

Family and Participant eNewsletter

Keeping you in the loop

OCTOBER 2025

Commissioning ceremony

Following the successful launch of Identitywa Disability Services Limited, the Directors and Executive Team were officially commissioned at a special ceremony held at St Brigid's Church, Northbridge on 5 September. Father Mark Rucci, blessed the leaders as they pledged their commitment and shared symbols representing the unique qualities they each bring to their roles.

After the ceremony, the Identitywa Disability Services Limited Board convened for their inaugural meeting.

Chief Executive Officer Marina Re said,
"Our agency commenced almost fifty years ago by parents who came together because they wanted a better life for their children. We honour this and commit that Identitywa Disability Services Limited will build and extend on this amazing foundation. I look forward to beginning the next stage of sharing the journey with you in this remarkable agency."



Photo caption clockwise from top: Marina Re CEO and Graeme Mander Chairperson, Britta Meyer Executive Manager Workforce and Development and Identitywa Disability Services Limited Directors participated in the commissioning ceremony

Better Living Grant update

We're excited to share that the Better Living Grant 2025 just got bigger and better! An expanded scope means more opportunities.

What's new! Participants or a group of housemates can apply for grants up to \$5000 for an item or service that would enhance their lives and is not covered by the NDIS.

Think of something meaningful, an expedition, game, herb garden, any appropriate activity or item that brings joy, connection and promotes wellbeing.

So, now's the time to get together with your housemates to discuss ideas and decide what would bring the most benefit and happiness to your home.

Click here for: [Grant Guidelines](#) and [Application forms](#)

Applications close on Sunday 19 October 2025. Please spread the word. T&Cs apply.

For details email: events@identitywa.com.au

Grant funding examples:

- Something for your house that brings joy
- A vege patch or herb garden
- Laptop or specialised equipment to promote independence
- Travel costs for a conference to support personal growth
- Workshops or seminars to expand skills and knowledge.



Photo caption: Verona represented the Callison B Team to accept their Above and Beyond Award from John Paul and Gill Watts at last year's Excellence Awards

Employee Excellence Awards Nominations close 8 Oct

Time is ticking to nominate in the 2025 Identitywa Employee Excellence Awards.

All members of the Identitywa community are invited to nominate a current employee or team who deserves recognition. This is your opportunity to highlight the incredible efforts of our staff, especially those whose contributions may otherwise go unnoticed.

[Nomination Guidelines are here.](#)

If you need help with the nomination form, please call Sue on 9474 3303.

[Click here to nominate](#)

Diary dates

Thurs 16 October | Carers High Tea

Sun 19 October | Better Living Grant closes

Thurs 13 November | 2025 Annual Review and Employee Excellence Awards

Wed 3 December | International Day of People with Disability

Sat 13 December | Christmas Mass & Brunch

Stage 2 Audit 10 – 13 November

Identitywa is preparing for our Stage 2 NDIS Certification Audit to ensure we continue to provide safe, high-quality services that meet National Disability Insurance Scheme (NDIS) standards.

This audit is conducted by independent NDIS auditors and helps confirm that our policies, practices and day-to-day support align with the NDIS Practice Standards.

It's a way for us to demonstrate our commitment to continuous improvement and the wellbeing of the people we support.

Why It Matters

This process helps us:

- ensure your rights are upheld
- maintain safe and responsive services
- continue improving how we support you and your goals

What You Can Expect

- auditors may speak with participants and families willing to share their experiences
- auditors may visit some service locations to observe how supports are delivered
- participation is voluntary and your privacy and dignity will be respected always.



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Our Theme: 'Ready Together'

This theme 'Ready Together' highlights the importance of collaboration and strong relationships between participants, families and our team in building and shaping safe quality services.

Participation and opt-out?

- If you're chosen for an interview, the Quality and Compliance Team will contact you for consent.
- To opt-out from this or future audits, please email the Quality and Compliance Team at quality.feedback@identitywa.com.au as soon as possible
- Opt-out reasons must be documented.

Questions?

Please speak with your Team Leader, Community Coordinator or the Quality and Compliance Team.

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Celebrating 15 years of dedication at Identitywa

Congratulations to Support Worker Abigail for reaching the incredible milestone of 15 years at Identitywa.

