



Tenant Newsletter
Issue 58 | Autumn 2023

From our CEO—Craig Brennan



Welcome to the Easter edition of the NCCH Newsletter.

As we reflect on the anniversary milestone of the floods, we take a moment to recognise the impact it had on our tenants, staff, and organization. We want to express our continuing thoughts for those tenants who were affected by the floods, and our gratitude to all those who came together to support our community during that challenging time. Our organisation remains committed to providing support and assistance to our tenants in need, and we encourage anyone who is struggling to reach out to their respective tenancy manager.

Our Tweed Office is on the move..!

Our Tweed office has relocated to a larger office space to accommodate our growing staff. Effective Thursday 6 April, our Tweed office will be located at **42A Wharf Street, Tweed Heads**. We are excited to have more space to serve our tenants and continue to provide exceptional services. Additionally, we have ample parking available right outside the office for anyone attending in person. Please note that you can still contact us via phone at **(07) 5523 5800** and email at info@ncchc.org.au or tenancy.tweed@ncchc.org.au. We look forward to seeing you at our new location soon!

NCCH Scholarship Program – Applications open!

I am pleased to announce that applications for Round 1 of this year's NCCH Scholarships are now open. Our Scholarship Program is designed to support and encourage our tenants to pursue higher education and training opportunities. The scholarships can be used for a variety of purposes, including tuition fees, books, and living expenses. We strongly encourage our tenants to apply for a scholarship if they meet the criteria. More information about our Scholarship Program can be found on **page 5** of this Newsletter.

In addition to our Scholarship Program, we also offer a range of other services and resources to support our tenants. Our Tenancy Management team is available to assist with any questions or concerns you may have. If you would like more information about these services, please don't hesitate to contact us.

Finally, I want to take this opportunity to thank all our tenants for your continued support and partnership. We value your feedback and input and are committed to providing you with high-quality services. If you have any suggestions or ideas for how we can improve, please let us know.

On behalf of everyone at NCCH, I wish you and your family a safe and Happy Easter.

Until the next issue,
Craig

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Please note that our offices will be closed for the Easter break from 4pm on **Thursday, 6 April 2023**.

We will re-open for business at 9am on **Tuesday, 11 April 2023**.

We will also be closed on **Tuesday, 25 April 2023** for the ANZAC Day public holiday .



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





Updates & Info

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Tenant Rent Review



Tenants are advised that the bi-annual Tenant Rent Review process is currently under way.

You will be contacted by one of our staff if we require further information from you.

Fixed Rent Review Team

Centrelink service centres will be closed over the Easter long weekend

Centrelink recipients are reminded to be aware of Centrelink service centre closures over the upcoming Easter public holidays.

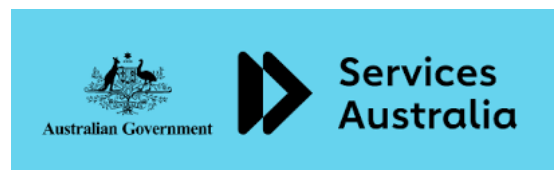
Services Australia said Centrelink payment and reporting dates may change because service centres would be closed on Good Friday (April 7, 2023) and Easter Monday (April 10, 2023).

“We want to help you plan so you still get paid. You may need to report your income early so we can pay you during this closure. We may pay you early,” Services Australia said.

In addition, service centres will also be closed on April 25, 2023 for the ANZAC Day public holiday.

Centrelink recipients can still use their [Centrelink online account](#) through [myGov](#) to do any of the following:

- ◆ Report income
- ◆ View reporting dates for the next 12 weeks
- ◆ Change some [appointments](#)
- ◆ Apply for an [advance payment](#)
- ◆ [Request a document](#)



“You can also use our [Express Plus mobile apps](#) and [phone self service](#),” Services Australia said.

“You can still report your income to us, even when we’re closed. However, if you do this on a public holiday we’ll pay you after the public holiday.” Those who choose to report their income early in the assessment period will need to include what they expect to be paid for the full period.

“You must also do this for any other changes that may affect your payment. If you make a mistake, you can correct your report within 14 days, or when you next report,” Services Australia said.

“If you report after your assessment period, we’ll pay you after you report to us. You may want to do this so you can be sure of your employment income or changes to your circumstances.”





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**Emergency Repairs over the Easter break?
Call the Property Repairs Hotline!**

As our offices will be closed for the Easter 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 then organise for the work to be attended to within the correct timeframe.

