

11 December 2018

Dear friend of MidCoast Assist

We hope you are enjoying the run up to the festive season!

Please find attached our calendar of activities for January 2019. I am sure you will find something interesting for you in the calendar and note we are always exploring new ideas for activities. Keep an eye on our website (midcoastassist.com.au) and you will be able to find the calendar of events plus lots of other information there.

We are establishing a 'Listening Group' for participants to come together and give us feedback about our service so that we are always doing things to make our service better for you. We hope that members of the Listening Group will also be able to be involved in the recruitment of new staff. There is a flyer about the Listening Group attached. Please get in contact with us if you want to be involved or want to find out more about it.

We are conducting an online satisfaction survey for participants and carers to find out how you feel about MidCoast Assist. Your feedback is really valuable and we will make improvements to our service based on your feedback. Your responses will be confidential so this is a great chance to let us know what you think. The survey should only take a few minutes to complete. If you can't complete it online please let us know and we will arrange for someone to help you. The survey closes on 4 January 2019.

You can complete the survey online. Please use this link:

<https://www.surveymonkey.com/r/BLFHSTP>

Remember each person can only complete the survey once.

If you have any questions about the survey please contact me, Jo Newman or Leah McInnes.

Don't forget we always welcome complaints and your feedback about our service. You can make a complaint through contacting us directly or lodging a complaint through the MidCoast Council website (<https://www.midcoast.nsw.gov.au/Council/Complaints-and-feedback-V1.0>). Also you have every right to complain directly to the new NDIS Commission. I encourage everyone to take a look at their website (<https://www.ndiscommission.gov.au/>) to find out more about the role of the Commission, including how to lodge a complaint with them.

As Christmas and the New Year approach please note that we will be closed from 1.00pm on Friday 21st December, 2018 until 8.30am Wednesday, 2nd January, 2019.

If you have a non-urgent message during this time please call 1300 658830 and leave a message on the answering machine. These messages will be checked on our return. If there is an urgent matter which effects the services you receive from MidCoast Assist from 21 December 2018 to 2 January 2019, you can call MidCoast Assist On Call service on 0439 252 941.

For all urgent health issues and you can't contact your doctor, the following numbers might be useful:

Forster Community Health	6539 6300
Taree Community Health	6592 9315
Manning Rural Referral Hospital	6592 9111
Gloucester Hospital	6558 1307
Cape Hawke Private Hospital	6555 1330
Mayo Private Hospital	6539 3600
Commonwealth Respite & Carelink Centre	1800 052 222

Remember, if you have an emergency call 000.

Please don't hesitate to call us on 1300 658830 prior to our closure if you have any concerns or questions about our services.

If you are alone on Christmas Day and would like to enjoy some Christmas cheer, the Catholic Church in Forster is holding a luncheon starting around 12 noon (please book on 6554 6304).

Finally, on behalf of everyone at MidCoast Assist, we hope you have a great festive season. Stay safe and well and we look forward to working with you in 2019.

Yours sincerely



Phil Miller
Coordinator, Disability Services (MidCoast Assist)
Tel. 02 6591 7440

