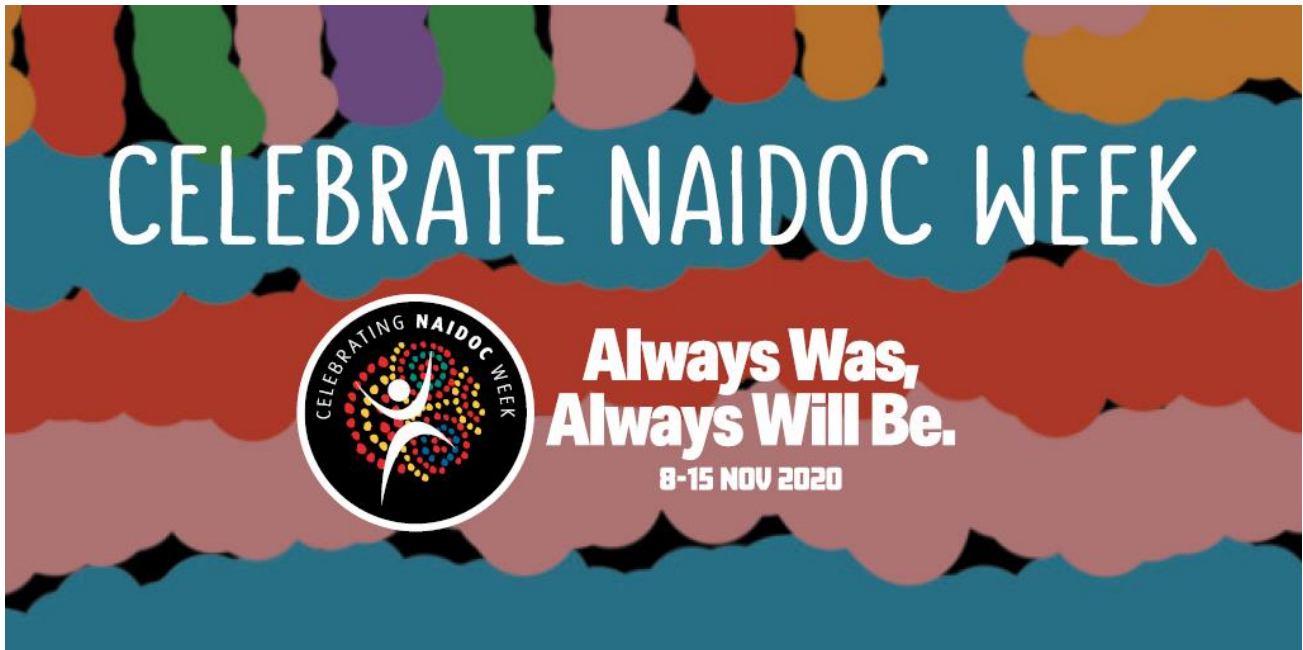


**ABORIGINAL  
HOUSING  
VICTORIA**

**MIA MIA Tenant Newsletter**  
2020 5<sup>th</sup> Edition



## **ALWAYS WAS ALWAYS WILL BE**

**The NAIDOC website describes and reflects on this year's theme, *Always Was, Always Will Be*.**

*Always Was, Always Will Be.* recognises that First Nations people have occupied and cared for this continent for over 65,000 years.

We are spiritually and culturally connected to this country.

This country was criss-crossed by generations of brilliant Nations.

Aboriginal and Torres Strait Islander people were Australia's first explorers, first navigators, first engineers, first farmers, first botanists, first scientists, first diplomats, first astronomers and first artists.

*Always Was, Always Will Be.* acknowledges that hundreds of Nations and our cultures covered this continent. All were managing the land - the biggest estate on earth - to sustainably provide

The very first footprints on this continent were those belonging to First Nations peoples.

Our coastal Nations watched and interacted with at least 36 contacts made by Europeans prior to 1770. Many of them resulting in the charting of the northern, western and southern coastlines - of our lands and our waters.

For us, this nation's story began at the dawn of time.





**We hope you had a great NAIDOC Week!**

## MEET OUR DEADLY STAFF

Meet our Western Region Tenancy Team.

Your Housing Officer can assist you with:

- rent payments;
- solving tenancy problems such as complaints;
- maintaining your tenancy;
- arrears management;
- inspections; and
- your rights and responsibilities.

WESTERN VICTORIA HOUSING OFFICERS			
Tim	Neil	Colleen	Grace - NEW
<b>Senior Housing Officer (Grampian Central)</b>	<b>Housing Officer (Grampians/West/Barwon)</b>	<b>Housing Officer (North/West)</b>	<b>Housing Officer (Barwon/West)</b>
			
Region: Ballarat and surrounds.	Region: Horsham, Melton, Warrnambool and surrounds.	Region: Northcote to Craigieburn and surrounds.	Region: Footscray to Geelong and surrounds.
I was born and raised in Ballarat. When I have time, I enjoy camping in the Grampians. I love music and I play the Bass guitar. I have recently started watching Soccer but my favourite AFL team is Collingwood	My mob are Wuthathi. I grew up in Darwin. I live in Ballart and I enjoy the relaxing lifestyle here. Outside of work, I take photos and paint because I enjoy telling stories through pictures. My favourite photos to take are of sports and portraits.	I am a proud Gunditjmara woman. I grew up in Reservoir. I enjoy spending time with friends, family and my pet cat Frankie. I enjoy playing golf and watching my daughter play netball. My footy team is Essendon.	I grew up in Cambridge, England. Now that I live in Melbourne, I follow the Demons. I love music festivals and bushwalking. I have worked in the AHV office for a year and I am excited to step into a community-facing role.