Ph: (02) 6627 5333



How to stay safe from COVID-19

COVID-19 symptoms

Practise good hygiene

Practise physical distancing

Stay home if you can

Property Repairs Hotline

02 6627 5333

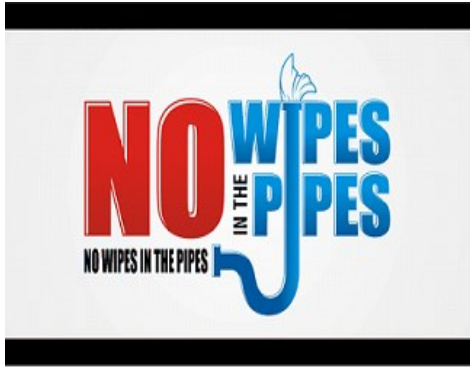


A reminder NOT to flush wet wipes down the toilet

Baby wipes and sanitising wipes should be thrown away in the trash, **not** in the toilet. They do not breakdown like toilet paper and will cause unwanted back ups and could 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!





Community Villages Update

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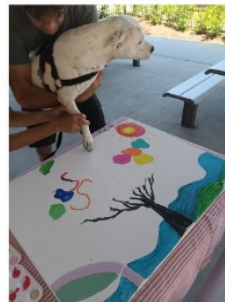
Activities in the Villages



Celebrating
Christmas



Enjoying
BBQs



Creating
works of art



Gratefully receiving
donations



What's been happening in our Community Villages?

In December, our residents were treated to a Christmas party where all residents received a Christmas present.

We'd like to thank the wonderful organisation [OzHarvest](#) for delivering fresh produce weekly to every village.

Food pallets from [T4A - Turbans 4 Australia](#) were also kindly donated and delivered a number of our Villages. We would like to thank [Turbans4Australia](#) and [Natasha Shearer](#) from the Northern Rivers Community Support Hub, for their generosity and assistance.



Whilst we didn't celebrate one year on from the floods, we held a great morning tea and chatted with our residents, and we created a picture for our office.

Our resident four-legged friend—Charlie girl—helped out by putting the finishing touches with a paw print on the canvas. We were very excited about the final result of our collective efforts on our artwork.

We will be organising some Easter activities for our Village residents and we wish all of our readers a very Happy Easter!





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A reminder that applications are now open for Round One of our NCCH Scholarships for 2023.

Eligible NCCH tenants have until 13 May 2023 to apply for:

- ✓ \$1,200 — adults/school leavers interests in creative arts, sports or education
- ✓ \$1,200 — University or TAFE students
- ✓ \$800 — High school students
- ✓ \$400 — Primary School students

The NCCH Scholarship Program has helped many tenants and families to assist with costs including:

- ⇒ Laptops & PCs
- ⇒ Sports fees, travel costs, training costs
- ⇒ TAFE course costs
- ⇒ Desk chair / office equipment
- ⇒ Art supplies / supplies for apprenticeships
- ⇒ Swimming lessons
- ⇒ Dance shoes / costumes
- ⇒ School excursions



To download an info/application pack:

- * Visit: <https://www.ncch.org.au/news/round-1-of-ncch-scholarships-program-for-2023-are-now-open/>
- * Give us a call on (02) 6627 5300
- * Send us an email to info@ncchc.org.au



“The NCCH Scholarship is absolutely incredible - without the support from NCCH, I would not have been able to complete my studies. I can’t thank NCCH enough for this scholarship and the magic you’ve brought to continue and support tenants to follow their dreams”.

Previous NCCH Scholarship Award recipient





Updates & Info *continued*

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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
- Website: <https://www.ncch.org.au/>



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

Do we have the correct contact details for you?

We need to have your correct contact details in case we need to contact you.

You can easily update them by :

calling one of our offices listed above

emailing us at info@ncchc.org.au

visiting our website (www.ncch.org.au), click on the “[Contact Us](#)” tab and completing our online form.



Our **Tweed office** is now located at:

42A Wharf Street, Tweed Heads

Ample parking is available right outside the office.

Our number is the same: **(07) 5523 5800**

Email is still tenancy.tweed@ncchc.org.au or info@ncchc.org.au



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





Farewell and Thank You to Peter Harris

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One of our long-term tenants and Tenant Council members—**Peter Harris**—has made the move interstate to be closer to his family. We would like to take this opportunity to thank Peter for all the contributions he made to NCCH whilst he was a member of our Tenant Council.

