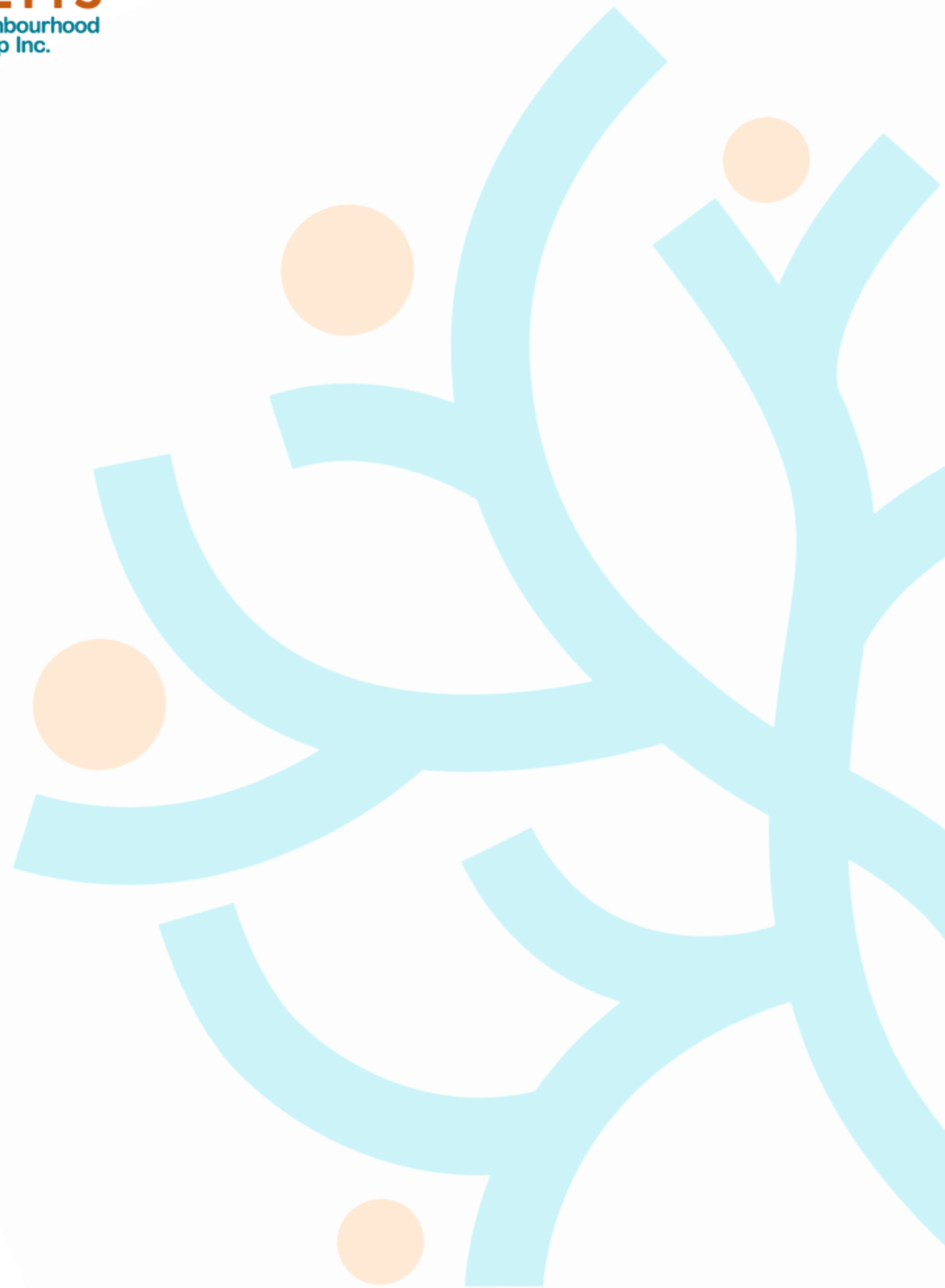




**BUCKETTS  
WAY** Neighbourhood  
Group Inc.



# Annual Report

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2019 - 2020

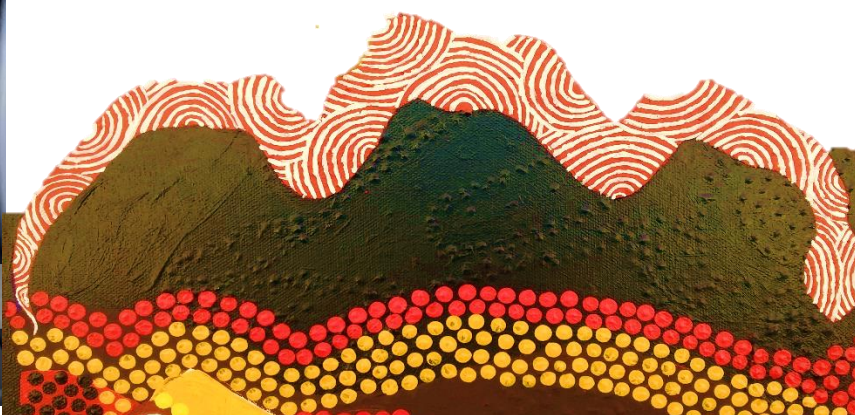


Kyle and Support Worker Harry

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*We acknowledge the Worimi and Biripi people who are the traditional custodians of this land and pay respect to the Elders past, present and emerging.*





## About Us

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Bucketts Way Neighbourhood Group Inc (BWNG) is a not-for-profit, locally focused organisation formed in 1989 that provides a variety of essential community services to the people of Gloucester and surrounding towns and villages. Our area of service spans from Limeburners Creek in the south to Krumbach in the East and includes the communities of Gloucester, Barrington, Stratford, Craven, Wards River, Stroud Road, Stroud, Booral and Allworth.

BWNG receives some government funding but relies heavily on grants and donations to be able to maintain our extensive and diverse services.

Over the last 31 years, we have grown and evolved to become one of the largest employers in Gloucester, and the only local-based provider of many essential services. Our team currently consists of 30 volunteers and 41 employees.

A seven member volunteer Board of Management voted in at the annual general meeting by the members of the organisation governs BWNG.

The Neighbourhood Centre, aged care, disability services, training, transport and all logistical aspects of the organisation operate within BWNG's premises at 88 King Street, Gloucester, NSW.

BWNG has diversified our training services to include a suite of social ventures known as *Blueprint*, which encompasses *Bistro 2422*, *Bluey the Mobile Coffee Cart*, and *Gloucester Pool Kiosk and Ice Creamery*. This initiative provides employment, experience and certified training to local job seekers and young people; generates extra income for BWNG's vital services, and provides a fresh, hot Meals on Wheels service to vulnerable people locally.

