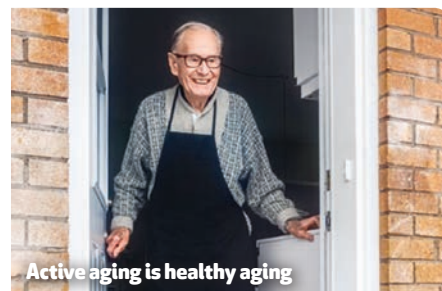




Duke Street first level down!



Active aging is healthy aging

2021 NSW Seniors Festival *Building social and healthy connections*

Community Housing Limited along with Mission Australia Housing and Mid North Coast Local Health District (MNCLHD) will provide a roadshow of free seniors' events in Coffs Harbour and Nambucca on Gumbaynggirr Country and in Kempsey on Dunghutti Country.

The events are a chance for seniors and Elders to come together to connect. Each event will include musical entertainment, healthy

cooking demonstration, taste testing, practical healthy exercises, edible gardening tips, Community Garden Tour, expert speakers on the prevention of dementia, as well as elder abuse, My Aged Care, and intergenerational games involving children and seniors.

Fruit and vegetable hampers will be provided as lucky door prizes.

Seniors Week in Coffs: 14 April 2021 from 9am to 12pm at the Boambee East Community Centre on Bruce King Drive, Boambee East.

Call Ben to RSVP on 02 6691 1899.

For Nambucca and Kempsey Seniors Week event details, please contact communitydevelopmentNSW@chl.org.au

To find an activity near you visit:

seniorsfestival.nsw.gov.au



Good things are growing on the MNC!

The Governor General of Australia Their Excellencies, David Hurley and Mrs Linda Hurley opened a new Community Garden in Toormina on Saturday 27 February. Despite the torrential downpour, the well-attended event provided three generations of gardeners with the opportunity to tell their stories firsthand to Their Excellencies and share their gardening and community aspirations while making new friends.

The water-saving raised wicking garden beds were made possible through a partnership with the **NSW Department of Communities and Justice** and the

Royal Botanical Gardens of Sydney Community Greening Program. Made possible with the support of awesome volunteers like **Phil, President of the Coffs Harbour Community Garden, Sarah from Southern Cross University's Psychology Department and Richie from GeoLink** who continue to work in consultation with our tenants to design and evolve the community garden plan. **Warrina Women's Refuge, First People's Disability Network, the local Police, the LHD's Health Promotion Team, the Coffs Harbour Music Society and Fresco Marketplace** in Coffs Central generously donated materials to build the garden beds as well as two days worth of absolutely delicious

food for the working bee and the official community gardening opening!

If you like gardening and/or want to get involved with community projects, call Jesse on 1800 269 672.



Gardening with the Governor General



Working out the plan

CONTACT US



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



1/39 Gordon Street, Coffs Harbour NSW 2450



missionaustralia.com.au/housing



Facebook/**[MissionAustraliaHousingMNCNSW](https://www.facebook.com/MissionAustraliaHousingMNCNSW)**





FROM OUR EXECUTIVE

Hello everyone,
welcome to the
first newsletter for

the year! I hope your new year is off to a great start and you had a restful break over the holiday period, re-energising after a particularly challenging 2020.

The year is definitely off and running, and I can't believe it's March already! Mission Australia's COVID-19 response continues to be front of mind as we all remain vigilant to keep our staff, tenants and your communities safe. We will continue to provide updates on what we can and can't do in regards to housing services and community activities but please keep checking your state government health websites for the most current information in your area. As we have experienced, this can change quickly.

Every year, we conduct an **Annual Tenant Survey through the Community Housing Industry Association (CHIA)**. Like most things last year, this was delayed but we are

now working closely with CHIA to roll out the survey across the country in June. It is a great opportunity

for you to give feedback to Mission Australia Housing and tell us what you need from us.

Thank you to all tenants who completed last year's survey! Results seem to show the challenging year we all had with bushfires, floods and COVID-19 which meant we were not able to do many of the things that we value at Mission Australia Housing. **We experienced disruptions to our Repairs & Maintenance program, property inspections, as well as tenant and community events due to social distancing restrictions.**

Now as we hopefully turn the corner on the pandemic and get back to our **new normal** we are working towards getting back to delivering our full range of services.

It is so good to see the construction of the Mission Australia Centre in Coffs Harbour has begun along with cement pouring onto the first level of our **40 social and affordable apartments**, right next door. It was also really pleasing to hear how some of our community partners enthusiastically came together in February over three days to provide input into how we may best serve this community into the future. Your Tenant Action Group will also provide their thoughts with us shortly.



