

Housing News

MID NORTH COAST – 2026

We acknowledge and pay our respects to the First Nations people and communities of this land.



All One Under the Sun Festival



Festival sponsors



OUR NATIONAL TENANT SURVEY COMING TO YOU SOON! BE SURE TO HAVE YOUR SAY.

All One Under the Sun brings Coffs Harbour together!

More than 8,000 people came to the Harmony Festival in Coffs Harbour. It was a FREE, all-day event with music, dancing and fun for everyone. People enjoyed performances by the Docker River Band, Emma Donovan, Shane Howard, Ali Shkaki and many other artists including our very own Mission Australia Housing staff member, Tareik jamming on guitar.

Many of our Tenant Action Group (TAG) members helped at the event and it was great to see so many residents there.

Would you like to get involved in community activities? Join TAG by calling 1800 269 672 and ask to speak with the Community Development Manager.



Tareik Mission staff member shows us his skill

Fix that dripping tap.

A dripping tap can waste 15 litres a day or a whopping 5,500 litres a year! An easy fix can make a huge difference to your bills.

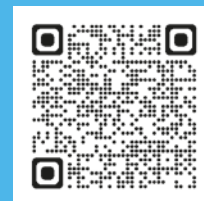
Call the Customer Hub early on 1800 269 672 to report any leaking taps.



MISSION AUSTRALIA Housing



Get important Housing news quicker! Join **US** on Facebook



Scan QR code!

in just one click

COFFS HARBOUR 9 Duke St, Coffs Harbour, NSW 2450
TAREE Suite 5, Level 2/242 Victoria St, Taree, NSW 2430

missionaustralia.com.au

Customer Hub 1800 269 672
housingenquiries@missionaustralia.com.au

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Update

Reflecting on what was a very busy year for Mission Australia Housing, I am incredibly proud of what we have achieved together.

With more than **4,600 homes across Australia**, we remain committed to providing quality services to our tenants and your feedback plays a vital role in helping us improve what we do.

Some of our service improvements during 2025 include:

The launch of our Customer Hub – a dedicated service centre for tenants, helping ensure your calls are answered promptly and you receive the best possible service.

Repairs Feedback Surveys – we know repairs are a top priority for you. After a repair is completed, tenants now receive a short SMS survey to provide feedback. Your responses are already helping us improve our maintenance services.

A new Mission Australia website, including a dedicated Tenant Hub where you can easily access helpful resources.

These improvements have been made possible because of your feedback – through surveys, tenant groups and conversations with our team. We value your input and use it to continually improve our services.

In July, we will be running our **National Tenant Survey**, giving all tenants another opportunity to share their views.

Wishing you all a safe and happy Easter!



Davina Lomas

Executive General Manager Operations,
Mission Australia Housing

You said, we did

New SMS Feedback Survey on repairs

We are currently trialling an SMS feedback survey so you can provide instant feedback on repairs and maintenance jobs.

When the job is complete, you will receive an SMS confirming that your maintenance work has been completed, with the option to click into a survey that takes less than 2 minutes. Please click the link and provide us your feedback.

New website

Mission Australia has launched a new and improved website! Check out your one-stop-shop where you can find information on services and your tenancy.

Visit your Tenant Hub here: www.missionaustralia.com.au/tenant-hub or scan the QR code.



Easy-to-read housing information

We have been reviewing all our tenancy information like handbooks, fact sheets and brochures and re-working them in to easy-to-read formats, for print and online.

Watch this space for more details.

Scan the QR code here.



Tell us! Tell us what you think about these new improvements by calling **1800 269 672**.

2026 is the year of the National Tenant Survey. Your feedback is important to **us**

Meet and greet

Introducing Tracy, Senior Housing Officer You've been with Mission Australia Housing for 4 years in Tasmania – what brought you up to the MNC? Well, apart from the warmer weather and being able to watch Rugby Union again (go the Highlanders!) I'm so over AFL, it's been a great opportunity to support another region within Mission Australia and share my knowledge and experience with a new team. **What motivates you in the work you do?** Empowering people and supporting residents to successfully sustain their tenancies



Tracy enjoys making others laugh

is what drives me every day. **Tell us something fun about yourself.** I enjoy making people laugh – a good sense of humour always helps!

