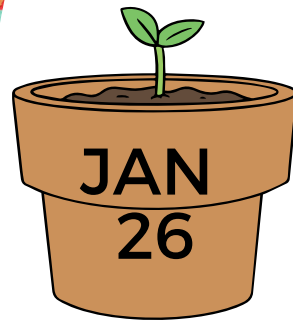


# Access4u Housing Newsletter



## Thank you for reading our first newsletter for 2026!

Hello! We hope you had a relaxing and happy festive season, and are excited for the year ahead.

If you have any submissions for our next newsletter, please email us at [theaccess4u@gmail.com](mailto:theaccess4u@gmail.com). We would love to hear from you!

If you have any questions about this document or want to provide Access4u Housing with feedback, please contact us.

You can talk to Cathy Miller, CEO, on: 0411 476 830 or email [info@access4u.org.au](mailto:info@access4u.org.au).

Kind regards,  
Cathy Miller, CEO of Access4u Housing

## Get Involved: Australian-Themed Colouring-In Activity!

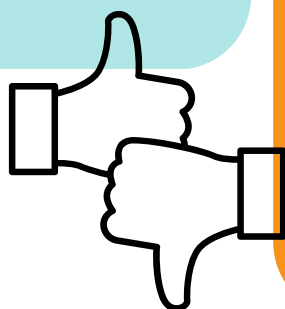


If you are receiving this newsletter in hard copy, you'll find an A4 colouring in sheet of the below image.

We would love for you to use your creative skills to complete the activity and then send it back to us so we can feature your creation in our next newsletter!

Here are the instructions:

1. Colour-in the A4 sheet in your envelope
2. Write your name on the back of the page
3. Send your creation back to us at 242 Glen Osmond Road, Fullarton, or pass it onto an Access4u team member!



## We Want YOUR Feedback!

Did you know you can submit a complaint, provide a compliment or offer a suggestion to help us improve our services at any time?

There are 5 ways to make a complaint about Access4u Housing:

1. Phone the office to make a complaint at 1800 022 237.
2. Complete a Tenant's Complaint and Feedback Form (available at our office reception areas).
3. Inform Access4u staff member and/or supervisor.
4. Contact our CEO ([cathy.miller@access4u.org.au](mailto:cathy.miller@access4u.org.au)).
5. Contact the NDIS (1800 035 544).

All submissions can be made anonymously. We will aim to resolve all complaints within 14 days.



## Read our latest Impact Report!

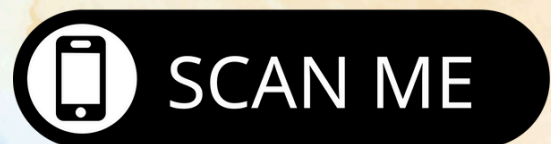
We are excited to share our 2024-25 Impact Report with you.

This document provides an overview of our latest milestones over the past financial year as we continue to expand and continue to service those around the state seeking NDIS supports.

In this Impact Report, we touch on the strategic pillars, our latest international projects, and key statistics that reflect our growth. We also outline other key organisational activities.

Importantly, this document features several wonderful customer stories that reflect why we do what we do —we are excited to share these with you.

We hope you enjoy reading. Please let us know if you have any feedback.





## Customer Spotlight: Celebrating Greenfield!

Access4u customers Sarah, Rachael and Gemma moved into their Access4u housing in 2023.

All three customers met several times through meet and greet sessions, day trips and short-term accommodations stays to get to know one another.

Fast forward to 2024, we celebrated these three women living in their property for one year, with friends and family coming round to enjoy a celebratory BBQ!

Since moving into their Greenfield home, Sarah, Rachael and Gemma have grown in leaps and bounds,

They all participate in cooking, doing their own washing, and cleaning around the house. They continue to enjoy each other's company and participate in many shared dinners.

Family and staff regularly come together to celebrate with them on occasions such as birthdays, public holidays, and more.







## How to Keep Safe During Summer

Check the weather forecast so you know when the weather will be hot.

Drink lots of water and fluids.

Use a fan or air-conditioner (set to 'cool').

Cool down with a shower or bath.

Avoid going outside when it is very hot.

If you go outside, make sure you wear loose fitting, light coloured clothing.

Wear a hat and sunscreen (SPF30+). Reapply sunscreen every 2 hours.

Keep curtains, blinds and windows closed during the day to keep your home cool.  
Open windows at night to let cool air in (if it is safe).

Avoid taking babies, young children or anyone with a medical condition outside  
when it is very hot.

If you feel unwell, please seek medical attention.

Check venues have air conditioning.

Keep in mind the guidelines above and ensure you stay in air conditioned spaces,  
drinking plenty of fluids and are always feeling comfortable.

## Anzac Biscuits (Makes 16-18)

### Ingredients

- 1 cup plain flour (all purpose flour)
- 1 cup rolled oats
- 1 cup desiccated coconut , unsweetened
- 3/4 cup white caster sugar
- 150g unsalted butter
- 4 tbsp golden syrup
- 1 tsp baking soda (bicarbonate soda)

### Method

Step 1. Preheat oven to 180°C  
(160°C fan forced)

Step 2. Line 2 baking trays with baking paper.

Step 3. **Mix dry:** Mix flour, oats, coconut and sugar in a bowl.

Step 4. **Melt butter and golden syrup:** Place butter and golden syrup in a saucepan over medium high heat and stir until butter has melted.

Step 5. **Baking soda:** Add baking soda and stir to combine – it will fizz up, this is normal. Immediately remove from heat.

Step 6. **Biscuit dough** – Pour butter mixture into flour and mix until just combined. The mixture will be crumbly but should stick when you press together.

Step 7. **Form patties** – Scrunch / press 1 tablespoon of the mixture into balls, then flatten into patties. (Thinner = crisper, thicker = chewier centre, crispy edges) Place balls, 2.5 cm/1" apart, on prepared trays.

Step 8. **Bake** for 15 minutes, swapping trays halfway during cooking, or until deep golden. (Bake 12 min for chewy biscuits!)

Step 9. **Cool to crisp** – Stand on trays for 5 minutes. Transfer to a wire rack to cool – they harden as they cool!



From RecipeTinEats

## Know Your Rights: Tenant Handbook



Know your rights and responsibilities, and keep up to date with everything you need to know about your Access4u Housing arrangements with our Tenant Handbook.

You can read our Tenant Handbook by scanning the QR code below with your phone or by visiting [access4u.org.au/about/publications-policies-procedures](https://access4u.org.au/about/publications-policies-procedures) and clicking "Access4u Housing Tenant Handbook."

If you have any questions about the Tenant Handbook, please contact Cathy Miller. Or, call our office on 1800 022 237 | email [info@access4u.org.au](mailto:info@access4u.org.au).



**Access4u acknowledges the Traditional Owners and  
Custodians of the Lands on which we live and work, and  
their connection to Land and Sea.  
We pay our respects to Elders past and present.**