



Annual Report 2018/19

Contents

About Us.....3

Glossary.....3

Strategic Direction 2017 - 20204

Vision5

Values.....5

Mission5

The Bucketts Way Neighbourhood Group Story.....6

Management Board7

President’s Report8

CEO Report10

Vale11

Staff Structure13

BWNG Highlights14

Disability Services Report18

Community and Aged Care Services Report21

Training Services Report25

Blueprint Training Kitchen28

Work Health and Safety and Quality Assurance30

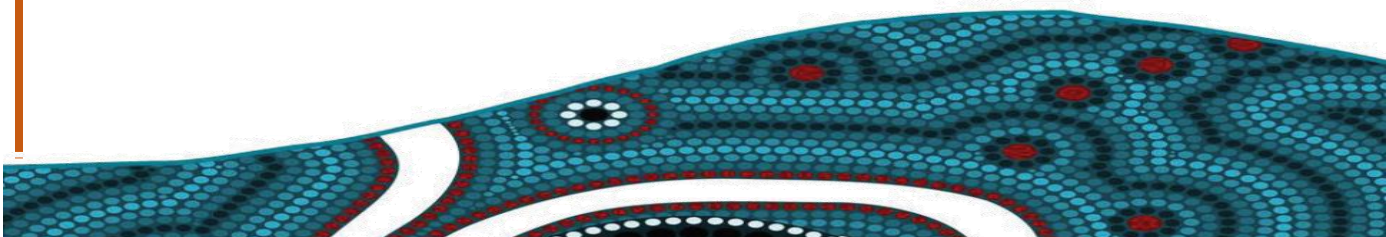
Human Resources Report32

Finance33

Neighbourhood Centre Services.....34

Financial Counselling Report.....40

*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

Bucketts Way Neighbourhood Group Inc is a not-for-profit locally focused organisation formed in 1989 that provides a variety of essential community services to people in the locality of Gloucester and surrounds. 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.

From 1989 BWNG has grown significantly and currently has fifty five volunteers and forty-seven employees

Bucketts Way Neighbourhood Group Inc (BWNG) is an organisation governed by a seven member volunteer Management Board voted in at the AGM by the members of the organisation.

The Neighbourhood Centre, aged care, disability services, training, transport and all logistical aspects of the organisation operate within the Bucketts Way Neighbourhood Group building at 88 King Street, Gloucester, NSW.

Bucketts Way Neighbourhood Group Inc receives some government funding but relies heavily on grants and donations to be able to maintain their extensive and diverse services.

Bucketts Way Neighbourhood Group Inc has invested in social ventures to address the community needs.

Glossary

ACAT – Aged Care Assessment Team

AGM – Annual General Meeting

BWNG – Bucketts Way Neighbourhood Group Inc

CAC – Community and Aged Care

CEO – Chief Executive Officer

CHSP – Commonwealth Home Support Program

CRC – Commonwealth Respite & 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

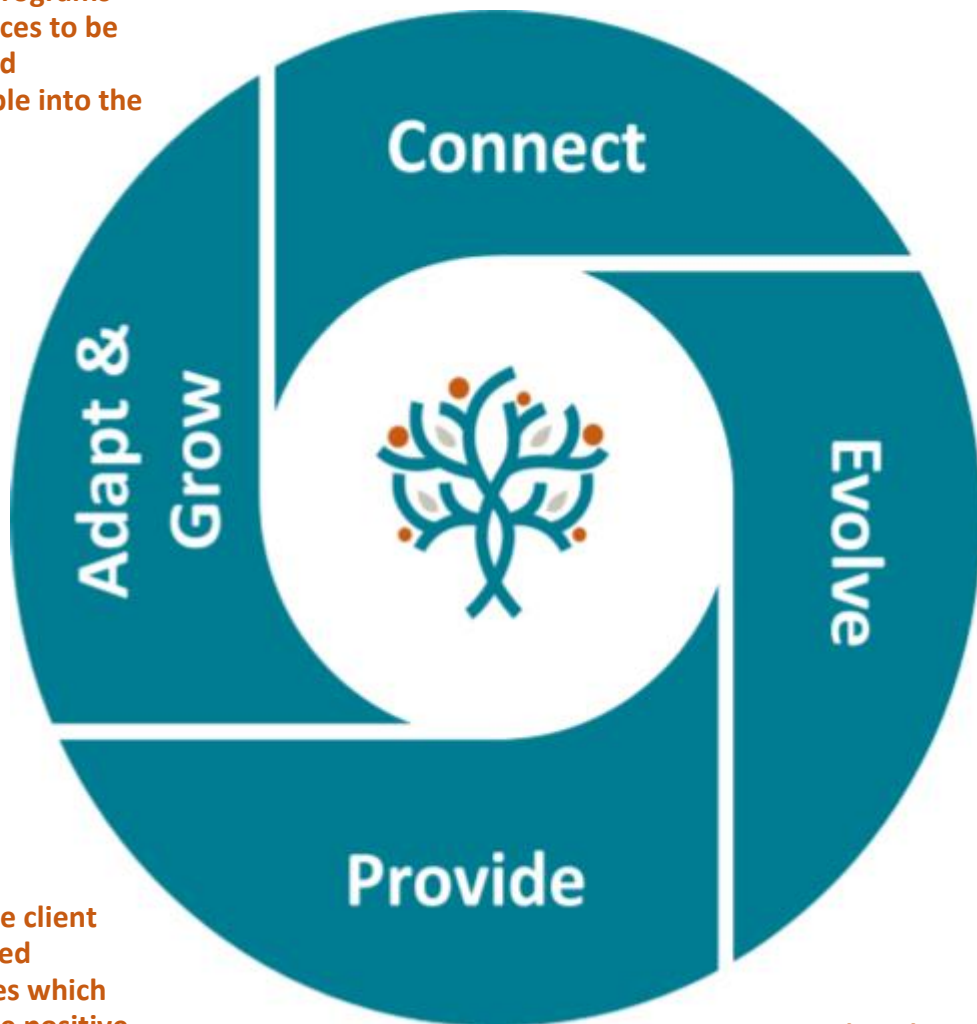
NDIS – National Disability Insurance Scheme

RTO – Registered Training Organisation

QA – Quality Assurance

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

Vision

Connecting Our Community

Values

Respect

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

Commitment

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

Integrity

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

Equity

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

Independence

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

Mission



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

The Bucketts Way Neighbourhood Group Story

- 1989** The Gloucester Neighbourhood Centre was formed in order to procure funding for a speech therapist for Gloucester Hospital. Identifying further gaps in services available to the community, 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 program
- 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 our 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 also 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 building at 88 King Street
- 'Merv the Merc' is retired and a wheelchair modified Kia Carnival is purchased for transport of The Cottage 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 the 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 opened in Britten St and commences service of a re-booted hot Meals on Wheels service. Recognised with Meals on Wheels NSW Innovation Award
- Blueprint Kitchen leased Gloucester Pool Kiosk from Mid Coast Council
- 2019** Successful in NSW Environmental Protection Authority Organic Infrastructure grant application for a community kitchen food trailer to reduce food going into landfill.

Management Board



Noel Munro
Vice President



Donna Kemp
President



Robert Spark
Treasurer



Robert Tebbett
Board Member



Jodie House
Board Member



Murray Creighton
Board Member



John Rosenbaum
Board Member

President's Report



Donna Kemp - President

It is with pleasure that I write this the Bucketts Way Neighbourhood President's Report for the year 2018/2019.

This has been a year of challenges, excitement, hard work and dedication on behalf of all involved in the organisation. The workforce of BWNG, the management and the Board have banded together in all endeavours to bring about successful outcomes for the clients of our service.

There have been times of sadness with the loss of three team members, Narelle, Malcolm and Jan during the year. I commend Anna for her handling of these difficult times and her care and compassion for all staff and volunteers. The staff and volunteers themselves carried on their commitment to our clients and service users with a composure which was admirable throughout.

We have also welcomed the most junior member of the BWNG team, and our congratulations go to Kathleen and Riki on the arrival of their dear little girl Marama.

As a Board we have at times grappled with new directives and compliance requirements from the funding bodies and Government Departments which oversee organisations such as ours. As the requirements for the provision of services for the vulnerable of our community have changed BWNG has adapted and excelled in fulfilling these requirements. Anna has ensured that we have a full understanding of these and the impact they have on BWNG, Staff, Volunteers and most importantly clients.

We are proud of the achievements of the various initiatives being undertaken by BWNG, these ventures provide great service to the community as a whole.

The first anniversary of Meals on Wheels and the praise and recognition for this programme from the governing body of Meals on Wheels NSW is a major achievement for the service.

