



**BUCKETTS  
WAY** Neighbourhood  
Group Inc.



# Annual Report

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2021 - 2022



Lorraine with Meals on Wheels Volunteers Priscilla and Pam



## Acknowledgement of Country

We would like to acknowledge the traditional custodians of this land from the Worimi and Biripi Country & pay our respects to Elders past, present & future.

### Gathang Welcome to Country

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

### English translation:

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

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## Glossary

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

## About Us

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Bucketts Way Neighbourhood Group Inc. (BWNG) is a non-profit, locally-focused organisation formed in 1989 that provides a variety of essential community services to the people of Gloucester and surrounds.

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

BWNG receives some government funding but relies heavily on grants and donations to be able to maintain our extensive, diverse programmes which help fill the gaps in services available to local people.

The Safety Net and Community Connections programmes, ageing and disability services, training, Meals on Wheels, health transport service and all logistical aspects of the organisation operate within BWNG's premises at 88 King Street, Gloucester, NSW.

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

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

BWNG is governed by a seven member volunteer Board of Management voted in at the Annual General Meeting by the financial members of the organisation.

Over the last 33 years, we have grown and evolved, becoming one of the largest employers in Gloucester, and the only local-based provider of many essential services. Our team currently consists of 28 volunteers and 54 employees.





## Our Story

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- 1989** The Gloucester Neighbourhood Centre was formed to procure funding for a speech therapist for Gloucester Hospital. Identifying further gaps in local services, more funding was secured from the Department of Community Services (DoCS) to assist locals experiencing financial or geographical disadvantage.
- 2000** Aged Care services were rolled out, and we began offering transport, Meals on Wheels, social activities and respite care.
- 2002** 'The Cottage' at 40 Tyrrell Street was purchased to provide a disability support programme.
- 2006** 14 Queen Street was purchased to allow the Neighbourhood Centre to expand its services.
- 2007** BWNG partnered with Cancer Council NSW in assisting people in the community with transport to their cancer treatment.
- 2012** With demand for services increasing BWNG moved to the former butter factory building at 88 King Street. The Cottage moved in next door with the larger space creating room for BWNG's growing staff and services.
- 2014** Founding CEO Georgine Wise retired and current CEO Anna Burley took the reins.
- 2016** All services made the final move into our new premises at 88 King Street.  
  
'Merv the Merc' retired and a wheelchair modified Kia Carnival was purchased to transport mobility-challenged clients. The new vehicle was funded through grants and an enormous fundraising effort from the community.
- 2017** A joint initiative commenced between Energise Gloucester, Powershop and BWNG to install 30kw solar system on the roof of 88 King Street with the aim of reducing BWNG's energy costs by 80%.  
  
My Aged Care services are rolled out and BWNG registered as an approved NDIS provider.
- 2018** Blueprint Training Kitchen opened in Britten St and commenced service of a re-booted hot Meals on Wheels service, which received the Meals on Wheels NSW Innovation Award 2018.
- 2019** BWNG successfully applied for a NSW Environmental Protection Authority Organic Infrastructure grant for a community kitchen food trailer to reduce food going into landfill.  
  
BWNG's 30<sup>th</sup> Anniversary was celebrated with a Colour Run Community Event.  
  
Recovery Hub 2422 was set up under the auspices of BWNG to provide assistance to local primary producers experiencing hardship specific to drought and other rural adversities.
- 2020** Approval was received for BWNG to deliver Home Care Packages, making BWNG the only locally-based Home Care Package provider.  
  
The Emergency Relief Programme was relaunched as the *Safety Net Programme*.  
  
BWNG was recognised as a semi-finalist in the Prime Super Excellence in Aged Care category of the Regional Achievement and Community Awards.
- 2021** BWNG took delivery of a custom-made kitchen purpose-built for the Meals on Wheels service.
- 2022** BWNG formed a partnership with *Community Options* to provide non-clinical support for clients recently discharged from hospital.  
  
BWNG launched the Gathang Revitalisation Project, offering a chance for members of the local Aboriginal Community to learn the Gathang language, participate in workshops and reconnect with their culture.  
  
BWNG commenced services as an authorised Department of Veterans Affairs Provider.

## CEO's Report



*Anna Burley, CEO*

The challenges and achievements of the last year with our focus on the vision to 'Connect our Community' has seen agility from all employees with extraordinary outcomes. I continue to celebrate the values that the organisation has adopted; Respect, Commitment, Integrity, Equity and Independence. Our focus on these values at a program level has created great opportunities for our staff and teams to deliver and sometimes pioneer ways to achieve better outcomes for the people in our community.

