

Special Thanks to United Way!!!



We were so fortunate to be able to work with United Way again in March! What a wonderful day down at the Sydney Aquarium with the lovely Fujitsu team! United Way link IWNA with corporate volunteers on fantastic outings at some of Sydney's best sites. Thank you United Way & Fujitsu!

The IWNA Team

| | |
|---|----------------------|
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| Claire Urban—Volunteer Co-ordinator | claire@iwna.com.au |
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| Kym Tremaine—Home Maintenance Co-ordinator | kym@iwna.com.au |
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IWNA would like to thank our sponsors...



INNER WEST neighbour aid INC. (IWNA)

March 2011 - Issue 68

NEIGHBOUR NEWS

Out & About with United Way

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MR & MRS WONG WITH CATHY FROM AMP

Message from the Manager

I was fortunate enough to begin work with IWNA in early January. I have been welcomed incredibly warmly by the management committee, the IWNA team and particularly the clients I have been lucky enough to meet so far! The past couple of months have been quite the learning curve for me but I've managed to 'Keep Calm and Carry On' and in fact I am very excited about what lays ahead in 2011.

We have some big plans for IWNA this year, we are going to introduce some new programmes and try to expand our services so we can meet the needs of more clients in the Inner West. We've also had some in-house changes amongst the team and expect this to strengthen our foundations so we can deliver a more efficient and enjoyable service to all of you. Kym will now be Home Maintenance Co-ordinator (garden aid & lawn mowing), Jackie is our Social Support Co-ordinator, John has become our Community Development Co-ordinator (research & development), Nimi is going to focus more on the business as Finance Manager and Claire will be our official Volunteer Co-ordinator. Congratulations to them all!

Our clients are our most important asset and I would like to hear your feedback about our services or any ideas you have for improvement. Enclosed with this newsletter is a short survey I'd be very grateful if you would complete and return to us. In addition, we are enclosing a release about our lawn mowing subsidy project, all clients are to be reviewed to ensure we are always offering the service to clients who are most in need. I would respectfully ask that you read the release thoroughly if you are currently receiving the subsidy.

All the very best,

Rebecca Holland

Home Maintenance News

Garden Aid Clients

There are new price changes to waste disposal and processing pricing for 2011.

The minimum tip fee for garden waste is now:

Garden Organics \$41

Palm Trees and Fronds \$45

Disposal charges include GST.

Lawn mowing is running at full capacity and Garden Aid has employed another Team Leader working 2 days a week which has given clients the ability to make a quicker booking.



Important Volunteers Safety

- Wear a hat and sunglasses while working in the garden to avoid the harmful effects of sun rays. Apply generous amount of sunscreen to prevent sunburn (IWNA Inc. supply the sun screen)
- It's most important is to wear proper attire. Put on the gardening gloves to safeguard your hands from cuts, thorns etc. Wear glasses to avoid the entry of any foreign object into your eyes. Good gardening boots will protect your feet.
- The Team Leaders are the only ones that will be handling the spraying of chemicals.
- Take care of your back and never move heavy objects that might cause a back injury or pain. Always bend your knees instead of back when lifting.
- Do not spend too much time out in the sun. Take a break from gardening and have a drink. Even better bring your own water bottle in case there is no water on site.
- Do not forget to wash your hands with soap or hand wash after working in the garden. This will remove the dirt and germs off the hands.

Thankyou

Kym Tremaine
HOME MAINTENANCE CO-ORDINATOR



Training Patch

Stress and Coping

1. **Recognize stress:** Some of the symptoms of stress include agitation, irritability & anger, disorientation & confusion, and apathy & despair. Elevated stress levels can even lead to physical symptoms.
2. **Understand Critical Incident Stress:** If you or a co-worker encounters an extremely stressful event such as a death, or a life threatening event, contact your team leader immediately.
3. **Be calm and keep a positive attitude:** Your reactions to situations will affect the reactions of others around you. A calm and positive demeanour will be helpful not only to you, but also to those around you.

If you are suffering from stress, anxiety or depression, or you know somebody who is, it is important to know where to get help. The **beyondblue** info line provides access to information and referrals to relevant services for depression and anxiety related matters. You can call the info line for the cost of a local call or send an email.

Phone: 1300 22 4636

Email: infoline@beyondblue.org.au



Client's Corner

QUOTE OF THE QUARTER:

"The secret of staying young is to live honestly, eat slowly, and lie about your age."

~ LUCILLE BALL ~

CLIENT'S CORNER IS YOUR PAGE!

PLEASE SEND US YOUR RECIPE'S, QUOTES, HANDY HINTS, SHORT STORIES, POETRY OR ANYTHING YOU THINK WOULD BE OF INTEREST TO OUR READERS!! GIVE US A CALL OR POP YOUR CONTRIBUTION IN THE POST AND YOU MAY SEE IT HERE ON THIS PAGE!

