



Introducing our new CEO—Craig Brennan

I am pleased to introduce myself as the new CEO at North Coast Community Housing (NCCH). I started with NCCH at the beginning of August, taking over the reigns upon the retirement of John McKenna and I have been busy bringing myself to speed with all the various aspects of the organisation.



I have extensive experience as a leader within the Community and Affordable Housing Sector. My most recent position was that of CEO of Bric Housing, one of Queensland’s leading community housing providers. Prior to that, I was CEO of Pacific Link Housing (NSW), a Tier 1 provider based on the NSW Central Coast.

My commitment is to future-proof the business with the development of new supply; attracting the right workforce that will allow us to scale; and further improve our success in delivering programs such as Together Home (funded by NSW Department of Communities and Justice); and more recently, the NCCH Community Villages program on behalf of Resilience NSW.

I look forward to working with the NCCH Board of Directors and Staff as the organisation continues to strive to achieve its motto of *“Providing homes, improving lives, strengthening communities.”*



It’s hard to believe that my first issue of *NCCH News* is also the final one for 2022. Whilst the year had many challenges – particularly with the impact of the floods – the NCCH team has been focused on providing a high-level of service to tenants and will continue this into 2023.

We look forward to 2023 with excitement and hope for the future as we continue to grow and develop our services. This issue of *NCCH News* includes some ideas for enjoyment and support, if needed, during the Christmas period.



On behalf of everyone at NCCH, I wish you and your family a safe and happy festive season.

Until the next issue,

Craig



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Office Closure Details

All NCCH offices will be closed from 12 noon on Friday, 23rd December 2022.

We will re-open at 9am on Tuesday, 3rd January 2023.

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





Community Villages Update

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Community Villages Program

Healing our community with a home and heart.

"In every community, there is work to be done. In every nation, there are wounds to heal. In every heart, there is the power to do it." Marianne Williamson

What's been happening in our Community Villages?

The staff have been busy organising Community Village Market Days, Gardening Days, a Reverse Halloween Day, Craft Days and Scavenger Hunts which have all been enthusiastically embraced by staff and residents alike. We have featured some photos from a couple of the events held in the Villages—Tie Dye Thursday, Reverse Halloween and the Village Spring Market —which all look like great fun!

Fun Activities in the Village

Tie Dye Thursday



Reverse Halloween



Village Spring Market



HALLOWEEN

For our Reverse Halloween activity, Village staff had such a great time dressing up and delivering candy treats to everyone. The kids of the village looked amazing and so much fun was had!

Our residents showcased their talents at our Village Spring Market. We are very grateful to the community services organisations who kindly offered donations and their time: Lions Club Zonta, Red Cross, Daisy, Lismore Financial Services and Safehaven.



Updates & Info

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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 emergencies.

The Property Repairs Hotline staff 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.

ncch
north coast community HOUSING

Property Repairs Hotline

02 6627 5333



Wipes Clog Pipes!

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

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

Fire safety tips for summer

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

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





Updates & Info

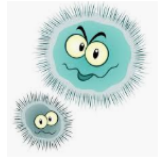
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Mould

What is mould and how is it caused?

Mould is a fungus that grows due to moisture and it thrives in the hot weather due to high humidity. Mould can start by looking like very faint tiny spots and once it builds up it will usually turn a grey or black colour. It does not always have a smell but due to the moisture can sometimes have a musty odour. Mould usually grows in damp, dark, steamy or poorly ventilated areas of a property.



Mould can have an impact on your health so it is important that situations that allow it to thrive are prevented or dealt with appropriately, including:

- Water leaking into your house. Report these instances to the NCCH Property Repairs Hotline on (02) 6627 5333.
- Poor ventilation – not opening blinds/curtains and windows to allow the breeze to flow through the property and sunlight to enter.
- Showering, cooking, or using a clothes dryer or a heater without proper ventilation.
- Storing excessive amounts of items inside the property including water-absorbent materials, such as soft furnishings, books or cardboard boxes.
- A build-up of dust or dirt and irregular cleaning.

How can Tenants prevent mould in their home?

The most effective way to prevent mould and damp is to keep your home dry, well-aired/ ventilated and clean.

