



Our Vision is for an equitable society where the rights, dignity and worth of all individuals is recognised and promoted



# Toolangi Tenant Handbook



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CEO CatholicCare Canberra & Goulburn

## Welcome to your new home at Toolangi

CatholicCare Housing is committed to providing quality affordable housing for our tenants. We have over 20 years' experience delivering a broad range of accommodation services to people on very low to low incomes.

Our services extend from finding a home for those in housing need; settling tenants into their new home; the collection of rent and other tenancy related payments; coordinating help and support through our partners to help tenants sustain their tenancy; managing the maintenance of the majority of properties that we own or manage and actively addressing disadvantage and social exclusion through an innovative Social Impact Program.

This handbook provides you with important and practical information about your new tenancy at Toolangi.

It explains the role of our Housing Team and how we can assist you, as well as other information regarding your role and responsibilities before during and after you move into your new property.

Our website [www.catholiccare.cg.org.au](http://www.catholiccare.cg.org.au) is another important resource for information, contact details, feedback and essential forms.

Please take the time to read through this handbook which will help ensure you enjoy your new home.

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## Introduction

Welcome to your new home with CatholicCare Housing. This Handbook was produced with input from our Toolangi Operations Group (TOG).

Inside you will find information about your rights and responsibilities as a tenant, and CatholicCare's Housing's responsibilities as the Resident Management.

We hope you find this handbook helpful. The Handbook is divided into different sections for easy reference.

We hope that the handbook answers the questions you have about your tenancy with CatholicCare Housing, your home, and your neighbourhood.

If you still have questions or wish to discuss any aspect of your tenancy, please contact us on 61 62 6100 or email [propertymanagement@catholiccare.cg.org.au](mailto:propertymanagement@catholiccare.cg.org.au)

## Who We Are

CatholicCare Housing is committed to providing quality affordable housing for our tenants. We have over 20 years' experience delivering a broad range of accommodation services to people on very low to low incomes.

Our services extend from finding a home for those in housing need; settling tenants into their new home; the collection of rent and other tenancy related payments; coordinating help and support through our partners to help tenants sustain their tenancy; managing the maintenance of the majority of properties that we own or manage and actively addressing disadvantage and social exclusion through an innovative Social Impact Program.

## Our Future

Our Strategic Direction sets out our vision, purpose, strategic objectives and our values for the next five years.

OUR STRATEGIC  
OBJECTIVES FOCUS ON  
**EXCELLENCE IN  
SERVICE DELIVERY,  
PEOPLE,  
AND  
SUSTAINABILITY.**

## Our Strategic Direction 2019 – 2024

Our Vision is for an equitable society where the rights, dignity and worth of all individuals is recognised and promoted. Our Strategic Plan can be found here on our website:

<https://catholiccare.cg.org.au/app/uploads/CatholicCare-Strategic-Plan-2019-2024.pdf>

## Our Homes

CatholicCare has over 20 years' experience of successfully managing a range of property types including head lease arrangements for government properties, supported independent living homes and residential program.

## Our Service Commitment

CatholicCare Canberra & Goulburn is a Registered Tier 3 Housing Provider with the National Regulatory Service for Community Housing. We are a client focused and service orientated organisation. Our social landlord approach holistically combines resident and tenancy management, property maintenance, resident support and social inclusion activities. Our highly skilled property team provides expertise in managing all aspects of housing including sourcing and head leasing properties, eligibility, selection and allocation, tenant agreements, coordinating inspections and maintenance.

## AFFORDABLE HOUSING

CatholicCare Affordable Housing aims to establish fair and non-discriminatory access to housing, and the eligibility criteria is structured to provide housing opportunities for those on low to moderate incomes using a banded rent setting policy that sets a discount to market rent, but also ensures low to moderate income Residents do not pay more than 30% of their income on rent

### Eligibility for Affordable Housing

To be eligible for one of these Affordable Housing Units, the following criteria must be met:

Your gross household income must fall between \$41,212 and \$100,000 per annum.

You must be 18 years of age or older

You must be an Australian Citizen or hold a permanent residency

You must have been residing in the ACT for 6 months or longer

You must not own or part own property within or outside Australia

Be assessed as being able to

- Pay rent
- Look after the property
- Not create a nuisance or annoyance to neighbours
- Live independently with or without support

CatholicCare Property Management may also consider other factors when assessing eligibility.

