

Southern Cross Housing Newsletter Winter 2025

In this issue: Message from your Housing team Staying warm in the winter Community activities and support services Puzzles and recipes

Message From Your Housing Team

New branding - Your Extraordinary!

You may have noticed that letters and communication from us are looking a little different. Southern Cross Housing now has a refreshed logo that reflects the 'S' and 'C' from Southern Cross Care. The cross represents connection, with a respectful nod to our Catholic heritage.

At the centre of our logo is a house, symbolising protection, care and community.



Getting in touch

We have listened to your feedback about our phone system. You will soon notice improvements to the call menu, making it easier to reach the right person the first time.

You can contact us by email at housing@scrosswa.org.au or call 1300 669 189 (select option 4) to speak to someone who can assist you or ensure your message reaches the right team member.

You should have recently received a letter with your Housing Officer's name, phone number and email address. A friendly reminder that our team members are often out in the community, so please leave a message and we will respond as soon as possible.

Tenant survey

Thank you to everyone who recently completed the tenant survey. The response period has now closed. We appreciate the

time you took to provide feedback, as it helps us understand what we are doing well and where we can improve.

Tenant contact information and updating N.O.K

We recently sent out a letter and forms inviting you to update your contact and Next of Kin details. Life changes over time, and it is important we have the most up to date information. Thank you to those who have already responded. If you have not yet returned your form, we would appreciate receiving it soon.

Smoking

A gentle reminder that smoking is not permitted inside any Southern Cross Housing property. Aside from the health impacts, smoking indoors can cause significant damage to your unit and is costly to repair.

Safety

If you have a dog, please ensure they are safely restrained or temporarily cared for by a trusted friend, neighbour or family member when staff or contractors attend your home for inspections or maintenance. This is for the safety of everyone, including your furry friend, regardless of their temperament.



Tenant Advisory Committee

We had a fantastic turnout at our most recent TAC meeting, with tenants joining from a wide range of suburbs and locations.

Topics we discussed included:

- Ideas for helpful content in future newsletters
- General safety concerns

- The Southern Cross Housing Strategy
- Feedback on policies and services

We are grateful for your insights and contributions. Your voice helps shape the way we support our community.



Food For Thought

Wanting

lan Simms, Head of Pastoral Care and Volunteer Services SCCWA

I was watching an unspectacular TV series the other day, as we sometimes do when we have a moment to squander. In the episode, there was a scene in a school classroom where the English teacher was encouraging the class to write one word that captured what they wanted most in life. One wrote 'money', another said 'love', and a third even identified 'revenge' as the thing they wanted most. Okay... not the classmate we dream of having, I guess.

But the question was a rather creative one, and not that easy to answer. Of course, we can trot out a range of things, but what do I want most in life? It presses us to consider what will outlive the passing of fads and short-term whims. What has the most long-term benefit?

Instinctively, a transaction gets underway.
Perhaps if I want love, but I don't have the health to enjoy it, I will feel I have made a poor selection. But if I have health and then have no significant relationship to enjoy, I haven't gained anything satisfying.

It's not the first time this question has been asked. Many years ago, a king faced a similar choice. God offered him anything he would like. Instead of choosing wealth or a long life, he selected a discerning heart to govern the people well and to distinguish between right and wrong. In essence, he chose wisdom.

I like his response, and I think I might borrow it, because if I have wisdom at any stage of my life, facing whatever challenges may come my way, I will know what is good, right, and best to do. All the smaller choices will fall into line if the big

choice has been guided by wisdom. And I suspect that satisfaction comes when we have the bigger stuff figured out.

So, I think I will say that 'wisdom' is what I want most.

What do you want most in life?



Winter Reminders For a Safe and Healthy Home

Preventing mould

Your everyday activities can affect whether mould becomes a problem in your home.

These simple steps can help reduce moisture and prevent mould:

- Open windows where possible, especially when washing or drying clothes
- Use your kitchen extractor fan while cooking
- Wipe condensation from walls and windows to keep surfaces dry
- Use your bathroom exhaust fan during every shower and keep the door closed so it works more effectively
- After showering, open the door and leave the fan running until condensation clears
- Clean your exhaust fans regularly (if you have trouble reaching them, ask a family member or neighbour to help)
- If possible, hang washing outside rather than indoors.

Turn off your sprinklers

The winter sprinkler switch-off is in effect from 1 June to 31 August.

