

Cottage Courier

FEBRUARY TO MARCH 2015



Letter from the Editor

Hi everyone,

My name is Renee Dean, I am a staff member situated mostly in the Bell and Outreach Programs.

I am trying my hand at being the editor of this months Cottage Courier, and it certainly has been a great challenge, especially considering I haven't worked on a computer in over 12 years and I'm not familiar with publisher at all! I have to say I like it....

In this edition of Cottage Courier you will find reports written by staff, a craft activity and positive thought on page 5, dementia facts page with different services available on page 8, a mouth watering recipe from Merilyn on page 13, a joke that will make you shake with laughter on page 15, and more.

I hope you enjoy this edition. Thanks for taking the time to read The Cottage Courier. Until next time!

Thank you

From Editor: Renee Dean

Disclaimer: Information contained in this newsletter is believed to be true and correct at the time of Publication. This newsletter is provided for information and awareness purposes only. People should make their own enquiries and judgement concerning any information, services or products contained within. The views expressed on this newsletter are not necessarily those of Myrtle Cottage.



Myrtle Cottage Group

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www.myrtlecottage.org.au

Elizabeth's Exciting Edit

Manager's Report



Hi all, this is Elizabeth writing, well it is the pretend me.....Margaret.

I am writing this report because Elizabeth is on holidays and will be away until the end of May. Don't fear she will be back for the next newsletter with lots to tell us, I am sure.

My first day back at work after my lovely, relaxing holiday which included a cruise to Fiji (the ship returning just after the Queensland cyclone) was for the Volunteer and Staff Planning Day. It was a fun day with:

- ♦ Staff trialling other staff member's positions and being a volunteers,
- ♦ Volunteers being transported and being a members,
- ♦ Training provided about Complaints, and
- ♦ A workshop on what we do well, could be better and need to review.

The feedback for the day was very positive and encouraging to try doing this each year.

We have had two Medical Students in the last two months: one completing the DT program survey and the other completing the Bell program survey. There were some great suggestions made like more male activities and punctuality of the buses. These are great suggestions and the staff members are working on solutions. Please remember if you have any ideas or suggestions let the staff know in writing or they can write it for you.

Finally I apologise for the lateness of this newsletter. I have started implementing some strategies to ensure the newsletter goes out in time.
Until Elizabeth return, thanks for reading my report

**Margaret Donnelly,
Assistant Manager**



Ageing & Disability



Sarah,
Warren
Chris,
Rochene,
Joanne,
Connie
(Merilyn)

Please Note: The Diversional Therapy Program operates at Myrtle Cottage five days per week. This program is specifically designed for younger people with a disability or people who are frail aged. The article below relates to this group only.

Hi everyone,

We started off the month of February on an outing with the Thursday group to MT Annan Gardens, touring around the different picnic areas and chatting about the trees and how the gardens have changed, the new housing development you can see from the top of the hill followed by lunch at Campbelltown Catholic Club for a lovely meal.



Wednesday group headed off to the Master Builders for a buffet meal and had a lovely surprise visit from Sarah our staff member and her beautiful baby girl, she has grown so fast.

Tuesday group went sightseeing about the Wollondilly area of The Oaks, Picton and Thirlmere and reminiscing about the vintage buildings and how different they are today followed by lunch at Tahmoor Inn, if anyone is thinking about a day out for a drive and lunch Tahmoor Inn has beautiful food and the atmosphere is very nice.

Monday group enjoyed a day at the movies, so members had a chat with our staff member Jo while others watched the movie, I don't know what was going on there but there was a lot of noise and laughter happening which is awesome for the soul.

We had some toe tapping entertainment from the Evergreens who donated their talent and time to celebrate the 100th year of Gallipoli, a big thank you to you guys. Our members had a great time singing and clapping along.

Friday group outing was changed from Thirroul Beach to the Collegians due to cool weather, but still had fish and chips!

