

In this edition
Bridging Generations
RUOK Day
Seniors Fun Fest
Christmas 2023



Bloom

SUMMER 2023/2024



Official
Opening
Facaranda Grove

NCCA
Respect
Integrity
Compassion
Connection



Welcome to the Summer Edition of Bloom

by William Crowley, CEO.

I am delighted to extend my warmest wishes and a belated Happy New Year to our NCCCA family.

Reflecting on the recent holiday season, Christmas brought an abundance of joy and unforgettable memories across all our services. It was a time when the spirit of togetherness resonated, creating cherished moments.

The highlight of the past few months was the official opening of the Jacaranda Grove renovations. On November 23, 2023, we marked this momentous occasion with a ribbon-cutting ceremony, featuring the honorable Gloria Myers, a beloved resident of Jacaranda Lodge for 27 years, assisted by Dan Repacholi MP, Federal Member for the Hunter.

I am thrilled to welcome Rebecca Corcoran, who assumed the role of Financial Controller on October 23, 2023. Rebecca has seamlessly immersed herself in critical tasks essential for NCCCA's financial viability and growth.

In our pursuit of excellence, NCCCA has established its first Quality Advisory Board and Community Advisory Committee. We look forward to leveraging this valuable input to enhance and continually improve our services.

Mark your calendars for the Seniors Fun Fest on March 13, an event made even more special with the support of a Council Grant. This grant has allowed us to acquire an outdoor marquee and seating, ensuring the availability of top-notch equipment for all our future events.

As we embark on the exciting journey ahead, I express my deepest gratitude to each member of the NCCCA family for your unwavering support. Together, let's make 2024 one of growth, joy, and shared accomplishments.

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.

TO GET IN TOUCH or PROVIDE FEEDBACK call us

RESIDENTIAL & RETIREMENT LIVING

(02) 4993 3100

COMMUNITY & TRANSPORT

(02) 4019 9700 or email

mail@ncca.com.au

or SCAN the QR code to complete our FEEDBACK FORM



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://ncca.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.

Official Opening Jacaranda Grove

We are thrilled to share the joyous news of the grand opening of our newly refurbished Jacaranda Grove! The air was filled with excitement as our special residents, friends, dedicated staff, and esteemed Board Members gathered to mark this momentous occasion.

A heartfelt thank you is extended to our honoured guests, who graced the event with their presence and support. Dan Repacholi MP, Federal Member for the Hunter, brought a touch of distinction to the celebration. Tim Murray, our esteemed Board Chairman, added his wisdom and guidance to the festivities. Special recognition goes to Roger Davey, Managing Director, and his diligent team from Coverite Projects, whose unwavering dedication played a pivotal role in transforming Jacaranda Grove into a home that everyone can enjoy and be proud of.

We are immensely grateful for the tireless efforts of the Coverite team, who worked hand in hand with NCCCA to bring our vision to life. Their commitment to excellence has truly made a lasting impact on our community.

A standout moment of the celebration was the presence of our beloved resident, Gloria Myers, who has called NCCCA home for an impressive 27 years. Gloria, your journey with us is a testament to the sense of belonging and warmth that NCCCA strives to provide. During the event, Gloria not only delivered an inspiring speech but also expertly cut the opening ribbon and the celebratory cake. Your contribution is invaluable, and we feel fortunate to have you as an integral part of the NCCCA family.

To Gloria and all those who played a role in making this day possible, we extend our heartfelt thanks. Your passion and dedication have transformed Jacaranda Grove into a warm and welcoming space for everyone. As we celebrate this achievement, we look forward to many more years of joy, community, and togetherness at NCCCA!



Bridging Generations

NCCCA's Commitment to Connection



At NCCCA, our values are not just words; they are the guiding principles that shape our services and enrich the lives of our residents, clients, and consumers. Over the past few months, we have been steadfast in our dedication to one of our core values: connection. Through innovative initiatives, we are weaving threads of connection that span generations, fostering a sense of community and unity.

One remarkable project has seen the integration of senior college students from Alesco College into the vibrant life at Mountain View Lodge. Every Thursday, the students bring an abundance of energy and creativity, engaging our residents in activities that transcend age barriers. From dice games constructing Frankenstein to spirited rounds of bingo, the air is filled with laughter and shared joy. The magic continues with a relaxing morning tea, creating bonds that go beyond the activities themselves. Our heartfelt thanks go out to these incredible students for making a lasting impact on the lives of our residents.

