

In this edition

NAIDOC Week

Blossom Craft

Staff Training

Daffodil Day



# Bloom

Winter 2023



**NCCA**

Respect  
Integrity  
Compassion  
Connection



## Welcome to the Winter Edition of Bloom

by William Crowley, CEO.

I hope this message finds you well as we welcome the Winter edition of “Bloom” our newsletter that keeps you informed about the exciting developments happening across NCCCA. It’s my pleasure to share some significant updates and events that have taken place since our last edition.

Firstly, I am delighted to announce that our Board has recently approved the budget for the fiscal year 2023/2024. This milestone sets the financial framework for our organisation’s continued growth and commitment to excellence in aged care and community services.

In tandem with budget approval, our Board held a strategic planning session. During this session, we revisited and endorsed our strategic focus and values. This reaffirms our dedication to delivering the highest quality care and services while adapting to the evolving needs of our NCCCA community.

Within the context of the new budget and business plan, the Board has given the green light to an exciting project – the Master Plan. This project will delve into the proposed design of our upcoming retirement living development. We are enthusiastic about the prospects this development holds and anticipate sharing more details with our NCCCA community during our Seniors Fun Fest which will be held 13 March 2024.

Our commitment to excellence remains unwavering, and we are excited about the future as we continue to grow and evolve.

As we transition from winter into spring, I wish you all warmth, good health, and happiness. Thank you for being a part of our NCCCA family.

## WHO ARE WE?

The Northern Coalfields Community Care Association has evolved from the aspiration of the Board of Directors of Cessnock District Hospital as a means to provide accommodation for seniors in the community who required flexible service provision but not of an acute nature.

NCCCA currently operates residential accommodation of 139 beds over 2 sites. NCCCA also provides independent living accommodation, home care support and Community Transport Services.

## GET IN TOUCH?

### RESIDENTIAL & RETIREMENT LIVING

(02) 4993 3100

### COMMUNITY & TRANSPORT

(02) 4019 9700

[mail@nccca.com.au](mailto:mail@nccca.com.au)

## CAREER OPPORTUNITIES

Looking for a career in Aged Care? We employ a huge range of roles across many fields of employment.

To find out what jobs are available go to our careers page on our website

<https://nccca.com.au/work-for-us/employment/>

## WANTING TO VOLUNTEER?

We have an extensive volunteer program that is vital to supporting seniors in our community. You too could become a valuable volunteer, discover new friendships and sense of community. To find out more, give our office a call on (02) 4993 3100.

# Empowering Staff

## with Comprehensive Training Days



At NCCCA, we’ve always believed that the key to providing exceptional care and support to our residents and clients lies in the knowledge and competence of our staff. To further strengthen this commitment, we are excited to introduce our new 6-Hour Training Days, which are set to transform the way our team members develop their skills and expertise. Our Training Days are designed to ensure that our staff have the necessary knowledge and competencies to excel in their roles. We understand that aged care is a dynamic and evolving field, and our goal is to equip our team with the latest tools and insights to deliver the highest standard of care.

Led by our esteemed Nurse Educator, Kathryn Read, and supported by our Operational Management Team, these Training Days will encompass all aspects of services provided at NCCCA. We believe in holistic training that covers the full spectrum of our operations.

On September 5th, we kick-started our Training Days with a focus on our Residential Care and Nursing staff. This intensive day includes a blend of classroom-based learning and practical demonstrations to assess competencies effectively.

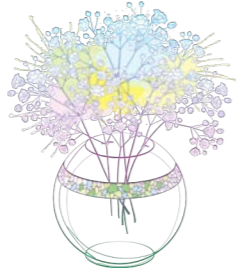
Our Training Days cover an array of essential topics, ensuring that our staff are well-versed



in crucial areas. Some of the critical subjects include our Values, Code of Conduct, Aged Care Quality Standards, Serious Incident Response Scheme, Chemical Safety and Work Health and Safety, just to name a few.