It is timely in this year's report to reflect on activities. Not everything has been smooth sailing, but our year in review report (page 16) highlights just some of the activities and notable achievements undertaken by the organisation and our staff. This is a showcase of our feats and impact during 2021-2022 year.

During the year, a significant effort by the Board of Management and staff occurred to devise our Strategic Plan for 2022-2027. It was interesting to 'nut out' during this process the now, where and how of the organisation and in what manner it will operate over the next five years. Implementation of this plan remains fraught with changes, or the now politically correct term 'challenges', I know that BWNG will remain agile.

Throughout the process of devising the strategic plan, five pillars were adopted by the BWNG's Board of Management and they are Community, External Relationships, People, Resources and Governance. Further the key assumptions to our plan are;

- Demand for aged care services will increase
- Models of Aged and Disability service delivery will change as a response to emerging pressures
- Workforce management is critical to success
- Embracing technology will be essential for efficiency
- Environmental responsibility and sustainability will be inevitable
- Consumer expectations and demand for choice will rise

*“ We want to continue to be an employer of choice in the Gloucester region and ensure that our staff have the knowledge, skills & resources required to support our valued residents. ”*

Our team is our most valuable asset and we are committed to continue to provide our staff with opportunities to develop and enhance their skills. We want to continue to be an employer of choice in the Gloucester region and ensure that our staff have the knowledge, skills and resources required to support our valued residents. We further recognise the important contribution that our volunteers make to our community and we want to continue to foster and develop the crucial support that our volunteers provide to our clients and community.

I am pleased to launch Bucketts Way Neighbourhood Group Inc. 2021-2022 Annual report for your review, a great journal of how we are committed to providing crucial services to the Gloucester region.

Anna Burley  
BWNG Chief Executive Officer

## President's Report

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*Donna Kemp, President*

It is with pleasure that I write this the President's Report for 2021/2022.

This past twelve months has been a time of consolidation within BWNG and our programmes. It has been extremely gratifying to see the Home Care Package arm of the organisation power ahead as it has. All the work, planning and commitment to see the process through has really reaped great benefits for our community. The ever-increasing number of satisfied clients and families reflects this. This increase has seen more positions become available within the field, fulfilling our organisation commitment to improve employment opportunities in Gloucester. Along with this to provide training and upskilling options for employees both new

and existing. Our staff of qualified, dedicated and adaptable people have met all needs, sometimes under challenging circumstances. COVID-19 has still interrupted daily life and the way in which staff, both office and field, have responded in calm, caring and reassuring ways.

To Anna our CEO, thank you for your unswerving commitment and dedication to BWNG and all associated with the organisation, staff, clients, families and Board. We greatly appreciate all your efforts, many above and beyond your job description. The guidance you provided to all, due to your knowledge of and connections to the Department of Health during the planning, set-up and rollout of new programs is invaluable.

Our Board is a diverse group of people who all want to work for the good of BWNG and our community. I thank all the members for their time, dedication and commitment over the year. We've had some new members join and with them have come new ideas, talents and skills. This is always a good thing for any such group.

An organisation such as this cannot function without the people who are a part of it in whatever capacity. To everyone involved my most sincere thanks for all you do in either a paid position or as a volunteer.

I look forward to the next year of growth, cohesion and expansion for our wonderful organisation.

Donna Kemp

BWNG President

“ An organisation such as this cannot function without the people who are a part of it, in whatever capacity. To everyone involved my most sincere thanks for all you do in either a paid position or as a volunteer. ”



Meals on Wheels Chef, Naomi.

## Our Vision

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# Connecting our Community

## Our Values

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### Respect

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

### Commitment

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

### Integrity

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

### Equity

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

### Independence

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

## Our Mission

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



## Our Management Board



*BWNG Board Members Donna Kemp, Robert Sparke, Beverley Fagan, Jodie House, Julianne Huntriss, Ian Parks & Vicki Harris.*

At our Annual General Meeting financial members of BWNG elect seven members to our Board of Management to oversee and guide the strategic direction of the organisation for the ensuing twelve months.

This Board of Management governs BWNG in alignment with a well-developed constitution supported by a framework of rules, systems and processes. Meeting monthly with the Chief Executive Officer, The Board ensures the organisation remains accountable to our donors and stakeholders, including the NSW State and Federal Governments.

We thank this year's board members Donna, Jodie, Robert, Vicki, Beverley, Julianne and Ian for the dedication, experience and generosity that they have brought to the role.

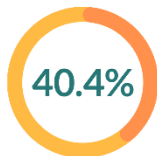
All of our Board Members regularly go above and beyond in their commitment to BWNG in spite of their own personal challenges, and we thank them for their commitment.

