



COMMUNITY NEWSLETTER



WATCH Me Shine!



Pictured is Jack G frying spring rolls in cooking as part of developing his independent living skills.

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THE YEAR SO FAR

CEO UPDATE

As we navigate the ever-evolving landscape of the NDIS, I want to take a moment to reflect on the incredible progress we have made and the exciting opportunities that lie ahead.

Over recent months we have seen remarkable achievements driven by the hard work and dedication of our board, staff and the WATCH community.

STRATEGIC PLANNING SURVEY

I would like to express my gratitude to participants and families for your invaluable contributions to the strategic planning survey which was issued in April this year. We deeply appreciate your feedback, which the board is currently carefully considering as we shape the future direction of our organisation. The board is in the process of drafting a strategic plan to ensure we thrive amidst the ever-changing NDIS landscape. Significant work is underway at the senior management and board level to support us in navigating the current NDIS changes and ensuring a successful and viable future.

NDIS RECERTIFICATION AUDIT

In June, WATCH completed its recertification audit, which provided an excellent opportunity for us to be externally assessed against the Quality Indicators of the NDIS Practice Standards. The auditors reviewed a range of areas, including our policies and procedures, systems, and service delivery practices. They also engaged with participants and families to ensure satisfaction with our services. These audits not only help us identify opportunities for improvement but also assist us in benchmarking our services against best practice. I am pleased to report that WATCH passed the audit with flying colours – a true testament to the dedication of our staff and board.

BUNNINGS BBQ

We had a fantastic day at our recent Bunnings BBQ in July. Our amazing staff made the event a success, and I want to thank all the participants and families who donated or came to enjoy a sausage or two. We raised a total of \$1,265.00. A special thanks to SPUDS R US in Dandenong for donating the onions for the BBQ and to the wonderful staff at Bunnings Springvale for their support on the day.

2025 PROGRAMS & ACTIVITIES

The WATCH team are preparing new and exciting programs and initiatives that participants would like to do for next year. Expressions of interest are being sort from participants, parents and carers in the coming weeks.

Thank you to you all for your ongoing commitment and collaboration. Together, we look forward to an even brighter future at WATCH!

Laura Ubavin



Pictured are staff and participants at the WATCH Bunnings BBQ in July this year.



QUALITY OUTCOMES

REPORT BY MEGHAN LYONS

MANAGER QUALITY & SAFEGUARDING

STRATEGIC PLANNING SURVEY

Thank you to those 51% of participants and parent/carers who participated in the Strategic Planning Survey. We also consulted with participants from the WATCH Council and 94% of staff responded to their specific questionnaire. Your say is contributing to the decisions being made by the WATCH Board.

Results indicated interest in more Recreation & Leisure Activities, Supported Independent Living (SIL), and Getaway Holidays or Respite options.

There was a positive response to WATCH staff supporting participants with a 4.5 out of 5 satisfaction rating from participants, families and carers.

The survey acknowledged that WATCH's buildings need attention, and more facilities are required to provide for participants changing support needs. Your further comments, feedback, suggestions and ideas are also being considered in the information being provided to the Board Members.

NDIS RECERTIFICATION AUDIT

In June, WATCH underwent its NDIS recertification audit conducted by DNV Business Assurance Australia Pty Ltd as an authorised auditor under the NDIS Commission. WATCH successfully passed with three best practices and one recommendation for improvement. The best practices were achieved for the following NDIS Standards:

Feedback & Complaints Management

Continuity of Supports

Access to Supports

This demonstrates the hard work and dedication the team has shown at WATCH. A huge thankyou to the participants, families & carers who contributed to the individual interviews with the auditor and for the positive feedback and practical suggestions for improvement. One of the interviewees stated the following:

“They (WATCH) are mindful of all safety aspects and respect the cultural background. They have great communication, which I found very helpful. My daughter is very happy with them and well-integrated”.



QUALITY IMPROVEMENTS

A new WATCH Services Banner has been printed and already been used on many occasions to provide prospective new participants with information about what WATCH offer under the NDIS.

A new Brochure has also been developed specifically for the Inspire and Social Groups.

OUR INSPIRE GROUP BROCHURE



Pictured above is the WATCH marketing stand that was held at Waverley Gardens Shopping Centre in July.



