



**CEO's Intro**

Dear NCCH Tenants,

Welcome to our final Tenant Newsletter for 2021. Here's what NCCH has been up to since our last issue....

**Seasons Greetings**

This will be our second holiday season impacted by the Covid-19 virus issue, however, with our borders opening up and hopefully everyone able to meet with family and friends I hope you are able to enjoy this time of the year.

It has been an interesting 20 months as we work towards whatever our new normal finally turns out to be. NCCH have taken the decision that all staff and contractors dealing with our clients must be fully vaccinated in an effort to ensure, as much as possible, their health and the health of our clients as we continue to provide the services you need from us.

A lot of people have been doing it tough in our region, with regards to finding safe and secure housing in the current overheated rental market and I urge everyone to meet others with compassion at this time of the year as no one knows what someone else may be dealing with.

**Development Update:**

**🏗️ Ground breaking at Station St, Mullumbimby**

On 28 October, we held the Ground breaking ceremony for our development project in Station Street, Mullumbimby. I'm pleased to report that work has now started on the site and it is hoped that it will be completed by September/October 2022 weather permitting. We will have 6 Social Housing units for rent and 14 Affordable Housing units for rent.

**🏗️ Official Opening of Laurel Lodge in Lismore**

On 29 November, we were thrilled to conduct the Official Opening of the Laurel Lodge which is in the hospital precinct in Lismore. To date, nine tenants have already moved into the complex and have started settling in to their new homes, ready for the festive season. Some photos from both events appear on **page 8**.

**Our Annual General Meeting**

We held our Annual General Meeting on 30 November where we celebrated and acknowledged our achievements for the year 2020-2021 and, because COVID restrictions had relaxed slightly, we made the most of being able to invite some representatives from our support partners and other organisations who have worked closely with us this year. Because this issue is so jam-packed, we will have to include photos from the AGM in our next newsletter.

**Outcome of the Northern Rivers Regional Business Awards**

In our last issue, I mentioned in my column that we had made it to the finals of these Awards in the Outstanding Community Organisation category. Unfortunately, we were not successful however we congratulate the winning organisation—Friends of the Koala—which does great work in the community. We are proud to be acknowledged for the work we do every day to deliver the best service we can to those we help in our community.

**Christmas wishes**

On behalf of the Board of Directors and Staff of NCCH, I would like to wish each and every one of our readers a safe and Merry Christmas, and all the best for a Happy New Year.

*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.*



**Please note that all NCCH offices will be closed from 12 noon on Friday, 24th December 2021 and will re-open at 9am on Tuesday, 4th January 2022.**





# ncch SCHOLARSHIPS

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*Congratulations and Well Done!*

To the recipients of  
Round Two of the  
NCCH Scholarships Program!

NCCH - Providing homes, Improving lives,  
Strengthening communities since 1984

### NCCH Scholarships

Our NCCH Scholarships Program continued throughout 2021 with Round Two scholarships being awarded by our Board of Directors at the end of October.

We had six applicants in total with three of our successful applicants receiving awards in the TAFE/Uni category; two in the Primary Education category, and one in the Secondary Education category. The total amount paid for this Round of scholarships was **\$5,200!**

Congratulations and well done to our six successful applicants! We'll include some photos of certificate presentations in our next issue.

The NCCH Scholarships Program is one way that we can help our tenants to achieve their goals—both educational and personal. We would be only too happy to take more applications to our Board of Directors in future Scholarship rounds so please consider putting in an application. We can let you know if you meet the criteria and we can help fill in your application if you need some guidance.

The next round of Scholarship awards opens in April 2022. If you would like more info or to download an information pack, please visit our website <https://www.ncch.org.au/ncch-scholarships-program/> or call Julie on (02) 6627 5315 who is only too happy to assist you.

The next round of Scholarship awards opens in April 2022. If you would like more info or to download an information pack, please visit our website <https://www.ncch.org.au/ncch-scholarships-program/> or call Julie on (02) 6627 5315 who is only too happy to assist you.

