



Myrtle Cottage

COTTAGE COURIER

JUNE - JULY 2024 NEWSLETTER

IN THIS ISSUE

- **Staff and Program Reports**
 - CEO
 - Assistant Manager
 - Ageing & Disability
 - Bell Program
 - Dementia Fact Sheet
 - Wanderer's Program
 - Link Up with Linkline
 - Volunteer's Voice
- Transport Desk
- The Kitchen
- **Members**
- **NEW> Members & Program Spotlight**
- Happy Feet
- Improvement Box
- Client Advisory
- Cancellation Policy and Procedure
- Word Search

LIVE SOCIAL LIVE ACTIVE LIVE WELL

Myrtle Cottage

6 Bosci Road
Ingleburn, 2565

Follow Us

Myrtle Cottage



Contact Us

02-9426-3100

Visit Our Website for More Information

www.myrtlecottage.org.au

Scan here!



CEO

Hi all,

Last newsletter I informed everyone that Myrtle Cottage were finalist in the Campbelltown Local Business awards. I am very proud to say that we won our category for Outstanding Specialised Business!

This victory illustrates the quality of work we do here at Myrtle Cottage and we all should celebrate our success. To be recognised within our industry and community brings so much joy as the group of nominees we were up against was strong and also do so much for the community.

As I reflect on our achievement I know this award comes from years of hard work past and present. I cannot fault the dedication of our staff, volunteers and members their commitment to the work of Myrtle Cottage is second to none and I really appreciate and congratulate everyone involved.



Kylie R



ASSISTANT MANAGER

Rising Cost of Living

The rising cost of living is affecting many individuals and families at the moment. As prices for essentials such as food, housing, utilities continue to increase, it can be challenging to make ends meet. The NSW Government provides a service that can have a look at your circumstances and see if they can find you any rebates, vouchers and discounts you may be eligible for.

You need to make an appointment with a Savings Finder Specialist at one of the NSW Service Centres.

Your free booking will take approximately 45 minutes and to make an appointment you can call 13 77 88 or visit a service centre to make an appointment. If you are computer savvy you can make a booking by going to:

<https://www.service.nsw.gov.au/transaction/book-a-savings-finder-appointment>.

At the appointment, the specialist may need to ask personal questions about your situation. This may include questions about your health, household assets and income. You can choose how much information you like to share and you can opt out of answering a question or stop the appointment at any time.

If you would like support with low cost food there are a number of services operating Community Pantry's and I have added a list of some of these local services for you.

Anglicare Minto & Denham Court
Phone: 9603 4425

Salvation Army Macquarie Fields
Phone: 9605 4749

We are Community at Airds
Phone: 0430 391 971

The Hub at Ambarvale
Phone: 4625 7981

If you would like further information about Low Cost & Free Meals please give us a call and I will be happy to assist.



Penny W

AGEING & DISABILITY

Hello everyone,

I hope everyone is keeping well.

I would like to welcome our new members Carol T, Martin P, Eva Bing, Ana P who joined our program in the last 2 months and settled in quite well.

Christine R. from Health Promotion Services conducted an information session regarding Healthy Bones and Osteoporosis promoting regular exercise, calcium intake and making healthy lifestyle choices will help maintain healthy bones.

We provided Morning Melodies for a week with lots of singing and dancing for all the members, volunteers and staff to enjoy. Thank you to Camden choir, Peter Paki, Garry Wade, Tony Mezzell and Tony Martin who entertained us.

We celebrated International Joke Day, US Independence Day, World Environment Day and a week of NAIDOC where some of the groups visited Campbelltown Art Gallery, while others did craft and painting.

Myrtle Cottage also had a Mini Olympics where volunteers and staff help organise and facilitate a variety of games that will be appropriate for the members to play and participate. Congratulations to all our winners.

I want to sincerely thank the anonymous donor who pays for the members' cuppas and drinks when we accompany our members to the Café 301. Recently, he said that the donation will be allocated for the volunteers' drinks who escort, assist and push the wheelchairs of the members to the venue. On behalf of Myrtle Cottage, thank you for your generosity.

Finally, and most importantly, I want to express my gratitude to all of the staff and volunteers who help make our program a success. These events would not have been as memorable and unique without all of you. We are grateful for all of your efforts and hard work. We truly value each and every one of you!

