



## Welcome - From the CEO's Desk



It is my pleasure to welcome you all to the February 2024 edition of our monthly newsletter. I trust that you will find it informative and fun to read. May you enjoy this month's issue and may it bring you joy and inspiration. As always, we welcome your feedback and suggestions for future editions.

For many people, the highlight of the month of February is the 14th day known as Valentine's Day. Which makes the month of February the 'Love Month'. Happy Valentine's Day, we send you a boatload of love from Joy Valley Care.

I would like to share with you some positive words associated with the month of February. I believe these words set us on track as we approach Harmony Day coming up on 21 March. I urge you to carry these words in your heart in all you do and everywhere that you may go. As you do so, others will benefit from it. Let's celebrate and live by these words in the month of February - Love, kindness, warmth, friendship, appreciation, celebration, devotion, passion, affection, tenderness, generosity, compassion, happiness, harmony, bliss, unity, gratitude, joy, hope, renewal, growth. In fact, why confine them to the month of February? How about we apply these words as our everyday lifestyle!

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At Joy Valley Care we hold monthly participants meetings, where the participants discuss various topics of interest and express their needs and concerns. I have the pleasure of attending the participants' monthly meetings and I am pleased that a lot of brilliant ideas come out of these meetings. These are some of the main drivers for our continuous quality improvements. One such idea to come out of a recent participants' meeting was for JVC to host a Harmony Day event at our Merrylands site. Preparations are well and truly underway and it looks set to be an amazing event. While we were at the South region participants' meeting the participants expressed how much they desired to present a performance in the way of singing at the Harmony Day event. It is quite pleasing to see that our participants have a great sense of ownership and they absolutely enjoy taking charge of what goes on at JVC. This is how we embrace lifestyle choices, independence and freedom of expression.

A reminder to you all to please save the date of Thursday 21 March and come and have a lot of fun with us at Joy Valley Care Merrylands, Harmony Day 2024.

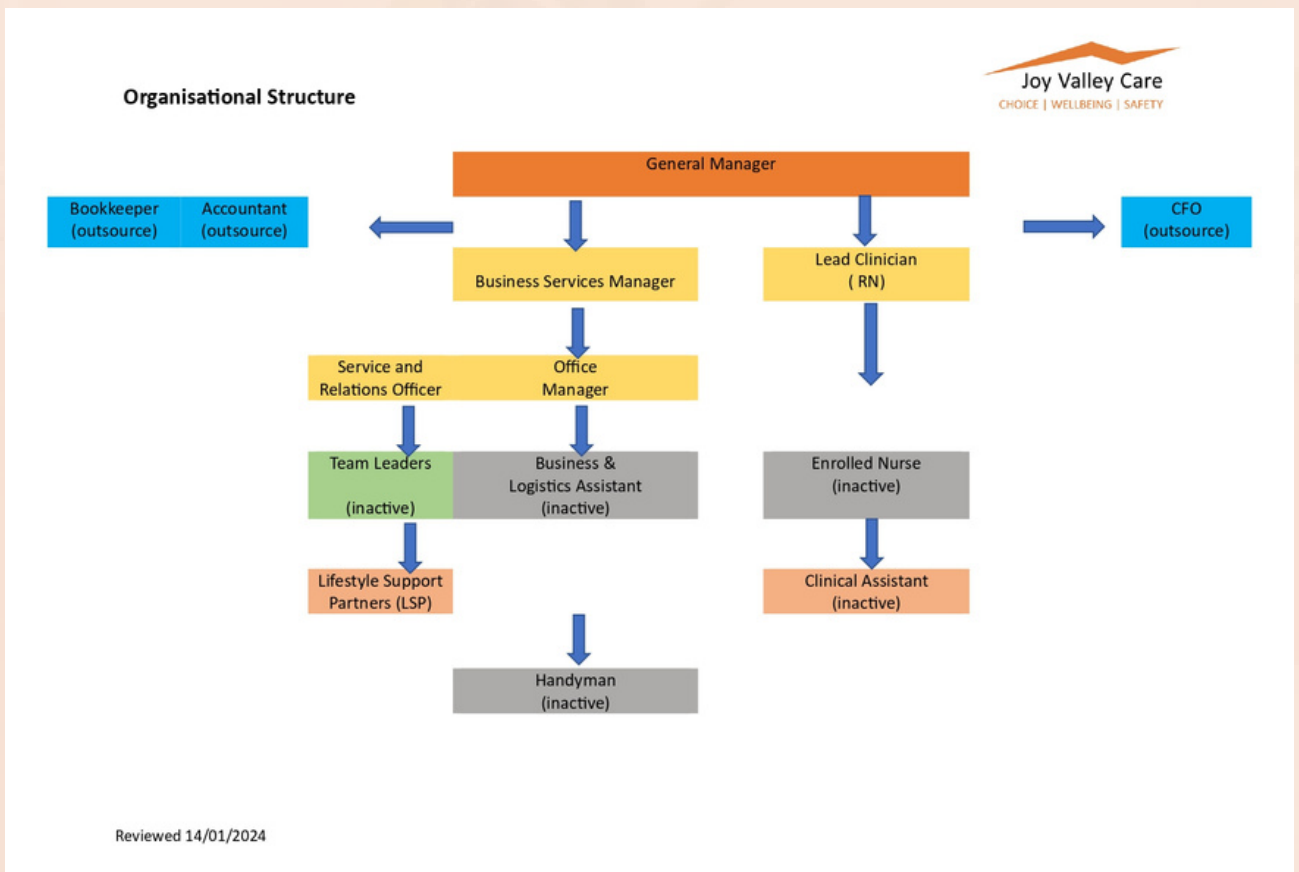
Joy Valley Care will be showcasing at the Geelong Disability Expo, Victoria on 23 and 24 February. If you happen to be in that side of Australia please come and pay us a visit, we would love to see you there. Look out for our presentations on various social media platforms.