Blueprint Training Kitchen continues to provide excellent training for both School Based and other Trainees, as well as preparing Meals on Wheels meals for distribution to the community. Running the kiosk at Gloucester Swimming Pool over the summer months provided valuable extra training opportunities for trainees.

Training courses being run through BWNG are achieving great results both in relation to course retention but perhaps more importantly in positive impacts for participants.

Through these training opportunities BWNG is upholding a commitment to supporting and empowering the local community members.

As a Board Member I feel confident in saying that the Board is proud of the way in which BWNG Staff and Volunteers embrace these new ventures and work towards the best outcomes for all.

This year is the 30th Anniversary of our service in Gloucester, which is quite an achievement for an organisation like BWNG in a small town like ours. Many who were involved in the early years would find a different type of service delivery which has adapted to meet the changing needs of Community and Government directives. However, the objectives and ethos still remain the same, at the heart it's about helping those of need in our town.

I offer my thanks to the Board Members, Bob, Noel, Robert, John, Murray and Jodie for their help and support during the year. Your enthusiasm for BWNG and the ongoing development of the service is obvious in the way there are always willing hands to take on tasks as they arise.

Anna your dedication is also patently obvious, and we appreciate all you do.

To all the staff and volunteers at BWNG I say a well-deserved "Well done", you are what keeps the service running. It is evident in the comments of the people who you provide services to that you do your jobs well and that our clients feel they matter. There can be no better recommendation offered.

I have truly enjoyed the past year on the Board and look forward to continuing on into our 31st year.

“ 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.** ”

CEO Report



Anna Burley - CEO

It is with great pleasure to present the 2018/2019 Annual Report.

In penning this report, one key thought keeps coming to mind and that is to celebrate. To celebrate our people, our achievements and our community. In taking this time to celebrate allows us to reflect on the amazing success and deep loss we have experienced as an organization over the last twelve months.

Firstly, let's celebrate the lives of three staff members who passed away during the year. These special people left impressions with those who they worked with and assisted in the community. Narelle, Malcolm and Jan, cheers

and you all will be missed. A small acknowledgement of their great impact features on the following page.

Another celebration is the Meals on Wheels innovation award win for the conception and operation of Blueprint Training Kitchen. The model developed sees the synergy of creating hot nutritious meals prepared by trainees under the guidance and supervision of highly skilled hospitality staff. To impart their industry knowledge in a program that offers vocational qualifications and skills to both school based and mature trainees for clients of our Meals on Wheels program. Congratulations and commendations to all involved.

To provide the most basic of daily needs should not be a matter to celebrate, but as an organisation trying to address a demand within the community saw us secure funding to renovate the disused ablutions block at the rear of the King Street office. Now we celebrate a retrofitted toilet /shower /laundry area that is available to assist domestic violence victims and homeless people access something simple to provide some semblance of normality and dignity.

A strategy that has paid dividends for the organization is the trainee program that has really been ramped up this year. In celebrating the efforts of all parties involved in the process to have either a school based or mature trainee working within BWNG is mammoth. Praises to all for your labor or assistance as BWNG achieves our mission but more importantly from the survey feedback done within the wider community wanting to create opportunity and employment for the region.

The new and ongoing partnerships and relationships BWNG has is praiseworthy of celebration. The work that is done to address and meet the ever-increasing needs from within the Gloucester community is not possible without this ongoing support. The innovation of some of these programs is impressive and watch for many new plans to come.

As each department within the organization faces the challenges of ongoing policy reform and increased client expectation, let's celebrate the resilience, perseverance

and the 'it's not going to beat me' mentality that all within BWNG have. To balance the needs for quality and sustainability whilst delivering a service to enhance people's lives is a constant task.

Thank you to the BWNG Board of Management, staff and volunteers for their ongoing energy and service to the community. Your efforts are to be celebrated, because without the many services BWNG offers the community, would see a great impost and decline in living standards.

Finally, let's celebrate BWNG's 30th year of operation. To all that have had input into the journey, congratulations. Onwards and upwards.

Vale

The loss of three staff during the year revealed great resilience amongst staff at BWNG. This unprecedented episode of loss of highly regarded people within a short time frame saw us working through trying times but resolved to continue to operate the best we can.

Narelle Ritter, Malcolm Miller and Jan Tresidder had different personalities and different roles within BWNG but each played a crucial part within the BWNG team.



Narelle Ritter

In December 2018 Narelle Ritter, 'Rells', passed away after fighting a long battle against breast cancer. Many memories come to fore but a consistent one is that you were aware she had 'arrived' at work when the radio went on, heard her singing and then you had to ready yourself for some passing quip that made you laugh out loud. Narelle worked 13 years for the organization in many roles with her final position in our Finance team. Her most important and biggest role was the mentorship and support she provided to many of her colleagues especially young staff and trainees that progressed through the organization over the years.

Somewhat an opposite to Narelle was Malcolm Miller. This quiet and unassuming gentleman passed away due to a long-term lung condition in November 2018. Malcolm had a dogged work ethic with superior organizational and analytical skill. A goal many of his colleagues had was to make Malcolm laugh.... But I now question when he did laugh, was it *with* us or *at* us!



Malcolm Miller

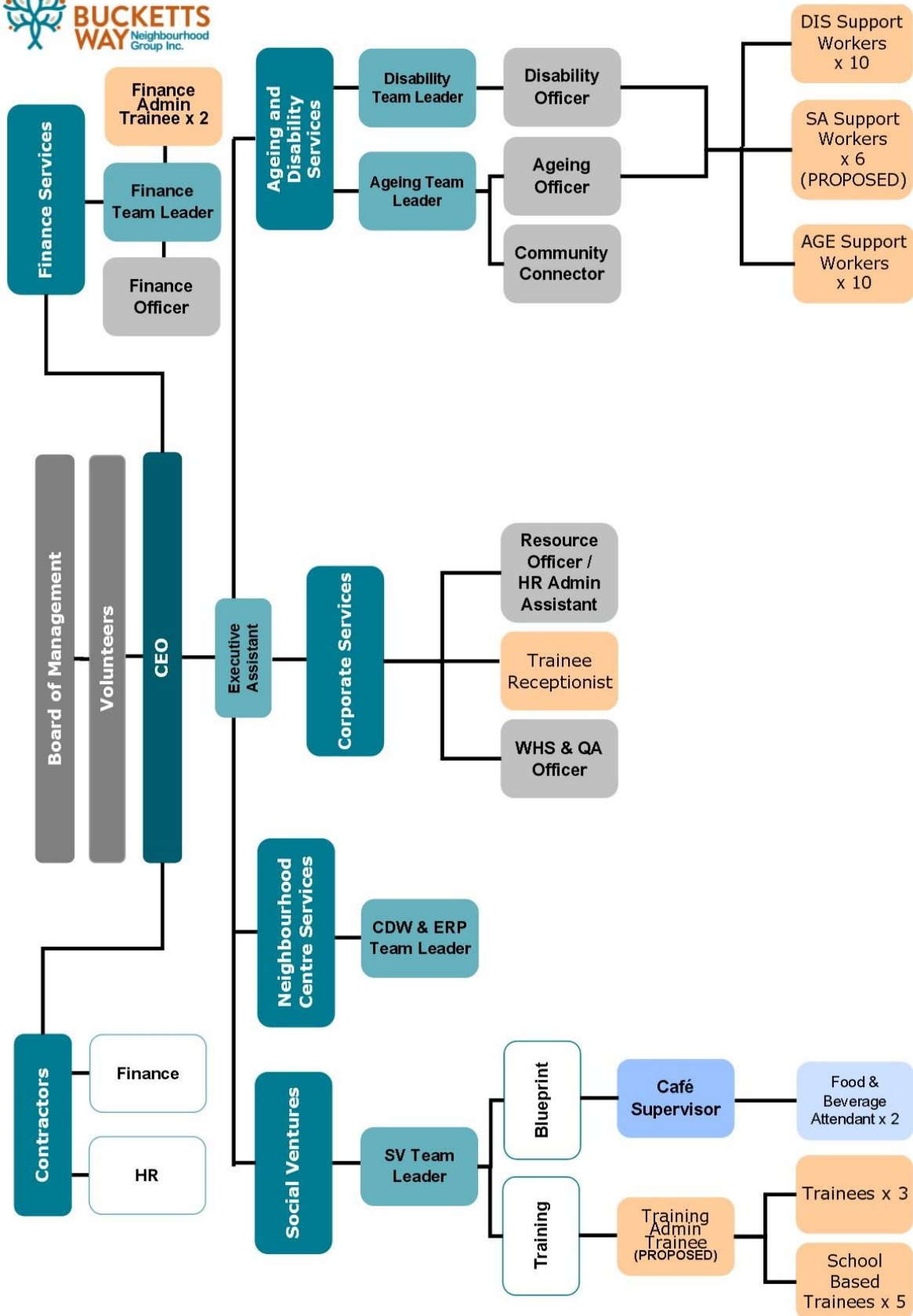


Jan Tresidder

Jan Tresidder, this gracious lady also succumbed to cancer in May 2019. Her warm and smiling demeanour was always at hand and nothing was too much trouble. Working initially on reception, Jan saw many who came to the office in crisis. She would realize things were not ok and in whatever way possible she would provide assistance. Jan was conscientious and another great influence to many and have been told was a dynamic force before a serious accident many years ago.

