

OCTOBER 2025

IN THE HOUSE

Ross House Association Member and Tenant News



Join the RHA Committee of Management!

FROM THE ROSS HOUSE TEAM

Ross House Association is seeking members to join our Committee of Management. This year, six positions are open for election at our AGM in November, two Office Bearer and six Ordinary Member positions.

- Deputy Chairperson – 2 year term
- Secretary – 2 year term
- Ordinary Member (3 positions) – 2 year terms
- Ordinary Member (3 positions) – 1 year terms

This is a great opportunity to contribute to the governance of Ross House and help shape the future of our unique community.

The Management Committee meets every second month (on the last Thursday, 2–4pm) from February to November. Meetings are currently held via Zoom. Subcommittees also offer another way to get involved if you're not ready to nominate for the full Committee.

To stand for election at the AGM, you must be the nominated representative of your organisation. An official call for nominations will be sent to members and tenants this week, so please keep an eye out. AGM date: Tuesday 25 November, 10:45 am (for an 11 am start).

If you'd like more information, you can read our info sheet here > <https://rosshouse.org.au/app/uploads/2025/09/Join-the-RHA-Committee-Info-Sheet.pdf> or contact Michael at michael.griffiths@rosshouse.org.au for a chat.

Thank you to our departing Committee members

We would like to take this opportunity to thank two Committee members who are stepping down this year, Maggie and Denise.

Maggie Maguire first joined the Committee in May 2019, initially helping with negotiations for the ground floor lease before the onset of the global COVID-19 pandemic. Continued on page 2...

Included In This Issue

Building and Maintenance

Melbourne Rail updates

Colin's Corner

RHA Open Day Recap

NAIDOC Morning Tea Recap

Grants and Assistance

Update from TreeProject

Member Feature: AusWISE

Update from NCWW

Update from
Retina Australia

Community Calendar



Join the RHA Committee of Management Cont.

Continued from page 1...

Maggie helped steer Ross House through those uncertain times before re-engaging with the Melbourne Winery post COVID, stepping down from the Committee at the AGM late 2022.

Maggie then agreed to come back again to assist RHA in February 2024 in the lead up to the signing of the Melbourne Winery lease. Maggie now steps down in October of this year, having served 5 years as an integral member of the RHA Committee over a period of significant change and instability.

Maggie's previous experience as the Founding CEO of the Abbotsford Convent Foundation, CEO of Cruden Farm and CEO of the Melbourne Moomba Festival brought a wealth of knowledge and expertise to the RHA Committee and she will be greatly missed. Thank you Maggie.

Denise Boyd was elected as Secretary at the RHA AGM in November 2022, joining at a time where we were negotiating an extensive commercial lease for the Melbourne Winery. Denise helped to ensure the interests of Ross House were first and foremost, culminating in cosigning the commercial lease on the 23rd May 2024.

Denise was also instrumental in helping RHA develop our key values for the new 2025-2030 RHA Strategic Plan. Denise leaves Ross House tenant STAR to take up an important role as Head of Policy & Campaigns for Mortgage Stress Victoria. We thank Denise for her valuable contributions to Ross House and wish her all the best in the new role.

Ross House Association acknowledges the Aboriginal and Torres Strait Islander peoples as the traditional custodians of the lands where we live, learn and work. We respectfully acknowledge the Wurundjeri people of the Kulin Nation and the traditional owners of the land on which Ross House is located. We pay our respects to their Elders, past, present and emerging.



Colin's Corner

Welcome to Colin's Corner!

Colin Neave AM, Chairperson of the Ross House Association, shares some thoughts and highlights from the last couple of months.



[ID: photo of Colin Neave wearing a checkered shirt, standing in front of green foliage smiling at the camera].

I would like to take this opportunity to address the recent security changes at Ross House and how we're working to balance safety with accessibility for our entire community.

The safety and wellbeing of our Ross House members, staff, and visitors is paramount. We recognised the need to take action because over the last year, there has been an increase in the number of security related incidents in the building.

Following requests from our community, we implemented a trial security measure by restricting access to Level 2 and making it an appointment only floor. While there have been some initial teething issues as we all adjusted to this change, I'm pleased to report that the feedback from Level 2 tenants has been overwhelmingly positive. The measure is working well and has significantly improved the sense of safety on that floor.

I understand that some levels have particular accessibility needs, and I want to assure our community that we are actively working with these organisations to find practical solutions. Our goal is to enhance safety throughout all four stories of Ross House while ensuring that we find a balance that works.

I encourage all members to continue sharing your experiences and suggestions with Michael and the team. Whether you've encountered challenges, have ideas for improvements, or simply want to discuss how these changes are affecting your organisation, it is all helpful. Thank you for your patience and understanding as we continue to refine these measures. Together, we can ensure Ross House remains both a secure and accessible home for our wonderful community.

