



Outdoor community classroom



Taree Community Day

NSW Seniors Festival wrap up

Coffs, Nambucca and Kempsey each hosted Seniors Festival Week events earlier in April.

From incredible free food, music performances, cooking demonstrations, cultural ceremonies and activities to 'growing in your garden' workshops, give-aways and much, much more. Our older friends of the community learnt about dementia prevention from geriatrician, Dr Tyagi. My Aged Care and Elder Abuse provided information on the services you can tap in to along with exercising from your chair demo's and advice on how to get free help using technology. Aboriginal art classes, ukelele lessons and tai chi workshops made it fun for everyone!

Steve from Community Housing Limited (CHL) said, *'What a great, fun series of events and bunch of seniors, everyone got together to share, learn, grow. A great time was had by all!'*

In partnership with CHL, MNC Local Health District and Mission Australia Housing over 200 seniors came together over three free community locations.



And streetch...!

 **We all now know that there are only two types of people in the world, seniors and pre-seniors!**

Exploring the health benefits of gardening

Friends from the Community Greening Program of Royal Botanical Garden Sydney and Community Housing Limited came together in Taree to lend a helping hand or a green thumb or two. Getting down and dirty we fertilised the soil, pruned and planted over a good old chin-wag about what we can do together around the garden and how we can get to know our neighbours.

Deb from Taree says, *'Gardening is good on so many levels, you can grow your own food, save money, it's fresh, you cut it when you want it and it keeps growing. It makes me feel better to be out in the garden in the sunshine. I feel peace in my environment, it's a great escape and it feels good to be helpful.'*



Active gardening in Taree

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 building essential service inspections, such as maintaining lifts, fire doors, fire extinguishers etc.

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

Some great news!

We are pleased to announce we have recently engaged **Aruma, our new lawns and grounds team**. Formerly House with No Steps, Aruma offer a service that financially supports people with disability by providing employment opportunities. Tenants will see Aruma out and about in the **gardens** and throughout our **common areas** undertaking **cleaning and maintenance services**.



CONTACT US

 Mission Australia Housing hotline: **1800 269 672**
 1/39 Gordon Street, Coffs Harbour NSW 2450
 missionaustralia.com.au/housing
 facebook.com/groups/MissionAustraliaHousingMNCNSW





FROM OUR EXECUTIVE

Hello Mid North Coast residents and welcome to spring!

The temperature has certainly warmed up as the new shoots spring up and we welcome 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. It is really exciting to see the construction of the residential units and the Mission Australia Centre coming along on Duke Street in Coffs Harbour. It has not been without its challenges with different weather events but progress is well under way as we aim to complete the build by the end of the year. I would like

to thank the community and staff for all your support and invaluable insights in the design of this project. We look forward to welcoming you to our new office later in the year.

Our Assets Team have completed rolling out the Capital Works Program on behalf of Land and Housing Corporation who selected and funded the properties requiring repairs and maintenance. This forms part of our ongoing commitment to maintain all our properties across the Mid North Coast region.

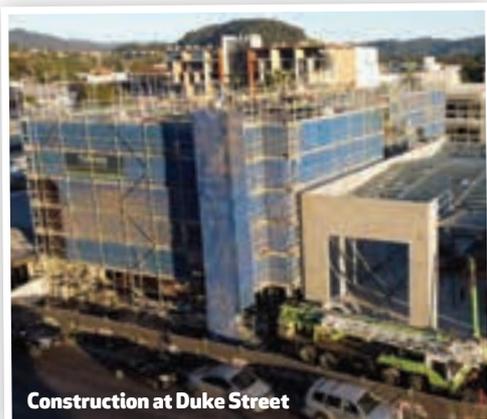
Sadly, Mission Australia lost our office on Pulteney Street in Taree due to the floods earlier in the year. We are working hard to reopen in a new location in Taree and will let you know when we are fit to open.

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



Construction at Duke Street

Making a complaint

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

All complaints are 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. 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. Read our Privacy Policy here: missionaustralia.com.au/privacy

Out and about with gardeners from Toormina



Gardeners from Toormina car pooled to visit our volunteer gardener friend, Phil in his natural habitat at the Coffs Harbour Community Garden.

Phil took us on a tour of the beautiful Community Garden supported by Coffs Council. Ruth taught us how to grow and prepare okra (from Africa) and casava (native to Brazil) and Richie from Geolink brainstormed a few design ideas with us for Barcoo Court Community Garden.



Exploring community gardens

Mission Australia Housing is pleased to announce the Alcohol and Drug Foundation is supporting a Youth Empowerment Service (YES!).

The YES! program (aimed at younger tenants) promotes youth leadership through service, sports, community gardening, education, peer mentoring and partner support.



Not forgetting about our older residents, we are also launching an Active Senior Empowerment Program (ASE)!

ASE will focus on mature aged tenants, by encouraging active gardening and healthy aging through inspiring community gardens. We're so very excited!

For more information or to get involved, call Jesse on 5633 9525.



