

Tenant News

August 2019



Port Macquarie flag raising

NAIDOC WEEK

NAIDOC WEEK celebrations are held across Australia each July to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.

NAIDOC originally stood for 'National Aborigines and Islanders Day Observance Committee'. This committee was once responsible for organising national activities during NAIDOC day. The acronym has since become the name of the week itself.

The theme for 2019 was "*Voice. Treaty. Truth. Let's work together for a shared future*". The week was celebrated nationally from Sunday 7 July through to Sunday 14 July.

The team at Many Rivers joined in on the fun. Check out what we got up to.



Purfleet NAIDOC Dinner



Port Mcquarie community day

About us



Shane Clark (top) his crew (below)

TRADIE PROFILE

Name: Shane Clark from SR & LM CLARK BUILDING

Whose your mob? Where are you from?

I'm from Newcastle. My family is from Woolbrook and Armidale. My family are the Wrights, Allens and Smiths.

What's your trade? I am a licensed Builder

How long have you been a qualified builder? 30yrs

What areas do you work in? We work in all areas across NSW

What do you like about working with community?

I love working in the community as I enjoy meeting people and sharing stories about each other's mob. I get pleasure out of leaving them happy and with a smile on their faces

What football team do you follow? Manly Sea Eagles, of course! And the Newcastle Knights.

Go the blues or marrons? Blues (Bleed blue blood)

STAFF PROFILE

Name: Jade Hartas

Where are you from?

I am a Dunghutti girl. I grew-up mostly in Port Macquarie and the nearby community of Rollands Plains. I also spent a bit of time out at Moree for a few years

Where did you work before Many Rivers?

I was a finance officer at Omnicare Alliance Ltd. Omnicare is a non-profit provider of aged, dementia and disability care services.

What do you do at Many Rivers?

I am the friendly voice on the other end of the phone: I'm the receptionist! I also provide all the Many Rivers team with administrative support. I have only been with Many Rivers since May but I am loving the amazing team I work with. I really enjoy the fact that my days are never the same. There's always something different to do or someone new to help.

Who do you follow in the footy? Up the mighty Tigers!

Three words that best describe you? Smiley, down-to-earth, practical



Jade Hartas

Keeping you up to date

WE WORK WITH YOU FOR YOU

Last month, two of our Housing Support Officers were able to support a tenant who, during previous inspections, didn't like the Many Rivers team coming into their home. The housing officers explained that they were there to look at the property and ensure maintenance issues are fixed. After the inspection, several repairs and maintenance requests were completed. The Housing Support Officer called the tenant some days later. The tenant was happy to see their home become safer and the quality of the home improved.

Smoke alarms



Did you know that people are more likely to die in a house fire if there is no working smoke alarm?

Smoke alarms, sometimes called "smoke detectors", are devices that detect smoke and make a loud sound to alert people in the house to a potential fire. This is important when people are sleeping as early detection of smoke gives critical seconds to escape the home.

Yet, faulty and/or missing smoke detectors was the most common safety issue we found during recent inspections. One out of every three properties had faulty or missing smoke detectors replaced.

Look after your smoke detectors. They may just save the life of someone you love.



Property Owners Forum - A day for our partners

On Tuesday 10 September, Many Rivers will host a one-day forum for all our partnering Owning Organisations at Yarrawarra Aboriginal Cultural Centre, just north of Coffs Harbour.

There will be yarning about the ways we can strengthen Aboriginal social housing.

Topics that will be discussed include arrears management, rent setting, and pathways to private rental and home ownership.

Are you from one of our partner organisations? Tell us what topics you'd like to see discussed.



Repairs

and

Maintenance



Do you think your smoke alarm is faulty or broken?

Let us know by calling your Housing Support Officer and they'll sort the rest for you.

02 6562 2576

Koori Knockout competition & tenant survey

Attached to this edition of our tenant newsletter you will find our 2019 Tenant Survey.

Listening to our tenants is important to us and informs what we do and how we do it. Each year Many Rivers conducts an Tenant Survey to hear what tenants think about the services we provide.

