



Annual Report

2023 - 2024





Minyang nyura wubaliyn?
Nyura yiigu marala barraygu.
Yii Warrimay/Birrbay barray.
Yii nyiirunba barray.
Yii Gathangguba barray.
Gathay nyiirun.

Acknowledgement of Country, Gathang language.

English translation:

What are you doing?
You have come here
This is Worimi/Biripi country.
This is our country.
This is Gathang country.
Let us go together.



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Glossary

AGM	Annual General Meeting	GWFPAC	Gloucester Worimi First Peoples Aboriginal Corporation
ADS	Ageing and Disability Services		
BWNG	Bucketts Way Neighbourhood Group Inc.	HCP	Home Care Package
Board	Board of Management	HR	Human Resources
CEO	Chief Executive Officer	NDIS	National Disability Insurance Scheme
CHSP	Commonwealth Home Support Programme	OFT	Office of Fair Trading
DAA	Department of Aboriginal Affairs	QA	Quality Assurance
DFV	Domestic and Family Violence	RTO	Registered Training Organisation
DCJ	Department of Communities and Justice	SBAT	School Based Apprenticeship or Traineeship
DSS	Department of Social Services	TEI	Targeted Early Intervention
EAPA	Energy Accounts Payment Assistance	WHS	Work Health and Safety

About us

Bucketts Way Neighbourhood Group Inc. (BWNG) is a non-profit organisation providing a variety of essential community services to the people of Gloucester and surrounds.

Since the organisation's incorporation in 1989 it has grown and evolved, becoming one of the largest employers in Gloucester, and the only local-based provider of many essential services.

Our area of service spans from Limeburner's Creek in the south to Krambach in the east and includes the communities of Gloucester, Barrington, Bundook, Stratford, Craven, Wards River, Stroud Road, Stroud, Booral and Allworth.

Our services include:

- In home aged-care funded through the Commonwealth Home Support Programme (CHSP) and Home Care Packages (HCP)
- Disability support services as a registered provider of the National Disability Insurance Scheme (NDIS)
- Health transport
- Transport to Treatment Programme – help for local cancer patients to reach out-of-area treatment
- Meals on Wheels
- Safety Net Programme – hardship assistance
- Community Connections Programme

As well as delivering government-funded services BWNG relies heavily on grants and donations to be able to maintain the diverse programmes that help fill the gaps in services available to local people.

All logistical aspects of the organisation operate within BWNG's premises at 88 King Street, Gloucester, NSW.

BWNG enjoys partnerships with many other non-profit organisations including Legal Aid NSW, Meals on Wheels NSW, Cancer Council NSW and Financial Counselling Australia.

In partnership with various registered training organisations, we coordinate regular short courses such as First Aid and Fire Safety Training. Our King Street premises also provides a versatile space for out-of-area training organisations and outreach programmes to operate from, which gives our rural community access to more of the services available in urban areas.

BWNG is governed by a seven-member volunteer Board of Management who are elected at the Annual General Meeting by the financial members of the organisation.

Vision:

Connecting
Our
Community

Mission:

Working
together to
connect
people with
supports and
services,
enhancing
their quality
of life.

Values:

Respect

We cultivate professional relationships through respectful communication, and, by consulting with people on issues, which concern them.

Commitment

We are committed to achieving the best possible outcomes for our clients and community.

Integrity

We conduct ourselves with honesty, acknowledging the trust our clients and community place in us.

Equity

We operate with fairness and impartiality, consistently implementing transparent processes, which celebrate diversity.

Independence

We enable our clients and community members to access supports and services, which foster their developing or continuing independence.

Our Story

- 1989** The Gloucester Neighbourhood Centre was incorporated to distribute some Government funding that had been received by the local council.
- 2000** Aged Care services commenced, including transport, Meals on Wheels, social activities and respite care.
- 2002** 'The Cottage' at 40 Tyrrell Street was purchased to provide a disability support programme.
- 2006** 14 Queen Street was purchased to allow the Neighbourhood Centre to expand its services.
- 2007** BWNG partnered with Cancer Council NSW to help local cancer patients with barriers to transport reach out of area treatment through the Transport to Treatment programme.
- 2012** Having outgrown the Queen Street premises, the organisation moved to 88 King Street.
- 2014** Upon the retirement of founding CEO Georgine Wise, current CEO Anna Burley took the reins.
BWNG participated in the School Based Apprenticeship and Traineeship for the first time.
- 2016** The purchase of a wheelchair modified Kia Carnival was made possible through grants funding and an enormous community-led fundraising effort.
- 2017** A joint initiative commenced between Energise Gloucester, Power Shop and BWNG to install 30kw solar system on the roof of 88 King Street with the aim of reducing BWNG's energy costs by 80%.
BWNG registered as an approved NDIS provider.
- 2018** BWNG launched the Blueprint Training Kitchen to provide a rebooted hot Meals on Wheels service to the community as well as training and employment opportunities to local young people. This initiative received the 2018 Innovation Award from Meals on Wheels NSW
- 2019** BWNG successfully applied for a NSW Environmental Protection Authority Organic Infrastructure grant for a community kitchen food trailer to reduce food going into landfill.
BWNG's 30th Anniversary was celebrated with a Colour Run Community Event.
- 2020** Approval was received for BWNG to deliver Home Care Packages, making BWNG the only locally based Home Care Package provider.
The Emergency Relief Programme was relaunched as the *Safety Net Programme*.
The COVID-19 pandemic brought unprecedented challenges to the care industry.
- 2021** BWNG took delivery of a purpose-built kitchen for the Meals on Wheels service.
- 2022** The launch of the Gathang Revitalisation Project by BWNG offered members of the local Aboriginal community the opportunity to learn the Gathang language, participate in workshops and reconnect with their culture.
- 2023** BWNG was presented with the '*Helping Hand Award*' from Meals on Wheels NSW, an accolade presented to a number of members and services each year for their efforts in support of Meals on Wheels.
- 2024** BWNG helped mark the 50th Anniversary of Gloucester's Meals on Wheels service by hosting a lunch in celebration of the local service's founding members and other community members and organisations who had supported the service since its launch in 1974.

CEO's Report



Anna Burley, CEO

The ongoing work for Bucketts Way Neighbourhood Group Inc. (BWNG) is to assist and connect people and community. We have achieved this FY2024 even through some significant challenges. As an organization, our hope is to positively impact the wellbeing of our community now and into the long term.

This aim to ensure our work reaches our members, clients and employees as well as the broader community is important. BWNG's value to the community can be seen in monetary terms, this includes wages (FY2024 over \$3.2 million) and the purchase of product and services, ensuring we purchase as much locally as we can. An intangible measure of what our value is our social impact on the community.

Our vision, 'Connecting our Community', sees BWNG's social impact value grow year after year. Our ongoing programs such as Meals on Wheels, Eating with Friends, The Food Pantry, Safety Net, Transport to Treatment are prime examples of adding a positive social impact. During FY2024 BWNG has continued to strengthen this social and community impact value.

In early 2024 we commenced a collaboration with Gloucester High School to better engage with the students. This evolving work has seen some very encouraging outcomes. The Aboriginal Education Support role is growing links and support with students, and we are encouraged by the feedback from the students and school.

The ongoing Indigenous language program that has been undertaken over the last three years will soon see local people qualified to amplify the local Aboriginal language, the Gathang language. It is exciting to see this fledgling program ready for take-off and the next phase of implementation by the Indigenous community with BWNG's role of facilitating this important program to wind down. It is exciting to see the understanding of Gathang grow and be shared with the wider community.

The 'Grow Our Own' program, is ongoing with several staff gaining accreditation in Aged Care, Accounting, Leadership, Work Health and Safety, Business Administration and Community Services. Coupled with the ongoing facilitation of regular First Aid courses, BWNG is building the capacity and strengthening the layers within the community and thus providing the social impact.