If you are unsure who your Housing Officer is or what their phone number is, please contact our head office on **1800 248 842** to confirm your Housing Officer and their contact details.

## PET PHOTO COMPETITION

Thank you to those who entered our pet photo competition. We are glad to introduce you to some pets that live with AHV tenants.



Meet Bailey the pug. Bailey loves playing fetch and going anywhere in the car. My best friend is a cat called echo.



Meet Louis the gentle giant. Louis loves long walks and visiting the dog park to play with all his dog friends.

We have extended the pet photo competition until we are out of dog outfits for prizes! You are invited to text photos of your pets to 0438 138 804. We would love to feature them in our Social Media.

## TOY APPEAL

We are currently planning our toy appeal.



### **Please notify us early if you would like assistance.**

Due to COVID-19 we expect delays in deliveries and timeframes. If we do not received a request before Thu 1 Dec we cannot guarantee support.

If we can help you by providing a gift for the children in your household, please contact your Housing Officer or our head office **1800 248 842**. We will aim to provide a suitable gift.

## AHV VALUE FEEDBACK

AHV values feedback and treats all complaints respectfully and seriously.

Over the past year, we have worked on improving our feedback and complaints monitoring processes because we understand it is important for tenants to be heard and to use the complaint to improve our services to you.

### **How to make a complaint:**

#### **• Put it in writing.**

Send a letter to:  
Complaints Team  
Aboriginal Housing Victoria  
125-127 Scotchmer Street,  
Fitzroy North VIC 3068.

You can also send an email to **[complaints@ahvic.org.au](mailto:complaints@ahvic.org.au)**

#### **• Make a phone call.**

You can free-call us on **1800 248 842**

#### **• Lodge it on our website.**

Fill in the feedback and complaint form on our website: **[www.ahvic.org.au](http://www.ahvic.org.au)**

By listening to tenants concerns, AHV can improve our services.

We take complaints seriously. As a registered Housing Agency, we record and report back on all complaints.

Our *Complaints and Appeals Process* and *Customer Service Charter* ensure tenants can voice their concerns.



## CELEBRATING CULTURE ONLINE

While we couldn't organise an in person event we wanted to keep celebrating culture with AHV tenants. We have some competitions for you!

### COMPETITIONS – ENTER FROM HOME

We have two competitions you can enter. The prizes are from Aboriginal businesses.

#### Colouring Competition – 5 x \$100 Yarli Creative Online Store Vouchers

- Complete the colouring sheet provided with this newsletter. The artwork was made by Arkie Barton, a proud Kalkadungu and Bidjara woman, whose art practice draws from her Indigenous heritage to create beautiful contemporary pieces across multiple disciplines.
- Send a picture to us either via text 0434 134 804, email [communications@ahvic.org.au](mailto:communications@ahvic.org.au) or tag us on socials. Entries will be shared on our social media.
- This competition is open to tenants only. Competition ends 1 Dec 2020.

#### Deadly Photo Competition – 5 x \$100 Clothing the Gap Vouchers.

- Take a deadly looking photo.
- Send it to us either via text 0434 134 804, email [communications@ahvic.org.au](mailto:communications@ahvic.org.au) or tag us on socials. Entries will be shared on our social media.
- This competition is open to tenants only. Competition ends 1 Dec 2020.

### ONLINE PERFORMANCES – WATCH THEM ON FACEBOOK

During NAIDOC Week, we hosted deadly online performances. There was a native ingredients cooking class from Meriam chef Nornie Bero from Mabu Mabu café. We had music performances from Mutti Mutti musician Uncle Edwards Kutcha, from the The Merindas made up of Candice Lorrae of Jawoyn and Thursday Islander heritage and Nyoongar Ballardong Whadjuk woman Kristel Kickett and singer Alice Skye a Wergaia/Wemba Wemba woman. The event was a collaboration with Yarra Libraries.



### CHANGES TO OUR SERVICES

AHV are operating in line with Victorian Government requirements. The Annual Rent Review is postponed until further notice. If your circumstances have changed and you believe you may be eligible for a rent reduction please contact us at our details below.

Visit our website [www.ahvic.org.au](http://www.ahvic.org.au) Follow us on Facebook and Instagram @AboriginalHousingVictoria

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

Email ✉ [clientservices@ahvic.org.au](mailto:clientservices@ahvic.org.au) ✉ [maintenance@ahvic.org.au](mailto:maintenance@ahvic.org.au) ✉ [rentreview@ahvic.org.au](mailto:rentreview@ahvic.org.au)

Aboriginal Housing Victoria is a not-for-profit registered Housing Association ABN 38 006 210 546

Address: Narrandjeri House, 125/127 Scotchmer Street, Fitzroy North VIC 3068

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