After being one of our tenants for a few years, Peter decided to join our NCCH Tenant Council to help advocate for his fellow tenants by raising concerns they had regarding their tenancy to NCCH representatives. Until recently, Peter was an active promoter of “all things NCCH” and continued to advocate on behalf of NCCH tenants. Peter represented NCCH at local community events and housing forums in the region as well as, in Peter’s words “in the big smoke”. He also represented NCCH as a member of the NSW Community Housing Tenant Network.

We wish Peter all the best for the future and once again thank him for his years of service to NCCH. We miss seeing his fabulous smile, his warm and sunny attitude to life and his humour. Thanks Pete!



Peter with his fellow Tenant Council members proudly displaying the 2013 NSW Award for Excellence for “Service to Tenants”



Peter with members of the NSW Community Housing Tenant Network in 2014



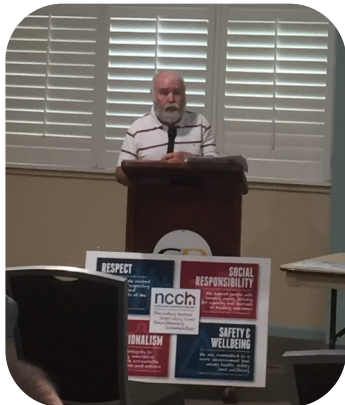
Peter with fellow Tenant Council member Dolores Close (left) at a Community Housing Conference



Peter & Dolores at the NSW Community Housing Tenant Network stand at a Community Housing Conference in Sydney



Peter with other guests attending the official opening of our Lismore head office in 2016



Peter sharing his wisdom at one of our Tenant Forums



Peter’s story featured in NCCH’s publication “From There to Here” which was published in 2014 as part of NCCH’s 30th Anniversary.





**Farewell and Thank You to
Peter Harris**

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Tenant Council memories





Community Noticeboard

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Domestic violence in a rental property

A person who experiences domestic and family violence in a rental property has rights under the Residential Tenancies Act, even if they are not named on the tenancy agreement.

What is domestic and family violence?

Domestic and family violence occurs when one person in an intimate personal, family or informal carer relationship behaves towards the other person in the relationship in a way that is:

- ◆ physically or sexually abusive
- ◆ Verbally abusive
- ◆ Emotionally or psychologically abusive
- ◆ Economically abusive
- ◆ Threatening
- ◆ Coercive
- ◆ In any other way controlling or dominating the second person and causes them to fear for their safety or wellbeing or that of someone else.

THERE IS NO EXCUSE FOR ABUSE.

STOP DOMESTIC VIOLENCE

Hands should be used to help rather than harm.
Together, let's take a stand against domestic violence.

**FOR EMERGENCIES - CALL 000
OR CALL 1800 RESPECT (1800 737 732)**

For more info: <https://www.1800respect.org.au/>

1800RESPECT
NATIONAL SEXUAL ASSAULT, DOMESTIC
FAMILY VIOLENCE COUNSELLING SERVICE
1800 737 732

We are here.
24 hours a day, 7 days a week.

If you are impacted by
domestic or family violence,
call 1800 737 732
or web chat at 1800respect.org.au

If you are in danger, call 000.

Domestic and family violence covers a wide range of behaviours including:

- ◆ causing personal injury to a person or threatening to do so
- ◆ coercing a person to engage in sexual activity or attempting to do so
- ◆ damaging a person's property or threatening to do so
- ◆ depriving a person of the person's liberty or threatening to do so
- ◆ threatening a person with the death or injury of the person, a child of the person, or someone else
- ◆ Threatening to commit suicide or self-harm so as to torment, intimidate or frighten the person to whom the behaviour is directed
- ◆ Causing or threatening to cause the death of, or injury to, an animal, whether or not the animal belongs to the person to whom the behaviour is directed, so as to control, dominate or coerce the person
- ◆ Unauthorised surveillance of a person
- ◆ Unlawfully stalking a person

1800RESPECT
NATIONAL SEXUAL ASSAULT, DOMESTIC
FAMILY VIOLENCE COUNSELLING SERVICE
1800 737 732
www.1800RESPECT.org.au



**Community Noticeboard
continued**

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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!



