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Find us on facebook

This year, we reached our audience
135,958 times



Review score **4.8/5**

1062 likes



1800 200 422
Mon-Fri 8am - 8pm Sat 10am - 2pm



Funded by various State and Federal Departments.

Although funding for Bucketts Way Neighbourhood Group Inc. has been provided by various State and Federal Departments, the material contained herein does not necessarily represent the views or policies of the State and Federal Departments.

CONTACT INFORMATION



BUCKETTS WAY

Neighbourhood Group Inc.



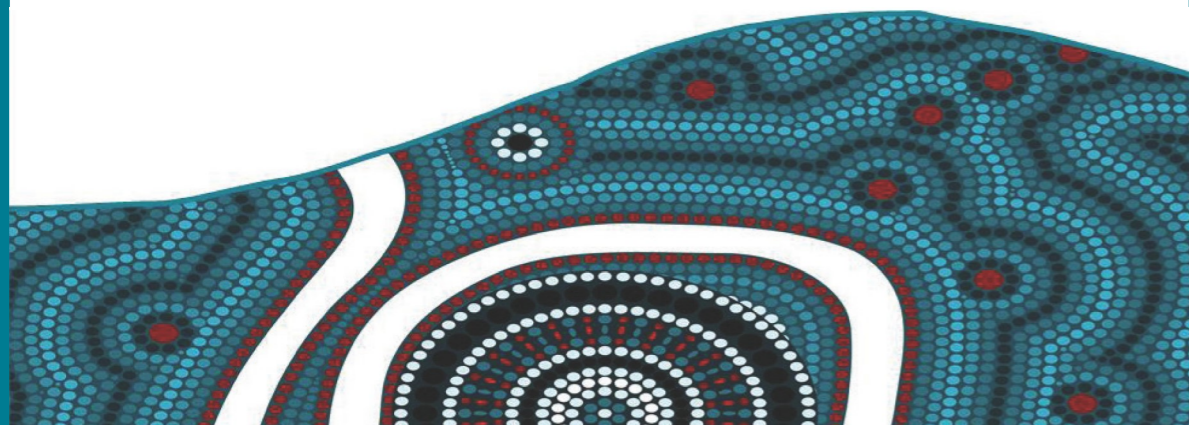
connecting
 our community

ANNUAL REPORT 2017-2018



Acknowledgement	2
About, Glossary	3
Vision, Values, Mission	4
Our History	5
Management Board	6
President's Report	7
CEO Report	8-9
BWNG Highlights	10-19
Staff Structure	20
Strategic Direction	21
Disability Services Report	22-25
Community and Aged Care Services Report	26-29
Neighbourhood Centre Services Report	30-35
Training Services Report	36-39
Work Health and Safety and Quality Assurance Report	40
Human Resources Report	41
Finance and Financial Counselling Reports	42-43
Contact Information	44

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



ACKNOWLEDGEMENT OF COUNTRY TABLE OF CONTENTS

Financial Counselling Report

Financial Counselling at Bucketts Way Neighbourhood Group is a fortnightly outreach service (every second Wednesday) provided by the Great Lakes Neighbourhood Services in partnership with the Kempsey Neighbourhood Centre and the Hunter Valley Financial Counselling Project Inc.

Financial Counselling is a free, independent and confidential service funded by the Office of Fair Trading and the Department of Social Services that aims to provide information and advocacy for individuals and families who may be experiencing financial hardship. This service also provides assistance with:

- Credit and debt related matters
- Debtor's rights
- Bankruptcy information
- Debt prioritization
- Hardship assistance
- Budgeting
- Referrals to relevant agencies

For the 2017/18 financial year, this service was provided by Steven McWilliams. The statistics for this timeframe are as follows:

- Existing clients at the start of the period = 5
- New clients – July 2017 to December 2017 = 19
- New clients - January 2018 to June = 14
- Total new clients = 33
- Total clients = 38
- Cases closed during 2017/2018 Financial year = 34

New Client Demographics.

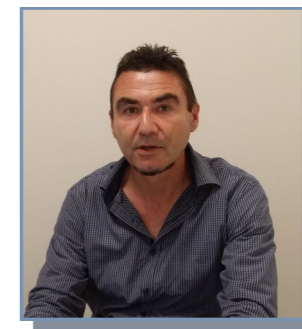
21 Female (66%)
12 Male (34%)

Ages:
18-24 (3)
25-34 (7)
35-44 (3)
45-54 (12)
55-64 (5)
65+ (3)

Major presenting themes for the Gloucester region:

- 24 of the 33 new clients (72%) reported their primary source of income as being derived from Centrelink. This again highlights the lack of employment opportunities in the area and coupled with increasing rent prices, financial hardship appears to be impacting more broadly in the region.
- Again the rising cost of electricity appears to be a major driver of financial hardship in the area. 12 new clients (36%) presented with issues relating to utility arrears.
- The number of new clients presenting with mental health issues who are also in financial hardship remained steady at 7 (21%). The general consensus is that accessing adequate mental health care is often difficult which, in many cases exacerbates their position of financial hardship.

The role of the Financial Counsellor is not only one of advocacy and information but also provides relevant financial literacy material for clients, which in turn may enable more informed decisions to be made during times of financial difficulty.



Steven McWilliams
Financial Counsellor

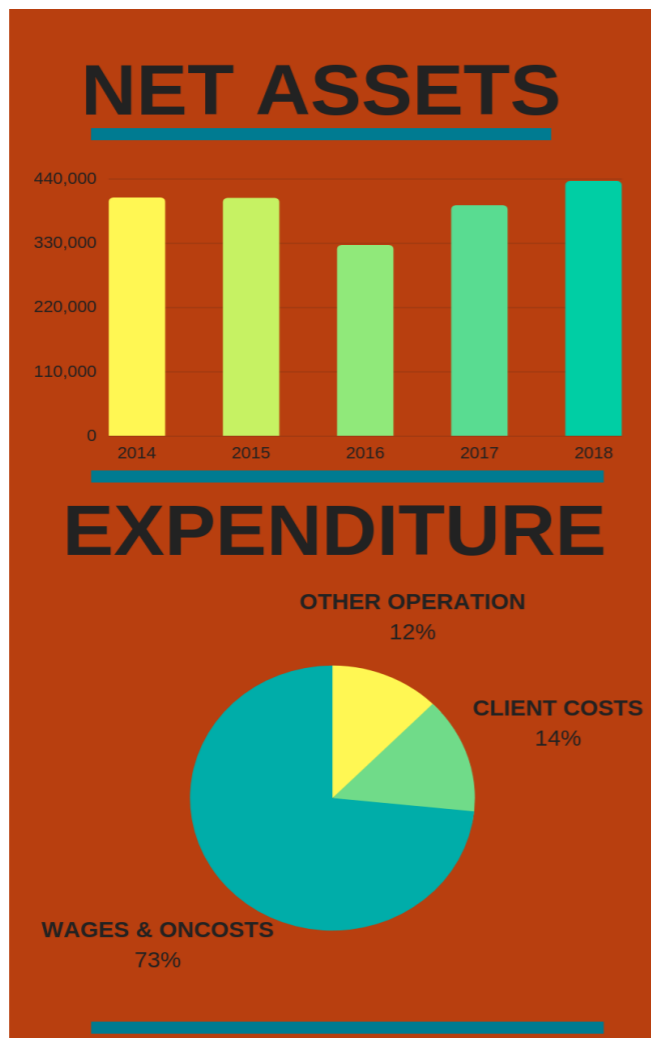
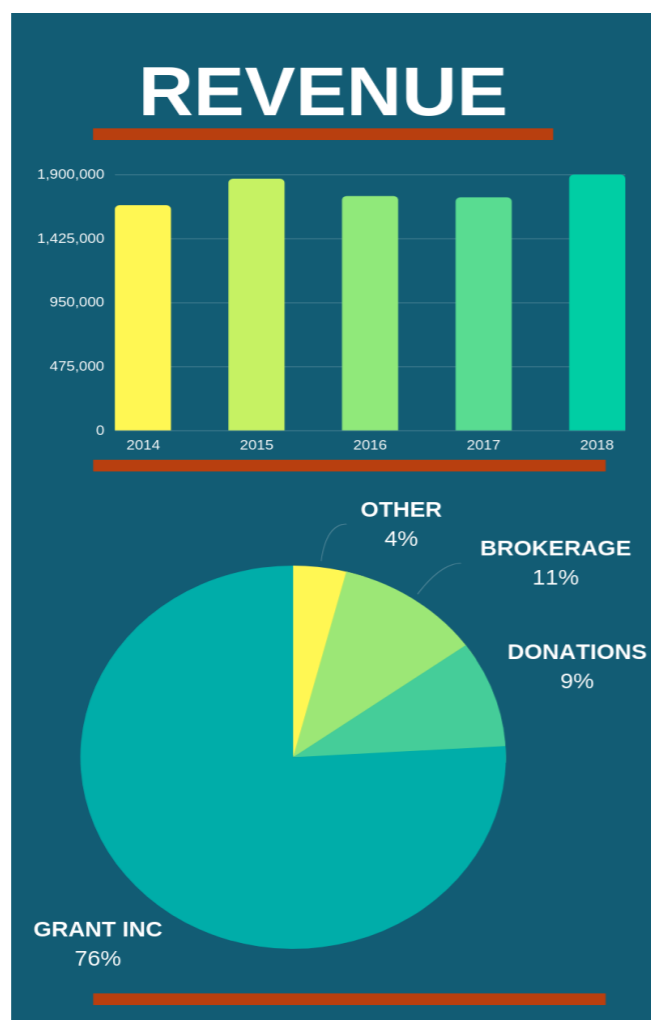
FINANCIAL COUNSELLING

Similar to 2017, we have had significant changes in our Finance Department. Narelle Ritter, our accounts officer, retired after 16 years with BWNG. We were very grateful that Jan Tresidder, our part-time receptionist capably stepped up to help us fill this large gap. In addition, we have had the benefit of our previous School Based Trainee, Jessica Anniwell taking an Administrative Trainee role with BWNG and being part time in the finance department. Finally, to assist us with large statutory requirements of claiming under the NDIS, we have contracted Leanne Barrett to perform a review of all our claims since we started with the NDIS.

With the growth of BWNG to incorporate our new Blueprint Training Kitchen, the rental of a house to provide transition housing and purchase of a house with our AGL Grant funding to provide supported living under the NDIS, on top of the onerous requirements of the NDIS, we have significantly increased our workload. Moving forward, we endeavour to ensure our processes and existing systems are utilised to full capacity, and we can continue to support the finance requirements of BWNG.



Sharee Pope
Finance Manager



FINANCE REPORT

Bucketts Way Neighbourhood Group Incorporated (BWNG) is a not-for-profit, incorporated community organisation formed in 1989 to provide a variety of community services to people in the locality of Gloucester and surrounding areas within the Mid Coast Council area.

Our programs include Disability Services; Community and Aged Care Services; Neighbourhood Centre Services and Training Services. These are all funded through various State and Federal Government programs that allow us to provide vital services to the community.

