

# Family and Participant eNewsletter

Keeping you in the loop

MARCH 2025



**16 NEW  
HOMES**

## New homes for people with disability - a welcoming community awaits

We're making great progress towards our goal of constructing 16 new homes for people with disability across the Perth metro area. The homes are designed to provide comfort, accessibility and a sense of community for Specialist Disability Accommodation (SDA) funded participants.

### Locations

The new homes will be located in suburbs across Perth, including:

**North:** Yokine, Greenwood, Balcatta, Koondoola, Girrawheen

**South:** Palmyra, Coolbellup/Hamilton Hill area

**East:** Eden Hill, Belmont, East Cannington, Ferndale, Queens Park

**West:** Wembley.

Photo caption: Identitywa home in Palmyra

### Features

- **Spacious living** - Three large bedrooms. Large open-plan kitchen, dining and living spaces for social activities.
- **Additional comfort** - A second lounge room provides extra space for relaxation or entertainment with family and friends.
- **Outdoor enjoyment** - Alfresco areas and other outdoor spaces for enjoying fresh air and sunshine.
- **Privacy and accessibility** - Large sized bedrooms each with ensuites, ensure ease of access and privacy.

If you're interested in learning more about these homes, please call the housing team on: 9474 3303 or email:

[enquiries@identitywa.com.au](mailto:enquiries@identitywa.com.au)

## Next steps

Identitywa is committed to engaging with participants and their families to discuss what's important for you in a home. This includes:

- Personalised designs: Discussing designs and SDA requirements to ensure the homes meet individual needs.
- Customisation choices: Assisting with choices for flooring, benchtops, and cupboards to make the homes truly personalised.
- Support with NDIS SDA eligibility: Helping participants navigate the eligibility process for NDIS SDA funding.
- Smooth transition: Providing construction timelines and coordinating visits and moves to ensure a seamless transition to the new homes.

## Building homes for people not eligible for NDIS SDA funding

While some homes are specifically for SDA funded participants, Identitywa is also funding the construction of additional homes for those who are not eligible for NDIS SDA funding.

This inclusive approach ensures that more people with disability can experience the benefits of thoughtfully designed, accessible living spaces tailored to their needs.

These new homes represent more than a place to live. They reflect our commitment to building a supportive and inclusive community for people with disability.

To learn more or to visit a new home, please email Kris: [enquiries@identitywa.com.au](mailto:enquiries@identitywa.com.au) or call 9474 3303.



## Sharing the journey

Anthony moved into an Identitywa home in late 2023 and his family has been pleased with his transition. His sister Elena was delighted to share their experience.

“Since moving into his new Identitywa home, Anthony has been remarkably happier. The care and support from the Identitywa team, along with the social connections he's made, have played a pivotal role in his positive transformation.

His proximity to family, church and familiar surroundings, as well as the consistent work and social arrangements, have all contributed to his overall wellbeing.

Additionally, Anthony has formed strong friendships with his housemates, who are close to his age. These connections, coupled with the life skills he is acquiring, such as independent living and social engagement, have significantly enhanced his quality of life,” Elena said.

If you're interested in learning more about housing opportunities at Identitywa, please email: [enquiries@identitywa.com.au](mailto:enquiries@identitywa.com.au) or call 9474 3303 and ask for Wendy, Delia or Kris.

## Crawford Street homes officially opened

Last week, we officially opened three new accessible homes in East Cannington, marking a significant milestone in our mission to enhance housing opportunities for people with disability.

The housemates who now call these accessible houses home, were joined by their family members, support workers and community members, as well as the Identitywa Housing Team to celebrate this wonderful event.

Identitywa Board Chair Graeme Mander welcomed guests and alongside the Archbishop of Perth the Most Reverend Timothy Costelloe, the City of Canning Mayor Mr Patrick Hall and Identitywa CEO Marina Re, cut the ribbon and officially opened the outstanding homes.