Our aged care programs have become the largest part of BWNG's services. These in-home services are created to assist and support community members to age well within their own home. BWNG is always looking to enhance our services with a few ideas simmering away to expand and focus delivery into the home and community. As mentioned in previous reports, we are still waiting for the final design and implementation of the 'Support at Home' program from the Commonwealth Government. This is expected to be in place by July 2025.

BWNG is always keen to measure our impact and insights and are best ratified through the collection and collation of data. BWNG has engaged The Data Conversation to ably assist us to this extent. This business is owned and operated by a former resident of Gloucester, and this is really valuable due to the inherent understanding of the community in which we operate within.

BWNG's ongoing partnership with Energise Gloucester, sadly has dissipated. Energise Gloucester has ceased due to various changes and challenges. As part of their winding up process, funds were granted to BWNG. Previous discussions focused on the installation of a solar battery system. This has now been installed with early results showing greater efficiency in energy capture and storage, thus reducing our energy bills. Many thanks to all from Energise Gloucester for their counsel and passion over the years.

As you will read in this report, BWNG's workforce is growing and is largely made up of women. The proportion (90%) of our senior leadership is female. BWNG is well advanced with gender inclusivity and equity.

The 2023 ruling of the Fair Work Commission regarding the aged care industry wages saw recognition and a deserved increase in wages for employees within our industry. BWNG has for several years been remunerating above the award. Offering salary sacrificing benefits also to ensure a good lifestyle. Facilitating this, benefits the economic, social and wellbeing of women's participation in the workforce will see BWNG's commitment to continue advancing this facet.

As part of the ongoing strengthening and sustainability of the organization, our governance structure has undergone changes over the last twelve months. BWNG, governed by a Board of Management, which is composed of independent directors, sets the strategic direction, its risk management framework and risk appetite. It is supported by various committees and the strengthening process has seen the implementation of new committees such as:

- Financial Risk Management Committee.
- Safety, Quality and Performance Committee
- Aged Care Consumer Advisory Committee.

As a small geographically specific service provider, we are keen to ensure the sustainability and longevity of our organisation. Due to the various tranches of State and Federal Government funding, the abiding regulatory landscape is complex and a ongoing challenge, I would like to thank the Board of Management, all staff and volunteers involved in navigating this terrain. This work is by no means finished!

Through our annual report publication, we hope to enhance your understanding and insight of what is BWNG and what does it do. Each year we endeavour to mature, refine, improve and implement feedback gathered. The measurement of success is the growth in service, employment, financial spending within the area and relevancy of the organization to the community. Some of this is easily measurable by way of a balance sheet, by the length of time the organization has been operating. But the real measure is the focus and the positive impact we have on the clients, members, residents and wider community of Gloucester and surrounds.

President's Report



Donna Kemp, President

It is a great pleasure to write this the President's Report for FY2024

As always, when speaking of and looking back over a year on the achievements, advancements and activities of an organisation such as BWNG there are numerous things and people to be mentioned.

The continuing uptake of My Aged Care services by the community is a gratifying indication of our aim to provide best practice care and supports being achieved.

Disability services continue to work with our clients to assist them and their carers to find stability, autonomy and comfort in their day to day lives.

The teams that work with both groups of clients are dedicated, caring and skilled in their fields. The ongoing training, upskilling, mentoring and support for staff allows everyone the opportunity for learning and advancement.

To all the team members, both in the office and out in the community, I say a very big and heartfelt thank you. You are responsible for the smooth running and continuing good reputation of BWNG.

Also, a glowing endorsement of the aims and ideals of BWNG are our wonderful volunteers. Whether you provide transport or delivery of meals you are invaluable to the organisation. The Meals on Wheels service is dependent on your bright smiles and community outreach as much as the clients are. Thank you, ladies and gentlemen.

The Board of Management of BWNG are a wonderful diverse, courageous, caring, supportive, responsive and responsible band of people whom I have the extreme pleasure to work with. Robert, Bev, Vicki, Ian, Jodie and Julianne thank you all for a wonderful year. I hope that we all look forward to the next one.

Thank you is not enough to say to our intrepid CEO Anna. You are always thinking, planning, researching, working tirelessly for the good of BWNG. The advances the organisation has made are down to your unswerving belief and conviction that we must and more importantly are able to do the best for our whole community. Your dedication is admirable, and we are indeed fortunate that you decided to make the commitment to work at BWNG 10 years ago.

The next year will bring changes, challenges, concerns, excitement, difficulties, improvements and innovations to BWNG, just as a year does in the life or existence of anyone or any organisation. I am full of hope that working together we can all steer the organisation on to better, bigger and brighter times for the community we all love and work for.

Our Board of Management

The governance role of a nonprofit Board of Management is crucial, as it ensures the organisation operates effectively and ethically. Board members provide oversight, approve policies, and guide the mission, ensuring accountability and transparency. Their commitment helps shape strategic direction and fosters trust within the community.

We extend our thanks to BWNG's 2023-2024 Board Members Donna, Jodie, Robert, Vicki, Ian, Beverley and Julianne for their invaluable time and dedication. Your leadership truly makes a difference!

Introducing our Board of Management



Donna Kemp, President
Board Member since 2016

Donna has an extensive history in working with kids and young people, with a focus on education and special needs. She participates with local and regional committees for children and family support. As a proud Worimi woman, Donna is involved with several local Indigenous organisations and regularly give the Acknowledgement of Country address for BWNG. Donna is an active member of the Country Women's Association (CWA) both as a member of Gloucester CWA Evening Branch and as a member of the State CWA Social impact committee.



Jodie House, Vice President
Board Member since 2017

Jodie is currently serving as a paramedic with NSW Ambulance, and has been awarded for her work with the service. As a mother with young children Jodie is in tune with the experiences and pressures of working mothers and families within the Gloucester area. Jodie is also involved with many Community, Disaster and Health advisory roles, and is a member of several local sporting committees.



Robert Sparke, Treasurer
Board Member since 2017

'Tree-changer' Robert has an extensive and varied employment history within the retail and franchising sector from large multi-national organisations to owner-operated outlets. Since retiring to Gloucester, Robert has become involved in a number of local social and community services organisations including the Men's Cancer Support Group. Robert is well-versed on the issues facing local people, such as cancer support and men's health.



Julianne Huntriss, Director
Board Member since 2022

As a born-and-bred local Julianne is well-connected within the Gloucester community, bringing a wealth of local knowledge, and an understanding of issues affecting country towns to her role on BWNG's Board of Management. Julianne also holds qualifications in Business Administration and Aged Care and has a strong background in health care and Residential aged care.



Vicki Harris, Secretary
Board Member since 2022

As a retired small business owner Vicki understands the challenges faced by business operators in regional and rural areas. A committed Volunteer, Vicki hosts an annual Community Christmas Luncheon for anyone spending Christmas on their own. As a 'can-do' woman raising awareness and action on many community issues including drought and disaster recovery, and social isolation, Vicki has been recognized with Australia Day honours.



Bev Fagan, Director
Board Member since 2020

Bev is a long-serving member and office holder of the Lions Club of Gloucester. In 2016 she received the James D Richardson Honour Award for her community service within the Club. Bev also has a strong background in the finance and banking sector, with extensive experience in senior leadership roles. Bev has also served the Australian Electoral Commission as the officer in charge of state and federal polling booths.



