

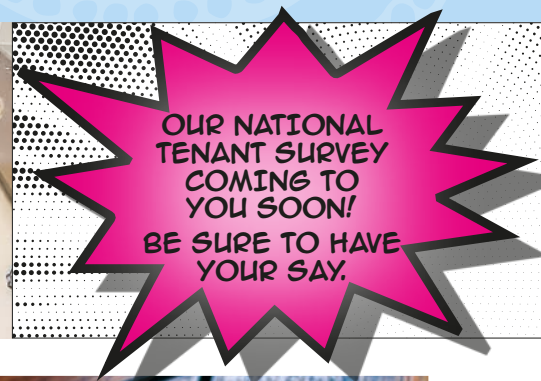
Housing News

QUEENSLAND – 2026

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



Kylie farewells Cairns but says hello Townsville



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

Valentine's Day, observed each year on February 14, is a celebration of love, admiration, friendship, family bonds, and acts of kindness.

This year, residents and staff at Woree Supported Accommodation celebrated Valentines Day with a special breakfast cook up full of love, kindness and of course, friendship!



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



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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

Meet Cheryal!

Cheryal has lived at both Douglas House and Woree Supported Accommodation over the past few years.

Moving from strength to strength over this time, late last year Cheryal secured long term housing through the QLD Department of Housing's **Same House Different Landlord program**.

As soon as she saw the unit Cheryal turned to her Housing Officer and said, 'this is a Cheryal apartment!'

Following a 6-month trial where Cheryal continued to pay rent on time, met all of her property inspections and there were no complaints, she has now secured long term housing at the seniors complex she is living.

Well done Cheryal, and from all of **US Mission Australia**, we wish you all the best!



What's been happening

From Townsville Youth Foyer!

Thank you to our special supporters who helped us make last Christmas a very special event. **CFMEU** helped us to get food bank boxes to our young people and just in time for Christmas while donations from **Share the Dignity** donated saw over **180 bags** arrive at the Foyer.

More news from just around the corner in Cluden! Café One recently opened up shop with a very successful opening. **Janelle Poole MP of Mundingburra** dropped in to join in on the festivities.

And while we are on all-things Townsville Youth Foyer, we welcome **Senior Housing Officer Kylie** who is relocating to Townsville to work full time at the Foyer. We will miss you in Cairns Kylie, Townsville is lucky to have you now. Don't forget to pop in when you are passing through!



Tell us! Send us your stories about your community!

Cook up

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.

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

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.



Home grown

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

Congratulations to Bobbie-Jo from Woree Supported Accommodation who has attended over 25 rice cooking activities.

Bobbie-Jo has shown her commitment to this program not only through her attendance, but her interest in leading and encouraging others to attend as well.

When Nicki, Mission Australia Lifestyle Coordinator, has called in sick, Bobbie-Jo has stepped up and led the cooking groups. Well done Bobbie-Jo!



Nicki rewarding Bobbie-Jo with an air fryer and personalised apron to match!

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!

Our Senior Indigenous Mentor, Chae Ward has sent out reminders for the following dates of acknowledgement that are coming up in the next few months.

Aboriginal and Torres Strait Islander key dates for 2026

26 May: National Sorry Day

27 May – 3 June: National Reconciliation Week

3 June: Mabo Day

1 July: Coming of the Light Festival

5 – 21 July: NAIDOC Week

9 July: Anniversary of the Aboriginal Flag

4 August: National Aboriginal and Torres Strait Islander Children's Day

9 August: International Day of the World's Indigenous Peoples

2 September: Indigenous Literacy Day

13 September: Anniversary of the UN Declaration on the Rights of Indigenous Peoples

26 October: Anniversary of the 1985 Return of Uluru to its Traditional Owners

10 December: Human Rights Day

A bit about Chae

As a Senior Indigenous Mentor at Mission Australia, I have the privilege of walking alongside our Aboriginal and Torres Strait Islander residents. My role is about building relationships, creating culturally safe spaces, and supporting residents to reconnect with their strengths, identity and goals.

Every day looks different – whether it's advocating, linking residents to services, having tough conversations, or simply being a consistent and trusted presence. I'm passionate about empowering people to feel heard, supported and confident in creating positive pathways for their future.



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

Kitchen and drain care

- 1 Never pour oil or grease down the sink.
- 2 Scrape food into the bin before washing dishes.
- 3 Do not flush wipes, paper towel or sanitary products.
- 4 Report slow drains early by calling the Customer Hub on **1800 269 672**



Pesky pest prevention!



- 1 Seal food in airtight containers.
- 2 Take rubbish out regularly.
- 3 Clean spills immediately.
- 4 Report infestations to your housing provider by calling the Customer Hub on **1800 269 672**.



Taking care of shared spaces & community areas

- 1 Use bin rooms correctly and break down cardboard.
- 2 Keep noise at reasonable levels, especially at night.
- 3 Clean up after pets in your neighbourhood.



Community connect

Wheels of Wellness Hub, Cairns

You can see doctors and specialists for health assessments, mental healthcare, sexual health, follow-up care after being in hospital, medication reviews, vaccinations, wellbeing support and counselling. Call **4019 7870** to make an appointment.



Lives Lived Well provides support for people in Queensland worried about alcohol and other drug use, mental health, moving from corrective services in to community, veterans' wellbeing and gambling concerns. Call **1300 727 957**.



Centrecare Manooora - Food & General Support

Centrecare FNQ can be found at **66 Pease Street, Manooora**. Offers immediate support like food and general support services including Oz Harvest food parcels and frozen meals. Call **4044 0105**.



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