## Rent Calculations

The below table sets out the rent bands, annual income brackets and the percentage of average market rent.

| Income Brackets and Rent Bands |                       |           | Market Rent set at \$450 per week |                             |                             |
|--------------------------------|-----------------------|-----------|-----------------------------------|-----------------------------|-----------------------------|
| Income Band                    | Annual Income Bracket |           | Average Weekly Income             | Average % Market Based Rent | Average Weekly Rent Payable |
| D                              | \$41,212              | \$49,557  | \$872.77                          | 55%                         | \$247.50                    |
| E                              | \$49,558              | \$52,166  | \$978.11                          | 65%                         | \$292.50                    |
| F                              | \$52,167              | \$63,536  | \$1,112.52                        | 74%                         | \$333.00                    |
| G                              | \$63,537              | \$80,000  | \$1,380.16                        | 80%                         | \$360.00                    |
| H                              | \$80,001              | \$90,000  | \$1,634.62                        | 85%                         | \$382.50                    |
| I                              | \$90,001              | \$100,000 | \$1,826.93                        | 95%                         | \$427.50                    |

CatholicCare will review your rent annually prior to commencing a new lease with you. To remain in affordable housing, you will need to provide us with your income documents each year.

Acceptable income documentation includes:

1. A letter on business letterhead stationery, with two supporting payslips OR
2. A letter including the business stamp, with two supporting payslips OR
3. Individual pay slips covering the relevant assessment period.

CatholicCare reserves the right to request additional documentation.

## YOUR TENANCY

### Your Lease with CatholicCare

(Residential Tenancy Agreement)

Your lease is a contract which is required by the ACT Residential Tenancy Act 1997. It sets out your rights, responsibilities, and information that can help you as a tenant. More information can be found here

<https://www.legislation.act.gov.au/a/1997-84/>

***Always keep a copy of your lease!***

### Residential Tenancies Booklet

We are obliged to either provide you with the Information Booklet about Residential Tenancies authorised by the Commissioner for Fair Trading or provide inform you of where the booklet can be obtained. If you would like a hardcopy of this booklet please email us at [propertymanagement@catholiccare.cg.org.au](mailto:propertymanagement@catholiccare.cg.org.au) or following this link to the booklet.

[https://www.revenue.act.gov.au/data/assets/pdf\\_file/0009/1408851/The-Renting-Book.pdf](https://www.revenue.act.gov.au/data/assets/pdf_file/0009/1408851/The-Renting-Book.pdf)

## Property Condition Report

When you sign your lease, you will also receive a Property Condition Report. This forms part of your lease.

You will need to:

- Check carefully that you agree with the completed condition report.
- Add an additional comment if you think something is missing.
- Sign and date the condition report in the spaces provided.
- Return one copy to our office within seven working days of the commencement date on the lease.

If you need any help in filling out the report, please contact our Housing Manager.

*The condition report is also an important document and is used at the end of your tenancy.*

*Keep it in a safe place with your lease!*

## Rental Bonds

Affordable Housing Tenants must pay a rental bond. A bond is a financial deposit paid by you, the tenant, to CatholicCare. CatholicCare sends your bond to ACT Revenue Office where it is held until the end of your tenancy. It may be used at that time to claim for tenancy-related charges.

The amount of bond required depends on your tenancy is the same as four weeks rent.

### Need Help with Rental Bond

Housing ACT now offer rental bond help for the private market. Rental bond help is interest free financial help that covers up to 100% of your rental bond. The bond amount is then repaid to Housing ACT in small instalments. For information or to apply please visit the Rental Bond Help Site

[https://www.communityservices.act.gov.au/hcs/policies/fact\\_sheets/bond-loans-rental](https://www.communityservices.act.gov.au/hcs/policies/fact_sheets/bond-loans-rental)

## How to pay your Rent

You are required to pay your rent two weeks in advance in accordance with your lease. CatholicCare Property Management provides a range of payment options for tenants to pay their rent.