At NCCCA, we firmly believe that investing in the knowledge and skills of our staff is an investment in the well-being and happiness of our residents and clients. These Training Days are a testament to our dedication to delivering high-quality aged care services. We are excited about the positive impact these Training Days will have on our staff and, by extension, on the lives of those we care for. As we continue rolling out these comprehensive training sessions, we look forward to witnessing our team members grow and thrive, ultimately enriching the lives of our cherished residents and clients.

# Blossom Craft



## The Art of Flower Arranging WORKSHOP

Our residents from Mountain View and Jacaranda were overjoyed to have the opportunity to attend a flower-arranging workshop hosted by Grace from Flowers by Grace. It was incredibly generous of Grace to dedicate her time and provide all the tools and flowers needed for the workshop. Her natural, cheerful presence had a positive impact on our residents, and her expertise in all things floral shone brightly, adding a touch of beauty and happiness to our residents' lives.

At the end of the workshop, our residents were all smiles as they proudly displayed their stunning flower arrangements, which included roses, chrysanthemums, baby's breath, freesias, forest lace, and dollar gum. We hope that Grace will be able to join us again soon.



# Celebrating Aged Care Employees Day at NCCCA!

Aged Care Employees Day is a special occasion for us to celebrate and express our profound gratitude to all the dedicated members of our NCCCA team. Our team is a diverse group of talented individuals, each contributing their unique skills to our Residential, Home Care, Community Care, and Transport Services. They work tirelessly, embodying our core values of Connection, Compassion, Integrity, and Respect every single day.

On this day, we unite to honor and applaud them for their unwavering devotion to our mission: delivering dynamic services to our community as we age.

To our entire team, we extend our heartfelt gratitude for your consistent dedication to enriching the lives and well-being of our cherished residents, clients, and the entire community. You are the heart and soul of our NCCCA family.”



