

Life in Advance



Spring Edition 2025

From the Advance Housing Team

Welcome to the Spring Update!

As we step into the vibrant Noongar season of Djilba, we're embracing the mix of very cold, clear days, combined with warmer, rainy days and the occasional burst of sunshine. It's a season of change—and we're seeing that reflected in our community too.

We want your feedback!

We're inviting tenants to take part in a short survey about how you use your home. Your insights will help us better understand what matters most to you and how we can continue to improve our housing and services.

As a thank you, two lucky participants will each win a \$50 voucher—just in time for Spring! Scan the QR Code below or use link <https://forms.office.com/r/YALWfFzeuy>.

If you received your email in the post, just fill out the paper copy of the survey that came with it and post it back to us with the return envelope for your chance to win.

Help Us Understand How You Use
Your Home



2 X \$50 VOUCHERS

TO WIN!!!!

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ACKNOWLEDGEMENT OF COUNTRY

Advance Housing acknowledges the Traditional Custodians of the lands on which we operate and pay respect to the First Nations Peoples and their elders past, present and emerging, in the spirit of reconciliation.

From the Advance Housing Team

New Beginnings and Fresh Spaces

We're excited to welcome tenants moving into their new homes in McKail. It's a joy to see fresh starts and smiling faces. For a video walk through see <https://youtu.be/ldf3eKqC8ok>

We have also partnered with My Home Australasia to deliver 12 new social homes in Albany. Advance Housing's role will be to property and tenancy manage the new home upon completion at the start of next year.

For those staying put, a refresh of existing older homes in Orana is underway, with Stage 1 progressing well. All asbestos has been removed, and new windows have been installed. New kitchens and bathrooms to follow soon.

Three old asbestos homes have also been safely demolished, removing unsafe structures and paving the way for future housing opportunities.



Before



After

Strategic Plan Launch

We've officially launched our new Strategic Plan! With clear goals and a renewed vision, we're ready to grow, adapt, and make a lasting impact in our community. This plan is our roadmap to a brighter, more connected future. Below are images from the official launch. For full details see on our website. Or see over the page for our Strategic Plan summary.



Stay Connected

For more regular updates, behind-the-scenes progress, and community highlights, be sure to follow us on Facebook or LinkedIn. We love sharing what's happening and hearing from you!

Our Strategic Plan 2025-2029



Our Vision

A future where every person has access to a safe, supportive, and dignified place to call home.



Our Values

People First

Social Responsibility

Collaboration and Trust

Integrity, Respect and
Professionalism

Innovation with Purpose

Our Strategy

Expand Housing Supply

Grow and diversify the housing portfolio to meet current and emerging community needs.

Provide high quality homes and tenancy services

Provide excellent tenancy and property management to foster sustainable tenancies.

Strengthen Core Capabilities

Continuously improve the essential systems, structures, and practices that underpin our effectiveness and impact.

Grow Our People

Build a skilled, adaptable, and values-aligned workforce through continuous learning, strong leadership, and performance excellence.

Help Shape the Future

Influence change in the community by leading discussions, influencing policy, and demonstrating innovation.

Champion Sustainable and Clever Designs

Embrace emerging best practice in housing design to enhance liveability, affordability, sustainability and future proof our portfolio.

From Trips to Fixes

Understanding RCD Problems

RCDs (Residual Current Devices) can trip due to faulty appliances, overloading circuits, or moisture. Faulty appliances, especially those with heating elements or motors, can leak current, and when combined with other devices, cause the RCD to trip.

Overloading occurs when too many appliances are plugged into the same circuit, exceeding the circuit's capacity.

Moisture, such as condensation, can also cause short circuits and trigger the RCD.



1. Faulty Appliance

Common culprits:

Kettles, toasters, washing machines, dishwashers, refrigerators, and ovens are frequent causes due to their heating elements or motors.

How it happens:

A faulty appliance can leak current to the ground, and if this leakage is significant enough, the RCD will trip.

Example:

- A toaster with a faulty heating element or a washing machine with a short circuit in its motor can cause the RCD to trip.

2. Overloading Circuits

How it happens:

Too many appliances drawing power from the same circuit can overload it, causing the RCD to trip as a safety measure.

Example:

- Using a microwave, kettle, and toaster simultaneously on the same circuit in the kitchen could overload it and trip the RCD.

3. Moisture and Water Damage

How it happens:

Moisture can enter appliances or electrical outlets, causing circuits to short, triggering the RCD.

Example:

- A hair dryer falling into the sink or water damage to an appliance can lead to RCD tripping.