CatholicCare Property Management will give you a Tenant Reference Number (TRN) at the beginning of your tenancy. Any payments that you make towards rent, bond, water usage or any other tenancy related payment, must include this number so we can allocate your funds to your account.

You can pay rent in the following ways:

| Payment Method                      | Requirements   |
|-------------------------------------|--|
| Direct Debit                        | Our preferred payment method is through via direct debit into the CatholicCare bank account – either by depositing money at any CBA bank or by direct debit transfers from your account to the CatholicCare account. |
| Cash/cheque or Money Order Payments | You can also pay in person by cash/cheque or money order payments at our office:<br>51 Cooyong Street<br>Braddon   |
| Centrepay                           | Centrepay is a voluntary bill-paying service which is free for Centrelink customers. Use Centrepay to arrange regular deductions from  |

|  |  |
|--|--|
|  | <p>your Centrelink payment.</p> <p>You can start or change a deduction at any time. The quickest way to do it is through your Centrelink account online.</p> <p>If you currently receive a Centrelink payment, you can pay your rent directly from your Centrelink benefits. You will need to fill out a Centrepay form which will be completed when signing your lease.</p> |
|--|--|

### Changes in household circumstances

If people move in or out of your home, this will change the amount of income for your household. If this happens, you need to let us know within 28 days.

| Change in Circumstance   | What you must provide to CatholicCare  |
|--|--|
| A household member stops working   | Please provide a separation certificate or letter from your employer and confirmation of your new income (e.g. Centrelink income statement). |
| A household member begins working  | Please provide pay slips.  |
| There is a new approved household member   | Please provide proof of their income, such as wage slips or a Centrelink income statement.   |
| A household member leaves  | Please let us know in writing.   |
| A household member's work hours change   | Wage slips confirming new hours.   |
| If a Centrelink benefit changes (e.g. when a child turns 16 and you no longer receive family tax and/or a parenting payment) | Please provide an income statement from Centrelink to show new entitlements.   |
| A child turning 18   | Please provide proof of their income such as payslips or an income statement from Centrelink.  |

### If you get behind in your rent

CatholicCare Property Management uses the term 'rent arrears' when you get behind in your rent payments.

Getting behind in your rent can put you at risk of losing your tenancy so it is important to try and pay your rent on time and not get behind.

If you get behind in your rent, make sure you phone the Housing Manager who will organise a repayment plan for you. If there is an increase in your household income you must let CatholicCare know within 28 days, in order for us to review your rent. CatholicCare will also contact you if it appears that you are behind with your payments.

#### What to do?

It is important that you pay your rent on time.

We will phone you or send you a text as soon as we notice that you are behind in your rent.

Please reply as soon as you can so that your Housing Manager can:

- Talk to you about your rent or non-rent arrears
- Organise a repayment plan and agreement
- Refer you to a professional financial counselling service if you think it would be helpful

You can find out more about this on our website <https://catholiccare.cg.org.au/>

## Water charges

In addition to your rent you will need to pay water rates for the water you use. At Toolangi your unit has its own water metre, you simply pay for the water you use.

## Common Area Water

CatholicCare will pay the water usage for all common areas.

## YOUR HOME OBLIGATIONS - Your Rights and Responsibilities

# Your Rights and Responsibilities

|  |  |   |
|--|--|---|
| <div style="text-align: center;"></div> <p style="text-align: center;"><b>Access to services</b></p> <p style="text-align: center;"><b>We will</b></p> <p>Provide the services you need in a fair, transparent and equal way</p> <p style="text-align: center;"><b>Your responsibilities</b></p> <p>Tell us your needs and when your needs change</p>                      | <div style="text-align: center;"></div> <p style="text-align: center;"><b>Safety</b></p> <p style="text-align: center;"><b>We will</b></p> <p>Provide services in a safe environment</p> <p style="text-align: center;"><b>Your responsibilities</b></p> <p>Act in a way that helps you and others to be safe</p>  | <div style="text-align: center;"></div> <p style="text-align: center;"><b>Inclusion</b></p> <p style="text-align: center;"><b>We will</b></p> <p>Support you to participate in the community and access meaningful opportunities</p> <p style="text-align: center;"><b>Your responsibilities</b></p> <p>Let us know your interests, goals and what supports you need</p> |
| <div style="text-align: center;"></div> <p style="text-align: center;"><b>Participation</b></p> <p style="text-align: center;"><b>We will</b></p> <p>Support and involve you in making decisions about your services and plans</p> <p style="text-align: center;"><b>Your responsibilities</b></p> <p>Obtain information that will help you to make choices and plans</p> | <div style="text-align: center;"></div> <p style="text-align: center;"><b>Quality</b></p> <p style="text-align: center;"><b>We will</b></p> <p>Provide you with high quality services that are regularly reviewed</p> <p style="text-align: center;"><b>Your responsibilities</b></p> <p>Be fair when making complaints and help us to resolve issues</p> | <div style="text-align: center;"></div> <p style="text-align: center;"><b>Information</b></p> <p style="text-align: center;"><b>We will</b></p> <p>Provide information that meets your needs in a way that you understand</p> <p style="text-align: center;"><b>Your responsibilities</b></p> <p>Tell us if you want to change appointments, agreements or services</p> |