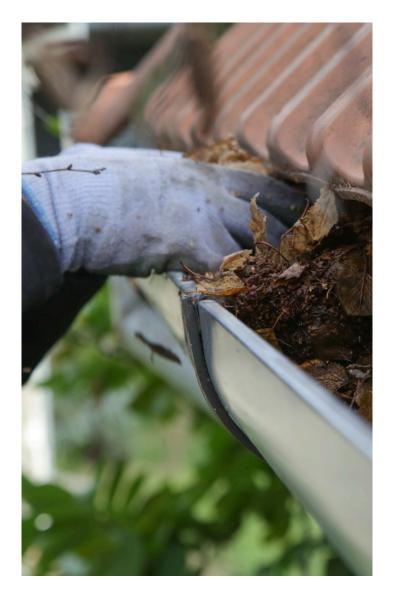
If you have garden sprinklers, please ensure they remain turned off during this period to help save water and avoid fines from the Water Corporation. If you live in an apartment complex, common area sprinklers are often turned off automatically.

Check your gutters

Blocked gutters can lead to water leaking into your home. As winter sets in, now is a good time to check for any build-up of leaves or debris.

For your safety, please inspect your gutters from the ground rather than using a ladder. If you think your gutters need cleaning or are unsure, please call our office on 1300 669 189 (select option 4) and we will assist.

Let us know if you need support – we're here to help keep your home comfortable and safe this winter.



Winter activities

Stay connected, active, and cosy this winter with these free or affordable events and activities happening around Perth!



Creative and social activities

Learn and grow

Art Group at Woodvale Library

Paint, sketch, or bring any project along—no bookings required. Mondays, 9:30 am - 11:30 am Woodvale Library

One-on-One Technology Help

Personalised assistance with phones, tablets, and laptops.

Various days at Mandurah Libraries Falcon, Lakelands & Mandurah

Knit & Natter at North Beach Seniors Club

Bring your knitting or crochet for a social catchup.

2nd & 4th Tuesdays, 12:30 pm - 4:00 pm Stirling Community Centre - North Beach

Nature and outings

Perth Airport Viewing Platform

Watch planes come and go in comfort. Open daily, 7:30 am - 5:30 pm. Dunreath Drive, Perth Airport

Movement and games

Whiteman Park

Enjoy walks, picnics, and fresh air. Free entry. Lord Street, Whiteman

Line Dancing & Bingo at Osborne Seniors Club

Stay moving with fun dance routines followed by bingo.

Mondays: 9:45 am (Line Dancing); 12:20 pm (Bingo)

Osborne Community Hub



Affordable winter lunch specials

Chair Yoga & Bingo at Inglewood

Gentle stretches to keep you limber and lively bingo games.

Wednesdays: 10:00 am (Yoga); 12:30 pm (Bingo) Bob Daniel Centre, Inglewood

Albion Hotel, Cottesloe

\$15 lunches. Carers dine free!

Charles Hotel. North Perth

\$14 seniors' meals.

Ivy & Jack, Perth CBD

\$15 lunches for seniors.

Visit **Seniorcity.com.au** for more events!



Wills

Why It's a good idea to have a Will - even if you don't think you need one

Having a Will is one of the simplest and most caring things you can do for your loved ones. Even if you feel you do not own much, it can bring peace of mind and help avoid unnecessary stress later on.

Why should I make a Will?

A Will allows you to:

- Decide who receives your belongings, no matter how big or small
- Reduce stress, confusion or legal complications for your loved ones
- Appoint someone you trust to manage your affairs (called an executor)
- Share special wishes such as passing on sentimental items or naming someone to care for your pets
- Show thought and care for the people or causes that matter to you.

But I don't own much - do I still need one?

Yes. Even without property or large savings, a Will can:

- Distribute personal items like furniture, keepsakes or cash
- Help avoid disputes or confusion among family and friends
- Ensure your wishes are clear and respected.

Wills are easier and more affordable than you think

There are low-cost and even free options available to help you prepare a Will, particularly for seniors and pensioners.

We can help connect you with:

- The Public Trustee (free for eligible seniors)
- Community Legal Centres
- Simple Will kits and trusted online services.

A Will Is a gift to your loved ones

It gives clarity, reduces stress and ensures your wishes are honoured. It is one of the most thoughtful legacies you can leave behind.

Some resources for affordable options



Public Trustee WA

Free or Low-Cost Wills

Website

www.wa.gov.au/organisation/public-trustee

Cost

Free for eligible seniors (over 60) who are WA Seniors Card holders or pensioners. Low fee for others (starts from around \$187 as of 2024).



