

MLAHMC NEWSLETTER

December 2019

30 March 2019

Words from the General Manager

Hi All ☺

Welcome to MLAHMC's last newsletter for 2019. It's been another busy year that's sadly coming to a close :(

At MLAHMC we have continued to improve the service we deliver, but we know our job will never be over. The challenge for MLAHMC is we need to keep raising the standards we deliver to our tenants, how do we achieve this? Through better service delivery, greater opportunities and access to related services for our tenants and better tenant satisfaction of the overall service delivered by MLAHMC.

Many milestones and successes have been achieved throughout the year for MLAHMC just to mention a few;

- Acquiring ownership of properties for MLAHMC
- Restructuring of our staff to better serve our tenants
- Continued support to local communities and businesses
- Training for our Board and staff to best serve our tenants
- Passionately advocating and lobbying for the growth of the sector
- Success of MLAHMC's NAIDOC 2019 event
- \$70k upgrade of our IT system, better improving our ability to provide quality service through technological advancements

Please enjoy the content and remember if you have any suggestions please send them through - reminding you **this is your newsletter**.

On behalf of MLAHMC I wish you all a safe festive season, a very Merry Christmas and a Happy New Year.

GM, Seth Toomey



Meet the Staff

Gabi Knight
Tenancy Administration Officer



Gabi is a proud Wiradjuri woman from Dubbo and has been a valued staff member of MLAHMC for over 6 years.

Gabi has previously worked in the Dubbo Local Aboriginal Land Council, carrying over knowledge and experience with Aboriginal housing.

Throughout her time at MLAHMC she has worked in the tenancy team making this her area of expertise in our organisation.

She has undertaken many training elements to further enhance her knowledge and ability to service to our tenants.

If you are a tenant of MLAHMC and have any enquiries or issues regarding housing or tenancy related matters please contact our hotline on 1800 231 160 or by email gabrielle.knight@mlhamc.org.au

Talisha Kuras
Administration Officer



Talisha is a proud Gamilaraay woman from Coonabarabran and has been a valued staff member of MLAHMC for over 3 years.

Talisha started off at MLAHMC working in Tenancy Team and is now working in Corporate Services providing assistance to MLAHMC's Board of Directors and Executive Team.

Talisha has completed many training elements throughout her time at MLAHMC including a Diploma in Aboriginal Studies for Professional and Community Practice and a Cert III in Business Administration, enabling her to provide a culturally appropriate service to our tenants, Board of Directors and Stakeholders.

Talisha is active in the New South Wales Aboriginal Land Council (NSWALC) network and is a member of NSWALC's Youth Advisory Committee.

Contact Details and Office Hours

MLAHMC

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

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

Rent Workshops

At MLAHMC we are constantly evaluating the needs of our tenants and how we as an Aboriginal Community Housing Provider (ACHP), can better help our families and communities through the *'provision of sustainable quality housing and related services'*.

As a part of managing tenancies we also recognise our responsibility to educate and support the needs of our tenants.

MLAHMC is hosting a series of rent workshops that will be rolled out to communities we service. During the workshop MLAHMC presents on the following key points to help tenants understand;

- Why we pay rent
- Rent settings
- Tenant rights and responsibilities
- Information on support services such as rent assistance.

Keep an eye on our facebook page for upcoming rent workshops and events.



Workshop held for Munjuwa Health Housing and Community Aboriginal Corporation on 21.8.2019



Rent Workshop held for Ngemba and Brewarrina Local Aboriginal Land Council (LALC) on 16.10.2019

Dubbo Waratah Rugby League Knockout

Football knockouts are more than just sport to our people; they are what is now considered our modern day corroboree, with our people coming together from various communities across NSW.

It is an opportunity for our mob to show our support to our communities and families, to showcase our talent and culture, and to commemorate our loved ones that have past.

MLAHMC as an Aboriginal organisation is proud to support and volunteer our staff to help facilitate such a great event. We recognize the importance of these gatherings and were glad to see a number of deadly knockout sides from communities we service.