Troubleshooting Steps:

- **Reset the RCD:** If the RCD has tripped, reset it by switching the main switch back on.
- **Identify the faulty appliance:** Unplug all appliances in the kitchen. If the RCD resets, plug them back in one by one, resetting the RCD each time, to identify the faulty appliance.
- **Check for overloading:** Avoid using too many high-powered appliances on the same circuit at once.
- **Inspect for water damage:** Check for any signs of water damage to appliances or outlets.
- **Seek professional help:** If the RCD continues to trip after troubleshooting, or if you suspect faulty wiring, contact your Property Manager who will arrange for an electrician to come out and assess the issue. Please note, if an electrician attends and the issue is related to your appliances, the cost of the call out will be charged to you.

By understanding the common causes of RCD tripping in the kitchen and following these troubleshooting steps, you can help identify and resolve the issue and ensure electrical safety.

Further reading: <https://www.voltecmaintenance.com.au/blog/item/common-rcd-failures-how-to-identify-address-issues-in-your-electrical-systems>

Avoid Toilet Blockage Blues



One of the most common causes of toilet blockages is flushing inappropriate items. Many people assume that if it fits in the bowl, it's safe to flush. However, certain items should never be flushed down the toilet.

The only things that should be flushed down toilets are the THREE P's

Paper means **ONLY** toilet paper, **not:**

- Paper towel
- Wet wipes, makeup wipes, baby wipes - any wipes in general
- Tissues
- Sponges
- Newspaper
- Cleaning cloths
- Sanitary products

Learn more: <https://www.watercorporation.com.au/Help-and-advice/Water-issues/Wastewater/What-not-to-flush>

Tips at home

Cleaning your drains

Clogged drains are a common problem that people often put off fixing. When this problem is not fixed, the stagnant water can cause bacteria growth, water contamination, attract pests and affect your health.

Here are some quick and simple options to unclog your drains.

Hot water:

Using hot water and dish soap can help dissolve grease and small blockages.

To do this, you need to:

- Heat up some water until it is very hot but not boiling
- Add a teaspoon of dish soap to the water and stir well
- Pour the liquid down the drain slowly and carefully
- Repeat as needed until the drain is clear

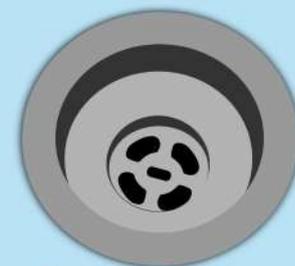
Baking soda and vinegar:

This creates a reaction that can help unblock drains.

To do this, you need to:

- Boil some water
- Pour a cup of baking soda into the drain and let it sit for a few minutes
- Mix a cup of vinegar with a cup of hot water and pour it down the drain
- Plug the drain and wait for around 10 minutes
- Run some more hot water to clear away any residue

Learn more: <https://silverwaterplumbing.com.au/12-tips-to-clear-any-blocked-drain/>



Fire safety tip: Lithium-ion batteries

Lithium-ion batteries are found in electrical devices such as phones, computers and toys. They are also in e-cigarettes, e-bikes, scooters and cordless power tools. These batteries may catch fire if they are overcharged. This type of fire cannot be easily put out by water or a fire extinguisher.

Safety Tips:

- **Do** charge batteries on a hard-surfaced table or bench.
- **Do** charge power tools, e-bikes and scooters outside
- **Do** dispose of batteries in local drop off places such as Bunnings, Battery World, Office Works, or the Albany Fossicker's Tip Shop
- **Do** disconnect your battery as soon as it is fully charged.

Things to avoid:

- **Do not** use batteries showing signs of swelling, overheating or damage
- **Do not** charge batteries on soft areas such as beds, sofas or on carpet

Learn more: www.dfes.wa.gov.au

Ask R U OK?™ ANY DAY

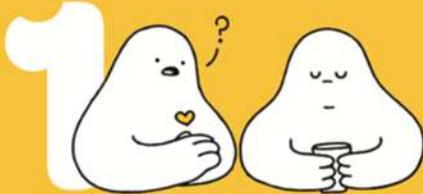
Have a conversation using these 4 steps

A lot can happen in a year, a month, a week. Whether it's your friend, family, colleagues, a partner or teammate, the people you care about go through life's ups and downs every day.

By having regular meaningful conversations, you build trust and normalize talking about what's really going on, so when the people in your world find themselves struggling they know you're someone they can talk to.

So whilst R U OK? day on Thursday September 12 is our National Day of Action, we encourage you to ask R U OK? Any day of the year, because a conversation could change a life.

