

MLAHMC NEWSLETTER

Words from the GM

Hi All 😊

Welcome as I sit here and write the introduction to the final edition of our newsletter for 2021, I wonder where did the year go?

After the disruptive period we have endured due to the COVID 19 pandemic it looks as though life may finally be returning to a somewhat normal existence with vaccination rates on the increase and businesses getting back to regular trade.

Sadly, I'd like to pay my respects to all our family members including our mums, dads, aunties, uncles, brothers and sisters we have lost in 2021, especially the ones who have been taken too early.

Looking back and taking the best out of a bad situation I see the strength of our communities and a resilience of a people that have survived unimaginable times and continue to move forward coming together when it's needed.

In reviewing of the year, one of the major milestones achieved by MLAHMC was becoming a National Regulatory System for Community Housing (NRSCH) Tier 2 registered provider. We have worked hard for this registration through the culmination of years of effort. A special thanks goes out to the Board and Staff, past and present, who made this possible. The NRSCH registration MLAHMC has achieved will fuel us to continually improve our operations to better serve our tenants.

Armed with our 2021 – 2026 strategic plan we look forward to next year's challenges with the ending of subleasing programs and the introductions of phases II and III of AHO's property management transfer being major transitions which will occur.

Enjoy the content of the newsletter and as usual remember this is your newsletter and any suggestions, please send them through we would be happy to consider and include.

In closing for 2021 please be safe over the festive season and look after each other in these testing times and I wish you all a happy and prosperous new year.

GM, Seth Toomey



Meet the Staff

Dubbo Field Officer – Jade Hooper

Jade was born in Aniwan country and is now living and working in the Dubbo Region on Wiradjuri country. Jade has cultural ties to the Muruwari (mother) people of Goodooga and the Aniwan (father) people of Armidale.

Throughout Jade's occupational background, he has worked in various roles providing support to families and youth in the Wellington and Dubbo area. During this time, he has acquired many skills, knowledge and experiences that will be valuable to his position at MLAHMC and to the families and communities he will be servicing.

Jade has also undertaken many training elements and professional development courses within the previous positions he has held including a Certificate IV Aboriginal Family Violence Prevention.

As the recently appointed Dubbo Field Officer, Jade is looking forward to being a part of a team that strengthens our families and communities by providing stable housing options and culturally appropriate services to our mob.



Brewarrina Field Officer – Skye Johnson

Skye is a proud Wiradjuri woman who was born and lives on Kamilaroi Land in the small community of Collarenebri.

She has a background working for the Department of Education with Aboriginal children and their families in a role where she provided Occupational Therapy, Speech Therapy, and support. Within her former role, Skye also accomplished a Certificate IV in Allied Health Assistance.

As the Treasurer of the Collarenebri Club, Skye is experienced in collaborating with community members and organisations to run events and programs, which is a skill she will utilise to benefit the communities she will be servicing.

Being from a remote community, Skye understands the importance of safe and secure housing for our mob and the need for tailored service provision. She is passionate about connecting with tenants, community members, elders and support services to achieve greater outcomes for the families and communities in her region.



MLAHMC Website



Our website is a great source of information about our organization, as a tenant you can also;

- Lodge a repair and maintenance request.
- Submit feedback or complaints.
- Update your contact information.
- View our policies and procedures.
- Find information on related services.

Did you know you can update your details via our QR code?



Office Hours

Monday: 10.00am – 5.00pm

Tuesday: 9.00am – 5.00pm

Wednesday: 1.30pm – 5.00pm

Thursday: 9.00am – 5.00pm

Friday: 9.00am – 5.00pm

Changed your contact details recently?
Don't forget to update your tenant details with MLAHMC !

Follow us on facebook
MLAHMC –
Previously Known as
Mid Lachlan
Aboriginal Housing

Stay up to date with things happening with COVID-19
<https://www.health.nsw.gov.au/Infectious/covid-19/Pages/default.aspx>

Aboriginal Community Housing Investment Fund

The Aboriginal Housing Office (AHO) received \$50m in Stimulus funding from the Treasury budget process for the Aboriginal Community Housing Investment Fund (ACHIF) program. The ACHIF program focuses on community sector delivered projects, both new supply and upgrades to community owned homes, to deliver improved living conditions and help reduce homelessness and overcrowding issues.

Out of the \$50m in stimulus funding, more than \$25m was allocated to communities in the Central, West, Northwest, Far West and Riverina Regions that are within MLAHMC's current area of operations.

MLAHMC is pleased to see more than \$3.2m, either directly or indirectly, being received by organisations being managed under MLAHMC through the AHO's ACHIF program.

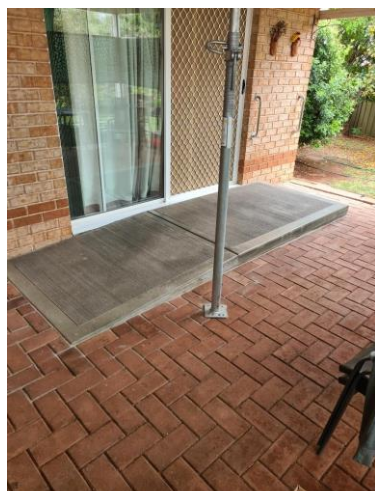
Below are some of the ACHIF projects MLAHMC has successfully tendered for and project managed.



