



Jonathan moving into Taree apartment



Meeting with Be Connected



Opening of apartments in Taree

Supportive transitional housing opens in Taree

Mission Australia Housing opened a complex of seven newly renovated units in Taree earlier this year for people in need of transitional support.

The partnership with Samaritans Homeless Services in Taree offers transitional case management support to some of our most vulnerable people moving out of crisis situations.

Our chaplain, Robyn Richardson reminded us that, **'A house becomes a home when there's love and how blessed we are to have this opportunity to support people to start new lives with love.'**

Glenn Hutchinson from our Assets and Maintenance Team discussed the journey of transforming these once hotel units into self-contained homes, **'It's been nothing short than a labour of love.'**

Housing Officer, Kim Minett showed a unit to a potential tenant immediately following the opening who gratefully accepted. Kim said, **'It's very exciting to be working in partnership with Samaritans Homeless Services. We'll have all the units tenanted by next week.'**

Jo, case worker, Transitional Accommodation said, **'The Samaritans team in Taree is pleased to be in partnership with Mission Australia'**

Housing who can provide our most vulnerable citizens with access to affordable transitional accommodation.'

And, our very first resident, Jonathan said, **'I'm very happy to be here.'**

I love the location, it's very comfortable, and I'm very grateful.' (pictured above left)



Gain new skills through TAFE NSW fee-free short courses

– a new partnership between Mission Australia Housing and TAFE NSW

TAFE NSW is proud to partner with Mission Australia Housing to offer a number of fee-free short courses exclusively for MAH tenants.

There's a diverse range of courses available including: **Using Word and Excel, Computers for Beginners, Basic Horticulture Skills, Growing Food in Small Spaces, Responsible Service of Alcohol and Responsible Conduct of Gambling, Intro to Welding, Chainsaw Trim and Cut, Digital Marketing, Espresso Coffee Making and Intro to Aged Care.***

Learn new skills to last a lifetime!

If you're interested in participating in one or more of these courses please complete the online survey from this link tafensw.au1.qualtrics.com/jfe/form/SV_3rg7L8VDfDf847z or scan the QR code. The cut-off date for registering your interest is **Friday, 9 October 2020.**



Scan this QR code

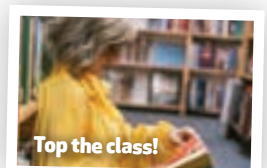
For further information, please contact your Community Development Officer, Jesse on 1800 269 672.

**Final classes subject to interest by location*

Mature age scholarship

TAFE NSW are also kicking off a new initiative for unemployed and recently made redundant NSW residents aged over 35 years. It's called the **mature age scholarship.**

Eligible participants can enrol into a Cert II, III or IV qualification and for free. You can find out more from the TAFE NSW website tafensw.edu.au/mature-age-workers



CONTACT US



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



1/39 Gordon Street, Coffs Harbour NSW 2450



missionaustralia.com.au/housing



Facebook/MissionAustraliaHousingMNCNSW



From our Executive



Spring has sprung!

Spring is a time of growth and there certainly has been a lot of planning for this with all the exciting garden projects across our housing communities. With roof top gardens at Common Ground in Sydney, garden competitions from Blacktown to the Blue Mountains, and community gardens popping up across the Mid North Coast of NSW.

What a great way to start a new season in our own backyards after what has been a very challenging past 6 months for all of us!

Spring is usually the time we come out of hibernation and look forward to outdoor events and activities. With COVID-19 becoming a major part of our daily lives, thinking and planning, we need to make sure we are all taking the right actions so that you, your communities and our staff remain safe and healthy at all times. **This means some of our activities need to**

be postponed or delivered differently in line with NSW Government expectations.

This may feel frustrating at times as we implement

new processes that allow for physical distancing, like reduced staff numbers on site, trialling and testing new technologies including phone inspections and connecting with you on Facebook. **I thank you for your patience and perseverance** as we work harder to get these right. At the same time, I hope we can all embrace these challenges and changes as a positive new way forward.

Despite these challenges, I really enjoyed celebrating our **one year Anniversary of the Coffs Harbour office opening** with staff, although from Sydney and over Skype. We also announced the exciting new development under way on **Duke Street, Coffs Harbour that will see 40 new single studio apartments** and services for the local community. Down the road in **Taree we celebrated opening seven new apartments** that people like Jonathan (pictured on the front page) can now call home.

