

Hello, and welcome to the latest edition of Housing Talks

We hope that you are all safe, happy, and thriving.

EACH Housing Survey

EACH Housing conducted our bi-annual Customer Satisfaction Survey recently and we sincerely thank those who provided us with valuable feedback. The survey provides the opportunity for you to let us know what we do well, and where we can improve. It provides us with a better understanding of what is important to you so we can plan and adapt our service to improve service delivery and support you.

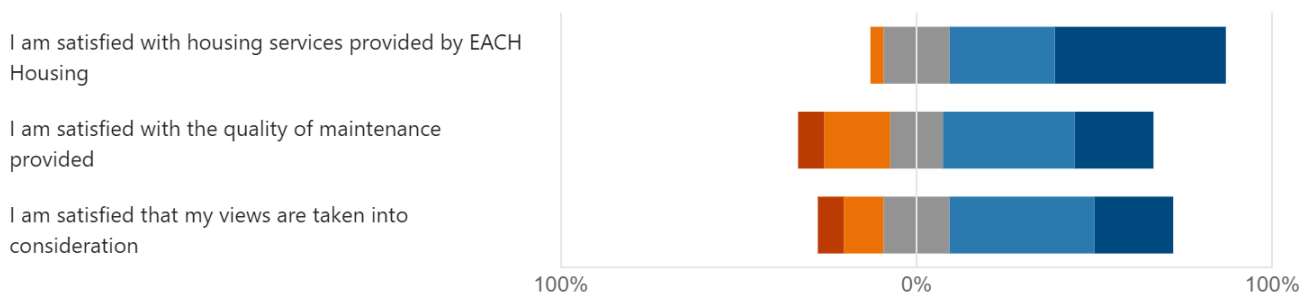
The three main areas of the survey focussed on satisfaction with housing services, quality of maintenance and that your views are taken into consideration.

Survey results

1. Please rate each of the following statements based on how you feel about your services with EACH Housing:

[More Details](#)

■ Strongly disagree
 ■ Disagree
 ■ Neither agree or disagree
 ■ Agree
 ■ Strongly agree



Ask Izzy

Ask Izzy is a mobile website that connects people who are in crisis with the services they need right now and nearby.

What do you need help with?

Housing? Food? Everyday things? Domestic & family violence help? Health? Centrelink? Money Help? Support and Counselling? Legal? Drugs and Alcohol? Life Skills and education? Finding work? Facilities? Technology? Advocacy?

[Ask Izzy](#)

<https://askizzy.org.au>

Local Hubs Offer Mental Health Support

Community members experiencing mental health problems now have access to mental health and wellbeing services through Mental Health & Wellbeing Hubs.

There are over 25 Hubs that provide Victorians with easier access to mental health support as they continue to navigate through the impacts of the COVID-19 pandemic.

EACH is proud to have been selected as one of the community health partners delivering this service, supporting people to address issues such as anxiety, stress and fear that relates to a deterioration in wellbeing and mental health. The services are also available to those who are experiencing isolation and disruption in their life through the pandemic. This may include job loss, income concerns and returning safely to everyday life.

Our trained and qualified mental health workers will provide:

- Fast tracked and tailored support
- Psycho-social information relating to mental health concerns and wellbeing strategies
- Brief goal orientated interventions
- A walk-in service at a couple of community service sites.

We will provide a pathway for recovery through a Wellness plan and coaching, which is done conjunction with any current support service you have.

Support workers are on hand at every Hub to assess Victorians' needs, help them develop strategies to cope – and if people's concerns require more intensive support, they will provide direct links and pathways to other health and social support services. This makes these pop-up mental health services a great place to contact people who are unsure of where to start seeking assistance.

To ensure Victorians can access a Hub, no matter where they live, support is provided through a mix of face-to-face, telehealth, mobile outreach, and online settings.

Need Support?

We have Mental Health & Wellbeing Hubs at our centres in:

Box Hill: 2/26-28 Prospect St, Box Hill

Boronia: 93 Boronia Rd, Boronia (entre via Dorset Sq)

Narre Warren: 5/66 Victor Cres, Narre Warren

If you or someone you know is struggling with their mental health, please contact **1300 375 330** for support.

Social Activity Groups

Social Activity Groups support older Australians to stay connected and active in their local community. Our Activity Groups run planned programs of structured activities that also provide respite for families and carers.

Activities are planned with the participants based on peoples interests as well as their needs. These may include celebrating community events, gentle physical exercises, music, guest speakers, art and crafts and general outings.

Social Activity Groups Offer:

- Social Interaction and friendship
- Promotion of independence through supporting and maintaining the individual's ability to continue to live at home and continue to be included in their community
- Support with making connections with other agencies

We provide social activity groups in the following locations:

- Ringwood, Melbourne – VIC
- Healesville, Melbourne – VIC
- Wynnum, Brisbane – VIC
- Newcastle, Hamilton North – NSW
- Campbelltown, South-West Sydney - NSW

Who can access EACH social activity groups?

This service is open to older adults (+65) and Aboriginal and Torres Strait Islander (+50) who may be isolated, frail and who are living independently or with family or a carer.

Participation in the program can only commence following a My Aged Care assessment.

The first step is to contact My Aged Care.

We can support you or you can call direct: My Aged Care: 1800 200 422 or via www.myagedcare.gov.au
Ask to be referred to EACH. Please contact us for assistance.

What does it cost?

Our services are free or low cost – fees are independent on activity, please contact us for further information.

When can this program be accessed?

Services can be accessed Monday to Friday.

For more information on our Social Activity Groups, please contact us on 1300 003 224.

What's on in Melbourne

Bollywood Dance – free (family & kids).

Join for this joyful Bollywood dance workshop as part of the library's Diwali celebrations. For children aged from 5-9 years. See website for more information <https://whatson.melbourne.vic.gov.au>

Location - Library at The Dock, 107 Victoria Harbour Promenade, Docklands 3008

Booking not required

A Witches Ball Movie Night – free (family & kids).

Visit Southbank Library for a Halloween screening of the film A Witches Ball.

Every year the witching world gathers to celebrate all of the newly inducted witches into their magical world. Beatrix is eager to become part of this world, but when her pending status is jeopardised, she needs the help of her furry best friend Muggs to solve some magical riddles before the big event. Will she sink or fly on her big night?

There will be popcorn and cordial served at this screening.

Rated G, and suitable for children aged from 5-12 years.

Bookings essential (open on 17 Oct).

Location - Southbank Library at Boyd, 207 City Rd, Southbank 3006

Date/time – Monday 31st October 4pm-5:30pm

Subsidy Reviews

You will receive notification in the next few weeks that EHL's annual review of rent subsidy is underway. This process will undertake a review of income and is likely to affect your weekly rental subsidy amount. Any changes to rent payments will be effective from 14 November 2022, unless otherwise advised.

If you need further information about how EHL calculates rent payments, please contact your EACH Housing Co-ordinator directly, or view Rent Charges explained on EACH Housing Website.

[Rent Charges Explained – EACH Housing – Safe. Supported. Secure](#)

If you wish to provide feedback about EACH Housing services, you can do so using the link below on our website.

[Complaints and Feedback – EACH Housing – Safe. Supported. Secure](#)