## Glossary

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ACAT – Aged Care Assessment Team	DSS – Department of Social Services
AGM – Annual General Meeting	FACS – Family and Community Services
BWNG – Bucketts Way Neighbourhood Group Inc	HR – Human Resources
CAC – Community and Aged Care	MAC – My Aged Care
CEO – Chief Executive Officer	MOW – Meals on Wheels
CHSP – Commonwealth Home Support Programme	NDIS – National Disability Insurance Scheme
HCP – Home Care Package	RTO – Registered Training Organisation
CRC – Commonwealth Respite & Carelink	QA – Quality Assurance
DFV – Domestic and Family Violence	



## Our Story

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- 1989** The Gloucester Neighbourhood Centre was formed to procure funding for a speech therapist for Gloucester Hospital. Identifying further gaps in local services more funding from the Department of Community Services (DoCS) was secured to assist local individuals and groups who were disadvantaged, both financially and geographically.
- 2000** Aged Care services were rolled out offering 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. Acknowledging a further gap in local services, BWNG began offering local training programs which continue to grow in popularity and variety.
- 2007** BWNG partners with Cancer Council NSW in assisting people in the community with transport to their cancer treatment.
- 2012** With demand for services increasing BWNG moved to the former butter factory building at 88 King Street. The Cottage moved in next door with the larger space creating room for BWNG's growing staff and services.  
BWNG launches a website and social media platform.
- 2014** Founding CEO Georgine Wise retired and current CEO Anna Burley took the reins.
- 2016** All services made the final move into our new premises at 88 King Street.  
'Merv the Merc' is retired and a wheelchair modified Kia Carnival is purchased for transport mobility-challenged clients. The new vehicle is funded through grants and an enormous fundraising effort from the community.
- 2017** Joint initiative commences between Energise Gloucester, Powershop and BWNG to install 30kw solar system on the roof of 88 King St that will save BWNG 80% of electricity costs into the future.  
My Aged Care service is rolled out and BWNG is registered with NDIS.
- 2018** Blueprint Training Kitchen opens in Britten St and commences service of a re-booted hot Meals on Wheels service, which received the Meals on Wheels NSW Innovation Award 2018.  
Gloucester Pool Kiosk is leased from Midcoast Council by Blueprint Kitchen.
- 2019** Successful in NSW Environmental Protection Authority Organic Infrastructure grant application for a community kitchen food trailer to reduce food going into landfill.  
Celebrated 30<sup>th</sup> Anniversary with a Colour Run and Family Fun Day Community Event  
Recovery Hub 2422 is set up under the auspices of BWNG to provide assistance to locals experiencing hardship specific to drought and other rural adversities.
- 2020** Approved to provide Home Care Packages, making BWNG the only locally-based Home Care Package provider.  
Rebooted the Emergency Relief Programme, rebranded as the *Safety Net Programme*.  
Launch of social venture Bistro 2422 from Gloucester Country Club and consolidated social ventures by moving 'Bluey' and the Meals on Wheels operation to the same venue.  
Solar cells installed on the roof of 88 King Street in partnership with Energise Gloucester are now fully-owned by BWNG.

## CEO's Report



In this, our 30<sup>th</sup> Anniversary year, the role BWNG plays in the local community has never been as vital.

The 2019 / 2020 financial year has been one of the most challenging years we have experienced, with the impacts of drought, bushfires and COVID-19 restrictions felt keenly throughout Gloucester and surrounding areas. These matters and others have certainly provided some anxious moments and by no means have we taken our eyes off the ball.

As an organisation, BWNG has truly lived our vision and mission of connecting and supporting the community through this time. I am incredibly proud of the efforts made by our team, and the way we have adapted to a continually changing work environment and the ever-evolving requirements of the Federal and State Government contracts we deliver to the community. In spite of the many challenges this financial year has presented us with, we have still managed to progress on a number of important initiatives.

Funding reform and a focus by the State Government with the Targeted Early Intervention format and the Federal Government changes to deliver Emergency Relief has seen BWNG revise and alter the way we continue essential services. BWNG is now sub-contracting with The Salvation Army to continue emergency relief that forms part of the 'Safety Net Programme'. This programme encompasses assistance that include Food, Fuel and Pharmacy vouchers, Telephone and Electricity vouchers and pantry items that is gathered on a daily basis. As the name suggests, it is to provide supports for the residents in a crisis.

Unprecedented numbers of locals have reached out to us for assistance, and the drought pantry and referral service branded as 'Recovery Hub 2422' was implemented to connect primary producers and agricultural workers with financial assistance, mental health support, and other services. This service will operate as the need arises and we know that the effects of any disaster has ramifications for years. I would like to acknowledge the supporters of your recognition of the suffering and support you offered.

A major achievement in FY20 was the launch of our Home Care Packages. A mammoth task by a number of BWNG staff to facilitate this program and this team worked behind the scenes to secure approval from the Federal Government to provide this crucial service. One key advantage of having the choice of a local Home Care provider like BWNG, allows recipients to receive better value from their package budget and will see their Home Care dollars invested back into our community rather than being furnished with a provider from out of our area.

Contemplating FY2020, it is always good to reflect and celebrate the achievements of the staff and the organisation. By producing, the annual report always necessitates this process and one thing that strikes me is the partnership with others. Some key partnerships include the local Community Drug Action Team (CDAT) where they assisted BWNG in hosting the 30<sup>th</sup> Anniversary Colour Run and Family Fun Day, the joint solar project with Energise Gloucester but most importantly our volunteers who we partner with to provide valuable service to the community. We were proud to nominate one of our volunteers, Col Howarth, for Volunteer of the Year Award from Midcoast Council and was successful.

This year may have tested our resilience, but it has also shone a spotlight on our relevance to the community, the importance of our services and our ability to build connections. Looking forward, the challenges we have faced in FY20 are not a thing of the past, they are ongoing. The real challenges still lay ahead of us as the changes we have adapted to become the new normal.

Anna Burley  
Chief Executive Officer

## President's Report



It is with pleasure that I write the President's Report for 2019/20.

This has been a year of exciting changes and innovations for Bucketts Way Neighbourhood Group coupled with the challenges of living in these uncertain and rapidly shifting times. COVID-19 spared none of the need for preparation of safe practice standards and plans for clients and workers. Again this paradigm shift was met with ingenuity, equanimity and lots of hard work by BWNG. Every compliance request was met and in many cases exceeded or had been implemented before being requested by the various entities, thanks to forward thinking and strategies worked through and set in place.

The provision of Aged Care Services as a HCP provider in our own right has been a major shift for the Organisation. The Team has handled this transition with the dedication, adaptability and excellent work that is a

hallmark of the BWNG staff. I thank you all for your unfailing willingness to adapt and innovate to ensure the wellbeing of the clients and community.

