

Housing News

Happy Easter



The Mission Australia Centre in Coffs Harbour



Aboriginal elder Aunty Jenny Skinner welcomes Governor General David Hurley and wife, Linda Hurley



Interior of Duke St residential building



Mould attack pack

The last couple of weeks have been very wet and everyone is experiencing the after effects.

As the water recedes there are damages that will need to be attended to. We appreciate your patience while we process the reported damages, balance that with available tradespeople and insurance company requirements. **If you have new damages to report, please call us on 1800 269 672.**

If you have not had damage to your property, there is still

a lot of dampness in the ground and in the air. This is perfect for mould growth. Please see the **Mould Fact Sheet** included with this newsletter for more information.

The NSW Government has released details of their financial assistance package for anyone impacted by the floods.

You can find details at: service.nsw.gov.au/floods/financial-assistance

Connect with us on Facebook so you can get this information and much more, quickly! facebook.com/groups/MissionAustraliaHousingMNCNSW

We have free Mould Attack Packs available for tenants. Just call us to pick one up or we will deliver to your door! If you have a mould issue that is beyond general cleaning, please contact us urgently on 1800 269 672.

Are you paying the right amount of rent?

Each year, Mission Australia Housing carries out a rent subsidy review for all tenants. This is to check if you are still eligible for a rent subsidy and paying the correct rent based on the income earned or benefits you receive. **The difference between the market rent value and the rent you pay is called the rent subsidy.**

Each year, we also check the rental market to see how much average rents are in your area and update your property market rent to match.

Market rent reviews and Affordable Housing rent reviews happen once a year. Social Housing rent reviews happen twice a year.

We will contact you by letter to let you know when this is happening.

Are you falling behind in paying your rent and bills? Talk to your Housing Officer who can help you to set up a payment plan. **Paying off debt in small amounts often can help you get on top of this!** Call 1800 269 672 for more information.

CONTACT US



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



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missionaustralia.com.au/housing



facebook.com/groups/MissionAustraliaHousingMNCNSW

We acknowledge Aboriginal and Torres Strait Islander peoples as the traditional custodians of our land - Australia. We acknowledge our Elders past, present and emerging.

Update FROM OUR EXECUTIVE

Welcome to the first newsletter for the year!

With the lingering effects of COVID-19 and then the devastating floods across NSW, I am constantly amazed by the resilience and strength of our communities in these challenging times.

I would like to thank you for your patience over the past couple of years as we have responded to Government guidelines and restrictions throughout COVID-19. We are excited to be returning to offices and seeing you back out in the community and in your homes, carrying out regular housing services. It is a really re-energising feeling to be connected again to our tenants and communities.

In between COVID and the floods I was delighted to visit Coffs Harbour in February to **celebrate the opening of the**

new Mission Australia Centre (the MAC) and the 40 new social and affordable homes right next door.

Both buildings are part of Mission Australia's commitment to the Mid North Coast, ensuring communities and our tenants have access to services and safe and secure homes they need. Facilities like these play a big part of our goal to end homelessness on the Mid North Coast.

Wishing you all a very safe and happy Easter and that this Lunar Year of the Tiger continues to bring us all strength.



Chris Bratchford
Executive, Mission Australia Housing



REPAIRS AND MAINTENANCE CORNER

Here's what's been happening since January in your area:

870 repairs and maintenance requests received

632 work orders completed

Most common repairs:

Leaking taps and hot water systems

We also had numerous requests to make roofing safe and for minor repairs on gutters due to the large amount of rainfall across the Mid North Coast. Thank you for your understanding as we try to coordinate these repairs as quickly as possible.

\$663,757
total spend

Cleaning up

Residents facing the difficult task of cleaning up after extraordinary flooding in NSW will be able to take waste caused by the floods to the tip for **FREE**.

