



**CEO's Intro**



Dear NCCH Tenants,

Welcome to our Tenant Newsletter for Spring. Here's what NCCH has been up to since our last issue....

**In lockdown—again ...**

Our offices have been impacted by the various COVID Stay at Home Orders imposed on different Local Government Areas, meaning that we have been in & out of lockdown a number of times over the past few months.

As from 11 October, when some restrictions are eased for those who have had two COVID vaccinations, our offices will be operating as follows ....

- Tweed and Grafton offices will be open by appointment only
- Lismore office will be open to the public but, to be safe, phone ahead to make an appointment.

Please note that clients will have to provide proof of COVID vaccination before entry into our offices is permitted due to Government regulations.

You can always keep up to date by visiting our website or following us on Facebook for updates. If you're planning on visiting one of our offices, give our office a call beforehand, just in case the office is closed. Please be assured that, if our offices *are* physically closed, you can still contact us (see [page 5](#) for a listing of our numbers).

**Be careful of scams!**

I don't know about you but I have been bombarded recently with scam calls to my mobile phone. There is a COVID vaccination passport scam that has been doing the rounds and we have provided some info about this particular scam on [page 8](#). Please be careful and don't click on any links that may get sent to your phone or email. NCCH sends out text messages to our tenants from time to time, but we always include the Sender ID as "NCCH" so that you know that they are from us.

**NCCH announced as a finalist in the Northern Rivers Regional Business Awards!!**

So that I can end on a positive note, we are excited to announce our nomination as a finalist for Outstanding Community Organisation in the 2021 Northern Rivers Regional Business Awards.

NCCH has been recognised for its commitment and achievements in providing affordable housing, social housing and specialist homelessness support services. We are proud to be acknowledged in this category for the work we do every day to deliver excellence in service to those in our Northern Rivers community.

The Awards Evening is being held virtually on Saturday 23 October and we will keep you advised of the outcome in our next newsletter.



**REGIONAL FINALIST**

*Until our next issue ... John McKenna*

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*NCCH acknowledges the Bundjalung, Arakwal, Gumbaynggir and Yaegl peoples who are the traditional custodians of the land that comprises the Northern Rivers.*





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Round Two of our Scholarships for this year opened on 1 September. We encourage NCCH tenants to apply if they could use some help with:

- ◆ school expenses (such as camp fees or excursion costs)
- ◆ tuition fees
- ◆ sports costs (such as registration fees, lessons or towards soccer boots)
- ◆ creative arts pursuits (such as dance and/or music lessons, or costumes)
- ◆ costs that would help you with achieving your goals (such as putting the money towards the cost of equipment or a laptop to help you with your studies).

To check if you meet the criteria, get more info or to download an application pack, please visit our website at <https://www.ncch.org.au/ncch-scholarships-program/> or contact Julie on (02) 6627 5315. Or you can send an email to [info@ncchc.org.au](mailto:info@ncchc.org.au).

**Just a reminder that applications close on Wednesday, 13 October.**

### Lismore City Council contributes to NCCH's "Welcome Packs" for new Tenants

Lismore City Council recently donated 60 compost kitchen caddies to add to "Welcome Packs" that are presented to all new NCCH tenants at sign-up. Each caddy comes with a roll of compostable caddy liners and some helpful fact sheets on what items you can and can't put into the caddies.

NCCH would like to thank Lismore City Council for their generous donation.

**Thank you!**

*Pictured below is NCCH staff member Cath, taking delivery of the caddies (in a COVID-safe way) from Vicki, Waste & Services Education Officer from Lismore City Council.*



### Using your kitchen caddy

*what can you line it with?*

 A certified compostable liner? <b>YES</b>	 Newspaper? <b>YES</b>
 Nothing? <b>YES</b>	 These do not break down in the composting process Plastic, degradable & biodegradable bags <b>NO</b>





## Updates & Info

### From our Assets Team

#### Limited services during COVID lockdown restrictions

Please note that during lockdown periods, we are only able to provide limited services such as urgent maintenance matters. We apologise for any delays in getting to non-urgent matters but please know that we will get to those as soon as possible after restrictions are lifted. We thank you for your patience in this regard.



#### Property Repairs Hotline

A reminder that you can phone our dedicated Property Repairs Hotline **anytime**, 24 hours a day, 7 days a week to report any maintenance requests.



