



Welcome - From the CEO's Desk



I am thrilled to extend my warm welcome to each and every one of you as we embark on this exciting journey together through the pages of our newsletter. Welcome to our 3rd edition. We will continue to use this as our platform where we can share, connect, and celebrate the remarkable achievements and progress of our Joy Valley Care family.

Innovation, dedication and collaboration are at the heart of our organisation. This newsletter serves as a window into the dynamic and thriving world we've built together. As we navigate the ever-evolving landscape of the disability sector, it is essential that we all stay connected, informed, and inspired. This newsletter will be a key instrument in fostering that connection, providing you with valuable insights, updates, and stories that reflect the spirit of Joy Valley Care. With that said, I invite any ideas and contributions to our newsletter from all stakeholders. I believe that your contribution and ideas will make it even more appealing and meaningful to each reader.

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As the CEO of Joy Valley Care, I am deeply committed to guiding our organisation through these transformative times. Our commitment to excellence, integrity, and a shared vision positions us to not only adapt to change but to thrive in it. I am confident that together we will continue to set new standards and redefine what's possible.

Thank you for being an integral part of Joy Valley Care's journey. I look forward to the exciting times ahead, and I am confident that, together, we will continue to build a legacy of excellence. I look forward to sharing new developments in the near future.

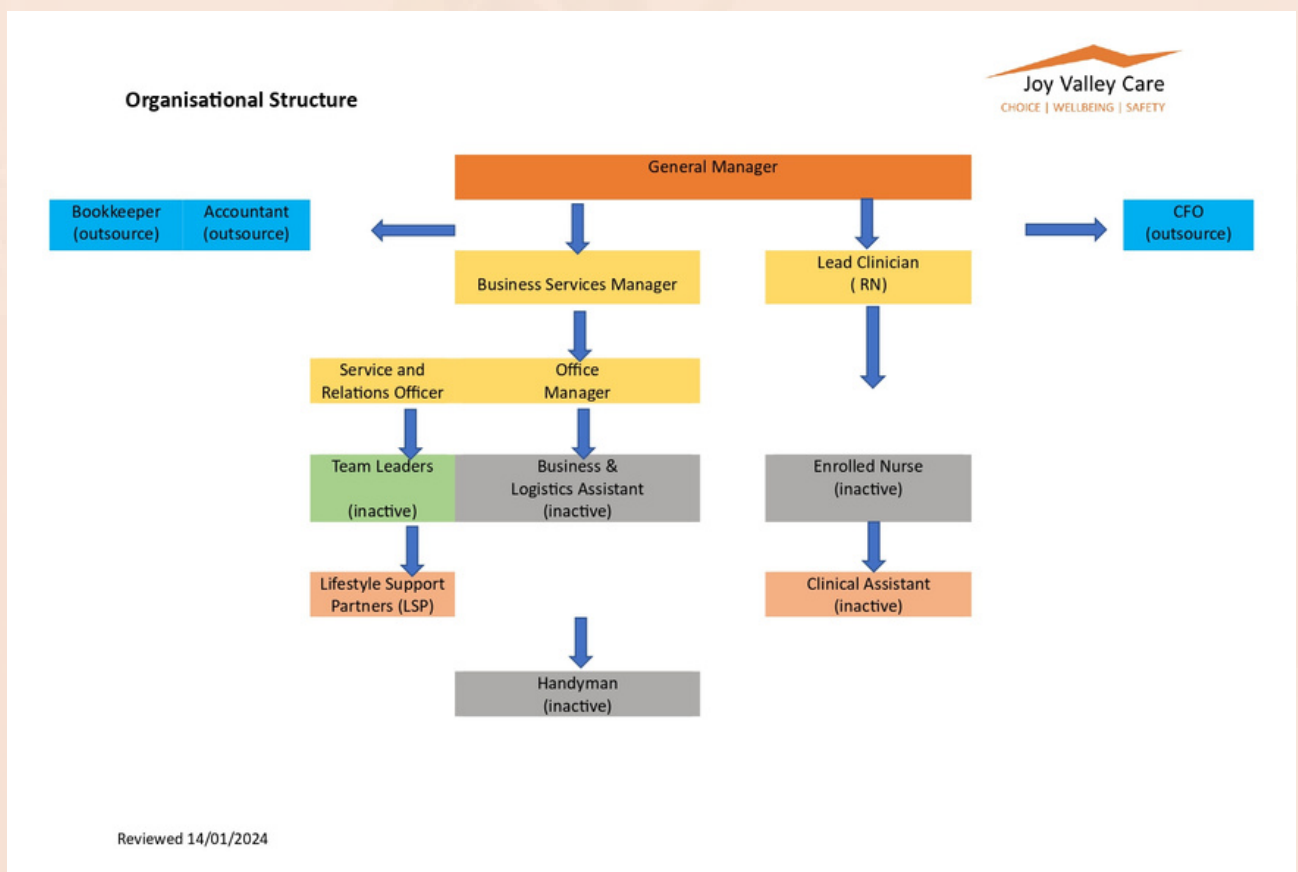
Be blessed

Chris Gudu





OUR BUSINESS STRUCTURE





Honouring our ladies

Joy Valley Care proudly honours women this month by recognising International Women's Day. We take this moment, in this month of March to pay tribute to the women of all walks of life.

International Women's Day is a global celebration that takes place annually on 8 March. It is a day dedicated to honouring and recognising the achievements and contributions of women throughout history and across various fields. The day also serves as a platform to raise awareness about gender equality and advocate for women's rights.

International Women's Day has its roots in the early labour movement and socialist movements of the early 20th century. The first National Women's Day was organised by the Socialist movement in the United States of America on February 28, 1909. The idea gained international momentum, so International Women's Day was celebrated for the first time on 19 March 1911, in Austria, Denmark, Germany, and Switzerland.

