

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 - Nikkii Crowther
Housing Worker - Jenny Simmons
Tenancy Support - Emma Bramley
Assistant Housing Worker - Joyce Nottage
Administration - Katrina Martini
Admin Assistant - Bonnie Hands
Bookkeepers - Shelley Ngaira & Kelly McCabe
CEO - Judy Brauer

Funding

Community Action – Housing Services is funded by the Queensland Department of Communities, Housing and Homelessness Services.

Need Tenant Advice?

contact Pamela and Renee at

The **Tenant Advice & Advocacy Service** for info about rent, repairs, bonds, access and privacy, locks & security. Pamela and Renee can also assist with housing information including applications, bond loans and referrals.

Housing Services Newsletter

October 2011

Hello and a big welcome to our new look newsletter including our new logo and name change. It has been three years in the planning and we are now seeing the fabulous results of the merger of Cooloola Community Housing, Cooloola Youth Service and Erin House. The three organisations have worked closely together over the past 20 years and decided to combine to create a bigger, stronger organisation which is now Community Action Inc. Each of the three services will continue to provide the same great services for our community from the same locations.

Our office has had some improvements including new paint and carpet and extra office space built downstairs. Our CEO Judy Brauer and our bookkeepers Shelley and Kelly are now located in the downstairs office.

Our staff team has grown with the addition of Jenny Simmons, our newest Housing Worker; Emma Bramley, Tenancy Support Worker; Bonnie Hands, Admin Assistant; and Assistant Housing Worker Joyce Nottage. Pamela has been joined in the TAAS office by Renee Nielsen.

We have been aligned into the Department of Communities Sunshine Coast catchment area are now working with Department staff in Maroochydore. We had a great working relationship with the Department team in Maryborough and have been developing the same partnership with the Maroochydore office.

Tenant Survey - Recently we sent out a survey form so that we can get a good picture of how are properties are suiting our tenants and any areas where we can make improvements. We will publish the results of the survey in the next newsletter, so if you haven't already returned your survey form, please do, we appreciate your feedback.

Advice for Renters 5482 7623

TAAS's Hours

Monday – Friday
By phone: 9am – 5pm

Mon, Tues, Thurs, Friday
Visit the office: 9am – 12.30pm
Other times by appointment



Contact us

By phone:

Monday – Friday
9am – 5pm

5482 8959

Visit the office at 22 Nash Street:

Mon, Tues, Thurs, Friday
9am – 12.30pm

A brief history

Community Action Inc (CAI) has been formed to incorporate: Cooloola Community Housing Association Inc, Cooloola Youth Service Inc, and Erin House Inc. CAI is a community organisation with significant experience in:

tenancy management of housing for low income tenants,
tenancy advice and advocacy (TAAS),
supported housing for homeless 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 including the Get Set for Work Program.

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

Currently, some 145 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, support for women and children escaping domestic and family violence and tenancy advocacy and advice.

Department Inspections – For those of you who live in Department of Communities owned properties there have been a lot of maintenance inspections lately. This is partly due to us moving into the Sunshine Coast area and staff from this team needing to familiarise themselves with the new properties. The Department also has a lot of maintenance and safety checks that they are required to carry out every year. We apologise for any inconvenience that the repeat entries have caused, but the end result is having a home that is as functional as possible and meets all health and safety regulations.

Environmental Awareness - Recycling glass bottles and jars saves 74% of the energy it takes to make glass from raw materials. Glass can be recycled for ever but there are some rules about what you can put in your bin. Bottles such as wine, beer and sauce bottles as well as glass jars can be recycled. Leaving the labels on is ok, but please rinse and remove the lids. No drinking glasses, mirrors, light globes or window glass should be put in the recycling bin. A small amount of this glass can contaminate an entire ton of recyclable glass.

Recycling Tip – All households are provided with recycling bins, please use these bins carefully to get the best results for our environment. Not all items with a recycling symbol can be recycled in our area. Attached is a list of items that can be placed in the yellow topped recycling bin.

Community Action's **Annual General Meeting** will be held on the 16th November. This is a chance for you to catch up on our activities over the past year and the direction that CAI will be taking over the next 12 months. Contact Katrina for more details if you would like to attend the AGM.

The Regional Tenant Group has had a name change as well; it is now the Suncoast Regional Tenant Group. All tenants are invited to attend tenant group meetings which take place in the Uniting Church Hall in Barter Street (next to Blue Care) at 9.30am on the first Tuesday of every Month. For more info about the RTG meetings call Marie Farenden on 5482 5595.

The Community Action Inc. newsletter is produced quarterly. If you are interested in contributing to the newsletter, please send us your news, ideas and articles or let us know how you would like to join in. Please advise Katrina if you would like to receive your newsletter by email.

Community Action-Housing Services
values your input and welcomes your comments:

either compliment or complaint;

please feel free to contact us by phone, post or email.

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