Introducing Brian, Assets Team Leader What brought you to Mission Australia Housing? I started my career in construction as an apprentice electrician. That led me into housing, where I could use my skills in a way that directly helps people. **What motivates you?** Being able to change people's lives by offering safe and secure homes to those in need. Supporting struggling families and seeing the appreciation to make life easier and safer. **Tell us something fun about yourself?** I moved my family to Coffs Harbour and have never looked back. It's been a wonderful place to raise kids – big enough for opportunity, but small enough to enjoy the coastal lifestyle. **Hobbies or interests?** I'm passionate about fishing, boating, camping and four-wheel driving which is all right on our doorstep.



Brian enjoys fishing

What's been happening

Taree Resident Action Committee (TRAC)

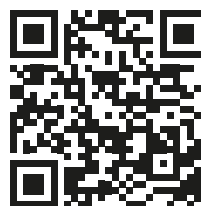
TRAC is a group of local residents, housing providers and support services working together to help Taree prepare for floods, bushfires and heatwaves. We share ideas, learn new skills and support each other so everyone knows what to do in an emergency. **Led by residents and supported by Community Housing Limited (CHL), Home in Place (HiP) and Mission Australia Housing (MAH).** We run fun activities like gardening days, BBQs and workshops building strong, connected neighbourhoods, and we respect First Nations knowledge and care for Country.

Landcare

We're working with Landcare and encourage you too as well.

Landcare is a community-led movement that brings people together to restore and protect the natural environment where they live, learn new skills and build stronger local connections.

Getting involved with Landcare in your area is a great way to make a positive difference to your local green spaces and meet others in your community – scan the QR code below to find out how you can join a group or take part in activities near you.



Christmas competition!

Congratulations to 9 lucky winners over Christmas who took home an energy efficiency small appliance pack! Thank you to the Great Southern Bank partnership for funding the packs.



MISSION AUSTRALIA

PROUD COMMUNITY PARTNER

Great Southern Bank

Tell us! Send us your stories about your community!

Cook up

Costs less than \$10
& serves 4-10 people

Home grown

Chicken wing dings

An oldie but a goodie!

Ingredients

- 1 kilo chicken wings
- 1 tsp oil
- 1 tsp mustard
- 1 tsp vinegar
- 2 tsp soy sauce
- 1 tbl spoon brown sugar
- ½ cup tomato sauce
- ¼ cup water
- 1 chicken stock cube (crushed)
- 1 garlic clove (crushed)

Instructions

1. Preheat oven to 180°C.
2. Mix all sauce ingredients together in medium size bowl. Pour over chicken wings in casserole dish.

3. Cook for 45 mins with lid on, then 15 mins with lid off.
4. Can be eaten as a small snack (hot or cold) with a dip or serve on rice, or with salad, hot veges or with homemade hot chips.
5. Garnish with parsley or chives.

Serves 4-10 people depending on how you serve it.

Any left? Doubt it but freeze leftovers for another time.



Fall into Autumn with these garden ideas!

Plant bulbs like tulips or daffodils for spring, and cool-season vegetables like broccoli, cauliflower, carrots, or spinach.

Add compost, organic matter, or manure to soil for next season's growth.

Apply a layer of mulch (straw, wood chips, or leaves) to protect soil and manage weeds during cooler months.

Trim excess growth on shrubs and prune climbing plants. Remove dead or diseased plants to prevent disease spread.

Reduce watering frequency, but do not stop entirely, especially during dry autumn days.

Resident of the season

From Tenant to Cadet: Kellie's story

Kellie has been a Mission Australia Housing resident since 2019 and has lived in her home for more than 18 years. After attending a pop-up maintenance event at Graff Estate Park, Kellie learned about the CHIA* Cadetship program and applied.

Before becoming a Cadet, Kellie experienced agoraphobia and found it difficult to leave her home. Joining the Cadetship helped her build confidence and try new things. She says it has been a very rewarding 12 months.

Kellie says, **'working with Mission Australia Housing has given me a new understanding of what happens behind the scenes. As a tenant, it sometimes feels frustrating when repairs or requests take time. Now I understand there are processes that staff must follow,'** and she says she 'has more patience and appreciation for maintenance and housing teams.'

One of the most special parts of the Cadetship was attending property viewings and meeting people who had been homeless for months or even years. Seeing their happiness when offered a home was very powerful and moments like these have strengthened her passion for helping others.

As her Cadetship ends, Kellie hopes to find work in community housing or community development. **She thanks the Coffs Harbour team for their support and says she has learned a lot and encourages other residents to apply for the Cadetship if they want to make a difference.**

**Community Housing Industry Association*



Seasonal thought

Like Easter, life starts all over again when it gets crisp in Autumn

Around town

Tear this page off & stick on your fridge!