To all the family and friends, we will hold each colleague close to our heart and memory. The loss to BWNG is great. It was a pleasure to work with them.

Staff Structure



BWNG Highlights

Prime Super Financial Empowerment Workshops

In February BWNG partnered with Prime Super Financial Planning to bring a suite of Financial Empowerment workshops to the community and BWNG staff. Tailored specifically for women, the 'Women in Business Breakfast' and the 'Financial Info Cocktail Session' aimed to help women take control of their financial future.

A straight forward and informative 'Aged Care and Your Finances' session was combined with the regular 'Eating with Friends' outing over lunch at Gloucester Bowling Club, and provided local seniors with advice on preparing to navigate the aged care system.

Energise Gloucester

The 30kw solar system installed on the roof of BWNG last financial year has reduced the cost of electricity to BWNG. BWNG and Energise Gloucester have jointly applied for solar communities grant through the state government to purchase a battery for Blueprint's mobile food trailer.



David Marsten & Anna Burley

Mums and Money Matters

In March and April BWNG, in conjunction with Gloucester Preschool initiated a series of free money smart courses with the aim of empowering local mums to take control of their families' finances. The courses were run fortnightly and facilitated by Financial Counsellor Steven McWilliams.



Trainee Jessica Anniwell

Jessica Anniwell - Rotary Youth Leadership Awards

Rotary Youth Leadership Awards (RYLA) is an intensive leadership experience organised by Rotary clubs and districts where youths develop leadership skills while having fun and making connections.

Jess attended RYLA camp in April, where she took part in team challenges, received mentoring and practiced her public speaking.

Love Bites

'Love Bites' and 'Love Bites Junior' are successful respectful relationship education programmes aimed at young people aged 11 – 17 years. Kim, Amy and Erin attended Love Bites Facilitator Training at Singleton and are now qualified to deliver this program to young people.

School Holiday Kids Workshops

We ran our first school holiday kids workshops in July 2018 with 39 kids completing our Kids First Aid attending. These workshops have continued each school holidays. A variety of hands on workshops including Sand Art, Rock Painting, Plaster Fun, Cupcakes, Make Your Own Dream Catcher. These workshops have been very popular with the kids and we have been booked out for most workshops.

Gloucester Pool Kiosk and Ice Creamery

Blueprint Kitchen took on a two-year lease of the operation of Gloucester Pool Kiosk and Ice Creamery, providing hot food, drinks and a range of scoop ice creams to pool patrons and visitors to Gloucester District Park. The Kiosk operates during the pool season, which runs from September to April. This additional venture allowed Blueprint Trainees to gain experience in a fast-paced food outlet.



Gloucester Show 2019

BWNG had its annual stall where a community survey was undertaken and information on all of BWNG services and available referral was provided.

Jess Coulter one of BWNGs younger volunteers was popular with the crowd helping out with questions and doing the survey

We had a total of 934 responses from 311 participants



Stratford Coal Education Support Fund

In 2019 BWNG was successful in being awarded some funding under the Stratford Coal Education Support Fund for five of our trainees. This funding has been used to assist with the costs of training resources and to send our trainees to offsite training and workshops to assist them in their professional development.



Curly's Cooking Classes



Volunteers Amy Dillon and Glen Williams (Curly) did a mammoth job in delivering a Men's cooking class over a six-week period. This program was geared to men who had become widowed or had become the primary carer. This programme was so successful that there is a waiting list should BWNG be able to apply and receive funding again.

The men were taught the basics of cooking with nutrition, value for money and dietary requirements. The menu was created with easily adaptable recipes. The attendance of the men in this class was almost 100% every week showing commitment to the classes and often showed up early in anticipation for the classes.

It was a form of social networking as well as a basis for the men to be able to swap information with each other.

Partnerships, Prevention and Rural Action IV Conference

'Empowering and supporting aboriginal women and young girls'

Held at Burrendong in Central West NSW, the aim of the Indigenous Women's Legal Program is to provide services that best meet the needs of Aboriginal and Torres Strait Islander women.

The conference only occurring every five years focused on empowerment via providing in depth healing circles, workshops and presentations, with a focus on child sexual assault and violence in our communities, mentoring, legal advice, health and well-being issues presented by Indigenous women, leaders, young women's group facilitators and legal experts.



The Gloucester Contingent; from left; Skye Apthorpe, Taryn Crook, Jordyn Crook, Gai Clarke, Donna Kemp and Brianna Martin. Kim Wiesner was behind the camera

Amy & Chris Recognised with Rotary Award



Amy Dillon, Ray Fitzgerald & Christine Parker pictured here with Deputy Mayor Katheryn Smith & Gloucester Rotary President Ernie Abeysekera.

BWNG's own Amy Dillon & Chris Parker received a 'Rotary Gloucester Community Citizen Award' for 2018 / 2019. Previously known as 'the Rotary Club of Gloucester's Unsung Heroes Award', the accolade acknowledges the vital role volunteers and dedicated employees play in our community. Congratulations to recipients Amy, Chris, Ray & Christine.

Monster Mania Night

BWNG in conjunction with Community Drug Action Team (CDAT) hosted a fancy dress Monster Mania night at Gloucester RSL open to any school-aged children. The night was catered for by Blueprint, who had fun creating monster biscuits, slime cups and other monster-themed goodies. The night raised awareness for the local CDAT organisation and brought local kids together for a fun and safe night out.



Blueprint Kitchen Receives Cool Room from Gloucester Uniting Church

Gloucester Uniting Church, through the Australian Uniting Church donated a mobile cool room to Blueprint Training Kitchen. This cool room as been well received, giving Blueprint Training Kitchen a much larger storage capability. The donated cool room is also more energy efficient than the previous equipment, helping to reduce running costs.

Increase in Staff with Finance

Two new part time adult Finance Trainees, Lindy Salmon and Rhonda Schiffman joined the team in February.

Lindy and Rhonda have already been significant contributors to ensuring the smooth running of the Finance Department.

Disability Services Report



Penny enjoying Gloucester Hydrotherapy pool – health & wellbeing component of her supports

We are now in the third year of providing service under the banner of the NDIS, and it has seen a huge shift in the way that participant implement their plans.

They have become empowered and have taken the NDIS horse by the reins! Making informed decisions about services and how they have their service delivered, being linked in with external providers by BWNG to help achieve their short and long term goals.

Currently there has been a 70% increase in individual supports and a 60% increase in domestic supports. We have maintained participant numbers and increased hours of service.

We are surprisingly still receiving requests from out of our area of service, but we have been able to help with referrals to appropriate providers BWNG has linkages with.

NDIS is still a tricky beast to navigate for those who do not know how to access the scheme and with other allied and health services not having the information or understanding of how to give patients/clients access to the NDIS, with at least on average 4-6 people per month asking for assistance in how to access the Scheme.