Colin Neave AM, Chairperson
Ross House Association

RHA COMMITTEE 2025

Chairperson
Colin Neave AM
(ABC Friends)

Treasurer
Alba Chliakhtine
(ABRISA)

Ally Scott
(Ordinary Member DRC)

Maggie Maguire AM
(Appointed Member)

Nazzareno Marchionda
(Appointed Member RHA Staff)

Michael Griffiths
(Ex-Officio, RHA CEO)

Community Development Roadmap Launch!

by the RHA Community Development Subcommittee

We are so excited to share the new RHA Community Development Roadmap with you all. Put together by the RHA Community Development Subcommittee, this roadmap seeks to capture the key insights from the community discussion sessions we held in 2024. It also represents the core values of RHA: Justice, Sustainability, Collaboration, Community and Integrity, and supports our new RHA Strategic Plan (2025–2030).

The purpose of this roadmap is to help guide us in upholding the community development principles outlined in our mission statement in practical and meaningful ways.

What can you be excited about?

A redesigned website that truly reflects our values, better showcases our amazing members and tenants, and improves accessibility for everyone

A more active social media approach that amplifies our voice in the social justice and environmental sustainability sector

A new approach to hosting and facilitating member and tenant events that better promote our values through ongoing, regular community-building activities.

In the longer term, updated physical spaces throughout the building that create more responsive areas for work, connection, and social activities.

Help us make it happen! We're looking for people to join us in bringing this roadmap to life.

Get involved by:

- Joining the Community Development Subcommittee
- Hosting an ongoing or one-off social event for our NEW Tenant and Member Social Calendar for 2026
- Popping into the the front desk to chat about ideas!



Ross House Association continues to make incredible energy savings as a result of sustainability works to the building, behaviour change and continued commitment from the entire Ross House community.



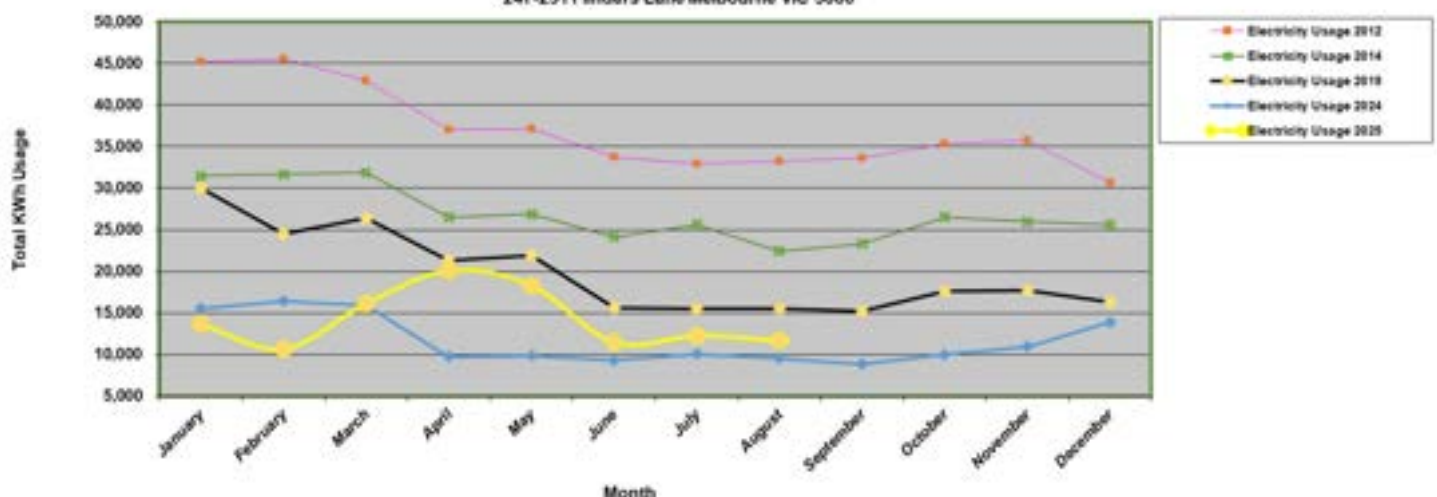
Building and Maintenance

FROM THE ROSS HOUSE TEAM

Current and completed works:

- All individual Wi-Fi Networks have been migrated over to one universal network called RH-Wi-Fi. This has been a huge job for our Facility Manager, Nazz, but we are hoping this change will provide a more stable and reliable internet for all users. We have been speaking to individuals during this changeover period, but if you are having any issues with connection, please get in touch. We thank you for your patience during this transition period!
- There have been some changes to our Meeting Room Policies, including clarifications on the cleaning fee, cancellation policy, and unbooked meeting room policy, and the addition of a PayPal booking fee. For more information, please refer to page 23 of this newsletter.
- Due to an increase in security-related incidents, the stairwell auto door to level 2 is now permanently locked. This floor is now an appointment-only floor, with access via code and swipe only. This change has been a great success so far, and we thank everyone for adapting to this new measure.

Electricity Comparison From 2012 to 2025
Ross House
247-251 Flinders Lane Melbourne VIC 3000



SAVE THE DATE

NOV 25, 2025

**RHA AGM
+ End of Year Party**

10:45 am (for 11 am start)
Hayden Raysmith Room
Level 4, Ross House

More info will be provided closer to the date



Get involved in the new



As part of the new **Community Development Roadmap**, we want to create more ongoing and regular social events for our members and tenants.

