

# Cottage Courier

June - July 2017



## Letter from the Editor

Hello everyone, My name is Ksena Griffiths. I am a Business Services Administration Cert 3 Campbelltown TAFE student. Not only I am a TAFE student I am also a year 11 student attending Campbell House School in Glenfield. So in order to complete my TAFE course I have chosen Myrtle Cottage to be my work placement opportunity. I am thankful for all the great welcoming staff. Hope you guys enjoy my edition of the newsletter

*Kind regards*

**Ksena Griffiths**

***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.*

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*Myrtle Cottage Group*

6 Bosci Road, Ingleburn NSW 2565

☎ (02)9426 3100

[www.myrtlecottage.org.au](http://www.myrtlecottage.org.au)

# Elizabeth's Exciting Edit Manager's Report



Hi all.

The last couple of months have been terribly busy and exciting, bringing to completion some long planned activities like the visit by students from the University of Texas. All involved saw the benefit of such collaboration and I continue to be inspired by the great work our staff and volunteers did to make it all happen.

Another great achievement is being named 'Host of the Month' by MWLP, with whom we have a long established partnership that allows us to receive year 11 and 12 students to edit our newsletter and gain business skills as Ksenia is doing now. As a result we have been able to access some promotions for the Cottage, which includes local papers and radio advertisement. It has all been a great opportunity for the public to learn about the great things we do!

While our programs continue to work at capacity we have been able to transition all of our existing clients under 65 to the NDIS and continue to ensure changes in the sector are supported so that our members can access great services in the future.

Work has also commenced to celebrate our 40<sup>th</sup> anniversary later this year, so keep informed of upcoming activities as it is such a significant milestone. I will work closely with a number of working groups including the Client Advisory Committee to ensure you all remain informed and up to date!

Look after your selves and each other!

*Kind regards,  
Elizabeth Delcasse, Manager*

## 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.

With your permission we can try to contact the person and give them your contact details.



# Ageing & Disability



Julie, Sarah, Connie & Anna

**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.

We finished off celebrating our Australia's Biggest Morning Tea Events in June. Special thanks to Kris & her Feathered Friends and Peter Paki & Tony for entertaining us! It was fabulous to share these occasions with our friends from Narellan Baptist Care and Nepean Food Services. We raised an amazing total of \$500.05 for the Cancer Council. Well done to everybody that donated.



Monday "mates" enjoying good food & great company



Thursday members raising money for the Cancer Council with Peter Paki & Tony

During the last few months we've had some fantastic outings.

Our Monday group thoroughly enjoyed their lunch visits to both Fairy Meadow Bowling Club and Bambusa Buffet @ St Mary's. Both outings were a huge success and very



affordable with yummy options available to fill our bellies.

Due to the feedback received from members, our Tuesday group also visited Fairy Meadow Bowling Club with the same satisfaction. We also saw the



the Tuesday gang; having fun at the Wizz Cats show

Wizz Cats @ St George Leagues Club.

Wednesday members were very happy with the \$7.50 famous Schnitzel at North Gong Hotel – the servings were huge!

Our Thursday members were treated to two Buffet lunches. One at Seven Hills RSL and the other at Penrith RSL. It was at Penrith where we were able to enjoy a wonderful and memorable “Morning Melodies Show” too.

Friday members enjoyed a buffet lunch at Club Marconi. Jewellery making, shopping trips and of course, Bingo, continue to be our favourite activities in the DT Room, although I am pleased to announce that gentle exercise is also becoming more popular too! It is so important to keep our bodies and minds as active as possible as we grow older!



Wednesday members getting “crafty” and trying something new



We’ve completed members’ consultations again. I would like to remind everyone the importance of



Our lovely ladies from Friday group making some gorgeous jewelry

participating in these sessions. The 6 weekly programs are developed on your feedback and input during the consultations. Until next time –

**JULIE & THE DT STAFF XO**



**Wish list**  
Donations for  
Fathers Day  
raffles please

Do you know a volunteer who deserves recognition for the work they do?  
Volunteer Nomination forms are in the foyer information carousel

# Craft Activity

## Craft Idea – Sock Snowman

### You'll need the following:

- White sock. Use one that has a mid-calf or knee high tube on the top.
- Decorative ankle socks (3 pairs for \$2.00 @ K-Mart)
- Rice for filler
- Twine or ribbon
- Rubber bands
- Buttons
- Something for the nose