**(02) 6627 5333**

#### Annual Smoke Alarm Service

The Annual Smoke Alarm Service is now underway and will be completed in stages – we appreciate all tenants allowing access to their property for our contractors.

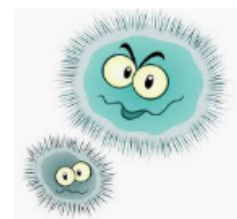
Our contractors will contact you to organise a suitable time to come to your house and service your alarm, so you will have to be home to let them in on the day. Testing of smoke alarms is mandatory and they are an essential item to alert you to any fire and potentially save your life, and those of your loved ones and pets.



#### Dealing with Mould and Fungus in your home

With the weather now warming up, humidity/condensation creates excellent growing conditions for mould and fungus. In weather such as this, tenants should pay particular attention to:

- ◆ Good ventilation and light in the home, including opening windows and doors
- ◆ Using the extractor fan in the bathroom and/or opening a window when showering
- ◆ Cleaning the mould as soon as it becomes visible with an antifungal agent
- ◆ Ensuring your gutters are clean and free from leaf litter/debris



If you have any questions regarding mould in your home, please contact our office and ask for a copy of our Mould Fact Sheet.

#### Please do **NOT** flush wet wipes down the toilet

Just a reminder that baby wipes and sanitising wipes should be thrown away in the rubbish, **not** into the toilet. Unlike toilet paper, they don't breakdown & can cause unwanted back ups. They can even cause permanent and expensive damage. **Please note that if wipes are found to be the cause of the problem, it will be a Tenant Responsible charge and you will be required to pay for the repair.**

**Save the pipes – don't flush the wet wipes!**





Updates & Info continued

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From our Operations Team

Time for a Spring Clean

Now's the time to open all the windows and air out the rooms in our houses. It's been a very wet winter so you may find pockets of mould. Mould likes dark places such as wardrobes, cupboards and dark corners. If you are after some inspiration, this is a great website.

<https://fatmumslim.com.au/the-ultimate-spring-cleaning-guide/>

Family Energy Rebate Open Now!

Do you know about the \$180 NSW Family Energy rebate? See if you are eligible to get some help paying for your electricity bill with a credit to your electricity retailer. Applications are open for the 2021 Energy rebate and you can apply by going to this website. <https://www.service.nsw.gov.au/transaction/apply-family-energy-rebate-retail-customers>

Public Interest Advocacy Centre

The Public Interest Advocacy Centre has an excellent list of information if you are having difficulty paying for your energy or water bills. You may even be eligible for financial support or payment assistance. Go to the PIAC website for more information. <https://piac.asn.au/project-highlight/help-with-paying-energy-water-bills/>

Water Bills Out Now

Many of our water bills have just been sent out, so if you think your bill is a bit high, please check that you don't have a leak and, if you do, call the Property Repairs Hotline immediately on (02) 6627 5333. You can also speak to your Tenancy Manager about setting up a payment plan so that you can pay a little bit each pay towards your bill. Then, when it comes in, it's already covered.

Please Use Reference Numbers When Transferring Funds

We often see lots of payments to NCCH without any reference number. If you transfer funds without a specific rent or water or maintenance reference number, we have no idea where the money came from.

Tenant Assisted Inspections

We are trialling Tenant Assisted Inspections due to COVID-19. So if you would like to participate, please contact your Tenancy Manager who will send you a link so that you can take photos of your property. It's really easy!



NCCH & Rekindling the Spirit sign MOU

Rekindling The Spirit Ltd and North Coast Community Housing signed a Memorandum of Understanding (MOU) between our two organisations which will allow us to work together for our Aboriginal & Torres Strait Islander clients.

We are proud to formalise what has already been a positive and collaborative partnership and to continue the important work in our organisation's reconciliation journey.



(Above: NCCH CEO, John McKenna & Rekindling the Spirit CEO, Georgina Cohen proudly display the signed MOU.)

continued on page 5





Updates & Info *continued*

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**From our Operations Team ... continued**

**COVID-19**

Unfortunately, COVID-19 continues to impact on our capacity to do our job and keep our offices fully open. So please keep safe and watch our Facebook site or website for our office details. If you need to come into one of our offices, the best thing to do is to call beforehand to make an appointment.

So keep safe and if you would like to know information about 'tenancy', drop us a line to [info@ncchc.org.au](mailto:info@ncchc.org.au) and we will answer your question in the next newsletter.