The idea is to give everyone the chance to get involved in something fun, relaxing, or interesting on a regular basis.

But we can't do it without you!

Are you interested in attending, organising, or facilitating a regular social event?

What kinds of activities would you like to attend or host, for example, yoga, meditation, a lunch club, or film showings?

Reach out to rosshouse@rosshouse.org.au or pop in to the Front Desk to chat



Metro Rail Update

FROM THE ROSS HOUSE TEAM

These are the planned and current works for the Melbourne Metro Rail Project. Construction works within the Town Hall Station precinct from June 2025 include:

- Station entrance construction and underground build-out works at the City Square, Flinders Quarter and Federation Square sites
- Ongoing fit-out of above-ground structures and civil surface works at City Square
- Flinders Lane reinstatement works
- Awning reinstatement works at 244 Flinders Street
- Train testing through the tunnel and along the Cranbourne, Pakenham and Sunbury lines

For more information on these works, see the [September 2025 Town Hall construction update PDF, 2.3 MB](#).

If you have any questions regarding these works or would like more information on the project, please visit www.metrotunnel.vic.gov.au or phone 1800 551 927.

If you have something you would like to contribute to the next RHA Newsletter, please email Katie or Carol at rosshouse@rosshouse.org.au



First Aid Course

We have had some enquiries from tenants about another CPR First Aid Course. Please get in touch if you are interested and we will aim to organise one in the New Year.

RH Fire Safety Meeting Recap

We recently held a meeting with Fire Safe Victoria to discuss procedures for managing accessibility needs during an emergency evacuation. The meeting was attended by representatives from some of our tenants, including Deafblind Victoria, Blind Citizens Australia, and SARU.

Following this informative session, we are now in the process of reviewing and updating our building-wide emergency procedures and anticipate key updates to how evacuations and emergencies are managed.

Please keep an eye out for emails regarding this over the coming weeks, as there may be important changes to tenant responsibilities.

[ID below: Red wall signage reads 'Fire Plan' and green wall signage reads 'Safety Plan'].



Member Feature:

Welcome AusWISE!

AusWISE is a dedicated organisation that works to empower and uplift the international student community across Australia. Born from the mission to support students who come from overseas, AusWISE provides a broad range of services and initiatives that address the unique challenges faced by international students.

Vision

AusWISE's vision is to empower international students through comprehensive support, fostering meaningful networking and encouraging active participation in initiatives that contribute to employability. They aim to create a vibrant ecosystem that embraces diversity and enables students to thrive, while promoting inclusivity, collaboration, and community engagement.

Mission

The main purpose of the association is supporting the international student community through industry-wide collaboration to augment their experience as an international student and provide pathway to employability. The focus of the group is to support professionals from the sector, collaborate to reach shared goals and to advocate for international students.

Core Values

AusWISE is guided by four core values: Promotion, Collaboration, Advocacy, and Support.



[ID: A group of people, members of AusWISE stand in a group in a heritage-type building, smiling at the camera].

A Brief History

Founded in 2016 in Melbourne, AusWISE (formerly VicWISE) initially focused on supporting international students in the state of Victoria. Over the years, the organisation has expanded its networks and enhanced its services, particularly during the pandemic. In January 2025, it officially rebranded as AusWISE, reflecting its broader scope.



[ID: AusWISE members sit in a group in a garden-type setting, smiling at the camera].

To find out more information about AusWISE, please visit www.auswise.org.



Grants and Assistance Programs

BY RHA

These are some of the grants and assistance programs currently available that we think might interest you.

Agency Collaborates - Community Initiated Proposals

National Indigenous Australians Agency

The NIAA considers grant proposals that address a need for Aboriginal and Torres Strait Islander people. Proposals must be developed with the community or group who will be impacted by the activity. This funding approach can be used to present a proposal to the Agency where a need has been identified in the community and there are no other current funding avenues available.

Eligibility: Schools & TAFE's, Not-for-Profits, Individuals, Governments & Universities

Funding: \$720,000 (max approx)

Round: Opened 26th July and closes on 30th December 2025

<https://www.grants.gov.au/Go/S how?GoUuid=af51f2f8-e3e3-4628-9a9d-ab0607ca11e8>



[ID: A yellow sign in front of green foliage reads 'Grants and Funding']

Commonwealth Grants Programme Commonwealth Foundation

The Foundation works to bring the voice of civil society into all aspects of governance, supporting civil society engagement in shaping the policies and decisions that affect people's lives. The Foundation's vision is of a Commonwealth of equal, just, and inclusive societies.

Grants are offered up to \$122,400 (approx.) to civil society organisations in the Commonwealth.

Grants are awarded to projects that support civil society to engage meaningfully with government in the areas of, Freedom of expression, Climate justice, Health Justice.

