

AMÉLIE NEWS

Autumn 2024



Amélie Housing
Building hope through housing

Issue No. 8



EXCITING NEWS: AMÉLIE HOUSING IS BECOMING ST VINCENT DE PAUL SOCIETY (SVDP) HOUSING AUSTRALIA



We are thrilled to announce that Amélie Housing will soon be known as St Vincent de Paul Society (SVDP) Housing Australia, starting from 1 July 2024.

This name change reflects our deep connection to the St Vincent de Paul Society and our shared mission to serve the community here in Australia.

So, what does this mean for you? Essentially, it's business as usual. You'll continue to receive the same excellent services from us. Your Housing Officer will remain your primary point of contact, and our maintenance services will continue to operate as they always have. Our commitment to providing you

with high-quality housing services remains unwavering.

As we transition to the SVDP Housing name, you will start to see our new name and logo on communications and signage. Additionally, our current website will be closing, and we will transition our website content under www.vinnies.org.au. This move aims to unify our online presence and make it easier for you to access information and services.

We understand that change, even positive change, can raise questions. Please be assured that we are here to address any concerns you may have. If you need further clarification or wish to discuss how these changes might affect you, do not hesitate to reach out to

your Housing Officer. Our team is dedicated to ensuring a smooth transition for all our tenants.

We are enthusiastic about this new chapter in our journey together and look forward to continuing to serve you under the St Vincent de Paul Society Housing Australia name. This change marks a significant milestone in our commitment to supporting our community, and we are excited about the future.

Thank you for your continued support as we embark on this exciting new phase. Stay tuned for more updates and look out for our new branding in the coming months!

Graham West
CEO, Amélie/SVDP Housing

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COMMUNITY NEWS

SAHF Community Engagement

Our community has been alive with engagement activities, fostering connections and support among tenants. Here are some heartfelt stories that highlight our recent efforts.

Building Connections through Block Meetings

Our block meetings continue to be pivotal in strengthening community bonds. These gatherings, attended by SVdP Housing and Vinnies SAHF Managers, provide a platform for tenants to voice concerns, celebrate achievements, and offer feedback directly to management. Recent participation has been encouraging, with many tenants eagerly attending to share their ideas about future community engagement initiatives.

Community Spotlight

Macleay Street, Dubbo

In Dubbo, we held two sessions of Tailored Support Coordination this year, in January and March. These visits were crucial to ensure tenants received the support they needed. January brought a sombre moment when one of our elderly tenants, suffering from a long-term illness, passed away. Jorge, our dedicated staff member, organised a wake at the complex with the help of other tenants. The turnout was overwhelming, with many coming together to offer condolences and support.

Smarts Crescent, Burraneer

Our Burraneer complex continues to be home to such a vibrant and self-sufficient community. Our tenants not only participate, but also take the initiative to organise their own events, such as barbeques and morning teas. In Easter this year, they celebrated together over a delightful morning tea where they shared Easter eggs. During their recent block meeting, tenants also took the opportunity to engage with management and enjoy a barbeque lunch, reinforcing their sense of community.

Centenary Road, Merrylands

At Merrylands, we are thrilled to have Peter Carnachan, our Tailored Support Coordinator, visit the site daily to ensure the wellbeing of our tenants. While the community has been quieter this quarter, a buzz of excitement is growing around the international food day coming later this year. Tenants are already planning to showcase and share dishes from their cultures, with an organising committee already hard at work.

Chamberlain Street, Campbelltown

In Campbelltown, our tenants are actively engaged and supported, with staff members going the extra mile to ensure that those experiencing hardship are suitably cared for. Keegan, one of our dedicated staff

members, has been assisting a tenant facing unexpected medical expenses. By providing food vouchers and hampers, sourced from the Macarthur Centre and OzHarvest, Keegan has ensured that our tenant has received the necessary support. Tenants were also delighted to receive Easter gifts earlier this year, which brought joy and gratitude to the local community.

South Albury

South Albury has been a hub of activity this year, with monthly barbeques and a Tuesday night meal service courtesy of CareVan. Easter celebrations were also a highlight, featuring a chocolate egg hunt and fun activities for the children. The South Albury community is also benefiting from the funds raised from the Community Sleepout, which are being used to relocate computer stations and expand kitchen facilities for classes.

These stories of engagement reflect our commitment to building supportive and connected communities. We look forward to continuing these efforts and exploring new ways to enhance tenant engagement and support.



Celebrating Easter at South Albury



Easter eggs, delighting Albury's local residents



Merrylands residents gathering together



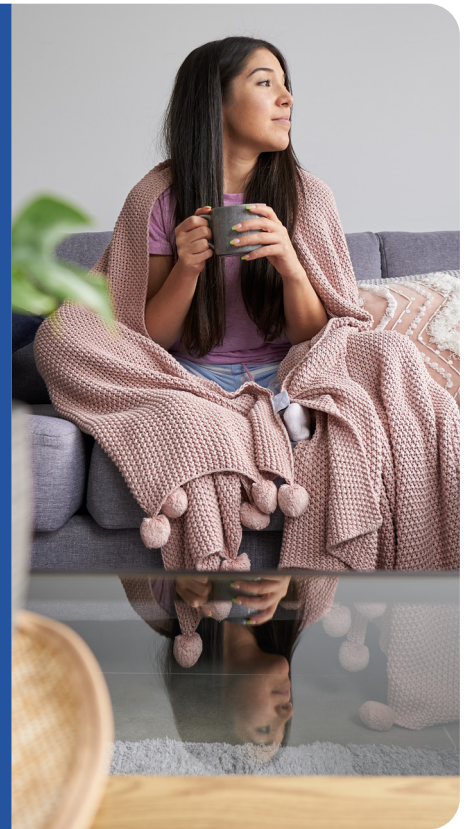
Relocating computer stations at South Albury

HOMELESSNESS NSW CONFERENCE

We were recently invited to present at the Homelessness NSW Conference, where we delivered a workshop on Sustaining Tenancies. Here, we emphasised the positive impact of Tailored Support Coordination within the SAHF model. A highlight of the

presentation was an interview with one of our SAHF tenants, whose story deeply resonated with the audience and caught the attention of Channel 7 and other media outlets.