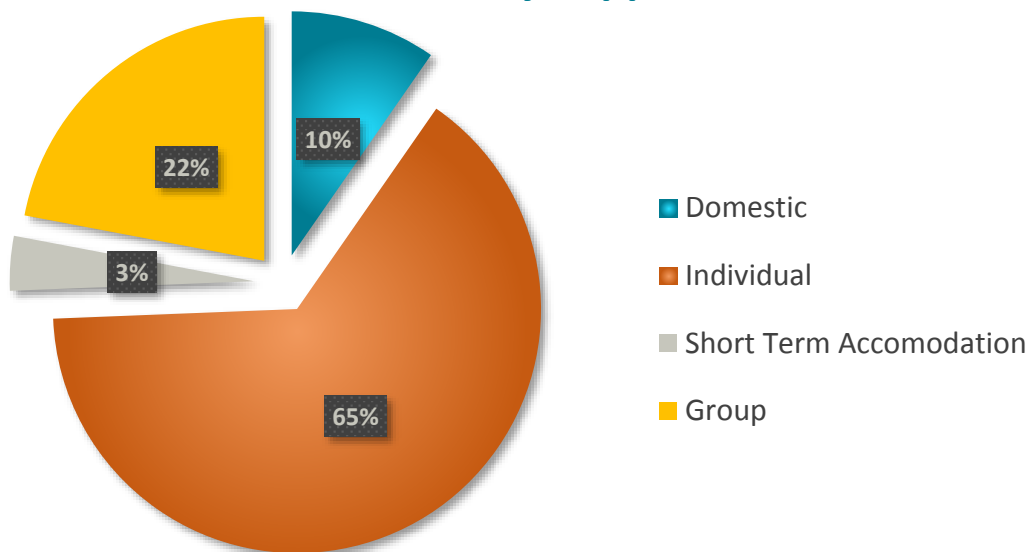


Team Leader Felicity Whittaker

BWNG is still continuing to provide a range of different services such as:

- Assistance to maintain your home effectively
- Learning how to cook a nutritious meal on a budget
- How to access the community in meaningful way
- Participate in community activities
- Group/ Centre based activities
- Maintain Health and Well Being through Using the Gym, Hydrotherapy, Community Exercise equipment

2018/19 Disability Support Provision Hours



Individual Support

Domestic Support



70%

60%



Part of our dedicated team; Support workers (from left) Kate, Leanne and Brooke with Disability Support Officer Katrina (Back)

Last Year we did TPV (Third Party Verification) which is a process where an independent Auditor comes in and goes through all of our processes, policies and client information to ensure that we as a business were compliant. We were very successful in this Audit, however NDIS changed the rules and TPV is no longer sufficient.

NDIS Quality and Safeguards will conduct another Audit by the end of 2019 to Certify us to be able to continue provide services to the community.

Going forward the NDIS is an ever changing and fluid scheme which has shown many benefits to all those involved. I feel as a company we have been able to be flexible in our service provision so as to meet the needs of the participants in our community.

We look to the future and endeavour to continue providing person centred, client focussed and flexible services and to ensure that we tackle any challenges with positivity.



Melbourne Cup Day – Ready to go to the Roundabout Inn for a beautiful luncheon.

Assistive technology is one of the components funded under NDIS to help people with a disability achieve greater independence, access the community and create more social and civic opportunities. Garry is pictured below taking part in a scooter trial at Billabong Park.



Josh at Café 57



Kyle at the gym



Garry participating in a scooter trial

Community and Aged Care Services Report

BWNG's Commonwealth Home Support Program (CHSP) was successful in securing an extension of The Commonwealth Home Support Grant until 2022. The grant enables BWNG to continue providing entry level services for Domestic Assistance, Flexible Respite, Transports, Social Support and Meals. CHSP services are delivered on a Re-enablement approach and on a short term basis. During 2018-2019 there has been significant increase in demand for services funded by CHSP funds. BWNG also received an extra \$7000 in growth funding which was used to support our Domestic Assistance activity.

To access CHSP services clients are screened and assessed by a Regional Assessment Service (RAS) who organise services referrals. Unlike packaged care, CHSP services are basic and provide limited support.

We also provided brokered services for Commonwealth Respite and Carelink Centre, and home care packages for Mid Coast Assist and Bolton Clarke.

This is a remarkable effort for an amazing and dedicated team of:

- Nine supports workers
- Fifteen Volunteer Transport Drivers
- Fourteen Meals on Wheels Volunteers
- Two senior staff

This team is instrumental in supporting many residents of Gloucester and its surrounding areas to continue living well and independently in their own home. It is this great work of the whole team that contributes to BWNG's Aged Care being a highly regarded provider of Home Support Services in the area



Members of our Aged Care Team Kylie G, Team Leader Kylie T, and Laura.

Polixen Client Management System

The implementation of Polixen will be a valuable asset to our Aged Care Services. The mobile application will streamline communication, reduce administration processes and give greater access to client information for support workers, further enhancing the quality of our service to clients.



Meals on Wheels Award

Bucketts Way Neighbourhood Group Inc. won the 2018 Innovation Award from NSW Meals and Wheels at their recent conference held at Penrith on the 17th and 18th October 2018. Kylie Tull, Team Leader, Community and Aged Care and Erin Lute, Team Leader, Training was in attendance to accept the award on behalf of the organisation. The award judges found that the concept of the project a very integrated program and were impressed that “The Britten Street Project” encompasses a Community Kitchen, Meals on Wheels Kitchen, Training Kitchen and a social space for the Gloucester Community. BWNG is excited to win the award but more importantly in the renewal to cook fresh meals for local clients from local premises by local people and where we can use local produce.



Meals on Wheels Robyn delivering hot meals to Pat and Bruno.

Eating with Friends

Our Eating with Friends program once again 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. Thank you to our wonderful volunteers and support workers for driving the van and providing valuable support throughout each outing.



‘Eating with Friends’ participants enjoying an outing at Roadie’s Café – Gloucester.

Thank you to all the local businesses that have supported our Eating with Friends program

- Gloucester Bowling Club
- Chinese Restaurant
- Avon Valley Inn
- The Little Avon
- Yim Thai Restaurant
- Roadie’s Cafe
- Fusion’s Chinese Restaurant
- The Roundabout Inn – The Kitchen
- CWA Ladies
- Blueprint Kitchen
- The Bucketts Way Motel



Laura takes part in a virtual reality experience from the perspective of a person suffering from dementia

RED Conference

During March 2019 two BWNG staff attended The RED Conference in Port Macquarie.

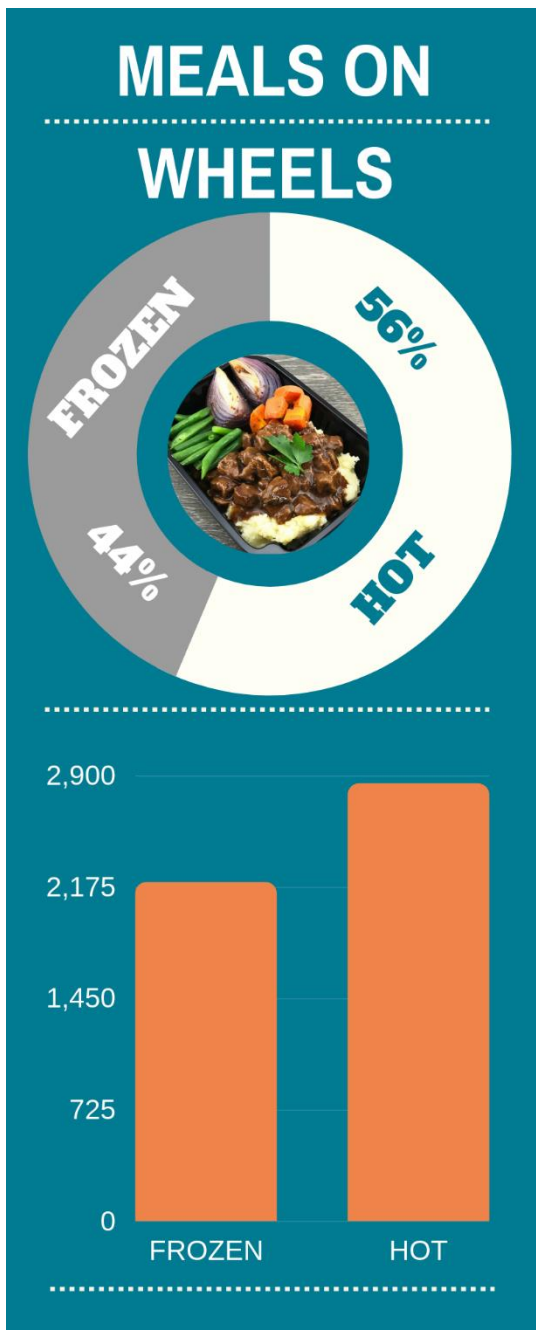
The RED Conference was a showcase to supporting a better quality of life for people living with dementia, those involved with their care, and the wider community.

RED - *Regional Experience in Practical Dementia Care’s* aim was to share knowledge, provide support and develop networks for service providers, primary carers, support workers and people living with this condition.

International and Australian speakers shared their expertise and knowledge of the adaptation of Montessori methods in dementia care, and innovative programs to support people living with the condition.

Through a series of presentations and workshops, we gained further understanding of dementia, the evolution of care services, and how to go about applying Montessori methods for individuals living with the condition.

Kylie and Laura attended the workshop, EDIE -Educational Dementia Immersive Experience. EDIE is a new virtual reality education program that allows people to walk in the shoes of a person living with dementia and provide insight into the day to day lived experiences. EDIE has been tailored for delivery to family carers in a group workshop style and provides individual follow up support for family carers. Work is underway to utilise and develop learnings of the conference.



