

Inside Westside

EDITION 22 | WINTER 2025

Inside this edition

Winter recipes	4
Stobie pole project.....	6
Planning ahead.....	7
Your write	8
Sustainable Westside	9
CHARTS is back!.....	11
From the Housing Services team	12
Maintenance matters.....	15

Contents

- 3 From the CEO
- 4 Winter recipes
- 6 Stobie pole art in my suburb
- 7 Free Fringe tickets
- 7 Planning ahead
- 8 Your write
- 9 Sustainable Westside
- 10 Join us on our journey!
- 10 Cuppa and Chat
- 11 Coming soon
- 12 From the Housing Services team
- 15 Maintenance matters

Acknowledgements

Greg Kelly – *Inside Westside* Contributor
Jane Savage – *Inside Westside* Contributor
Carmel Williams – *Inside Westside* Contributor
Frankie Starling – *Inside Westside* Contributor

Acknowledgement of Country

Westside Housing acknowledges the Kurna people and the Peramangk people as the traditional owners of the lands on which we work, meet and live. We acknowledge their spiritual connection to the land, living culture, and unique role in the life of this region. We pay our respects to Elders past and present.

Westside Housing opening hours

9am–4pm, Monday–Friday
Closed public holidays and weekends
For after hours emergency maintenance issues, please call 8155 6070, 24/7
478 Port Road, West Hindmarsh SA 5007
8155 6070
admin@westsidehousing.org.au
westsidehousing.org.au

 @creatinghomesconnectingpeople

Cover photo – Detail from “Free Spirit Kangaroo”, a beautiful artwork created by artist Casey Amos for Westside’s new Reconciliation Action Plan.

Did you know about our bimonthly E-news! 
Stay up to date with services provided by Westside, giveaways, tips and events.
If you are not already receiving this, email us to subscribe! community@westsidehousing.org.au

From the CEO

Exciting things happening at Westside in 2025!

We have a lot happening at the moment with our focus being on maintenance planning for the 2025–2026 financial year and working on how we connect with you.

Your thoughts and ideas matter to us!

That’s why we continue to think about new ways to connect and listen.

We recently launched our Cuppa and Chat sessions this year! These informal get-togethers are a chance for you to share your thoughts with Westside, meet other tenants, and try something new. We’ll be hosting these sessions throughout the metro area and hills, with a mix of coffee catchups and fun activities. We’d love to see you at one!

Another opportunity to tell us what you think, is to fill in the tenant survey that we’ll send to you in August. This information is used for planning future services and priorities.

Events and activities

Already this year, we’ve offered some great giveaways like Adelaide Fringe tickets, energy-saving home items, and info sessions. Plus, we’ve had some fantastic community events.

You’ll find more about these programs, plus some great stories and updates from tenants like you, in this edition of Inside Westside.



Julie Blake, CEO



Understanding Energy



Energy-saving home giveaways



Cuppa and Chat

60% Tenant-led publication

*Westside Housing has a minimum standard for this publication of being 50% tenant-led.

This is a tenant led publication so don’t be shy, get in touch via email at community@westsidehousing.org.au if you would like to contribute to Inside Westside.

Winter recipes

With thanks to Greg Kelly



Korean Beef Soup

1 large (approx. 500g) daikon (type of radish available from most supermarkets or Asian grocery stores)

500g-1kg beef brisket

2L water

2 tbsp fish sauce

3 cloves of minced garlic

4 spring onions, chopped

1 tsp of salt

Normally brisket is a long and slow process with lots of flavour additions e.g. covered in sugar and spices. This quick recipe is wholesome and you can add whatever you want. The five main ingredients are what make the basis for the soup - the beef, water, garlic, fish sauce and spring onions. On top of this you could add some frozen veggies, a can of beans or tomatoes, or some frozen spinach if you desire.

The beef isn't necessarily melt in the mouth BUT if you had the time to cook for longer (or had a slow cooker), it could be.

Peel the daikon and chop up into cubes or rough pieces – about 1cm thick.

Bring the water to the boil and add the daikon – boil for 15 minutes.

Slice the beef into small cubes (no bigger than 2cm square).

Discard any thick sinew.

Add cubed beef and the garlic to the boiling daikon.

Bring the pot back to the boil and then turn it down to a medium heat.

