



Kudzi and tenant Dario at the inaugural Tenant Forum



Robyn (TAG) and Alex (staff) welcome guests at the inaugural Tenant Forum.



Kind donations from Bunnings

## 2021 Tenant Voice Forum

**In the spirit of John Farnham, YOU'RE THE VOICE was the theme of the 2021 Tenant Voice Forum.**

Earlier this year in June, we were lucky enough to host the first ever **Tenant Voice Forum** for our south west Sydney tenants. Multiple stakeholders attended including national managers, Royal Botanic Gardens, Mundo Institute, NSW Police, local council, employment services and mental health services just to name a few.

The day's agenda was to engage with the community and build a platform for future events and projects. We held roundtable discussions on future employment and education pathways, gardening tips and community events. We danced and celebrated healthy lifestyle choices and much, much more.

If you are interested in getting involved with your local community please contact your Housing Officer.

**'We are really looking forward to engaging with tenants from across all our regions. It will help us help our communities... we want to hear your voice.'** Rachel Reid, Mission Australia Housing Partnerships and Support Coordinator.

## Repairs and maintenance update

Due to ongoing COVID restrictions and maintaining the health and safety of our tenants and contractors, we will only be logging essential repairs and maintenance through these difficult times.

Smoke alarm inspections will continue as well as any essential service inspections, such as maintaining lifts, fire doors, fire extinguishers. This includes rubbish removal.

**Please call 24/7 repairs and maintenance hotline 1800 269 672 if you are unsure if your request is essential.**

## Heard the latest update?

The laws and rules for COVID-19 are changing every day. **To stay informed about what this means for Mission Australia Housing services, your tenancy and community**, please call 1800 269 672 to check we have the correct phone number and email for you.

**Receive updates via Facebook, email or SMS**



Join **Mission Australia Housing Facebook groups** to receive up-to-date information regularly. If you prefer to receive notifications via email or SMS, please call **1800 269 672** to make sure we have the right contact details for you.

 [facebook.com/groups/MissionAustraliaHousingSydney](https://facebook.com/groups/MissionAustraliaHousingSydney)

## CONTACT US



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



Level 2, 81 Flushcombe Road, Blacktown NSW 2148



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



[facebook.com/groups/MissionAustraliaHousingSydney](https://facebook.com/groups/MissionAustraliaHousingSydney)



**Our offices are currently closed** for the foreseeable future, however we are still here to help you over the phone or online.

Please call us on **1800 269 672** or email us at [housingenquiries@missionaustralia.com.au](mailto:housingenquiries@missionaustralia.com.au)



## Making a complaint

If you have a complaint about Mission Australia Housing or one of our staff, we would like to hear about it so we can deal with the matter urgently and improve our support systems.

All complaints will be reviewed within 28 days and can be submitted anonymously.

Staff can assist you in lodging the complaint. Complaints can be made by email, letter, phone or by completing a form which can be downloaded here, [missionaustralia.com.au/housing/for-tenants/give-feedback](http://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 your privacy and by law complies with the Privacy Act 1988. We take privacy matters seriously. Read our Privacy Policy here: [missionaustralia.com.au/privacy](http://missionaustralia.com.au/privacy)

The Office of the Australian Information Commissioner (OAIC) is an independent national regulator for privacy and freedom of information. Visit [OAIC.gov.au](http://OAIC.gov.au) or call 1300 363 992.

## Join the OzHarvest - NEST facebook group

Share recipes, fun ideas and food waste tips, plus it's where the NEST community can interact with each other and ask our team of qualified nutritionists and dietitians questions.

Once lockdown is lifted, OzHarvest will be coming on-site at Common Ground to deliver their successful program for tenants. [facebook.com/groups/OzHarvestNEST](https://www.facebook.com/groups/OzHarvestNEST)



# FROM OUR EXECUTIVE



## Hello Sydney residents and welcome to spring!

The temperature has certainly warmed up as the

new shoots spring up and we move in to a new season.

After what has been and continues to be a challenging time across NSW with continued lockdowns and restrictions, the new smells and colour of spring can help lift the spirits.

This year we reach a significant milestone with our Common Ground building reaching its 10-year anniversary. Our building in

Camperdown has been providing long-term supportive housing for formerly long-term homeless people, along with low to moderate-income earners. If you would like to know more about Common Ground please call 1800 269 672.

**Please keep checking the NSW Government Health website for up-to-date information in your area on restrictions.**

If you or loved ones are struggling through these times, I urge you to connect with the support services advertised in this newsletter or call our staff who are more than happy to assist you.

