

MLAHMC NEWSLETTER

Words from the GM

Hi All 😊

Welcome to the second newsletter, with the completion of the 2021/2022 Financial year it is amazing how quick the year is going – it won't be long and Christmas we be upon us.

Big changes are coming to the sector with the ending of AHO's Headlease/Sublease arrangement to be completed by December 2022 and a move towards direct management arrangements.



NAIDOC theme for 2022, Get Up! Stand Up! Show Up!, pays respect to a proud history of resistance and activism by Aboriginal and Torres Strait Islander peoples. It recognises First Peoples' resilience and strength and celebrates those who have driven and led significant change in their communities over generations. There are many events in our areas so be involved and remember the legends that moved us forward.

The MLAHMC Board's commitment to continually improve the service delivered and to look at the challenges that are ahead for the organisation has been strengthened with the introduction of our newest Board member Keshia Keed. Ms Keed hails from Peak Hill and with her experience in the Aboriginal sector she will be a great addition to the MLAHMC Board.

As COVID-19, the Influenza and now monkey pox maybe in our areas. I stress to be cautious to minimise your risk to potential exposure and look at for our love ones especially the vulnerables.

Enjoy the content and as usual remember this is **"Your Newsletter"** and any suggestions, please send them through we would be happy to consider and include.

GM, Seth Toomey



**GET UP!
STAND UP!
SHOW UP!**

3-10 JULY 2022

MLAHMC Welcomes New Board of Director

Keshia Keed is a proud Wiradjuri woman from Peak Hill and has recently been appointed a Board of Director of MLAHMC.

Keshia brings expertise from the Public Sector, having worked out of the Peak Hill Local Aboriginal Land Council (LALC) as a Centrelink Agent providing additional support to the LALC over the past 10 years.

Keshia has experience on various Boards including the Weigelli Centre Aboriginal Corporation (Drug and alcohol rehabilitation centre), The Warramunga Community Advancement Co-operative Society (Focuses on Aboriginal Housing) and the Peak Hill Aboriginal Medical Centre. She is also an active member of the Aboriginal Legal Service (ALS).



Keshia is passionate about community led initiatives and leadership and has been involved in assisting mining companies to give back to community by setting up school programs, scholarships, and employment opportunities.

Keshia is concerned about the housing shortage for Aboriginal families throughout NSW and has joined the MLAHMC Board as she saw the role as a unique opportunity to amplify the housing needs of our communities within the Aboriginal Community Housing Sector.

Keshia believes that 'Affordable and culturally appropriate housing services is an essential foundation to thriving communities' and supports MLAHMC's vision for 'Stronger and healthier families and communities through the provision of sustainable, quality housing and related services'

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.
- Submit feedback or complaints.
- Update your contact information.
- View our policies and procedures.
- Find information on related services.



SCAN ME

Visit: mlahmc.org.au



MAKE A PAYMENT

Did you know MLAHMC now offers direct debit as a payment option for our tenants?

Signing up for direct debit payments is a simple and convenient way for tenants to manage their rental payments.

For further information contact our tenancy team on 1800 231 160 or email tenancies@mlahmc.org.au

AHO Sector Visioning Workshop



MLAHMC Staff attended the AHO Sector Visioning Workshop held 19 - 20 May 2022 along with other Aboriginal Community Housing Providers (ACHP's) as well as the 3 Peak bodies for the Aboriginal Housing Sector in NSW – ACHIA, AHO and NSWALC.

The event was held on Wiradjuri Country in Dubbo and was an opportunity to continue the conversation around progressing the shared housing goals and priorities in the sector.

ACHIA Aboriginal Housing Caucus



MLAHMC staff attended the ACHIA Aboriginal Housing Caucus held on 18 May 2022 on Wiradjuri Country in Dubbo.

Conversations included:

- ACHIA's Colomon project consisting of 99 projects that will assist ACHP's.
- Architecture and design that meets cultural needs.
- Closing the Gap Initiatives.
- Supporting housing outcomes for tenants.

Celebrating NAIDOC With Community



**GET UP!
STAND UP!
SHOW UP!**



Board Governance Review



MLAHMC Activities

Since our last newsletter we have:

- Completed 505 Repairs and Maintenance Requests.
- Signed 11 New Leases.



Tenant Survey

MLAHMC is currently conducting our Tenant Survey. We truly value your opinion and take on board your feedback for us to provide the highest quality service we can offer to the communities and tenants we service. We have considered many methods to engage and give equal opportunity for our tenants from various communities the ability to have their say.

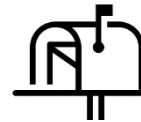
Enclosed is a copy of our 2022 Tenant Survey, we look forward to hearing from you!



In person survey of
MLAHMC clients



Available via the MLAHMC
Facebook page and website



Directly posted to all current
MLAHMC tenants with a reply
paid, self-addressed envelope.

Office Hours

Monday: 10.00 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

Tenant Support

Do you need assistance with
your tenancy?

Contact our friendly staff at
MLAHMC on 1800 231 160 and
we will be happy to assist you
further in referring you to
professional support services to
assist you with your needs.

Employment Related Accommodation (ERA)

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 via the following methods for information on eligibility or to assistance with submitting an application.



1800 231 160



mlahmc.org.au



Tenancies@mlahmc.org.au



Maria Carpenter

Tenant Spotlight

What community are you from?.

I'm a proud Wiradjuri woman I was born in Dubbo and grew up most of my life in Parkes. I have a strong connection to the Aboriginal community in Parkes and my parents helped establish MLAHMC Ltd.

What do you love about your community?.

I love the people in my community and as indicated I have a strong connection to the Aboriginal community; through my family I love the people and especially love being introduced to all my elders.

I'd like to make special mention to one beautiful lady and that is Cheryl Gaidzionis (née Sloane) my foster mother. If I wasn't placed into her care I wouldn't of had the pleasure of meeting all my elders in this community.

What would you like to see more of in your community?.

I'd like to see more activities and centres for our children to do for example a go cart centre so they can have fun, maybe an Aboriginal centre for all the kids to go learn about our culture. I'd also like to enter a team into knock outs with different sports and arts but not only for our koori kids but for our non-indigenous kids as well to break the barriers between both cultures.

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.org.au
3. Lodging a peal via our website
4. Through an advocacy or support service nominated to act on behalf your behalf

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.

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

Scan here to update your
tenant details!



Support Service Spotlight



NSW Government | Washing Machine Replacement Trial

The Washing Machine Replacement Trial assists social and Aboriginal housing tenants throughout NSW to purchase a BRAND-NEW washing machine for the price of \$150 to \$250 with the remaining costs covered by the trial.

The trial has been extended until 30 September 2022 and is an opportunity for tenants to reduce the cost of living by reducing water and electricity costs associated with inefficient top loader washing machines.

For further information or to apply visit:

<https://www.dpie.nsw.gov.au/water/plans-and-programs/water-efficiency/washing-machine-replacement-trial>

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 231 160**
2. Lodging a complaint via our website - www.mlahmc.org.au/complaints
3. By email 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.

You can also access our complaints policy via our website.

MLAHMC Kids Corner

FOLDLINE



DESIGN AND COLOUR-IN
THE FEATHERS TO MAKE
YOUR HEAD DRESS



Celebrate

**National Aboriginal and Torres Strait Islander
Children's Day 4 August 2022**