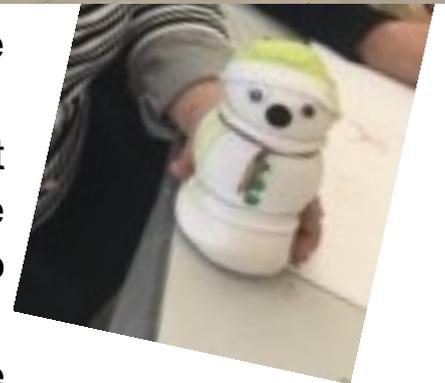
**Step 1:** Cut off the foot part of your sock and discard. You only need the tube part. This is great if you have socks that are worn or have holes in them.

**Step 2 & 3:** Turn the tube part of your sock inside out and wrap a rubber band around the bottom. Make sure it is wrapped tightly. Then turn it inside out again so the rubber band is on the inside.

**Step 4 & 5:** Fill the sock with rice. Be sure to push the rice down as you go. This will stretch the sock a bit and make it so you get a nice plump snowman in the end. Then, close the top by wrapping another rubber band around the top as shown in the photo above.

**Step 6:** Taking the ankle socks, cut as shown above. The first one, you'll cut off the toe and the heel. The second sock you'll just cut off the heel. And, I should note, if you have a sock that doesn't have a mate and it's longer than an ankle sock, you can dress your whole snowman with just one sock.

**Step 7 & 9:** First, take the sock without a toe and a heel and put it over your rice filled sock. This becomes the sweater. Then, pushing the rice down to



make a solid base, tie a piece of ribbon or twine around the bottom of the sweater. Next do the same thing with the top of the sweater like shown in the middle photo above. And, last but not least, add the hat. The hat is the other sock that you cut up that still has the toe. (To make it look less like a sock, I tied some twine on the top).

**Step 10:** Next you add your embellishments. Eyes, nose, buttons, etc... you can sew them on if you want but if it needs to be done immediately just use hot glue.



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

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

**The Trading table has raised \$244 since the last newsletter.**

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



## 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.

# Bell Program



Sharny, Jordan, Diana, Christine, Sue and Penny

**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. The article below relates to this only



Hi Everyone. The carers' morning tea went well, 12 people attended and felt they will use the information shared by Elisa from MDS. Morning tea was very nice. I was very pleased to hear some carers are staying in contact and supporting each other, as that is what it's all about.



We are going to do the life stories as an activity and we will use the photos we have, but any photos or information from the members past would be appreciated.

We had a visit from two adorable Joeys, the members thoroughly enjoyed the visit, and some even had a cuddle.

As part of the Bell questionnaire that was completed earlier in the year you requested more photos and updates of what



members do while at the cottage, and on our outreach program. We have started dancing as part of the afternoon activity. No photos yet as we were having too much fun.



## Happy Birthday:

Heinrich, Ian,  
Iolanda, Gary,  
Maliha, Daniel,  
Lorraine, Barbara &  
Michael

*Until next time,  
Christine Turner*



# Dementia: Fact Sheet

## **TIPS FOR COMMUNICATING WITH A PERSON WITH DEMENTIA**

We aren't born knowing how to communicate with a person with dementia—but we can learn. Improving your communication skills will help make caregiving less stressful and will likely improve the quality of your relationship with your loved one. Good communication skills will also enhance your ability to handle the difficult behavior you may encounter as you care for a person with a dementing illness.

**Set a positive mood for interaction.** Your attitude and body language communicate your feelings and thoughts stronger than your words. Set a positive mood by speaking to your loved one in a pleasant and respectful manner. Use facial expressions, tone of voice and physical touch to help convey your message and show your feelings of affection.

**Get the person's attention.** Limit distractions and noise. Before speaking, make sure you have their attention; address the person by name, identify yourself by name and relation, and use nonverbal cues. Try to be on the same level and maintain eye contact.

**State your message clearly.** Use simple words and sentences. Speak slowly, distinctly and in a reassuring tone. If person doesn't understand the first time, use the same wording to repeat your message or question. If still doesn't understand, wait a few minutes and rephrase the question. Use the names of people and places instead of pronouns (he, she) or abbreviations.

