



NEWSLETTER

JANUARY 2024

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Welcome - From the CEO's Desk



Happy new year to all and a happy new newsletter from Joy Valley Care!

I am very proud to present to you this very first edition of the newsletter to come out of Joy Valley Care press. It has certainly been a long time coming and we have finally made it with this first edition, adding flavour to the start of the year 2024. For this achievement I would like to thank our team of staff for your contributions and ideas. Thanks to our management and marketing team for making this newsletter work. I hope that you will find it interesting to read and the content useful. We are open for suggestions and ideas for content and design from everyone, so please feel free to contact us anytime with your suggestions. Please email your feedback to admin@joyvalleycare.com.au

For the benefit of those who do not know me, my name is Christopher Gudu also better known simply as Chris. I am the founder of the group Joy Valley Care Pty Ltd which has been in operation since January 2020. Prior to embarking on the Joy Valley Care venture I was in the aged care sector for over 20 years, managing aged care facilities around the city of Sydney. I believe it was by the grace of God and his calling for me to serve the members of our community living with a disability.



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Being in the disability sector has been a positive eye opener for me and I have learnt so much while doing the best I can the contribute positively to the lives of others. I look forward to many more years of the most satisfying challenge of partnering with our participants as they afford us the honour of walking their journey with them. A big thank you to all our participants for having us in your lives and for giving us the pleasure of your company.

My gratitude goes out to the loved ones of the participants that have entrusted with the care and support for your dear ones. We feel honoured and we truly appreciate your support and encouragement.

I would like to take this opportunity to thank my team at Joy Valley Care in all areas of the organisation for the dedication and commitment to the cause. Without you our organisation would not be what it is and where it is. Almost each day we receive a compliment from someone, be it a participant, relative or friend of a participant, our business acquaintances, members of the community. This is truly reflective of the team that we are and the passion that we have for what we do.

This year during the Harmony Week, we will be hosting an important and fun-filled event at JVC Merrylands on March 21. While this will be our Harmony Day celebration we will be also embracing the diverse cultures of our communities. I look forward to seeing you all on the multicultural day with a lot of multicultural activities and food. Please come in your traditional outfit if possible. Look out for more information on this event.

Be blessed

Chris Gudu

ABOUT JOY VALLEY CARE



This year Joy Valley Care celebrates its fourth year since inception. It was January 2020 when we first opened our doors to the very first Joy Valley Care participant in Mount Annan. We are very thankful to our stakeholders for standing by us while encouraging and offering ongoing support. We are very proud of who we are and what we stand for. What brings us the most joy is seeing participants and loved ones enjoying being a part of Joy Valley Care. We are committed to providing best care and supports to our participants and their loved ones, and we truly believe that our service is unparalleled.

We are grateful that over the four years we have seen our organisation grow to a total of six properties plus a new development in Victoria. Our service focuses on Supported Independent Living, commonly known as SIL. These are also normally referred to as 'group homes'. Each one of our homes has a guest room reserved for a guest participant that may only want to stay with us for a short period of time. This arrangement falls under the support category known in the sector as Short Term Accommodation or STA.

Participants receive 24 hour care and supports by appropriately trained and experienced Lifestyle Support Partners or LSPs. In the sector LSPs are normally referred to as 'support workers'. Joy Valley Care has made a choice to use the title 'Lifestyle Support Partner' purely for the reasons that these are key members of our team who do a wonderful job of walking the journey of the participant with the participant on a day to day basis. They work in partnership with the participant to support the lifestyle of the participant.

ABOUT JOY VALLEY CARE



In our organisation we also have a key person on board to help support the LSPs and ensure the health and wellbeing of our participants. We have a Registered Nurse available for consultation over the 24 hour period each day. Nimmy Anice Mani has the role of Lead Clinician, she visits participants when required and also provides education and training to the staff on an ongoing basis. The Lead Clinician works closely with doctors, hospitals and other health care providers at large as she advises our teams.

