# DAY Launceston & Devonport PROGRAMS













stmichaels.asn.au

## CONTENTS

- 3 Welcome
- 4 Outcomes
- 5 Activities
- 6 Weekly Highlights
- 8 Activities, cont.
- 9 Feedback & Incidents

For over 50 years, St Michael's has been supporting and developing independence for people living with a disability in Northern Tasmania.

Now with over 200 staff across multiple facilities, St Michael's is a passionate and experienced registered NDIS provider supplying a full range of services, offering all-encompassing knowledge and experience when it comes to disability support and achieving your goals.

#### **IMPORTANT INFO**

St Michael's programs generally to do not run on public holidays and across the extended Christmas period. Please check with your local Team Leaders for further information.

Transport costs are subject to transport operator fees.

Programs are designed to be consistent with the principles of the NDIS.

Program participation can be modified to suit individual support needs and NDIS funding.

### WELCOME

Welcome to the St Michael's Association Day Program. This booklet is to introduce and help select your activities from a variety of programs to match a wide range of needs.

Inside you will find a comprehensive example of the programs we run across Launceston and Devonport.

When you have chosen the program/s you'd like to pursue, I invite you to contact the relevant person to apply for your activity.

You'll find conact details on the back cover and online. We look forward to welcoming you to St Michael's!

Mike Thomas
Chief Executive Officer

## OUTCOMES



#### INDEPENDENT LIVING SKILLS

St Michael's believes that all people have the right to make their own decisions to direct their own lives. Our programs aim to develop your skills so that you can do what you think is important to you.



#### **EXERCISE, HEALTH & WELLBEING**

Programs offered include many opportunities to exercise, increase fitness and nurture physical and mental health and wellbeing in a social atmosphere.



#### **ARTS**

Our art programs allow participants to discover their artistic flair and are tailored to suit individual needs.



#### **RECREATION & LEISURE**

A variety of recreation and leisure programs are offered in the local community. Programs are designed to be fun and interactive.



#### **COMMUNITY PARTICIPATION**

Programs aim to promote community participation and inclusion at all levels, resulting in friendships being formed and the formation of important life skills.



#### **SENSORY**

We offer sensory specific programs designed to suit individual needs including a relaxation program. The majority of programs also have a sensory component.

## What can I achieve?

St Michael's offers specific outcomes for each program to help you achieve the goals identified in your Person Centred Plan.

We offer a range of program activities to ensure improvement across a wide range of skills, wellbeing and social outcomes.



#### **EDUCATION & TRAINING**

St Michael's programs include daily living skills, training, literacy and budgeting. We also offer accredited courses through our Registered Training Organisation.

#### **FESTIVE ACTIVITIES**

Each campus celebrates significant cultural and festive days throughout the year. Many events incorporate a theme day such as Australia Day, Easter, St. Patrick's Day, International Day of People with a Disability, AFL Grand Final, Halloween and Christmas.



#### **WOODWORK**

Learning to use tools and create projects from start to finish, participants develop creativity and increased health & safety whilst customising their own furniture and objects.



#### **MERRINGTONE CENTRE, NEWSTEAD**

Located on Hobblers Bridge Road, our Newstead campus is large and bright, featuring a full commercial kitchen, music room, 8-ball table plus and IT/tech access.

#### **SWIMMING**

Improve your general health and overall fitness with a range of water-based activities. Participants gain skills in safety, hand/eye coordination and balance, whilst enjoying a fun social activity.





#### **COMMUNITY ACCESS**

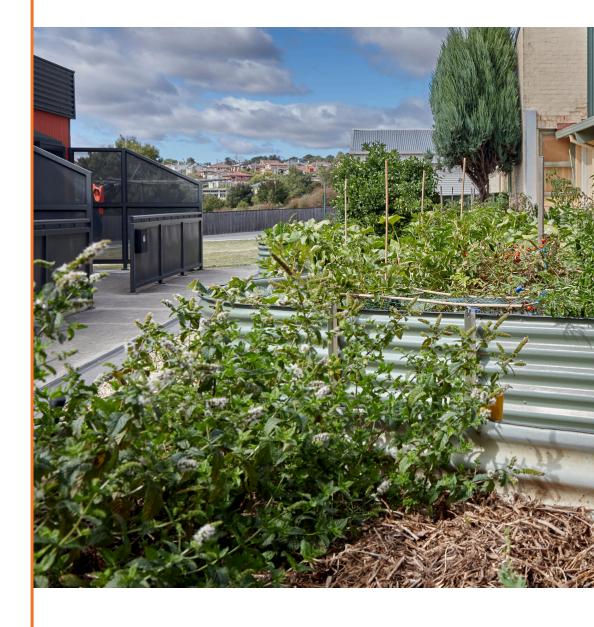
Across all 3 locations, participants enjoy a range of healthy activities aimed to strengthen social bonds and relax in Tassie's beautiful north.

