

our NEWS

June
2024

From our Chairman



Directors at Seton Villa can serve up to nine consecutive years on the Board and at the end of this year, my term will end. The Board has elected current Deputy Chair, Judi Higgin, as Chair Designate and this decision was recently approved by the Trustees. Judi formally takes on the role in November 2024.

Judi brings a wealth of experience and commitment to the role, as she was the CEO at New Horizon Enterprises and has been on the Seton Villa Board for a number of years. The Trustees and I are confident that she will continue to guide Seton Villa with vision and integrity.

As always, the Board appreciates your ongoing support and looks forward to continuing our successful partnership with you.

Marco Colli
Chairman, Seton Villa

From our CEO

Seton Villa welcomes male residents to Koorong Street

Tuesday 18 June 2024 was a very significant day for Seton Villa. We farewelled Marlene Close, one of the very original Seton residents, at a beautiful funeral service at St Anthony's Catholic Church Marsfield and then welcomed our first male resident, Peter, into our final SDA house in Koorong Street.



From our CEO continued

The new house, to be named by incoming residents, will be managed by a new employee to Seton Villa, Joshua Banayad (pictured bottom left). Josh has a strong disability employment history and will add significant value to the new house and the Seton Villa Management Team more broadly.

The new house has all the features of our other SDA Improved Livability homes, along with a masculine décor that sets it slightly apart. Our Participant Experience Lead and talented Interior Decorator, Rhondra Vassallo, has again achieved a masterful place to call home for our anticipated new male residents.



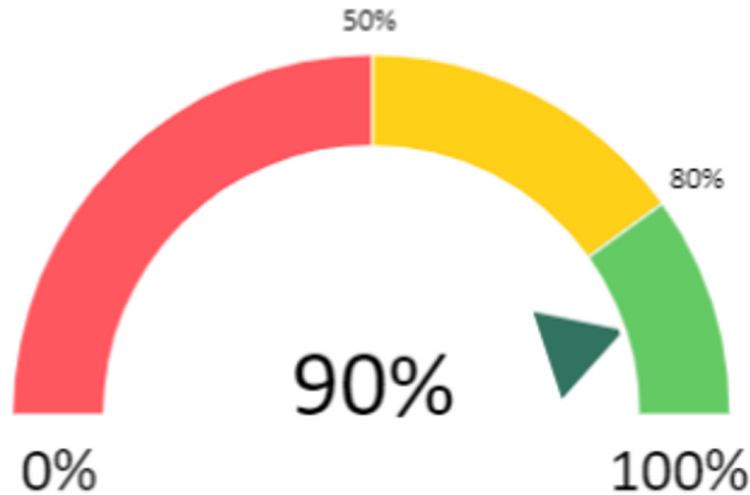
Vale Alison Brown

On 20 May 2024, the staff at Daffodil Cottage shared immense grief and pain alongside Alison's extended family following Alison's untimely death from an acute medical episode in the early hours of the morning after arriving at hospital by ambulance.

Long-standing employees described Alison as bright, clever and funny. Alison was always up for a singalong, which was usually "By the Rivers of Babylon" on repeat! Her love for television shows "A County Practice" and "Emergency" were the topics of many conversations.

Alison was also kind and caring and would always offer her time if she thought someone was upset and needed a friend. She is now in a better place with her father, Frank, who also passed away last year. Rest in Peace, Alison.

Seton Villa Families Stakeholder Satisfaction Survey



A big THANK YOU to those families who participated in our recent anonymous stakeholder satisfaction survey to provide feedback on the quality of our services provided to residents and families. This survey contained the same set of questions provided by Xref (previously The Voice Project) two years ago, to enable the results to be benchmarked against a cohort of 60 disability service providers. In summary, our overall satisfaction level was 90%, slightly down from 93% in the previous survey. This 2024 survey also included our RASAIID families for the first time.

The clear message from the survey is for us to improve our communication to families regarding the progress of their resident family member. I acknowledge this has been a challenge for us over recent months of inconsistent Accommodation Manager oversight. We are working hard towards greater stability and consistency across our Management Team that will certainly improve communication. I have attached the full survey results alongside this newsletter in my email to you all. Please don't hesitate to reach out if you have any questions or input around any new (non-benchmarked) questions you would like to see included in future surveys.

Seton Villa Family Network WhatsApp Group



As introduced last month, the Seton Villa Family Network WhatsApp group is live, and I encourage more of you to sign up. It is a place where families can share their experience of the new 'myNDIS' PACE portal which is certainly presenting challenges as resident NDIS plans are reduced in value without any communication or consultation. Please remember that Persons Responsible are now required to proactively link Seton Villa to the new portal as Home & Living provider, SDA provider and (where appropriate) CP provider. It is **critical** that each component of the plan is separately linked, otherwise we will be unable to receive funding from the NDIA for services provided. Please email me directly with your request to 'opt in' to the WhatsApp group and I will link you. I will also provide you with a copy of our Privacy and Confidentiality policy for your reference.

COVID-19 and Flu Update

The Department of Health currently advises that community transmission of COVID-19 and Influenza are at HIGH levels, and we will be maintaining the use of surgical face masks within the accommodation settings until further notice. Please wear a mask inside the home whilst visiting family members and remember to wash hands regularly and use the hand sanitiser provided at each location. We will continue to monitor this health advice.

Most residents and staff were able to access our Influenza vaccination hubs during May 2024 and additional bookings can be made directly with Fiveways Pharmacy in Marsfield for either influenza or COVID-19 vaccinations.

Please stay warm and safe this Winter.