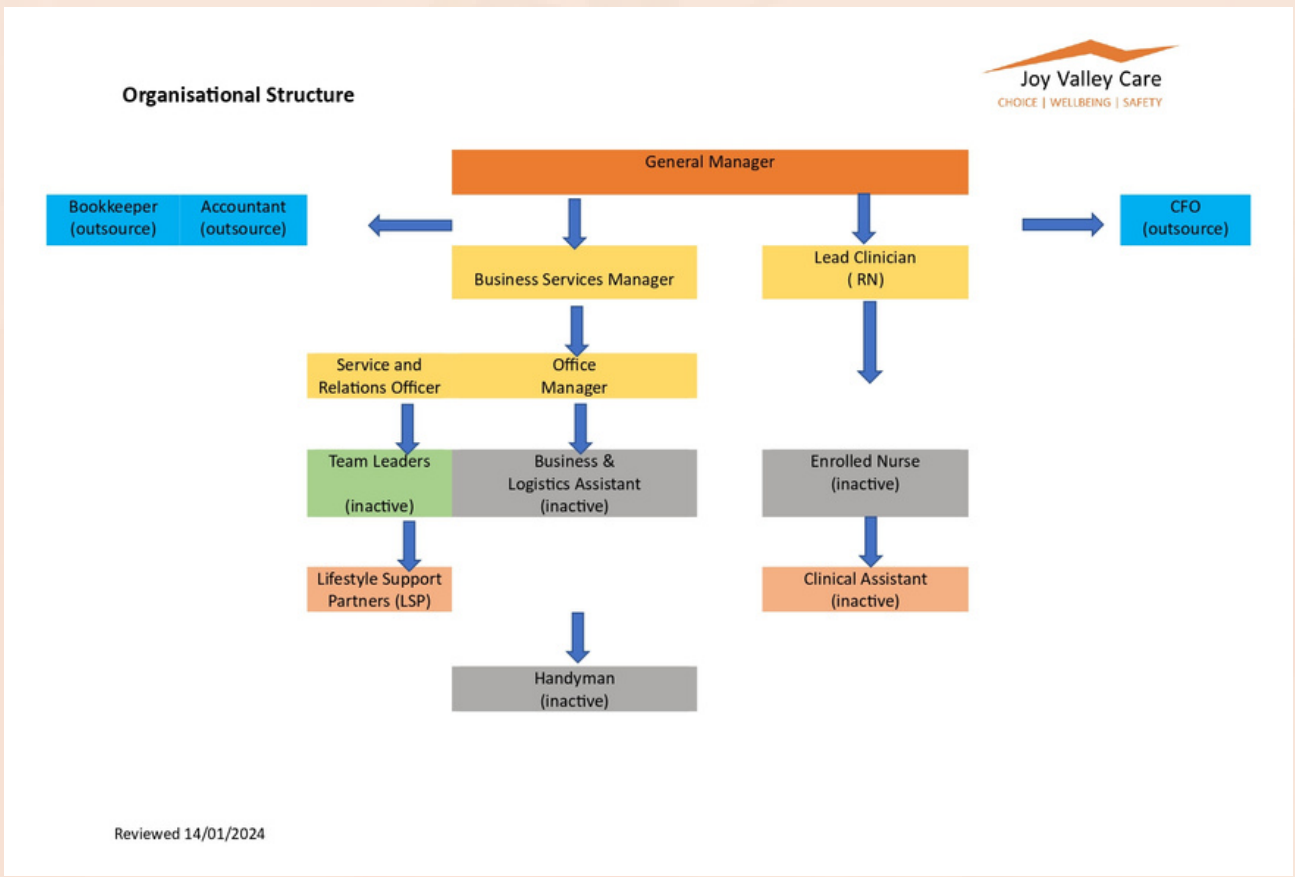
Our homes would not be as pleasant and homely without our loyal and dedicated team of LSPs. Behind every great team there is a great leader! We give a special mention to our Service and Relations Officers (SRO) who are the area managers supporting the LSPs. Heidi Besters, who has been with us since opening is the SRO in charge of the south region of JVC. In the west region we have Saroj Moodley who joined us in March 2023. Both Heidi and Saroj present with amazing customer service skills which have enabled JVC to form and nurture strong relationships with our stakeholders. They are passionate about safety and wellbeing of our participants.

