

# Life in Advance



Winter Edition 2024

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## From Your CEO

Welcome to the Winter 2024 edition of Life in Advance.

Following on from the information shared in the last edition I am pleased to advise that AHL have appointed Wauter's Building Company to construct our new unit complex in McKail.

Site preparation has commenced, and you will see intense activity on site from now on. We have specified the use of prefabricated walls to improve energy efficiency and to speed up delivery and we are targeting a May 2025 occupancy for new residents.

This project has been made possible by the Department of Communities through the Community Housing Grants Program awarded in January 2023 and is being funded partly by that grants program.

The next development in the works is a larger scale project in Oyster Harbour with a target of 36 dwellings as a mix of 1 and 2 bedroom units and utilising the same energy efficient principles as our McKail project. We are currently finalising detailed design documentation and will be lodging a Development Application by the end of June 2024 before seeking part funding for the project.

Our Spencer Street development will be going back to the Joint Development Assessment Panel in July. Updated designs are now complete for this 18 unit complex and architectural renders are below for your information.

Keep an eye on AHL's website and Facebook to see progress on these exciting projects.

## From Your CEO

Thank you to those tenants that joined us for our latest tenant forum on March 28. It was valuable to hear about your experiences, both positive and negative, in your housing experiences with AHL. Rest assured we have taken on board the feedback received and will keep improving our systems based on that feedback.

Finally, with our community and government partners, AHL are again hosting a Community Connection Point on Wednesday 19 June where we will gather data about people experiencing homelessness in our community. The project partners will also provide access to support with legal issues, health, financial counselling, budgeting, and public housing applications among other matters.

The project partners use this information to advocate for additional supports and resources within our community and better focus our existing limited resources on those in greatest need. Please share this event with anyone you know of in our community who may be experiencing homelessness.

As always, should you have any questions, concerns, or suggestions I would love to hear from you. If you have something you think I need to hear please call me on 08-9845 9697 or email me at [john@advancehousing.com.au](mailto:john@advancehousing.com.au) and we can set up a time to talk about it.

Kind regards  
John Lysaught  
CEO



# WA Student Assistant Payment

The WA Student Assistance Payment helps parents and carers with cost-of-living pressures associated with sending their children to school.

All Western Australian school students in Kindergarten to Year 12, with a valid WA student number, are eligible for this cost-of-living payment.

You can claim \$250 for each secondary student and \$150 for students attending primary school or kindergarten.

## WHAT YOU NEED

For each student you are claiming for:

- The WA student number (WASN). This 8-digit number is sometimes called a SCSA or student number. This number can be found on school reports, including previous NAPLAN results. It may also be on a secondary student's SmartRider.
- The name at time of enrolment
- Date of birth
- Year level
- Name of school
- The bank account details where the payment will be deposited.

The payment is now available through the ServiceWA app. Parents and carers are encouraged to set up a ServiceWA account and have an active digital identity.

For more information on the ServiceWA app, please visit:

[www.wa.gov.au/servicewaapp](http://www.wa.gov.au/servicewaapp)

For more information on the payment, including eligibility criteria, please visit: [www.education.wa.edu.au/wasap](http://www.education.wa.edu.au/wasap)

If you would like to speak to someone about eligibility or how to claim call 1800 882 345 for support between 8:00 am and 5:00 pm, Monday to Friday.

**All claims must be received by Friday 28 June 2024.**

# Safety First!

## Proper Use and Storage of Lithium Batteries

Lithium batteries power many devices, such as remote controls, clocks, radios, game controllers, portable power bricks, laptops, smartphones and more, but safe use is crucial to prevent hazards like overheating, fires, and explosions.

### Dangers of Lithium Batteries

- **Overheating:** Caused by faulty chargers, overcharging, or short circuits, leading to thermal runaway and difficult-to-extinguish fires.
- **Physical Damage:** Dropping or puncturing can cause internal damage and electrolyte leaks, increasing fire risk.
- **Extreme Temperatures:** High temperatures or charging below freezing can cause failures.
- **Improper Charging:** Using unauthorized chargers or overcharging can damage batteries.

