

Cottage Courier

June to July 2015



Letter from the Editor

Hi my name is Rhonda Solomua, I am a Year 11 student from St Patricks college. I have been attending work placement here at Myrtle Cottage for one of my subjects. I am studying "Business Services". I have been attending Myrtle Cottage for a week for work experiences. In this edition of Cottage Courier you will find reports written by staff members, a recipe on page 10 and a positive thought for the month on page 15. In this newsletter you will also find a great invitation in the Bell report on page 6 and a dementia fact sheet on page 7.

I hope that you enjoyed the way I have designed the pages and I am happy that I got the chance to design the Cottage Courier Newsletter.



*Rhonda Solomua
Editor*

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



Myrtle Cottage Group

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Elizabeth's Exciting Edit Manager's Report



Hi all,

What a wonderful time of year winter is! But we must all remember to keep warm and do our best to avoid the colds and germs so common at this time of year, of course.

I know you have all welcomed Julie Renshaw as the new Ageing and Disability Coordinator. Julie is settling in very quickly and is bringing significant experience with her, together with lots of new ideas and heaps of energy. Julie is keen to hear suggestions and get feedback, so don't miss your opportunity to let us know what you think! Regular members' consultation has been re-introduced in the DT program and we hope this will allow all members to talk about their choices for both activities and outings. This is an important component of the 'Customer Directed Care' model as it will help us provide more individual choice of activities when you attend, so be game and speak up! We will all love the challenge of responding to each person's needs!

We have also recently called for new nominations to join our Client Advisory Committee and this was very successful, so our Committee is almost up to full numbers again. This is particularly important as this is a permanent committee of the Board of Management with information flowing between the two groups regularly. It allows participants to have direct say in operational matters. Join us and have your say!!

Look after your selves and each other!

Kind regards, Elizabeth Delcassee , Manager

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 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)



Ageing & Disability



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.

Julie, Joanne, Sarah, Rochene, Connie & (Merilyn)

Hi everyone, I would like to introduce myself. My name is Julie and I am the new Ageing & Disability Coordinator at Myrtle Cottage. Since starting here in mid-July, I have had the opportunity to start becoming familiar with our members, staff and our fantastic volunteers. I'm also slowly getting my head around company policies and procedures. From the moment I walked through the front gates, I knew this was the new career I've been searching for. I've come from a disability background,



working as a Team Leader at Macarthur Disability Services for the last 15 years. I also work casually for Macarthur Respite Care, supporting children and young adults with a range of disabilities. So far, I am thoroughly enjoying my new role here at Myrtle Cottage and feel confident that I will prove to be a valued member of the awesome team here at the Cottage.



I have been lucky enough to attend a few outings over the last few weeks and have observed some fantastic art / craft sessions.

On Friday 31st July, we hosted a Christmas in July Party at the Cottage, catering for nearly 100 people altogether. We loved the performance from our dear friends "The Evergreens" and mingled with over 40 guests



from Camden Activity Centre. The day was a huge success, with lots of positive feedback received from our members, visitors, volunteers and staff. Congratulations to everybody that helped out on the day making it such an enjoyable time for all that attended.

Before Josip left, he consulted with our members on new ideas and suggestions for up-coming activities and outings. I have been able to include all recommendations in our upcoming 6 week program, offering a variety of options for both morning and afternoon activities. Some of these include: Decoupage craft, golf, walking to the lolly shop, short outings to local shopping centres, cooking, more ball games, different table / board

games and gardening.

I feel very lucky to be a part of Myrtle Cottage and would like to thank everybody for being so welcoming. I look forward to getting to know you all better over the up-coming months, and promise I'll get better at remembering names!



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.



From the Improvement box

Date: 29/5/15

From: Member

Issue: Activity room can be cold in the mornings when members arrive. Can Air conditioner be turned on before program starts to warm up the room

Action: Air conditioner activation has been added to list of daily tasks to remind staff



DONATIONS & BEQUESTS

Please remember the following methods are available to support the Cottage and secure it's 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 please call us at Myrtle Cottage.



Bell Program

Please Note: The Bell Program operates Monday-

Tuesday, Wednesday, Friday & Saturday for Campbelltown, 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,

I would like to tell you all a little about the advisory committee.

