

Client Newsletter



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A message from Jonathan Harris, CEO

As we approach the end of another year, I want to take a moment to reflect on our incredible journey.

This year has been filled with significant growth and achievements, including the opportunity to honor some of our dedicated staff with long service awards.

A major highlight for me has been the success of the training initiatives we launched at the beginning of the year. These programs have not only strengthened our workforce but also enhanced the exceptional care we provide.

We also established our first-ever Client Advisory Group for 2024, which has offered us invaluable insights. I extend my heartfelt thanks to the members of this group for sharing their voices and feedback. Your contributions have empowered tlc4u2 to implement positive changes at both the policy level and within specific areas of our organisation.

Another standout moment has been organising our inaugural tlc4u2 Expo. This idea stemmed from your feedback, and witnessing this "Mini Expo" grow into something much larger has been truly remarkable. The overwhelming support from our community, health and wellbeing services, and equipment providers from across New Zealand highlights the significant need to showcase the support and opportunities available.

As we look forward to the New Year, I encourage you all to continue sharing your feedback and letting us know what great looks like for you and your whānau.

E mahi tahi tātou mo te oranga o te katoa - We work together for the well-being of everyone.

Wishing you and your families a Merry Christmas and a Happy New Year filled with joy and good health!

Happy Holidays!

From the tlc4u2 team



Client Advisory Group 2024



We are thrilled to have established our first-ever Client Advisory Group in 2024!

A heartfelt thank you goes out to our four dedicated members, whose feedback and insights have added tremendous value to our work.

Throughout our meetings, we explored various presentations from different areas of the organisation, allowing the group to ask specific questions and share their perspectives. Each meeting also included a review of at least two policies of their choosing, resulting in updates to around 90% of the reviewed policies - such a great outcome!

Additionally, the group provided essential feedback on the client survey and newsletter layout and played a pivotal role in our inaugural tlc4u2 "All About Accessibility" Expo.

We sincerely appreciate your contributions and look forward to even more learning and improvements from the group's input in 2025!

“

As a person with a disability, a parent to two grown up children (one being disabled since birth), and Nana to my 4 beautiful grandchildren, being part of the Client Advisory Group gives me an opportunity to effect change to policy for the benefit of those, including myself, who receive care from tlc4u2.

It is a great feeling to be able to give back to the community in some small way.

”



Mere (tlc4u2 client and Client Advisory Group member 2024) with her four grandchildren.

We need you!

**Please join our
Client Advisory Group
for 2025!**



**Are you interested
in bringing your
voice and lens to
the work we do?**

There will be 5 meetings a year, with the first one being scheduled for March 2025. This is a 1-year commitment and a koha plus travel allowance will be provided as thanks for your time and contribution. There will be an online option available for those who would prefer to join in virtually too.

**For more information or to register your interest,
email Sharon at sharon.carroll@tlc4u2.co.nz.**

**Exciting
Changes
Ahead!**

tlc4u2 are in the process of making positive changes, which will enable our clinical staff and registered nurses to engage more frequently with our clients in the community.

We are very excited about this, as we know community client specific training and clinical support for our Support Workers will improve the quality of services we deliver.



Hello!

MY NAME IS

Adrian Philander



Adrian joined the tlc4u2 team in July 2024 as the Business Support Manager, bringing with him extensive Senior Management experience across a range of industries.

Originally from South Africa, Adrian made New Zealand his home in 2017, captivated by the country's natural beauty and vibrant lifestyle.

Now living in the stunning coastal town of Whangarei with his wife and two children, Adrian fully embraces the outdoors, enjoying cycling adventures, exploring new places, and relaxing to his favourite music.



NEW
STAFF
BIO!

Coming Soon!

Show Your Ability Expo

AUCKLAND:
Monday 10th March - Eventfinda Stadium

HAMILTON:
Wednesday 12th March - Claudelands Events Centre

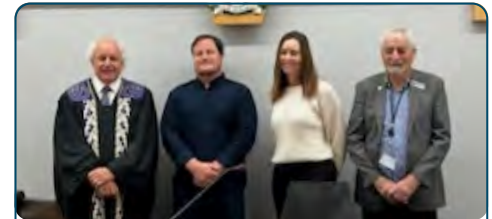
Put it in
your
calendar
for 2025!

tlc4u2 and tlc4u2 Resorts Beachlands are looking forward to attending the Show Your Ability Expo in March in Auckland and Hamilton next year!

This is New Zealand's premier annual disability equipment show.



For more information, check out: www.3am.net.nz/show-your-ability/



Did you know that one of our staff is now a Justice of the Peace?