This year is no different, but we are rewarding you for completing the survey. One lucky tenant and their family will win a holiday to the Tuggerah Koori Knockout in October 2019.

The prize includes a family pass (max 4 people) to the three day event, accommodation with late checkout and a \$500 gift voucher for expenses.

To win this amazing prize, be sure to compete the survey and include your contact details.

The draw will be made by the CEO of Birpai Local Aboriginal Land Council in Port Macquarie on September 6th 2019, at Suite 2, 66 Lord Street Port Macquarie NSW 2444 at 11:00am.

Your community-owned organisation Many Rivers to celebrate



Community have been invited to join Selwyn Button, Registrar of Aboriginal and Torres Strait Islander Corporations, as we celebrate Many Rivers' return to community-control.

Our Special Administration will finish on 9 August 2019. This period has greatly strengthened the organisation. We see a bright future for the organisation, shared with tenants and partners.

Community, members, partners, our new Directors and the team will be celebrating the occasion.

Please join us if you can.

8 August 2019, from 5-7pm

@ the Many Rivers Office, 66 Lord Street, Port Macquarie

Selwyn Button

The Registrar, Selwyn Button is a Gunggari man and the first Indigenous person appointed to the role of Registrar of Aboriginal and Torres Strait Islander Corporations. His professional background spans education, health and justice.

Kids corner



Guess These tracks

Bohra The Kangaroo

Legend has it that there was a time in blackfellow land when the night came down like a black cloud and veiled the world in darkness letting neither moon nor stars be seen. But as Bohra liked to feed at night, he objected to this darkness. Being a great wirinun, he put an end to it by just rolling the darkness back as if it had been a rug and let it rest on the edge of the world while the stars and moon shone out.

Bohra was very pleased with himself as he could now see to feed during the night and he could go about as he pleased on his four legs, for in those days Bohra went on all fours like a dog. One night as he was feeding, Bohra saw a number of fires ahead and heard sounds of many voices singing. As he got closer, he saw strangely marked figures dancing round and round the firelit circle. The voices grew louder and louder as the boomerangs clicked faster and faster and then the noise died away into silence, the figures stopped dancing and disappeared into the bush. Bohra felt as he had watched them, a strong desire to dance too. He reared himself on his hind-legs balancing himself with his tail and jumped round and round the ring behind the last man. The men turned and saw Bohra standing on his hind-legs and looked in wondering terror at him. The men began to dance again and Bohra just tried to do as they did. Leaving Bohra to himself in the ring, the men went away and after a long interval came back wearing rough looking tails of grass bound around their waist belts and began jumping round the ring as Bohra had done with their long tails waggling behind them.

When they stopped, an old tribal wirinun told Bohra that because he had come to their corroboree without being asked, he must be punished. He did not want to kill Bohra as he had shown them a new dance but as punishment, his tribe for ever after, shall move jumping on their hind-legs and their forefeet shall be as hands and their tails shall balance them. The tribal wirinun also made Bohra a tribal brother and as such, must forever keep silent their secret rites. As part of Bohra initiation into the tribe, his canine teeth were knocked out and his tribe, to this day, have never had these teeth since.

Ever since the men of the Bohra tribe have put on their false tails and danced the kangaroo dance at sacred corroborees as when Bohra was bewitched into going on two legs, so starting a way which all kangaroos have had to follow since and this was how they learnt to hop as they do.



Do you know what animal makes this print?

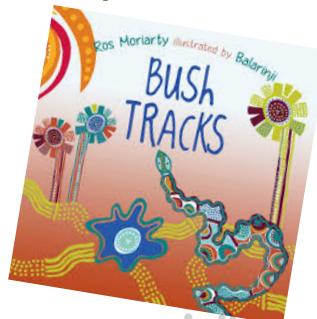
-Last edition – Did you guess Goanna? If so, you were right

Our lucky winners

Colouring in competition winners

Name: Lilly Speering – Taree

Runner Up: Ethan Hines – Aberdeen



WIN!



