

## Joy to the world

*... the Lord is come! Let earth receive her king!  
Let every heart prepare him room, and heaven  
and nature sing.*



**These familiar lines are from a hymn originally written by Isaac Watts, which he never intended to become a Christmas carol.**

So, joy to the world? Really? What a year 2020 it has been!

For some people, 2020 has been a very difficult year. Perhaps you've been physically isolated from family and friends. Maybe you have lost your job or had your hours cut, or you have had important medical appointments postponed or even cancelled. If we think back to the same time last year, some of us made New Year's resolutions and set goals for 2020, and due to COVID, some of these have been derailed!

For others, it has been a wonderful year! COVID has presented an unplanned opportunity to spend more time on the home front with family.

This unplanned and uncertain season has forced some of us to reach out to friends and family, to check in on their wellbeing, and to be blessed through supporting those around us.

Often during this time of year, we wish each other a Merry Christmas and a Happy New Year.

Positive Psychology research indicates that a person's capacity for happiness is set by:

- Genetics (biology and heredity) 50%
- Circumstances (sex, ethnicity, income, education, geography, etc) 10%
- Intentional activity (behavioural choices, thinking patterns, etc) 40%

Joy, on the other hand, is grounded in the idea that something is good for someone else. We have joy when, even in our suffering and in difficult seasons, we are acting toward someone else's wellbeing.

If you have ever selflessly given of yourself or something you own, you

are certainly familiar with this feeling. Simply put, for Christians, joy is choosing to respond to external circumstances with inner contentment and satisfaction because we know that God will use these experiences to accomplish his work in and through our lives.

So, if we head back to the breakdown of happiness a couple of paragraphs back, this stuff is really, really important; however, even if we have some low percentages in the mentioned areas of genetics, circumstances and our intentional activities, we can still have joy!

If you want to find out more about the next steps on the journey of faith, you can check out an Alpha course near you [www.alpha.org.au/try](http://www.alpha.org.au/try)

So, to you and those dear to you, we pray that you have a HAPPY and safe Christmas season filled with JOY!

**Dan Pisulak, Community Engagement Facilitator**



# Complaints

## Did you know?

That the quickest way to have your complaint attended to is via our website using the tenant complaint form?

## What is the difference between a complaint and a grievance?

A complaint is a statement in which you express your dissatisfaction with a particular situation, which has been put in writing using either mail, email or our website complaints form.

A grievance is a feeling of resentment over something believed to be wrong or unfair, expressed verbally, either face to face or via a phone call.

## How long does it take to resolve a complaint?

Cornerstone will act with transparency throughout the complaint-handling process. We will attempt to resolve all complaints within 30 days of receipt; however, if a complaint is not able to be resolved, or the you are not satisfied with the outcome, you may refer the matter to the South Australian Civil and Administrative Tribunal (SACAT).

