



Jackie, Norma and Aunty Barbara have gained experience in a number of different roles



Kaila and Jarnila are both enjoying their experiences with the AHV team

## Success for tenants in serving the community

### SHARING OUR TENANTS' VOICES

AHV is celebrating achievements in our job-ready program, with a number of tenants gaining on-the-job experience and career opportunities in the community sector.

Among these tenants are Jackie, Norma, Kaila, Jarnila and Aunty Barbara. All five women have been recruited to casual and full-time positions working in client, corporate and administrative services at AHV.

The employees were successful in their applications for the positions after working with our More Than A Landlord (MTAL) team to prepare for and tap into job opportunities that align with their interests.

*"We appreciate the teamwork and friendships here. Everybody helps everybody."*  
— Aunty Barbara

The employment also forms part of meeting their work experience requirements for Certificate IV in Community Services, which a number of them are enrolled in at VACSAL.

The experience has given them an insight into the vast operations required to manage a housing association

with over 1500 properties, from tenant services to maintenance and rent review.

All five are enjoying the experience working on behalf of our community.

*"I want to be able to help people and the wider community."*

— Kaila

MTAL is a life coaching and wellbeing program that began in 2016 as a pilot program in the northern suburbs. AHV has recently been awarded funding that will allow it to provide the service to a larger number of tenants in the future.

AHV tenants in the northern suburbs who would like to learn more about the MTAL Program can contact us on 9403 2100 or email [wellbeing@ahvic.org.au](mailto:wellbeing@ahvic.org.au)

### EXCELLENCE IN SOCIAL HOUSING AWARD

AHV's More Than A Landlord (MTAL) program has won the Excellence in Social Housing award at the Australasian Housing Institute Victorian Awards Night.

The life coaching program was launched in 2016 as a pilot in the northern suburbs of Melbourne, in an effort to support tenants of AHV to achieve life, vocational, educational and overall wellbeing goals. It has since been expanded to tenancies in the north-western suburbs, and offers both immediate life skills support and longer-term life coaching services.

## How we calculate your rent

### RENT REVIEW 2019

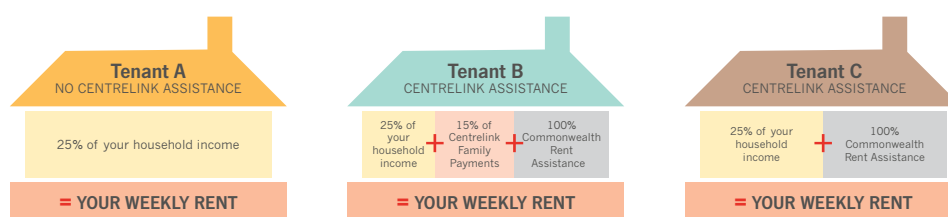
Most AHV households will have now received their first letter about our annual Rent Review for 2019. We know that for most tenants, rent represents the biggest household cost and changes in rent can have a significant impact on your expenses.

This is why we conduct your Fixed Rent Reviews annually, meaning your rent will not increase during each 12 month period (except under special circumstances, such as temporary absence).

Over the coming months tenants will receive additional letters regarding the Rent Review.

- ☉ **All tenants** will receive a letter indicating the Market Rent of your property (PLEASE NOTE: this letter is the Market Rent and **not** the Subsidised Rent you may be eligible for)
- ☉ **Tenants eligible for subsidised rent** will receive a third letter confirming their new rent charge for the next 12 month period

**If you haven't yet sent in the forms outlined in your first letter, and you believe you are eligible for subsidised rent, please send these forms in as soon as possible, so we can make sure we calculate your rent correctly.**



If you have any queries about the Rent review, please contact your Housing Officer.

## Thank you for sharing your voice

### TENANT SATISFACTION SURVEY 2019

We would like to thank all tenants who took the opportunity to complete our bi-annual Tenant Satisfaction Survey; to have your say about the services AHV provide and what is important to you.

Our tenants' voices are an integral part of AHV's continuous improvement — it lets us know where we are doing well and what we need to change to improve service delivery - and the feedback we have received has given us further insight to help guide us in the future.

While the results have improved as a whole since AHV's last survey in 2017, there are specific areas tenants' have indicated where continued improvement is required.

We will be looking closely at these key priorities, among others, and will keep you updated with actions and developments through *Mia Mia* over the coming year.

This survey is a perfect opportunity for tenants to provide feedback, however we also encourage you to let us know how we are going anytime throughout your tenancy. You might be particularly happy with a service, or have some feedback on where we can improve — you can do this by contacting your Housing Officer; contacting head office on **(03) 9403 2100** or emailing us at [clientservices@ahvic.org.au](mailto:clientservices@ahvic.org.au)

### ONLINE MEDIA



AHV's website hosts a range of publications including our newsletters, annual reports and communiqués from our Board's monthly meetings. These communiqués summarise important events, discussions and actions at AHV, and provide an insight into our management and governance. View these at [www.ahvic.org.au](http://www.ahvic.org.au)

Like our Facebook page to stay up-to-date on news, events and stories from AHV and the wider community. We also post employment opportunities available via the Jobs Victoria Employment Network and our partnership with AFL SportsReady. Check it out at [www.facebook.com/AboriginalHousingVictoria](https://www.facebook.com/AboriginalHousingVictoria)



## *Developing skills for future Board members*

### **THE OBSERVERSHIP PROGRAM**

We are excited to announce that AHV's Board has approved our participation in the Observership Program in 2020, as a means of recruiting Aboriginal Associate Directors to participate on the AHV Board.

