



30 December 2017

Words from the General Manager

Welcome to the second edition of our new look newsletter. The last few months have had many highlights one of those was MLAHMC hosting the Minister for Aboriginal Affairs The Hon. Sarah Mitchell in our Parkes office. We were both proud and delighted to host the Minister and valued this time spent discussing Housing and Aboriginal issues across the many regions we manage.

In this edition you'll find heaps including;

- **Meet the staff.** Each edition we will include staff members so you know who we are and where we come from (you might even be mob you never know)
- Lots of photos
- Heaps of information of what we've been up to
- Tenant survey results and
- Helpful hints

Remember this is your newsletter as tenants and anything you wish us to include we welcome your feedback and encourage you to contact us via phone, email, in person, Facebook to name a few ways.

In closing MLAHMC Ltd are always striving to continually improve our service delivery and in dealings always remember 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”

Kind regards, Seth Toomey, General Manager

Office Christmas Closure

MLAHMC will be closed from 5.00 pm, Wednesday, 20 December 2017 and reopening, 9.00 am Monday, 8 January 2018. Here are the steps to follow for emergency repairs while our office is closed.

MLAHMC

Emergency or Urgent Repair After Office Hours?
Call 1800 231 160

Leave a message with: Your Name
Your Address
Your Phone Number
Details of the repair

Meet The Staff

Cindie Riley – Field Officer

Dubbo, Quambone, Warren,
Gulargambone, Wellington, Narromine



Cindie is a proud Wiradjuri woman from Trangie and is currently residing in Dubbo. She has worked in Aboriginal services within the Dubbo community for the past three years.

Cindie has been a member of MLAHMC with her role in our Tenancy Team. Cindie's growing experience and knowledge will further enhance our ability to provide quality service to our tenant's within her region.

If you live in the areas listed above and have any enquiries regarding housing, please contact Cindie on 0428 907 266 or by email cindie.riley@mlahmc.org.au

Therese Reid– Field Officer

Griffith, Hay, Wagga Wagga, Lake
Cargelligo and Murrin Bridge



Therese is a proud Wiradjuri woman from Wagga Wagga and is currently residing in Griffith.

Therese has worked in Aboriginal services for the last 25 years and continues to do so.

Therese is our newly appointed Griffith Field Officer and will be servicing areas across the locations listed above.

If you reside in the areas listed above and have any enquiries regarding housing, please contact Therese on 0428 907 266 or by email therese.reid@mlahmc.org.au

MLAHMC Activities

Since our last newsletter we have:

- Conducted **299 Property Inspections**
- Completed **933 Repairs and maintenance requests**
- Signed up **37 new tenancies**
- Participated in **19 community events**
- Participated in TSEP **Water and Power workshops in 9 communities** attended by over 450 people with 243 receiving assistance
- Met with the Aboriginal Affairs Minister The Hon. Sarah Mitchell
- Participated in NSW Aboriginal Housing Office Forums
- Attended the 'Doing Things Differently' Conference hosted by AHO
- Received an **additional 10 properties to manage**

New tenant sign up in Bathurst



Multi-service day at Namatjira



**Electricity and Water Workshop
in Dareton on 6 April 2017**



**Electricity and Water Workshop
in Dareton on 6 April 2017**



**Tenant Evelyn Merritt with
Regional Co-ordinator "Spocky"**



**Wellington Reserve
Clean Up**



New Fencing Installed at Murrin Bridge



Doing Things Differently Conference



Home Energy Assessment Training



Tenant Sign Up in Kelso



Have You Liked Our MLAHMC Facebook Page?



The MLAHMC Facebook Page is a great source of information, on the page you will find:

- Contact information and office hours
- Events and activities
- Information on helpful services
- Staff changes
- Positions vacant
- And much more

In the coming months we will also post the movements of our Field Officers in your community, so you can pop into see them regarding your tenancy and property matters. Field Officers will be in your community a minimum of once every 3 weeks.

MLAHMC Tenant Survey Results

In May 2017 we conducted our annual tenant's survey. Thank you to everyone that participated, we truly value your opinion and endeavour to provide the highest quality service to our tenants.

Here's some quick facts about the survey responses:

- **90 surveys were completed, of those responses**
 - 89% were tenants of MLAHMC

- **Surveys were received from:**
 - Bourke, Warren, Parkes, Peak Hill, Dubbo, Goodooga, Condobolin, Forbes, Quambone, Griffith, Weilmoringle, Namatjira and Wilcannia.

- **Our key areas for improvement and what we are going to do to improve our service**
 - Repairs and maintenance
 - Communication
MLAHMC has and will continue to implement new methods of communication with tenants which includes
 1. This newsletters
 2. Our Facebook page
 3. An increase participating in community events and activities
 4. The additional five Field Officers
 5. Regular office time in each community where tenants can come and talk to one of our staff
 6. Partnership Arrangement Groups with property owners, to create regular forums to work together on the delivery of housing services in each of our communities.

- **More staff on the ground, be based more in community with move community involvement.**
 - MLAHMC now have 5 new Field Officers located in the region, with an average of 160 properties to manage. Field Officers will be in your community every 3 weeks. An increase in Field Offices means, more visits to community, more participation in community events and the ability to check on works completed. Systems are also being implemented to ensure consistent service provision to all regions.

- **Decrease Rent Amounts**
 - The rent amount is set by the NSW Aboriginal Housing Office and is applied by all Aboriginal community housing providers, not just MLAHMC. MLAHMC does advocate for affordable rent settings on behalf of tenant's and understands the additional cost of remote living.

Thank you again for all the feedback, we will be working hard to improve our services delivered to all our tenants.



Service and Support Spotlight Commonwealth Rent Assistance (CRA)



Are you eligible for Rent Assistance?

Commonwealth Rent 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 more details

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

Family Type	Weekly Household Rent*	Estimated weekly CRA*
Single	\$145.17	\$65.30
Single 1-2 children	\$178.64	\$76.65
Single 3+ children	\$191.90	\$86.59
Couple	\$176.30	\$61.50
Couple 1-2 children	\$215.32	\$76.65
Couple 3+ children	\$228.58	\$86.59
Single (Newstart)	\$116.15	\$43.54
Single (Share)	\$145.56	\$65.59

Contact Details and Office Hours



MLAHMC

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



Mid Lachlan Aboriginal Housing Management

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