## Compliments

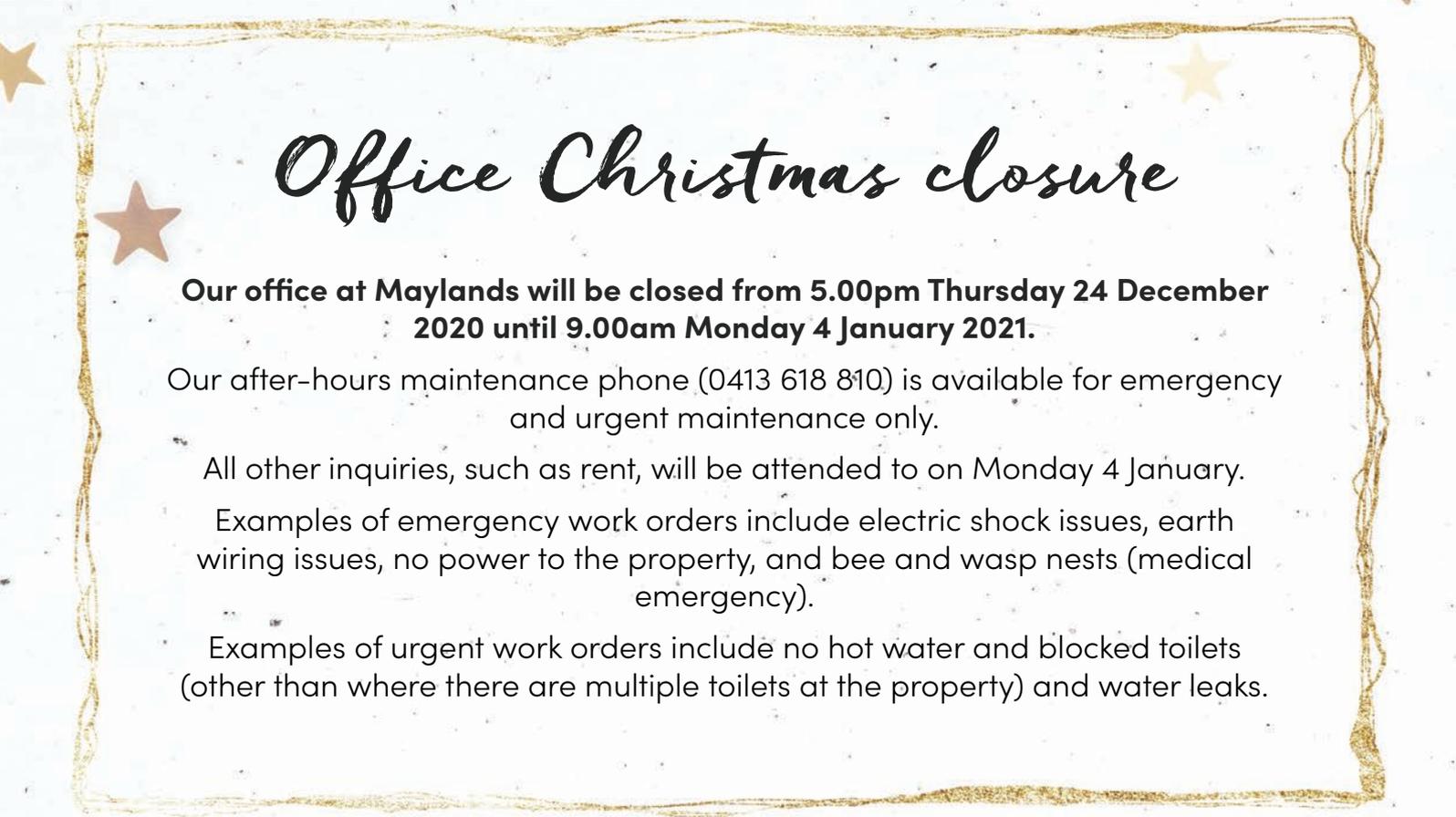
We care about what you think, both good and bad, but it's nice to hear about the things we do well from time to time.

Many tenants give us verbal feedback, but to make this official, it must be in writing.

## Grievance and Complaints Policy

For more information, go to our website [www.cornerstonehousing.com.au](http://www.cornerstonehousing.com.au), where you will find the Grievance and Complaints policy document under the Policies and Resource section.

***You can fill out a complaint form on our website***  
<https://cornerstonehousing.com.au/tenant-complaints>



## Office Christmas closure

**Our office at Maylands will be closed from 5.00pm Thursday 24 December 2020 until 9.00am Monday 4 January 2021.**

Our after-hours maintenance phone (0413 618 810) is available for emergency and urgent maintenance only.

All other inquiries, such as rent, will be attended to on Monday 4 January.

Examples of emergency work orders include electric shock issues, earth wiring issues, no power to the property, and bee and wasp nests (medical emergency).

Examples of urgent work orders include no hot water and blocked toilets (other than where there are multiple toilets at the property) and water leaks.

# Our staff share their thoughts on coping through COVID



## Christine, Business Services Manager

Never before have our government systems been tested to the extent that they have during these unprecedented times. What I'm grateful for is the good leadership that we have had in South Australia by Chief Public Health Officer Professor Nicola Spurrer, Premier Steven Marshall and Police Commissioner Grant Stevens. You can disagree with the decisions made at times and make judgements, which is easy after the fact, but there's no way I would want to be in their shoes trying to manage the pandemic and the incidents that subsequently arise. These are people just like you and me, and I thank them that they continue to ensure that we stay as safe as possible during this time.

## Martin, Finance Officer

Lockdown has been a challenge, but one that has been made bearable by keeping busy. I have stayed in contact with people by having parties with friends over Zoom. I have also tried taking up not one but two musical instruments, guitar and theremin. Sometimes I have watched movies, played PlayStation, or sat outside watching the birds in the garden. I started building a model I bought 25 years ago, and I helped family members with jigsaw puzzles. I have been writing blogs about very little, but mainly, it has just been making sure what I did on a given day was not the same as the day before. I have definitely eaten way too much.

## Teresa, Finance Manager

COVID-19 presented a challenge for 2020. Adjusting to working from home and not being able to socialise was a new challenge. I think for me, the hardest was separating work from home. I am glad that I have hobbies (quilting and embroidery) that keep me busy, and, of course, what would we do without streaming services and online shopping! Living with today's technology and all it offers made keeping in touch with family and friends easier. Meeting for coffee over FaceTime was a new experience!

## Matt, Housing Services Officer

With the current environment of COVID-19 causing us to feel distressed about the loss of our wonderful Australian way of life, it is easy to get worried and fearful about the unknown! Sometimes we just need to look at the blessings around us so that we don't get drowned by the things that try to destroy us. We have so many things here in Australia to be thankful for.

