

HOW CAN THE WEBSITE HELP ME?

- **General Enquires**—This form can be completed by any tenant or community member on the website to submit an online enquiry. This can be about appointment times, how to access services or an enquiry about the organisation, just to name a few.
- **General Complaints**—This form can be completed by any tenant or community member to notify REACH Limited of any issues that need to be brought to our attention.
- **Maintenance Requests**—This form is for tenants only and for non-emergency maintenance requests. Please ensure if you have emergency maintenance, that you follow the process set out in the Tenancy Conditions.

www.reachhousing.com.au

REACH LIMITED NEWS LETTER SEPTEMBER 2013



HOUSING YOUR COMMUNITY

www.reachhousing.com.au

New Website!

REACH Limited is pleased to announce we now have our company website online. The website contains the following information:

- **About Us**—General Information and the services provided by REACH Limited, and Staff and Career opportunities.
- **Access to Housing Services**—Information regarding the Department of Housing and Public Works, and information regarding support services in the community with links to access.
- **Governance**—Board of Directors and Accreditation Information, Privacy and Security Information and Membership Application.
- **Tenant Information Updates**—Any changes to Policies and Procedures that may directly relate to tenancies, and company newsletters.
- **Enquiries**—Referral for Transitional Housing (Support Services Only), General Complaints, General Enquires and Maintenance Requests.
- **Community Events**—up to date information regarding scheduled events in the local region.

COMMUNITY EVENTS

REACH Limited supports and encourages clients to participate in community events. When a community event that is relevant to our clients and stakeholders has been scheduled, REACH Limited will endeavour to promote such events through the company webpage and Facebook page. Please refer to either of these pages for more information.



REACH Limited is now on Facebook!!! Exciting times ahead. Jump on and have a look now. Don't forget to like our page and share with your friends.

We at REACH Limited will use the Facebook page as another source to share information and keep you up to date with any events or issues that may affect you or your community. This is also an opportunity for tenants and stakeholders to interact with REACH Limited.



We invite you to visit our page and provide us with any feedback. As this is a brand new page, REACH Limited is running a competition. All you have to do to enter is log on and like our page. The 50th person to do so will receive a \$30 Voucher to spend at Stockland Rockhampton.



Centacare
CATHOLIC DIOCESE OF ROCKHAMPTON

1-2-3 MAGIC® & EMOTION COACHING PARENTING COURSE

**A THREE-SESSION PROGRAM FOR PARENTS AND CARERS
TO HELP MANAGE DIFFICULT BEHAVIOR IN CHILDREN 2-12**



What people are saying?

"What a relief to come across a program that preserves the dignity of the child, maintains the self control of both the parent and the child and is actually easy to remember when memory is the first thing to go!"

"I realised quickly that the 1-2-3 Magic can be a magnificent preventative measure that any parent can use to avoid raising a child, who later down the line, needs excessive discipline or grows out of control."

Learn:

- How to discipline without arguing, yelling or smacking
- How to sort behaviour
- How to handle challenging and testing behaviours
- Choosing your strategy, the three choices
- Using emotion coaching to encourage good behaviour

BOOKINGS

Cost: Free
RSVP: Tuesday 8th Oct 2013
Phone: 1300 523 985

LOCATION

Shop 5 / 15 James Street,
(Behind Maggie's cafe)
Yeppoon Q 4703
Dates: 14th, 21st & 28th Oct 2013
9:30am—12:30pm



To view all workshops offered please visit www.centacare.net



Keppel Community
Care Association Inc
ABN: 54 373 682 320

SERVICES

Keppel Community Care provides a range of services to people who need assistance because of disability, age or mental health issues. The availability of services is dependant on funding which may vary due to demand and specific agreements with funders. Services include:

Respite, either in or away from people's homes, is available to people who need a break from caring for loved ones.

Domestic Help such as washing, cleaning, cooking etc can be provided.

Minor Home and Yard Maintenance is provided to eligible clients if it is required because of health and safety reasons.

Community Access is provided to those requiring assistance to participate in community life.

Personal Care is available to people who require assistance with showering, toileting, dressing, etc.

Delivered Meals are provided up to seven days a week to people who are unable to prepare adequate meals for themselves.

Transport Services assist people to attend appointments, etc.

Centre Based Services are provided to give respite to carers of both aged people and younger people with disabilities including children.

Support for Day to Day Living in the Community provides structured programs to people with a mental illness or psychiatric disability.

Accommodation Support (practical help with daily living skills) is available to individuals in some circumstances.

Child Safety Services are provided if requested by the Dept of Communities.



Consent for Electronic Communication (REACH-FM-281) is a new form created by REACH Limited. This form has been sent with this newsletter. The purpose of this form is to gain consent to email various information to you from time to time, in an attempt to be mindful of the environment and to streamline our service delivery. The information that will be sent to you via email will include:

- Newsletters
- Updated Tenant Information
- Updates from Support Agencies
- Information from Department of Housing and Public Works
- Notice of Annual General Meeting and General Meetings
- Any other information that may relate to your tenancy

Please be aware that the consent given on this form does not relate to RTA forms such as Entry or Breach Notices, and that this consent does not relate to any financial information such as quarterly rent statements

This correspondence will continue to be sent by post.

If you wish to utilise this service, please complete the enclosed REACH-FM-281 and return to our office.