Cook for 25–45 minutes

Before serving, add the fish sauce, chopped spring onion, and salt.

Cook for another 5 minutes.



Middle Eastern Fruit Salad

Approximately 300gm of dried fruit (I used apple, pear, some golden raisins, and a few apricots)
100g of sugar

Water (enough to cover the fruit)

1 tbsp of rosewater

1 stick of cinnamon

100g of toasted flaked almonds

Place fruit into a bowl and add the cinnamon, sugar, fresh water (just enough so fruit is fully covered), then add rose water. You could also add a couple of bruised cardamom pods, or one or two cloves for extra flavour.

Let this mixture soak for at least 24–48 hours.

This is delicious by itself or you could use it chopped up as an addition to a plain cake, on top of a stack of pancakes, or however you use fresh or dried fruit.

You could also add other things such as; orange blossom water, candied ginger, lemon juice, pomegranate seeds, or any type of toasted nut (pistachios, pecans, walnuts or even some pine nuts).



Stobie pole art in my suburb

By Frankie Starling

I live in the Bowden/Brompton/Ridleyton area. I have been in my Westside house since 2013 and over this time I've seen the area grow and flourish in many ways. One of those ways is due to the creative incentive of The City of Charles Sturt, together with Bowden/Brompton Greening Project, to decorate Stobie poles with paintings and mosaics.

Take a stroll down Hawker Street to enjoy the Stobie pole art. Venture through the side streets for many hidden treasures created and executed by local, creative people.

15 July 2024 marked the centenary of the Stobie pole. The Stobie pole was named after its inventor James Cyril Stobie and first introduced in 1924. These unique power poles have played a crucial role in the distribution of electricity across the state of South Australia, and have become an iconic canvas for artwork. The first poles were painted in 1963 in Prospect by artist Ann Newmarch.

For more information please visit charlessturt.sa.gov.au/community/arts-culture-and-history/public-art/stobiepole

If you would like to decorate a Stobie pole, you'll need permission from SA Power Networks. Any applications are assessed by SA Power Networks. Please visit sapowernetworks.com.au/about-us/stobie-pole-art

A few examples for your enjoyment



Free Fringe tickets

Thanks to Adelaide Fringe Community Program, Westside was lucky enough to receive free tickets to a range of Fringe shows in March. This was a great opportunity for tenants to go and see a Fringe show for free. The shows on offer included, a magician, a scientific bubble show, comedy, music and dance.

Thanks to tenants who went in for the ticket draw – we hope you enjoyed the shows!



If you have a lead on any other free activities or offers that other tenants might be interested in, please get in touch. We love to be able to share different opportunities – particularly if they are low cost or free!

Planning ahead

By Jane Savage

Having a will is very important. An up to date valid will ensures that your property and belongings are distributed as you wish. Just as important are your end of life plans. When preparing a will, you should also include an Advanced Care Directive and nominate who you want to be your Power of Attorney.

