



# BUCKETTS WAY

Neighbourhood  
Group Inc.

July 2024 Newsletter



From left: Wendy, Lyndell, Kate, Caroline and Brooke.

## CELEBRATING OUR LONGEST SERVING SUPPORT WORKERS

This month we would like to shine a spotlight on our five longest serving Support Workers, Wendy, Lyndell, Kate, Caroline and Brooke.

Wendy and Lyndell joined our team in 2013, Caroline in 2016, Kate in 2018 and Brooke in 2019, which means between them they have clocked up 40 years of service with BWNG.

During their time with us they have adapted to a great deal of changes. They have seen BWNG take on the provision of Home Care Packages, the implementation of new technologies and client management systems, plus have withstood the COVID-19 pandemic.

Wendy, Lyndell, Kate, Caroline and Brooke, we thank you for your dedication and commitment, and are proud to have professionals of your calibre in our team.

## AGED CARE QUALITY AND SAFEGUARD AUDIT

BWNG recently underwent a routine audit conducted by the Aged Care Quality and Safety Commission, which assesses a provider's performance against the Aged Care Quality Standards.

The auditors were onsite at BWNG for two days, engaging with 19 clients, 16 client representatives and 21 staff, as well as spot-checking numerous files, policies and procedures.

At each briefing all three auditors expressed how impressed they were with the feedback from the clients they spoke with, saying our groundwork with clients is exceptionally good.

We would like to express our thanks to everyone who participated. We appreciate you taking the time to speak with the auditors and provide your feedback and opinions.

We value these routine audits as a way to benchmark our performance within the industry, and ensure we are ticking all boxes in this complex and varied field.

We will receive the results from the audit in a number of weeks.

## SHARING YOUR HOME TO REDUCE THE COST OF LIVING

Leasing part of your home to a lodger or housemate, even on a short-term basis, can help with the cost of living, provide companionship, and reduce isolation.

If this is an option that you would like to explore, please speak to our team, as we know of other local seniors seeking to share accommodation.

Additionally, Legal Aid NSW can provide free legal advice on entering a lodgement or house-share arrangement, help protect the rights of all parties and assist you in deciding if this is the right option for you.

Legal Aid NSW holds free legal advice clinics at BWNG on a fortnightly basis.

To be put in touch with other seniors looking to share accommodation, or to make a Legal Aid Appointment please contact our team.

Ph: 6558 2454.



## CHRISTMAS IN JULY THEMED EATING WITH FRIENDS

Our Eating with Friends group recently made the most of the cooler weather by enjoying a hearty Christmas-style fare at Three Hungry Birdies Bistro, at Gloucester Country Club.

Although it was a cold, miserable day outside the roast Lamb was delicious, and everyone enjoyed Christmas pudding with custard for dessert.

Our next Eating with Friends lunch will be held at Nannas Homewares on Friday 2<sup>nd</sup> August. To reserve your seat contact BWNG's Meals on Wheels Coordinator, Luke. Ph: 6558 2454.

## HAPPY BIRTHDAY TO US!

Incorporated on 12<sup>th</sup> July 1989, BWNG just marked 35 years of service.

Originally formed to secure funding for a speech pathologist for the hospital, our organisation has expanded and evolved in response to the needs of our community.

In 2024 we are one of the largest local employers and the only 'home grown' provider of aged care and disability services.

We look forward to our next 35 years of service.



Paula with BWNG Connections Program Officer Amber.

## NAIDOC 'LOUD & PROUD' DISPLAY WINNER – MILADY SALON

We were pleased with the enthusiastic response the 'Loud and Proud' Door and Shopfront Display Competition received from local businesses for NAIDOC WEEK 2024.

Although competition was tight, first place was taken out by the striking window display representing The Bucketts, created by Paula Standen of Milady Salon. Congratulations Paula! Paula has won a \$100 voucher to enjoy at local eatery Batter and Dough.

The competition was a joint project between BWNG and Gloucester Worimi First Peoples Aboriginal Corporation and encouraged local businesses to decorate shop fronts or front doors in the spirit of this year's NAIDOC theme: 'Keep the fire burning – Blak loud and proud'.

## DIRECT DEBIT NOW AVAILABLE

We are pleased to announce a convenient new payment method that you may choose to use to manage your BWNG account: Direct Debit.

Direct Debit is an option which allows us to automatically collect the amount owing on your BWNG statement directly from your bank account on the due date, saving you the hassle of travelling to the office or calling to pay over the phone.

To make use of this payment method you must:

1. Ask for a *Direct Debit Request Form* from BWNG
2. Read the Service Agreement on the *Direct Debit Request Form* to decide if this option is right for you, then;
3. Complete and return a *Direct Debit Request Form* to BWNG.
4. Once your *Direct Debit Agreement* is in place, you should check your bank account after each payment to verify that the amounts debited from your account are correct.

You may change, stop, or defer an individual payment, or cancel or suspend the Direct Debit arrangement at any time by providing BWNG with 14 days' notice, either in writing or over the phone.

If you would like to arrange to pay future BWNG accounts via Direct Debit, please contact our team and ask for a Direct Deposit Request and Service Agreement form.

If you have any questions about the Direct Debit payment option, please contact our team. Ph: 6558 2454.