Be blessed

Chris Gudu



## OUR BUSINESS STRUCTURE





# ≡ International Women's Day ≡



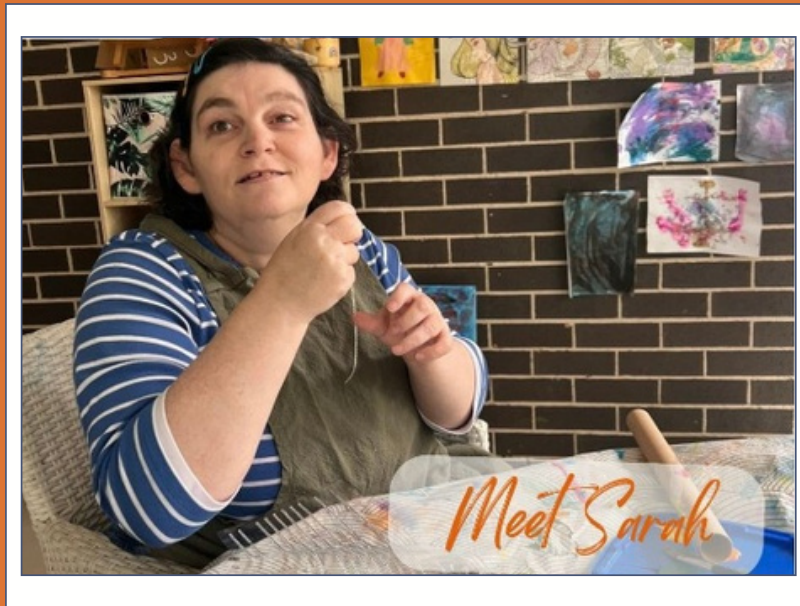
Next month we will be acknowledging International Women's Day and thanks to our Business Services Manager, Nicole Davis for organising a special treat for our JVC ladies, participants and staff. International Women's Day is celebrated on March 8th every year to commemorate the social, economic, cultural, and political achievements of women. It is also a day to raise awareness about gender inequality and advocate for women's rights. The day has been observed since the early 1900s and has since become a global celebration that honours women's contributions to society. Each year, International Women's Day has a theme that highlights a particular issue affecting women and girls worldwide.

Women have many strengths that they bring to the table in all areas of life. Here are just seven of the strengths of a woman:

1. Empathy: Women are often known for their ability to empathize with others and show compassion. This strength makes them great caregivers, listeners, and friends.
2. Resilience: Women have an incredible ability to bounce back from adversity and stay strong in the face of challenges. Whether it's career setbacks, health issues, or personal struggles, women are known for their resilience and determination.
3. Intuition: Women often have a strong sense of intuition that helps them to make decisions and navigate complex situations. This strength helps them to read people and situations well and make informed choices.
4. Collaboration: Women are often skilled collaborators who work well in teams. They are great at building relationships, communicating effectively, and bringing people together to accomplish a common goal.
5. Multitasking: Women are often great at juggling multiple responsibilities and tasks at once. They are natural multitaskers who can handle a variety of responsibilities and still get things done efficiently.
6. Mothering nature: Women have a natural hand at providing motherhood, even to strangers. They have a tendency of identifying a need to apply their motherly instinct without being prompted.
7. Observers: Women have great observational skills, which make them perfect gatekeepers in the family and in social spaces.



# UP CLOSE AND PERSONAL – MEET SARAH



In this month's edition we give a big shout out to the 'lovely' Sarah who resides at one of JVC houses in the south region NSW.

There is no other way to describe Sarah other than the word lovely, because she is just that! Sarah has been a resident at Joy Valley Care from the early days of opening. We thoroughly enjoy Sarah's company who loves to have a bit of giggle and is always full of smiles.

Sarah enjoys outdoors and nature so much and will not miss an opportunity to venture out into the local parks, beaches and other places of interest. Her favourite pastime is a walk around the block, gardening activities and she loves animals, especially dogs. While indoors, Sarah enjoys table games and loves to watch TV game shows which make her giggle a lot.