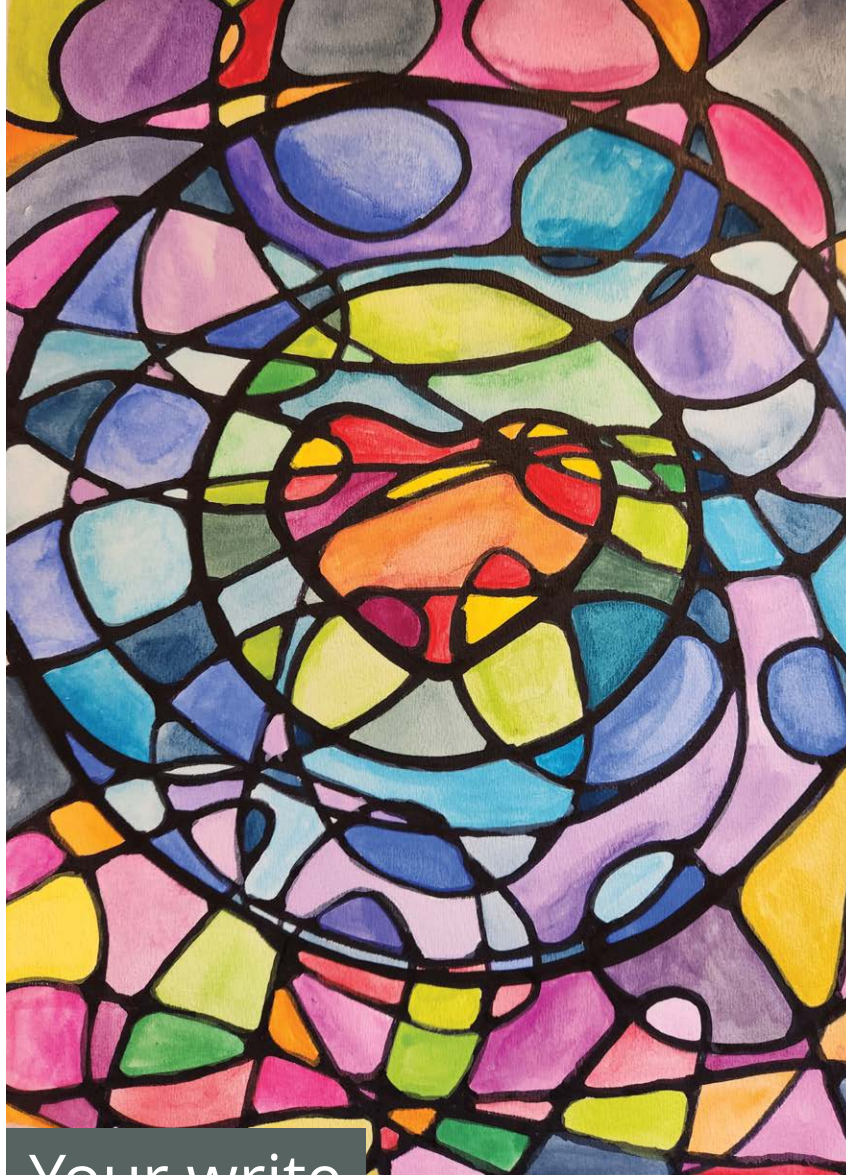
Power of Attorney is someone who you appoint to manage your financial, medical and personal affairs for you when you can no longer manage these yourself. The Power of Attorney acts on your behalf and completely manages everything for you including the sale of any property and other assets.

Advanced Care Directive is where you leave instructions for your future health care and living arrangements when you are no longer able to care for yourself and includes your end of life wishes.

The following website has all the information needed to help you to make a will and has excellent information about Power of Attorney and Advanced Care Directives. Please visit sa.gov.au/topics/family-and-community/planning-ahead/making-a-will

You can also get free legal advice from Legal Services Commission – phone 1300 366 424.





“The Way”
By Carmel Williams

Your write

To Be Indeed a God

By Carmel Williams published in *The Butcher's Window*, 2012

The other day I bought the world
two bucks, palm size
perfectly blue and green
made anonymously in China

a worthy creation mystery
but not quite Emerson's apple
Cheap Charlie not nearly
Archangel

Even so, here we are
in Emerson's space
spun out in metaphor
blushed with simile

Do others know
today I own the world?
The secret glow
ranks me among the Gods

I hold it up to my gaze
smile at my arrogance
in all places poised
all places becoming

If I lose you
what sweet finding
a world in my knicker drawer
under the bed

in the games of children
between the teeth of a dog
teetering on my nose
in the sockets of my eyes

I am an empire builder
dictator
earth mother
rainbow serpent

All these fearful colours
to blur the blue and green
but after all
it is a love apple

and now that I am a God
dizzy with good intentions

I recommend the world
palm size and precious
to you.



SUSTAINABLE WESTSIDE

We think caring for the environment is important and so do you! Westside tenants have told us that you want better resources to help improve the environmental sustainability of your lifestyle and home. We would like to introduce *Sustainable Westside* – our new section for information on reducing energy use, improving the comfort of your home, backyard greening, and finding what resources are available to help you save money and the planet. **To celebrate, we are giving away some sustainable transport – a bike! See competition details below...**



WIN A BIKE!



WIN A GT TRAFFIC 8 SPEED BIKE, RECENTLY SERVICED AND IN VERY GOOD USED CONDITION!

For a couple of years, Westside has had bikes available for loan by tenants. Unfortunately these have not been used much, so we thought it would be better that they are put to good use. We are now giving them away!