- ACAT - AGED CARE ASSESSMENT TEAM
- AGM - ANNUAL GENERAL MEETING
- BWNG - BUCKETTS WAY NEIGHBOURHOOD GROUP
- CAC - COMMUNITY AND AGED CARE
- CEO - CHIEF EXECUTIVE OFFICER
- CHSP - COMMONWEALTH HOME SUPPORT PROGRAM
- CRC - COMMONWEALTH RESPITE AND CARELINK
- DFV - DOMESTIC AND FAMILY VIOLENCE
- DSS - DEPARTMENT OF SOCIAL SERVICES
- FACS - FAMILY AND COMMUNITY SERVICES
- HCP - HOME CARE PACKAGE
- HR - HUMAN RESOURCES
- MAC - MY AGED CARE
- MOW - MEALS ON WHEELS
- NDIS - NATIONAL DISABILITY INSURANCE SCHEME
- RTO - REGISTERED TRAINING ORGANISATION
- QA - QUALITY ASSURANCE

Connecting Your Community

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



*Working together
with supports*

enhancing their quality of life.

*to connect people
and services,*

VISION

VALUES

MISSION

BWNG VOLUNTEERS 2017/2018

58

TOTAL NUMBER OF
BWNG VOLUNTEERS



BWNG WORKFORCE 2017/2018

41

TOTAL NUMBER OF
BWNG EMPLOYEES

FTE = 22



HUMAN RESOURCES REPORT

Work Health and Safety and Quality Assurance Report

At BWNG, we are committed to providing a safe and quality service for all staff and clients. A significant step in this area was the creation of the role WHS and Quality Assurance Officer in July 2017.

Quality Assurance refers to the policies, attitudes, actions and procedures necessary to ensure that quality is being maintained and enhanced, and that service provision is of a high quality standard.

This financial year, we recorded ten injuries, with just two of those being in 2018. This can be attributed to a greater awareness of WHS issues.

Electrical issues were present this year, and we have taken measures to ensure all staff are equipped with and use Residual Current Devices (RCDs) in the field, and all powerboards in the office are surge protected.

A significant improvement of our policies and procedures this year was the introduction of 'Easy Read' policies and procedures. The documents provide the necessary information in an easy-to-read manner, and includes pictures for easy interpretation by clients and staff.

Another issue that was addressed was Support Workers working in the field in extreme temperatures. In collaboration with Kylie Tull, Community and Aged Care Services Team Leader, a 'Hot Weather Pack' was created and distributed to Support Workers. These packs contain a cooler bag, a bottle of chilled water, a cooler towel for the neck, and is big enough to hold other chilled items.



Malcolm Millar
WHS & Quality Assurance Officer

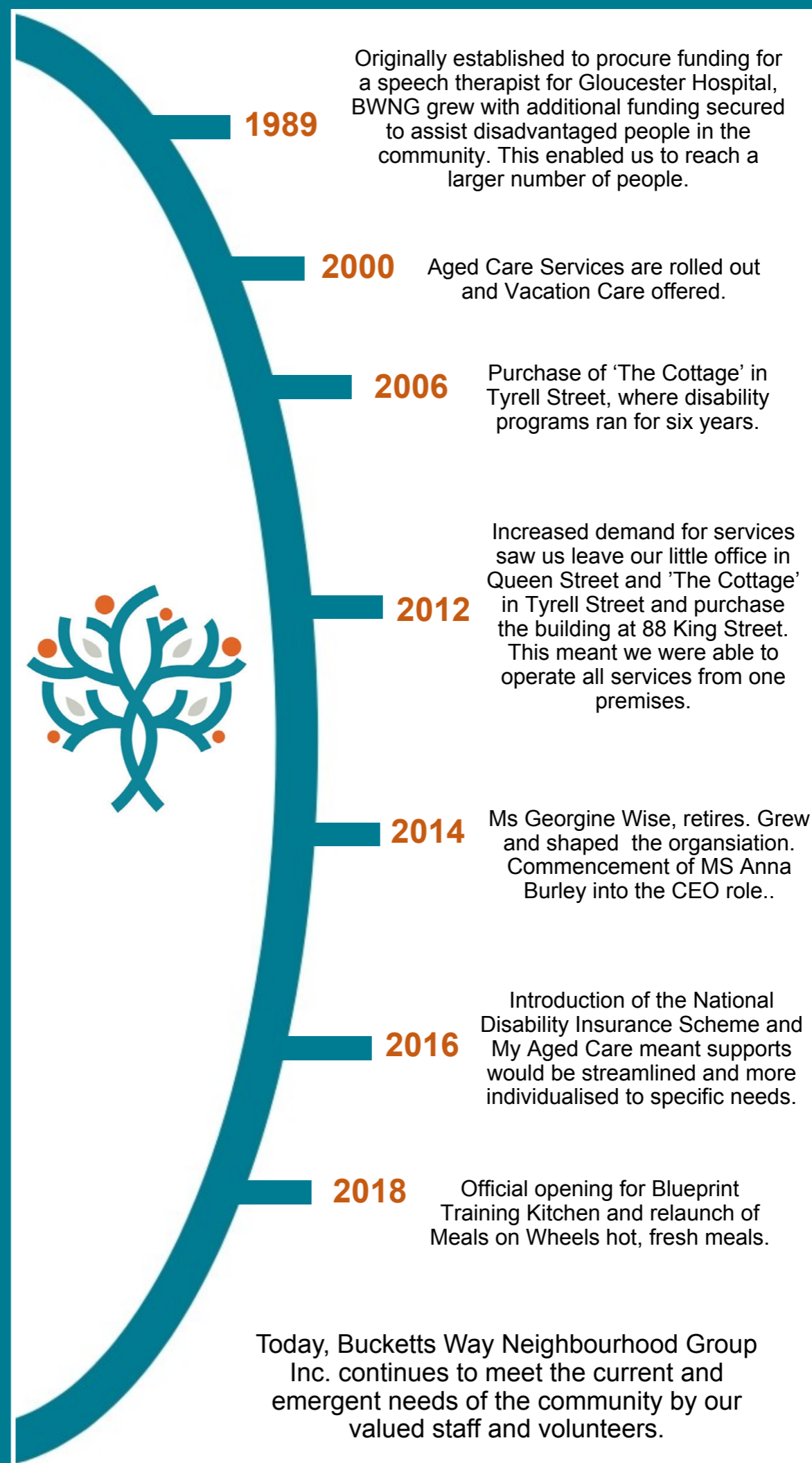
Fire Safety

In August last year, BWNG staff and 'The Cottage' clients took part in some fire safety training with Bob from North Coast Fire and Safety.



QUALITY ASSURANCE

OUR HISTORY



BWNG is governed by a volunteer Board of Management Committee which is voted in at the AGM by the members of the organisation. BWNG is managed by a Chief Executive Officer (CEO). The Board provides direction and oversees the administration of BWNG in conjunction with working effectively with the CEO to ensure BWNG is delivering services to the community efficiently.



Noel Monro
Board Member



Lyn Stewart
Secretary (retired)



Donna Kemp
President



Robert Sparke
Treasurer



Bob Tebbett
Board Member



James Neilson
Vice President



John Rosenbaum
Board Member

BOARD OF MANAGEMENT

Kids First Aid Workshops

BWNG partnered with John Molker from First Aid and Safety Training to deliver our first Kids First Aid workshops. These fun and hands on workshops ran for three hours and covered Basic First Aid, CPR, bandaging, snakebites, using a defibrillator, and what information to give emergency services. We had 30 children attend these workshops and they all had a blast practicing their bandaging skills on each other and John. These fabulous workshops are planned to be run each school holidays.



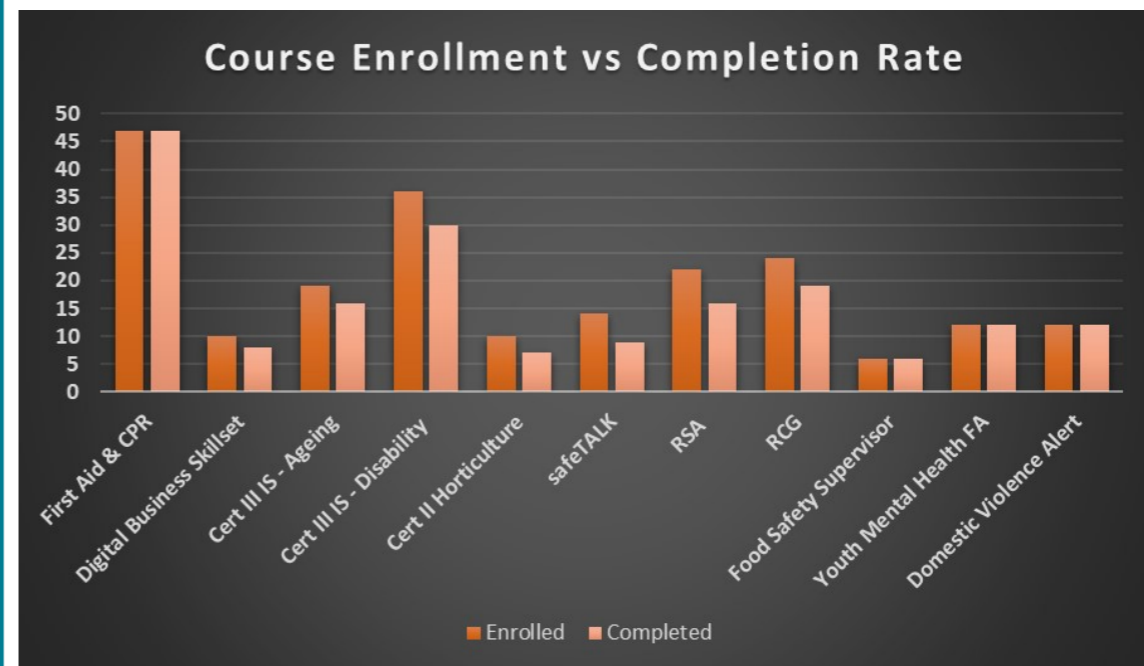
Business Class Training



Youth Mental Health First Aid



Brianna & Jess with Trainers Mette and Tahlea



86% Completion Rate

TRAINING SERVICES

Certificate II Horticulture with Trainer Marnie Johnson

AHC20416 Certificate II in Horticulture provides the skills and knowledge which underpin a range of work functions and job roles that can lead to a horticultural trade qualification. It is also a great way for anyone interested in gardening and growing their own food and plants to expand their skills and knowledge. Horticulture is the science and art of growing plants (fruits, vegetables, flowers and any other cultivar) and in contrast to agriculture it traditionally doesn't not include large scale crop growing or animal husbandry.

A horticulturist knows the science behind different plants, flowers and greenery. They conduct research in gardening and landscaping, plant propagation, crop production, plant breeding, genetic engineering, plant biochemistry and plant physiology.

Our course ran this year at the Tucker Patch – a local community garden under the experienced eye of Horticulturist Marnie Johnson. The students participated and undertook learning in Work Health and Safety, recognising plants, treating weeds, safe chemical handling, soil health, as well as pruning operations, watering systems, growing plants for wholesale, plus a range of other growing and nursery skills. The class was also lucky enough to be treated to a field trip to Limestone Permaculture. The students thoroughly enjoyed this day and we thank Brett for his hospitality in accommodating our students. We will be running this course again in early 2019.