# Embracing Art & Inspiration

*with* Shayne Dryden



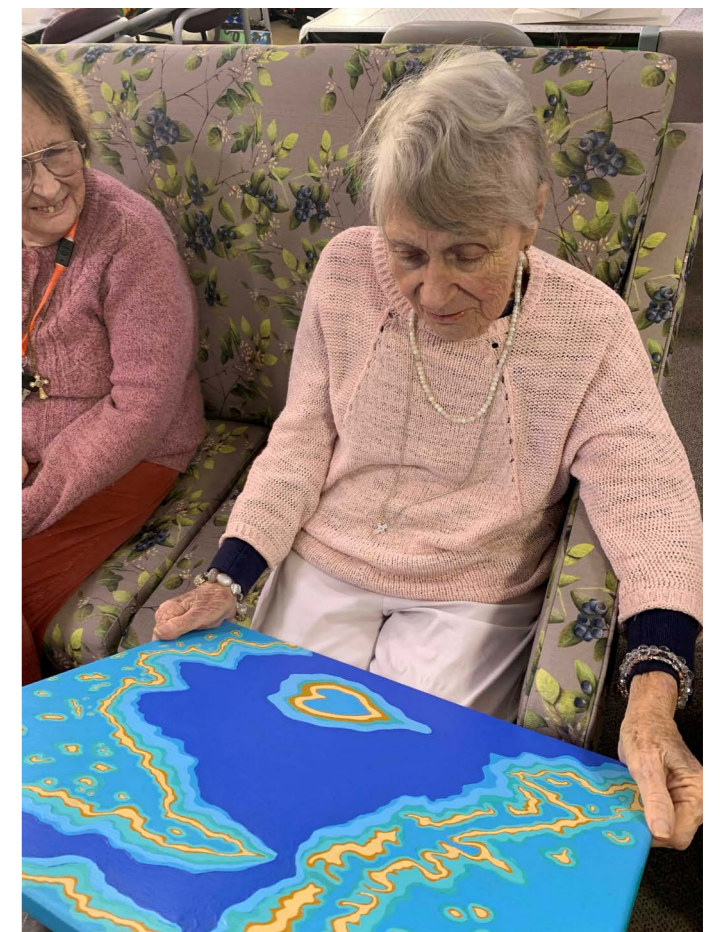
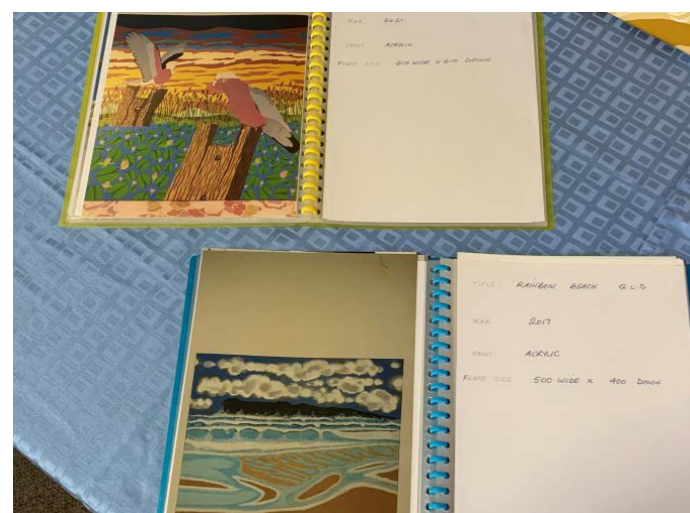
Our vibrant residents at Mountain View Lodge recently had the distinct pleasure of welcoming a local artist, Shayne Dryden, into our midst. Shane's visit was nothing short of a transformative experience that left a lasting impression on our residents' hearts and minds. Shane's artistic creativity is simply awe-inspiring. Gracing us with his presence, he brought a gallery of breathtaking artworks that spanned the spectrum of colour, emotion, and imagination. Each piece seemed to tell a story, and Shane, with his warm and engaging demeanour, took the time to unravel the intricate narratives behind each creation. It was a privilege to witness his talent and listen to the tales that brought his masterpieces to life. But Shane's visit was more than just a passive admiration of art; it was an interactive journey into the world of creativity. Following his presentation, our residents eagerly rolled up their sleeves and embarked on their artistic endeavours, guided by none other than Shane himself. His patient and encouraging guidance helped our residents tap

into their own wellsprings of creativity as they explored various artistic techniques and found their own unique voices in the process.

Shane's presence not only enriched our creative spirits but also fostered a sense of unity and camaraderie among our residents. It was a day filled with laughter, shared insights, and the joy of artistic discovery.

As the workshop came to a close, the walls of our activity area were filled with the creativity of our residents. Shane's visit had not only left us with beautiful artwork but also with hearts brimming with inspiration and gratitude.

We extend our sincere thanks to Shane Dryden for gracing us with his talent, patience, and warmth.



# It's TIME to Grow



Charity Omwoyo

## Welcome, Charity Omwoyo

### NCCCA Nurse Practitioner

At NCCCA, we take immense pleasure in welcoming our new Nurse Practitioner, Charity Omwoyo. With two months already under her belt, Charity has quickly become an integral part of our dedicated NCCCA family. Her passion, experience, and commitment have already made a positive impact on our residents and staff alike.

Hailing originally from the vibrant landscapes of Kenya, Charity's journey to our shores has been nothing short of inspiring. After completing her Masters in Nursing at the prestigious Johns Hopkins University in America in 2010, Charity set her sights on Australia in search of a better work-life balance. Before joining our NCCCA family, Charity's nursing journey led her through various healthcare landscapes. This included

working at Liverpool's Renal Home Therapy Unit, the Aged Care Hospital Avoidance program in Queensland and nursing homes across Sydney for nearly two years.

At NCCCA the work-life balance of our team is important to us. We look forward to working with Charity to achieve this goal. Whilst Charity travels back to Sydney on weekends, her choice to work locally here at Cessnock has saved significant hours compared to the lengthy commutes she was once accustomed to in Sydney.