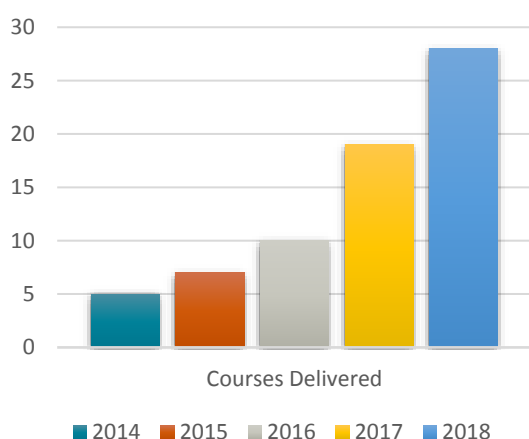
Training Services Report

This year saw some big changes to the funding available to Registered Training Organisations who we partner with to deliver training, which in turn had a flow on effect to the accredited courses offered in Gloucester. A number of restrictions were put on the eligibility for Community Service Obligation funding (CSO) funded courses by State Training Services and Australian Skills Quality Authority who is the regulatory body for all Registered Training Organisations. CSO courses were the courses that we had previously been able to offer as free to all students.

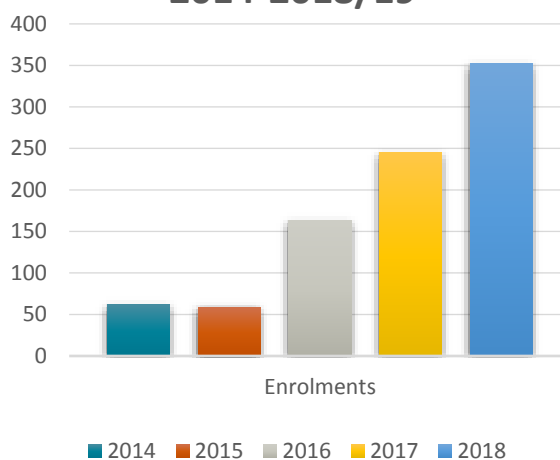
With funding changes saw the number of students in our accredited courses and accredited course skillsets courses drop slightly from 2018 to 2019. However, our course completion rate sits 89.20% which is higher than the average of 65% completion rate as a benchmark by other providers.

We introduced our first kids school holiday workshop in the July 2018 school holidays and it was hugely successful with 39 children aged 7-15 years completing a 'Kids First Aid' workshop. These workshops have continued in to 2019 with a series of four workshops running in each school holidays with each workshop being fully booked.

**Course Delivery Growth
2014-2018/19**



**Participation Growth
2014-2018/19**



2019 has also seen the continuation of some of our full qualification courses such as Disability , Aged Care and Business and some short industry skill sets.

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 funding (CSO Funding) which enabled us to provide these courses free of charge to participants.

In 2018/ 2019 BWNG partnered with:

- Australian Training and Consultancies group (ATAC) to deliver Responsible Service of Alcohol, Responsible Conduct of Gaming, Food Safety Supervisor
- First Aid and Safety Training based in to deliver Apply First Aid
- Skillslink Community College to deliver Apply First Aid and Barista
- WEA Coast delivered short courses in Community Services, Aged care, Business Administration, Disability Support, Hospitality,
- Novaskill delivered Work readiness programs to youth and local job seekers

Full Qualification Courses

Our continuing partnerships with WEA Coast and our new partnership with Novaskill has allowed us to offer full certificates in Business Administration, Individual Support – Ageing and Individual Support –Disability for Gloucester residents without the need for people to travel out of town.

Many of these courses were offered at a subsidised rate under Smart and Skilled funding which has been a welcomed by students.



Trainees

2019 has welcome a large number of trainees in to the BWNG workplace, six part-time trainees and four School Based Trainees.

We were very excited to offer four school based traineeships during 2018/19. These traineeships were offered to any students in Year Ten or Eleven. Students from

Gloucester High School and Great Lakes College applied through the standard BWNG application process, including writing a cover letter and resume, and attending an interview. This proved to be a fantastic exercise for the students as for many of them it was their first ever workplace interview process.

The students will complete their traineeships over the next two years whilst attending Year Eleven and Twelve, 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 or Individual Support.

Our School Based Trainees are:

- Brianna Martin – Certificate III in Business Administration
- Sara M^cBride – Certificate III in Individual Support- Disability
- Courtney Whitby – Certificate II in Hospitality
- Raquel Burton – Certificate II in Hospitality

BWNG has also welcomed six part-time trainees, whom work across our organisation. Their roles include Reception, Finance, Human Resources, Business Administration, Individual Support and Hospitality. Our trainees are such a valuable asset to our organisation. Their traineeships are a great way to gain hands on industry experience and nationally recognised qualifications on the job.

Our Part Time Trainees are:

- Jessica Anniwell – Certificate III in Business Administration
- Taryn Crook – Certificate II in Kitchen Operations
- Summah Laverick – Certificate III in Hospitality
- Kate Shanley – Certificate III in Individual Support
- Lindy Salmon – Certificate III in Business Administration – Finance
- Rhonda Shiffman – Certificate III in Business Administration – Finance

Stratford Coal Education Fund

In 2019 BWNG was successful in being awarded some funding under the Stratford Coal Education Support Fund for five of our trainees. This funding has been used to assist with the costs of training resources and to send our trainees to offsite training and workshops to assist them in their professional development.

Thankyou Stratford Coal for your continued support of our trainees.



Blueprint Training Kitchen

“Blueprint - An early plan or design that explains how something may be achieved “



Meg, Taryn, Brooke, Raquel and Erin celebrate Blueprint's first birthday

Blueprint celebrated 12 months of operation in May 2019. It's been a fantastic year for our team under the direction of Megan Coote developing their skills and providing the best coffee and burgers in town!

Over the past year we have made over two thousand coffees, four thousand sushi rolls and a great number of milkshakes and burgers.

Blueprint has also had the pleasure of hosting various work experience students through Mid Coast Connect Work Placement Program and students from Gloucester High School. These community partnerships are vital for us to continue to create pathways for our young people and to provide ongoing training and development to help our young people once they leave school.

In October 2018 Erin Lute and Kylie Tull attended the National Meals on Wheels conference and were awarded the NSW Innovation award for our Meals on Wheels service at Blueprint Training Kitchen.

Over the past 12 months Blueprint Training Kitchen has provided over 3000 hot, fresh cooked meals for our local aged care residents. Our meals are nutritionally-balanced and cooked fresh daily using fresh locally (where possible) ingredients and delivered hot five days a week. Our meals include dishes such as creamy garlic prawns, crumbed sausages, sweet and sour pork, fish and chips and not to forget our beautiful roasts!

Our menus change monthly to reflect seasonal availability and feedback from our clients.



Our offsite catering has been building up slowly over the last twelve months with Blueprint catering for a host of different events such as; 'A Night with Muz Harten', 'The Clock Tower High Tea' in conjunction with the CWA, 'The CDAT Monster Mania Social' – complete with monster themed food to keep our little monsters happy, Christmas in July for our Cottage Clients and Aged Care Clients.

We would like to thank Will Lute and Alarnah Punchard from the Roundabout Inn for your ongoing mentoring and training of our students, the skills and experience that our trainees have developed through the exposure that you have provided has been aim, with them bringing back their new skills to Blueprint Training Kitchen.

Blueprint Training Kitchen is located at 1/3 Britten Street Gloucester, and we are open Monday – Friday 7am-2pm.

The Gloucester Pool Kiosk and Ice Creamery



The Gloucester Pool Kiosk and Ice Creamery was a surprise addition to BWNG in 2018. The whole process from tender application to opening was completed in a three-week time frame.

The kiosk started off slowly with the October school holidays being unusually cold and a longer than usual spring storm season.

We jumped into summer with a bang with record chip and Ice Cream sales and great support from the community. This continued on into February and our school carnivals and then as Easter came around things started to quieten down as the weather cooled.

The Gloucester Pool Kiosk and Ice Creamery is seasonal with our lease running from the last weekend in September until 31st April 2019. We currently have a two-year lease with us looking forward to opening up again in September 2019.

With both Blueprint and the Kiosk, we have been able to offer our staff and trainees a variety in work routines and everyone has stepped up and learnt on the job with the Kiosk, Our two youngest trainees were instrumental in the set up and opening of the kiosk and this provided them with some valuable skills in time management, supplier management and external client relationships.