# ACTIVITY OF THE MONTH

## Site Seeing at Southern Highlands

*This month's highlight activity for our west region is a group tour of the iconic Southern Highlands. The participants have decided to take a drive and spend the day enjoying the scenic Southern Highlands, picturesque looks outs, exotic cafes and restaurants, visit to the wineries and check out the Don Bradman Museum.*





# ACTIVITY OF THE MONTH

## BOWLING DOWN SOUTH

*Up for a round of bowling? Little did we know that this simple game with friends would create countless joyful moments, filled with laughter, friendly competition, and lasting memories. Ruby secured the victory, and the cheers from her friends made it truly special. Go Team! No limitations, just pure fun for everyone.*



*Our ladies down south decided to start off the month of February with a good and indulging game at the local bowling centre. The pictures tell the story, the ladies seem to be having a great time. Apparently they had such a great time that they will be going back again soon!*



# ACTIVITY OF THE MONTH

## SUMMER TIME SPLASH!

*After an exhausting bowling game it was time to head off to cool down under a splash.*

*What an incredible day filled with sunshine and water fun! The ladies had a blast at the splash park in Camden, enjoying every moment to the fullest.*



*Olivia states "The anticipation and excitement as the countdown commenced for the big water bucket to splash over us was simply exhilarating." Ruby described the fun she had saying "Laughter echoed as we all screamed in delight." It's moments like these that make visiting the splash park with friends one of our favourite warm day activities.*



# TESTIMONIAL

Right from the first contact with Joy Valley Care, Chris and Heidi answered all my questions and put my mind at ease in finding a home for Sarah. After the initial visit I knew straight away that Sarah was going to be in a loving, caring and safe environment. Sarah has now integrated and has become part of the Joy Valley Care family. Sarah is receiving high quality care tailored to her specific needs and enjoys all her weekly activities and community access. Heidi Besters of Joy Valley Care always takes the time to send me pictures of Sarah's weekly outings and always informs me on all issues relating to Sarah. I am so blessed and happy to have found Joy Valley Care and I highly recommend their services to anyone looking for a care home for their loved one. - **Mary Culjak**



# SMILE – YOU'RE ON CAMERA





# SEE YOU AT THE EXPO!

## THE GEELONG DISABILITY EXPO WELCOMES YOU AS OUR EXHIBITION PARTNER!



**FREE ENTRY**

**GEELONG  
DISABILITY  
EXPO**

**FRI 23<sup>RD</sup> & SAT 24<sup>TH</sup>  
FEBRUARY 2024**

📍 Geelong Arena

an initiative of  **impact  
institute**

*This unique event is designed to help you promote your organisation, bringing together service providers and specialist businesses with consumers and their families, case-workers, teachers and carers in a way that ensures your product or service is seen by those who need to know what you offer.*

*Our aim is to enhance the lives of people with a disability in a positive and encouraging way. In this manual, you will find important information and dates regarding your participation as an exhibitor.*



**FREE  
ENTRY**

# HOW TO CONTACT US

We welcome any feedback, whether it's compliment or complaint. Your compliments help and encourage to be even better at what we are doing well. We see your complaints as positive tool to help us improve where there is a gap. We have a special focus on continuous improvement and we will use every opportunity and suggestions for improvement. We have an open door policy and we would love to hear from you anytime and any day. If you have any issues of concern please feel free to talk to any of our staff members in the house and they will gladly assist you with your inquiry. From the ground level, issues are escalated to the Service and Relations Officer. Where higher level escalation is required the Business Services Manager will attend to your concern. A further escalation would be to the General Manager.

**Heidi Besters** – Service and Relations Officer, South: 0407 413 365 or email: [south@joyvalleycare.com.au](mailto:south@joyvalleycare.com.au)

**Saroj Moodley** – Service and Relations Officer, Merrylands: 0421 131 369 or email: [merrylands@joyvalleycare.com.au](mailto:merrylands@joyvalleycare.com.au)

**Nicole Davis** – Business Services Manager: 0422 176 811 or email: [nicole.davis@joyvalleycare.com.au](mailto:nicole.davis@joyvalleycare.com.au)

**Nimmy Anice Mani** – Lead Clinician (RN): 0490 203 703 or email: [rn@joyvalleycare.com.au](mailto:rn@joyvalleycare.com.au)

**Chris Gudu** – General Manager: 0421 862 175 or email: [christopher@joyvalleycare.com.au](mailto:christopher@joyvalleycare.com.au)

There are other support avenues that you can access if you feel that you require external assistance to address your grievances. You may contact the following:

**Disability Advocacy NSW:** 1300 365 085 or [da@da.org.au](mailto:da@da.org.au) Get help National Relay Services: TTY call **133 677** and ask for 1300 365 085 Translating and Interpreting Services: **131 450**

## **NDIS Commission**

A complaint can be made to the NDIS Commission by:

- Telephone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- **National Relay Service** and ask for 1800 035 544