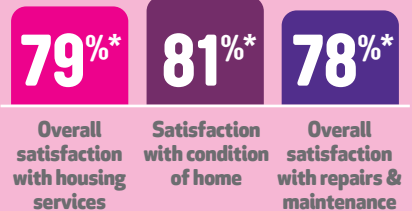
Artists impression of Duke Street

You can read more about this exciting development in this newsletter.

Take care everyone and wishing you a safe and happy Easter,

Chris Bratchford
Executive, Mission Australia Housing

What you told us in 2020



**of tenants satisfied nationally*

Easter holiday dates

Fri 2 April, Good Friday
Sat 3 April, Easter Saturday
Sun 4 April, Easter Sunday
Mon 5 April, Easter Monday
Offices closed Easter Friday and Monday.



First concrete pour at Duke Street

Making a complaint



If you are not happy with the services provided by Mission Australia Housing or one of our staff members, we would like to know about it so we can deal with the matter as soon as possible and improve how we support people.

Complaints can be made anonymously if you prefer.

All complaints will be reviewed and, if you provide contact details, we will get back to you within 28 days. Staff can also help you to make the complaint and fill in the form.

Complaints can be made by email, letter, phone or by completing a form that you can get from your local office or download from our website, missionaustralia.com.au/housing/for-tenants/give-feedback.

For more details on our complaints process please call 1800 269 672.

Your privacy

Mission Australia cares about protecting your privacy and is required by law to comply with the Privacy Act 1988, including the Australian Privacy Principles. We take our privacy obligations seriously and our Privacy Policy outlines our privacy practices. You can read more here: missionaustralia.com.au/privacy

The Office of the Australian Information Commissioner (OAIC) is an independent national regulator for privacy and freedom of information. The OAIC promote and uphold your rights to access government-held information and have your personal information protected.

Go online to [OAIC.gov.au](https://oaic.gov.au) or call 1300 363 992.

Fire safety matters

With the cooler months just around the corner it's everyone's responsibility to learn about fire safety and how to prevent fires.

Here are some helpful resources:

fire.nsw.gov.au

Fire Safety in Your Building:

youtu.be/9Ac-IS6LQf0

Fire Safety Awareness: youtube.com/watch?v=stGmNe3v5S8

>>TIP! Now is a good time to clean up leaves and branches around your property or on your verandah. Leaf litter is fuel for fires!



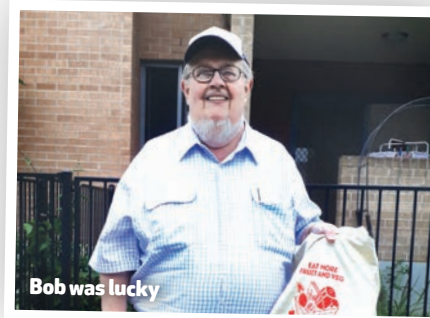
Bob learns the hard way *about falling*

Bob lives in a complex in Coffs Harbour and recently found himself on the floor in his home, unable to get up. After a long while, he crawled to the bedroom to ring for help. The quick-mindedness of his neighbours saved him from a trip to the Emergency Department. He admits he has had to learn the hard way about the importance of falls prevention.

Bob's experience is not uncommon in people 65 years and over. As we age, we can potentially lose our strength and balance, which is essential to keep us upright, standing tall and confident.

As a result of his fall, Bob made the decision to do something to reduce his risk of future falls. He plans to put down falls-safe carpet with rubber backing to prevent his chair from slipping from underneath him again. He is also considering enrolling in one of the **FREE online falls prevention and healthy lifestyle programs** that the Mid North Coast Local Health District (MNCLHD) is running across the region.

Stepping On is a seven-week community-based falls prevention program for people 65 years and over and for Aboriginal and Torres Strait Islander people 45 years and over. It is designed to build knowledge, strength and confidence to



Bob was lucky

prevent falls and stay active and independent. The first face-to-face programs since COVID-19 are due to kick off in 2021, from Coffs Harbour to Port Macquarie. **The Healthy and Active for Life program, with a focus on healthy lifestyles, is also commencing the beginning of 2021.** This will be an online version of the 10-week face-to-face program that was suspended due to COVID-19.

For more information on any of these programs, please ring 6691 1892 or email MNCLHD-HP@health.nsw.gov.au



Growing old and still learning

TAFE English classes – we're happy to say that if you or someone you know would like to improve their English skills, there are **free classes and lunch every Tuesday in Coffs Harbour at TAFE**. Call Jordan on 0416 896 044.