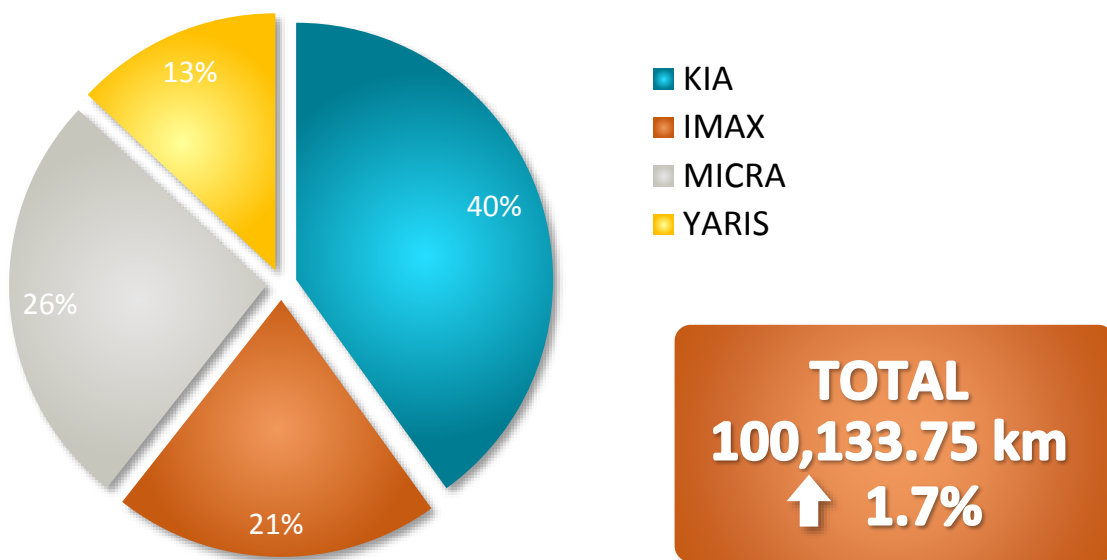
Gloucester Pool Kiosk and Ice Creamery is open seven days per week from September to April. It's location at the entrance to the pool means it's not just pool patrons that can enjoy the Kiosk's offerings, it can also be accessed by members of the general public.

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 of Fleet Co-ordinator in June 2019.

This new role saw a roll out of a number of new & updated policies and procedures around vehicle use request, repair & breakdowns, vehicle safety checks and vehicle first aid kits.

Fleet Usage



Injuries

Six minor injuries (grazes and scratches) were recorded and one ambulance called with hospitalisation, all occurring in 2019. This is a significant decrease of 30% on last financial year and can be attributed to a greater awareness of WHS issues.

Incidents

Aggressive customers were the standout incidents with twelve in total. Measures have been taken to protect staff by introducing an aggressive customer policy and procedure, duress alarm policy and procedure and dealing with aggressive customer flow chart. Any hirer is to submit when booking a room, a safe work method statement or policy & procedure on unreasonable client conduct/customer aggression and a duress alarm/lone worker policy & procedure.

Off the back of this a Workplace Support Skills short course was conducted in May 2019 through RAMHP – rural adversity mental health program. Six staff members learnt how to deal effectively with clients or colleagues in distress including threatening behaviour.

Fire Safety

Two lots of fire training was scheduled. The first with Michael Fenning from the First Aid Training Company in March 2019 with five staff undertaking training to become Fire Wardens and a hands on session in Fire Awareness, Safety and Extinguisher use.

In June 2019 fire safety awareness and fire extinguisher training was hosted by Mid Coast Council and held at BWNG with Bernie Pilgrim from PEP Training. Eleven attended including volunteers and staff from BWNG and Blueprint Kitchen.



First Aid

This year we saw four training sessions provided by John Moelker from First Aid and Safety Training and a two-day session provided by Simone Waters from ATWEA. Nineteen staff all up including three volunteers completed their full first aid certificates and six staff updated their CPR component.



Human Resources Report

**BWNG
WORKFORCE
2018 /19**

55

Total number of
BWNG Volunteers

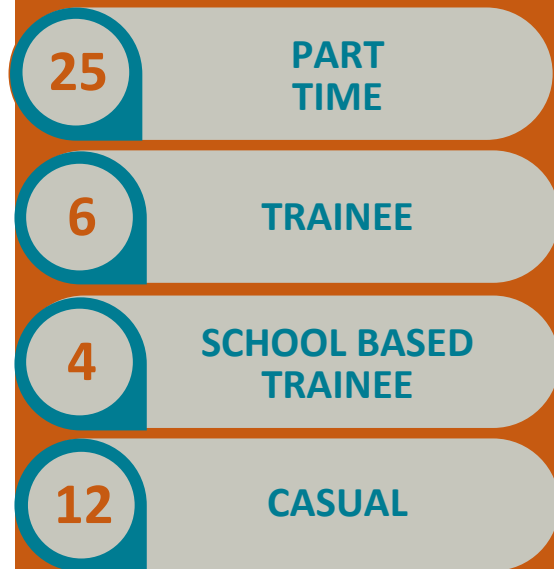


**BWNG
WORKFORCE
2018 /19**

47

Total number of
BWNG Employees

FTE = 23



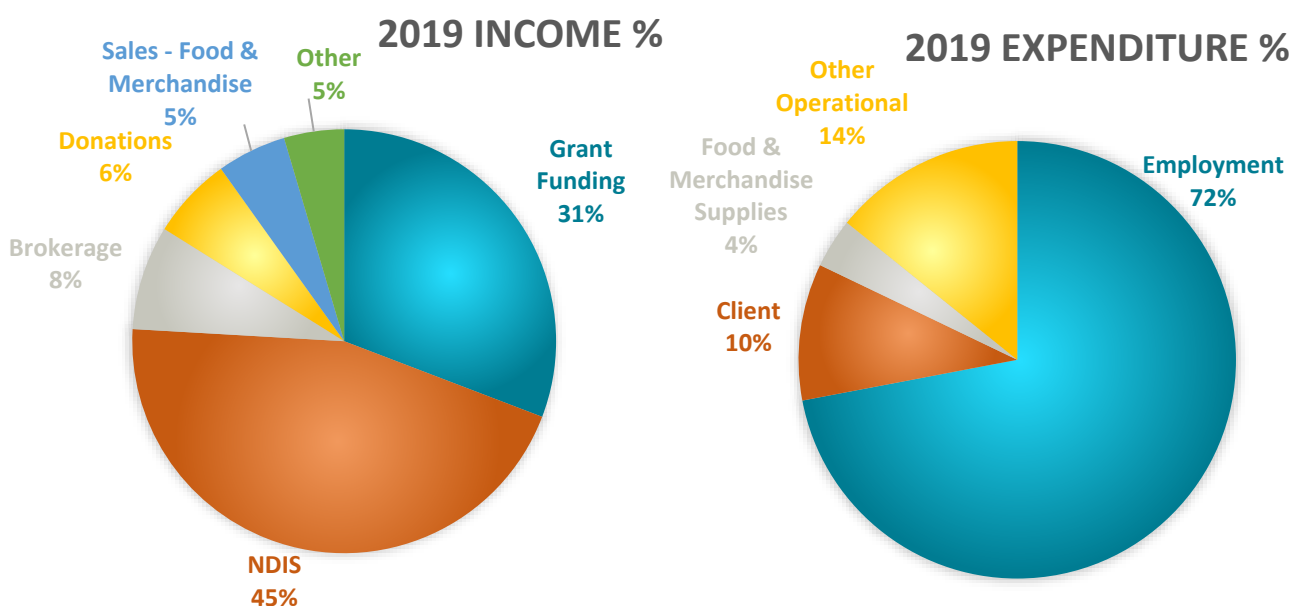
Finance Report

Similar to 2018, we have had significant changes once again in the Finance Department. Jan Tresidder, after providing us with significant assistance in reception and the finance office, retired during the year, and Jess Anniwell, returned to her role in Training and Administration. Leanne Barrett, after her contracted review of our NDIS claims and process improvements she implemented, agreed to a permanent position in the Finance Department as Finance Officer, looking after the day to day finance processes of the organisation and NDIS claims.

We have been also been grateful for our two new part time adult Finance Trainees, Lindy Salmon and Rhonda Schiffman. These ladies started in February and have already been significant contributors to ensuring the smooth running of the Finance Department. Lindy was new to town, and Rhonda is an existing employee which we share with Community & Aged Care Services. We are starting to stabilise our processes and procedures, and make improvements in our day to day business functions.

BWNG has seen some new business and collaborations come on board during the year which have significantly increased the workload in the finance department. The pool kiosk has increased in the complexity and number of minor transactions we process. We have been working on the integration of our client management system, Polixen with our finance system, MYOB.

These new ventures, together with the significant issues we have faced with our IT provider, causing us to be without computers during the latter part of the financial year, have provided a challenging working environment. However, as usual, the Finance Department have managed to face and work through these challenges with diplomacy and meeting expectations.