[www.catholiccare.cg.org.au](http://www.catholiccare.cg.org.au)

P: 1800 068 698

# Your Rights and Responsibilities



|  |  |   |
|--|--|---|
|  <p><b>Respect</b></p> <p><b>We will</b><br/>Treat you with courtesy, dignity and respect</p> <p><b>Your responsibilities</b><br/>Treat us and other clients with courtesy, dignity and respect</p>                           |  <p><b>Outcomes</b></p> <p><b>We will</b><br/>We will provide services that enable you to reach your goals</p> <p><b>Your responsibilities</b><br/>Take responsibility for the decisions you make</p>   |  <p><b>Privacy &amp; Confidentiality</b></p> <p><b>We will</b><br/>Respect your privacy and keep your personal information safe</p> <p><b>Your responsibilities</b><br/>Consider allowing us to share your information to protect yourself and others</p> |
|  <p><b>Feedback or complaints</b></p> <p><b>We will</b><br/>Respond to your feedback in a fair, transparent and timely way</p> <p><b>Your responsibilities</b><br/>Give us information which will help us meet your needs</p> |  <p><b>Accounts &amp; Fees</b></p> <p><b>We will</b><br/>Give you access to account information and provide invoices in a clear format</p> <p><b>Your responsibilities</b><br/>Pay any agreed fees and inform us of any changes in your financial circumstances</p> |  <p><b>Advocacy</b></p> <p><b>We will</b><br/>We will support you to self-advocate or advocate on your behalf when requested</p> <p><b>Your responsibilities</b><br/>Let us know when you believe your voice is not being heard</p>                       |



[www.catholiccare.cg.org.au](http://www.catholiccare.cg.org.au)

P: 1800 068 698

## Your Rights and Responsibilities

As a tenant, you are required:

- To keep your home in a reasonable state of cleanliness
- To notify us of any damage to the premises
- To cause no damage either by you or your visitors/family/friends that is intentional or a result of your negligence
- To return the property at the end of your lease in a similar condition to when you received it
- Keep areas affected by mould well ventilated.

When cleaning your home, you might want to keep in mind:

- Walls
- Carpet
- Tiles
- Floorboards
- Windows
- Screens
- Ceilings
- Blinds
- Curtains
- Light fittings
- Fans
- All components of the kitchen and bathroom

### We will take fair wear and tear into consideration

We will:

- Provide the property to you in a reasonable state of cleanliness
- Provide and maintain the property in a reasonable state of repair taking into consideration the age and condition of your home.

**Balconies** – All units at Toolangi have private balconies, and it is important that you ensure that your outdoor furniture and other items located on the balconies are secured and won't cause damage to your property or someone else's during a storm or windy weather.

**Modifications to the Property** - Home modifications can assist residents who are living with disability to remain living in their own home. We support affordable modifications to properties to improve living standards. Modifications need approval by a medical practitioner such as an Occupational Therapist (OT).

For more information, please speak to your Housing Manager or refer to our website for more information. Request for modification: <https://catholiccare.force.com/housing/s/modification-request>

### **Pets**

You must ask us before you get a pet.

Please complete a *Pet Request Form* located on our website and we will provide you with a decision within 10 business days.