For a chance to win, colour in the picture and post back using the prepaid envelope. Winner announced in the next newsletter. Ask mum or dad if we can print your name.

competition time

Name: _____

Age: _____ Can we print your name ? YES/ NO

Address: _____

Mum/dad /guardian signature _____





Many Rivers Regional Housing

MANAGEMENT SERVICES ABORIGINAL CORPORATION
(under special administration)

Phone 02 6562 2576
Fax 02 6562 2376

Suite 2, 66 Lord Street
Port Macquarie NSW 2444

ABN 91242536627
ICN 7082

NEWSLETTER

Issue 4, AUGUST 2019

DEAR MEMBERS, TRADITIONAL OWNERS, TENANTS AND OTHER INTERESTED PEOPLE

My name is Peter McQuoid and on 11 February 2019 the Registrar of Indigenous Corporations, Selwyn Button, appointed me special administrator for Many Rivers Regional Housing Management Services Aboriginal Corporation.

This is my fourth and final newsletter as the special administrator for Many Rivers. In this issue I want to tell you about what we have achieved during the special administration.

End of special administration

The special administration will end as planned on Friday, 9 August 2019.

In my first newsletter I described the three stages of a special administration. I am pleased to tell you that stages one and two and three have now been completed.

SPECIAL ADMINISTRATOR



Peter McQuoid

PDM Consultancy
Ph: 07 3289 2596
or 0435 018 879
E: p.mcquoid@pdmc.net.au

ACTION		
1	Take control of the assets, including land, and find out if the corporation can recover, financially.	COMPLETE
2	Restore good operational order.	COMPLETE
3	Prepare the corporation for return to members' control as soon as possible.	COMPLETE

Information meeting and community ownership celebration

I will hold a final information meeting to tell you about the outcomes of the special administration. Notice of this meeting has previously been sent to all members, tenants and property owners.

This meeting will also be a time to celebrate the handing back of the corporation to community control.

Thursday 8 August

5:00 – 7:00 pm

**Suite 2, 66 Lord Street
Port Macquarie**

Light refreshments will be provided.

For catering purposes it will help if you RSVP to reception@mrrahms.com.au or call Jade Hartas on **02 6562 2576**.

All members, tenants, property owners and interested people are warmly invited to attend. The Registrar of Indigenous Corporations, Selwyn Button, will also be there to answer your questions. The meeting will be a great chance to meet the new directors and celebrate the handing back of Many Rivers to members' control.



New board of directors

I am pleased to advise the following people have all consented to become Many Rivers directors. The appointment of the directors will take effect from Friday, 9 August 2019. At the first board meeting with the new directors they will elect a chairperson and a deputy chairperson.

I extend my sincere thanks to the incoming directors all of whom have assisted me with the special administration.

Member directors:



Tim Allen: Tim, a Yuin man, is Programs Manager as well as a former board member at Werin Aboriginal Corporation Medical Centre, and a current board member of Biripi Aboriginal Corporation Medical Centre. He was Lecturer of Aboriginal primary health at TAFE NSW and earlier, a youth worker with Mission Australia and Indigenous

Youth Employment Coordinator with Wesley Uniting Employment. Tim has diplomas in Business Management and Practice Management and a Certificate IV in Aboriginal Primary Health Care.



Daniel Morrison: Daniel, a Murriwarri man, is Manager of Aboriginal Programs Service Delivery at TAFE NSW and a board member of Biripi Aboriginal Corporation Medical Centre. He is a member of numerous committees including Chronic Care for Aboriginal People, NSW Aboriginal Mental and Wellbeing Reference Group, APHRA

Accreditation Committee, Mid North Coast Aboriginal Cultural Safety & Security Reference Group and MNC Healthy Communities. He has a Master of Health Service Management, Master of Health Service Administration and a Bachelor of Health Sciences.



Robert Skeen: Robert, a Gubbi Gubbi and Waanyi man, is CEO of Biripi Aboriginal Corporation Medical Centre with a senior career background in Aboriginal health leadership. He is a member of the Australian Institute of Company Directors (MAICD), a member of the NDIS policy subcommittee of

the National Aboriginal Community Controlled Health Organisation and a member of three committees of the Aboriginal Health & Medical Research Council. Robert holds a Graduate Certificate in Not-for-Profit Management and three diplomas (and a certificate IV) in community service.