Since joining Identitywa, Abigail has consistently embodied our values demonstrating compassion, commitment and the belief that the right support can transform lives.

Abigail shared her experience with us,

“For the past 15 years, I’ve had the privilege of working as a Support Worker with Identitywa, supporting participants across several of our houses. During this time, I’ve had the joy of walking alongside some incredible people, both the participants I support and the wonderful colleagues who share this journey with me,” said Abigail.

“Working in disability support has given me the opportunity to not only help others build their skills and independence but also to learn so much myself.

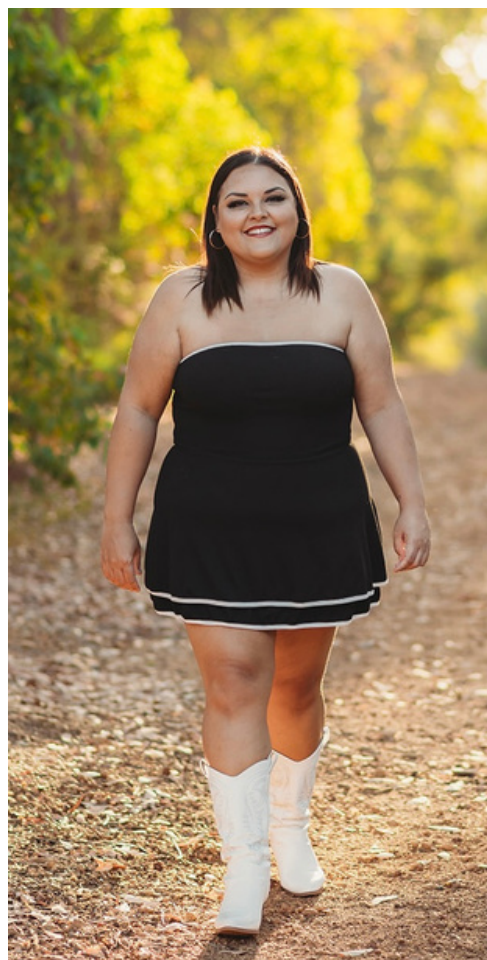
“It’s a role that has challenged me, inspired me and allowed me to witness the real and lasting changes that are possible when people are given the right supports and opportunities.

“One of the most meaningful parts of my career has been the chance to consistently support three participants over these 15 years. I’ve celebrated with them at birthdays and milestones, encouraged them as they learned new skills, and stood beside them through life’s tougher moments. Being trusted to play such an ongoing role in their lives has been an honour I don’t take for granted.

“When I look back, it’s all the little things that make it the best job in the world. It’s those “wow, did you see I made that dinner on my own!” moments, or the quiet pride of “yes, I can do my own ironing”, or seeing their faces light up at a show they really wanted to see. These everyday wins are what make this work so rewarding, and they remind me why I love what I do.

“I feel grateful for every lesson, every celebration and every connection made. Supporting people to live their best lives truly is at the heart of what we do at Identitywa and I’m proud to have been part of that for the past 15 years and into the future.”

Congratulations on 15 incredible years Abigail, here’s to many more moments of making a difference!



Prioritising health, our commitment to timely dental and medical care

Identitywa ensures all participants have access to quality medical and dental care reflecting our commitment to providing safe, high-quality services. In line with our duty of care, we work closely with participants, family members and health professionals to deliver person-centred, proactive and responsive supports to ensure medical and dental needs are identified and addressed promptly.

Identitywa does this by:

- Promoting choices for leading a healthy lifestyle, including access to information to support decisions about health and wellbeing.
- Regular monitoring of health and wellbeing – such as charting food and fluid intake, skin observations, changes in behaviour and weight loss or gain.
- Ensuring staff are trained to monitor, document and respond to changes in participants' health needs.
- Organising appointments with health professionals and supporting participants attendance as required, including documenting and advising families of outcomes.

- Monitoring health concerns through our Early Warning Signs processes ensuring prompt escalation for medical treatment, as required.
- Seeking urgent medical treatment when required, including attendance by paramedics or attendance at Urgent Care or Emergency Departments.

We are required to provide supports and services in a safe and competent manner with care and skill under the NDIS Code of Conduct, which includes responding to medical and dental concerns and emergencies.