If you receive assistance from the Department of Human Services (such as concession cards) may be entitled to receive rebates such as the NSW Low-income Household energy rebate; NSW Gas rebate; Medical energy rebate; Active Kids Vouchers; Creative Kids Vouchers; Regional travel; Photo ID & Drivers Licence; Car registration; MPS Permit (Mobility Parking permit); Power of Attorney & Will services for residents 60+ and who receive the full AGE Pension; NSW Specs program; IPTAAS (isolated Patients Travel and Accommodation Scheme).

Please note, not all rebates & savings are directly applicable for clients who hold Department of Human Services' benefit cards.

Go to <https://www.service.nsw.gov.au/campaign/cost-living#get-started> then click the link “**Find savings now**” and see if you are eligible for any rebates.



Chocolate Easter Egg Nests

5 ingredients | 40m prep | 5 minutes cooking | Makes 20

Ingredients

- ◆ 200g milk chocolate, chopped
- ◆ 20g butter, chopped
- ◆ 100g pkt instant noodles
- ◆ ½ cup (40g) shredded coconut, toasted
- ◆ 60 M&M's Speckled Eggs

Method

1. Line a baking tray with baking paper. Place the chocolate and butter in a heatproof bowl over a saucepan of simmering water. Stir with a metal spoon for 5 mins or until chocolate melts and mixture is smooth. Remove from heat. Add the fried noodles and coconut and stir to combine.
2. Use 2 dessert spoons to arrange the chocolate mixture into small mounds on the prepared tray. Create a small hollow in the centre of each mound. Place 3 eggs in each hollow. Place in the fridge for 30 mins or until set. Store in an airtight container.



Community Noticeboard
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Going through a
tough time?

If you, or someone you know, are feeling worried or no good, you can connect with **13YARN** on **13 92 76** (24 hours / 7 days per week) and talk with an Aboriginal or Torres Strait Islander Crisis Supporter.

13YARN [Thirteen YARN] is the first national crisis support line for mob who are feeling overwhelmed or having difficulty coping.

13YARN offers a confidential, one-on-one yarning opportunity. This is your story; your journey and we will take the time to listen. No shame, no judgement, safe place to yarn. They are there for you.

More information is available on the **13YARN** website—<https://www.13yarn.org.au/>.

NSW government's Return to Work Toolkit

The **Return to Work Toolkit** brings together a range of trusted online resources to help women find reliable information on entering or re-entering the workforce, upskilling or starting a business.

Topics covered on the website include:

▶ **Job Search**

Searching for a job can be overwhelming. This section brings together a range of resources to assist and support you in your job search and getting prepared for a job.

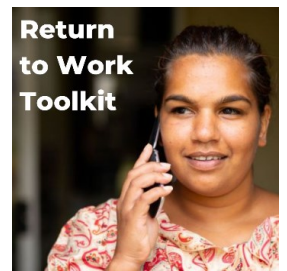
▶ **Life stages and diverse experiences/ background**

There are many reasons you may have had extended time off work. For example, you may be juggling family and work. This section provides information to help you return to work. Specific information is also provided for women's diverse experiences/backgrounds.

▶ **Running a business**

There are many aspects to starting and running a business covered here to support women entrepreneurs.

Learn more by visiting: <https://www.nsw.gov.au/women-nsw/toolkits-and-resources/return-to-work-toolkit>.



NSW Regional Seniors Travel Card



Applications are now open for 2023 Regional Seniors Travel Card through Service NSW. The \$250 pre-paid card is designed to assist eligible seniors in regional, rural and remote areas of NSW help ease the cost of essential travel expenses and better access their community

The Regional Seniors Travel Card can be used at certain retailers across Australia to pay for fuel, taxis and pre-booked NSW TrainLink regional trains and coaches.

To be eligible you must have reached the Age Pension age, live in a designated regional area and be receiving support through either:

- Services Australia:
 - o Age Pension
 - o Carer Payment
 - o Disability Support Pension through Services Australia or
 - o hold a Commonwealth Seniors Health Card
- or
- Department of Veterans' Affairs:
 - o Age Pension
 - o Service Pension
 - o Disability Pension under the Veterans' Entitlements Act 1986
 - o War Widow(er) Pension or
 - o hold a Commonwealth Seniors Health Card.

* You must also have received your pension or have held your card for at least one month.

You can apply online <https://www.service.nsw.gov.au/transaction/apply-for-a-regional-seniors-travel-card...> or call 13 77 88, or visit a Service NSW service centre. Please allow up to 20 business days from the time of application for your card and PIN to arrive. You need to activate your card within 45 days of receiving and your card will then be valid for 14 months after the date of issue.

