

BCCT GAZETTE NOVEMBER 2017

Elder abuse - How to seek help

Research suggests that as many as 50,000 older people in NSW may have experienced some form of abuse. It is estimated that only 1 in 5 cases of elder abuse is reported. Older people have the right to be safe and to be treated well. Abuse of an older person is not acceptable.

What is elder abuse?

Elder abuse is when someone acts, or fails to act in a way which causes harm or distress to an older person. It can take various forms such as physical, psychological, emotional, financial or sexual. It can also be the result of intentional or unintentional neglect. The majority of abusers are often people you trust such as family members, neighbours, friends or carers. The abuse of older people is a globally recognised issue that is becoming more prevalent. It's important to know that older people have the right to enjoy a life free from abuse. Every older person's dignity should be honoured and respected and they should expect and deserve the right to be safe and treated fairly.

Is elder abuse happening to you?

If someone you trust is doing something to hurt you, it is abuse.

Someone might be: hitting you, shouting at you, making you feel scared, stopping you from doing the things you enjoy, not letting you make your own decisions, denying you the things you need such as food, medicine or clothing, forcing you to do things you don't want to do, taking your money away, selling your things without permission, forcing you to change your will or move out of your home.

You don't have to put up with being treated like this.

If someone you know is causing you harm or distress, or you know of an older person that you suspect is being abused, help is available. The **NSW Elder Abuse Helpline** provides information, support and referrals for older people being abused in NSW. The service is free and confidential. Anyone can make the call and callers can remain anonymous. Call the help line on **1800 628 221**



BCCT staff recently underwent a training workshop provided by the NSW Elder Abuse Helpline & Resource Unit. We have been trained to identify and report signs of elder abuse and can help direct you to more information about how you can seek help. If you have any questions about the helpline we can provide you with some resources. Feel free to call our office and ask for a brochure.



BCCT

Bankstown Canterbury Community Transport provides affordable, accessible and flexible transport options for frail aged or disabled people and their carers.

28 Queen Street

Revesby 2212

Office Hours

Monday - Friday 9:00am - 5:00pm

Service Operates

Monday - Saturday

Call 9772 4928 and

Press 1 to make a booking.

Press 2 for driver pickup.

Press 3 for cancellations.

Press 4 for accounts.

Press 5 for general enquiries.

Phone lines are open between

9:00am - 5:00pm

Confirmations start from 3:00pm

For more information or to book

online visit our website:

www.bcct.org.au

Or email us at:

info@bcct.com.au

This service is supported by funding from the Australian Government under the Commonwealth Home Support Program.

What's on in November



St George Rowing Club

St George Rowing Club has the most spectacular views that Wolli Creek has to offer. Come and join us for a lovely lunch right on the edge of the Cook's River.



Austinmer Beach

Take a ride to the beautiful Austinmer Beach. We will take a walk along the flat boardwalk then have lunch at the nearby Scarborough-Wombarra Bowling Club.



Macarthur Square

Shop at your own pace at some of the best leading retail brands at Macarthur Square in Campbelltown then enjoy lunch of your choice in the large and popular food court.



Beverly Hills Cinema

When was the last time you went to the movies? Come along to Beverly Hills Cinema to catch the latest new release film of your choice with cheap ticket prices.



Oatley Park Picnic Lunch

Be adventurous with a BBQ picnic at Oatley Park. A popular spot for picnics, Oatley Park is 45 hectares of beautiful natural bushland on the waterfront of the Georges River.

BCCT Social Club—join our social club to do productive activities and help BCCT become a better organisation. Please bring a \$2 gold coin donation or baked morning tea goodies.

"Out & About" Thursdays you will have approximately 3 hours to explore independently at your own pace. Come and challenge yourself!

Please note: No BCCT carer available on this service.