During Seniors' week we enjoyed attending Ingleburn RSL to play bingo and lunch, Campbelltown Catholic Club for a fantastic concert and lunch, Mt Annan Garden for a BBQ lunch and played celebrity heads, family feud and Australian trivia. Tuesday group at Nepean Dam for morning tea, a walk across the dam wall and lunch at Bargo pie shop. Our open day was a great success providing a tour of what we have to offer at the Cottage which attracted new members to our programs.

A guest speaker from Legal Aid donated their time and provided members with information on the importance's of wills. A big thank you to Legal Aid.

A new activity has been added to the up coming program: a cooking group. Members will be making beef burgers and fish cakes for lunch - yum!



Upcoming programme April-May programme

- Guest speaker the importance of exercises and stretching.
- Cooking group
- Dance classes with Jessica

Chris Staraj

Aged & Disability Co-Ordinator

Donations Received:

Donations: Maureen \$10, Kerry \$6.20, Jasmine \$10, Margaret \$65, Lorna \$5, Brian \$2, Ann \$5, Vinayak \$50, Ed \$10, Ingleburn Stall \$81.65

Remember all donation over \$2 are tax deductible.



Wish list

More items
for the
Raffle prizes
please!

Craft Activity

Decorative Sand Jar

You will need:

- ◆ Coffee jar
- ◆ Coloured Sand
- ◆ Lace

Method:

- ◆ Clean and dry coffee jar.
- ◆ Using a funnel spoon pour
- ◆ your favourite colour into the jar.
- ◆ Fill to the top.
- ◆ Place lid on the top
- ◆ Tie a pretty lace around the top.

Wallah a lovely decoration in your bathroom!



From the Improvement box

Date: 14th April 2015

From: Volunteer

Issue: Frequently hearing complaints from members on the buses. Members were not aware of the complaints form.

Action: An announcement form for the DT program was implemented explaining the training offered to volunteers and staff regarding the complaints process. It was suggested that the form be

changed and members be reminded.

Date: 29th April 2015

From: Member

Issue: Could you instigate phone call reminders for members (particularly visually impaired) when they are absent the week before outings.

Action: Refer to DT team meeting for a solution.

Bell Program



Please Note: The Bell Program operates Tuesday, Wednesday, Friday & Saturday for Campbelltown, Monday & Thursday for Wollondilly and Wednesday for Camden. This program is specifically designed for people with Dementia/ Alzheimers. The article below relates to this only



Hi Everyone,
The senior's concert specifically for people with dementia was held at Wests, we had a total of 50 people attend. We were lucky enough to have some students from Campbelltown TAFE join us, they helped with serving the members and also assisting members to and from the dance floor. It was great to see so many happy faces, it was hard to work out who was having the most fun at times.

The Bell program surveys were all sent out, Tunt our medical student has called everyone for their responses. The overall result was great, your suggestions and feedback on what is working and what we can improve on is appreciated.

Part of the conclusion was members and carers of the Bell/Outreach program are vastly satisfied with the care and services provided by Myrtle Cottage. It was suggested the times of pickup and drop off were more punctual, we try to keep to the same time every day, but due to so many variables it



HAPPY BIRTHDAY

FEBRUARY: Benny, Mary & Edward

MARCH: Victor & Harry

APRIL: Leonard, John, Marie, Gerda, Maureen, Muriel, Dulcie, Reginald & Lance

does change from time to time, we will continue trying to accommodate all your needs. Some requested information on other services for people with dementia, please see my fact sheet for some suggestions on services you may be interested in. I would like to thank everyone for participating, especially Tunt for his informative conclusions from your responses.

Outing on the 1st of April if weather permits we are planning on going to the Botanical Gardens for a picnic, our Outreach program from Mt Annan will also be joining us.

Hope you all had a nice Easter break.

Until next time

*Christine Turner
Bell Program Co-Ordinator*



**Do you know a volunteer who deserves
recognition for the work they do?**

**Volunteer Nomination forms are in the
foyer information carousel**



LOST PROPERTY

If you have misplaced an item please see staff. The Lost Property Box will also be placed on the Trading table for people to identify their belongings.