From parks and picnics to bowling and indoor golf, our programs ensure healthy, safe and fun activities are available all year round.



Pick up an instrument or sing along! Our music programs encourage confidence, cooperation and creative expression, whilst developing skills in rhythm, communication and sensory integration.

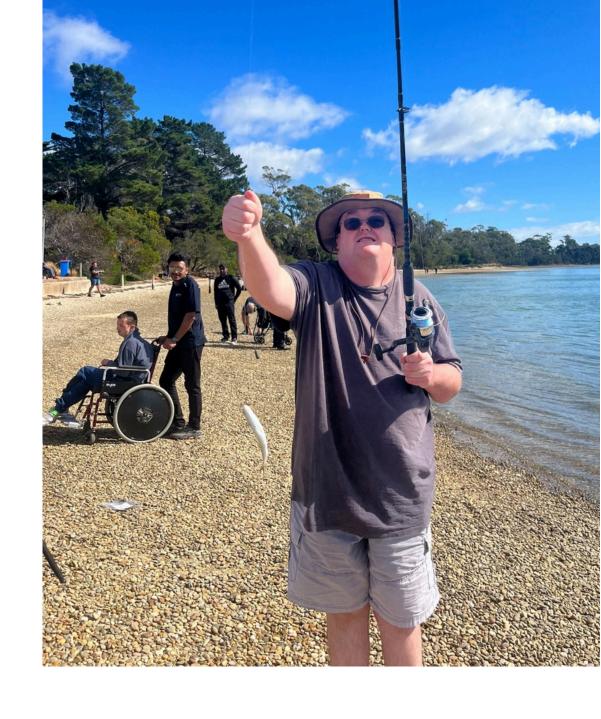




#### **FISHING**

Participants learn how to rig, bait and safely cast a hook, and gain an understanding of which fish to release. Improve your motor and social skills all whilst taking in some of the region's prettiest locations!

\*Subject to weather





#### **COOKING**

Using new and developing skills in menu planning, healthy food prep and hygiene, participants can create a 2-course meal from an ever-changing recipe cycle. We also cover kitchen safety, best before dates and the importance of food storage.





#### **QVMAG SCIENCE CENTRE**

Enjoy hands-on play and learn from the centre's fun and interactive displays. These exhibitions stimulate visual awareness and coordination, offering participants the chance to experience new and innovative programs.

Day Program options are available for morning and afternoon sessions five days a week.

Lunch is taken at the commencement of the afternoon session.

Any queries may be directed to our Operations Manager-Day Programs, Emma Pearce, on 03 6331 7651.



#### **FACILITIES AND TRANSPORT**

We take immense pride in the quality and presentation of our program centres. With a full-time assets team, we consistently ensure safe, hygienic and well-maintained spaces for our participants. Our vehicle fleet is modern and extensive to cater to a vast range of program and participant needs.



DID YOU KNOW?

St Michael's is a full service registered NDIS provider, offering accomodation, in-home support services, community access, respite care and social club!

Talk to us today about your individual support needs and goals.

## FEEDBACK & INCIDENTS

#### **FEEDBACK**

We welcome feedback so that we can improve our services. Whether it's a compliment, idea or complaint, please tell a Support Worker or Manager, or email us at info@stmichaels.asn.au or call on 03 6331 7651.

- Do you enjoy your programs?
- Are you participating in activities you wish to or are there any programs you would like to see happen?
- Do you have any ideas on how we are able to improve our service?