Everyone here at NCCCA looks forward to Charity's continued contributions and growth within our NCCCA family and wishes to extend our gratitude for her commitment to resident care.



Jeannine Poulter

## Welcome Jeannine Poulter

### NCCCA Leisure & Lifestyle Officer

We're excited to introduce you to a wonderful member of our Mount View Lodge family – Jeannine! Since joining NCCCA in March 2023, Jeannine has been making a significant impact and adding smiles to our days. With an impressive 20 years of experience in aged care, including 13 years dedicated to creating engaging activities, Jeannine has a passion for enhancing the lives of our residents. Jeannine was drawn to NCCCA for its reputation as a welcoming home for both staff and residents.

Every day, she walks through our doors with enthusiasm, knowing that she's making a positive difference in the lives of our residents. One of the most rewarding aspects of Jeannine's role is the chance to connect with each and every resident. She takes the time to listen to their life stories, building personal connections and fostering a warm atmosphere.

We're so fortunate to have Jeannine on our team, bringing laughter, joy, and a sense of community to our residents' lives.



Sam Way

## Welcome Sam Way

### NCCCA Receptionist

Meet our NCCCA reception, Sam Way!

Samantha Way has recently joined the NCCCA team as a wonderful addition to our reception team. This role has been a significant career shift for Sam, transitioning from a financial planning and superannuation background to the world of aged care.

Driven by a desire for personal satisfaction and a closer-to-home role, Sam has embraced this change. Sam's motivation lies in creating meaningful connections and contributing to others' well-being.

Sam is dedicated, works enthusiastically, and enjoys every interaction, getting to know staff, residents and their families.



Lucy Most

## Welcome Lucy Most

### NCCCA Community Coordinator/ Enrolled Nurse

Lucy began her position within the NCCCA Community team at the end of May 2023 and has made a significant impact by fostering a sense of care that touches hearts.

Before joining our team, Lucy spent an impressive seven years as an Enrolled Nurse in the Orthopaedic Rehab ward at Maitland Private Hospital. Working closely with a multidisciplinary team, Lucy diligently guided patients on their path to recovery after various medical procedures. Lucy's expertise spans from facilitating post-hip/knee replacement care to supporting stroke patients on their road to regaining independence.

Lucy's desire to utilise her clinical background in a non-clinical environment is what motivated Lucy to join us at NCCCA.

Within the role, Lucy has found a unique blend of challenges and rewards. Collaborating with a supportive team, her approach to each day is with determination, ensuring our consumers can continue to live independently and safely within the comfort of their homes.