We have recently created and filled a new role of Business and Services Manager to whom the SROs directly report. We would like to introduce Nicole Davis who is stationed at our head office in Merrylands but, like everyone else she is mobile and can be found at any one of our homes any day. Nicole reports directly to the General Manager, Chris Gudu.

Finally, we have a team that is not talked about much but very important and key in any given organisation, that's the marketing team. The head of our marketing team is the Marketing Manager Eric Bagnes, supported by our Social Media Marketing expert Nicole Bagnes.



OUR BUSINESS STRUCTURE



INTRODUCING BUSINESS SERVICES MANAGER



We would like welcome Nicole Davis who commenced her position as the Business Services Manager on 15 January. Her role is to closely support the challenging role of the SROs to enable an improved service to our participants and their families. She is mostly based at our head office in Merrylands but she will be visiting participants and staff at the houses frequently.

Nicole is excited to join Joy Valley Care and she states that “it was an easy decision for me to join the wonderful team of dedicated and passionate people at Joy Valley Care. I had heard a lot of good things about JVC prior to joining the team but my experience so far is that this organisation is far better than I thought”. Nicole remarks that she is amazed at how particular JVC is about the care provided to participants. Without a doubt, she was impressed with the quality of homes that our participants live in.

Nicole has over 30 years experience working in aged care, property management and retail. She presents with excellent customer service skills that are highly sought in our sector. She is all about people and their wellbeing. She has a strong focus on quality and delivering what we promise.

Nicole is a family focussed mother who proudly loves to spend time with her husband and 3 adult kids and the baby of the family, Siberian Husky who answers to the name Harli. Her hobbies include Mosaics, Resin Art and gardening. She looks forward to sharing some of her hobby skills with the participants.

Families and friends of the participants are invited to attend our monthly participant meetings which Nicole will be attending. She looks forward to catching up with you then.

If you wish to reach out to Nicole you can send her an email to nicole.davis@joyvalleycare.com.au

EVENTS

Harmony Day

Joy Valley Care is now geared towards engaging with the community more than we have done in the past. Our first major such event will be on March 21 when we commemorate Harmony Day. Soon you will receive invitations and more information about this event which will take place at our Merrylands village. We look forward to seeing you and your loved ones there. It will be a family day which we believe will be enjoyed by all.



EVENTS

Women's Day

Our JVC female staff and participants will be coming together for a special lunch on International Women's Day. The venue and time are yet to be announced. We trust this will be a great moment as we appreciate and pay tribute to our women for all the wonderful works they do. Women's Day is when women are recognized for their achievements without regard to divisions whether national,

ethnic, linguistic, cultural, economic or political. Since those early years, International Women's Day has assumed a new global dimension for women in developed and developing countries alike. Look out for more details coming soon.



Celebrating
INTERNATIONAL
WOMEN'S DAY



UP-CLOSE AND PERSONAL



Meet Heidi Besters

Heidi is the original team member who joined JVC days after opening in January 2020. We are very proud to be in company of such a talented, humble and dedicated team member who has often been referred to as the 'Joy Valley Angel'.

Here is what Heidi has to say in her own words:

"It is truly an honour to be part of an organisation dedicated to empowering our participants and making a positive impact in their lives. Working at Joy Valley Care has provided me with a platform to contribute to the well being and growth of our participants. Witnessing their progress and witnessing the positive transformation they undergo is both inspiring and rewarding. As a Service and Relations Officer, I am committed to building meaningful connections with our participants and their families. I strive in understanding their unique needs and providing them with the highest level of support. Being part of a team that is united with the same vision and passion for making a difference is truly inspiring. I remain committed to making a meaningful difference in the lives of our participants and to upholding the values and missions of Joy Valley Care".

POLICY OF THE MONTH



This month we focus on our complaints processes and how we are guided to manage complaints effectively. We are committed to what our policies say and we are transparent in the way we do business with you. After reading this policy we would appreciate your feedback and thoughts. Feel free to send your comments to admin@joyvalleycare.com.au



COMPLAINTS AND COMPLIMENTS POLICY

Purpose Statement

Joy Valley Care is committed to assist participants, participants' representatives and staff with the timely and effective management of complaints and compliments.

