



ABORIGINAL HOUSING VICTORIA

MIA MIA Tenant Newsletter

Edition 1 - 2021

NEW PHONE SERVICE TO PROVIDE COMMUNITY CONNECTION

A free telephone service has been launched to support Aboriginal tenants living in Victorian social housing.

Aboriginal Community Home Connect is designed to provide connection, tips, information and referrals for tenants as we navigate the challenges of the COVID-19 pandemic.

This includes:

- Resources and support for our mob like emergency assistance and food.
- Support for children and youth at school.
- The latest information on COVID-19 and how to stay safe during the pandemic.
- Information and regular follow-ups for physical and mental health, financial difficulties, housing and child welfare services.
- Resources and advice to support tenancies.
- Keeping in touch with mob and to have a yarn.



AFL footballer and proud Noongar man Marlion Pickett is ambassador for the program.

New participants will also receive a welcome pack that includes a \$15 food voucher.

Aboriginal Community Home Connect is led by AHV in partnership with Victorian Aboriginal Child Care Agency. It is available only to Aboriginal and Torres Strait Islander tenants living in social housing in Victoria.

Have a yarn with one of our deadly staff.

📞 Free call **1800 313 030** (9am-5pm, Mon-Fri)

🌐 Website: www.aboriginalhomeconnect.org.au

**ABORIGINAL COMMUNITY
HOME CONNECT PROGRAM**

TENANT SATISFACTION SURVEY

There is still time to complete the Tenant Satisfaction Survey for 2021, with surveys closing Friday 26 March. Your valuable input will help us better understand what we are doing well, and how we might improve our service.

The survey is:

- ✓ Completely confidential. The survey is managed by the Community Housing Industry Association (NSW), with all responses remaining anonymous.
- ✓ Available to be completed online or in the paper copy sent to you.
- ✓ An opportunity for you to have your say about the services that AHV provides, and to tell us what is important to you.



The survey report that AHV receives from CHIA NSW only contains summary data on satisfaction levels across all surveys received, so you can be assured that your responses will remain anonymous.

Support is also available. Give us a call on 1800 248 842 or speak to your Housing Officer if you have any questions, have lost your copy of the survey or need assistance completing it.

COVID-19 UPDATE

Most AHV staff members are continuing to work remotely to reduce the risk of COVID-19 spread. You can still access the services you need by giving us a call, sending us an email or by contacting your Housing Officer.

We would like to commend our tenants for your strength and resilience during the COVID-19 pandemic, and look forward to a positive year ahead.

Stay up to date by visiting our website:
www.ahvic.org.au

NAIDOC WEEK 2021



**HEAL
COUNTRY!**
4-11 JULY 2021

The theme for this year's NAIDOC Week has been announced.

Heal Country! is an opportunity to celebrate Country and culture, and reflect on what it means to us and why it is so important to protect it.

Stay tuned for details of our celebrations!

ABORIGINAL RAPID HOUSING RESPONSE PROGRAM

Last year the Victorian Government announced it was seeking to boost Aboriginal social housing through a building blitz that will deliver new homes as well as repairs, upgrades and maintenance work for existing properties.

AHV led a bid along with other Victorian Aboriginal Community Controlled Organisations (ACCOs), and has secured significant funding towards this project, known as the Aboriginal Rapid Housing Response Program.

The project will be managed and delivered by AHV in collaboration with other ACCOs and Traditional Owners, with the aim to identify and upgrade aging properties.

Project benefits

When finished, the project will:

- ✓ Improve the overall reliability of the assets installed in the homes identified in the bid.
- ✓ Reduce any future interruptions to the homes earmarked for maintenance works required for aging infrastructure.
- ✓ Improve tenant experience.
- ✓ Where possible, reduce the carbon footprint, energy and water costs.

Where to next

Early project preparation has commenced, with the following underway.

Property Condition Survey Inspection

SPM Assets will conduct an inspection on the condition of all AHV properties throughout the months of March 2021 and August 2021. The inspection should take around one hour. SPM Assets will contact you further to notify you of the exact time and date of when the inspection to your property will be completed. Please ensure that an adult is home at the time of the inspection, to allow the SPM inspector in to do the survey.

Installation Works

Once the Property Condition Survey Inspections have been completed, AHV will advise you of any upcoming required installation works to your property. We will also keep you informed on things such as the date, time and duration of works to your property.

Note: properties will only have upgrade works if they have been inspected by SPM Assets.

For more information and enquiries 📞 Free call **1800 248 842** 🌐 Website: **www.ahvic.org.au**

You can also speak to your Housing Officer.

MANA-NA WOORN-TYEEN MAAR-TAKOORT

It has been just over a year since the Victorian Aboriginal Housing and Homelessness Framework, *Mana-na woorn-tyeen maar-takoort*, was launched.

The Framework was developed by the Aboriginal community, for the Aboriginal community. It gives detailed and practical solutions to turn around a crisis in which one in six Aboriginal people in our state require homelessness assistance each year.

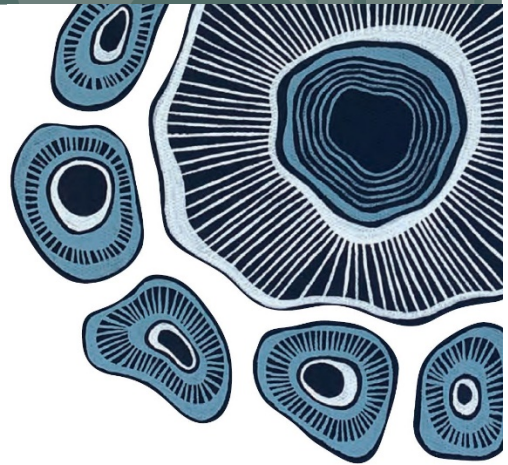
It's been a big first year in the Framework's journey.

In November of last year the Victorian Government announced it would invest 10% of its \$5.3B Big Housing Build to improve Aboriginal Housing outcomes. This program will see over 800 new homes for Aboriginal families as well as new opportunities for home ownership.

The work of the Koori Caucus - elected by the Victorian Aboriginal Housing and Homelessness Forum - has contributed to the success we have seen to date.

AHV CEO Darren Smith is co-chairing the implementation of the Framework, ensuring work is led by strong Aboriginal voices.

Download a copy of *Mana-na woorn-tyeen maar-takoort* at: www.vahhf.org.au



NEW DEVELOPMENTS



Photo credit: Schored Projects/Anka Boychev

AHV is delighted to have welcomed tenants into a number of new properties

We are committed to growing our housing portfolio to meet the needs of the Aboriginal community. Our development program is funded from our reserves, proceeds of asset sales and Government grants.

The project pictured was made possible by the Victorian Government's Social Housing Growth Fund.

Visit our website www.ahvic.org.au Follow us on Facebook and Instagram @AboriginalHousingVictoria

Phone ☎ Free call **1800 248 842** ☎ Phone **(03) 9403 2100**

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