

Access4u Housing Newsletter



Hello, April!

Hello! We hope you had a wonderful and relaxing Easter long weekend.

Thank you for reading our April 2026 newsletter.

This newsletter includes information about:

- the results of our latest customer survey
- how you can provide feedback
- your tenant handbook
- an Easter themed activity + recipe!

If you have any submissions for our next newsletter, please email us at 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.

Kind regards,
Cathy Miller, CEO of Access4u Housing

Access4u Customer/Family Survey Highlights 2026



88%

are satisfied with the quality of services provided.



79%

understand the information provided to them by Access4u most of the time.



82%

said Access4u services meet their needs/the needs of the person they care for very well or in a satisfactory manner.



79%

say that Access4u has been very responsive to their concerns and/or questions.

We believe anything under an 85% is an area for improvement.

82%

are likely or somewhat likely to recommend Access4u to a friend, family member or colleague.

Feedback we received:

“We have always been treated really well, and your staff have been helpful”
“My son’s Support Coordinator is absolutely amazing”
“Very happy with my Support Coordinator”
“[My Support Coordinator] has helped me out and answered all my questions”
“I’m extremely happy with my PBS Practitioner and Mentor”
“Staff have been proactive in addressing issues that arise”

Suggested areas for improvement:

“Better communication where there are staffing changes”
“A weekly handover on what’s happened would be fabulous”
“More long term Mentors”
“Timely services, information provided in a manner that provides clarity”
“Better communication to parents”
“Better pairing of Mentors to clients”

An Easter Themed Activity: Easter Bunny Masks!

What You'll Need:

- 1 paper plate
- 3 paper straws, cut in half
- colour markers/textas
- string or ribbon
- scissors

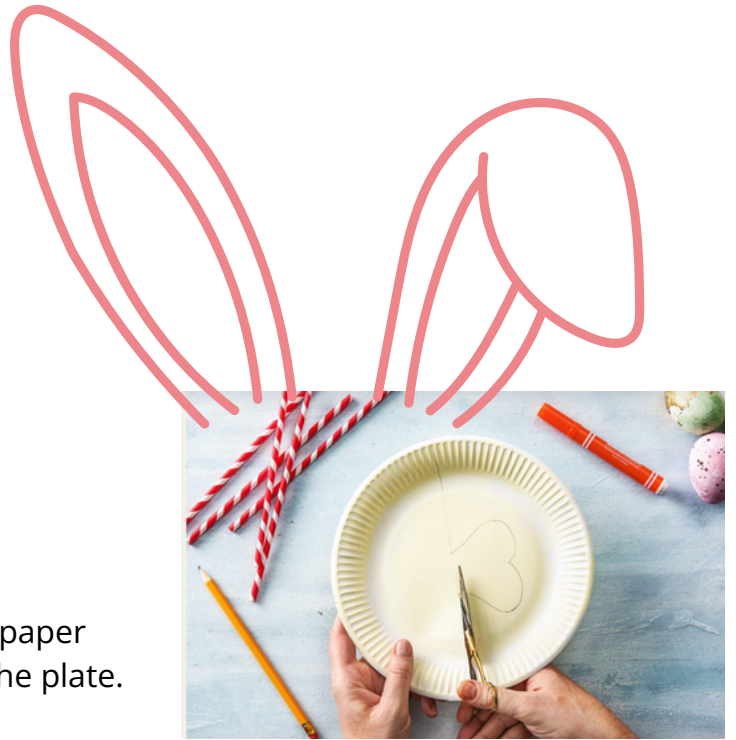
Instructions:

Step 1: Draw a template of a rabbit nose onto a paper plate and carefully cut away the bottom half of the plate.

Step 2: Cut the rim of the plate in half and colour them in. These are your bunny ears.

Step 3: Glue the ears to the top of the plate, attach the whiskers to the nose (use tape if you have it) and pierce two holes on each side of the plate and thread ribbon through them if you'd like to attach the mask to your head.

You're done!



From hellofresh.com.au

Koulourakia (Greek Easter biscuits) - Serves 50

Ingredients

250g of unsalted butter, softened
2 cups of caster sugar
1 tbs vanilla extract
6 eggs, separated, plus 1 extra egg, lightly beaten
1kg self-raising flour
2 tsp baking powder
2 tbs sesame seeds (optional)



Method

Step 1. Using an electric mixer, beat butter, sugar and vanilla in a large mixing bowl. Continue beating on medium-high speed for 3 minutes, scraping down bowl in between, or until the mixture turns creamy white. Add egg yolks and beat until well combined.

Step 2. Clean and dry your beaters thoroughly. In a separate bowl, whisk egg whites until stiff peaks form.

Step 3. Combine flour and baking powder in a large bowl. Alternate adding spoonfuls of flour mixture and meringue to the butter mixture, stirring in between. Repeat until all ingredients are used up and a soft pliable dough forms. Cover the bowl with plastic wrap and let dough stand at room temperature for 30 minutes.

Step 4. Meanwhile, preheat oven to 180/160 fan forced. Line 3 baking trays with baking paper.

Step 4. Take 1 tablespoon of dough and roll it into a long cord (approx. 15cm). Fold it in half and twist it to create a braid or other desired shape. Place on baking trays, leaving a little space for spreading.

Step 4. Brush the tops of the biscuit with the extra beaten egg and sprinkle with sesame seeds if desired. Bake for 25 minutes, or until biscuits are puffed and golden brown. Transfer to a wire rack to cool completely. Store in an airtight container until ready to serve.

From woolworths.com.au

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).
5. Contact the NDIS (1800 035 544).

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



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 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.



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.