To enter, just send us your name, contact details and a suggestion for one thing you do at home that helps you reduce your energy use or reduce household waste. Entries can be sent to community@westsidehousing.org.au to be entered into the draw to win one of these great bikes. Competition winner will be drawn on Monday 7 July. Good luck!

Understanding Energy – Save money with a free home energy audit!

Westside recently ran a session with energy expert Alex, which looked at how to reduce your energy bills. The session focussed on how to get the best deals on energy bills and how to get the cheapest energy prices. Alex also provided some tips for improving the temperature of your home.

Now Westside would like to take this further by offering tenants an individual opportunity to learn more about how to reduce your energy bills!

What are we offering?

Westside is offering tenants who regularly get very high energy bills the opportunity to have a home visit from Alex to:

- Go through your energy bills – looking at what are you paying for and what plans might save you money
- Provide tips on what to do at home to lower your energy bills
- Make recommendations for your home to see where energy improvements and savings could be made

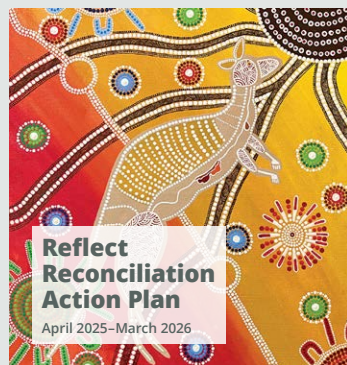
This is a great opportunity to take charge of your energy bills, find ways to save some money, and improve the temperature of your home!

If you are interested, please get in touch via email community@westsidehousing.org.au by Friday 11 July for further details about what's involved. Limited sessions available!

Join us on our journey!

Due to an unexpectedly stormy couple of days in Adelaide in May, Westside's planned cultural awareness tour around Warriparinga Wetlands for Reconciliation Week (which was to coincide with a Cuppa and Chat) had to be postponed. While this was disappointing, we won't let some bad weather stop us! We have rescheduled this fascinating opportunity to learn about First Nations culture and the Kurna connection to the wetlands... and you are invited to come along!

With the tour happening just after NAIDOC Week and coinciding with the release of Westside's brand new Reflect Reconciliation Action Plan (RAP), the timing has worked out well in the end.



Westside has been developing its new RAP behind the scenes, and we are hoping that it is a great first step towards better understanding of the journeys of First Nations tenants and community members. We are

particularly inspired by the beautiful artwork 'Free Spirit Kangaroo' which has been created especially for Westside's RAP by talented tenant Casey! The artwork depicts Casey's journey and the part Westside has played in it.

Join Westside for a fascinating cultural walk plus a delicious lunch on Tuesday 15 July from 11am!

Register by Wednesday 9 July by email, community@westsidehousing.org.au or phone 8155 6070.



Cuppa and Chat

For a number of years, Westside has provided opportunities for tenants to give feedback to our staff and directors about the service you are getting. In the past, this has been done through our Tenant Voice and Meet the Board events. In recent times however, attendance at these events has been dropping off – so we are now trialling a different way of coming together.

Our new Cuppa and Chat sessions are a great chance to meet other tenants and to provide feedback to Westside staff!

They are held in different locations, sometimes in conjunction with social activities, and all with delicious free coffee/tea and snacks. These sessions are a great way of letting us know what is and isn't working about the service Westside provides, and for staying in touch with what's happening. You are also welcome to just come along and meet other tenants and enjoy a cuppa and cake!

Join our next events!

15 JUL 11.00am–1.00pm
RECONCILIATION WALK, LUNCH AND CHAT
@ LIVING KAURNA CULTURAL CENTRE
Warriparinga Way, Bedford Park

10 SEP 10.30–11.30am
COFFEE AND CHAT @ MAXWELL'S
206 Port Rd, Aldinga

26 NOV 4.00–5.30pm
BBQ AND CHAT @ FREMONT
Fremont Park, Cnr Yorketown Rd & Main North Rd,
Elizabeth East

Coming soon...