- Allow sunlight into the property as much as possible. Open your blinds and curtains to let the sun shine in daily – bacteria hates sunlight.
- Open doors and windows to allow air to circulate as often as possible, particularly in the bathroom after showering or in the kitchen when you are cooking, or in the laundry when using a clothes dryer.
- Put the exhaust fan on in the bathroom when you are showering (if you have one) or the rangehood and ceiling fan (if you have one) on in the kitchen/lounge room when you are cooking, and allow these to run for a few minutes after you have finished.
- Try to keep dust at bay as mould loves to settle on it and grow so regular cleaning is important.
- Wipe away condensation/moisture from windows, walls and near taps. Keep bathroom walls, showers, shower curtains, baths and basins as dry as possible when not in use.
- Dry and air damp clothes and shoes outside as soon as possible. Ensure they're dry before putting in a wardrobe or clothes-storing area. Leave wardrobe doors open where possible.
- Clean carpets and rugs regularly with a vacuum cleaner.
- Clean up water leaks and spills indoors as soon as possible. Report any rain or water leaks to NCCH's Property Repairs Hotline on (02) 6627 5333.
- Allow space between furniture and don't stack boxes/belongings against walls so air can flow, particularly in wardrobes or walls that don't get a lot of sun.
- Place absorbent beads in affected rooms/ cupboards to soak up extra moisture purchased from the supermarket.





Updates & Info

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Your local NCCH office

Lismore: (02) 6627 5300
Tweed: (07) 5523 5800
Grafton: (02) 6642 9100
General email: info@ncchc.org.au



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

How to stay safe from COVID-19

COVID-19 symptoms
Fever, Cough, Sore throat, Shortness of breath

Practise good hygiene
Hand washing

Practise physical distancing
1.5 metres

Stay home if you can

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



**Cooking Corner
Gingerbread Christmas Cookies**

Makes 14



Ingredients

- 300g Plain flour
- 1 Teaspoon Bi carb soda
- 2 Teaspoons Ginger
- 1/2 Teaspoon Nutmeg
- 1/2 Teaspoon Cinnamon
- 125g Butter - unsalted
- 100g Soft Brown sugar
- 3 Tablespoons Golden Syrup

Method

1. Preheat oven to 180 °C and line two baking trays with baking paper.
2. In a large bowl combine the flour, spices and bi carb soda.
3. Melt the butter, sugar, golden syrup in a pan over low heat until melted, then add it to the dry ingredients. Stir it until it resembles a stiff dough. Cut in half.
4. Roll out to 5mm thick on baking paper for trays, then cut out directly on paper.
5. Bake gingerbread in the oven for about 12 minutes or until golden brown.
6. Once cool, ice the gingerbread and decorate.





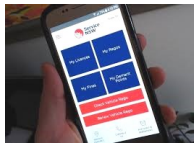
Back to School NSW Vouchers

Helping families with children in NSW primary or secondary schools pay for school supplies.

NSW Government’s “Back to School NSW” Vouchers

From 12 December 2022 parents, guardians and carers across New South Wales can access \$150 worth of vouchers through the Premier’s *Back to School NSW* program, giving a boost to household budgets through savings on textbooks, uniforms, stationery and other school essentials.

Parents, guardians and carers, including foster carers, can apply for three \$50 Premier’s *Back to School NSW* Vouchers per child, which can be used at registered businesses towards items including bags, shoes, uniforms, textbooks and lunchboxes.



Applying for the vouchers is simple and can be done in a matter of minutes using the Service NSW app, on the phone or by visiting a Service Centre.

For more information about the *Back to School NSW* Vouchers visit <https://www.service.nsw.gov.au/back-to-school-vouchers>, call Service NSW on **13 77 88** or visit your [local Service NSW Service Centre](#). Customers can search for registered businesses who can accept the vouchers [here](#). You can use vouchers before 30 June 2023.



The **Family Energy Rebate** helps NSW family households with dependent children cover the costs of their energy bills. If you receive your bill directly from your energy retailer and you meet the [eligibility requirements](#), you can apply for the *Family Energy Rebate* online.

Note: The 2022-23 Family Energy Rebate will close at 11pm on 16 June 2023.

To be eligible for the *NSW Family Energy Rebate* in a given financial year, you must:

- be a NSW resident
- be the account holder of an energy retailer
- have been the recipient of the Family Tax Benefit (FTB) for the previous financial year and have had your entitlement to the FTB payments finalised by Centrelink
- ensure the person in your household who's registered as the FTB recipient lodges the application. The recipient is the person who receives correspondence on FTB from Services Australia.



For more information on the *Family Energy Rebate* and other rebates that may be available to you, visit the Service NSW website at <https://www.service.nsw.gov.au/services/concessions-rebates-and-assistance>





**Community Noticeboard
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**Before and
After School
Care vouchers
extended**



The Before and After School Care (BASC) vouchers can help parents and carers of children reduce the costs of before and after school care, **including vacation care** over the summer holidays.

You can also **share unused BASC vouchers** digitally with another person (such as a babysitter, grandparent or separated parent) using the Service NSW app – but it can only be used for the child named on the voucher.

If you missed out previously or have a child starting Kindergarten in 2023, you can now [apply for their \\$500 BASC voucher](#).