Congratulations to Kaleb Graham and Allan Penfold two of our Certificate II Horticulture students who since completing the course have gained employment. Kaleb has commenced work at the Gloucester Garden Centre, and Allan has stayed on at the Tucker Patch as the supervisor for the Work for the Dole Program. Well done Kaleb and Allan!

Lifeline Training – DV Alert

Lifelines DV Alert (Domestic Violence Response Training) is a nationally recognised training program that enables frontline community workers to:

- **RECOGNISE** signs of domestic and family violence (DFV)
- **RESPOND** with appropriate care
- **REFER** people experiencing or at risk of domestic or family violence to appropriate support services.

Lifeline delivered this accredited course in June to 12 frontline workers from various community organisations in Gloucester. This training provided workers a chance to network and connect whilst ensuring that their skills as frontline workers remained as current as possible.



TRAINING SERVICES

It is with pleasure that I present this, my first report as President of the Management Board for BWNG.

This has been an exciting, interesting and exhilarating 12 months for both BWNG and the Management Board. I wish to acknowledge the continuing work of all Board members in maintaining our commitment to providing strategic direction and good governance. The adoption and adaptation of the 2017-2020 Strategic Direction Recommendations has continued throughout this period. I offer my thanks, and those of the Board, to all who have worked to ensure the successful implementation of these recommendations. Providing the services of BWNG at its usual high standard has been a prime focus, while always being aware of maintaining a stable financial position.

Provision of services under NDIS guidelines has continued to present some challenges, but these have been met with patience and willingness to ensure clients' confidence in and comfort with their care.

The decision to enter the Disability Housing Sector has been a journey into new territory for BWNG. However, this is just another example of the drive, desire and commitment of the service to ensure the best outcomes for clients and carers.

BWNG continues to be a key community service provider in Gloucester. It is a pleasure to be associated with such a vibrant and innovative organisation. I offer my congratulations to the CEO and Senior Staff on your adaptability in meeting the many and changing demands of the past year. This has kept the organisation abreast of advancements and relevant in the sector. The staff, in both support and administration, have worked in unison to keep the clients at the forefront of the service during this period and that is an admirable achievement.

Installation of solar cells on BWNG building in collaboration with Energise Gloucester has helped to secure an

affordable electricity supply, thereby easing some of the financial burden for the organisation now and into the future.

Expansion of Training Services through BWNG has provided many more opportunities for community members to work towards attaining their goals for employment. The opening of Blueprint Training Kitchen is an achievement of which all associated with BWNG can be justifiably proud. Input from the Planning Committee, CEO and staff members has been appreciated by the Board. Blueprint is a new venture for BWNG, however the willingness to take on the responsibility and work towards it's inception has ensured hospitality training can continue into the future for Gloucester.

I offer my sincere thanks to my fellow Board members, Jim, Noel, Robert, John, Bob and Lyn (now retired) for their input, ideas and enthusiasm over the past year.

It is an honour to be chosen to help guide this organisation into the future. I look forward to continued involvement and participation in achieving a bright and prospering outcome for the service and the sometimes overlooked rural community in which we all live.



Donna Kemp
President

CEO's Report

I will use a gardening analogy as the best way to describe the 2017/18 year for BWNG.

We have planned garden beds, done our soil preparation, put in the seeds, germinated and watered those seeds and we are now, with much excitement and great expectation, waiting for what will grow tall and with vigour... all of this so the greater Gloucester community can reap the rewards.

This year has seen the culmination of some long term hopes, thoughts and plans. These projects include the solar panels installation, Meals on Wheels revamp, creating the Blueprint Training Kitchen and purchasing some Disability accommodation. All of this as well as delivering against the funded programs from State and Federal Government.

Our core Community Services, that is the Community and Aged Care, Disabilities, Neighbourhood, Transport and Training have had a remarkable year. Whilst still navigating the changes under NDIS and My Aged Care, we undertook preparation work towards reforms for the Training and Neighbourhood Centre funding.

In all of these programs we have experienced dramatic growth, phenomenal outcomes and we anticipate this will continue. The individual reports from each division are a good read but more importantly outlines the exceptional work for the year.

Another seedling that has bloomed over the last 12 months has been the number of trainees within the BWNG traineeship program. BWNG has witnessed these young people grow into amazing members of the community. Whilst they learn about their chosen field, we learn just as much from them. Read some of their stories on pages 11, 12, 24 and 37. As a community we all should be

proud of what they have chosen to become, and their journey. This program will be ongoing during 2018/19.

Maybe we should call this next group, 'the gardeners'. The gardeners are the individuals, groups and organisations that have assisted BWNG in achieving the amazing outcomes for the organisation and more importantly the community, a huge thankyou. Whilst at times matters progressed slowly, this was due to the number of barriers that had to be navigated. 'WE' got there with your support and encouragement and again thank you.

Of concern is the limitation of services for the younger residents of the Gloucester Region. With the council amalgamations and reforms within FACS, the youth of the area have had limited access to programs. Concerted effort has been made to re address this and I am sure that 2019 will see outcomes.

To the BWNG Staff and Volunteers that work within the organisation, hats off to your dedication and efforts delivering quality and appropriate services to BWNG clients and to others assisted throughout the year. The massive social changes in community services has meant much upheaval. The compliance processes undertaken during the year is a great testament to the quality of programs and services amidst factors that most regionally based services would not contend with.

Finally to the Board of Management, whose attendance, direction and energy is an incredible way in which the community's voice can have meaningful input and direct the action of the organisation. This very 'ground up' approach is formidable in providing appropriate and necessary services to the region. Gloucester, grab your coffee because the 2017/2018 BWNG annual report is ready for your reading pleasure.

CEO'S REPORT

social media. Many of the participants have now created active social media accounts such as Facebook and Instagram and are able to share photos with family and friends. The use of social media has allowed them to feel more connected with those who may not live locally or who they have lost contact with over the years.

Trainees

2018 has welcome a large number of trainees in to the BWNG workplace, three part-time trainees and five school-based trainees.

Our previous two school-based trainees from Gloucester High School completed their traineeships at the end of 2017. Jessica Anniwell completed a certificate II in Business Administration whilst assisting with office related tasks at the BWNG and Katie Thomson worked at the "Cottage" while completing her Certificate III in Individual Support – Disability. Katie has since gained employment at Gloucester Hospital – Congratulations Katie!

Jessica has stayed on with BWNG as an Administration Assistant and is undertaking a Certificate III in Business Administration. Jess hopes to go on to a complete a Diploma of Business once she has completed her current Certificate III.

We were very excited to offer five school-based traineeships in 2018. These traineeships were offered to students from Gloucester High School with all interested students applying through the standard BWNG application process, including writing a cover letter, resume and attending an interview for the positions applied for. This proved to be a fantastic exercise for the students as for many of them it was their first ever workplace interview.

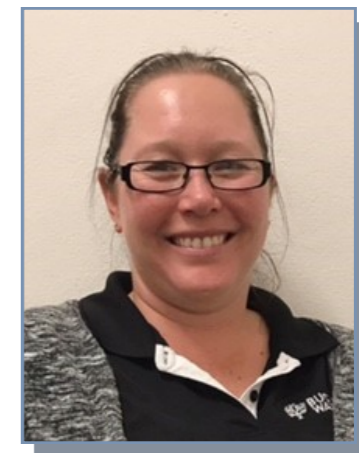
The students will complete their traineeships over the following two years whilst attending Year 11 and 12. They attend work one day per week and also complete a Certificate II or III in their chosen vocational field, such as Hospitality, Business Administration, Information Technology or Individual Support. Our School Based Trainees are:

- Brianna Martin – Certificate III in Business Administration
- Toohey Hamsen – Certificate III in Information Technology and Web Design
- Sara McBride – Certificate III in Individual Support- Disability
- Courtney Whitby – Certificate II in Hospitality
- Jordyn Crook – Certificate II in Hospitality

BWNG also welcomed three part time trainees. Jessica Anniwell is completing a Certificate III in Business Administration in our King Street office, while Taryn Crook and Summah Laverick are completing Certificate III in Hospitality at our new social venture Blueprint Training Kitchen in Britten Street. Our trainees are such valuable assets to our organisation. These motivated young people are gaining hands on industry experience and nationally recognised qualifications whilst on the job.

Future Directions

BWNG Training Services is looking forward to offering a large range of short courses and full qualifications. All our courses will be offered not only during the day but also evenings and weekends.



Erin Lute

Training Services Team Leader

TRAINING SERVICES

Training Report

The year 2017/2018 has seen the addition of some exciting new accredited and non-accredited training courses as well as new relationships with Registered Training Organisations such as Novaskill and LIFELINE Australia. This year has also seen the continuation of some of our full qualification courses such as Disability, Aged Care and Horticulture.

We were able to partner with LIFELINE Australia to deliver two amazingly valuable courses here in Gloucester this year.

- safeTALK was a suicide awareness workshop that gave participants some skills and knowledge to interject with someone who may be thinking of taking their own life,
- The Domestic Violence Alert program was a two day accredited course that gave frontline workers some valuable skills and information around assisting those people who may be experiencing Domestic and/or Family Violence.

Industry Short Courses

BWNG offers a variety of industry specific short courses that enable people to get a taster in different industries or even just update their current skills. Many of these courses were delivered under Community Service Organisation (CSO) funding which enabled us to provide these courses free of charge to participants.

In 2017/ 2018 BWNG partnered with: Australian Training and Consultancies group (ATAC) to deliver:

- *Responsible Service of Alcohol, Responsible Conduct of Gambling, and Food Safety Supervisor*
- First Aid and Safety Training to deliver *Apply First Aid and Kids First Aid*
- Skillslink Community College to deliver *Apply First Aid*
- Manning Health Services to deliver *Mental Health First Aid and Youth Mental Health First Aid*
- WEA Coast delivered short courses in *Community Services, Aged Care, Business Administration, Disability Support,*

Hospitality, Marketing, Project Management and Youth Work

- LIFELINE Australia to deliver *safeTALK and DV Alert*

Full Qualification Courses

Our continuing partnerships with WEA Coast, Skillslink Community College and our new partnership with Novaskill has allowed us to offer full certificates in Business Administration, Individual Support – Ageing, Individual Support – Disability and Horticulture for Gloucester residents without the need for people to travel out of town. Many of these courses were able to be offered at a subsidised rate under Smart and Skilled funding which has been welcomed by students.

Our Certificate III in Individual Support – Ageing class with trainers Ruth McKim and Deb Taylor completed their studies in September 2017 with many of the students securing jobs with local Aged Care Providers.

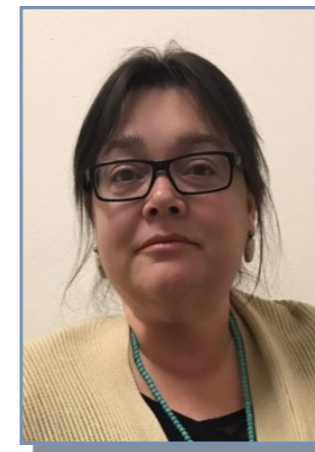
BWNG welcomed a new partnership with Novaskill to run a Certificate II in Horticulture at the Tucker Patch Community Garden under the guidance of Trainer Marnie Johnson. This course was a hands-on, practical and enjoyable course. All eight students completed the course and two have gained employment locally within the horticulture industry.

Current certificate III classes include Business Administration and Individual Support. Full qualifications expected to be offered moving forward include Project Management, Youth Work, Childcare, Education Support and Community Services.

