

MLAHMC NEWSLETTER

February 2021

Hi All 😊

I want to start by welcoming you to our first newsletter for 2021, I hope you are doing well and may this year be a better one than the last. On revising the last twelve months it's amazing what has happened, what we've endured and the life changes that shaped the new normal - starting early 2020 with the fires and ending still feeling the effects of COVID-19, the worst pandemic experienced world wide in at least the last hundred years. We are proud of our efforts to minimise the risk and still deliver services to our vulnerable tenants during this period.

In saying the above we, at MLAHMC, would like to pay our respects to all we have lost in 2020 and early 2021. A special mention goes to our Aboriginal leaders who helped carve a better life for all Aboriginal people through opportunity and helping move closer towards realising true equality in a country as it was rightly 2020 NAIDOC themed "always was, always will be Aboriginal land". We will never forget what you have done for both ourselves and the generations who will follow.

As our kids return to school it is hard to believe we are already in February for me personally, my youngest son starts kindie and begins his thirteen year journey of schooling. This made me reflect on MLAHMC's journey as an organisation and to look forward at the challenges that await us over the coming years.

The challenges in part are due to the Aboriginal housing sector being in a transitional phase heavily influenced by the NSW Aboriginal Housing Office's policy direction and their ten year plan "Strong Family, Strong Communities" and also the ending of the subleasing program as it nears it's 10 year timeframe.

The Board of MLAHMC are aware of the challenges and under the leadership of our new Chairperson Ms Karen Hartley we will be preparing ourselves. The initial review will be of our Strategic Plan 2016-21 and the development of our strategic plan 2021 – 26. Not losing sight of;

"As an Aboriginal organisation, our vision is for stronger and healthier families and communities through the provision of sustainable, quality housing and related services"

MLAHMC will always have the best interest of its tenants at heart of its direction. It is our intention to release our final version of our plan within the next three months.

Please enjoy the content of the newsletter some of the highlights include;

- Introduction of our experienced Board members
- Highlights of the 2020 surveys and
- Various photos of staff involved in many of our communities

As usual in closing remember this is your newsletter and any suggestions please send them through we would be happy to consider.

GM, Seth Toomey



Meet Our Board of Directors

Following MLAHMC's Annual General Meeting (AGM) held 24 November 2020, MLAHMC would like to congratulate the following members of MLAHMC on their appointment to the Board.

MLAHMC Chairperson Karen Hartley made thanks to outgoing Chairperson Robert King on behalf of the Board and acknowledged his hard work and dedication to the role over many years. The Board are pleased that Robert King will continue to play a fundamental role for the future of MLAHMC, as a Board of Director.

As an Aboriginal organisation, MLAHMC is proud that the members of our Board are reflective of the many communities we service.

MLAHMC looks forward to working with these individuals who bring a wealth of experience, expertise and knowledge of the sector, and we are confident in their ability to lead our organisation towards our vision of '*Stronger and healthier families and communities through the provision of sustainable, quality housing and related services*'.

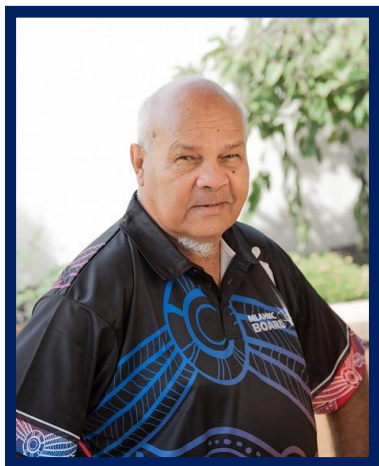
To find out more about our Board, head on over to our website www.mlahmc.org.au



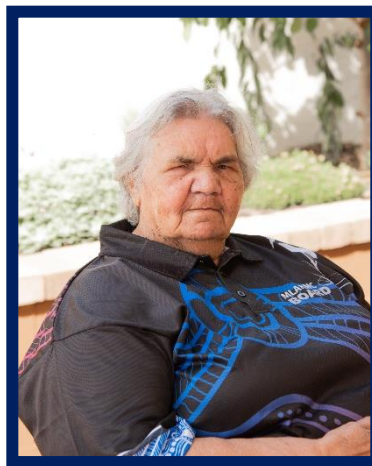
Karen Hartley – Chairperson



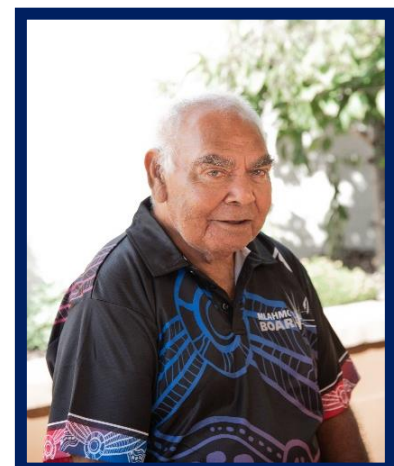
Betty Biggs – Deputy Chairperson



Allan Lamb - Director



Valda Keed – Director



Robert King - Director

MLAHMC Photo Gallery



Field Officer Thomas pictured with Griffith Mayor John Dal Broi at the 'Roads to Home' Information Day



Tenancy Team Leader Gabi and Field Officer Cindie donating food and water at the Brewarrina Aboriginal Child and Family Centre



MLAHMC volunteer Sarah from receiving a Christmas present from MLAHMC staff



Field Officer Thomas pictured with Griffith LALC CEO Steven Young, Will Gordon and MLAHMC Tenant Wayne Johnson at the Griffith 'Roads to Home Project' Information Day

MLAHMC Office Hours and Contact Details

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

MLAHMC

Contact Details

4/91 Clarinda St, PO Box 810 Parkes NSW 2870
or 33-37 Macquarie St, Dubbo NSW 2830
P:1800 231 160 E: mlahmc@mlahmc.org.au

MLAHMC Tenant Survey Results

MLAHMC's annual tenant's survey was conducted. Due to the impact of COVID-19, our tenant survey was extended until September 2020 to allow more time for our tenants to provide their valued feedback on our service.