**Stay well this spring,**

Chris Bratchford  
Executive, Mission Australia Housing



Rooftop garden at Common Ground



Common Ground, Camperdown

## How to prevent mould in the home

Mould can grow anywhere, on carpet, clothing, food, paper and even in places you can't see. The best thing you can do is try to prevent it before it becomes a problem. Here are some tips that can help prevent mould in your home:

### Remove the source of moisture.

Ventilate the room if you feel it's damp. Don't leave wet towels and clothes on the floor. Open the window while you're cooking, having a shower or using the clothes dryer.



You don't want mould in your home

This can prevent trapped moisture turning into mould. If you think the moisture is coming from a broken pipe or a broken roof tile, please call us immediately.

**Dehumidifiers help take moisture out of the air.** *DampRid Moisture*

*Absorbers* can be purchased from your local Bunnings or Woolies. The refillable packs are cheaper as well.



**If you have mould growing in your home, it's best to clean it up immediately and find the source of moisture to prevent it spreading.**

Wearing gloves and a face mask, open the windows so the room is well-ventilated. Using a bucket of warm water and a cup of vinegar, remove the mould with a rag. Throw the rag away in a sealed plastic bag as it will have mould spores on it, which can float in the air. Wipe the area dry with another rag.

**For all repairs and maintenance requests or tenancy matters please call 1800 269 672.** Our hotline is open 9am to 5pm, Monday to Friday, excluding public holidays or call any time 24/7 if it is urgent.

# The BGANZ power of plants

#PlantChallenge #PowerOfPlants

**Some people say gardening is not for them, others say they are just not into it. But most of us like to sit in them, enjoy them or even play in them.**

Gardens provide a gathering spot for family celebrations, a bit of peace and quiet, hunting and gathering, and loads of colour and creativity.

In a recent interview with gardening expert Phil from Royal Botanic Gardens (BGANZ) Sydney, we dive into what gardening means to him and why it is important to community.

**When did your love for the outdoors begin?** Age 8. My parents got me into it.

**How many gardens do you think you have built?** Easily over 300.

**Why is gardening so crucial to communities?** Gardening connects people to nature, food and to each other.

**Your top three reasons why gardening is healthy for the soul?** Humans came from nature. We have moved to chemicals. Natural sources of food will help us feel and heal better.

**What is the biggest challenge of gardening?** Getting people to a point of togetherness.

**Can gardening make you feel better?** Yes, because it is a source of community. We are built for connection as people. Good always outweighs the bad.

Royal Botanic Garden Sydney and Community Greening are on social media. **Follow us.** [facebook.com/RoyalBotanicGarden/](https://facebook.com/RoyalBotanicGarden/) @RBGSydney. Tag your photos **#CommunityGreening #PowerOfPlants**



Tuesdays gardening workshop on the rooftop



**The Wildflower crew love working with Mission Australia, working alongside residents and helping beautify Common Ground's gardens.**

The crew have been getting a lot of satisfaction seeing the gardens transform and have said there seems to be more pride and respect being taken by the residents that live here. We have also received many positive comments from tenants who have noticed a lot less rubbish and much more care in the gardens.

*Wildflower is an inclusive youth based social enterprise, specialising in horticulture and land care. Join weekly onsite gardening sessions once lockdown restrictions are lifted.*



How to build a wicking planter



Phil from Royal Botanic Gardens

**STOP PRESS!**

## This month we celebrate Addi Road!

**City Hub Sydney monthly newspaper named the Addison Road Community Centre as the 'Best Community Group' in Sydney this year.** This community recognition celebrates their social and anti-discrimination work through campaigns like **#RacismNOTWelcome** and the podcast **'Postponed Not Silenced'**, created by Kween G working with the Inner West Multicultural Network. The award highlights our combined food rescue and food relief working through the **Addi Road Food**

**Pantry** hub of operations located in Marrickville and Camperdown.

The work has expanded to include the **Food Relief Hub** over the last year – with thousands of emergency hampers made and distributed during the lockdown for vulnerable tenants.

**"The truth is we're only as good as the people we work with – and we are very lucky to have such great staff, so many wonderful volunteers, and a brilliant group of donors, supporters, local businesses and community groups partnering with us. You've made our year."** – Addi Rd



## We have heard your feedback

You told us that you were having trouble getting through to us on the phone or no one was getting back to your messages. We have looked in to this and made some changes so that it doesn't take so long to

get through to the right person and we have more staff to answer your calls. If you leave us a message we will get back to you within a day.

