

Family and Participant eNewsletter

Keeping you in the loop

AUGUST 2025

Sharing the
journey, shaping
our future



Transition update

As we approach transition to Identitywa Disability Services Limited on 31 August 2025, we thank all our participants and families for being so responsive and working with our teams to enable a smooth transition.

A special thanks to our Planning Officers who continue to facilitate the endorsement of Identitywa Disability Services Limited as a preferred provider within the NDIA PACE and Portal systems.

A new era of living – what's on the horizon!

Our forward-thinking housing strategy has to date resulted in more than 35 participants thriving in 13 new houses designed with comfort, safety and independence in mind. And we're just getting started. With 17 more homes on track for completion over the next 12 months, over 90 people will be living in modern homes that are less than five years old, by mid-2026.

The suburbs we are currently building in are:

- Koondoola
- Greenwood
- Belmont
- Eden Hill
- Girrawheen
- Queens Park
- Palmyra
- Wembley
- Yokine
- Spearwood.



For details about these homes and vacancies in these or other Identitywa houses, please email: enquiries@identitywa.com.au or call Kris, Delia or Wendy on 9474 3303.

New homes, new beginnings

In June, five people supported by Identitywa, each with Specialist Disability Accommodation funding in their NDIS plans, moved into two new purpose-built homes in Balcatta. These vibrant, modern spaces provide greater independence, community connection and a place to truly call home.

TV Property Group constructed these homes to meet the Specialist Disability Accommodation (SDA) design standard of Improved Liveability. This company is comprised of family members of a participant supported by Identitywa who now lives in one of these newly built these homes.

The homes incorporate all the features included in Identitywa's new homes along with several passive solar features.

Elevated windows allow natural airflow and cooling. The inclusion of eaves in addition to window placement and orientation permit warmth from the sun in winter and block the sun and heat in summer.

The energy-efficient design features include a concrete floor which acts as a thermal mass, absorbing and releasing heat to maintain consistent indoor temperatures year-round, greatly reducing reliance on artificial heating and cooling.

If you would like information about other new homes being built by Identitywa, SDA funding or passive solar homes, please email: enquiries@identitywa.com.au or call Kris, Delia or Wendy on 9474 3303.



Photo caption: The Balcatta home features high set windows for natural airflow. Michael is thriving in his new home.

Better Living Grant empowering dreams

Applications open Tuesday 5 August

Exciting news! We're thrilled to announce that the Better Living Grant (BLG) will officially open for applications on **Tuesday 5 August**. Now in its second year, the BLG continues to empower Identitywa participants, promote their independence and enhance their wellbeing.

The initiative is designed to provide financial assistance for meaningful projects that enhance daily life, boost community engagement and foster personal growth.

Eligible participants who have been with Identitywa for 12 months or more can apply for funding to support a range of activities, including:

- Strengthening community participation
- Increasing independence
- Purchasing new equipment
- Exploring personal learning and development opportunities.

Applications will be reviewed by a selection panel and successful applicants will be notified in writing. Please spread the word to help turn wishes into reality.

For more details, please email:

events@identitywa.com.au

Eligible grant funding examples:

- Laptop or specialised equipment to help independence
- Travel costs for a conference to support personal growth
- Workshops or seminars to expand skills and knowledge.



Photo caption: From laptops to launchpads. In 2024 the BLG meant that Leo could write a novel on his new laptop and Eileen launched her dog treat business.



The 2025 conference will bring together a wide range of people interested in furthering the rights and improving the quality of life of people with intellectual disabilities. They include researchers, advocates, policymakers, service providers, families and people with intellectual disabilities.

If you have questions you can contact the conference team at conference@asid.asn.au

SCHOLARSHIPS AVAILABLE - APPLY BY 31 AUGUST 2025

ASID has scholarships available to help people with intellectual disability attend the 2025 conference.

- If you are a person with intellectual disability you can apply for a scholarship.
- Each scholarship will be worth about \$500, depending on the number of people that apply.
- You must apply via the online form, by Sunday, 31 August 2025.

Successful applicants will be notified by the end of September 2025.

Welcome Pope Leo XIV

We extend a heartfelt welcome to His Holiness Pope Leo XIV as he begins his sacred ministry. As a Catholic organisation supporting people with disability, we are inspired by the Pope's commitment to compassion, inclusion and the dignity of every person.

Archbishop Timothy Costelloe highlighted Pope Leo XIV's approachability and listening skills, honed during his years as an Augustinian missionary in Peru.

