

# AMÉLIE NEWS

Summer 2024



**Amélie Housing**  
Building hope through housing

Issue No. 7



Top left: Members of Amélie's SA team packing hampers at The Adelaide Day Centre for Homeless Persons.  
Bottom left: Xavier High School Conference members deliver hampers in Albury.  
Above: Santa brings some Christmas cheer to residents in Dubbo.

## CHRISTMAS 2023: UNITED IN TOGETHERNESS, GENEROSITY AND SHARED JOY

As the festive season wrapped us in its warm embrace, the spirit of togetherness and joy echoed throughout Amélie communities throughout December. Our tenants and communities came together in various locations, sharing laughter, delightful meals, and heartwarming moments over shared hampers and biscuits, creating memories that will be cherished for years to come.

This year, Amélie staff extended their positive impact beyond our immediate community. In a

heartening collaboration with The Adelaide Day Centre for Homeless Persons, members of our dedicated South Australia team worked tirelessly to pack much-needed hampers just in time for Christmas. Through these efforts, our aim was to spread joy and support to those in need - fostering the sense of compassion and community spirit that defines the essence of Amélie Housing.

To that end, we would also like to take this opportunity to express our

deepest gratitude to Aura Group NSW Pty Ltd for their extraordinary generosity this Christmas; donating 500 Christmas Hampers to tenants of Amélie and St Vincent De Paul Housing. The holiday season was brighter and warmer for countless families thanks to Aura Group NSW's unwavering commitment to making a powerful and positive impact in their community.

Come with us as we reflect upon the heartwarming moments we shared together over the Christmas period...

**COMMUNITY UPDATES**  
Amélie Community Christmas Events

Page 2

**AMÉLIE UPDATES**  
A message from the CEO; Celebrating Home Pride and Sustainability; Addressing Homelessness in SA

Page 3

**HOME HINTS & TIPS**  
Stay Safe, Stay Fire-Smart!

Page 4

# COMMUNITY NEWS

## Recapping Christmas 2024

One of the things that makes Amélie/SVDP Housing so unique is the additional support our customers and communities receive thanks to our relationship with the St Vincent de Paul Society and the SVDP Society Conference members.

Over Christmas, we saw Conference members from across NSW joining in the Christmas celebrations at our Social and Affordable Housing Fund (SAHF) Amélie Housing properties.

### Burraneer

At Burraneer, about 45 residents joined in a most enjoyable Christmas evening celebration on 18 November hosted by the Caringbah Conference members. The BBQ included chicken kebabs and sausages, fresh salads and bread rolls and a delicious array of desserts. One of the members made homemade Christmas cakes for each of the residents.

### Katoomba

Katoomba Conference members shared Christmas lunch on 22 December with local residents and Amélie/SVDP Housing staff. Due to heavy rain, they made the best of it in the underground car park. Despite the damp conditions, the festive mood and warm connections were apparent.

### Albury

Xavier High School Conference members sustained their connection with Albury residents, sharing a delightful lunch on 29 November. The students, who had baked Christmas biscuits specifically for Amélie/SDVP tenants, distributed these festive treats. As Christmas approached, the students delivered

thoughtfully prepared hampers brimming with food and holiday delights for the tenants.

### Penrith

In Penrith, on 16 December, Conference members prepared a wonderful Christmas BBQ luncheon attended by approximately 30 tenants. The success and enjoyment of the event were made possible through the cooperative efforts of Amélie/SVDP Housing staff and Conference members spanning the entire region. Some tenants added to the festivities by sharing food contributions. Santa made a memorable appearance, distributing gifts to the children and presenting hampers to each resident, making the occasion even more memorable.

### Dubbo

Finally, in Dubbo, members joined the festivities at Saint Faith's Christmas party. The following day, St. Brigid's Conference members thoughtfully gifted each resident with a Christmas Hamper.

## Thank you Aura Group NSW!

A huge shoutout and an immense thank you to Aura Group NSW Pty Ltd for their incredible generosity! Their donation of 500 Christmas Hampers for the tenants of Amélie and St Vincent De Paul Housing was gratefully received. Aura Group's commitment to making a positive impact in our community is inspiring, and we were honoured to be part of this wonderful initiative!



Christmas Lunch at Burraneer



Sharing homemade Christmas cakes



Celebrating Christmas at Albury



Delivering hampers, bringing hope and joy



SA team members at the The Adelaide Day Centre for Homeless Persons

## A MESSAGE FROM THE CEO, GRAHAM WEST



As we step into the promising embrace of a new year, I extend my heartfelt wishes for a joyous and prosperous Happy New Year to each of you. I trust the holiday season brought warmth and joy to your homes.

I want to express my sincere gratitude to all who participated in our numerous Christmas events, creating a sense of community that truly embodies the spirit of the season. Your presence made these celebrations memorable, highlighting the strength and unity within our Amélie/SVDP Housing family.