Applications close
on 30 November
2023.





Community Noticeboard continued

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The Strong Community Program is a new mental health and wellbeing service operating from 133 Ballina Road, East Lismore.

The Strong Community Program will provide free specialist mental health support to Aboriginal and Torres Strait Islander people in the Northern Rivers, aged 12 years and over.

The Strong Community Program team will provide a range of free mental health and wellbeing services and supports, including:

- 1:1 counselling and case management (onsite or in the community)
- Group programs (onsite or in the community)

- Health Promotion in schools and in the community

They also provide outreach to communities in Cabbage Tree Island, Wardell, Ballina, Woodburn, Lismore, as well as support to neighbouring LGA's on an as-needed basis.

It's easy to refer to the Program. Use any of the methods below and they will promptly contact the client:

Email: NthNSWStrongCommunity@llw.org.au

Weblink: <https://www.liveslivedwell.org.au/service-provider-referral/>

Call: 0456 447 790 or 1300 727 957



Lives Lived Well is a not-for-profit organisation, working to help people impacted by drugs or alcohol as well as mental health concerns. They work with people to help get their lives back on track by delivering a wide range of programs and services across Queensland and New South Wales.

Lives Lived Well also offers Work and Development Orders for clients who have fines and may be experiencing hardship.



Study fee-free* TAFE in 2023.

Enrol today.

*Eligibility criteria apply.

Fee-free* TAFE is a joint initiative of the Australian and New South Wales Governments, providing tuition-free training places for people wanting to train, retrain or upskill.

Fee-free* TAFE is available for people who enroll after 1 December 2022 and commence their course between 1 January 2023 and 31 December 2023.

TAFE NSW will provide more than 300 qualifications from certificates to diplomas that align to the state's priority industry growth sectors, free of tuition fees for eligible students.

- Eligibility criteria apply for selected certificates and diplomas.



For more information visit <https://tafensw.edu.au/course-areas> or call 131 601





**Community Noticeboard
continued**

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Check out your local Food Pantry!

The Good Pantry Lismore



Location: The Winsome Hotel, 11 Bridge Street, Lismore

Opening Hours: **Closed** Good Friday. Open at 10am on Tuesday 11 April.



Five Loaves Mobile Soup Kitchen

Location: Lismore Transit Centre

Opening Hours: Monday evening will be the only night open on the Easter weekend



Liberation Larder Inc

Hot food, fresh produce & emergency frozen meals

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

Opening Hours: Open Monday 10 April with shortened hours of operation. Breakfast snacks from 7:00am as usual and takeaway meals and produce until 1:00pm instead of the usual 2:00pm. **Ph:** 0435 879 778

Murwillumbah Food Hub/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: Mon–Thurs 9am to 4:30pm and Friday 9am to 12pm
Closed on the Public Holidays over the Easter break
Cash only and BYO carry bags



Vibe Care Pantry

Free and Low Cost Groceries

Location: Vibe Church, 3 Beryl Street, Tweed Heads.

Opening Hours: Tues, Wed, Thurs, Fri 9am–11am | **Closed** on public holidays

Casino Community Kitchen

Location: 67 Richmond St, Casino

Opening Hours: **Closed** for the NSW Easter school holidays.





**Community Noticeboard
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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

Website: <https://kyogletogether.org.au/fair-share-kitchen/>



Maclean Food Hub

Fresh fruit and vegetables and food parcels.

Location: Maclean SDA Church, 39 Church Street, Maclean

Opening hours: Open Thursday before Easter only 9am-12pm

Anyone in urgent need can contact. **Ph:** 0414 909 630



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: Mon–Thurs: from 10am - 2pm. **Closed** on public holidays.

There is a small charge per item.



The Community Pantry

Low cost grocery market.

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

Opening Hours: Mon, Wed, Fri 11am–2pm

Closed public holidays—Good Friday, Easter Monday and AN-

ZAC Day

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.



Tweed Coast Community Food Pantry

Low cost and free food items for people in need and crisis.

Location: Kingscliff Uniting Church, 24 Kingscliff St, Kingscliff (down the lane)

Opening Hours: Wednesdays 9:30am–11:30am

Enquiries: www.livingwellcommunicare.org.au or Facebook: [@livingwellcommunicare](https://www.facebook.com/livingwellcommunicare)

