

Staff News

My name is Catherine and I am the new Tenant Support Worker in the Housing Services Team. I am very excited to join such a vibrant and dedicated bunch of people.

My previous job was as a Mental Health Recovery Support Worker has given me great insight into the mental health needs of our consumers

My role as a Tenant Support Worker is a busy one and I am enjoying learning all about our Tenants and housing with UnitingCare West.

I have met a few of you around at some of our Housing events like the Carers BBQ, Aqua and on some inspections. I look forward to many more fun gatherings in the near future.

In my spare time I enjoy swimming or going to the movies with my three children. I love animals and I have a dog named Toby, three rabbits and two cats. I also like to read and go the gym when I can.



My name is Davina Kickett I am the new Tenancy Support Worker in the Housing Services Team. I am grateful to be given the opportunity to work with UnitingCare West.

I previously managed a Tenancy Program and have over 20 years' experience in housing. I am looking forward to meeting all of you.

In my spare time I love spending time with my fur babies Chester and Tina and love quad bike riding and driving my buggy in the bush. I am a strong Noongar Woman and love returning to country when I am able to.

Congratulations to the following team members on their promotions in Housing Services.



Louise Naylor- Team Leader to Practice Lead



Hannah Fellows- Tenant Support Worker to Team Leader

Housing Service's Purpose Statement

At our recent service-planning day, the Housing Services team collaboratively developed the Housing Services Purpose statement.

To inspire and support individuals and families to have hope, independence and connection through the provision of safe and stable housing.

Housing Newsletter



Welcome

Hello and welcome to the summer edition of the Housing Newsletter.

Eva's Story

Eva is a tenant with the Independent Living Program for over 20 years. Over the years, Eva has collected items in her home, which people would relate to as hoarding. Eva participated last year in a Buried in Treasures (BIT) workshop, which ran for 18 weeks facilitated through UnitingCare West. With the knowledge gained at the workshop, Eva worked through some of the barriers and challenges she faced with her hoarding behaviours, which has resulted in stunning improvements to the condition of her property. Eva continues to use the skills from the workshop to help her process and manage her hoarding behaviours on a daily basis.



Eva said her parents and her were collectors. She said the problem became significant when her daughter Kylie passed away. She found taking her first steps to BIT was difficult because she believes that other people's discarded items could be useful for someone else.

The turning point for Eva came when she was tripping over and unable to find things. She was ashamed of people seeing her home and felt people avoided visiting her in her home.



Attending BIT was really helpful because she got to meet like-minded people and not feel judged. When Eva was asked how she felt about her progress with hoarding, Eva was speechless but also recognised that she is still on her way to recovery and it was a liberating feeling.

Housing Services has a few copies of the book *Buried in Treasures* that tenants can borrow (ask your Tenant Support Worker). Alternatively, you

can purchase a copy through Dymocks or any online bookstores.

We believe communities thrive when everyone has a sense of belonging, hope and purpose. Our Vision is justice, hope and opportunity for all, and our Mission here at UnitingCare West is to work with people and communities so everyone can belong and thrive.



Trip to the Aquarium

This year as part of our service improvement plan, we ran a day trip for all Independent Living Program tenants.

The aim for this event was to build on creating a sense of belonging and purpose, thus reducing isolation. A majority vote at a recent coffee club meeting, tenants voted for a trip to the aquarium, followed by a picnic lunch.

Everyone who turned up was excited and enjoyed the day. A tenant emailed us afterwards - "I had a great day and the lunch was delicious. It was good to see the fish and sharks up close."

Carer's Forum and BBQ

In August this year, we organised a Carer's forum at the Loftus Community Centre in Leederville, facilitated by CarersWA. Although the turnout was small, the event was a success for carers, care recipients and staff members. Following the event, a father of a tenant has now become a member of CarersWA and is now linked in to their services. A myriad of services such as free counselling services and subsidised holiday accommodation are available through CarersWA. For more information check out the website www.carerswa.asn.au or call 1300 227 377.

We also held a BBQ at Trigg beach to recognise and celebrate carers within the Independent Living Program and our community as a whole in line with Carers week (7th -13th October)



Mental Health Week Mirrabooka Square

The Mirrabooka Mental Health Week Cooperative, in collaboration with many service providers in the community, organised a free event to celebrate Mental Health Week 2019. The event had many entertainers, interactive activities, games and information on support service.

The purpose of the event was to encourage social inclusion, increase community participation and individual connectedness for those experiencing mental health challenges and those who are socially isolated, particularly from indigenous and culturally and linguistically diverse backgrounds.

It was a great success and as well attended by the community.



Reducing the Carbon Footprint

UnitingCare West will be trialing the use of SMS (Text message) to inform you about up and coming events in the future as we're trying to reduce our carbon footprint by sending less flyers. This will be done through a company called SMSexpress.

If you would prefer not to be communicated in this way please inform your Tenant Support Worker.



Ebooks and Audiotapes



Thank you to one of our tenants who emailed information about a valuable resource found at local libraries.

If you are interested in reading eBooks or listening to audio books, all you need to do is register at your local library, download the appropriate app, log in your library details and you're good to go!

Ambulance Cover

Did you know that WA residents under 65 receiving a Disability, Single Parents or Carers pension or other Centrelink pension might be entitled to a 50% discount on their ambulance account?

WA Pensioners aged 65 and over are entitled to free ambulance transport, where it is deemed medically necessary (the exception being a transfer between hospitals where one or both is a private hospital).

Health Care Card holders are not entitled to any discount or concession. For more information, contact St John Ambulance WA on (08) 9334 1222 or email info@stjohnambulance.com.au



National Disability Insurance Scheme



With the NDIS roll-out, tenants have been working with support providers to access individualised supports through the scheme. Mission Australia is working as Partners with NDIS to provide Local Area Coordination. Local Area Coordinators (LAC) work with people with disability and their families to link them to NDIS, provide information and support in the community and work with their local community to cultivate a more welcoming and inclusive environment for people with a disability.

We hope to run workshops on NDIS for tenants and invite Mission Australia to talk about the services they provide in the new year.

For more information, you could visit the NDIS website (www.ndis.gov.au) or ring 1800 800 11. You could also drop in at Mission Australia State Office - 275 Abernathy Road, Cloverdale or ring 9225 0400.