

What's On!



Take a look at what's on this month and join in the fun!

MILPARA SOCIAL CALENDAR

We can pick you up and drop you back at home in a comfy, air-conditioned NovaCoach.

Day trips from just \$10 plus expenses, **Special Events** and **Milpara Activities**.

For more information or bookings call us or email milpara@novacare.org.au

BOOK NOW

4963 6356

or 1300 363 654

JUNE 2025

Monday 2 June	Tuesday 3 June	Wednesday 4 June	Thursday 5 June	Friday 6 June
Scenic Drive Cookabarra Restaurant Tour & Lunch \$35	ASB Yoga Or Morning Tea at Café Inu Lunch: Prince of Wales Merewether	Active.Stronger.Better & Lunch at Milpara	Scenic Drive Lunch: The 3 Sicilians Stockton	Scenic Drive Lunch: East Maitland Golf Club
Monday 9 June	Tuesday 10 June	Wednesday 11 June	Thursday 12 June	Friday 13 June
Public Holiday Closed	ASB Yoga Or Port Stephens Day Trip	Active.Stronger.Better & Lunch at Milpara	Scenic Drive Lunch: Mangrove Mountain Golf Club	Scenic Drive Lunch: The Secret Garden Adamstown
Monday 16 June	Tuesday 17 June	Wednesday 18 June	Thursday 19 June	Friday 20 June
Hunter Valley Day Trip	ASB Yoga Or Scenic Drive Lunch: The Mercantile Maitland	Active.Stronger.Better & Lunch at Milpara Or Scone Time West's Leagues Club Mayfield 10.30-12pm	Morning Tea at Lunch: Hinton Hotel	Morning Tea at MOA Lunch: Young St Hotel
Monday 23 June	Tuesday 24 June	Wednesday 25 June	Thursday 26 June	Friday 27 June
Hunter Region Botanic Gardens Or Scenic Drive Lunch: Hexham BC	ASB Yoga Or Lovedale Day Trip	Active.Stronger.Better & Lunch at Milpara	East Coast Beverages M/T,Tour & Lunch Wyong Creek	Scenic Drive Lunch: Orana Hotel
Monday 30 June				
Alison Homestead Wyong Tour & Lunch				

NovaCare Service Change Notification Framework

Note: That this is for CHSP consumers only and HCP consumers will receive your own summary in the next invoice run.

To ensure transparency and consistency, NovaCare follows a standard approach when notifying consumers about changes to their services. This framework outlines the minimum time change thresholds that require consumer notification. If a scheduled service time changes beyond the listed threshold, you will be contacted—either by phone or by our rostering team—as part of our commitment to keeping you informed.

For convenience and ongoing visibility, we also encourage everyone to use the NovaCare app to stay updated on their services. If you need help setting it up, your Case Manager or Coordinator will be happy to assist. We can also provide SMS messaging! Just like a message from your doctor or hairdresser, SMS reminders are a simple and effective way to stay informed about your NovaCare services—keeping you in the loop with any updates or changes. This system has been in place for a while, but we wanted to remind everyone, so you know what to expect if your services change at any time.

Summary Table: When We Will Notify You

Service Type	Time Change Threshold	Notify Consumer
House Cleaning	Greater than 2 hours	Yes
Shopping with Client	Greater than 1 hour	Yes
Unaccompanied Shopping	Greater than 2 hours	Yes
In-Home Day Respite	Call for all changes	Yes
Individual Socialisation Support	Greater than 30 minutes	Yes

Kings Birthday Holiday Closure

The NovaCare office and all of the social centres will be closed on Monday 9th June 2025 for the King’s Birthday. A reminder there will be no CHSP on the public holidays.



How Weather Conditions May Affect Our Programs

- **Extreme Heat:** When temperatures reach dangerous levels, we may need to modify or cancel outdoor activities to prevent heat-related illness. Alternative indoor activities will be arranged where possible.
- **Heavy Rain & Storms:** In cases of driving rain, flooding, or severe storms, outings may be postponed or replaced with indoor alternatives to ensure everyone's safety.
- **Reduced Stops on Outings:** To minimise time spent outdoors in extreme conditions, we will limit outings to a single stop where possible. This will help reduce exposure to heat and rain while still allowing for a meaningful experience.
- **Outing Cancellations:** In some cases, where conditions are unsafe or alternative arrangements are not feasible, we may need to cancel outings altogether. We will always strive to notify you as soon as possible.



How Will You Be Notified?

If changes need to be made to a scheduled outing or event, we will notify you as soon as possible via phone, email, or text message. Our priority is to provide alternative activities when possible, so you can still enjoy some time together. We appreciate your understanding and flexibility as we prioritise safety while continuing to provide enjoyable programs. If you have any questions, please don’t hesitate to reach out to our team. The safety and wellbeing of our consumers and staff is our top priorities.

Opening hours: 8.30am – 4.00pm, Monday to Friday.

If you need to call outside of these hours please call Head Office on 1300 363 654.