Over the years, the day has evolved into a global movement, including Australia, with events and activities taking place worldwide to highlight issues such as gender inequality, discrimination, and violence against women. The day is also an opportunity to celebrate the progress made in achieving gender equality and to call for continued efforts to address the challenges that persist.

Themes and campaigns for International Women's Day vary each year, focusing on different aspects of women's rights and empowerment. The day is marked by events such as rallies, panel discussions, performances, and social media campaigns, all aimed at promoting gender equality and celebrating the achievements of women in various fields.

We are grateful to our Business and Services Manager, Nicole Davis's efforts to ensure that our JVC ladies (participants and staff) are recognised as she takes them on a special treat on this special day.

UP CLOSE AND PERSONAL – MEET ERIC KANYOKE

Eric Kanyoke is a Lifestyle Support Partner (LSP) at our Merrylands NSW region. Eric joined JVC Merrylands in its earlier days of inception. He has proved to be a true asset within our organisation through his humble nature, kind heart, hard work and dedication to providing quality care to our participants.

Joy Valley Care would not be the same without personalities of Eric's calibre among us. Eric has the 'nothing is difficult' approach and will always go the extra mile to help others where he can. Not only does he work as an LSP, but Eric also assists, out of the goodness of his heart, with handy work around our homes such as lawn mowing, furniture assembling and repairs.



It goes without saying that Eric is a role model for fellow team members and is absolutely adored by the participants as they see a 'brother' in him.

Who is Eric?

Eric was born in Ghana, being the oldest in a family of three boys. He completed his primary and high school in Ghana before migrating to Sweden and the United Kingdom. After several years of life in the UK he moved to New Zealand where he met his lovely Zimbabwean wife, Sekai. Eric and Sakai have one beautiful teenage girl and two younger sons. He always looks forward to taking his boys to weekend sports activities and family outings.

What are your hobbies?

I am passionate about issues relating to the environment such as environmental sustainability, waste minimisation and energy efficiency.

I love gardening with my wife and three children on weekends when we are not going for a drive. We enjoy going for a drive in the countryside. I am also a keen traveller, having travelled around several countries around Europe and Africa.

I am passionate about all things disability to the point that I am working on an IT project to address some of the gaps that are faced by service providers and participants. My passion for disability is also driven by my first-hand and lived experience due to having close family members with disability.

