

BUILDING HOPE

IN SOLIDARITY: SUPPORTING THE FIGHT AGAINST HOMELESSNESS

On Friday 30 August, four members of the SVdPSHA team—Poppy, Jess, Rachael and Robin—participated in the Vinnies Community Sleepout at Western Sydney University, Parramatta South Campus. From 6 pm to 8 am the following morning, they joined hundreds of others in an effort to raise awareness and funds for those experiencing homelessness.

The event, while challenging, offered only a small glimpse into the harsh realities faced by many Australians who sleep rough on a regular basis. For the participants, it was a humbling experience to trade the comforts of home for a night under the stars. As Robin Rennex, one of our Housing Officers, reflected, "It's quite a humbling experience, to say the least. Initial thoughts of what you're missing out on start off around the comforts of modern living—a bed, blankets, heater, a hot meal, TV etc. However, the more you reflect on what it would be like sleeping rough, the more you realise that even the environment staged for the Sleepout itself, is quite a privilege."

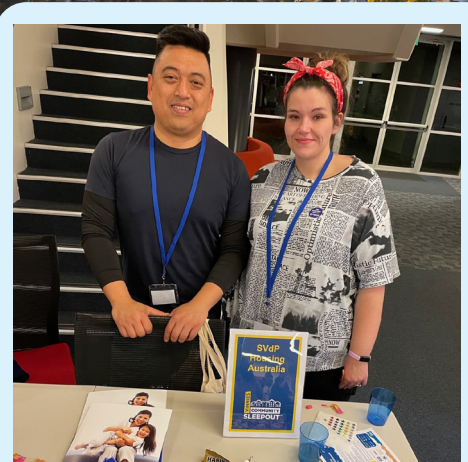
Robin's insights highlight the stark differences between the Sleepout and the everyday reality of those affected by homelessness. During the Sleepout, participants had the luxury of setting up on private property, with security nearby, access to facilities, and the comfort of



SVdP Society Housing's Poppy, Jess, Rachael and Robin, sleeping out at the Vinnies Community Sleepout.

knowing it was only for one night. For those who are truly homeless, these basic necessities are often out of reach.

We are proud of our team for participating in this important event; raising funds to support those experiencing homelessness. The Vinnies Community Sleepout left a lasting impact, reminding us of the importance of empathy, awareness and action. While we were able to return to our homes and comforts, many Australians do not have that luxury, and it is our responsibility to continue advocating for and supporting those in need.



02-03 LATEST NEWS

Merrylands BBQ

Vale Bernie Murphy

SAHF Tenant Satisfaction

SDA Tenant Survey

04 HEALTH AND HOME

Health and Home Tips for the Warmer Months



As you read through our latest newsletter edition, you'll notice our new branding, which reflects our recent name change to St Vincent de Paul Society Housing Australia. We have always been a part of the St Vincent de Paul Society, an organisation led by its members, and this name change reflects that. As part of the St Vincent de Paul Society, our mission of service to the community is at our core, and the provision of housing and ending homelessness is one of the Society's key aims of which we are proud to be part.

In this edition, we provide important updates on our SAHF (Social and Affordable Housing Fund) and SDA (Specialist Disability Accommodation) performance results. These achievements are a testament to the incredible work being done by our teams, and I am proud of the progress we've made in delivering high-quality housing and support services. The positive outcomes we're seeing in participant satisfaction and wellbeing are a testament to our unwavering dedication to you, our tenants and communities.

Moving forward, as we head into the warmer season, we're embracing the positive energy that comes with it. This is an excellent time to focus on both your health and your home, making sure you are well-prepared as we enjoy the sunnier days ahead. At the back of this newsletter, you'll find some helpful tips to keep you and your home ready for the warmer weather.

As we head into the final stretch of the year, we're excited about the many opportunities ahead for meaningful community engagement. We invite you to stay tuned for details about the events and initiatives coming up in your area. There's something truly special about coming together as a community, and we look forward to sharing these moments with you, filled with warmth, connection and a shared sense of purpose.

Graham West
CEO, St Vincent de Paul Society Housing Australia



MERRYLANDS BBQ BRINGS RESIDENTS TOGETHER

In July, Merrylands community members came together for a special BBQ event organised by local Conference Members and young adult volunteers from the St Vincent de Paul Society. Held during the school holidays, the event provided a perfect opportunity for residents of all ages to come together and enjoy a



sunny day filled with fun and connection.

Families gathered to savour a delicious BBQ lunch, while children were treated to a variety of engaging activities. The event offered something for everyone and the atmosphere was one of warmth and camaraderie! Events like these serve as a reminder of the importance of coming together to celebrate and support one another in our local communities.