**Ask simple, answerable questions.** Ask one question at a time; those with yes or no answers work best. Refrain from asking open-ended questions or giving too many choices. For example, ask, "Would you like to wear your white shirt or your blue shirt?" Better still, show the choices—visual prompts and cues also help clarify your question and can guide the response.

**Listen with your ears, eyes and heart.** Be patient in waiting for your loved one's reply. If they are struggling for an answer, it's okay to suggest words. Watch for nonverbal cues and body language, and respond appropriately. Always strive to listen for the meaning and feelings that underlie the words.

Hair  
cuts



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

***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.



# RECREATION PROGRAM



NEWS FROM THE WANDERERS

Connie and Penny

**Please Note:** The Recreation Program operates Friday & second Saturday for people aged 18 to 65 years with a disability. The article below relates to this only

I can't think of a better way to start the day than with an early morning breakfast by the beach, listening to the waves crashing and inhaling the smell of that sea breeze! This time we made our way to Diggies - right on the beach at North Wollongong. After filling our bellies some of us wanted to have a little sleep, ok I wanted a little sleep.



Featherdale Wild Life Park was amazing with all the unusual animals. We all enjoyed our picnic lunch, every now and then we had to fight the wild life off that were trying to eat our snacks and lunch.

The ladies had a wonderful day out at Flower Power buying plants and shrubs for their home and gardens.

They really spent up big and we were wondering how we were going to fit everything in the bus, but we did.



**Happy birthday**  
Robert, Hani,  
Ann, Kerry,  
George, Colin &  
Ann Maree

Ten Pin Bowling has continued to be very competitive since John has come along. He was the winner on 163 points. We would all like some tips on how to get a higher score. John does play

What a great day at Cobbitty Markets. It was our first time and it definitely won't be the last time. Everyone bought lots of



competitive ten pin bowling. Well done John!

What a wonderful day we had on the Nepean Belle. Great weather and company along with good food. The staff on board made us all very welcome and we could not have asked for more. If you want a day out on the water then go to Penrith and sail down the Nepean River. You won't regret it. Our members have been going for quite a few years and it is still a popular venue for everyone.

*Bye for now Penny and Connie.*

# Member Update

**Welcome to our New Members:**

- ♦ Sisinio M
- ♦ Omar T
- ♦ Peter B
- ♦ Collin G
- ♦ Carmen L
- ♦ Darinka R
- ♦ Reg G
- ♦ Tim B
- ♦ Mary G
- ♦ Librada M
- ♦ Anne D
- ♦ Beth C
- ♦ Rosanne M

**Hope you get better soon:**

- ♦ Mary W
- ♦ Bev J
- ♦ Stan L

- ♦ Pat K
- ♦ Helen E
- ♦ Anne D
- ♦ Bev J
- ♦ Jean P
- ♦ Les B
- ♦ Fred C
- ♦ Valerie P
- ♦ Audrey K

**Sorry to see Members leave the cottage**

- ♦ Darryl C
- ♦ Jan R
- ♦ Margaret S

**Members that are in permanent care:**

- ♦ Kathleen D
- ♦ James M
- ♦ Audrey H
- ♦ John M
- ♦ Malcolm G
- ♦ Morea D
- ♦ Joseva B
- ♦ Ronald S
- ♦ Daniel A
- ♦ Frances S
- ♦ Barbera R



## Donations

Hawker Foundation \$5,000 and Claude \$50

## Received:

Remember all donations over \$2 are tax deductible.

# 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

Hope you are all keeping warm and well. I am very much looking forward to Spring, especially here at the Cottage. I think we will have front row seats to a very colourful garden display. I would like to thank the Diversional Therapy Team and client members for making our Linkline Members so welcome on the weekly outings. They have truly enjoyed themselves and look forward to many more great adventures with you all.



Over the past 6 weeks of our program we have enjoyed more Aussie Trivia, Myths & Traditions in regards to roses. We learnt more about our great Australian Ambassador; Dick Smith and the business man; Donald Trump, finally discussing dogs and human anatomy. Our daily groups continue to support one another and

## Happy birthday

Glynis,  
Dorothy,  
Daphine &  
Barbara

we have many laughs along the way.

We currently have a medical student conducting a survey to complete an up to date report on LinkLine. This is to confirm the benefits it provides to its members, plus also to determine if there are any ways that we can improve the service. We thank Hussain for his care and attention to detail with this wonderful program that provides a unique opportunity for people to socialize from home. We look forward to the results and feedback.