We are looking forward to Pope Leo XIV's spiritual leadership marked by peace, unity, and a deepening of the Gospel message.

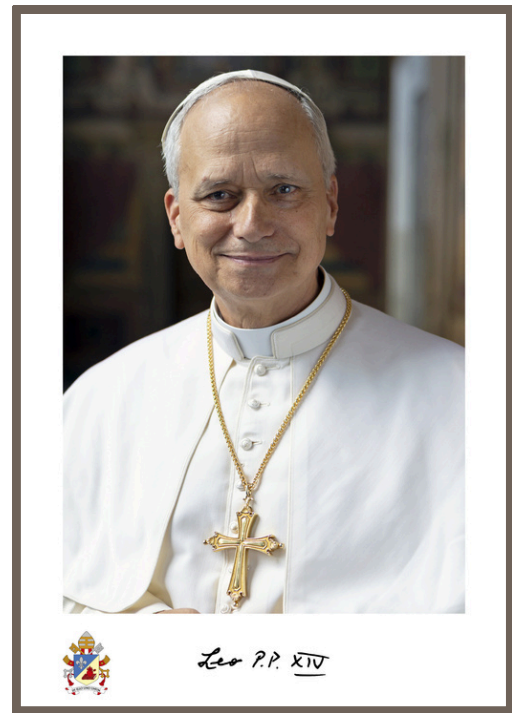


Photo caption: Tracy enjoys crocheting as a way to relax and always has multiple projects on the go to suit her mood. Tracy is pictured here wearing a lovely scarf she hand made.

Introducing Clinical Governance Lead Tracy

Tracy Foulds joined Identitywa as the Clinical Governance Lead in January this year. Her main role being the review of practices, to identify trends and develop strategies which improve the quality of services for participants, with a focus on the human rights of people with disability. Tracy has enjoyed getting to know workers and participants at the houses and is keen to keep doing so in the future.

Tracy first started working in the disability sector more than 25 years ago as a support worker for children with disability and as a rostering officer and coordinator of children's respite. While working at the Disability Services Commission, now the Department of Communities, Tracy held a number of roles, including responsibility for the development and management of the People at Risk Team, ensuring the Commission identified participants who were at risk of harm and establishing appropriate strategies to minimise the risks.

Tracy was CEO of Headwest, an advocacy service for people with brain injuries and due to changes in funding, established Explorability to create a person-centred advocacy service for people with all disabilities. Tracy led Explorability for more than five years before joining NDS WA to support disability organisations to transition to the NDIS Quality and Safeguards Commission. Before joining Identitywa, Tracy held the position of Quality and Safeguarding General Manager for a small provider of supported independent living and community participation. Welcome to the team Tracy.

We're listening - getting involved in service improvement

At Identitywa, listening is part of how we grow and improve. We believe that the best way to support the people we serve is by including their voices and those of their families and carers every step of the way.

That's why we've recently updated our **Participation in Service Improvement Policy and Procedure** to make it easier than ever for you to share your thoughts and help the way our services evolve. Your insights, big or small, can help make a big difference.

Here are just a few ways you can get involved and have your voice heard:

- **Participant Reference Group** | Join an ongoing focus group for participants, that creates space for meaningful discussion and feedback.
- **Family and Carer Survey** | Our annual survey is a valuable opportunity to let us know how we're doing and areas for improvement.
- **Feedback and Complaints Posters** | Look out for our posters in all our houses and on our website. Each features a QR code to make sharing your thoughts quick and easy.
- **Have your say right here in the eNewsletter** | Going forward, we'll be highlighting a policy or two that we're currently reviewing and asking for your input.

We welcome your thoughts on the [Participation in Service Improvement Policy and Procedure](#).

- If you have any comments or suggestions, please feel free to email us at quality.feedback@identitywa.com.au

Together we're building something stronger, thank you for helping us grow.



SECCA is accepting referrals

Sexuality Education Counselling and Consultancy Agency (SECCA) enriches the lives of people with disability through education and therapeutic support, in relation to sexuality and relationships.

For People with an NDIS Plan

People with an NDIS plan are eligible for short-term counselling at SECCA and do not need to use their NDIS funding to access this support. Visit this link to make a referral:

<https://www.secca.org.au/make-a-referral/>

Let's tell your story

We're always looking for interesting stories and photos (with consent for use) to feature in our eNewsletters. Whether it's a personal achievement, memorable event or simply a day in your life - your stories inspire and connect us all.