### Donations from the Zonta Club

A BIG thank you to **Zonta Club of Northern Rivers Inc** for their generous donation of Christmas Gifts for our older female tenants.

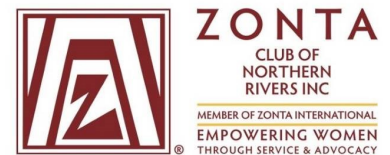
The Zonta Club of the Northern Rivers of NSW was established in 1996, and is a member of Zonta International, a charitable foundation for women. They promote the ideals of service, advancement of the status of women, networking, and personal development for women.

The Zonta Club of Northern Rivers Inc was able to access grant funding through **Southern Cross Credit Union** as part of their Project for Older/Vulnerable Homeless women.

These beautifully donated gifts (*pictured below*) will go directly to our tenants.



NCCH Chair Robyn Hordern & Operations GM Tania Crosbie accepting the donations from Zonta and SCCU representatives.





Updates & Info

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From our Assets Team

We have a whole new Asset team at NCCH now as a result of a reorganisation earlier in the year with **Bob** and **Cohen** joining us as our new Property Surveyors, out in the field and **Mykaella** and **Jo** joining our office team in Lismore as the Asset Team Leader and Asset Administration Officer respectively. **Marlene** is a Cadet in the Assets Team learning all things about social housing. We have provided photos of the Team members so they look familiar if they have to visit you at your property.

We also bid farewell to **Brian** our Property Surveyor who is leaving NCCH after 3½ years, as he moves into retirement at the beginning of January 2022. We thank Brian for his contribution to NCCH during his time with us and wish him well for the future.



Brian



Mykaella



Bob



Jo



Cohen



Marlene

ncch  
north coast community HOUSING

**Property Repairs Hotline**

**02 6627 5333**

**Emergency Repairs over the Christmas/New Year break? Call the Property Repairs Hotline!**

As our offices will be closed for the Christmas/New Year break, tenants are reminded to call our Property Repairs Hotline **anytime**, 24 hours a day, 7 days a week to report any maintenance requests. They will then decide if a contractor has to attend as an emergency response or not and organise for the work to be attended to within the correct time frame.



*Merry Christmas to all of our readers from everyone in the Assets Team!*

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**Stay informed!**

Would you like to receive your next copy of our Tenant Newsletter via email?

Let us know by emailing [info@ncchc.org.au](mailto:info@ncchc.org.au)





**Updates & Info continued**

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**From our Operations Team**

**Christmas Closure**

The staff will be breaking on Christmas Eve and returning to the office on Tuesday, 4 January 2022.

For all maintenance emergencies, please call the 24/7 hotline on **(02) 6627 5333**.

If there are issues that you think are illegal or life threatening, then **please call 000**.

Please stay safe over the Christmas period and we hope you get to spend time with your family and friends.



**Now is the Time to Spread the Christmas Cheer!**



2021 has been a very challenging year, so please take the time to reach out and wish your neighbours Merry Christmas and a Happy New Year. Sometimes this small gesture could make someone else's day.

**Funding for New Guides**

The Northern Rivers Community Foundation has funded tenancy guides. These guides will be for tenants and will demonstrate how to budget and how to be a great tenant. These should be ready in 2022. Thanks to the Northern Rivers Community Foundation for the funding and recognising the need for these booklets.

**Please Don't Pay Your Water Bills at the Post Office**

Unfortunately, the post office is unable to reference water payments clearly enough. The BEST way to pay your water is to contact your tenancy Manager so that they can set up a payment plan – so you never need to think about it again.



**Use Reference Numbers when Making Payments**

One thing we see lots of are 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 have now had a number of tenants conduct their own inspections. If this is something you might like to do, then please speak to your Tenancy Manager. You will need to speak to your tenancy Manager and use a link sent to your phone. Which means you need a relatively new phone which has a camera.

**Feros Care and NCCH sign MOU**

We now have an arrangement with Feros Care to assist our older tenants. If you would like information on how you can access Aged Care information, speak to your Tenancy Manager in 2022.