But the magic doesn't stop there. Our collaboration with Mount View High School with our Community Day Program clients has been a resounding success, with students not only bringing their culinary skills to the table but also immersing themselves in creative crafts and engaging table games. Their dedication to cleanup, including mastering our commercial dishwasher, showcases their commitment and teamwork. A special shoutout to these young gentlemen for leaving a trail of positive vibes that linger long after their visit.



Alesco College

The intergenerational connection extends further, embracing a pen pal program with St Nicholas OOSH. Our community clients were treated to a delightful visit, transforming our space into a Halloween haven. The joy was palpable as our clients and the children from St Nicholas OOSH, adorned in creative costumes, shared laughter and created memories together. Beyond the festivities, our pen pal project has become a testament to the power of the written word, fostering connections that transcend generational boundaries.

In the heart of these initiatives lies the essence of our commitment – to create moments of connection that last a lifetime. We extend our deepest gratitude to all the students, teachers, and community members who have played a role in making these programs a success. Together, we are building bridges, creating memories, and spreading joy. Let's continue to connect, inspire, and uplift each other as we navigate this beautiful journey of togetherness.



St Nicholas OOSH



Mt View High School



St Nicholas OOSH



Mt View High School



Alesco College



Alesco College

Sisters
 spreading the holiday
CHEER by delivering
Handmade Christmas
Cards to our Residents at
Mountain View Lodge 

A heartwarming day as Bronte and her sister Matilda visited Mountain View Lodge to share the love and joy of the season! They personally delivered handmade Christmas cards, each filled with warmth and festive spirit. The smiles on the faces of the residents lit up the room as they received these thoughtful, handmade cards. Bronte and Matilda's kindness and thoughtfulness made this holiday season extra special for everyone at Mountain View Lodge.



RUOK?

Day 2023



In the spirit of fostering community, connection, and open conversation, NCCCA annually celebrates RUOK Day throughout our entire organisation. This year's celebration was no exception, with a burst of colour, joy, and support as residents and staff alike embraced the theme of promoting mental well-being and combating social isolation. NCCCA went all out to make RUOK Day a memorable event for everyone involved. Residents and staff were treated to cupcakes made by our talented hospitality staff, who expertly crafted them with

yellow icing and the RUOK Day mini flags. The vibrant yellow theme symbolised the organisation's commitment to shedding light on the importance of mental health and creating a positive, supportive environment. Staff members joined the celebration by donning yellow clothing and an array of accessories, including coloured hair, golden ties, and bow ties. The visual representation of solidarity sent a powerful message: at NCCCA, we stand united in our commitment to promoting mental health awareness and combating the challenges of social isolation.

Your Are Invited To NCCCA's

Seniors Fun Fest 2024

Wednesday 13 March
Between 10:00 am and 2:00 pm

Ted Jackson Centre, 196 Wollombi Road, Cessnock NSW 2325
(Opposite Aldi car park)



What is it all about ?

NCCCA's holds an annual Seniors Fun Fest which forms part of NSW Seniors Week, promoting activities for seniors and providing an opportunity for older Australians to celebrate and connect. This year's festivities run between 11 - 24 March 2024 with the theme for 2024 'Reaching Beyond'. NCCCA's Seniors Fun Fest will be a day filled with a variety of activities and attractions to provide seniors with fun and engaging experiences. We would love for you to join us!

What's Happening!

Information Sessions:

- Services NSW - discounts for Seniors
- NCCCA - available services for our community.

Concert:

- Cessnock City Singers

Demonstrations:

- Healthy Movement Class
- Bunnings Warehouse
- Kiray Putjung Aboriginal Corporation

Food & Drinks

- Cessnock Lions Club sausage sizzle.
- Coffee and Cake stalls

Displays:

- Bellbird Workers Club Automobile Restorers
- Cessnock Quilters & Embroiderers

Stalls:

- Services NSW
- Cessnock City Librar
- Craft by Mountain View Lodge

- Hunter Mobility
- NCCCA Volunteering with one of our services, Residential Care, Community Care, Meals on Wheels and Transport.
- Meals on Wheels
- Branxton Women's and Men's Shed.