Neighbourhood Centre Services



BECAUSE OF HER, WE CAN!

8-15 JULY 2018



As pillars of our society, Aboriginal and Torres Strait Islander women have played- and continue to play- active and significant roles at the community, local state and national levels



As leaders, trail blazers, politicians, activists and social change advocates, Aboriginal and Torres Strait Islander women fought and continue to fight, for justice, equal rights, rights to country, for law and justice, access to education, employment and to maintain and celebrate culture, language, music and art.



They continue to influence as doctors, lawyers, teachers, electricians, chefs, nurses, architects, rangers, emergency and defence personnel, writers, volunteers, CEOs, actors, singer-songwriters, journalists, entrepreneurs, media personalities, and police. Their achievements, their voice, their unwavering passion give us all strength and have empowered past generations have paved the way for generation to come.

A well-attended morning tea for all Gloucester women and a wonderful talk by respected Aboriginal Elder Pam Greer was a highlight of this year.

Community Kitchen

During the winter months of June, July August the main room of Bucketts Way becomes a warm and inviting hub for a hearty meal and cheerful company.

Everyone is welcome and the cost is free. Exactly what people need during a cold and sometimes lonely winter!



Connecting Communities Conference

Local Community Services Association Connecting Communities Conference was held at the Waterview Conference Centre in Bi-Centennial Park Sydney. The theme was 'Local Community Matters.'



Anna Burley BWNG (CEO), Kim Wiesner BWNG (Neighbourhood Centre team leader, Upper Hunter LCSA Board Member and LCSA representative) attended the two-day conference

The focus was on building community resilience in hard times, from the ground up - with self-determination, maximising early intervention strategies to build strong communities, sound governance and community leadership.

We often hear the phrase "it takes a village to raise a child" - what does this really mean? What part does early intervention play in building the right environment for children and young people to reach their full potential? What kind of community do they want to grow up in?

Developing trusting social relationships with a high capacity for resilience and self-determination are essential elements to building strong supportive communities.

These types of communities not only maximise the potential of the most vulnerable families and children they have the flow on effect of maximising everyone's potential.

RUOK Day

As in previous years BWNG supplied all the cafes in Gloucester with RUOK coffee cups to help start the conversation.

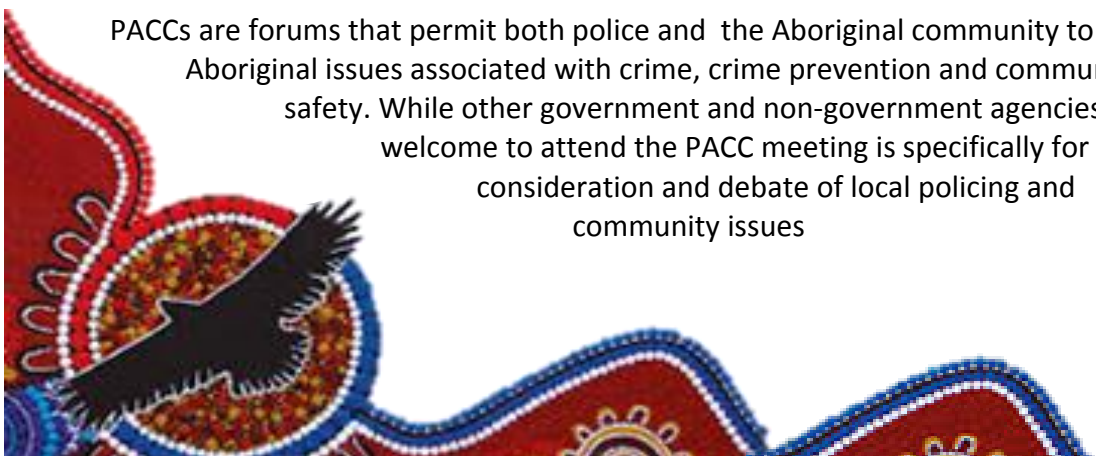
- Encourage people to connect with expert support
- Conversations need to happen every day.
- Encourage more people to ask RUOK in your school workplace or community.

Learn the signs, changes in behaviour and life events that could indicate someone is going through a rough time and needs to be asked "Are You OK?"



Police Aboriginal Consultative Committee (PACC)

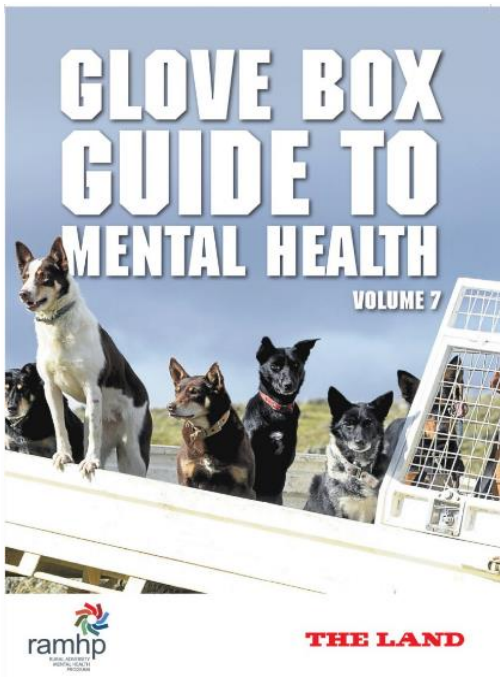
PACCs are forums that permit both police and the Aboriginal community to address Aboriginal issues associated with crime, crime prevention and community safety. While other government and non-government agencies are welcome to attend the PACC meeting is specifically for the consideration and debate of local policing and community issues



Rural Adversity Mental Health Program Launch

The Launch of the Rural Adversity Mental Health Program (RAMHP) Glovebox Guide to Mental Health was held at BWNG’s Blueprint Training Kitchen.

RAMHP has been working in partnership with The Land newspaper since 2012 with the aim of bringing mental health messages to rural communities. One of the initiatives developed is a special publication distributed annually through The Land newspaper called Glove Box Guide to Mental Health.



The need for the publication was identified by rural journalists who occasionally found themselves as accidental counsellors when working in rural communities. It became apparent that a resource shining a light on mental health is relevant to The Land’s readership, and provides a valuable community service.

The distribution of the publication reaches over 125,000 readers in NSW and beyond each year plus 30,000 through our team and stakeholders.



The Glove Box Guide provides vital tips and information about simple and effective strategies to promote and maintain mental health. It also features a number of personal stories from people who have experienced symptoms of mental illness and their journeys to recovery; as well as links to services where people can get help.

White Ribbon Campaign 2018



An initiative developed by members of the Mid Coast Domestic Violence Safety Action Meeting and steered by Manning-Great Lakes Police District's Christine George and Natalie Antaw was to target the world record for the largest awareness ribbon of almost 2.5km with strict knitting conditions.

An amazing amount of people throughout not only the local area but right across NSW and Australia had contributed and on 19th fairway of the Taree Golf Course a new world record was set. At the White Ribbon Day event at Club Taree, Manning-Great Lakes Police District officers revealed the 5.8 kilometre awareness ribbon.



Gloucester held its own event with our Annual Candle service at the White Ribbon Cemetery in Billabong Park. Our guest speakers were Dan Wiesner, Janette Mumford and our local paramedic Jodie House.



BWNG's Giving Tree

Exceeding all expectations after a slow start, BWNGs Christmas Giving Tree was surrounded by hundreds of presents for Gloucester residents who were doing it tough at Christmas time. Peace and Goodwill thrives in Gloucester at this time of year. Many thanks to all for making this possible



Gloucester Community Drug Action Team (CDAT)

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.

Mens Group

The Bucketts Way Men's Group meets on the last Friday of each month at the Gloucester Christian Outreach Centre between 11am and 1pm. It is an informal group that meets to discuss men's issues over a cup of coffee and a sausage sandwich. Member numbers have varied from 5 to 11 since its inception. It is a group that encourages social inclusion, community engagement and serves as a link between the socially isolated and resources available in the Gloucester community



Neighbourhood Centre Week 6th to 10th May

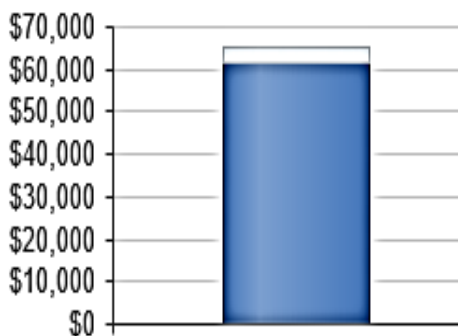
'Bringing People Together is what Neighbourhood Centres do best' was theme for 2019 BWNG stall in front of Café 57 for the whole week. We also surveyed passing community members on their concerns for Gloucester.