**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.

Merry Christmas to you and your families and let's hope we all have a brilliant 2022!

**Tania Crosbie, Operations General Manager**





Updates & Info *continued*

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From our Operations Team ... *continued*

Meet Your Tenancy Manager



In this issue, we meet Mel who is the Richmond Team Leader based in our Lismore Office.

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

Lismore, Ballina, Casino, Tabulam, Evans Head.

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

Three and a half years.

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

I love being able to lead my team to house and sustain the most vulnerable people in our community.

**What do you love about the Northern Rivers?**

The Northern Rivers is such a spectacular part of Australia with many natural wonders. Our land and community are like no others in the world.



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

I love exploring the outdoors in the Northern Rivers with my family.

NCCH announced as Grant Recipient

We have been announced as a successful recipient in the Northern Rivers Community Foundation's 2021 Grant Giving Event.



The Northern Rivers Community Foundation (NRCF) connects people who care with local causes that matter to enhance community well-being in the Northern Rivers region. NRCF supports social, environmental and cultural community organisations and strives to create a compassionate, generous and equitable community.

This year a total of \$327,177 was granted to a record 49 recipients in support of projects that will commence in 2022 across the region and NCCH is proud to be included in this.

NCCH will use the funding received to implement our Sustaining Tenancies – Learning Life Skills Project, which involves developing easy to read guides to assist tenants when moving into their homes.



Director Richard Roberts at the Grant Giving Event (left of photo)



Grant Recipients at the Grant Giving Event which was attended by NCCH Operations General Manager, Tania Crosbie





**Updates & Info continued**

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**Meet your 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 **Diane** our Tenant Councillor from Kingscliff.

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

I joined 5 years ago.

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

Joining the Tenant Council is something I had wanted to do for years. I have been a NCCH tenant for nearly 30 years and I am so grateful to NCCH and the staff over this time who supported me to have safe housing while raising a family of 4 children.

I have always enjoyed going along to NCCH Tenant functions and meeting other tenants and the Tenant Council, though I never put my hand up to join as I wasn't sure what I had to offer.

After my husband passed away, I finally decided I should speak up and get involved and when I told the NCCH staff member at the time she said "Di, I have waited so long for you to join!"

I've been told my outgoingness and ability to share a story or a laugh with others makes me an approachable tenant councillor and representative of our tenant community.

I love being part of the Tenant Council and giving back to NCCH and to NCCH tenants.

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

One of my best memories being part of the Tenant Council is taking part in the Christmas in July event at Tweed over the years. John McKenna would always get up to play his harmonica which was great.

I have also enjoyed the opportunities to take part in learning at NCCH, especially the Aboriginal Cultural Competency training a few years ago which I found really interesting and enlightening.

Recently I attended the 'sod-turning' at the Station Street site at Mullumbimby and that was exciting to hear that everyone works together and how projects come to fruition to provide more housing.

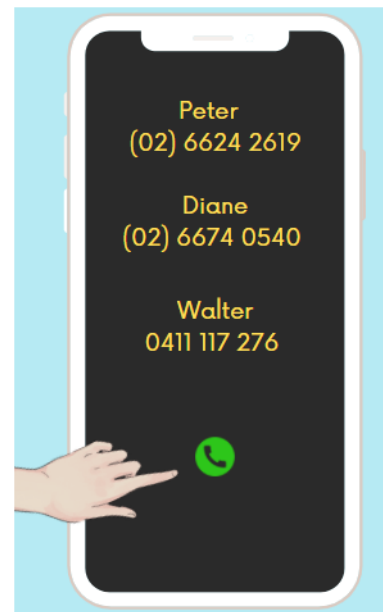
The final thing I would say about being part of the Tenant Council is the genuine friendships I have made with my fellow councillors. We enjoy spending time together not only in a Tenant Council role but also outside of this in our personal lives.

**What are your hobbies and interests?**

I love spending time with my beautiful grandkids and being the "crazy" Gran that loves to have fun and gives everything a go.