The Community Greening Participant survey 2021 *is now LIVE!*

Have you been involved in gardening with neighbours or a community garden?

The Royal Botanical Gardens of Sydney wants to hear from you about the benefits of community gardening and help them to improve the Community Greening program.

The survey is open now and closes 7pm, Friday 9 April 2021.

To complete the survey, go to surveymonkey.com/r/V3YFPLQ



or just use the QR code (above). By completing the survey, you can go into a draw to win a seed pack from the Royal Botanic Gardens. They would love to hear about your experience.

Can't fill in the online survey?

Contact Phil Pettit, Royal Botanical Gardens of Sydney on 0447 420 173 to get a paper copy of the survey or to access the survey in a community language.



Easter pancake special

Ingredients:

1 cup self-raising flour
1 egg
Half cup of milk
1 tablespoon brown sugar
Pinch of salt
Punnet of strawberries

Method

Mix all ingredients together and whip with a whisk.
Cook at low heat until browned to your liking.
Add Easter eggs of all varieties for that special Easter treat.

Optional ingredients:

A pinch of cinnamon, half teaspoon of vanilla essence, half cup of your favourite butter and of course, whipped cream.





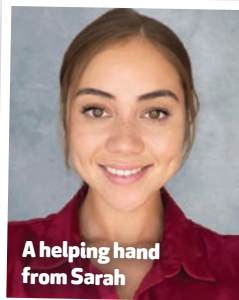
Switch to green power. Do you know that some electricity companies have an option for green power at no extra cost? Just log into your account online to opt in, or call them. If your electricity company doesn't have it, ask them why not or shop around for one that does. **If you do switch, tell us by calling 1800 269 672 and go in the draw to win a \$50 Bunnings voucher for helping your community.**

Meet our newest team member, Sarah!

Sarah is a volunteer working alongside Jesse on community development projects like our community gardens.

We caught up with Sarah and asked her a few questions. Sarah said, 'This role is so exciting because the activities we do together are fun and I have opportunities to meet new people. Being involved in community meetings and building garden beds with tenants is super rewarding. The work we do with our tenants really makes a difference in their communities, it is empowering and motivating for everybody. I see these as valuable experiences and take what I have learned to future events, not only with Mission Australia Housing but for personal growth.'

I have three garden beds at home however there is not much currently growing apart for some mint, tomatoes, rocket, cos lettuce and spinach. The most recent crop included corn, snap peas, zucchini, spinach, tomatoes and a small range of herbs. I enjoy growing my own food as it is really cost-effective but also grounds me mentally. I personally feel like gardening is a great activity for stress relief and to stay physical.'



Remember!

Make sure you always use your Tenant ID number when making payments at the bank. Payments may get missed if we can't tell who made them.

Gardens and green thumbs



Starting in May, on **International Permaculture Day**, Bellingen tenants are invited to attend free fabulous monthly permaculture garden workshops at the Northbank Community garden. This exciting partnership, **auspiced by OzGREEN is funded by Bellingen Shire Council through its Bushfire Recovery and Resilience Program.** Call Jesse for more information.

Are you paying the right amount of rent?

Each year we are required to review the household incomes of all our tenants to make sure you are paying the correct rent. We call this a **Household Income Rent Review**. We try to do this twice a year for tenants in social housing and once a year for affordable housing properties. We also need to check the market rent for your property. This is called the **Market Rate Rent Review**. We check this once a year in our May review.

The amount you pay for rent may go up or down depending on:-

- If your income has changed
- The market rent on your property has changed
- The number of people in your household has changed

The first Household Income Rent Review and the Market Rate Rent Review for 2021 will begin in March and changes to rent will happen in May. Please check your letterbox regularly for the letter and forms that you will need to fill in and return to us.

Act early, talk to us.

Shatter the silence

Coffs Coast Committee Against Domestic and Family Violence hosted the Love Bites Ball on Saturday 6 March with a huge turn out of 350 people at the Coffs Ex-Services Club (C-ex Coffs). With a great band from Lismore and all of the money going to support the Love Bites program in schools, we aim to teach young people about healthy and respectful relationships. Ask the young people in your life if they know about the Love

Bites program. Mission Australia Housing supports the campaign to end domestic and family violence.

Shatter the silence, call for support:

Emergency 000

CrimeStoppers 1800 333 000

Police Assistance Line 131 444

1800 RESPECT 1800 737 732

Coffs Harbour residents can call Council on 1800 265 495 to obtain **2 free hard rubbish vouchers, fee free for self-haul.** Maybe have a chat with your neighbours (and Jesse) to organise a clean-up.