Broadcasting Live on the day:

2CHR Central Hunter Community Radio.

Enquiries:

Please phone 4993 3100.

Love Awards

Live Our Values Every Day



Jayne Thomas - **Community Rostering Officer**

NCCCA was delighted to have had the opportunity to acknowledge our exceptional individuals by presenting them with a Love Award. These awards represent a heartfelt tribute to the invaluable work our staff do each and every day that are chosen from the feedback received in the past quarter.

Your dedication, compassion, and unwavering commitment to our organisation's values have not gone unnoticed. You truly embody what it means to 'Live Our Values Every Day.'

Once again, congratulations to our LOVE Award winners. Thank you for your dedication and for being the shining examples of what it means to be part of our organisation. Let us continue to work together, support each other, and strive for excellence in all that we do.



Jodi Ryan - **Care Services - Abernethy**



Jessica Cole - **Care Services - Jacaranda Grove**



Jeannine Poulter - **Leisure & Lifestyle Officer - Mountain View Lodge**

Celebrating Excellence

Karen Worth and James Ralston Nominated for Customer Service Award

NCCCA was proud to have had two of our dedicated staff nominated for the prestigious Customer Service Award, an accolade organised annually by the Cessnock Business Chamber. Karen Worth, Abernethy receptionist, and James Ralston, our devoted transport driver, were nominated for the award. This recognition aims to honour and reward outstanding customer service within the Cessnock Local Government Area, and we couldn't be prouder of Karen and James for their well-deserved nominations. Karen, James, their partners, and other team members all enjoyed the Gala Dinner on the 9th of December 2023 at the Cessnock Leagues Club. The night was filled with joy, festivities, and the opportunity to applaud Karen and James, along with their partners.



Karen Worth & Partner



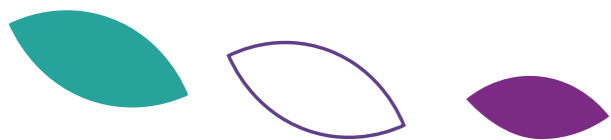
Jayne Thomas & Partner



William Crowley, CEO & Volunteer Veronica Lowe

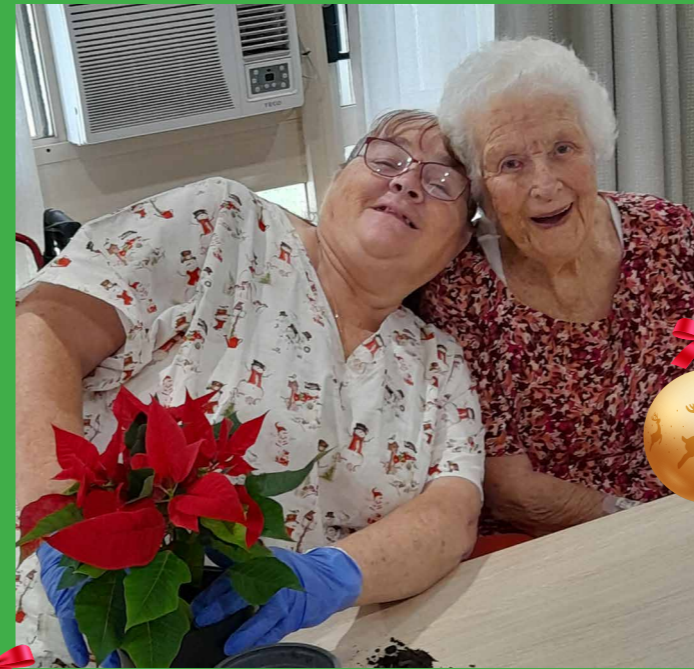


Rebecca Corcoran, Financial Controller & Partner
Above: Photos from the Gala Dinner



Celebrating CHRISTMAS 2023

Christmas celebrations were full of fun and festivities. From a Christmas lights bus tour to Christmas Craft with Bunnings, and receiving gifts from Santa!



Fostering Collaboration



THE INTRODUCTION of the Consumer Advisory and Quality Advisory Committees.