Some quick facts about the survey responses:

97% of surveys were tenants of MLAHMC

- Surveys were received from Young, Queanbeyan, Peak Hill, Parkes, Orange, Kelso, Forbes, Cowra, Condobolin, Murrin Bridge, Lake Cargelligo, Hay, Griffith, Narromine, Gulargambone, Dubbo, Wilcannia, Dareton, Weilmoringle, Goodooga, Enngonia, Cobar, Brewarrina and Bourke.



FOR YOU

- We've listened and have committed to improvements to our service including:
 - **Repairs and Maintenance**
We commit to even quicker responses to R & M for tenant satisfaction and asset protection. We will also source more local tradies to keep up with the demand
 - **Regular community visits**
Following COVID-19 restrictions, we are pleased to announce that regular community visits will resume for 2021 (subject to NSW Government guidelines)
 - **Communication**
MLAHMC has and will continue to implement new methods of communication with tenants and owners including:
 - Newsletters
 - Facebook (MLAHMC)
 - Website www.mlahmc.org.au
 - An increased participation in community events and activities
 - The Implementation of a new 'Owner Snapshot' for owners to have a greater insight into the asset and tenancy management of their stock

FOR US

- **30% of tenants surveyed reported that they did not update their contact details with MLAHMC regularly.** Updating your contact details with us is important as it enables us to contact you regarding your tenancy or asset, so please remember to update your contact details via one of the methods
 - QR Scan 
 - Telephone: **1800 231 160**
 - Email: tenancies@mlahmc.org.au
 - Website: <https://www.mlahmc.org.au/update-tenant-details>



NAIDOC 'Always Was, Always Will Be'

As an Aboriginal Organisation and the largest provider of housing to Aboriginal Families and Communities in New South Wales (NSW), this year's theme honours the connection Aboriginal and Torres Strait Islander people have to their country and water systems across the many traditional lands that make up modern day Australia.

This year's theme compliments our service as an Aboriginal Community Housing Provider and MLAHMC is proud to fulfill the housing needs of over 70 Aboriginal families in rural, remote and isolated communities across NSW. We acknowledge and respect the importance of Aboriginal people living on country and we will continue to advocate for *'stronger and healthier families and communities through the provision of sustainable, quality housing and related services'* for our mob.

Check out the images below of MLAHMC staff participating in NAIDOC events in the communities we service.

Forbes NAIDOC Event



Field Officer Rachel and MLAHMC Tenant Natasha Harris pictured with her children receiving awards

MLAHMC Chairperson Karen Hartley, Field Officer Rachel and Uncle Ralph Naden during the opening ceremony

Goodooga NAIDOC Event



Flag Raising Ceremony

Field Officer Rachel with tenant Karen Lane

Emergency Repairs and Maintenance Process

Call

- Call MLAHMC on **1800 231 160**.

Log

- Our R&M Team will **Log your call** on your file
- Urgent R&M will be prioritised and a **work order sent** to an appropriate tradesman.

Attend

- The **Tradesman will contact you** to arrange access to carry out inspection and repair or list parts required to complete the job.
- **If parts are required** the tradesman will order and arrange another time to come back to **complete the repair**.

Complete

- Once the job is completed our R & M Team will call you to confirm **you are satisfied the problem has been fixed**.
- In the case where it is determined to be a larger job a Field Officer may inspect the repair in person and report back to R&M Team to confirm completion.

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@facsnsw.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.

Tenant Spotlight



Name: Patricia Hooper

What community are you from?

Goodooga

What do you like most about your community?

The people, I like everyone. Goodooga is a good little town.

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

Upgrades to the town park.

Name: Clem Orcher

What community are you from?

Goodooga "reserve"

What do you like most about your community?

Everyone has respect for each other.

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

The shop up and running and more water in the river.



MLAHMC Activities

Since our last newsletter we have:

- Completed **531 repairs and maintenance requests**
- Signed **31 new tenancies**
- **Property inspections** Have officially recommenced as of this month following COVID-19 restrictions.



Support Service Spotlight

Are you eligible for Centrelink Rent Assistance?

Commonwealth Rental Assistance (CRA) is a regular extra payment for eligible Centrelink clients to assist the affordability of rent payments.

The amount of CRA you may receive varies depending on your circumstances.

Contact your Centrelink Office or call Centrelink on 13 24 68 or 1800 136 380 for more details.

Here are some examples of how CRA can help eligible tenants.

Family Type	Weekly Household Rent*	Estimated weekly CRA*	Estimated out-of-pocket amount *
Single	\$153.60	\$69.00	\$84.60
Single 1-2 children	\$188.86	\$81.06	\$107.80
Single 3+ children	\$202.86	\$91.56	\$111.30
Couple	\$186.37	\$65.00	\$121.37
Couple 1-2 children	\$227.64	\$81.06	\$146.58
Couple 3+ children	\$241.64	\$91.56	\$150.08
Single (Newstart)	\$122.93	\$46.00	\$76.93
Single (Share)	\$153.95	\$69.37	\$84.58

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 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.