Wills

How it works

Book an appointment – they will draft the Will for you.

Note: The Public Trustee often requires being appointed as executor, which may involve future estate fees.



Law Society of Western Australia Find a Low-Cost Lawyer.

Website

www.lawsocietywa.asn.au

Use the **Find a Lawyer** directory to locate Wills and Estates lawyers.

Tip: Look for lawyers offering fixed-fee Wills (typically around \$200 to \$300). Senior discounts may be available – please ask when enquiring.



Online Will Kits

Cheap but use with caution.

Examples:

- State Trustees Online Will Kit
- Willed.com.au
- Safewill.com.

Cost

Around \$80 to \$160.

Pros:

Convenient, can be completed from home.

Cons:

Not suitable for complex family or financial situations. May be invalid if not signed or witnessed correctly under WA law.



DIY paper Will kits

From a newsagency or a post office.

Cost

Around \$20-\$30.

Where to buy

Australia Post, Officeworks, newsagents.

Important: Must be signed in front of two adult witnesses who are not beneficiaries.

Tip: If drafting your own Will, consider having a legal review to ensure it is valid.



Community Legal Centres

Some WA Community Legal Centres offer free Will services for older people or those on low incomes.

Where to start

Visit Community Legal WA and search for centres that provide help with elder law or estate planning.

Final Tips

- Your Will must be signed and witnessed correctly to be valid
- Store it safely, and let someone you trust know where it is kept
- Review and update your Will after any major life changes.

Safe Homes For Seniors

Simple steps to stay safe and a \$400 rebate to help

Everyone deserves to feel safe and confident in their own home. If you notice any issues with your locks, windows or lighting (after checking the bulb, where applicable), please report it to us as soon as possible by calling 1300 669 189 (select option 4).

Top tips to keep your home secure

Most break-ins happen when the opportunity is quick, quiet and easy. Here are simple ways to make your home less appealing to intruders:

1. Visible security cameras

Most burglars say they avoid homes with obvious surveillance.

Even a fake camera can act as a deterrent – though real ones are best.

Tip for Seniors: Use the WA Seniors Card Safety and Security Rebate to claim up to \$400 for upgrades like cameras, alarms and locks.

2. Strong locks on doors and windows

Deadbolts, security screen doors and window locks make entry more difficult. Intruders often "test" for weak spots before attempting a break-in.

3. Good lighting

Motion sensor lights near entryways and paths can discourage people from lurking in the dark.

4. Dogs (even small ones)

A barking dog can alert neighbours and deter unwanted visitors.

5. Alarm systems

Loud alarms and clear signage (such as "monitored home") are strong deterrents.

6. Look like you're home

Use timers for lights, leave music playing or park a car in the driveway when you're out.

7. Neighbourhood watch and friendly neighbours

Homes in connected communities are less likely to be targeted.

Keep in touch with neighbours and report anything unusual.

8. Know who to call

- Police (non-emergency): 131 444
- Crime Stoppers (anonymous tips):
 1800 333 000 or visit
 crimestopperswa.com.au
- Life-threatening emergencies: Always call 000.



WA seniors card

Safe Homes For Seniors

Affordable CCTV for extra peace of mind

CCTV systems are now more affordable than ever – and eligible for the WA Seniors Card rebate.

As a WA Seniors Card holder, you can:

- Claim up to \$400 for approved CCTV, alarm systems, security doors and more
- Access discounts from providers like RAC WA (up to 15% off) or Innogreen (video doorbells)
- Have your system installed by a licensed professional (required for the rebate).

Additional savings: Some local councils offer rebates of around \$250 to \$500 – contact your council to check eligibility.

Extra tip: Combine the rebate with retail discounts for even more value.

How to use the safety and security rebate

What is covered?

Items such as deadlocks, security screens, smoke alarms, fire blankets and CCTV systems.

Who can apply?

All WA Seniors Card holders How much is available? Up to \$400 per household (for eligible purchases made from August 2021 onward).

How can I apply?

- Online: Visit www.seniorscard.wa.gov.au
 and log in to your account
- By mail: Download the application form and post it with your receipt
- In person: Visit the WA Seniors Card Centre (140 William Street, Perth) or any Department of Communities service counter.



Need help?

Call 1800 671 233 or email info@seniorscard.wa.gov.au. Stay safe, feel confident, and take advantage of the support available to you.

Staying Warm In The Winter

Heating your home all winter can get expensive, so here are some simple and cost-effective ways to keep cosy:

Take advantage of your washing dryer

Try doing your washing at night if you use a dryer. The dryer will help keep the house warm while it runs.

