



- Lavendar Pansy Dahlia  
Sweet William Baby's Breath Forsythia  
Petunia  
Hyacinth  
Daisys  
Crepe Mertle  
Jonquils  
Lilac  
Tulips  
Iris  
Wysteria  
Crocus  
Lilly



## Spring Flowers

T	T	E	C	L	O	E	E	A	H	D	P	L	L
Y	T	I	R	M	S	L	W	I	A	P	A	I	S
U	C	T	O	I	S	T	R	H	R	B	R	T	W
U	Y	O	C	C	Y	R	A	T	I	A	D	F	E
C	I	T	U	A	S	E	D	Y	W	B	C	A	E
H	R	U	S	L	I	M	N	S	Y	Y	U	L	T
T	I	L	R	I	A	E	E	R	S	S	A	S	W
N	S	I	E	L	D	P	V	O	T	B	I	A	I
I	D	P	Y	Q	A	E	A	F	E	R	N	D	L
C	E	S	L	S	A	R	L	S	R	E	U	A	L
A	N	M	L	A	W	C	Q	A	I	A	T	H	I
Y	H	H	I	I	Y	Y	S	S	A	T	E	L	A
H	P	N	L	Y	S	N	A	P	M	H	P	I	M
A	V	J	O	N	Q	U	I	L	S	Q	I	A	E

## National Disability Insurance Scheme (NDIS)

Tenants will receive a letter from the National Disability Insurance Scheme (NDIS) as NDIS rolls out in 2018/19. The letter will provide information on how to access NDIS.

NDIS is for tenants who require individualised support hours.

If you are not sure what to do when you receive the letter, please contact your tenant support worker who will advise and walk alongside you through the process.

In addition to this, if you have any questions regarding NDIS or want to know when NDIS is rolling out in your area, please contact your tenant support worker or Daniel.

## Results from Tenant Survey 2018

Feedback from the Tenant Survey 2018 indicates there is a high satisfaction rate, where people feel settled in their property and can manage their rent and money.

Areas for improvement identified from the survey are community connections and maintenance.

We will try to improve these services within the next 12 months by:

- Implementing a resource book for community programs and services within local areas.
- Promote participation of the Tenancy Star with tenants, which could help tenants identify particular goals to increase independence in the community.
- Implement calling cards from contractors.
- Introduce feedback forms when work has been completed on a property.



This document is available in alternative formats upon request.



Spring  
2018

# Housing News

## Welcome to Housing News

*Hello everyone and welcome to the Spring edition of the housing newsletter.*

*We hope you kept warm over the winter months and are looking forward to what spring has to offer.*

## Coffee Clubs

The coffee club is well under way and tenants attending said they are happy they decided to make the leap and join in, as everyone is friendly and inviting.

During the coffee catch-ups, the conversation has been about every day stuff and people talking about their hobbies and interests.

If you would like to attend your first coffee club and feel a little overwhelmed to attend yourself (it happens to us all) contact your tenant support worker or Daniel to arrange transport.

Daniel P: 9220 1292 E: [daniel.mclaughlin@unitingcarewest.org.au](mailto:daniel.mclaughlin@unitingcarewest.org.au)



## Introducing our new Tenant Support Worker

Hi I'm Hannah.

I recently started with UCW in January and I'm loving the new challenge. It has been great meeting and getting to know all my new tenants.

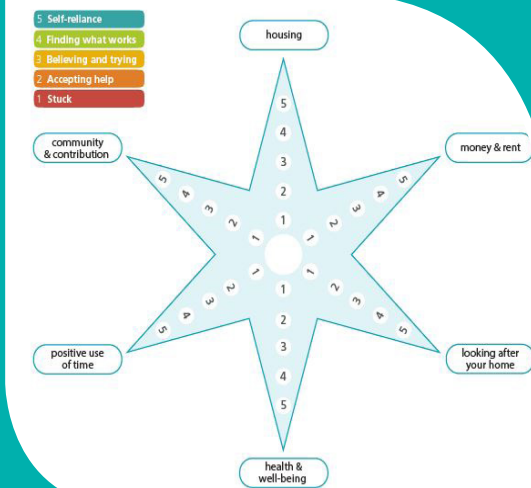
Last year I graduated with a degree in Psychology & Criminology (although unfortunately I still can't read minds!) and am looking forward to new learning opportunities in my position as Tenant Support Worker.

