



# Family and Participant eNewsletter

**FEBRUARY 2026**

## Meet the housing team members

You may already know Kris, our Community Engagement Advisor and accessible housing specialist.

Kris continues to work with participants and families, providing support and guidance across all stages of the housing journey. She's available to:

- Talk through NDIA and housing related questions
- Discuss suitable, accessible shared living options
- Help streamline onboarding and transition processes
- Work with you to ensure supports meet individual needs and goals.

If you would like to reconnect or have questions about current shared living vacancies, Kris would be happy to hear from you.



When a move is planned, **Karen** our Home and Living Lead ensures the transition is smooth, positive and centred on what matters most to each person.

Karen works alongside each participant to:

- Guide and coordinate the move
- Align supports and arrange home visits
- Ensure each move reflects personal needs and goals
- Help create a welcoming home that supports choice and wellbeing.

**We continue to build homes across the metro area that are ready to move into now through to 2027. If you would like to talk about current or upcoming housing options, please get in touch:**

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

**P 9474 3303 or W: [www.identitywa.com.au](http://www.identitywa.com.au)**

## Meet the housing team continued

**Delia** our Housing and Tenancy Officer can help you navigate Specialist Disability Accommodation (SDA).

Delia supports participants and their families to explore SDA options, understand what's possible, answer questions and stay connected throughout the journey.

Delia will help by:

- Meeting with you and your family to discuss what SDA could look like for you
- Exploring SDA options and understanding what may best suit you
- Offering ongoing assistance after move-in e.g. holding housemate meetings, conducting maintenance and property checks so your home feels safe and comfortable.



## NDIS Certification Audit – Stage 2 update

Identitywa Disability Service Limited is delighted to share our successful completion of the NDIS Certification Audit. The new entity is now a NDIS registered provider certified to provide high risk and complex supports.

Following the SAI Global independent auditors' assessment of Identitywa's systems and processes against the NDIS Practice Standards and Quality Indicators, we've highlighted some findings below:

- Identitywa demonstrates a strong commitment to meeting individual participants' needs, preferences and goals.
- Key strengths include policies and procedures with a person-centred approach, with elements of best practice in identifying potential risks to participants and putting in place strategies to prevent and minimise risks.
- Identitywa's comprehensive suite of training for workers is a key strength and ensures participant safety and compliance with NDIS requirements.



- The homes visited were safe, clean and maintained. Waste, infection control precautions, as well as emergency procedures and equipment were in place.
- Participants were clean, groomed and in good health (relevant to their health conditions).
- No non-conformances identified.

### Feedback from participants and stakeholders

Overall, Interviews gathered positive feedback from participants, families, and stakeholders, indicating that they felt happy and well-looked after. Positive comments were received regarding Identitywa workers and how they care for the participants, as well as Identitywa's good communication and responsiveness.

Our sincere thanks to all participants, families and carers who participated in the audit interviews. Your feedback is appreciated and any suggestions for improvement will feed into our continuous improvement process.

## Welcome to your new home Hayley, Joseph and Siamak

Last week we celebrated the official opening and blessing of our newest home in Koondoola.

Housemates and their families joined workers and the teams involved in the build for a special celebration and morning tea.

Chairperson Graeme Mander officially opened the home while Father Adalbert blessed the housemates, workers and house.

Graeme expressed his gratitude to Claire, who was supported by Identitywa for almost 20 years, and her family, for Claire's generous bequest that made this house possible. "Claire's sisters shared with us Claire's love of cats and to honour her legacy, the team purchased cat themed cushions to add a little extra warmth and comfort to the home," Graeme said.



### Easter Mass

11:30am Saturday 11 Apr

Light lunch to follow

Infant Jesus Parish

47 Wellington Road Morley

Having moved in late last year, Siamak, Joseph and Hayley have settled into a comfortable rhythm in their new shared home.

A big shoutout to our shared living teams, support workers, therapy staff, builders, planners and everyone involved along the way, for making this transition smooth and positive. Built with purpose, this new home has been designed with comfort and independence in mind and features a range of fully accessible elements.

Joanne Downey, Manager Shared Living expressed her pride in the outcome.

"The house is beautiful and the families of our housemates were overwhelmed by the design and accessible features. Seeing the joy and confidence this environment brings is incredibly rewarding," said Joanne.

Welcome to your new home!



Photo captions: Joanne, Fr Adelbert and Siamak who proudly assisted with formalities. Kris, Marina and Karen with a cat themed cushion to remember Claire. James, Siamak, Anita and Joanne.

### Identitywa policy updates

- [Identitywa Policy Updates](#)

Let's tell your story

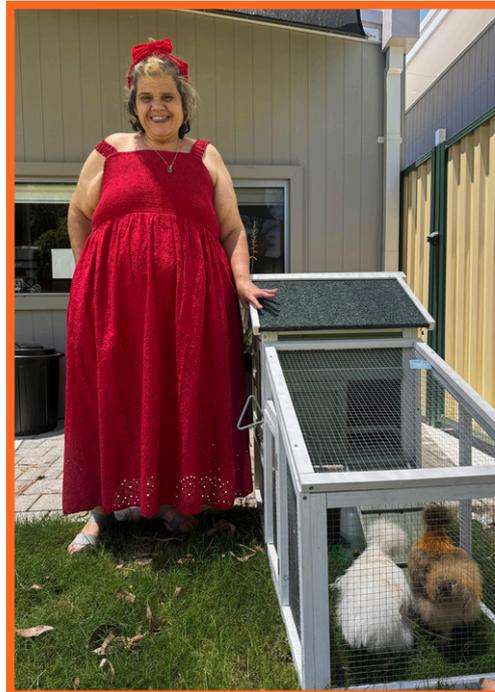
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Photo caption clockwise from top: The pure delight Jodee expressed when she welcomed her little chickens is truly heartwarming. Jodee was supported by Abby to build the chicken coop while she patiently awaited the arrival of her chickens, which she has named Clucky and Frozen. This is a perfect example of how active support helps build skills and confidence, creating positive real-life outcomes.



With support from Dechen Regan took an active role in cleaning his room, a great example of how active support encourages engagement, confidence and skill building.

Cameron loves to lend a hand and with active support from Rowena, helped to wash the van, turning an everyday task into a meaningful opportunity for participation.

Dale was supported by Ryan to have a topsy turvy time at the House Down Under in Cockburn and embraced the experience with confidence. Dale highly recommends a visit: [House Down Under Perth](http://www.housedownunder.com.au)  
www.housedownunder.com.au