Ian Parks, Director
Board Member since 2021

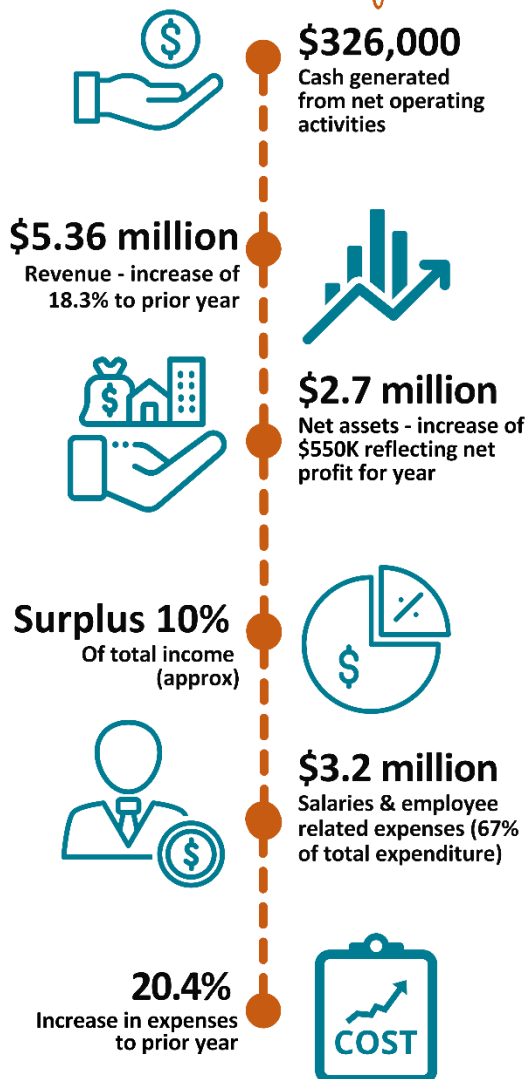
As a retired Mechanical Engineer and experienced Draughtsman, Ian has a keen technical understanding and a sharp eye for detail. Ian is a member of the local Ulysses Motorcycle Club, has a long involvement with Scouts Australia, and is an active community member.

Treasurer's Report



Robert Sparks, BWNG Treasurer

FY2024 Snapshot



I am delighted to report a profit of \$550,009 for the year ended 30 June 2024.

The net profit has improved by 2.6% in line with the growth in Home Care Packages over the year and this growth is anticipated to continue with the ageing population in this region.

Let me highlight the increased expenses are attributed predominately to the increase in salary and wage costs in line with award increases and with the increase in sales.

The strong control of expenses along with forward planning puts us in a very positive position to continue generating a strong profit, enabling us to invest in more community projects, lobbying relevant government bodies and applying for grants to facilitate these programs

At this time our financial position stands at Retained Earnings of \$2,754,174 placing us in a very strong position for the coming year.

The current Net Cash and Cash equivalents at the end of the financial year are \$1,695,997 attributed to Homecare Packages, cost controls and planning.

FY2024 like most other years had its share of challenges not least of all the ongoing effect of COVID-19 as well as the Flu and RSV, impact not only staff but clients as well and have to be managed. Thanks to the teams and team leaders of Bucketts Way we have continued to achieve a very positive result.

It gives me great pleasure at this time in my report to highlight the continued hard work and dedication of our CEO Anna Burley, her leadership of BWNG is exemplary. Leading and working with the BWNG team whilst working closely with the Board of Management to achieve an outstanding result. I would also like to thank Anna for her service over the last ten years taking BWNG from a small operation and growing it into the organisation we have today.

Thank you, Anna, for such dedication.

Finance Report



*Kerry Davis-Marsh
Corporate Services
Team Leader*

The FY2024 saw more of the ongoing economic environment that continues to test the community and the operations of the organisation. While the conditions continue to challenge with increases in employee wages and benefits and other operating costs, the year resulted in positive outcomes and steady growth once again.

During the year, we invested in a new motor vehicle, built, and furnished new offices, and a considerable amount of IT equipment purchased to strengthen the asset base.

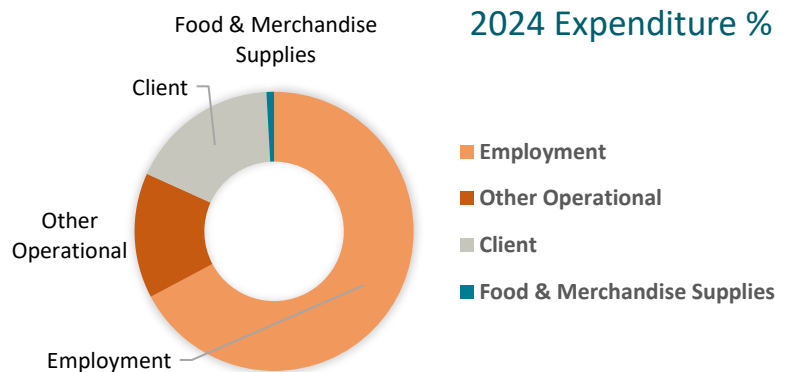
Considerable time has been spent reviewing and planning our systems, resulting in significant changes to the technology, and several new implementations to improve resources and productivity, all the while keeping privacy and security of data the priority.

During this time new external relationships commenced with external providers to support not just our IT needs, but the regulatory and compliance requirements of the sensitive data we manage.

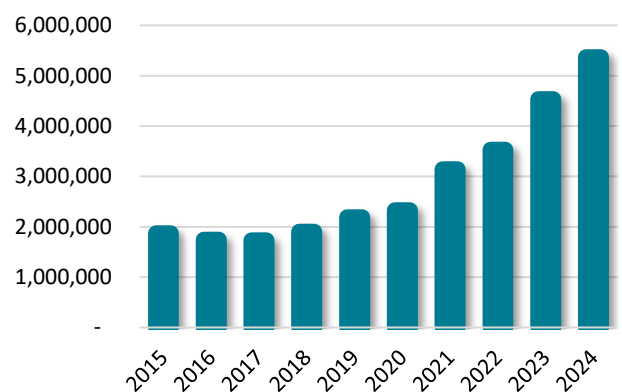
I applaud all the BWNG team on embracing the new systems and technology implemented to date. I would also like to mention Kathleen Woolley, for her hard work as the IT administrator, and finally to acknowledge the dedication and diligence of the finance team for their continued efforts resulting in favourable feedback from the auditors.

Thank you to the CEO and members of the Financial Risk Management committee for their continued guidance and support during the past year.

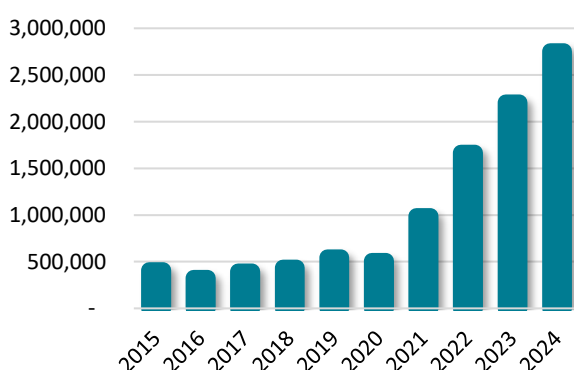
2024 Expenditure %



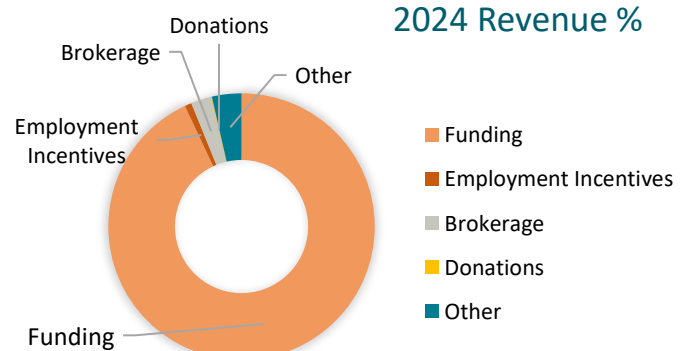
REVENUE \$



Net Assets \$



2024 Revenue %





Support workers Kerri, Tracey and Jacqui.