The new funding parameters set by the Department of Community and Justice will bring about some service provision changes to organisations such as BWNG. The community is and always will be at the forefront of consideration for BWNG, these adaptations, within the guidelines, will be based on the best outcomes for Gloucester and the community.

To all working at BWNG in whatever capacity be it CEO, Leader Roles, Operations Staff, Support Staff or Volunteers, including Board Members, well done and thank you for your continued dedication to the service but most importantly, to the members of our community to whom we provide help, support and comfort. Organisations such as ours can't run let alone flourish without the people involved, you are ALL very special members of team BWNG.

I look forward to a wonderful future for BWNG, one that won't be without new challenges, as the world and our community continues to evolve. However with the demonstrated abilities of the Teams, from CEO and the Team Leaders right throughout, these can prove to become advantages for us all into the coming years.

Donna Kemp  
President



*Our logo represents connection & growth between our organisation, our clients & the Community. The entwined tree trunk & outstretched branches embody a sense of kinship.*





Trainee Jessica Anniwell

## Our Vision

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# Connecting Our Community

## Our Values

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### 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 Mission

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

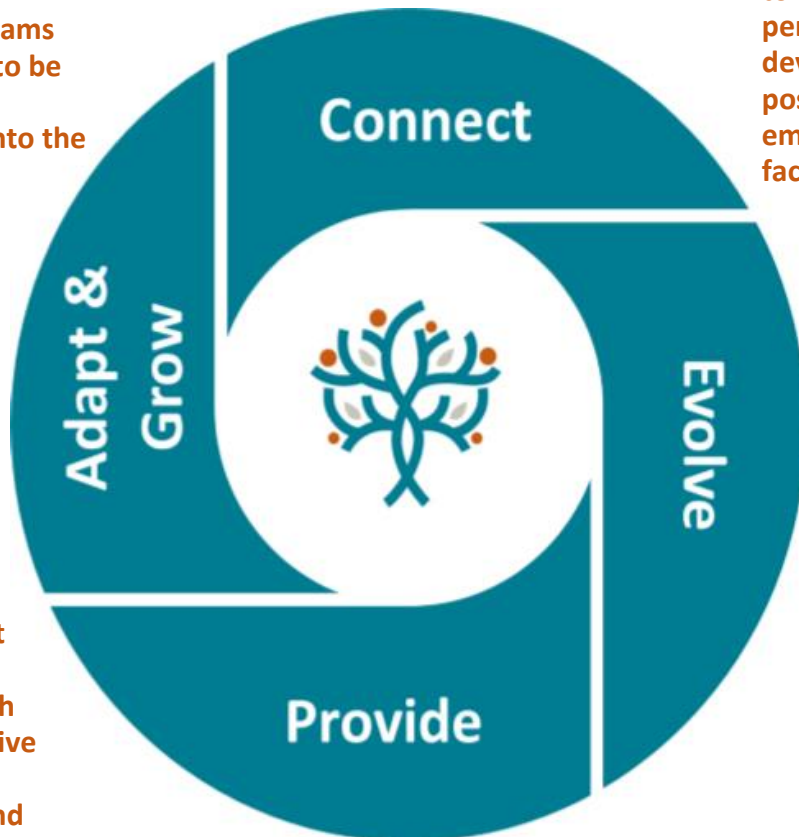


Josh and Support Worker Emma.

Strategic Direction 2017 – 2020

Grow and consolidate current programs and services to be viable and sustainable into the future

Connect BWNG Staff and the Gloucester area to opportunities for personal and career development whilst positioning BWNG as an employer and training facility of choice



Provide client focused services which achieve positive outcomes for individuals and the community

Respond to change in the sector through investigation and development of innovative funding and service delivery options



## Our Management Board

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At our Annual General Meeting each year members elect seven board members to oversee the organisation and guide the strategic direction of BWNG.

The board is responsible for ensuring that the organisation meets legal requirements and remains accountable to our donors and stakeholders, including the NSW State and Federal Government.

Board service is recognised as one of the toughest volunteer roles, and we thank this year's board members Donna, Jodie, Danny, Kerrie, Bob, Robert and Murray for the dedication, experience and generosity that they have brought to the role.

To become a member of BWNG please collect a membership form from reception.







The Blueprint Kitchen Team Meg, Taryn, Brooke, Rachel and Erin .

## Happy 1st Birthday Blueprint Kitchen

Blueprint marked their first birthday on 30<sup>th</sup> July 2019. Volunteers, staff and more came together to celebrate the milestone, and acknowledge the team's dedication and hard work in providing a hot meal delivery to local Meals on Wheels recipients, and in partnering with Gloucester High School to provide training and development opportunities to local young people.

## Halloween at the Cottage

Look at all these ghosts, ghouls, zombies, vampires and other scary characters!

Support workers and participants alike look forward to the annual Halloween celebrations at 'The Cottage'



Josh, Melinda, Ellie, Aaron & Penny with support workers Emma, Leanne, Sara, Katrina, Alana & Kate

## Indigenous Artwork Celebrates Connection

A team of Worimi and Biripi artists lead by Julie Hardy and Gai Clarke created a detailed and tactile artwork known as 'Home', which was commissioned by BWNG to mark the organisations 30<sup>th</sup> anniversary.

The symbolism within the piece represents BWNG's connection with the community, as well as the journey of indigenous people from the past to the present, and of the journeys not yet undertaken.

'Home' is intended to be an immersive and physical experience, and will be displayed in the public area of our office for the community to be able to touch and connect with.







@ Taree Photography Club



@ Phat Duck Photography



@ Phat Duck Photography

**CDAT Colour Run & Family Fun Day**

November - BWNG in partnership with our local Community Drug Action Team (CDAT) hosted a free family fun day to mark our 30<sup>th</sup> birthday. The day included a sausage sizzle provided by the Gloucester Rotary Club and the Lions Club of Gloucester, a tug of war, lawn races and a 'Pass the Parcel' world record attempt. Michael Johnsen, Member for the Upper Hunter, was king of the kids when he participated in an impromptu slime fight. Thanks for being such a good sport, Michael!



@ Phat Duck Photography



@ Phat Duck Photography



## Introducing Bistro 2422

March 2020 - Seeing an opportunity for increased community engagement, BWNG took on the lease of Gloucester Country Club Bistro. The onset of the COVID-19 restrictions soon after meant that the team had to think on their feet and adapt to the many changes, sometimes at short notice.

Meals on Wheels operations were transferred to the Bistro kitchen, with 'Bluey' our mobile coffee cart setting up shop on the grounds of the Country Club soon after.



Erin & Taryn providing morning tea from 'Bluey'.

## Placement Partnership with UNE

We welcomed University of New England placement students to our team in a mutually beneficial relationship that allows BWNG to stay abreast of industry developments, while participants gain hands on experience in the field.



UNE Social Work placement students Erin & Mel.