Tech Savvy Seniors and Be Connected

These popular introductory computer courses for seniors were held in 2017 and were replaced by Be Connected in 2018. As well as building skills in using laptops, iPads and tablets, this program teaches people how to carry out a range of activities via the internet whether obtaining information from a government department, sending and receiving emails, doing on-line banking and shopping or using

TRAINING SERVICES



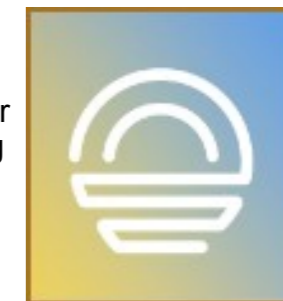
Anna Burley
Chief Executive Officer

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



BWNG ongoing efforts towards energy efficiency and sustainability.

The purchase of the 88 King St building in 2012 was an inspired move to combine all of the BWNG services into one location. This building was in need of modification and refurbishment. The 70 year old building was not insulated or sealed and measures needed to occur to minimise building running expenses and energy costs were the key focus in achieving this.



During 2014/15, stage one was commenced to retrofit the building, to seal and insulate the building along with installing window treatments, skylights, air conditioners and one large freezer instead of several freezers used for storing frozen meals. In 2017, stage two works were undertaken to re-sheet and further insulate the roof in readiness for solar panels and further improve the building efficiency.

It was estimated in 2013 baseline energy use for the King Street building was 103 Kw / hour. After the planned retrofit the estimation decreased significantly to 46kw/hour. With the current cost of electricity being 39 cents / Kw the savings by these measures were approximately \$22 per hour or \$176 per day or \$880 per week etc. etc.

The establishment of and collaboration with Energise Gloucester has been very crucial in achieving BWNG's overall environmental strategy. Data calculations by Energise Gloucester showed that BWNG was using on average 32 Kw/hour and therefore the installation of 120 solar panels were required to generate and cover the daily usage needs of the building.

Refer to page 14 for the full details of the project. To say this collaboration will and is already of great benefit to BWNG in reducing our running cost of electricity, and divert crucial dollars to providing community service in the ever diminishing available funding from all levels of Government.

BWNG would like to acknowledge and to recognise the 'sweat equity' from all members of Energise Gloucester. This has been a fruitful collaboration and we hope this project is the start of many other projects within the area.

CEO'S REPORT

Blueprint Training Kitchen

A plan around two years in the making, Blueprint Training Kitchen's doors officially opened on Thursday 19th April 2018.

Blueprint – "An early plan or design that explains how something might be achieved."

Our mission for Blueprint was to address three main needs we identified within the community.

1. The provision of fresh, hot, nutritionally balanced meals to our Gloucester Meals on Wheels clients and other vulnerable members of our community.
2. Creating a "Training Hub" to train local people and provide ongoing employment within our community whilst using (where possible) local ingredients and suppliers.
3. To provide fresh cooked meals, snacks, coffee and more to the industrial area.

A few months of hard work were spent behind the scenes refitting and upgrading a commercial kitchen space in Britten Street, Gloucester. We are very proud to say that all our fit out work at Blueprint was completed by our talented local trades persons, and

what a fantastic job they did! From plumbing and building, landscaping and spraying, tiling and equipment installation, it was all done by local businesses – locals supporting locals.



Will Lute providing valuable training to the Blueprint staff

With any new venture there is always a level of staff training that needs to be undertaken, and whilst much of this training was completed in house by Megan and Erin, we decided to outsource some of our kitchen operations training. Will Lute (pictured) and Alannah Punchard from the Roundabout Inn were instrumental in assisting our team with kitchen operations training. Part of our underpinning ideology is training, so as a training kitchen we hold regular toolbox training sessions with Will to ensure the staff are up to date with industry practices from knife skills, meat trimming and poaching tricks, to perfecting the perfect pork crackle.

In May we commenced our Meals on Wheels service, providing hot, fresh meals to our aged clients in Gloucester. These meals are delivered hot and fresh five times a week, with favourites such as Roast Pork, Creamy Garlic Prawns, Grilled Chicken and Fish and Chips just to name a few. These fresh, hot meals are nutritionally balanced and meet the National Meals on Wheels nutrition guidelines.

We employ a team of fantastic staff led by Megan Coote, two part-time trainees, Summah and Taryn, two school-based trainees, Courtney and Jordyn and two great experienced all-round staff Tahlia and Brooke. We are a small



BWNG HIGHLIGHTS

connecting
our community

Domestic Family Violence

One in three Australian women will have been a victim of domestic - physical or sexual - violence since the age of 15. For men, it's one in 20.

Homicide is one terrible consequence of family violence. Another debilitating effect is homelessness. A study by the Australian Institute of Health and Welfare found that between 2011 and 2014, 36 per cent of the people – mostly women and children – who accessed homelessness services in Australia did so due to family violence.

Statistics like these reveal the widespread incidence of domestic violence in Australia, which on average takes the life of one woman a week in Australia. In 2016, 73 women were killed in total. In 2017, 53 women had been killed in family violence incidents, according to a tally kept by the Counting Dead Women Australia researchers of Destroy the Joint and by the 1st July 2018 there were 38 and the figure keeps rising.

Homelessness caused by domestic violence is closely tied to a victim's financial independence. In Australia, women are usually economically worse off than men: they are more likely to take time out of the workforce to take on caring roles and to work part-time, and are paid less than their male counterparts for the same work.

BWNG has formed strong relationships with Domestic Family Violence Police of the Manning Great Lakes Area Command, Domestic Violence Liaison Officers (DVLOS), Domestic Violence Court Advocacy Service (DVCAS), and DFV service providers in Taree, Forster and Newcastle

The biggest challenge for those experiencing Domestic Family Violence in Gloucester is the lack of public transport and the continuing lack of vacancies in refuges, either on the Coast or in Newcastle.

The biggest achievement is the approval of local temporary accommodation for those who are homeless and assistance for those at risk of homelessness to find shelter, food, health and other critical support services. Temporary accommodation approved by Linked2Home and FACS housing historically has not been available.

White Ribbon Day

White Ribbon Day was held on the 24th November 2017. It marks the start of an international pledge to stop domestic violence.

Gloucester residents gathered to pay respect to the 43 women who lost their lives to domestic violence in 2017 and to start 16 days of activism against the violence. Part of the community's stand included white crosses placed in Billabong Park, each with a name card recognising a life lost.

Gloucester paramedic, Jodie House addressed the crowd, explaining how each cross represented the 43 women who were murdered nationally in 2017 as a result of family and domestic violence. She asked for everyone to stop being silent about domestic violence and to start a conversation to help break the pattern. "To do nothing is no longer an option," she concluded.



connecting
our community

Tax help program

The tax help program is a service provided by the Australian Taxation Office (ATO) designed to help with tax returns, free of charge. Tax help is provided by a volunteer who provide expertise and advice for those trying to complete their tax returns themselves. This service was available for Gloucester residents on a twice weekly basis.

Men's Support Group

With joint assistance from The Christian Outreach Centre, The Baptist and Uniting Churches, a new and innovative approach to assistance, engagement and the reduction of social isolation for Gloucester men has been very effective. All reports have been of a positive nature. On the last Friday of every month a group of men join for an informal gathering and a BBQ lunch to discuss men's business.

Coffee with a Cop

This is a nationwide initiative, designed to see police and community members come together to discuss community issues and build relationships, as the name suggests, over a cup of coffee. Regularly situated in Perenti this year, coffee with a cop was well received and many Gloucester locals had a "quiet word".



Gloucester Community Drug Action Team

These teams (also known as CDATs) are made up of passionate and dedicated volunteers who love their local area and want the best for their community.

Since 1999, CDATs have led thousands of activities to engage at-risk youth, educate parents and the wider community through community activities and campaigns to curb alcohol-fuelled violence and drug use. The Alcohol and Drug Foundation (ADF) supports the CDATs through the Community Engagement and Action Program (CEAP) funded by NSW Health. BWNG auspices and chairs Gloucester CDAT.



Gloucester Women's Rugby Union Team

BWNG would like to congratulate all involved with the Gloucester Women's Rugby Union Team last year. It has been nice to witness the passion and energy that has been displayed each game.

Our sponsorship of the team via both the Community Drug Alcohol and Domestic Violence committees has been a very worthwhile venture.



NEIGHBOURHOOD CENTRE SERVICES

team who pride ourselves on teamwork and ensuring that your visit to Blueprint will exceed your expectations.



Courtney Whitby, School Based Trainee

Blueprint is located in Britten Street and we are open Monday – Friday 7am-2.30pm, with all meals made fresh daily using locally sourced produce where available.

Blueprint offers dine in or take away on all meals with all dietary needs looked after. Catering for all meetings and functions is available with a huge range to choose from.

Blueprint could not have gone ahead without the support of our wonderfully generous community. We came to life through various community grants and donations:

ETC Community Support Fund—this grant enabled us to purchase a triple door fridge, display cabinets and a coffee machine to help bring the project to operational capacity.

Gloucester Charities—this donation of a huge \$10,000 meant that we could open with all the equipment we needed. This is the largest donation to date given by Gloucester Charities, who also assist the community with the provision of emergency relief, food vouchers, petrol vouchers and chemist vouchers to those experiencing financial hardship.



Gloucester Uniting Church—through the Community Grants Program, the Church presented BWNG with \$9,250 towards the project. Pictured is Ruth Edwards, Anna Burley, John Williamson, Uniting Church Chairperson, and Trudi Edman.



Mid Coast Council Stronger Communities Grants—a grant that provides funding to kick start the delivery of projects that improve community infrastructure and services. This \$50,000 grant got us over the line for Blueprint! Pictured is Erin Lute, Lyndie Hepple, Anna Burley and Jenny Tisdell.

Gloucester Home Modification Project Inc.— we appreciated the support and work effort from Tony Teersteg and his team, who allowed us to come to fruition.



BWNG HIGHLIGHTS

Taryn's Story

Taryn first joined the Blueprint Team as a school-based trainee in March, and then decided she wanted to leave school to pursue a career in hospitality. With her family's and the school's support, Taryn came on board as a trainee to complete her Certificate II in Kitchen Operations. This qualification will provide Taryn with the pathway to her chefs apprenticeship where her end goal is to become a qualified patisserie chef. Many of the sweet treats you see in the cabinet window are Taryn's creations.