Ageing & Disability Services



Nicole Cook
Ageing & Disability Services
Team Leader

This has been another busy year for ageing and disability services, marked by a surge in demand for support, uncertainty around industry reforms and the ongoing challenge of infection control in the post-pandemic environment.

Through these efforts, we remain dedicated to providing the compassionate, reliable support to our clients and their families depend upon.

Additionally, BWNG's Gloucester Community Expenditure for FY2024 was almost \$600,000.

Aged Care Services

Aged care is a vital service that plays a crucial role in ensuring the well-being, dignity, and quality of life of our elderly population. BWNG provides aged care services to clients in their home and in the community in which they live. This style of service is known as 'home care'.

Clients of BWNG have their care funded from two programs: the Commonwealth Home Support Programme (CHSP) and the Home Care Packages (HCP) program. CHSP is more basic, entry-level support designed to help older Australians maintain their independence at home and in the community, while HCP is for older Australians with more complex care needs who require a higher level of support.

Unique factors are at play for providers of home care services in rural areas like ours, including geographic isolation, limited resources, skills shortages and transport barriers.

FY2024 has been my first full reporting period at the helm of our Ageing and Disability Services team. Effective leadership has positioned our team to navigate the challenges in the sector, while ensuring high-quality care and support for our clients.



Throughout FY2024 BWNG's renewed focus on technology has helped us to improve care coordination, enhance communication and meet evolving compliance and regulatory requirements. Our client management system provides centralized access to client information and real-time updates from the administrative team, ensuring timely responses to client needs. Additionally, cloud-based training and workforce management has helped address personnel challenges by streamlining scheduling, automating administrative tasks, and providing accessible training resources, ultimately leading to better care delivery.

The release of extra Home Care Packages and an ageing local population has driven significant growth in the demand for BWNG's aged care services. Additionally, the transition of the aged care client demographic from 'War Babies' to 'Baby Boomers' marks a significant shift in the needs and expectations of older Australians. The new generation of aged care recipients prefer more personalized care and a greater say in their care plans, reflecting their emphasis on autonomy and quality of life. Moving forward, accommodating this shift in client expectations will be important in ensuring a person-centred service and maintaining our high client satisfaction levels.

Industry-wide labour shortages over the last twelve months had an impact locally, with the sourcing of additional skilled workers from the relatively small recruitment pool available in a rural area remaining difficult at times.

Toward the end of this reporting period infection rates of COVID-19 and Influenza A climbed within the community, presenting significant challenges for our team. In response, we prioritized infection control measures, including regular COVID-19 screenings plus continuous staff training on infection prevention and the use of personal protective equipment (PPE). Through these efforts we balanced the care needs our clients – some of the most vulnerable members of the community - while ensuring our team was best placed to minimise the risk of spreading infection.

As an organisation we continually strive to enhance our services, which ensure the quality of life for many older people within the Gloucester area. We look back on this years' efforts and accomplishments with pride, as we extend our gratitude to our volunteers, employees, partners, and the community for their unwavering support and collaboration throughout the year.



Meals on Wheels Coordinator Luke with Volunteers Julieanne and Sharron.

Meals on Wheels

In FY2024, Meals on Wheels continued its mission to combat food insecurity and social isolation. Since its inception, the program has delivered nutritious meals, promoting independence and well-being for older adults and individuals with disabilities.

It has been a momentous twelve months for Meals on Wheels. On a national level Meals on Wheels celebrated 80 years of services in Australia this year, marking a significant milestone in providing essential support to communities.

To mark the occasion were honoured to have Federal Member for Lyne, Dr David Gillespie and Meals on Wheels representative Tim McGovern in attendance for a celebratory morning tea, after which Dr Gillespie joined our volunteers in delivering Meals on Wheels.

Closer to home our local Meals on Wheels service celebrated a half-century of delivering nutritious meals and companionship to the Gloucester community.

BWNG hosted a special lunch in honour of the dedicated volunteers who undertook the task of launching Meals on Wheels in our area, and many others involved with the service over the last 50 years.

Meals on Wheels has changed significantly since 1974, evolving to meet the needs of the vulnerable people who depend on it. Maintaining stringent standards of quality and safety is essential, and a service must have an audited Food Safety Program in place to identify and mitigate food safety hazards.

In the scheduled audit through the Department of Primary Industries (DPI) BWNG's Food Safety Program maintained an 'A' rating (the highest rating available) for the seventh year in a row.

The impact of Meals on Wheels in our community is profound. We thank our volunteers, donors, and partners for their unwavering support throughout FY2024. Together, we can continue to provide nourishment and companionship to those who need it most.

FY2024 Snapshot



4,689
Hot Meals

2,257
Home made
desserts



1,439
Frozen Meals

274
Newspapers
delivered

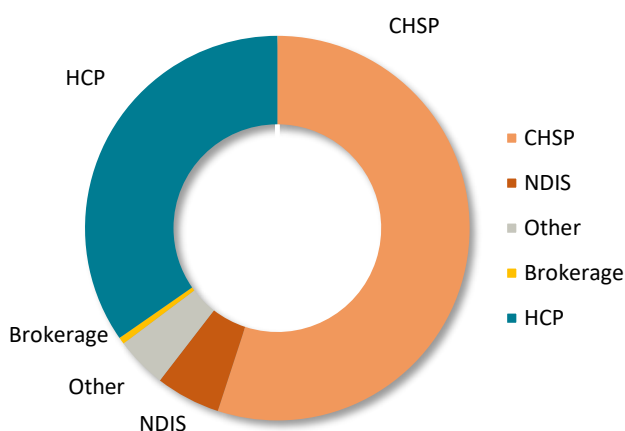


76
People supported
with meals

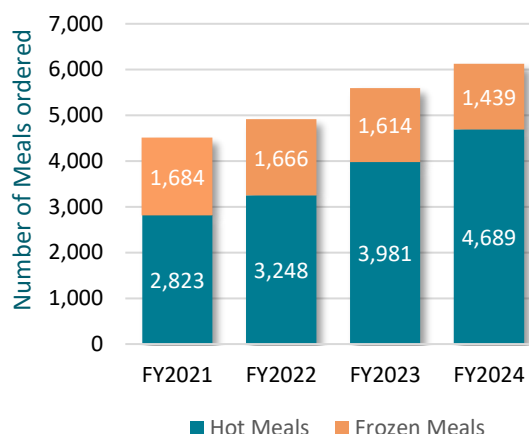
15
Dedicated
Volunteers



How Clients Are Funding Their Care



Yearly Comparison of Meals on Wheels Meals



Nursing

BWNG's commitment to delivering a high-quality Home Care Package program is evident through the significant advancements in nursing services, which have been tailored to incorporate best practices and yield improved outcomes for clients.

The organisation's investment in the clinical sector has ensured the ongoing monitoring of key health risks among clients as well as extending our clinical scope to include the assessment and management common complex chronic health conditions such as respiratory disease and vascular issues.

This has enabled the formulation of more effective care plans and the integration of evidence-based clinical care for all recipients.

Looking ahead, BWNG's strategic planning includes working collaboratively with allied health service providers to ensure smooth referral and assessment processes for chronic disease management. This will include expanding our assessment processes to be more inclusive of a broader range of health conditions and deficits that, if not managed appropriately can lead to hospitalisation or entry into permanent residential care.

The organisation's dedication to client involvement in the review and assessment process is commendable, as it fosters a collaborative environment for health management and service improvement.

