

# Tenants Newsletter

Welcome to our first Newsletter

Dreamtime Housing is a newly established business with a vision of working with communities across the West and Far west regions of NSW. Dreamtime Housing will reach out to your community to engage with discussing barriers with housing and how Dreamtime Housing can work with your community.

The Dreamtime Housing Board and Staff are keen to roll out its new strategic plan with a focus on compliance, work safe and complying with community protocol along the way.

A lot has been happening with Dreamtime Housing over the last eight months, from setting up policies and procedures, developing its Business and Strategic Plan, getting the office setup, working with Murdi Paaki Regional Housing to transfer 49 properties.

Dreamtime's Strategic Plan 2021/2024 has been signed off by the Board with six key priorities helping us achieve our vision;

1. Obtain and maintain registration under the National Regulatory System for Community Housing
2. Grow and renew housing to better meet demand
3. Establish and implement the systems needed to run the company
4. Skilled and capable workforce
5. Governing and managing effectively
6. Improve social outcomes for our people.

## Successful registration for Dreamtime Housing

As of the 9th December 2021, Ngarranggarni Limited (Dreamtime Housing) has been approved as a Tier 3 community housing provider in the National Regulatory System for Community Housing (NRSCH).

Dreamtime Housing now appears on the National Register of Community Housing Providers, located at: [www.nrsch.gov.au](http://www.nrsch.gov.au).



## Dreamtime Housing Office opens in Coonamble.

After many months working out of a small borrowed office space, Dreamtime Housing now has a place to call home.

You can find the Dreamtime Housing office at 38 Aberford Street Coonamble, opposite the Coonamble Court House and right next to Waterford Ryan.

At present the office is only staffed by Taryne who everyone has met with the change over from Murdi Paaki to Dreamtime Housing.

As the business grows new staff members will come on board and they will be introduced through this newsletter.

Office hours are generally 8.30am to 4.30pm

Issue 1  
January / February  
2022





## Our vision

Dreamtime Housing aims to create and preserve a pathway for Aboriginal people to have equitable access to culturally safe, affordable homes. We will utilise local decision making to shape culturally informed services which will maintain Aboriginal peoples' personal and cultural wellbeing.

## Our purpose

Dreamtime Housing will walk and talk with our people, make connections, understand their needs for access to affordable, sustainable and culturally safe housing, and provide a housing management service which satisfies their aspirations.

## Our values

Dreamtime Housing will ensure our values shape and guide our practice:

We value everyone and treat everyone with dignity and professionalism in a culturally sensitive way

- We strive to honour commitments that we have made.
- We are responsible for our words, our actions and results
- We ensure that we are honest and open in our interactions and decision making
- We act with uncompromising honesty and integrity in everything we do
- We commit to collaborating with tenants on an individual basis, instilling hope
- We commit to continuous learning and evolving
- We use research and data to guide our service development and delivery

Dreamtime Housing will ensure that R.E.S.P.E.C.T is embedded into values by being:

**R**esponsible for our actions and words

**E**thical and **a**ccountable

**S**upportive of our tenants

**P**rofessional and **i**nnovative

**E**vidence based

**C**ommitted to acting with **honesty and integrity**

**T**ransparent in all our dealings

## Meet our Board

Each edition we will introduce our Board Members to the tenants

### Chairperson Phil Naden

Phillip Naden is a proud Aboriginal descendant of the Gamilaroi people from North Western NSW near Coonabarabran where his mother grew up on Burrabadee Mission. Phil is also a proud descendant of the Wiradjuri people from Peak Hill/Condobolin NSW (Bogan River People) and he was born and raised a proud Aboriginal man.

Phil is well qualified, a panel beater spray-painter by trade, a former sworn Queensland Police Officer, CEO of the largest ATSILS in Australia, former CEO with Bourke AMS, Bila Muuji Regional Consortia, and now the CEO of Dubbo and Coonamble Aboriginal Health Service.

Phil has qualifications in Business and Management, Justice and Policing, is a Justice of the Peace and has recently run in the 2019 State Election as an Independent Candidate for the seat of Barwon.

Phil has also recently finished his Masters Degree in Business and is the current Chairperson of the NSW AH&MRC and Chairperson of Dreamtime Housing.



## Meet our Staff

Each edition we will introduce our staff Members to the tenants.

### **Acting CEO / Client Services Officer Taryne Albert**

Prior to starting with Dreamtime Housing on the 21st June 2021, Taryne spent 7.5 years with the Coonamble Local Aboriginal Land Council as Admin Support Officer working across all areas of the LALC business from Housing, to Community Projects, and prior to that nearly 9 years with Murdi Paaki Regional Enterprise Corporation (now known as Redi.e) in numerous roles from CDEP Coordinator to CDEP Contract Manager.