Dementia Fact Sheet

Some Dementia Services in the Macarthur Area

After Hours & Weekend Day Care Service

Campbelltown Meals On Wheels

Camden District Activity Centre

Camden Meals On Wheel Inc

Carrington Overnight Respite Program

Carrington In Home Support / Respite

HACC Carer Coordination Service; Macarthur Disability Services

HammondCare – In-Home Respite Service

HammondCare – Respite

Macarthur Dementia Advisory Service

MDSI –Multicultural Seniors Group

Macarthur In-home Support Program

Myrtle Cottage – Bell Program

Respite Services Camden Hospital

Reslink

Specialist Mental Health Service for the Older Person

SWS Commonwealth Respite and Carelink Centre (CRCC)

The Benevolent Society Help At Home Program

Uniting Care South West Community Care

Polish-Australian Welfare Association

Who is a Carer?

Carers Payments

What is Carers NSW?

What is a Carer Support Kit?

What if you have a problem with a service?

Residential Respite

Information on other General Services

If you require this booklet or any contact information regarding any of these services please contact me on 9426 3114

RECREATION PROGRAM



NEWS FROM THE WANDERERS

Connie and Penny

Please Note: The Recreation Program operates Friday & second Saturday for people aged 18 to 60 years with a disability. The article below relates to this only

Hello to all the Whacky Wanderers, Aqua Golf at Penrith was lots of fun filled with laughter as we had some hits and misses. In the end there could only be one winner, well done to 'Andrew'. Chinese lunch was nice to finish the day at Panthers.

Towradgi Beach Hotel was our next outing we all enjoyed the beach drive. The atmosphere was awesome. Feedback from members was positive so we will be definitely going back later on in the year. Members bought gifts for family and themselves at Parklea Markets. Friday markets is great because it wasn't as busy as the weekend.

Featherdale Wild Life Park was great, amazing to see lot of feathered friends. We got the



chance to feed the wallabies and touch a Koala. We were also lucky enough to have a photo with a Koala. The crocodile looked fake I asked the park attendant and they said it was real, it still looked fake to me.

The members dared me to jump the fence and find out. I told them Elizabeth and other members would miss me. Then



the croc winked wow lucky for me I stayed on the right side of the fence.



HAPPY BIRTHDAY

FEBRUARY: Andrew

MARCH: Kathy O

APRIL: Kath W,
Brittany, Mark &
Helen

In March we were off to the Ingleburn Alive Festival, we watched dancers, talked to politicians, the Lions Club and also visited our own Myrtle Cottage stand.

I would also like to say farewell and good luck to Alison from all the Volunteers, Staff and her much loved friends The Wanderers as she has moved out of area.

Connie and Penny

Recreation Team



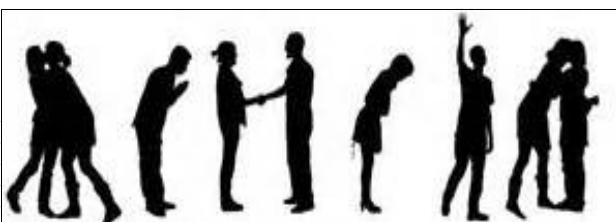
Member Update

Welcome back:

Bev J & Frank S

*Members that have left the
Cottage:*

Raymond M, Rita M, Norma H
& Alison H



**Welcome to all
our new Members:**



Hair cuts

Anyone wishing to get their haircut whilst at Myrtle Cottage can make an appointment with Merilyn. **Cost \$10.00**
Phone the Cottage: **9426 3100**



Link up to Linkline



Please Note: The Linkline Program operates Monday to Friday at allocated times for an hour. The article below relates to this only

Merilyn

February was a pleasant month we had a couple of good outings to the Catholic Club and Master Builders, Tahmoor Inn and Dumaresq Street Cinema. There aren't a lot of Linkline members joining the outings these days as they are becoming more frail. While the members are still enjoying the chats and the laughs there aren't as many members keeping up with the quizzes although a couple still ask to do them. I will continue to send them to the members as it stimulates their minds and memories. Eventually when we build up our numbers again it will be fun to share these conversation starters. I was away during the last two weeks of



February and went Down to the Bellarine Coast for 5 days of golf at some stunning courses and then to Tasmania for the rest of the time. If you ever get the chance to go to Tassie or Melbourne coast areas take it up,

both extremely beautiful parts of Australia.