SERVICE UPDATES

SOCIAL GROUP

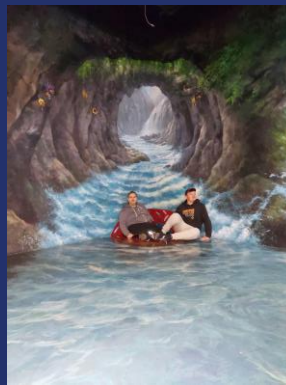
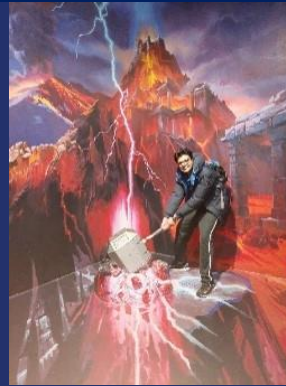
Social events this year have gained great interest with big ticket events such as Artvo, an immersive Art Show experience using trickery to perceive the eye. Participants blended into their backgrounds giving plenty of opportunity to take selfies! Some participants were lost in space, caught riding waves, even playing a piano in a forest. It was sometimes hard to distinguish what was real and what was an illusion.

Other big-ticket events have been the Mr. Slot Car racing, Phantom of the Opera Musical with rave reviews and Twisted Science. One testimony from the musical included "The lights, sound, and performance were really good" (Adam H.).

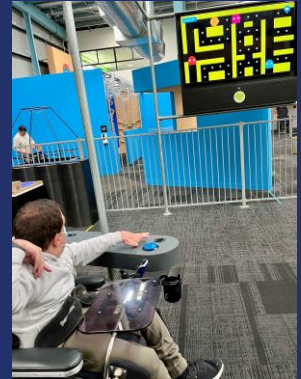
From March to June 2024 Participants have enjoyed the following events:

- | | |
|------------------|-------------------------|
| AMF Bowling | Artvo |
| Art Awards | Babba A Tribute to Abba |
| Dandenong Market | Disco |
| Lilydale Lake | Mini Golf |
| Melbourne Zoo | Mr. Slot Car |
| Opera Musical | Movies |
| Twisted Science | Social Dinners |

WATCH has vacancies for participants to join our social group, we welcome new people to contact Jana Majdalani by emailing info@watchinc.com.au or calling 03 9562 3796.



Pictured above: Paul D being eyeballed by a lion & George M playing the piano in the forest at Artvo.



Pictured from top left: Nitin M, Nitin M with George M, George M with Adam K, and George M, all at Artvo. Then pictured is Adam H, and lastly Paul D, both at Twisted Science.



WATCH COUNCIL

The Council Members have continued to work hard as Winter bestowed upon us all and people switched on their heaters and lit their fires. It was the perfect time to bring discussions about Fire Safety to the group's attention and to the fore front of their minds.

They completed activities about Fire Safety within the Council sessions and participated in emergency evacuations at Mulgrave and discussed potential improvements to our Evacuation Procedures.

The focus then shifted to Health and Wellbeing due to the colder conditions. The council members discussed food choices and the importance of a balanced diet, followed on by completing a worksheet on the Food Pyramid.

The members have worked on building a meeting platform to draw on a wealth of experience, observations and feedback to establish a system that allows the freedoms from judgement to communicate issues and concerns both positive and negative that effect all those that attend WATCH. This supports forward thinking and planning opportunities, and contribute to the longevity of WATCH, whilst also encouraging development of self-confidence, self-expression and independence as individuals, to rise and be heard.

Furthermore, the Council Representatives have organised the following events this year.

WATCH IDOL



EASTER CARNIVAL



CHRISTMAS IN JULY



Topics covered so far this Year by the WATCH Council.

Safety & Risk

AFL Footy Tipping Competition

International Friendship Day

World News & Current Events

Paris Olympics

Sustainability

Advocacy



Pictured above showing their work is Adam K & Paul D; and below is Minh N, Adam K & Mark K.





The INSPIRE Group have continued to further develop their social skills, independent living skills, creative skills, and community connections.

The INSPIRE Group have each month until recently attended Waverley Gardens with the famous "Robbie Williams" inspired performer! This has provided the participants with the opportunity to spend time in a large social setting in the community with other music enthusiasts. Throughout these sessions the group have experienced a variety of musical performances as well as being treated to a morning tea buffet provided by the organisers.



Pictured from the left: "Robbie Williams", Inspire Group Members Peter S, Peter A, Mirjana B, and Adam K, and staff member Jade.

We welcome new participants to join our INSPIRE Group, please contact WATCH by emailing info@watchinc.com.au or calling 03 9562 3796.

The INSPIRE Group began actively taking part in the Victorian Container Deposit Scheme (CDS) earlier this year. With support from the local community and WATCH's own onsite daily collection of eligible containers, the INSPIRE Program has delivered and successfully deposited containers to Return-It at the Mulgrave depot. Return-It have kindly provided WATCH with dedicated collection bins for the INSPIRE Group members great effort.

This program has given each participant a chance to develop their recycling awareness and has also been a positive team-building experience for each participant.

Please collect your eligible containers and donate them to support the INSPIRE Group in raising funds to enable special projects, programs, equipment, and resources that aim to make a difference to the lives of WATCH participants.



Pictured left: Peter S and Peter A ready to make a container deposit.

Pictured right: Adam K, Peter S and Jack G depositing containers.