## Gloucester's Own Home Care Packages Launched

February - BWNG's Home Care Packages were officially launched with an informative morning tea event partnership with NSW Seniors Festival (formerly Seniors Week). Guest speakers of the day included Jill O'Donnell from Seniors Rights Service and Tim Chapman from the Cancer Council as well as Di Rosebaum and Carroll Field from Gloucester Women's Cancer Support Group.



BWNG CEO Anna Burley – launch of Home Care Packages.



## Bakers Creek Charity Ball

24<sup>th</sup> August 2019 - United by their concern for the welfare of the Gloucester Community, the amazing folks of Bakers Creek decided to organise a charity ball. The Creighton Family's shed was decked out for the evening, and 120 guests braved the chill of an August night to enjoy entertainment by local artists 'The Grasscutters', and catering from BWNG's own Blueprint Kitchen. The event was a huge success. \$10,000 was raised through ticket sales, and a programme of charity auctions and other fun events. Many thanks to Bob, Murray and the Bakers Creek community for extraordinary gesture of organising this fundraiser!



Bakers Creek Charity Ball.



Ian & support worker Leanne meet 'Santa'.

## The Giving Tree 2019

The Gloucester community kindly donated gifts to our Giving Tree Appeal, which were distributed to families needing a bit of help over Christmas.

We tried a different format for the distribution of presents this year, where we handed gifts out, and gave an opportunity for a free photograph with Santa.

Local Senior Constable Scott Chester swapped his blue uniform for red to take part in photos and hand out gifts.

## Col Receives Volunteer Award

Colin Howarth's tireless efforts as a transport volunteer were recognised with an award for Volunteer of the Year amongst Midcoast Council's Australia Day honours.

Colin has volunteered his time to BWNG for the last seven years, driving people to medical appointments.

Col is a highly sought after driver, and is known for going above and beyond in the assistance he provides. Col often attends the medical appointment with the client so that he can take notes for them, or even picks up a coffee for the client while they are in their appointment.



Col with his Volunteer of the Year Award.



## Disability Services Report

We are now in our fourth year of providing services under the National Disability Insurance Scheme (NDIS), and are continuing to help participants get the most from their support plans. With our assistance, individuals are able to make informed decisions about how their services are delivered to achieve their goals.

We have maintained consistent participant numbers throughout FY2020, and continue to provide a range of services to our clients, including:

- Assistance in maintaining a home effectively
- Learning how to cook a nutritious meal on a budget
- Accessing the community in a meaningful way
- Participating in community activities
- Group or centre-based activities
- Maintaining health and wellbeing through using the gym, hydrotherapy pool and community exercise equipment.

The safeguards and processes we have in place put us in good stead toward the end of 2019, when BWNG underwent an NDIS Quality and Safeguards Commission audit. This is an assessment by an external body to ensure that we, as an Organisation, have services, programmes, policies and procedures in place that comply with the regulations governing the disability services industry.

The NDIS is forever evolving. Going forward, we will continue to conduct internal reviews to ensure the care we provide remains not only compliant, but top-notch.

Our services had to adapt quickly to the onset of the COVID-19 pandemic. In line with Department of Health regulations we implemented many new procedures, and safeguards, including a system of calling each client to check for symptoms before providing their supports. Group supports and social activities were cancelled, and many participants chose to withdraw from their support services to self-isolate. Our staff undertook additional and ongoing training from the Department of Health. Many of our volunteers are themselves vulnerable to COVID-19, and they have unfortunately had to withdraw from volunteering to protect themselves and their families.



Ben & Support Worker Alana.

### “ NDIS Explained ”

The NDIS (National Disability Insurance Scheme) is an insurance support scheme of the Australian Government that funds costs associated with disability. The NDIS can help pay support funding for participants based on their needs, including daily activities, transport and mobility, access to work and education, household tasks, home and vehicle modifications and therapeutic support.

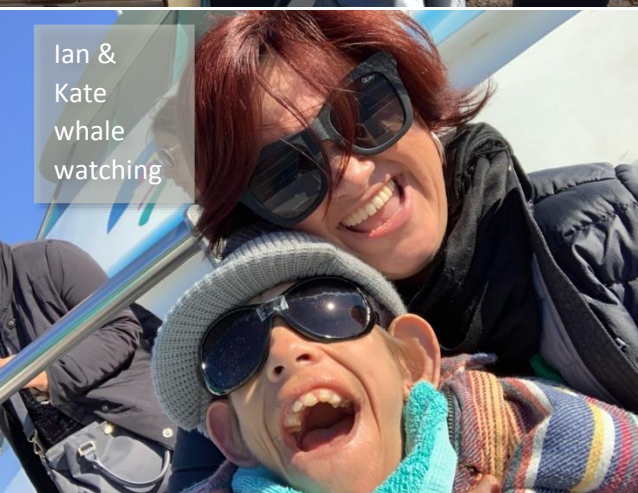


Kyle enjoying pizza at the Cottage.





Gary receives his scooter



Ian & Kate whale watching



Ellie enjoying a horse & cart ride.



Over **1,500** hours of support were provided by BWNG to NDIS participants in their own home.

## LIVING A GREAT LIFE

The supports provided by our team assisted participants in connecting with their community, participating in the activities they enjoy and maintain their health and well-being.



**65%** of support hours provided by BWNG were for individual support.

**4,718**

NDIS participants living in the Mid North Coast local government area at the last census.



## SUPPORT HOURS

We provided over **10,000** hours of support to members of our community living with disability.

## OUR COMMUNITY



At the last census **318** residents of the Gloucester area reported needing help in their day-to-day lives due to disability.

By nature, the role as a support worker is varied and rewarding. As a team we had many rewarding moments throughout FY2020.

Garry Bartlett received his long-awaited mobility scooter through his NDIS package.

Ian and support worker, Kate, had a fantastic whale watching experience at Nelson Bay. Social and community participation is a valuable element to a support plan.

Our support team has welcomed a few new faces to the team, including Paige, Sara, Alana and school-based trainee, Chloe.



**BUCKETTS WAY** Neighbourhood Group Inc.



## Community & Aged Care Report

FY2020 was a year of achievements and challenges for BWNG's Aged Care team on many levels, but the most notable achievement was by far was receiving approval from the Department of Human Services to provide Home Care Packages (HCP).

This success is the result of an enormous amount of effort by our Aged Care Team who have been quietly working behind the scenes for many months to navigate the complicated application process.

Having a Gloucester-based provider of HCP for the first time is great news for elderly residents. A local option means their Home Care dollars will be invested back into the local community in the form of employment and increased revenue. Most importantly, care recipients will be able to spend more of their HCP funds on their actual services, as they won't be paying travel costs to support workers coming from outside of our area.