VALE BERNIE MURPHY

It is with heavy hearts that we announce the passing of Bernie Murphy. Last year, we bid goodbye to Bernie as a valued staff member and the Manager of our Specialist Disability Accommodation program. His passion and years of commitment were instrumental in fostering the growth of the SDA program, resulting in high participant satisfaction rates, improved wellbeing scores, and NDIS registration for Amélie Housing.

Bernie's tireless dedication to participant and partner satisfaction, his unwavering support and advocacy, and his sense of humour will be deeply missed.



We celebrate his significant contributions and the positive impact he has made on the lives of many. Bernie has left a lasting legacy, and it was our absolute privilege to work with him. Our thoughts are with his family and loved ones during this difficult time. Vale, Bernie.

A HEARTFELT THANKS FOR THE GENEROSITY OF OUR SUPPORTERS

We were recently touched by the generosity of two family members of one of our tenants. Each year, St Vincent de Paul Society Housing SA hosts a Christmas lunch for our tenants, complete with lucky door prizes and games, often supported by contributions from our staff. In recent years, this tradition has grown, with tenants donating gifts and Christmas stockings for the children who attend.

This year, two special individuals, Jen and Wayne, have taken that spirit of giving even further. They not only donated gifts but also thoughtfully wrapped and labelled them for children of all ages. Their attention to the



specific needs of families in our housing community has left a lasting impression on us. Their generosity beautifully reflects the spirit of giving as we prepare for the upcoming Christmas season. We are incredibly grateful to Jen and Wayne for their kindness!

SYSTEM UPGRADES



We have recently upgraded our systems to better serve you. These changes are designed to improve our efficiency

and enhance your experience with us. However, as with any transition, it may take us a little time to fully adapt. We appreciate your patience and understanding during this period.

2024 SAHF TENANT SATISFACTION AND PERFORMANCE REPORTS

We're excited to share the latest results from our 2024 SAHF Tenant Satisfaction and Performance Reports. Overall, tenant satisfaction is high, with many feeling positive about the quality of their homes and the support they receive. While there are areas we're focusing on improving, particularly in maintenance services, we're proud of the progress made in engaging our tenants and ensuring their wellbeing. Our commitment remains strong in providing safe, supportive, and vibrant communities for all.

Overall Tenant Satisfaction

- **Overall Satisfaction:** 87% of tenants expressed overall satisfaction with services, which is 12 percentage points above the regulatory threshold and 6 points above industry benchmarks.
- **Condition of Dwellings:** 91% of tenants are satisfied with the condition of their dwellings, surpassing the regulatory threshold by 16 percentage points and demonstrating consistent quality across most locations.

Maintenance Services

- **Satisfaction Levels:** Satisfaction with maintenance services will remain a focus area, with a maintenance score of 72%, falling short of the 75% threshold.

Tailored Support Coordination

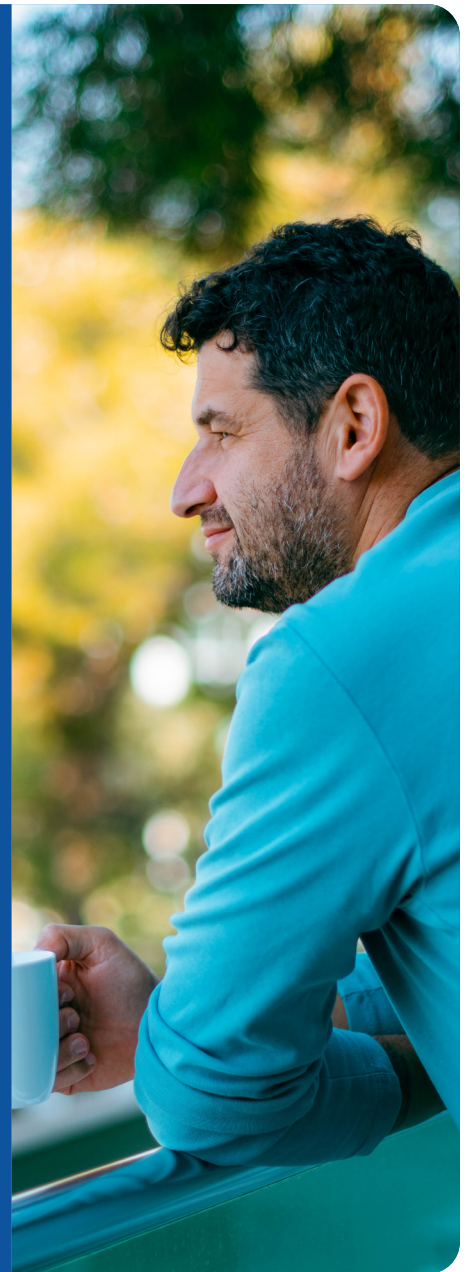
- **Satisfaction with Support Services:** 81% of tenants are satisfied with tailored support coordination services, meeting the required thresholds. However, satisfaction levels varied across regions, with some areas like Albury achieving 100% satisfaction.