The advisory committee meetings are held bi-monthly on the second Tuesday of the month from 10am to 12 noon. Election of the Advisory committee ideally requests one volunteer and one



carer from the Bell program. Peter has been elected as the volunteer from Bell but we are still looking for a carer that maybe interested. Some of the topics discussed at the advisory meetings are WHS issues, Raffles, Uniforms/Badges, and Fundraising. New ideas

or suggestions are always welcome. If any of the Bell carers have any ideas or would just like to come to one of the meetings from time to time, maybe even join the committee we would love to hear from you. The Bell program celebrated Christmas in July this year, the members enjoyed the activities and crafts. The Bell program had an outing to Picton Botanical gardens, we then went to Tahmoor Inn and the members enjoyed both venues. The next outing is on the 18th of August we are hoping to go on one of our favourite BBQ's if weather permits.

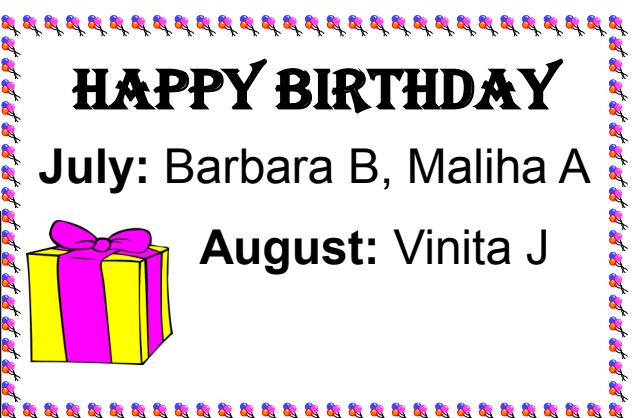
Until next time

Christine Turner

Bell Program coordinator



*Wish list
Items to raffle!!!*



Dementia: Fact Sheet



Part 2

Repetitive behaviour

People with dementia may say or ask things over and over. They may also become very clingy and shadow you, even following you to the bathroom. These behaviours can be very upsetting and irritating.

What to try:

If an explanation doesn't help, distraction sometimes works. A walk, food or favourite activity might help.

It may help to acknowledge the feeling expressed.

For example "What am I doing today?" may mean that the person is feeling lost and uncertain. A response to this feeling might help.

Do not remind the person that they have already asked the question

Repetitive movements may be reduced by giving the person something else to do with their hands, such as a soft ball to squeeze or clothes to fold.

I hope this information from Alzheimer's Australia fact sheets is helpful.

In the Bell program we also use memory/ prompt cards as this also helps. Maybe them reading the answer to their question works for them.

Support for families and carers

Dealing with these behaviors day in and day out is not easy. It is essential that you seek support for yourself from an understanding family member, a friend, a professional or a support group.

Keep in mind that feelings of distress, frustration, guilt, exhaustion and exasperation are quite normal. Discuss with the doctor your concerns about behavior changes, and their impact on you.

Donations Received:

Hawker Foundation	\$2500.00
Diedre	\$20
Marcella	\$2
Jodie	\$20
Kerry	\$62.25

Remember all donation over \$2 are tax deductible.

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

Wanderers Newsletter July- August

Hi to all our wonderful Whacky Wanders, In June we were off to Wollongong to try some Lebanese food, which was great. We have been talking about trying different food from all sorts of cultures.

Putt was lots of fun and laughter as we made our way through the 18 holes. Mark was the winner on 71 points. Kathy got a hole in one, good work Kathy!

Park Lea Markets was great to grab a bargains. Some of the members purchased fresh fruit and warm clothing.

In July we got to enjoy some nice Chinese and Cambodian Cuisine at Wollongong. With a full belly's we drove off and had a coastal drive home. Due to bad weather Lawn bowls was cancelled, so we went to Ten Pin Bowling. There were lots of laughs and giggles. In the



end, Mark was the winner. Well done Mark! The Nepean Belle Paddle wheeler was fantastic with the great weather. We enjoyed a three course meal and coasted along the Blue Mountains National Park Gorge. In August we will be going to enjoy ourselves at Casula Powerhouse Art Centre, The Movies, Campbelltown Theatre to watch Monty Python's Spamalot.

Hoo Roo For Now

Penny & Connie.