Policy Statement

It is our policy to enable participants, their families and representatives, visitors, staff and volunteers to provide feedback or raise a compliment or complaint about any aspect of our service, the care we provide or the operation of our centres.

The aim of this policy is to improve the quality of care and services provided by adopting a positive, blame free approach to resolving complaints.

Compliments received by the centre tell us what we are doing well. Complaints received by the service are seen as an opportunity for improvement. All feedback is taken seriously.

We will make all reasonable efforts to understand issues or concerns and resolve complaints within the centre when they arise.

The timely and efficient management of complaints fosters a positive, cooperative attitude with care recipients, their representatives, visitors, volunteers and staff.

Complaints will be addressed promptly with the aim of providing a formal response within as soon as possible. Acknowledgement of receipt of complaint will be issued immediately upon receiving the complaint. Complex issues may take longer to resolve. We will communicate with you openly and regularly while we work to resolve your complaint. Where appropriate, the participant and their representative will be actively involved in resolving the issue. Once a resolution has been reached, we will talk with you to make sure you are satisfied with the outcome of your complaint.

COMPLAINTS AND COMPLIMENTS POLICY

If the person complaining is not happy with the outcome of the complaint, they can ask us for an internal reconsideration of our decision. We can also assist in accessing external complaint resolution mechanisms.

Review of our Complaints Procedures and Outcomes

Joy Valley Care policy and procedures are reviewed every six months in line with the six monthly audit. We will review consumer satisfaction and identify any gaps that need improving. We follow this process in order to ensure that we continue to improve in our engagement with our people and we offer quality service. The review includes the complaint process feedback from participants and other stakeholders.

Policy Guidelines

- All care recipients and/or their family members and representatives are informed on admission about the process for lodging a compliment or complaint.
- Our Compliments and Complaint Handling Policy is promoted within our service. Copies of policy, procedures and relevant forms are available at the centre reception area.
- Our Comments, Suggestions and Complaints Form (Feedback Form) outlines our service's commitment to a welcoming environment for compliments and complaints.
- Staff and volunteers have an understanding of our Compliments and Complaint Handling Policy and are available to assist care recipients, their family and representatives in providing feedback to the service.
- Copies of our Compliments and Complaint Form are easily accessible in public areas of our centres to provide clear and accessible ways of providing feedback on the services and care provided.

COMPLAINTS AND COMPLIMENTS POLICY

- Compliments and complaints can be lodged:
 - o in writing to management by completing a Comments, Suggestion and Complaints Form or by writing a letter.
 - o by telephone to the facility supervisor or Administration Officer.
 - o in person, verbally to the home supervisor or by approaching a member of staff for assistance.
- **If you are not satisfied by the way that matter has been dealt with or it is of a serious nature, please contact our 24 hour service number: 0421 862 175.**
- **If you are not satisfied with our complaint handling and systems you may contact NDIS Quality and Safeguards Commission on 1800 035 544 (free call from landlines). You may also visit the NDIS Commission's website and complete a complaint contact form www.ndiscommission.gov.au. The Commission can also be accessed through the National Relay Service at www.relayservice.gov.au then 1800 035 544. You may need the translating and interpreting services by calling Translating and Interpreting Service 131 450.**
- You are encouraged to lodge your complaint in writing. This will assist with understanding the nature of the complaint and ensure that the facts provided are correct.
- The complaint is to be referred to the manager or team leader for registration on the Comments, Suggestions and Complaints Register.
- Complainants have the right to ask us for an internal reconsideration of decisions we have made in relation to the complaint.
- Complainants have the right to lodge their complaint with and to seek assistance from an external agency.
- Options for internal reconsideration of decisions and external complaint resolution are offered to any complainant who is not satisfied with the resolution of their complaint within the centre.