Some of our client members have been bothered at home with pushy sales reps over the phone. The Australian Government established a **Do Not Call Register** in response to increasing concern about the growth in unsolicited telemarketing calls. To register your number please call 1300 792 958

Linkline runs from 2.30pm to 3.30pm. It is a FREE service so if you know of anyone, frail aged and/or a carer that feels isolated in their homes and would enjoy conversation, trivia and games to brighten their week, please encourage them to call the Cottage for more information and assistance as we want to connect, socialise and learn from many in this program.

Well that is all from the Linkline Program for now. Please keep safe and indulge in a good laugh.

**Keep smiling, Regards Eil Gatt**

# Warren's Wisdom

## 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 them to lose balance. Avoid shoes with a ½" 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.

**JOKE OF THE MONTH:****60th High School Reunion**

He was a widower and she a widow. They had known each other for a number of years being high school classmates and having attended class reunions in the past without fail.

This 60th anniversary of their class, the widower and the widow made a foursome with two other singles. They had a wonderful evening, their spirits high with the widower throwing admiring glances across the table and the widow smiling coyly back at him.

Finally, he picked up courage and blurted out, "Will you marry me?" After about six seconds of careful consideration, she answered, "Yes ... yes I will!"

The evening ended on a happy note for the widower. But the next morning he was troubled. Did she say yes? Or did she say no? He couldn't remember. Try as he would, he just could not recall. He went over the conversation of the previous evening, but his mind was blank. He remembered asking the question but for the life of him he could not recall her response. So with fear and trepidation, he picked up the phone and called her.

First, he explained that he couldn't remember as well as he used to. Then he reviewed the past evening. As he gained a little more courage he then inquired of her, "When I asked if you would marry me, did you say yes or did you say no?" "Why you silly man, I said Yes. Yes I will! ... And I meant it with all my heart." The widower was delighted. He felt his heart skip a beat. Then she continued, "And I am so glad you called because I couldn't remember who asked me!"



## 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 \$13.45 which brings the total since July 2017 to;

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

**\$13.45**

# Podiatry



We have been busy bees with Podiatry since the last newsletter!! Sadly Dimple (Our Podiatry provider) has decided to move in a different direction and can no longer cater to our needs. We would like to thank all the

Podiatrists that have attended our service since day one for your dedication, care and attention to detail. Our members, volunteers and staff have loved having their feet feel light and healthy again!!

The great news is we have a new Podiatrist coming on board. Her name is Corinna. Corinna is a local Podiatrist and we look forward to getting to know her. Her first session with us will be on Thursday the 31<sup>st</sup> of August.

Our July session was jam packed with 20 people attending on the day. A big thank you to all the staff and volunteers involved on the day in assisting me to keep the program running smoothly. Our next session is on Thursday the 31<sup>st</sup> of August and we look forward to meeting Corinna then!!

**Podiatry dates for 2017:**

Thursday 31<sup>st</sup> of August

Thursday 12<sup>th</sup> of October

Thursday 23<sup>rd</sup> of November

**Until next time keep dancing, Sarah Clarke**



# FROM THE KITCHEN

Welcome Everybody. Hope you are all surviving the cold weather I am just. It has a been another bad flu season this year with the flu hitting harder and a longer time to shake off so make sure to rug up when needed and look after yourselves.

Have had some great Volunteers in the Kitchen working together as a team which is great and helps the Cottage run smoothly so thank you so much for your continued support and all your hard work. Below is a recipe that has been tried and tested.



# Bread and Butter

## Pudding.

- 6 slices old bread
- Butter enough to butter bread
- 5 Eggs
- 1 Litre Milk
- ¼ Cup Sugar
- 1 teaspoon of vanilla essence
- Sprinkle of Nutmeg
- 1/3 Cup of Sultanas.

### Directions.

- Preheat oven to 160 degrees C.
- Lightly grease a large baking dish.
- Cut the bread slices into triangles and lay in dish for the best fit
- Make sure the base is covered.
- In a large mixing bowl beat 5 eggs on medium speed and add milk gradually.
- Add vanilla essence and sugar and continue to mix for 1-2 minutes.
- Pour mixture over the bread.
- Sprinkle nutmeg on top.
- Place in oven and cook for 60-90 minutes check every now and then.
- Let stand for 10 minutes before serving.

