

MLAHMC NEWSLETTER

30 March 2019



Words from the General Manager

Hi All ☺

Thank you and welcome to the March 2019 edition of our newsletter. Three months into the year and MLAHMC have been busy busy busy beginning with the all of staff training days in January. These days are designed so we can, as a whole of team, review some of our goals and processes which contribute to our commitment to continually improving service delivery to our tenants and communities. During these days the team set out some commitments to each other which will assist our service delivery and core functions of the organisation as we have set our target to be a Nationally Accredited (NRS) provider in 2019.

MLAHMC will continue to proactively advocate for better outcomes for our tenants and communities and will continue to promote best practice management.

The Sector

MLAHMC have been supporting the development of the NSW Aboriginal Community Housing Industry Associations (ACHIA) which is the peak body for Aboriginal Housing, we look forward to the work the peak will roll out in supporting the Aboriginal Community Housing Sector as it prepares for the outcomes of the Aboriginal Housing Office's commissioned work of the "Listen and Yarn Sessions" that were rolled out across the regions late last year. The findings of these sessions should influence the development of the Aboriginal Housing Strategy.

Notable Achievements

I would like to congratulate our Operations Manager Charlie Trindall on his re-election to the Board of Community Housing Industry Association NSW (CHIA NSW) at their AGM in December 2018, I look forward to further hearing of his contributions and advocacy for the sector through this role over the next 2 years. Charlie is also the A/g Chairperson of ACHIA and sits on many working groups assisting in shaping the future of Aboriginal housing in NSW for the betterment of all Aboriginal People.

I would also like to congratulate both the Murdi Paaki Regional Assembly on signing of their Social Housing Accord and the Three Rivers Regional Assembly on the signing of the TRRALDM Accord.

Final Words

Finally I would like to thank Paul Cole and Therese Reid for their contribution over the past two years following their resignations as Field Officers, they will be sorely missed and we wish them both all the best for the future.

Seth Toomey, General Manager MLAHMC Ltd

Meet the Staff

Thomas Toomey 'Spocky'
Regional Co-ordinator



Thomas is a proud Wiradjuri man from Dubbo NSW. He has an extensive occupational background ranging from areas such as Corrective services, Lands Councils and Aboriginal services as Aboriginal Employment Strategy (AES).

Thomas has been a valued member of MLAHMC for the past five years. For the past two years he has worked in a supervisory position as a Regional Co-ordinator within our organisation. Thomas is well known in the communities he services as 'Spocky'. The experience and knowledge he has gained from working in the field throughout the years in the various communities he services has enabled him to acquire many skills valuable to his position.

Throughout his time at MLAHMC he has undergone many training elements including a Cert IV in social housing and other leadership courses.

Colin Martyn
Regional Co-ordinator



Colin is a proud Kamilaroi man from Collarenebri and currently resides in Dubbo NSW. Colin has a vast occupational background ranging from social work, health and labouring.

Colin has been a valued member of MLAHMC for the past five years in which he has enjoyed his experience working in various communities. Throughout his time at MLAHMC he has completed many training elements including a Cert IV in social Housing and other leadership courses.

For the past two years Colin has worked in a supervisory position as a Regional Co-ordinator. His experience throughout the many years he has worked at MLAHMC has enabled him to acquire many skills beneficial to his role. Colin has a great depth of knowledge of the communities he services and has built great relationships with our tenants and the organisations we service.

Contact Details and Office Hours

The MLAHMC logo features the acronym in white on a blue background with a red bird silhouette.

Office Hours

Monday: 9.00 am – 5.00 pm
Tuesday: 9.00 am – 5.00 pm
Wednesday: **1.30 pm - 5.00 pm**
Thursday: 9.00 am – 5.00 pm
Friday: 9.00 am – 5.00 pm

The MLAHMC logo features the acronym in white on a blue background with a red bird silhouette.

Contact Details

4/91 Clarinda Street, PO Box 810 Parkes NSW 2870
P: 1800 231 160 or 02 6816 3777 F: 02 6816 3799
E: admin@mlahmc.org.au

Water Crisis, Day of Action

MLAHMC provides tenancy management to Aboriginal Families across many river systems in NSW. As an Aboriginal Organisation we understand the connection First Nations People have to the lands and water ways.

