Welcome to the

Chinwag

Autumn Edition 2025



Biala

Let us add to your happiness

AGED&DISABILITYSUPPORTS

Australian Government

myagedcare

REGISTERED CHARITY

ndis REGISTERED PROVIDER

Welcome to the

Chinwag

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What is Biala all about?

At Biala Services, we have been a proud part of the Charlestown community for over 20 years, creating a welcoming and inclusive space for people with disabilities and aged care clients.



We believe in fostering genuine connections through shared activities, learning opportunities, and social engagement.

We are dedicated to making our services accessible and affordable, offering a flat $6 NDIS transport fee and providing a free lunch every day, so that financial barriers never stand in the way of participation.

Meet the board of directors

Anthony Wren - Chairman

Dennis Westaway - Vice Chairman

Debra Bradley - Secretary

John O'Loughlin - Pubic Officer

Rebecca Cooke - Board Member









Aged Care and NDIS

Prices

2025

Aged Care

$20 per day for CHSP clients
Prices include transport, activities, morning tea and lunch, drinks and center hire.

Payments will soon be able to be made by cash, card, Direct debit or bank transfer.

NDIS

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

Activities— $12, $14 or $17 per day, depending on what activity or lunch is being offered on the day.

Drinks --- $1 per can of soft drink











Please remember to wear your seatbelt over your shoulder, and across your waist.

























Jalisa's Corporate Corner Report



Hello Biala community,

As we transition into Autumn, I want to take a moment to reflect on our achievements and share some exciting updates. This season brings not only a change in weather but also new opportunities for growth and collaboration.

As most people are now aware, Biala's Inspired Aged Living (IAL) program grew suddenly over the Christmas closure period, nearly doubling in size!

SHOUT OUT TO CHRISTIAN OUR MAJOR SPONSER FOR CAMP BREAKAWAY

These new customers have come to Biala from our neighbours, Charlestown Caring Group.

Unfortunately, Charlestown Caring Group closed suddenly on the 31st December 2024. Whilst at Biala we are grateful that we have been able to continue on Charlestown Caring Groups social support group program, we acknowledge the loss of another small, community-based provider in our local area.

We thank you for your patience and guidance whilst we have transitioned this program across, I am confident with your continued feedback we will ensure this program runs smoothly and efficiently.





We welcome new team members that have joined us since the last Chinwag: Belinda, Sara, Jennifer and Allison.

We hope your time working at Biala is filled with joy and happy memories.

I would also like to acknowledge our team of dedicated volunteers: Judith, Robyn, Andrew, Steve and Kathy. As a small, community-based organisation, Biala relies on the generosity of others to survive.

I want to acknowledge our fabulous office team: Tahnae, Natalie, Kylie, Emma and Layla. Over the month of January these ladies were often two office team members short and handled everything thrown at them with care and kindness.

To our support staff, you are all fantastic and you all make such a difference to the lives of everyone you assist to support, Biala would be nothing without you.

Jalisa's Corporate Corner

Report cont...

Thank you to everyone that supported Biala's Camp Breakaway fundraising efforts through raffle ticket purchasing, donating prizes and the Go Fund me page. Thanks to your efforts we were able to raise over $2000 to support Biala's annual camp for NDIS participants.

I'm able to share some very exciting news, by the time this goes out I am sure most of you will already be aware, but Biala has secured another bus!

Those that have been witness to some of our bus issues will understand the joy this will bring both clients and staff.
The bus is a Mercedes Sprinter, and it will be predominantly assigned to the IAL program.

It is also a priority to get our unbadged vehicles badged up with the Biala logo.







Over the coming months Biala's strategic focus is to maintain and grow our current NDIS program, continue to lobby the government for more CHSP funding, acquire another Supported Independent Living (SIL) property and begin a slow transition into Maitland supports by the end of the year. I look forward to keeping you in the loop of all these projects over the coming year.

Thank you for your continued trust and partnership. Please reach out with any suggestions and feedback you may have.

Jalisa xx

Suz's Aged Care Report

A busy Summer it has been with the annual IAL Xmas party held at the centre, with a good time had by all. Just prior to closure we heard of the great news with a New IAL group coming onboard, due to the unfortunate closure of Charlestown Caring Group.





On return to centre in January 2025 we welcomed the New IAL group adding some very needed new Biala staff, Belinda and Sara to assist with their transition.
The new year is off to a fine start with introducing new IAL lunch locations, activities to have fun daily and the wonderful Tracey, our fabulous Chef coming into the kitchen 3 days per week. Meal plans are balanced and nutritional, tasty and adapting to majority cuisine requests by clients.