Solar panels installed to 48 Dareton LALC properties



Split system units installed to 34 Cowra LALC properties



Occupation Therapy (OT) Modifications to a Dubbo LALC property that included a fully renovated / modified bathroom and an outside ramp for wheelchair access.



Bathroom upgrades for two white ant damaged properties in Lake Cargelligo

What We've Been Up To



MLAHMC provided over 850 food relief boxes containing nutritious food and essential supplies to 9 communities in the Central Region.

This program was a collaboration between Coles, Dubbo LALC and NSWALC Central Region Councillor Grace Toomey, to ease pandemic pressures and to assist with the demand of essential supplies for these communities.





Partnering with services to support our tenants



Attending Community Events – Parkes Remembrance Day



Housing our mob – Lease sign up at Lake Cargelligo



Staff Development & Operational Planning – July 21

MLAHMC Activities

Since our last newsletter we have

- **Completed 589 Maintenance Request.**
- **Signed 13 New Leases.**
- **Completed 159 Property Inspections.**



Tenant Spotlight



Michelle and Ivy Tattersall pictured with Field Officer Thomas Toomey.

Ivy Tattersall

What community are you from?
Brewarrina – I was born on the old mission in 1938.

What do you like most about your community?
Everything. Its home to me, I wouldn't live anywhere else.

What would you like to see more of in your community?
More services and entertainment to bring the community together.

Complaints

At MLAHMC, we strive to provide the best housing services we can for the families and communities we service throughout NSW. If however, you are unsatisfied with the service we provide or there is an issue within our control and responsibility as housing providers, we want to know about it!

How to lodge a complaint

Complaints to MLAHMC can be made the following ways:

1. By telephoning us on **1800 231160**
2. Lodging a complaint via our website - www.mlahmc.org.au/complaints
3. By email to a MLAHMC employee or to corporateservices@mlahmc.org.au
4. Through an advocacy or support service nominated to act on behalf your behalf.
5. MLAHMC staff can also assist with the lodgement of complaints if assistance is required.

All Complaints are Important.

- All complainants are listened to, treated with respect and have their complaints and/or disputes resolved within agreed timeframes.
- All tenants are encouraged to raise any issues or complaints without fear of retribution.
- All complaints are managed in a clear and transparent manner.

For further information on our complaints policy head on over to our website.



Support Service Spotlight



Christmas Appeal



Christmas is meant to be a time of celebration and joy, but if finances are tight, it can be challenging, stressful and isolating.

Every year, local Salvation Army centres and churches give hope to individuals and families in need at Christmas by providing free Christmas food hampers, toys, gifts and gift cards.

The Salvation Army also offers emergency food hampers throughout the year and urgent financial assistance with essential needs such as grocery and fuel vouchers, clothing and furniture vouchers, and food hampers.

To apply for support

- Call the Salvos Assistance Line on **1300 371 288**
- Visit their website: <https://www.salvationarmy.org.au/christmas/need-help-this-christmas/food-hamper-and-gift-assistance/>

Appeals

All clients and applicants have the right to seek a review of the decisions made by MLAHMC if they disagree or that they think are unfair.

How to Lodge an Appeal

1. By post – P.O Box 810 Parkes, NSW, 2870
2. By email to a MLAHMC employee or to – corporateservices@mlahmc.org.au
3. Lodging a peal via our website <https://www.mlahmc.org.au/contact-us>
4. Through an advocacy or support service nominated to act on behalf your behalf
5. MLAHMC staff can also assist with the lodgement of an appeal if assistance is required.

Important Information

MLAHMC actively encourages the raising of appeals, with all appeals managed promptly and in a fair and transparent manner. Appeals are comprehensively reviewed to achieve no significant and ongoing failures in our decision making processes.

For further information on our complaints policy head on over to our website.

MLAHMC Christmas Closure Period

CLOSURE PERIOD

Please be advised MLAHMC will be closed from 5:00pm on the 22nd December 2021 and will reopen on the 10th January 2022 at 9:00am.

URGENT REPAIRS

- For any urgent repairs and maintenance please contact our call centre on 1800 231 160 and leave your name, contact number and address so our call centre operator can return your call at their earliest convenience.
- MLAHMC have arranged with tradesman to be available for this closure period for urgent matters only, non-urgent matters will be dealt with upon our return.



RENT PAYMENTS

As a tenant you are still responsible to pay rent during this close period and seizing payments during this time could affect your tenancy in the future.

From All our staff at MLAHMC we would like to wish you a Merry Christmas and looking forward to dealing with you in the New Year



Dine & Discover Vouchers

All NSW residents aged 18 and over can apply for 6 x \$25 vouchers, worth \$150 in total.

Dine & Discover NSW Vouchers are divided into two categories.

- **Discover NSW Vouchers — 3 x \$25 vouchers** for entertainment and recreation, including cultural institutions, live music, and arts venues.
- **Dine NSW Vouchers — 3 x \$25 vouchers** for dining in restaurants, cafes, bars, wineries, pubs and clubs.

Apply for your vouchers via the Service NSW App.



MLAHMC's Kids Corner