I enjoy teaching myself how to do things, including sewing clothes and curtains for myself and upcycling furniture for my home. I also spend time pottering around in my garden.

**Contact numbers for Members of our Tenant Council**





**Updates & Info continued**

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**It's the most generous time of the year**

In the lead up to Christmas this year, NCCH has been fortunate to work with some generous companies in our local region who have kindly donated goods that we are able to provide to our tenants.

We have received lots of wonderful items including:

- ✦ Christmas Trees
- ✦ Christmas baubles
- ✦ Christmas Hampers
- ✦ Curtains
- ✦ Towels
- ✦ Children's Activity books



We would like to extend our heartfelt thanks to the wonderful companies and their fantastic local staff who have really made a difference in people's lives this Christmas:

**Choice the Discount Store – Tweed Heads**

**Choice the Discount Store – Lismore**

**Megachoice Lismore**

**Big W Grafton**

**Kmart Tweed Heads**

**Big W Lismore**



Jess from NCCH (right) at Choice The Discount Store Lismore



One of the donated Christmas Trees for our Together Home Tenants



Some of our Grafton Team with Christmas Hamper donations for tenants



Elizabeth at Kmart Tweed Heads receiving donations for tenants



Rachel from NCCH & Tia at Choice The Discount Store Tweed Heads with donations of curtains





Special NCCH Events

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Ground breaking Ceremony at Station Street, Mullumbimby—28 October 2021



CEO John McKenna with members of the NCCH Tenant Council Walter, Diane & Peter



NCCH Vice Chair Carolyn Parker with Byron Shire Mayor Michael Lyons and Cr Paul Spooner



CEO John McKenna with Cr Paul Spooner, Adam Bennett-Smith (Koho) and Byron Shire Mayor, Michael Lyons get ready to break ground at the event



NCCH Vice Chair Carolyn Parker looks over the development project site plans with Byron Shire Mayor Michael Lyons

Official Opening of Laurel Lodge Complex in Lismore — 29 November 2021

NCCH has refurbished 12 modern, fit-for-purpose homes in the former Lismore Base Hospital accommodation known as "Laurel Lodge". This \$2.5 million dollar project has been the collaboration of NCCH and the NSW Government with the opportunity to transfer the existing vacant units to social housing advocated by Janelle Saffin, Member for Lismore.

"This project is an example of the work that community housing providers can deliver in partnership with the NSW Government", said NCCH CEO, John McKenna.



(L to R): Vanessa Ekins, Mayor of Lismore, NCCH Chair Robyn Hordern, Ben Franklin MLC, Janelle Saffin, Member for Lismore and NCCH CEO John McKenna at the complex.



NCCH CEO John McKenna with Ben Franklin, Member of the Legislative Council.



Uncle Mick Roberts officially welcomed us to the land of the traditional custodians the Widjabal Wi-abul of the Bundjalung Nation to open our event. Uncle Mick is pictured here with NCCH Chair Robyn Hordern & CEO John McKenna,



John Paden performed the smoking ceremony and is pictured here with Robyn Hordern.



The space at the back of the carport at Laurel Lodge was transformed by the installation of this beautiful mural which was created by Paul Phillips and artist Davey as part of their Youth Program at the Buttery. Children from the Youth Program had fun helping to create the mural.

NCCH development projects help us to provide homes, improve lives and strengthen communities!



Before and After photos of the refurbishments done at the Laurel Lodge complex. Each unit had a new kitchen installed, new interior & exterior paint, new flooring and the balconies were repaired and painted.







Updates & Info continued

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**NCCH Tenant Welcome Packs**

Our Tenant Welcome Pack Baskets have had a refresh with some new and updated items!

These baskets are our way of welcoming new tenants into their home by providing some of the basic and essential household items to get people started as they settle in.

Some of the items included are: washing basket, towels, pegs, first aid kit, torch, kitchen bin caddy, garbage bags etc.

NCCH would like to particularly thank **Bamboo Beach Shack** for their generous discount on the towels and **Bunnings Lismore** for discounting their items included in our packs.



