Welcome to the

Chinwag

SUMMER EDITION

NEWSLETTER 2024



Biala

Let us add to your happiness

AGED & DISABILITY SUPPORTS

Australian Government

myagedcare

REGISTERED CHARITY

ndis REGISTERED PROVIDER

Welcome to the

Chinwag

Biala's Summer Newslette



ORGANISATIONAL OVERVIEW

Biala is a welcoming, community-focused, not-for-profit and registered charity that's all about providing quality support and care. For over 25 years, we've proudly served seniors living independently at home and people with disabilities across Newcastle and Lake Macquarie.

Our passionate team is dedicated to making a meaningful difference, ensuring everyone we support feels valued, heard, and empowered. Guided by the highest standards of the NDIS Quality & Safeguarding Framework and Aged Care Quality Standards, we're committed to delivering services you can trust.

You'll find us at our lively Charlestown Hub, with an additional SIL home in Windale and a comfortable NDIS overnight accommodation home in Windale as well, ready to serve and support our wonderful community. We're here for you, always with a friendly smile and a helping hand.

MEET THE BOARD OF DIRECTORS

DEBRA BRADLEY

JOHN O'LOUGHLIN

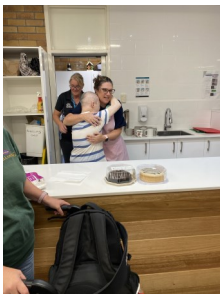
RON MANSFIELD

KERRIE BEER

ANTHONY WREN

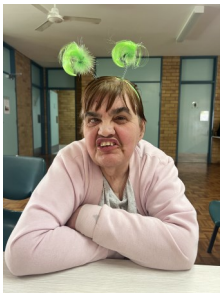












Available

Supports

AGED CARE SUPPORT

Biala is funded by the Commonwealth Home Support Program (CHSP) and Home Care Package (HCP) and is registered to provide **SOCIAL SUPPORT GROUP** at Biala's Charlestown Hub and out in the community. Available for seniors over the age of 64yrs and living independently at home in the East Lake Macquarie Area.

SOCIAL SUPPORT GROUP

- Doorstep pick up and drop off
- All home-style meals provided
- Games, trivia,
  conversations, light physical exercises
- Community outings

DISABILITY SUPPORT

Biala's disability program is available to people who are registered with the NDIS (National Disability Insurance Scheme). Dedicated to fulfilling the goals of each participant, Biala collaborates intimately with all involved in each participant's personal plan to generate the absolute best possible individual experience and outcome.

Biala management and staff work closely alongside families, carers and participants to provide consistent and professional delivery of services. Biala offers a number of services to community members in the Hunter Region living with a disability. The focus remains on the participant within every available service with consumer satisfaction highest on the agenda. Biala's participant centred approach guarantees that personal goals are consistently being worked towards and changing needs are met.

- **COMMUNITY ACCESS**
  Community Access programs operate Monday to Friday weekly and fortnightly of a Saturday.
- **INDIVIDUAL SUPPORTS**
  Individual Supports are provided on a participant focused needs basis.
- **HOUSEHOLD TASKS**
  Household Tasks are available to participants of a weekday.
- **ACTIVITY DAYS**
  We love having fun at Biala! Day trips to Sydney. The theatre, gigs, summer days out and more activities are going on for all of 2025.
- **SHORT TERM ACCOMMODATION - WINDALE**
  Biala has an Overnight Accommodation House in Windale, right next to our SIL, available for short stays including emergency respite.

Jalisa Kress' Corporate Corner Report

Hello Everyone,

I am so excited for Summer and all the fantastic activities lined up for these sunny months! The team has been working incredibly hard to bring our calendars and activities to life, and I truly hope you enjoy this special time of year.

By now, you've received your invitations to Biala's end-of-year Christmas parties. Last year was a huge success and a fond memory for everyone involved. And for our staff, we're looking forward to a fun-filled evening of laughter and dancing for our own Christmas celebration this year—I'm sure there will be plenty of photos to share in the next Chinwag!

2024 has been a huge year for Biala. I've continued my role as CEO, and have loved working besides our core office team:

Kylie, Natalie, Tahnae, Layla, Suz and Emma.