We were honoured to have Most Reverend Timothy Costelloe, the Archbishop of Perth bless the homes and the people living and working in them.

Since 2019, Identitywa has been committed to creating accessible homes for people with disability and to date, we have successfully delivered 11 homes, for more than 30 participants, with another 19 currently in design or construction, due for completion by 2026.

This achievement is the result of a five-year collaboration with INKA, a partnership that has delivered homes built with sustainable and energy-efficient principles at their core.

These new homes adhere to Specialist Disability Accommodation design standards and feature spacious master bedrooms with accessible ensuites, large open-plan living areas, ceiling hoist infrastructure, water-wise gardens, and wide corridors for ease of movement.

Additionally, one of the homes is equipped with smart tech automation, further enhancing comfort and safety. To ensure security, the homes also include front door cameras, intercoms, security systems, and sirens.

These houses symbolise our dedication to providing safe, nurturing and supportive homes for people who need them.

If you're interested in learning more about housing opportunities at Identitywa, please email: [enquiries@identitywa.com.au](mailto:enquiries@identitywa.com.au) or call 9474 3303 and ask for Wendy, Delia or Kris.





## New Identitywa houses making a big impact

We're pleased to feature these videos of Phil and Jenny sharing their experiences of their son's journey with Identitywa.

**Phil shares his son's experience**

**Jenny shares her son's journey**

## Celebrating International Women's Day at Identitywa

On International Women's Day (IWD) – 8 March, Identitywa proudly committed to stepping forward in solidarity to #AccelerateAction for gender equality and inclusivity for all. This year's theme, Accelerate Action, resonates deeply with our mission to promote women's advancement and celebrate their successes.

At Identitywa, we are proud to have a workforce of over 600 dedicated workers, 64 percent of whom are women. We also support 123 female participants, ensuring they have the resources and opportunities to thrive. Our inspiring all-women leadership team leads this effort, working tirelessly to support and empower people with disabilities.

Together, we are breaking barriers and driving change, one step at a time. Our team members have shown their solidarity by striking the #AccelerateAction pose, demonstrating their commitment to gender equality today and every day.

Let's continue to celebrate and support the incredible women at Identitywa and beyond, as we work towards a more inclusive and equitable future for all.

## International Women's Day at Identitywa in pictures



## Accepting referrals for Positive Behaviour Support

**Did you know** Identitywa has a team of Positive Behaviour Support (PBS) practitioners who work with people in our shared living homes and in the community?

### What is PBS?

Positive Behaviour Support (PBS) is an evidence and human rights -based approach aimed at improving the quality of life of people with disability by addressing behaviours of concern.

Behaviour Support Practitioners work closely with the person, family and support network to assess and identify external or environmental factors that may be increasing the frequency of these behaviours of concerns. They develop strategies and support plans to address and decrease these concerns so the person and others around them are safe and their needs are met appropriately.

Identitywa PBS Practitioners are fully registered with the NDIS Quality and Safeguarding Commission.

Our practitioners come from a variety of professional backgrounds and are well trained and knowledgeable in behaviour support.

Visit our website for further information about Identitywa Behaviour Support Practitioners:

<https://www.identitywa.com.au/positive-behaviour-support-practitioners/>

### Benefits of PBS

Our PBS practitioners seek to understand the underlying reason for a participant's behaviours of concern and address those behaviours to foster positive outcomes and enhance quality of life for people with disability.

### Learn more

If you already receive Identitywa services and want to know more about Positive Behaviour Support, please contact Karen Altham Manager NDIS Engagement via email: [karen.altham@identitywa.com.au](mailto:karen.altham@identitywa.com.au)

For further information visit the NDIS Quality and Safeguards Commission Behaviour Support and Restrictive Practices page:

[Behaviour support and restrictive practices | NDIS Quality and Safeguards Commission](#)

Photo captions: Identitywa Positive Behaviour Support Practitioners Jake, Jasmin, Kristine, Loula and Sham







Picture captions: Scott enjoys keeping fit by exercising regularly at his local park. George made some delicious healthy chicken goujons with support from workers.

