



Merry Christmas  
To all and a Happy  
New Year from the  
Staff and Directors  
Of REACH Limited

Xmas Office Hours and Emergency Contact Phone Numbers

26.12.2011	Closed	If you have an emergency during the Xmas break please refer to your local phone directory for after hours tradespeople who are able to attend to the problem promptly.
27.12.2011	Closed	
28.12.2011	Closed	
29.12.2011	Closed	If you have any other problems and it is urgent that you contact us please call the following people.
30.12.2011	Closed	
02.01.2012	Closed	
		Traci Finch            0437921321
		Kymme Forse        0427102437

REACH Limited  
Christmas News Letter

2011



The Staff and Directors of REACH would like to  
wish you all a very Merry Xmas and a Happy  
New Year.

## Pride of Workmanship Awards 2011

Beryl Holmes and Ean Browning were presented with a Pride of Workmanship Award at the recent awards night hosted by The Rotary Club of Rockhampton. The event took place at Kershaw House where Beryl and Ean were honoured for their commitment and dedication as volunteers not only as Directors of REACH but for their community commitment during their life. Beryl and Ean have served REACH for many years holding executive positions during their service and the staff, members and directors of REACH are proud to have them as part of the team. Congratulations to Beryl and Ean.



## Did You Know we like feedback

**Feedback is something that we like to hear about, it helps us improve our service to you .**

Feedback about your maintenance - you need to let us know if your maintenance is not being addressed in a timely manner or not being completed to an acceptable standard please let us know.

Feedback about our service - If you have any suggestions on how we can improve our service please let us know, we appreciate all feedback, and welcome the opportunity to improve our operating systems.

Complaints about other tenants in your unit complex - If you have a neighbour that is interfering with your reasonable peace, comfort or privacy, please let us know so we are able to talk to them and where possible work out a solution.

Complaints about neighbours - complaints about neighbours are best sorted out between the neighbours. If this is not an option then it may become a police matter depending on the issues or you and your neighbour will need to seek mediation. If this is the case then contact us and we can forward all the relevant information to you and explain the process.

Feedback is not just about having a whinge, it is about helping us improve our service to you. If you have a suggestion - let us know either via phone or in writing. Please remember that REACH Limited is bound by the Privacy Act and all information you provide is strictly confidential. You can also call us on (07) 49273554. or email to any of the following email addresses.

**[traci@reachhousing.com.au](mailto:traci@reachhousing.com.au)**

**[sam@reachhousing.com.au](mailto:sam@reachhousing.com.au)**

**[kymme@reachhousing.com.au](mailto:kymme@reachhousing.com.au)**

**[shelley@reachhousing.com.au](mailto:shelley@reachhousing.com.au)**



## Prepare for storm season

Last year, flooding and cyclonic conditions caught many Queenslanders off guard, prompting authorities to issue a timely reminder about how to protect homes and personal property.

Each year we have a mixed bag of thunderstorms producing damaging wind gusts, hail and heavy rain conducive to flash flood.

Tornadoes can also spin out of severe thunderstorms, like we sometimes see in North Queensland. The bureau issues thunderstorm warnings but sometimes the warnings do not reach people in time. Knowing that it is thunderstorm season and being prepared for the worst is always the most important objective.

**Please advise the office if you have trees overhanging the gutters, your gutters need cleaning or if drains need to be cleared at your property.**

Tenants can help by cleaning the yard of any loose materials that may become wind-blown hazards, for example outdoor furniture, building materials, children's play equipment and garden debris.

Residents should keep copies of important personal papers including insurance policies, property title documents and birth and marriage certificates in a safe place. Insurance policies should also be up to date.

Last summer we had a series of natural disasters that destroyed property right across the state.

A new website will help people prepare for natural disasters.

[HardenUp.org](http://HardenUp.org) is a world-first disaster resilience portal which will carry information and visual projections of Queensland's severe weather.

People are encouraged to use the site to take practical steps to prepare for major weather events. [HardenUp.org](http://HardenUp.org) is funded by the National Disaster Resilience Program through the Queensland Department of Community Safety. The website will launch on 20 October.

[Emergency Management Queensland](http://Emergency Management Queensland) have a detailed list of helpful hints and emergency contact details about preparing for storm season.

All weather warnings appear on the [Bureau of Meteorology website](http://Bureau of Meteorology website).

**For Emergencies call SES on 132 500.**



## C.Q. HOME ASSIST SECURE APPROVED SUBSIDISED WORK MINOR MODIFICATIONS FOR NON HOME OWNER.

1st—2nd—and 3rd Well done REACH Tenants

Congratulations to the three tenants who won the 3 top positions in the Annual Garden Competition run by the Public Tenants Association



The client must be informed that financial subsidy is always subject to funding availability (**but is not to exceed \$400.00 per household within the financial year**), and only applies to work needed because the problem may cause a risk to the client's health, safety or security. If there are any queries regarding subsidising work, which does not appear on the list below, please refer to the Program Coordinator.