We are listening to our clients suggestions they provide within our Suggestions box, always making improvements to IAL Biala.

Moving forward we are transitioning to new monthly account payments using a remote card terminal or EFT, a fair adjustment in fees streamlining both IAL groups and rolling out some new eating locations and always fun activities into the Autumn/Winter Calendars.



A big thank you to all staff coming into the IAL group daily, as a team, we continue to make a difference to the clients daily lives.

Aboriginal and Torres Strait Islander people should be aware that the next page contains the image, story and name of a deceased person.

Tahnae's Community Access Report

What a fantastic start to 2025 for our Community access participants! We have recently begun our series of incredible excursions starting with our exciting day trip to Sydney. Where seven of our wonderful participants enjoyed a delicious harbour view lunch, followed by a sea life experience at the aquarium and then ended the day in awe of the life like celebrities at Madame Tussauds Sydney.



It is with great sadness that I inform everyone on the passing of our beloved Marilyn Cooper who touched the lives of so many and was such an Important part of the community here at Biala. I want to thank each and every one of you for making her experience at Biala so special and somewhere that she loved going. Please look our for our May 2025 calendar where we will be holding a memorial to celebrate her wonderful life.



But the fun isn't over yet because we are about to embark on our favourite weekend of the year 'Camp Breakaway". With loads of activities planned including a special visit from Kim the reptile man and our traditional disco night where we dance the night away.





Layla's SIL/ Respite Report



Hi everyone.

Over the past few months our SIL and Respite houses have been enjoying our beautiful summer weather. Between gardening, recycling and going for swims our SIL team have also been enjoying our club days and winning lots of meat and vouchers at the raffles.

We spent Christmas at our favourite club Mayfield West Leagues Club and some of our family members met us for the big banquet lunch. We danced up a storm at Wangi Workers Club over New Years and enjoyed the beautiful fire works over the lake.

We had one of our beautiful participants Mandy celebrate turning 49 years young. She celebrated this by getting a sunflower tattoo, bowling with her peers and enjoying kfc on the lake.

Our Respite house is still looking for more participants to hang out with our beautiful staff and treat every day like a holiday.

We have been loving baking, shopping and going for walks along the lake. We have recently subscribed to multiple streaming services to enjoy movies at home on the lounge.





Our respite team will always make sure you have the absolute best time throughout your short term stay and are always up for any activity you chose to do.

Biala's SIL and Respite team will continue to make our participants feel safe, happy and fulfill all goals and expectations our participants and family have.

I hope everyone had a safe and happy summer and I'm looking forward to what the next season will bring us.








NSW









Join our NDIS group on Tuesdays for trips to the lush Cafe 360 for lunch!




Biala's Policy Review

Conflict of Interest Policy

1. Purpose

This policy outlines our commitment to identifying, declaring, and managing conflicts of interest in accordance with the NDIS Code of Conduct, NDIS Practice Standards, and NDIA guidelines. We are committed to ensuring participants maintain choice and control over their supports and services, free from undue influence or pressure.

2. Definition of Conflict of Interest

A conflict of interest occurs when an individual or organisation's interests have the potential to compromise or influence their ability to act in the best interests of an NDIS participant.

Conflicts of interest may be:

- Actual – It is currently occurring.
- Potential – It could occur in the future.
- Perceived – It appears to be occurring, even if it is not.

Conflicts may arise from:

- Financial interests in related businesses or service providers.
- Business relationships between providers.



- Personal relationships between staff and participants.
- Professional interests that may impact impartial service delivery.

3. Responsibilities of Providers and Staff

All staff must:

- Identify and declare conflicts of interest at the outset and throughout service delivery.
- Take reasonable steps to eliminate or manage conflicts to avoid negatively impacting participants.
- Ensure participants are fully informed of their choices without influence.
- Maintain records of conflict-of-interest management strategies.
- Ensure separation of roles (e.g., support coordinators must not pressure participants to use specific providers).

4. Managing Conflicts of Interest

Where conflicts cannot be avoided, we will:

1. Disclose the conflict to the participant and their decision supporters in an accessible format.
2. Provide at least three alternative service options that are independent of our organisation.
3. Ensure participant choice and control by avoiding coercion or undue influence.
4. Document all conflicts and management strategies in a Conflict of Interest Declaration.
5. Monitor and review conflicts on a regular basis to ensure transparency.



