

Newsletter

Feb 2025

Edition 5

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Welcome to our newsletter

~ Sylvia Cassar, Operations Manager

McCormack Housing will be producing a quarterly newsletter to our tenants every February, May, August, and November each year.

Let us know what you would like to see in the newsletter. Speak to your tenancy officer or email us at info@mccormackhousing.org.au



Need Help Fixing Something?

When? 9am to 5pm, Monday to Friday.

What to Do? Call or text your tenancy officer. They will help fix it.

Is it Urgent and Not 9am-5pm, Monday-Friday?

When? After 5pm to before 9am, Monday to Friday. Also, Saturday and Sunday, any time.

What to Do? Call Gina at 0447 258 949. She will help

How to Reach McCormack Housing Team

Sylvia Cassar, Operations Manager

Phone: 0428 070 396

Email: sylvia.cassar@mccormackhousing.org.au

When? Monday to Friday, 9am to 5pm

Zoran Babic, Tenancy Officer for all areas

Phone: 0427 268 964

Email: zoran.babic@mccormackhousing.org.au

When? Monday to Friday, 9am to 5pm



How do I provide feedback about McCormack Housing Services.

McCormack Housing is committed to delivering quality service and properties and invites feedback to ensure continuous quality improvement of all aspects of our service delivery. All complaints and appeals received by McCormack Housing are responded to and managed effectively, consistently, and fairly.

Please contact your tenancy officer for further assistance.



Bushfire readiness

We recommend you download the Vic emergency App to your phone In preparation of Victoria's bushfire season.

Instructions for downloading the App on Iphone IOS or Android devices

This is a free app!

1. Go to the app store if you have an IOS phone or Google Play Store if you have an android
2. Search for Vic Emergency in the search bar
3. Click on 'Get' for IOS or 'install' for Android
4. When the app has downloaded click on 'open'
5. Open the app on your phone
6. Set the watch zone to current location if you are at home, name the location as home
7. Set the radius as 20kms

8. Allow notifications



Lived Experience Advocacy Panel (LEAP)

ACSO and McCormack Housing is fully committed to valuing and leveraging lived experience in all its service design, service delivery, and community advocacy. An equilibrium of theory and lived experience have been proven to enhance organizational organisational outcomes. Those who are adequately supported to share their experience are a key asset to the organisation and ACSO and McCormack Housing is committed to their wellbeing and involvement in all functions.

If you interesetd in getting involved in the Lived Experience Advocacy Panel. Call 9413 7000 and ask to speak to Claire Noone.