



# BUCKETTS WAY Neighbourhood Group Inc.

March 2023 Newsletter



## OUR BEHIND-THE-SCENES AGEING & DISABILITY SERVICES TEAM

You may know their voices better than their faces through speaking mainly over the phone, so we thought we would share an up-to-date photo of our Ageing and Disability Services (ADS) administrative team.

While our Support Workers and Volunteers deliver your face-to-face services and supports there is a growing crew of administrative staff hard at work behind the scenes.

These are the dedicated people who:

- Form a bridge between clients, carers, Support Workers, government agencies and other service providers
- Make sense of the funding options available, and help make the best use of your CHSP or HCP funding
- Coordinate the services that support local people to live independently in their own community for longer



Front: Emily, Dianne, Leanne. Back: Laura, Nicole, Rebecca, Corrina, Brooke, Kylie.

## HELP WITH THE COST OF ENERGY FOR SENIORS

Various government-funded schemes are available to help people over 65 with the cost of energy.

Self-funded retirees are eligible to apply for the Seniors Energy Rebate of up to \$200 per household per year which can be applied to electricity (not gas) bills.

Pensioners and veterans may be eligible for the Low Income Household Rebate of up to \$285 per household per year.

You can find out about availability, apply for either of these schemes or explore other help with the cost of living through the Concessions and Rebates page of [www.service.nsw.gov.au](http://www.service.nsw.gov.au) or by scanning this QR code with your smart phone:



Don't forget, if you are experiencing financial hardship which is making it hard to pay bills or affording medicine or food, BWNG's Safety Net Program may be able to help.

Please call our team to make a confidential appointment. Ph: 6558 2454.

## FRIENDLY REMINDER: SERVICE TIME VARIANCE

Just a friendly reminder to please be home and available up to two hours either side of your scheduled service time.

This means, if you have, for example, a regular Domestic Assistance service every Monday from 11 am – 1pm, the Support Worker may arrive between 9 am and 3 pm to undertake the two hours of service.

We understand that this may be challenging at times, and will try to work with you as best we can.

This is due to changes in 2022 to the Social, Community, Home Care and Disability Services Industry (SCHADS) Award (the Award governing our industry's employment conditions).

If you have any questions about the scheduling of your regular services please call our team Ph: 6558 2454.

## CALL 000 IN AN EMERGENCY

Although BWNG does have a registered nurse on staff please remember that we are not an emergency service.

In the case of a medical emergency please **CALL 000.**



## HEARING AWARENESS WEEK

March 1 – 7 is Hearing Awareness Week, which is a week to raise awareness of hearing impairment, ways to protect your hearing, and share advice on how you can continue to live a good life with hearing impairment.

It is recommended that you have a hearing test every one to five years with an audiologist.

Pensioner Concession Card or Department of Veterans Affairs (gold or white) Cardholders may be entitled to partially or fully subsidised hearing services (e.g. hearing aids) through the government-funded **Hearing Services Program**.

Local audiologists who are providers of the Hearing Services program include:

**Advanced Hearing (Gloucester)**  
1800 994 417

**Manning Audiology (Taree)**  
5532 6900

**Hearing Australia (Wingham)**  
6592 4400

You can find out more about the Hearing Services Program at: [hearingservices.gov.au](https://hearingservices.gov.au)

or by scanning this QR code with your smart phone's QR and Bar Code Scanner app.



Rebecca Whitton

## BECK ACHIEVES MASTERS DEGREE

Congratulations to BWNG Nursing Coordinator Rebecca Whitton on achieving her Master of Nursing Degree.

This involved 18 months of online study through the University of Newcastle, with lots of late nights and very little sleep but a whole lot of passion.

With a keen interest in caring for people living with dementia, and education surrounding behavioural and psychological symptom management, Beck chose to specialize in ageing and chronic illness, which included units in dementia and palliative care.

Well done Beck! A fantastic achievement!

## EASTER & ANZAC DAY PUBLIC HOLIDAY CLOSURE

Over the **Easter Long Weekend** of Friday 7/04/2023 to Monday 10/4/2023 inclusive our service availability is as follows:

- Our office will be closed from 4.00 pm Thursday 6/04/2023 and will re-open 9 am Tuesday 11/04/2023.
- Transport services and Meals on Wheels will be closed from close-of-business Thursday 6/04/2023, recommencing Tuesday 11/04/2023.
- Non-urgent services under CHSP will be closed from close-of-business Thursday 6/04/2023, recommencing Tuesday 11/04/2023.
- Urgent services under CHSP will be arranged individually with each client.
- Services under Home Care Packages will still be available every day.
- Disability services will be available every day upon request.

Additionally, our office, transport and Meals on Wheels services will be closed Tuesday 25/04/2023 for **ANZAC Day**. Disability services, services for Home Care Package clients, and urgent services for CHSP clients will be available on request.

If you have any questions or concerns about your services please call our team as soon as possible to discuss your options.

On behalf of the BWNG team, we wish you a safe and happy Easter period.

## EATING WITH FRIENDS RETURNS FOR 2023

BWNG recently hosted our first Eating With Friends get together for 2023 at the Avon Valley Inn.



Guests enjoyed a choice of fish & chips, salt & pepper squid or chicken Caesar salad for lunch.

Thank you to the Avon Valley Inn for hosting a very enjoyable lunch.

Eating With Friends meets the last Friday of most months. If you would like to join us please phone Meals on Wheels Coordinator Leanne Ph: 6558 2454.