In May of 2024, our Nurse coordinator attended the National Conference on Incontinence in Brisbane and is working behind the scenes to provide best practice education for BWNG staff and improve continence care strategies for clients.



Transport Volunteer Ian sometimes takes clients like Johni to appointments in his vintage convertible.

Transport

BWNG's Health Transport Service provides essential transport solutions for local people needing access to medical appointments and health-related services within the community that they live or further afield.

The Hunter New England Health (HNE) transport program helps eligible patients who can't access community transport reach healthcare services within the region, while the Transport to Treatment Program, funded by Cancer Council NSW ensures cancer patients living in rural or remote areas can access the same treatments available to those living in more metropolitan areas.

Both programs rely on our team of dedicated volunteers who use their own vehicles to drive patients to and from their appointments.

FY2024 *Snapshot*



356
Health
Transport
Trips

1,669
Volunteer
Hours



70,844
KM Travelled

Disability Services

Once again it has been a busy year for our disability services clients and team. BWNG has provided support for people in their homes, provided support to be out and about in the community and continued with the center-based support at the Cottage.

Our people, culture and quality.

BWNG strives to provide quality outcomes for all our participants. Keeping up with the changes within NDIS (and more to come) has BWNG focusing on Quality.

Quality means more than assistance with tasks, or community access and engagement. It means listening and giving people the chance to make choices. By listening and understanding we continue to integrate Active Supports into daily practice to support increased engagement in meaningful activities and social interactions. It also requires staff to continuously improve their skills, teamwork and accountability. Quality is about trying our best and being willing to learn from our mistakes. It's about constantly looking for ways to improve and striving for continuous

improvement. Preserving a heart for quality requires us to be lifelong learners. It means embracing new knowledge, refining our skills and seeking innovative ways of support. All support staff have undergone extensive training throughout the year. This ensures that our clients' individual support needs are met, and our team's skills base continues to grow and develop. Staff have undertaken infection prevention and control, manual handling skills for the use of hoists, epilepsy, assisting with medication and mealtime management to name a few.

Community engagement

The participants have had to find alternative activities this year with the closure of the local gym. BWNG team have been kept busy using the Rotary Park fitness stations, supporting the clients to use the fitness equipment on a regular basis. Swimming at the Hydrotherapy pool is also a regular support for fitness for our participants. Participants are enjoying local walking and hiking tracks and the various outdoor activities that our area has to offer have all been welcomed and enjoyed.

Participants also continued to produce artworks for the local show this year, Ben submitted two pieces - a bottle with grapes as well as a painting of grapes, and was recognised with a second-place award, two encouragement awards, and the Judges award! Additionally, a group beadwork project by several BWNG's cottage participants was awarded first place.

Sailing in a small boat on Lake Macquarie has continued to be enjoyed, along with bowling and Riding for the Disabled at Stroud.

Active Excursions: This year the participants explored Coolongolook Therapy Animal Park, Port Stephens Animal Adventures, the Butterfly House and Ray Centre, ten pin bowling and movies.

Short term accommodation or respite. Participants have enjoyed overnight stays out of the area, this gives them the opportunity to develop independence and skills whilst out and about and during the short-term stay.



Josh and Melinda enjoy Coolongolook Therapy Animals Park.





BWNG added a new Toyota RAV4 to our lineup of fleet vehicles. The RAV4 Hybrid GX comes equipped with Toyota's comprehensive *Safety Sense* suite, which includes a range of advanced safety technologies designed to protect both the driver and passengers.

This investment reflects our dedication to modernizing our fleet, improving operational efficiency, and supporting green initiatives. We're excited to see the positive impact this new vehicle will bring to our operations and the environment.

In February we farewelled a long-serving member of the BWNG team, Rachel Zimmerman.

Rachel's connection with BWNG is long and varied, spanning close to 12 years, and encompassing several different roles.

Most recently, as HR Coordinator and Pandemic Officer Rachel kept BWNG up to date with the ever-changing COVID-19 rules.

We wish Rachel every success in her future.



BWNG was among a number of Meals on Wheels services presented with a 'Helping Hand' award by Meals on Wheels NSW.

Helping Hand awards are presented to members or services who have gone above and beyond to support the work of Meals on Wheels in NSW.

BWNG CEO Anna Burley was on hand at the Meals on Wheels NSW AGM to receive the award on behalf of our organisation.



Gloucester Men's Shed (represented here by Graham and Alan) generously contributed a large donation of toys to BWNG's 2023 Giving Tree appeal. Their gift of over \$300 of toys made a huge difference to many families with young children from the local community. Thank you, Gloucester Men's Shed for your kindness and generosity.

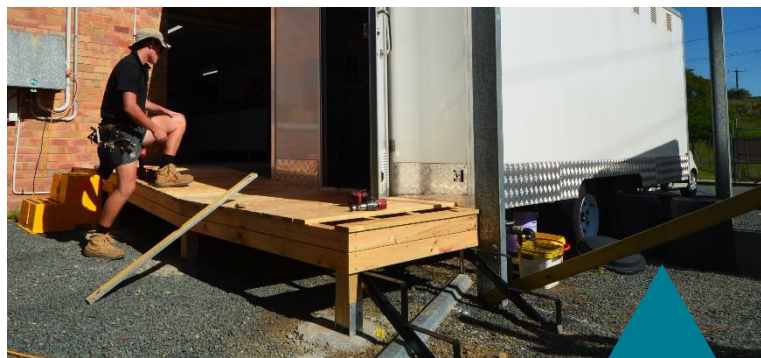


In July a solar battery was added to the solar energy system on our King Street premises through funding from Energise Gloucester, which will allow us to store energy during daylight hours for use overnight.

This will help reduce running costs and allow us to divert more of our funds toward our missions.



Meals on Wheels recipients enjoyed Christmas puddings made by Gloucester's Quota Club, delivered by Club member Margaret Andrews and received by Nicole & Leanne.



Galvin Construction was contracted to build a platform around the Meals on Wheels kitchen, making access safer and more convenient for the team.

On 4 February it was 50 years since our local Meals on Wheels service delivered their first meals to the Gloucester community.

An anniversary lunch brought together and recognised the contributions of the many individuals and organisations involved with the service over the years, especially CWA Gloucester Day and Evening Branches.



Miranda Yates completed her School Based Traineeship with BWNG in September.

Miranda began in November 2021 and undertook Certificate III Business Administration course while working at BWNG to gain practical experience in an administration setting.

During her time, Miranda, a vibrant, friendly and kind person, has shown maturity beyond her years, providing efficient and diligent work while also completing her school studies and HSC.

In September BWNG helped celebrate the 70th anniversary of Meals on Wheels in Australia.

As part of the occasion Dr David Gillespie Federal member for Lyne, Mid Coast joined our volunteers in delivering Meals on Wheels in the community.

Thank you, Dr Gillespie, for helping us shine a spotlight on this important program.



In July BWNG celebrated 34 years of serving the Gloucester community.

Our organisation was first formed in 1989 to distribute funding in the community. Services have expanded and evolved as further gaps in services available to locals have been identified.



As part of the 70th anniversary of Meals on Wheels in Australia BWNG hosted a morning tea at our King Street premises, welcoming many guests including Dr David Gillespie Federal member for Lyne, Mid Coast Mayor Claire Pontin and Tim McGovern of Meals on Wheels NSW.

It was great to see individuals from all stages of the local service's journey come together, including founding volunteers Dorothy Kirk and Christine Bolton, and former BWNG Meals on Wheels coordinator Erin Lute.



Tia, Jeanette, Anna and Amber with Food Bank Christmas hampers.