If you're interested in becoming a member of BWNG, and having a say on the direction of the organisation please call our office on Ph: 6558 2454 to request a membership form.

## Ageing & Disability Services

ADS team members Chelsea, Katrina, Christine, Emily, Nicole, Corrina and Kylie.

### 2021- 2022 Snapshot Ageing & Disability Services



**Disability Services**  
Percentage of ADS hours spent assisting community members living with disability.



**Ageing Services**  
Percentage of ADS hours spent assisting older people in our community.



#### Home Care Package

43.2% of hours of service provided were funded through a Home Care Package



#### CHSP

12.4% of hours of service provided were funded through the Commonwealth Home Support Programme



#### NDIS Funding

40.4% of hours of service provided were funded through the National Disability Insurance Scheme



#### Brokerage

4% of hours of service hours were provided through a brokerage arrangement with other providers

Throughout FY2022 the proverbial winds of change have indeed buffeted the Ageing and Disability Sector, but as another proverb foretells: 'smooth seas do not make skilled sailors'.

BWNG's in-home aged care services and disability programs have continued to operate efficiently under the one umbrella of 'Ageing and Disability Services' (ADS). The structure of the team has remained fluid and ready to respond to changes within the sector, and demand within the community.

We have been fortunate over the last 12 months to not only retain a core crew of administrative staff and experienced Support Workers, but have also bolstered the team with the recruitment of experienced, well-qualified individuals. This lent crucial stability and continuity to our services in the ever-changing climate of our industry.

A key addition, Ageing and Disability Services Team Leader Corrina Routh was welcomed to the helm of BWNG's ADS team in October 2021. Under her guidance, several technological innovations have improved communications and efficiency, plus new partnerships and programs have been forged.

This includes the investment and implementation of project management application 'Slack', as well as a new Client Management System, which serves as a digital hub in supporting and managing client data, services, rostering and billing.



#### What do our Clients say about us?

“ I've never known such beautiful people. They are just always so polite and ready for a giggle.

I'd like to adopt the lot of them! ”

- Jan, client



Jan with Home Care Package Coordinator, Nicole.

Additionally we have benefited from the return of founding BWNG CEO Georgine Wise, who re-joined the team in the position of Resource Officer in October 2021. Georgine's experience and industry knowledge has complemented the skills of our existing team.

The ongoing impact of COVID-19 has meant regular adjustments to the way in which we deliver our services. We thank both clients and staff for their support, understanding and adaptiveness throughout this turbulent time.

#### Aged Care

In FY2022 BWNG was able to secure extra funding from several government sources, including the Aged Care Support Program Extension Grant. This grant helped providers such as BWNG afford the increased costs of providing services throughout the COVID-19 pandemic, including equipment and resources, extra personal protective equipment (PPE) and coverage of staff absence due to illness. Additionally extra funding allowed us to provide important infection-mitigating support such as case management to clients.

A release of 40,000 extra Home Care Packages (HCP) by the Commonwealth Government in April 2022 ignited an explosion in demand for BWNG's aged care services. As the only Gloucester-based HCP provider, BWNG was the obvious choice for clients who wished to see package dollars used to reinvigorate the local economy. In FY2022 the number of elderly community members receiving care from the organisation through a HCP doubled, compared to FY2021.