IT'S OKAY
to not be
OKAY



How are you travelling?

You don't seem yourself lately - want to talk about it?

1 Ask R U OK?

IT'S OKAY
to not be
OKAY

IT'S OKAY
to not be
OKAY



I'm here to listen if you want to talk more.

Have you been feeling this way for a while?

2 Listen

IT'S OKAY
to not be
OKAY

IT'S OKAY
to not be
OKAY



What do you think is a first step that might help you?

Have you spoken to your doctor about this?

3 Encourage action

IT'S OKAY
to not be
OKAY

IT'S OKAY
to not be
OKAY



Just wanted to check in and see how you're doing?

Have things improved for you since our last chat?

4 Check in

IT'S OKAY
to not be
OKAY

Learn more at ruok.org.au



Albany Connected Communities Project

Here to help you lead a healthier, happier life!



How will this service benefit me?

Are you:

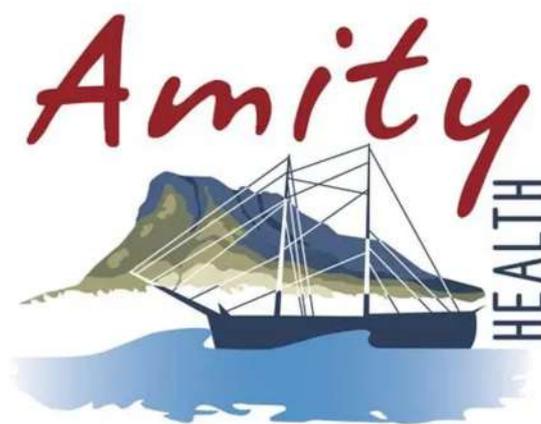
- Lonely
- Lacking motivation
- Seeking direction
- Wanting to connect but not sure how?
- Or, do you have a chronic condition that some lifestyle changes may support?

By understanding your unique needs, Amity Health's Link Team can help to connect you to your community, through finding out what's important to you, to fulfill your social needs and improve your health and wellbeing.

Am I eligible?

You are eligible if you:

- live in Albany (postcode 6330)
- are over 18 years of age OR
- live with a chronic illness OR
- need support with lifestyle changes.



Either call Amity Health on 9842 2797.

Or go to the website address below to fill out the form there:

<https://www.amityhealth.com.au/albany-connected-communities-project-landing-page>

Staying Safe With Computers

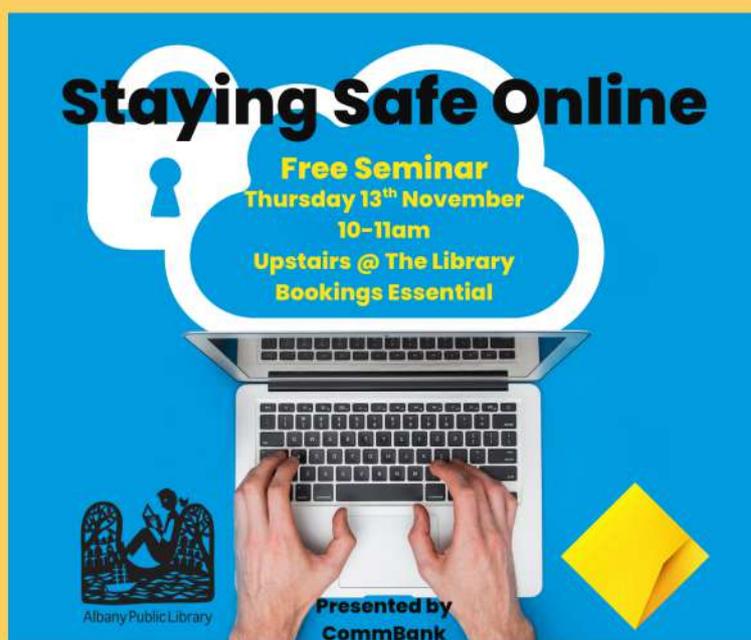
How to Stay Safe

The Australian Government is urging ALL Australians to take three (3) simple actions to protect themselves online.

The Act Now. Stay Secure. campaign is about providing Australians with the knowledge and confidence needed to safely embrace digital technologies and the opportunities they offer.

Three things you can do to protect yourself online:

1. Always set up multi-factor authentication when available
2. Use unique and strong passphrases for every account
3. And install all software updates as soon as they are available to keep your devices secure



Staying Safe Online
Free Seminar
Thursday 13th November
10-11am
Upstairs @ The Library
Bookings Essential

Presented by
CommBank

Albany Public Library

The poster features a blue background with a white padlock icon, a laptop with hands typing, and a yellow sticky note. The Albany Public Library logo is in the bottom left corner.

