

Southern Cross Housing Newsletter

Winter
2026

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Message from your housing team

Communication update on bulk SMS

We have recently introduced a bulk text message service to help us stay in touch with tenants more easily. The messages will feature important updates and reminders, helping you stay informed in a quick and convenient way.

You may have already received a message from us, which will come from the sender name 'SCH' which is from Southern Cross Housing.

If your mobile phone number changes, it is important to let us know as soon as possible so we can update our records and continue to share important updates with you.

Phone menu changes

We have recently upgraded our phone system so we can quickly direct enquiries to the right team.

Existing tenants can reach our team by calling 1300 669 189, selecting option 1 (existing client, carer or family member), then option 4 (Community Housing Tenant).

Thanks for your patience while we make these improvements.

It takes a village

From time to time, we arrange contractors to attend multiple properties in your area or complex. If you cannot remain at home for a scheduled appointment, please consider your support network. Could a family member, friend, trusted neighbour or support person provide access on your behalf? If not, let us know and we can arrange for a key to be provided for access.

Working together helps ensure repairs and maintenance can be completed quickly and efficiently for everyone.

Message from your housing team

Being neighbourly

Everyone has the right to enjoy their home peacefully. Being considerate of your neighbours helps create a safe, welcoming and harmonious community.

If a neighbour's behaviour is negatively affecting you, consider having a friendly conversation first. They may not realise there is an issue. If concerns continue or are difficult to resolve, free mediation services are available to help.

For more information, contact the Citizens Advice Bureau Mediation Service.



cabwa.com.au/mediation-service



(08) 9325 4121

Keeping an eye on water use

Have you noticed a sudden increase in your water bill?

You might have a leak.

Please report suspected leaks to our office as soon as possible. Early reporting allows us to arrange repairs quickly and may help reduce your costs. Once the leak has been repaired, we can provide you with the plumber's report, which you can use to apply to Water Corporation for a leak allowance online.

Important information about water bills

Water use bills are issued every two months. If you are not receiving your water bills directly from Water Corporation, please contact our office as soon as possible so we can investigate.

Please note that outstanding balances do not automatically appear on future water bills. If you have an overdue amount, contact Water Corporation on 13 13 85 to arrange a payment plan.

If you are already on a repayment arrangement, remember to let Water Corporation know each time you receive a new bill that you wish to continue your payment plan.



Message from your housing team

A thank you is more than enough

Our team love supporting our tenants and genuinely appreciate your kindness. However, under Southern Cross Housing's Acceptance of Gifts Policy, our team are generally unable to accept gifts, money or other benefits that could be seen as influencing their role.

If you would like to show your appreciation, a simple thank you, kind note, or positive feedback means the world to our team and helps us recognise great service.

Thank you for helping us maintain a fair, transparent and professional service for everyone.

Avoiding a lockout

Being locked out can be stressful, but a little planning can save time, money and worry.

During office hours, contact Southern Cross Housing to check whether a spare key is available for collection. If you're locked out after hours and have no other way to access your home, call our After-Hours Service: 1800 759 528.

Please note: any locksmith costs are the tenant's responsibility.



Leave a spare key with a family member, friend or neighbour.



Consider using a secure key lockbox.



Keep important phone numbers somewhere easy to find.



Message from your housing team

Information for families about your tenancy

It is not always easy to think about, but planning ahead can make a difficult time much easier for loved ones. The Housing Team has developed a helpful information sheet outlining what happens with your tenancy should you pass away, including what family members or next of kin may need to do.

We encourage tenants and their families to keep this information on hand for future reference. For additional guidance on planning ahead, funeral arrangements, wills, powers of attorney and other important matters, we also recommend the Goodbye Guide developed by the Council on the Ageing WA (COTA WA). Visit COTA WA for more information and resources at cotawa.org.au/seniors-resources.

