



Behind the Wheel

Nepean Food Services

September 2016

EXCELLENCE IN THE WAY WE ENABLE THOSE WE SUPPORT TO STAY INDEPENDENT

CLIENT NEWSLETTER

A Message from our Operations Manager

Ditte Kozak

Hello to all clients and welcome to Spring.

We have celebrated National Meals on Wheels Day with our amazing volunteers. Penrith Mayor, Councillor Karen McKeown joined us. Without our volunteers we would not be able to run our services. I hope that you enjoyed your little snack and the health card we gave you on the day.

The Stepping On Falls Prevention program that we run in partnership with NSW Health has begun its second run for this year. We encourage you to contact us with your expression of interest for the next group of Stepping On sessions that are due to begin again next year.

Nepean Food Services Luncheon Clubs have become so popular that we have had to add another Brunch Club to our list of outings.

We would like to express our gratitude to National Seniors for their generous donations. This will assist us in providing an enjoyable Christmas party for all of our Luncheon Club clients.

If you would like to join us please ring the office. It is a great way for you to get out of your house and socialise with others.



Contact Us

Penrith Program

Regentville Hall
16 Jeanette St,
REGENTVILLE NSW 2745
Phone: (02) 4733 7200
Fax: (02) 4733 7211

Warragamba Program

15 Weir Road
WARRAGAMBA NSW 2752
(02) 4774 2589

admin@nepeanfoodservices.org.au
www.nepeanfoodservices.org.au



Support for ex – Service People

The Penrith RSL sub-branch is dedicated to looking after the needs of current and ex-service personnel and their families.

For urgent psychological advice please contact the VVCS Hotline on 1800 011 046.

For all Welfare/Pensions matters under the VEA, SRCA or MRCA provisions contact the sub-branch administration on (02) 4728 5225 or email subbranch@penrithrsl.com.au to make an appointment.

The sub Branch Welfare Officer is John Fenton (TIP 3 Advocate). He can be contacted via email at johnf@penrithrsl.com.au



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Is it time to Upgrade your TV or Fridge?



The State Government are offering discounts for residents to upgrade their old TVs and fridges to more efficient models.

Conditions apply. To be eligible you must meet the following conditions:

- Be a NSW resident
- Hold one of the following valid concession cards: Pensioner Concession Card, Health Care Card or Low Income Health Care Card from Centrelink, Veterans' Affairs Gold Card
- Own a fridge six years old, or older, and want to replace it OR
- Own a plasma or cathode ray tube (CRT) television and want to replace it
- More details can be found on the website

www.environment.nsw.gov.au/households/appliance-replacement-offer.htm Need more help?

Call The Good Guys on 1300 601 795

The Peppercorn Home and Garden Maintenance Service is a service supported by funding from the Australian Government under the Commonwealth Home Support Program (CHSP) and the NSW Government under the Community Care Support Program (CCSP). The service aims to support older people and younger people with a disability to maintain their independence and enable them to remain living in their own homes. Please call 4577 9975 for more information.

Penrith City Council Rewards Nepean Food Services for Excellent Food Safety



Nepean Food Services was presented with a certificate for a 5 star rating in NSW Food Authority's Scores on Doors program.

The 'Scores on Doors' Program is part of the Food Regulation Partnership between the NSW Food Authority and local government, and has already been implemented by 53 Councils across NSW.

The Program has a star rating system which rewards food businesses operating at a high standard and encourages all food businesses to raise or maintain their standards. Penrith Mayor Councillor Karen McKeown said 'Scores on Doors' is a positive way for local food businesses to promote themselves.

At Nepean Food Services we are confident in providing our community with nutritious, delicious and hygienically safe meals through our well established Meals on Wheels service.

What Are Seniors Worth?

Remember, old folks are worth a fortune with silver in their hair, gold in their teeth and stones in their kidneys, lead in their feet and gas in their stomachs.

I, for one, have become a frivolous old girl in my ageing years.

I am seeing five men every day. As soon as I wake up, Will Power helps me out of bed, then I go to see John. Next it's time for Uncle Toby to come along followed by Billy Tea.

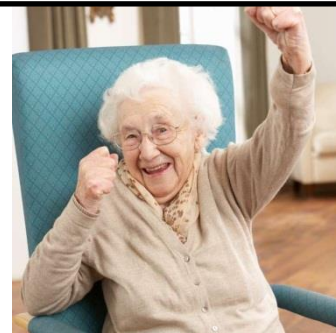
They leave me with Arthur Ritis for the rest of the day. He does not like to stay in one place for very long and takes me from joint to joint.

After such a busy day I'm really tired and glad to go to bed with Johnny Walker.

What a life. Oh! I forgot to tell I am also flirting with Al Zimer.

P.S. The Preacher called last week. He said that at my age I should be thinking of the hereafter. I told him "Oh! I do that all the time. No matter where I am, in the kitchen or in the parlour or in the basement, I ask myself: *What am I here after?*"

Fun little article from a magazine shared by Nepean Food Services Volunteer Cliff Bryan



Feedback & Complaints

We encourage you to advise Nepean Food Services of any suggestions or complaints you have about our service.

- Report issues or complaints to a staff member or volunteer.
- Complaints will be documented on the NFS Feedback Form.
- If the Administrator cannot resolve your complaint, the Manager will respond to your complaint within 24 hours.

If all of these steps fail, then you may forward unresolved complaints to:

The Chairperson, Nepean Food Services Regentville Hall 16 Jeanette Street Regentville. 2745 Phone: 4733 7200 Email: admin@nepeanfoodsolutions.org.au	The Aged Care Complaints Scheme Aust Department of Social Services GPO Box 9848 Sydney 2001 Phone: 1800 550 552
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NSW OMBUDSMAN

Telephone contact: 02 9286 1000 or 1800 451 524 or TTY 02 9264 8050

The Ombudsman's Office handles complaints about a range of services and providers including public sector agencies and community services.

Complaint handling work is aimed at exposing and eliminating conduct that is illegal, unreasonable, unjust or oppressive, improperly discriminatory, based on improper or irrelevant grounds, based on a mistake of law or fact, or otherwise wrong.

Farewell Matthew and Loren

Nepean Food Services recently said farewell to bus driver Matthew who had been picking up our Penrith Luncheon Club clients each Thursday since 2002.

We also said farewell to Penrith Luncheon Club Volunteer Loren who has assisted us for 19 years and is known for her friendly smile and caring attitude.



Luncheon Club Outings – Join us for fun and great food!



A message to our Luncheon Club Clients:

Please keep a lookout for upcoming invitations to special events and other lunch outings. Please register promptly as our buses fill up quickly.

Nepean Food Services take very seriously the safety and confidentiality regarding the way in which we store your personal details. Please be assured that we do not use cloud technology in any of our information systems.

Last but not least: What do cats call mice on skateboards?

Meals on wheels. 😊

Joke shared by Volunteer Jannette Loone



Thank you to our Sponsors

Your ongoing support is highly appreciated.



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