



BCD DISABILITY SERVICES

CEO UPDATE

Heather Hollingworth

Welcome to our November Newsletter and I hope this finds you well! BCD have been busy making sure all our customers and our team are being supported while we still navigate ongoing COVID-19 pandemic concerns. We held more staff training last month on using PPE and Infection Control and our Clinical Leader and Registered Nurse, Thomas, is out visiting customers and checking on our Care Workers too.

BCD was visited on 23rd October by the Aged Care Quality Commission for an on-site assessment into our services and we had very positive reviews! They assessed 3 main areas including customer feedback, risk management and staff training. We are awaiting a final report but believe that by ensuring our customers are always at the heart of what we do, then we are on the right track - thank you for continuing to trust us with your, and your loved one's services.

The theme for NAIDOC Week this year (Nov 8th - 15th) is Always Was, Always Will Be. NAIDOC 2020 invites all Australians to embrace the true history of this country - a history which dates back thousands of generations. It acknowledges that hundreds of Nations and cultures covering this continent. All were managing the land - the biggest estate on earth - to sustainably provide for the future. At BCD we are proud to acknowledge the traditional owners of country.

Since some of us live in bush fire prone areas, and it is coming up to the hot summer season again, I'd like to share you can book a SAFETY VISIT with your local Fire Station. They offer this as a FREE service that may readily assist people who are: over 65 OR living alone OR limited with mobility, hearing impairments or vision impairments OR supported by carers, family and friends and anyone with English as a second language. Call BCD or your local fire station to find out more. Here are some of our local Fire Station numbers: Pictou 46771336 Liverpool 98240521 Campbelltown 46252709 Mittagong 48711002

We look forward to continuing to provide care and support to you and your loved ones across our local areas!

Warm Regards



Advocate
Educate
Celebrate



AWARENESS DAYS & EVENTS

November

- National Family Care Givers Month
- 8-15 -Naidoc Week
- 13- World Kindness day
- 14-World Diabetes day
- 15 -White Cane Day – Vision Australia
- 20- White Ribbon Day



December

- 2- National Grief Awareness Week
- 3 – International Day of People with Disability – IDPwD
- 5- International Volunteers Day
- 10- World Human Rights Day

WELLNESS & SELF CARE TIPS

- Try new things
- Explore your passions
- Find out what you enjoy
- Learn a new skills
- Keep a journal
- Talk to a therapist
- Create a garden
- Go on a nature walk
- Do some baking
- Paint something
- Make a photo collage



Good news story

Customer: Josh

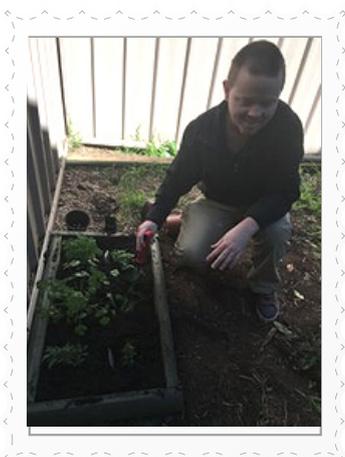
Care Worker: Randall

BCD Services: Social and Community access

There's no better feeling than getting outside in the sun and soil, to build you own herb garden to improve your overall physical and mental well-being. This is the experience on a service with Joshua's care worker Randall. Joshua loves to be active and social at home and in the community.

Joshua doesn't let his vision impairment hold him back and with support from his Care Worker he planted a herb garden bed from scratch. They ended up with some rosemary, coriander, oregano, chives, sage and parsley.

The next challenge will be to add to this garden and include some root vegetables. Joshua cannot wait to watch it grow and add his home grown herbs to some cooking.





Lauryn

Support Coordinator & Transitioning Officer



Time in sector: 10 years, I've been with BCD for 8 years, starting as a support worker, moving on to be part of Care Central and then onto my current role.

What do you like about BCD? We are passionate about helping people reach their goals and very customer centric, which allows me to provide additional support when needed.

What are your passions? Supporting people to apply for the NDIS so they are not walking alone.

What do you enjoy when you are not working? Camping with friends, riding motorbikes, bush walking and being outdoors.

If you need assistance you can contact me on: mobile- 0417963820

BCD NDIS Services

- Social & Skill building
- Community access
- In home care
- Personal care
- Plan Management
- Support Coordination
- Applying for NDIS support

BCD Aged Care Services

- Personal Care
- Domestic Assistance
- Community Access
- In-Home Respite
- Transport
- Nursing



Have a voice and help shape the services of BCD
 We meet every two months and would love for you to join us
 Next meeting: December 2020

Phone: 0409278840 or email: rachael.field@bcdcci.org.au
 Places are limited

Disability Quality Standards

Standard 2: Participation and Inclusion

What this means to you: You can take part in the community and feel included when you use disability services. Also you have opportunity to live in the community and be valued for one's uniqueness and abilities, like everyone else.

Breaking News



- We have a new fulltime hub in Southern Highlands and are excited to expand on our existing supports and services in the community. Our Open day will be on the 25th November and if you would like to attend please let us know by contacting 1800 275 223.

Industry News

- The NDIS Price Guide 2020-21 has been updated and the changes are now effective. Updates include: Changes to the geographic classification, clarification for psychosocial recovery coaches, a new claim field of 'Irregular SIL Supports' in the myplace provider portal.
- The sixth Annual NDIA Report 2019 – 2020 has been released, which provides information about outcomes, providers and our Commonwealth, state and territory governments. Access it with this link: <https://www.ndis.gov.au/news/5467-2019-2020-ndia-annual-report-now-available>
- Spinal Life Australia have launched the Accessible Australia app to help you plan your next day out. The online resource is designed to provide information on the accessibility of your local area including restaurants, activities, attractions, parks, health facilities and more. Go to the app <https://www.accessibleaustralia.com.au/> to plan your next trip.



Key Contacts for Families

Consumer Protection advice line

Phone: 1300 304 054

The National Disability Insurance Agency (NDIA)

Phone: 1800 800 110

Disability Services Commission Disability Services

Phone: (08) 9426 9200 Freecall (country): 1800 998 214 TTY: 9426 9315

Carer Gateway

Phone: 1800 422 737 Website: <https://www.carergateway.gov.au/>

National Relay Services

Phone: 1300 555 727 Text: 0423 677 767 Website: <https://www.communications.gov.au>

WE SUPPORT YOU TO LIVE THE WAY YOU WANT

Contact us today