



BUCKETTS WAY

Neighbourhood
Group Inc.

October 2025 Newsletter



L to R, Back: Brooke, Jo, Tia, Anne-Marie, Kylie, Nicole.
Front: Leanne, Sarah & Christine.

BWNG'S AGEING & DISABILITY SERVICES ADMIN TEAM

While you may see our dedicated Support Workers representing BWNG in the community every day, behind the scenes, we also have a hard-working admin team.

Coordinating essential services in accordance with the complex rules and regulations of our industry is a huge responsibility. It requires regulatory knowledge, front-line experience, industry qualifications, proficiency in multiple software programs and an understanding of each individual's needs.

It's difficult to round them all up at once for a photo, but here is most of our Ageing and Disability Services Admin Team.

We extend our thanks for their contributions to the organisation.

SUPPORT AT HOME TO COMMENCE

You've heard a lot about it over the last twelve months, and it's finally here. From 1 November 2025, Australia's aged care system will begin a new chapter with the introduction of the Support at Home Program.

We understand you may be feeling some uncertainty around these changes, but rest assured, our goal remains the same: to help you receive the support you need to continue living safely and independently in your own home.

If you currently receive support through CHSP, rest assured that these changes will not impact your services. CHSP is planned to continue until 30 June 2027.

If you currently receive a Home Care Package, you don't need to reapply or worry about losing your services. You will transition automatically to the new program, and we'll continue working closely with you to ensure your care and supports remain uninterrupted.

As always, our team is here to guide you through the change. You'll soon receive a Support at Home Fact Sheet from BWNG detailing our new prices and how the changes apply to you.

This is an exciting step forward in creating a more consistent and person-centred aged care system — one that continues to put your independence, choice, and wellbeing first.

END OF YEAR CLOSURE DATES FOR 2025

We understand things only get more hectic between now and Christmas, so we thought we would advise of our end of year closure dates with plenty of notice.

Our **office** will be closed from midday Wednesday 24/12/25 until 9am Monday 12/01/26.

CHSP services will be close from Thursday 25/12/25, resuming Monday 12/01/26.

Meals on Wheels will deliver last meals for the year on Wednesday 24/12/25, resuming Monday 12/01/26.

Health Transport between 24/12/25 and 12/01/26 is available by prior arrangement and subject to volunteer availability. Bookings need to be arranged with BWNG before Friday 12/12/25.

The Cottage Group Centre will be available to NDIS clients throughout the holiday period upon request.

Services for clients funded by **Support At Home** will be available as usual.

NDIS supports in the community will be available as usual.