Serve with cream or ice cream.

Enjoy.

Take care of yourselves until next time.

**Joanne Greenwood**  
**Kitchen Co-Ordinator**

## Important Dates to Put In Your Diary

**1/8/17**—Client Advisory Committee  
**7/8/17**—Closed for Bank Holiday  
**8/8/17**—Volunteer Induction  
**14 to 18/8/17**—Client Advisory Committee Nominations for Thursday and Friday programs and Bell  
**24/8/17**—Close for staff training  
**31/8/17**—Podiatry  
**12/9/17**—Volunteer Induction  
**23/9 to 8/10/17**—School Holidays  
**2/10/17**—Closed for Labour Day  
**3/10/17**—Client Advisory Committee  
**10/10/17**—Volunteer Induction  
**12/10/17**—Podiatry  
**18/10/17**—Annual General Meeting  
**14/11/17**—Volunteer Induction  
**17/11/17**— Volunteer Christmas Party  
**23/11/17**—Podiatry  
**30/11/17**—40th Anniversary  
**5/12/17**—Client Advisory Committee  
**9/12/17**—Bell Christmas Party  
**11 to 15/12/17**—Daily Christmas Parties  
**17/12/16 (Sat)**- Recreation Program Last Day fro the year  
**20/12/16 (Wed)**- DT, Bell, & LL last day of the year  
**22-23/12/16**– Clean up and Staff last day.  
**RETURN\*\*TUESDAY (3/1/17)**



# Client Advisory Committee

**Date:** 1/8/17

**Attendance:** Fay T, Andrew M, Elizabeth Delcasse, Peter M, Michael T, Kerrin B and Robyn O.

**Apologies:** Annette K, George C, Sheila J and Brian F.

**Next Meeting will be:** Tuesday 3rd October 2017

Item	Discussion	Outcomes/ solutions
<b>Business arising from previous meeting</b>	40 <sup>th</sup> Anniversary – see Other Business	
<b>Training – attended or required</b>	Staff Training Day – 24 August, some information was discussed about the upcoming training session, which will focus on the changes to the sector and Customer Directed Care models of care for service provision	
<b>Work experience and volunteers</b>	4 participants from Max program currently MWLP – Student placement program continues and this resulted in the Cottage being named, Host of the Month. This nomination includes the opportunity to access some promotional activities including a local paper ad and recording a joint ad for MWLP and the Cottage in the local radio	Advertisements to be designed and published
<b>Policy development, review and Implementation</b>	In progress – To align existing policies with new policies provided in WHS software	Work to continue
<b>WH&amp;S</b>	Incident report online to include a Report of medical condition - This has been amended and staff report it is easy and straight forward to lodge reports	To continue monitoring and adapting
<b>Strategic Plan Updates</b>	Update on Strategic Plan – Tasks Schedule was read and discussed, providing opportunity for questions	

Item	Discussion	Outcomes/solutions
<b>Other business</b>	Update on 40 <sup>th</sup> Anniversary celebration <ul style="list-style-type: none"> <li>• Replacing combined Christmas party – Thursday 30th November , time TBC</li> <li>• A cost will be involved</li> <li>• Venue – Campbelltown RSL</li> <li>• Entertainment – Comedy for a Cause</li> <li>• Numbers - 200</li> <li>• Raffle prizes – To be sourced</li> <li>• Decorations – Being designed</li> </ul>	Plans discussed with committee
	Nominations for new committee reps upcoming	Nominations to be called week of 8/8/17
	Scooter donated by Lions Club provided some promoting opportunity	Copy of newspaper added for comments

## DONATIONS & BEQUESTS

**Make a gift to be remembered for all time:** There's no more generous contribution you can make to others and your community than to leave a gift in your Will. All funds from these gifts go towards enhancing the services our members rely on. A bequest to Myrtle Cottage is an invaluable gift which will ensure we can continue to provide the great service we are known for. Every year the money we receive from generous donors like you helps us to ensure we provide the best services for people to come together, have fun while maintaining skills to live independently. We would like you to consider a bequest to Myrtle Cottage. If you require further information on how to make a bequest, please contact the Manager

of Myrtle Cottage on (02) 9426-3100. The following is a sample of the correct wording to be included in your will to ensure that your bequest is received by Myrtle Cottage Group:

