

LET THE SUMMER BEGIN!

NCP Newsletter

Summer Edition 2020



From Management Team

Welcome to all our new participants and families who have joined us since the last newsletter. We hope you all well and maintaining your wellbeing during the Covid-19 pandemic. Please keep in mind that we are here for you during these challenging times.

If you already are not aware during August, we successful opened 2 brand new SIL accommodation in Tahmoor NSW. We currently have 6 participants living happily there. In addition, we have just opened another location closer to home (Guildford), We are now working towards opening another three sites located at Strathfield, Cabramatta and Glenmoore Park. We will continue to keep you all posted on this in the months to come!

NWCP will be undertaking our NDIS maintenance audit by Q-Audit on January 11 and 12. John Leong who is the organization Quality Compliance Officer has been assisting us to prepare for this audit. His role is to ensure we continue to meet the Aged Care Quality Standards and NDIS Practice Standards. You may be asked to participate in the audit by answering a few questions about the services that Nationwide provides you or loved one. Please do not hesitate to contact one of team should you require more information on this.

The Aged Care industry is now eagerly waiting for the final recommendation from Royal Commission, which is due to come out in February 2021.

We all wish you a Happy Christmas and a wonderful Summer!



Summer Events and Activities

(Please note that due to Covid 19 and weather conditions, some events subdue cancellations)

Thu 3rd Dec – International Day of People with Disability

Sat 5th Dec - All Abilities Play Centre

Sun 6th Dec – Writing Competition

Sun 6th Dec – Auburn Reading Cinemas

Wed 9th Dec -, FlipOut, Villawood

Sat 12th Dec – Mini Golf, Liverpool Catholic Centre

Sat 13rd Dec – Tree Top Adventure

Tue 15th Dec – Christmas Party, Respite

Wed 16th Dec – Timezone Bowling, Villawood

Sat 19th Dec - Bicentennial Park

Sun 20th Dec – Auburn Botanical Gardens

Tue 22nd Dec - All Abilities Play Centre

Fri 25th Dec – Christmas Public Holiday

Sat 26th Dec – Water Therapy, Prairiewood Leisure

Sun 27th Dec – Nature Reserve, Merrylands

Wed 30th Dec – Picnic & Planting, Respite

Tue 26th Jan – Australia Day

Sun 14th Feb – Valentine's Day



From the Day Program Team

Happy Summer Christmas and Birthdays to everyone celebrating birthdays this summer!

Hello Everyone!

Welcome to our Summer Edition of 2020. We hope you and your family had a safe and happy Spring Season. While this has certainly been a productive and amazing year for our Day Program, we look forward to an even more productive and cheerful year in 2021 despite the challenges.

I must admit, it has been difficult at times when we had to cancel some of the outings and venue activities due to everchanging weather conditions and Covid 19 restrictions. As you might know most of the indoor venues now require bookings ahead and paying online. For this reason, please go through the monthly Day Program Calendar ahead of time and book the events of your interest prior to its actual date and let us know so that we can arrange the activity accordingly.

In addition to this, please make sure our clients are fully equipped for outings with appropriate clothing, bottle of water, enough money to buy food, sunscreens, repellents, hats, comfortable shoes, etc. Concession cards should be present at the time of the events so that the discounts could be applied.

Also, there are diaries being sent home each time your love one is attending the Day Program, so it is advised you check these regularly and respond to it if you wish. We are open to useful ideas and complaints, as much as donations of any sort that could be beneficial at Day Program.

Lastly, there will be full of events and outings for everyone this summer as listed on the first page. One of them is the Christmas Party on the 15th of December at Hinchinbrook Respite. There will be food, live music, games, and prizes for you to enjoy.

This year, more than ever, we are reminded that we are stronger together, so we will keep this in mind and stay connected in 2021 as well. Please know you have a dedicated team at NCP Day Program to support your clients in various ways. I can say with complete confidence that we will do everything we can to support your love ones and provide a phenomenal day program for them upcoming year with your support. Below photos reflect some of the highlights of what we've been doing 😊.

Please stay safe and have a blessed summer season and Christmas! On behalf of Day Program team, I thank you for your dedication and commitment to our shared goals!





Abdul is having a refreshing day at Bondi beach with the group! Frank is decorating a photo album with seashells with the help of Chris. The group having cupcake decoration activity while enjoying a movie of their choice and seated Zumba. Well done with the cupcakes guys 😊!





Frank has special talent of painting paper rose pedals 😊! Mahe enjoying drum therapy with Bishnu!

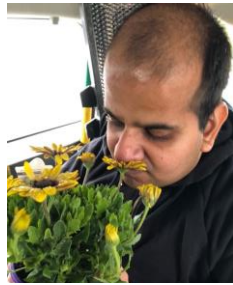
Ksena is great helping with some admin work. She loves arts and crafts and very good at singing 😊!





Mahe and Bishnu having so much fun and a peaceful time at Newington Armory & Flinders Slope!

The group is having a refreshing trip to Flower Power to experience all sorts of sensorial activities.





Mahe loves reading TV magazines and libraries. 😊

Stuart always has a great smile and passion to try something new!



Rohit enjoys finger painting with a great sense of humour! 😊





Rohit amazingly sculpted the wet paper and decorated the photo frame with the support of Anita :).

Dale enjoyed watching Zumba and muffin decorating activity. Loved eating them too 😊!

Stanley and the rest of the group have enjoyed the fruit shopping activity and the fruit salad party!





Happy International Disability Day to everyone! It was full of joy today for all of us. We had chocolate cake, pizzas, chips, drinks, dance, music, gifts and much more! Ksena's singing performance was excellent! There will be more pictures on the next edition 😊.