### Prevention Tips

- **Avoid High Temperatures:** Keep batteries out of direct sunlight and away from heat sources.
- **Use Quality Chargers:** Use reputable chargers designed for your battery.
- **Handle with Care:** Avoid using or charging damaged batteries.
- **Proper Storage:** Store in cool, dry places; use safe storage solutions in industrial settings.
- **Be Cautious with Purchases:** Avoid second-hand or unregulated batteries.
- **Follow Manufacturer Guidelines:** Adhere to instructions for use, storage, and charging.
- **Appropriate Replacements:** Use batteries and chargers approved for your device.
- **Proper Charging Practices:** Remove devices from chargers once fully charged.
- **Inspection:** Regularly check for damage like bulging or leaking and remove damaged items from use.
- **Safe Disposal:** Dispose of damaged batteries in fire-resistant containers following local regulations.

By following these guidelines, you can safely use lithium batteries and minimize risks.

# Tenancy Act Changes

In 2019, Consumer Protection began reviewing the Residential Tenancies Act to consider potential improvements required to keep pace with Western Australia's changing tenancy market.

Following extensive consultation, the first phase of rent reforms was passed by Western Australian State Parliament on 16 April 2024.

The WA rent reforms ensure a balance between the rights of tenants and property owners and will be implemented in stages from May 2024 through to mid-2025.

Consumer Protection is now developing recommendations to be presented to the Government in the second half of 2024 for Phase Two.

## PHASE ONE

WA Rent Reforms has details of the major reforms that come into effect between May 2024 and early 2025.

## PHASE TWO

It is expected that the second phase of recommendations will be about:

- Information landlords and agents must give potential renters before offering a lease.
- Information landlords are allowed to seek from potential renters.
- Setting minimum standards for rental properties.
- Regulations around maintenance and repairs.
- Renter responsibility for wilful damage.
- Regulating boarding, lodging and room-by-room rentals.

To go into further detail for each of the seven reforms, visit the Consumer Protection website at:  
[www.dmirs.wa.gov.au/warentreforms](http://www.dmirs.wa.gov.au/warentreforms)

Consumer Protection will be organising industry education sessions on the reforms. Stay tuned for more information.

# Winter Warmer Tips for Tenants

## 1. BE STRATEGIC ABOUT WINDOWS AND CURTAINS

What time of day does the sun shine through your windows? When it does, open your curtains to soak up the heat. Once the sun's gone, close them up to keep out the winter chill.



## 2. GET THE MOST OUT OF YOUR HEATER

If you have heaters, make sure they're working correctly and that nothing is sitting in front of or on top of them. Portable heaters can be expensive to run, most economical way to use these are in a small room, or by keeping doors of all rooms closed so less space requires heating.



## 3. STAY WARM WHILE YOU SIT

You're most likely to want to turn the heater up when you're sitting still because your body temperature will naturally start to drop. Instead, use a hot water bottle, blanket or put on some extra layers of clothes to prevent being tempted to turn the heater on while you're lounging around. You generally lose the most heat from your hands and feet, so remember to wear socks (and gloves, if you need!).



## 4. GET DOOR DRAUGHT BLOCKERS

Cold air often creeps in underneath doors, and it's estimated that up to 25% heat loss in winter is caused by 'air leakage' such as draughts. 'Snake' draught stoppers are a budget way of keeping out a lot of cold air. **You can even make one yourself**, or find cheap ones at **Bunnings Warehouse** or any large department store like Kmart.





GREAT  
SOUTHERN  
GRAMMAR  
ALBANY

# Advance Housing Student Accommodation Tour



**Housing Services Manager, John McKeon, gives students of Great Southern Grammar School the tour through Advance Housing's Serpentine Rd Student Housing.**

In April, AHL were happy to have a group of well-behaved Great Southern Grammar Year 10 students tour the student housing facilities.

The students were studying Geography and investigating the concept of "Walkable Cities".

The students completed a walking survey of the different services and features within a four-hundred metre radius of the student housing on Serpentine Road.

The question that had to be answered, "Is the student housing in Albany located in a suitable spot?"

It is obviously in an ideal central location, which the students discovered as they conducted their fieldwork. This was an excellent opportunity for the students to see the type of housing available for young people in Albany post-school, when they're looking to move out of home and make an independent start in life, commencing with their study.