The Observership Program was established in Sydney in 2014, and has been operating in Melbourne since 2017. During this time, over 380 observers have participated in the Program, observing on the boards of over 160 not for profit organisations.

The Program places motivated people aged 25-40 on non-profit boards for a 12-month period. Through the Program, AHV will seek to select an Aboriginal observer who will act as an Associate Director participating on the AHV Board, but without voting rights.

During the 12-month program, the observer will participate in a number of training and development

opportunities, helping them to gain the experience and capabilities required to become a future Board member, either with AHV or another organisation.

The 2020 Observership Program starts in February 2020 and applications open on 22 July 2019 closing on 18 August 2019. The number of Aboriginal participants in the Program has increased over the last couple of years but demand for Aboriginal observers is growing from both Aboriginal community controlled organisations, and mainstream not for profits.

The Program organisers are keen to attract more applications from young Aboriginal people looking to develop their Board participation skills.

If you are potentially interested in the Observership Program, or know someone who might be, further information is available at: [www.observership.com.au](http://www.observership.com.au)

## *Movement for reconciliation in Australia*

### **RECONCILIATION ON THE ROOFTOP**

AHV hosted *Reconciliation on the Rooftop* in partnership with Yarra Libraries, SNAICC and the Victorian Aboriginal Corporation for Languages (VACL), during National Reconciliation Week. Just over 120 attendees from partner organisations and the wider community heard inspiring speeches from keynote speakers including Yarra City Council Councillor Amanda Stone and our very own Samantha (Wellbeing Team Leader and Life Coach).

The speeches reflected on the theme *Grounded in Truth: Walk Together with Courage*, and we were lucky to have a special Welcome to Country and Smoking Ceremony from Uncle Colin Hunter Jr, as well as a performance from Dave Arden.

This event provides an opportunity for local community members, many of whom support AHV's Christmas Toy Appeal and annual NAIDOC Family Day, to continue to learn about Aboriginal and Torres Strait Islander culture and achievements, and strengthens our important relationships with community partners.



## Are you ready to celebrate NAIDOC Week with AHV?

### NAIDOC Family Day at The Farm

AHV's annual NAIDOC Family Day at The Farm is just around the corner, with staff and volunteers in full swing to ensure another great event for the whole community.

This year marks our 20th year celebrating at the Collingwood Children's Farm and we have a variety of activities and performances lined up, including Djirri Djirri Dance Group, Dave Arden and, back by popular demand, Indigenous Hip Hop Projects with a performance and audience participation workshop.



Join in the many activities, including: boomerang painting, tractor rides, bead and Emu feather crafts, jumping castle, weaving workshop, footy clinic and contribute to our community NAIDOC mural.

The day will kick off at 9.30am running through till 3.00pm – with the BBQ fired up all day, and other tasty snacks available at one of our stalls.

Entry is free for the whole community. With over 2,000 people attending in 2018...let's see if we can help more people celebrate NAIDOC Week with AHV!

Wednesday 10 July, 2019

9.30am – 3.00pm

Collingwood Children's Farm: 18 St Heliers Street, Abbotsford



### HEAD OFFICE STAFF ON THE MOVE - TEMPORARY OFFICE LOCATION



You may have seen in our last edition of *Mia Mia* that AHV was awarded a grant specifically for capital works and upgrading of our head office. We are excited about this project and can't wait to share the new space with AHV tenants and the Victorian Aboriginal community.

While works are being completed, staff located at our office at Scotchmer Street, North Fitzroy will be temporarily relocated. We have managed to secure an office, very close by, moving just across the road to: Level 1, 252-254 St Georges Road, North Fitzroy.

Staff are set to make the move in July, and will be fully operational in the temporary space from Monday 22 July, 2019. During this time, AHV's main phone number will remain the same **[03 9403 2100]**. Tenants who need to visit the office should go to the address above and where possible make arrangements to meet with selected staff before you visit.

There will be signage out the front during this time, however if you have any queries please contact us on **03 9403 2100**. We will continue to update you on the progress, and we hope to be back in the upgraded office by the beginning of next year.



### FIRST HOME DREAMS BECOME REALITY

#### HomesVic for Aboriginal Victorians

The HomesVic for Aboriginal Victorians team is celebrating its first home purchased under the initiative. A first home buyer from the southern region of Victoria purchased her dream home with assistance from the Government-led program, which offers a contribution of up to 35% proportional beneficial interest in first homes purchased by Aboriginal Victorians.

HomesVic for Aboriginal Victorians is a component of the general HomesVic program available to all Victorians who meet the eligibility criteria. If you would like to learn more visit [www.ahvic.org.au/homesvic-for-aboriginal-victorians](http://www.ahvic.org.au/homesvic-for-aboriginal-victorians)