Saturday Social Local Outings will give you the opportunity to travel to local sporting events, shows, fairs, markets and other special events. More information of location will be on our monthly newsletter. **Please note: No BCCT carer available on this service.**

COMMUNITY TRANSPORT
"We Transport with Care" **BANKSTOWN CANTERBURY**

Please note:

- ◆ Telephone bookings can be taken from 9:00am to 5:00pm. Bookings through our website can be taken at any time, please go to bcct.org.au/services/booking
- ◆ Please advise us if you are taking your carer or any mobility aids (walker/frame or a wheelchair)
- ◆ Minimal assistance available. Clients must bring own carer if required
- ◆ Due to circumstances beyond our control, some venues and cost of lunch may change. BCCT staff will inform you if this happens
- ◆ Some of our activities will involve walking at your own pace
- ◆ Some of the venues will require a **GOLD COIN DONATION** as entry fee, this is not included in the full cost
- ◆ Coaches are used on popular outings
- ◆ Please advise of dietary requirements
- ◆ Book early as numbers are limited

FOR BOOKINGS CALL

(02) 9772 4928

PRESS 1

Or if you need an INTERPRETER CALL

131 450

Reminder:

Local shuttle service is available from Monday to Saturday.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 Grandview Bowling Club <u>BUY OWN DINNER</u> Bus Cost: \$6	2 BCCT Social Club Bus Cost: \$6	3 St George Rowing Club <u>BUY OWN LUNCH</u> Bus Cost: \$15	4 Westfield Miranda Bus Cost: \$12
5	6 Austinmer Beach & Bowling Club <u>BUY OWN LUNCH</u> Bus Cost: \$15	7 Moorebank Bus Cost: \$6	8 Mount Lewis Bowling Club <u>BUY OWN DINNER</u> Bus Cost: \$6	9 Fashion Spree Liverpool Bus cost: \$12	10 NSW State Library <u>BUY OWN LUNCH</u> Bus Cost: \$15	11 Moore Park Produce Markets Bus Cost: \$12
12	13 Wiseman's Ferry Hotel Full Cost: \$30	14 Kingsgrove Bus Cost: \$6	15 Padstow RSL <u>BUY OWN DINNER</u> Bus Cost: \$6	16 BCCT Social Club Bus Cost: \$6	17 Ferry to Cockatoo Island <u>BUY OWN LUNCH</u> Bus Cost: \$20	18 Fairfield Markets Bus Cost: \$12
19	20 Manly North Head Lookout <u>BUY OWN LUNCH</u> Bus Cost: \$15	21 Podiatry Bus Cost: \$6 (+ consultation fee)	22 Bankstown Sports Club <u>BUY OWN DINNER</u> Bus Cost: \$6	23 Macarthur Square Bus Cost: \$12	24 Canoelands Orchard <u>BUY OWN LUNCH</u> Bus Cost: \$20	25 Beverly Hills Cinema Bus Cost: \$12
26	27 Oatley Park Picnic Lunch Full Cost: \$25	28 Wetherill Park Bus Cost: \$6	29 Club Rivers <u>BUY OWN DINNER</u> Bus Cost: \$6	30 BCCT Social Club Bus Cost: \$6		

NSW State Library

The State Library of New South Wales is a large reference and research library open to the public. It is the oldest library in Australia, being the first established in New South Wales in 1826. Come and explore this iconic and important building.



Wisemans Ferry Hotel

Let's take a drive to the beautiful Wiseman's Ferry where we will visit the Hotel for lunch. Situated on the Hawkesbury River the Hotel still retains all the charm & heritage of its time. Now run and operated by former Australian Wallaby Bill Young, you can be assured of some great country hospitality when you call in.

Ferry to Cockatoo Island

Catch a ferry to historical Cockatoo Island, the largest island in Sydney Harbour. Off limits to the public for over 100 years it played a pivotal role in Australia's early convict & naval history. Originally used as a convict prison and later converted to a shipyard the island was opened as a tourist attraction in 2007 and is now world heritage listed.