For several years BWNG has provided Aged Care services through the Commonwealth Home Support Programme (CHSP), as well as under a brokerage arrangement through other service providers, so many people may be wondering what the difference is. Basically, CHSP funds cover care for the elderly who just require a little bit of help to remain living in their own home, or for a temporary period such as recovering from a medical procedure. HCP, however, cater for people who need more assistance more regularly, or higher levels of support to remain at home rather than moving to an aged care facility.

Before our Eating with Friends programme had to be suspended due to the onset of COVID-19, seniors enjoyed the monthly lunches. They visited Roadies Cafe, Yim Thai Restaurant, Café 57, Gloucester Bowling Club, Fusion Chinese Restaurant and Avon Valley Inn, as well as enjoying the special Christmas get together at the Roundabout Inn. The programme is a great opportunity for local seniors to catch up with friends, make new connections and support local businesses. We thank the abovementioned venues for supporting this valuable social initiative, and we are looking forward to being able to catch up again once it is safe to resume the programme.

Meals on Wheels NSW Kindly donated toilet rolls and disinfectant to vulnerable members of our community during COVID-19 shortages. This was part of Quilton's one million rolls campaign and, the supply was dispersed to local Meals on Wheels recipients. Thank you Meals on Wheels and Quilton for your generosity.



Colleen & Support Worker Caroline.



Eating With Friends at the Roundabout Inn



The mountain of toilet rolls donated by Meals on Wheels NSW.

# Our Team



- 14** Support Workers
- 10** Volunteer Transport Drivers
- 10** Meals on Wheels Volunteers
- 4** Admin Staff

# Serving our Community



Over **8,000** hours of Support

Almost **60,000** Kms Traveled

**3,366** Total Meals on Wheels

# Health Transport

**529**

Trips to Medical Appointments



**90,848** kms Traveled to appointments

**2,326** Volunteer Hours



We have continued the training and development of our team throughout FY2020, with Aged Care staff attending medication training, first aid and safety and bowel care.

Evolutions in technology continue to enhance our provision of services. The introduction of a Client Management Program has streamlined our record keeping and accounts, and although we are still ironing a few bugs out we have seen an improvement in accuracy and information sharing.

Our Meals on Wheels services has gone from strength to strength. In FY2020 we provided 1,277 frozen and 2,089 fresh meals to our community. A new role of Meals on Wheels Coordinator has been added to our team. Coordinator Jamie has been doing an excellent job of liaising between delivery volunteers, kitchen staff and clients to ensure a smooth provision of this service.

It goes without saying that COVID-19 has been the biggest challenge this financial year across the Aged Care industry. Our entire service delivery has had to evolve as more was learned about the virus. The enormity of staying up to date and compliant with the Department of Health orders necessitated a member of our team taking on the role of Pandemic Officer. Rachel Zimmerman has done a fantastic job in this role, and has helped ensure that we have at all times been acting on the latest and most accurate advice. As the COVID-19 challenge rolls on, we are fully aware that we are on the front line in keeping vulnerable members of our community safe, and cannot afford to let our guard down.

At a grass-roots level, the challenges and triumphs of FY2020 have translated to a lot more work for BWNG’s Aged Care team, allowing us to employ additional support and admin staff. We are also exploring the feasibility of employing some team members across both our Disability Support Programme and our Aged Care Services.



## Training Services Report

FY2020 was a tumultuous year for BWNG’s training services. After a strong start in 2019, the onset of COVID-19 restrictions early 2020 changed the entire face of our training service. Many of the Registered Training Organisations (RTO) with whom we have partnered were forced to cancel face-to-face learning, or cancel courses all together.

Moving forward, our tenants and RTOs have adopted a blended approach to their course delivery, embracing a combination of video conferencing, pre-recorded lessons and traditional face to face learning whilst adhering to social distancing. With the move to on-line learning it is difficult to compare attendance and completion data to previous years.

Before COVID-19 scuttled our training schedule for FY2020 BWNG managed to link with TAFE NSW to offer a free three-week ‘Taster Course’ as an introduction to the Hair and Beauty industry. We had a great response from local employers and course participants, and hope to be able to build on this connection in the future.

Through Community Service Organisation (CSO) funding we were able to partner with ATWEA Coast RTO to run *Kickstart Hospitality Skills* course, which offered fee-free training to local school leavers and job seekers in hospitality basics including barista skills, Responsible Service of Alcohol and Responsible Conduct of Gambling.

We have continued the training and development of our team throughout this financial year. Eight core staff have undertaken a Leadership skill set through *Smart and Skilled*, which is a reform of the NSW vocational education and training system providing eligible students with government-subsidised training to advance their career or find employment.

Part time trainees Jessica, Lindy, Taryn and Rhonda successfully completed traineeships with BWNG in FY2020. On the completion of their training, Rhonda took on a permanent role with BWNG as Finance Administrator, while Jessica commenced an additional traineeship with us in the field of HR. We have also welcomed Jaime on board as she undertakes a traineeship in Individual Support – Ageing.



BWNG Training Coordinator Erin Lute, TAFE Trainers Deborah Powell & Laura Vidulich, and students Grace Solomon, Tahlia Vogtmann, Rebecca Murray, Kerrie-Anne Rumbel, Maddie Graham and Sharon Hackett

SBAT Programme Participants & Gloucester High School Students Chloe & Brooke.



Through the School Based Apprenticeship or Traineeship (SBAT) Programme, which allows High School Students to undertake vocational training and workplace experience as part of their Higher School Certificate, local students Courtney, Sara and Briana completed their traineeships with BWNG in December 2019, while Raquel is on track to complete her traineeship in Hospitality Services in December 2020. New participants to the programme Chloe, Sharla, Brooke and Keely have joined our team. Chloe has commenced Certificate III in Individual Support – Disability, while Brooke is studying Certificate III –Community Services, Sharla has undertaken Cert II Hospitality and Keeley is working toward Certificate III - Business Administration.

While it is hard to know what the Education and Training industry will look like post COVID, BWNG recognises that our training services play a unique and important role in the community. It can be difficult for residents of regional areas such as ours to gain a tertiary education or re-train for a new career as local training options are limited, and many don't own a car or a computer. We will continue to evolve and adapt to ensure Gloucester residents have a local training option.

We would like to thank the following RTO's with whom we partner to provide our training services.

- Australian Training and Consultancies Group (ATAC)
- First Aid and Safety Training
- Skillslink Community College
- ATWEA Coast
- Novaskill
- BSI Learning
- TAFE NSW



First Aid course participants.



## Social Ventures Report

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### Bluey

Introducing our Mobile Coffee Cart, Bluey. In 2018 BWNG successfully applied for a \$32,129 NSW EPA Organics Infrastructure Grant for a towable food trailer to be able provide community kitchen meals to Gloucester families in times of need using food from local retailers that would usually end up as landfill due to damaged packaging or nearing the end of its' shelf life.

