



BUCKETTS WAY Neighbourhood Group Inc.

January 2022 Newsletter



COVID-19 IN 2022 – AN UPDATE ON OUR SERVICES

With the recent spike in Covid-19 cases across Australia, especially of the Omicron variant, the Ageing and Disability Services industry is experiencing unprecedented staff shortages.

Although we too are experiencing these staffing challenges we would like to reassure our clients that we aim for your services to continue with as little interruption as possible. Please bear with us, as we may need to alter or rearrange services with short notice or offer a different Support Worker if your regular one is unavailable.

Additionally, please rest assured that in the face of these challenges our Support Workers and administrative staff continue to follow the most up-to-date information from the Department of Health while providing your services and supports.

If you require Medical transport, this service continues to operate to both in-town and out-of-area destinations however, trips must be directly to the destination and back.

We're also pleased to be able to operate Meals on Wheels as usual, however, please note our menu may change at short notice due to shortages of some products.

Thank you in advance for your patience and understanding as we face these challenging times together.

If you have any questions or concerns about your services or BWNG's Pandemic Response please feel free to call our team Ph: 6558 2454.



L to R: Ageing and Disability Services team members Corrina, Kylie, Nicole & Chelsea.

HAPPY NEW YEAR!

Wishing you a happy New Year from the BWNG team. We hope you enjoyed a relaxing and joyous holiday season.

Our office reopened Monday 10 January 2022 after the holiday season, with Meals on Wheels deliveries commencing Tuesday 11 January 2022.

As we face any challenges this new year brings, we remain proud of our role in the community, and of the efforts of our team members and the people of Gloucester and surrounds in minimising the local impact of the global pandemic.

We thank you for your support and look forward with determination and tenacity to a fruitful year of community programs, client-focussed disability support, and aged care services that allow you choice and control.

EATING WITH FRIENDS SET FOR FEBRUARY

Emily and Robert are itching to catch up with everyone for our monthly Eating With Friends Lunch, but your safety is paramount so we've decided to hold off a little bit longer. We aim to hold our first Eating With Friends for 2022 in February.

In case you haven't been to Eating With Friends before, let me fill you in:

BWNG usually hosts a \$15 two-course lunch for our seniors on the last Friday of each month, visiting a different local venue.

Everyone is welcome, and it is a fun and affordable way to support our local businesses who have faced so many challenges in the last two years.

Transport to and from your home and the venue is available, for just \$5 if you live in town.

If you live out of town prices vary depending on where you live, but you could call our team to talk about your transport options.

For more information about Eating With Friends please contact our Meals on Wheels Coordinator Emily Ph: 6558 2454



ENERGY ACCOUNTS PAYMENT ASSISTANCE SCHEME (EAPA)

If you are having difficulty paying your gas or electricity bill due to a short term crisis BWNG can provide assistance through the [Energy Accounts Payment Assistance \(EAPA\) scheme](#).

This NSW Government Scheme provides vouchers to be used to pay a portion of your home electricity or gas bills if you are experiencing a crisis or temporary hardship due to an emergency situation such as a medical bill, an unusually high energy bill or loss of income.

We can also help with Telstra Bills through the [Telstra Bill Assistance Program](#).

To access these programmes you will need to meet certain [criteria](#) and will need to have your circumstances assessed in an appointment with BWNG's Safety Net Officer. Assessments are available 10am - 2pm Tuesday and Thursday by appointment. Due to the current Covid situation, over-the-phone appointments are preferred. Please call our team, speak to your Support Worker or call us to make an appointment. Ph: 6558 2454.

MEALS ON WHEELS RECOMMENCES FOR 2022

Volunteers Robyn and Priscilla, as well as team members Emily and Naomi were on-board today for our first Meals on Wheels deliveries of 2022. After a two week break, delivery Volunteers Robyn and Priscilla were looking forward to catching up with the friends they have made on their rounds.



L to R: Robyn, Priscilla, Emily & Naomi.



DEMENTIA SUPPORT HOTLINE

The pandemic had added pressure to the lives of people living with dementia, their carers, families and aged care workers. The National Dementia Helpline is a free telephone service, website and webchat that provides emotional support, information and advice and connects people with government and community support services and programs.

Free call: 1800 100 500

Webchat: [dementia.org.au/helpline/webchat](https://www.dementia.org.au/helpline/webchat)

<https://www.dementia.org.au/helpline>

or scan the QR code to the left with your smart phone.

RATES DISCOUNT FOR ELIGIBLE PENSIONERS

If you are the primary owner of your home and hold a Pension Card or a card from the Department of Veterans Affairs (DVA) you may be eligible to receive a discount from MidCoast Council on your Rates, including Water and Sewerage.

You can apply in person or via email, with your card and application form.



Scan this code with your smart phone for an application form, or more information.

