



Cooking up a storm



Preparing thousands of meals



# Feed the Vulnerable Sydney

In the wake of the COVID-19 crisis, a restaurant in the inner city suburb of Enmore, Colombo Social came up with a project called **Feed the Vulnerable Sydney**. Mission Australia Housing, among many other organisations, joined forces with Colombo Social to make sure people experiencing homelessness, rough sleepers and those less fortunate, would receive meals during this time.

Over the past couple of months, we have seen over an astounding 12,000 meals distributed across the whole of Sydney – from Camperdown to the Blue Mountains! We plan to continue distributing more of these much needed meals in to the chilly winter season along with care-packs. A big thank you goes out to **Hillsong City Care** and also **Foodbank Australia** for providing thousands of non-perishable items that have built the care packs.

Kath and Dani, the staff who have been out and about distributing the care packs say, **'I think**

**two words come to mind and that would be appreciative and welcoming. They were all so happy to see us and welcomed us with open arms, thanking us for taking the time out to deliver the packages. It was also good to catch up with tenants I had not seen for a while and some who, although I had spoken to on the phone over the years, I had never actually met.**



home deliveries to tenants

**12,000**  
meals distributed

***We both had such a wonderful day that Dani and I came back to the office very happy and satisfied the tenants we had seen were doing well and looking out for each other.'***

Norwest Christian College located in Riverstone have also approached Mission Australia Housing with the idea to create a program called **'A message of hope'**. This program is simply created to provide a warm blanket or throw with a message of hope written by the students. **K-mart** has happily jumped on board and donated multiple blankets

that will be given out to vulnerable people during this time.

**Left to right:** Care packs ready for distribution, car drop offs, Kudzi (MAH Community Development Officer) and Daniel (Hillsong) prepare care packs



## CONTACT US



Mission Australia Housing hotline: **1800 269 672**



Level 2, 81 Flushcombe Road, Blacktown NSW 2148



[missionaustralia.com.au/housing](http://missionaustralia.com.au/housing)

**To talk about tenancy or repair matters,** contact our friendly staff on 1800 269 672.



Like us on FaceBook **@Mission Australia Housing** and check out our website **[missionaustralia.com.au/housing](http://missionaustralia.com.au/housing)**

# From our Executive



## Welcome to the Mission Australia Housing tenant winter newsletter

It's hard to believe it is already June. This year seems to be flying by as we face the challenges COVID-19 has brought globally. Understandably, there has been a great sense of unease everywhere however, we are hopeful this will lift as we move forward and out of COVID-19 restrictions.

Over the past few months, we have needed to change the way we do things and put in place measures to ensure our housing communities and staff remain safe and informed at all times. At Mission Australia Housing, this meant trialling and testing new ways of working together. It is really encouraging to see staff, contractors and partners working so tirelessly through these difficult times, juggling their own personal pressures and maintaining service levels. Perseverance

is one of our values, **and the start to 2020 has certainly tested that!**

As a Community Housing Provider, we also remain focussed on the future, **continuing to build the supply of social and affordable housing and advocating for more resources** to support those in or at risk of homelessness. More than ever, this is key as COVID-19 impacts upon the economy.

We have been maintaining momentum to provide more housing in the **Sydney region. In Kingswood we have nearly completed construction of a residential building consisting of 19 new studio apartments that will be ready to be tenanted in July. The building includes indoor community space for residents to meet or hold activities.**

We also continue to work with the NSW Government in the **redevelopment of Ivanhoe Estate in Macquarie Park that will provide around 3,300 new homes** and will be a mix of private, social and affordable properties.

I would like to thank you all for your patience as we travel through this together. Please remember to reach out to us if you have any concerns or just need to talk to someone. **We are here for you.**

Chris Bratchford  
Executive, Mission Australia Housing

## Noticed your noticeboard?



We have installed community notice boards in all our sites across the Sydney region.

**Please remember to take a weekly look at your noticeboard for important news and regular updates,** including information on coping with COVID-19.

