

# HOUSING PLUS UPDATE CHRISTMAS 2022



## WISHING EVERYONE A PEACEFUL CHRISTMAS

DAVID FISHER

We wish everyone of our customers an enjoyable and peaceful Christmas. As the year ends, I am pleased to note that we have continued to deliver more affordable new homes across the region.

We have also been selected to deliver an expanded range of community services, including an employment and training programme, Opportunity Pathways as well as Staying Home Leaving Violence program in Bathurst, Mudgee, and Lithgow.

You'll find details of some of the highlights during the year in this newsletter as well as details of how to contact us if you need to do so during the holiday period.





## CELEBRATING 40 YEARS

Housing Plus staff gathered in November to celebrate 40 years in business. It was our first all of staff get together since December 2019.

In that time, we have had many new staff join us and it was wonderful to be able to meet everyone face to face.

Our celebrations took place over 3 days and were held in Dubbo. We were honored to work with local Aboriginal artist Lewis Burns to collaborate on a unique Aboriginal artwork to commemorate the event.

We spent the 3 days in workshops that involved discussing and reviewing our Vision, Mission and Values from the perspectives of employees, customers and other stakeholders. Other workshops included reviewing what we know about our customers, how our service delivery supports them and what we can do better through consultations with customers, colleagues and external stakeholders. A formal dinner was held at Lazy River Estate, our CEO reviewed the history of Housing Plus and we were joined by Chair Brad Cam who is celebrating 20 years of service on the Housing Plus Board.

CELEBRATING  
**40**  
YEARS **HousingPlus**



## HOUSING PLUS AGM

The 2022 AGM was a hybrid meeting with our Board and Leadership team gathering at the Housing Plus office in Byng Street Orange where they were joined by over 35 guests online.

Brad Cam, Chair of the Housing Plus Board delivered a review of Housing Plus' achievements and performance throughout the 2021/2022 financial year, thanking our colleagues across the organisation, our partners within the regions, and at State and Commonwealth level.

For a snapshot of what Housing Plus has achieved during the year, please visit our website to view our FY22 Annual Report .

The 2022 AGM was the final meeting for Directors Joseph Dalzell and Carleen McConnell, who stood down from the Board after many years of service. We would like to thank Joseph and Carleen for their valuable contributions to the Housing Plus Board.

The Chair welcomed new Directors Julianne Potts, Duncan Brakell and Steven Woodhouse to the Housing Plus Board.

We welcomed two special guests, Joshua Greenwood, Lead Partnerships and Governance Homelessness NSW, and Mark Degotardi, CEO CHIA NSW.

Joshua discussed the Ending Homelessness Together campaign, an ask of the NSW Government. Ending Homelessness

Mark spoke passionately about housing affordability in regional NSW, and the NSW Social Housing Waiting List, advising it is expected the waitlist will increase from the previous year by 10%, empathising the urgent need for properties.

Mark explained the issues have been created over decades of neglect, however, can be fixed by investment by the government into housing, and suggested the Federal budget could open sustained investment in affordable housing.





## NEW PARTNERSHIP PROVIDING BETTER SERVICES TO TENANTS

Established by the NSW Aboriginal Land Council in February 2019, Birribee Housing is an Aboriginal not-for-profit company and a registered Tier 2 Community Housing Provider. Birribee is focused on providing safe and affordable housing for Aboriginal people in NSW and has commenced services in Western Sydney, Wagga Wagga, Bathurst, & Orange. Birribee invited Housing Plus to provide support for a range of customer services including responsive and planned maintenance to 160 properties in Bathurst & Orange.

Housing Plus was pleased to accept the opportunity to collaborate in providing a partnership for timely, efficient, and effective maintenance services. Housing Plus commenced providing the Birribee services on the 7th of September 2022 for an initial twelve-month period. To provide the Birribee services in a customer focused timely manner Housing Plus has set up a dedicated 24-hour report-a-repair line seven days per week (1800 569 043). During business hours this will be taken by our maintenance services officers and after hours through our call centre. This will allow tenants and customers to talk to a real person.

"Birribee are thoroughly enjoying the opportunity of working with Housing Plus and appreciate the skills, experience, and knowledge they have in asset and tenancy management. Housing Plus are helping Birribee achieve our goals and provide better services to our tenants." Says Luke Johnston, Asset Manager Birribee Housing.