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 mncenquiries@missionaustralia.com.au

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/MissionAustraliaHousingMNCNSW](https://www.facebook.com/groups/MissionAustraliaHousingMNCNSW)



Our office in Coffs Harbour **remains closed** until further notice.



All tenant activities are **on hold**, until further notice.



Face masks are recommended where social distancing is not possible.

Remember, if you have any concerns, need support or help understanding this information, please call us on **1800 269 672**.

We can also organise an interpreter service if English is your second language.

The **BGANZ** power of plants

With a little help from the team, Brenden from Botanic Gardens Australia and New Zealand (BANGZ) have banged out some rhymes and recorded a rap video to kick start the new planting

season. This year the theme is 'THE POWER OF PLANTS!'.

Royal Botanic Garden Sydney and Community Greening are on social media. **Follow us** facebook.com/RoyalBotanicGarden/@RBGSydney. Tag your photos **#CommunityGreening**

It goes something like this....

'Wattle Tree grows on streams, rivers & dams. My name's Brenden Moore from the Royal Botanic Gardens Community Greening Program.

It's my favourite flower & I'm not pretendin', it's the Australian Floral Emblem.

Native plant pollinator, self propagator, this ain't hip hop, I'm the rap terminator.

There's over 1,000 species, they grow naturally,

you can propagate them or pick 'em up at your local nurseries.

Ease back if you're a tree with nectar, I'm just a bee trying to connect ya!

Look and see, it's a wattle tree, attracting the bees, that makes the honey.

Over in NZ they are considered a pest, but over here, mmm! They are the best.

For thousands of years in the Dreamtime, but you can find them in your native edible garden design.'

Send us your poems

themed 'the power of plants.' We can even send out a team member to record some beats with you at your community garden.

Brenden Moore, Aboriginal Community Greening Office

You can watch Brenden's rap here [vimeo.com/546689860](https://www.vimeo.com/546689860)



Brenden, our hip hop correspondent

8 top tips for fire safety in your home



- 1. Never tamper with your smoke alarm.** Always call Mission Australia Housing if you think your smoke alarm may be faulty.
- 2. Teach children what smoke alarms sound like** and what to do when they hear one.
- 3. Ensure everyone in your home knows the way to escape from every room of your home and know the family meeting spot outside your home.** In larger residential complexes a fire evacuation plan will detail escape routes and meeting places.
- 4. Make sure everyone in your home knows who to contact if they cannot find one another in an emergency.**
- 5. Practice escaping from your home at least twice a year.**
- 6. Make sure everyone knows how to call 000.**
- 7. Teach household members to stop, drop and roll** if their clothes catch on fire.
- 8. If a fire occurs in your home, get out, stay out and call for help.** Never go back inside for anything or anyone.



Dropping and rolling, and go, go, going could save your life or another



Need help reading, writing or with basic maths? Call the Reading Writing Hotline now on 1300 655 506, call 0407 911 894 or visit readingwritinghotline.edu.au



HELPLINES – Here to help

Ageing and Disability Abuse Helpline 1800 628 221
Alcohol and Drug Information Service 1800 250 015
Child Protection Helpline 13 21 11

Crime Stoppers 1800 333 000
Domestic Violence Line 1800 65 64 63
Link2home Homelessness 1800 152 152
Mental Health Access Line 1800 011 511

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. 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. *Dampriid 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 please call 1800 269 672.

Our hotline is open 9am to 5pm, Monday to Friday, excluding public holidays or any time 24/7 if it is urgent.

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?



We got to catch up with Karen of Toormina and the Coffs TAG at the Barcoo Court Community Garden. Karen also talked about the rooftop garden barbecue at the Waratah building in Coffs Harbour.

The rooftop garden event was a gathering of Mission Australia Housing Coffs Regional Gardeners, Tenant Action Group members, tenants of the Waratah building, Housing Officers and the Mission Australia National Legal Team who just so happened to be in town.



'It was a pleasure to meet the Legal Team from Mission Australia and local office staff. We had a great time socialising with the other gardeners, talking about plants and what a great barbecue we had together on the rooftop garden!'
said Karen from Toormina.

Meet newbie Evelyn

Evelyn recently joined the team as a Housing Officer and is excited to be working with our community, assisting in the area of housing and tenancy management. Having been exposed to homelessness and the extensive housing crisis in South Africa, she is grateful for this opportunity. In her spare time, she enjoys fishing, hiking, gym and caring for animals.



What would you like to read in your newsletter? *We have heard that you would like to read more stories about you, the tenants.* If you would like to write for the newsletter or be interviewed, call Jesse on **1800 269 672** or email scmnc@missionaustralia.com.au

Taree Community Day
Who doesn't love a good sausage sizzle? We even offered a vegetarian option and a great day in Taree with our friends Compass, CHL, community

health services and more. The local library attended with books and interactive toys. We heard from tenants about what they think makes a great place to live. We believe there is lots to do, but **we can do it better together.**

If you have ideas, we want to hear from you. Call Jesse on 1800 269 672.



Working together