Stay safe and healthy!



Cris and the DT Team

BELL PROGRAM

Hi everyone,

I hope you are all keeping warm, this winter seems to be colder than ever. Since my last news report, we have enjoyed a few outings to Botanical gardens, Perfect Catch at Casula and Ambarvale tavern, just to name a few, These venues always look after us and cater to the Bell Program's needs and budget.

Our amazing Kitchen coordinator Jo Moni does all the ordering of stock, preparing all the morning teas and deserts, and serving anything up to 100 people per day. When we go on picnics Jo organizes with the help from her dedicated volunteers the picnic baskets and all the equipment we need for the day. As you can see from the photos it is a large kitchen and everything is always kept clean and in order.



The Bell program volunteers are very experienced in assisting people with dementia with their daily activities, they are so interactive with our members; they help foster a social and caring environment each day.

We have vacancies in the Dementia Program. If anyone is interested in knowing more about the program, please call Myrtle Cottage 02 9426 3100.

If you would like to make someone with dementia's day a little brighter, please consider volunteering in the Bell Program. We operate on Mondays, Tuesdays, Wednesdays, Fridays and every alternative Saturday.

Please note the fact sheet on the next page, if you have any enquires please contact Gemma Mitchell- they have many sessions in a number of areas.



Christine T



DEMENTIA FACT SHEET

Service supports you can use your home care packages for:

- Home carers can assist you with showering, grooming, toileting and dressing.
- Help get you moving by paying for crutches, walkers, walking frames, walking sticks, wheelchairs, and mobility scooters.
- Help with shopping and meal preparation. Alternatively, it can pay for your dinner to come to you.
- For taxi vouchers and/or personal support to travel to health appointments and social engagements.
- Service provider can assist you to effectively communicate, including reading and writing cards or letters.
- Support to travel to and from local gatherings, clubs, social Support groups like Myrtle Cottage.
- Welfare checks and provide simple, regular companionship. We all need a cuppa and a chat sometimes.
- Pay for wound dressings, bandages, and skin emollients, as well as a carer to regularly apply and change them.
- Assistance with continence aids, as well as the purchase of pads, commode chairs, catheters, and enemas.
- Visits to the hospital, or your GPs, regular home visits from a Registered Nurse or Care staff.
- Home visits from speech therapists, podiatrists, occupational therapists, and other allied health services.
- Can cover regular tasks like washing dishes, hanging out the laundry and vacuuming the carpet.
- Organize for your cupboards cleaned, cleaning your skirting boards, wash windows, or clean behind the fridge.
- Lawn mowing, weeding, hosing pathways and maintaining your garden.
- Pet care can be included by taking your pup for a walk, assist with regular feeding, and take your pet to the vet for you.
- An alert system can be peace of mind for both you and your family.
- Some home modifications examples, ramps, rails, shower heads or easy-access taps, and the purchase of modified appliances.

***More information can be found on:
<https://agedcaredecisions.com.au>***

WANDERER'S PROGRAM

Are you looking for a fun and engaging way to stay active and socialize with others? Look no further our NDIS Wanderers Program!

Our program has some great outings planned that you may want to attend if you have not joined us in the past. The program operates on Fridays and every second Saturday with transport provided.

Some of our recent outings include going to the football, restaurants, clubs, markets and musical shows.

If you are interested in joining us, please contact Penny Williams or Sarah Clarke for further information.



Trading Table

The Trading Table has raised **\$425** since the last newsletter.

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

Donations Box

Thank you so much to members making use of the donation box for loose change. *Every little bit counts!* The total recieved since last newsletter is **\$11.15**.

The donation box is located near the entrance to the activity room. It is the slot in the wall.

LINK UP WITH LINKLINE

Healthy Habits for Winter

Hello everyone,

Welcome to our mid-winter newsletter. Hope you are all well and keeping healthy. I will share some happy habits with you all. These are very simple and easy to practice in our daily life.

1. Mindful Eating: In winter we tend to have heavy food to keep ourselves warm and often forget our portion. Winter fruits are great source of vitamin C and vegetables are great for nutrients.