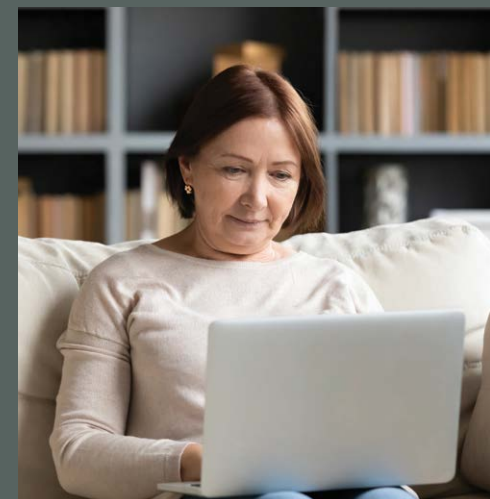


CHARTS is back!

Get ready all you arty types – the Community Housing Arts awards (CHARTS) is back again in 2025. The CHARTS were created to celebrate and showcase the creative diversity and talent of tenants of community and social housing. This is a great opportunity for anyone with a creative streak to have their work displayed in a professional exhibition, and to win some fabulous prizes.

Entries open on 1 July and close on 30 September 2025. With a variety of different art categories, Westside tenants are encouraged to submit an entry – and are invited to view the exhibition at The Mill gallery during December.

Details of categories and key dates can be found on the CHARTS website chartsawards.com.au.



Tell us what you think... and win!

Have your say on the service that Westside provides by filling out the Westside Tenant Satisfaction Survey. The survey is run every two years and helps to guide services and programs Westside offers.

It would be great to have as many tenants as possible fill it out. We appreciate and value your time in helping us with this and to say thanks, everyone who completes a survey will go into a draw to win a \$500 gift card.

It is anticipated that it will be run in August so keep a look out for further information!



Free seed giveaway!

Last year we ran the first Westside Garden Competition, and we loved everyone's enthusiasm! As this will now be run every second year, gardeners can keep the momentum going every other year with some spring seed giveaways. During September and October, we will offer a range of free veggie and herb seed packets for tenants to pick up from our office. A list of available seeds will be sent out in our e-news closer to the time.

For further details, get in touch by emailing community@westsidehousing.org.au

From the Housing Services team

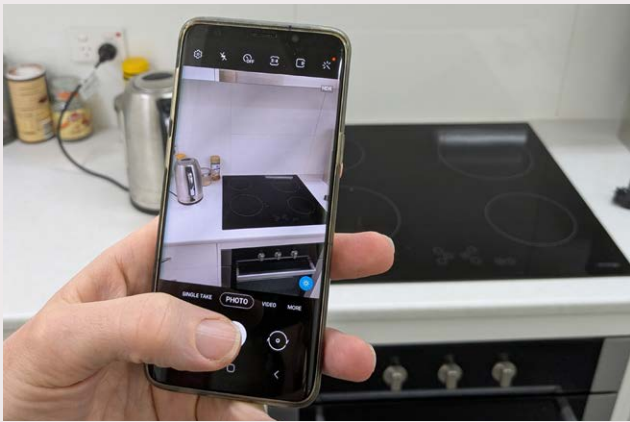
Property photo permissions

When Westside staff do a tenancy or asset inspection of your home, they need to take photos to ensure that there is a record of the condition of your property and to identify any maintenance required. Property photos are taken both before you move in and also during your tenancy.

To protect your privacy, staff will make every attempt to ensure that personal items are not included in the property photos, however there may be times when this is unavoidable.

At your inspection, you will be asked to sign an 'Authority to take photographs' to grant permission for staff to take photos which may include personal items. If you do not give permission for this, you might be asked to temporarily move personal items out of the way for the property photos.

Talk to your Tenancy Officer if you have any questions or concerns about the use of property photos.



Making a complaint or appeal

Westside staff do their best to provide a great service to tenants and are here to help you. There may however be times when tenants feel unhappy about the service provided or would like to challenge a decision that has been made. It is worth knowing that Westside has a process for complaints and appeals.

WHAT IS A COMPLAINT? When a tenant using Westside's services advises us that they are not satisfied with our service, standards or policies.

Example of complaints:

Complaint type	Example
Rude or inappropriate staff behaviour	Not returning a phone call or email.
Lateness	Staff member late for an agreed appointment without notifying tenant.
Providing an inconsistent or inaccurate service	Staff providing incorrect advice on Westside policy. Different staff giving inconsistent information.
Tenant charges	An invoice that is different to your lease.
Delays to or no services provided	Not completing a repair. Not conducting tenant inspections as advised.
Poor administration of a service	Not recording changes in circumstance. Not sending appropriate forms, as requested.