I can never say enough about the volunteers at Myrtle Cottage the ones that help me in the Kitchen are brilliant and hardworking and the guys who pop in from the DT program to see if we need help are also awesome, the drivers who always ask if there is shopping to do and the others who run errands to food bank. Thanks we really couldn't do it without you all. Today I took two different volunteers through the process of making scones so that when I'm not here they can do it for you. They asked because they really want to be able to give you what you want on the days when I'm not here.

March has been a bit up and down weather wise but the programs both DT and Linkline have been going well with a couple of outing opportunities to catch up with the members and have a chat. Seniors week was in

March we have been to the Catholic Club for a concert and lunch plus Ingleburn RSL for bingo and lunch as well as a great picnic BBQ at Mount Annan, my favourite and from the feedback the members have all enjoyed it very much. I think the BBQ at the cottage on the Friday was a nice change of pace and we had a few people come through for the open day.

That's it from me you should fine a nice recipe on the following page

Stay safe.

Merilyn Gear

Your Linkline Co-Ordinator.

HAPPY BIRTHDAY

FEBRUARY: Therese, Marie and Merle

MARCH: Sharryanne, Beryl and Debbie

APRIL: Elaine, Patricia, June & Margaret

FROM THE KITCHEN

Anzac and Lemon

Tart

- 300g Anzac biscuits
- 60g unsalted butter, melted
- 3 tablespoons honey, plus extra to serve
- Finely grated zest of 2 lemons, plus 150ml strained lemon juice
- 395g can sweetened condensed milk
- 1/2 cup (125ml) pure (thin) cream
- 4 eggs
- Thickened cream, to serve



Method

1. Preheat the oven to 170°C.
2. Place biscuits in a food processor and whiz until fine crumbs. Add butter and pulse to combine. Press crumb mixture into

the base and sides of a 4cm x 22cm round loose-bottomed tart pan. Chill for 30 minutes or until firm.

3. Place honey, lemon zest and juice, condensed milk, cream and eggs in a bowl and whisk gently until combined. Pour into the tart case and bake for 35 minutes or until just set but the center still has a gentle wobble. Cool in the pan to room temperature, then place in the fridge and chill for at least 2 hours or until cold and set.
4. To serve, slice the tart and drizzle with thickened cream and extra honey.

Warren's Wisdom



Warren

Transport Report

Fall Prevention Information: Helping Seniors Keep Their Footing

The right type of house shoe can really make a difference when it comes to preventing seniors from falling. Not only do older adults have to account for comfort in their footwear, but also design aspects so that they're less likely to slip, trip or stumble.

Falls and fall-related injuries are the leading cause of injury deaths among older adults. Fall-related hip fractures account for approximately 25 percent of injury deaths among those over age 65, and 34 percent of injury deaths among those aged 85 or older.

Footwear information for older adults that can reduce chances of falling:

- Do not wear worn out shoes or footwear that is too flexible. Look for shoes with midsoles that are sturdier and not too flexible to ensure better stability.
- Size definitely matters when it comes to wearing properly fitted shoes – if shoes are too big they can be a burden to walk in – if they're too small they can cause **unwanted foot conditions** such as **calluses** and **corns**, which could lead to foot pain when walking, increasing the risks of falling.
- Open back footwear can be a bad choice because shoes without closed heel designs could cause instability due to an insecure fit.
- Shoes that put you too high can cause you to lose balance. Avoid shoes with a $\frac{1}{2}$ " sole or bigger; and stay away from shoes with insoles that are padded too much (too much padding raises the wearer).
- Heavy, thick soled shoes can be a problem for seniors even though they do provide stability – they may not always be the best. Lightweight **shoes** are recommended because they're easier to walk in, but make sure they're not too flimsy or have too much flexibility at the midsole.
- Sole tread design can also lead to falls – too smooth can cause slips, too much grip can cause trips.
- The higher older adults are from the ground the more they are at risk of falling, so selecting shoes with low profiles, low heels and wider designs that have more contact with the ground are recommended.
- Hook and loop closures are ideal because they tend to be easier to