### Taxi User Subsidy Scheme update

The Department of Transport has shared information about the Taxi User Subsidy Scheme reform and upcoming rollout of the Passenger Transport Subsidy Scheme (PTSS). For all the details, visit their website: [Easy Read Taxi User Subsidy Scheme \(TUSS\) changes](#)



### Active Support

Active support is how we enhance the quality of life of the people we support – tailoring support to individuals and involving them in planning and decision making.

Identitywa is reinvigorating our commitment to active support by facilitating active support training refreshers for all workers.

Together we explore:

- Every moment has potential: Recognising the many moments available to engage in meaningful activities and social interactions.
- Graded assistance: Providing the right amount of support to succeed in an activity or social setting.
- Maximising choice and control: Ensuring people are involved in planning, decision making, and having more options to increase control over their life.
- Little and Often: Creating opportunities for people to try new things, dip in and out of activities and return to when they are ready.

If you would like to hear more about active support at Identitywa please reach out to Practice Lead Mentor Ashlee: [ashlee.pitcher@identitywa.com.au](mailto:ashlee.pitcher@identitywa.com.au) or call 94743303.

## Immediate capacity for physiotherapy referrals



Identitywa Senior Physiotherapist, Nikita (pictured above) is accepting referrals and has immediate availability for participants requiring physiotherapy support.

If you know a participant experiencing any of the following challenges, they could benefit from a referral to physiotherapy:

- falls, near misses or mobility changes
- difficulty with everyday activities e.g. walking, standing up, or balance
- need for a mobility aid
- wheelchair or bed bound
- pain, stiffness, loss of range of motion
- reduced strength, fitness or flexibility to complete desired tasks and activities
- breathing difficulties, recurrent chest infections, or requirement for suction or oxygen therapy
- incontinence.

Contact Manager Allied Health and Clinical Services, Natasha via email:  
[natasha.charlesworth@identitywa.com.au](mailto:natasha.charlesworth@identitywa.com.au)

## Online Safety

Safeguarding children and vulnerable people, including those with disabilities is crucial for creating a safe and inclusive environment. These groups often face higher risks of abuse, neglect, and exploitation due to their age, physical or mental conditions, and dependency on others. Ensuring their protection helps uphold their rights, promotes their wellbeing, and fosters an environment where they can thrive without fear. By prioritising their safety, we contribute to a more compassionate and just community for everyone.

Identitywa is committed to promoting online safety and ensuring our participants have safer experiences online.

To find important online safety advice refer to <https://www.esafety.gov.au/>



### myGovID is now myID

The Australian Government's digital ID app, myGovID has changed its name to myID. myID allows you to securely log into and use a range of government services online.

### What you need to know

All of your details will remain the same, including your email address and password. Your digital ID is unique to you and shouldn't be shared. If your digital ID has been compromised, call the support line immediately to report it.

For more information visit [myID](#).



REGISTERED  
NDIS  
PROVIDER



## Identitywa policy updates

- [Privacy Policy and Procedure](#)
- [Identitywa Policy Updates](#)

## 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 send your photos and stories or ideas to communications via email:

[communications@identitywa.com.au](mailto:communications@identitywa.com.au)

You're receiving this eNewsletter as a member of the Identitywa Community. [Preferences](#) | [Unsubscribe](#)

## New feedback platform giving NDIS participants a voice

The nTrustus platform enables participants to connect and communicate their concerns and resolve issues with their service provider.

nTrustus is a digital complaints management system designed to support NDIS participants and providers to manage minor complaints.

Funded through the NDIS Quality and Safeguards Commission Grants Program, this new tool revolutionises how NDIS participants can communicate with providers to make complaints or to recognise great service.

For more information visit: [nTrustus](#).



Photo caption:  
Ashleigh  
pictured left and  
Dom pictured  
right love being  
in the kitchen  
preparing their  
tasty food.