WHAT IS AN APPEAL? When a tenant using Westside's services asks for a decision to be reviewed.

Example of appeals:

Rent calculation	Allocated inappropriate property
Rejection for transfer	Request for property improvements rejected

Westside's Complaints and Appeals Process

To ensure that tenants are aware of the process for making a complaint or appealing a decision, the Housing Services team has put together the guide below.

Initial complaints	Escalated complaints	External complaints	Appeal (internal)	Appeal (external)
Will be acknowledged within 14 days unless the person reviewing the case is unable to speak to the parties involved.	Will be acknowledged within three (3) working days. Will be responded to within 21 days unless the person reviewing the case is unable to speak to the parties involved.	Can be made to the Office of the Housing Regulator in relation to Westside services.	Will be acknowledged within three (3) working days. Will be responded to within 30 days unless the person reviewing the case is unable to speak to the parties involved.	Can be made to South Australian Civil and Administrative Tribunal (SACAT) – for most tenancy matters.



Please get in touch if you would like to make a complaint or appeal a decision. Either contact your Tenancy Officer or call our office on phone 8155 6070.

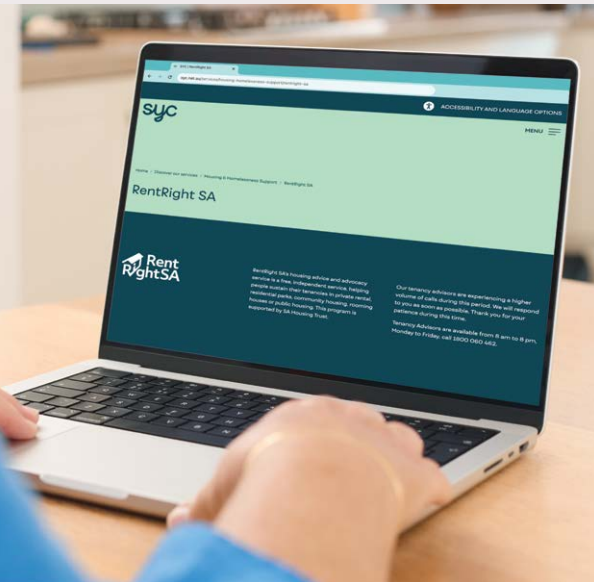
RentRight SA

RentRight SA is a free, independent service, helping people maintain their tenancies in private rental, community housing or public housing.

RentRight SA can help you with the following:

- Issues related to your tenancy such as leases, bond disputes, property maintenance and unpaid rent.
- Support to sustain or access a residential tenancy.
- Education and information about a tenant's rights and responsibilities.
- Advocacy and advice regarding tenancy issues and housing options available.
- Help with navigating the housing system.
- Help to access legal services, health services, and social services to sustain your tenancy.

Their tenancy team are experienced with SACAT proceedings and can support tenants to make sure they are fairly represented through the process.



Tenancy advisors are available to anyone in South Australia from 8am–8pm, Monday–Friday. Phone 1800 060 462 or visit syc.net.au/services/housing-homelessness-support/rentright-sa.

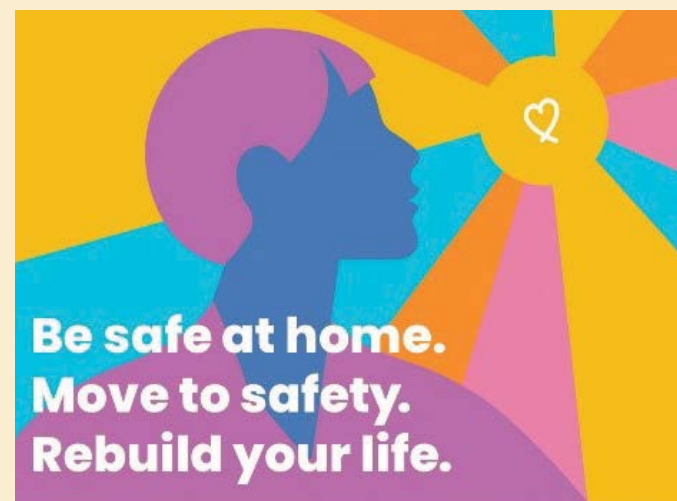
No Interest Loans

Washing machine broken down? Unexpected car repairs? Need a new laptop for work or school? Unexpected expenses are bound to pop up from time to time.