**Birribee tenants can still call Birribee direct to discuss their tenancy matters on 1800 BIRIBEE (1800 2477 4233).**

## NRSCH Thresholds

Overall Satisfaction

**77%**

Above NRSCH Threshold of 75%

Condition of Home

**85%**

Above NRSCH Threshold of 75%

## 2022 CUSTOMER SATISFACTION SURVEY

Housing Plus conducted our annual Customer Satisfaction Survey earlier this year and we sincerely thank those who provided us with valuable feedback. We are pleased to advise that Housing Plus exceeded all benchmarks set by Community Housing Industry Association (CHIA) NSW, the industry peak body for community housing providers in NSW and the National Regulatory System for Community Housing (NRSCH), with the three key measures being repairs and maintenance, condition of home and overall satisfaction. Almost a third of respondents were connected to a Support Coordinator to assist in accessing community services and 88% were satisfied with the support provided.

While it is pleasing to exceed benchmarks, the survey is an opportunity for our customers to let us know what we do well and where we can improve. It provides us with a better understanding of what is important to you so we can plan and adapt our organisation to better service and support you. The survey also helps us understand what is of key importance to our customers so we can continue to seek out funding support and opportunities to improve living conditions and wherever possible reduce the running costs of your home.

Our customer priorities remain the same as the previous year: Repairs and Maintenance, Value for money and the Condition of their homes.

To those of you who agreed to be contacted to provide additional feedback, we will be reaching out in the coming months as we focus on improving these priority areas and plan more engagement activities for our customers.

Repairs & Maintenance

**78%**

Above NRSCH Threshold of 75%





## COMMUNITY COOK UP IN BATHURST

In November the Bathurst community was impacted by severe flooding. The Housing Plus team got together and with items donated by local businesses got busy in the kitchen preparing meals for those members in our community that were in temporary accommodation due to flooding.

We would like to thank Bathurst Catholic Diocese for the wonderful community kitchen.

A special thanks to those who donated items:

FoodCare Orange  
Masala Library by Sid  
Domino's Pizza Bathurst  
Lavish Nutrition Bathurst

Along with all those who turned out in force to donate their precious time, effort, and cooking expertise:  
Penny, David, Libby, MK,  
Hannah, Kirsty, Karen, Emily,  
Bre, and Harmony.



## DEVELOPMENTS UPDATE

Housing Plus has been delivering new housing in Western and Central West NSW since 2019 as part of the Social and Affordable Housing Fund Round 2 Program (SAHF2). We are on track to deliver 280 new affordable homes for people living in Regional NSW, an investment of \$115.5M by the end of 2023.

### New Homes Completed FY22 (SAHF2)

Bathurst	19
Dubbo	26
Mudgee	6
Orange	20
Parkes	6

As part of a project funded by the NSW Government's \$50 million Community Housing Innovation Fund (CHIF) and along with \$1.3million being invested by Housing Plus will see Housing Plus build 12 homes across the Central West by early 2023

These additional new homes come at a critical time with increased demand and pressure on the rental market across the region which has resulted in a loss of available rental properties.

Blayney	4
Forbes	4
Parkes	4

### Total number of homes built under the SAHF2 program (2019-2023)

Lithgow	12
Dubbo	123
Orange	56
Bathurst	65
Mudgee	10
Parkes	10
Cowra	4
<b>TOTAL</b>	<b>280</b>





## RECOGNITION FROM OUR COMMUNITIES

### Business Orange Awards

Outstanding Employer of Choice  
 Outstanding Community Organisation  
 Excellence in Innovation  
 Outstanding Business of the Year



### Dubbo Rhino Awards

Employer of Choice



### Orange Community NAIDOC Ball Awards

Employee of the Year – Nikea Dixon

### Dubbo Community NAIDOC Ball Awards

Local Service of the Year' Award



### PowerHousing Australia Awards

Runner Up in the Rising Star Award – Chelsea Preen  
 Team Leadership and Culture Award – Highly Commended





# OFFICE CLOSURES AND TRADING HOURS OVER THE HOLIDAYS



Housing Plus offices will be closed from 1pm on Friday 23rd December and will reopen 9am on Tuesday 3rd January.

During this time, Domestic Violence and Homelessness services will continue to operate Monday to Friday 9am to 5pm except public holidays.

- Orange Homelessness Support 1800 674 474
- Emergency Accommodation – Link2Home 1800 152 152
- Domestic Violence Service including Operation Courage, Staying Home Leaving Violence, and the Orchard 1800 959 806
- Central West Women’s Domestic Violence Court Advocacy Services 1300 384 357
- Mid-Western Women’s Domestic Violence Court Advocacy Services 1800 940 406
- Central North Women’s Domestic Violence Court Advocacy Services 1800 959 304
- Customers wanting to report an Emergency Repair please call 1800 603 300

For all other urgent tenancy matters and support services, please call 1800 603 300 and your details and message will be forwarded to the person on call.