

Mālō a lei lei Warami Bongu Kia ora Neih-hou Māhā Ní hāo Salaam Talofa Ciao Namaste Zdravo Bonjour Kumusta Hola Hello Yaama

Chatterbus

Oct, Nov & Dec 2022

CEO Message

Welcome to our revamped edition of Chatterbus. I can't believe how quickly this year is moving. If you haven't attended one of our fantastic social outings, make sure you take a look at what we have in store this quarter and get booking!

Active Care Network has continued advocating for fair funding for Community Transport. While this started under the previous government, Aged Care reforms and funding options continue to be explored. Along with some of our most vocal supporters and staff, we joined a convoy of over 20 buses from Community Transport providers across Sydney to raise our concerns on funding; putting your needs at the front of decision makers' minds. We took groups of our clients to pre-polling booths and met with local candidates, delivering petitions and letters expressing our concerns. Clients and I were interviewed by Channel Nine and our local efforts published in the Western Weekender. Despite the recent announcement that these reforms will be pushed back until 2024, we will continue to advocate for fair funding and provide feedback to ensure our clients receive the best outcomes possible for Community Transport.

I would like to thank everyone who attended our Community Advisory Groups (CAG). We have taken your feedback on board and started by upgrading our phone system. Please listen carefully to our new phone menu as options have changed. Our outings and events team has "aimed for the stars" with a host of outings so you can make the most of your social calendar. We always welcome and rely on your feedback; if you are interested in participating in the next CAG meeting, check the dates in the outings calendar.

We are also excited to retire three of our older vehicles and christen three new Toyota Commuters for smoother, more comfortable transport. Our Home Support Services team also has a freshly-branded, new Toyota Hilux Ute. Keep an eye out for them!

This quarter sees the beginning of daylight savings on Sunday 2 October, and the celebration of National Carers Week and International Day of People with a Disability. Heading into the festive season we have another great client and staff Christmas party booked and hope you will join us for a fun celebration. I look forward to seeing you at the party.

Stay safe and keep travelling

Ben Jackson
CEO



A few important dates for your diary

Active Care Network services will **not be available** on:

- **Wednesday 7 September 2022**
- **Wednesday 14 December 2022**
- **Wednesday 8 March 2023**
- **Wednesday 14 June 2023**

These dates have been set aside for staff training and planning. We will still provide morning transport for dialysis and chemotherapy however, clients will have to arrange their own return trips via taxi or with family or friends on these dates.

The Community Taxi Card is available, to those who are eligible, to help with transport. If you do not have a community taxi card, call the office to see if you are eligible and apply as soon as you can as applications require a month to process.

Christmas, New Year & Australia Day Office and Service Closure

**WE WILL BE TAKING A SHORT BREAK
OVER THE FESTIVE SEASON.**

*Our offices and transport services will be closed
from Friday 23 December 4pm
and reopen Tuesday 3 January 2023.*

*We will also close on
Thursday 26 January 2023 – Australia Day.*

Penrith Community Aid – Passing the Baton!

Founded in July 1972, by the Late Betty Hargreaves OAM and her husband Perc, Penrith Community Aid has helped to meet the needs of the local community for 50 years.

Shirley and Grenville Satur both in their 80's, along with a team of volunteers, ran Penrith Community Aid operating the opportunity charity shop, and providing food parcels from the funds raised for those in need.

Shirley worked for 35 years as a volunteer and Grenville joined Shirley on his retirement, becoming President. Both were happy to have been able to give back to the community. "Whether it was a grocery parcel, advice on where to get help or just for a chat, there are a lot of lonely people out there who need community help" said Shirley.

Unfortunately, a fire last year saw the organisation suffer badly. Faced with the herculean task of rebuilding the organisation after losing everything the members made the hard and sad decision to accept voluntary closure. As a result Shirley and Grenville, on behalf of Penrith Community Aid, were able to celebrate giving other charities much needed donations; Active Care Network was a fortunate beneficiary.

Why Active Care Network?

When Grenville hurt himself two years ago they used Active Care Network transport and were so impressed with our service and the kindness and compassion of our drivers was remembered!

In the sadness of losing another community organisation we have the joy of investing that money back into our community.

Shopping Bus

There is no better time than right now to try our group shopping buses! Our shopping buses run on set days throughout the week and are a fantastic way for you to get out, tick-off some of those things on your to-do list and meet new people! With 2 hours to do your shopping, we offer door-to-door service, space for your shopping and assistance carrying your bags to your door. Give it a try, you will be glad you did!

**For more information or to book a seat,
call the office (02) 4722 3083 or email
bookings@activecarenetwork.org.au**



People Make the Outing!

Active Care Network's social trips are a great way to meet new people, catch-up with old friends, get out and about, and explore new areas.

