



Welcome to the Rise Community Housing biannual newsletter. In this edition we will be informing you of any exciting changes that are coming and some information where you can help us improve our service to you.

## Housing Update

### Your Rise Community Housing Team

Rise Community Housing always has changes occurring as we as a department evolve and grow. Since our last Newsletter we have secured a permanent staff member in the Housing officer role, Judy Chester! Judy comes to Rise with an experienced background in Community Housing, she thoroughly enjoys the work she does and we are very happy to have her apart of our Housing team.

Growth within the Housing team has resulted in us having three Housing Officers within the Housing team, overseeing all programs.

As some of you may be aware Tania Chalcraft will be leaving Rise for a short period, to enjoy some family time, on Maternity leave! Tania will be back towards the end of the year; in the meantime, we will have Talia Rose- Ho covering her position. Talia Rose- Ho comes from Housing in Scotland, overseeing various aspects of Housing and we look forward to having her with our team in Tanias absence.



#### Property Team

Tony Green (Housing Manager), Ashleigh Baker (Housing Coordinator), Charlotte Siniska (Housing Administration) Rossella Lepore (Housing Officer) Judy Chester ( Housing Officer)  
Talia Rose- Ho ( Housing Officer Maternity Cover)

# In Focus

## REPORTING MAINTENANCE



### REPORTING REPAIRS JUST GOT EASIER!

We're pleased to introduce a new, faster way for tenants to report maintenance issues. Rise have wanted to think outside of the box when it comes to logging maintenance, we understand that sometimes the process can be overwhelming.

We have recognised that managing maintenance requests can also at times be hard to explain, ensuring you provide the details of exactly what's occurring. Our goal is to introduce this new service to streamline the process and provide all tenants with a seamless maintenance logging experience.

You simply **scan the QR code displayed** to log a repair request instantly from your phone. There's no need to call, text or email. The form will guide you through providing the details we need, including photos if required, you do not need to have an email address to complete this QR task. If you are unable to use the QR code please see link below.

<https://rise.snapforms.com.au/form/tenant-maintenance>

Implementing this system will support us in ensuring we can respond to the issues faster, track the repairs more efficiently, reduce delays caused by incomplete information and keep communication clear and organised especially with the photos feature!



#### How it works:

1. Open your phone camera
2. Scan the QR code
3. Complete the short form
4. Submit your request

Note: Please utilise this option for Routine maintenance only. All emergency maintenance please call 6274 3700 # 2 or after-hours maintenance please call 6274 3784.

# Tenant Notice Board

## Tenant Engagement Group



Rise Community Housing recognises the importance of delivering a quality tenancy service that meets your needs, and we understand that needs can and do change. We understand that the best way to tailor our services is engage with the people that are most important to us; you, our tenants.

At these meetings you will have the opportunity to:

- ❖ Develop new skills in being part of a group that can make change
- ❖ Discuss issues and put forward ideas that will help Rise improve the service we provide to you, our tenants
- ❖ Develop an understanding of Rise Community Housing's Rules and Procedures and why we do what we do

If you are interested in participating or would like to just join us for the meeting to see what this is all about, please call our office on 6274 3700 to discuss – Extension #2

**Next Meeting will be held In April 2026**



## HOUSING SURVEY 2026

Rise Community Housing has reviewed how we could issue surveys to our tenants. This year the tenant survey is included in this newsletter, we would love for as many of our tenants to fill these in, provide as much feedback as possible so we can keep improving, please return in the envelope provided.

To make the process as easy and accessible as possible, surveys can now be completed using the below link.

<https://rise.snapforms.com.au/form/tenant-survey>

Please remember, there is a place for your name, however these can remain anonymous.

**Please complete by Wednesday 1<sup>st</sup> April 2026**

## Income Eligibility Research Project

### We need your help!



**For people living in public or community housing, income eligibility limits set the maximum amount of money you can earn before you are no longer eligible & may be asked to leave social housing.**

**Shelter WA is gathering information on how income eligibility limits for public housing, community housing & the waiting list affect people's lives.** The information from this survey will help us make the case for reviewing eligibility limits in WA.

If you are **living in public or community housing, on the waitlist or used to live in public or community housing & believe that income eligibility limits have had an impact on your life**, we want to hear from you. **The survey will take about 10-15 minutes to complete.** Access the survey via the QR code.



# Tenant Notice Board

## Help Us Make a Difference: Horizon Blue Donation Drive

We are still welcoming donations for the Horizon Blue Donation Drive, supporting individuals in our community who are struggling or doing it tough.