HAPPY BIRTHDAY

July: George S, Colin L, Anne-Maree M, Kerry R, Anna G

August: Tracey C



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

June was a really pleasant month with lots of talking going on in the Linkline groups. More members are having new grandchildren arriving and one member has put her house on the market and is planning a move up the Central Coast! What a lovely retirement she is heading for. Not many Link liners were at the outings this month to visit with the D/T program however I have been able to get a couple of people together for a coffee afternoon Dot had a nice wander around Glenquarie Shopping centre and we ran into Amy and Maria whilst we looked a photos and had a chat. Then France and Therese were able to enjoy a coffee and chat at Macarthur shopping centre which was nice as they hadn't met up for a while. Joan Watson took the opportunity to pick up her pension and then we headed to Minto's new shopping centre for a social afternoon running into Silvia on our way home.

These new trips for Linkline are Thursdays only from 1.15 till 3.45 4weeks each program. If I haven't been in touch and you would like to be included please let me know. Realising that I am restricted by time and distance.

During July I attended a relaunch of the MDSI food standards where they introduced us to some ethnic and cultural foods they are putting into their new menus for the many different people on their programs Monica and Alycia came with me and found it very interesting and we decided that we would like to do something similar here.

As we get our main course from,

Ingleburn RSL we thought we could ask members for memories from their childhood and favourite desserts and morning

HAPPY BIRTHDAY

July: Glynis F, Dorothy W, Daphne H

August: Beryl L, Robyn W, Yvonne K



tea treats that we might be able to integrate into our six weekly plans. As you may have noticed we are already doing scones pancakes and slices on rotation as someone suggested a change would be nice. I have previously made some cultural cakes and desserts like 'Tres leches' which is a three milk cake from South America. Soy mousse from an Asian recipe and German apple cake, black bean chocolate cake and quinoa chocolate cake. I hope you will join in the spirit and come up with some good old fashioned flavours to enhance our repertoire and your enjoyment of your Myrtle Cottage experience.

That's it for me this month I will be in Spain Portugal and Morocco at the end of next month so I hope to bring back some good food ideas from over there.

Merilyn Gear
Link line coordinator

FROM THE KITCHEN

Ham and cheese toasted tortilla

- 2 tortillas browned both sides in a skillet
- 3 slices of ham
- $\frac{1}{2}$ cup of grated cheese of your pleasure.
- Put the cheese and ham between the lightly toasted tortilla shells
- Then place in a flat bread toaster and brown again cut into four and enjoy with a copper or a cup of soup Yummy!! quick lunch!



Warren's Wisdom

Transport Report

HEALTH AND SAFETY CORNER



Myrtle cottage is committed to providing a safe work environment for our staff, volunteers and members.

In achieving this aim we need the support of our volunteers and members. It is important that you are aware of safety issues which may impact on the service we provide.

The type of issues we would ask you to consider is:

1. When being transported or while at the Cottage please wear sensible, supportive footwear with non-slip sole/low heel shoes (not slippers)
2. Minimize the risks around the Cottage which may impact on providing a safe service such as faulty equipment; item's placed on the floor that may cause someone to trip, etc.
3. Let the staff, driver and helper know about your special needs eg: you may use the hoist to access the bus, you may need to use a wheel chair to and from the bus.
4. If you need physical assistance please let the staff know. It is important for us to understand the level of assistance you may require as your circumstances change.

All of the Cottage buses are fitted with seat belts; it is a legal requirement for all passengers to wear a seat belt unless you have a doctor's certificate to exclude you from wearing one.



When exiting the bus it is always advisable to do so backwards, this may seem silly but the reason for going backwards is that you have more control if you start to loose your balance. When backing out of

the bus you always have the opportunity to reach out and gain your balance by grabbing a rail in front of you, if you do fall you only have a short distance to either the step or floor of the bus. If you are walking out of the bus forward and you start to fall you all you have to look forward to is meeting the road or gutter.
GO ON HAVE A GO AT BACKING OUT.



JOKE OF THE MONTH:

A wife was making a breakfast of fried eggs for her husband.

