



DECEMBER

NEWSLETTER



NATIONWIDE CARE PLUS

MANAGEMENT MESSAGE

Nationwide Care Plus would like to extend a warm welcome to all new staff who have joined the team over the past quarter. It's been a busy few months for both employees and residents alike, as we've introduced new properties and launched the Specialist Disability Accommodation department. Thank you all for your hard work and dedication.



MERRY

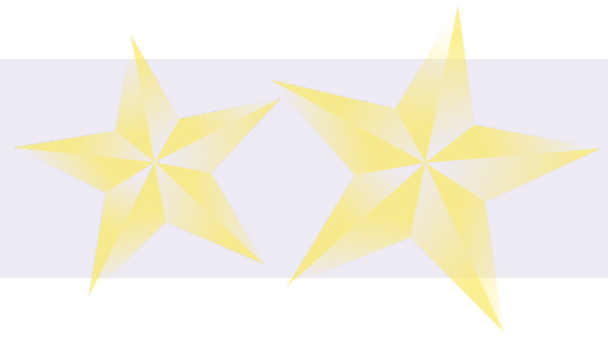
Christmas



AND HAPPY NEW YEAR



Day Program Update



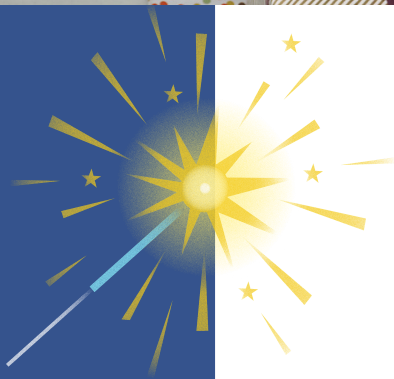
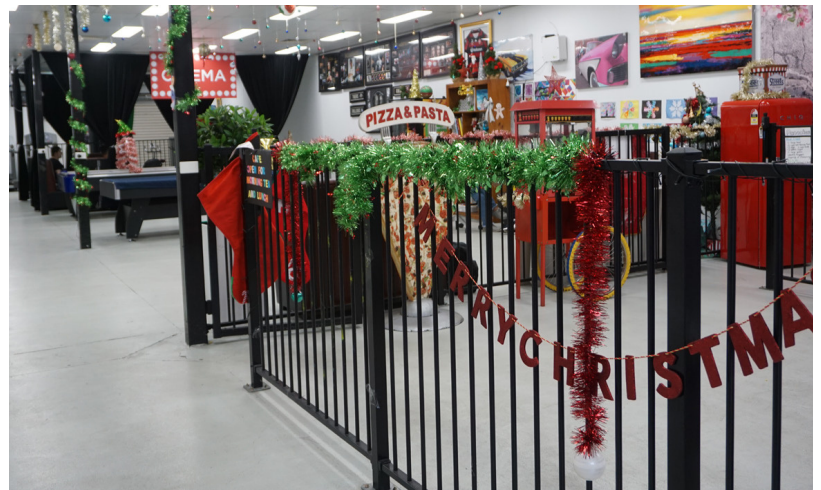
Employee of the month

Congratulations! Tara has been appointed as Employee of the month. She has been with us since her placement and is experienced in the disability sector. Tara is a very caring person and involves daily life skills, outings, and any possible activities to help our participants achieve their goals in life, be independent, and enjoy life with others.



Christmas Season

It has been a very busy time getting closer to December and the holiday season. Here in our day program, we have been setting up a Christmas tree and offering a range of life skills, banking, outings, fitness groups, art and craft, cooking and baking, music and dance lessons, as well as photography skills and lots more.



Day Program Activities Gallery

OUTING & ACTIVITIES



Message from Day Program
Welcome to our Summer Edition of 2023. 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 2023 despite the challenges. This year, more than ever, we are reminded that we are stronger together, so we will keep this in mind and stay connected in 2023 as well.

We have a dedicated team here at 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 loved ones and provide a phenomenal day program for them in the upcoming year with your support. We also have some awesome photos captured here in our day program. Follow us on our social media to see our daily updates from our day program. IG @nationwide_careplus





IT IS ALL ABOUT ENGAGEMENT AND INDEPENDENCE

A GREAT MOMENT CAPTURED AT THE HALLOWEEN PARTY



Daily life skills and engagement are essential for individuals with disabilities to pursue their aspirations and live their lives to the fullest.



SUPPORTED INDEPENDENT LIVING



As you can see, our accommodations and housing solutions for NDIS participants have grown and there is more to come. One of our biggest projects has to be SIL Accommodation in Bexley. This property has 3 modern bedrooms and is fully accessible and modified throughout for wheelchair accessibility. There is an added layer of security provided by security roller shutters that encompass the entire home. This exceptional home offers a 600m space, allowing participants to reach their full potential. Enjoy easy access to essential amenities, transportation, and nearby hospitals.

Because We Care

OUR NEW RESPITE

As you can see, our accommodations and housing solutions for NDIS participants have grown and there is more to come. One of our biggest projects has to be SIL Accommodation in Bexley. This property has 3 modern bedrooms and is fully accessible and modified throughout for wheelchair accessibility. There is an added layer of security provided by security roller shutters that encompass the entire home. This exceptional home offers a 600m space, allowing participants to reach their full potential. Enjoy easy access to essential amenities, transportation, and nearby hospitals.

Vacancies

SUPPORT INDEPENDENT LIVING



Get in Touch!