Following our successful collaboration with St John of God Hospital in Midland, we're continuing our commitment to help vulnerable and at-risk members of our community. Thank you to everyone who has contributed so far—your support is truly making a difference.



### Items Needed:

- Shampoo
- Feminine hygiene products
- Soap
- Toothbrushes
- Toothpaste
- Deodorant
- Travel-size toiletries
- Hair products



### Drop-off Location: HP Reception

Donations will go into the Horizon Blue community bags, which the team will be distributing to those in need.



To enhance efficiency and support sustainability initiatives, our office is preparing to review options to become as paperless as possible, we are looking at trialling a new system called Snap Forms, we are open to suggestions of any kind that would help ensure easy and seamless access for all of our tenants.

This potential change will allow for faster processing, improved organisation, and easier access to important documents for all.

Please contact us with your feedback regarding this we would love to hear from you!



## Share With Us

**This is your newsletter.** Do you have any ideas about what you'd like to see in future issues? Any personal stories you would like to share?

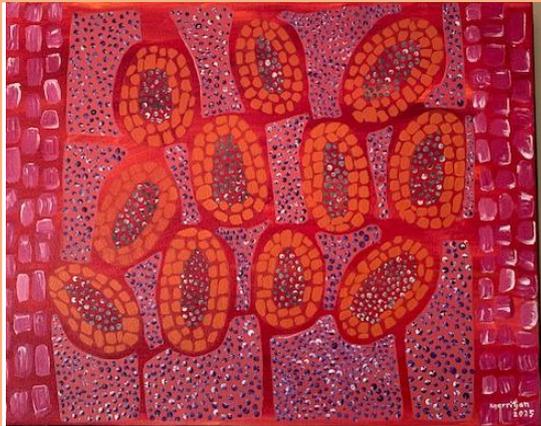
We welcome your letters, photos and stories. Anything you wish to share.

Please get in touch at [communityhousing@risenetwork.com.au](mailto:communityhousing@risenetwork.com.au)

The Below is some shared photos of one of our Tenant's beautiful Art work, Robyn is an incredible Artist, detailed with skill and emotion, very talented!

Second lot of photos shared is our Tenant Tim, sharing his beautiful garden and statues he has added to create a beautiful space at his home.

Thank you both very much for sharing



# Think Mental Health

## Mental Health Resources – Tenancy Support Worker

### Self-practice Mindfulness

The "Passengers on the Bus" is a metaphor where you are the driver of your life's bus, and your thoughts/emotions are unruly passengers. Instead of fighting these "passengers" (anxiety, fear, self-doubt) or letting them take the wheel, you acknowledge their presence and keep driving toward your chosen values.

#### Key Elements of the Metaphor:

- **The Driver (You):** The conscious self in control of the direction and actions.
- **The Passengers (Emotions/Thoughts):** Internal experiences (anxiety, fear, joy) that can be loud, demanding, or threatening.
- **The Goal:** Accepting that the passengers are present without allowing them to dictate the route.
- **The Strategy:** Do not kick the passengers off or fight them; instead, drive the bus toward your values, even with them screaming in the back

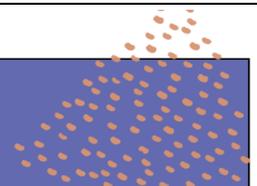
This analogy helps to reduce the power of negative emotions by teaching that one can experience fear or anxiety while still acting in accordance with their personal goals

**Medicare Mental Health Check now available** – 1800 Medicare is a 24/7 phone service operated by registered nurses to connect callers with appropriate health services based on their needs.

**My opinions** – if wanting to get some extra money towards weekly groceries sign up to my opinions (via the website) to complete surveys and provide your honest opinion and in return receive gift cards for your local grocery.

Reminder to please reach out if you are needing support, I can support you with things such as budgeting, mental health resources and referrals and advocacy. On the next slide I have provided different 24/7 Mental health lines that you can also reach out too if you are at immediate risk of harm. **Sarah Sutherland – Tenancy Support Worker (0409 680 602)**

**\*For Independent Living Program tenants only.**



## Support Services



### Food

**Ellenbrook Meals**  
Carpark near Coolamon Pavilion, Bonney Lane, Ellenbrook  
🕒 6-7.30pm daily

**Ellenbrook Community Pantry**  
Ellenbrook Arts, 34 Main Street, Ellenbrook  
🕒 10am-2pm Thursday

**Brockman Community House**  
181 Altona Road, Beechboro

🍷 Food assistance – 11.30am Monday and Thursday  
🌱 Vegetarian meals – 4.30pm Wednesday