Suddenly, her husband burst into the kitchen. 'Careful,' he said,



'CAREFUL! Put in some more butter! Oh my gosh! You're cooking too many at once. TOO MANY! Turn them! TURN THEM NOW! We need more butter. Oh my gosh! WHERE are we going to get MORE BUTTER? They're going to STICK! Careful. CAREFUL! I said be CAREFUL! You NEVER listen to me when

you're cooking! Never! Turn them! Hurry up! Are you CRAZY? Have you LOST your mind? Don't forget to salt them. You know you always forget to salt them. Use the salt. USE THE SALT! THE SALT!' The wife stared at him. 'What in the world is wrong with you? You think I don't know how to fry a couple of eggs?' The husband calmly replied, 'I just wanted to show you what it feels like when I'm driving.'



Our AGM is on 28th October so start putting on your thinking caps: WHO WOULD YOU NOMINATE FOR THE 2015 ACHIEVEMENT AWARD?

Don't forget Membership is due NOW!

Client Advisory Committee

Date: 11/8/2015

Attendance: Sheila Johnson, Rhonda Fenby, Fay Temple, Andrew Moore, Stanley Lane, Kerrin Bassett, Peter McMullen, Julie Rensahw, Elizabeth Delcasse

Apologies: Brian Flemming, Robyn Orchard, George Caldwell

Item	Discussion	Outcomes/ solutions
Business arising from previous meeting	Delegation of function – Group reviewed document created in December 2000, made comments regarding items that need updating, correction or deletion.	Document to go to Board of Management for review and update
	Promotion of Client Advisory to increase representatives – Flyer created and distributed to each day groups resulted in new nomination for Advisory Committee	Flyer to be sent out to Bell carers and Linkline members
	Newly suggested activities and outings being introduced with good variety of feedback received following activities and new outing venues	Consultation process to continue to run six weekly, in conjunction with program planning
Training – attended or required	August training day – Question raised about always running on Thursdays. Discussed practicality of day allocation and offering Thursday members an alternative day for that week	Coordinator to announce week prior to training that members can book alternative day for the week if vacancies available

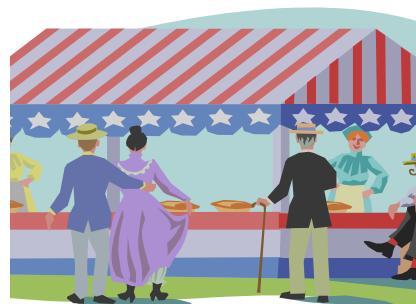
Work experience and volunteers	Inductions continue to run monthly, with good numbers of volunteers maintained across most days and programs.	Promotion of MC to continue
Policy development , review and Implementation	Non response policy – read and discussed. Query about how drivers learn about policy was taken on board to provide details	Confirmed drivers alerted to policy in Driver's Manual presentation at induction and refreshers.
WH&S	Electric wheelchair being used for pick ups – first instance has seen equipment introduced to transport a Bell member that would not be able to negotiate driveway due to health issues.	Drivers to be trained as need arises.
	No unresolved issues	
Strategic Plan Updates	No updates to report this period	
Agenda Items (for specific meeting)	Staff changes – DT coordinator Julie Renshaw has been appointed to the position following recruitment. Julie encourages members and volunteers to give her feedback about activities, concerns, etc so new programs can better reflect members' choices	Will continue to run consultation sessions and encourage all to provide suggestions and ideas

Other business	How to get members to suggest activities/ outings to consider for programs	Introduction of varied activities has started, encouraging further involvement. New activities include balloon tennis, trivia and who am I's.
	Singing – there has been some requests to try and re-start this activity	Coordinator to try and re-vamp if sufficient numbers interested
	Donations of food – member queried if donations of food would be accepted. Discussion occurred about need to ensure that food standards is followed, etc.	donations of home made food would not be appropriate, however commercially packaged food items can be accepted

Next Meeting will be: 6/10/15

**The Trading table has raised
\$742.17 since the last newsletter.**

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



The changes to the trading table have been well accepted by all.