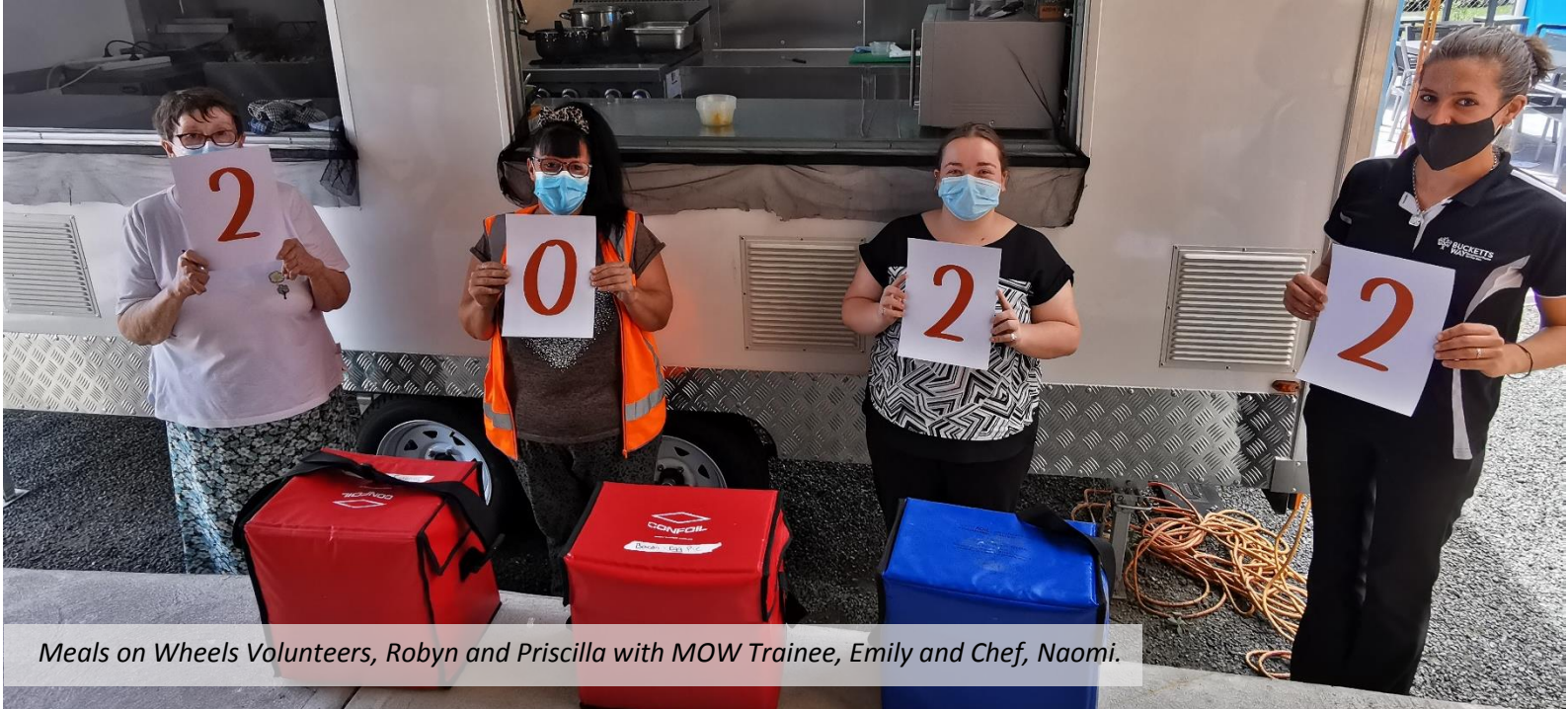
We have continued our existing partnership with Cancer Council NSW to provide the Transport to Treatment program, which helps cancer patients in rural or remote areas reach cancer treatment. Additionally, BWNG has initiated a new partnership with Community Options, which is a Hunter New England Health (HNE) program providing non-clinical support to clients recently discharged from public hospital.

BWNG's oversight of clinical governance has expanded, with Registered Nurse Beck visiting clients in their home to provide assessments. Clinical governance is the process of identifying and managing incidents or risks to the safety of clients in their home. It involves a litany of assessments including falls, continence, skin integrity and cognitive abilities to name a few.

#### What do our Clients say about us?

“ My sincerest thanks for your caring attitude and thoughtfulness over many years. I would especially like to thank the girls who turn up at my door every morning and greet me with a big smile and a warm 'hello'. They make my life so much easier. ”

- Nath, client



*Meals on Wheels Volunteers, Robyn and Priscilla with MOW Trainee, Emily and Chef, Naomi.*

### Meals on Wheels

March 2022 marked 12 months of operation from our custom-built Meals on Wheels kitchen, which was purpose-built to safeguard the service from the uncertainties of operating from a leased food preparation space.

The kitchen’s first year of operation brought many challenges including flooding to clients, storms, blackouts, phone and communications outages and changes to funding structure.

With many of our Volunteer Delivery Drivers aged over 65, the emergence of the extremely contagious Delta variant of COVID-19 in early FY2022 was a cause for concern. To protect our volunteers and clients, the meal delivery was temporarily performed by BWNG employees instead of volunteers.

In spite of these challenges, the service continues to grow, with the number of hot meals provided increasing by over 30% in the last 12 months.

Additionally, the service retained its ‘A’ rating (the highest rating available) in the annual quality audit by the Department of Primary Industries.

## 2021- 2022 Snapshot Meals on Wheels

3,248  
Hot  
Meals



1,666  
Frozen  
Meals



> 900  
Hours spent  
in delivery



### Health Transport

541  
Trips  
to Medical  
Appointments



68,062  
Kilometers  
Driven to medical  
appointments



1,911  
Hours  
Driven by  
Volunteers



### Health Transport

Fewer health transport trips were required this financial year as many medical appointments switched to telephone consultations as a way of avoiding face-to-face contact.