Taryn cooking up some yummy treats

Blueprint Opening Day



Dorothy Kirk, Tim McGovern from Meals on Wheels NSW, Christine Bolton



Board Member Robert Tebbet and his wife Sandy, Dallas and Larissa Stokes

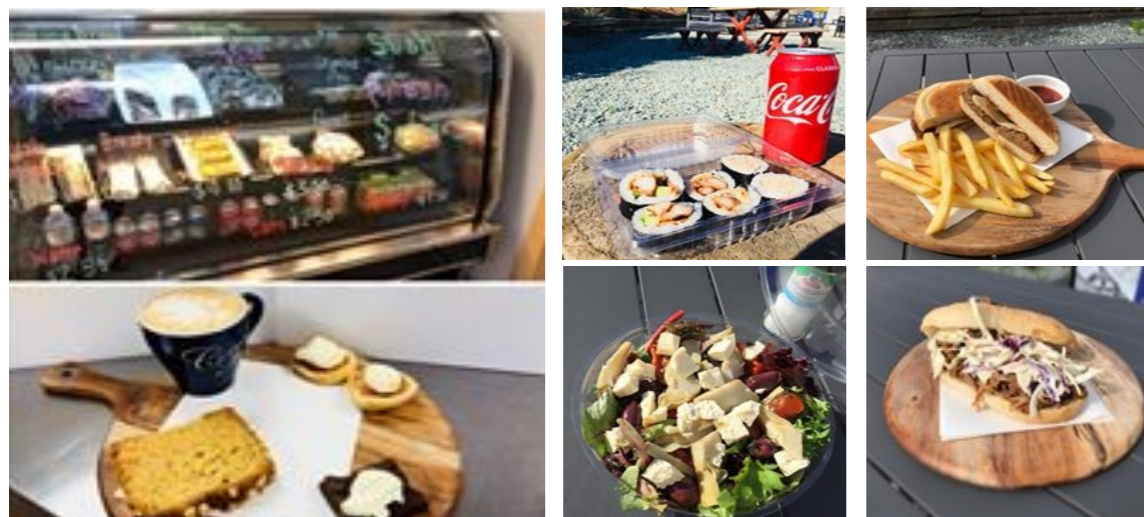


Mr & Mrs Tersteeg from Gloucester Home Maintenance and Elizabeth Green, GSMH Discharge Planner



BWNG President Donna Kemp, Elizabeth Ryan, Social Worker GSMH

An array of different treats are on offer every day...



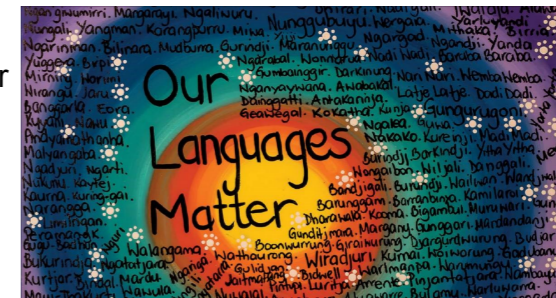
BWNG HIGHLIGHTS

Strong Aboriginal Men and Women

The Education Centre Against Violence (ECAV) is committed to enhancing the quality and accessibility of services to Aboriginal people whose lives have been affected by sexual assault, family violence and abuse. This is achieved by providing state-wide specialised training, consultancy, clinical supervision, policy advice and resource development for NSW Aboriginal Health workers and their Aboriginal colleagues, community members and non-Aboriginal frontline workers. ECAV Aboriginal staff and contractors are responsible for delivering a total of 17 separate courses, including a range of community development programs such as Strong Aboriginal Women (SAW) and Strong Aboriginal Men (SAM). Gloucester has been extremely fortunate in having ECAV deliver this programme locally two years in a row which has enabled some wonderful outcomes to be achieved.

NAIDOC

Despite the wet weather, the Gloucester Worimi First Peoples Aboriginal Corporation held NAIDOC Week celebrations in Billabong Park on Saturday, July 15 2017.



Bush tucker (both crocodile and emu) were on the menu and staff from BWNG helped out in the kitchen area serving yummy food to the hungry crowd. BWNG staff pitched in with the kids painting and had a ball.

The 2017 theme - Our Languages Matter - was to emphasise and celebrate the unique and essential role that Indigenous languages play in cultural identity, linking people to their land and water, and in the transmission of Aboriginal and Torres Strait Islander history, spirituality and rites, through story and song.

Domestic Violence Quilt Raffle

BWNG received a handmade quilt to help raise funds for domestic violence prevention and awareness. The extra width, queen size, intricate quilt was made and donated anonymously by a person who has been touched by the affects of domestic violence. It is a beautiful hand crafted "Heirloom Quilt" made from Valley of the Kings Jewel 100 per cent cotton fabric and is fully washable. BWNG held a raffle for the quilt and raised over \$1200 with all proceeds going towards domestic violence prevention and awareness.



Homelessness

On any given night in Australia, 100,000 Australians are homeless and Gloucester is no exception.

Census data has revealed that, homelessness in Australia has gone up 14 per cent nationally in the past five years. Rough sleeping — a term which refers to living outside or in a car — has gone up by 20 per cent since 2011. This occurs although the majority of homeless in Gloucester are lounge surfers.

Teenagers: More than one third of the total of homeless people are teenagers (aged 12-18) and young adults (aged 18-25) – that's at least 36,000 homeless young people.

Older people -especially women over 55: There has been a 50% increase in the number of older people at risk of homelessness in NSW in the last five years. An insecure, unaffordable private rental market and a lengthy social housing waiting list are just two of the contributing factors. Many homeless women have no history of being reliant on welfare or support services. Some women have been widowed and they have been homemakers for their working career. Their paid work prospects are limited.

It is easy in this climate to be unemployed or underemployed and fall behind on rent and debt repayments. There is no safety net. There's just not enough low-cost dwellings that people can afford to rent so it becomes rough-sleeping, couch surfing and it is insecure, untenable arrangements for accommodation.

Tenancy Matters

Hunter Tenants' Advice and Advocacy Service (HTAAS) provides free tenancy advice and advocacy services to tenants. In NSW current tenancy legislation allows landlords in the private market to end a tenancy without having to give a reason. This means renters are often scared to enforce their rights because they know they can get their tenancy terminated

for things like asking for repairs or challenging an excessive rent increase. BWNG has presence on the Hunter Region Neighbourhood Centre Services Forum Board of which Hunter TAAS is under their umbrella.

This has led to some wonderful collaboration providing assistance of many Gloucester tenancy matters on behalf of the vulnerable.



Legal Services

Legal Aid

Legal Aid comes to BWNG every second Tuesday and has been utilised by the Gloucester community significantly. It has provided help with everyday legal problems such as fines, bills and debts, Centrelink disputes, discrimination and harassment, your rights, what to do when your relationship breaks down, and what to do if you're in trouble with the law.

Department of Corrective Services (Parole)

The Department utilise BWNG rooms fortnightly and have made referral for their clients to BWNG for assistance in many different services.

Work Development Orders (WDOs)

WDOs are a way to help people who can't pay their fines. BWNG is a sponsor and assists the Gloucester Community with Revenue NSW and the Department of Justice.



NEIGHBOURHOOD CENTRE SERVICES

Meals on Wheels – More than just a meal

Thanks to the newly established Blueprint Training Kitchen, BWNG has accomplished the reintroduction of delivering fresh, hot meals.

Gloucester Meals on Wheels started in 1974 delivering hot, home cooked meals to the Gloucester and surrounding areas. When this service could no longer meet the needs of the community, BWNG took over the venture and started delivering frozen meals to meet the demand.

Over the past two years BWNG has surveyed over 300 clients in regards to what their current needs are, and if they would prefer frozen or hot, fresh delivered meals. The outcome was daily delivery of hot, fresh meals.

BWNG had several meetings with the original founders of Gloucester Meals on Wheels and BWNG Meals on Wheels Volunteers to discuss what worked for them and gather information and ideas that could be used to move forward with the project.

The first home delivery of the fresh, hot meals started on Monday, April 30th 2018, prepared in the newly established Blueprint Training Kitchen located 3 Britten Street in Gloucester.



CAC Services Officer Kylie Galvin and Volunteer Christine Bolton with the first hot, fresh meal.

One of the founders of the original Meals on Wheels program for Gloucester, Christine Bolton, attended Blueprint Training Kitchen alongside BWNG's Community and Aged Care Officer, Kylie Galvin, to handover the first hot meal for BWNG's revamped service.

"On our first day of delivering meals in 1974, we started off with nine meal clients to deliver to", Ms Bolton said. Funnily enough, nine is the amount BWNG started with on April 30.

Frozen meals are still readily available five days per week with the option of buying bulk quantities, and while the meals are nutritious and meet all guidelines, it was evident that it wasn't an ideal fit for the community.

Meals on Wheels is more than just a meal. Visiting and spending time with our clients is as important as the meal itself, so it allows us to check on the wellbeing of our clients on a regular basis.

Due to the extensive legislative and regulated safety and nutritional requirements, the process took longer than originally planned, but because of the diligent staff and community members, it has been achievable. A huge thank you to all involved in this undertaking, as we couldn't have done it without the support of the community.



BWNG HIGHLIGHTS

Energising our own Electricity

A solar electricity system is now operating on the roof of BWNG, funded by Energise Gloucester EG as its first community energy project.

This will save BWNG approximately \$11,000 which is 80% of our energy costs over three years.

Energise Gloucester is a community energy organisation that has commissioned the system and raised the funds for it to be installed with the final design, supply and installation done by Australia Wide Solar.

Energise Gloucester received \$22,000 in non-interest loans from members of the community and a \$10,000 grant from electricity retailer, PowerShop to fund the project.

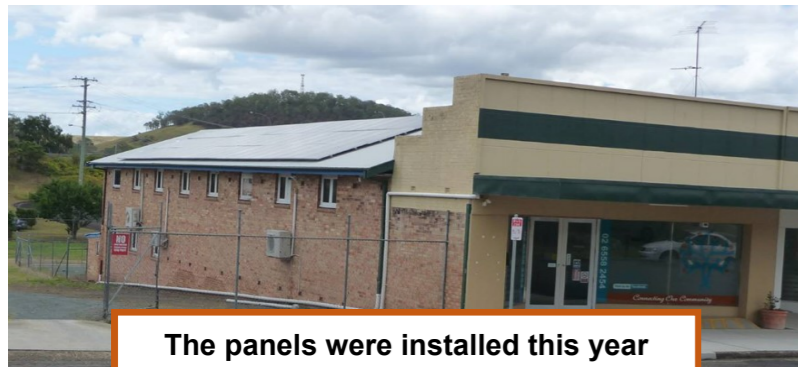
BWNG buys the electricity generated by the photovoltaic (PV) panels from the system that is owned and operated by Energise Gloucester. In about three years, BWNG will have paid back the cost of the project, own the system, and the electricity generated will be free. At this time, the community investors will have their loans repaid.

This is a model Energise Gloucester is interested in developing for other organisations around the district, and is similar to other projects around Australia.

The system on BWNG contains 120 PV panels with a capacity to generate 32.4 kilowatt-hours (kW), meaning the total system will generate nearly 40,000 kW hours of electricity in an average year of sunshine. The system will not generate all of the electricity used by BWNG, so we will still be purchasing some from the grid when the sun is not shining. This is factored into the calculations and a smart meter accounts for purchases of electricity from the grid, as well as the sale of excess back to the grid.

The 120 solar panels cover a large portion of the roof and half are facing east and half west. This means that electricity is generated whenever the sun is shining, and its free. There is also a benefit from the shading of the roof and reducing the building temperature.

This project will benefit not only BWNG, but also the community as it allows us to use the money saved to put back into the community.



