ZedCare Ability Services Pty Ltd



Welcome!

Welcome to <clinic>, the Disability Service that puts you first and aims to create opportunity, promote independence and progression in a safe and non-discriminative environment.

At <clinic> our direction is led by your choice, needs

and goals by providing key disability services to those who seek support.

This handbook is a guide created for you so you can learn more about the disability services that are available to you and how we can help you. Find out all you need to know about us, what we do, the services we offer and most importantly how we will work with you to meet your needs to the highest

standards.

Welcome to the <clinic> family.

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About Us

Our Mission

To work in partnership with the community business and

government, to strive for excellence in meeting the holistic needs of

our clients through the provision of high quality supportive,

recreational, cultural, sporting and welfare programs.

ZedCare Ability Services Pty Ltd Values

Respect

We will listen to you and hear what you say and encourage

independence and respect your decisions, opinions and views.

Honesty

We will be trustworthy, tell the truth and keep our promise to you and always

provide the highest quality service we can.

Confidentiality

We believe privacy and confidentiality is of utmost importance for

you and the organisation.

A picture containing indoor, bird

Description automatically generated



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ZedCare Ability Services Pty Ltd’s Disability Services

At ZedCare Ability Services Pty Ltd we pride ourselves on the personal, client focused and high-quality service that we provide. We follow the National Disability Service Standards in order to maintain excellent results for both you and for us.

Our disability services have been formed from these Standards, so therefore we believe it is not only important to tailor our services to meet your needs but to provide the highest quality services in cooperation with those Standards so you can truly get the most from Community First Step and know exactly what you can expect from us.

At ZedCare Ability Services Pty Ltd we would like to make a difference in the lives of those with disability and to make life easier, fairer and to get people involved and participating within their own communities.

We will endeavor to give you a personal and individualized experience and you will be treated fairly throughout your time with us, choosing to do the things that are important to you. With your help we can continuously work to improve our services to meet your needs and goals.

Discover more about our Disability Services

National Disability Service Standards

* Accommodation / Tenancy assistance
* Assistance with household tasks
* Assistance with daily personal activities
* Assistance with daily personal activities (High-Intensity)
* Assistance with daily tasks in group or shared living
* Assistance with life stage transitions
* Assistance with travel and transport
* Development of Daily Living and Life Skills
* Innovative Community Participation
* Participation in the community
* Specialist Disability Accommodation (SDA)

Standard 1 - Rights

You have them! And at ZedCare Ability Services Pty Ltd it is important to us that you know and understand your rights, so we are here to support you and to provide encouragement, guidance and assistance in any choices that you make.

People with a disability have the right to respect, dignity and to full participation in society. You will receive a service that allows you to maximize your choices for social participation and cultural

inclusion.

We respect your right to privacy and confidentiality of any personal information and records and will uphold your right to make decisions including medical treatment or other interventions.

It is also your right to try new things, and we will assist you to do so whilst ensuring that you are treated fairly and independently.

We welcome your right to talk freely and express your thoughts,

opinions and choices. Therefore, ZedCare Ability Services Pty Ltd will listen to you and support the choices you make, and we will include your family and carers if and when you want them to be included.

“We encouragement are here to support and assist you, you provide in any

choices that you make...

“

Standard 2 -

Participation & Inclusion

At ZedCare Ability Services Pty Ltd our aim is to help people to understand their rights, one of which is being a valued member of their community. We will provide any assistance needed for anyone to participate actively and meaningfully and we can develop connections within the community to help you to do this.

We want you to make the most of the disability service and to not

only take part but feel included as a valued member and it is your

right to decide when and how you do this. As well as it being your

right to decide when and how you have contact with your family and

friends.

ZedCare Ability Services Pty Ltd will support you and help you to take part within the community of your choice, whilst getting to know you and the things you like to do.

We promise to work with you, your family and carers if you

choose so, as well as with organisations within the community if that

is what will help you.

At ZedCare Ability Services Pty Ltd we will also respect

your cultural background and understand the needs and

requirements that may come with it.