In accordance with funding guidelines, subsidisation will only apply to the labour component of the job to a maximum of \$200.00 inclusive of GST.

Replacement of light bulbs

Replacement of smoke alarm batteries

Installation of non hard wired smoke alarms

Installation of chair raisers

Installation of bed raisers

Lawn Mowing Vouchers

Repairs to fridge (if owned by client)

Repairs to washing machine (if owned by client)

**PLEASE NOTE: IF PROPERTY IS NOT OWNED BY CLIENT'S FAMILY, HOME ASSIST MUST RECEIVE WRITTEN PERMISSION FROM REACH LIMITED OR YOUR REAL ESTATE/PROPERTY OWNER FOR TENANTS WHO ARE NOT HOUSED BY REACH LIMITED.**

Installation of grabrails

Installation of handrails

Installation of hand held shower

Installation of small ramp/wedge

Installation of key safe

**ALL OTHER HOUSE MAINTENANCE REPAIRS MUST BE CARRIED OUT BY PROPERTY OWNER AS PER THE CURRENT TENANCIES ACT.**

**FOR FURTHER INFORMATION CONTACT 49223301**

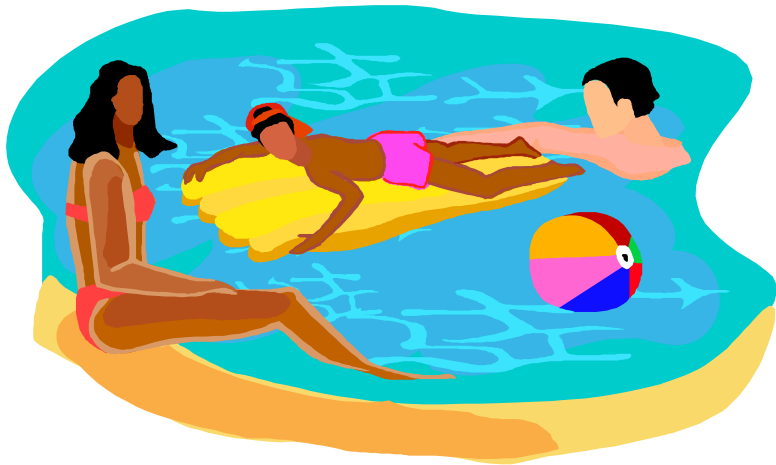
# POOLS IN SOCIAL HOUSING

Before you purchase your children a pool this Christmas please be aware that REACH Limited will not give permission for a pool to be erected in any social housing property.

The latest pool safety laws came into effect on 1 December 2010.

If a pool is detected a complaint will be made to Rockhampton Regional Council which can result in an on the spot fine of \$200 or a fine of up to \$16,500 to **YOU** the tenant.

The Government is now starting to fine people for non compliance so you as the tenant need to take this seriously.





We appreciate all tenants who take pride in their rental property and would like to thank the tenants who didn't enter in this years garden competition but still take pride in their surroundings. We would like to encourage you to think about entering in the 2012 competition it's a bit of fun and you may just win "Good Luck".

# Putting the Heart back into our Community

**Mission Statement** Putting the Heart back into our Community by addressing a variety of individuals needs.

This project is designed to represent the true spirit of community with a common goal in mind. How this is achieved is by knitting and crocheting items of warmth for our Elderly and for our Volunteers we provide an avenue to build new friendships / sharing of abilities / nourish the heart through giving / social gatherings / establishing a sense of belonging and living a life enjoying it with purpose.

**Goal** To implement a process where volunteers create items of warmth from donations of Wool. These items will then be donated back into St Mary's Catholic Primary School which will be collected by OZ Care - May / June 2012 who will then personally take all donations into the homes of our Elderly with in our Local Community, for the purpose of supporting our Elderly in such challenging times.

Items of warmth are: Beanies, scarves, throw over knee rugs, vests, slipper socks etc

## How can you be part of this Heart Project

By sharing this message within your circle of family and friends to those whom you think may be interested in joining in with this project of Putting the Heart back into our Community, Re: by making a donation of wool (new or unused) or becoming a volunteer.

**Donations** Please drop your donations of Wool at the office of REACH Ltd.

All items (gifts) will have a gift card attached, which states the name of the person whom donated the gift. Should you wish to have your name included, please ensure that your donation is labelled clearly. This allows a pathway for the Elderly to express their Thank You, as some do.

Any help / donations / contributions will be  appreciated

## Volunteers or Enquires

Contact: Cherie Fraser

PH: 49264843  
Mobile: 0407 375 015  
Email: lifestyles4@optusnet.com.au



We all have different needs

& We all need the expression

of Love