They went through this process as they felt that accessing a JP, especially for those with accessible needs, could be quite challenging. The Justice of the Peace service is a free service available right throughout New Zealand.

Contact our office if you need to utilise this service or search: www.justiceofthepeace.org.nz/Page/Search to find a JP near you.

Survey
Feedback

Your voice matters greatly to us.

Several clients have emphasized the **importance of privacy**, particularly during personal phone calls.

In response, we have developed a '**Privacy Matters**' leaflet to be shared during team meetings and training days, serving as a reminder for our Support Workers.

Additionally, we will create further '**Focus on What Matters**' leaflets throughout the year to revisit key topics from our Induction training.'



ALL ABOUT ACCESSIBILITY EXPO

tlc4u2

Inclusive 'Have a Go' Sessions

Health Services & Information

Wellbeing Workshops

Adaptive Equipment on Show

Food on site

Spot Prizes

FREE
ENTRY

McKay Stadium, Whangārei | 10.30am - 6.30pm | 12th Dec 2024

Dream it

Wish it

Do it!



tlc4u2
Resorts
TE WHARE ĀIO
BEACHLANDS

In July 2024, we saw the **tlc4u2 Resorts** **Beachlands** full for the first time since opening!

We knew the need was there for people wanting modern, quality, accessible accommodation, regardless of whether it was for respite, holiday stay, or somewhere for the whole whānau to stay while their house was being modified.

The feedback we are getting and the success stories of those who have stayed has surpassed our expectations.



Look out
for the next
'tlc4u2 Resort'
coming soon!



“

Since being at **tlc**, I have experienced a peace I have not known since my brain injury.

It is a very peaceful, beautiful, safe, and secure environment, and the staff are extremely empathetic and supportive. Their support has been invaluable, assisting me to up-skill, preparing for independent living.”

Feedback from Peter, a guest at **tlc4u2 Resorts Beachlands.**

Our client Peter, with Eddie the therapy dog, who is visiting **tlc4u2 Resorts Beachlands**.

Want to know more about our Resorts? We would love to hear from you!

0800 852 737 | stay@tlc4u2resorts.co.nz | www.tlc4u2resorts.co.nz





MY NAME IS

Nidhi Viradiya



NEW
STAFF
BIO!

Nidhi joined tlc4u2 in August as a Support Worker Team Leader at the tlc4u2 Resorts Beachlands.

A dedicated physiotherapist by profession, Nidhi previously ran her own clinic in India before moving to

New Zealand in April 2024 to join her husband.

In her free time, Nidhi enjoys exploring New Zealand and embracing all the country has to offer.



tlc4u2 Resort Beachlands Support Staff engaging in Fire Safety Training.



Hello!

MY NAME IS

Jennie Taituha

Jennie is our new Clinical Service Coordinator at tlc4u2 Resorts Beachlands. She is a dedicated nurse with 25 years of diverse experience in the healthcare field.

Her background includes GP nursing, significant experience in child and adolescent mental health, and she also worked as a Clinical Nurse Educator in London.

Prior to tlc4u2, she worked as a school nurse for seven years caring for children with special needs, and

also supported children with asthma, diabetes and seizure management, as well as coordinating Paediatric clinics.

She is passionate about providing skilled care to those in need and looks forward to making a positive difference in her new role.

Jennie resides in the Beachlands and enjoys spending quality moments with her husband and four children in the local community and at the beach. She also loves baking and going to the gym.



NEW
STAFF
BIO!

Are *you* a Family Support Worker?

Did you know all our training opportunities are open to you too?!

Contact **Tori**
for more
information

tori.evans@tlc4u2.co.nz



In 2024...

we supported
11 staff members
gain their **Certificate in
Health and Wellbeing.**

2 in Level 2, **6** in Level 3,
and **3** in Level 4.

In 2024...

we awarded a Support Worker a
Nursing Scholarship

to support her working towards
a Masters of Nursing.



In 2024...

we supported
7 staff members
gain their
First Aid Certificate



In 2024...

we delivered
over 70
training sessions across
multiple locations

(Whangārei, Auckland,
Kaikohe, and client's homes).



In 2024...

we had over **360 staff**
attend in-house training.



Accessible Cruising Disney Style!



Did you know Disney Cruises are coming to New Zealand and that they are fully accessible?

Our Nurse Educator Tori was lucky enough to experience this amazing cruise last year with her family.

“

We had the best time! Everything was so magical, the shows and on deck performances were incredible! The food and dining experiences were amazing, and the crew were so friendly, knowledgeable and helpful. We could not fault a thing! Whether you are young or old this is an incredible experience!