Safety Net & Community Connections Report



*Amber Galvin, Connections
Program Officer*

Safety Net Programme

We provide a safety net to members of our community who are experiencing short term financial hardship, through help with bills, food, information and advice, and referrals to other community organisation and services.

FY2024 has again seen the Community Hub assist residents with over \$100,000 in financial aid and emergency food relief. Over 300 appointments were held with community members in this time, to provide both assistance and referrals as required.

Through our partnership with The Salvation Army, we have also been able to provide assistance with food, fuel and pharmacy costs to those experiencing financial difficulties.

Energy Accounts Payment Assistance (EAPA) Scheme (NSW Government scheme) provides energy vouchers to eligible residential energy customers experiencing a short-term financial crisis or emergency, such as unexpected medical bills or reduced income that leaves you unable to pay your current residential energy bill.

BWNG's 'Food Pantry' is available to everyone in the community from 9am - 4pm Monday to Friday, and is based at our office, at 88 King Street Gloucester NSW 2422. The food pantry provides food to the community, at no cost.

We are grateful to the local businesses, organisations and members of the community who donate to our pantry, especially Woolworths Gloucester, who donate a significant amount of food every year. Which we also drop into our local Pre-school daily for distribution to local families.

This year we have gratefully accepted the help of volunteer Juanita, to help with food collection and distribution.

Referrals to other services. Many people who access the Safety Net Programme only need a bit of help in response to an unexpected situation such as a fine, a change to living circumstances or loss of income. Some people may need additional support to get through their rough patch. Either way, our team can also connect people with other services or agencies that can help them move forward.

Christmas Hampers. This year we able to again distribute a number of Christmas hampers to those in need. The hampers were a welcome bonus to those who received them.



Connections Program Officer Amber with Wendy Fraser and students of GHS.

Community Connections Programme

Our Connection Program is designed to work with the community to link people with services, provide support and facilitate referrals. Our funding body, NSW Government Department of Communities & Justice (DCJ), we have a focus on Targeted Early Intervention (TEI). Which has an emphasis on Aboriginal children, families and communities, 0–5-year-olds, children and young people at risk of disengaging as well as young parents experiencing hardships. We are focused on Community Strengthening – activities that build cohesion, inclusion and wellbeing locally, and empowers the Aboriginal community.

Gathang Revitalisation

BWNG has continued our commitment in assisting the community in its efforts to revitalise Gathang locally. Funded through the Indigenous Languages and Arts Program (ILA), Gathang Revitalisation has been a huge success.

Initially launching in January 2022 Gathang language workshops have been running regularly ever since. Through BWNG establishing this program and working with community, language revitalisation is looking promising for the Gloucester area.

Our community now has five members undertaking a Certificate III in Gathang at Raymond Terrace, through Muurrbay Aboriginal Language and Culture Co-op.

Beginners Gathang is being taught by several of these attendees in schools for special events and activities. The feedback received from teachers and children has been amazing.

Youth

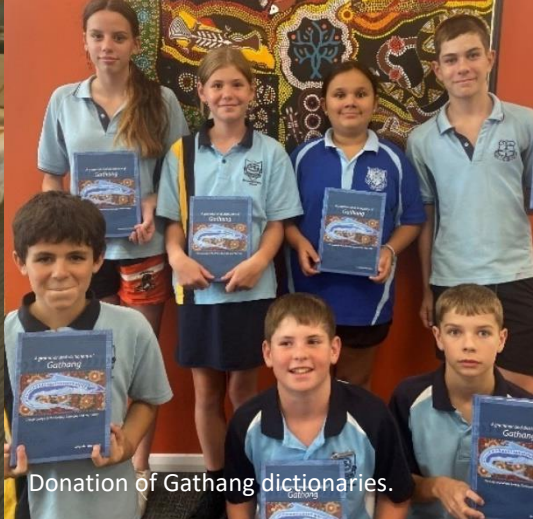
Throughout FY2024 we have strengthen our partnerships with Gloucester Local Aboriginal Education Consultative Group (AECG) and schools within our community.

The introduction of *SistaSpeak* and *BroSpeak* programs at Gloucester High School have been another highlight of FY2024. These programs are designed to assist youth in developing positive relationships, foster respect for themselves and others instil a sense of pride in their Aboriginal identity.

Weaving lessons have also continued at Gloucester High School. Two weaving groups have now had to be created due to a brilliant response to the program. Our Connections Program Officer Amber has also been involved with several school excursions with our young people.



NAIDOC Week Elder's Lunch.



Donation of Gathang dictionaries.



Charlie with her winning shirt design.

NAIDOC WEEK 2023

BWNG again collaborated with Gloucester Worimi First Peoples Aboriginal Corporation, working with the community to host a number of events to celebrate and honour the 2023 NAIDOC theme of *'For Our Elders'*.

Events included the annual Family Fun Day. With a huge number in attendance, all feedback reported it to be another very successful NAIDOC day.

As an additional NAIDOC activity, we developed a shirt design competition open to Indigenous young people aged 13 to 24 years, who were invited to design an artwork to be incorporated in a uniform shirt for BWNG team members. Charlie Clarke (14 at the time) was our winner. Her design will be launched on our new BWNG uniforms for NAIDOC 2024.

We had a great response to this year's NAIDOC colouring in competition for primary and pre-school school aged children. The entries were showcased as vibrant displays in a number of main street business windows, helping to spread the word on NAIDOC week.

Connections Program Officer, Amber, also liaised with the local OOSH (Out of School Hours child care) and spent a morning at Minimbah Gardens, Gloucester District Park to teach the kids about bush tucker. The kids had a great morning out and particularly loved the plants they could touch and smell.

An Elders Lunch was also organised to coincide with the 2023 NAIDOC theme *'For Our Elders'*. To share knowledge, culture, and generally catch up for a yarn.

NAIDOC 2023 proved a very busy, inclusive and amazing week. We are excited to see the NAIDOC celebrations grow each year in Gloucester.

Family Pool Pass Giveaway

For a second year BWNG ran a Christmas Pool Pass Giveaway. This goal of this initiative was to increase well-being and encourage family time, with the bonus of escaping the summer heat! The passes allowed 40 families to access the pool an unlimited number of times for entire month of January. A big thankyou Gloucester Community Shop who worked in partnership to fund this initiative.

Christmas Giving Tree

We had a great selection of gifts donated to our Christmas Giving Tree in 2023. The giving tree allowed families in need to select a Christmas present for their loved ones.

We extend our thanks to the many individuals, organisations and businesses for their generous donations. Gloucester Men's Shed alone donated over \$300 of gifts to the appeal. Without these fantastic people the Giving Tree initiative would not be possible.



BWNG Support Workers Anneka, Stephanie, Connor, Leanne and Kim

Training & Staff Development



*Georgine Wise
Resource Officer*

BWNG has continued with our focus on 'growing our own' workforce to meet the current and future needs of the organisation.

This year has seen a consolidation of the training for BWNG of both internal and external training for staff and volunteers. The regulations governing our industry evolve continually. The skills and qualifications required by our workforce must adapt in response.

During FY2024 BWNG employed 19 trainees who undertook the following training:

- Certificate IV in Ageing Support
- Certificate III in Business
- Certificate IV in Business
- Certificate III in Individual Support
- Certificate IV in Community Services
- Certificate IV in Work Health and Safety
- Certificate IV in Accounting and Bookkeeping
- Certificate IV in Leadership and Management
- Certificate IV in Ageing Support
- Certificate III in Community Services

The average age of team members who undertook study with BWNG was 45.5 years. A number of these people indicated that they had not undertaken any study since leaving high school.