The panels were installed this year

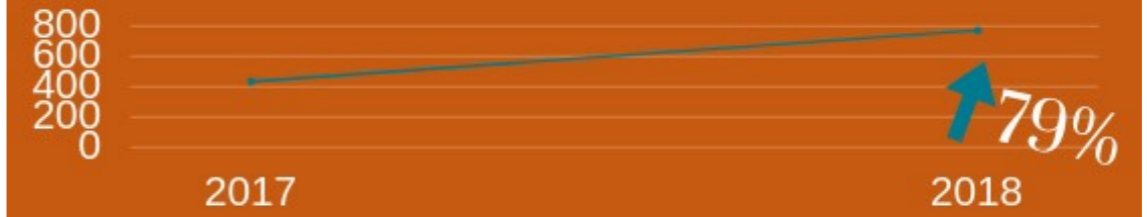
Energise Gloucester and BWNG are looking at other projects to help people understand and manage their household energy use and costs.



David Marston, Chair, Energise Gloucester with Anna Burlley, CEO BWNG

BWNG HIGHLIGHTS

Presentations of people needing assistance



Telstra Vouchers



EAPA Electricity Vouchers



Mental Health

Comedic Bush Poetry with Muz Hartin

Murray Hartin, affectionately known as Muz, is a journalist – turned bush poet who travels around Australia delivering a message about the trials and tribulations of rural life.

Strongly associated with Beyond Blue, Muz uses laughter to draw people together, and says that Aussies are great at lending a hand but not very good at asking for help. On the 21st June, 105 people enjoyed the night which was run in conjunction by BWNG, Gloucester Community Drug Action Team and Rotary Health.



Kim Wiesner with Muz Hartin



Blueprint catered the event with yummy treats



Kyle Wall enjoying the show

R U OK? Day

R U OK? Day is about suicide prevention and is a national day of action and dedicated to reminding people to ask family, friends and colleagues the question, "R U OK?", in a meaningful way, because connecting regularly and meaningfully is one thing everyone can do to make a difference to anyone who might be struggling. BWNG provided take away coffee cups branded RUOK? to every coffee outlet in Gloucester.



Neighbourhood Centre Services Report

In the fiscal year 2017-2018 there were 765 presentations of clients needing assistance by Bucketts Way Neighbourhood Centre in the following services:-

BWNG Emergency Relief Programme Food

BWNG's emergency food program has been provided this year in three main categories:-

- **Hot Meals:**
Bucketts Way Community Kitchen was open on Tuesday and Thursday evenings over winter from 4.30 to 6.30pm. Not only does this provide a warm hearty dinner but has made dark, lonely nights a happy social interlude for many, especially those who are elderly. This happy crew of volunteers have been welcoming and provided some much needed human contact. Several referrals have been made from this soft entry point to other services within BWNG.

- **Drop ins:**
We have provided hot, sit down meals to people who have been homeless and people who are in a crisis situation with no means to cook for themselves, placing emphasis on serving with dignity and respect.

- **Emergency Food Packages:**
BWNG has also provided 364 emergency care food packages which contain staples for a family in need. The standard of an emergency food package is to include enough food for three meals for three days for every member in the family. We model our packages on the nutritional recommendations and include lunch pack items for school aged children.

Energy Accounts Payment Assistance (EAPA) Electricity vouchers

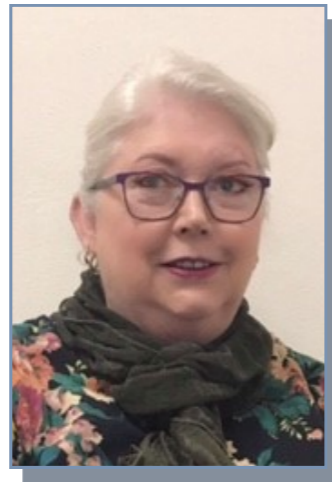
This is a NSW Government Scheme designed to help people who are having trouble paying their home electricity and/or gas bill because of a crisis or emergency situation. As there is no natural gas available in Gloucester, this programme is for electricity only.

The **EAPA vouchers** are of \$50.00 each to a maximum of \$600.00 per financial year and distributed to electricity customers by way of online approval by the energy retailer.

TELSTRA vouchers Telstra Bill Assistance Programme

This is Telstra's way of helping Telstra customers who are experiencing a financial crisis and are unable to pay their Telstra Bill. An assessment is conducted of a customer's circumstances and certificates of \$50.00 can be applied if the customer qualifies with a genuine financial hardship.

The following of the Neighbourhood Centre report highlights achievements and challenges. As the only service provider situated in Gloucester, BWNG is responsible for a wide range of local services essential to our community. These include Frontline Assistance, Advocacy and referral for domestic and family violence, homelessness, mental health, financial matters, drug and alcohol, tenancy matters, and many other services for community assistance as highlighted in this report.



Kim Wiesner
Community Liaison and
Emergency Relief Coordinator

NEIGHBOURHOOD CENTRE SERVICES

Both Energise Gloucester and BWNG sincerely thank the community members who have contributed financially to this project, and hope the model can be repeated elsewhere in the Gloucester community.



Commonwealth Bank of Australia Grant

On the 25th May 2018, BWNG received an unexpected \$10 000 grant from the Commonwealth Bank of Australia's (CBA) Employee Giving Program.

The branch staff nominated BWNG in recognition of the much-needed services we provide to the Gloucester region, and the important work provided in the Gloucester community.

The CBA Employee Giving Program has been contributing to the wellbeing of Australian communities since 1917, and now have more than 13 000 current and retired employees contributing donations from their pay. CBA matches contributions dollar-for-dollar and all administrative costs are met by the bank, ensuring 100% of the funds raised goes directly to organisations that support youth wellbeing, education, and cancer research and awareness. The program is overseen and managed by CommBank Foundation.

In CBA's 100 years of employee giving, a Centenary Grant was awarded to be used for youth initiatives in Gloucester, an idea nominated by the branch staff.

BWNG would like to sincerely thank the CBA for its generosity and acknowledgement.



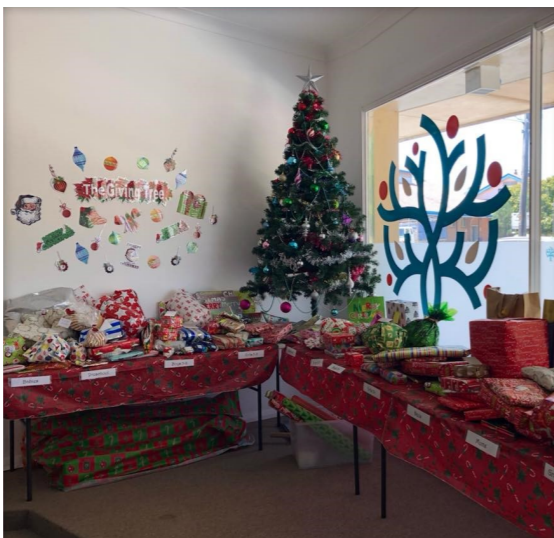
CommonwealthBank



BWNG HIGHLIGHTS

The Giving Tree

2017 ended with BWNG's annual giving tree being an enormous success. Even bigger and better than the year before, 1100 gifts were received! The concern and care for Gloucester families that are doing it tough at Christmas time is shown by the generosity of the Gloucester community. The support is truly amazing!



We all had a visit from Santa Claus last year! All the clients (and staff!) had a wonderful time telling Santa everything they wished for!

BWNG HIGHLIGHTS

Eating With Friends

Our Eating with Friends program has been a wonderful opportunity for our clients to access the community and try some delicious meals at Gloucester's local cafes and restaurants. This gives them the opportunity to catch up with old friends and make new ones. Thankyou to the venues for your continuing support, and thankyou to Robert Sparke for driving the van and providing valuable support throughout each outing. Here's a few highlights from the year.

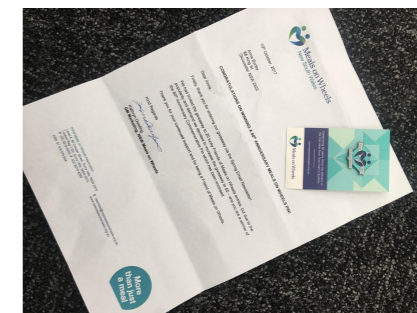


thankyou! to the following venues for your support and to the chefs for their extraordinary culinary skills!

Gloucester Bowling Club Chinese Restaurant
Avon Valley Inn
The Fox Den
Yim Thai Restaurant

Café 57
Minnie's Brasserie
Barrington General Store
United Chinese Restaurant
The Roundabout Inn – The Kitchen

On the 17th October 2017, BWNG was awarded one of only 50 **Meals on Wheels 60th Anniversary** pins. The pin recognises the value of the service and the continued support provided to the community.



Health Transports

2017-2018



167907 kilometers traveled

847

Total number of trips

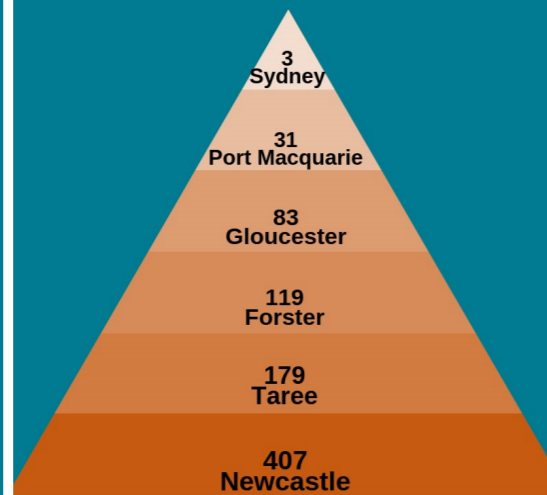


4386 volunteer hours = 6 months

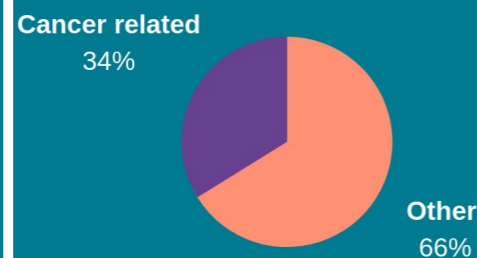


around the coast of Australia

Transport Destinations



Cancer-related Transports



CAC Services

Client increase over the last three years



According to the Australian Bureau of Statistics, the ageing population is set to rise by 3% from 2017-2027. Evidence of this is shown in our client increase over the last three years.

COMMUNITY AND AGED CARE SERVICES



In February this year, "The Cottage" clients were invited to participate in **Pancake Day**, hosted by the Gloucester Anglican Church. A big thanks to residing Pastor, Rob Llewellyn and the volunteers for a fantastic day! Christine Bowen Thomas (left) presented BWNG's President Donna Kemp with a cheque for \$100 for The Cottage from donations made from Pancake Day. On behalf of BWNG Disability Services, we would like to say **THANKYOU** and look forward to attending next year!

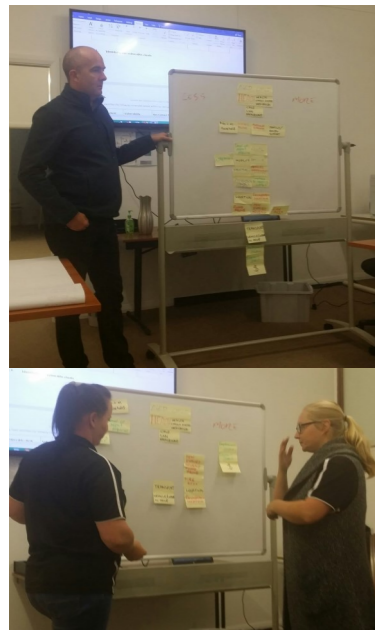


BWNG HIGHLIGHTS

BWNG Open Day

BWNG's Open Day was held in conjunction with Neighbourhood Centre Week on Saturday 12th May 2018.