Biala's Policy Review

Conflict of Interest Policy



5. What Participants Can Expect

Participants have the right to:

- Choose who delivers their supports and how they are delivered.
- Not feel pressured to use a specific provider.
- Raise concerns if they feel a conflict of interest exists.
- Be provided with a list of alternative providers where conflicts exist.
- Expect privacy and confidentiality in decision-making.



6. Addressing Complaints and Concerns

- If a participant or their decision supporter identifies a conflict of interest, they can:
- Speak with their support provider to discuss concerns.
- Contact their My NDIS contact for support.



- Lodge a formal complaint with the NDIS Quality and Safeguards Commission at 1800 035 544.
- Report misuse of NDIS funding directly to the NDIA.

7. Compliance

Failure to manage conflicts appropriately may result in regulatory actions, including sanctions, penalties, or deregistration under the NDIS Quality and Safeguards Commission.









In the news

Psychiatric care information

From Monday 20 January, NSW public health services were seriously affected by the proposed resignation of around 200 public health psychiatrists in a dispute about their conditions of employment.

While NSW Health says that it is trying to manage the impact and provide care, particularly to those most in need, the department accepts that there may be “serious disruption” to mental health services and the broader public health system.

You can learn more about the disruptions on the NSW Health website, which also includes emergency contact numbers and where to go to for mental health advice.

Our top 3

Aged Care

Providers

Aged and Disability Advocates

The ADA website says. “ADA Australia are your aged and disability advocates and community legal service, helping older people and people with disability to speak up for their rights and needs.” If you feel that you’ve been treated unfairly, give them a call on 1800 818 338 to discuss how they may be able to help.

Tender Loving Cuisine

TLC meals invite people to taste the difference between their home delivered meals, and other services. They believe the quality ingredients speak for themselves. They cater for many different dietary and allergy requirements. Feel free to give them a call on 1800 801 200 to find out more.

Home Caring

If you have a Home Care Package (HCP) and are looking for 1:1 support for things like shopping, errands, transport, or 1:1 social support, Home Caring may be able to help you. They also provide domestic assistance, overnight care and personal care. If you’d like to learn more, give them a call on 1300 695 165.

Our top 3 NDIS Providers

Care2Prepare

Care2Prepare is a toolkit for families of people with disabilities www.carersnsw.org.au/services-and-support/programs-services/care2prepare is where you can download your free Household Readiness Toolkit to help you be prepared in an emergency.

Recovery Station

Established for 20 years, Recovery Station is a registered NDIS provider bringing Allied Health services to Newcastle and surrounds. If you're looking for OT, Physio, Speech pathology or exercise physiology, give Recovery Station a call on 1300 588 851.

Disability Advocacy NSW

DA's website says it best. "Disability Advocacy NSW supports people with disability to get a fair go. We stand beside people with disability to help them know their rights, sort out issues, and be fully included in the community."
If you have a disability, or care for someone with a disability and would like help navigating issues, call DA on 1300 365 085.

Biala

Let us add to your happiness

AGED & DISABILITY SUPPORT

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



FUN | PLAY | CREATIVE

WHAT'S ON FOR CA 2025

Saturday February 8th	**Sydney Aquarium & Madame Tussauds** Participant cost $100 - Includes tickets and pub lunch
Saturday March 8th	**Dolphin Watch Cruise at Port Stephens** Participant cost $70 - Includes cruise, lunch & drink
Saturday April 5th	**Luna Park** Participant cost $100 - Includes entry, lunch & drink
Saturday May 17th	**Hunter Valley Zoo** Participant cost $75 - Includes entry, animal food, lunch & drink
Saturday June 14th	**Karaoke Night at Jams Newcastle West** Participant cost $80 - Includes appetizers, cocktail

NDIS cost billed separate - Please Contact for a quote

Biala

CONTACT US

Ph: 02 4943 9741
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RESPITE HOUSE IN WINDALE

NDIS AUTUMN WKENDS



Short term stays are great for families and NDIS participants to have a break, build independence and work towards NDIS goals.

AVAILABLE FOR THOSE WITH STA FUNDING IN THEIR NDIS PLANS

ACTIVITIES

- **Friday afternoon at Newcastle Beach**
- **Saturday day trip to Nelson's Bay**
- **Sunday trip to The Entrance**

EVERY WEEKEND

AUTUMN 2025

STAY AT OUR HOUSE IN WINDALE

FOR MORE INFORMATION AND TO BOOK

Call us on 4943 9741