

# THE PHOENIX FORUM NEWSLETTER

COMMUNITY EDITION

FEBRUARY 2026



Helping survivors  
reclaim their dignity and  
independence



### CALENDAR DATES

- March 8 International Women's Day
- April 2 SRU Grand Opening Day
- April 3 Good Friday
- April 5 Easter Sunday
- April 6 Easter Monday



### THE SRU NEWS



Now Open  
Fridays until 4 pm

- \* SERENA'S OP-SHOP
- \* THE PANTRY
- \* SRU DESIGN
- \* EDIT CO
- \* **FOODBANK CLOTHES & SHOES**

**Opening Hours**  
**Monday to Friday**  
**9 am to 4 pm**  
**Saturday**  
**9 am to 2 pm**

**ABSOLUTELY EVERYONE IS WELCOME TO SHOP WITH US! IN FACT, THIS IS ONE VERY IMPORTANT WAY YOU CAN SUPPORT US AND CONTINUE TO HELP US HELP OTHERS. PLEASE ENCOURAGE YOUR FRIENDS AND FAMILY TO SHOP WITH US ALSO - IT'S A WIN-WIN FOR EVERYONE!**

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### NOTE FROM THE SUPPORT TEAM

Welcome back to all of our incredible volunteers at Survivor's R Us Incorporated.

We are so grateful to have you return and continue walking alongside us in supporting our community. Your time, compassion and dedication make a meaningful difference in the lives of those we serve, and we truly value the heart you bring to this work.

We acknowledge that the recent construction works and transition to our new premises have been a period of significant change. Moves and renovations can be disruptive and, at times, stressful. We appreciate your patience, flexibility and understanding as we navigate this new chapter together. While the process has presented challenges, it also represents growth, renewal and exciting opportunities ahead for our organisation and the people we support.

Please remember that you are not alone. Our support team and counsellors are available should you need to debrief, talk through any concerns, or simply connect. We warmly encourage you to reach out at any time.

As we settle into our new space, let us hold onto this reminder:

"Your mental health is just as important as your physical health. Taking care of yourself is not a luxury, it is a necessity."

Thank you for being such an important part of the SRU family.

— Kristie, Support Manager



Our Support Team is available  
Monday to Friday 9 am until 2.30 pm

### February Sales

50% Off Sales

Week 1 - 2<sup>nd</sup> until 7<sup>th</sup> - Manchester

Week 2 - 9<sup>th</sup> until 14<sup>th</sup> - Bric-a-Brac & Toys

Week 3 - 16<sup>th</sup> until 21<sup>nd</sup> - Electrical

Week 4 - 23<sup>rd</sup> until 28<sup>th</sup> - Store Wide

**EXCLUDING**

**\*THE PANTRY \*SRU DESIGN**

**\*EDIT CO**

**\*FOODBANK CLOTHES & SHOES**



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**MESSAGE FROM THE GM**

**A New Building. New Opportunities. A Bigger Impact.**

**Our move into our own building is an exciting milestone and a proud moment for our organisation. It represents more than a new workspace—it creates new opportunities to grow, collaborate, and strengthen the support we provide to those in need.**

**Owning our building gives us the flexibility to work more closely with partner groups across Lake Macquarie and the Hunter, expand programs, and create shared spaces that bring people together. This move opens the door to stronger connections, new initiatives, and a greater collective impact within our community.**

**As we settle into the new space, safety remains a key part of how we work together. A busier environment with more activity and movement means staying aware of our surroundings, being mindful of shared spaces, and supporting one another to work safely—including recognising when fatigue may affect judgement.**

**This move marks the beginning of an exciting new chapter. With a shared commitment to safety and collaboration, our new building positions us to do even more good for the communities we serve.**

**— Scott, General Manager**

**VOLUNTEER SPOTLIGHT**

**QUESTIONNAIRE:**

Hi, My name is Tracey Matheson. My role with SRU is Warehouse Manager which involves the day to day operations of the Warehouse eg; staffing, pricing and generally anything else that needs to be done.

How long have you been with us  
**3 years**

What's your favourite sound  
**Laughter & Kindness**

What song would you play every time you walk into a room?  
**Imperial March from Star Wars**

Favorite band or singer  
**Anything from the 80's**

Coffee, tea, or "I forgot to drink anything today"  
**Milk!!!**

What's your guilty pleasure TV show?  
**Kath & Kim**

What's the best thing you can cook  
**A Plan !!**

Favourite type of hat  
**Anything that can fit on my noggin. I've never met a hat I didn't like**

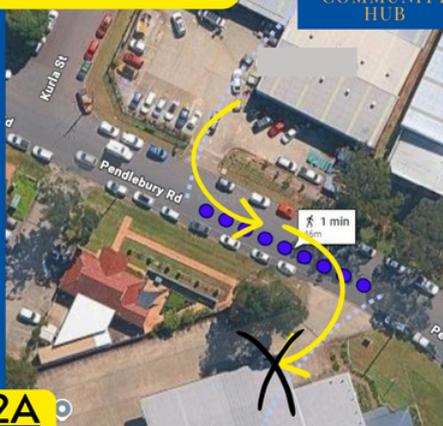
Are you a cat or a dog person?  
**I'm a chicken person**

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Our New Location



**52A**  
Pendlebury Road, Cardiff

