NOVEMBER NEWSLETTER

November 2026

WELCOME

It's been a little while since our last newsletter, and I promise we haven't disappeared! A combination of illness, a little travel (including the opportunity for me to represent WA at the National Masters Hockey Championships) and, more than anything, an incredibly busy few months at The Spiers Centre has meant our newsletter has taken a bit of a back seat.

But while we've been a little quiet in your inbox, there's been plenty happening behind the scenes. We've won a prestigious award, we've completed our Annual Report, which we'll be delighted to share following our AGM next week, and developed our new Strategic Plan for 2026–2029, which we've subtitled *A Manifesto for Stronger Communities*. This is more than a planning document; it reflects our ambitions for the future, our commitment to strengthening communities and our belief in the power of collaboration to create meaningful change.

We've also been developing some exciting early intervention initiatives, building on the work of It Starts with Hello and our determination to reach people experiencing financial hardship before their circumstances become a crisis. It's an approach I'm particularly passionate about because we know that the earlier someone receives support, the greater the opportunity to make a lasting difference.

So, there's quite a bit to catch up on! As always, at the heart of everything we do is our belief in Community Supporting Community, and the past few months have provided plenty of wonderful examples of what that looks like in action.

Thank you for continuing to be part of our journey.

""Community Supporting Community is more than a tagline; it's the heartbeat of The Spiers Centre. Every day we see people helping people through kindness, generosity, partnership and the courage to ask for support. When a community stands alongside one another, hope grows, resilience strengthens and lives begin to change.

It is a privilege to witness that every day."



NEIL STARKIE

CEO

AWARD WINNING - BEST NOT FOR PROFIT 2026

We're officially a multi-award-winning organisation!



We're absolutely delighted to share that The Spiers Centre has been named Best Not-for-Profit at the 2026 Joondalup Business Association Awards!

This latest achievement follows our success at the 2025 Wanneroo Business Association Awards, where we received the Excellence in Community Engagement Award, making The Spiers Centre officially a multi-award-winning organisation in the last 12 months!

For more than 46 years, The Spiers Centre has been supporting people experiencing hardship and helping build stronger, more connected communities. These awards are wonderful recognition of that work and, importantly, the way we bring people together to make a difference.



While we're incredibly proud of these achievements, the recognition belongs to far more than our organisation. It reflects the dedication of our staff, the generosity of our volunteers, the commitment of our community partners and the kindness of everyone who supports what we do.

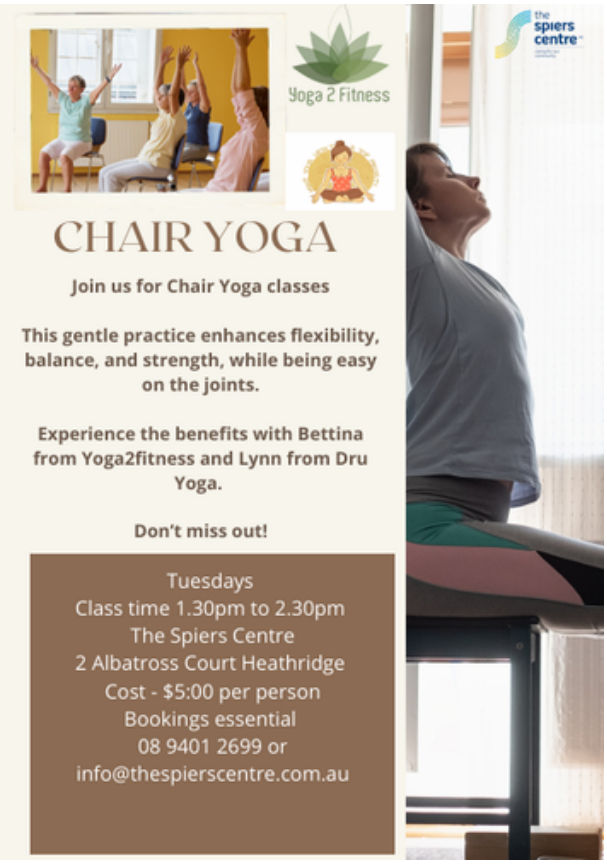
Our philosophy of Community Supporting Community is more than a tagline. It's how we work, and these awards are a wonderful reminder of what can be achieved when a community comes together. To everyone who is part of The Spiers Centre family, thank you. These awards belong to all of us!

Community supporting community!

OUR REGULAR PROGRAMS

CONNECTING COMMUNITY

Across the Centre, there are many ways people are coming together - to connect, learn, and support one another.









the spiers centre in

caring for our community

Free Clothing for ALL!

COMMUNITY CLOSET

10am to 12:00pm
Tuesdays, Wednesdays
and our new day - Fridays!

The Spiers Centre
2 Albatross Court, Heathridge

08 9401 2699

info@thespierscentre.com.au





Free clothing for all - no bookings needed!

HOW YOU CAN GET INVOLVED - CHRISTMAS FOOD DRIVE



CHRISTMAS VOLUNTEER OPPORTUNITIES

Volunteers make a huge difference to how we can support our Community and we especially need help as we get closer to Cristmas. If you like to be involved with sorting and packing hampers, we'd love to hear from you.



If you're interested in volunteering with us, either on a regular or ad hoc basis, please reach out to **Mel Wright** to discuss the volunteer opportunities currently available and find out how you can become part of The Spiers Centre volunteer team.

Contact - 9401 2699 or email mel.wright@thespierscentre.com.au

CHILDREN'S WEEK OCTOBER 2026

What a fantastic week of exploring, discovering and celebrating!