Eligibility: Not-for-Profits

Funding: \$122,400 (max approx)

Round: Opened on 16th September & closes on 23rd October 2025

<https://commonwealthfoundation.com/grants/annual/>

Growing Healthy Communities Grant VicHealth

Funding is available for organisations that support young Victorians (0-25 years) and their families to achieve good health and wellbeing.

Must respond to one of the following challenges:

- Creating opportunities to participate in sport and active recreation across Victorian neighbourhoods, leading to benefits for active living, mental wellbeing and belonging.
- Strengthening local food systems by creating new or improved places for communities to access, procure, grow and share healthy, local and culturally appropriate fresh foods.

Eligibility: Not-for-Profits, Businesses, Local Government

Funding: \$10,000 to \$150,000

Round: Opened on 11th August and closes on 30th October 2025

<https://www.vichealth.vic.gov.au/funding/growing-healthy-communities-grants-round-2>

Farewell Celebration for Mel

BY AMIDA-SARU

On Wednesday 17th September 2025 the Self Advocacy Resource Unit (SARU) had a celebration and farewell for Mel Keely, the SARU Coordinator.

The SARU resources and supports self advocacy groups for people with an intellectual disability, acquired brain injury or complex communication needs. Self advocates from across Victoria came to Ross House to say goodbye and thank you to Mel. Her dedication and support over 8 years leaves Self Advocacy in a strong position.

A special This is your Life show was presented to shine a light on all Mel's great work. Lots of memories were shared and a few songs were sung. Auntie Jane Rosengrave presented Mel with a special gift from SARU, AMIDA, self advocacy groups, self advocates and support workers. It was a beautiful painting she made showing Ross House and the many people who have come to the SARU.

We all wished Mel the very best for the future.



[ID: Mel is presented with artwork from Auntie Jane and a giant red card reading 'This is your life'.

[ID bottom left to right: Mr Mouse sings 'What a Wonderful World' for Mel & the Ross House disability community gather and celebrate in the Hayden Raysmith Room, Ross House].



2025 NATIONAL SELF ADVOCACY DAY

Wednesday

08

OCTOBER

10am - 3pm

Multicultural Hub
506 Elizabeth Street
Melbourne VIC 3000

To RSVP scan QR code
below or contact SARU
on (03) 9639 6856



LET'S GET TOGETHER
& CELEBRATE SELF ADVOCACY IN AUSTRALIA!

Come along to hear from self advocates, watch some great live performances.

Get involved in creativeworkshops, and go in the draw to win awesome prizes!



A Heartfelt Thank You

BY TREEPROJECT

Behind every thriving seedling is the care and commitment of our volunteers. From sowing tiny seeds to carefully nurturing them through storms and sunshine, you make TreeProject's work possible.

One of the unseen but vital tasks our community takes on is washing our forestry pots between growing seasons. This simple act is more than just cleaning—it's about giving every new seedling the very best start in life.

By removing soil and residue, we:

- Prevent the spread of pests and disease
- Ensure seedlings have clean, healthy containers to grow in
- Extend the life of our reusable pots, reducing waste

It's a behind-the-scenes job, but it's essential to the success of every tree we plant.

Just last Sunday, our volunteers washed an incredible 11,088 pots! Every one of those will soon hold a seedling ready to restore our landscapes. And the work continues!

Join us on Sundays to keep the momentum going, because every clean pot is a step toward a healthier environment.



How do I get involved?

Join via the event tab on Facebook or via this link - <https://collections.humanitix.com/working-bees-tube-washing-seed-packing-etc>. For more information about TreeProject, please visit www.treeproject.org.au

[ID: Above, photo of volunteer planting a tree on a brown background. Text reads 'WE NEED YOU'. Below, photos of volunteers preparing seedlings on a green background. Text reads 'TreeProject Working Bees'].

TreeProject

Working Bees



Ross House Open Day 2025!

The Ross House team would like to say a huge thank you once again to everyone who participated in the Ross House Open Day on 26 July 2025 as part of the annual Open House Melbourne programme. What a fantastic day it was!

The event attracted approximately 150 visitors, comprising tenants hosting activities, attendees of specific scheduled events, building self-guided tour participants, and visitors drawn in by Open House signage from the street.

The day began with a Welcome to Country from Auntie Jane Rosengrave, followed by presentations from founder Hayden Raysmith and CEO Michael Griffiths. A Ross House history display collage and member and tenant videos brought great interest and curiosity to Level 3. Mixed Nuts Media, our trusty film crew, were on-site capturing these special moments.

Level 4 had a yarn of time with the Guild spinning crochet in the Gallery Space, alongside Schizy Inc, BCA & COSHG who displayed some vivid creative art, boards & posters. DBV's Deafblind World and a Changemaker workshop created an interactive buzz amongst our community.



[ID: Handknit and Crochet Guild gather in the Gallery Space, spinning crochet around a table and smiling at the camera].