Taryne has a number of certificates from Diploma Business Administration, Cert IV Business (Frontline Management), Cert IV Training and Assessment, Cert IV Social Housing and Cert IV Work Health and Safety. Taryne is also a Justice of the Peace.

Since starting with Dreamtime Housing, Taryne has been working on Policies and Procedures, organising our insurance, business documents, getting our website up and running, getting Dreamtime Housing registered with National Regulatory System Community Housing (NRSCH) and signing up new tenants whose properties were transferred from Murdi Paaki Regional Housing.



## Community Projects

Commencing shortly in Coonamble, will be the Coonamble Dreamtime Young Women's Project.

The Project will engage young women in Coonamble High School's Years 13/14 project, and other young women who are post school to develop a pathway to establish a social enterprise, other business model, or employment opportunities.

The focus will be on skills exposure and development within the creative design portfolio such as screen printing, art, photography, ceramics and needlecraft, and will also incorporate governance and business options.

Examples of practical applications may include photography excursions, workshops, planning and holding a photography exhibition, creating, and selling screen printed and ceramic items through local outlets, holding a stall at relevant community markets, sewing items to be screen printed, assisting with budget management, negotiating with outlets to sell locally made products, developing a payment model.

Consideration will be given to delivery of training courses weekly, or fortnightly, with regular practical activity events included over the period to expand skills and opportunities. Women ambassadors may engage with the group from time to time with assistance from Department of Regional NSW.

Regional NSW will provide advice to support the establishment of a Social Enterprise if required. Participants will learn governance skills to support their involvement in running a social enterprise, business etc, as well as being encouraged to participate in community leadership opportunities such as Youth Council, Local Aboriginal Land Council membership etc.

The Project will develop and/or strengthen the partnership between Dreamtime Housing, Outback Arts, Training Services NSW, Coonamble High School, Coonamble Shire Council, and the non-government sector in Coonamble to deliver the outcomes.

For more information and to join the project please contact Taryne



## What are my responsibilities as a tenant?

### **Pay your rent and any charges on time.**

If for any reason you cannot pay, you need to discuss this with Taryne. Extra money will need to be paid the next time rent is due until the arrears are caught up.

Warning letters will be sent to tenants when they fall 2 weeks behind in rent and other charges. You will have 14 days to come to an arrangement on payments of the arrears and ongoing payments.

If this warning letter is ignored another warning letter is given, You will have a further 14 days to come to an arrangement on payments.

If this warning letter is ignored a Notice of Termination is given. A Notice of Termination is giving you 21 days before an application with NCAT is made for terminating the lease.

If NCAT terminate your lease, a date will be set that you must vacate the property by.

You can make payment to Dreamtime by the following options:

- Directly from Centrelink via Centrepay
- Direct Deposit

Dreamtime Housing CRN is **555 134 591C** to enable Centrepay payments

If bank details are required please contact the office. We can supply these to your employer as well so they can make payments on your behalf.

Taryne can set up or amend your centrepay deductions once you have signed an authority form. If you need help please ask.

### **You must look after your home and keep it and the yard clean.**

Tenants must keep the property in a reasonable state of cleanliness, considering the condition of the property at the start of the tenancy.

Tenants are responsible for minor maintenance including replacing light bulbs, pest control, removing rubbish from their homes and yards, putting the otto bin out regularly, cleaning windows (inside and out), dusting, removing cobwebs and routine garden maintenance such as watering, mowing and weeding.

By keeping the property clean this will also reduce cockroach and mice infestations which can cause damage to the wiring in your home.

### **Tell us about things that are broken so that we can fix them.**

Report them to **0458 525 270** as early as possible.

Damages to your home caused by you, your partner, children and any visitors you allow at your home are considered TENANT DAMAGES. You will be expected to meet the cost of the repairs to these damages. We can arrange for the repairs to be completed, however you will be responsible to pay the cost.

## Contacting Dreamtime Housing

We wish to remind tenants that at present we have one staff member who does all the admin/accounts/repairs and maintenance calls for Dreamtime Housing.

If you need to call us please use the mobile number provided **0458 525 270**

**Please leave a message if we can not answer your call. Leave your name and phone number and Taryne will call you back as soon as possible.**

Remember calls made from blocked numbers cannot be returned unless you leave a message with a return number.

Dreamtime Housing manage properties in Gulargambone, Coonamble, Walgett and Collarenebri. There will be times when Taryne needs to be out in one of the other towns.