No Interest Loans (NILs) help people on low incomes to buy essential items without fees, interest or charges. NILs help you manage your money and you only pay back what you borrow, nothing more.

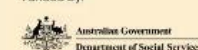
NILs are provided by not-for-profit Good Shepherd Australia and New Zealand. Westside staff can assist tenants with the application process for a NILs loan of up to \$2000.

NILs can be used for all kinds of things, visit goodshep.org.au/services/nils



Government-funded No Interest Loans for women affected by family and domestic violence.

Funded by:



In partnership with:



For further information, please contact us on 8155 6070 or admin@westsidehousing.org.au

Maintenance matters

Text messages from Westside

When Westside organises for maintenance to be done at your home, we will engage our contractors to undertake the work. The contractor will then get in contact with you to organise a suitable time to do the job. We also use contractors to do some of the ongoing checks that our properties need, such as pest inspections, smoke detector tests, and annual hot water servicing. These are all important in keeping your home safe and well maintained.

Getting in touch with tenants can sometimes be difficult for contractors. Tenants not responding to phone calls, voicemail messages or text messages can delay maintenance being done or can mean that some essential checks can't be done when they are due.

If you receive a call or message from a Westside contractor, Westside requests that you get back in touch with the contractor as soon as possible to ensure that a suitable time can be made to undertake the work. This helps to ensure that maintenance issues are addressed quickly and to a good standard.

If you have any issues with contractors, the work undertaken, or the process for getting a maintenance issue sorted out, please contact our office as soon as possible after the issue is identified.

Keeping ceiling access hole covers clear

When contractors attend Westside properties to do an inspection (such as for pests, damp, leaks, plumbing or electrical work) they may need access to your roof space. Unfortunately, our contractors often have difficulty in getting to ceiling access hole covers due to furniture or items being stored directly underneath.

The Maintenance team requests that tenants keep access points clear or move items to allow clear access when contractors come to your home.

Alteration requests

If you would like to make a modification, installation or alteration to your home, you will need to get permission from Westside, e.g. for sheds, pergolas, air-conditioners, major landscaping, etc. This is to ensure that the changes are completed within regulations and to a safe standard.

A conversation with your Tenancy Officer or Westside's Maintenance Coordinator is the first step, followed by filling out an alteration request form.

For further details, please call our office on 8155 6070 or email our Maintenance team maintenance@westsidehousing.org.au



Are you finding it hard to pay all your bills and then still find money for food? Foodbank can help!

Foodbank Food Hubs are located at Woodville, Christies Beach, Davoren Park and St Marys.

There are also mobile food hubs in other locations. For further details visit foodbank.org.au.

A Foodbank voucher entitles you to 10 visits. On each visit you get:

- Up to 15kg fruit and veg free
- Free bread
- Discounted food and other household supplies that cost less than supermarkets

Anyone on a low income and in financial need is eligible.

Westside is a Foodbank referral agent. Please contact us for a referral on 8155 6085 or west@westsidehousing.org.au

Emergency maintenance after hours



- If you have an emergency maintenance issue such as a flooding tap (not a drip) on the weekend, a public holiday or out of office hours please call 8155 6070.
- If your emergency maintenance issue is life threatening, please call Emergency Services on 000.
- If it isn't an emergency then you can report it through our website and we will action it during office hours westsidehousing.org.au/maintenance
- If your emergency is related to storm damage or flooding, please call South Australian State Emergency Services on 132 500.

If undelivered please return to:
478 Port Road West Hindmarsh SA 5007

Westside
HOUSING

PRINT
POST
100023596

POSTAGE
PAID
AUSTRALIA

Westside office opening hours

9am–4pm, Monday–Friday

Closed public holidays and weekends

For after hours emergency maintenance issues, please call 8155 6070, 24/7

478 Port Road, West Hindmarsh SA 5007

8155 6070

admin@westsidehousing.org.au

westsidehousing.org.au