2. Good Sleep: Good sleep is very important for healthy life. Not having enough sleep can make us feeling tired and hungry in the morning.

3. Being Active: Winter can be a bit tricky to get motivated. You may join online group exercise classes, taking a walk, and swim. Or even exercise sitting on your chair would be great.

4. Stay Connected: Staying connected with our loved ones is very important for our mental health.

Member Updates

We have a new member Christine S on Tuesday. She did not have the opportunity to join the group yet due to different reasons. But she is looking forward to it.

Sadly, one of our Monday member June has moved to a nursing home in Sutherland and no longer able to join the Cottage. I will keep in touch with her until she settles down in her new home.

Upcoming Outings

Please see the outing list sent with the upcoming Linkline program 12/08 to 22/09. We are going to Marconi Club, West Leagues Club, Leumeah Club and Ambarvale Hotel. Due to the cold weather we are trying to be indoors.

Please note that you will be joining the outings on your call days. For example, if you are a Monday member you will look at Monday outing and if you are interested you will let me know so that we can make the arrangements. I definitely encourage you to join some outings as they are great opportunities to be social with other members a part of the Linkline Program.

VOLUNTEER'S VOICE

Hello Volunteers,

Welcome to our June–July newsletter. Winter is the most challenging season for us. This year due to the complex nature of flu, a lot of our volunteers and staff members have been affected.

Thank you to all of our volunteers for being flexible and helping out additional days to keep the services going successfully.

Congratulations to all our volunteers on winning the Specialised Service Delivery Award! We could not have done it without you all.

Please follow us on Facebook to receive all the exciting updates.



Nasima A



*Agency Exchange Day 2024
Organised by Sector Connect*

NEW VOLUNTEERS

A very warm welcome to all of our new volunteers:

Laura R, Su M, Pugang Z, Courtney C, Tusigaigoa M, Helen H, Elizabeth D, Jane P, Phoebe O, Nowshin S, Farjana A and Tiana M.

Bus Drivers and Assistants Needed

We are looking for Friday bus drivers desperately. Additionally, we are in need of Bus Assistants in the Dementia Program. Please contact the Cottage if you are interested.

Volunteer Induction

*Tuesday 13th August
& 10th September, 10:30am.*

Volunteer Spotlight: Sarah W

Sarah is a DT program assistant and bus assistant, has been volunteering with the Cottage for more than 18 years!

We have received lots of positive feedback from our members, volunteers and staffs about how kind, helpful, and knowledgeable Sarah is. She has a very keen eye for detail, helps with podiatry, jewelry making and much more. Thank you, Sarah!



Myrtle Cottage

VOLUNTEERS NEEDED

We need you to be our new

- Bus Driver (License Required)
- Bus Assistant
- Activities Assistant
- Cleaner & Kitchen Assistant
- Gardener & General Maintenance Assistant



We need passionate and committed volunteers for a variety of tasks to provide the best for our members living with dementia, people with disability and the frail aged.

Transportation is provided!

Morning pick-ups and afternoon drop-offs to and from Ingleburn Station.



 **Contact Us**
02-9426-3100

  **Follow Us**
Myrtle Cottage

 **More Information**
www.myrtlecottage.org.au

TRANSPORT DESK

Drivers licences for 75 and over.

According to "The Road Ahead, navigating your journey as an older adult" booklet:

When you reach 75 years of age you are required to have a medical assessment every year to keep your licence. Two months before you turn 75, Transport for NSW will send you a form to take to your doctor. When the medical assessment is completed, return the form to a service centre before your birthday. Your doctor may return the form on your behalf.

Medical conditions that affect driving:

All drivers, regardless of their age, must inform Transport for NSW if they have any medical conditions that could affect their ability to drive safely.

Reporting your condition does not mean you have to give up your licence. Transport for NSW will request you visit your doctor to have your fitness to drive assessed. During the appointment, talk to your doctor about your driving needs. You may qualify for a conditional licence that allows you to continue driving if you undergo periodic medical assessments.

For more information, call 13 22 13 or visit nsw.gov.au/driving-boating-and-transport



THE KITCHEN

Greetings from the kitchen,

I would like to welcome Helen and Su to our wonderful kitchen team. Su has just completed her practical hours for a Food Safety Course, and I would like to congratulate her on her achievement.

