monaro Region.



PEOPLE LEAVING CUSTODY PILOT



The People Leaving Custody (PLC) program is a pilot housing and support project that has been developed jointly by the Department of Communities and Justice – Community Corrections, Southern Cross Housing, Illawarra Shoalhaven Men’s Homelessness Services/St Vincent De Paul, Rosa Coordinated Care, Arbias Initial Transitional Service and Waminda. The project is funded by the NSW Department of Communities and Justice’s Industry Development Strategy, with support from the Community Housing Industry Association NSW.

The Shoalhaven People Leaving Custody Pilot program is the second program to be trialed in NSW. The program aims to provide people that are leaving custody with secure and safe housing, and an accompanying tailored support plan to ensure the effective delivery of positive health, wellbeing and economic outcomes. In essence, the innovative program aims to provide ex-prisoners with a pathway to home instead of perpetuating the cycle between imprisonment and homelessness.

People exiting prison face considerable competition for housing in an already constrained supply market. Research conducted by the NSW Housing Network in 2018 indicates that without proper support, releasing ex-prisoners into an environment with the same unresolved housing and social problems they faced before they were sentenced can lead to re-offending. This can create a cycle of imprisonment and release, which is costly in social and economic terms. The report also identifies that better coordination between housing providers and corrective services will assist to reduce recidivism (re-offending) and reduce the perpetuating cycle between imprisonment and homelessness.

If the participant actively engages with the program support, and appropriately maintains their tenancy with Southern Cross Housing they will be offered the opportunity to re-sign an ongoing lease. Southern Cross Housing has allocated a number of properties to the PLC Program and participants will be listed as a priority cohort group to receive housing.

The new program is based on the Housing First Principles. The general principle of Housing First is that chronic homelessness is best addressed by providing accommodation first, then offering ongoing support. Traditional approaches require people to seek treatment for issues such as substance abuse first then ‘staircase’ along the housing continuum from crisis to permanent housing. The Shoalhaven PLC Pilot Program represents an innovative approach to addressing both housing needs and the health and wellbeing needs of the person concurrently.

Specific eligibility criteria apply to the program and suitable candidates will be identified and referred through Parole Officers in Corrective Service facilities. Suitable referrals may also be identified by support agencies who provide support to inmates within Correctional Centres

The pilot project will run for a 2 year period. The steering group responsible for designing and delivering this project would like to acknowledge support that is being provided by the PLC Reference Group consisting of South Eastern Aboriginal Regional Management Services (SEARMS), South Coast Medical Service Aboriginal Corporation, OSP Corrections, Grand Pacific Health, Connections Justice Health Program, Illawarra Aboriginal Corporation (IAC) and Oolong House.

ASSISTANCE FOR TENANTS WITH MENTAL HEALTH CONDITIONS



The Illawarra/Shoalhaven Homelessness Mental Health Program assists people who are homeless or at risk of homelessness and have a mental health condition. Funding can be used to support people that have mental health issues to pay their rent, better manage their mental health condition and improve their wellbeing and health.

To be eligible, you must be over 18 years of age, be at risk of being homeless or homeless, and have a formally diagnosed mental health condition.

Recently the Ulladulla Team referred Amy Wilmot, a tenant in Ulladulla to the program. As a result Amy received funds to purchase a Washing Machine, Clothes Dryer, Television, beds and a vacuum cleaner.

Amy said “The children apparently love the beds and they are so comfortable and they are so grateful”.



For more information please contact your Housing Officer or the Southern Cross Housing Communities Assist Team on 1300 757 885 or visit www.schc.org.au

CHANGES TO THE RESIDENTIAL TENANCIES ACT

In March 2020, a number of changes were introduced to the NSW Residential Tenancies Act. Some of the changes apply to both existing tenants and new tenants.

One such change requires SCH to check your smoke alarm every 12 months and to service your smoke alarm within 2 days if it is faulty. You can help us meet our obligations by telling us if a repair or a replacement is needed to your smoke alarm, including replacing a battery in your alarm and by allowing us entry to your property to inspect your alarm.

Another change lists some alterations a tenant can make at their own cost. These include:

- Securing furniture to a non-tiled wall for safety reasons
- Fitting a childproof latch to an outdoor gate of a single dwelling
- Inserting fly screens on windows
- Installing or replacing an internal window covering e.g. curtains and removable blinds
- Installing cleats or cord guides to secure blind or curtain cords
- Installing child safety gates inside the property
- Installing window safety devices for child safety

SCH have updated our policy on alterations and additions to allow tenants to make these changes in accordance with the new law, but the law also requires that a tenant remove the alterations and repair any holes or other damage at the end of their lease.

REPORTING A REPAIR



If you need something repaired in your home, there are a few different ways to get in touch with your local Southern Cross Housing office. Please refer below to see what these are.

- Call the SCH maintenance line on 1300 757 885
- Write to SCH at PO Box 2351 Bomaderry NSW 2541
- Online by completing the Maintenance Request form that is available at www.scch.org.au/social-housing

REPAIR TIMEFRAMES

Southern Cross Housing Tenants

- Emergency 4 Hour
- Urgent 24 Hour
- Priority 14 Days
- Priority 28 Days

Housing Transfer Tenants

- Emergency 4 Hours
- Urgent 8 Hours



SCH SCHOLARSHIP PROGRAM



SCH has allocated over \$28,000 in funding to 41 recipients under its 2020/2021 Scholarship Program. The Scholarship Program aims to encourage further education that leads to improved employment opportunities for individuals.