! Important reminder

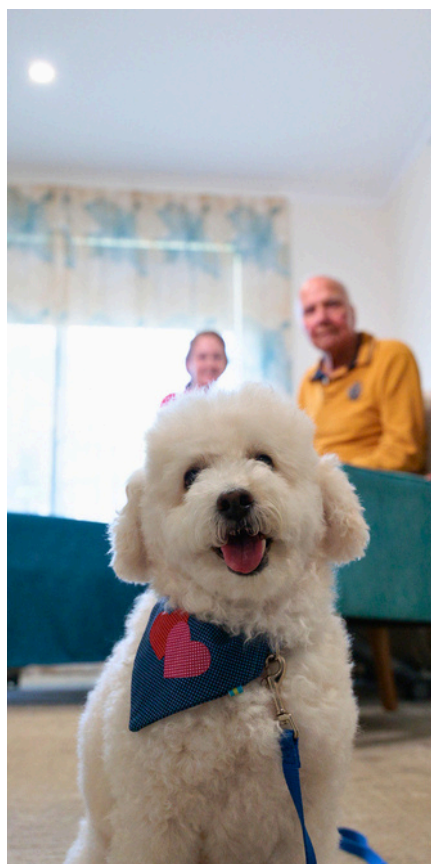
It's important that names and numbers for your next of kin and emergency contacts are up to date. If you are unsure, please call us to check and we will send out a new form.

Pets in your home

Pets are an important part of many households. If you'd like to keep a pet at your property, please remember that you must complete the Pet Request Form. You can access the form on the Consumer Protection website or ask your Housing Officer for a copy.

Please note that pet bonds have increased to \$350. If you have already paid a pet bond for an approved pet, your existing bond amount will not change. Pet bonds may be used at the end of your tenancy for fumigation or repairing any damage caused by your pet.

If you are thinking about getting a pet or have questions about the approval process, please contact your Housing Officer. We are happy to help you understand the requirements and support responsible pet ownership.



Message from your housing team

Using the Translating and Interpreting Service (TIS National)

We are proud to support a diverse and multicultural community and want all tenants to feel comfortable, informed and supported when communicating with us.

Speaking your language

TIS National helps tenants who speak little or no English to communicate with us through a qualified interpreter. TIS National provides interpreters in more than 150 languages and is available 24 hours a day, seven days a week. This government-funded service is provided at no cost for most people.

How to use a TIS National interpreter

- | | | | |
|-------------------------------|---|--|---|
| 1. | 2. | 3. | 4. |
| Call TIS National on 131 450. | Tell the operator which language you speak. | Ask to be connected to SCH and provide our phone number. | An interpreter will join the call and help you communicate with us. |

Why use an interpreter?

Using a professional interpreter can help you:

- Understand important information about your tenancy
- Ask questions with confidence
- Discuss maintenance requests or support needs
- Avoid misunderstandings
- Maintain your privacy and confidentiality

We're here to help

Everyone deserves to feel heard, included and supported. If you need language support, please contact SCH.



Keeping safe in your community

Working together creates safer communities for everyone

If you see suspicious, dangerous, or criminal behaviour in your area, reporting it can help keep your community safe. Even small pieces of information can help police prevent crime, and reporting concerns early can prevent incidents.

Working with Crime Stoppers

Crime Stoppers allows people to report crime or suspicious activity anonymously. Reports are passed to police investigators to help identify patterns, ongoing issues, repeat offenders and crime hotspots. Information helps police decide where to patrol or investigate, keeping everyone safe.



Non-emergency, call
Police Assistance: 131 444



Immediate danger, call
Emergency Services: 000



Suspicious behaviour, call Crime Stoppers:
1800 333 000 or visit crimestopperswa.com.au

Please also let SCH know about ongoing concerns

We can monitor issues within the complex or neighbourhood.

Where appropriate, we may investigate tenancy matters under the Residential Tenancies Act.



Dementia respite for carers

Caring for someone living with dementia can be rewarding, but it can also be challenging. Taking time to rest, learn and connect with others is important for your wellbeing.

Southern Cross Care WA offers a fully funded Dementia Retreat, designed for people in the early stages of dementia and their carers. The small-group, two-day program provides a calm and supportive environment to build knowledge, share experiences and feel more confident about the road ahead.

You may be eligible if you:

- Or a loved one has been recently diagnosed with dementia
- Are a carer (partner, family member or support person)
- Are looking for early support and guidance
- Want to better understand available services and next steps

You can expect:

- Workshops on communication, wellbeing and daily coping
- Separate sessions for carers and participants
- Peer connection to reduce isolation
- Ongoing support following the retreat

How to register for the Dementia Retreat

This program is a supportive first step into respite and dementia care, helping you stay informed, connected and supported throughout your journey. Getting started is simple, with no ACAT assessment required.

1. Register online at scrosswa.org.au/dementia-retreat
2. Complete a short screening call
3. Attend the free retreat and receive follow-up support

For more information, please email dementiaretreat@scrosswa.org.au

Stay connected and learn new skills

Did you know there are free programs designed to help older adults build confidence with technology, connect with others and learn new skills?