The Albany Public Library is holding a **Staying Safe Online- Free Seminar** 13 November 2025 From 10 - 11 am

BOOKINGS ARE ESSENTIAL

Call the Albany Library on 6820 3600

Or book directly by visiting the website:

<https://albany-events.bookable.net.au/> and search **Staying Safe Online**

Scam Alert!

SECCA

Some people online will try to trick you out of your personal details or your money. Delete or block messages that say these kinds of things:

Winner!	Block	Delete
Please help	Block	Delete
Bank account number	Block	Delete
Download this	Block	Delete
Click on this link to open	Block	Delete
I need money	Block	Delete
Personal details + money	Block	Delete
Free Stuff!	Block	Delete
Update your details	Block	Delete
Confirm your details	Block	Delete

 Show someone you trust if you are not sure what to do.

Additional Resources and an Easy Cyber Safety Steps Breakdown

For additional resources to protect your personal information check out **Australian Signals Directorate Protect Yourself page.**

<https://www.cyber.gov.au/protect-yourself>



Easy Cyber Safety Steps

1. Keep your accounts safe

- Use a long password that's easy to remember but hard for others to guess (e.g., four random words like BlueCarTreeRiver).
- Don't reuse the same password on different accounts.
- Turn on extra login protection (sometimes called two-step login or Multi-factor Authentication (MFA)) – usually it sends a code to your phone.

2. Keep your devices safe

- Always say “yes” to updates on your phone, tablet, or computer. Updates fix problems that hackers use.
- Set your device to lock itself with a PIN, password, or fingerprint.
- Save copies of your important photos and documents on a USB stick, hard drive, or cloud service.

3. Keep your email safe

- Be careful of emails that ask you to click a link, open an attachment, or give personal details.
- If an email looks odd, delete it – even if it seems to be from your bank or a friend.
- Use a strong password and, if possible, turn on extra login protection for your email.

4. Be careful online

- Social media: Don't share too much personal information (like your address or birthday).
- Public Wi-Fi (like in cafes or airports): Don't do banking or shopping on it.
- Online shopping: Only buy from websites you trust – look for a little padlock symbol in the address bar; like this 
- Look for **https://** in the site name and stay clear of unfamiliar sites - IMPORTANT! Make sure there is an S at the end of HTTP; the S stands for SECURE.
- At home: Make sure your Wi-Fi has a password (not the one it came with).
- On holidays: Bring your own charger – avoid using free public charging ports.
- Scams: If something sounds “too good to be true” or someone pressures you to act quickly – it's probably a scam. Hang up or delete the message.



Leek and Veg Pasta Bake

Cooking time: 30 minutes
Serves: 4

INGREDIENTS

- 1 tablespoon olive oil
- 1 leek, thinly sliced
- 3 garlic cloves, diced
- 4 cups vegetables (eggplant, mushrooms, capsicum, carrot, zucchini, tomato), diced
- 1 tablespoon tomato puree or tomato paste
- 2 cans tinned tomatoes
- 1 salt-reduced vegetable stock cub
- 1 cup fresh basil leaves
- 2 small handfuls grated cheese (tasty or cheddar)

METHOD

- Preheat oven to 180.
- Cook 1 packet penne pasta (as per instructions, see packet). Drain and set aside.
- Chop all vegetables into small cubes.
- Heat oil in a frying pan over low heat. Add the leek, garlic and vegetables. Cook for 5-7 mins until vegetables have softened.
- Stir in tomato puree, tinned tomatoes, stock cube and basil.
- Continue to cook on low heat for 10 minutes, stirring occasionally.
- In large baking tray spoon in vegetable sauce and add cooked penne. Combine well.
- Grate cheese on top.
- Bake in oven for 10 minutes until cheese melted.

FOOD FACT

Leeks contain heart-healthy plant compounds shown to reduce cholesterol, blood pressure, and your overall risk of heart disease. Leeks are a good source of soluble fibre, which benefits 'good' bacteria in your gut, reducing inflammation and promotes digestive health.

TIP

Add mince to create a veggie loaded Bolognese.
Add tinned legumes to add protein.

CWA SOUP DAY

**1st & 3rd Friday
every month, 12-1pm**



**Come along & enjoy SOUP, VARIOUS TASTY
DISHES, & SWEETS - plus tea / coffee**

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