*I give to Myrtle Cottage Group Inc. (ABN 74 489 511 308):*

- o The rest and residue of my Estate or*
- o \_\_\_\_\_percent of my Estate or*
- o \_\_\_\_\_percent of the residue of my Estate or*
- o The sum of \$ \_\_\_\_\_*

*free of all duties and testamentary expenses for its general purposes and I direct that the receipt of that organisation shall be sufficient discharge to my executors for this 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



Volunteers have been amazing this Winter, with high happy spirits they have soldiered through the colder months with a caring purpose in making sure our client members enjoy each and every day. I had an opportunity to meet with the Volunteers again in July. Touching base with the Volunteers from each of the programs provided a perfect opportunity to catch up, raise some issues, collect suggestions and lots of new ideas. Thank you to all of you who attended our Volunteer support meetings, your input is always greatly appreciated. Moving forward, myself and all relevant Co-ordinators will work through what was discussed and do our best to implement, adjust or at least provide feedback. Please know that your insights are valuable and I am happy to catch up with you at any time.



There was one common theme that presented itself at every group meeting: "We as volunteers want our members to have the best day they can in our company."

The Kitchen crew continues to please our members with delicious goodies to eat on a daily basis. An extra thank you to Ann who has been spoiling many with her dessert creations on a Wednesday. We have more Volunteers on the kitchen team these days making preparation and delivery a lot easier for all.

The Wednesday and Thursday Male Volunteers have been very successful with our male members who are loving the 'Men's Shed' styled activities. Thank you for all your time and attention, I know the conversation alone has provided magic to their day. Our Volunteer craft gurus have been extremely busy preparing a variety of craft activities and the craft room seems to be under control these days, not out of control! One of our Tuesday Volunteers; Susan has dedicated her time teaching our members several signs of sign language. All our volunteers have a talent.

The Bell Volunteers continue to support and encourage their members with an upbeat positive approach. Their willingness to make a difference in both the members and carers day was the overall sentiment. Their passion to provide both physical & mental stimulation each and everyday is their driving force. There are many great actions witnessed daily performed by all our Volunteers.

As a team you rock! As a group we have agreed that seeing 'Volunteer Snapshot' back in the Newsletter is a great way to celebrate your importance as a team here at Myrtle Cottage. I would also like to Congratulate Sid our dedicated gardener on his 'Werriwa Volunteer of the Year Award -2017. Sid was invited to morning tea with the Federal Member; Anne Stanley along with many other deserving Volunteers from a host of organisations. *Volunteers are paid in six figures... S-M-I-L-E-S.* ~Gayla LeMaire



**Take Care and keep smiling -  
EII**

# New Volunteers

- |         |          |           |
|---------|----------|-----------|
| Ronesh  | Voltaire | Josephine |
| Clara   | Val      | Rebecca   |
| Soes    | Doris    | Calum     |
| Lammone | Bruce    |           |
| Amanda  | Zachary  |           |
| Karen   | Beverly  |           |
| Hussain | Simon    |           |

In disagreements with loved ones, deal only with the current situation. Do not bring up the past.

# Policy of the month

**Continued from Previous Newsletter—Code of Behaviour for Employees and Volunteers**

**Use of Motor Vehicles**

Myrtle Cottage Vehicles can only be used for authorised work purposes, as per Motor Vehicle Policy

**Acceptance of Gifts**

Myrtle Cottage staff/ volunteers will not seek nor accept gifts or benefits as per the Gift Policy

### Code of dress

Employees and volunteers clothing should be neat, clean and tidy and appropriate to the type of work they perform.

Examples of inappropriate dress:

- Thongs, sandals or high heels (closed in shoes must be worn as per Occupational, Health and Safety (OH&S) policy)
- Clothing with slogans on them (Some slogans/pictures can be offensive and **can not** be worn at the Cottage.)
- Frayed or torn clothes
- Hats worn inside

### Procedure for entering a member's home

Drivers or volunteers are not permitted to enter a member's home without the presence of a staff or another volunteer or prior approval by management. Staff or volunteers should only enter a members home alone in the event of a member being in need of urgent assistance, and following Risk Assessment of the situation.