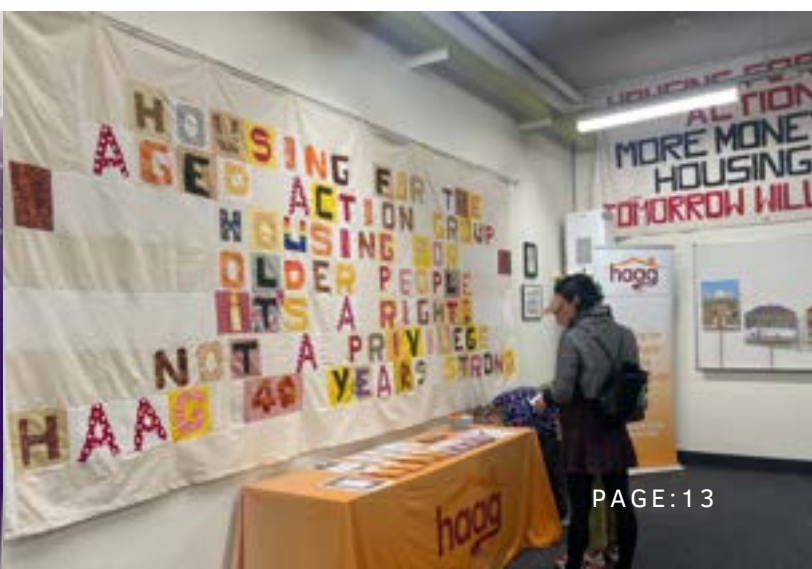
Level 2 was a calming space, brought by Lotus Group Project's guided meditation, plus an insightful BIM workshop hosted by the wonderful Nia Giddings.

Level 1 was an eclectic mix of playreading, disability advocacy and housing information - a great place for everyone to begin the self-guided tour.

Seventeen tenant organisations participated in the event and we thank everyone for their time and energy in bringing such amazing community spirit to Ross House on the day.

Below is a snapshot of some of the images from the Open House; thank you once again for being part of this special event!

[ID Below: The COSHG team hold up posters to display on the Gallery wall. Blind Citizens Australia (BCA) celebrate 50 years with a large purple and white board. Housing for the Aged Action Group decorate their community meeting space with colourful banners and housing information].





2025 Inherited Retinal Disease Patient & Family Engagement Day



[ID: Blue graphic of an eye sits to the left of blue text which reads 'Retina Australia'].

BY RETINA AUSTRALIA

You are invited to join us for the 2025 Inherited Retinal Disease Patient & Family Engagement Day.

Hosted by UNSW Sydney (School of Clinical Medicine) and the Children's Medical Research Institute (Stem Cell Medicine group), this informative and inspiring event is designed for individuals and families impacted by an inherited retinal disease (IRD), alongside health professionals who support this community.

Join us for an update on IRD research that is happening across Australia and internationally including gene therapies, optogenetics, cell therapies & the bionic eye.

This is a great opportunity to connect with others impacted by IRDs as well as experts and community support organisations. This event is free of charge.

This event is proudly supported by Retina Australia and Vision Australia.

Where? Vision Australia, 454 Glenferrie Road, Kooyong VIC

When? Saturday 25th October 2025, 9:30am - 4pm

To view the full program or register, please visit: www.events.unsw.edu.au/event/2025-inherited-retinal-disease-patient-and-family-day

Spaces are limited, so be sure to get in quick! Feel free to contact the Retina Australia team on info@retinaaustralia.com.au if you have any queries about this event.



[ID: Photo of a group of people in a conference room setting, looking at a projection screen with a speaker].

National Council of Women Victoria

BY NCWV

NCWV NATIONAL COUNCIL OF WOMEN VICTORIA

The National Council of Women Victoria (NCWV) enjoys our relationship with Ross House as a tenant and supporter, and we are sharing here a few recent events which may be of interest.

NCWV held its AGM in Ross House as usual with our guest speaker being Vivienne Nguyen AM, the Chairperson of the Victorian Multicultural Commission. Viv spoke passionately about the need for all Australians, old and new, to commit to peace and co-operation. At another meeting at Ross House our speaker was member Hean Bee Wee AM who shared findings from the recent International Council of Women (ICW) including addressing slavery, deepfake deception via social media, and free dental care for Seniors.

[ID: White text on a purple background reads 'NCWV, National Council of Women Victoria'].

The annual "My Vote My Voice" Inter-school debate held by NCWV at Parliament House in the beautiful Upper House in August saw students from 12 secondary schools of all kinds debate whether democracy is alive and well in Australia. The quality of the debate was excellent and the strengths and weaknesses of democracy as we know it were presented with great maturity by the 30 or more students who spoke.

For more information about NCWV, please visit:

www.ncwv.org.au

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[ID: Vivienne Nguyen AM at Ross House with our two secretaries].



[ID: Students debating at Government House].

Try Before you Ride with Travellers Aid

BY TRAVELLERS AID AUSTRALIA

Build your confidence to travel on public transport at this free event.

- Speak with public transport staff
- Learn about accessibility features
- Practice getting on and off trains, trams, buses and taxis safely

Where? Southern Cross Station, Spencer St, Docklands

When? Thursday 16th October 2025, 10:30am - 2pm

For more information, please visit www.transport.vic.gov.au/try-before-you-ride or call 1800 800 007.