Neighbourhood Centre Week, happening annually in May 2018, is a nationwide initiative to celebrate the role of neighbourhood centres in the community. This year those who attended had the treat of great coffee and yummy foodstuffs provided by BWNG's new Blueprint Kitchen. Many availed of the information provided and enjoyed the tour of the BWNG building with its many facets of service.



Disaster Planning

How does BWNG cope in a disaster? How do we continue providing services to the community during or after a disaster? What planning is in place for BWNG to re-open door as quickly as possible after a disaster? Those question and many more were asked during a session with Ian Turnbull, Regional Project Manager – Disaster Resilience from The Hunter Joint Organisation of Councils who visited BWNG to deliver the Six Steps to Disaster Resilience program.

It was valuable information and it was excellent to see BWNG senior staff have a good grasp to make sure essential services will be up and operational very quickly after any event. Now all we need to do is get this stuff on paper...

BWNG would like to recognise and congratulate all volunteers involved with the 'Food with Friends' initiative, which provides delicious, nourishing meals for people in need of food or friendship.

This program shows how the energy, passion and focus of community members can make a difference for those in need, not just for the meal, but for the interaction and relationship that is enjoyed. Again, congratulations to all involved.



BWNG HIGHLIGHTS

Community and Aged Care 2017-2018 Services Delivered



Domestic Assistance
2979 hours



Social Support
8575 hours



Flexible Respite
2169 hours



Other Food Services
1294 hours



Meals
3906 meals



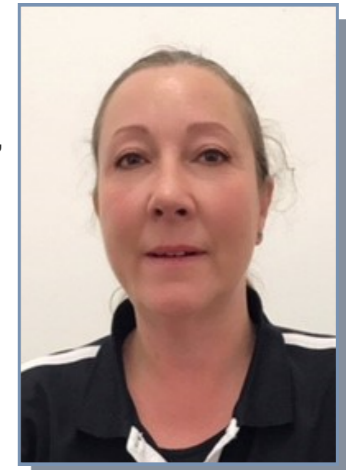
Transports
847 trips

Meet Caroline

"I am a Support Worker in the client's homes and in "The Cottage", as well as taking clients on outings in the wider community. I also perform various office duties and meal deliveries.

After moving to Gloucester three years ago, I could see what a great organisation BWNG is and wanted to be involved. I started as a Volunteer Health Transport Driver and trained in aged care and disability support at BWNG, also studying at night to update my office and project skills.

I enjoy the wonderful people I talk to everyday."



Caroline Mote
CAC Services Support Worker

On the 16th February 2018, Felicity Whittaker, Disability Services Team Leader and Kylie Tull, CAC Services Team Leader, attended 'Building Cultural Competency' training in Charlestown.

BUILDING CULTURAL COMPETENCY



This course was designed to provide individuals with a foundation knowledge about the history of Aboriginal and Torres Strait Islander peoples in Australia, their cultures, and the effects of colonisation and government policies and practices.

This training enabled BWNG to focus on developing and delivering information that apply employees' knowledge to their role, organisation and local communities.

COMMUNITY AND AGED CARE SERVICES

Community & Aged Care Services Report

What an exciting year it has been within the Community and Aged Care (CAC) Service. We combined offices with the Disability Services Team to streamline the coordination of our services which over the past year have come together.

Our Community and Aged Care Team is comprised of myself, CAC Team Leader- Kylie Tull, CAC Officer- Kylie Galvin, 10 CAC Support Workers, 11 Health Transport Volunteers and currently 10 Meals on Wheels Volunteers.

The CAC program allows clients who are frail aged, living with a disability or their carers to remain in their own home and prevent premature placement into residential aged care facilities. The types of services provided include Domestic Assistance, Personal Care, Social Support, Respite for Carers, Flexible Respite, Health Transport, Local Transport and Meals on Wheels.

We currently provide services to 320 Community and Aged Care clients. We saw 82 clients exit and had 234 new referrals for services through My Aged Care which is a huge increase from last years 82 referrals.

Our funding predominantly comes from the Australian Government Department of Social Services (DSS) under the Commonwealth Home Support Programme (CHSP) scheme. We also provided brokered service for Commonwealth Respite and Carelink Centre, Mid Coast Assist and Bolton Clarke.

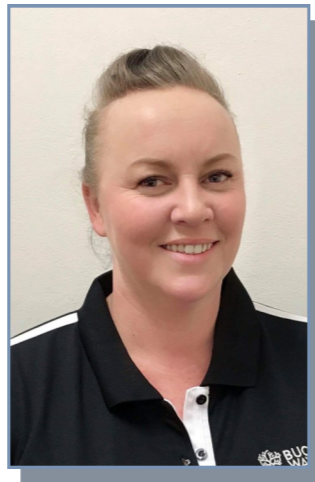
Transport

The Transport Program is an essential element of BWNG's Community and Aged Care services, and this is due to the lack of public transport available to the Gloucester community and surrounding areas. The program is available to anyone who is transport disadvantaged and meets the eligibility requirements.

BWNG and Hunter New England Area Health (HNEAH) Transport Unit has worked together now for over 20 years to provide this much needed service to the community. The program enables people to travel to specialist appointments outside the local area when there is no transport options available to them.

In the last 12 months we have received 47 new clients through My Aged Care and a further ten clients who do not fall under the scope of My Aged Care bringing the total of new clients to 57. With 850 Health transports covered in this time, it shows an increase from last year's numbers and shows how necessary the program is to our community.

Our partnership with the Cancer Council is still ongoing and BWNG will continue to provide Transport to Treatment at no cost for cancer patients moving forward. BWNG's Transport Program provided 369 Transports to Treatment in this period which has risen by 24 from the previous year total.



Kylie Tull
Community and Aged Care Services Team Leader

COMMUNITY AND AGED CARE SERVICES

Supported Independent Living

In BWNG's Strategic Direction for 2017-2020, we identified the need to provide accommodation services for people with disability. Currently, the nearest accommodation services lie in Taree and Newcastle, which means people with disability have to leave their community to find permanent accommodation. This year, with support from the AGL Gloucester Independent Community Legacy Fund, BWNG purchased a house in the Gloucester township. Services will be funded by the NDIS under 'Supported Independent Living', where people with disability will live in a shared environment with a focus on developing skills of daily life to live more independently. This is a new and exciting venture for BWNG, and we hope to have our first tenants in soon!



thankyou!

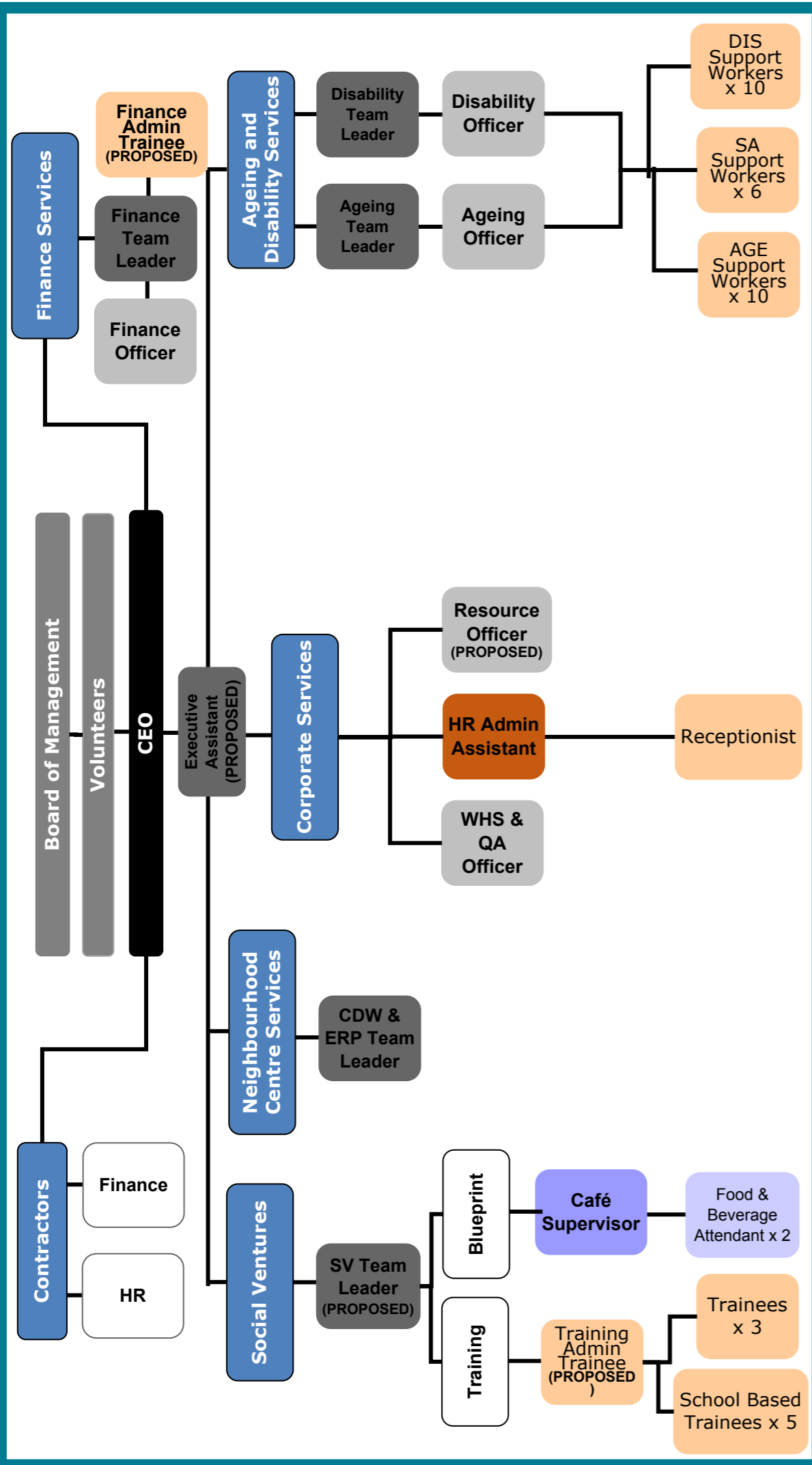
Bucketts Way Neighbourhood Group thank the following people and organisations for your most generous, willing support for our work in the Gloucester Community:

AGL
Australia Wide Solar
Brett Peterkin Consulting
Cancer Council NSW
Energise Gloucester
ETC Enterprise and Training Company
Gloucester Anglican Church
Gloucester Baptist Church
Gloucester Charities
Gloucester Christian Outreach Centre
Gloucester Commonwealth Bank of Australia
Gloucester Community Drug Action Team
Gloucester CWA
Gloucester High School
Gloucester Home Modification Project Inc.