Pet application: <https://catholiccare.force.com/housing/s/pet-application>

Please tell us:

- Type and breed of the pet you are considering
- The size of the pet
- Proof of registration (if applicable)
- Any licence requirements (if applicable)
- For supported housing, a written approval from the support provider
- Information on how you will care for the pet

Residents are not allowed to breed animals and the tenant must also sign a Pet Agreement outlining any special conditions before approval is granted by us.

It is important that the animal is well looked after, does not disturb the peace of your neighbours and that you always clean up after your pet. You may also be required to have your carpets steam cleaned if necessary.

You can find out more about our Pet Policy on our website.

***CatholicCare Property Management has information available  
that cover many aspects of your tenancy.***

***You can view this information online at:***

***[catholiccare.cg.org.au/services/application-for-affordable-housing/](https://catholiccare.cg.org.au/services/application-for-affordable-housing/)***

***If you do not have access to a computer,  
you can request to have policies sent to you by calling***

***61 62 6100***

### **Access to the property**

In accordance with the ACT Residential Tenancy Act 2019, we will inspect your property at least once every year while you are a tenant.

We will also inspect the property:

- Whenever the tenancy is finished
- If there are emergency repairs that are needed to conduct inspections for electrical and fire safety
- If you ask us to visit

The inspections are to make sure that everything is in good working order, and that you are looking after your home as set out in your lease.

## Home Contents Insurance

We suggest that you take out a Home Contents Insurance Policy. This is to insure your personal belongings (clothes, books, and toys), furniture and furnishings (curtains, bed linen, pictures) are covered against damage or loss due to water, fire or burglary.

## Keys & Fobs

You are responsible for your keys. It's a good idea to have a copy of your keys cut and leave them with a trusted friend or neighbour. If you lose your keys or if you lock yourself out of your home, you will need to organise and pay for a locksmith. Replacements for garage remotes that are lost or damaged will have to be paid for by you. **Never attach your address to your house keys!**

## Security

We want residents to be safe in their homes. It's always a good idea to check who visitors are before you let them in. If you are not sure who they are or you feel suspicious don't let them in and call the organisation that they claim to represent. Ask the person what organisation they come from and then call the organisation to check who the person is.

## Fire safety

Fire safety is very important. You can make your home safer and limit the risk of fire by taking some basic precautions:

- Don't leave pans unattended while cooking on the stove
- Take care when cooking with oil
- NEVER put water on fire which involves cooking oil
- Turn off power points when not using them
- Remember to turn heaters off at night
- Don't put anything too close to a heater
- Make sure that everyone is aware of all fire exits and that you have a family escape plan

Please phone **000** and leave your home if there is a serious fire threat.

## Smoke Alarms

To protect you from fires, all of our properties have smoke alarms. Please do not damage or remove these from the ceiling. You should test your smoke alarm at least once per month by pressing the test button. You must report any faulty or broken smoke alarms. We recommend changing your batteries annually, at the end of daylight savings.

The law requires CatholicCare to make sure the fire alarms work. We arrange for all smoke alarms to be checked once every year. You will receive notice from us in the mail advising of the date and time that your smoke alarm is to be checked. It's very important that you let us know if you can't make that time so that we can make another time with you.

## Electrical safety

Using electricity is something we take for granted, but using it safely is very important. Most electrical accidents and fires can be prevented by taking simple safety precautions.

- Keep liquids away from electrical items such as TVs, video game consoles, and computers. Liquids could spill and cause dangerous shocks or fires.

- Never play with electrical cords, light sockets, or electrical outlets. Report all broken switches, plugs and light fittings to **Programed Facility Management**. Never try to repair it.
- Do not overload outlets with too many plugs and switch off appliances when not in use.
- Never yank on the cord to unplug an appliance. Turn the power point off and hold on to the plug itself.
- Keep sockets safe from children by fitting socket covers.
- Clean the lint filter of your drier after every use.
- Do not use an electrical appliance near water.

## Pay TV, Satellite Dishes, Antennas

You must not install a satellite dish or antenna without first getting written permission from us.