Wear warm clothing

Wear slippers, socks, and a dressing gown to keep warm when walking around the house.

Heat your meals

Make soups or stews. The heat from the hotplate or oven will warm up the kitchen and other areas. If you use the oven, leave it open until it cools.

Let the natural light in

During the day, open curtains and let the sun warm up the rooms. Close curtains at sunset to keep the warmth in.

Keep the heat inside your home

Close doors and windows at night. Put a snake pillow against the door to eliminate the draft.

Use a hot water bottle

Fill up a hot water bottle and seal it tightly, then slip it into your bed while cooking dinner. The bed is warm and ready for you.

Handy household tip from a fellow tenant

Make shower time safer and simpler with this handy tip

Adding small weights to the bottom of your shower curtain can help keep it in place while you move, making showering easier, more comfortable and safer.

A weighted curtain is less likely to cling to you, cause tangles or shift underfoot, reducing the risk of slips or loss of balance. It also helps keep water where it belongs, inside the stepless shower, by preventing splashes and leaks.

With the curtain sitting closer to the floor, the rest of your bathroom stays drier and more secure underfoot.



Do you have a tip, trick, or helpful hack that makes life easier at home? We'd love to hear it. Email us at housing@scrosswa.org.au



Aged Care Advice

Transitioning to Age Pension

If you are currently on JobSeeker and are about to reach Age Pension age, Services Australia will invite you to apply to transfer to the Age Pension about 13 weeks before your birthday.

You will receive the invitation in your online Services Australia account if you have one. If you don't have an online account, the invitation and application form will be posted to you. The form will be partially completed with information they already have on file.

What happens when you transfer to the Age Pension?

- You may receive a higher payment rate than the standard JobSeeker Payment
- The income and assets tests are usually more generous
- You will receive a Pensioner Concession Card if you do not already have one
- You will be eligible for the Work Bonus

Keep in mind that some of these benefits may vary depending on your individual circumstances.

You can find more information on the Services Australia website:

https://www.servicesaustralia.gov.au

If you need help, you can contact the **Centrelink Older Australians Line** on **132 300**, Monday to Friday, 8am to 5pm.

Important Reminder

Please let us know about any changes to your income so we can make sure your fortnightly rental payments are correct and avoid any unnecessary issues later on.

ADVO CARE - Empowering older people in WA

Each week Advocare's Elder Abuse Helpline (1300 724 679) receives around 40 calls from older adults or concerned members of the community who are worried about someone they know.

Elder abuse is often unreported

Elder abuse can happen anywhere - at home, in the community or in a residential aged care setting. Speaking is not always easy, especially when the person causing harm is someone the older person relies on.

Older people may choose not to report elder abuse for many reasons, including:

- Fear of retaliation
- Shame or embarrassment
- A wish to protect the person responsible
- Dependence on that person for care
- Feelings of powerlessness or unsure where to turn
- Not recognising the behaviour as abuse. In some cases, there may be concerns that speaking up could lead to further isolation or a loss of independence.

Help is Available

If you or someone you know may be experiencing elder abuse, support is available.

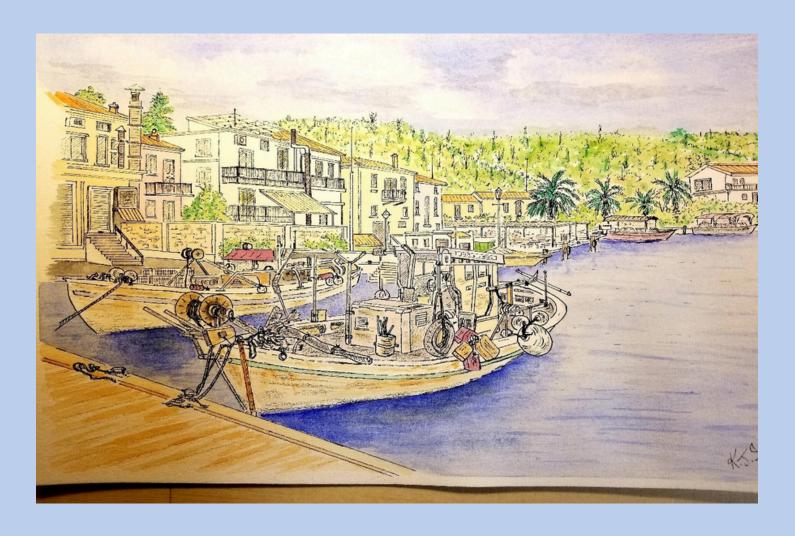
Please contact the **Elder Abuse Helpline** on **1300 724 679** or visit **advocare.org.au** for more information.