If you're involved in the flood clean up, ask your local council which waste facility is taking flood rubbish, and whether there are special requirements for getting rid of it. For more information visit:

nsw.gov.au/news/flood-waste-levy-waiver

Need bulky household waste removed?

Now is the time to call your Council to get it organised. **Coffs Harbour residents can call Council on 1800 265 495 for two FREE hard rubbish vouchers.** Chat with your neighbours and your Housing staff to organise a clean-up.

Tenant pop quiz!

Did you know it's your responsibility as the tenant to keep gutters clean?

If you need assistance to clean your gutters speak to your Mission Australia Housing staff. You may be able to get funding from a home care package, the NDIS or engage a local handyman.

What is pandemic fatigue?

We can all tick the box when it comes to being affected by COVID-19 in some kind of way.

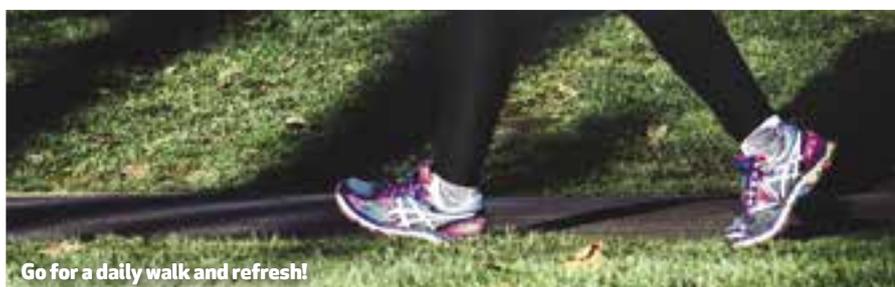
Some symptoms you may experience are:

- feeling hopeless and trapped
- lack of motivation
- nervousness
- tearfulness
- tiredness
- headaches
- not hungry
- sore muscles
- wanting to be alone
- feeling slower

Tips for recovery

- Please see your local GP if you are concerned
- Start walking daily
- Eat healthy meals
- Stay away from too much media, including news, phones and devices

For more information visit health.nsw.gov.au/Infectious/covid-19/update/Pages/pandemic-fatigue.aspx



Go for a daily walk and refresh!



Safety in your community

The team at Mission Australia Housing is committed to the safety of everyone in our communities but **we are not the police.**

If you think you see something that is illegal or a crime you need to report it to the police. The link below is the **NSW Police Community Portal** with important information about what to do when you are feeling unsafe.

police.nsw.gov.au/safety_and_prevention/your_community

Tips and tricks from your local police constable:

1. You can always choose to be anonymous.
2. When you report an incident, ask for an incident number to track it.
3. Your phone call and information could be the most important piece that brings the needed change

crimestoppers.com.au
1800 333 000

Easter & Anzac dates

- 15 April** – Good Friday
- 16 April** – Easter Saturday
- 17 April** – Easter Sunday
- 18 April** – Easter Monday
- 25 April** – Anzac Day

The Mission Australia Housing offices are closed on Easter Friday, Easter Monday and Anzac Day. **For emergencies, please call 1800 269 672.**



Scan the QR code to receive the latest updates via Facebook. Join Mission Australia Housing's Facebook groups to receive updates regularly. **If you prefer to receive notifications via email or SMS,** please call 1800 269 672. facebook.com/groups/MissionAustraliaHousingMNCNSW

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 fire.

Remember home fires are not just contained to your home but can also spread to your neighbours. Winter is on its way so it is really important that we are able to access your home to check your smoke alarm. Please talk with your Housing Officer if you have any questions.

Rapid Antigen Tests available (or more commonly known as RATs)

Through the NSW Government we have a limited supply of RATs for tenants. **Please contact your local office on 1800 269 672** if you need a RAT or ask staff onsite who will have stock of them.

Living in our new normal COVID-world

Over the months of December 2021 and January 2022 we cautiously came out of our COVID closets and worked with community partners training tenants to step up to be Community COVID Champions.