Bluey now doubles as a mobile coffee cart and promotional tool by helping to connect the community with BWNG's services. Our Social Ventures team serve drinks and light bites from the Car Park of Gloucester Golf Club, as well as attending local markets and local catering for venues such as Kimbara Lodge Residential Aged Care Facility.

### Kiosk

From September to April the Social Ventures Team operate the Gloucester Pool Kiosk and Ice creamery from within the Gloucester Pool complex. This is a seven day a week food outlet, which has proven to be a great soft entry point for younger members of the community, to BWNG's services and programmes.

The kiosk gives extra hours of employment and allows our trainees to gain hands-on experience and develop time management skills in what can be a fast-paced service point.

### Blueprint

The name 'Blueprint' was chosen for the name of the training kitchen because a blueprint is the start of something. And it certainly has been. From humble beginnings of an old commercial kitchen in Britten Street has sprung a raft of social ventures infiltrating the Gloucester community.

Hospitality has been a whole new ball game since the onset of the COVID-19 crisis in early 2020. While our team loved the connection with the clientele who regularly visited Blueprint Kitchen at Britten Street, BWNG made the difficult call to cease trading as a food outlet to the public in order to better control any risk of infection to the vulnerable individuals receiving a mid-day meal through Meals on Wheels.



Alex & Meg operating from Bluey.'



50<sup>th</sup> Birthday function catering at Bistro 2422.





Erin, Taryn & Meg staying COVID-19 safe.



Brooke providing finger food at a function.

Delivery was a popular option during lock down.



As the COVID-19 crisis stretched on, no longer operating a commercial venture from the Britten Street premises presented an opportunity to reduce overhead costs by moving the Meals on Wheels operations to Bistro 2422. As the Bistro trades only of an evening, its' kitchen provides a secure preparation environment for Meals on Wheels, which is provided as a mid-day meal.

During Blueprint Kitchen's 2.5 years of operation at the Britten Street premises the venture created seven local jobs, gave \$212,000 in employment back to the Gloucester community, helped six young people build their career through traineeships, and provided over 5,000 Meals on Wheels to vulnerable members of our community.

On a human resources note trainee Taryn has successfully completed her Traineeship in Hospitality Services, and we are pleased to announce she will continue her employment with us. Blueprint's core team has remained intact through the upheavals of recent months, and has adapted to Bistro 2422 and a new style of service very well. We are grateful to them for their flexibility, and their commitment to our social ventures.

### Bistro 2422

Operating of an evening from Wednesday to Saturday at Gloucester Country Club, Bistro 2422 prides itself on quality, family-friendly meals and service.

Gloucester's demographic trend is toward an older population, meaning that a high percentage of our community are within the COVID-19-vulnerable age group. Through the full lockdown period between March and July, Bistro 2422 recruited additional locals to provide free home delivery of meals as our locals followed Department of Health advice to stay at home.

Between the start of trade in March to the end of FY2020 Bistro 2422 created approximately \$36,000 of employment locally. This new venture has also increased the income generated by BWNG's social ventures, which will be reinvested into community services and projects, by an average of 190%.

With an indoor kid's play area, and well-equipped function room there are a lot of avenues to explore at Bistro 2422, including the possibility of family-friendly training courses aimed to help parents re-enter the work force.

Building upon the successes of Blueprint Kitchen, BWNG is excited to see what our latest venture can accomplish.

## Thank You to Our Donors

In FY2020 BWNG received over \$65,832 in donations from local organisations, businesses and individuals, as well as physical donations of food, personal items, blankets and Christmas Gifts.

This generosity allowed us to give dignity and empowerment back to locals suffering a short term crisis, provide drought relief to primary producers and agricultural workers, assist families doing it tough over Christmas and much, much more.

Our donors include:

- Gloucester Soldiers Club
- Webb’s Real Estate
- R&R Property
- Gloucester Uniting Church
- The Bakers Creek Community
- CWA – Evening Branch
- CWA – Gloucester Branch
- Commonwealth Bank
- Jerry Germon
- Roberta Hazelwood
- Sera Smith
- Lions Club of Gloucester
- Gloucester Baptist Church
- Quota Club of Gloucester
- Gloucester Charities
- Garry Spokes
- Anne Webeck
- Lions Club of Gloucester
- Rotary Club of Gloucester
- Christmas for Gloucester Drought Aid
- Café 57
- Killer Graffix
- Catholic Care
- Midcoast Council
- June’s Place & Vicki Harris
- Gloucester Community Shop
- Woolworths Gloucester
- Gloucester Max Value Pharmacy
- Gloucester Tucker Patch
- Stewart Terras
- Gloucester Soldiers Memorial Hospital
- Commonwealth Bank
- Grahame Holstein
- Jenny Burley
- Meals on Wheels NSW

## Our Team







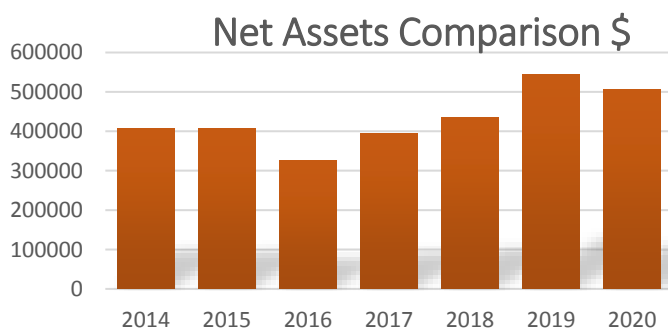
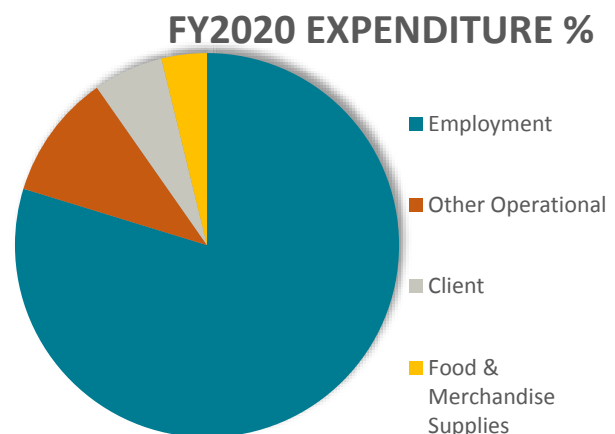
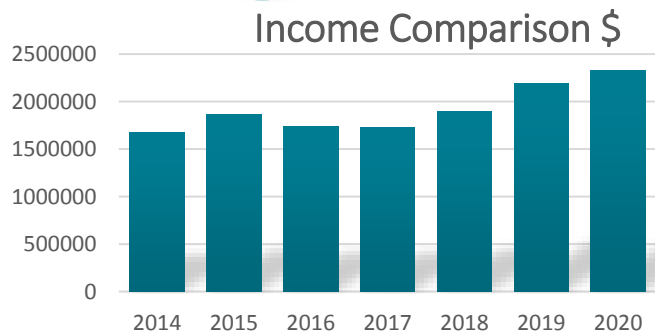
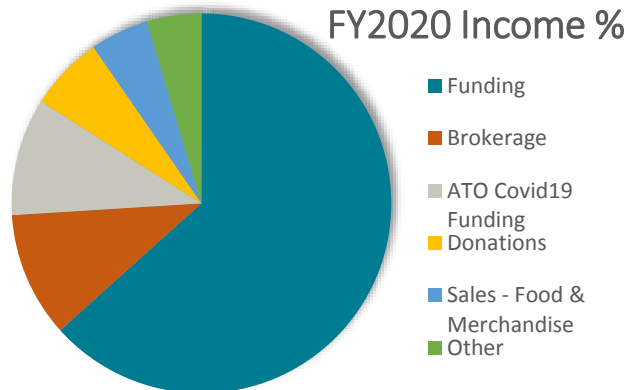
## Finance Report