Looking ahead, 2024 promises to be an exciting chapter for us. We are dedicated to intensifying our

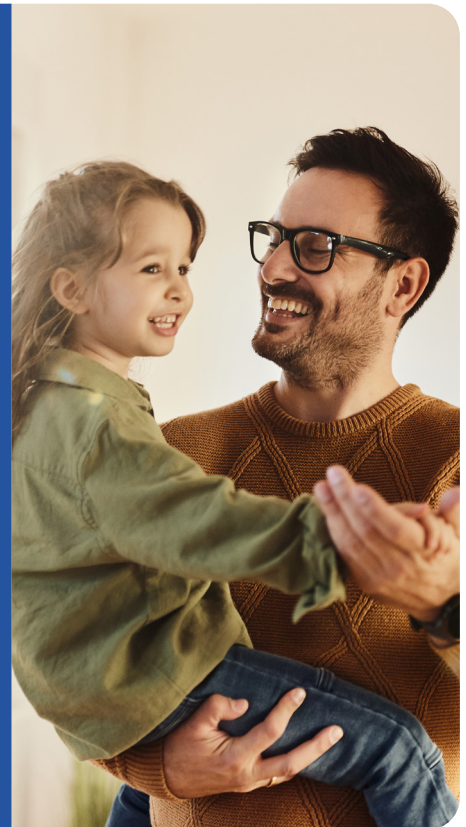
efforts to provide more homes and enhance services for our valued tenants and community members. Our commitment to creating a supportive and thriving environment remains unwavering.

As we embark on this journey together, your feedback and involvement will be instrumental in shaping our future endeavours. Your satisfaction and wellbeing remain our top priorities.

Thank you for being an integral part of Amélie/SVDP Housing. Here's to a year filled with growth, opportunities, and strengthened connections.

Wishing you a splendid year ahead.

Graham West  
CEO, Amélie/SVDP Housing



## Celebrating Home Pride and Sustainability in SA Tenancies

In the realm of positive transformations, our managed tenancies in South Australia are witnessing a wave of creativity and sustainability. Many tenants are taking pride in their living spaces, turning them into inviting, peaceful havens that are both aesthetically pleasing and environmentally conscious.

It's heartening to observe the thoughtful efforts of tenants who have embraced sustainability

and upcycling. Discarded items are finding new life as amazing centrepieces and cherished decor items, contributing to a sense of community and responsible living.

The commitment to sustaining long-term tenancy goes beyond just housing; it's about shaping homes that resonate with the unique personalities and values of our tenants. The positive impact of these endeavours on our communities and the environment is truly inspiring.

## Addressing Homelessness in South Australia: A Year of Progress

In March 2023, Census data revealed an increase of 1,200 people facing homelessness in South Australia between 2016 and 2021. With these concerning statistics at the forefront of their mind, Amélie Housing Officers worked diligently in 2023 to find homes for as many families as possible who were experiencing crisis, risk or homelessness.

Despite facing challenges throughout the year, due to tenant losses to illness and respite care, we are pleased to report that last year we were able to successfully

house six families in larger homes and achieve full occupancy in South Australia's Southern region. Urgent tenant transfers and the optimisation of under-occupied housing were key factors in making this possible; as were our efforts to transition tenants from Supported Housing properties into long-term homes, where ongoing support could continue to be provided.

We would like to take this opportunity to offer a heartfelt thanks to the impacted families that assisted with timely property handovers during this time;

showing respectful consideration to those in our community who were experiencing homelessness while waiting for an available property.

Looking back on 2023, community support and collaboration has been vital in helping us to combat homelessness and the lack of affordable housing available across the country. As we move forward, we remain dedicated to our mission, and appreciate the ongoing support we receive from tenants and the broader community.

# HOME HINTS AND TIPS

## Stay Safe, Stay Fire-Smart!

As the warmer months unfold, it's crucial to be mindful of fire safety to ensure the wellbeing of our community. Here are some practical tips to keep your homes fire-safe throughout the summer:

### 1. Clear Surroundings:

Regularly clear dry leaves, branches, and other flammable materials from around your home. Maintain a defensible space to reduce the risk of fires spreading.

### 2. Secure Barbecue Practices:

If you enjoy outdoor grilling, do so in designated areas, away from structures and vegetation. Always follow safety guidelines and never leave a grill unattended.

### 3. Mindful Smoking:

If you smoke, do so outdoors and use proper receptacles for cigarette butts. Avoid smoking near flammable materials, especially during windy conditions.

### 4. Safe Use of Electrical

**Appliances:** Be cautious with the use of electrical devices, especially during hot weather. Ensure

appliances are in good condition, and avoid overloading electrical sockets.

### 5. Check Smoke Detectors:

Regularly test and replace batteries in your smoke detectors. These devices are crucial for early detection, providing precious time for evacuation in case of a fire.

### 6. Emergency Evacuation Plan:

Familiarise yourself and your family with the emergency evacuation plan for your building. Knowing exit routes and meeting points can be critical in the event of a fire.

### 7. Report Hazards Promptly:

If you notice any potential fire hazards, such as faulty wiring or malfunctioning appliances, report them promptly to Amélie/SVDP Housing.

Your safety is our top priority, and your vigilance in fire safety practices contributes to a secure community. Let's work together to ensure a safe and enjoyable summer for all!



**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