Please email your photos and stories or ideas: communications@identitywa.com.au

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Conflicts of Interest in Service Delivery

What is a conflict of interest?

A conflict of interest is where an organisation or person has an opportunity to put what benefits them (their own interests) ahead of the participant's interest. It could be about money or business, people (workers or other people who support a participant), cultural or religious beliefs, and personal or social relationships.

Conflict of interest in service delivery

As a provider of multiple NDIS services, Identitywa recognises that conflicts of interest may arise during service delivery. Identitywa assures that conflicts of interest will be identified, reported, managed, and documented as they arise, ensuring the continuous delivery of quality and safe supports to participants.

What if you would like Identitywa to provide more than one service?

If you are interested in having Identitywa provide more than one support (e.g., SIL and Community, SIL and SDA, etc.) we will declare our potential conflict of interest to you and your representative. We will talk to you about what it means and how we will manage and monitor any conflict of interest.

We will ensure you understand the risks and that you agree with the plan on how to manage it. These will all be recorded using the new Conflict of Interest in Service Delivery Guidance form.



What if I choose another Provider instead?

You are always free to choose your preferred provider. Identitywa will not influence you to choose Identitywa and any decisions you make about your providers or supports will not impact the current support/s we provide you. We will always respect and support your decision. If you choose or are referred to another provider, we will assist you with your transition from our service.

I would like to give feedback or raise a complaint.

Feedback is always welcome as it helps us improve the way we do things. If you would like to report a conflict of interest or give feedback about the way Identitywa managed a conflict of interest, you may reach out to us via: Phone: (08) 9474 3303

Email: quality.feedback@identitywa.com.au

Post: PO Box 278, Leederville, WA 6902

Online: <https://www.identitywa.com.au/get-involved/we-value-your-views/>

Where can I find more information about Conflict of Interest and other NDIS providers?

[Identitywa Conflict of Interest Statement](#)
[Identitywa Conflict of Interest in Service Delivery Guidance](#)

[NDIS - Find a registered provider](#)

[NDIS - Participant guide to managing a conflict of interest](#)

Identitywa policy updates

- [Identitywa Policy Updates](#)



REGISTERED
NDIS
PROVIDER

Practice to Celebrate!

In 2017 Identitywa entered a partnership with La Trobe University with the goal of focusing our attention on participant quality of life through fantastic active support. As part of the partnership, La Trobe researchers visited some of our shared living services to observe and interview staff on our active support and practice leadership.

We recently received our results from July 2024 to January 2025 and we have reason to celebrate! Thanks to the investment from our wonderful support workers, practice leaders and all involved from Identitywa, we have met some incredible practice milestones and want to share some of our achievements and future areas of focus.

Where we excelled

- We had a measurable improvement across almost every domain. This tells us we're getting it right and making a real difference for the participants we support.
- We meaningfully engaged participants 71% of the time - meaning we engage Participants on average for 43 minutes of every hour. This is a 9% increase from the previous year and is 16% higher than the national average!



Photo caption: With a beaming smile and dusty hands, Scott is so proud of the garden transformation he participated in. Scott thrived outdoors getting involved in gardening around his home with encouragement from support workers.

- We had a significant improvement in our practice leadership. We had an increase of 12.5% - 37.5% across all of the five tasks of practice leadership and scored above the national average for every single task.
- Our staff satisfaction was 79% - we're proud to have a workforce passionate about providing excellent active support.

The set of 5 tasks that are critical to ensuring good quality support for Participants



Future areas of focus

- The quality of our good active support has gone up 1% which is fantastic however, we want to explore how we can strengthen that continuous improvement.
- Our social activity went down this year and we're keen to focus on supporting positive social interactions for people in their home and community.
- We're sustaining how we support people with cooking activities and in the garden and we want to increase opportunities for people to engage in their household tasks.
- La Trobe has given us direct insights on where we need to focus our attention. Our priorities will be on great supervision, shift planning, observation and coaching and supporting people well with higher support needs.



Photo caption clockwise from top left: Tim proudly posing with one of his artworks. Tim loves to paint animals with water colours. He especially delights in painting penguins, frogs, cows, insects, birds and butterflies. His artworks were recently displayed at a gallery exhibition in Perth.

Daniel enjoying a bike ride on a beautiful sunny day.

Anthea wearing her colourful accessories during a visit to the Lansdale Farm.

Jodee soaking up the atmosphere and entertainment at NAIDOC week celebrations in Mirrabooka.

Paul and Ritu took a walk and a selfie.