Similar to FY2019, we have had significant staffing changes in the Finance Department. While we were sorry to lose Leanne B and Lindy from our tight-knit team, we have also welcomed new team member Leanne G to the role of Finance Officer. Trainees Lindy and Rhonda successfully completed the Financial Services Traineeships, which they undertook in 2018, and we were pleased when Rhonda chose to continue her employment with BWNG in the role of Finance Administrator.

This year we have worked on stabilising the financial processes and procedures across the organisation, and made improvements in our day-to-day business functions. The implementation of a Client Management System, which interfaces with our accounting programme, MYOB, is steadily improving efficiency and accuracy across departments.

Growth of our Social Ventures, IT issues and the introduction of Home Care Packages have translated to a large workload for the Finance Department. The onset of COVID-19 and the introduction of Job Keeper payments was an involved process, but the financial benefits of Job Keeper on BWNG's labour costs are evident.

Moving forward, next 12 months, we will finalise our finance staff structure, focus on improving our current processes and review our accounting system and reporting.



## Neighbourhood Centre Report

BWNG offers a wide range of services and programmes to support the community.

BWNG assists many clients through a range of programs, including financial counselling and Legal Aid Clinic. Staff provide a broad range of information to clients both face to face and over the phone. We provide information and referral, and crisis assistance.

The BWNG premises hosts a number of programmes including a fortnightly Financial Counselling service run in partnership with Kempsey Neighbourhood Centre, and a fortnightly free Legal Aid Clinic courtesy of Walker Legal and Conveyancing, Taree.

### Safety Net Programme

This year was especially challenging to provide assistance to community members experiencing financial difficulty as BWNG no longer receives Federal Government funding for our Emergency Relief Programme.

BWNG is able to provide assistance to people in financial difficulty through the Energy Accounts Payment Assistance scheme, the Telstra Bill Assistance Program and a partnership with the Salvos. The EAPA Scheme is funded by the NSW Government and aims to assist people having difficulty paying their energy accounts due to short term financial crisis.

The Telstra Bill Assistance Program is an initiative funded by Telstra, and is aimed at assisting people who are experiencing financial difficulty and are having problems paying their Telstra bill.

## Legal Aid Clinic

"The majority of advice given through Gloucester Legal Advice Clinic for FY2020 was for problems like debt, problems with Centrelink or the NDIA, car accidents, discrimination, buying goods and services or problems with renting a house."



**9%** CRIMINAL LAW MATTERS



**68%** CIVIL LAW MATTERS



**23%** FAMILY LAW MATTERS



**86%** CENTRELINK RECIPIENTS



## Financial Counselling Report

Financial Counselling at Bucketts Way Neighbourhood Group 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 (OFT and DSS 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. This service also offers assistance with:

- Credit and debt related issues
- Debtors rights
- Bankruptcy information
- Budgeting
- Referrals to appropriate agencies
- Financial literacy information

For the 2019 / 2020 Financial year, this service was provided by Steven McWilliams.

### Major themes for the Gloucester region 2019/2020

As with previous reporting periods, the most recent timeframe has again seen the majority of new clients who access this service derive their income primarily via Centrelink. (19/27 or 70%. All who fall within this category have stated that COVID-19 related increase in welfare payments has alleviated many aspects of their financial hardship.

The major presenting issue for new clients for 2019/2020 was the high cost of electricity. Eight new clients (29%) presented to this service due to an inability to afford ongoing electricity costs.

Although the increase in Centrelink payments provided relief to those in financial hardship, six new clients (22%) sought assistance via this service in accessing their superannuation on financial hardship grounds. Although this process is often seen as a quick fix to issues associated with financial hardship, the longer term consequences are often overlooked.

As with previous reports, a shortage of affordable housing and a lack of long term employment opportunities often hinder individuals and families in the Gloucester region who are seeking pathways out of financial hardship.

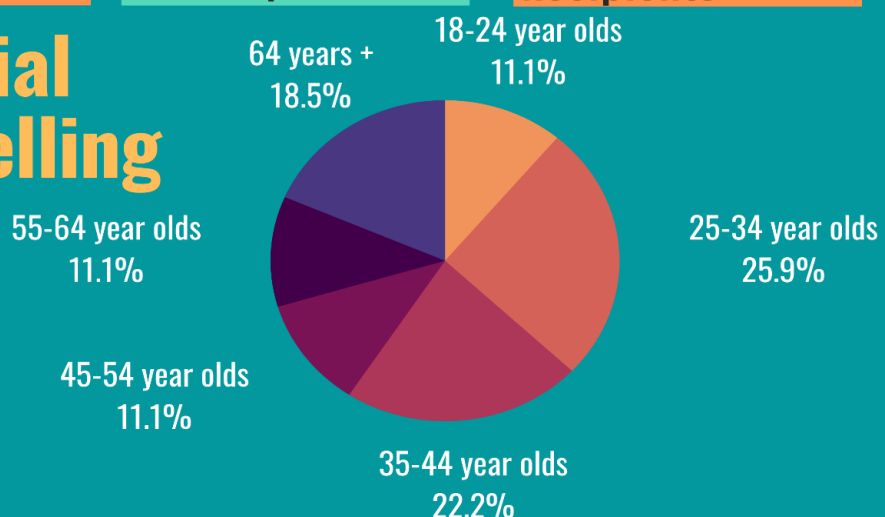
"A shortage of affordable housing and a lack of long term employment opportunities often hinder individuals and families in Gloucester who are seeking pathways out of financial hardship"

**29%** major presenting issue was the high cost of electricity  
**Electricity Costs**

**22%** sought to access superannuation due to financial hardship  
**Financial Hardship**

**70%** of new clients derive their income primarily from Centrelink.  
**Centrelink Recipients**

## Financial Counselling New Client Data



## BWNG's Pandemic Response

At the onset of the COVID-19 crisis the situation was rapidly changing as more was learned about the virus. To keep abreast of these changes BWNG appointed Rachel Zimmerman to the role of 'Pandemic Officer'. Rachel worked hard behind the scenes to keep BWNG up to date with NSW Health guidelines through the management of our policies, procedures and forms. Having one team member dedicated to the pandemic was instrumental in ensuring the safety of staff, volunteers and clients.