What do you love about Joy Valley Care?

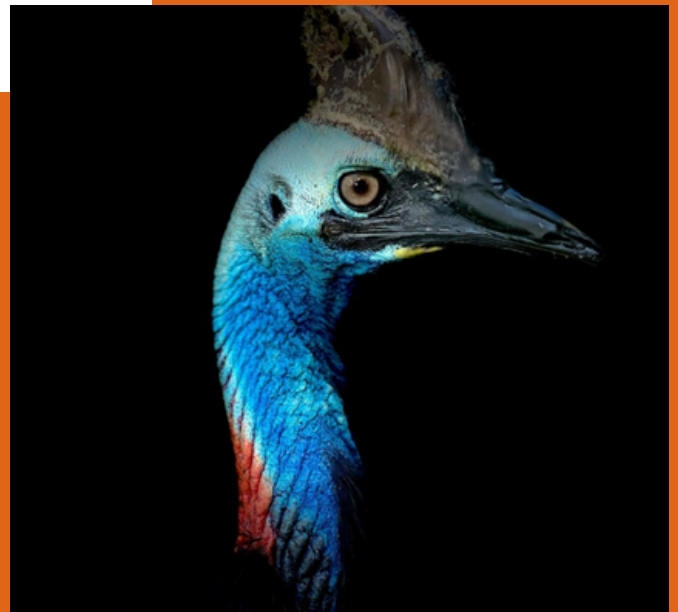
I love the JVC team and management, but what I love the most is spending time with the participants and seeing them thrive and enjoy their day-to-day lifestyles and achievements. My fellow teammates and the participants feel like my second family.

I am grateful for the opportunity that JVC has given me to be a member of such a great team doing a marvelous job of providing quality care to our participants.

ACTIVITY OF THE MONTH

Visit to Koala Park Sanctuary

Our activity of the month in the JVC Merrylands region is a trip to the Koala Park Sanctuary in western Sydney. The participants look forward to the experience where they will see some unusual wildlife species.



ACTIVITY OF THE MONTH

SYDNEY AQUARIUM



One of the highlights for the participants at the Sydney South region this month will be the visit to the Sydney Aquarium.

Sea Life - Sydney Aquarium is home to a diverse range of marine life, featuring various exhibits and displays.



Visitors can explore different themed zones, including the Great Barrier Reef exhibit, the Penguin Expedition, Shark Valley, and more. The aquarium aims to provide an educational and immersive experience, allowing visitors to learn about the unique ecosystems and marine species found in Australia and around the world.



ACTIVITY OF THE MONTH

JVC HARMONY DAY CELEBRATION



HARMONY DAY

Joy Valley Care is inviting you for a day of unity, diversity, and joy as we celebrate Harmony Day in commemoration of the Harmony Week!

 21 March 2024  24 Myall Street, Merrylands, NSW, 2160

 1200 - 1500  Saroj Moodley 0421 131 369 | merrylands@joyvalleycare.com.au

Let's come together, dressed in our cultural best, and revel in the beauty of our shared humanity. See you!

  **Joy Valley Care**

There are two other major events taking place this month of March 2024. As previously announced, JVC Merrylands will be hosting this year's International Harmony Day. This event will take place on Thursday 21 March at our Merrylands Village. You are all invited and welcome to attend to share a great moment with us while you enjoy live music and amazing food.

EASTER SHOW

The second exciting and important event this month will be the Easter Show. Most of the participants have already expressed interest and we look forward to the trip. Last year the participants had plenty of fun at the Easter Show and we believe that this time they will enjoy it more as there will be more participants from JVC going to the show.



Sydney Royal
EASTER SHOW
22 MARCH - 2 APRIL 2024

TESTIMONIAL

I live here at Joy Valley Care. It is a beautiful place that feels like home. It's fun, we do art and craft, music, cooking, baking and fun outings. The staff are kind friendly and helpful. I get great support and I am happy here.

- Participant

SMILE – YOU'RE ON CAMERA



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