In an exciting step towards enhancing our commitment to governance reforms, we are thrilled to announce the establishment of two crucial committees within our organisation: the Consumer Advisory Committee and the Quality Advisory Committee.

Consumer Advisory Committee:
Advocating for Your Voice

We are overwhelmed by the positive response received for the formation of our Consumer Advisory Committee. This committee consolidates both residential care and community services, bringing together individuals who are passionate about representing the diverse needs of consumers, residents, and their families.

These individuals have graciously stepped forward to contribute their insights and perspectives, ensuring that the voices of our consumers and residents are heard loud and clear. We express our sincere gratitude to them for their enthusiasm and commitment.

Our focus is now on convening the first meeting in January, where our consumer representatives will have discussions on the Charter and Terms of Reference, laying the foundation for the impactful work ahead.

Quality Advisory Committee:

Elevating Standards for Excellence

Simultaneously, we are delighted to introduce the Quality Advisory Committee, a team dedicated to upholding and enhancing the quality of our services. Comprising of passionate members with diverse professional backgrounds, this Committee is poised to play a pivotal role in maintaining our organisational standards.

The distinguished members of the Quality Advisory Committee include:

NCCCA's Organisational Educator, two Registered Nurses, the Chairman of the Consumer Advisory Committee, Quality & Risk Manager and the Chief Executive Officer.

An independent chair will preside over this committee, ensuring impartiality and effectiveness in its proceedings. The inaugural meeting is scheduled for January 17, 2024, where further details about the committee's structure and objectives will be decided.

The insights and feedback gathered from these committees will be invaluable in shaping the decisions of our governing body. We express our heartfelt thanks to everyone who has shown keen interest and anticipated participation in these vital committees.



Christmas Spirit

Celebrating Joy and Milestones



As we bid farewell to a remarkable year, we were delighted to share a Christmas luncheon at Huntlee Tavern – a perfect ending to the year, creating lasting memories for our Retirement Living residents and key staff.

From the moment the bus left the village to the return journey, laughter, conversation, and the spirit of Christmas resonated throughout.

In the midst of this bustling December, we also took the opportunity to honour and celebrate significant milestones. Two remarkable birthdays marked the month - Pat turning 90 and Colleen reaching the splendid age of 80. January will bring another reason for celebration as we extend our warmest wishes to Harry on his 90th birthday. Each of these milestones is a testament to the rich tapestry of lives, and we join together to send them our heartfelt congratulations and warmest regards.

As we embrace the new year, we extend our gratitude to everyone for contributing to the beautiful community we have at our retirement village. We wish you all a joyous and prosperous New Year!



NCCCA is committed to providing Culturally Appropriate Services and Communication.

In a dedicated pursuit of inclusivity, NCCCA is firmly committed to providing culturally appropriate services and effective communication for individuals from diverse backgrounds. NCCCA invites those with specific communication needs to request interpreters or specialised assistance, ensuring that resources are tailored to meet unique requirements. The organisation recognises the significance of breaking down language barriers and proudly offers translation services to facilitate seamless communication, ensuring equitable access to its services.

To fortify cross-cultural understanding and sensitivity, NCCCA employs a multifaceted approach. Regular staff training programs empower personnel with the knowledge and skills necessary for navigating diverse cultural practices. Additionally, the organisation actively seeks to employ bilingual staff and ethnic-specific workers where possible, fostering an environment of inclusivity. By championing an open atmosphere for dialogue and concerns, NCCCA exemplifies its commitment to providing culturally sensitive services that honour the unique identities and backgrounds of all individuals, irrespective of gender, culture, socio-economic status, religious beliefs, or values. *If you require any help understanding any of this information, please call the office and a staff member can explain the information to you.* 📞 02 4993 1300

for further information Visit

<https://opan.org.au/> OR

<https://www.culturaldiversity.com.au/>

FEEDBACK

We love to receive feedback, good and bad (including any complaints you may have), and value your suggestions, comments and concerns. There are a few ways you can provide feedback to us, including:

- Speaking directly to a staff member.
- Phoning NCCCA on 4993 3100
- E-mailing us at mail@ncca.com.au
- Scan the QR code to complete our Feedback Form



Be *Happy*
stay
CONNECTED
with
NCCCA