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THREE EASY STEPS TO DIRECT DEBIT YOUR BWNG ACCOUNT

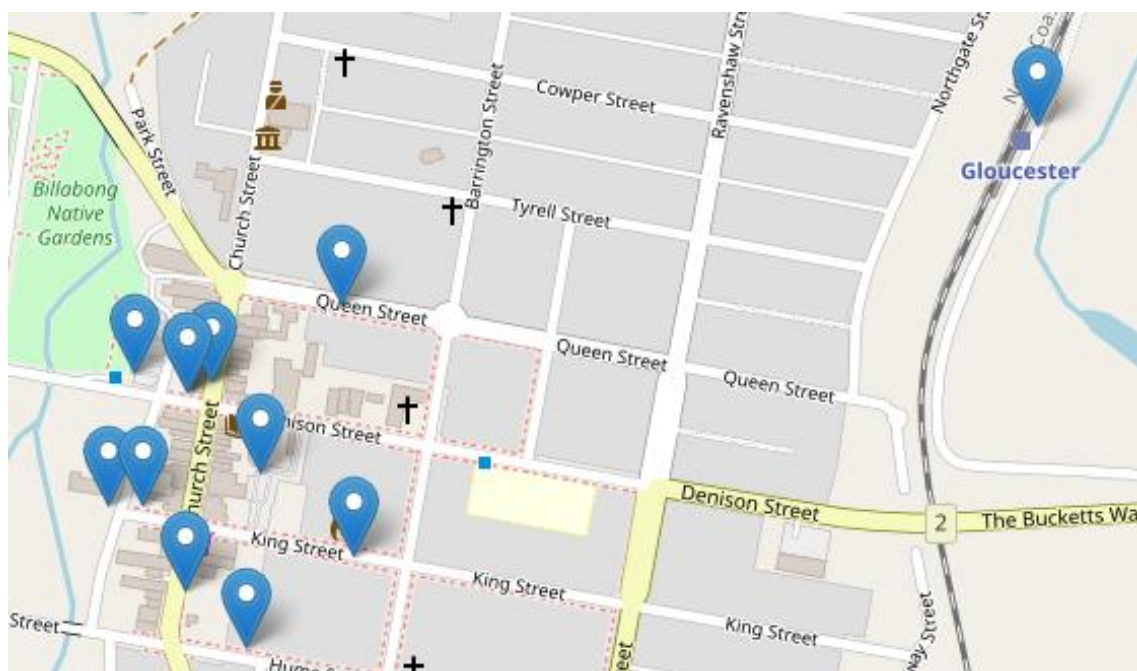
Direct Debit is a payment option where the amount owing on your statement is debited directly from your bank account on the due date, saving you the hassle of travelling to our office or calling to pay over the phone.

To make use of this payment method for your BWNG account:

1. Contact our team and ask for a *Direct Debit Request Form* from BWNG
2. Read the Service Agreement on the *Direct Debit Request Form* to decide if this option is right for you, then;
3. Complete and return the *Direct Debit Request Form* to BWNG.

Once your *Direct Debit Agreement* is in place, you should check your bank account after each payment to verify that the amounts debited from your account are correct.

You can change, stop, or defer an individual payment, or cancel or suspend the Direct Debit arrangement at any time by providing BWNG with 14 days' notice, either in writing or over the phone.



ACCESSIBLE PARKING IN GLOUCESTER

If you have a disability parking permit you are permitted to park in accessible parking. Here is a list of accessible parking spots in Gloucester:

- Billabong Lane carpark toward the western end of King St
- Car Park behind Library, between Denison St & King St
- Carpark near Billabong Park amenities block
- Church St at IGA
- Church St at Revive Pharmacy
- Denison St between Church St & Billabong Lane
- Elliot St at Public School entry
- King St between Church St & Billabong Lane
- Hume St at Senior Citizen's Centre
- Station St at Gloucester Railway Station
- Queen St at the Post Office



Lisa with BWNG team members Nicole & Jo.

NEW MEALS ON WHEELS AREA LIAISON, LISA

We recently had a visit from our new Meals on Wheels Area Liaison, Lisa, who has stepped into the role upon the retirement of Tim, with whom we worked closely for many years.

Providing Meals on Wheels is a complex and involved responsibility. As we care for vulnerable community members our team must go above and beyond to ensure the food safety and compliance of our meals and the service itself.

We appreciate the valuable support and guidance we receive from the team at Meals on Wheels NSW in achieving this.

Welcome to the role Lisa. It was great to meet you, and we look forward to working with you.



BONE HEALTH & OSTEOPOROSIS DAY

Our bones are the foundation that keep us moving, strong, and independent — yet as we age, they naturally lose strength. **World Osteoporosis Day** on **Monday 20 October** is a timely reminder to take care of our bone health.

Osteoporosis is often called the “silent disease” because it develops slowly and may not be noticed until a fracture occurs. The good news is there are many ways to protect your bones:

1. Eat a bone-friendly diet
 - Include calcium-rich foods such as milk, cheese, yoghurt, tofu, tinned salmon (with bones), almonds, and leafy greens.
 - Make sure you're getting enough protein, as it helps maintain bone and muscle strength.
2. Get enough Vitamin D
 - Vitamin D helps your body absorb calcium.
 - Spend a little time in the sun each day (while staying sun-safe), or talk to your doctor about vitamin D supplements.
3. Keep moving
 - Weight-bearing exercises like walking, dancing, or light aerobics strengthen bones.
 - Balance and strength training (such as Tai Chi or resistance exercises) help prevent falls and maintain independence.
4. Avoid smoking and limit alcohol
 - Smoking and heavy drinking can speed up bone loss. Cutting back supports both bone and overall health.
5. Get regular bone checks
 - Ask your GP about a bone density test — a simple scan that can detect early signs of bone weakness.
 - Regular check-ups help manage risks and guide the right treatments if needed.