## NAIDOC 2020, Tenant Forums and other events

Due to COVID-19, NAIDOC week has been postponed until further notice. Please check out the NAIDOC site for regular updates, [naidoc.org.au/news](https://naidoc.org.au/news)

Another great website to keep an eye on is the NSW Aboriginal Land Council website, [alc.org.au/home.aspx](https://alc.org.au/home.aspx)

Watch this space (and your noticeboard) for more information on when we will be hosting other community events like our Tenant Forums once restrictions have been lifted.



# A favourite winter warmer



**With winter in our midst, pasta is a good home cooked staple to include in our diet. Let's look at how to make pasta of your own at home.**

### Ingredients

- 6 tablespoons of flour, not self raising)
- 1 whole egg
- Pinch of salt
- 1 teaspoon olive oil

### Method

1. Pour flour on a clean board or surface into a mound or pile
2. Create a hole in the middle of the mound
3. Pour your egg into the hole
4. Sprinkle salt over the whole pile
5. Knead or mix with a fork or two fingers in a circular motion
6. As the texture begins to firm, use your palms to knead until you have the desired texture. This may take time kneading the dough.
7. Leave the dough to settle for 30 minutes to 1 hour
8. Roll the dough with a rolling pin or a strong tea mug that is flat surfaced until you have reached the desired thin or thickness
9. Cut into desired shapes or lengths
10. Boil in hot water for 5-10 minutes or until the pasta is firm

**Why not try adding some herbs, vegetables and use a cheese of your choice for a sprinkle of extra flavour!**



Appreciate the joys of making pasta





## Coping with COVID-19

Please keep checking in with your neighbours. You can safely help older adults and those with chronic health issues who are higher risk of COVID-19. We can all safely do our part to make sure we stay happy and healthy.

### Remember:

- **Limit person-to-person contact**
- **Call, text or Facetime if you can**
- **Reach out to our older neighbours who live alone.**
- **If you're an older adult reach out to your friends and family**

Ask how you can help and don't hesitate to ask for help. Many older people are often already isolated and may have trouble getting groceries, medication and other necessities. Let them know about any home delivery services that may be available in your area.

**We want to hear from you on your experience while socially isolating. What has worked and what has been a bit of a struggle for you?**

Email us [housingenquiries@missionaustralia.com.au](mailto:housingenquiries@missionaustralia.com.au)



Like us on Facebook for more ideas @ **MissionAustraliaHousing**



Community Development Team power!



Join the Native Garden program

## CrimeStoppers 1800 333 000

**Is your information urgent?** CrimeStoppers will review your online report within 48 hours. If the information requires review urgently, call 1800 333 000.

**Is your information about criminal activity including children that may be at risk of harm?** Call 1800 333 000 so your information can be reviewed immediately.



## Thank you!



**IMPACT MEASUREMENT**



**Improving our services is important to us.**

**Impact Measurement** helps us to understand how you are feeling as a tenant of Mission Australia Housing and how we can make our services better meet your, and your community's need.

**We thank everyone who took part in the survey! For those who**

**participated you automatically went in the draw to win an iPad or \$50 gift card.** The lucky winners will be announced in our summer newsletter, so stay tuned and keep in touch.

### What's coming up?

We will also be in touch shortly about the annual CHIA and FACSIA surveys where you can have your say about our housing services.



## Engagement 2020



**During these times we wanted to get news and important information to you quicker so we have launched our first ever Facebook group.** Connect with us on **MissionAustraliaHousing**. We are also about to launch a range of short DIY videos on how you can do quick little jobs around your home.

education and training organisations are now offering courses online and for free! Phone 1800 269 672.