MISSION AUSTRALIA **Housing**
Mobile Pop-Up Office coming to you

Skills for Education and Employment (SEE) Program

The SEE Program offers free training in reading, writing, English, maths and digital skills to enhance your employment prospects.

Training is delivered at TAFE NSW.

For students receiving an ESP you will find more information about your supplement by visiting Services Australia website.

For more information on the SEE Program, please visit the TAFE NSW website under skills for education and employment.

Temporary Accommodation Peer Support

Are you or do you know someone who is feeling overwhelmed living in Temporary Accommodation?

You don't have to go through it alone. Talk with a Peer – we're here to support your journey moving forward. A peer is a person who has lived experience.

Tuesday and Thursdays, 9am to 12pm at The MAC, 9 Duke Street, Coffs Harbour or phone Anne on **0439 820 302** to set up a time.

Bringing our Mobile Pop-up Office to you!

Also known as MPop, Mission Australia Housing staff are available in your area to help with questions about rent, repairs, social activities and more!

Mobile Pop Up Office (MPop)

with morning tea

Monday 20 April, 11am - 12pm,
49 Prince Street,
Coffs Harbour

Wednesday 22 April, 11am - 12pm,
31 Azalea Street,
Coffs Harbour

Monday 27 April, 11am - 12pm,
39 Arthur Street,
Coffs Harbour

Please call the Customer Hub on **1800 269 672** for more details!

Crafternoon corner

Upcycle your Easter with this great idea!!

Clean a jar and decorate it to look like a bunny by painting it white, adding googly eyes, a pom-pom nose and tail, pipe cleaner whiskers, and attaching bunny ears made of cardboard. Fill with little Easter eggs and you have the perfect home-made Easter gift from the heart!



Celebrate a neighbour! Chat to your local office about how.

Tear or cut along dotted line!



Home handy hints

Log your job via the Customer Hub!

A friendly reminder that your first point of call for all things maintenance is the Mission Australia Housing **Customer Hub** on **1800 269 672**.

Logging jobs via the Customer Hub means your request is entered directly in to our Maintenance System. It can be actioned by anyone in the Assets Team and reduces the risk of your request falling through the cracks.

If you live in a complex, here are a few key points:

- Aruma (contractor for Mission Australia Housing) are out and about maintaining our lawns, grounds and gardens.
- These activities do generate noise but are required to keep your complex safe and maintained.
- The good news is this only happens once a fortnight in summer and drops down to monthly in winter

Your assistance working with Aruma staff is greatly appreciated.

aruma.



Stay cool in summer and warm in winter

To help regulate the temperature inside your home, **place a door snake** along the bottom of external doors to stop heat or cold from entering.

Lowering your blinds or curtains can also make a big difference – keep them closed on hot days to block out heat, and the warmth in over winter.

Community connect

Balmuun Girrwa Women's Sewing Group

Jen Sambrook, has been sewing for over 40 years and has amazing skill and creativity that she would like to share with you.

Get crafty every Tuesday making useful items like tea towels, pillowcases, pencil cases, handbags, bank card or coin pouches and so much more!

They will make perfect gifts for Christmas this year and birthdays in between!

10am–2pm, every Tuesday at Wongala Estate, Coffs Harbour Land Council Hall.

Morning tea and lunch provided, join us!

Balmuun Girrwa Women's Group

Balmuun Girrwa Women's Group have a range of activities for women such as **fitness, walking and yarning groups; mental health workshops; nutrition and cooking classes; domestic and family violence workshops; and cultural activities.** Join us!



FREE activities at The MAC, 9 Duke Street

Every term on Tuesdays and Thursdays, we provide FREE community activities and classes.

Term 2 Activities include:

- **Yoga for Mental Health:** Tuesdays, 10.30am–11.30am. This class will encourage gentle movement to improve calm, sleep and reduce pain.
- **Board games:** Tuesdays, 12pm–2pm. Cards, Cluedo, Scrabble and more!
- **Strength & Balance:** Thursdays 10am–11am for stronger exercise.
- **Improve Mobility:** Thursdays 11am–12am for gentle exercise.
- **Creative Art Class:** also Thursdays, 2.30pm–4.30pm.

Tell us!

Do you have a good news story about your community or a neighbour? **Call us on 1800 269 672 to submit.**