Families joined us at The Spiers Centre for a fun-filled adventure around the world as we celebrated Children's Week. Armed with their Little World Explorer Passports, children visited interactive cultural stations, enjoyed crafts, stories, music and games, and discovered different cultures and traditions along the way.



It was wonderful to see so many smiles, curious little explorers and families coming together to celebrate diversity, friendship and the joy of learning through play.



At The Spiers Centre, we believe strong communities begin with strong connections, and there's no better place to start than with our youngest community members. Our regular playgroup and children's activities provide opportunities for little ones to learn, play, explore and make friends, while giving parents, grandparents and carers a welcoming space to connect with others.



A big thank you to everyone who joined us and helped make Children's Week such a success!

And the fun doesn't stop there! We're already looking forward to our next special celebration – our Kids Christmas Party on Monday 7 December! Turn the page to find out more about what's in store for our little Christmas enthusiasts!

Community supporting community!

UPCOMING EVENTS



ENERGY AHEAD PROGRAM - TAKE CONTROL OF YOUR ENERGY USE

Find out how you could save money with Energy Ahead. Take control of your energy use through free energy audits, coaching and workshops.

We know that everyday living is hard, particularly at the moment, so we are here to help. We can support you to take control of your energy use and your electricity bills, so you can get ahead.

Energy Ahead is **FREE** and available to Synergy residential customers.



HOW IT WORKS

1. Sign up at thefwc.org.au/energyahead (scan the QR code below to access the website)
2. We will give you a call to discuss your needs and the best service options for you
3. We will help you understand and manage your household energy use, pinpoint ways to save money
4. We'll give you $100 worth of energy efficient items to get you started.



Community supporting community!

BLOG NO 17 - WHAT TO DO WITH DISAPPOINTMENT

Today I got a no. And it hurt.

We have been unsuccessful in a funding application for something I believe deeply in. We put a huge amount of work into it and, for reasons I won't go into here, I came away feeling frustrated that the decision hadn't been made with the whole picture in front of them. My immediate reaction? I was gutted.

I don't think there's anything wrong with admitting that. Leadership doesn't somehow make you immune to disappointment. You don't read an email or take a phone call like that, shrug your shoulders and immediately turn it into a lesson about resilience. At least I don't. I'm frustrated and disappointed.

I went back over conversations in my head. What could I have said differently? What should I have been asked?

Another thought occurred to me. What do you do with disappointment when the people walking through our door don't have the luxury of you staying disappointed? That question is front of mind as I write this.

This has been quite a week. On Tuesday I spoke with someone expressing thoughts of suicide. Then sat with a man living on the streets who seemed completely despondent about what his future might look like. I made him a coffee and some vegemite toast as we spoke. Something very simple but deeply appreciated. In the afternoon, I spoke with a woman who has found herself, for the second time, in a relationship involving family and domestic violence.

The relationship has ended, but the fear is very real and very present. She is frightened of what her former partner might do next.



We managed to find some support for a short period of time.

And then, at the other extreme, I've experienced some of the very best of our community. Our oven at The Spiers Centre finally died after 18 years. We put out a simple request asking whether anyone could help. Within 24 hours, an oven had been donated and a local electrical company had offered to install it for free.

Today I've spoken with a local café about our ethos of Community Supporting Community, and they want to join us by providing food. Those moments are joyous. They keep you going. Not because an oven or some donated food suddenly fixes everything we see, but because they remind you that the community cares.

Perhaps that's why the disappointment of the funding decision landed so heavily.

In this job, the emotional distance between hope and despair can sometimes be extraordinarily small.

Community supporting community!

BLOG NO 17 - WHAT TO DO WITH DISAPPOINTMENT

One minute somebody is telling you something about their life that stays with you long after they've left the building. The next, someone rings and says, “We can help.” Then an email arrives saying, “Unfortunately…” All before lunch.

At the moment, I’m looking for positives, and perhaps that's what community-sector leadership is? Not having all the answers, not being endlessly resilient, not becoming immune to the things you hear or the disappointments that come your way.

The positive is learning what to do with them.

Resilience doesn’t mean not feeling disappointed. I think it means being disappointed and still turning up, admitting that something hurt without allowing that hurt to become the end of the story.

Today, I am disappointed. I think about what might have been possible if that answer had been yes. I don't think there is anything wrong with saying that.

But tomorrow the doors at The Spiers Centre will open at 9am, as always. Someone will walk through them. The phone will ring. We will answer it with “Hello”. Whoever is on the other end won't know about today’s disappointment. They won't know how much work went into it. They won't know about the meeting, or the way I thought the meeting was supposed to go or the email that landed afterwards.

They'll just know that they need some support and that puts disappointment into perspective very quickly.

It doesn't make the disappointment disappear.

It just reminds you that you have something more important to do with it than sit in it.

So we'll try another door. Someone will surprise us by saying, “We can help.”

So what do you do with disappointment when the people walking through your door don't have the luxury of you staying disappointed?

You feel it, learn from it and you keep opening the door.

Community supporting community!

What we do

The Spiers Centre Inc. is a not-for-profit charitable organisation that is committed to building a strong, caring community free of adversity.

Services provided by/at The Spiers Centre:

Free Financial Counselling
Emergency Relief
Energy Ahead
Support Groups
Family Support
Community Education
Personal Development
Playgroup / Creche
Information and Referrals
Volunteer Programs
Community Engagement and Development
WANILS
Community Closet (Free Clothing)
Free Haircuts (Monthly)
Foodbank referrals

08 9401 2699
2 Albatross Court Heathridge
www.thespierscentre.com.au