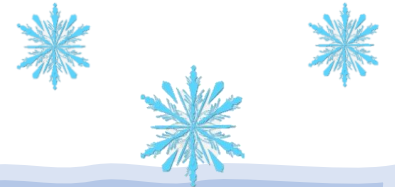




NCP Newsletter

2021



From the Management Team

We hope everyone is staying nice, warm, and safe in this chilly winter that has begun. We would like to welcome all new staffs and participants to the Nationwide family. We are excited to have you all onboard!

I would also like to thank our staffs for all their hard work and efforts throughout all seasons and really making a difference in our participants' lives. And it is so warming to know that our staff are in this industry for all the right reasons, and this is reflecting on our participants' faces and developments.

At Nationwide we are continuing with all COVID safe practices to ensure everyone is kept safe and we appreciate every one's compliance. This is the only way we can beat it together and hopefully go back to how it was.

This winter we have a lot of exciting projects coming through and will keep you posted. We will share only one as a little teaser, look out for our amazing new day program that will be called "The Nationwide Leisure and Recreation centre." This new centre will be mind-blowing and unexpected to all our participants. Also sharing another positive news, we have made efforts and are waiting for DA approval for making our Strathfield centre more accessible for people with disabilities. In addition, we are working on our own SDA building which will be accessible! So, keep tuned to get more updates.

I would like to finish off by saying thank you once again and looking forward to the upcoming exciting things Nationwide will be bringing to you all.

Have a great winter with lots of warm Coco!

Management

Upcoming Events and Activities

3rd June, Thursday: Outing to the Willowdale Park

4th June, Friday: Movie and Popcorn Day

8th June, Tue: Picnic to the Bicentennial Park

11th June, Fri: Cabramatta Market Shopping Day

16th June: Queen's Birthday High Tea

17th June, Thu: Calmsely Farm Day

22nd June, Tue: Casula Powerhouse Visit

25th June, Fri: Talent Quest

29th June, Tue: A visit to the Auburn Botanical Gardens

30th June, Wed: Birthday of the Month, June



Winter Edition



From the Cabramatta Team

Hello everyone,

We hope each one of us is doing well. This winter is going to be really cold, so hope all of us have prepared our winter essentials to keep us warm. Talking about Cabramatta Respite, past three months had been very busy, we did so much exciting things which involved planting, cooking, learning how to do chores, cleaning and many more.

Moving forward, in these three months we had new participants and staffs joining our Cabramatta respite family to whom we would like to welcome with our open hearts. Denis, our new staff member has been a great addition to our family as he is well experienced in most of the activities such as being Personal trainer, motivator and source of encouragement for our lovely participants.

Furthermore, we had really memorable events in these past few months. We had delicious BBQs on most of the weekends. We also had collab with our Tahmoor participants and day program participants at Cabramatta, where all our participants joined together in preparing and cooking the BBQ, enjoying their own choice of music, and dancing along.

We also involved our participants in sports activities, both indoors and outdoors. In addition, another sporty event we had was taking the participants to the gym, where they got to experience training from the experts (personal trainer). Our participant enjoyed more in cardio exercises such as treadmill, cycling and wall climbing.

In addition, we took the participants for shopping, where they bought their favourite shoes, clothes and other accessories. We also visited to the Cronulla beach, which was an amazing outing for all our participants. They were able to experience and explore the beautiful nature that Sydney has to give. They collected shells, and went for a lunch at the Cronulla restaurant.

Also, here at Cabramatta we are engaging ourselves to make our participants understand the real meaning of self-independence. We are encouraging our participants to build their capacity to look after themselves and their surroundings.

At the end, we would like to thank our participants and their families for always believing in us and motivating us to do the things we are doing.

For the future, we are planning better events for our participants with lots of excitement and enthusiasm.

Thank you.

Much love from Cabramatta Team

Cabramatta Gallery



*"We don't
remember
days, we
remember
moments."*

- Cesare
Pavese





"Believe you can and you're halfway there."

- Theodore Roosevelt



From the Day Program Team

Hello, Everyone!

We are back with the Winter edition of our NCP Newsletter. We hope you have all been well. As we welcome winter and prepare for the cold, we would like to warm your hearts with beautiful pictures of our participants enjoying the events and activities in the past three months. We share with you, the smiles, the laughter, the fun, and memories we made during these moments. We hope you enjoy!

As we move forward, we would like to welcome our new participants and support workers to the Day Program. We hope the Day Program proves to be both fun and productive for you! As excited as we are to welcome our new participants, we also have some sad goodbyes. Sema, our previous Day Program Coordinator, has decided to move on to a new role with a different company. While we are sad to see her go, we thank her for her contributions to the Day Program and wish her all the best for her future endeavours.

Now, talking about what is new, we are thrilled to announce that Day Program will be moving to a new space by the end of June. The new Day Program Centre will be bigger and better with many innovative ideas and programs. We are very excited... Are you?

As it goes without saying, we are forever grateful to our lovely participants and families for their continuous belief in us, and all their support. On behalf of the whole Day Program Team, we thank you! Enjoy the rest of the newsletter. We wish you have a great, safe winter.



Celebrating Purple Day, which was dedicated to spreading awareness about Epilepsy. Some of our participants and support workers shared their experiences on what it meant to live with, or

Day Program Gallery



*"Because every picture
has a story to tell..."*



From the Tahmoor Team

Experience the Care Differently



Tahmoor SIL: Your pathway to total independency

Tahmoor is a small town in the Macarthur Region of New South Wales, Australia, in Wollondilly Shire. The Tahmoor SIL is your dream place for you to experience tranquility and your independence.

With professional staffs that understand the meaning of caring, our participants enjoy the sense of "Home away from home" with difference and with fairness.