Please let us know if this doesn't happen. Our **24/7 hotline number is 1800 269 672** or you can now email us directly via **[gwsenquiries@missionaustralia.com.au](mailto:gwsenquiries@missionaustralia.com.au)**



## HELPLINES

*We are here to help*

**Ageing and Disability Abuse Helpline** 1800 628 221

**Alcohol and Drug Information Service** 1800 250 015

**Child Protection Helpline** 132 111

**Crime Stoppers** 1800 333 000

**Domestic Violence Line** 1800 RESPECT (1800 656 463)

**Link2home Homelessness** 1800 152 152

**Mental Health Access Line** 1800 011 511

## Common Ground celebrates 10 years!

Way back in 2011, Common Ground opened its doors to the community of Camperdown, so on **15 November 2021, we celebrate 10 years of Common Ground servicing tenants and the community.** We have a couple of exciting projects in the pipeline to celebrate in lockdown and COVID-safe. Speak to Kyle to find out more by calling **1800 269 672.**

## Mission Australia Community Choir



Call out for all singers, musicians or dancers, please reach out to your Community Development Officer Kudzi on 1800 269 672 or your Housing Officer. **We are currently building a dynamic COVID-safe Community Choir that will collaborate to serve our communities and spread joy, love and peace.** You don't have to be a great singer, we'll still love to have you. **This group is for everyone!**

## Join our webinars

In light of the current lockdown restrictions, we will be running monthly online webinars. These webinars will be lively and practical. **The first webinar is 14 October, 11am-12noon.** For more details, please check our Facebook Page. October's topic is **Home Tips and Hacks.** We will be sharing some incredible tips on how to tidy up, cleanse and arrange the home. Topics for 11 November are **'Garden Masterclass'** and 9 December we have **'Great summer cooking'.** Join our facebook group @ **MissionAustraliaHousingSydney** and see you in the webinar!



## Say g'day to new staff members!

Recently, we have several new members join our Sydney Housing team; **Vasati, Alex, Kirsten and Paul.**

**Vasati's** portfolio is the Blue Mountains and **Alex** covers the South West region. Alex loves family time and crafting. She love travelling and would love to explore the world (or most of it) before she retires. Vasati's favourite colour is purple and she is a foodie!! She enjoys relaxing with Netflix.

**Kirsten** has joined the team in the role as Customer Service Officer – Reception at Common Ground. She brings extensive and varied experience from many customer service industries. In her spare time Kirsten volunteers for a not-for-profit cat rescue organisation and rehomes rescued street cats.

**Paul** will be joining the team in the role of Team Leader – Tenancy Services. Paul is a passionate, experienced portfolio manager, with over 20 years of industry experience. Paul has led a regional team at Defence Housing Australia, is a licensed real estate agent and a licenced maintenance contractor with NSW Fair Trading.



You may already be familiar with these two, Alex and Vasati



Animal lovers!



*'It was such a beautiful day that was well organised. The weather was good. The new zoo is really amazing and has many spots where you can just sit, rest and watch the beautiful animals. It was also good to mingle with my neighbours that I bump into often. Looking forward to doing more events in the community centre.'* Hilda, after visiting Sydney Zoo on excursion

## Free calls!

Local and national calls to standard fixed line numbers and calls to standard Australian mobiles on **Telstra's public payphones are now free.**



Call me, maybe?



## Around the grounds in Assets

The Repairs and Maintenance Team at our Blacktown office will take your repairs and maintenance enquiries and will assist you with any property problems that you may have. Tenants are our main priority so please call or email the office with any issues you would like to discuss. **For 24 hour repairs and maintenance issues, please call 1800 269 672.** You can also contact the maintenance team directly via email on **maintenance@missionaustralia.com.au**

## Meet Teena (Acting Regional Assets Manager)

Teena is an all round legend loved by all.

**Favourite colour?** Purple

**Favourite cuisine?** Mexican

**Favourite holiday ever?** NZ

**Favourite band ever and why?** ABBA

**Favourite singer ever?** Keith Urban

**Favourite actor or actress and why?** Nicole Kidman,

just love the Nicole/Keith duo.

**Favourite destination in Australia?** South Coast

**Favourite NRL sports team?** Not into sports

**Where were you born?** Sydney

**If you were not in this industry what would you be doing?** Interior design

**Favourite time-wasting activity?** Reading

**How long have you worked for Mission Australia Housing?** 14 years in various roles, with Mission Australia and Mission Australia Housing

**If you were to be Prime Minister of Australia for 12 months what would you change?** Advocate for free childcare.



One big happy family; Teena with colleagues Vanessa and Emilie