Our Shared Living Agreement includes the responsibilities of Identitywa, participants and family members to share health and medical information to ensure we provide relevant and timely support to meet each participant's health and medical needs.

We value working in partnership with participants and families to identify and respond to concerns about health and wellbeing. We acknowledge that there are occasions where this may not be possible, such as seeking emergency treatment, however we commit to promptly advising families when this situation occurs.

This ensures we meet our legislative and duty of care requirements, as well as aligning with our mission and values and commitment to provide safe, high-quality services.

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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PCAS Pulse

Supported decision making shaped by you

We believe everyone should have the freedom to make choices and feel in control of their own lives. That's why we're working closely with the people we support and their families to ensure decision making is truly shared and empowering.

Recently our Participant Reference Group (PRG), made up of people we support, came together to explore what great supported decision-making looks like. It was a fantastic session filled with ideas, experiences and thoughtful conversations.

Together we explored:

- what participants want to be consulted and informed on
- what great supported decision making feels like.

From this session, two key priorities emerged:

- more ways to connect and communicate so participants feel heard and involved
- sharing information in different ways like newsletters, housemate meetings and video updates, that are easy to access and understand.

This is an exciting step forward to ensure our services reflect the voices, needs and wishes of the people we support and their families.

If you have any questions or feedback, please contact Jayde Fidock, Acting Practice Lead Mentor:
Jayde.Fidock@identitywa.com.au 0402 228 541



Photo caption clockwise from top:

- Linda enjoyed making delicious cupcakes with support from Christina
- Josh headed out into the sunshine for his mail delivery service
- Jess took some time out to order a warm drink and relax at a cafe
- Chandra and Sharyn loved their musical outing to watch Beauty and the Beast



Housing team reflections



Photo caption: The Housing Team - Wendy, Kevin, Karen, Martin, Delia, Kris and Louis

During 2025 the Identitywa Housing Team has been working hard behind the scenes to support people in finding and moving into their new homes. We're pleased to share some milestones and achievements that have been made possible through close collaboration with participants, families and community partners. The team has:

- helped more than 20 people move into their new home
- collaborated with third parties to build 18 new homes for participants we support
- received keys to three new homes
- set up five new homes
- walked alongside many families, participants and their support networks to explore housing options and plan for the future
- showcased our suite of supports and services at Ready Set Connect events
- partnered with builders to finish homes and make them ready for housemates.

Kevin responded to over 130 property jobs monthly.

Martin progressed five new houses for 14 participants.

Louis set up three new homes and helped run development days for support teams.

Delia met with 15 families about housing opportunities.

Karen supported 10 new participants to move into their new homes.

Kris reconnected with past participants and built relationships with new participants, their families and providers.

Wendy met with over 20 families regarding new housing opportunities, liaised with third parties and celebrated the addition of two new houses built in collaboration with the Viney family.

Advance Care Planning

Advanced care planning is an important process that helps people ensure their future health care and treatment decisions reflect their personal values, beliefs and wishes especially if they are unable to communicate their decisions with others.

Advance Care Planning key elements to consider

1. Think about what will matter when I become less well.
2. Talk to family, friends and support networks, including health professionals.
3. Write down your values and preferences, make a will, identify decision makers for financial, lifestyle and health decisions, write an Advance Health Directive.
4. Share with family, friends and support networks, including health professionals and add to My Health Record.

Why it matters

- Ensures your voice is heard even when you can't speak for yourself.
- Provides clarity and guidance for family, friends, support networks and health professionals.
- Can be done at any age - ideally when you're well and able to make and communicate decisions.

Advance Health Directive

A legal document used only when you're unable to make decisions. It must be relevant to the treatment or care needed at the time.

Resources

- Western Australia's Guide: [Your Guide to Advance Care Planning in Western Australia](#).
- The Department of Health has resources, including videos, providing information on developing an Advance Health Directive: www.healthwa.wa.gov.au/AdvanceHealthDirectives.
- National support - Advance Care Planning Australia
W: www.advancecareplanning.org.au
Ph: 1300 208 582
E: acpa@advancecareplanning.org.au.

Identitywa policy updates

- [Identitywa Policy Updates](#)