[ID right: Images of public transport including a maxi taxi, trains, tram and bus sit on a curved black line with famous Melbourne landmarks. Black text underneath reads 'Try Before you Ride, Southern Cross Station, Thursday 16th October 2025'].



[ID: The Travellers Aid logo of blue lines with white background and the text 'Travellers Aid'].

TRY BEFORE YOU RIDE
Southern Cross Station
Thursday 16 October

[Register now](#)

VICTORIA State Government | Department of Transport and Planning | PT | Transport Victoria

Volunteer with DDLS

Ross House tenant, Disability Discrimination Legal Service (DDLS) is seeking a Data Input Volunteer!

DDLS is looking for someone who can come into our Melbourne office (at Ross House) once a week and spend approximately four hours inputting data.

Skills required would be an ability to enter data accurately, paying attention to detail.



[ID: Two people shaking hands in an office-type setting. One of the people is using crutches].

If you are interested, or would like more information, please contact Julie Phillips on manager@ddls.org.au.

www.ddls.org.au/get-involved/volunteer

Mid-Year Morning Tea Celebrating NAIDOC Week

BY ROSS HOUSE ASSOCIATION

A huge thank you to everyone who attended our Mid-Year Morning Tea celebrating NAIDOC Week.

It was a wholesome affair full of lovely warm drinks and yummy NAIDOC-themed cupcakes.

We were fortunate to be joined by guest speaker Shaun Middlebrooke, alongside Pia Cameron from Woor-Dungin (tenant of Ross House), who shared their insights into their amazing work, recognising the recently tabled final Yoorrook Reports.

The report includes 100 recommendations for the Victorian Government to enable a better future for First Nations people.



Pia Cameron and Shaun Middlebrooke from Woor-Dungin

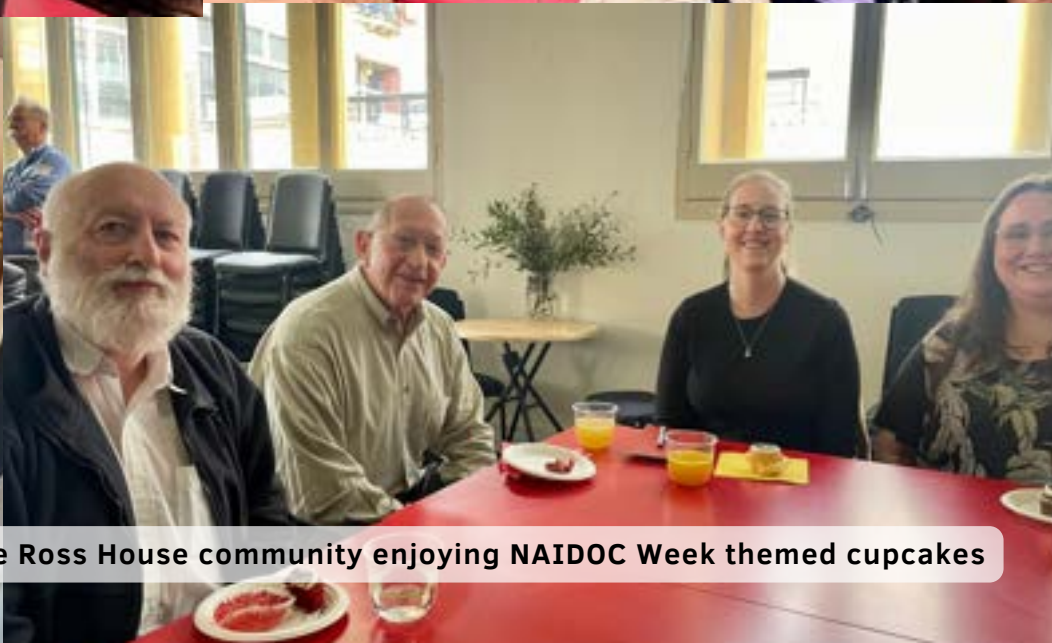
We urge the Victorian Government to take these recommendations seriously, so that real progress can be made towards Voice, Treaty, and Truth.

For more information about Woor-Dungin, please head to:

www.woordungin.com.au



RHA CEO Michael Griffiths welcoming Woor-Dungin



Members of the Ross House community enjoying NAIDOC Week themed cupcakes



Community Calendar

OCTOBER 2025

Wednesday 1st October - International Day of Older Persons

Wednesday 1st - Friday 31st October - Mental Health Month

Wednesday 8th October - National Self Advocacy Day

Wednesday 8th October - International Lesbian Day

Thursday 16th October - Member & Tenant 2026 room booking & window display submissions due

NOVEMBER 2025

Monday 3rd & Tuesday 4th November - RHA office closed for Public Holiday

Thursday 13th - Wednesday 19th November - Transgender Awareness Week

Tuesday 25th November - RHA AGM & End of Year Party

International Day for the Elimination of Violence against Women

DECEMBER 2025

Monday 1st December - Ross House booking calendar opens to the general public

Friday 5th December - Paskong Filipino Holiday event

Wednesday 10th September - World Suicide Prevention Day

Friday 12th December - RHA office closed from 12pm for staff function.