adjust for seniors, but they shouldn't be left unattached as this could cause an improper fit, which could result in a fall. Lace closures are also good if they're tied securely to provide a comfortable, secure fit.

Warren Kean Transport Co-Ordinator

JOKE OF THE MONTH:

The Mall

An Antartian boy and his father were visiting a mall. They were amazed by almost everything they saw, but especially by two shiny, silver walls that could move apart and back together again. The boy asked his father, "What is this, Father?" The father [never having seen an elevator] responded "Son, I have never seen anything like this in my life, I don't know what it is." While the boy and his father were watching wide-eyed, an old lady in a wheel chair rolled up to the moving walls and pressed a button. The walls opened and the lady rolled between them into a small room. The walls closed and the boy and his father watched small circles of lights with numbers above the walls light up. They continued to watch the circles light up in the reverse direction. The walls opened up again and a beautiful 24-year-old woman stepped out. The father said to his son, "Go get your mother."



DONATIONS & BEQUESTS

Please remember the following methods are available to support the Cottage and secure its future.

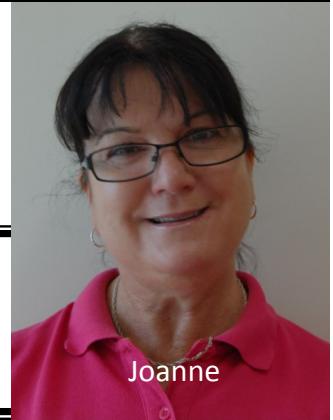
Donations:- These are fully tax deductible and can be made by cash or a cheque payable to Myrtle Cottage

Bequests:- A bequest is a gift arranged during a persons lifetime but which does not pass to the beneficiary until the future.

We realise that most people involved with the cottage have directed the proceeds of their estate in their wills to family/friends etc. There are however, people who decide to direct the proceeds of their estate, either in full or part to Charity. We would like these people to consider a bequest to Myrtle Cottage. If you require further information on how to make a bequest

The Volunteers Voice

This column is for volunteers. It provides a summary of the volunteer meetings held, any notices or issues for volunteers & provides an opportunity for volunteers to have their say



Joanne

Welcome everybody .

We have had some great outings lately which members have enjoyed very much. Once again Thank you to all our volunteers that make this possible. Our day at the Collegians Club was very nice and we had a great meal for only \$5.50 which we all enjoyed. Also we had another great outing at Mt Annan gardens we managed to find a sheltered area we had a nice morning tea followed by a BBQ lunch which was cooked by our wonderful Volunteers so thankyou so much it was a great day. We have also had some Volunteers Birthday so happy Birthday to you all hope you had a great day. Until our next report have a great and safe Easter take care of yourselves and each other.

Joanne Greenwood Volunteers Voice

<i>New</i>	• Teresa	• Tanya	• Zlatko	• Victoria
<i>Volunteers:</i>	• Collette	• Josip	• Shaun	• Anne
• Philip	• Sandy	• Melissa	• Linda	• Jasmin
• Denise	• Tala	• Amanda	• Sonya	
• Lorna	• Odette	• Luciano	• Janet	
	• Gina	• Colin	• Lisa	

**The Trading table has raised
\$505 since the last newsletter.**

Larger items can be photographed and placed on the notice board.



We cannot sell clothing or footwear as we are not licenced.

