



12th July 2019

----- MEDIA RELEASE -----

HUME COMMUNITY HOUSING NAMED OUTSTANDING EMPLOYER OF CHOICE

One of the region's largest community housing providers, Hume Community Housing has been announced the ***Outstanding Employer of Choice Award*** at the **2019 Macarthur Business Awards** for its initiatives to create a stimulating and supportive workplace for its 100 plus employees.

According to Nicola Lemon, Hume's CEO, the award win marks a proud moment, but one that is deserved, "We're committed to providing employees with opportunities to prosper. Our team are what makes Hume truly unique, and by investing in their development, providing workplace flexibility, and fostering a supportive and collaborative workplace, we're able to deliver life-changing results for our customers. Our employees are an amazing group of people and are with us because they are passionate about achieving life changing results for our customers. So on behalf of my team, I'm delighted Hume has been acknowledged with this award."

Hume Community Housing is a Tier 1 community housing provider that manages and owns over 4,500 properties and delivers homes and support services to more than 9,000 customers across metropolitan and regional New South Wales.

Macarthur is home to some of the most intensive and successful programs Hume delivers – the Housing Independence Program (HIP) and Temporary Accommodation Program (TAP). "Customers and their families in these programs often experience a range of issues from homelessness to unemployment and financial strain. Hume enables them to reconnect with the local community, build skills and maintain their housing tenancy with the longer-term goal of preparing them to them to enter the private rental market. It's emotional, and demanding work that takes great commitment and composure. As an employer it is our job to care for our employees' health and wellbeing so they can care for our customers health and wellbeing" says Ms Lemon.

When asked about the award win, Housing Independence Officer Sedina Hukara from Hume's Claymore office said: "It's Hume's passion for journeying with their customers through thick and thin that has inspired me to work for Hume as long as I have. We treat people differently as our values put the customer first and inspire us to work tirelessly to ensure customers end up in a safe, secure place."



Housing Independence Officer Julie Cleary also spoke highly about her role at Hume. “We’re not just somebody that’s coming in, taking their rent, checking their property,” Ms. Cleary said, “We humanise the work we do and make a difference by putting the customer and their needs first and understanding them on an emotional level to ensure we get the best possible outcomes for them.”

Hume conducts an annual Employee Opinion Survey to better understand the quality of its work culture, work practices, and the effect that these have on organisational performance and employee satisfaction. The most recent survey found that 100% of employees recognised and believed in Hume’s values and in the overall purpose of the business and acknowledged how they contributed to the organisation’s success.

Furthermore, employees’ passion and engagement results were 9% higher compared to the community housing sector benchmark.

To learn more about Hume, please visit www.humehousing.com.au

Nicola Lemon, CEO of Hume Community Housing is available for interviews.

To arrange interviews, please contact:

Linda Browne
Communications Manager
0417 995 981
linda.browne@humehousing.com.au

About Hume: Hume Community Housing is a Tier 1 Community Housing Provider with more than 30 years’ experience in providing homes and services to more than 9,000 customers across metropolitan and regional NSW. Hume offers a full continuum of housing spanning temporary and transitional crisis housing through to long-term community and affordable housing. Hume also builds and develops new properties and provides tenancy management services for property owners. Hume delivers life-changing results for individuals, families, youth, seniors, and people with disability through a range of customised wrap-around services supporting health, employment, and social connections. Hume has been awarded numerous sector awards in recognition of their expertise and service delivery and in their fostering of vibrant and connected communities where people prosper.