Check it out via the below QR Code



Honouring National Reconciliation Week 2024

Last week was National Reconciliation Week, a time for all Australians to learn about our shared histories and cultures, and to explore how we can contribute to reconciliation in Australia.

The theme for 2024, "Now More Than Ever," reminds us of the ongoing fight for justice and the rights of Aboriginal and Torres Strait Islander people. It calls for a steadfast commitment to reconciliation, especially during

challenging times.

At Amélie Housing, we are dedicated to this cause. Our Reconciliation Action Plan (RAP) reflects our commitment to supporting First Nations peoples, confronting racism, and ensuring their voices are heard and respected.

We invite you to join us in honouring and advancing reconciliation—now more than ever.



Standing in Solidarity Against Domestic Violence

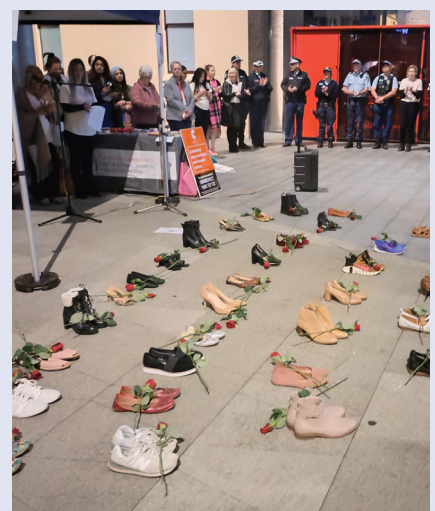
On Thursday 23 May, Amélie Housing staff members Rachael and Michelle took part in a heartfelt Domestic Violence vigil in Parramatta. This vigil served as a tribute to the victims of domestic and family violence from across Australia.

At the event, Rachael and Michelle, along with others, lit candles to honour those lost to domestic violence. This act of remembrance was not only a way to reflect on the pain and trauma experienced by victims; it was also a powerful

statement of support and solidarity with survivors.

Amélie Housing believes in the importance of coming together as a community to acknowledge and combat domestic and family violence.

We invite others to join in on these efforts, as our collective presence and actions speak volumes!



HOME HINTS AND TIPS

Winter is Here: Keep your Kitchen Fire Safe

As winter hits, it's essential to ensure your home is safe from fire hazards, especially in the kitchen, where many household fires begin.

Here are some key tips to keep your kitchen safe:

Stay Attentive: Never leave cooking unattended. If you must leave the kitchen, turn off the stove or oven.

Keep It Clean: Ensure your stove, oven and countertops are free from grease and clutter, which can easily catch fire.

Use Appliances Safely: Always use the correct cooking appliances for an indoor setting. Refrain from using outdoor cooking appliances, such as barbecues, propane stoves, or portable grills, indoors. These devices are not designed for indoor use and can pose significant fire risks and produce dangerous levels of carbon monoxide.

Monitor Cooking Temperatures: Use a timer to remind you when food is cooking, and always use the correct temperature settings.

Overheating food, especially oils, can lead to fires.

Handle Oil with Care: When frying food, be extremely cautious. Oil can easily overheat and ignite. Always heat oil slowly and monitor it closely. If you see smoke or the oil starts to smell, turn off the heat immediately and let it cool down.

Fire Extinguishers: Keep a fire extinguisher or fire blanket in the kitchen and ensure everyone in the household knows how to use them. Remember that for oil fires, you should never use water to extinguish the flames. Instead, use a fire extinguisher, baking soda, fire blanket, or a metal lid to smother the fire.

By following these precautions, you can help prevent kitchen fires and keep your home safe this winter.

Stay vigilant and enjoy a safe, cosy season!



FOR REPAIRS AND MAINTENANCE: Call 1800 950 575

We are dedicated to enhancing the quality of service and workmanship in our properties. We consistently collaborate with existing contractors and seek new partnerships to elevate the standards of our maintenance and repair services.

As part of these efforts, you might notice new faces attending your property to carry out repairs. We value your input and welcome any feedback you may have regarding the service. Feel free to share your thoughts through email or by using the provided QR code. Your feedback is instrumental in our ongoing commitment to excellence.

Feedback and Complaints

Amélie Housing takes feedback, complaints and appeals seriously. If you would like to lodge a complaint, appeal a decision, or provide feedback on what we do well or what we can improve, there are several ways you can do this:

- **Use our online Feedback form**
(Go to <https://bit.ly/ameliefeedback> or scan the QR Code).
- **Call us on 1800 950 575 (free call).**
Note: Some charges may apply for mobile users.
- **Access independent support.**
If you need assistance in making a complaint, appealing a decision or providing feedback you can ask a nominated person to help you. You will just need to provide consent for staff to talk with another nominated person on your behalf.

Your voice matters to us. For more information or for assistance, please speak to our staff.



ONLINE
FEEDBACK FORM