Congratulations to the following staff for completion of training:

- Chelsea Predebon - Certificate IV in Ageing Support
- Miranda Yates - Certificate III in Business
- Tia Borham - Certificate IV in Business
- Kerry Ross - Certificate III in Individual Support
- Anne Marie Green - Certificate III in Individual Support
- Emily Davies - Certificate IV in Community Services
- Jenny Hitchcock - Certificate III in Business
- Tamara Perry - Certificate IV in Work Health and Safety
- Rhonda Schiffmann - Certificate IV in Accounting and Bookkeeping

A face-to-face Certificate III in Individual Support course was conducted at our King Street premises by Registered Training Organisation Camden Haven Community College. 13 students enrolled in this course including BWNG team members Kim Oxenbridge, Leanne Wilkinson, Donna Kemp, Connor Grady and Tia Borham.

Online training

BWNG provides access to an online training resource for all team members. This training platform is called EtrainU, it covers the training required for support to ensure BWNG provides quality, safe and responsive support services.

BWNG has identified mandatory training that staff must complete before commencement of direct work with clients. This training includes work health and safety, manual handling, infection prevention and control, hand hygiene, incident reporting, aged care code of conduct, NDIS worker orientation code of conduct and first aid.

In addition to the training provided upon induction ongoing training relating to their role is provided to our staff throughout their employment. Topics include food safety, slips trips and falls, understanding abuse, emergency and disaster management, effective record writing, serious incident response scheme, human rights, positive behaviour support, dementia and safeguarding for boards.

School Based Apprenticeship and Traineeship Program (SBAT)

The SBAT Program allows Higher School Certificate students to participate in paid employment while earning a certificate-level qualification and as part of their school studies.

BWNG has participated in the SBAT program since 2014.



Bianca Jackson

Since I have started this school-based traineeship in January 2024 which will award me with my certificate III in business administration, I have already learnt many skills and abilities that will help me later in jobs and new opportunities that may occur in my life.

By being able to do this traineeship I've met new people that have shown me new things and have helped and supported me in many jobs and tasks. I am excited to keep developing my knowledge and learning with the help of everyone here.

I am extremely grateful to have the opportunity to be involved in this organization and have this traineeship. I am excited for this and the next year to come and I look forward being able to continue work here.

- Bianca Jackson, SBAT Trainee

Trainee Spotlight - Rhonda - From Support Worker to Finance Assistant



Rhonda Schiffmann

Rhonda joined BWNG in 2017 as an Ageing and Disability Services Support Worker.

Rhonda had a diverse employment experience including support work, veterinary care and business administration.

In 2019 Rhonda accepted a traineeship in Certificate III Business Administration with BWNG, throughout which she displayed great attention to detail and a strong understanding of the operational environment of the organisation.

In 2021, upon completion of this traineeship Rhonda transitioned to the role of Finance Assistant and undertook Certificate IV in Accounting and Bookkeeping.

Rhonda is a diligent, dedicated and valued team member who has displayed integrity and high ethical standards.



50 Years of Meals on Wheels in Gloucester

On 4 February 2024 it was 50 years since our local Meals on Wheels service delivered their first meals to the Gloucester community.

In 1973 Mrs Dorothy Kirk travelled to Coffs Harbour to visit a relative and whilst there was introduced to a support service in that community called Meals on Wheels (MOW). Mrs Kirk thought that it was a wonderful service and that there were people in Gloucester who could benefit from this service. Mrs Kirk then took this idea to the local Country Women's Association (CWA) to gain support for the establishment of such a service.

The CWA ladies agreed, and a steering committee was formed to investigate the need for MOW and to secure support for this service. Mrs Christine Bolton was the CWA President at the time. Together, they worked towards introducing this service in Gloucester and a public meeting was planned to gain support and understand what they needed to commence.

There was no government funding to support this service at the time, in fact the service was required to operate for one year to demonstrate the viability and need before funding would be considered. The service took off quickly and Mrs Flora Taylor was the first person to receive a meal, Monday 4 February 1974, which was filmed for the news.

This first meal cooked was vegetable soup, braised steak and vegetables, baked apple pie and custard or fluff, with 4oz of orange juice. The meals were delivered three days per week with the exception of public holidays. Many challenges were met during this time, keeping costs down, and how to keep the meals hot.

In 1974 the cost of a meal was \$0.45 per person, per meal. Meal numbers to the 30th of June 1974 was 486 meals. These were prepared and delivered to 10 individuals by 108 Volunteers.

BWNG hosted anniversary lunch to mark the occasion, bringing together and recognising the contributions of the many individuals and organisations involved with the service over the years.

Approximately 80 guests in attendance at the Uniting Church Hall including past and present personalities associated with the service and members of local community groups.

On behalf of Meals on Wheels NSW Tim McGovern presented the local service with a commemorative trophy.





BWNG's longest-serving Support Workers Wendy, Lyndelle, Kate, Caroline and Brooke.

Human Resources



Michael Sparks
HR Coordinator

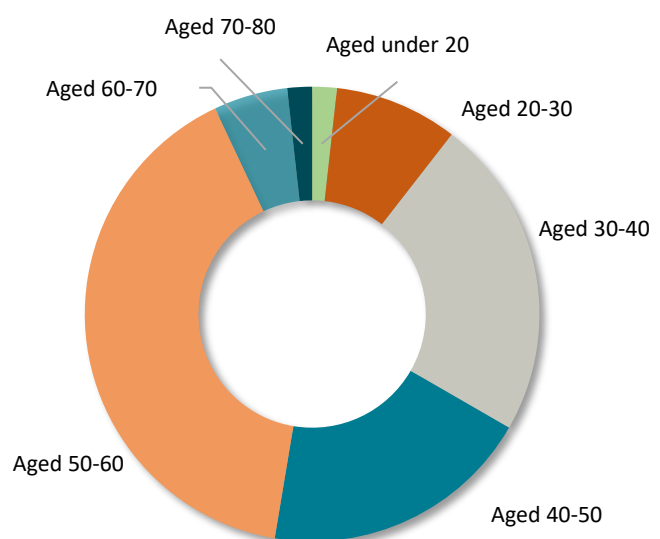
Supporting the people that support the clients of BWNG. That sums up the role of Human Resources at BWNG. Having commenced with BWNG in May, I'd first like to pay homage to my predecessors for the enormous amount and quality of work that they have done.

Nonetheless, the world of Human Resource management is constantly evolving and changes in Governance are often directly opposing – one foot of government rarely is in step with the other.

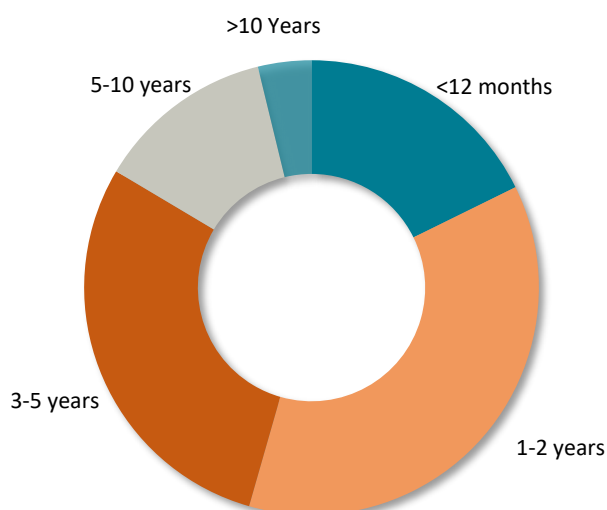
The changing landscape of Disability and Aged Care Services brought about by the implementation of NDIS and Aged Care reforms continues to create uncertainty in how to manage our human resources.

Most of the workforce at Bucketts Way Neighbourhood Group Inc. are now permanent part-time. At the conclusion of FY2024 the Bucketts Way Neighbourhood Group Inc. workforce comprised 59 staff members, 37 of which were employed on a part-time basis, four full-time staff members, and 18 casual staff. In effect, this equates to 28 full-time staff members.