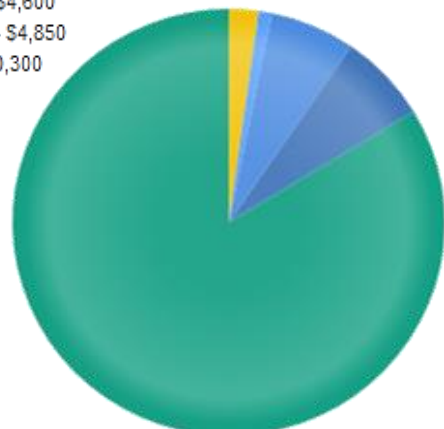
Aboriginal Educational Consultative Group (AECG)

The NSW Aboriginal Education Consultative Group Inc is a not for profit Aboriginal organisation that provides advice on all matters relevant to education and training with the mandate that this advice represents the Aboriginal community viewpoint. AECG promotes respect, empowerment and self-determination and believes the process of collaborative consultation is integral to equal partnership and is fundamental to the achievement of equality.

EAPA Program & Telstra Vouchers Provider Allocations



- Retailer Ready - \$1,600
- Review Dept - \$0
- Retailer Processing - \$0
- Rejected Dept - \$700
- Not Found - \$4,600
- Over Credit - \$4,850
- Applied - \$60,300



Financial Counselling Report



Financial Counselling at the 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 are experiencing financial hardship.

This service also offers assistance with;

- Credit and debt related matters
- Debtors rights
- Bankruptcy information
- Debt prioritisation
- Hardship assistance
- Budgeting
- Referrals to relevant agencies
- Financial literacy

A financial literacy course was also undertaken during this timeframe which involved four fortnightly Money Minded workshops facilitated by the Bucketts Way Neighbourhood Group and the Gloucester Preschool. Nine young mothers were involved in these workshops and the overall feedback received has been positive. Topics covered in these workshops included budgeting, saving and spending, everyday banking and planning for the future.

For the 2018/19 Financial year, this service was provided by Steven McWilliams. The statistics for the 2018/19 period are as follows:

Existing clients at the commencement of this period = 4

New clients 1/2/2018- 31/12/2018 = 17

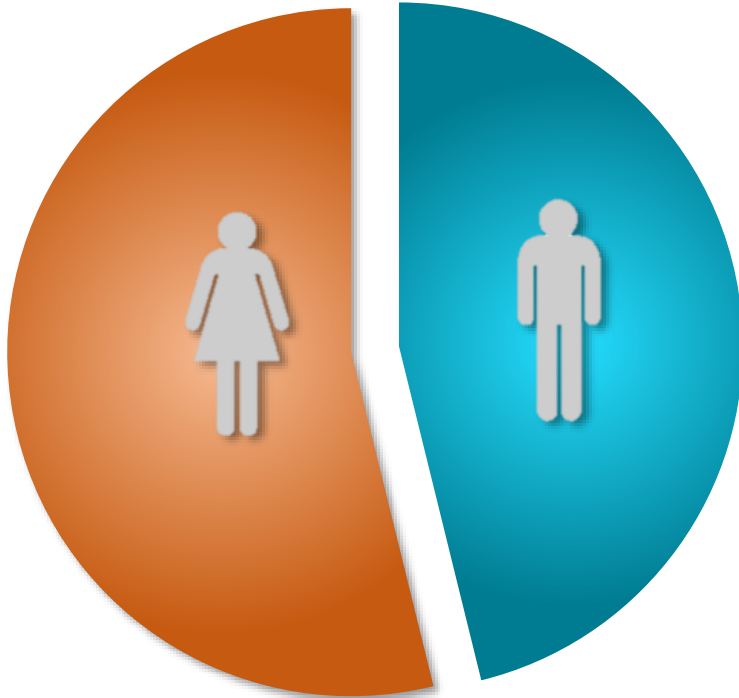
New Clients 1/1/19 – 30/6/19 = 13

Total new clients = 30

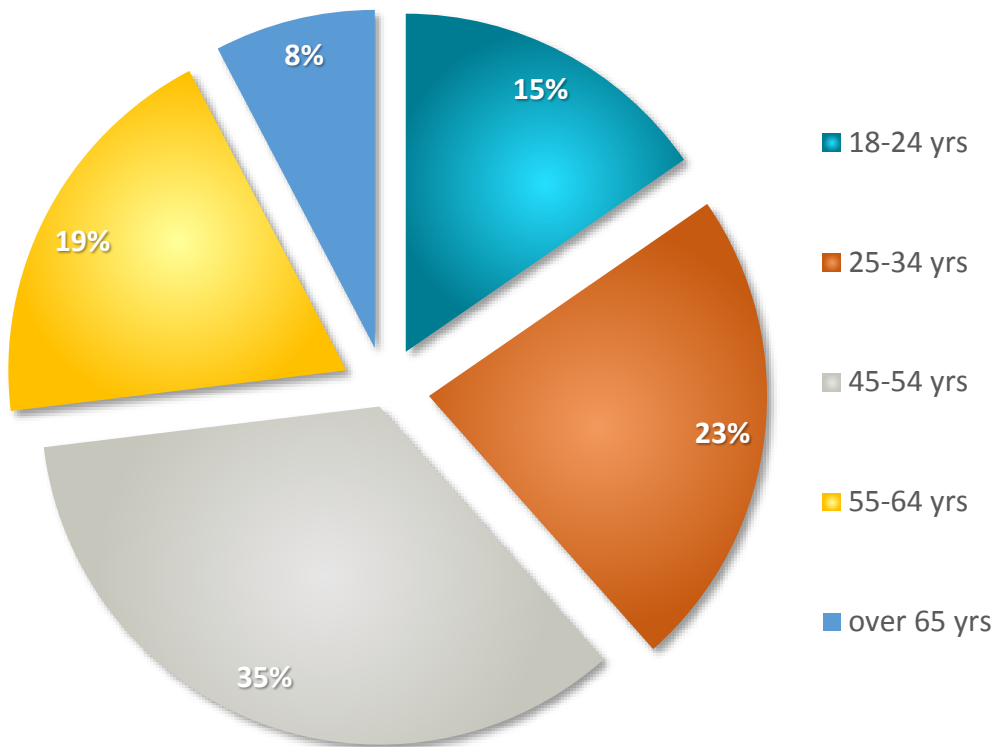
Total cases closed = 29

New Client Demographics

Gender



Age Bracket



Major presenting themes for the Gloucester region.

As with previous reporting periods a majority of new clients who presented with issues relating to financial hardship sourced the majority of their income via Centrelink. (24 clients or 80%). Again, this not only highlights the lack of employment opportunities in the region but also reflects the inadequacy of Centrelink payments in allowing individuals and families to live free from financial hardship.

Rent arrears is an issue that has become more prevalent during this report period. Eight new clients presented with this as their primary presenting issue which equates to 26% of new clients. This issue is problematic in that it can lead to homelessness which is an issue that has far broader social consequences.

Another issue that has featured more prominently during this reporting period is the accessing of superannuation on financial hardship grounds. Nine new clients (30%) sought assistance in accessing their superannuation to alleviate issues associated with financial hardship. While this is a short term solution to unmanageable debt, the early access of superannuation raises questions relating to financial viability later in life.

The issue of complex mental health issues again featured prominently during the 2018/19 financial year. Nine new clients presented with mental health issues what were often exacerbated by their position of financial hardship.

Survey Results - What Are Gloucester Resident's Top Concerns?

Gloucester Show Survey		Neighbourhood Week Survey
DOMESTIC VIOLENCE	1	EMPLOYMENT
EMPLOYMENT	2	ROADS
AGED CARE	3	HEALTH & AGED CARE
AFFORDABLE HOUSING	4	EDUCATION & TRAINING
EDUCATION & TRAINING	5	DOMESTIC VIOLENCE
ROADS	6	DRUG & ALCOHOL USE
PUBLIC TRANSPORT	7	AFFORDABLE HOUSING
DRUG & ALCOHOL	8	HEALTH & AGED CARE
BULLYING	9	PUBLIC TRANSPORT
HEALTH SERVICES	10	MORE POLICE



BUCKETTS WAY

Neighbourhood
Group Inc.



Meals on Wheels
New South Wales



Bucketts Way Neighbourhood Group Inc.

88 King Street | Gloucester NSW 2422 | PO Box 101 | Gloucester NSW 2422

Ph: 02 6558 2454 | bwng@bwng.org.au | www.BWNG.org.au

connecting
our community