## Communal or Shared Areas

It is one of the conditions of your tenancy that you and other people living in your property keep the shared areas clean and free from obstruction. The shared areas include:

- The entrance hall
- Stairways and landings
- Bin area
- Parking spaces, paths and driveway

## Garbage Bins and Rubbish

Large skips are located in the enclosed buildings at either end of the visitor parking area and you should always place any rubbish you have in the bins provided. Please do not leave rubbish in the shared areas or in the underground parking area. If you have bulky waste items that you want to throw away, contact Access Canberra to find out how you can dispose of these items responsibly. More information can be found here.

[https://www.accesscanberra.act.gov.au/app/answers/detail/a\\_id/1841/~bulky-waste-collection-service](https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1841/~bulky-waste-collection-service)

## Parking

Numbered car parking space is allocated to each unit in the underground secure basement car parks.

Numbers are painted on the car spaces that correspond with your unit number. You are not permitted to park in any other underground parking space other than the one allocated to your unit. Car parking spaces in the shared areas of site are for the benefit of all residents. Please note you must not park on shared driveways or in disability parking spaces unless your vehicle displays a current disability parking permit.

## Storage Cages

Each unit is allocated one storage cage with is located underground in the secure basement car parks.

Numbers are attached to the cages and correspond with your unit number. Do not store any flammable chemicals or items that could attract pests to the site.

## Pests

To help prevent pests in your home such as cockroaches, silverfish and mice make sure that:

- You keep all food wrapped up where possible, preferably in an airtight container.
  - You keep bench tops, cupboards and floors clean and free of food items.
  - You do not bring soft furnishings that you find on the street into your home as this can cause bed bugs.
- If you have pests, please consider trying a shop bought product before contacting the office.

## Repairs & Maintenance

Programmed Facility Management is available 24 hours a day, 7 days a week. To report any maintenance issues please call **1300 760 322**

You can also talk to our Housing Manager about any unresolved issues concerning repairs. Your Housing Manager can follow up with the Programmed Facility Management Team to get the information they need to assist you with your repair or maintenance issue.

### Urgent repairs

An urgent repair includes any of the following maintenance problems:

- Burst water service
- Blocked or broken toilet system
- Serious roof leak
- Dangerous electrical fault
- Failure or breakdown of the gas, electricity or water supply to the premises
- Failure or breakdown of any essential service on the premises e.g. hot water, cooking and heating
- Fault or damage that cause the premises to be unsafe or not secure.

In the event of any of the above events, it might be necessary for Programmed Facility Management to access your property, without notice, to limit any damage.

However, for emergencies involving:

- Gas leak
- Flooding or serious flood damage
- Serious storm or fire damage

Contact emergency services by phoning 000

When Programmed Facility Management is responsible for undertaking repairs the aim is to respond within:

|                         |   |
|-------------------------|---|
| Urgent repairs (UP)     | To be completed within four (4) hours                               |
| Priority Next Day (PND) | To be completed by 6:00pm the next calendar day                     |
| Priority (D5)           | To be completed within five (5) calendar days                       |
| Normal Repairs (D20)    | To be completed within twenty (20) calendar days                    |
| Planned Maintenance     | To be completed in line with Planned Maintenance Audit and Schedule |

## YOUR COMMUNITY

### Tenant participation and how to get involved?

Tenant participation is about tenants getting involved in their housing and communities. It's about tenants taking part in the decision making process, planning of programs, and making suggestions for improvements to we operate and much more.

We need your help and advice in order to help us achieve our goals and make the right choices for you. The main way to get involved is through the Site Committee.

### Toolangi Site Committee

Members of this committee will include representatives of Tenants and Residents, Commissioner and the CatholicCare. It will provide an opportunity for key stakeholders to meet regularly and communicate about the site, community and service provision.

### What would I be doing?

Members of the Site Committee will be involved in a wide range of services and activities including:

- Participating in meetings and events
- Discussing tenancy issues such as repairs and maintenance
- Providing feedback to us on policies which have an impact on tenants
- Advising on how we communicate with tenants
- Assisting with planning community programs including competitions, special events and forums.
- Providing advice on how tenants can participate e.g. surveys or workshops

## PRIVACY AND CONFIDENTIALITY

CatholicCare takes your privacy seriously. We protect your privacy and store personal and sensitive information safely. We may need to ask questions to identify you before we give out information.

