



Communique

Aboriginal Housing Victoria Board Meeting

Thursday 1 December 2022

The Board of Directors of Aboriginal Housing Victoria (AHV) held their sixteenth Board meeting for the calendar year on Thursday 1 December 2022.

Christmas Appeal

Over the last four months, many AHV staff have come together to coordinate the delivery of presents and hampers for the 2022 Christmas Appeal. As a result, 280 elders will receive Christmas hampers and 240 families in need will receive toys for young children, and/or Kmart vouchers for any children over 14. These gifts were able to be purchased thanks to the generosity of the community, who have made donations to AHV.

2023 Renter Satisfaction Survey

As part of AHV's registration obligations, a renter satisfaction survey is required to be undertaken every 2 years. Also, AHV wants to continue to improve its services and to be responsive to renters' needs. To do this we need honest feedback from our renters on what do we do well and where we need to improve.

The previous survey was conducted in 2021, and the next survey is planned for early 2023.

AHV has engaged CHIA NSW to conduct the surveys since 2015. CHIA NSW is a recognised leader in impartial and independent data collection, analysis and benchmarking within the community housing sector in Australia.

AHV does not receive any of personal or household information from the survey. As the survey is conducted by CHIA NSW, AHV only receives aggregated (combined) data, and no individual responses. In this way, renters' confidentiality is protected.

Mail-out of the survey to all AHV renters is scheduled for 6 February 2023, with a closing date of 31 March 2023. The final report will be provided to AHV in May 2023.

Victorian floods

The Board noted AHV's actions, to support our renters affected by the Victorian floods. The Board approved rent relief for AHV renters whose properties had flood waters enter their homes, resulting in damages to the home, and evacuation of the household.

AHV has been working closely with the Department of Families, Fairness and Housing's Aboriginal-specific Emergency Response team to make sure Aboriginal community members, and our renters receive the support and assistance they needed, in a culturally safe and respectful way.

AHV is reaching out to our renters in flood affected communities.

Our AHV Housing Call Centre Number is 1800 248 842. Please call this number to talk to us about any problems you might be having as an AHV renter, because of the floods. We will do our best to help.

Christmas Wishes

The Board wishes all members of the AHV Community a very happy Christmas and a safe and healthy New Year. The Board hopes that all AHV staff and renters will have an opportunity to spend precious time with their families and other loved ones over the Christmas holiday period.

Despite the ongoing challenges arising from the social and economic impact of the pandemic, AHV continued to invest heavily during 2022 to prepare our housing development pipeline and project proposals. We worked hard to ensure our housing portfolio continues to grow, to provide more housing opportunities for our community.

The Board anticipates there will be further challenges to work through in the coming year, but the AHV Board and Staff remain strongly committed to taking every opportunity to make some real progress on improving housing outcomes for Aboriginal Victorians.