New South Wales Aboriginal Lands Council (NSWALC) hosted a Day of Action on the 3rd March 2019 in six communities affected by the Murray Darling – Barwon river water crisis.

Despite the event being held on a Sunday, MLAHMC staff members attended events in three of the communities we service to show our support to our tenants and our communities.



MLAHMC Staff, Board Member Robert King and Professor Heidi Norman



Regional Co-ordinator Colin at the Dareton event



Field Officer Cindie Riley at the Dubbo event



Wilcannia LALC CEO Jenny Thwaites and General Manager Seth Toomey at the Wilcannia event



The Exec Team in discussions with Westpac Indigenous Business



Regional Co-ordinator 'Spocky' with local dancers at the Lake Cargelligo TSEP event held 7.3.2019



Rebuild in Cobar Project Managed by MLAHMC



Field Officer Cindie Riley and Rogie Roberts from the Ngangkari Health Clinic



MLAHMC Staff and Munjuwa Aboriginal Corporation at Morton Street flats Queanbeyan sign offs



MLAHMC Staff at the Gulargambone TSEP event held 6.3.2019



Sarah from Currajong Disability Services has commenced volunteering at MLAHMC



Operations Manager Charlie Trindall at the Community Housing Industry Council Inaugural Meeting

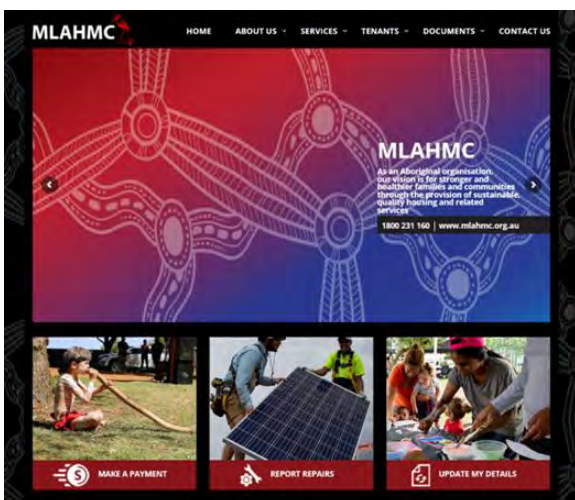


MLAHMC Staff, Anthony Mundine and Mayor Phillip O'Connor at the Brewarrina TSEP



MLAHMC staff and service providers at the Goodooga TSEP event held 28.2.2019

Have You Seen Our New Website?



We have officially launched our MLAHMC website! Our website is a great source of information about our organisation, as a tenant you can also;

- Lodge a repair and maintenance request,
- Pay your rent or water using a secure Commonwealth Bank site,
- Submit feedback or complaints,
- Update your contact information,
- View our policies and procedures,
- Find information on related services.
- And much more

Let us know what you think!

Griffith Three Ways Project

The Griffith Three ways project was initiated by the Griffith Local Aboriginal Lands Council who approached MLAHMC, Prime Minister and Cabinet and Family and Community Services for a partnership to upgrade the Three Ways reserve sporting field.

Within this partnership all four organisations provided funding and worked collaboratively to produce a sporting field for the community that would better improve outcomes in areas such as health and social and community activity.

MLAHMC also contributed in the operational side of the project by clearing old fencing, rubbish and levelling the site ready for an irrigation system.

The project has successfully been completed with the sporting field being fully fenced, irrigated and hosting shaded play equipment for the community.



Before the Project



After the Project

MLAHMC Activities

Since our last newsletter we have:

- Conducted **95 Property Inspections**
- Completed **474 Repairs and maintenance requests**
- Signed up **16 new tenancies**
- Participated in TSEP **Water and Power workshops in 7 communities** attended by over 900 people
- Participated in **Housing related forums** including:
 - Community Housing Industry Association,
 - Aboriginal Community Housing Industry Associations
 - Aboriginal Social Housing Strategy Peak Reference Group
 - New South Wales Aboriginal Lands Council
 - Aboriginal Outcomes in Housing Working group, Aboriginal Social Housing Strategy Peak Reference Group.