Everyone deserves to feel safe, respected and supported. You are not alone.



Artwork

Local artist: Kenneth Irwin, "Two Greek Fishing Vessels".



Puzzles

Animal Word Search

Name:			
Name	20001		
	ame		



Birds of a Feather

ZNHCNIFCBOWEPPDOVE HCUKGW DAKC Τ D RJR Ι F UMBXKO L R S UAX SPARRO W O V E N W 0 0 D P E C K E ZNL RT S \mathbf{E} Ι \mathbf{E} K N YOHNNI G H H S R H T RE A RN VXOGAKYVC NNN Ι D 0 IAE G I RTRA PAB В D J J S L C VKIA Y P 0 W P 0 G C LRRTMNE R F E AB G Y 0 K I X K Ι M KT Z F OKAOAMW D N J I U 0 L T SHW I OS A D L H T AL J N YE WE YNLHRE H 0 L Z E L O Μ E S AAB \mathbf{E} Ι R O I JA DHOA E N HNJLUSSBLUEBIRDNWXOQG

Word list:

BLUEBIRD FINCH CHICKADEE **GOLDFINCH COWBIRD** GOOSE **CROW HAWK** DOVE **HERON DUCK KESTREL EAGLE** LOON **EGRET MEADOWLARK** NIGHTHAWK ORIOLE OWL PARTRIDGE PELICAN RAVEN ROBIN SANDPIPER

SPARROW SWALLOW SWAN THRASHER WARBLER WOODPECKER WREN



Puzzles

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ACROSS

- 2) Frozen spike
- 7) Winter sculpture
- 8) Present day?
- 14) Winter coasting
- 15) Hearth
- 16) Rudolph and teammates
- 17) Winter ____Games

DOWN

- 1) White Rabbit's milieu
- 3) Hot chocolate
- 4) Winter outerwear
- 5) Icy coating
- 6) Rink dancing
- 7) Neck wrap
- 9) Snow remover
- 10) Aspen activity
- 11) Small shake
- 12) Stanley Cup sport
- 13) Uncomfortably cool

Community Support Resources

Support Services



Centrecare Counselling and Support

Joondalup WA 6027 (08) 9300 7300



Inclusion Solutions Disability Support

Osborne Park WA 6017 (08) 9443 7226



Centrecare Family and Relationships Perth WA 6000 (08) 9325 6644



AdvoCare Elder Abuse Hotline

1800 655 566/1300 724 679



Sexual Assault Resource Centre

24-hour Emergency Line (08) 9340 1828 1800 199 888



Hope Community Services

Counselling & Family Support Armadale WA 6112 (08) 9497 9498

Mental Health & AOD Support



Lifeline Grief and Loss Counselling

13 11 14 lifeline.org.au



Black Swan Health Mental Health, Disability and Psychosocial Support

1300 820 398



Richmond Wellbeing Mental Health Support

1800 742 466



Palmerston Alcohol and Drug Treatment

(08) 9246 6767



Cyrenian House

Alcohol and Drug Treatment (08) 9246 6767

Financial Counselling and Emergency Relief



Vinnies WA Emergency Relief and Financial Counselling 1300 794 054



Uniting WA Financial Wellbeing and Emergency Relief

1300 663 298



The Spiers Centre Financial and Gambling Management and Budgeting (08) 9401 2699



St Patrick's Financial and Legal Support (08) 6372 4800



Community Activities



Autumn Centre

McNicholl Street, Rockingham

Over 60's | Members Only Weekly Activity Calendar

Services Provided Monday to Friday 7:15am to 4pm \$53 per year

www.rockingham.wa.gov.au/ community/seniors/autumncentre



Greendale Centre

12 Coombe Avenue, Armadale Over 55's | Weekly Activities

Free Bus Service Monday to Friday 8am to 4:30pm Ranging from free to \$20 per activity community-services/

www.armadale.wa.gov.au/whats-events-workshops



Addie Mills Centre

2 Astley St, Gosnells

Over 55's

Weekly Activities

Free Bus Service Monday to Friday 8am to 4:30pm Ranging from free to \$7.50 per activity