Client Advisory Committee

Date: 7/4/2015

Attendance: Brian F, Andre M, Helen M, Sue P, Sheila J, Elizabeth D

Apologies: Robyn O, Ann G, Jerry B, Janice M, Lynette I

Item	Discussion	Outcomes/solutions
Business arising	Consultation to be increased to identify activities of interest	
Training attended or required	Staff and Volunteer training in February – Complaints process	Good feedback was received and volunteers were happy to learn about processes in place. Many good ideas were discussed and some planning for the future is being considered
	Strapping wheelchairs in vehicles	Refresher training is being completed for both staff and volunteer drivers
Policy development, review and Implementation	Review – Conflict of Interest for Board members	New policy was reviewed and some corrections noted
WH&S	Toilet locks – following the replacements of locking mechanisms, further faults were identified with the handle mechanisms also.	All toilet locks and handle mechanisms have now been replaced
Strategic Plan Updates	TPV review – update – discussion occurred about the process underway. The TPV review is due to finish by the end of April	Margaret and Elizabeth working to complete this process and ensure all standards are covered by the Cottage

Item	Discussion	Outcomes/solutions
Other business	Consultation to be increased to identify activities of interest – Members of the advisory expressed some concern that suggestions for outings/ venues are made for DT but these are not always available when programs are finalised	Discussed current process that will see a ‘planning’ session introduced as part of each program. This will facilitate members proposing venues/ activities and these will be recorded for reference by coordinators. Advisory members thought this a good idea
	Raffle prizes – New prizes have recently been purchased to top up our stock. Also actioned suggestion to add ‘edibles’ to each daily prize.	A quantity of daily prizes has been wrapped and made available. Staff has been allocated to keep this
	Vacancies in Advisory Group have increased significantly as members left in recent months.	Elizabeth / Margaret will approach each day group and assist current committee members to promote the advisory, so new participants are attracted.
	Ingleburn Festival – recently held a stall to promote the Cottage.	Over 100 bags with information and promotional material were handed out during the day

donations Box

Thanks to members making use of the donation box for loose change etc.

Every *little bit counts*. The total received since the last newsletter is **\$56.00** which brings the total since July 2014 to;

The Donation box is located near the entrance to the activity room. (it's the slot in the wall)





Do not regret getting older. In the end its not the years in your life that count it's the **life** in your years. Celebrate your Birth!

February	Janet	Volunteers:	Dansoa	Dorothy
Members:	Marie c	Antoninette	Dave	Kerrin
Shirley	Benny	Denise	Jeraldine	Staff:
Merle	Josie	Sharon	Olga	Sarah
Valda	Sheila	Ann	Roslyne	Swaran
Andrew	Michael	Colin	Josip	Sharny
Klare		Susan	Debbie	



March	Kathleen	Volunteers:	Ron
Members:	Janet	Therese	Lorraine
Sharryann	Shirley	Chizuko	Audrey
		Frank	Mary
		Pamela	Fay
		Pat	



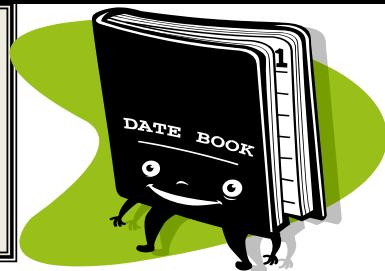
April	Harold	Helen C	Ray
Members:	June	Patricia	Jean
Brittany	Margaret	Volunteers:	Staff:
Helen S	John	Shaun	Donna
Kath	Beverly	Moira	Carey
			Susan
			Elizabeth

Confidentiality:

Due to privacy laws we are unable to give out personal information e.g. address and phone number. It is very important to exchange contact details with people you would like to be in touch with outside the Cottage.