**Salvation Army**

371-373 Morrison Road, Swan View  
🕒 Food assistance – 10am Tuesday  
🕒 Friends Café – 9am Thursday

**Foodbank**

313/80 Maffina Parade, Ellenbrook  
🕒 10.45-11.30am Tuesday

**Gracelife Church**

66 Woodlake Boulevard, Ellenbrook  
🕒 11.30am-12.15pm Tuesday

### Laundry

**Ellenbrook Youth Centre**

(for people under 25)  
7 Plaza Turn, Ellenbrook  
🕒 9am-6pm weekdays

**Orange Sky - Midland Meals**

52 Morrison Road Midland  
🕒 6-8pm Saturday and Sunday

📍 See other side for more Midland services

### Showers

**Swan Active Beechboro**

332 Benara Road, Beechboro  
🕒 9.30am-2pm Monday-Friday

**Swan Active Midvale**

27 Gray Drive, Midvale  
🕒 9.30am-2pm Monday-Friday

**Ellenbrook Youth Centre**

(for people under 25)  
7 Plaza Turn, Ellenbrook  
🕒 9am-6pm weekdays

### Medical

**Midland Urgent Care Clinic**

(for people under 25)  
40 Great Northern Highway, Midland  
🕒 9.274 2771

🕒 8am-7pm Monday-Friday  
🕒 8am-6pm Saturday, Sunday and Public Holidays

**Street Doctor at Karnary Resource Centre**

25 Spring Park Road, Midland  
🕒 9.9376 9200

🕒 9am-12noon Tuesday

**St John of God Hospital**

1 Clayton Street, Midland  
🕒 9.462 4000

**Derbarl Yerrigan Health Service**

(Aboriginal health clinic)  
Railway Workshop 1,  
6 Centennial Place Midland  
🕒 1300 420 272

🕒 9am-5pm weekdays

**HeadSpace**

(for people aged 12-25)  
64 Morrison Road, Midland  
🕒 9.9274 8860

**Wungening**

(alcohol and other drugs support)  
18 Helena Street, Midland  
🕒 6.630 7070

**Holyoake**

(alcohol and other drugs support)  
4 Stafford Street, Midland  
🕒 9.9274 7055

**HeadSpace**

(for people aged 12-25)  
64 Morrison Road, Midland  
🕒 9.9274 8860

**Wungening**

(alcohol and other drugs support)  
18 Helena Street, Midland  
🕒 6.630 7070

**Holyoake**

(alcohol and other drugs support)  
4 Stafford Street, Midland  
🕒 9.9274 7055

**HeadSpace**

(for people aged 12-25)  
64 Morrison Road, Midland  
🕒 9.9274 8860

**Wungening**

(alcohol and other drugs support)  
18 Helena Street, Midland  
🕒 6.630 7070

**Holyoake**

(alcohol and other drugs support)  
4 Stafford Street, Midland  
🕒 9.9274 7055

### Family and domestic violence

**Midland Women's Health Care Place**

24 Junction Parade, Midland  
🕒 9.9274 2221

**Koalukuna (refuge)**

🕒 9.9274 7545

**Centrecare Midland**

45 Yelverton Drive, Midland  
🕒 9.9436 0600

**Sexual Assault Resource Centre**

🕒 1800 199 888 or 6458 1828

**Relationships Australia**

27 The Crescent, Midland  
🕒 9.6164 0480

**1800 Respect**

🕒 1800 737 732

**Family Violence Service at Midland Magistrates Court**

24 Spring Park Road, Midland  
🕒 1800 600 476

🕒 9am-6pm Mondays and Thursdays

### Housing

**Entry Point**

🕒 6496 0001 or 1800 124 684

**Crisis Care**

🕒 1800 199 008

**Indigo Junction**

25 Spring Park Road, Midland  
🕒 9.9274 7929

**Rise Network**

41A Great Northern Highway,  
Middle Swan  
🕒 6.6274 3700

**Allawah Grove Hostel (medical hostel)**

133 Great Eastern Highway,  
Guilford  
🕒 6.6109 2030

**St John of God Health Care - Horizon House**

(for pregnant women aged 16-22)  
18 Helena Street, Midland  
🕒 9.9276 6948

### Free Wi-Fi and charging stations

**City of Swan public libraries**

**Ballajura**  
Kingfisher Avenue and Illawarra  
Crescent South, Ballajura

**Beechboro**  
332 Benara Road, Beechboro

**Bullsbrook**  
Ethel Warren Community Centre,  
Maroubra Avenue, Bullsbrook

**Ellenbrook**  
90 Main Street, Ellenbrook

**Gidgegannup**  
4/2125 Toodyay Road, Gidgegannup

**Guilford**  
97 James Street, Guilford

**Midland**  
45 Helena St, Midland

**Legal and finance**

**Midlas**

Midland: 12 Old Great Northern Highway  
Ellenbrook: Suite 3/1/38 Main Street  
🕒 9.9250 2123