Taryne has all current numbers for the main tenant saved to the phone, if you have changed your number please let her know so the records can be updated.

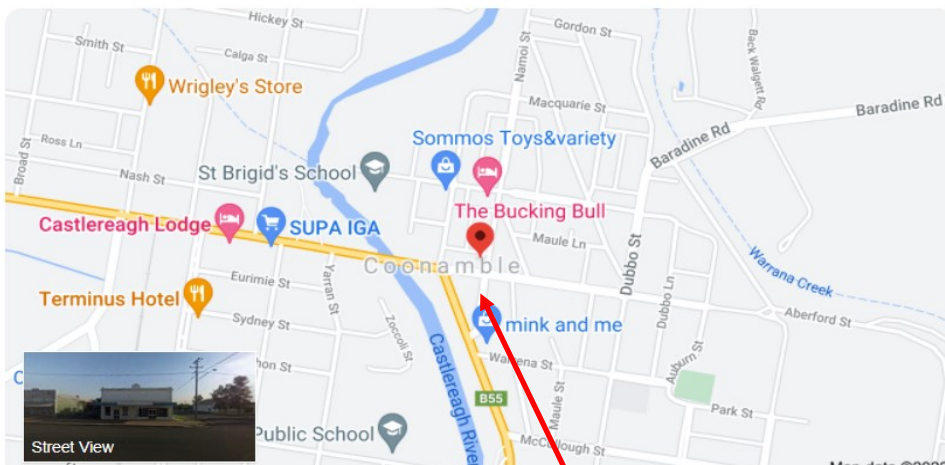


**Keep an eye on our Facebook page for up to date information on Dreamtime Housing.**

**Changes to office hours and office closures  
If Taryne is out visiting other communities or away for meetings**

**We can post on the go, keeping tenants fully up to date on what is happening within our office as well as what may be happening around the communities that may benefit you.**

***<https://www.facebook.com/dreamtimehousing>***



### Where to find us.

38 Aberford St (Old Hair Attractionz Salon) corner of Aberford and Namio St.  
Right next door to Waterford Ryan & opposite the Court House



## Support Services

In each edition of our newsletter we will provide information on a service that may be able to assist you and your family.

### Murdi Paaki Services Limited / Tenant Support and Education Project (TSEP)

- Education on strengthening and sustaining tenancies
- Housing Application support
- Offering referral pathways
- Assisting with the drafting of the Housing and Environmental Health Plans
- Assisting with the Alternative Energy Project
- Young Leaders Program
- Service collaboration
- Community engagement
- One on one tenancy assistance

#### **WHAT TSEP CAN OFFER YOU?**

TSEP involves 7 Initiatives to support Aboriginal people in strengthening and sustaining their tenancies through the provision of:

- Community Education
- Service Collaboration
- Community Engagement
- One on One Tenancy Support Referral
- Pathways Housing Application Assistance

#### **TSEP INITIATIVES**

##### **1. Quarterly Newsletter**

Create awareness of Program events and support services available to tenants.

##### **2. Community Events**

A fun family event that engages Aboriginal housing Tenants and community with service providers. Attendance is open to the whole community

##### **3. Tenant Support referral Service**

One on one support for all Aboriginal tenants to provide links for assistance with the aim of strengthening and sustaining their tenancies via our referral service.

##### **4. Housing Application Support**

Assist and support the Aboriginal community members within the Murdi Paaki Region to apply for Aboriginal and or social housing through Housing Pathways application Process.

##### **5. Murdi Paaki Housing and Environmental Health Plan (HEHP's)**

Assist each community within the Murdi Paaki Region in the establishment of their Housing and Environmental health plan and assisting with the collection of surveys to retrieve critical data from community housing tenants in order to collate the most accurate information for the benefit of the HEHP's.

##### **6. The Murdi Paaki Aboriginal Young Leaders Project**

Providing young Aboriginal people in the Murdi Paaki region with an avenue for effective participation in their communities, to identify and develop role models and take on leadership and roles of responsibility in their communities.

##### **7. Alternative Energy Project**

Engage with identified social housing tenants to help reduce their energy bills with making energy efficiency upgrades to properties through the installation of split systems and solar panels.

Taryne is the Community Project Officer for TSEP in Gulargambone, Coonamble, Walgett and Brewarrina and can be contacted on 0428 505 993

or

taryne.albert@mpra.com.au.



We encourage you to provide us with feedback and ideas on what you would like us to include in future editions of the newsletter.

Please text or email us on:  
admin@dreamtimehousing.com.au  
0458 525 270