You may notice in this Chinwag that there are some fee adjustments for our Aged Care program. Like many businesses, Biala has been dealing with rising overhead costs, and while we've done our best to absorb these increases for as long as possible, we did need to make some changes to our fee structure starting October 2024. We always value your feedback, so please feel free to reach out with any comments or questions.

A big change has come through on October 3rd for the NDIS. This has impacted Biala in a few small ways, but the one big change is that we ca no longer offer STA holidays. We may bring holidays back in the future, but for now, we're sticking to 1-day activities.

2025 brings a wonderful array of 1-day activities including theatre trips, farms, the aquarium, Luna Park, Sydney shopping trips and more!

Saturday February 8th - Sydney Aquarium & Madame Tussauds - Cost to participant $100 Including tickets to both venues + a pub lunch. NDIS cost billed separate, contact for quote.

Saturday 8th March - Dolphin watch cruise at Port Stevens. Cost to participant $70 including dolphin cruise + lunch and a drink. NDIS cost billed separate, contact for quote.

Saturday 5th April - Luna Park. Cost to participant $100 including lunch and drink. NDIS cost billed separate, contact for quote.

Saturday 17th May - Hunter Valley Zoo - $75 cost to the participant including entry, animal feed, lunch and drink. NDIS cost billed separate, contact for quote.

Saturday 14th June - Karaoke Night @ Jams in Newcastle West - $80 including appetizers, a cocktail of choice and venue room hire. NDIS cost billed separate, contact for quote.

A quick note: Biala will be closed for the Christmas period from 5pm on December 18th (except for Social Support bowling, which will continue on Saturday's Dec 27th and Jan 3rd), and we'll reopen on Monday, January 6th, 2025. We'll have some limited programs running during this time, so be sure to register your interest if you'd like to join in.

Thank you all for a successful 2024, and an enormous thank you to our wonderful staff who make everything possible. Wishing you all a joyful holiday season with your loved ones, and I look forward to an incredible 2025 together!

Jalisa xx



Prices 2025

Aged Care

CHSP—$12 for Biala Centre days, $17 for “out” days

HSP—$100 per day to be charged to your package

NDIS

Transport—$6 charged to your plan per pick up or drop off

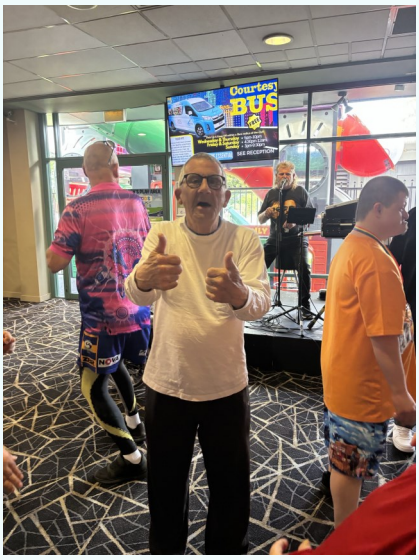
Activities—Mostly covered by Biala, to be noted on calendar if additional out of pocket charges occur

Drinks

Cans—$1

Now we are coming into the summer months, please bring a drink bottle with you each day.







BIALA DISABILITY SUPPORT

Christmas Party

Wed 4th December 2024
Swansea Belmont SLSC
11am—2pm
RSVP: 05/12/24
Phone: 4943 9741



CHAIRMAN'S CHRISTMAS MESSAGE

Let me start by wishing you a very Merry Christmas and all the very best for 2025.

As we move into 2025 it is opportune to reflect on the significant achievements of 2024 and what the board will be focusing on in the next few years ahead.

The purchase of two (2) new buses this year has allowed the incremental retirement of our aging transport fleet along with the intention to purchase another Mercedes Benz Sprinter during the course of 2025 or early 2026.

Biala secured two (2) new four (4) bedroom cottages for Supported Independent Living (SIL) and Disability Respite Accommodation (DRA) on a long term lease arrangement during the course of the 2024. It is intended to pursue other opportunities in the course of 2025 / 2026.