Having travelled into the poverty areas of Africa in 2018 on a mission trip, I saw that there are so many others in our world with not even basic needs that we enjoy. For example, clean drinking water, food, clothing or somewhere dry and warm to sleep. I have a relationship with Jesus and know that, even when I am feeling low or distressed, God is still in control! Even though we will face hardship and things don't go how we expect or hope, he is still with us.

## Ben, Housing Services Officer

Life is aces

A wise man once said to me that living life is like a shuffled deck of cards. Firstly, when we start playing cards out of a box, we remove the jokers. That symbolises us removing the negative things from our lives. This could be people or a crutch that harms our life.

In a standard deck of cards, there are four suits (hearts, diamonds, spades and clubs). Each one represents the four seasons of the year. There are also 52 unique cards, which represent the 52 weeks of the year. As we deal the cards one by one, face up, we reveal the week we've had. We notice some of the cards may be high, some are average and some may be low. This shows us that each week is different and brings good things and bad things.

If we look at the cards dealt so far, we can visualise which cards we are focusing on. People with depression focus on past cards that have already been dealt to them; people with anxiety focus on the rest of the deck that they can't see.

So how do we get through a crisis? The difference for us is we know the Father (king), the Son (jack), and the Holy Spirit (queen), which are also spread through the deck of cards to help us through the year. We need to focus on the current card being dealt and continue to deal the cards, knowing that one week soon, we will get to those high cards again.



# Preparing for emergencies and extreme weather events

## Heatwaves

### Check-in on your friends and family

During extreme heatwaves, we encourage you to check on the welfare of the people in your life.

The Telecross REDi program by the Red Cross can help vulnerable people cope with the heat by calling them daily during declared heatwaves. To register for the service, contact 1800 188 071 or telecrossredi@redcross.org.au

### Tips to stay cool

- Spend the day at a library or shopping centre if you don't have air conditioning.
- Close your curtains, blinds and awnings at the start of the day to block out the sun.
- Plan outings for early in the day.
- Stay hydrated and wear light, breathable clothing.
- Take a cold shower or use a damp cloth to cool off.
- Avoid using the stove or oven as much as possible.
- Make sure your pets have plenty of shade and water.

## Bushfires

All people living in outer metropolitan areas of Adelaide and regional South Australia are at risk of bushfires. To find out whether you live, work or travel in a risk area, see the CFS website:

- [www.cfs.sa.gov.au/site/bans\\_and\\_ratings.jsp](http://www.cfs.sa.gov.au/site/bans_and_ratings.jsp)
- [www.cfs.sa.gov.au/site/prepare\\_for\\_a\\_fire/household\\_selfassessment\\_tool.jsp](http://www.cfs.sa.gov.au/site/prepare_for_a_fire/household_selfassessment_tool.jsp)

### Learn more and create a bushfire survival plan and emergency kit

We encourage you to use the following websites and apps to learn more information, create a bushfire survival plan (templates provided), and prepare an emergency kit.

- CFS website [www.cfs.sa.gov.au](http://www.cfs.sa.gov.au)
- The Red Cross Get Prepared website and app [www.redcross.org.au/prepare](http://www.redcross.org.au/prepare)
- Alert SA app [www.alert.sa.gov.au](http://www.alert.sa.gov.au)
- SA Government website [www.sa.gov.au/topics/emergencies-and-safety](http://www.sa.gov.au/topics/emergencies-and-safety)
- ABC Emergency website [www.abc.net.au/emergency](http://www.abc.net.au/emergency)

## General tips for preparing your home

- Inspect your roof regularly for loose or damaged tiles that need to be repaired or replaced.
- Remove leaves and debris from drainpipes and gutters so water can drain away quickly.
- Repair or replace damaged drainpipes and gutters.
- Trim trees and overhanging branches – be careful of overhead powerlines.
- Remove dead and dry vegetation from around the house.
- Check and fix building corrosion, rotten timber and loose fittings.
- Repair doors and windows to ensure proper sealing.
- Secure or put away loose items in your garden or on the balcony that could cause damage if blown around in high winds.
- Check that your house number is clearly visible from the street.

(Source [www.sa.gov.au/topics/emergencies-and-safety/prepare-for-an-emergency/prepare-your-home](http://www.sa.gov.au/topics/emergencies-and-safety/prepare-for-an-emergency/prepare-your-home))



**CORNERSTONE**  
Housing Ltd

- ☎ 8165 5300
- 📍 185 Portrush Road, Maylands SA 5069
- ✉ PO Box 100, Marden SA 5070
- 🌐 [cornerstonehousing.com.au](http://cornerstonehousing.com.au)