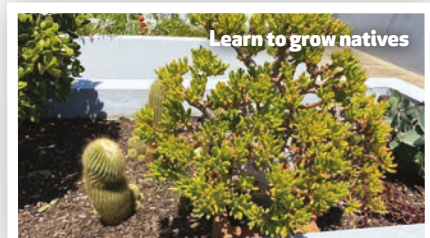
### Native gardens

**With the support of GWS tenant groups, local councils, Bunnings and Botanical Gardens Sydney we invite all tenants to join the Native Garden program.** We will start this program when social distancing rules are lifted. Watch this space to hear more and if you would like to be a part of this program **please contact your Housing Officer on 1800 269 672.**



### Education and employment

**If you would like to progress your education at TAFE or another institution please contact your Community Development Officer Kudzi (GWS) and Kyle (Common Ground) and we can put you on the right pathway. A number of**



Learn to grow natives

# Staff profile – Meet Lorraine

**Job title:**

Regional Manager, GWS

**Country of origin:** England**Favourite colour:**

Royal blue

**Favourite food/meal:**

Anything I've not had to make myself!

**Favourite holiday so far:**

Any holiday in the Philippines (I also have family there so it's lovely to visit for lots of reasons)

**Why you are in this industry:**

I love being part of 'something bigger'

and being engaged with positive change.

**How long have you been in the sector?** I have worked in the Community and Welfare sector for the past 12 years.**Why Mission Australia?**

I recognise that Mission Australia has a strong and trusted presence in Australia and I am proud to now be involved with all the great work that is achieved across multiple services and communities.

**What do you hope to see in the next 5 years in MAH?**

I only joined Mission Australia Housing in March (just as COVID-19 hit) but I am excited to already be part of lots of new and ongoing projects. I hope to see these flourish as we continue to stand together with Australians in need.

**Favourite actor/actress of all time:**

Gene Wilder in Willy Wonka and the Chocolate Factory is pretty magical for me.

Embracing positivity every day



## Important changes to the way we do things

### We understand your health concerns around the current COVID-19 situation.

Because of this we have been reviewing and changing the way we do things to ensure the health and safety of everyone – tenants, staff and contractors.

These changes include:



#### Property inspections

To limit the amount of risk to you and your families during the COVID-19 pandemic we will be making changes as to how we do property inspections.

You will receive a letter from us leading up to your property inspection that will outline these changes.

### Essential property inspections

**Your safety is our greatest concern.**

Testing your smoke alarm once a year is an essential property inspection that we must do to make sure your smoke alarm is working correctly and is compliant.

This reduces risk to you and your loved ones during a home fire. Remember home fires are not just contained to your home but can also spread to your neighbours. With the current health and economic situation due to COVID-19, we cannot afford to lose any properties that could house people who are at risk of becoming homeless.



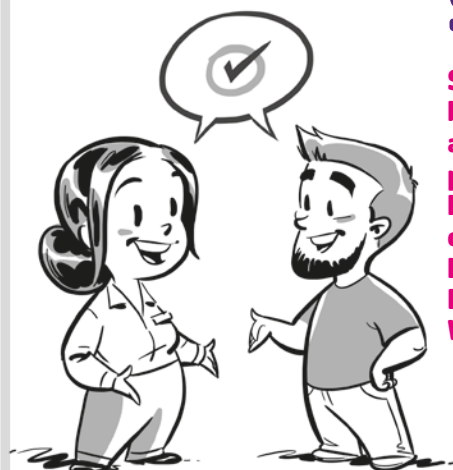
#### Rent review

**We normally undertake 2 rent reviews per year.**

**The first one scheduled for April 2020 has been cancelled. The next rent review will take place in September.**

We want to ensure you that we are taking all necessary safety and social distancing precautions to make sure you, our staff and contractors are safe.

**Please speak with your Housing Officer if you have any questions about any of these changes and remember to keep checking your mail box and notice boards for important letters and information from us about these changes.**



## Staying on top of your rent

**Some tenants have really felt the benefit of paying off their rent arrears. Ruth from Mt Druitt is one proud tenant who paid \$3,400 off her rent arrears that had built up over 6 years. This debt had been hanging over her head and now Ruth is feeling much better for it. Well done Ruth!**

**Are you receiving additional financial support from Government and would like to know how you can put this towards your rent arrears?**

**Rent arrears can place your tenancy at risk, don't risk it, call us.**

**Call 1800 269 672 to talk to your Housing Officer about this.**

**Act early, talk to us.**