

# MLAHMC NEWSLETTER



## Words from the GM



Hi All,

Welcome to the first newsletter for the year, it's with sadness that we dedicate this issue to Allan "Yaama" Lamb who passed away on the 25 February 2022.

Yaama, was a Board member for MLAHMC Ltd for over 10 year and has been instrumental in it's direction. Being very active in the Aboriginal Sector and serving on many Boards & committees, his input and wealth of knowledge will be sorely missed by numerous organisations.

I seen Yaama as a good friend, a mentor and a strong advocate for the betterment of all Aboriginal people. Our condolences goes out to his family to which he was very proud of and close to, always wishing many children and grannies happy birthdays on facebook and congratulating the many achievements. A further dedication to Yaama can be found on page 2.

The next three months will be busy as we continue to review our operations as we have our first National Regulatory System for Community Housing Registration review in July ensuring we are still consistent with our vision "As an Aboriginal organisation, our vision is for stronger and healthier families and communities through the provision of sustainable, quality housing and related services".

Aboriginal Community Housing Providers are facing challenges regarding the viability of the sector with the increase in costs to manage properties especially repairs & maintenance and insurance we welcome AHO's decision to extend the subsidies until 2023.

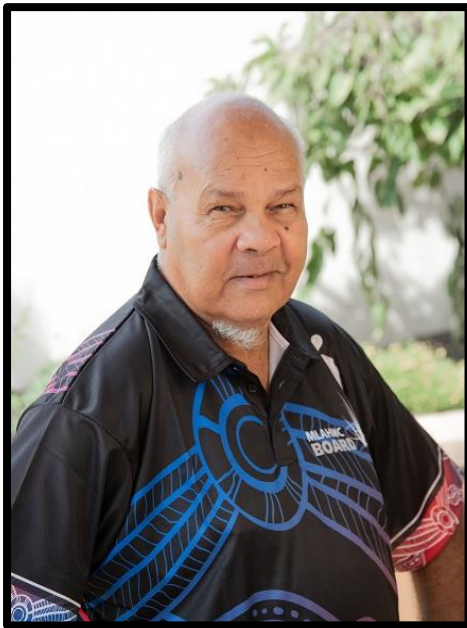
There will also be opportunities including Property Management Transfers (PMT) soon to be within our areas of operation to which we will express our interest.

In earlier newsletter editions I spoke of the seriousness of COVID-19 and the danger it can be to our people and we need to remain vigilant to stop the threat of spreading this deadly virus. We are continually updating our "COVID-19 Safe Return to Workplace Plan" to current practices. Remember if you have been impacted by loss of employment due to COVID-19 please talk to one of our friendly staff about our short-term hardship assistance program.

In closing enjoy the newsletter as you read through the many articles and as always if you have any suggestions please seth them through – reminding you **"this is your newsletter"**.

GM, Seth Toomey

## Farewell to MLAHMC Board Member - Allan Lamb



Allan, affectionately known as 'Yaama', has served as a valued Board Member for MLAHMC for over 10 years and has played a vital role in shaping and implementing our organisation's vision and values, keeping the best interest of the many families and communities we serve at the heart of everything he stood for.

Our Chairperson Karen Hartley has expressed her heartfelt sadness in the hearing of Allan's passing

*'The MLAHMC Board has had the privilege to work alongside Allan for a number of years. His passion, knowledge, and the friendship we have developed during our time together is something that our Board will sorely miss'.*

Allan's passion and dedication for advocating for Aboriginal people moved beyond the Aboriginal Community Housing Sector. Allan was not only a respected elder and leader in his own community of Goodooga where he stood as Chairperson for the Goodooga Local Aboriginal Land Council for a number of years, he was also a prominent figure in many areas of Aboriginal related affairs in which he held various positions and titles including; The Land Rights System, REDI.E, NTSCORP, ATSIC and his beloved Goodooga Magpies RLFC just to name a few.



As we mourn the loss of a great man, we also reflect on the strong and inspiring legacy of a fierce Yuwaaliyaay warrior, that will no doubt be remembered and honoured throughout generations to come. As we say our farewells to our beloved 'Yaama', we find comfort in knowing that Allan will be welcomed as one of the great elders of our communities by our mob in the sky camp.



# Yaama

# Meet the Staff

## Monique Mitchell – Tenancy Administration Officer

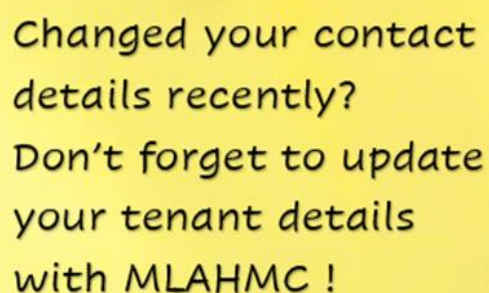


Monique is a proud Wiradjuri women originally from Lithgow, who is now living and working on Wiradjuri Country in the Dubbo Region.