We would like to thank the 'Dubbo Waratah's Sports Aboriginal Corporation' for facilitating such a great event, we look forward to next year's KO!



Snapshot of players and supporters



Elder Aunty Isabel and MLAHMC staff opening the knockout

MLAHMC Activities

Since our last newsletter we have:

- Completed **516 Repairs and maintenance requests**
- Signed up **22 new tenancies**



Participated in Housing related forums including

- Community Housing Industry Association (CHIA)
- Aboriginal Community Housing Industry Association (ACHIA)
- Aboriginal Social Housing Strategy Peak Reference Group
- New South Wales Aboriginal Land Council (NSWALC)
- Aboriginal Outcomes in Housing Working group, Aboriginal Social
- Housing Strategy Peak Reference Group.

MLAHMC Photo Gallery



MLAHMC staff at our Parkes office supporting 'Breast Cancer Awareness Month'



MLAHMC Staff Supporting 'R U OK' Day for suicide prevention



Traditional Dancers at the Forbes NAIDOC event



MLAHMC Staff supporting White Ribbon Day in Parkes



GM Seth pictured with MLAHMC Board Member and Goodooga LALC Chair Allan Lamb donating drinking water



MLAHMC staff, Board Member Betty Biggs and Fire + Rescue rolling out the Fire Safety Program in Murrin Bridge

Murrin Bridge NAIDOC and 70th Anniversary Celebration

On 24th September 2019, The Murrin Bridge Local Aboriginal Land Council held a combined NAIDOC and 70th anniversary of the establishment of the Murrin Bridge Reserve.

A number of MLAHMC staff members attended and volunteered their services to support this historical event and celebration.

As an Aboriginal organisation and housing provider, MLAHMC understands the connection and importance of the history of such places and the value of elders with knowledge in these communities.

Two of many community members with a strong connection to the Murrin Bridge Reserve is MLAHMC Board Member Betty Biggs and Chairperson Robert King.

Robert is a valued link to the early memories and history of the reserve and remains a strong leader in his community for his people. MLAHMC is proud to have people of such significance on our Board that bring forth a wealth of knowledge and ideas that MLAHMC passionately advocate for in the housing sector.



Community Members at the event



Elders cutting the NAIDOC cake



MLAHMC staff with community members and MLAHMC Chair Robert King



MLAHMC staff member Thomas Toomey, local police and ACLO at the celebration

Tenant Spotlight



Name: Daphne James

What Community are you from: Parkes

What do you love about your community:

When something goes wrong everyone comes and helps out.

What would you like to see more of in your community: More things for kids e.g. water park.

Name: Shirley Clarke

What Community are you from: Murrin Bridge

What do you love about your community:

Family

What would you like to see more of in your community: More houses and housing

opportunities for our people.



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@facns.nsw.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.

Service and Support Spotlight

Energy & Water Ombudsman NSW

The Energy & Water Ombudsman NSW (EWON) is a free, fair and independent dispute resolution service for all electricity and gas and some water customers in NSW.

If you are experiencing difficulty paying your energy or water bill, EWON can provide guidance and advice on services, schemes and customer assistance programs.

For further information on EWON, visit their website at ewon.com.au or alternatively you can call their toll free number 1800 246 545.



MLAHMC Christmas Closure



On behalf of MLAHMC we would like to wish all our tenants a safe and happy festive season. Enclosed is a letter with our office closure dates. During the closure, we will be contactable for emergency repairs only.

Here are the steps to follow if an emergency repair pops up during our office closure period.

We look forward to working with you all in the New Year!

A graphic for MLAHMC emergency repairs. It has a red and blue background with the MLAHMC logo. Below the logo, it says 'Emergency or Urgent Repair After Office Hours?' and 'Call 1800 231 160'. At the bottom, it lists 'Leave a message with: Your Name', 'Your Address', 'Your Phone Number', and 'Details of the repair'.