

About us

Community Action Inc has a vision for a socially inclusive community: a community without poverty, homelessness or violence; a community where individuals and families are valued; a community where everyone can participate in community life.

Our Mission

To provide appropriate housing, social services and programmes to those in need in our community.

Our staff

Manager - Michelle Hine
Housing Worker-Pamela Parkinson
Housing Worker – Kay Archer
Tenancy Support Worker –
Bella Lucchesi
Housing Assistant – Renee Nielsen
Administration - Katrina Martini
Admin Assistant – Anne Jackson

Contact us

By Phone:

Monday-Friday
9am-5pm

5482 8959

Visit our office at 22 Nash Street:

Mon, Tues, Thurs, Friday
9am - 4.30pm

Housing Services Newsletter

February 2017

Hello and welcome to the

Community Action – Housing Services Newsletter

I hope that the New Year is treating you all well and that you enjoyed a break from the usual pace during the holidays. It's back to business as usual for us and we are looking forward to another great year with you all.

Ensuring that our properties meet regulations is something we take very seriously. We have recently employed Smoke Alarm Solutions to inspect all our properties to make sure that the smoke alarms are in perfect working order. Smoke Alarm Solutions will contact you soon to arrange a time to for this inspection.

Community Action has a new **Financial Counselling and Support** program. If you feel you would benefit from this assistance call Mel on 53437525.

The **Tenant End of Year Party** was another great success and everyone had lots of fun. The animal nursery was particularly popular and so were the snow cones, fairy floss and glitter tattoos.

New baby Emma has a lovely new baby boy named Tommy. He was born on 18/2/17 weighing 8lbs. Both Emma and Tommy are doing well.

Tenant Survey – thank you to those of you who returned the tenant survey. This information helps us to see where we can improve and gives us a boost of confidence that we are doing so many things right. Here is a snapshot of your responses:

1. How do you rate the services provided by Community Action - Housing Services? 96% answered Good or Excellent
2. How do you rate the skills and attitude of the team? 91% answered Good or Excellent
3. Do you feel comfortable talking about any concerns with your Housing Worker? 94% answered Yes
4. If you were unhappy with a part of our service, would you know how to make a complaint? 89% answered Yes
5. What was the condition of the property you live in at the start of your tenancy? 81% answered Good or Excellent
6. How do you rate Community Action's response when you have requested repairs? 83% answered Good or Excellent

Funding

Community Action – Housing Services is funded by the Queensland Department of Housing and Public Works.

What we do

Community Action Inc has 3 service areas including Community Housing, Youth Services and Domestic Violence Services. These services have significant experience in: tenancy management of housing for low income tenants, supported housing for young people in crisis, supported housing for women and children escaping domestic and family violence, provision of emergency relief to young people experiencing financial crisis, provision of other youth programs and services.

The organisation receives funding for its programs from various state and federal funding departments and other one off grants, support and donations.

Currently, some 170 units of accommodation are offered ranging from crisis, medium term to long term tenancies, including share-houses, studio units, units/duplexes and houses. Support services include programs and assistance for young people and support for women and children escaping domestic and family violence.

Check out our webpage: www.communityactiongympie.com.au
Or you can find us on Facebook

This time of year can be tough financially. Here are some local services that can help ease the burden:

No Interest Loan Scheme (NILS) – for essential items such as a fridge, washing machine, TV or bed. You can borrow between \$200 - \$1200 and repay within 12 – 24 months. To be eligible you must hold a Health Care Card, be a low-income earner, receive a Centrelink pension or payment and have been living at the same address for at least 3 months. For more info contact St Vincent de Paul on 5482 2737 or visit them at 2 John St Gympie near One Mile State School.

Salvation Army – Doorways Caseworker Julie can assist with financial counselling, budgeting and emergency relief phone 54821710 to make an appointment. Salvos also has free showers, washing machine and dryer as well as free lunch Wednesday and Friday and free breakfast from 8am Monday to Friday. Everything located at their community room on Stumm Rd Southside.

St Vincent de Paul – Monday, Wednesday & Fridays from 12pm to 3pm. No appointment necessary, but a current Centrelink Income Statement will be required. Visit them at 2 John St, near One Mile State School.

Victory Care Services - Weekdays between 5pm & 6pm. Saturdays between 9am & 11am. Food hampers cost \$30. Everyone is welcome at their shed at 1 Barter St. **Please note this service is currently unavailable – reopening in May.**

Community Action - Youth Service – Monday to Friday 1pm to 3pm. Must be between the ages of 12 and 25. No appointment necessary. Visit them at 24 Lawrence St. A current income statement from Centrelink will be required.

Uniting Care Communities – Free counselling phone 5480 3400

Gympie & District Women's Health Centre – Counselling and health services for women phone 5483 6588

KEIHS – If you or someone you know is having trouble managing their tenancy call KEIHS for tenancy case management on 5483 6743

QSTARS – for tenancy law advice & advocacy phone 1300 744 263

There are many support services in Gympie, if you are experiencing any difficulties just let us know and we will refer you to a service that can help.