Free digital skills training

Whether you would like help using a smartphone, tablet, online banking, email or staying safe from scams, free support is available through the Australian Government's Be Connected program. Many local libraries and community centres offer one-on-one assistance and group workshops for people aged 50 and over.



beconnected.esafety.gov.au

Library programs

Many local libraries run free digital learning sessions covering topics such as using mobile phones, social media, online shopping, internet safety and video calling with family and friends. Contact your local library to find out what's available in your area.

Seniors community groups and training

Community centres, neighbourhood houses and seniors' organisations regularly offer free or low-cost activities including computer classes, art groups, exercise programs, social outings and learning opportunities. These programs are a great way to stay active, meet new people and learn something new.



seniorcard.wa.gov.au



Cost of living support

The rising cost of living makes everyday expenses more challenging for everyone.

If you are finding things a little harder at the moment, there are many organisations and government programs available to help. Reaching out early can make a big difference.

Food support

Foodbank WA provides low-cost groceries and food assistance to eligible people through community partners across Western Australia.

Find your nearest Foodbank location or referral agency by visiting the Foodbank WA website or calling their customer service team. Speak with a participating community support agency for a referral.

You may also be able to access local community food pantries, community meals, and emergency food vouchers through local charities.



foodbank.org.au/wa

Emergency relief

The Emergency Relief and Food Access Service (ERFAS) can connect you with organisations providing:

- Food parcels and vouchers
- Help with utility bills
- Rent assistance
- Financial support and referrals

Call 1800 979 777, Monday to Friday to access support. You can also contact organisations such as Anglicare WA, Vinnies, Salvation Army, Mission Australia and Communicare for emergency assistance during financial hardship.

Free financial counselling

If money is becoming stressful, you don't have to manage it alone. Qualified financial counsellors provide free, confidential and independent advice to help with:

- Budgeting
- Managing debt
- Negotiating with banks and utility companies
- Understanding your options

Call the National Debt Helpline on 1800 007 007 to get started.



Cost of living support

Free energy coaching with Energy Ahead

Want to reduce your electricity bills but not sure where to start? Energy Ahead is a free service for Synergy customers that provides one-on-one coaching to help you understand your energy use and lower your power bills.

An Energy Coach will work with you to:

- Understand where you're using the most electricity
- Create a personalised energy-saving plan
- Share practical tips to reduce your bills
- Help you make the most of any available rebates or assistance
- In some cases, provide free energy-saving items such as LED light bulbs, door seals or water-saving shower heads (subject to eligibility).

If you are a Synergy customer, you can register online by visiting the website below. Before you register, have your Synergy account number ready.

 energy.gov.au/rebates/energy-ahead

Free or low-cost dental care

If you need dental care, there are low-cost options available. Public dental clinics are usually the most affordable option, with fees capped or free depending on your Centrelink income.

If waitlists are long, you may be eligible for a subsidised private dental voucher, allowing you to see a private dentist at reduced rates. Remember to have your Health Care Card or Pension Card ready when accessing these services.

 Call (08) 9313 0555 to find a clinic or book an appointment. For urgent advice after hours, you can contact the Dental Health Services advice line on 1800 098 818.

Other free options may be available if you meet eligibility criteria.

- You can receive free general and emergency treatment at student clinics, by dental students who are highly supervised. Call OHCWA at (08) 6457 4400 to ask if you qualify for this program.
- Derbarl Yerrigan provides free dental services for Aboriginal and Torres Strait Islander patients who are regulars at Derbarl GP clinics. Call 1300 420 272.
- Clinics like St. Patrick's Oral Health Clinic in Fremantle provide free services to those experiencing or at risk of homelessness.

 stpats.com.au/dental

Cost of living support

Help with energy bills

If you are finding it difficult to pay your electricity or water bills, assistance may be available through the Hardship Utility Grant Scheme (HUGS).

You may also be eligible for payment plans or hardship assistance directly through your energy provider. Additionally, you should always remember to:

- Turn appliances off at the wall when not in use.
- Use LED light bulbs
- Wash clothes in cold water where possible
- Seal drafts around doors and windows
- Run heating and cooling only in occupied rooms

Fuel support payment

To help with rising living costs, the WA Government is offering a one-off \$100 fuel support payment for eligible residents from July.

You can access the payment through the ServiceWA App or find more information on the WA Government website.