## HAPPY BIRTHDAY!

*June—People born in the month of June are generally humorous and sociable*



#### Members

Ronald  
Eva  
Safwat  
June

Janice  
Michael  
John  
Robert  
Hani

#### Volunteers:

Garry  
Gail  
Zlatko  
Barry

Thomas,  
Linda  
Kay

#### Staff

Warren  
Joanne  
Jane  
Julie



*July—People born in July will be the most coolest people you will ever meet*



#### Members

Maria  
Dorothy  
Elva  
Daphne

Heather  
Dorothy  
Helen  
Ann  
Brian

Kerry,R  
George  
Colin  
Ann Maree

#### Volunteers

Doris  
Carol  
Robert  
Becky

Malcolm  
Phillip

#### Staff

Margaret

## Home Energy Action Appliance Program for NILS & StepUP, NSW



- ✓ 40-50% **Subsidies**
- ✓ **Discounted Prices**
- ✓ 50% off **Delivery**

- ✓ **Energy Efficient**
- ✓ **Quality Appliances**
- ✓ **Save on Energy Bills**

### WHAT IS HEA?

The Home Energy Action Appliance Program (HEA) is an initiative of the NSW Office of Environment and Heritage and aims to help low income households improve their energy efficiency by reducing the upfront cost of efficient appliances.

The program offers NILS & StepUP loan clients the opportunity to replace their existing inefficient fridge or TV with a new efficient appliance at a subsidised cost.

**40% of the cost of a fridge will be subsidised and 50% of the cost of a TV will be subsidised.**

These appliances have been included in the program as they offer the greatest potential energy savings for households, and are also affordable and reliable:

- Replacing an old inefficient fridge can save households between \$80 and \$200 on their annual electricity bill.
- Replacing a Plasma or CRT TV with an LCD can save households between \$50 and \$150 on their annual electricity bill.

### ABOUT GOOD2GONOW

Good2GoNow is a responsible and ethical buying service offered by Good Shepherd Microfinance. The service is available to NILS and StepUP borrowers who need to buy electrical appliances. Items are supplied by our partner, The Good Guys. Through Good2GoNow quotes can be provided for any item The Good Guys stock, not just the HEA subsidised range.

### AM I ELIGIBLE?

To receive the HEA subsidy along with your NILS or StepUP loan your household must:

- ✓ Live in NSW
- ✓ Have your NILS or StepUP loan approved
- ✓ Not have accessed the HEA subsidy for the same type of item previously.

### HOW DOES IT WORK?

1. Choose a product from the HEA product list on this flyer or [good2gonow.com.au](http://good2gonow.com.au) and select the Office of Environment and Heritage icon on the homepage.  
You can purchase ANY product that The Good Guys stock, however HEA subsidies only apply for items on the HEA range.
2. Contact your NILS or StepUP provider with the details of the item/s to get your Good2GoNow quote with the HEA subsidy.
3. If your loan is approved, your provider will let The Good Guys know that the quote has been accepted.
4. Ring The Good Guys Commercial team on the HEA hotline **1300 601 795\*** to organise delivery or pick up of the item at your local store. You will be asked a few questions about your household and your existing appliances. They will also ask for your consent for the NSW Office of Environment and Heritage to record your personal information for the purposes of the program, confirm your eligibility and contact you at a later date to evaluate the HEA program.
5. The Good Guys will deliver the new product and take away the old one. The Good Guys can also remove a second old fridge or TV to help you save even more energy. Further details can be provided by The Good Guys when calling the HEA hotline.

If you have any questions about HEA or Good2GoNow, please call the dedicated HEA hotline manned by The Good Guys Commercial Sales team 1300 601 795 instead of your local Good Guys store.

\*Calls to 1300 601 795 will incur charges when ringing from a mobile or landline. The Good Guys are happy to call you back on request.

Visit [good2gonow.com.au](http://good2gonow.com.au)  
Call The Good Guys HEA hotline  
**1300 601 795**



Office of  
Environment  
& Heritage



Good Shepherd  
Microfinance



# From the Improvement box

**Date:** 02/06/2017

**Type (How raised):** Thankyou

**Raised by/name position:** Western Sydney University School of Medicine

**Issue or compliment:** Thank you for you ongoing support to our community-engaged teaching and learning program.

**Action/Response:** Thermo cup and pen are to be raffled. Portable charger to be used for tablet charging for members. Card filed.