Service and Support Spotlight

The Tenant Support and Education Project (TSEP)

The Tenant Support and Education Project (TSEP) works across 10 communities in remote New South Wales supporting Aboriginal housing tenants to strengthen and sustain their housing tenancies through several community engagement, education and direct service provision initiatives.

TSEP is the collaborative effort of MLAHMC Ltd, Coonamble Aboriginal Lands Council and Murdi Paaki Regional Housing Cooperative and is funded by the NSW Aboriginal Housing Office.

Through service and community collaboration TSEP has achieved many positive outcomes for Aboriginal tenants. Here's a summary of the work completed since TSEP was established in 2014;

Family Fun Days

- 61 Community events held in 11 communities attended by over 8,000 people
- 550 Support Service Stores
- Results from the TSEP survey say 100% of attendees found the events to be worthwhile.

Western Aboriginal Tenant Advice and Advocacy Service (WATAAS) Workshops

- 11 workshops held in 11 communities
- Attended by 172 people

Commonwealth Rent Assistance (CRA) Support

- 10 Community events held in 7 communities
- Attended by 105 people
- Out of the 105 Attendees, 39 were not receiving rent assistance and 55 people were not receiving the accurate amount of CRA. All cases were referred to Centrelink available on the day for assistance and support.

Power & Water Usage Workshops/ Bring Your Bills Day

- 20 Workshops held in 10 communities
- 872 people attended
- 173 Service Providers attended
- 184 Origin Energy Customers added to their 'Power On' Hardship program.

Case Management

- TSEP has assisted over 100 tenants with one on one case management to support with the aim of sustaining their tenancies.
- 96% of cases managed by TSEP have resulted in improved outcomes and sustainable tenancies.

A collaborative
partnership between



Mid Lachlan Aboriginal Housing
Management Co-operative



Murdi Paaki Regional
Housing Corporation Ltd



Coonamble Local Aboriginal
Land Council

MLAHMC Policies and Forms

At MLAHMC we are constantly evaluating and reviewing our policies, procedures and forms to ensure they accurately reflect MLAHMC's practices and our requirements as a housing provider. We have recently updated and implemented our Housing Policy and Complaints Policy.

Housing Policy

Our Housing policy is an indication of our overall process by which a residential tenancy with MLAHMC Ltd is made. It further outlines the way MLAHMC operates tenancies in aspects such as the beginning and end of a tenancy, maintenance and all other tenancy related matters in accordance to the NSW residential Tenancies Act 2010.

Complaints Policy and Procedure

Our Complaints policy and procedure outlines MLAHMC's structured process in how we manage complaints in a respectful, clear and transparent manner.

At MLAHMC we value feedback in all aspects of our organisation and we encourage people to raise any issues or complaints so we can better improve our service.

How to get a copy of our policies, procedures and forms

You can get a copy of our policies, procedures and forms on our website, by popping into one of our offices or by contacting our office staff on our toll free number 1800 231 160 to arrange copies to be emailed or posted as requested.

Employment Related Accommodation

Applying for ERA

To apply for ERA you must:

- be an Aboriginal or Torres Strait Islander person over 18 years old
- have a family connection to remote NSW
- prove your enrolment in an education or training course at an approved institution such as university or TAFE or
- show that the potential employer offers long-term opportunities

What are the houses like?

ERA accommodation is similar to student accommodation at universities and TAFE NSW.

If you're a single person taking up this option you will move into a fully furnished share-accommodation house. You will have your own room and share the living, kitchen, laundry and bathroom areas with other people in similar situations.

If you have a family and you take up an opportunity to work or study in a regional centre, you can take your immediate family with you. Accommodation will be unfurnished so that you can bring your own belongings with you.

Find out more

For an application form or to find out more, please call, email or visit our website.

W: aho.nsw.gov.au/era
E: era_aho@facss.nsw.gov.au

Sydney South East region:
02 9354 1550

Northern region:
02 6691 7000

Western region:
02 6841 9100



Live or relocating to Parkes or Orange for long term employment or employment related study?

In need of affordable accommodation?

We have Employment Related Accommodation (ERA) vacancies for fully furnished, shared accommodation available in these communities

Contact our Tenancy Team on 1800 231 160 for further information on eligibility or assistance in submitting an application.