**Tania Crosbie, Operations General Manager**



**Meet Your Tenancy Manager**

In this issue, we meet **Janel Lesleighter** who is a Tenancy Manager in the Tweed Office.

**Where are most of the properties you look after?**

Byron Bay, Banora Point

**How long have you worked for NCCH?**

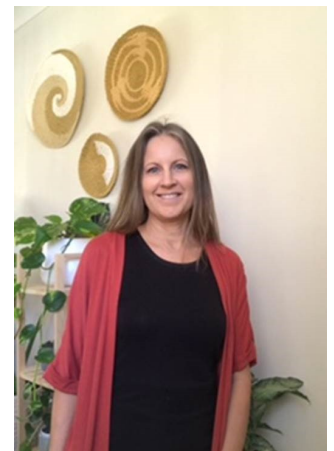
I started working for NCCH in an administration role January 2017.

**What do you like most about your job?**

The people; tenants and my work colleagues.

We can all appreciate that not every day is easy but I hope my efforts make a positive impact.

NCCH is very respectful of a family/work life balance.



**What do you love about the Tweed?**

How picturesque this area is...beautiful white sandy beaches and rolling green mountains.

Gorgeous country towns and their people, rainforests that you can walk for hours' in...what's not to love?

**What do you like to do in your down time?**

I always have my camera with me – I love to photograph people and landscapes, and my kittens 😊

I love the beach, the rainforest walks and eating out and keeping fit.

Above is one of Janel's beautiful photos of the region.



**Your local NCCH office**

Lismore: (02) 6627 5300

Tweed: (07) 5523 5800

Grafton: (02) 6642 9100

General email: [info@ncchc.org.au](mailto:info@ncchc.org.au)



<https://www.facebook.com/northcoastcommunityhousing/>





Updates & Info continued

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**In the Spotlight—the NCCH Tenant Council**

We are a small group of tenants just like you!

We are a link between NCCH staff and the Board. In this way, we make NCCH aware and accountable to improve services to tenants.



• **Meet Peter the Chair of our Tenant Council from Goonellabah**

***When did you join the Tenant Council?***

I joined 11 years ago.

***Why did you want to join the Tenant Council?***

I felt strongly about giving tenants a voice and making a difference to people’s lives. I have always been a community-minded person and enjoy being able to contribute to society.

I first heard about the Tenant Council when I attended a tenant meeting at NCCH. I felt as a community housing tenant, I wanted to show people that we are more than just tenants; we are people with amazing stories, goals and dreams. The Tenancy Manager at the time approached me and asked “Do you want to join?” and I jumped at the opportunity!

It’s not everyone’s cup of tea to join things, but it’s definitely mine!

***What is the most rewarding thing about being part of the Tenant Council?***

One of the rewarding things about being part of the Tenant Council is being the person tenants can go to for help and support.

Tenants will often contact me about different issues and concerns they have and I am able to reassure them that NCCH will always stand alongside them. I can point out avenues for people to access information and support, whether it be through their Tenancy Manager or other networks.

I believe we should do more than just drift along in life, and a house is more than your home—it gives you the stability and safety to follow your pursuits and goals in life.

***What is one of your best memories of being part of the Tenant Council?***

My best memory was a few years ago when there was only myself and 2 other tenant councillors. We called ourselves the Three Musketeers and we kept the Tenant Council running with just the 3 of us. We kept running our meetings and tenant activities and even held a tenant gardening competition.

Those years made the Tenant Council what it was and I am proud we stuck together and we are still going strong today.

***What are your hobbies and interests?***

I enjoy reading science fiction and have had a lifelong interest in astronomy. I used to play squash and football but had to give those activities away in recent years.

If you are interested in finding out more about joining the Tenant Council you can contact Peter on **(02) 6624 2619**.

**Contact numbers for the NCCH Tenant Council**



**Peter** (02) 6624 2619 | **Walter** 0411 117 276 | **Diane** (02) 6674 0540





Community Noticeboard

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# 9 MENTAL HEALTH ACTIVITIES TO DO WITH YOUR CHILDREN

@BELIEVEPHQ

## WORRY TIME

Set aside a time each day for your child worry. Discuss with your child how long the worry time will be for. In this time your child can write down their worries, discuss them with your or problem solve to overcome them

## THOUGHT CHALLENGING

Help your child to write down any unhelpful thoughts they that experience. Try to challenge them with your child and come up with more realistic and helpful ones

## BEING PRESENT

Help your child to be present and live in the moment. Go for a walk and see how many different things you can both take in with all your senses

## ACTIVITY PLANNING

Create an activity diary with your child and help them to schedule in some pleasurable and achievement related activities

## TALKING ABOUT FEELINGS

Why not create a time each week where your child can speak to you about their thoughts and feelings

## 3 GOOD THINGS

Before bed spend some time with your child to identify and write down three good things they achieved from the day

## THOUGHT TESTING

Try setting out some simple activities to help your child test out the validity of a thought.