Rohit and Stuart both have so much fun doing activities like drum therapy, seated Zumba, hands on rose making using recycled egg trays, paint, glue etc. They used these roses to make refrigerator magnets and gave them to their parents as meaningful gifts. Way to go 😊!





Wow! Everyone in the group is so much focused to finish off with the Christmas ornaments that is made from paper rolls. We are eco-friendly and constantly encouraging and teaching our clients recycling. Thank you for that silly smile Stuart 😊!





Cathy loves crafts and word games. She and the whole group had so much fun playing rhyming games and hangman! Can you guess who came up with the most rhyming words 😊?

Dale is an amazing computer game player. Here he is playing solitaire with Ingrid's support, and having a great conversation and a snack time with Aashu.



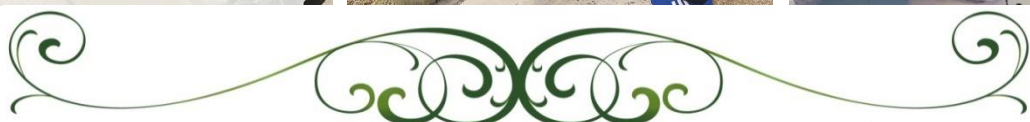


Tarek and Tagataese both love physical outdoor and indoor activities. Our support workers try their best to support them in many ways. Thank you all and keep up the good work! 😊





Tarek loves exploring fun venues and outings 😊! FlipOut has an inclusive accessible Flip-Ability area as well!





SOME HIGHLIGHTS OF OUR FULL OF FUN CHRISTMAS PARTY!









Christmas round the world
is different everywhere
and in Australia
heat is in the air
There is no sign of snow.
It's summer don't you know?
We've got our hats and swimsuits on,
it's to the beach we go

Oh Christmas in Australia
is Christmas in the sun
Christmas in Australia
is hot for everyone!






YOUR FEEDBACK IS IMPORTANT TO US
Comments – Compliments – Complaints – Concerns

We need your feedback to continually improve our efforts. It plays a vital part in assisting us to provide quality services to you all. We would also like to know when we do a good job. We ask ourselves this continuously so we need your assistance:

“How can we improve or provide a better service to our residents?”


How to raise a complaint or concern and/ or make a comment or suggestion?

 **INTERNALLY** – you may wish to use any of the following methods below

We use the following documents to capture your valuable information. Please forward to sshah@nationwidecareplus.com.au

Document (at the front of the staff office)	When to use it?
F-02 Feedback Form	For a problem, suggestion or an issue of non-confidential in nature

- Discuss with the Operations Manager in person or by telephone 1300 818 156
- Discuss with any staff member with whom you feel comfortable with. This staff member is then obligated to inform the Operations Manager or Chief Operations Manager about your complaint or concern.
- All signed forms will receive a personal reply, if your name and contact details are provided.
- Should you feel you did not receive a satisfactory resolution to your concern or complaint through the above avenues please feel free to contact the Chief Executive Officer by telephone (1300 818 156) or written correspondence to Shop 4, 24-26 Nelson Street, Fairfield, NSW 2165

 **EXTERNALLY** – you can ring any of the below department to assist you with resolving a concern or complaint if we are unable to help you to resolve it. We hold a philosophy that we endeavour to resolve your concerns or complaints internally to your satisfaction in the first instance.

The NDIS Commission

Ph: 1800 035 544

Email: contactcentre@ndiscommission.gov.au

Website: <https://www.ndiscommission.gov.au>

NSW Ombudsman

Free call (outside Sydney metro area): 1800 451 8050

TTY: (02) 9264 8050

Email: nswombo@ombo.nsw.gov.au

Website: www.ombo.nsw.gov.au

Human Rights and Equal Opportunity Commission (CTH)

Phone: (02) 9284 9600

Complaints Infoline: 1300 656 419

Privacy Hotline: 1300 363 992

TTY: 1800 620 241

Website: www.hreoc.gov.au

National Disability Abuse and Neglect Hotline

A hotline for reporting or complaining about the abuse or neglect of a person with a disability at home, in the community, or in any other location. The hotline will refer a complainant to a relevant state or local agency where necessary.

Free call: 1800 880 052

TTY: 1800 301 130

National relay service: 1800 555 677

Fax: 02 9318 1372

Website: www.disabilityhotline.org

Intellectual Disability Rights Service (IDRS)

A community legal centre specializing in legal and rights issues for people with a disability.

2C/199 Regent St

REDFERN NSW 2016

Phone: (02) 9318 0144

Freecall: 1800 666 611

Fax: (02) 9318 2887

Website: www.idrs.org.au

People with Disability Incorporated

For people with a disability who wish to make a complaint about their rights being infringed.

Phone: (02) 9370 3100

Freecall: 1800 422 015

TTY: (02) 9318 2138

TTY: 1800 422 016 freecall

Fax: (02) 9318 1372

Website: www.pwd.org.au

Email: pwd@pwd.org.au

Anti Discrimination Board (NSW)

Hunter Office

Phone: (02) 4926 4300

TTY: (02) 4929 8419

Tollfree (NSW): 1800 670 182

Website: www.lawlink.nsw.gov.au/adb

Disability Advocacy NSW

Newcastle

Phone and TTY: 1300 365 085 or (02) 4927 0111

Fax: (02) 4927 0114

Email: newcastle@da.org.au

Multicultural Disability Advocacy Association

MDAA Head Office

Phone: (02) 9891 6400

Fax: (02) 9897 9402

Address: 10-12 Hutchinson Street,

Granville NSW 2142

Postal: PO Box 884, Granville NSW 2142

Email: mdaa@mdaa.org.au

Toll free (GRANVILLE, Sydney) 1800 629 072