COMPLAINTS AND COMPLIMENTS POLICY

- If someone gives a verbal compliment or complaint, they should be encouraged to complete a Comments, Suggestions and Complaints Form to facilitate the tracking of feedback by the centre. Alternatively, staff will use the Form to record verbal feedback to facilitate tracking by the centre and inform ongoing improvement activities.
- If a concern or complaint is minor and was addressed at the point of service, staff should record the issue and any actions taken on the Comments, Suggestions and Complaints Form.
- Any staff member can be approached to provide compliments, to raise a concern or make a complaint. Where a staff member is not empowered to handle or resolve complaints on behalf of the centre, the staff member will be able to refer the complaint to other staff and/or act as an advocate for the complainant and assist with completing forms for them.
- Any complaints received by our centre are registered on the Comments, Suggestions and Complaints Register, acknowledged, and investigated as required. Feedback on how the complaint was managed and resolved is sent to the complainant once the complaint is closed. Where the complainant is not the care recipient, the care recipient will also be informed.
- Every complaint is an opportunity for us to improve our service delivery.
- Every complaint is confidential

Accountability

- Staff are responsible for reporting compliments and complaints to their supervisor before the end of their shift.
- Managers are responsible for the management of the compliments and complaints process and informing the relevant manager of any feedback received.
- Managers are responsible for analysing feedback trends for the purposes of informing ongoing improvement activities within the centre.

COMPLAINTS AND COMPLIMENTS POLICY

Confidentiality

- All information regarding complaints will be kept confidential amongst the staff concerned with its resolution.
- Complaint documentation will be kept in a safe, locked place and accessible only to staff handling the complaint.
- Compliment and complaint information may be forwarded to the management team as part of ongoing improvement activities within the centre.
- Statistics on all types of compliments and complaints will be recorded and used to inform ongoing improvement activities within the centre. For this purpose, compliment and complaint information may be disseminated to management and other staff. However, the identity of the complainant or persons named in the feedback will not be disclosed.

Reference Documents

[Joy Valley Care Participant Handbook](#)

LATEST DEVELOPMENTS



VICTORIA CALLING!

We are proud to announce that Joy Valley Care will open up its very first home in Ballarat Victoria on 21 February 2024! We are very excited about this development as we venture far and out. .

We look forward to more things to happen in the state of Victoria and beyond. Look out for the images and more news on the new home in the next edition of this newsletter



LATEST DEVELOPMENTS



OUR NEW HEAD OFFICE

As of 1 January we have set up our official head office in Merrylands. While this location may be far for those who are south of the region this should not be an issue as all our management team is mobile and we can always meet with people as normal in various locations. Please note our telephone number which is 1300 100 167 and email address is admin@joyvalleycare.com.au

In the next edition we will announce the direct landline number which is currently being worked on..



TESTIMONIAL

What can we say about Joy Valley Care? We can't say enough about them. Chris & Heidi what amazing caring people from the very first day of coming to see the house & meet you both WOW this is not a business it is a home the residents & there family are made VERY WELCOME & part of the family.

We have tried & been to other SIL homes much to our disappointment hence why we made the decision to move the best thing we ever did our miss R has never been happier.

Heidi WOW you are just amazing you always go way beyond your duty always giving 110% JVC residents, family & staff are all the better because of you.

We don't have to worry about our miss R because she is in good hands surrounded with love & care as we have always said JOY VALLEY CARE ANGELS we mean everything we have said god bless Chris, Heidi & all the JVC staff. We wouldn't hesitate to recommend JVC the beautiful home ,staff & the amazing care given.

WE ARE FOREVER GRATEFUL to JVC ANGELS. - *Dave & Lizzy*

ACTIVITIES & PARTICIPANTS



SMILE – YOU'RE ON CAMERA

We're thrilled to showcase one of our favorite activities at the beautiful Mount Annan Botanical Gardens – our scavenger hunt. Engaging in this activity, we not only enjoy the natural surroundings but also come together to discuss the significance of nature and how we can contribute. During these discussions, we identify various items from our scavenger hunt that highlight the wonders of the environment.



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

Saroj Moodley – Service and Relations Officer, Merrylands: 0421 131 369 or email: merrylands@joyvalleycare.com.au

Nicole Davis – Business Services Manager: 0422 176 811 or email: nicole.davis@joyvalleycare.com.au

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

Chris Gudu – General Manager: 0421 862 175 or email: 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 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