”

The amazing crew work with guests to ensure all needs are met. They offer a range of additional services including, fully accessible state rooms and public spaces including theatres, restaurants, shops and restrooms, portable communication kits, provision for guests travelling with special medical equipment and service animals.



Access
for all

Tell us about amazing assessable spaces you have experienced that you would like to share with others!



Celebrating
Success!

Acknowledging our amazing long service staff, as well as other dedicated staff and support workers.

Christmas Cross Word!

ACROSS

- The colour of Santa's suit
- Reindeer with a bright red nose
- Santa's transportation
- You eat this at Christmas; Mince_____
- Sits on top of the Christmas Tree
- One of Santa's helpers

DOWN

- Santa's four legged friends
- It's the most wonderful time of the year
- You might sing these at Christmas
- What you decorate at Christmas time
- The meaning of Christmas

D	H	C	C	H	R	I	S	T	M	A	S	A	D	T
P	E	A	C	E	C	N	R	H	U	J	A	H	H	O
O	H	C	H	S	G	T	K	A	A	T	T	L	C	G
H	E	C	O	L	P	E	S	N	H	P	L	S	V	E
U	K	O	L	O	V	G	I	K	E	D	F	F	A	T
T	N	U	I	S	D	R	W	Y	G	M	R	A	D	H
U	S	N	D	I	G	I	P	O	J	L	A	M	H	E
K	F	T	A	E	U	T	V	U	A	F	F	I	E	R
A	F	A	Y	J	O	Y	Y	E	R	M	S	L	U	W
W	O	B	E	F	F	I	C	I	E	N	C	Y	N	E
A	G	I	H	O	L	O	D	A	S	A	C	C	P	C
T	P	L	Y	C	O	U	E	K	P	F	S	U	L	A
R	C	T	G	I	V	I	N	G	E	L	C	D	L	R
E	M	Y	C	C	E	J	O	F	C	A	K	I	S	E
E	B	N	D	E	C	O	R	A	T	I	O	N	S	E

The tlc4u2 Word Find

POHUTUKAWA TREE
 CHRISTMAS
 HOLIDAY
 PEACE
 FAMILY
 JOY
 GIVING
 TLC
 DECORATIONS
 THANK YOU
 TOGETHER WE CARE
 EFFICIENCY
 RESPECT
 ACCOUNTABILITY
 LOVE

Throughout the holiday period:

- The on-call support team will be available on 0800 852 482 (Northland) and 0800 852 737 (Auckland/Waikato).
- The Whangārei office will be closed from Wednesday 25th December 2024, and will reopen on Monday 6th January 2025.

If you have any queries, feedback or comments contact us on:

@ info@tlc4u2.co.nz

📞 0800 852 482

nga mihi,
Your tlc4u2 team!



Ingredients

- 225g unsalted butter, softened
- 1 cup caster sugar
- 1 1/2 tsp vanilla extract
- 1 large egg
- 3 cups plain flour
- 3/4 tsp baking powder
- 3/4 tsp salt

Instructions

1. Preheat Oven to 180°C. Line 2 baking sheets with parchment paper.
2. Beat butter and sugar in a large bowl until creamy.
3. Add egg and vanilla, beat until completely combined.
4. Add flour, baking powder, and salt.
5. Start mixing slowly, then beat until the flour is incorporated – it will be clumpy.
6. Dust work surface with flour, scrape dough out of bowl. Pat together then cut in half, then shape into 2 discs.
7. Roll out to 0.6cm, sprinkling with flour under and over the dough so it doesn't stick.
8. Use cookie cutters to press out shapes and use a knife or spatula to transfer shapes to prepared baking sheets (keep dough that doesn't fit in the oven in the fridge).
9. Bake for 10 minutes until the surface is pale golden and the edges are just beginning to turn light golden.
10. Allow cookies to cool completely on trays (they will finish cooking on the trays).

Recipe from: www.recipetineats.com/christmas-cookies-vanilla-biscuits/

ALL ABOUT ACCESSIBILITY EXPO



Please join us for this *Amazing Community Event!*

We're excited to invite everyone to the **tlc4u2 All About Accessibility Expo** on Thursday 12th December from 10.30am to 6.30pm at McKay Stadium, Kensington.