Standard 3 -

Individual Outcomes

At ZedCare Ability Services Pty Ltd you can make your own choices about what you want to do and set your own goals. We will support the choices you make and we will be there every step of the way to help you to work towards those goals in the way that you want to.

By working with you independently we can assist you in reaching your goals and we will offer guidance and help you to recognise your strengths and weaknesses so you may learn and develop skills to help you achieve those goals and set even more.

By recognising where you need extra support we are able to communicate with other services, if that is what you need to reach your goals.

We will respect your right to seek support from others, whether that is your family, friends or an advocate of your choice.

At ZedCare Ability Services Pty Ltd we will work fairly with you as an individual irrespective of age, gender, cultural background or sexuality.

We can assist you in reaching

your goals and help you recognise your strengths.

Standard 4 -

Feedback & Complaints

It is important to us that you feel free to tell us what you think about the services we offer and we promise to listen to you. It is your right to share your thoughts and opinions on anything related to the services we offer, your feedback, whether it is good or bad, can only help us to improve our services and we welcome it, without discrimination or negative consequences.

We will keep you informed throughout the complaints process

Inform you of the outcome and the reasons behind it. We are

therefore prepared to change the way things work in order to

continuously improve our services.

You have every right to seek the support from another person, whether that means a family member, carer or support person such as the Ombudsman, a lawyer or an advocate – whatever the issue, we will do everything in our power to solve the problem for you and to improve our services.

Standard 5 - Service Access

You have every right to seek and find the service you need and have access to the support you require fairly and equally.

Feel free to ask about using any services and if it is not available, the reasons why will be explained clearly to you.

We will be here to assist anyone enquiring about our services, with support and advice if needed or a referral to an alternative service if required.

At ZedCare Ability Services Pty Ltd your feedback and opinions about our services are important, and we do make improvements based on your ideas.

We understand that everyone communicates in different ways, we have a variety of ways that you can communicate with us safely, without discrimination and in privacy.

“

We are here to support you, provide

encouragement and assist you in any

choices that you make...”

”

Standard 6 –

Service Management

As a community focused organisation we will always endeavor to meet

service standards and maintain excellent service management by

working closely with our clients to strengthen our systems and to ensure

positive outcomes from any problems that may arise.

We believe excellent staff and training, continuous improvement of

services from your feedback, good working processes and excellent

communication between the team and clients are all key to our service

management.

By being responsive to your feedback and as well as the opinions of other people

with disabilities, families and carers, this can help us to continuously improve

our programs and maintain the high-quality service that we offer.

At ZedCare Ability Services Pty Ltd we have a Board comprised of

people who possess the skills and experience to fulfill the company’s

responsibilities and who monitor the effectiveness of the

organisation’s governance, policies and practices and makes

changes as needed.

“

We believe in creating opportunities and

providing the support and guidance to

those who need it to become a valued

member of their community in the way

they choose.

Did you know ZedCare Ability Services Pty Ltd welcomes volunteers?

We embrace volunteers and encourage the involvement of friends, families and people in and around our community.

It is important for us that our clients have access to a range of different programs and workshops and also get to know other people within the

community. This is also a great way to share activities with friends and family and to partake in the hobbies and interests of your choice, whether it is learning to cook or getting out and enjoying sporting activities locally.

We would love to hear from you or anyone you know who would like to

volunteer. This is one of the best ways to get to know <clinic> and discover what we are all about.

Get involved today with:

Cooking Classes Community Outings Arts and Crafts Sporting Activities Hobbies

ZedCare Ability Services Pty Ltd Working with You

We have lots of ways of communicating with you; through our regular newsletters, face-to-face meetings, annual personal development, planning meetings and occasional surveys for your feedback on our services – letting us know how we can improve.

Plus, we’ll work with you on a day-to-day basis through the services you choose to use.

Individual Plans

At ZedCare Ability Services Pty Ltd we tailor our plans when working with you so they are person-centred and individualised. We record and monitor your goals and aspirations and work with you using different strategies so you can achieve them.

We will offer you guidance and assistance when you need it so you can achieve your goals and we will work closely with you, your carers or family members to give direction to make sure we are all working towards the same goals.