☎ 1300 818 156

✉ info@nationwidecareplus.com.au

Follow Us on Our Social Media!

📷 @nationwide_careplus



Location

Bexley, NSW 2207

Key Feature



A mixture of including Hospital beds



2 Modified Bathroom



Fully Accessible



24 Hours Support



About The Accommodation

A beautiful 4-bedroom home catering for all support needs from improved livability, fully accessible and high physical support including ceiling hoists to meet all participant needs. The property includes 24/7 support together with a mixture of floor staff including support workers, AIN and Registered Nurses. This rare gem is in a highly sought-out area of Bexley in South Sydney. Enjoy a convenient location close to shopping centers, public transport, beaches and St George Hospital.



Luxury
**SUPPORT
INDEPENDENT
LIVING**



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Location

Narellan, NSW 2567

Key Feature


3 Bedroom


24 Hours Support


2 Accessible
Bathroom &
4 toilet


Fully Accessible
throughout


Accessible Kitchen



About The Accommodation

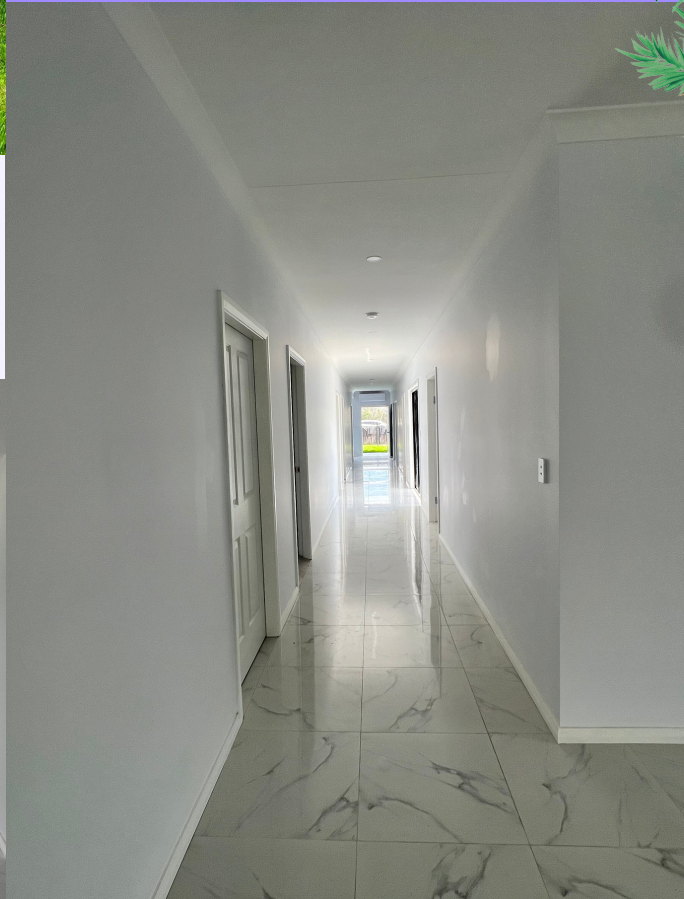
Discover a 3-bedroom modern-style and fully accessible Support Independent Living home, with 24/7 support from support workers, AINs, and RNs. This property is modified throughout for wheelchair accessibility and added layer of security provided by security roller shutters that encompass the entire home. This exceptional home offers a 600sqm space, allowing participants to achieve their full potential. Enjoy easy access to essential amenities, transportation, and hospitals nearby.





NEW
RESPITE
CARE -
CABRAMATTA

New Respite care located in Cabramatta
8 bedroom includes a mixture hospital bed



Hospital and Emergency Care
Because We Care





INTRODUCING

Specialist Disability Accommodation



NWCP SDA

Welcome Natalie to the Nationwide Care Plus SDA team. Message from Natalie, it has been a wonderful journey working here at NWCP and NWCP has allowed me to fully explore and use my skills. I love healthcare and now, I hope we can grow in providing NDIS approved provider accommodation for participants in need.



SDA Camperdown

NWCP has introduced over 10 locations for SDA accommodation and more are coming in 2024. Our proudest projects that are currently being built and will be ready by March 2024 are the High Physical Camperdown which is located a short distance from Royal Alfred Hospital and a combination of SDA categories located in Jordan Springs.



Rebranding & Introducing Nationwide Care & Training



NWCT update

We are excited to announce that our education section has undergone a re-vamp! Now known as Nationwide Care and Training, we offer government-funded Certificate III and IV courses in Aged Care and Disability. Secure your spot with us! Smart and Skilled courses are subsidized through Government subsidies which allows students to study to up their skills and qualifications at a very low fee.

Enquire
education@nationwidecareplus.com.au
Phone: 0415157419

What's Our Student Say?

Ryan Ballard

“10 out of 10 would recommend NWCT. Thanks for all the support!”

Janice Short

“I enjoyed the course, the teacher was really great. A great environment to learn.”



Let's do some fun colouring together



Your Feedback is Important to Us

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)

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

contact us or

Chief Executive Officer by telephone

(1300 818 156) or written correspondence to Address

8 Nelson Street, Fairfield, NSW 2165

Office Hours 9am - 5pm

☒ 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

Available Services

We are here to help

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 MDAA Head Office 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

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



Nationwide Care Plus and our team would like to Thank you all
Include our staff, participants, and the family for trusting us.
We will continue to provide what's best for individuals

Because We care