



BUCKETTS WAY

Neighbourhood Group Inc.

December 2023 Newsletter



QUOTA CLUB CHRISTMAS PUDDINGS FOR MEALS ON WHEELS

BWNG's Meals on Wheels recipients will be able to enjoy delicious hand-made Christmas pudding this December from our local Quota club.

We are pleased to be able to source locally-made puddings for our menu, plus support a good cause at the same time.

The Quota Club of Gloucester supports our community in many ways. Made up of community-minded women, their work has a special emphasis on the welfare of women and children, and speech and hearing-impaired people.

Quota member Margaret Andrews kindly delivered the puddings to BWNG where they were gratefully received by BWNG Ageing and Disability Services Team Leader Nicole, and Meals on Wheels Coordinator Leanne.



Nicole, Margaret and Leanne.

KERRI COMPLETES TRAINEESHIP

We would like to congratulate Trainee Kerri on recently completing Certificate III Individual Support – Ageing and Disability.

Kerri has been a diligent and dedicated trainee since early 2022. She has overcome the challenges that often come with online education to attain this qualification and provide quality support to our clients. Well done Kerri!



Support Worker Kerri

SAFER ACCESS TO MEALS ON WHEELS KITCHEN

The addition of a timber platform connecting our Meals on Wheels kitchen to the storage area and main building has made accessing these areas much easier and safer.

We would like to express our thanks to local business Galvin Construction for completing this much-needed improvement for our organisation.



GLOUCESTER

MEDICO HOURS

Gloucester MediCo (The Medical Centre) will be closed Christmas Day, Boxing Day and New Year's Day.

The Centre is open for acute presentations only from 27, 28 and 29 December 2023.

In the event of an emergency please call 000.

HEALTHDIRECT HELPLINE

Ph: 1800 022 222

HealthDirect is an Australian Government service providing free*, trusted health information and advice, 24 hours a day, 7 days a week.

When you call HealthDirect registered Nurses will talk to you about your symptoms. They may offer you a call back, or a video call from a GP.

If your GP is closed and you need health advice after hours, HealthDirect can also advise where to go for help in your area.

The HealthDirect website healthdirect.gov.au also has an online symptom checker to help you decide if you need to see a doctor, and what to do next.

*Call charges may apply from mobile phones.



HOLIDAY MENTAL HEALTH SUPPORT

Although Christmas is meant to be time of celebration, for many people it can be a difficult season.

If you find the holiday period challenging, here are some mental health resources to keep on hand:

- **Mental Health Line**
1800 011 511
- **Lifeline**
13 11 14
- **Beyond Blue**
1300 22 4636
- **Dementia Support Helpline**
1800 699 799

Please also visit:
headtohealth.gov.au or scan this QR code with your smartphone.



Hospital emergency departments are also available during a mental health crisis.

SHINGLES VACCINE

Shingrix (a new Shingles vaccine) has been added to the National Immunisation Program.

A fully funded two-dose course is available for eligible people including those aged 65 years and older, Aboriginal Torres Strait Islander people 50 years and older, and immunocompromised people aged 18 years and over.

Talk to your GP to find out if you should be vaccinated against Shingles.

A FEW NEW FACES AT BWNG

We have recently welcomed a few new team members to BWNG.

- Transport Driver **Dario** transports clients between Stroud and Gloucester using BWNG's wheelchair-accessible vehicle.
- Safety Net Administrator **Jeanette** assists community members experiencing financial difficulty through the Safety Net Program.
- Meals on Wheels Cook **Luke** is supporting Naomi in preparing our freshly-cooked meals and desserts.
- Meals on Wheels Volunteer **Cheryl** helps deliver meals in the community.
- Support Worker **Amanda** provides support services to our clients in their homes and in the community.



SCAM AWARENESS WEEK – WHO IS REALLY THERE?



The last week of November each year is Scam Awareness Week in Australia.

People aren't always who they say. Impersonation scams (criminals pretending to be people we trust) make up three quarters of all scams reported to Australia's National Anti-Scam Centre: *ScamWatch*.

Impersonation scammers can reach you on any medium, including through text messages, websites, social media, emails and phone calls. Scammers often pretend to be government officials, well-known companies, charities, celebrities, law enforcement or even family and friends.

Tips to protect yourself against impersonation scams

Scammers are great at putting you in a highly emotional state (anxious, scared or excited), and changes in technology have made impersonation scams harder to spot. They really can happen to anyone and can look completely legitimate.

Slow down and consider if you are completely sure that you know who you are communicating with, as scammers are getting better and better at impersonating businesses and organisations. Take the time to follow these three steps:

1. **Stop** – Don't give money or personal information to anyone if you're unsure. Scammers will create a sense of urgency. Don't rush to act. Take your time and don't give money or personal information.
2. **Think** – Ask yourself if the call or text could be fake? Scammers pretend to be from organisations or people you know and trust. Tell the suspected scammer that you will call them back, then contact the organisation or person using information you source independently, so that you can verify if the call is real or not. If you're not sure, hang up.
3. **Protect** – Act quickly if something feels wrong. Contact your bank immediately if you lose money. If you have provided personal information call IDCARE on **1800 595 160**.

You can report suspected scams to the Australian Cyber Security Hotline: **1300 292 371** or find out more about scam awareness at scamwatch.gov.au