Thank you to all who participated in the Impact Measurement Survey we held in May **and now the Annual Tenant Survey through CHIA.** These surveys are very important in telling us how we can better improve our services to you, in your home and around your community. I am pleased that we can share some of the Impact Measurement Survey results with you in this newsletter.

It is with great excitement that we say goodbye to winter and hello to a new season which I hope brings health and happiness to you all.

Chris Bratchford
Executive, Mission Australia Housing

Stepping out of winter and into spring!

Tenants have been working together to see Coffs Harbour's newest community garden flourish with Mission Australia Housing's support to improve a shared recreational space.

Federal Member for Cower, Pat Conaghan joined 20 other guests at one of our garden openings a few months ago, 'It was touching to see not only how the garden had been improved through care, but how it had brought the local residents together and had given them a shared purpose,' he said. **'I congratulate Mission Australia Housing and the NSW Government for funding the project and all the local residents who worked together to make it happen.'**

The renovated garden features raised garden beds to encourage people to garden, a seating area for garden meetings and reflection, improved garden beds, a wheelchair accessible path, tool sheds, fruit trees and bush medicine. **Interested in gardening? Contact Jesse on 1800 269 672, ext 3 for MNC, then ext 1 for Community Development.**



Greening gardens across the MNC

Across the MNC, we're excited to have the opportunity to learn new gardening tips and advice from Brenden.

'For tenants, gathering at the garden and nurturing their own gardening skills is an inclusive way of fostering connection so that everyone can grow together. You don't even need a lot of space or direct sun, small gardens work well too with a variety of plants,' said Brenden.

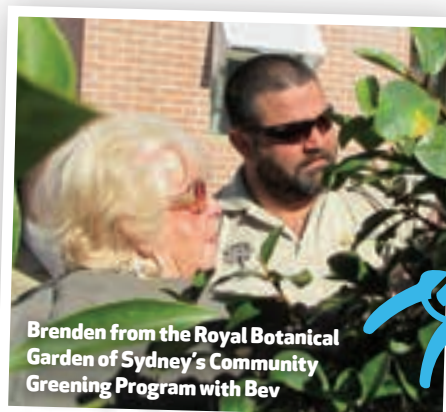
While Brenden had the opportunity to visit a few gardens in MAH complexes

in Coffs Harbour, he's keen to visit us frequently from Forster to Coffs once the pandemic restrictions lift.

He's even suggested some small online group classes or meeting at a local regional garden.

If you're interested and want more info, call Jesse, your Community Development Officer on **1800 269 672, ext 3 for MNC then 1 for Community Development.**

rbgsyd.nsw.gov.au/learn/community-greening





Join us on Facebook/**MissionAustralia HousingMNCNSW** for all your local community announcements, events and activities. **We will still provide this information via letters and posters in your community notice board.**

Thinking about quitting smoking?



The MNC Local Health Department promotion team offers weekly, online community support groups on quitting smoking. Online groups cover how to use Nicotine Replacement Therapy and managing cravings. Email Melinda Ricketts to find out more at melinda.ricketts@health.nsw.gov.au

New housing and community services for Coffs Harbour

Mission Australia has a long-term commitment to the people of the Mid North Coast. This year, will see the start of an exciting project with new housing and services to support the local community. Land on Duke Street in Coffs Harbour has already been

purchased and construction of 40 single studio apartments will commence soon!

Mission Australia Housing was visited by The Governor General, His Excellency, David Hurley and Her Excellency, Mrs Linda Hurley to discuss the plan in March. They shared their enthusiasm for Mission Australia's efforts to reduce homelessness across the Mid North Coast.

MAH Regional Manager, Charoah Evans said, **"Mission Australia Housing is not just about delivering more housing properties. It's about creating homes for people and a thriving self-supportive community. The construction of 40 one-bedroom units will contribute to the stock of much** **Left to right:** His Excellency, The Governor General David Hurley, Jesse Taylor, Community Development Officer, Mid North Coast NSW, Her Excellency, Mrs Linda Hurley



needed social and affordable housing in Coffs Harbour, and will also support a community with opportunities for people to connect with services, activities and each other, which is an important part of the journey to long-term independence for many residents."



It is important to our community's health and wellbeing to let your Housing Officer know if you take a COVID-19 test.