The Board has also implemented a leaner Management structure which better responds to the needs of each of the Aged and Disabilities programs and delivers savings that can be best applied to enhancing the services for the people that matter most - our Aged consumers and Disabled Participants.

You cannot see this from the street but Biala has recently installed a 40-KW solar system (96 panels which gives you an idea of size). Indicative projections forecast energy savings of $12 - $15,000 per annum and a payback period of less than four (4) years. The bottom line is these savings will deliver enhanced outcomes for Biala participants and consumers.

Also in the planning is the enhancement of the outdoor area with waterproof / resistant coverings and other accessible and disability friendly initiatives.

I certainly haven't canvassed all of what has been achieved however in closing a very special thank you is extended to Jalisa our Chief Executive Officer. 2024 has been a torrid year in so many ways and her unswerving diligence has been critical to Biala's Success.

I am also wanting to acknowledge each and every one of you, the workers, who make Biala what it is. I thank you for all your efforts. Fellow Board members thank you ever so much for your persistence and commitment.

All the very best to you all
Tony Wren
Chairman



Emma's

Programs Update

Hello Summer!

Can you believe it? Another year has flown by, and here we are again, getting ready for sunny days, summer celebrations, and all the joy that comes with the holiday season. The team at Biala has been buzzing with energy, preparing for a summer filled with fun, laughter, and connection, and we can't wait to share it all with you.

Our Christmas parties are just around the corner, and it feels incredibly special to gather together, surrounded by the people who make our community so vibrant and full of life. We've been hunting for the perfect decorations and planning events that will make this festive season unforgettable. We're ready to wrap up 2024 on a high note—and maybe even indulge in a few too many mince pies!

But as we enjoy these moments, we're also looking ahead to an exciting new year. 2025 is going to be a big one for us, with new programs, fresh opportunities, and even more ways to support and empower our wonderful community. Our focus will be on creating enriching experiences, growing our services, and making sure every person who walks through our doors feels seen, valued, and inspired to live their best life. There are so many ideas in the works, and I can't wait to see them come to life.

We're always looking for ways to improve and innovate, so if you have thoughts, suggestions, or just want to share what you love most about Biala, we'd love to hear from you. After all, your feedback is what helps us grow and evolve.

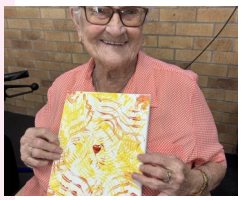










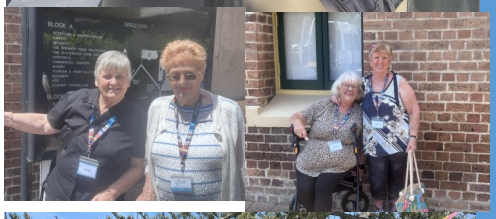






A quick note on programs. If we are unable to assist with changing your continence aids during your visit, we will kindly arrange for you to return home where your needs can be addressed more comfortably. This ensures that your dignity and wellbeing remain our top priority, and we appreciate your understanding.







AGED CARE

It's been a fantastic season for our Aged Care Program, Inspired Aged Living! We're thrilled to share that, over the past four months, we've had our best participation numbers in five years. It's a testament to the vibrant, engaging community we've built together, and we're so grateful to all our participants for making this possible.

We're also excited to announce some new opportunities on the horizon. Our Thursday outing group has been so successful that we're adding in at least another 1 outing day per month to our weekday calendar.

As our participations numbers grow, so does our morning and afternoon bus run. Please be patient with us as we pick everybody up. We start our bus runs from 08:30, and will pick you up any time between 08:30-10:30. If you're anxious or concerned, call us on 4943 9741 and we can let you know who your driver is, and what number on the bus run you are on the day.

Thank you to everyone who's been part of this incredible journey with us. Here's to even more wonderful experiences and lasting memories in the year ahead.

DISABILITY

Our NDIS program has been thriving, and it's such a joy to see the positive energy and connection among our participants.

With a focus on wellness, social engagement, and creating meaningful experiences, we've had some incredible outcomes and shared many laughs along the way.