Important Dates to Put In Your Diary



- | | |
|--|---|
| ❖ 2/6/15 - Client Advisory Committee Meeting 10.00 am | ❖ 13/10/15 - (Tue) Staff Meeting 3.30 pm |
| ❖ 8/6/15 - (Mon) Queens Birthday Holiday | ❖ 28/10/15 - AGM |
| ❖ 25/6/15 - Happy Feet Project Day - Podiatrist | ❖ 29/10/15 - Happy Feet Project Day - Podiatrist |
| ❖ 27/6 – 12/7/15 - School Holidays | ❖ 25/11/15 - (Wed) Combined Christmas Party |
| ❖ 3/8/15 - (Mon) Bank Holiday Cottage closed | ❖ 1/12/15 - Client Advisory Committee Meeting 10.00 am |
| ❖ 4/8/15 - Client Advisory Committee Meeting 10.00 am | ❖ 5/12/15 - (Sat) Bell Carers' Christmas Party Parties |
| ❖ 6/8/15 - Happy Feet Project Day - Podiatrist | ❖ 10/12/15 - Happy Feet Project Day - Podiatrist |
| ❖ 10 – 14/8/15 - Client Advisory Committee Nominations (Monday, Tuesday and Wednesday) | ❖ 11/12/15 - (Fri) Volunteer Christmas Party |
| ❖ 27/8/15 - (Thurs) Staff Training day – Cottage closed | ❖ 14 – 18/12/15 - Daily Christmas |
| ❖ 17/9/15 - Happy Feet Project Day - Podiatrist | ❖ 18/12/15 - (Fri) DT & LL last day for the year |
| ❖ 19/9 – 5/10/15 - School Holidays | ❖ 19/12/15 - (Sat) Recreation Program last day for the year |
| ❖ 5/10/15 - (Mon) Labour Day Holiday | ❖ 19/12/15 - (Sat) Bell Program last day for the year |
| ❖ 6/10/15 - Client Advisory Committee Meeting 10.00 am | ❖ 4/1/2016 - Return Mon |

Myrtle Cottage would like to thank the following for their generous support:



- ☺ **Ingleburn RSL Club**
- ☺ **Ingleburn Rotary Club**
- ☺ **Ingleburn Lions Club**
- ☺ **Ingleburn Quota Club**

Find A Word hidden message Answer:
CACAO TREE
THEOBROMA
THE SEEDS OF THE
ORIGINALS FROM
CHOCOLATE
messag e Answer:
Myrtle Cottage Courier

Service of the month: Law Access

Do you one of your clients have a legal problem and don't know where to go for help?

LawAccess NSW is a great starting point to get legal help. We are a government telephone service that provides free legal help for people who have a legal problem in NSW.

We can help with a range of legal problems or questions including:

- money owed
- credit problems - pay day loans, credit card debt
- buying goods and services
- fines
- crime
- traffic offences
- family and relationship issues
- access to children or grandchildren
- issues with NSW Community Services (formerly DoCS)
- issues at work
- discrimination
- issues with the Police
- taking care of business (wills, power of attorney, enduring guardian)

Our legal information staff can help by:

- giving legal information
- putting people in touch with other legal services, for example, the Aboriginal Legal Service, Legal Aid NSW, a Community Legal Centre, or a Tenancy Service
- in some cases, arranging for one of our lawyers to give legal advice over the telephone.

Our lawyers can give advice in family, civil and criminal law.

We have Aboriginal staff to assist our Aboriginal customers.

People with people with disability are one of our priority customers for getting help.

Our website www.lawaccess.nsw.gov.au is a great place to:

- access easy to read legal resources
- find legal information
- access LawAssist, a website to help you if you are representing yourself in a court or tribunal. The current LawAssist topics are: Debt, Car Accidents, Apprehended Violence Orders, Fines, Fences

(Neighbours) Employment Rights, Recovery of goods, Driving offences & crime

How to get in touch with LawAccess NSW:

Call LawAccess NSW on **1300 888 529** between 9am and 5pm, Monday to Friday (excluding public holidays).

If a person uses a telephone typewriter (**TTY**), they can call 1300 889 529.

If a person is Deaf, hard of hearing or has a speech impairment, they can contact LawAccess NSW through the National Relay Service (**NRS**):

- Voice: 133 677
- Speak and Listen 1300 555 727
- Internet Relay: www.relayservice.gov.au
- Video Relay: Choose the available NRS video relay contact on Skype

And ask for LawAccess NSW on 1300 888 529.