Friday 19th December - RHA office closed for the holidays from 3pm

Monday 5th January 2026 - RHA staff return to the office



ID: Cover image, Reinforce members standing in front of a white wall smiling at the camera. In article image, Mental Health Month, October is in bold blue and white text].

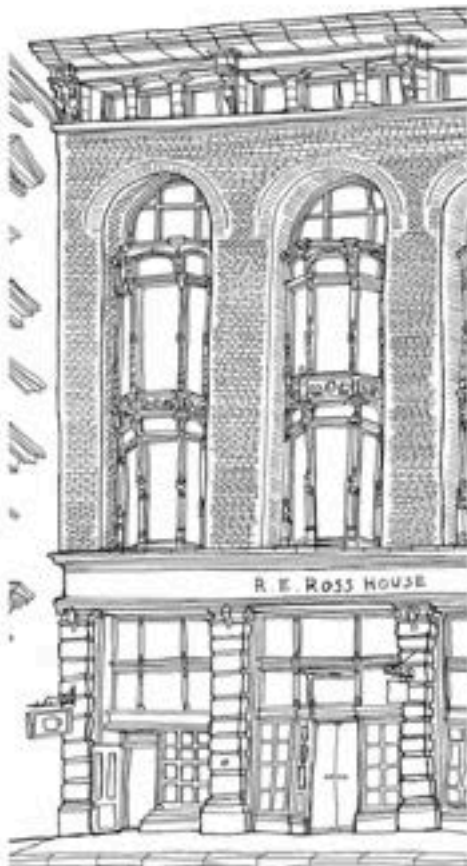
If you would like to add your event to our Community Calendar, in our next In the House, please email rosshouse@rosshouse.org.au or phone (03) 9650 1599.

PUBLIC HOLIDAY CLOSURE

Ross House Association Office is CLOSED on

**Monday 3rd and Tuesday
4th November 2025**

RHA staff will be unavailable on this day and will be back online on Wednesday 5th November 2025.



Access information for tenants:

- **Please make sure that you have your swipe key with you**
- **If you do not have a swipe key you cannot get in to the building**
- **If you do not have a swipe key, please contact Ross House before 3pm on Friday 31st October 2025.**
- **If you need help, contact the Front Desk on (03) 9650 1599**

For emergencies please contact Security on 1300 02 04 06.



If you have any questions please contact reception on (03) 9650 1599

Updates to our Meeting Room Usage Guidelines

BY ROSS HOUSE
ASSOCIATION

Please be reminded of recent updates to our meeting room Usage Guidelines. These changes include the rewording of existing policies to improve clarity and the introduction of one new policy.

The key updates are:

- Cleaning fee clarification
- Cancellation Policy clarification
- Addition of a section regarding unbooked meeting room and car park fee (in effect since 2015)
- Addition of a PayPal booking fee

Introduction of a PayPal Booking fee

We have introduced a 2% booking fee to cover the processing charges that PayPal charges us on transactions. PayPal's processing fee is non-refundable when bookings are cancelled, so this 2% fee helps us cover these costs. This new booking fee is not an additional fee and is only taken into account when processing refunds. For example, if you book a room for \$60 and pay via PayPal, 2% of this (\$1.20) is non-refundable and will be deducted before any cancellation refund is calculated.

This PayPal Booking fee comes into effect on the 1st October 2025. Bookings made prior to this date will not incur this fee.

This update will not affect members and tenants who pay on an invoice system.



[ID: Our new relocated Christine McAuslan Community Meeting Room located on Level 4].

The following updates have been made to our meeting room Usage Guidelines:

Cleaning Fee

A cleaning fee of up to \$200 may apply if the meeting room or common area (such as a kitchenette) is left in an untidy state. This includes food crumbs, rubbish, and furniture that is out of place.

Cancellation Policy

At least 2 business days, from the date of the booking, is required for cancellation of room bookings, otherwise 50% of the hire price will be charged. If no notification is given before the date of the meeting, the full price will be charged regardless of whether the room was used or not. Cancellations, outside of 2 business days, can be made by you, via your online user account. For cancellations less than 2 business days, you will need to contact Ross House directly via email to advise of the cancellation.

Unbooked Meeting Room and Car Park Usage Fee

If a room or car park appears to be unbooked and unused and you wish to use it, please log in to your online account, check the room availability and if available, book the room for the time you require. If a group is found to be utilising a meeting room or car park without booking, a fee will be charged equivalent to a 2-hour booking for that space.

PayPal Booking Fee

Bookings paid for via PayPal include a non-refundable 2% booking fee. Cancellation refunds are calculated after deducting this fee.

View the original letter from the CEO on our website at <https://rosshouse.org.au/community-news-and-media/news-and-events/>

RHA Equipment Grant

BY ROSS HOUSE
ASSOCIATION

Congratulations to the organisations that were successful in the latest round of the RHA Equipment Grant. We were thrilled to help out IndianCare and Mixed Nuts Media with their IT and Hardware purchases.