Looking ahead to early 2025, we're excited to announce our goal to expand the program even further. We want to welcome more members into our wonderful community, so if you know anyone who would love to join us, please call us and arrange to bring them along. The more, the merrier!



Tahnae's NDIS Update

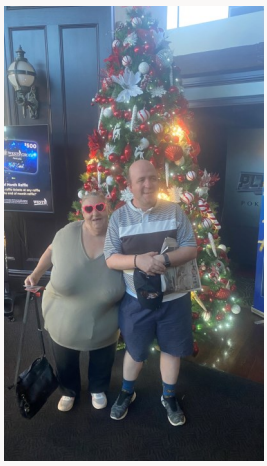
The most wonderful time of year is just around the corner and we couldn't be more excited to see what is to come In 2025 after our little Christmas break, I hope everyone has a safe and joyful holiday period.

Here at Biala we are always striving to innovate and improve the experience for all our wonderful participant's whilst offering new adventures and opportunities.





We are thrilled to announce that Biala will be offering a different excursion once a month starting from February 2025, we will be handling out the broachers for these exciting day trips at our Community Access Christmas Party on the 4th of December.



SPEAKING OF THE CHRISTMAS PARTY get ready for a fun filled celebration and don't forget you are more than welcome to invite family members and friends to share the Christmas magic. If you are wanting to bring a guest, please ensure that you call through to the centre so we can reserve a seat and ensure a delicious meal is provided.

We will be changing it up this year with our vocalist so please welcome the amazing Lisa Byrne she is so excited to perform for everyone and join in on all the Christmas festivities.

You may have come across some of our recent highlights on the Instagram page



which have involved spa nights on a Tuesday evening where all of our fabulous participants received face mask treatments and hair blow drys, a variety of arts and craft outings, cooking lessons and Wednesdays fitness classes with Melissa.

Moving into 2025 We hope to continue introducing life skills to our programs, encouraging healthy life style choices and providing our participants fresh activities and outings.

Cheers,
Tahnae x



Layla's SIL & STA Update

SIL and Respite have been absolutely thriving this year since moving into our beautiful new homes in Windale. Since moving to Windale our participants have been enjoying their daily walks through Newcastle and watching the sunset over Warners Bay.



The SIL and Respite houses being right next door to each other have made our SIL participants enjoy night drives to get ice cream, dinners together or just an afternoon chat with their friends staying so close by.

That still isn't enough socialisation for our participants so we've decided to broaden our horizons and attended another Disability companies Halloween party where I heard they danced up a storm, made many new friends and were the only group costume that attended and won best dressed.



All of our participants have also been working very hard to achieve the goals they have set while living in this house. This includes learning more about having a balanced diet, finding exercises they enjoy and maintaining a very social life.

They have been achieving all of this by going swimming, boxing, Sunday afternoon cooking classes with our lovely support worker Natalie and attending west leagues club every weekend and participating in raffles.



Biala will continue to help our participants live their absolute best lives this upcoming year and I'm sure our participants are extremely excited to set the Christmas tree up next month for the first time in their new forever home. Merry Christmas and a Happy New Year from all of us in the SIL and respite team.

Thanks all,

Layla

Stay Current

Policy Review

SUMMER POLICY REVIEW

Biala prides itself on the delivery of high quality practices where consistency is maintained through well written & thorough policies. This quarter we will review Biala's;

Bullying, harassment and discrimination POLICY

Recently gone through a review, Biala's Bullying and Harassment Policy is based on legislation including: Fair work Act 2009, Anti-Discrimination Laws: Sex Discrimination Act 1984, Disability Discrimination Act 1992 , Anti-discrimination Act 1977 and the Work Health and Safety (WHS) Act .

POLICY

As part of Biala's commitment to upholding the principles of the Health and Safety Act, we recognize our moral and legal responsibility to provide a safe and healthy environment for all workers, contractors, clients, and visitors. This includes ensuring that no person is put at risk of bullying or harassment in the workplace.