VICTORIA'S CONTAINER DEPOSIT SCHEME

HELP US RAISE FUNDS BY DONATING YOUR CONTAINERS

Every eligible drink container can earn 10 cents for a good cause!

If you would like to donate to WATCH Disability Services Inc., you can simply make a drop of your empty drink containers at our Mulgrave or Springvale site, and we can take them to the Mulgrave return point.

What can be donated for a 10-cent refund?

Most aluminum, glass, plastic, and liquid paperboard (carton) drink containers between 150mL and 3 litres are eligible. This includes plastic soft drink bottles, glass beer bottles, soft drinks and alcohol sold in cans, and small fruit juice cartons.





Did you WATCH IDOL?

If you missed it in March this year please read on...

As co-host of Australian Idol in February this year Ricki-Lee Coulter stated "Wow, I didn't see that coming, did you?" when one of the judges unexpectedly gave a 'Fast Pass' to send a singer directly to the Top 12 finalists. The WATCH Stars came out and surprised us all, challenging the judges on who would score the best!

Thanks to Tom our Music Therapist for providing the backing music and singing with each of the participant's with their chosen and rehearsed songs.

Some participants dressed up to enhance their experience and prospects of being awarded a medallion.

The stage was set and the fun began. There was dancing by the audience, shaking of maracas and standing ovations to cheer on the Stars of the show.

Stay tuned for auditions for WATCH IDOL 2025 coming soon on a channel near you!

Please check out the photos and video of our own WATCH IDOL's.



Pictured above is Tom on guitar and Adam K singing 'This will be the Day that I Die'.



Pictured from the left is Adam K with his 'Great' score card, and Paul D rocking it out while smashing his 'guitar' in AC/DC's 'Thunderstruck'!



Pictured from the left is Mark K and Adam H holding their score cards.



Pictured is Tom on Guitar and Paul D singing AC/DC's 'Thunderstruck' accompanied by George M on the 'electric guitar'.



Click on the play button to watch Nitin M singing 'Beat It' by Michael Jackson.

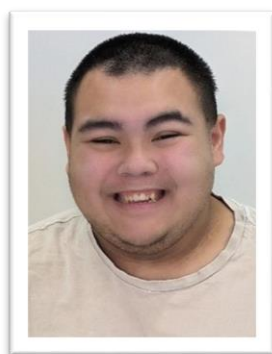


PARTICIPANT UPDATES

Welcome

We warmly welcome this year's new participants:

Blake



Blake is an energetic and friendly 18-year-old male and has transitioned from being a student at Monash SDS to becoming an active and engaging young adult at WATCH forging friendships and acquiring new skills.

His interests include listening to Michael Jackson songs and a variety of music genres, jumping on the trampoline, riding his scooter, and playing computer games. He thoroughly enjoys our music program with Tom, enthusiastically singing, dancing, and relishing in the interactive environment.

Blake plays a crucial role in our WATCH Council group, actively participating in group activities and undertaking special responsibilities.

Welcome

Adrian



Adrian is a warm, kind-hearted person who has become a valued member of our WATCH team, joining us every Tuesday.

He actively participates in both our woodworking and music programs, making meaningful contributions to each activity.

Adrian is recognised for his incredibly friendly nature and infectious smile. He is thriving in the process of learning new skills and building friendships along the way.



IN LOVING memory

David Thompson

It was with profound sadness that we shared the news of the passing of David Thompson in April this year, a cherished and longstanding participant at WATCH Disability Services. David's presence and impact within WATCH were immeasurable, and his passing leaves a void that will be deeply felt by all who knew him.

David was more than just a participant, but a friend to many.

His smile, cheekiness and kindness touched the lives of everyone he encountered.

Whether he was listening to others or offering a comforting smile, David had a remarkable ability to uplift those around him.

His smile, his spirit, and his unwavering determination and resilience serve as a testament to the indelible mark he left on our hearts at WATCH.

May David rest in peace.





EMPLOYEE UPDATES



We warmly welcome this year's new employees:

Support Workers

Danielle Hetherington	Phannary Chea
Pagna Heav	Jagjeet Dhillon
Chantelle Davies	

ON EXTENDED LEAVE



Nahla Abaker will return to work in mid-October after taking Parental Leave to provide for her baby girl born in October 2023.

Daniel O'Shea will return to work in late-October after taking Parental Leave to provide for his baby boy born in September 2024.

Claire Whelan will return to work in February 2025 after taking Parental Leave to provide for her baby girl born in January 2024.

Congratulations to each of you and your partners for bringing your new little people into this world.



We wish all our departed employees all the best for their future endeavours.