There's a lot of mixed messaging in the media and social media, so we recommend monitoring the NSW Government's recommendations, nsw.gov.au

We know how challenging this pandemic can be and we want you to know that we're thinking of you, wishing you well, and looking forward to better times together. We've gathered a few resources that may help you, loved ones, friends or neighbours to get through these difficult times.

1800 020 080 National Coronavirus Helpline for information and advice about COVID-19.

Stop the spread



1800 650 890 eheadspace provides free online and telephone support and counselling to young people aged 12-25 and their families and friends.

13 11 14 Lifeline provides free, 24-hour telephone crisis support service. Volunteer crisis supporters provide suicide prevention services, mental health support and emotional assistance.

1800 007 007 National Debt Hotline offers free financial counselling.

1300 224 636 Beyond Blue provides 24/7 support or information on depression and anxiety, for yourself, a friend or family member.

1800 737 732 (1800RESPECT) National sexual assault, domestic and family violence counselling and information referral service, available 24 hours a day, every day of the year.

1300 78 99 78 MensLine telephone and online support, information, and referral service, helping men to deal with relationship problems in a practical and effective way.

1800 151 151 Mental Health Peer Support Line, free call. Are you feeling distressed, alone, isolated and want to speak with someone? Open 7 days per week 10am - 4pm and 6pm - 10pm.

Meet Kerrie



We were lucky to catch the always on-the-go, Kerrie from the Coffs Harbour office to ask her a few questions.

What do you enjoy about working at Mission Australia Housing?

I love the variety of my role but the most rewarding part being in the **Allocations Team**, is offering a home to people in need and them accepting it, some truly wonderful moments I have shared with people. For example (see picture on right), here I am handing new home keys to **Tracey**. After

living in Sydney housing for **37 years** in the same property, Tracey requested a transfer for medical reasons to be close to Coffs Harbour Hospital and her elderly mother. Tracey was in tears of joy viewing her new modern home.

Tell us a little about yourself?

I'm a born and bred city girl from Melbourne – came to Coffs Harbour for a holiday 12 years ago, within three months I packed up with my two gorgeous children, left a good job in the city and took the plunge for a sea change.

Words of wisdom for our readers at home?

We all need to take time out to appreciate what we have and be grateful. Always be kind to everyone, treat people with respect, acknowledge people's individualities no matter how hard this can be sometimes. **It doesn't cost a cent to be friendly, give a smile and say hello as you just never**



Kerrie spreading joy every day (on right)

know this could brighten someone's day and most of all, laugh lots, and enjoy every day!

Photo frenzy competition

We have two winners; **Seagulls at Woolgoolga Headland** by Karen and **My Granddaughter Issabelle** by Ros, both from Toormina. **Congratulations ladies, you've each won a \$50 Woolworths Gift Card!**



Issabelle

Left to right:

My granddaughter Issabelle by Ros and prizewinner Karen holding her prize



Karen

Be Connected – Coffs Harbour

Lachlan of Fibre Network Choices, a Be Connected Network Partner and your Community Development Officer, Jesse are working through the details of delivering technology education to our tenants aged 55+ years.

Join our local MNC Facebook page and get all the news as it comes out

Facebook/Mission AustraliaHousingMNCNSW

Spring cleaning?

Spring is the perfect time to give the home a good cleaning after being cooped up inside for months. As the weather starts to get a bit warmer, open windows and doors and let in the fresh air.

Windows

Window frames need wiping over regularly, especially if you have a condensation problem in winter. In the warmer weather give them a good wipe over with a clean damp cloth with a little bit of multi-purpose cleaner spray to remove grime and dirt build up or make your own multi-purpose cleaner by mixing one part vinegar, one part water and one part lemon rind or lemon juice, combine in a spray bottle, shake and then let infuse for a week before using.

Got a cleaning tip?

We'd love to hear them, send them to scmnc@missionaustralia.com.au or just call Jesse.



Winners are grinners

Congratulations to the winners of the iPad and the Woolworth's Gift Cards and thank you to everyone up and down the MNC who took our **Impact Measurement Survey** in May. We greatly appreciate your time and insight. Five people, like Colin in Taree and Karen in Toormina won a \$50 Woolworth's Gift Cards and one lucky winner one an iPad! **Congratulations to all the winners!**

