



BUCKETTS WAY Neighbourhood Group Inc.

May 2024 Newsletter



Leanne, Joanne, Luke and Tia



TELSTRA 3G NETWORK

If you have a device that can only use 3G, including a personal alarm, you won't be able to connect to the Telstra network after 30 June 2024.

For Telstra customers: You can check if your mobile phone is impacted by texting **3** to **Ph: 3498**. You will receive a text back either confirming that your devices is compatible with the changes, or advising that it is incompatible.

CHANGES TO THE ADMINISTRATIVE TEAM

Our team is expanding and evolving to meet local demand for in-home Aged Care and Disability support.

This month we have welcomed a fresh face to the team – Joanne – to the role of Ageing and Disability Services Administration Support.

Additionally, three team members have moved into new roles with BWNG to continue their professional development.

Tia has taken on the role of Ageing and Disability Connector. Luke has transitioned from Meals on Wheels Cook to Meals on Wheels Coordinator, and former Meals on Wheels Coordinator Leanne has moved into the role of Community Connector.

We wish Joanne, Tia, Luke and Leanne every success in their new roles.

THE ROAD AHEAD – HELPING OLDER DRIVERS STAY SAFE

Older drivers are being encouraged to use 'The Road Ahead' - a booklet from Transport for NSW to help them stay safe when driving.

Drivers aged 75 years or over are four times more likely to be killed in a crash than drivers in their 20s.

The new booklet includes information on the impacts of cognitive ability, muscle strength and some medications on a driver's ability to notice and react to hazards and the physical capability to drive a vehicle.

It also includes information to support older drivers to continue to drive, or to stay independent if they decide to cease driving.

Copies of the booklet are available from *Service NSW*, by phoning 13 22 13 or through the website www.transport.nsw.gov.au/TheRoadAhead.

CARER HELP

The Australian Government maintains the *Carer Help* website www.CarerHelp.com.au to support people who are caring for someone who is dying.

In this situation the carer is often looking after someone who is very close to them, which makes end of life very emotional and hard to cope with.

The *Carer Help* website provides resources, information and support for carers in this intensely difficult situation.



REMINDER: AGED CARE CLIENT SATISFACTION SURVEY

Thank you all who have taken part in BWNG's client satisfaction survey. Your participation helps us measure and refine our services.

Any people registered as an aged care client with BWNG should recently have received a copy of the survey in the mail along with a postage-paid, return-addressed envelope.

If you haven't received the survey or have misplaced your copy, please contact our team.

We encourage anyone who is yet to complete the survey to please do so.

This is an opportunity for you to tell us what you feel is working or where we could improve and helps us to understand the issues facing local seniors.

Once you've completed the survey you may return it to BWNG by giving it to your Support Worker, dropping it in at our office or posting it using the envelope provided.

If you have any queries about this survey, please contact our team.

Ph: 6558 2454.

NOTICE OF FEE CHANGES

Due to rising costs BWNG's fees will increase slightly at the beginning of the next financial year. We will shortly provide a concise list to all clients of the fees that will be applicable from 1 July 2024.

It has been some time since we last increased our fees, and we remain committed to keeping our services and supports as affordable as possible.

As the only Gloucester-based provider of Ageing and Disability Services, and one of the largest employers in the Gloucester region, funding spent with BWNG is reinvested back into the local economy, which boosts local employment and injects revenue into other local businesses from whom we procure services.

We thank you for your ongoing support and are happy to answer any queries you may have on this matter.



Bruce, Robert, Bonnie and Ray catching up at for Eating with Friends.

EATING WITH FRIENDS VISITS GLOUCESTER BOWLING CLUB

Our April Eating with Friends outing was held at Gloucester Bowling and Recreation club, with great attendance.

Each month we visit a different local venue and catch up with each other over lunch.

If you would like to come along to our next outing please contact our Meals on Wheels Coordinator, Luke.

SAFETY NET PROGRAM – LOCAL HARDSHIP ASSISTANCE

The Safety Net Program is available to support people experiencing hardship due to an unexpected expense such as a vet bill or unusually high energy bill.

We can provide:

- Financial assistance to help afford electricity or gas bills.
- Help with the cost of food.
- Help to afford medicine.
- Information, advice and referral to other support services to help get to the root of the problem.

To access the Safety Net Program please call our team and book an appointment. Our Safety Net Officer will assess your situation with you and identify any assistance that you may be eligible for.

Appointments are available between 10am – 2pm Tuesdays & Thursdays. Please call our team to make an appointment Ph: 6558 2454.