Age Diversity of BWNG's Workforce



Time Served with BWNG



Recruitment and retention continue to be a concern. Whilst some barriers remain due to the locality there are strategies that we are utilising to improve our retention and recruitment performance.

These ongoing workforce concerns saw the engagement with EY (formerly known as Ernst and Young) to seek input and develop a workforce strategy with the goal to enhance BWNG's capability to provide a sustainable workforce into the future. Waiting on the final report we are planning to implement their recommendations.

Leading up to the close of the financial year a major focus was the implementation of an online Human Resource Information System called Employment Hero. This system now helps us to manage all aspects of Human Resources and helps us to ensure compliance across all legislative frameworks. We have reached the 21st century and employees can manage many aspects of their employment anywhere, anytime on their mobile phone!!

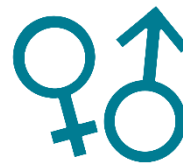
FY2024 *Snapshot*



over
**\$3.2
million**
in wages

40%

Largest % of
workforce is
aged 50-60



91%
of BWNG's
workforce is
female

19

Local people
employed as
trainees



BWNG's ADS Team. Back: Christine, Tia, Jo, Luke, Kylie, Leanne, Diane. Front: Sarah, Nicole, Brooke

Financial Counselling & Legal Aid



Steven McWilliams
Financial Counsellor

Financial Counselling

Financial Counselling at Bucketts Way Neighbourhood Group Inc is a fortnightly outreach service provided by the Mid North Coast Financial Counselling Service via the Kempsey Neighbourhood Centre. It is funded by the State and Federal Governments (the Office of Fair Trading and the Department of Social Services respectively)

Financial Counselling is a free, confidential and independent service that provides information, support and advocacy for those in the Gloucester region who may be experiencing financial hardship.

FY2024 has again proved challenging for the Gloucester Community. While the majority of individuals and families who access this service derive their income solely via Centrelink, this financial year has seen an increase in the number of clients who derive their income from wages and salary.

In line with the above, cost of living, rental affordability and mortgage stress have been key issues in Gloucester over the past 12 months.

The number of clients accessing Superannuation to pay rent/mortgage arrears has also increased significantly.

- Report provided by Stephen McWilliams



Financial Counselling offers help with:

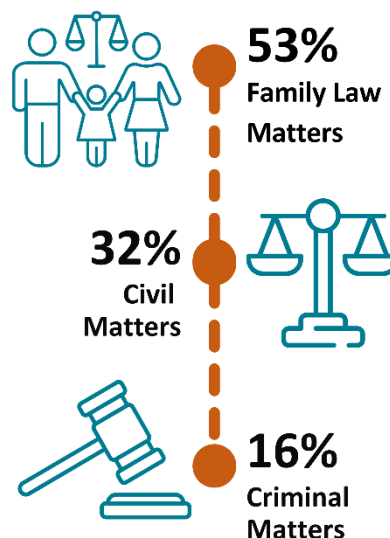
- Credit and debtors' rights
- Bankruptcy information
- Budgeting
- Referrals to appropriate agencies
- Financial literacy information

Legal Aid – Regional Outreach Clinic Advice

Legal Aid NSW facilitates a bi-monthly regional outreach clinic at BWNG where people with barriers to accessing legal advice and representation can seek assistance. The clinic is provided alternately by Eddie Roux of Legal Sphere and Alan Arnold of Umbrella Legal.

The number of people accessing legal advice through the Gloucester clinic has dropped significantly compared to the previous financial year with only 19 people receiving support through Legal Aid, which is below the five-year average of 35 clients per year.

FY2024 Snapshot



Quality Assurance & Work Health & Safety Report



Tamara Perry
WHS/QA Officer

Work Health and Safety.

BWNG remain committed to the health, safety and welfare of our workers and others who may be affected by our work. The WHS committee continued to meet on a regular basis.

During FY2024, a total of 147 incidents were reported. The most common incidents reported were administration incidents which include finance, HR and ADS department errors. There has been a significant increase in injury related notifications from last year which have required staff to seek medical treatment and worker compensation. Figure 1 shows the breakdown of the types of incidents lodged this year.

In FY2024 BWNG experienced a decrease in workers compensation claims lodged. There was a total of 13 workers compensation claims lodged during the financial year, with nine claims relating to COVID-19 and six claims relating to workplace injuries.

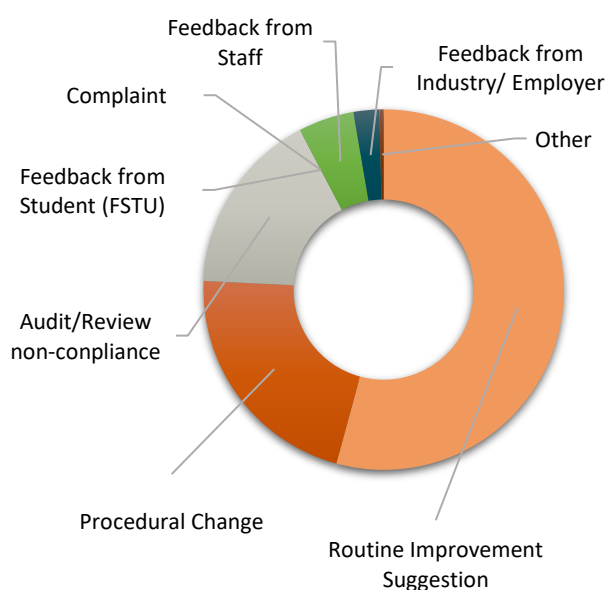
Quality Assurance

Quality Assurance (QA) remains an important organisational activity for addressing policies, attitudes, actions and procedures necessary to ensure that quality of service is maintained and enhanced.

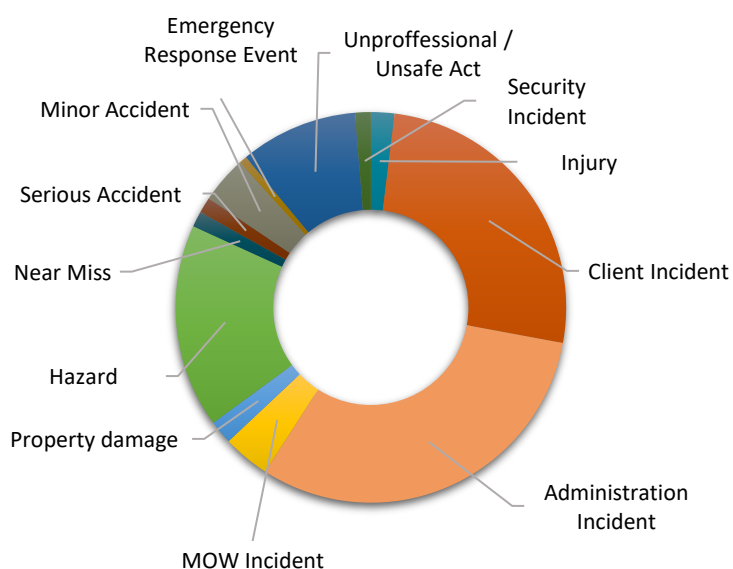
During FY2024, a total of 190 continuous improvements were submitted. The most common type of improvement submitted was routine improvement followed by procedural change.

Continuous improvement submissions have increased dramatically compared to previous years due to areas identified in the preparation for aged care and disability audit. The average approval time taken for a continuous improvement submission has been calculated at 29 days which is a significant decrease when compared to the increased volume of submissions.

FY2024 Continuous Improvement Submissions



FY2024 Incident Notifications





Storm across Broad Gully, Bucketts Way South – Photograph by Kathleen Woolley.



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