Manly North Head Lookout

Located in Manly's back yard is the scenic North Head. With over 10km of easy walking tracks through beautiful national park lands and coastal cliffs, it's the perfect spot for whale watching. Take a stroll along the Fairfax track, connecting three separate lookouts with flat gentle paths and superb views across the harbor and the sea.

Canoelands Orchard

Buy direct from the farmer at Canoelands Orchard. Pick your own nectarines, plums, peaches, passionfruit and more. Pay by the kilo for what you pick. There are also market stalls selling honey, jams, chutney & other produce. Tour the farm then relax over lunch with the beautiful scenery & aroma of fresh fruit all around you.



Shopping bags on vehicles

For safety reasons when you go shopping with BCCT we limit you to a maximum of two standard shopping bags, we recommend the fabric 'green bags'. Recently there has been a number of instances of people bringing too many bags or even their own shopping trolleys onto our vehicles. This can be very dangerous as there is no way to safely secure them inside the vehicle. In the event of an accident your items could become a deadly missile. For this reason our drivers will not allow you to bring excessive baggage or any kind of trolley with you onto the vehicle. Please be mindful of the safety of others and arrange for home delivery of your groceries instead.

After hours phone

When you are out during the day you may need to give us a call to change your pickup time, for example if your appointment finished earlier than expected. Normally you would call our main number and select option 2 for driver pickup. However sometimes you may need to call us after 5pm or on a Saturday when our office is closed. In this case you need to call our after hours number **0450 264 803**. This is a mobile that will be held by one of the after hours drivers, who can coordinate with the other drivers via radio. Ask your driver for the blue card with the after hours number on it. Please do not try to call this number during normal office hours as it will be switched off.

Wearing seatbelts in vehicles

Please be reminded that all of our vehicles are fitted with seatbelts and you **MUST** wear your seatbelt at all times when the vehicle is moving for your own safety and the safety of others. Under the NSW Road Rules it is an offense to remove your seatbelt when the vehicle is in motion. You are legally required to wear your seatbelt unless you have a certificate of exemption from your doctor. We have recently had some near misses where clients have removed their seatbelt and stood up when the vehicle was moving. This is very dangerous and could result in serious injuries or even death if the vehicle stops suddenly or has an accident. Do not remove your seatbelt at any time when the vehicle is moving and remain seated. Wait until the vehicle comes to a complete stop. If you need help with putting your seatbelt on please ask the driver or carer on the vehicle to assist you.

Lost property

We often find lost property on our vehicles such as bags, glasses, hats, scarves, jumpers and so on. Many people like to bring cushions to sit on and we have recently had a few left behind. Please make sure to take everything with you when you exit the vehicle as it can be difficult to track down who owns what. Lost property is kept safe in our office until we can find the owner. If you think you may have left something on one of our vehicles please give us a call so we can return it to you.

Updating your details

It's very important that the information you have provided to BCCT is kept up to date to ensure we can provide the most appropriate services to meet your needs. If your address or phone number has changed or if you have a new mobile phone please let us know so we can continue to contact you about your bookings. If your mobility needs have changed such as the use of a wheelchair or walking frame, please let us know so we can provide an appropriate vehicle for you. We also need to know current contact details for your next of kin in case of an emergency. This is very important! The next time you call us please consider double-checking some of these details to update our records.

Compliments and Feedback

We love to hear from you about what we are doing right and what we could improve. If you have any comments or feedback about the services we provide, or any concerns, please feel free to let us know. We are always trying to find ways to make our services better and we highly value your feedback. Write to us or give us a call.

Phone Interpreter Service

If English is your second language or you can't speak English please call the Translating and Interpreting Service (TIS) on **131 450**. An interpreter will help you to talk with our staff.

Newsletter mailing list

Keep up to date with the latest news and activities by joining the newsletter mailing list. If you would like to receive this newsletter by post or email call us on 9772 4928 or email info@bcct.com.au