BASC vouchers must **be redeemed by 31 January** and can cover services up to 30 June 2023.

Click [here](#) find a BASC provider.



Cost of Living Rebates

Helping you find NSW Government rebates & savings that are relevant to you.

Visit the Cost of Living website to find a list of over 70 NSW Government rebates and savings, including gas rebates, electricity rebates, free Power of Attorney and Will preparation appointments through the Trustee & Guardian, and health rebates just to name a few!



Go to <https://www.service.nsw.gov.au/campaign/cost-living#get-started> then click the link **“Find savings now”** and you may find rebates that you might be eligible for.





**Community Noticeboard
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2023 Youth Development Scholarships



Department of Community & Justice Youth Development Scholarships 2023

DCJ Youth Development Scholarships are still open for Returning Tertiary applicants enrolled in education or training in 2023 and help 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?

Returning Tertiary Students (studying at TAFE, university or doing an apprenticeship or traineeship in 2023) need to submit their applications by 5:00pm on Friday, 3 March 2023.

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

- ♦ living in public housing, including Aboriginal Housing
- ♦ being on the NSW Housing Register (wait list)
- ♦ receiving a private rental subsidy from DCJ (not Centrelink)
- ♦ 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.

* Secondary Support – specific to the student includes:

- ♦ transport costs (e.g. opal travel cards, driving lessons)
- ♦ medical and support needs (e.g. glasses, speech therapy)
- ♦ social inclusion (e.g. in-house sports and youth programs)
- ♦ training and employment (e.g. CV writing, job ready skills and job clothing for interview)

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://dcj.nsw.gov.au/children-and-families/children-and-young-people/youth-development-scholarships-2023.html>

You can also email the DCJ Scholarships team on education@facns.nsw.gov.au or

call the Housing Contact Centre on 1800 422 322, press 2 for Housing Services, then press 3 for General Enquiries.

Applications for
RETURNING TERTIARY STUDENTS
close on **Friday, 3 March 2023**
at **5:00pm!**





Community Noticeboard
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Tips to beating the heat this summer!

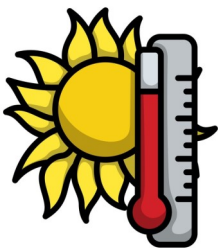
Find the coolest place in your area whether it's the shade under a tree in your garden, putting your feet in a tub of cool water or enjoying the air conditioning in your local shopping centre. Here are some more ideas for keeping cool this summer and temperatures start to rise!

1. Drink lots of water

Hydration is key. Sweating is your body's way of cooling you down. Cool water is your safest bet for cooling you down. Try to avoid sugary drinks and drinking coffee because it's a diuretic and can have dehydrating effects.



2. Avoid the sun between 11am to 2pm



The sun is the hottest between 11am and 2pm, and sunburns are most likely to happen during that period. Limiting your exposure will limit your chances of overheating. If you can't avoid being outside during those hours, make sure you dress appropriately.

3. Cool down your "hot zones"

Your pressure points are your secret key to happiness! Applying a little ice pack or a bottle filled with iced water will help you cool down immediately. These pressure points are: ankles; behind the knees; wrists; inside elbows; neck; temples.

4. Eat an ice block

It was the best way to cool down when you were a kid, and nothing has changed. Try freezing fruit juice or cordial for a quick cool down treat.



5. Dress appropriately

Wear loose, breathable (think: cotton) clothing and footwear that won't leave your feet sweaty. Hats are also crucial for blazing hot weather, keeping you cool by providing shade. Sunglasses will protect your eyes from damaging UV rays.

6. Make a smoothie to cool down



Don't feel like an ice block? An ice-cold smoothie will bring your temperature right down, not only because of its chill factor, but also because it will keep you hydrated. Smoothie hack: add liquids like coconut water which has hydrating properties.

Try this strawberry-watermelon hydrating smoothie:

Ingredients: 1 cup watermelon, 1/4 cup strawberries, 1/2 cucumber, 1/2 cup unsweetened coconut water, 4 ice cubes, mint leaves. **Method:** Add ingredients to a blender until smooth ... then enjoy!

7. Eat more salads

How does a hot bowl of soup sound on a hot summer's day? Not so good! Choose chilled items for lunch instead. Salads are a great option, and you'll also be feeling healthier than if you had downed a burger for lunch.





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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 kinds 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/>



<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>



Tips for the New Year

Here are a few thoughts on how to help get the new year off to a fresh start!

Be kind to yourself—Some people set so many New Year's Resolutions that they end up feeling bad that they don't keep them. Instead, pick one thing and focus on that. Maybe you want to pick up that guitar, practice your photography or take an online class or take up a new hobby.