Our student accommodation is for all students, 16 years or older, undertaking Tertiary study, which covers Tafe, university or an apprenticeship or traineeship, including those covered online.

If you or a family member or friend, fit this criteria and are interested in our student accommodation, go to [advancehousing.com.au](http://advancehousing.com.au) click on the the Student Accommodation tab and fill in the inquiry form found there.

If access to the internet is an issue, call our office on 9845 9697, or send your inquiry via post to:

Advance Housing  
PO Box 5695  
Albany WA 6332

## THANK YOU



Artwork by Sophie Atkins, Year Eight 2022

Dear John,  
Thank you so much for taking us through the student housing today.  
Much appreciated!  
Tonia and the  
HASS Dept @ GSG.



**With views onto the Albany Library and town centre, Advance Housing's Student Accommodation is in a great central location.**

# Tenant Forum 2024



In late March AHL held the 2024 Tenant Forum. Whilst originally intended to be an annual event unfortunately COVID made this impossible for a few years. We are happy to have kicked these off again.



We commenced the forum with some presentations from some of our community services partners. These presentations included up to date service information from Anglicare, GS Community Legal Services and PIVOT and also provided an opportunity for team members, our partners and most importantly tenants to engage in a more social setting.

We also conducted a workshop which provided us valuable feedback on tenant experiences with AHL. The workshop contributed to our understanding of how we are doing as a provider, what we are doing well and what we need to improve upon.

We discussed topics including:

- Your Homes - How you feel about them.
- Tenant Engagement - What tenant activities can we assist with?
- Community Involvement and relationships - What can we assist with to build community relationships?

As a result of the workshop, we heard that tenants would like to see:

- Three (3) monthly inspections reduced to six (6) monthly inspections – We are in the process of reviewing this.
- More tenant engagement activities, such as informative speakers, education for non-IT users, will kits, singles evenings, morning teas, evenings out, and various exercise classes. AHL have been working through these types of activities over the last 2 years and while take up has been very low AHL are committed to providing these opportunities.
- An outreach program to identify tenant issues – AHL are currently trying to establish a Tenant Reference Group, with the goal of providing an additional channel for tenants to communicate issues and suggestions, and review AHL's strategic direction. If you are interested in this group, please contact reception.
- More homeless connection days – We have our next homeless connection event on the 19th June 2024, held in the same location as last year, at the rear of the AHL Student Housing and in the Alison Hartman Gardens.





Albany & Regional

**Volunteer Service**

Incorporated

# **COST OF LIVING EXPO**

HOSTED BY

**ALBANY & REGIONAL**

**VOLUNTEER SERVICES**



Join the Albany & Regional Volunteer Services at their free, family-friendly event to learn how to better support your household and budget during these challenging times. Find out where and how to get the help you need!!

**FREE KIDS  
ACTIVITIES  
& FACE  
PAINTING!**

**GIVEAWAYS!**

**FREE  
SAUSAGE  
SIZZLE!**

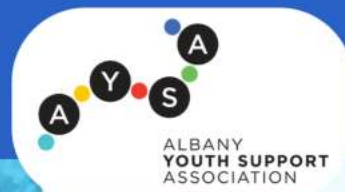
## **FREE WORKSHOPS:**

- Financial Counseling
- Mortgage Support
- Budget Friendly Cooking

**Wed 3rd Jul 2024, 9:30 am - 3:30 pm**

**In Albany, at the Livestock Pavillion  
88 Cockburn Rd, Centennial Park**

**Our community partner AYSA are collecting clothes donations for those out in the cold this winter**



# Warm Hearts, Warm Bodies

## CLOTHING DONATIONS FOR ROUGH SLEEPERS

AS THE SEASONS SHIFT AND COOLER NIGHTS BECOME MORE FREQUENT, IT'S TIME TO EXTEND OUR HANDS AND HEARTS TO THOSE IN NEED WITHIN OUR COMMUNITY.