“With the rules changing, feels like daily, it’s good to know where to go for correct information,” said Mission Australia Housing tenant, Steve.

Youngster – a youth digital literacy service, helped participants to access Service NSW and NSW Health resources.

People and tenants from all walks of life came together – Aboriginal elders, the Yazidi peoples (from

northern Iraqi), Sudanese, Filipino, mixed Myanmar ethnic groups, and people from asian communities.

COVID first aid packs were given out that included Rapid Antigen Tests (RAT), masks, thermometers and hand sanitiser. COVID information was digested over lunch, and everyone said they felt more comfortable about where to go to get the right information and that they felt better about how to speak about COVID.



If you would like more information about COVID or would like to connect with a Community COVID Champion in your area please call 1800 269 672 to speak with your Community Development team.



Learning how to live with our new normal

CHAPPY CHAT



Welcome to Chappy chat.

A community chaplain is someone who has the time to listen to your hopes and dreams, hears your pains and struggles, and helps you through your life. Community chaplains are also here to help connect you into helpful communities.

My name is Chris, and I have just started as the community chaplain in Coffs Harbour. I am married with four kids and two dogs. We've recently moved into the Coffs Harbour area. I love listening to people's stories. I enjoy helping people discover more about themselves as they look for purpose and meaning in their lives. I look forward to meeting as many of you as possible in the future!



Chaplain Chris

If you would like to chat about this or anything else, please email SilverCh@missionaustralia.com.au **I can also be found at 9 Duke St, Coffs Harbour or call the Community Chaplaincy Team on 0436 810 081.**

Thank you!

We thank our volunteer tenant group members for helping improve our communities!

We greatly appreciate your ideas and involvement.

Interested in getting involved in your local groups?

Call 1800 269 672 to speak with your Community Development team for more information.

Seniors Week Festival 2022

If you missed out on getting along to Seniors Week this year you can catch up on all the important information and presentations online by visiting coffsharbour.nsw.gov.au/seniorsfestival

You can also call **Alison our Active Seniors Engagement Officer** on 1800 269 672 for more information. *Made possible and supported by the NSW Seniors Festival Grant.*

What's on?

With lockdowns now a thing of the past... **expos, events, conferences, celebrations, community hubs, markets** and all other gatherings are back on!

To make sure you do not miss out on the action near you, please visit your local council website to see what's on!

Please check for events on your community noticeboard, your Facebook group and your letterbox for updates.



We're hiring and we want you!

If you are not able to work without support, Aruma may be able to offer you a job in our Facility Services teams assisting to maintain Mission Australia homes. As a Supported Employee you will get paid, training and the support you need. To be a Supported Employee, you must have, or be eligible for, a Disability Support Pension (DSP) and have an NDIS plan. You don't need any experience or qualifications to join the Aruma Supported Employee team. Instead, our supervisors and trainers will provide you with training and support every step of the way.

To find out more about opportunities available, call us on **1300 538 746** or visit us at aruma.com.au

Hot cross bun french toast



Let's indulge in some warm, fuzzy and crunchy deliciousness this Easter! This is a unique take on the traditional Easter hot cross bun. Enjoy!

What's in it

- 6 hot cross buns
- 2 eggs
- 1/3 cup + 100ml cream
- 1/4 cup milk
- 1 tbsp caster sugar
- 1/2 teaspoon ground cinnamon
- 50g butter

How to

1. Slice the hot cross buns in half horizontally, and set aside.
2. In a bowl, whisk together the eggs, cream, milk, caster sugar and ground cinnamon.
3. Preheat a non-stick frying pan to a medium heat, add the butter.
4. Take each hot cross bun piece and dip it in the egg mixture, coating all sides.
5. Let the extra mixture drip off the bun, then place into the frying pan.
6. Cook on each side for 2-3 minutes or until golden brown.



Happy Easter everyone!

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Let's reconnect

2022 COVID-SAFE

SENIORS WEEK FESTIVAL