BWNG implemented regular newsletters to keep clients and staff up to date with the COVID-19 situation, inform them on how to access reliable COVID-19 information and to educate and encourage them to keep themselves and those around them, safe.

BWNG implemented the procedure of phoning clients before each service to ask a list of questions about their health, recent contacts and if the client was experiencing any COVID-19 symptoms.

BWNG looked to minimise the use of cash and encouraged all clients to use electronic transfers instead of cash. Clients were also encouraged to avoid coming to the office in person, or to phone ahead if their visit was necessary.

In line with Department of Health guidance support workers increased the use of their Personal Protective Equipment (PPE), such as gloves and masks.

Under disability services, individual support continued, but out of town trips, group activities and short term accommodation (respite) was cancelled. Participant numbers dropped somewhat as many clients and their carers chose to self-isolate and cancelled their support services.

BWNG also adapted our services to rely on employees rather than volunteers as many of our volunteers were themselves of a vulnerable age group, and they have unfortunately had to withdraw from volunteering to protect themselves and their families.

BWNG would like to acknowledge the ongoing efforts of our staff, volunteers and clients in adhering to Department of Health advice throughout these uncertain times. This cooperation allowed us to offer adapting regular services to ensure safety while providing vital services to our community.

Pandemic Officer, Rachel, demonstrates correct use of PPE to the team.







A beautiful Granny Square Christmas Tree in Tuscany.

## The Yarn Connection Christmas Tree Project

Gloucester was in the same boat as many other communities, with mental health and social isolation continuing to be major concerns as people follow Department of Health advice to socialise less and maintain physical distancing.

Adding to the difficulties experienced in our area, the Advocate was forced to pause printing for three months and local businesses saw a downturn in trade.

This was hard on the elderly residents of Gloucester who relied on the Advocate to stay connected with their community, especially through the lockdown period when they had less contact with friends and family than usual.

BWNG put into play an idea from Board President, Donna Kemp, that had been sitting on the back burner for quite some time. Donna had seen a similar project from Tuscany, and thought how well something similar could work in Gloucester.

Aimed primarily at Gloucester's senior residents who felt the ache of social isolation more keenly than other age group, we put a call out for people stuck at home to knit or crochet 20cm x 20cm squares in any pattern or colour, to be joined together at the end of the year to create a Christmas tree, symbolising the single but group effort of our wonderful community in this time of isolation.

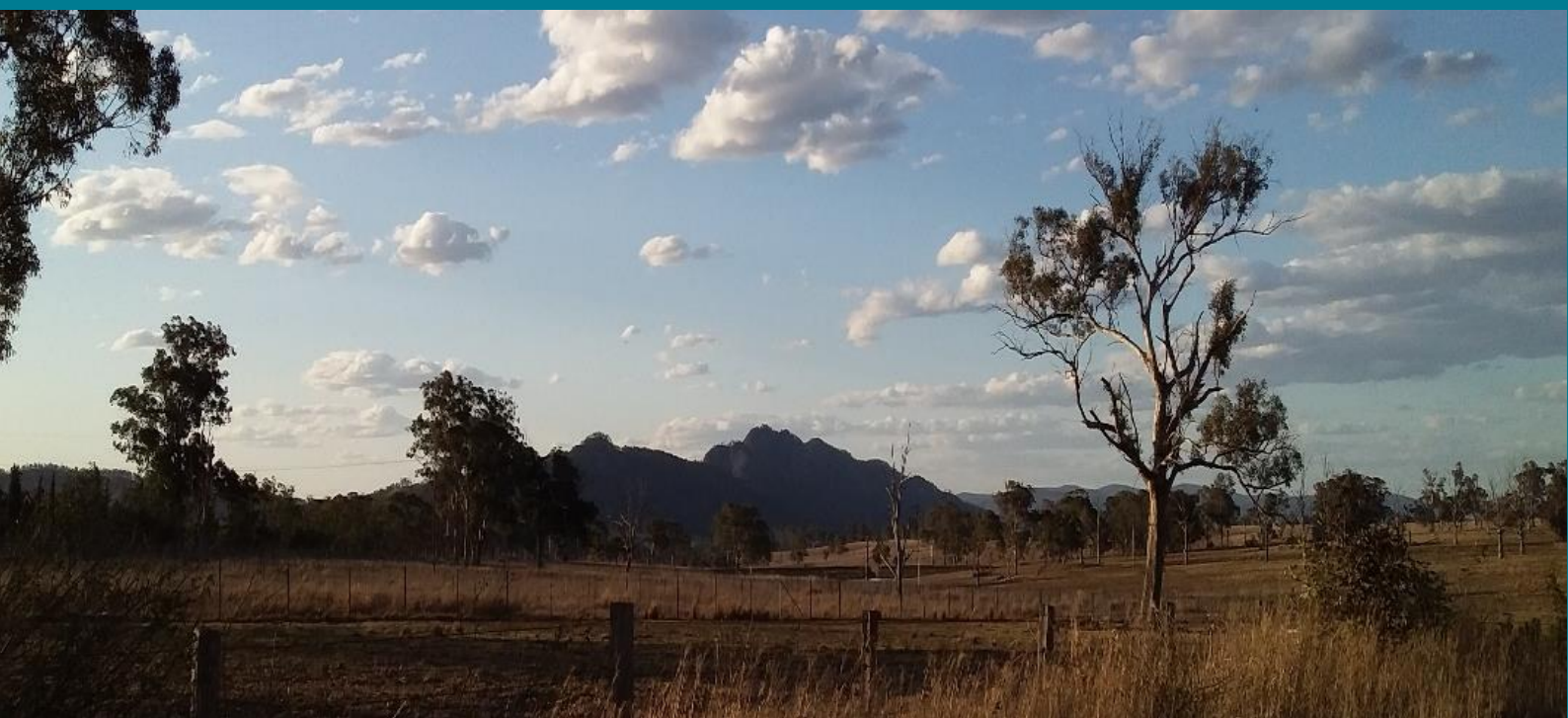
The project has also received a \$1,000 2020 Donations Grant from Midcoast Council.

We have had a great response to this project from the community and are looking forward to early November when we can sew all donated squares together and see the results of our efforts.





*Providing Essential Services to  
Gloucester and Surrounding Areas  
for Over 30 Years*



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