**Street Law Centre**

Karnary Engagement Hub,  
25 Spring Park Road, Midland  
🕒 1800 752 992

🕒 9am-12noon Tuesday

**Centrelink**

15 Keane Street, Midland  
🕒 13 24 68

**Blue Sky Group**

34 Diana Crescent, Lockridge  
🕒 9.9376 9999

**Children and family support**

**Midvale Hub**

33 Wellaton Street, Midvale  
🕒 9.9274 5101

**CLAN Midland**

36A Mathoura Street, Midland  
🕒 9.9250 6335

**Brockman House**

181 Altona Road, Beechboro  
🕒 9.9279 1588

**Centrecare**

45 Yelverton Drive, Midland  
🕒 9.9436 0600

**Ngala**

Level 1, Suite 3, 38 Main Street, Ellenbrook  
🕒 9.9368 9309

### Youth services

**Indigo Junction Youth Services**

53 Great Northern Highway, Midland  
🕒 9.9274 1611

**Swan City Youth Service**

12 Padbury Terrace, Midland  
🕒 9.9274 3488

**Altona Youth Centre (Youth Futures)**

332 Benara Road, Beechboro  
🕒 9.9377 4022

**The Bullsseye Youth Centre (Bullsbrook)**

3 Maroubra Avenue, Bullsbrook  
🕒 9.9377 4022

**Ellenbrook Youth Centre**

7 Plaza Turn, Ellenbrook  
🕒 9.9207 8582

**Parkerville**

1 Watertank Way, Midland  
🕒 9.9235 7000

**Kids First Australia**

1 Kingfisher Way, Ballajura  
🕒 9.9249 8601

**Stratton Edge Youth Centre Youth Centre**

17 Jacks Place, Stratton  
🕒 9.9250 8547

### Emergency contacts

**Emergency police/fire/ambulance**

🕒 000

**Non-emergency police**

🕒 131 444

**Mental Health Emergency Response Line**

🕒 1300 555 788

**Lifeline: Crisis support, suicide prevention**

🕒 13 11 14

**Suicide Call Back Service**

24/7 telephone counselling  
🕒 1300 659 467

**Crisis Care**

🕒 1800 199 008

## Midland services

### Monday

📍 Information and referral

**Karnary Engagement Hub – 8.30am-4.30pm**

Indigo Junction, 25 Spring Park Road, Midland  
🕒 9.9274 7929

🍷 Free community meals

**Midland Meals – 6-8pm**

52 Morrison Road, Midland

🧺 Laundry

**Karnary Engagement Hub – 9am-4pm**

Indigo Junction, 25 Spring Park Road, Midland

🚿 Toilets and showers

**Karnary Engagement Hub – 9am-4pm**

Indigo Junction, 25 Spring Park Road, Midland

**Dreambuilders – 10am-3pm**

334 Great Eastern Highway, Midland

### Tuesday

📍 Information and referral

**Karnary Engagement Hub – 8.30am-4.30pm**

Indigo Junction, 25 Spring Park Road, Midland  
🕒 9.9274 7929

🍷 Free Community Meals

**Midland Meals – 6-8pm**

52 Morrison Road, Midland

**Dreambuilders – 6-7pm**

334 Great Eastern Highway, Midland

🍷 Free/low cost food

**Dreambuilders – 9.30am-4pm**

334 Great Eastern Highway, Midland

**Karnary Engagement Hub Foodbank – Afternoon**

Indigo Junction, 25 Spring Park Road, Midland

🚶 Street Doctor

**Karnary Engagement Hub – 9.00am-1.30pm**

Indigo Junction, 25 Spring Park Road, Midland

🧺 Laundry

**Karnary Engagement Hub – 9am-4pm**

Indigo Junction, 25 Spring Park Road, Midland

🚿 Toilets, showers and laundry

**Karnary Engagement Hub – 9am-4pm**

Indigo Junction, 25 Spring Park Road, Midland