Maximise your Concession Card

If you hold a Pensioner Concession Card, Health Care Card or Commonwealth Seniors Health Card, you may be eligible for discounts on:

- Electricity and water
- Public transport
- Vehicle registration
- Prescription medicines
- Local government rates (where eligible)
- Recreational activities and other services

Check with service providers and local businesses to see what concessions are available. You can also visit the WA Government concessions webpage for a full list.



Meet John

John is one of our wonderful volunteers who help represent tenants through our Tenant Advisory Committee (TAC).

What inspired you to join the Tenant Advisory Committee?

I wanted to learn more, share my ideas and meet other tenants. I enjoy getting together with people, and I've found the meetings informative and worthwhile.



What are you passionate about in your community?

Helping people and pointing them in the right direction. If I can share information or help someone, I'm happy to do so.

What do you hope to achieve as a TAC member?

I'd like to improve understanding and share knowledge wherever I can to benefit other tenants.



Cows from the farm that John lived and worked on.



John's Gum Trees were planted over a period of 10 years.

Tell us a little about yourself.

I was a farmer for many years and am interested in anything farming and agriculture.

I was honoured to receive a Greening Australia Award after planting more than one million blue gum trees. I also enjoy fishing. I was in a state team and participated in the Caloundra fishing competition.

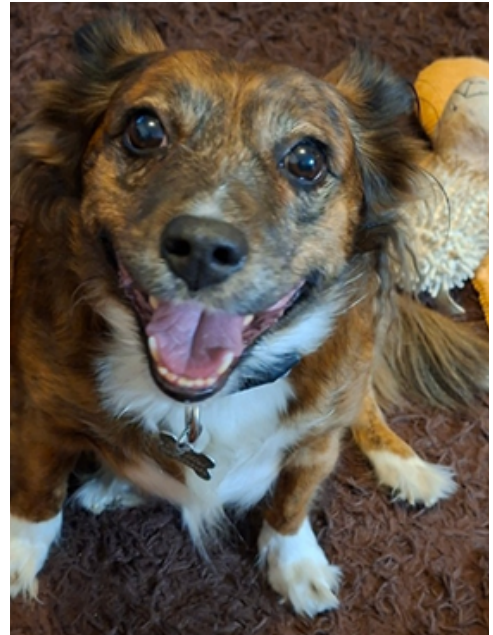
From our tenants

Say 'hello' to Truffles

Truffles lives with one of our tenants in the Eastern suburbs.

She has a special gift for making people feel valued and comforted. Highly intuitive, Truffles can sense when someone is feeling low and offers a little extra TLC when it's needed most. Even on her daily walks, she loves connecting with neighbours and brightening their day.

At home, Truffles enjoys playing with her favourite toys and relaxing on her cosy blanket. She brings joy to everyone she meets and is a much-loved companion within her community.



Painting by Philip Abley

Titled: Landscape

Twiddle Hand Warmer.

This colourful Twiddle Hand Warmer is a simple craft project designed to support people living with dementia or experiencing anxiety.

With a mix of soft yarn, buttons and textured features, it provides something gentle to keep hands busy, which can be calming and comforting. It's also a great way to use spare craft materials and create something that can make a real difference to someone's day.

If you're interested in making one, please contact Emma at Southern Cross Housing and we can provide a pattern by post or email.



0417 178 073



housing@scrosswa.org.au



We'd love to hear from you

If you enjoy crafting, knitting, crochet, sewing or something else, and would like to share your projects with other tenants, please get in touch.

Your creativity could be featured in our next newsletter!



Puzzles

Word search

Look for words associated with humour. They may be written forward, backward, downward, upward, or diagonally.



ABSURD

AMUSEMENT

CLOWN

FARCE

FOLLY

FUNNY

GAG

JEST

PRATFALL

SATIRE

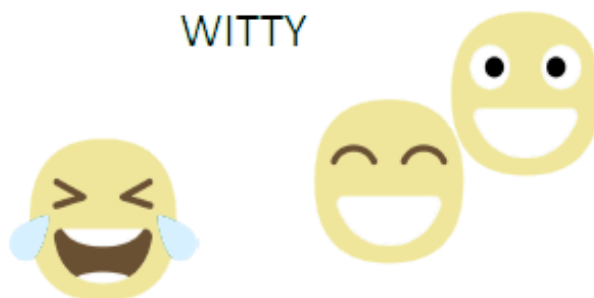
SILLY

SKIT

SLAPSTICK

UNCONVENTIONAL

WITTY



seasonedtimes.com



Sudoku

[illegible]