WHAT WE NEED: WE ARE REACHING OUT FOR DONATIONS OF ESSENTIAL WINTER CLOTHING ITEMS, PARTICULARLY FOR MEN. THE ITEMS IN HIGH DEMAND INCLUDE:

- SOCKS: KEEP FEET WARM AND DRY TO BRAVE THE COLD NIGHTS.
- TRACKSUIT PANTS: COMFORTABLE AND VERSATILE BOTTOMS FOR ADDED WARMTH AND MOBILITY.
- JACKETS: SHIELD AGAINST THE BITING COLD AND PROVIDE MUCH-NEEDED PROTECTION FROM THE ELEMENTS.

DROP OFF LOCATION: YOUNG HOUSE- 12 YOUNG STREET, CENTENTIAL PARK. BETWEEN 9AM & 3PM





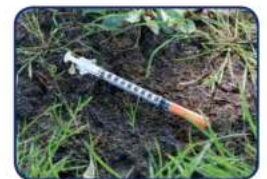
# The Government of WA Department of Health have shared what to do if you find a discarded needle or syringe

WA Health is not responsible for any harm incurred by following the information below, and does not condone the use of drugs.

Produced by the Communicable Disease Control Directorate, Department of Health, 2015

1. Do not be alarmed.
2. Get a rigid-walled, puncture resistant, plastic container, with a well-secured, screw top lid (not glass, aluminium, or frosted plastic).
3. Bring the container to the needle and place it on the ground.
4. Pick up the needle from the blunt end – do not touch the sharp point.
5. Do not try to re-cap the needle.
6. Put the needle, point first, into the container.
7. Tightly seal the container.
8. Put the container in a domestic rubbish bin.

**Tell children never to pick up a needle, but to let an adult know if they find one.**



## What to do if you injure yourself with a discarded needle

- \* Wash the area gently with soap and water as soon as possible
- \* Apply antiseptic, if available, and a clean dressing
- \* Obtain prompt medical advice from your doctor or hospital emergency department.

## Problem areas

If you are regularly finding needles and syringes in a particular area, please contact your Local Government Environmental Health Officer.

## Further information

Visit [healthywa.wa.gov.au](http://healthywa.wa.gov.au)

## What is IDCARE?

IDCARE is Australia and New Zealand's national identity and cyber support service, uniquely positioned as the only service of its kind in the world. They have assisted thousands of individuals and organisations in reducing the harm caused by the compromise and misuse of identity information, providing effective response and mitigation strategies.

Identity and Cyber Security Case Managers provide tailored advice and expert support on a wide range of identity and cyber security data breaches, such as scams, identity theft, hacking, phishing, ransomware, and lost or stolen credentials.

They have assisted thousands of individuals and organisations in reducing the harm caused by such situations, providing effective response and mitigation strategies.

**Free Support:** IDCARE does not charge individuals for their frontline services and does not accept tax-deductible donations. Their operations are funded by supporting organisations like Coles, Woolworths Group, ABC, BOQ, Bankwest, Westpac, Commonwealth Bank, Auspost, NDIS, Origin, Telstra, Qantas, Australian Government Department of Human Resources, and WA Police. If someone asks for payment claiming to be from IDCARE, report it to **reportphishing@idcare.org**.

## HOW TO GET IN TOUCH

For more information, visit: <https://www.idcare.org/>

### Contact Numbers:

Australia: 1800 595 160

Western Australia: 08 7078 7741

### Business Hours:

Monday - Friday: 8am - 5pm AEST

### Mailing Address:

IDCARE

PO Box 412

Caloundra, QLD, 4551



# Helpful information

## Food Assistance

### Martha's Soup Kitchen

St John Church Hall, York Street, Albany

Gold coin donation for soup, bread and fruit as available.

Mondays 12 noon to 1pm.



## Other Assistance

### Denmark Community Resource Centre

2 Strickland Street, Denmark

For a place to sleep or something to eat,

A place to wash your clothes or take a shower.

Free internet is available at the CRC on Fridays from 12-4pm.