SERVICES:

- Parent to Parent
- Dignified Minds
- Beachlands Resort & tlc4u2
- ParaFed Northland
- ACC - Promoting Te Ara Tuhono
- Tiaho Trust
- Whangārei District Council - Showcasing services including the Progressive Aging Group and Disability Advisory Group
- Epilepsy Northland
- Brain Injury Association
- Citizens Advice Bureau - Whangārei
- Mahitahi Hauora
- Parkinsons New Zealand
- FAM (Functional Adaptive Movement)
- CCS Disability Action
- Hato Hone St John
- Apōpō Group
- Ultra IT
- Deaf Action NZ (NZSL Club)
- Electoral Commission
- Security Alert - Medical Alarms

- Ringa Atawhai Mātauranga
- Rainbow Youth
- MSD
- Bowel Screening
- Whangārei Accessible Housing Trust
- NorthAble
- Sexual Wellbeing Aotearoa
- CreateAbilities
- Ability Assessments
- Sport Northland - Healthy Lifestyle Support Programmes - GRx and Community Strength and Balance
- Rugby League Northland PDRL
- Cancer Society
- North Haven Hospice / Caring for Carers

ACTIVITIES / HAVE A GO:

- Wheelchair Basketball
- Boccia
- Strength & Balance Classes
- Sit Fit Classes

WORKSHOPS:

- Resilience and Self-Care
- Being curious about dementia
- Creating Sensory Spaces
- Diabetes

Turn over to see the timetable on the back!

EQUIPMENT PROVIDERS:

- Trident
- Cubro
- NZ Trikes
- NorthAble EQ+
- Permobil
- Melrose
- Allied Medical

Sensory Room

Kids Corner

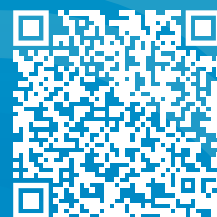
Food on site

Spot Prizes

Free 10 min health check on your equipment courtesy of Trident.

FREE ENTRY

Scan for more information!



McKay Stadium, Whangārei

10.30am - 6.30pm | 12th Dec 2024



Rongoā

Ringa Atawhai Mātauranga will be offering Rongoā services, including mirimiri. This will undoubtedly enrich the community's understanding and appreciation of these holistic practices. It's a great opportunity for everyone to learn more about the importance of wairua for overall health and wellbeing.

Activites Timetable

Time	Activity / Have a go	Organisation / Activities Co-ordinator
11:00 - 11:30am	Strength and Balance	Ann-Marie Lambly Strength and Balance Coordinator for Sport Northland
12:00 - 12:30pm	Sit Fit	Natalie Moon Healthy Lifestyle Support for Sport Northland and Independent Sit Fit Instructor
1:00 - 1:30pm	Wheelchair Basketball	Northland Wheelchair Basketball Team Representatives
2:00 - 2:30pm	Boccia	Parafed Northland
3:00 - 3:30pm	Strength and Balance	Ann-Marie Lambly Strength and Balance Coordinator for Sport Northland
4:00 - 4:30pm	Sit Fit	Natalie Moon Healthy Lifestyle Support for Sport Northland and Independent Sit Fit Instructor
5:00 - 5:30pm	Wheelchair Basketball	Northland Wheelchair Basketball Team Representatives
6:00 - 6:30pm	Boccia	Parafed Northland

Workshop Timetable

Time	Topic	Description / Speaker
11:00 - 11:45am	Resilience and Self-Care	Tori Evans, RN How to build our resilience in challenging situations and ways we can ensure we are taking care of ourselves.
12:00 - 12:45pm	Being curious about dementia	Maria Nicol, Dignified Minds Learn how dementia can affect a person's senses, reactions and emotions, and how we can best support a person who is living with these brain changes.
1:00 - 1:45pm	Sensory Spaces	Tracey Willms-Deane Would you like to set up your own sensory space at home? Come a long and find out how to do this.
2:00 - 2:45pm	Resilience and Self-Care	Tori Evans, RN How to build our resilience in challenging situations and ways we can ensure we are taking care of ourselves.
3:00 - 3:45pm	Diabetes	Toyah Olson, RN, Kensington Health An overview of what diabetes is, who is at risk, how it is treated and managed.
4:00 - 4:45pm	Resilience and Self-Care	Tori Evans, RN How to build our resilience in challenging situations and ways we can ensure we are taking care of ourselves.
5:00 - 5:45pm	Sensory Spaces	Tracey Willms-Deane Would you like to set up your own sensory space at home? Come a long and find out how to do this.



Sensory Space

We are very lucky to have Tracey Willms-Deane presenting a workshop about creating a sensory zone, and setting up a small sensory space within the stadium. This will provide people the opportunity to see it in action, but also to provide a space for people to get away from the stimulation of an expo and hopefully reset.

For more information:

Email: tlc4u2expo@tlc4u2.co.nz

Phone: Sharon on 027 304 1339 or Olga on 027 216 4878

Scan for more information!



See you there!

McKay Stadium, Whangārei

10.30am - 6.30pm | 12th Dec 2024