Bullying, harassment, and discrimination are defined as repeated, offensive, or unreasonable behaviour that negatively impacts a person's well-being. These unacceptable behaviours can include:

Belittling opinions or unconstructive criticism

Isolating an employee from work-related activities

Applying excessive workload, pressure, or unrealistic deadlines

Teasing, shouting, physical or verbal abuse, offensive language, insults, or inappropriate remarks about a person's appearance or lifestyle

Sexual or other unwanted advances

Displaying written or visual material, or sending emails, that degrade or offend

Discussing staff, clients or other information outside of confidentiality guidelines

Biala is committed to maintaining a fair, healthy, and safe workplace. We will take proactive steps to manage workplace bullying, occupational violence, and harassment, ensuring that all staff members are treated with respect and dignity. All reported incidents will be thoroughly investigated, and any confirmed behaviour that violates this policy will result in appropriate disciplinary action, up to and including termination.



DEFINITIONS

Bullying: Repeated, unreasonable behaviour directed toward an employee or group of employees.

Harassment: Unwanted conduct related to a person's sex, culture, age, race, disability, religion, sexual orientation, marital status, gender etc., violating dignity or creating an intimidating environment.

Discrimination: Four grounds of discrimination - sex, age, disability and race.

PROCEEDURES

Zero Tolerance Procedure for Bullying, Harassment, and Inappropriate Behaviour

Definition of Zero Tolerance:

Continued…

Policy

PROCEEDURES CONTINUED

Biala has a zero-tolerance policy for any form of bullying, harassment, gossip, speaking behind people's backs, or discussing staff or clients within earshot of clients.

Any behaviour that is offensive, unreasonable, or inappropriate will not be tolerated under any circumstances.

Reporting and Investigation:

All reports of bullying, harassment, or inappropriate behaviour will be taken seriously.

Accountability for a Respectful Workplace:

Every staff member is responsible for maintaining a respectful and supportive workplace.

If you witness any form of bullying, harassment, or other inappropriate behaviour, it is your duty to report it.

Failure to report observed behaviour will result in disciplinary action, as this behaviour goes against the principles of a safe workplace.

Verbal and Written Warnings:

The warning process is designed to ensure that all staff members understand the importance of maintaining a safe and respectful work environment.

If you witness inappropriate behaviour and do not report it, you will receive a verbal warning.

On your third verbal warning, you will be issued a written warning.

If you are found to have engaged in bullying, harassment or discrimination you will be issued a written warning.

On your third written warning, you will be terminated.

Who to Report To:

You can report incidents or concerns to any of the following individuals:

- Tahnae
- Layla
- Emma
- Jalisa

Support and Venting:

If you need to discuss work-related stress or feel affected by bullying, you are encouraged to use our Employee Assistance Program (EAP).

Call NewPsych at 4926 5005 for confidential support.







Aged Care Information

Healthy Ageing; Stay Involved

Charlestown, NSW, offers a variety of aged care services tailored to meet the diverse needs of its senior community. Here are five notable providers in the area, each offering a range of services, including occupational therapy, dietitian consultations, social support, and house and gardening assistance.

1. Amaroo Aged Care Facility

Operated by Hunter Valley Care, Amaroo Aged Care Facility is situated at 66 Dudley Road, Charlestown. This modern facility provides a comfortable living environment for its residents.

Services include:

- Residential Aged Care: Comprehensive care for seniors requiring daily assistance.

- Occupational Therapy: Programs designed to enhance daily living skills and promote independence.

- Dietitian Services: Nutritional assessments and meal planning to meet individual dietary needs.

- Social Activities: A variety of leisure and entertainment options to encourage social engagement.

Housekeeping and Gardening: Maintenance services to ensure

a clean and pleasant living environment.

Amaroo accepts government funding through the Commonwealth Home Support Programme (CHSP) and offers additional services under the Extra Services program for those seeking enhanced amenities.

2. Charlestown Caring Group Inc.

Located in Charlestown, this community-based, not-for-profit organization provides essential supports for seniors living at home and individuals with disabilities.

Their services include:

- Occupational Therapy: Assistance with daily activities to promote independence.

- Dietitian Consultations: Guidance on nutrition and meal planning.

- Social Support: Group activities and outings to foster community connections.

- House and Yard Maintenance: Services to help maintain a safe and comfortable home environment.