In my spare time I love to spend time with family, particularly my 2 year old niece Charlie. I also love to go hiking and wakeboarding - anything that gets me outside!



*UnitingCare West (UCW) is a community services agency of the Uniting Church that touches the lives of thousands of families and individuals each year.*

*Our vision is justice, hope and opportunity for all and our mission is to work with people and communities so those most in need can belong and thrive.*



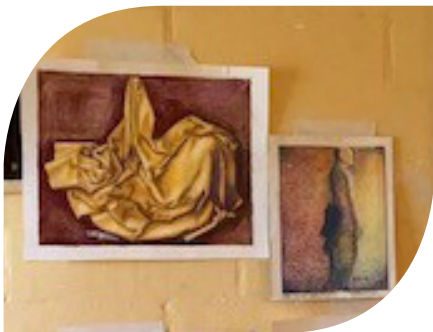
## Outcomes Star

Along with the housing element of the Independent Living Program, we offer an opportunity to set goals with your Tenant Support Worker.

We use a tool called the Outcomes Tenancy Star (see left for example) for tenants to identify areas of their life they want to improve, or to look at goals and aspirations they want to achieve.

Contact your Tenant Support Worker if you are interested in participating, as they will walk alongside you achieving your goals.

## Creative Talents and Interests



Kevin has been a tenant on the Independent Living Program for the past 14 years. Kevin, now in his 60's, did not start drawing until the ripe age of 44.

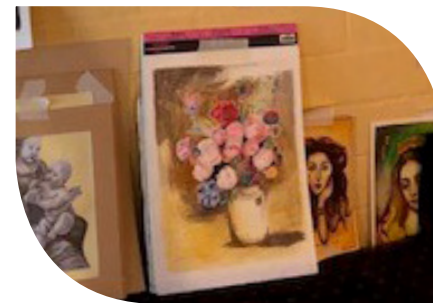
Kevin talked about how he struggled to express himself through words, and then found an outlet to express himself through drawings.

This newfound talent was a way of sharing his story and giving voice to his emotions. It took Kevin many hours of practice to reach the standard he is at today. Kevin states his drawings help him stay focused on the task at hand, while blocking out negative feelings.

As you can see from the drawings on his living room wall, Kevin is a highly talented and gifted man.

If you have an interest, talent or story you would like to share with us, please get in contact.

daniel.mclaughlin@unitingcarewest.org.au



## Companion Card

### Have you heard about the companion card?

The Companion Card is issued to people with a significant, permanent disability, who can demonstrate that they are unable to access most community activities and venues without attendant care support.



Cardholders present their card when booking or purchasing a ticket from a participating business. Participating businesses will recognise the Companion Card and issue the cardholder with a second ticket for their companion at no charge.

To be eligible for a WA Companion Card you must meet the following 4 requirements:

- Be a permanent resident of Australia, residing in Western Australia;
- Demonstrate that you have a significant and permanent disability, which may include issues related to ageing and psychiatric illness;
- Demonstrate that, due to the impact of the disability, you would be unable to participate at most community activities without attendant care support; and
- Demonstrate that your need for this level of attendant care will be life-long.

For more information and application form go to [www.wacompanioncard.org.au](http://www.wacompanioncard.org.au).

## Pensioner Card

With a Pensioner Concession Health Card you can get cheaper medicine, bulk billed doctors visits and help with hearing services. The card may also be able to help with some bills.

### With your card you can get:

- cheaper medicine under the Pharmaceutical Benefits Scheme
- bulk billed doctor visits – this is up to your doctor
- a bigger refund for medical costs when you reach the Medicare Safety Net
- help with hearing services – read more about the Australian Government Hearing Services Program on the Department of Health website
- discounts to redirect your mail through Australia Post

Your dependent child may also be able to get some of these benefits.

### Other benefits

Your state or territory government and local council may offer you more. They may lower your:

- electricity and gas bills
- property and water rates
- public transport fare
- motor vehicle registration
- train fare

Read more about what you can get where you live on the [Australia.gov.au](http://Australia.gov.au) website.



Alternatively please discuss with your support provider or contact Daniel.

P: 9220 1292 E: [daniel.mclaughlin@unitingcarewest.org.au](mailto:daniel.mclaughlin@unitingcarewest.org.au)