Gloucester Majestic Store
Gloucester Men's Shed
Gloucester Quota
Gloucester Tucker Patch
Gloucester Uniting Church
Gloucester High School
Graeme Holstein
Great Lakes Neighbourhood Centre
Hunter Valley Financial Counselling
Hunter Joint Organisation of Council Project Inc.
Kempsey Neighbourhood Centre
Mid Coast Council
North Coast Fire and Safety
PowerShop
St Pauls Op Shop
VERTO—Phil Mumford
Will Lute

Gloucester Lions Club

BWNG HIGHLIGHTS



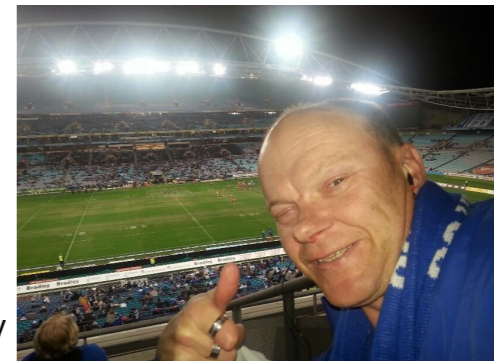
STAFF STRUCTURE

Farewell to Mark

Mark Periera participant of "The Cottage" for approximately 27 years, came to us as a fresh faced 17 year old school leaver.

During the many years of support that Mark has received, he has developed and built himself into a proud, strong and independent man.

Mark has been supported to achieve many of his goals and has continued to build upon his skills during his time with BWNG.



He has always been a mad Canterbury Bulldogs supporter and during their ups and downs has always held steadfast that they would make a comeback. During respite he would request to go see a game and it didn't matter if they lost, it was still a great outcome.

Mark has always been a wonderfully polite and well mannered young man and it has been an absolute privilege have been able to support him.



The changeover to the new funding body NDIS has created a terrific outcome for Mark in his search for supported accommodation. With support, Mark has found a place to live that is close to family, a major goal achieved!

We will miss his smiling face and helpful nature and we wish Mark all the best for his future and hope to see him out and about!

Due to funding being more individualised, we have been able to provide more one-on-one supports. Here are a few highlights!



DISABILITY SERVICES

Welcome aboard, Sarah!

This year we welcomed Sarah as one of our School Based Trainees. She is in Year 11 at Gloucester High School and is completing Certificate III in Individual Support - Disability over the next two years whilst completing her senior schooling.

Sarah is working within our Disability Services Team to provide support to "The Cottage" clients who attend our day programs.



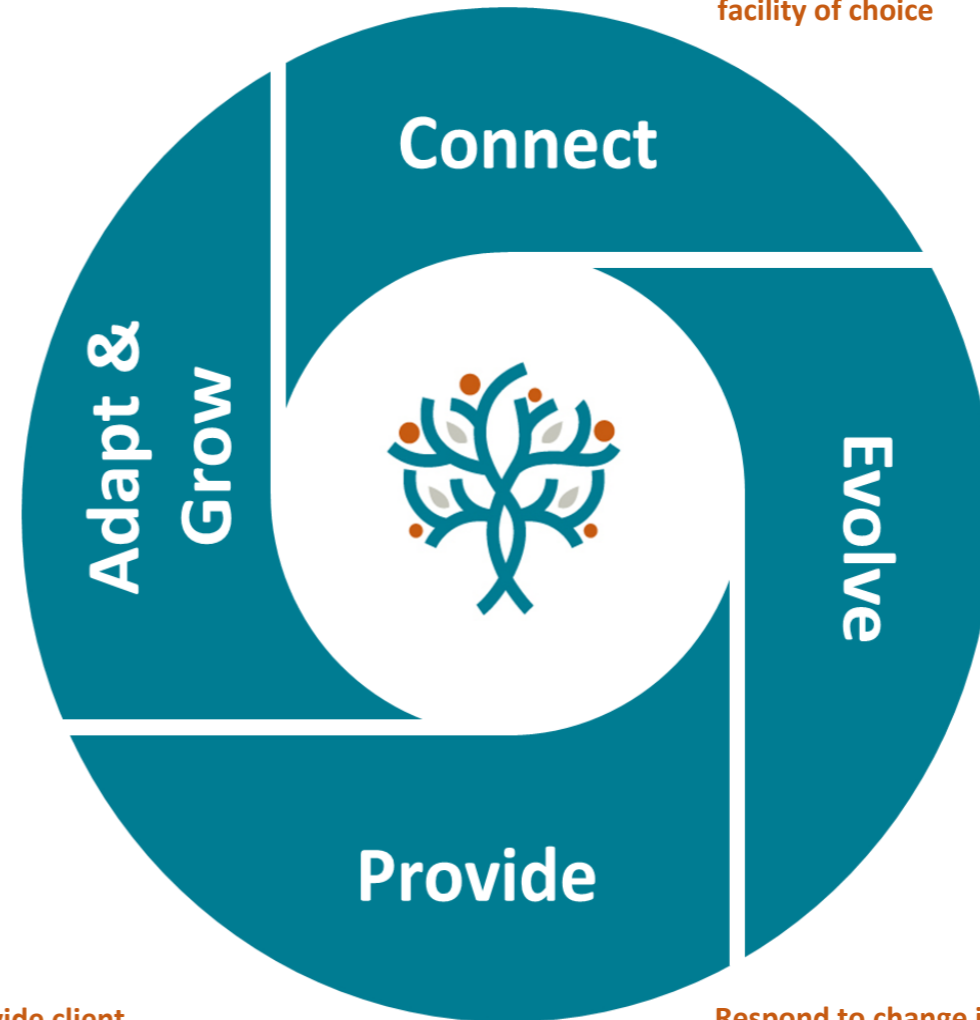
Josh Egan decided to support **Movember** to raise awareness of men's health issues. Josh raised an incredible amount of over \$500, and raised lots of awareness in the community. Here are his before, during and after photos of the shave, with CEO Anna Burley doing the honours. Well done, Josh!



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 focussed 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

Connecting Your Community

Disability Services Report

Going into the second year of providing service under the new banner of NDIS, we have successfully transitioned all clients over to NDIS. However, this was not without difficulty as there is such a delay in the return of plans for some of those clients.

In the first round of funding for clients it was found that a fair few reviews had to be made as the funding was insufficient for the current needs for those clients. Because funding allocation is individualised, we have once again seen an increase in one on one supports.

Currently there are over 200 hours of individual support being provided per week by BWNG and around 100 hours of Group. We have had many requests from out of our service area, but due to the distance it isn't feasible for us to provide a service to those persons. We have also been able to maintain our numbers, with some clients leaving our service and some new ones coming on board.

The NDIS has definitely made choice and controls of services for people with disabilities a realisation and this can only benefit them to live a positive and good life. Services are continually changing and growing, and I feel that we have maintained our flexibility and professionalism with our service provision, whilst still being a true local business in our community. We are competitive in the market as we know our clients needs and strive to fulfil those needs.

We are providing a range of different types of supports such as:

- Assistance to maintain your home effectively
- Learning how to cook a nutritious meal on a budget
- How to access the community in a meaningful way
- Create and maintain a garden
- Participate in community activities

It is evident from the results of the Third Party Verification (TPV) process that our clients enjoy our service provision and we are looking forward to continuing to do so into the future.

Third Party Verification (TPV)

In March this year, we underwent the TPV process.

What is TPV?

This is a process where an independent party is asked to confirm whether the client's information is accurate or to validate their intent. This is done in accordance with legislation handed down by the governing funding bodies i.e. the National Disability Insurance Agency.

Why do we do it?

It is to ensure that business practices, policies and information processes are compliant and are in the best interest of the participant. The lead up to TPV as always is checking and double checking to ensure that as a service we are on track with all of compliance areas and to ensure there are no deficits in our processes.

How does it happen?

The process of TPV is that the independent auditor comes in and asks for a range of documentation relevant to the practice standards, observes live practice and sits with Parents/Carers and Participants and speaks to them about how they find the way we conduct our service.

How did we do?

Whilst nerve racking, the end result was a fantastic validation as to the way BWNG conduct services. The independent auditor gave a mark of **100%** to our service across all areas and made mention that in all his time as an auditor he had only ever seen one other service have such a person centred practice and that the level of choice and control over their day was such a fantastic thing to observe. TPV going forward will change as there are new departments and requirements to address but I am sure we will do this in our stride. An absolute congratulations to all of

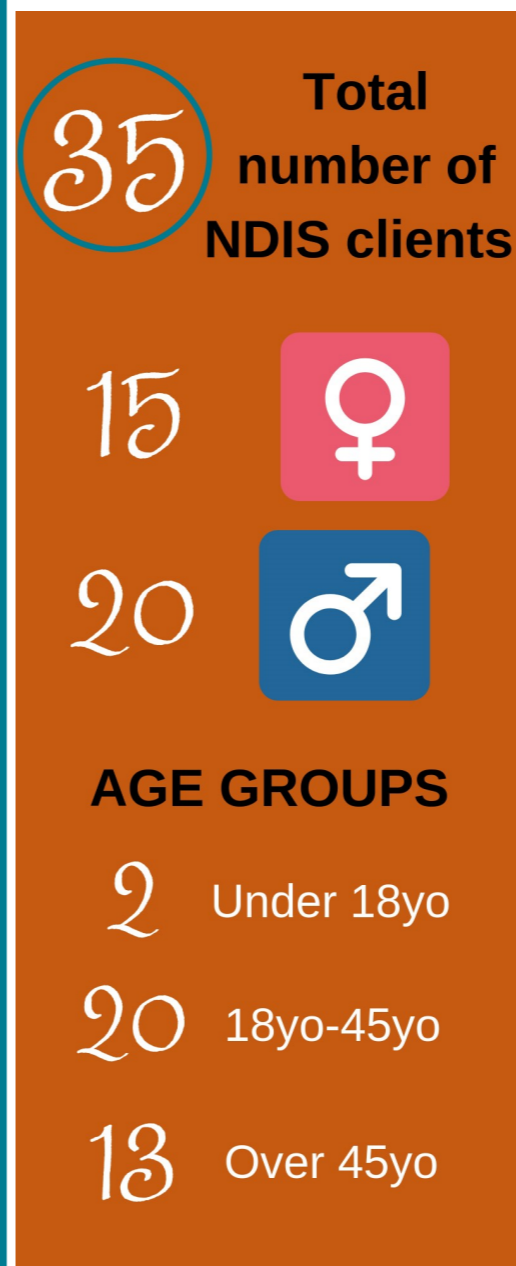
those who were involved in this process.

'The only disability in life is a bad attitude' – Scott Hamilton, American athlete. Something Disability Services maintain each and every day.



Felicity Whittaker
Disability Services Team Leader

DISABILITY SERVICES



Meet Katrina



Due to the expanding service, it was evident that more assistance was needed to run the Disability Services Team. In March this year, we welcome Katrina Dangerfield in to her new role as the Senior Disability Support Worker.

"I started working at BWNG in November of 2015 as a Disability Support worker.

Working with many different clients, my aim for the day was to make their day as exciting as possible whilst supporting their needs. Late February this year an opening came up for a Senior Disability Support Worker. As much as I love working with the clients, I decided to submit an application, and with that I was successful. I started my new role as Senior Disability Support Worker in March of this year.

My new role enables me to support the needs of the clients but also be there to support the staff. I am in charge of organising rosters, data entry, writing up Service Agreements, answering and making phone calls to clients, I still get to work on the floor in "The Cottage" supporting clients, and most of all is to be

there to support my Team Leader Felicity Whittaker. I enjoy my time working at BWNG and look forward to many more years to come."