Community support resources

Support services



Centrecare Counselling and Support

Joondalup WA 6027
(08) 9300 7300



Centrecare Family and Relationships

Perth WA 6000
(08) 9325 6644



Sexual Assault Resource Centre

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



Inclusion Solutions Disability Support

Osborne Park WA 6017
(08) 9443 7226



AdvoCare Elder Abuse Hotline

1800 655 566/1300 724 679



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/](http://www.rockingham.wa.gov.au/community/seniors/autumn-centre)

[community/seniors/autumn-](http://www.rockingham.wa.gov.au/community/seniors/autumn-centre)

[centre](http://www.rockingham.wa.gov.au/community/seniors/autumn-centre)



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/](http://www.armadale.wa.gov.au/community-services/)

[www.armadale.wa.gov.au/whats-events-workshops](http://www.armadale.wa.gov.au/community-services/)



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/whats-on



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/Lifestyle/Get_involved/Seniors



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/



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/leisure-and-culture/arts-and-events/events-calendar



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/



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/discover/places-to-go/belmont-hub/seniors-hub



Swan Seniors Fitness

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

Midland Men's Shed

Swan Avenue, Midvale

Membership \$50/year

\$2.00 per attendance

www.menssheds.wa.org.au

City of Swan Events

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

Recipes

30-minute ham and pea pasta

Ingredients

- 100g dried pasta shapes
- 100g frozen peas
- knob of butter or splash of olive oil
- 1-2 spring onions, white and green parts separated and finely sliced
- 100ml double cream
- 25g Parmesan, finely grated, plus extra to serve
- 1 thick-cut slice of ham, diced
- ½ lemon, zest and juice
- salt and freshly ground black pepper



Method

1. Bring a large saucepan of salted water to the boil. Tip in the pasta and cook for 9 to 11 minutes until done to your liking, adding the frozen peas for the final minute.
2. Meanwhile, heat a knob of butter or splash of oil in a frying pan, add the spring onion whites and fry for a minute until just softening. Turn off the heat and set aside until the pasta is cooked.
3. Drain the pasta and peas, reserving a ladleful of the cooking water, and tip into the frying pan. Add the cream, Parmesan and ham with 3 tablespoons of the pasta water. Stir over a low-medium heat until the cream starts to bubble, then turn the heat down and stir briefly until the sauce is clinging to the pasta. If you overcook it and it starts looking dry, add a little more of the pasta water.
4. Stir in the lemon zest and spring onion greens, then season with salt, pepper and lemon juice to taste. Serve immediately with extra Parmesan.

bbc.co.uk/food/recipes



Recipes

Quick and easy tomato soup

Special equipment

Immersion blender or countertop blender.

Ingredients

- 1 tablespoon (14g) butter
- ½ cup diced onion
- 2 cloves garlic minced
- Pinch of red pepper flakes optional
- 1 14-ounce can tomatoes whole, cubed, or crushed
- ¾ cup chicken broth or water
- 3 tablespoons heavy cream
- Salt and pepper



Method

1. In a medium saucepan, melt butter over medium heat. Add onions and cook until softened, 5 to 7 minutes.
2. Add garlic and red pepper and cook for 30 seconds.
3. Add tomatoes. If using whole tomatoes, crush with a spoon and simmer for 10 minutes to soften. If using diced tomatoes, simmer for 5 minutes. If using crushed tomatoes, continue to next step.
4. Add broth. Bring to a simmer, and cook for 15 minutes. Remove from heat.
5. If using an immersion blender, blend soup until mostly smooth. You may need to tilt the pot for the blender to work effectively. If using a countertop blender, cool the soup for 10 minutes before transferring it to the blender and blend until smooth or mostly smooth. If soup is too thick, you can blend in a little more broth or water. Return to saucepan.
6. Stir in cream and salt and pepper to taste. Reheat over medium heat if necessary and enjoy!

bakingmischief.com



Southern Cross Housing

Southern Cross Housing Newsletter

How to contact us

Call us



Office number:
1300 669 189

Select option 4 for Community Housing. You can also call your Housing Officer directly during office hours.



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.

Email us



housing@scrosswa.org.au

Other handy telephone numbers

131 444	Police Attendance	131 375	Water Corporation
000	Emergency	13 13 56	ATCO Gas
131 351	Western Power	132 500	State Emergency Service