We do this by laying out an individual plan for you, obviously this is subject to change depending on its purpose or indeed its level of achievement, but in essence your goals represent independence, providing meaning and

satisfaction.

Individual plans focus on:



The individual

They are flexible and subject to change depending on progress and other factors Personal goals and aspirations

Unique skills and strengths

Promoting and supporting independence

Individual Plans Structure:

Individual plans are set once per year unless flexibility is needed, in which case they are changed more frequently. Plans are changed following a meeting that takes place at our Centre with yourself and all involved in the process such as:

Team Leader Key Worker

Your Carer or family member

Programs and Events

With so many programs and events happening throughout the year, you will love the chance to try new things, socialise and build friendships, work towards your goals and aspirations and get out in the community and get involved in new activities and experiences.

Our activities and events:

Key Services & Contacts

From time to time you may need to seek another service for support, advice or service, so here are a list of some key contacts for you just in case.

Blind Citizens Australia

Tel: (03) 9654 1400

Email: bca@bca.org.au

Blind Citizens Australia focuses on the concerns of blind and vision impaired people. The advocacy service involves assisting people who are blind or vision impaired with disability related issues in the three main category areas of Social Security, disability services and disability

discrimination.

Culture, Ethnicity and Health

Tel: (03) 9418 9929

Email: enquiries@ceh.org.au

Culture, Ethnicity and Health

provides services to ensure that people from a non- English-speaking background receive the same rights and opportunities to access services that are relevant and appropriate to their linguistic, cultural and religious needs.

Information on Disability Education and Awareness Services

Tel:1800 029 904

Email: ideas@ideas.org.au

Information on Disability Education and Awareness Services is an independent disability information provider offering information to people with a disability, their families and carers that assist people with a disability access relevant services and make informed choices about daily living.

National Disability Insurance Agency

Tel: 1800 800 110

Online: <https://www.ndis.gov.au/form/contact-form.html>

Specialised Disability Accommodation

Important information about ZedCare Ability Services Pty Ltd &

Specialised Disability Accommodation.

We understand that your privacy is important to you. The following information outlines how we protect your privacy, confidentiality and manage your

personal information.

Before we collect personal information, we take reasonable steps to ensure that you know what the information is for.  We will not use personal Information for another purpose unless:

* it is related to the original collection purpose
* we believe it necessary to reduce or prevent a serious or imminent threat to an individual’s life, health or safety
* there is a serious threat to public health or public safety
* the information relates to existing or anticipated legal dispute resolutions proceedings between SDA Options and the individual
* it is required or specifically authorised by law, or required for the prevention, detection, investigation, prosecution or punishment of criminal offences or breaches of law.

Your personal information is used to:

* provide information about our organisation, services and supports
* process employment applications and provide offers of work
* process service applications and service requests
* send details about our activities, research or events
* undertake research or conduct surveys
* invite you to participate in our activities
* administer and manage our services and supports
* process payments
* answer enquiries and deliver services
* provide services in line with client requests
* meet quality service requirements
* resolve complaints and other issues
* meet the regulatory requirements to operate
* report to funding and government agencies

IMTIMANCY AND SEXUAL EXPRESSION

By law providers are not allowed to discriminate against participants regarding their sexual orientation or restrict them in any way.

ACCESSING THE HOUSE AND ROOM

Under the Disability Act, the service provider has the right to enter a residents room (if notice is provided 24 hours before hand) to undertake maintenance work, value the room, or show the room to a prospective resident, buyer or lender. There are also rights to enter a resident’s room without notice in some circumstances such as an emergency, to provide supports, to undertake urgent repairs or to implement a behavioural support plan. It is foreseeable that into the future there will continue to be a need for multiple parties to have access to SDA.