## WELLBEING

Support your child to look after their wellbeing. Cook healthy meals with them, exercise or play sport with them and make sure they are getting enough sleep

## IMAGERY

Work with your child to imagine themselves in an imaginary future where everything has turned out in a positive way



## Fire safety tips

NSW Fire & Rescue has some great information and safety tips available on its website.

Visit: <https://www.fire.nsw.gov.au/>



## COVID-19 Check-in Card is now available!

We are all used to signing in at venues using the QR Code system which is easy if you have a smart phone. But, if you don't have a smart phone, you can now apply for a hard-copy (printed) card with a unique QR code that contains your registered contact details. *See the example on the right.*

Once you've created your card, you can have it posted to you, or you can download a printable version.

To apply, visit: <https://www.service.nsw.gov.au> or phone Service NSW on **13 77 88**.





**Community Noticeboard  
continued**

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**Free cab-charge vouchers for getting people to their COVID vaccination appointments**

Cab-charge has announced that they are offering NSW residents a \$50 cab-charge voucher to get people to their COVID vaccination appointments.

Anyone can apply for the voucher to get to your vaccination appointment. If you're based in NSW and need assistance to get to your appointment, head to the Cab-charge website, fill in your details and you'll receive a \$50 travel voucher with a link to add it to your smartphone within 24 hours. Just check the criteria as well.

This offer runs until the end of October. Visit the website here:

<https://www.cabcharge.com.au/covid19-resources>



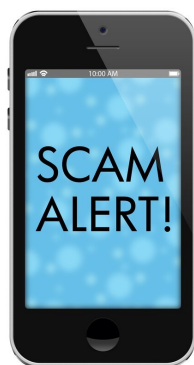
**active &  
HEALTHY**

**Healthy and Active for Life Online** is a **FREE** 10-week healthy lifestyle program for adults aged 60 and over.

The program will help you learn how to make small, sustainable changes in your lifestyle to improve your health.

- ◆ The program covers lots of topics including healthy eating and physical activity.
- ◆ No prior knowledge or exercise experience is required!
- ◆ Aboriginal people aged 45+ years can register.

Follow the link to register: <https://www.activeandhealthy.nsw.gov.au/home/healthy-and-active-for-life-online/>



**Be aware of COVID-related scams**

Please be aware of the latest scam SMS targeting Australia. The SMS may appear to be sent from 'COVIDsafe' or 'BeCOVIDsafe'. It shows something similar to the graphic on the right: "Your digital version of COVID-19 Passport is available at XXXXXXXXXXXX".

The link in the SMS will be directed to a malicious website that offers a 'COVID vaccination certificate', requesting a small payment for issuing the certificate.

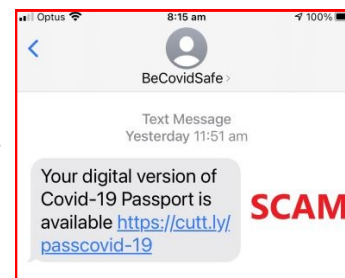
This is an attempt by scammers to steal the individual's personal and banking information.

If you, or someone you know, have received this SMS please delete it immediately. **Do not click the link!**

Important facts to know:

- You will never pay for services related to Services Australia held accounts or records, including for COVID-19 vaccination certificates or assistance with *myGov*.
- Services Australia will never send a text message to a customer that includes a link.
- All customers can obtain their COVID-19 proof of vaccination via Service Australia's secure channels.
- If you have fallen victim to this scam, you can contact the Scams and Identity Theft Helpdesk on **1800 941 126**.