She has an extensive 10-year background in the medical sector working in various fields within the health department including nursing, dentistry, and medical administration. During this time, Monique was involved in a number of programs that targeted service delivery to Indigenous clients enhancing her knowledge, experience and skills to deliver services to Indigenous families and communities that will undoubtedly be beneficial to her role at MLAHMC.

Monique is a community orientated person, who volunteers her time and services to her local rugby league football club on weekends, at knockout events and gala days.

As the Tenancy Administration Officer at MLAHMC, Monique is looking forward to providing culturally appropriate housing services and enhancing tenant support outcomes to the many families and communities we service throughout NSW.



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

## 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.

# What We've Been Up To

## National Housing Conference



## PAS Inspections



## Out and About in Community – Men's 'Yarn Up' Cultural Burn



## MLAHMC Activities

Since our last newsletter we have:

- Completed 383 Repairs and Maintenance Requests.
- Signed 5 New Leases.



# 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.

Visit: [mlahmc.org.au](http://mlahmc.org.au)



## Keeping COVID-19 Safe

With the colder months approaching, It's important that we continue to do our part in keeping our families and communities safe.



Wash your hands regularly / wear facemasks in high risks settings

Get vaccinated and keep up to date with boosters when eligible



Stay home if you are unwell and get tested



MAKE A PAYMENT

## Direct Debit Payment Option

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](mailto:tenancies@mlahmc.org.au)

## 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 assistance in submitting an application.



1800 231 160



[Tenancies@mlahmc.org.au](mailto:Tenancies@mlahmc.org.au)



[mlahmc.org.au](http://mlahmc.org.au)

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



## 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:

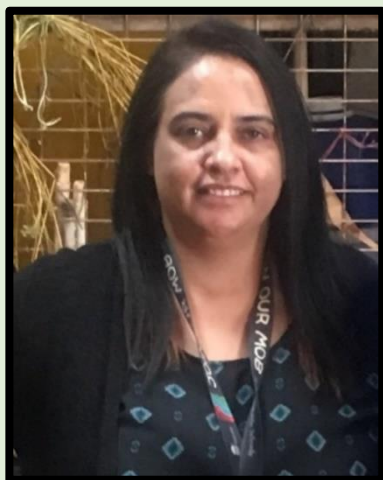
1. By telephoning us on **1800 231 160**
2. Lodging a complaint via our website - [www.mlahmc.org.au/complaints](http://www.mlahmc.org.au/complaints)
3. By email to [corporateservices@mlahmc.org.au](mailto:corporateservices@mlahmc.org.au)
4. Through an advocacy or support service nominated to act on 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.

**You can also access our complaints policy via our website.**

## Tenant Spotlight



### *Natasha Harris*

**What community are you from?**  
Forbes

**What do you love about your community?**

Forbes is a beautiful little place to live. The shopping is good and the people are nice. I love walking around the lake and seeing our connection through our paintings, statues, and the dreaming centre. Having lunch on the lake is very relaxing and peaceful.

We love the Lachlan River, we like going camping and fishing on weekends and in the holidays.

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

A PCYC, 'drop in centre' or after school care where all our vulnerable kids can go and feel safe, play games and be fed.

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## 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 Appeal

1. Request an appeals form and return by post – P.O Box 810 Parkes, NSW, 2870
2. By email to a MLAHMC employee or to – [corporateservices.org.au](http://corporateservices.org.au)
3. Lodging an appeal via our website
4. By phoning our staff
5. Through an advocacy or support service nominated to act on behalf your behalf
6. By phoning our staff on 1800 231 160 who 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.

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## MLAHMC

### 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

# Support Service Spotlight

13YARN is the national crisis support line for our mob who are feeling overwhelmed or having difficulty coping. They offer a confidential one-on-one yarning opportunity with a Lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporter who can provide crisis support 24 hours a day, 7 days a week.

13 YARN empowers our community with the opportunity to yarn without judgement and provide a culturally safe space to speak about their needs, worries or concerns.

If you, or someone you know, are feeling worried or no good, we encourage you to connect with 13YARN on **13 92 76** (24 hours/7 days) and talk with an Aboriginal or Torres Strait Islander Crisis Supporter.



Stay up to date with things happening with COVID-19

<https://www.health.nsw.gov.au/Infectious/covid-19/Pages/default.aspx>

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

## Services NSW vouchers

NSW residents aged 18 and over can apply for three types of vouchers to encourage the community to get out and about and support dining, arts and recreation businesses.

- 3 x \$25 Dine NSW Vouchers to be used for dining in at restaurants, cafés, bars, wineries, pubs and clubs or for takeaway meals.
- 3 x \$25 Discover NSW Vouchers to be used for entertainment and recreation, including cultural institutions, live music, and arts venues
- 1 x \$50 voucher to use towards the cost of accommodation bookings.

**Apply for your vouchers via the Service NSW App.**



# MLAHMC Kids Corner



