

Access4u Housing Newsletter



Hello, October!

Thank you for reading our October 2026 newsletter.

This newsletter includes information about:

- new SIL rules
- a Halloween themed 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

Our Latest Updates

New SIL Rules

There are 4 new rules for SIL providers. We call this SIL Practice Standards.

The new rules say your SIL provider must

- help you make decisions about your everyday life
- help you feel safe
- give you good and safe support
- give you a tenancy and home support agreement.

A tenancy and home support agreement is about rules in your home.
It is an agreement between you and your SIL provider.

It should tell you information about

- who you live with
- how you will get support
- how much your supports cost
- how you can make changes to your supports
- who can help you use your rights
- what to do if there is a problem
- other rules about living in your home.



You have a right to make your own decisions.

You can make decisions

- by yourself
- with support.

Some decisions are small. For example

- what you eat
- what you wear.

Some decisions are big. For example

- where you live
- who you live with.

Some people need help or support to make a decision.
We call this Supported Decision Making



Our Latest Updates

New SIL Rules (Continued)

The new rules say your SIL provider must help you make decisions about

- what you want to do
- how you do things
- what supports you need
- who supports you
- who you live with.



This helps you make an informed decision.

An informed decision means you understand your choices and what they mean.

Your SIL provider must

- give clear information
- listen to what you need and want
- have workers who can support you to make a decision.

You have a right to feel safe at home.

When you are safe you can

- make your own choices
- have good relationships with family and friends
- feel respected
- feel comfortable
- trust you get help when you need it.

The new rules say your SIL provider must

- help you feel safe
- make sure everyone living together is safe
- check supports are working well
- fix problems quickly.



This is called safeguarding.

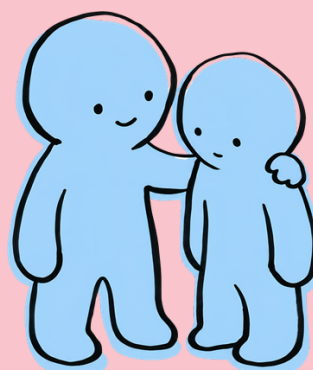
Safeguarding means keeping you safe from harm.

Our Latest Updates

New SIL Rules (Continued)

Workers must

- know the early signs of abuse and harm
- know what to do if you are unsafe
- help you when you need it
- focus on your needs and choices
- work with other people to keep you safe
- report problems.



You should always get good and safe supports at home.

Workers giving you support should respect

- who you are
- your rights
- your home.



The new rules say your SIL provider must

- give you the support you need and want
- help you make decisions
- train workers
- know what to do in an emergency.

If you rent your home you are a tenant. A tenant is someone who pays rent to live in a home.

A landlord is the person who owns the home. Your SIL provider may also be your landlord.

Your SIL provider must give you a tenancy agreement and a home support agreement.

These agreements explain

- where you live
- who you live with
- what support you get
- how much it costs
- how to change your supports
- what to do if there is a problem.



Our Latest Updates

New SIL Rules (Continued)

Your provider must

- help you understand the agreement
- follow the agreement
- give you a safe home to live
- respect your choices.

You have the right to

- make decisions about your home
- feel safe and secure
- not be pressured
- not lose your home because of support issues.

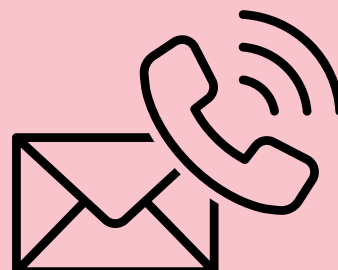
You can contact the NDIS Commission for more information about the new rules for Supported Independent Living.

You can call them on 1800 035 544.

You can email them at contactcentre@ndiscommission.gov.au

You can send them a letter to
NDIS Quality and Safeguards Commission
PO Box 210
Penrith NSW 2751

You can go to their website at www.ndiscommission.gov.au.



RECIPE RECIPE RECIPE RECIPE RECIPE

3 bananas, peeled
1/2 cup Greek-style yoghurt
12 currants



Step 1. Line a large baking tray with baking paper. Halve bananas diagonally. Carefully insert a wooden stick into cut-sides of bananas. Place on tray. Freeze for 1 hour or until firm.

Step 2. Place yoghurt in a tall skinny glass. Dip bananas, one at a time, into yoghurt to almost coat, allowing any excess yoghurt to drip off before returning to tray. To create eyes, place 2 currants on each banana, then gently press to secure.

Step 3. Freeze for 1 hour or until firm.

Step 4. Serve!

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 our policies and procedures website page 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.