

our NEWS

October 2019

From our Chairman

I can't believe it's the end of the year already! So much has happened at Seton Villa this year, starting in January with the hiring process for a new CEO.

With the Asset Redevelopment Program (ARP) now well underway, the Board has started planning for the future of Seton Villa 'beyond ARP', starting with a strategic planning process facilitated by Deloitte earlier this year. Peter and the management team are now translating this strategic intent into an operational plan to identify and deliver outcomes over the next three to five years.

The ARP provides us with opportunities to redesign how the future Seton Villa operates, and I expect that the organisation will evolve to provide better support for residents and more broadly deliver on our mission. This will include ways of working and the use of technology to assist both residents and staff on a day-to-day basis.

I am looking forward to continuing engagement with the residents, parents and guardians, staff and management at Seton Villa during this exciting time in the organisation's history.

I wish you all the best for the next couple of months.

*Marco Colli,
Chairman,
Seton Villa*



From our CEO

"Building our Bright Future" Status Report

We are now well underway with our Asset Redevelopment Program and have just lodged our Development Application to Ryde City Council for a new purpose-built four-bedroom house at 1 Keiley Street, Marsfield to replace the present day centre building Jenny's Place.

We are excited to announce our first new property acquisition at 54 Lavarack Street Ryde and are actively searching for a second to promptly acquire. Our architect is currently exploring design options that deliver a five-bedroom house incorporating a two-bedroom unit on the Lavarack Street site.

Over the next few months, our new Quality & Safeguards Manager, Rhondda Vassallo, will be preparing resident profiles in consultation with families as an initial step to reviewing the present resident mix in each house. The Asset Redevelopment Program provides an opportunity for us to consider revised groupings of residents as new properties are built that acknowledge existing relationship preferences and complementary Supported Independent Living (SIL) funding.

We have identified Culloden Road residents as a priority for relocation in order to relinquish the rental property lease as soon as possible. David Avenue and Koorong Street are the next properties scheduled for redevelopment during 2021.

We will continue to communicate regularly with resident families and friends about progress and offer consultation opportunities as potential accommodation models take shape.

This is an extremely exciting time for Seton Villa as together, we build a bright future for our community.

Our Core Values



Respect



Care



Excellence



Honesty



Inclusion

Introducing Rhondda Vassallo



It is a pleasure to welcome Rhondda Vassallo as our new Quality & Safeguards Manager (Tues/Wed/Thurs).

Rhondda has an extensive work history in the disability sector with roles that have included residential unit nurse manager, clinical nurse consultant for individual and lifestyle planning and quality assurance framework, educator and developer of training packages, senior project officer and manager.

Rhondda's experience includes working closely with staff to implement person-centred practices to ensure people's lives are improved through empowerment and capacity-building, thus providing a greater opportunity for individuals to become engaged in their own decision-making processes and the direction of their lives. Most recently Rhondda had a key role in assisting residents from large government institutions to transition successfully into community-based housing with non-government providers.

Many of you will be invited to meet with Rhondda in the context of resident profile mapping. We look forward to connecting Rhondda into our Seton Villa community.

NDIS Commission Registration Verification

Seton Villa is currently on track to renew our status as a Registered NDIS provider for Supported Independent Living (SIL), Specialist Disability Accommodation (SDA), Participate Community and Group/Centre Activities by 30 April 2020.

The verification process is undertaken by an external auditor who will assess Seton Villa against the new NDIS Practice Standards and Quality Indicators and make a recommendation for reregistration to the NDIS Commission.

The NDIS Commission's role is to promote the rights of NDIS participants and work with providers to provide safe and high quality supports and services to people with disability.

In most situations the NDIS Commission works alongside providers to offer guidance, education and assistance to resolve issues. When NDIS providers or workers don't meet their obligations, the NDIS Commission can investigate and enforce penalties including infringement notices, civil penalties and bans.



**NDIS Quality
and Safeguards
Commission**

Have Your Say

We are keen to engage with our key stakeholders to understand how we are doing at Seton Villa to meet your expectations and gauge the level of satisfaction with our current service.

We have recently undertaken an online employee engagement survey with staff that is currently being analysed by The Voice Project and following feedback from the last P&F meeting, will soon be sending an anonymous paper-based survey to complete, we would encourage you to respond honestly and fearlessly so that we can continue to strive for excellence at Seton Villa. You will be provided with a reply-paid envelope to send your responses directly to The Voice Project.

We will also be seeking feedback directly from our residents via a simplified 'smiley face' survey tool designed especially for people with intellectual disability.



Save the Date

We are very much looking forward to meeting up with everyone at the Seton Villa Christmas Party on Sunday 24 November at The Epping Club. Be sure to put the date in your diary.