Set a step goal—it doesn't have to be 10,000 steps a day! Just aim for 30 minutes of activity on most days of the week. Take a walk or ride your bike—that's all it takes!

Make a budget—January is always a good time to revisit your spending habits. There are lots of apps to help you budget. Start by getting to know what you spend and perhaps set a small savings goal. Even \$10 a month could be a nice bonus *next* Christmas!





**Community Noticeboard
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Check out your local Food Pantry!



Lismore Soup Kitchen

Christmas Day — Winsome Hotel Christmas Day lunch from 9am-2pm.
Other days: 9am-1pm daily

Five Loaves Mobile Van

Lismore, every Tuesday to Thursday at 6pm all through the Christmas holidays.



Liberation Larder Inc

Hot food, fresh produce & emergency frozen meals

Location: Byron Community Centre Kitchen, 69 Jonson St, Byron Bay

Opening Hours: Open Thurs 29 December 11am–1pm. **Ph:** 0435 879 778

Murwillumbah Community pantry

Free and low cost food and grocery items to all community members living in the 2484 area and surrounding villages. \$5.50 yearly membership fee

Temporary location: 5 Tumbulgum Road, Murwillumbah

Opening Hours: Wednesday 21 December 9:30am to 3:30pm
(Re-opening on Wed 4 January)



Vibe Care Pantry



Free and Low Cost Groceries

Location: Vibe Church, 3 Beryl Street, Tweed Heads

Opening Hours: Closed from Thursday 22 December; re-opening on 4 January 2023

Koori Kitchen

Koori Kitchen on Widjabul Wia-bal country, named by the Koori Mail mob, is a group of volunteer chefs dedicated to providing nourishing hot meals to heal a community in the way we know how..... good food. **Location:** 40 Molesworth Street, Lismore



Opening Hours: The Koori Kitchen will be closed from 19 December and will re-open on 9 January 2023

Ph: 0401 414 681



**Community Noticeboard
continued**

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Check out your local Food Pantry! Continued



The Fair Share Kitchen

Fresh fruit, vegetables and bread and frozen meals.

Location: Laneway Community Space, 161 Summerland Way, Kyogle

Opening Hours: Thursdays 10am - 2pm

Maclean Food Hub

Fresh fruit and vegetables and food parcels.

Location: Maclean SDA Church, 39 Church Street, Maclean

Opening hours: Friday 23 December only 9am-12pm

Anyone in urgent need can contact. **Ph:** 0414 909 63



Maclean Food Hub

@MacleanFoodHub · Charity organisation

The Cathedral Pantry

Basic household items, non-perishable food items and food packages.

Location: Grafton Cathedral OpShop, Fitzroy Street, Grafton (opposite Grafton Shopping World)

Opening Hours: 10am–2pm Mon 19 Dec to Thurs 22 Dec, then closed until Mon 16 Jan 2023

A fee of \$5.00 applies for a standard shopping bag quantity of mixed items



The Community Pantry

Low cost grocery market.

Location: Oaks Arcade, Shop 5/6 Oak Street, Evans Head

Opening Hours: Wed 21 December 11am–2pm; re-opens on Mon 9 January 2023

Current Community Pantry membership must be held to have access into Community Pantry. Membership costs \$3.00 per person for 12 months from date of payment.



Casino Community Kitchen

Closed until February 2023



The Good Pantry Lismore

The Good Pantry on Wyrallah Road, East Lismore will be closed from 23 December 2022 and will re-open on Tuesday 3 January 2023





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Shop safely online this Christmas!

Internet shoppers are urged to stay alert and follow the steps required to keep their personal information safe this festive season.

The NSW Government has established **ID Support NSW** to assist customers who

have had their government-issued proof of identity stolen and make easier for them to access the help they need, as well as tips for keeping yourself safe online. **ID Support NSW** provides a single point of contact for customers who have their identify compromised with options for additional support, counselling services and help replacing identification documents if required.

Here are some tips to keeping safe online:

- ◆ Buy from trusted sellers. If it sounds too good to be true, then it normally is!
- ◆ Make sure the URL contains a padlock symbol and begins with https://
- ◆ Use secure payment methods only as these may be able to recover funds should an order not be received
- ◆ Don't click directly on links, particularly from unsolicited text messages and/or emails
- ◆ Search for and read reviews of sellers and consider if they seem genuine
- ◆ Check if sellers have an address and contact details which can be verified and check they have a fair refund return policy
- ◆ Only share what information is absolutely necessary
- ◆ Avoid saving credit card details on websites.

ID Support NSW

ID Support NSW makes it easier for people to access help if their NSW Government proof of identity credentials are stolen or fraudulently used.



For more information visit <https://www.nsw.gov.au/id-support-nsw>