Cooking classes and pizza making have been a great success with our members, and we look forward to more on our next program.

I would like to make special mention of our cleaner Steve who cleans every bathroom, mops his way through every inch of every floor each day (among many other things), and was sorely missed when recently unwell.

There is an incredible amount of hard work and effort that goes on behind the scenes at Myrtle Cottage, from Management, Staff and Volunteers, and I feel extremely honoured and privileged to be a part of such an amazing team. We recently won an award for Most Outstanding Specialised Business in the Campbelltown Local Business Awards. This was a special moment for all of us, and I was lucky to be chosen to attend on the awards night.



Jo M



WELCOME

We would like to extend a warm welcome to all of the new members of Myrtle Cottage. We hope you have a wonderful time and make many new friends.



BIRTHDAYS

Wishing all of our members, staff and volunteers who celebrated their birthdays in June & July a Happy Birthday!

Members

Barbara B, Carol H, Tio N, Sheryl H, John C, Beverly F, Ana P, Michael R, Margaret M, Emily Z, William C, Grant G, Di Sanh S, Betty B, Brian R, Josie B, Wayne S, Ann G, Faris A, Rhonda H, Michael O, Colin Le M, Denis M, Ann Maree M, Desmond L, Marlene X, George S, Nola J, Martin P, Ursula P

Staff

Rachel N, Jo M, Boris K

Volunteers

Jane P, Linda M, Annette P, Thomas A, Sylvain G, Jenelle F, Kim M, Farjana A, Leeann K



THE WEDNESDAY GROUP

This group, a part of the Wanderer's and Disability Program, has been running since Myrtle Cottage's first location, and has since then fostered a community of volunteers, students, staff and members.

A few lifetime members and volunteers are a part of this program, participating in social activities in the centre as well as recreational outings.

Helen, a member of 19 years, Jenelle, a member of 38 years, and Kathleen, a member of 40 years, are close friends.

"This group is made of friendships," Helen says, "Like a family unit. Hard to find, and easy to keep."

When asked about their experiences with the program, the three members have said that it is an open and understanding place to be with friends, to grow together, and to overcome many challenges and changes.



Helen says that her experiences in the program have allowed her to extend the help she has received at Myrtle Cottage to her fellow members and her loved ones. The three members agreed that in the program they are surrounded by care and compassion, which can be difficult to find, especially in times post COVID-19 lockdowns.

"There is no where else like this in Campbelltown." Kathleen says.

Additionally, the three members expressed their love for Wanderer Program recreational outings. They said that they are a great way to get out of the house and socialise, especially when living alone.

Myrtle Cottage has also had the help of lifelong volunteers - one of those being Michelle, who has given her time to the Cottage for 35 years. She says she does so out of her love of helping people.

Thank you so much to Helen, Jenelle, Kathleen and Michelle for speaking with me.

If you or a loved one would like to join this community as a member or a volunteer, call Myrtle Cottage today.



Courtney C

HAPPY FEET

Hi all,

It's once again the time for the next edition of the Happy Feet report. How has everyone been doing? It has been feeling really chilly.

Podiatry has been going well for the year and there has been an interest in the service from members that attend here. If at all you would like to attend please don't hesitate to contact either Sarah or myself and we will give you a Podiatry pack which needs to be taken to your GP for them to complete. It's important that you get a full medical history from your GP to give to Corinna.

We have recently been made aware by our Podiatrist that if care plans are not handed into Corinna before a visit then the member will need to either pay for the session which is \$56 on the day or you may not be able to see the Podiatrist until you send in the care plan. This is a Medicare guideline that has been sent as our Podiatrist is unable to see patients without being paid or having a care plan. Corinna has been very patient and understanding with us but we do need to follow the guidelines that are in place. Please don't hesitate to contact us if you need any further explanation.

Now I have some trivia that I have found interesting:

- The feet each have 26 bones, 33 joints and over 100+ ligaments!
- Between the left and right foot morphology, there is always some difference as no two feet are the same!
- The foot has more nerve endings per square centimetre than any other part of the body. No wonder they are so ticklish!
- When running, up to 4 times your body weight can be the pressure amount placed on your feet!
- Around about 20% to 30% of the world's population's second toe is longer than their big toe!

