



NEWS@ Community Gateway

- Wollongong
- Nowra
- Kempsey

Info & intake phone 1300 657 473



DECEMBER 2017

Meet our delightful new community worker, Josy, all decked out for Melbourne Cup Day

Weekend Warriors

Community Gateway facilitates a Weekend Warriors group every Saturday between 10.00 am and 2.00 pm from the Wollongong Hub. The group makes the decisions four weeks in advance about what activities they would like to do or events they would like to attend. These can include going to the movies, the beach, a barbeque or bowling, or even a concert or special event at a local park or recreation reserve. If unfriendly weather makes it impossible to do their planned activity, they may get some popcorn and watch movies in the Wollongong Hub, or some other indoor activity such as cooking up a storm in the Hub kitchen. Although they also love the activities, for the Weekend Warriors it's all about the friendship and comradery they have developed.

Linda and Liam facilitate the Weekend Warriors activities. Linda says, "They are a great group of people, who really get on with each other and have lots of fun together." If you or someone you know are interested in joining the Weekend Warriors group, give us a call on 1300 657 473 to find out more.



Client Feedback results are in!

We received some great information from our recent Client Feedback Questionnaire. Of course, there was a lot of praise for our hardworking Community Workers! The feedback from clients about what we could improve will also be very helpful for our future planning and everyone who asked us to make one-on-one contact to discuss their feedback has now been contacted. The main area that clients felt Community Gateway could improve was communication – both with themselves and with our community workers in the field and we have taken that on board and are working very hard to improve all forms of communication.

And remember – Community Gateway welcomes feedback at any time, so keep the information coming!

Feedback and Complaints

A number of clients responded in the Client Feedback Questionnaire that they would not know who to contact if they had a complaint about the services they receive. Community Gateway would always like the opportunity to address any complaints with clients directly in the first instance and staff are trained in the correct procedure for accepting and recording complaints by phone, email or letter. If you are not happy with the response you receive to your complaint it is open to you to contact either:

- **NSW Ombudsman** 1800 451 524 for disability services complaints
- **Aged Care Complaints Commissioner** 1800 550 552 for aged care complaints. There is also information on the Commissioner's website about how hearing or speech impaired and non-English speaking clients can contact the Commissioner's office.

GATEWAY GYM

Do you want to get fit but don't want to pay the price of a gym?

Our Wollongong and Nowra Hubs have the answer for you! Our gym memberships are **ONLY \$10 PER WEEK!**

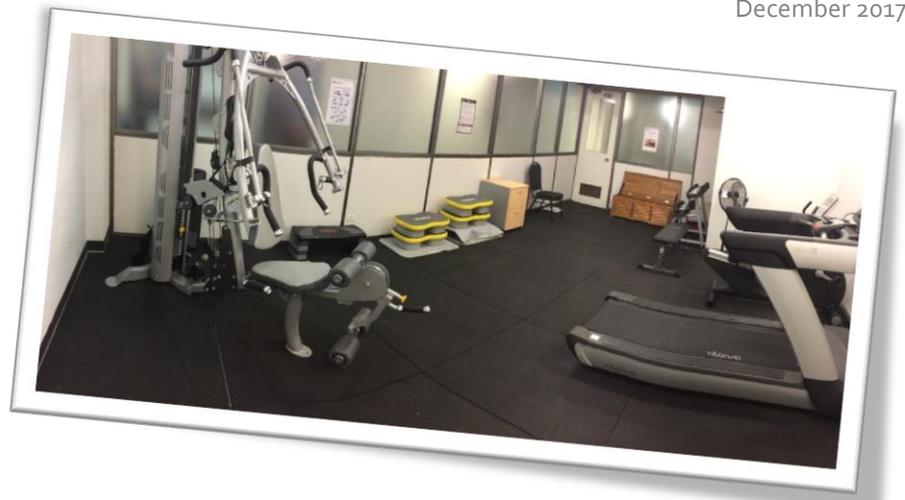
A \$60 one-hour initial assessment by an Exercise Physiologist is compulsory.

We also have personal trainers available at an additional cost and group exercise programs.

Call your local hub today to find out more.

Terms and Conditions apply.

Call 1300 657 473



Community Gateway is a registered NDIS provider and we are happy to help you in any way we can.

Contact us today regarding your NDIS journey on 1300 657 473.



KEMPSEY GROUP BUS OUTINGS ARE PROVING POPULAR

We have had some fabulous feedback about the group bus outings run by our Kempsey office.

If you are interested in exploring the magical Mid North Coast, or just want to make some new friends, contact Suzy on 6524 5008 or Jo on 6524 5005. There are bus outings on Mondays, Wednesdays and Fridays and some of the places the groups have visited recently are the South West Rocks Country Club, the Koala Hospital at Port Macquarie, Laurieton Hotel and the Coffs Harbour Southern Cross University Marine Aquarium.

MESSAGE FROM THE CEO

Happy New Year to all. I hope that you all had a fantastic Christmas and have had a wonderful start to 2018. I know all of us here at Community Gateway had a great break and are looking forward to working with you all again this year.

As you read on the front page, we conducted a survey of all of our clients and carers in late 2017. A big thank you to everyone who responded – over 33% which is an amazing response for this kind of activity. We value the information that you have provided and have managed to contact all respondents who wished to discuss their views further. Feedback of any sort is positive because it is an important way to improve service delivery and resolve problems. It was humbling to receive such positive responses. However, overwhelmingly we received the message that we needed to improve our communication. So we have taken this on-board and are putting in place measures such as:

- Developing specific and targeted training on customer service for our staff
- Creating a client service centre and adding additional staff to support it
- Implementing a computerised enquiry log which can track calls and outstanding communication tasks.

We will continue to monitor our communication with you to ensure that we are improving and meeting your expectations. Once again I thank all of you for your honest and open feedback.

Craig Thomson
CEO