Dane Zeeman: Gamarlroi man Dane is a Certified Practicing Accountant (CPA) and director of Zeeman Accounting, which provides accounting, audit and business services in NSW and QLD. He has 20 years of accounting experience servicing small business and not-for-profit clients. Dane has served on a number of boards, including ANTaR and an Aboriginal Family Legal Service and as a member of Indigenous Accountants Australia and the SE Queensland Indigenous Chamber of Commerce. He has also been involved with the Indigenous Accountants Australia project, which seeks to promote careers in accounting and finance in our communities.

Specialist non-member directors:



Alex Fisher: Alex has served as chair, director or member of 12 boards and committees. She is a Port Macquarie local with a prior senior executive career in local government, public utilities and government agencies. She began her career in the Army and is qualified with a PhD, MBA and Bachelor of Engineering. She is a Graduate and Member of the Australian Institute of Company Directors.



Kerrin Anderson: Kerrin is a corporate lawyer and non-executive director who has served as member, director or president on 11 boards and committees. Her law practice is focused on not-for-profits governance and she has worked closely with the Queensland Aboriginal Islander Health Council (QAIHC) since 2012. She holds a Master of Laws and Certificate of Governance and is a Member of the Governance Institute of Australia and Graduate of the Australian Institute of Company Directors.

To find out more **about special administrations** visit oric.gov.au or call 1800 622 431
(not free from mobiles).

Membership

It is encouraging to see that over 20 new applications for membership have been received. After consultation with the advisory group, all of the eligible applications have now been approved.

Strong corporations tend to have a committed membership base. It is important for people interested in the future of Many Rivers to be members and to attend the general meetings. A membership application form is attached to this newsletter. If you are eligible and are not yet a member, please forward your application form to the corporation.

Rule book

Changes to the rule book, which were discussed with the advisory group, are summarised below. The Registrar will register the new rule book just before the end of the special administration.

There are several administrative or formatting type changes to the rule book. Only those changes of significance are detailed below:

- **Rule 4.4 – [new rule added]** – Attendees at general meetings must comply with the corporation's code of conduct.
- **Rule 5.2 – [new rule added]** – any person who was a director or general manager of the corporation at the time the corporation was placed under special administration on Monday, 11 February 2019 is not eligible to be appointed as a director for a period of five years from Friday, 9 August 2019.
- **Rule 5.2 – [new rule added]** – members of the corporation who are also tenants of the housing managed by the corporation are eligible to become directors of the corporation.
- **Rule 5.3 – [new rule added]** – the maximum number of directors who are also tenants of the housing managed by the corporation must not exceed two at any time.
- **Rule 5.6 – [new rule added]** – Directors are now appointed on rotation for a two-year period so that half the directors' appointments expire each year. Directors are eligible for re-election. All directors appointed during the 2019 special administration are appointed until the 2021 AGM
- **Rule 5.23 – [old rule deleted]** – the requirement to establish a financial subcommittee is removed.
- **Rule 13.2 – [new rule added]** – All remaining community housing assets in a participating jurisdiction on winding up will be transferred to another registered community housing provider or to a housing agency in the jurisdiction in which the asset is located.

This new rule book will come into force when the Registrar of Indigenous Corporations approves it.

Portfolio review

All 495 properties under Many Rivers management have now been reviewed by an electrician and a member of the Many Rivers housing team. The team were not able to arrange access to 37 properties.

- 32 per cent or 156 properties had a safety and compliance issue fixed by an electrician. This could be having smoke detectors (re)installed or replaced, residual current devices repaired or replaced and/or exposed wires fixed.
- Faulty or missing smoke detectors is the most common safety and compliance issue fixed by our electricians. This portfolio review has replaced smoke detectors in 26 per cent or 126 properties.
- A large volume of property repairs from all the different trades have been undertaken during this review. Since the special administration commenced in February we have completed 1,119 maintenance requests. On average, this is more than two completed repairs and maintenance requests per property.