PAYING RENT AND MONEY MANAGEMENT

Currently SDA residents pay rent to the support provider, not the SDA provider. Residents also currently receive notice of rental increases 60 days beforehand and the service provider cannot increase the rent more than once in a six month period. Under the NDIS, the method of paying and charging rent will change. Rent and living costs (such as water, energy and food) will be separate. Living and housekeeping costs will not be regulated, to allow residents control over how they manage their money. Rent will be a maximum of 25% of Disability Support Pension (and Commonwealth Rent Assistance, if eligible). Providers will not be able to receive the SDA payment from the NDIA if they charge more than this amount unless you agree to the charge and there is evidence of an independent market evaluation. This is to make sure landlords are only asking for rent that is fair and reasonable

MODIFYING THE HOUSE

Over time, it is expected that new SDA will be designed to suit the needs of people with disability. However, some SDA at present is not purpose built and may require adaptations or alterations to fit individual needs. It is possible that new residents will require some modifications to these homes. The landlord will be compensated for these through the SDA payment

REPAIRING DAMAGES

In mainstream housing properties, landlords are responsible for all repairs but there are some circumstances where residents are held liable for damage. Mainstream residents have recourse to VCAT if they wish to claim compensation or seek action on damages. SDA residents currently do not have recourse to VCAT on maintenance matters. Under the NDIS, the landlord or SDA provider will receive the SDA payment to fund routine maintenance and property replacement. This should also include property damage in some instances.

NOTICE TO VACATE AND RELOCATION

Currently notices to vacate and temporary relocation notices in SDA are tightly regulated to avoid disrupting residents lives. Some types of notices to vacate require more notice than others, but the minimum amount of notice is 28 days. The Disability Act states when and how residents can be temporarily relocated, such as for the resident’s safety (e.g. a bushfire, flood warning, repairs and refurbishment) or for the safety of other residents. The Act also states that the Public Advocate and the Secretary of the Department of Health and Human Services have to be notified if someone is temporarily relocated. The Residential Tenancies Act 1997, which regulates most other tenancies in Victoria, does not cover temporary relocation. Residents can give notice that they intend to leave the accommodation but there are no protocols to support this process, such as no requirement to provide a notice before vacating and no minimum notice period. Additionally, there is no requirement to find suitable alternative accommodation. Under the NDIS, residents need to be supported to initiate their own accommodation changes to enable increased choice and control over their lives.

People with Disability Australia

Tel: 1800 422 015 Email: [pwd@pwd.org.au](mailto:pwd@pwd.org.au)

People with Disability Australia Inc is a national Australia disability rights and advocacy organisation founded in 1981.

Children and Young People with Disability Australia

Tel: (03) 9417 1025

Email: info@cdya.org.au

Disabled People’s Organisations Australia

Online:

http://dpoa.org.au/contact/



Indigenous Disability Advocacy Service Tel: 02 9687 7688

Email: idas@idas.org.au

Indigenous people with disability, their families and carers when the person they are looking after needs help. Service area - Western Sydney and Regional Centres of NSW

Multicultural Disability Advocacy

Association of NSW Tel: 1800 629 072

Email: mdaa@mdaa.org.au

Services provided to People with disability aged 0 – 65 from non-English speaking background, their careers and families.

Privacy - - - - Being on your own if you want to be, and having things that you

don’t have to show to anyone.

Brain Injury Association of NSW Inc

Tel: 1800 802 840

Email: ceo@biansw.com.au

Glossary

Word

Achieve - - - Advocate - -

Community -

Client - - - - Decision - - - Goal - - - - Government -

Independent - Management -

Information - - Needs - - - -

What it means...

To be able to do something and finish it.

Someone who listens to what you want and gives you the help you need to speak up or to sort out a problem.

Places where most people live and do things, like living at home, seeing friends, going shopping.

Someone who buys something or uses a service. Having a say about what you want.

What you want to happen for you in the future.

The people who make decisions and laws about what should happen for everyone.

Doing things for yourself, as much as you can.

People who are in charge of the service, like the Director, or committee.

Things you get told about.

Things that you require to help you grow and develop.

Problem - - - Program - - - Respect - - - Service - - - Skills - - - - Staff - - - - Standard - -

Understand -

Something that you don’t like, or that doesn’t go right for you. Doing activities that help you learn and achieve things.

To be nice and treat people well.

The location and the staff that are there to help you. Being able to do things well.

People who are paid to help you in the best way they can.

Something that is written that helps services to know what they should be doing.

Your Notes

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