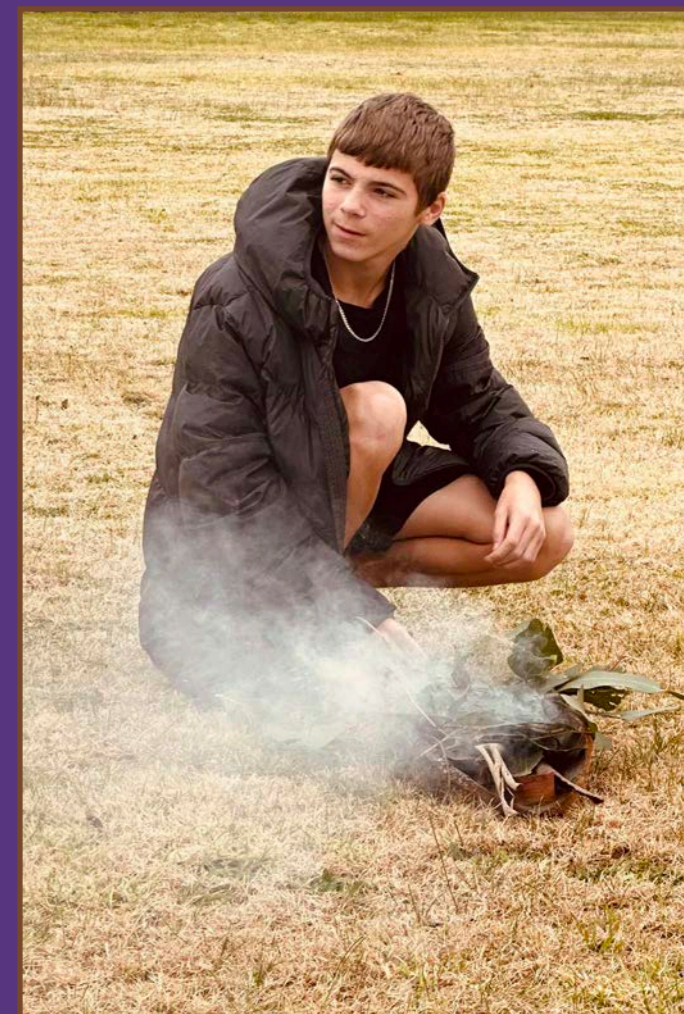




This year NCCCA celebrated NAIDOC Week with a spectacular event full of cultural enriching celebrations! The participation of guests Jamie, Claire, their three beautiful kids and Dhani, members from the Wiradjuri Country in performing the sacred smoking ceremony and traditional dances was a truly memorable experience. The smoking ceremony was the perfect start to the festivities, burning native plants to produce smoke that was shared with our community to ward off bad spirits and to wish us all great success.

The smoking ceremony was followed by the performance of traditional aboriginal dance which captured the attention and enthusiasm of all who attended. Jamie also told the story behind each of the dances make it truly magical. Following the performances, everyone was treated to a special NAIDOC-themed feast, including wattle seed & orange muffins, poached lemon myrtle chicken and kangaroo sausages, just to name a few.

Congratulations to our guests, NCCCA and all involved for organising such a meaningful and impactful celebration of NAIDOC Week!



# Consumer Advisory Body

Let's talk care and quality of services.



NCCCA is reaching out to share important news about a significant change aimed at enhancing the safety and quality of our aged care services.

We're placing strong emphasis on implementing key recommendations from the Royal Commission into Aged Care Quality and Safety. Starting 1 December 2023, these changes will take effect, requiring our aged care services to follow new rules.

As part of our commitment to improving the standards and quality of our services, we will be inviting consumers to participate in annual Consumer Advisory Committee meetings. These meetings will provide an opportunity for those using our services, along with their families or representatives, to actively contribute to decisions and operational aspects. Rest assured all contributions will be shared with our

governing board.

We are holding separate meetings for our NCCCA Community Care and Residential residents. Dates and time are as follows:

### NCCCA Community Care - CONSUMER ADVISORY BODY

**Time/Date:** 10:00 am 16 November 2023

**Location:** NCCCA Community Centre, 196 Wollombi Road, Cessnock.

### NCCCA Residential Care - CONSUMER ADVISORY BODY

**Time/Date:** 10:30 am 21 November 2023

**Location:** NCCCA Jacaranda Nursing Home, 2 Mount View Road, Cessnock.

**RSVP is necessary** - Kindly contact Louise Klerk on 0490 428800 or email [louise.klerk@nccca.com.au](mailto:louise.klerk@nccca.com.au)

If you have any inquiries or need further information, please don't hesitate to reach out.



CONSUMER ADVISORY BODIES ARE IMPORTANT BECAUSE THEY:

- ✓ Look at the quality of care and services you and others receive.
- ✓ Find and communicate consumers' needs and issues.
- ✓ Provide opportunities for improvement.

## Fun on Daffodil Day

Daffodils were responsible for many of the smiling faces at Mountain View Lodge this daffodil day. Our residents also enjoyed making daffodil table decorations, celebrating these bright yellow flowers' positive, resilient, and life-affirming qualities.





I feel  
Supported  
at home  
with  
**NCCCA**

Be *Happy*  
stay  
**CONNECTED**  
with  
**NCCCA**

**NCCCA**  
**Cares**  
for **ALL PEOPLE**

I feel  
Supported  
at home  
with  
**NCCCA**