Food Pantry open for concession card holders every

Wednesday from 10am - 2pm

and other times by appointment

[reception@denmarkcrc.com.au](mailto:reception@denmarkcrc.com.au)

9848 2842



## Meet Our Community Partner



SOUTHERN  
ABORIGINAL  
CORPORATION



**SAC Community Programs:  
Supporting You Every Step of the Way!**  
We at the Southern Aboriginal Corporation (SAC) are dedicated to uplifting our community through a variety of helpful programs. Here's a spotlight on our team and the amazing work they do:

### **Tenant Support Program**

Steve works tirelessly with SAC housing tenants and those in the Department of Housing. Need help with garbage removal, lawn mower hire, or financial counseling? Steve's got you covered! He also provides crucial support through the Aboriginal Tenancy Support Service.

### **Property Management**

Sharon is our housing guru, managing new tenants and ensuring our properties are well-maintained. She also assists SAC house tenants with tip passes, keeping everything in tip-top shape.

### **Support Counselors in Family Violence Legal Prevention Service (FVLPS)**

Pamela and Anna are our compassionate support counselors. They offer vital support to FVLPS clients, assist post-lawyer consultations, write support letters, provide transport for clients, and most importantly, lend a listening ear.

### **Family Violence Legal Prevention Service**

Nadine, our lawyer in the Albany office, and Celeste, our practical legal trainee, offer a range of legal services; from criminal injury compensation claims to restraining order verification and regional support, they ensure our clients receive top-notch legal advice and assistance.

### **Suicide Prevention**

Our newest team member, Meryl, is making waves in Katanning as our Suicide Prevention Officer, the community singing her praises for the positive impact she's making.

**At SAC, we're here to support you through thick and thin. Reach out to our dedicated team and let us lend a helping hand!**

**Phone:** (08) 9842 7777

**Email via:** [reception@sacorp.com.au](mailto:reception@sacorp.com.au)

**Visit our website:** <https://www.sacorp.com.au/>

## Meet Our Team



**Kai McKenna**  
Housing Services Officer

Originally from the Perth Hills, Kai moved to Bornholm when he was 8, so he has been living around Albany and Denmark for most of his life. He has a background in Graphic Design & multi media.

Kai has now been at Advance housing for 12 years. Before choosing this career in property management with AHL (at the time called Great Southern Community Housing Association) Kai worked at Mt Romance distilling sandalwood oil.

He has many eclectic interests, including, motorcycles, hiking, camping, computing, and electronics. He has also had many pets over the years.

Often Kai can be found exploring the forests and beaches of WA in his four-wheel drive, however over the years he has travelled to Tasmania, Thailand & Japan as well as Columbia South America.

When he is not at work Kai spends most of his free time painting, drawing, and consuming as much sci-fi entertainment as possible.

# COMMUNITY NOTICE BOARD

MARITIME FESTIVAL

## Vancouver Arts Centre OPEN DAY




**Sat 29 June  
10am - 2pm**

Come along and celebrate the VAC's creative community on Saturday 29th June, with FREE art activities, open artist studios, art displays, drawing, pottery, print, painting, weaving and spinning demonstrations, ACE photos, floral art posy making and much more.

**Location:** Vancouver Arts Centre  
85 Vancouver St, Albany  
**Date:** Saturday 29th June 2024  
**Time:** 10am - 2pm  
**Cost:** FREE

Satisfy your cravings and get your coffee fix along with a variety of delicious food options from our conveniently located on-site food and coffee van. We can't wait to see you there!



## Death Cafe

Death Café Albany welcomes you to join us for a stimulating, informative, and free-ranging discussion about death, dying, and bereavement.

No bookings required, all welcome.

LAST FRIDAY OF THE MONTH	2.00PM-4.00PM UPSTAIRS @ ALBANY PUBLIC LIBRARY
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## SOCIAL MEDIA SAFETY



**MONDAY 24 JUNE  
1:00-2:00PM  
BOOKINGS ESSENTIAL**

Book Online

Social media services such as Facebook can be a great way to keep in touch with family overseas, old high school classmates and new friends alike. It is important to keep yourself safe when using these services to protect not only yourself but everyone on your friend list.

Join us and learn:

- How to adjust your privacy settings
- What not to share on social media
- What to do if you receive a message or request from someone claiming to be your friend
- How to prevent your profile from being "duplicated"

**BOOK ONLINE NOW**  
Or phone the Library on 6820 3600.