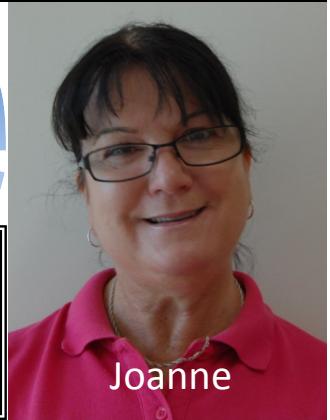
Thought:

"You have to fight through some bad days to earn the best days of your life, one small positive thought in the morning can change your whole day"



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



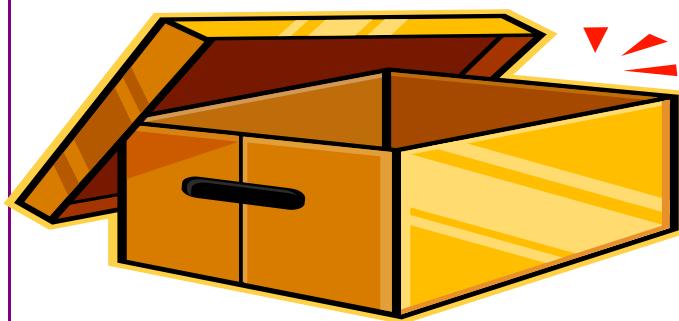
Joanne

Welcome everybody

Hope you are all keeping warm in this cold weather. I cannot believe how we are more than half way through another year time flies when you are doing what you enjoy. We have had some volunteers birthdays in the last few months hope you all had a great day! another year wiser I say. We have had some great outings lately which have been very enjoyable of course we wouldn't be as able if it wasn't for our wonderful volunteers so Thankyou all so much. We have had some great feedback from our volunteer support sessions so thankyou all for attending we value your input and suggestions and I think these support sessions are very valuable .Until our next report take care of yourselves and each other.



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.

**Welcome to all
our new Members:**

*We hope you enjoy your time with us
at Myrtle Cottage & make new
friends*

Aileen G

New Volunteers

Anne M
Carolina C
Eugenio C
Peter M
Jodie H
Karen T
Li Y
Tanya D
Mary-Jane P
Zlatako K
Philip
Lorena

Peter
Ellaine



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

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





- Many people born in July are geniuses, which makes you suited to just about any career path that your heart desires. You are a hard worker, You would have had great success in whatever career you chose.
- You are kind and you are willing to help others.

Members:

Glynis	Dorothy
George	Brian
Colin	Iris
Barbara	Anne-Maree
Helen A	Kerry
Maliha	Marion

Volunteers:

Elva	Keiron	Phillip
Ann G	Lorena	Robert
June F	Monika	Staff:
	Allan	Margaret
	Carol	
	Craig	

HAPPY BIRTHDAY



- People born in August are said to be Ambitious, Sensitive Nature , You are proud of your achievements, Very generous , Strong Character, Caring & Loving, and you are a faithful friend.

Members:

Valmai	Beryl
Tina	Norah
Faize	Tracey
Yvonne	
Staff: Anna, Rochene, Wany	

Volunteers:

Vinita	Julie	Lisa	Maha
Bruce	Marge	Anthony	Arthur
Robyn	Amanda	Hugh	George
	Sandra	Collette	

HAPPY BIRTHDAY!



Policy of the month

Feedback and Complaints for Service Users

Objective

To outline the principles Myrtle Cottage Group uses in the handling of complaints and encourage feedback from service users to assist staff and volunteers to respond to complaints according the principles and guidelines outlined in this policy.

Definition and scope

A complaint is an expression of concern, dissatisfaction or frustration with the quality or delivery of service, a policy or procedure, or employee/volunteer conduct.

Feedback, both positive and negative, are a source of ideas for improving the services and activities.

Types of complaints

For the purpose of this policy complaints include:

- Service delivery
Refers to service delivered by Myrtle Cottage Group as part of its Centre Based Day Activities programs.
- Service access
Refers to the manner in which an eligibility or intake process may have been managed. That is, where service has been refused without a reason based on applicable criteria and reference to the relevant process.
- Staff issues
This refers to demonstrated inappropriate attitude or behavior by staff and volunteers of Myrtle Cottage Group

Other Feedback

All feedback received from members is important in improving service delivery, policy development and customer service. Not all feedback received is negative or represents a complaint.

- Compliments
These refer to comments that provide positive feedback about the service, a staff or volunteer. Compliments should be responded to, thanking the person for their feedback and be passed on to the per-

son/s directly involved in the matter and their supervisor.

- **Suggestions**

Myrtle Cottage has a number of forums where discussion of Myrtle Cottage's business can occur. These can lead to constructive suggestions for improvement or development of service delivery and policies. Suggestions for improvement should be documented and forwarded to the Client Advisory Committee or appropriate management level for consideration.