Policy of the month

Conflict of Interest Policy for Board Members — Continued..

The Chairperson of the Board or Manager must take accountable action ensuring the decision-making process is fair, unbiased and impartial and considering:

- How serious the matter is?
- Whether it directly impacts on the rights and interests of a specific individual or Myrtle Cottage Group as a whole.
- Whether the Board Member has a current or previous personal, professional or financial relationship with a client member or provider and if so, the significance of the relationship.
- Whether the Board Member and anyone associated with the Board Member could benefit from, or be detrimentally affected by, a decision or finding in favour of, or adverse to, an interested party.
- Board Members must always act in a professional and ethical manner and not abuse the powers afforded to them as Board Members and must always act in the best interests of Myrtle Cottage.
- Board Members should not obtain gifts or opportunities for personal benefit from any service provider or client of Myrtle Cottage Group. All gifts must be declared, and the Chairperson of the Board together with the Manager will determine by consensus on how to deal with each in-

stance. (see Acceptance of Gifts Policy)

Procedure

- Board Members must be open and honest about, and disclose, any conflicts of interest as soon as they become aware of them.
- To make a disclosure, a Board Member should discuss the matter with the Board and the Manager and then complete the 'Conflict of Interest Disclosure Form'
- The Chairperson of the Board together with the Manager will determine by consensus how the conflict of interest will be addressed in accordance with this policy.
- On the form, the Chairperson of the Board together with the Manager will detail their decision and reasons for decision.
- When either the Chairperson of the Board or Board Member or Manager becomes aware of a potential conflict of interest, they should discuss the matter with all of the Board Members and submit a completed disclosure form.

Information in the Conflicts of Interest Register is confidential and only accessible by the Chairperson of the Board and the Manager unless the conflict is with the Chairperson of the Board or Manager as individuals at which point only another appointed Board Member is to have access to the information pertaining to the conflict.

When addressing conflicts of interest disclosures, the Chairperson of the Board together with the Manager will:

- Make decisions based on relevant facts and evidence.
- Conduct the decision-making process without undue delay.
- Deal with the Board Member sensitively and with regard to the specific issues of the situation.
- Ensure all parties involved are afforded an opportunity to be heard and to respond to any allegations.
- Protect confidentiality and privacy to the fullest extent possible.
- Keep records in accordance with legislation, policies and guidelines.
- Ensure support and advice is available to all involved.
- Take into account cultural and linguistic diversity, and the needs of Aboriginal and Torres Strait Islanders.
- Take into account the needs of people with a disability.
- Take into account anti-discrimination, harassment and bullying policies and legislation

AGM

ANNUAL GENERAL MEETING

Our AGM is on the **28th of October** so start putting on your thinking caps: WHO WOULD YOU NOMINATE FOR THE 2015 ACHIEVEMENT AWARD?
Don't forget Membership is due 30th June

I am looking for a Ms Myrtle.

Rooms offered for Rent at Myrtle Cottage

1. Room area 70 sq. m 2 toilets, access to adjoining courtyard.
2. Room area 180 sq. m audio visual facilities, room size can be adjusted to 90 sq. m with access to large courtyard.
3. Room area 40 sq. m full kitchen facilities, 2 toilets, ideal for group training, computer access.



Chocolate

Find and circle all of the words that are hidden in the grid.
The remaining 55 letters spell a secret message. Answer on page 23.



ADDICTIVE
BAKING
BARS
BITTERSWEET
BROWNIES
CAKES
CANDY
CHIPS
CHOCOLATIERS
COCOA

CONFECTIONERY
COOKIES
CREAM PIE
CUPCAKE
DARK
DECADENT
DELICIOUS
DESSERT
DRINKS

FILLING
FONDUE
FOOD
FUDGE
ICE CREAM
ICING
INGREDIENT
MILK
MOUSSE

PUDDING
SEMISWEET
SUGAR
SWISS
SYRUP
TREAT
TRUFFLES
UNSWEETENED
WHITE