

# MLAHMC NEWSLETTER

February 2020

## Words from the General Manager

Hi All 😊

Welcome to our first newsletter addition for 2020 and on behalf of MLAHMC Board and staff wish everyone all the best for the upcoming year, same as last year we've hit the ground running with a big year ahead of us.

*'It is with great sadness I'd like to begin by mentioning the catastrophic bushfire season we had, being one of the worst seasons in many years, as General Manager on behalf of MLAHMC our condolences go out to all the victims and human lives lost. We would also like to give our heart felt regards to the firefighters who courageously fought to protect those communities affected.'*

*MLAHMC were fortunate enough not to sustain any property damage though we had some concerns with our stock in Lithgow literally only hundreds of metres from the bushfires and our tenants seeing embers travelling in the air near their properties. Sadly, our brother organisations Many Rivers Regional Housing (MRRH) and South East Aboriginal Regional Management Service (SEARMS) sustained losses in some of their communities including Mogo Local Aboriginal Land Council who lost both stock and their office. It is also a tragic loss of our beautiful land and the estimated 500 million animals deceased.'*

Kicking off 2020 MLAHMC has applied for registration with the National Regulatory System Community Housing (NRS) and are scheduled this first quarter of the year to be evaluated. This will be an intensive time for us, but the registration is key both for our future direction and also better ways and standards to monitor our service delivery making sure we are continually evolving and improving what we do.

*I would also like to share with you all a quote from our Facebook page relating to a recent day of significance from our perspective as an Aboriginal organisation 'Australia Day, 26th January 2020 marks a day of both celebration and mourning; A day of pride, strength, resilience and pain. We also acknowledge 26<sup>th</sup> January 2020 marks a day of both celebration and mourning; A day of pride, strength, resilience and pain. We acknowledge the many lands on which 'Australia Day' activities takes place across the country as belonging to First Nations Peoples. At MLAHMC we are proud that the oldest living culture on earth continues to survive on this land and its people continue to grow in many capacities within our shores. We acknowledge that we share this country with many other cultures, but also the cost associated with this sharing for our people. We envision a future of inclusion and understanding of our culture and experiences as First Nations Peoples.'*

As always we have intentions to continually include tenants and community in reviewing our services and will be conducting our biannual tenant satisfaction surveys you will find enclosed in this envelope.

I would also like to highlight that MLAHMC was nominated for the Community Event of The Year in the Parkes Shire, well done to all involved with special mention to Rachel Hoy (*meet the staff this edition*).

Please enjoy as you read through and as always if you have any suggestions please send them through – reminding you **this is your newsletter**.

GM, Seth Toomey

## Meet the Staff

**Rachel Hoy**  
Parkes Field Officer



Rachel is a proud Wiradjuri woman from Parkes and is one of the longest serving members of MLAHMC starting casually as a trainee in 2010.

Rachel has worked in the majority of the fields at MLAHMC including; tenancy team, repairs & maintenance team, executive assistant and has now progressed to the Field Officer position for the Parkes Region.

During her time at MLAHMC she has completed Certificate IV in Social Housing, Certificate III Business Administration and is about to further her studies in Certificate III in Vocational and Study Pathways.

She is always trying to continually improve her skills for better service delivery and has a passion for Aboriginal housing and loves getting into the communities meeting with her tenants and other organisations.

If you reside in the areas listed below and have any enquiries regarding housing, please contact Rachel on 0428401182 or by email [rachel.hoy@mlahmc.org.au](mailto:rachel.hoy@mlahmc.org.au)

*Bathurst, Condobolin, Cowra, Eglinton, Forbes, Kelso, Lithgow, Orange, Parkes, Peak Hill, Queanbeyan, Wagga Wagga, Windradyne and Young*

**Sue McGrath**  
Administration Officer



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

During her time with MLAHMC Sue has worked in various departments such as repairs and maintenance and administration giving her a strong depth of knowledge around MLAHMC's operations, policies and procedures throughout the organisation.

Sue also works as a disability support person on a casual basis and is a dedicated volunteer in the town of Parkes making her a valued asset to her community.

She has completed a number of training elements to improve her knowledge and skills further enhancing her ability to provide a quality service to our tenants, Executive team and Board of Directors including a Certificate IV in Social Housing. She is currently completing a Certificate II in Business Administration.

Sue enjoys working for MLAHMC and although she is office based, she loves meeting with our tenants and community members when the opportunity arises.

## Support and Referral Services

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.

## Photo Gallery



**MLAHMC staff assisting in a 'Clean up' in Goodooga**



**MLAHMC Staff completing First Aid Training**



**Field Officer Rachel Hoy receiving a community event of the year nominee for MLAHMC's NAIDOC event in Parkes**



**Board Member and Goodooga LALC Chair Allan Lamb with the town pet, 'Mummas' the emu**

## Contact Details and Office Hours

# 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

### 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

## Tenant Spotlight



**Name:** Pat Powell

**What Community are you from:** Formerly from Gulargambone although has been in Dubbo most her life.

**What do you love about your community:** That the community is friendly, attending the ladies elder group and that the community still involve the elders to share knowledge and culture.

**What would you like to see more of in your community:** A lot has changed over time, I would like to see more safety put in place for members of the community especially the elderly.

## Tenant Support and Education Project

The Tenants Support and Education Project (TSEP) are holding another round of community family fun days! These events are packed with entertainment and activities for the kids with a great number of support services available on the day to assist you with your needs! Check out the dates below for upcoming events

**Community:** Gulargambone

**Date:** 4 March 2020

**Location:** Lions Park

**Time:** 3.00pm – 6.00pm

**Community:** Lake Cargelligo

**Date:** 5 March 2020

**Location:** Near the Boat Shed

**Time:** 3.00pm – 6.00pm



## Employment Related Accommodation

Live or relocating to 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 this community.

Contact our Tenancy Team on 1800 231 160 for further information on eligibility or assistance in submitting an application.

## Service and Support Spotlight

# NALAG

## National Association for Loss and Grief (NSW) Inc



(02) 6882 9222



[infor@nalag.org.au](mailto:infor@nalag.org.au)



<https://www.nalag.org.au>

NALAG NSW is a leading provider of support and education for communities, families and individuals impacted by loss, grief and trauma. The organisation provides this service through its grief support services and has a number of branches located throughout NSW.

NALAG provides FREE loss and grief support and also conducts a variety of quality educational programs, workshops, training and mental health awareness events to enhance wellbeing and promote resilience to NSW communities following loss, grief, trauma and adverse life events.

**For further information on this service, please check out their website or contact them by email or phone on the details listed above.**

## 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.

We have provided the following three methods for our 2020 survey to be completed;



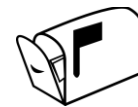
### ELECTRONIC SURVEY

Available via the MLAHMC Facebook page and website.



### IN PERSON SURVEY

In person survey of MLAHMC clients.



### MAIL SURVEY

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

Please call MLAHMC on 1800 231 160 if you would like to receive an in person survey.

***Enclosed is a copy of our 2020 Tenant Survey, we look forward to hearing from you!***