Kathleen & Elizabeth from NCCH with new tenant Tisha receiving a Tenant Welcome Pack

**NCCH Giving Tree**

This year NCCH has been lucky to work with the Big W Lismore Store to support our tenant community at Christmas through the NCCH & Big W Giving Tree.

Donations for children and adults received under the Giving Tree will go directly to our tenants and families who are most in need.

NCCH would like to thank the **Big W Lismore Team** for their generous support in making our tenants' Christmas a little brighter this year.



The NCCH & Big W Giving Tree



Elizabeth & Julie from NCCH with Staff from the fabulous Big W Lismore Team in front of the NCCH & Big W Giving Tree.





**Community Noticeboard**

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Christmas is a wonderful time of the year—for many. For others, it can be a lonely time and bring up all sorts of issues. Help is at hand if you're feeling overwhelmed—reach out to any of the organisations listed below. Your mental health IS important. YOU are important!



<https://www.beyondblue.org.au/>



**Black Dog  
Institute**

<https://www.blackdoginstitute.org.au/emergency-help/>



Be *connected* with free mental health services in the NSW North Coast region. Call free now. We're dedicated to supporting mental health and *wellbeing* for our community. Services: Mental health support, Free service, Call free now, NSW North Coast service, Free resources.



Phone: 1300 659 467

Chat online: <https://www.suicidecallbackservice.org.au/need-to-talk/>



Open 24 hrs day | 7 days a week



Website: <https://www.lifeline.org.au/>

Phone (24 hours/7 days): **13 11 14**

Text (6pm – midnight AEDT, 7 nights):  
**0477 13 11 14**

Chat online (7pm - midnight, 7 nights):  
<https://www.lifeline.org.au/crisis-chat>



**DINE &  
DISCOVER  
NSW**

**Additional Dine & Discover NSW  
vouchers are now available!**

From 26 November 2021,  
*Dine & Discover NSW* increased  
from 4 to 6 vouchers.

You do not need to re-apply to receive the  
additional vouchers if you have already  
received the first 4 vouchers.



**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**

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2022 Youth  
Development  
Scholarships



**Department of Community & Justice Youth Development Scholarships 2022**

The DCJ Youth Development Scholarships are now open 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. Applications are done online to make things easier for applicants!

**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.

**How do I apply?**

Applications are completed online through Survey Monkey Apply. Click on <https://nsw-dcj.smapply.io/> to register or log in. For more info, visit the DCJ Youth Development Scholarships info page via the following link...

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

You can also email the DCJ Scholarships team on [education@dcj.nsw.gov.au](mailto:education@dcj.nsw.gov.au) or give them a call on (02) 8753 8673.

**Applications close  
at 5:00pm  
on 18 February 2022!**

**Are you a Social Housing tenant aged 25+?**

**Would you like to gain paid employment and earn a qualification in Housing?**

Together with the NSW Government, the Community Housing Industry Association (CHIA) NSW will be providing new training opportunities connected to jobs in Community Housing Providers in 2022.

This exciting program offers an opportunity for paid employment and training across the operations of allocation, tenancy management, property and asset development.

If you are interested in this great opportunity or for more information, please visit the CHIA NSW website <https://communityhousing.org.au/cadetship/>. Applications will open in mid-January 2022 for a month.

Email enquiries can be made to [cadetship@communityhousing.org.au](mailto:cadetship@communityhousing.org.au)

**Cadetship Program**

We are NSW's leading training provider for community housing professionals





Community Noticeboard  
*continued*

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**MERRY**  
*Christmas*

FROM EVERYONE AT  
NORTH COAST COMMUNITY HOUSING

ALL NCCH OFFICES WILL CLOSE FOR A HOLIDAY BREAK  
FROM 12 NOON ON FRIDAY, 24 DECEMBER 2021  
AND WILL RE-OPEN FOR BUSINESS AT  
9:00AM ON TUESDAY, 4 JANUARY 2022.

**ncch**  
north coast community HOUSING

