



BUCKETTS WAY Neighbourhood Group Inc.

March 2021 Newsletter



BWNG Board Members tour the new Facility with CEO Anna Burley & Training Team Leader Erin Lute. L to R: Back ;Robert Sparke, Jodie House, Anna Burley, Erin Lute. Front: Vicky Harris, Bev Fagan, Donna Kemp.

NEW MEALS ON WHEELS KITCHEN IS UP AND RUNNING

BWNG recently took delivery of a purpose-built catering trailer. Equipped with a deep fryer, microwaves, cook top, oven, sinks and refrigeration, it has been purpose built for our Meals on Wheels Service.

Recognising the importance of a dependable hot Meals on Wheels service, BWNG made the decision to purchase the new asset to protect the service for the members of the community depending upon it.

March is our first month of the re-launched hot meal service, and although we are lucky enough to have some of the original Blueprint team on board to fine-tune the processes, we know there are bound to be some speed bumps. If you have any queries or concerns please don't hesitate to phone us on ph: 6558 2454.

INTRODUCING EMILY AND CHRISTINE

Please welcome two new faces to our team: Community Connector, Christine and Meals on Wheels Trainee, Emily.



**New BWNG Team Members
Christine & Emily.**

Christine will work alongside our existing Community Connector, Nicole to give support to both staff and clients in navigating My Aged Care and linking people from our community with the services available to them. As a Trainee, Emily has undertaken Certificate IV in Community Services and will work alongside our administrative staff and volunteers to coordinate our Meals on Wheels service.

We wish Emily and Christine well in their new roles, and are sure they will be valued members of the BWNG Team.

MEALS ON WHEELS: FRIENDLY REMINDER

Meals on Wheels services are subject to strict food safety regulations from the NSW Food Authority that we must stick to.

With the relaunch of our hot Meals on Wheels, here is a quick reminder of a few important points:

- Hot meals must be eaten as soon as they are delivered to you, meaning you must be home to receive your meal. You unfortunately can't arrange for someone else to collect your meal on your behalf.
 - Please place your order by 3pm the day before your delivery.
 - If you need to cancel a meal, to avoid being charged for the meal please let us know before 8.30 am the morning of your delivery. We will of course exercise flexibility in situations where medical issues et c. may require you to cancel without notice.
 - Our volunteer delivery drivers endeavour to make all deliveries as quickly as they can, but they do cover a broad area. Meals are delivered between 11.30 am and 1.30 pm.
- If you have any queries please feel free to have a chat with Emily on Ph: 6558 2454



NEW ROLE FOR A FAMILIAR FACE

You probably know Jamie as the friendly voice of our Meals on Wheels service. As Jamie nears the completion of her traineeship, we're excited to help her transition to a new role in our team. Jamie will soon take on the more face-to-face position of Support Worker. Jamie has done an excellent job coordinating the Meals on Wheels Service and is currently coaching Trainee, Emily, who will take this responsibility on.

FAREWELL LAURA

We're sad to announce Community Connector, Laura has spread her wings, and moved on from BWNG. We have valued Laura's contribution over the last two years. We wish her well in her future endeavours, and welcome Christine into the role of Community Connector.



'YOUR NATTER MATTERS' – ENCOURAGING CONVERSATION

The signs it's time for an R U OK? conversation can be subtle. There might be changes in verbal or non-verbal behaviour. Someone might tell you they're having difficulty filling their days or they might be withdrawing from social situations but by making time to support someone who is doing it tough, you could change, or even save, their life.

Ageing is not without challenges, and a simple chat can mean everything to a friend or loved one who might be struggling. The R U OK? 'Your natter matters' campaign is backed by Stockland CARE Foundation and calls on members of our older generation to use their life experience to support each other through life's ups and downs.

The 'Your Natter Matters' campaign resources include a new conversation guide that will empower you with the tools and confidence to reach out and have an R U OK? conversation. You can find more information at www.ruok.org.au/yournattermatters or contact BWNG to organise a printed copy of the guide.



REGIONAL SENIORS TRAVEL CARD APPLICATIONS ARE NOW OPEN

The regional seniors travel card (RSTC) is pre-loaded with \$250 for eligible seniors living in regional, rural and remote NSW to spend on travel-related expenses. It can be used to purchase fuel, pre-booked NSW TrainLink train and coach services and taxi services.

The card is intended to reduce travel costs for eligible seniors living outside major cities who typically have longer distances to travel and fewer transport options.

Eligible seniors have from 18 January to 30 November 2021 to apply. If you have a 2020 card you will need to apply again to receive a card in 2021.

If you receive an RSTC make sure you activate the cards within 45 days of receiving it. You then have 14 months to use the card before it expires. To be eligible you must be an age pensioner with a valid Pensioner Concession Card, or hold a Commonwealth Seniors Health Card or DVA Veteran Gold Card issued by either the Department of Human Services or Department of Veterans' Affairs. You must also permanently live in regional NSW outside Sydney, Newcastle and Wollongong.

You can apply for an RSTC either through the website www.service.nsw.gov.au, by phoning 13 77 88, or in person at a Service NSW Service Centre.