Charlestown Caring Group is an NDIS provider and also offers services under the Commonwealth Home Support Programme (CHSP).

3. Uniting Garden Suburb

Situated near Charlestown, Uniting Garden Suburb offers a range of aged care services in a supportive environment.

Their offerings include:

- Residential Aged Care: Personalized care plans tailored to individual needs.

- Occupational Therapy: Programs to assist with mobility and daily living skills.

- Dietitian Services: Nutritional support to ensure balanced diets.

- Social Activities: Engaging programs to promote social interaction.

- Housekeeping and Gardening: Maintenance services to keep the living environment pleasant.

Uniting Garden Suburb accepts government funding and offers additional services for those seeking enhanced care options.

Aged Care

In the news

4. CBCS Charlestown

CBCS offers aged care services and retirement living options in Charlestown, focusing on a warm and friendly community atmosphere.

Services provided include:

- Residential Aged Care: Comprehensive support for daily living activities.
- Occupational Therapy: Assistance with mobility and independence.
- Dietitian Consultations: Meal planning and nutritional advice.
- Social Programs: Activities to encourage engagement and community involvement.
- House and Garden Maintenance: Services to maintain a safe and comfortable home environment.

CBCS operates under the Aged Care Quality Standards and accepts government funding to support its services.



Just Better Care Newcastle.

Serving the Charlestown area, Just Better Care provides in-home aged care and disability support services.

Their offerings include:

- Occupational Therapy: Support to enhance daily living skills at home.
- Dietitian Services: Nutritional guidance tailored to individual needs.
- Social Support: Assistance with community engagement and social activities.

Housekeeping and Gardening: Help with household chores and garden maintenance.

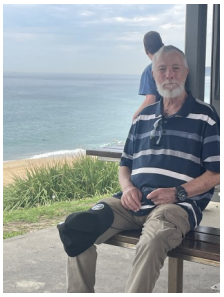
Just Better Care is an approved NDIS provider and also offers services under the Commonwealth Home Support Programme (CHSP).

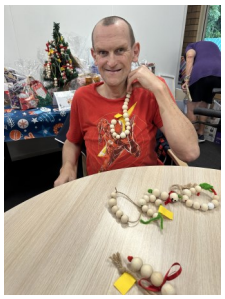
These providers play a crucial role in supporting the aged community in Charlestown, offering a range of services to enhance quality of life and promote independence.

My Aged Care is changing from now until July 2027.

All assessments will now be done through 1 streamlined service.

Whether you're on a HCP or CHSP, we are confident you will still be able to attend Biala as normal throughout these changes and into the future.







NDIS Information

Charlestown, NSW, is home to several reputable NDIS (National Disability Insurance Scheme) providers offering a range of services to support individuals with disabilities. These services include speech therapy, occupational therapy (OT), physiotherapy, support coordination, School Leaver Employment Supports (SLES), and Supported Independent Living (SIL). Below are five notable NDIS providers in Charlestown, detailing their offerings and funding options.

1. EDUCARE Specialist Services

Located at Level 3, 28-38 Smart Street, Charlestown, EDUCARE is a multidisciplinary practice established in 1999. They provide a comprehensive range of services tailored to children and adolescents.

Services Offered:

- Speech Therapy: Assessment and intervention for speech and language difficulties.
- Occupational Therapy (OT): Support for fine and gross motor skills, sensory processing, and daily living activities.

Psychology Services: Counseling and behavioral support for various psychological concerns.

Funding Accepted: EDUCARE is a registered NDIS provider, accepting NDIS funding for eligible participants. They also cater to private clients and those with other funding arrangements. educare.net.au

2. Ability Options Charlestown

Situated at Level 1, 6 Chapman Street, Charlestown, Ability Options has been supporting people with disabilities for over 40 years. They offer a wide array of services aimed at enhancing independence and quality of life.

Services Offered:

- Support Coordination: Assistance in navigating the NDIS and coordinating supports.
- School Leaver Employment Supports (SLES): Programs to help young people transition from school to employment.
- Supported Independent Living (SIL): Accommodation options with support to live independently.