Tenant Engagement and Communication

- **Tenant Involvement:** 80% of tenants are satisfied with their involvement in tenant engagement activities, and 75% believe their views are being listened to and acted upon.
- **Information Provision:** 85% of tenants are satisfied with the information provided by us.

Personal Wellbeing and Quality of Life

- **Personal Wellbeing Index:** The Personal Wellbeing Index for tenants is 73.81, which is higher than the industry average, reflecting a positive impact of the support services provided.
- **Safety and Security:** 87% of tenants feel safe and secure in their homes, contributing to the overall sense of wellbeing.



SDA TENANT SURVEY RESULTS

Our SDA Tenant Survey offers valuable insights into the experiences and satisfaction of tenants living in Specialist Disability Accommodation (SDA). Despite its small sample size, with only three respondents and a response rate of 19%, the 2024 feedback provides a positive outlook on various aspects of tenant life.

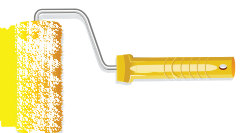
Key Findings:

- **Tenants' Rights:** All participants agreed that SVdPSHA respects their rights, continuing a strong trend from the previous year.

- **Complaints Handling:** Tenants unanimously felt that SVdPSHA effectively resolved complaints, showing improvement from the previous year's results.
- **Neighbourhood Satisfaction:** All respondents liked the neighbourhoods they live in, reflecting a consistent level of satisfaction with their living environments.
- **Communication:** Tenants reported that SVdPSHA listens to their concerns and assists with their questions, maintaining a high standard in communication.

- **Repairs and Maintenance:** The survey indicates full satisfaction with the way SVdPSHA addresses repairs, with tenants confident that issues are resolved promptly and effectively.
- **Condition of Home:** Tenants felt safe at home and were pleased with the overall condition of their living spaces, echoing the positive feedback from 2023.
- **Quality of Life:** All participants agreed that their quality of life has improved since moving into a SVdPSHA home, highlighting the positive impact of their accommodation on their wellbeing.

FOR REPAIRS AND MAINTENANCE: CALL 1800 950 575



HEALTH AND HOME



HEALTH AND HOME TIPS FOR THE WARMER MONTHS

As we transition into the warmer months, it's the perfect time to refresh both your health and your home. Here are some quick tips and tricks to help you make the most of the sunny season ahead...

Health tips:

- **Stay Hydrated:** With rising temperatures, it's essential to increase your water intake. Keep a reusable water bottle with you at all times and consider adding a slice of lemon or cucumber for a refreshing twist.
- **Eat Seasonal:** Incorporate fresh, seasonal fruits and vegetables into your meals. Not only are they packed with nutrients, but they're also hydrating. Think watermelon, berries and leafy greens.
- **Get Moving Outdoors:** Take advantage of the warm weather by moving your workouts outside. A morning walk, bike ride, or even some outdoor yoga can boost your mood and fitness. Just remember to avoid peak sun hours to stay safe.
- **Sun Protection:** Always apply sunscreen with at least SPF 30, wear a wide-brimmed hat, and don't forget your sunglasses. Protecting your skin and eyes from UV rays is key to maintaining your health during the sunny season.
- **Schedule Health Check-Ups:** Use this time to catch up on any overdue health appointments and don't forget to book in a skin check!

Home tips:

- **Declutter and Deep Clean:** Start with a good declutter—clear out any items you no longer need or use. Follow up with a deep clean, focusing on areas like windows, floors, and bedding to create a fresher, more inviting space.
- **Optimise Your Cooling:** Check your fans, air conditioners, and ventilation systems to make sure they're working efficiently. Cleaning or replacing filters can improve air quality and cooling performance.
- **Lighten Up Your Space:** Swap out heavy curtains and bedding for lighter, more breathable fabrics. This will help keep your home cool and comfortable. Consider adding a few indoor plants for a natural, calming vibe and better air quality.
- **Energy Efficiency:** Use blinds or curtains to block out the midday sun and keep your home cooler, reducing the need for air conditioning.

By following these simple tips and tricks, you can ensure that both you and your home are well-prepared to enjoy the warmer months ahead. A little preparation can go a long way in making this season not just comfortable, but truly enjoyable!

FEEDBACK AND COMPLAINTS

We take 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

Scan the QR Code

Call us on 1800 950 575 (free call).

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