#### **INCIDENTS**

NDIS providers are required to record and manage all incidents that happen in the delivery of NDIS supports and services, and notify the NDIS Commission and other external bodies of all reportable incidents. St Michael's has a robust incident management system in place where all incidents are dealt with and reported in accordance with the NDIS Commission (Incident Management and Reportable Incidents) rules and guidelines.

To report an incident:

- Speak to someone who you can trust
- Or complete an FSER05 Incident and Concern Report. Ask a St Michael's employee for this report
- In the event of an emergency dial 000 (Police, Ambulance or Fire Brigade).

#### **CONFLICT OF INTEREST**

- NDIS participants accessing our services are fully informed and empowered, we will ensure that they receive transparent information about St Michael's
- STMA is aware of the potential for real or perceived conflict of interest when operating in multiple roles for a participant
- Identifying and remedying perceived or actual conflicts of interest in our service delivery is key to operating with integrity, honesty and transparency
- STMA ensures that when providing supports to NDIS participants, including when offering plan management, support coordination or SDA services any conflict of interest will be declared
- Separate service agreements will be used in case of multiple services are delivered to the same participants
- Participants/key stakeholders can make a complaint to the CEO using the STMA FSER06 Grievance and Complaint Report in case of any grievance. You can ask a STMA employee for this report.

#### Advocacy





1800 035 544



For complaints about residential tenancies in Tasmania tenants@netspace.net.au (03) 6223 2641 or 1300 652 641

## Where can I get help?

#### **COMPLAINTS**

#### **STEP 1 - NOTIFY YOUR SUPPORT TEAM**

Try to speak with the person involved or a Support Worker. It's okay to ask someone you trust to support you when you do this. Alternatively, you can skip directly to STEP 3. Note: The complainant reserves the right to go straight to an external body i.e. NDIS Commission.

#### **ACTION**

It might be a misunderstanding or something that a simple apology could resolve. If you feel that the issue hasn't been resolved or if it's a more serious matter, follow STEP 2.

#### **STEP 2 - DISCUSS WITH MANAGEMENT**

Senior Management may include a Senior Support Worker, Program Coordinator, Director or the CEO. Choose someone who you feel comfortable speaking to and use whatever method you feel comfortable with: in person, by phone, email or complete an FSERO6 Grievance and Complaint Report.

#### **ACTION**

We may be able to give you an immediate solution. If not, we'll try to address the issue as soon as possible through our complaints process.

We'll acknowledge your complaint, maintain confidence, keep you updated on progress and provide you with an expected time-frame for your complaint to be resolved. If you're unsatisfied with the outcome see STEP 3.

#### **STEP 3 - LODGE EXTERNALLY**

If you don't feel comfortable speaking to us or you're unsatisfied with the result of your complaint, you can contact the below organisations.

OR you can contact the below organisations in the first instance.

## GET STARTED

- 1 Select your program activities.
- 2 Contact your preferred location.
- 3 Enrol in the programs of your choice.
- 4 Come along and enjoy!



## CONTACT DETAILS

St Michael's Association Inc

Northern Tasmania
22 Hoblers Bridge Road
PO Box 306 Newstead, Tas 7250
Phone (03) 6331 7651

admin@stmichaels.asn.au facebook.com/stmichaelsassociation

North West Tasmania 19 North Caroline Street East Devonport, Tas 7310 Phone (03) 6459 2522





## PROGRAM CHOICES

N	Δ	M	E:

Please return your program choices form to St Michael's.

Drop off at office or email to info@stmichaels.asn.au

Place your first and next to your choice		vity choices for each activity yo	u wish to attend and	mark the cost	
mone to your onlose		AM		PM	
MONDAY	1st Choice:		\$		\$
	2nd Choice:		\$		\$
		AM		PM	
TUESDAY	1st Choice:		\$		\$
	2nd Choice:		\$		\$
		AM		PM	
WEDNESDA	1st Choice:		\$		\$
	2nd Choice:		\$		\$
		AM		PM	
THURSDAY	1st Choice:		\$		\$
	2nd Choice:		\$		\$
		AM		PM	
FRIDAY	1st Choice:		\$		\$
	2nd Choice:		\$		\$
	,	TOTAL COSTS	\$		\$
SIGN:				DATE:	