**Dreambuilders – 10am-3pm**

334 Great Eastern Highway, Midland

### Wednesday

📍 Information and referral

**Karnary Engagement Hub – 8.30am-4.30pm**

Indigo Junction, 25 Spring Park Road, Midland  
🕒 9.9274 7929

🍷 Free community meals

**Midland Meals – 6-8pm**

52 Morrison Road, Midland

🧺 Low cost food

**Dreambuilders – 9.30am-4pm**

334 Great Eastern Highway, Midland

🧺 Laundry

**Karnary Engagement Hub – 9am-4pm**

Indigo Junction, 25 Spring Park Road, Midland

🚿 Toilets and showers

**Karnary Engagement Hub – 9am-4pm**

Indigo Junction, 25 Spring Park Road, Midland

**Dreambuilders – 10am-3pm**

334 Great Eastern Highway, Midland

🧺 Free community meals

**Midland Meals – 6-8pm**

52 Morrison Road, Midland

**Dreambuilders – 8-9.30am and 6-7pm**

334 Great Eastern Highway, Midland

🧺 Low cost food

**Dreambuilders – 9.30am-4pm**

334 Great Eastern Highway, Midland

🧺 Laundry

**Karnary Engagement Hub – 9am-4pm**

Indigo Junction, 25 Spring Park Road, Midland

**Dreambuilders – 10am-3pm**

Indigo Junction, 25 Spring Park Road, Midland

**Dreambuilders – 10am-3pm**

334 Great Eastern Highway, Midland

### Friday

📍 Information and referral

**Karnary Engagement Hub – 8.30am-4.30pm**

Indigo Junction, 25 Spring Park Road, Midland  
🕒 9.9274 7929

🍷 Free community meals

**Midland Meals – 6-8pm**

52 Morrison Road, Midland

**Dreambuilders – 6-7pm**

334 Great Eastern Highway, Midland

**Ascension Church – 10am-12pm**

8 Spring Park Road, Midland

🧺 Low cost food

**Dreambuilders – 9.30am-4pm**

334 Great Eastern Highway, Midland

🧺 Laundry

**Karnary Engagement Hub – 9am-4pm**

Indigo Junction, 25 Spring Park Road, Midland

🚿 Toilets and showers

**Karnary Engagement Hub – 9am-4pm**

Indigo Junction, 25 Spring Park Road, Midland

# Just for Fun

Join in the fun and **to be in the draw to win 2x \$50 vouchers!!** Just send us a copy once completed (by post or send a photo of it) before **1<sup>st</sup> April 2026**

## Autumn word find



R	M	U	A	E	V	F	J	U	W	P	X	H	N	C	X	L	G
D	X	N	C	H	R	P	A	Q	Y	J	N	V	O	C	D	U	V
V	Z	W	O	P	F	I	X	R	J	X	Q	R	Y	W	S	F	P
A	P	I	R	E	F	H	F	C	S	D	R	I	B	Y	E	R	U
B	V	N	N	O	X	S	L	N	C	P	Y	T	S	O	A	U	D
Q	J	D	R	T	H	L	T	C	O	I	I	O	I	U	E	O	D
C	F	E	N	I	A	R	T	O	D	B	C	N	T	V	S	L	L
N	S	G	Y	J	X	F	E	J	O	X	R	U	E	E	W	O	E
T	O	R	A	N	G	E	K	G	D	B	M	D	V	C	P	C	S
I	U	T	A	L	G	L	C	L	N	N	M	A	E	U	O	H	K
G	U	K	I	N	N	W	A	O	G	I	E	U	M	W	F	N	U
B	U	N	X	I	O	J	J	O	T	L	L	P	G	W	Z	Y	E
T	A	O	C	N	I	A	R	T	X	R	K	T	E	H	R	C	Z
B	U	W	F	H	J	M	N	S	A	I	E	D	S	M	N	J	E
U	X	R	I	X	F	I	M	D	N	M	P	E	W	U	D	D	U
C	P	T	R	B	B	L	Q	A	W	Y	Z	J	S	P	R	O	C
Q	B	A	E	G	P	I	K	O	R	Y	V	N	C	R	I	S	P
P	I	O	L	H	G	Z	Y	T	S	U	N	F	L	O	W	E	R



ACORN  
AUTUMN  
BIRDS  
BONFIRE  
COLOURFUL  
COSY  
CRISP  
DEW

FIRE  
FOREST  
GUMBOOTS  
JACKET  
LEAVES  
ORANGE  
PINECONE  
PUDDLES

PUMPKIN  
RAIN  
RAINCOAT  
RUSTLING  
SUNFLOWER  
TOADSTOOL  
TREES  
WIND