### Collection of information

CatholicCare may also contact you from time to time to promote a service or event. We collect information which is necessary to provide these services. You can choose not to receive information on events or programs if you wish. Just call us on 61 62 6100 or email [propertymanagement@catholiccare.cg.org.au](mailto:propertymanagement@catholiccare.cg.org.au)

Additionally, If you have any concerns about your privacy or the collection of your personal information, you can contact CatholicCare on 61 62 6100 or email [info@catholiccare.cg.org.au](mailto:info@catholiccare.cg.org.au)

## FEEDBACK, COMPLAINTS & APPEALS

### Feedback

We value your compliments and suggestions as it provides us with an opportunity to improve our service to you. You can provide feedback in the following ways:

- Fill in the online form on our website: <https://catholiccare.cg.org.au/contact/>
- Call us on 61 62 6100 and speak to a Housing Manager
- Drop into our Head Office in Braddon at 51 Cooyong Street
- Write to us at PO Box 3167 Manuka ACT 2603
- Email us at [Info@catholiccare.cg.org.au](mailto:Info@catholiccare.cg.org.au)
- Take part in our online surveys
- Completed Tenant feedback: <https://catholiccare.force.com/housing/s/tenant-feedback>

### Formal complaints

At CatholicCare our goal is to provide an excellent service but if things do not go as well as we planned you can give us feedback. Your feedback helps us make our services better for everyone.

If there is a problem, a mistake or something that we have failed to do let us know. Complaints can be made anonymously.

Examples of complaints are:

- Change or withdrawal of service
- You can't contact a staff member or your call is not returned
- Repairs are not done within the timeframe we told you they would be done
- We did not follow our policies and procedures
- We want you to let us know if there is a problem so that we can improve our service. Please follow these

- simple steps:

**Step 1:** Contact our Client Services Team and tell them your complaint. They will talk to your Housing Manager if they can sort out your concern

**Step 2:** If you are unhappy with the response from the Team, you can contact us by phone, email ([info@catholiccare.cg.org.au](mailto:info@catholiccare.cg.org.au)), letter, or in person.

We will let you know that we have received your complaint within 2 working days. The time frame for dealing with a complaint will depend on what the complaint is about but mostly we deal with complaints in 3 weeks (21 days) unless the person reviewing the case is unable to speak to the parties involved.

You can have an advocate or support person to help you, but you must give written permission if you want us to speak to them directly. We can also provide an interpreter if you want one.

You can find out more information about give feedback or making a complaint on our website: <https://catholiccare.cg.org.au/>

## CONTACT US

### Our offices

Our Head Office is Located in Braddon

Favier House

Level 1

51 Cooyong Street

Monday to Friday 9:00am – 5:00pm

Parking – We have limited visitor parking at the rear of the building, just press the intercom system and you will be asked the reason for the visit and allowed through the drop gate.

### How to contact us

Phone 61 62 6100

Post PO Box 3167 Manuka ACT 2603

Website <https://catholiccare.cg.org.au/>

Email [propertymanagement@catholiccare.cg.org.au](mailto:propertymanagement@catholiccare.cg.org.au)

Feedback [info@catholiccare.cg.org.au](mailto:info@catholiccare.cg.org.au)

Facebook <https://www.facebook.com/CatholicCareCanberraGoulburn/>

### Do you need an interpreter, or are you hearing impaired?

If you would like assistance to speak with us, you can ring the Telephone Interpreter Service (TIS) on 131 450. While you are on hold, the TIS will ring the CatholicCare office and they will interpret for you. This service is free of charge.

TTY (for hearing impaired): 133 677

National Relay Service Helpdesk (hearing impaired) 1800 555 660

## IMPORTANT CONTACTS

### Emergency Services

Police, Fire Brigade or Ambulance: 000

Police Assistance: 131 444

SES (for assistance in storms or floods): 132 500

Canberra Connect: 131 281

## Utility Providers

ActewAGL: 13 14 93 (between 8.00 am and 6.00 pm Monday to Friday)

Energy Australia: 133 466 (8:00am to 8:00pm AEDT)

Origin Energy: 1300 139 088 (7 am - 9 pm, Monday to Friday AEDT)  
(9 am - 5 pm, Saturday and Sunday AEDT)