These are the following dates for Podiatry for 2024:

- **Thursday 25th July**
- **Thursday 29th August**
- **Thursday 3rd October**
- **Thursday 7th November**
- **Thursday 5th December**



Take care!



Rebecca

IMPROVEMENT BOX

Thank you to everyone who left their feedback in the Improvement Box.

Four members enjoyed the visit to the Art Gallery. Four members loved the music entertainment in the Monday Group. Flexible Respite staff received 3 compliments on their support for members and carers and compassion shown. We also recieved positive feedback for the cooking in the DT Room.



ADVISORY COMITTEE

Our last meeting was held 04/06/2024 and what a busy meeting it was. This meeting the committee discussed our new Medication Policy and will bring back any feedback/suggestions to the next meeting.

Our next meeting will be held on the 3rd of September 2024 at 10am.

We are so happy with the new committee members and wealth of knowledge they bring to the meetings.

Please ask your Coordinator who your representative is for the day you attend and let them know if you have any feedback or ideas.

CANCELLATION POLICY AND PROCEDURE

Cancellation Policy and Procedure for Services Under the NDIS

Objective

To provide an authorised framework for Myrtle Cottage Group (Myrtle Cottage) to process claims for payment and to address service cancellations at short notice. This policy complies with the National Disability Insurance Agency (NDIA) and the National Disability Insurance Scheme (NDIS) policies on the management of cancellation of services by a participant under the NDIS.

Definition and Scope

This Policy applies to services provided by Myrtle Cottage to participants in the NDIS.

For an individual to successfully cancel a service with Myrtle Cottage they are required to notify Myrtle Cottage that scheduled hours of service are not required or are unable to be received.

The acceptable forms of notice are as follows:

(a) by email to email address: info@myrtlecottage.org.au

(b) by phone to landline number: 02 9426 3100 (answering machine available out of office hours)

There are three categories of cancellation:

i) No notice:

This is where no notice is provided before a scheduled pick up and the individual/member is unavailable or is not at the agreed location

ii) Short notice:

Where notice is given, in an acceptable form, less than 7 clear days prior of the scheduled delivery of the service

iii) Reasonable notice:

Where notice is given, in an acceptable form, more than 7 clear days prior to the start of a scheduled service.

Policy

1. The failure to cancel a scheduled service by an individual/member, with reasonable notice – more than 7 clear days prior to the start of a scheduled service, may result in the individual/member being charged a cancellation fee of up to 100% of the agreed service fee as provided for in the NDIS Price Guide 2023-24.

a) Where the individual/member attends for only part of a scheduled service, without prior notice, a cancellation fee may be charged for the remainder of the booked service at the discretion of Myrtle Cottage.

b) Where notice is given less than 7 clear days prior to the start of a scheduled service (Short notice) Myrtle Cottage will take steps, where possible, to offer and book the scheduled service to an alternate individual/member. If this is not possible, Myrtle Cottage may charge a cancellation fee as in 1.

2. If a participant has an unusual number of cancellations then Myrtle Cottage will seek to understand why this is occurring.

3. Where Myrtle Cottage initiates the cancellation of a service, due to operational reasons, the service will be rescheduled without cost to the individual/member.

4. All NDIS service agreements between individuals/members and Myrtle Cottage will include details of this cancellation policy.

Procedure

Notice before scheduled service	Action	Fee
Reasonable notice – more than 7 clear days prior to the start of a scheduled service	No notice (No attendance)	N/A
Reasonable notice – more than 7 clear days prior to the start of a scheduled service	Record cancellation in Op Notes. Record if service scheduled to another participant	100% of schedule service fee if unable to schedule to another participant. Up to 12 instances per plan year.
No notice (No attendance)	Record cancellation in Op Notes. Record if service scheduled to another participant	100% of schedule service fee if unable to schedule to another participant. Up to 12 instances per plan year.

PARIS 2024 OLYMPICS WORD SEARCH

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

GYMNASTICS

CYCLING

BRONZE

SOCCER

AUSTRALIA

DIVING

OLYMPICS

JUMP

SWIMMING

SILVER

HOCKEY

SAIL

GOLD

RUN

PARIS