Most of our clients have a great time on our outings saying the journey is as important as the destination. The drivers are polite and considerate and do their utmost to make things run smoothly so you can enjoy the day.

Before you set out on an outing it's important to get a few basics right so you can best enjoy your day.

- > Our social outings are popular and bookings fill quickly. You can get your newsletter and outings calendar via email, as soon as it is ready and save paper; just call the office and register your email address. Otherwise, all our outings calendars and newsletters are lodged at Australia Post for mailing at the same time. We can't guarantee when you will receive your calendar in your mail box as Australia Post deliveries differ for every area.

- > Bookings for social outings open on the first day of the month prior to the month of the outing – eg to book for October you can call in September. We take social bookings on a first-come, first-served basis and do our best to accommodate as many people as possible. We create waiting lists so if you need to cancel a trip for any reason, please do so as soon as possible so others get the chance to attend.
- > Minimal assistance is available on our social outings. Clients must bring their own carer if required. Call us to see how you can register your carer, or book and pay for two spots and bring a friend to help you on the day.
- > On the day of your outing make sure you have everything you need – including all medications, snacks or water as sometimes we can get delayed in traffic. Bring your ID, seniors and concession cards for meal and entry discounts and ensure you have a hat, jacket or sunscreen as required.
- > Be prepared and ready for your pick up. Pick-ups start as early as 7:00am, stay inside in case we need to contact you on the day.
- > We are a diverse community with many different opinions, points of view and beliefs, so we ask you to be mindful, respectful and courteous to others.
- > Most of all, bring your sense of adventure and fun!

Get Up! Stand Up! Show Up! – NAIDOC Week

NAIDOC Week celebrates the significance of our Aboriginal heritage and the important contribution our Aboriginal population make in our communities. A number of staff and clients attended NAIDOC week events, embracing this year's theme, Get Up! Stand Up! Show Up!; a call to action for systemic change and to keep rallying around our mob, our Elders and our communities. Whether seeking proper environmental, cultural and heritage protections, Constitutional change, a comprehensive process of truth-telling, working towards treaties, or calling out racism—we must do it together. The relationship between Aboriginal and Torres Strait Islander peoples and non Indigenous Australians needs to be based on justice, respect and equity.



Millions of Reasons to Care – National Carers Week

National Carers Week, 16 October, is an opportunity to raise awareness, recognise and celebrate the 2.65 million carers around the country. Active Care Network appreciates the outstanding, unpaid support carers provide to their loved ones. Often the person cared for may need assistance travelling outside the home. Knowing how to get around and what you need to think about when travelling can make things easier.

At Active Care Network, we offer affordable and accessible transport for the elderly, people with a disability and their carers. Call us to see how our team can help make transport easier for your loved ones, keeping them independent and connected.



Diwali – Festival of Lights

Celebrated in October, Diwali is an important Hindu event. Well-attended for its religious significance and because it has something to offer anyone who is proud of the multicultural society in which they live. From the lighting and flickering of oil lamps, Bollywood performances, henna tattoos, trade shows, bazaars, food vendors and friendship; Diwali showcases Indian traditions, culture, cuisine and art. Active Care Network transport can be booked to help get you to an event.



International Day of People with a Disability – 3 December

International Day of People with a Disability aims to increase awareness, understanding and acceptance of people with a disability. It's a day to celebrate their achievements and contributions.

Active Care Network is proud to be a registered and accredited NDIS service provider, offering safe and accessible transport that fosters inclusion in the community.

Our team is happy to help you with the registration process and provide you with information on how to access relevant funds for your transport needs. We can work with you directly, your package provider, or an advocate of your choice.

**Are you ready to start your journey?
Call us today on (02) 4722 3083**



Go Paper Free

We aim to have a positive impact, not only for our clients but also our environment. If you are able to join us in going paper free by receiving Chatterbus and the outings calendar electronically, register your email with the office and also **receive a free bus trip once a year for each year you go paper free!**

Home Support Services - Gardening and Yard Maintenance

With spring unfurling maybe it's time to call in some heavy duty muscle and get your yard ship-shape. Whether you need weeding, pruning, mulching or just the edges done and the lawn mown our team is available to help out.

Here are a few nice things our clients have said about the team:

“

He listens very well to what I want done around the property and works very hard. I'd like to keep him as my gardener for all future services if possible.

“

Angelo did a great job, the yard looks terrific. He's efficient, hardworking, kind and polite. We are very happy with the work he does every time.

If you'd like your yard looked after so you can spend time doing something you'd rather be doing, or because it's all getting a little bit too much, call the office (02) 4708 9439 and talk to our Home Support Services team for an obligation free quote, and the assurance you will get an excellent result from a professional team who care.

This service is available to anyone, including those who are on an Aged Care Home package or NDIS plan.