Policy

Myrtle Cottage Group:

- Inform clients about the standards of service they can expect, fostering a service culture that encourages open and honest communication
- Accepts complaints and other feedback about all aspects of its business.
- Is committed to handling complaints in a fair and professional manner, ensuring that all parties to a complaint have an opportunity to have their say, without fear of retribution or victimization.
- Will ensure that its management of complaints complies with relevant legislation, standards and guidelines, carrying out the complaint handling process in a transparent manner, treating all parties in a respectful manner and providing reasons for decisions made.
- Will ensure that all complaints are responded to in a timely manner, with initial response expected within 2 weeks. It is anticipated that for complex or contentious complaints investigation and gathering information may require longer timeframes and so the complainant should be contacted and advised of the anticipated resolution time.
- Will monitor and review the receipt and management of complaints to ensure that issues identified through the complaints process inform service delivery and policy development.

How can a complaint be made?

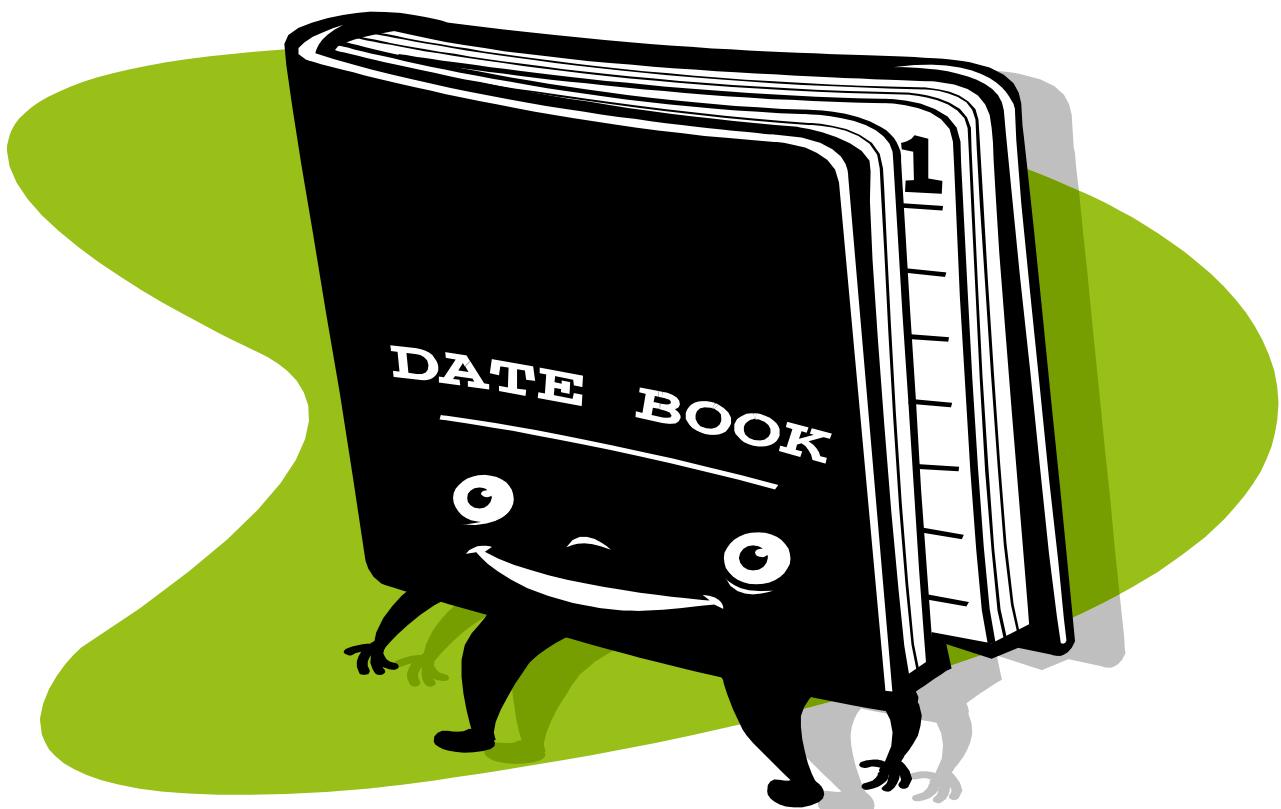
Myrtle Cottage Group accepts complaints from any person or agency and is committed to responding to all concerns and issues raised. Complaints can be received in any format – written and verbal; via correspondence, email, over the phone, in person or through the suggestion's box.

