

As we transition into the winter season, we're excited to bring you some updates and happenings within our service over the last quarter.



COMMEMORATION OF THE TRUNGS SISTERS EVENT

In March, we gathered to pay homage to the Vietnamese national heroines who fearlessly led a rebellion against foreign rule.

We extend our heartfelt gratitude to all the distinguished guests who graciously took time out of their busy schedules to join us for this significant occasion. Additionally, we want to express our sincerest appreciation to our dedicated staff and volunteers whose tireless efforts were instrumental in ensuring the success of the event.

Together, we honoured the legacy of the Trung Sisters and celebrated their unwavering courage and commitment to freedom. We look forward to continuing this tradition of remembrance and tribute in the years to come.



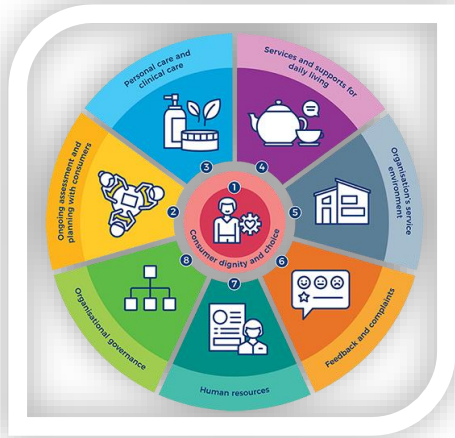
STRENGTH FOR LIFE PROGRAM UPDATE

In April, consumers of the senior group farewelled to Mel, a dedicated coach of Cota SA - Strength for Life program.

As Mel embarks on a new chapter to pursue physiotherapy, we extend our warmest wishes for success in all her future endeavors. In the spirit of renewal, we warmly welcome Aferdita as our new coach. With her fresh enthusiasm and boundless energy, Aferdita has injected new life into our social support group sessions, promising exciting opportunities for growth and connection. We are grateful for the dedication of both Mel and Aferdita, whose contributions continue to enrich the lives of our community members.



AGED CARE QUALITY AND SAFETY STANDARD AUDIT



In April, we undertook a rigorous evaluation of our aged care services, and we are delighted to announce that we have successfully met the Aged Care Quality and Safety Standards. Through our dedicated efforts, we have demonstrated our commitment to delivering exceptional care to our community members. The success in meeting the quality standard reaffirms our unwavering dedication to excellence and underscores our pledge to provide compassionate and high-quality care to those we serve. We remain steadfast in our mission to uphold the highest standards of care and support for all members of our community.

MOTHER'S DAY CELEBRATION

Celebrating the remarkable women in our lives was a true joy as we honoured Mother's Day with our beloved senior Social Support Group. We embarked on a heart-warming outing to Mount Lofty Summit Cafe, where amidst breathtaking views, we paused to reflect on the origins of this special day, paying homage to the mothers within our group.

To express our gratitude and appreciation, each cherished mother received a heartfelt Mother's Day gift bag. Inside were two photo magnets, capturing both individual moments and cherished group memories, serving as tangible tokens of the love and camaraderie shared amongst us.

Given our Social Support Group's love for Vietnamese cuisine, we continued the festivities with a delicious lunch at Ha Noi Cuisine Restaurant.

Thank you to everyone who joined us for this unforgettable day!





MANUAL HANDLING AND FOOD SAFETY TRAINING

In mid-May, ViWa organized an insightful training session on manual handling and food safety, in collaboration with Multicultural Aged Care (MAC). Held at our office, the session was attended by 20 participants, comprising both staff and volunteers. The objective was to enrich our understanding and proficiency in these critical areas.

Key Takeaways

The course run through practical guidance to prevent foodborne illnesses and maintain hygiene in the kitchen. Here are the highlights:

Hand Hygiene: Participants learned the correct steps for effective handwashing, especially before handling food.

The 2-4 Rule: The “2-4 rule” ensures that perishable foods are stored safely:

2 Hours: Food should not be left at room temperature for more than 2 hours.

4°C (39°F): The ideal refrigerator temperature to prevent bacterial growth.

-18°C (0°F): The recommended freezer temperature to maintain food quality.

The manual handling session covered essential techniques to ensure the safety and well-being of both caregivers and elderly individuals. Here are some key points:

Proper Lifting and Transferring: Safe lifting techniques were demonstrated to emphasize the importance of using leg muscles rather than straining the back. Participants learned how to assist elderly individuals in getting up from chairs, beds, and the floor without causing harm.

Conclusion: The training session has empowered our team with invaluable knowledge and skills. We extend our heartfelt appreciation to MAC and their trainers for consistently dedicating their time and effort to deliver these annual refresher trainings to aged care providers.





Plan Manager and Support Coordinator obligations

The NDIA and NDIS Quality and Safeguards Commission has written jointly to all plan managers and support coordinators who support participants to remind them of their obligations to:

- meet record keeping responsibilities
- meet conflict-of-interest obligations
- not engage in practices which facilitate the misuse of NDIS funds
- comply with all Commonwealth, State and Territory laws, including tax obligations.

NDIS plan managers and support coordinators play a significant role supporting participants to spend their plan appropriately. They enable participants to use their supports in the most efficient and effective manner.

But while most of them do the right thing, we know sometimes, some do not. Plan managers and support coordinators that have the best interests of participants at heart should not need to compete with these unethical and criminal entities.

We want NDIS participants to receive the best support possible and to ensure every dollar we have goes towards delivering services that make a difference.

We have zero tolerance for plan managers or support coordinators engaging in malicious behaviours and are progressively removing them, and their networks from the NDIS.

We are also referring them to law enforcement agencies.

We recognise those plan managers and support coordinators who are supporting participants, often in challenging circumstances, and who do the right thing.

If you have any concerns about the practices of any NDIS providers (including plan managers, health professionals or support coordinators) or participants, we strongly encourage you to report suspicious behaviour through the NDIA Fraud Reporting Form.



Our Services



- Assist-Life Stage Transition
- Assist-Personal Activities
- Assist-Travel/Transport
- Daily Tasks/Shared Living
- Development-Life Skills
- Household Tasks
- Assistive Prod-Household Task
- Participate Community
- Plan Management
- Group/Centre Activities

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