**Date resolved:** 02/06/2017

**Date:** 21/06/2017

**Type (How raised):** Thankyou

**Raised by/name position:** Texas State University Students

**Issue or compliment:** Thankyou for arranging the tour

**Action/Response:** card received

**Date resolved:** 21/06/2017

**Date:** 16/07/2017

**Type (How raised):** Thankyou

**Raised by/name position:** Wendy Favorito, Approved Case Manager

**Issue or compliment:** Say thank you for making me feel so welcome when visiting a member for a community based speech pathology review. Last week was my second visit to Myrtle Cottage and both times I have been overwhelmed by the kindness, genuineness, and commitment of you and your staff to assist the people who attend your centre. It was an absolute pleasure to sit and watch the attendees engaged in a range of activities, with each other, and with the staff/volunteers.

**Action/Response:** Thank recorded in Feedback register, present to DT staff at team meeting and staff meeting/training day

**Date resolved:** 17/07/2017

Our **Annual General Meeting (AGM)** in on Wednesday **18th October 2017** so put on your thinking caps: **WHO WOULD YOU NOMINATE FOR THE 2017 ACHIEVEMENT AWARD?**  
Don't forget **Memberships** are due 30th June (paid members get priority to attend the AGM)

# Investigator Ms Myrtle

**Name:** Garry 'Flatout' Costello

**How long have you been at the Cottage:** 1 year & 5mths

**What is your Myrtle Cottage Role:**  
'Nothing' (Joke) Bus Driver, Bus Assistant, Cleaner, Kitchen Hand, Laundry Assistant & DT Setup

**Favourite Part of your Myrtle Cottage day:** I like everything, but I really do enjoy talking to the male members. You can see it makes their day.

**Favourite Food:** Beef bake Dinner

**Favourite Drink:** Beer

**Favourite TV show:** Family Feud

**Favourite Movie:** Karate Kid

**Favourite Outing:** A walk along the beach, quite often Bulli or Bondi.

**Ideal Sunday:** Taking the grandkids to the beach

**Hobbies:** Race Horses

**Funniest Thing that happened to you:** I went to a 'Parents with no (pants) partners' meeting in Nth Sydney with a mate who wanted me to go with him. We had to sit in a circle with our name badge on. The lady running the group would throw a dead rubber chicken out to you so you could introduce yourself...I told them my name was Michael. She then told me to go and sit in the corner because I didn't do the activity right.

**Who inspires you:** Nobody really

**Who would you like to have dinner with:** Whitney Houston, she was an amazing performer, I think she would have had a wonderful personality.

**Do you have pets:** No, not anymore. Too sad when they leave you.

**What advice would you give about life:** 'Don't treat life seriously, you are here for a short time, make it fun!!





# Dog Breed Word Search

N D D W E I M A R A N E R D  
 C I N A E N A D T A E R G S  
 S H U P E K I N G E S E U Z  
 P O O D L E I R R M D V P I  
 S P W K C D H W R E X S H A R P E I  
 D D E U G Z T E C G I Q J L V A D L  
 A R S O Z Q E N S H I H T Z U E M B  
 C O E Y S V S K X G O K O H Y A U E  
 H T T H N P S E D U C W A O S L T T  
 S T L H P S A N S D V U M T L U D P  
 H W A C K E B A D B H A I D M O O A  
 U E M T D S H P S I S F O A H M E R  
 N I J O I R D S H A F G L D E R E E  
 D L V Q R K Y C N K H A T R Z X B I  
 C E O N O N A I T A M L A D O I E L  
 D R V E L X G Q Q B M N G B N X A L  
 S C H I P P E R K E I R N U E O G O  
 X E L A D E R I A A N K E B A Y L C  
 D R A N R E B T N I A S P G N N E U

- AIREDALE
- AKITA
- BASSET HOUND
- BEAGLE
- BOXER
- BULLDOG
- CHIHUAHUA
- CHOW CHOW
- COLLIE
- DACHSHUND
- DALMATIAN
- GERMAN SHEPHERD
- GREAT DANE
- LHASA APSO
- MALAMUTE
- MALTESE
- MASTIFF
- PEKINGESE
- POMERANIAN
- POODLE
- PUG

- ROTTWEILER
- SAINT BERNARD
- SAMOYED
- SCHIPPERKE
- SHAR-PEI
- SHIH-TZU
- WEIMARANER

