

our NEWS

April
2020

From our Chairman



As Peter reports, we have hit a few major milestones in the many important and concurrent projects at Seton Villa. We have had these bubbling away in the background waiting for permits, approvals or other third-party contributions and they all came back into our hands in the last month. It will be good to progress these to tangible conclusions.

I want to especially applaud the hard work that Peter and the team put in prior to the NDIS Commission Certification Audit in March. The audit was the culmination of over 12 months of work to change our compliance standards to the new NDIS mandate. Not only do we seem to have passed this milestone, but the auditors noted Seton Villa's maturity against comparable service providers.

As I write this, we are all in the middle of unprecedented population-wide self-isolation and social distancing due to COVID-19. I hope everyone is maintaining their health (and sanity!) during this time. I know the staff at Seton Villa have been proactively working extra hard to keep our residents safe and well during this time, successfully so far, and I know that this dedication will continue.

*Marco Colli
Chairman, Seton Villa*

From our CEO

“Building our Bright Future” Status Report

I am delighted to announce that we have now received DA approval from Ryde City Council for redevelopment of 1 Keiley Street Marsfield and the Complying Development Certificate from our private certifier for 54 Lavarack Street Ryde. The other big news is that we have engaged Academy Construction as the builder, with demolition works to commence at the end of April 2020.

Academy Construction & Development Pty Ltd commenced operation in 2002. Since that time Academy has focused on delivering exceptional property development, project management, design and construction. They have an extensive residential design and construction heritage that spans over 20 years with a particular interest in constructing specialist housing for both government and non-government organisations.



Ronnie Beani (left) is the co-founder of Academy Construction & Development with a wealth of experience in the construction industry. Ronnie has worked to develop Academy Construction & Development into a successful, competitive and quality construction company. Ronnie is responsible for the strategic operation of Academy's

construction projects. His technical expertise is relied upon throughout the construction process to ensure that a proactive approach to the construction process is undertaken. This allows risks to be identified and resolved early in the process with minimal disruption to the client.

This year, Academy has completed and handed over three Group Homes as Specialist Disability Accommodation (SDA) for the NSW Government Hunter Residences Program and now look forward to delivering the new SDA houses for Seton Villa.

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From our CEO continued

NDIS Commission Certification Audit

The BSI Audit Team of Peter Burton and Gayle Ramien visited Seton Villa on 9 and 10 March 2020 as scheduled to undertake Phase 2 of our NDIS Commission Certification Audit. They visited three of our houses and met with residents and staff to assess our compliance against 80 NDIS Practice Standards and Quality Indicators. Five families were also contacted for feedback about Seton Villa.

I am very pleased to advise that the exit interview with the audit team went extremely well and they have no hesitation in highly recommending Seton Villa for re-registration as a NDIS service provider to the NDIS Commission. We hope to receive their full report shortly.

Thank you to those families that participated and provided very positive feedback about our work.



Information Technology Project

Over recent months we have been exploring new information technology platform options to bring Seton Villa into the digital age with enhanced data management and record keeping capability in line with increasing compliance obligations introduced by the NDIS Quality & Safeguarding Commission.

With assistance from our auditor StewartBrown, we have articulated our business requirements for a cloud-based, fully integrated and scalable subscription model solution. We have chosen Deloitte Touche Tohmatsu (Deloitte) as our integration and implementation partner who will commence their engagement with Seton Villa toward the end of April 2020. This is a very exciting project that will realise efficiency benefits over the medium and long-term as we grow our services to fulfil our purpose of *Empowering Lives and Connecting People*.

Vigilance of care during COVID-19

Over the past two months we have all experienced the stress and anxiety created by the arrival of the coronavirus in Australia. Thankfully it appears we have escaped the extent of trauma experienced overseas, however the economic impact will continue to be felt over many years to come.

We are particularly grateful to Seton Villa House Managers and Community Support Workers for keeping our residents safe and well during this very trying time of constant hand-washing and other infection control measures. Over more recent weeks many of our residents have chosen to remain home during the day rather than attend their regular supported employment or community participation activities, requiring additional creative effort to keep everybody happy and engaged.

I want to give particular recognition to our Clinical Nurse Consultant, Sing Ting (below), who hit the office running to prepare our very thorough COVID-19 Prevention and Control Plan for each house, incorporating the individual nuances of each resident to ensure we could effectively manage any scenario. Sing and Rhondda have also provided significant on-site training to staff in the houses.



Coronavirus (COVID-19)

SIMPLE STEPS TO HELP STOP THE SPREAD.

- Cough or sneeze into your arm**
- Use a tissue**
- Bin the tissue**
- Wash your hands**

HELP STOP THE SPREAD AND STAY HEALTHY

TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.
For more information about **Coronavirus (COVID-19)** visit health.gov.au

Australian Government

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