We encourage those who were unsuccessful this round to apply next year when we open the next round in March 2026.

Two years ago, RHA introduced the micro-grant initiative to support tenants in their work. It is currently offered twice per year, and tenants can apply for support in purchasing all kinds of equipment that aren't covered by other grants. Over the last couple of years we have supported the purchase of laptops, printers, design software, filming equipment and other IT hardware.



[ID: photo of IndianCare members sitting around an office table, smiling at the camera].

The RHA Equipment Grant is managed, and successful participants are chosen by the RHA Community Development Subcommittee. Every year, we receive more applicants and are hopeful the initiative will continue to assist our tenants into the future.

For more information and/or support & feedback on the application process, please contact Ruby on r.jamestrawhan@rosshouse.org.au.

the e-bulletin



Weekly guide to environmental and social justice happenings in Melbourne

STAY CONNECTED AND SIGN UP TO THE WEEKLY E-BULLETIN

Ross House produces a weekly e-bulletin that highlights upcoming workshops and webinars for NFP organisations, and member and tenant events. The e-bulletin goes out every Thursday so please feel free to send us your exciting news to share!

Sign up on the homepage of our website at rosshouse.org.au (scroll to the bottom of the home page) or by [clicking here](#).

View previous publications by visiting our Facebook page at www.facebook.com/rosshouseassociation/ and following the links!

2025 Window Displays

The Ross House team would once again like to thank the tenants for their wonderful window displays!

We know how much effort and planning goes into each display, and it's always exciting to see how the space is cleverly utilised to best effect!

In July Deafblind Victoria continued their display on the left side half, and the right side displayed posters for our successful Ross House Open Day held towards the end of the month.

For the month of August, we had eye-catching displays from Brain Injury Matters and the Australian Chinese Friendship Society.

September has seen the calming display from Lotus Group Projects in honour of the International Day of Peace, which was observed around the world on 21st September.

Take a moment to check out our front window as you enter our beautiful building and home.

[ID below: Lotus Group Projects shares International Day of Peace and Australia China Friendship Society promotes their organisation with bright, eye-catching promotional material].



[ID: 'Brain Injury Matters & Australia China Friendship Society promote their organisations with colourful displays].

Looking ahead in the month of October there will be displays from the Self Advocacy Resource Unit and Housing for the Aged Action Group.

Thank you to everyone for their enthusiasm with filling our window.

2026 Window display bookings

Fill out your 2026 window display form by Thursday 16th October 2025 to secure a spot.

<https://form.jotform.com/252456692395873>

If you would like to find out more information about our window displays, please get in touch with Carol at rosshouse@rosshouse.org.au.



Room Relocations

BY ROSS HOUSE ASSOCIATION

Two of our spaces have recently moved up to level 4.

The Christine McAuslan Community Meeting Room has moved from level 1 and is now Room 4.3 (previously 1.2). And the Shared Space has moved from level 3 to Room 4.17 (previously 3.7). Both are now at the back of the floor at the end of the corridor.

We are pleased to say that both rooms have received an upgrade with this move. The Christine McAuslan Meeting Room is much fresher, with newer carpet and paint work, and offers more privacy with floor-to-ceiling walls. Everything else about the room is unchanged, with a round table for 8 people, a whiteboard and TV with a Webcam. The Shared Space is now larger, and we have been able to add an additional two person corner desk.

If anyone has any concerns or queries, please don't hesitate to contact the Ross House front desk at rosshouse@rosshouse.org.au.



[ID:Image of the Shared Space - tables, chairs and desks in a communal meeting room space].

What if I already have room bookings in Meeting Room 1.2?

Your meetings have transferred automatically to Meeting Room 4.3. Just head up to level 4 instead of level 1.

How do I gain access to the new Meeting Room on Level 4?

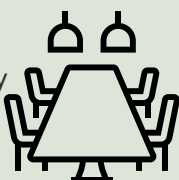
Access hasn't changed. The four-digit access code, located in your confirmation email and 'my bookings' section of your online user account, will give you access to this room.



2026 Meeting Room Bookings

A friendly reminder to submit your 2026 meeting room & window display bookings by **Thursday 16th October 2025**.

Check your emails from Thursday 11th September 2025 for a link and more info.



For queries, please contact Katie > rosshouse@rosshouse.org.au

STAY CONNECTED!



@rosshouseassociation



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Ross House Association

ROSS HOUSE ASSOCIATION STAFF THANK YOU FOR YOUR CONTINUED SUPPORT!



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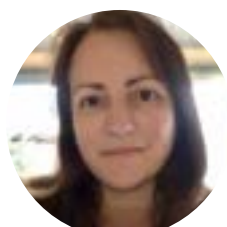
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In The House is a Ross House Association internal publication, produced five times a year.

If you would like to contribute an article, promote an event or share some exciting news about your organisation, keep your eye out for an email from us, advising of submission deadlines.

Please send submissions to: rosshouse@rosshouse.org.au



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