GET ONLINE WEEK - GLOUCESTER

Join a fun and free *Get Online* event for all ages Wednesday 22 October, thanks to MidCoast Council and *Good Things Foundation, Australia*. You can even enter the lucky door prize draw to win an iPad and enjoy a free lunch after the event.

Bring along your own tablet or laptop. This is a great opportunity to learn new skills, meet new people, and make the most of the digital world in a supportive community setting.

To register scan this QR code to visit:


haveyoursay.midcoast.nsw.gov.au/get-online or contact MidCoast Council.



Get Online Week (20-26 October) is an annual national digital inclusion campaign run by Good Things Foundation Australia to support people in Australia to feel safer and more confident online by providing free digital skills events in communities.

The campaign aims to close the digital divide, which leaves many people without the necessary skills and access to participate in an increasingly digital society.

Date and time

 Wednesday, October 22 · 10:30am - 1:30pm AEDT

Location

 Gloucester Shire Council

89 King Street Gloucester, NSW 2422

[Get directions ▼](#)



AIDER PROGRAM – HELP TO GET READY FOR BUSH FIRE SEASON

You may be eligible for the AIDER (Assist Infirm, Disabled and Elderly Residents) program which is a free, one-off service that supports at-risk community members.

The program helps people who live in bush fire prone land to live safely and confidently in their home.

NSW Rural Fire Service (RFS) staff complete a property assessment to identify risks. Assistance can also be provided to create a Bush Fire Survival Plan.

AIDER services to get your home safe may include:

- Thinning vegetation
- Removing leaves and fallen branches
- Trimming branches from around and overhanging the home
- Mowing and slashing long grass
- Cleaning gutters

All works are completed by NSW RFS Mitigation crews.

For more information please call: 1300 011 737 or visit the AIDER page on the RFS website.

<https://www.rfs.nsw.gov.au/plan-and-prepare/aider>

or scan this QR code with your smart phone.



SAFETY NET PROGRAM FACING FUNDING UNCERTAINTY

For the past five years BWNG has partnered with the Salvation Army to provide hardship assistance as part of the Safety Net Program.

The Safety Net Program has helped local people experiencing short-term financial hardship afford their energy bills, the cost of food, pharmacy accounts and fuel to reach out of area appointments.

The Salvation Army have recently learned they will not be granted the same level of government funding from the federal government as in previous years. This cut means they don't have the same level of funding to distribute to providers like BWNG, which puts the future of the Safety Net Program in jeopardy.

BWNG CEO Anna and Connections Program Officer Amber are exploring options and will release more information to the community as it is known.

Please note, this funding cut only affects our Safety Net Program (Hardship Assistance) and **will not** have an impact on our other services such as ageing and disability support.



WELCOME SCHOOL-BASED TRAINEES HAILEE & OLIVIA

Through the School Based Apprenticeship and Traineeship (SBAT) Program we are pleased to welcome Gloucester High School students Hailee and Olivia to our team.

In the SBAT program, participating students choose one school day per week to gain hands-on experience in the workplace. They also undertake theory modules specific to their area of study and are overseen by a Registered Training Organisation. Their outcomes in the program count toward their Higher School Certificate marks.

Hailee has undertaken Cert. III in Individual Support – Ageing & Disability, and will be working alongside Support Workers in The Cottage. Olivia has undertaken Cert. III in Community Services and will be working alongside our admin team.

Welcome aboard Hailee and Olivia!