Successful recipients include mature aged students that are studying at University, High School Students and Primary School students. Successful recipients are across the Shoalhaven, Eurobodalla, Bega Valley and Snowy Monaro Local Government Areas.

Our Scholarship Program is a wonderful way for Southern Cross Housing to provide financial assistance to Southern Cross Housing residents and members of the broader community that receive services from key community organisations that are strategically aligned with Southern Cross Housing. This program assists many residents to achieve their employment, sporting, health and wellbeing goals" Adrianna Burnes-Nguyen, Executive Manager Operations said.

Tracy Davis (tenant) received funding to assist in purchase of a laptop that is being used to help her with course work associated with her Bachelor of Creative Arts which is being undertaken at the University of Wollongong.

Tracey said "The assistance that has been provided by SCH through the Scholarship Program is much appreciated. My new laptop has helped my study, making remote learning so much easier! My studies have increased my self-esteem and sense of self-worth. The laptop helps with my artwork as well".

Casey Murdoch received support to help purchase text books. Casey commented "With the help of Southern Cross Housing I was able to be provided with the assistance to afford my books needed to complete my studies. Being a single parent to a high needs child and living on a Centerlink benefit I believe without their assistance I would not have been able to achieve my dreams of entering into further study within law, thanks!"

DO YOU KNOW HOW TO MAKE AN APPEAL OR COMPLAINT?

You can make an appeal if you think a decision made by Southern Cross Housing is wrong. If you appeal a decision it will be checked to make sure it agrees with our published policies. A copy of our policies is available on our website at www.scch.org.au.

You can also make a complaint if you think the services provided by Southern Cross Housing are below an acceptable standard.

To make an appeal or complaint:

Email us at info@scch.org.au

Write to us at any of our office locations

Use the **Online form** on our website at www.scch.org.au

Phone us on 1300 757885

WINTER TIPS

WINTER HAS ARRIVED!

So here are a few home maintenance tips you should undertake to ensure your home is warm, safe and dry this winter.

TIP 1: KEEP YOUR HOUSE WELL VENTILATED

It is very important during winter to keep air moving throughout your home. Open windows and doors every few days to ensure your home has airflow (stopping stale/musty air from occurring), therefore preventing moisture build up (WHICH CAN CAUSE MOULD).

TIP 2: KEEP YOUR HOME WARM

Keeping your home warm in winter doesn't have to cost you a fortune. Use your blinds/curtains at night to block out the cool air which conducts through the glass panels. Use a door snake to keep the heat from escaping out underneath doors and close off doors to areas of the house which you are not using, for optimum heating.

TIP 3: STAYING HEALTHY

With the current COVID-19 crisis, it is crucial that you try to stay healthy this winter. Keeping your home clean from unwanted germs will assist you in staying healthy, regularly using common disinfectants to sanitise door handles, countertops and items frequently used in your home.

COVID-19



PRACTICES & CONTRACTOR QUALITY ASSURANCE

It has been a hectic few months with the Covid-19 pandemic causing a lot of disruption and concern within our community. We have all endured a lengthy lockdown period recently which meant a lot more time was spent at home. Unfortunately, repairs and maintenance issues did not slow down. SCH still had to respond promptly to repairs and this meant ensuring that our Tenants, Staff and Contractors all followed the required health and sanitisation guidelines.

The Property Services team worked closely with Contractors in gathering their procedures on hygiene and sanitisation and also ensuring they understood the rules of social distancing. While some restrictions have eased, we are all still cautious and continuing to uphold these practices.

The property Services team has also been committed to contacting Tenants to gain feedback on any work carried out by our Contractors or Cleanup Crew. Our main aim was to capture this data so we could track the quality of work being undertaken and rectify any issues as a priority. This is something that will continue well into the future.

START WORK BONUS – A BIG BONUS IF YOU ARE STARTING WORK!

We know that starting work can sometimes mean needing to spend money on new clothes and travel costs. If a person in your household over the age of 18 commences employment and is approved for the Start Work Bonus, the extra money earned when starting the new job will not be included in your rent payments for up to 26 weeks.

The Communities Assist Team has been developing a range of new material to help promote the Start Work Bonus Program. The new promotional material includes a link on our website to information about the program and a fact sheet.

The Start Work Bonus helps tenants make the transition from unemployment to work more manageable by enabling tenants to effectively freeze their increased rent payments for 26 weeks.

To be eligible for the subsidy the person starting work must be an approved SCH occupant and be aged 18 or over. The new job starter must also have been in receipt of a Government pension, benefit or allowance as the primary source of income for the last 12 months.

Applications must be received on the approved form which is available at www.scch.org.au/wp-content/uploads/Start-Work-Bonus-1.pdf

For more information about the Start Work Bonus Program please contact the Communities Assist Team on 4413 1102



SMOKE ALARMS & TESTING

Coming into winter, it is a good time to remind people about the importance of having a functioning smoke alarm in the home.

Southern Cross Housing takes this regulation very seriously so if you feel that your smoke alarm is malfunctioning in any way, please contact 1300 757 885 immediately to report this.

Just a gentle reminder that tenants are not to remove any batteries from their smoke alarm.

Southern Cross Housing also conducts regular testing of smoke alarms. You will be contacted by an SCH Contractor or the Agent/Owners Contractor for any Leaseholds, to book in a date and time for a smoke alarm check. Please help us by allowing Contractor access so we can maintain a safe home environment for you.