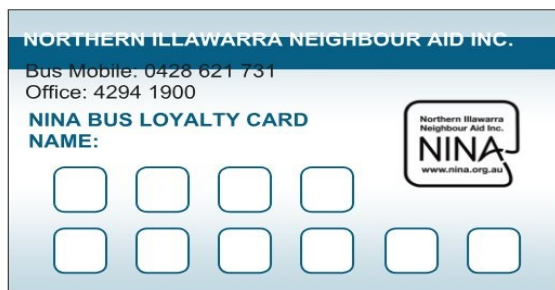


NINA Loyalty Card



Have you got your Loyalty Card??

You can now use it for **Individual Transport** or **Bus trips**.

Your 5th trip is half price and your 10th trip is FREE.

If you require a Loyalty Card ask your driver or collect from the office.

Remember to have it stamped every trip you make with NINA



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Follow us on FACEBOOK

<https://www.facebook.com/northernillawarraneighbouraid>

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NINA Info Update



Special points of interest:

- Managers Message
- What's coming up
- Half price & Free trips
- NINA's strategic plan
- Our new groups

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Managers Message

I have been heartened with all the lovely messages of appreciation for the staff and volunteers at NINA and hope to be able to publish some of them on our Facebook page over the next few months. We have also developed a feedback notice board in the foyer for easy access to all people.

The feedback survey's have gone on to ensure that we plan for what YOU WANT. If you are still to return the survey please send it in to the office so that we can include your ideas for activities and groups in the future.

Although we recently sent out a newsletter, I wanted to update everyone on the changes since then. As some of you know we have had a facelift in the office. With a fresh coat of paint, you may also notice our updated NINA logo, just to add a little bit of colour to the agency.

The Management Committee have been working hard and have completed our strategic plan which you will find on page 2 of this newsletter.

We hope to have the new website up and running by the end of July and which will give a brand new face to the agency, please be sure to keep an eye out for it.



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STRATEGIC PLAN 2020-22

MISSION	VISION	VALUES
Provide appropriate aid to Northern Illawarra residents to maintain an independent lifestyle	Expand range of activities and client numbers, while increasing volunteer numbers to ensure all service requests are met	commuNity Integrity cariNg creAtivity

OVERVIEW

- NINA's main source of income is Government funding: to strengthen the case for ongoing funding beyond 2021-22, service delivery volumes need to increase substantially over the next two years.
- A key first step will be resumption of normal services post-pandemic, including re-engagement with clients and volunteers affected by suspension of activities during the COVID-19 pandemic.
- The major priority during 2020-21 and 2021-22 will be rapid expansion in provision of current subsidised programs: community transport, meals and social support, aimed at eligible participants in the Commonwealth Home Support Program (CHSP) and Community Transport Program (CTP).
- Other types of neighbour aid programs have been considered but will remain a lower priority during this timeframe and may be given further consideration for application post-2022.
- The strategy for 2020-22 is centred on four major focus areas: more service usage per client; more clients; more volunteers to support the planned increase in delivery; and service access and quality.

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Bunnings – Bellambi

Every First Tuesday of the month \$5, bookings & payment prior

Chess Club – NINA office

Tuesday & Friday 9am to 10.30am

\$2 including morning tea

Group Outing – Monday, 27 July

Berkelouw Book Barn Berrima & Mittagong

Transport and Lunch \$40, bookings & payment prior

Group Outing – 14 October

The Nutcracker Ballet – IPAC Wollongong

Transport & Ticket \$95, bookings & payment prior

Shopping Trips

Shopping EVERY FRIDAY

Friday, 24th July – Dapto \$10

Friday, 7th August – Sylvania \$10

Friday, 14th August – Figtree \$5

Friday, 21st August – Engadine \$5

Friday, 28th August – Shellharbour \$10

Reduce bus capacity to 8 people due to COVID



STRATEGIC PRIORITIES	
Focus area / actions / impact	Key indicators
<p><u>MORE SERVICE USAGE</u></p> <p>Upgraded web site and social media usage, to reinforce full range of services available and announce/promote new activities/events</p> <p>Promote and apply more diverse range of individual trip purposes</p> <p>Develop and promote more diverse range of group social activities, including some activities/events which appeal to younger seniors</p> <p>New minibus to increase capacity and comfort for group transport</p>	<p>Trips (individual & group)</p> <p>Meals</p> <p>Social support hours (individual & group)</p> <p>Fees as percentage of CHSP & CTP grants</p>
<p><u>MORE CLIENTS</u></p> <p>Clearer, more meaningful statement of organisational mission, vision and values (see above)</p> <p>Comprehensive marketing program to reach and enrol more people in need of transport, meal delivery or social support assistance</p> <p>Specific campaigns to attract clients in population segments with low current representation: CTP; postcode 2515; Aboriginal and Torres Strait Islander peoples.</p>	<p>Total clients</p> <p>CTP clients</p> <p>Postcode 2515 clients</p> <p>Aboriginal and Torres Strait Islander clients</p>
<p><u>MORE VOLUNTEERS</u></p> <p>Recruitment campaign to attract volunteer numbers commensurate with growth in service demand and volunteer availability</p> <p>Includes specific focus on volunteers in postcode 2515, to support planned growth in client numbers and activities there</p>	<p>Total volunteers</p> <p>Distribution of volunteer hours relative to availability</p> <p>Postcode 2515 volunteers</p>
<p><u>SERVICE ACCESS AND QUALITY</u></p> <p>Regular reporting of instances where a client service request could not be met and action taken to enhance future request fulfilment</p> <p>Continued monitoring and review of client compliments & complaints</p>	<p>Service requests not met</p> <p>Compliments</p> <p>Complaints</p>

CAFÉ CLUB IS BACK

In a new format

Thursday, 16 July

Woonona Bulli RSL

\$25 including Lunch & Transport

Bookings required, ring NINA

**ONLY TRANSPORT
FULLY BOOKED**

Wednesday, 22 July

Helensburgh Tradies

\$28 including Lunch and Transport

Bookings required, ring NINA

Thursday, 30 July

Mystery Lunch Outing

\$28 including Lunch & Transport

Booking required, ring NINA

NEW GROUP

Card Group is starting 13 July 2020

Date: Every Monday

Time: 1pm

Location: NINA Office

**Cost: \$2 including Afternoon
Tea**

Ring the office to book in.



COVID Safety Plan

NINA staff wish to ensure the safety and wellbeing of all our clients, volunteers and community members.

When you come into the NINA office you will be asked to: Sign our office attendance register, sanitizer your hands and have your temperature taken.

The numbers on the bus is restricted to 8 people and everyone is required to sit one seat apart, sanitizer your hands and have your temperature taken.