Activities



Our participants enjoy a variety of indoor and outdoor activities: from pool table, gardening, sensory room, games, singing and dancing, going bowling, bicycles riding, local and long-distance visits and outings to some of the most beautiful beaches and tourist-areas... The fun just never ends here!



Meals

Mealtimes are always the best moments during which participants continue to share the unity among them. They enjoy cooking under staff supervision. Participants also love to eat out, from time to time, and enjoy some of the best restaurants around.



Participants engage among themselves and the staff in sharing stories that add new ingredients to the meal. The atmosphere around the dining table is of such fun that they would sit there for hours enjoying the laughter. This is not time for worry nor stress, but time for re-energising one another, rebuilding the spirit and the moral. Time to enjoy the deliciousness of the Tahmoor cuisine by Sandra, Kelvin or one of the staff. Come and experience the fun.

Staff professionalism

Apart from their commendable years of experience, staff working at the Tahmoor SIL receive further training and induction to ensure the participants receive quality and professional service they deserve. They continuously engage with the participants and make sure they get everything that they need.



Contact Details

Come and experience the care you never experienced before. We are waiting for you. Call or email us at

Tel: 02 4601 7869- Email: tahmoor@nationwidecareplus.com.au

Tahmoor Gallery



"A picture speaks a thousand words, but memories are priceless..."

- Anonymous



When We All Came Together



FUN CORNER

Follow through the numbers and connect the dots!



Word Search Puzzle

G L O V E S A G T L K G F
F R O Z E N G X A V Q I R
L P G W M H O T H A C G O
P B C D I R P V I E R X S
H I B E R N A T E D O V T
Q D G D N H T R Q U S W Y
X C O L D P G E U N T L K
I T F G K L F E R V Y G K
G K W O N S E T P C O A T

Find these Winter Words.

Coat	Cold	Frosty	Frozen	Gloves
Hat	Hibernate	Ice	Snow	Winter

Riddles

1. How do mountains stay warm?
2. What's a snowman's favourite drink?
3. What can you catch with your eyes closed?
4. Why was the snowman sad?
5. How do snowmen greet each other?
6. What does a Snowman take when he gets sick?
7. What do you call an old snowman?

DIY Crafts

What you need:

1. Leaves (could be different shapes and sizes)
2. A paper to print the leaves on
3. Painting Colours
4. Paint Brushes

STEP I



Step I: Gather varieties of leaves. Semi-dried leaves suit the best for the DIY. You can use leaves with different shapes, and sizes.

STEP II



Step II: Paint the leaves in different colours of your choice.

STEP III

Paste the painted leaves on a piece of paper facing the painted side down. Now press the leaves against the paper and apply pressure. You can use the palm of your hands or easily available heavy items such as a book, to evenly apply pressure to imprint the painted leaves.

Note: You can place the leaves randomly (left picture in Step IV), or in a particular order (right picture on step IV) to come up with different designs.

STEP IV



Gradually and carefully remove the leaves to come up with the imprints on the paper.

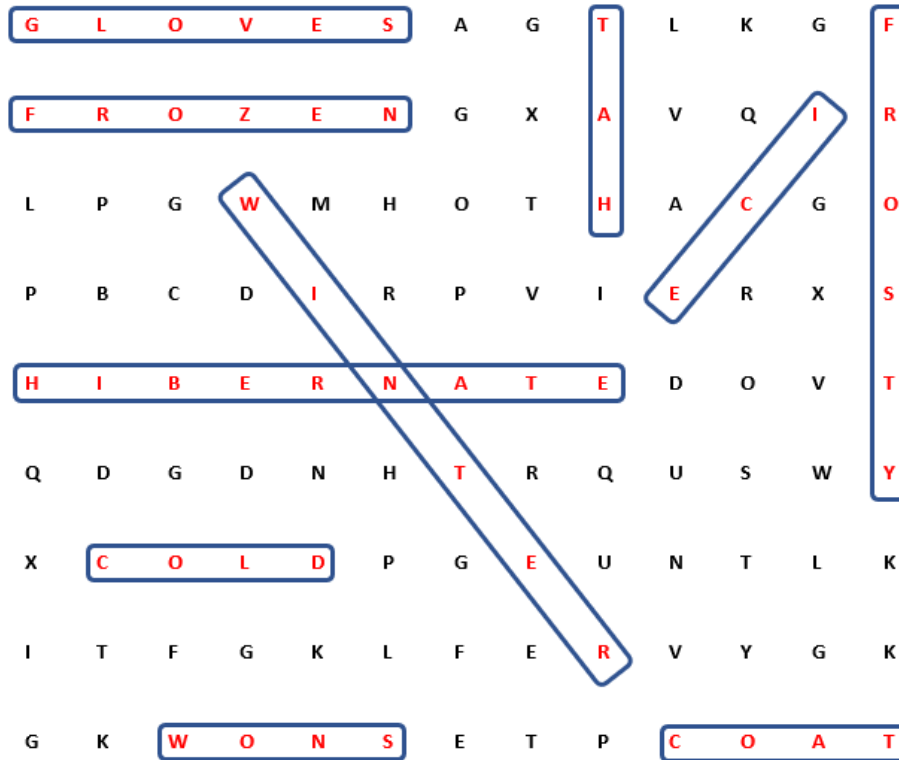
Colouring is fun!

WELCOME WINTER



ANSWER KEYS

Winter Puzzle



Autumn Riddles

1. They put on their snow-caps.
2. Iced tea
3. A cold
4. Cause he had a meltdown.
5. "Ice to meet you!"
6. A chill pill.
7. Water


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?
<i>F-02 Feedback Form</i>	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 endeavor 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