To find out what we know about the latest scams, please visit the Services Australia website [here](https://www.servicesaustralia.gov.au/search?search=scams) (https://www.servicesaustralia.gov.au/search?search=scams)



Information courtesy of the Older Women's Network NSW e-newsletter (September 2021 edition) [www.ownsw.org.au](http://www.ownsw.org.au)







**Community Noticeboard**  
*continued*

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**Communities  
& Justice**

**Department of Community & Justice Scholarships 2022**

We know there are many bright, ambitious students who want to excel in their studies. But focusing on school is not always easy, especially if you're facing challenges with your health, caring duties, home life, or the cost of education and training.

The NSW Department of Community & Justice (DCJ) are offering scholarships to students enrolled in education or training in 2022. The scholarship helps young people finish their studies and reach their full potential. Successful applicants will receive \$1,000 to help with school expenses and secondary support services. DCJ has made it easier to apply again this year! You can have your application endorsed by a staff member at school, parent, guardian, carer, caseworker or support worker.

**Who can apply?**

You are eligible to apply if you are studying in Year 10, 11 or 12 in NSW at one of the following in 2022:

- at a NSW high school or
- equivalent at a TAFE college including Pathways or
- doing a school-based apprenticeship or traineeship or
- home schooled

You must also be either a social housing client or living in out-of-home-care. This can include:

- living in public housing, including Aboriginal housing
- being on the NSW Housing Register (wait list)
- receiving private rental assistance from DCJ (not Centrelink)
- receiving a Rent Choice product
- living in community housing/Aboriginal community housing
- living in housing provided by a Local Aboriginal Land Council
- living in supported, crisis or temporary accommodation
- living in statutory, supported or voluntary out-of-home care.

**When can I apply?**

Applications will open in **mid-October 2021** and will be completed online. More information will be available closer to the date. You are eligible to apply if you applied in previous years. Visit the DCJ Scholarships information page via the following link...

<https://www.facs.nsw.gov.au/families/support-programs/all-families/dcj-scholarships>

Or email the DCJ Scholarships team on [education@dcj.nsw.gov.au](mailto:education@dcj.nsw.gov.au)

**Upcoming  
DCJ  
Scholarships**



**Clean your hands**



**Sneeze and cough  
into your elbow**



**Unwell? Stay in.  
Get tested.**

**Wipes Clog Pipes!**

Place these items in the **TRASH** and **NOT** the toilet:

- Disinfecting wipes
- Paper towels
- Baby wipes
- Towelettes
- Mop refills



**Community Noticeboard  
continued**Tenant Newsletter  
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These are extraordinary times and many of us may need extra help to manage our mental health and wellbeing. Below are some of the mental health and wellbeing support services that have been developed or expanded during the pandemic, and some new services. Some of these are specifically targeted to older people and some are general services that older people can access.

**The Older Persons COVID-19 Support Line – 1800 171 866**

Calls are free. Helps older people, their loved ones and carers stay connected and continue receiving the services they need during the pandemic. The support line operates from 8:30am—6pm (AEST) Monday to Friday. Visit <https://www.health.gov.au/contacts/older-persons-covid-19-support-line>.

**Community Visitors Scheme**

Provides older Australians with friendship, companionship and social connection. Connects people with volunteers to spend time with them on a regular basis. Visits are available to anyone receiving government-subsidised residential aged care or home care. During the coronavirus pandemic, they are focusing on phone and virtual friendships while physical distancing measures and visiting restrictions are in place. Read about the program and how to register at <https://www.health.gov.au/initiatives-and-programs/community-visitors-scheme-cvs>

**Head to Health**

*Head to Health* has a range of resources for people who need help coping with anxiety or worry. Visit <https://www.headtohealth.gov.au/>

**Beyond Blue – 1300 22 4636**

*Beyond Blue* provides dedicated COVID-19 resources to help you manage your wellbeing and mental health. Accredited mental health professionals provide a phone counselling service which is available 24 hours a day, 7 days a week. *Beyond Blue*'s website: <https://coronavirus.beyondblue.org.au/>

**Friend Line telephone support service – 1800 4 CHATS, 1800 424 287**

A free and anonymous telephone service for senior Australians to chat with a volunteer.

**Carer Gateway - 1800 422 737**

Contact Carer Gateway for information or support when caring for an older person. Visit the Carer Gateway website <https://www.carergateway.gov.au/>.

**Respite Care**

Call **Carer Gateway** on **1800 422 737** for emergency respite care.

Call **My Aged Care** on **1800 200 422** for planned respite care.

Information courtesy of the Older Women's Network NSW e-newsletter (August 2021 edition) [www.ownsw.org.au](http://www.ownsw.org.au)

