

WELCOME TO YOUR HOME

We provide shared living accommodation for three or four people at our Joy Valley Care homes which are peaceful, well furnished with a lot of space for the enjoyment of the participants. Our single rooms are fully furnished with bed, wardrobe, chest of drawers, desk, chair, television. We encourage participants to own their space and personalise it to their satisfaction. We respect your space, privacy and dignity. Communal areas are fully furnished in a warm and homely manner for the enjoyment and comfort of the participants. Safety, security and comfort are our priority.

We cook our meals fresh on site in our home. Participants are encouraged to plan the menu and participate as much as possible, if they wish, in preparing the meals. Participants are free and welcome to participate in any of the household activities such as gardening and cooking or just simply relax and enjoy the comfort of your home!



Joy Valley Care

CHOICE | WELLBEING | SAFETY

There is **JOY** in the **VALLEY** of **CARE**

We look forward to partnering with you in meeting your lifestyle needs and wishes. We have an open-door policy and we welcome every opportunity to talk to you about any issues that matter to you.

IMPORTANT CONTACT INFORMATION

All inquiries during office hours.

Office: **02 4610 0025**
Mobile: **0421 862 175**

For any concerns talk to your Centre Supervisor or Team Leader on duty, or contact our 24 hour open complaints line.

24 hour on call:
On-Call Manager
Tel No: **0421 862 175**

After hours emergency — talk to the care team member on duty or call manager on the after hours emergency number.

After hours number:
0421 862 175

You can send an email if you have any concerns. Send your email to:

admin@joyvalleycare.com.au

JOY VALLEY CARE

ndis Registered NDIS Service Provider.

NDIS No. 4050049631

200 Mount Annan Drive,
Mount Annan NSW 2567

Tel. 02 4610 0025

Mobile: 0421 862 175

admin@joyvalleycare.com.au

www.joyvalleycare.com.au

Joy Valley Care

CHOICE | WELLBEING | SAFETY



Giving best **care** and **attention** to people, without compromise

We are driven by **kindness** & our pride in **quality care**

We are your proud registered **NDIS** service provider, offering you Supported Independent Shared Living accommodation.

LIFESTYLE, PRIVACY & DIGNITY

Joy Valley Care is a home where care and lifestyle are designed by the participant. Our environment enables each participant or their representative to assume the leading role in decisions about the services they receive and to exercise choice and control over their lifestyle. Joy Valley Care respects the privacy and dignity of each participant that we provide our services to. We believe each person is entitled to be afforded privacy and dignity to fulfill their wishes and lifestyle choices.



COMFORTABLE LIVING

Our values of Choice, Wellbeing, Dignity are a summary of how we model our care. We believe that these are three areas that epitomise our everyday living.

OUR VISION

Giving best care and attention to people without compromise

OUR MISSION

To create an environment enabling our people to feel safe to live a lifestyle of choice

OUR VALUES

Choice, Wellbeing & Safety

Choice

Empowering people to exercise freedom of choice

Wellbeing

Everyone has a right to comfort and security as a basis for their wellbeing

Safety

Safety is at the forefront of everything we do

OUR MOTIVATION

We are driven by kindness and our pride in quality care

OUR TEAM

We are a very strong team focussed on people. We are proud and passionate about giving the best care and attention to please, without compromise. Our staff are highly trained at customer service, hands-on care provision and disability care. Our priority is YOU.

Participants are assisted to achieve maximum independence, maintain friendships and engage in community activities within and outside their home. Participants engage as much as desired with their family and friends at their own chosen pace, space and time. Participants are encouraged to be in control of their own day to day living and to be fully involved in the planning processes.

Our staff will ensure that Joy Valley Care recognises the participants' right to privacy and dignity. You tell us what you want and how you want it. We will deliver the care and support as you want it.

We are a musically orientated organisation and some of our team members will run some musical and arts projects with you, such as music therapy, band performances, group activities, professional recording sessions. We will endeavour to facilitate for your musical inclination.