Support Workers

Anita John	Danielle Jeffery
Gladys Fernandes	Jacob Grozdanovski
Pirtpal Singh	

SIGNIFICANT YEARS OF SERVICE



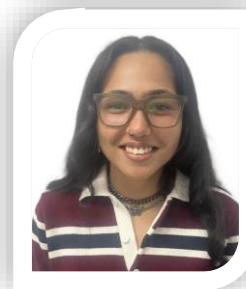
CONGRATULATIONS



Stephen Rodriqs January 2024



Yamini Godse April 2024



Kylie Donat June 2024



EMPLOYEE FEATURE

NARELLE VUKIC

CONGRATULATIONS



Narelle reached her 25 years of service in June this year.

Narelle started at WATCH in 1999 as an instructor after completing her Bachelor Applied Science in Intellectual Disability Studies at Deakin University. She has mostly been in supervisory roles during her career at WATCH, including being appointed to Program Manager.

Narelle has been present for many changes at WATCH over the years including the opening of the Springvale Centre in 2014. Then a further 10 years on Narelle has supported WATCH to move from differing funding models and introduced the programs and activities under the NDIS. More recently Narelle has been promoted to General Manager – Connections to better support the operation of both Mulgrave and Springvale services and assist with the implementation of WATCH's strategic initiatives.

On Monday June 17, a momentous surprise celebration was held to congratulate Narelle on this lifetime achievement. She was presented with a service award certificate, flowers and gifts to acknowledge her dedication to WATCH and the highly commendable care she shows towards each participant.

Narelle's gratitude was expressed in words of thanks under the tears of surprise and as Narelle donned her chosen gift of a bangle, rather than the traditional gold watch, she stated "that is divine!".



Pictured from the left is Narelle with Adam H (1), Narelle with Craig M (2), flowers presented to Narelle (3), Narelle with the Team Leaders Claire, Zuhra & Robert (4), Narelle with Mirjana B (5), and Narelle with Paul D (6).



IMPORTANT DATES

2024

OCTOBER	Fri 4 th Oct – Fri 1 st Nov	For Arts' Sake (FAS) Display	Monash Civic Gallery
NOVEMBER	Tuesday 5 th	Melbourne Cup Day	Services Closed
NOVEMBER	Sunday 10 th	Bunnings BBQ Springvale	Come see us!
NOVEMBER	TBA	Annual General Meeting	Come join us!
DECEMBER	Tuesday 24 th	Last day for Participants & Staff, 2024	Services Close

HOLIDAY BREAK

2025

JANUARY	Monday 13 th	First Day Back for Participants & Staff	Services Reopen
JANUARY	Monday 27 th	Australia Day	Services Closed
MARCH	Friday 7 th	Staff PD Day	Services Closed
MARCH	Monday 10 th	Labour Day	Services Closed
APRIL	Friday 18 th	Good Friday	Services Closed
APRIL	Monday 21 st	Easter Monday	Services Closed
APRIL	Friday 25 th	ANZAC Day	Services Closed
JUNE	Monday 9 th	King's Birthday	Services Closed
SEPTEMBER	Friday 26 th (TBC**)	AFL Grand Final	Services Closed
NOVEMBER	Tuesday 4 th	Melbourne Cup	Services Closed
DECEMBER	Monday 23 rd	Last Day for Participants & Staff, 2025	Services Close

HOLIDAY BREAK

** AFL Grand Final date TBC upon release of the 2025 AFL schedule, likely to be Friday 26th September 2025.

2026

JANUARY	Monday 12 th	First Day Back for Participants & Staff	Services Reopen
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Please note that some WATCH services including Recreation & Leisure and administrative services may be operating during service closure dates.

WATCH has vacancies for participant support services, we welcome people to contact Narelle Vukic or Jana Majdalani by emailing info@watchinc.com.au or calling 03 9562 3796.



How you can Help

Become an Association member

This allows you to vote at AGM's and nominate to be on the Board.

Volunteer your time

Have some time to give back to the community?

Please contact our CEO directly who will assess suitability and applicability at the time.

Make a donation

At times WATCH receives monetary and in-kind donations from families, carers, clubs and corporate groups.

Leave a bequest

Giftng an inheritance, donation, or item in your Will is a very personal choice and private decision.

Please contact our CEO directly.

Support a marketing event or fundraising activity

Throughout the year, WATCH facilitates and participates in marketing and fundraising events to promote our services and raise funds for special projects, equipment, and resources. Please express your interest so we can contact you as needed.

Become a corporate partner

At times WATCH is selected to partner with companies who donate their time, workmanship, & expertise for the betterment of our facilities, participants and employees.

Other ways you can help

Collect your eligible containers and on the Return-It App select WATCH Disability Services Inc. in the Container Deposit Scheme donation partner list when making a deposit.



Contact Us

Please contact our CEO directly if you are interested in helping WATCH Disability Services.

13 Mountain Crescent Mulgrave VIC 3170

P.O. Box 414 Mulgrave North VIC 3170

info@watchinc.com.au

03 9562 3796