ALL PUBLISHED ENTRIES WILL BE ACKNOWLEDGED AND WILL RECEIVE A SMALL PRIZE!

Get involved

⇒ IWNA is introducing a new programme called 'Alive & Kicking'. We will be offering an 8 week well-being programme that will include exercise, social and educational activities that will aim to improve your health and well-being. The programme will be 2 sessions a week and will be entirely free to participate. The programme will be tailored to suit people of all abilities—there will be Yoga, Meditation, Book Club, Laughing Classes and much more! If you are able to commit to an 8 week programme, want to improve your health and well-being then please give IWNA a call to reserve your place.

⇒ Are there men out there that would like to get involved in a Men's Group or Men's Shed? We would like to start a group for men to get together and play cards, watch football and build furniture. Bloke stuff! Men give us a call if you would be keen to join (or ladies if you want to get hubby out of the house for a few hours!)

TROUBLE SLEEPING?

Try some of these tips to improve sleepless nights:

- * Try to eat foods that are high in carbohydrates and calcium before bed, like a peanut butter sandwich or apple pie & ice cream!
- * Don't fall asleep before your usual bedtime, you'll probably end up waking up later in the night. Try to do something stimulating during to keep you awake like washing the dishes, calling a friend or getting clothes ready for the next day.
- * Exercise regularly. You don't have to be a star athlete but try to do at least 20-30 minutes of physical activity each day. If you can't do that all at once break it up into 5 or 10 minute blocks.
- * Make relaxation your goal, not sleep. Try a relaxation technique such as visualization, deep breathing, or meditation, which can be done without even getting out of bed.
- * If you've been awake for more than 15 minutes, try getting out of bed and doing a quiet, non-stimulating activity, such as reading a book.



JUNE 2011 OUTINGS—EAST

| | |
|--------------|---|
| Wednesday 8 | AQUA AEROBICS Price: \$10.00 Walking: Minimal |
| Friday 10 | FISH MARKETS Price: Spend what you want Walking: Intermediate |
| Tuesday 14 | MOVIES Price: \$11.00 Walking: Minimal |
| Thursday 16 | THE AGED CARE RIGHTS SERVICE: LEGAL TALK WITH LAWYER Price: Free Walking: Minimal |
| Wednesday 22 | HIGH TEA @ STAMFORD GRAND HOTEL, NORTH RYDE Price \$28.00 Walking: Intermediate |
| Friday 24 | EDEN GARDENS Price: Bring money for lunch Walking: Intermediate |
| Tuesday 28 | ROUGHLEY HOUSE AND GERANIUM COTTAGE, DURAL Price: BYO/\$10-20 Lunch at Geranium Cottage Walking: Intermediate |
| Thursday 30 | FISH & CHIPS @ WATSONS BAY Price: \$10-15 Walking: Intermediate |

JUNE 2011 OUTINGS—WEST

| | |
|--------------|---|
| Tuesday 7 | IKEA Price: \$5.00+ Walking: Advanced |
| Thursday 9 | FLOWER POWER Price: \$6.50 Coffee & Cake Walking: Intermediate |
| Wednesday 15 | SYDNEY AQUARIUM: CORPORATE VOLUNTEERING DAY Price: Free Walking: Intermediate |
| Friday 17 | MYSTERY TRIP Price: Free Walking: Intermediate |
| Tuesday 21 | CLUB FIVE DOCK Price: \$5.00+ Walking: Minimal |
| Thursday 23 | ASHFIELD RSL BUFFET LUNCH Price: \$8.50 Walking: Minimal |
| Wednesday 29 | ENTERTAINMENT @ CANTERBURY HURLSTONE PARK RSL Price \$6.00+ Walking: Minimal |

Social Support News

It is encouraging to see our outings being so well attended. We appreciate your co-operation in the new bookings procedure as it has resulted in far less telephone follow up calls, this means that staff can be more involved in programme development and subsequently more varied and satisfying outings. A win-win for social support!

We have enclosed in this newsletter outings calendars to pin on your fridge or on your wall.

Listed below are some of the outings for the next quarter.

- Stock up for Easter with a trip to the Darrell Lea factory. I am sure that all items purchased are low calorie and good for us.
- This quarter we are trialling a couple of new RSL clubs in the inner west. Campsie was recommended by one of our clients and Canterbury Hurlstone Park is close to our office. I have been there for a yoga class (not a pretty sight!) but very tasty Chinese food. Let's be adventurous and give it a go.
- The Independent Living Centre is an educational display centre featuring various aids which help you remain independent.
- Art Express is an exhibition of the best 2010 HSC art works. It shows the talent and imagination of our young people in 1 place. Maybe the artwork is not to everyone's tastes but an interesting experience. Maybe you know someone whose work has been chosen.
- We thought that we would go to Sydney Town Hall this time to see the renowned Julie Anthony and Simon Gallagher. I am sure you all remember these artists from the days of Sound of Music. If you are booking this outing we need to collect the money at least 1 week prior to attendance as IWNA has to send money prior to the event. We have been caught out with late cancellations and still having to pay for the tickets. Thank you in advance for your cooperation.
- A couple of new outdoor walks are also included in the programme. It is important to get up and at it as much as we can.