www.gosnells.wa.gov.au/Li festyle/Get_involved/Senio rs



Queens Park Seniors

9 Elshaw Street, Queens Park

Over 45's | Weekly Activities

Monthly Outings Monday to Friday 9am to 4pm* Membership - \$20/year

Ranging from free to \$10 per activity

www.qpseniors.com.au/



Cockburn Seniors Centre

9 Coleville Cres, Spearwood

Over 50's | Members Only \$50/year

Weekly Activities

Ranging from free to \$10 Bus Service (assessed) Monday to Friday 8:30am to 4:30pm

www.cockburn.wa.gov.au/ Community/Seniors-50/



Belmont Seniors Centre

213 Wright St, Cloverdale

Over 55's

Membership - \$20/year

Weekly Activities - \$1

Monday to Friday From 9:00am

www.belmont.wa.gov.au/dis cover/places-to-go/belmonthub/seniors-hub



Fremantle Library
Sullivan Hall
South Beach
The Meeting Place
Fremantle Men's Shed
Hilton Community Center
Samson Recreation Centre
Variety of Activities
Ranging from free to \$99
www.fremantle.wa.gov.au/wh
ats-on



Balga Autumn Club Balga Pensioners Club

81 Camberwell Road, Balga

Stirling Men's Shed Stirling Women's Shed Crafternoons (various

locations)

Variety of Activities

Membership Required

www.stirling.wa.gov.au/leisu re-and-culture/arts-andevents/events-calendar



Swan Seniors Fitness

www.swanactive.com.au/fitness/seniors/

Midland Men's Shed

Swan Avenue, Midvale Membership \$50/year \$2.00 per attendance

www.mensshedswa.org.au

City of Swan Events

www.swan.wa.gov.au/explore -and-do/events



Southern Cross Care WA News

Join our Consumer Advisory Committee

To further strengthen our engagement practices, we have established a Consumer Advisory Committee (CAC).

The role of the CAC is to support improved communication between our consumers who have lived experiences with Southern Cross Care WA and our organisation's Clinical Services and Governance Committee.

The CAC meet every quarter and membership is voluntary for all consumers and their representatives across all areas of our organisation including independant living, home care services, residential aged care, mental health and disability, and Southern Cross Housing.

To find out more information, phone Southern Cross Care WA on 1300 669 189 or email reception@scrosswa.org.au.



Submit your feedback

It's important that we know what we are doing well and areas we could improve. This helps us make changes to make things better for you.

We value your feedback, including compliments, suggestions and complaints, and welcome the opportunity to resolve any concerns you may have.

You can tell us your feedback by:

- Talking directly to your Housing Officer
- Scanning the QR code below to fill out a feedback form
- Visit our website at scrosswa.org.au/feedback
- Sending us an email to feedback@scrosswa.org.au



Recipes

Slow-Cooked Beef and Vegetable Stew

Serves: 4-6

Cost: Around \$3-\$4 per serve

Prep time: 15 mins

Cook: 1-1.5 hours (or slow cooker option)



Ingredients:

- 500g beef chuck or gravy beef (budget cut, good for slow cooking)
- 1 tbsp olive oil
- 1 onion, chopped
- 2 garlic cloves, minced (optional)
- 2 carrots, chopped
- 2 potatoes, peeled and chopped
- 1 cup frozen peas or green beans
- 1 tin diced tomatoes (400g)
- 3 cups beef stock (or 3 stock cubes + water)
- 1 tsp dried mixed herbs (or thyme/rosemary)
- Salt and pepper to taste

Method:

- 1. Brown the beef: In a large pot, heat olive oil. Add beef in batches and brown on all sides. Set aside.
- 2. Sauté vegetables: In the same pot, cook onion (and garlic, if using) until soft.
- 3. Add ingredients: Return beef to the pot. Add carrots, potatoes, diced tomatoes, stock, and herbs.
- 4. Simmer: Bring to a boil, then reduce heat and simmer (lid on) for 1 to 1.5 hours, stirring occasionally. Add more water if it thickens too much.
- 5. Add peas/beans: In the last 10 minutes, stir in peas or beans.
- 6. Taste and season. Serve hot with bread or mashed potatoes.

How To Contact Us

To get in touch with us, you can call or email us:

Office number



1300 669 189

At the menu, **select option 4** for Community Housing.

Email



housing@scrosswa.org.au

You can also call your Housing Officer directly during office hours.

Other handy telephone numbers

131 444 Police Attendance

000 Emergency

131 351 Western Power

131 375 Water Corporation

13 13 56 ATCO Gas

132 500 State Emergency Service

After-hours number



1800 759 528

The after-hours number should only be used for emergency repairs and maintenance issues outside of the available office hours.