Overall the portfolio review has been a huge success making the houses safer and more comfortable for all of the tenants.

Thank you and best wishes

I would like to extend my sincere thanks to the Many Rivers team for the wonderful work they have been doing to support the tenants and property owners.

Finally, a reminder to all that Many Rivers is your corporation, owned by the members / community. I wish the new board, staff, property owners and tenants all the best with the future of Many Rivers Regional Housing Management Services Aboriginal Corporation.

Many thanks

Peter





APPLICATION FOR MEMBERSHIP

Phone 02 6562 2576
Fax 02 6562 2376

Suite 2, 66 Lord Street
Port Macquarie NSW 2444

ABN 91242536627
ICN 7082

To: The directors,
Many Rivers Regional Housing Management Services Aboriginal Corporation

I would like to apply to become a member of the corporation.

Name: _____

Residential address: _____

Postal address: _____

Email address: _____

Phone: _____

Date of birth: ____/____/____

I am over the age of 18: Yes No

I declare I am eligible for membership of the corporation (under rule 3.1 of the corporation's rule book).

By signing this form, I agree to be bound by the rule book of the corporation and consent to be a member.

Date: ____/____/____ Signature: _____

CORPORATION USE ONLY

Application received	Date:
Application tabled at directors' meeting held on	Date:
Directors confirmed applicant is eligible for membership	Yes / No
Directors enter name, address and date on register of members	Date:
Directors have sent notification of directors' decision to the applicant	Date:

You can submit your completed form
by email: reception@mrrahms.com.au
drop it into the office: Suite 2, 66 Lord Street, Port Macquarie



Feedback Form

Many Rivers Regional Housing is committed to providing outstanding customer service. We value feedback on all aspects of our service and use it to improve the way we work.

Feedback can be provided by speaking face-to-face with a Many Rivers team member, by calling our office on 6562 2576, by emailing reception@mrrahms.com.au, or by completing this form and posting it to the address below.

We look forward to hearing from you.

Name: _____

Contact details: Phone _____ Email _____

My feedback is:

- Compliment
- Complaint
- Suggestion

Property Address: _____

Details of feedback:

If applicable, what steps would you like to see Many Rivers take?

Thank you for taking the time to share your experience with us.



Here at Many Rivers we want to know what you think about our service. Please tell us by completing this survey. Your responses will help us deliver the best service to you and other tenants.

Tenant Survey 2019

How long have you been in your property?

Less than a year

1-5 Years

5-10 Years

10+ years

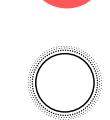
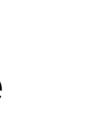
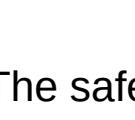
What is your post code?



How satisfied are you with your community facilities & activities?



How do you feel about?



The safety of your home

Many Rivers tenant newsletter

The cultural appropriateness of Many Rivers Staff

The cultural appropriateness of contractors

Fairness of your rent

How satisfied are you with your home?



Rate the overall condition of



Bathroom

Kitchen

Bedrooms

Living Areas

Laundry

Do you know how to report repairs & maintenance? Yes / No

Are your repairs done on time? Yes / No

Are you claiming Commonwealth Rent Assistance (CRA)? Yes / No

What's one word that comes to mind when you think of Many Rivers? _____

COMMENTS: _____



PRIZE: You can enter the draw for the chance to win a trip for 4 to the Tuggerah Koori Knock Out in October 2019. Prize includes a family pass to the Knock Out, travel and accommodation for a family of 4. Rules: Only one entry per home and entrant must be a tenant listed on a Many Rivers residential tenancy agreement. To enter the draw please provide your name and address below. The draw will be randomly selected by the CEO of Birpai Local Aboriginal Land Council (Port Macquarie).

Competition closing date: 30th August 2019

DRAWN: 6th September 2019

Surveys completed after 30th August will not be accepted.

NAME: _____

PHONE: _____

ADDRESS: _____