See you all soon!

Jackie Walters
SOCIAL SUPPORT CO-ORDINATOR



Volunteer News

Hello Volunteers!

Most of you know me by now, but I would just like to make official that I am your first point of call for any of your volunteering needs! I will organise training as it becomes available and encourage you to let me know if there is a specific area you think you may need help in. Also, please tell your friends and family about us, many of our best volunteers hear about us through word of mouth!

IWNA would be struggle to survive without the support of all our amazing volunteers. This year National Volunteer Week will be from 9-15 May. I will be in touch soon to tell you how IWNA plans to celebrate.

Thank you!

Claire Urban
VOLUNTEER CO-ORDINATOR



APRIL 2011 OUTINGS—EAST

| | |
|--------------|--|
| Friday 1 | AUTHOR TALK @ CONCORD LIBRARY Price: \$7.00 Walking: Minimal |
| Thursday 7 | MYSTERY TRIP Price: Free Walking: Intermediate |
| Tuesday 12 | CLUB FIVE DOCK Price: \$5.00 Walking: Minimal |
| Thursday 14 | DARRELL LEA FACTORY Price: Spend what you want Walking: Intermediate |
| Wednesday 20 | ENTERTAINMENT @ CAMPSIE RSL Price: \$5.50 special Walking: Minimal |
| Thursday 28 | VISIT TO THE INDEPENDENT LIVING CENTRE Price: Gold coin donation Walking: Intermediate |
| Friday 29 | AQUA AEROBICS Price: \$10.80 Walking: Minimal |

APRIL 2011 OUTINGS—WEST

| | |
|--------------|---|
| Tuesday 5 | FLOWER POWER Price: \$6.50 special Walking: Intermediate |
| Wednesday 6 | ENTERTAINMENT @ CAMPSIE RSL Price: \$5.50 Walking: Minimal |
| Wednesday 13 | ART EXPRESS EXHIBITION Price: Free Walking: Intermediate |
| Friday 15 | MOVIES Price: \$10.00 Walking: Minimal |
| Tuesday 19 | FISH MARKETS Price: Spend what you want Walking: Intermediate |
| Thursday 21 | AQUA AEROBICS Price: \$10.80 Walking: Intermediate |
| Wednesday 27 | PICNIC DAY Price: Free BYO Lunch Walking: Intermediate |

MAY 2011 OUTINGS—EAST

| | |
|--------------|---|
| Monday 2 | SYDNEY TOWN HALL CONCERT: 2PM Simon Gallagher and Julie Anthony Price: \$25 |
| Wednesday 4 | CANTERBURY HURLSTONE PARK RSL Price: \$5.00+ Walking: Intermediate |
| Tuesday 10 | CLUB FIVE DOCK Price: \$5.00 Walking: Minimal |
| Friday 13 | ASHFIELD RSL BUFFET Price: \$8.50 Walking: Minimal |
| Wednesday 18 | JAPANESE GARDENS, AUBURN Price: Gold coin donation Walking: Advanced |
| Thursday 19 | FAIRFIELD MUSEUM Price: Free BYO Lunch Walking: Advanced |
| Tuesday 24 | FLOWER POWER Price: \$6.50 Coffee & Cake Walking: Intermediate |
| Thursday 26 | CARISBROOK HOUSE, LANE COVE Price: Free Walking: Minimal |

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|-----------|--|
| Friday 27 | PICNIC DAY Price: Free BYO Lunch Walking: Intermediate |
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MAY 2011 OUTINGS—WEST

| | |
|--------------|---|
| Tuesday 3 | ROSE GARDEN, PARRAMATTA PARK Price: RSL for lunch Walking: Intermediate |
| Thursday 5 | MOVIE & GAMES DAY Price: Free BYO Lunch Walking: Minimal |
| Thursday 12 | HARBOUR CRUISE: CORPORATE VOLUNTEERING DAY Price: Free Walking: Advanced |
| Tuesday 17 | BRICKPIT RING WALK, SYDNEY OLYMPIC PARK Price: Free BYO Lunch Walking: Advanced |
| Friday 20 | AQUA AEROBICS Price: \$10.80 Walking: Minimal |
| Wednesday 25 | MOVIES Price: \$10.00 BYO Lunch Walking: Minimal |
| Monday 30 | SYDNEY AQUARIUM: CORPORATE VOLUNTEERING DAY Price: Free Walking: Advanced |
| Tuesday 31 | A LEISURELY DRIVE IN SYDNEY—JUST LIKE THE OLD DAYS Price: Free BYO Lunch Walking: Minimal |