To be continued.....

Important Dates to Put In Your Diary



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



Service of the month is:

Opal Card



New Gold Opal card with \$2.50 daily cap available for seniors and pensioners

30 October 2014

Seniors and pensioners can from **Monday November 3** order their own Gold Opal card if they choose to, and pay no more than \$2.50 a day to use public transport.

The launch of the brand new Gold Senior/Pensioner Opal card marks another major milestone in the Opal roll out, and will make a huge difference for seniors and pensioners when it comes to paying for and using public transport.

Seniors and pensioners can still buy and use their paper Pensioner Excursion Tickets (PET) if they don't want to use the Gold Opal card.

Minister for Transport Gladys Berejiklian said the new Gold Senior/Pensioner Opal card means eligible customers won't pay more than \$2.50 a day for travel on trains, buses, Sydney Ferries and light rail when it is rolled out.

"From Monday November 3, seniors and pensioners can access all the benefits of the Opal card – including the convenience of never having to queue for a paper ticket again. Gold Opal customers can use cash to top up their card with as little as \$2.50," Ms Berejiklian said.

The Gold Senior/Pensioner Opal card is available for NSW Seniors, Pensioner Concession card holders and NSW War Widows. Customers only need to get the Gold Senior/Pensioner Opal card once, and the card itself will not cost anything.

Ms Berejiklian said it was important that eligible seniors and pensioners understood that they can still choose to buy a paper Pensioner Excursion Ticket (PET) after the Gold Senior/Pensioner Opal card is introduced on Monday November 3.

"Let me assure everyone that the Gold Senior/Pensioner Opal card is not compulsory, and rest assured that the paper Pensioner Excursion Ticket will continue to be available on Monday November 3, and well into the future," Ms Berejiklian said.

To order a Gold Senior/Pensioner Opal card customers can call **13 67 25 (13 OPAL)** or visit online (<http://www.opal.com.au:80/ordercard/>) – it takes only minutes to apply, and then it takes about one week for the card to be mailed out to the customer's home.

Opal information kiosks will be located at major shopping centres and some CBD train stations in coming weeks to assist those wanting a card.

Seniors and pensioners can choose to simply link their Opal card to their credit or debit card and set it to auto top up, like having an e-tag in your pocket.

They can also choose to manually top up the Gold Senior/Pensioner Opal with cash if they want to. More than 1,400 Opal retailers can be found via an easy-to-use map (<http://www.retailers.opal.com.au>) or by calling the Opal Customer Care line.

Customers can also check their balance and top up by calling **13 67 25 (13 OPAL)** or visit online (<http://www.opal.com.au:80/ordercard/>). The minimum top up online or over the phone is \$10. Machines at stations will also be part of the Opal roll out.

The benefits of the Gold Senior/Pensioner Opal card include:

Fares are capped at no more than \$2.50 a day

Customers can spend even less than \$2.50 on many journeys with Opal

Never visit a shop or ticket office again to buy a paper ticket

No more fumbling for coins and rushing as your train or bus is approaching

Top up the card's value with a minimum \$2.50 cash at one of more than 1,400 Opal retailers

A customer doesn't have to worry if they lose their card – simply cancel the card and their balance will be transferred to a new card and mailed out to them

Set the Opal card to auto top up, just like having an e-tag in your pocket

Customers who travel more than 8 paid journeys in a week will get free trips after that for the rest of the week.

Hair

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



Member Update

**Members that have left
the Cottage:**

Josie H
Theodora B
Kath F
Beryl N
Coleen D
George D
Harold H
Don V
Roberta W
William S

**Members that are in
permanent care:**

Mary F
Sophia R
Klare B
Welcome back:
Chizuko T
Mary L
Beryl L
Giovanna C

Sick:
Margaret K
Anne W

Ron C
Daphne Q

Iris W
Anthony P
Fred C

New Members:

Aileen G Klaus H
Robert B Hedley E

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.



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



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

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W	W	H	H	M	N	K	G	Z	T	K	T	T	S	R	V	U	I	G	V
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M	I	Q	Y	V	B	F	U	M	Y	A	V	B	N	H	T	U	D	A	D
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