Therapeutic Supports: Including speech therapy, occupational therapy, and physiotherapy.

Funding Accepted: As a registered NDIS provider, Ability Options accepts NDIS funding. They also offer services to individuals with other funding sources or private arrangements. localsearch.com.au

3. Aruma Charlestown

Located at 2/228 Pacific Highway, Charlestown, Aruma is one of Australia's leading disability service providers, formerly known as House with No Steps and The Tipping Foundation.

Services Offered:

- Supported Independent Living (SIL): Tailored accommodation support to foster independence.
- Therapy Services: Including speech therapy, occupational therapy, and physiotherapy.
- Support Coordination: Guidance to help participants make the most of their NDIS plans.

Skill Development Programs: Including SLES to prepare young people for employment.

Funding Accepted:A ruma is a registered NDIS provider, accepting NDIS funding for their services. They also accommodate private clients and those with alternative funding arrangements.

localsearch.com.au

4. The Disability Trust

While not based directly in Charlestown, The Disability Trust serves the broader Newcastle area, including Charlestown. They offer a range of services designed to support individuals with disabilities.

Services Offered:

- Clinical Support Services: Including speech pathology, occupational therapy, and physiotherapy.
- Support Coordination: Assistance in managing and coordinating NDIS supports.
- School Leaver Employment Supports (SLES): Programs to assist in the transition from school to work.

Supported Independent Living (SIL): Accommodation options with necessary supports.

Funding Accepted: The Disability Trust is a registered NDIS provider, accepting NDIS funding. They also offer services to individuals with other funding sources or private arrangements.

disabilitytrust.org.au



Gleam Support Services

Based at 35 Station Street, Weston, Gleam Support Services is a family-run business dedicated to improving the quality of life for individuals with disabilities.

They serve the Hunter Valley region, including Charlestown.

Services Offered:

- Support Coordination: Helping participants navigate the NDIS and coordinate their supports.
- Therapeutic Supports: Including speech therapy, occupational therapy, and physiotherapy.
- Skill Development Programs: Including SLES to prepare young individuals for employment.

Supported Independent Living (SIL): Accommodation options with support to live independently.

Funding Accepted: Gleam Support Services is a registered NDIS provider, accepting NDIS funding. They also cater to private clients and those with other funding arrangements.

These providers play a crucial role in supporting individuals with disabilities in Charlestown, offering a range of services to enhance quality of life and promote independence. When selecting a provider, it's essential to consider the specific services offered, their alignment with individual goals, and the funding options available.

NDIS On-Call

Did you know that Biala has an on-call number so you can contact us on the weekend?

If you have an emergency and need to contact us on the weekend you can contact us any time on 0493 980 195.

We recommend saving this number in your phone now so you have it if needed in the future.

If you have any other mobile numbers, such as Jalia's or Tahane's, we recommend removing those from your contacts list, as they are not always available outside of hours.







ASK EMMA ABOUT

SIL FUNDING

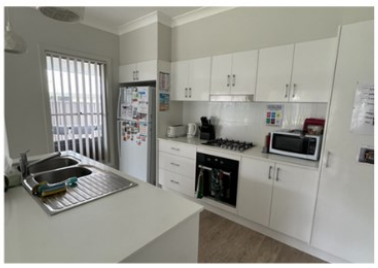
MODERN, FRIENDLY, WELCOMING HOMES

NDIS SIL

Munro St, Windale

1:3, 1:2 and 1:1 Ratios | Immediate availability

2 house options, each with Day & night staff 4 Bedrooms 2 Bathrooms



Kitchen



Bathroom



Living Room

We welcome you to chat to use about our SIL available in Windale. With a choice of two houses, we'll work to match you with the perfect housemates, staff and ratio.

CALL EMMA OR LAYLA

4943 9741

Biala

Biala

Let us add to your happiness

AGED & DISABILITY SUPPORTS

CONTACT US TODAY

Phone: (02) 4943 9741

Out of Hours: 0437 416 562

Webpage: www.biala.com.au

Email: reception@biala.com.au

OPENING HOURS

8 a m - 5 p m MONDAY - FRIDAY



WE'RE COVID SAFE