In partnership with Cancer Council NSW we continue to provide the Transport to Treatment (T2T) Program which is a free service for cancer patients with transport barriers. The program has proved vital in helping local cancer patients reach out of area treatment, and in reducing stress to the patient’s family or carers.





*Ian with some feathered visitors.*



*Melinda enjoying an outing in the community.*



*Josh playing the piano.*

## Disability Services

We are now in our sixth year of providing services under the National Disability Insurance Scheme (NDIS) and have maintained participant numbers from last financial year.

We continue to provide a range of supports and services to local NDIS participants, including:

- Assistance with maintaining a home effectively
- Support with food preparation
- Assessing the community in a meaningful way
- Participating in community activities
- Group and centre-based activities
- Maintaining health and wellbeing through using the gym, hydrotherapy pool and community exercise equipment

FY2021 began with many NDIS participants remaining cautious about the spread of COVID-19 and opting out of supports in the community, to reduce the chance of coming into contact with the virus. As advice from the Department of Health around COVID-19 relaxed, participants again ventured out more, enjoying regular one-on-one and group activities with Support Workers, including 'Riding for the Disabled', sailing, and visits to local venues.

Additionally, a 'What's on' flyer was implemented, which highlights local venues and events with the aim of helping participants remain active and engaged in their community.



*Ben celebrating his birthday*

## Human Resources



*Team members Lincoln, Kerri and Natasha*

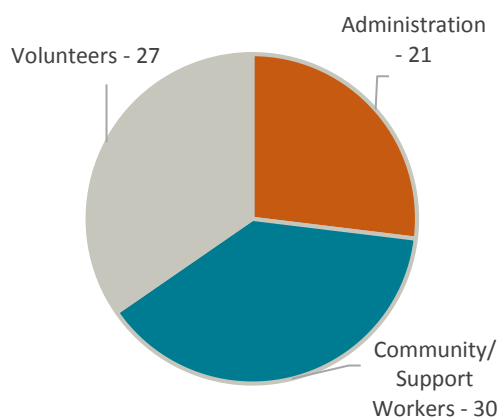
BWNG prides itself on being one of the largest employers in our community. We have a focus on building our own workforce due to the demand of our ageing population and the need to invest in our community.

We currently have 13 trainees in both administration and direct care support work. These trainees receive on-the-job training while also completing their studies, meaning they receive a good balance of formal learning as well as practical, hands-on learning.

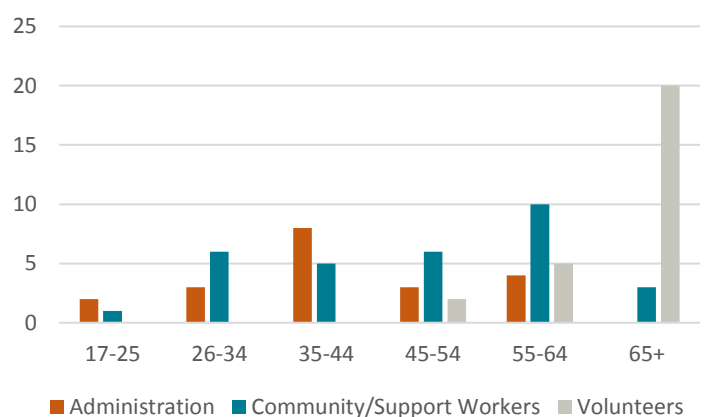
BWNG knows providing direct care to the most vulnerable people in the community is a big responsibility and commitment, which we don't take lightly. That is why our Support Workers are remunerated at an equal level, whether they work in disability services or aged care services, which means aged care Support Workers receive higher than the minimum wage.

With a focus on strengthening our already amazing team with training and education, we look forward to the next year.

### Our team



### Age demographic





“ I enjoy the people I work alongside as well as being able to learn from the industry experience of individuals in a similar role. ”

- Emily

“ The traineeship allows me to have the knowledge to perform in a disability and care environment at a legal and professional capacity and comply with guidelines regarding the work. ”

- Anne Marie ”

## Trainee Case Studies

We interviewed two of our trainees, Meals on Wheels Trainee Emily, and ADS Trainee Anne-Marie. Their answers provide some insight into their experiences as trainees in our industry.

### Name:

Emily Davis

### What is the traineeship you are doing and what does it involve?

I started my traineeship as something new and exciting to add to my skills from Certificate III in Aged Care. Through the traineeship, I'm now completing Certificate IV in Community Services.

### What made you want to work in this industry, and for BWNG?

I was already working within the industry before coming to BWNG and was really enjoying support work, and BWNG is a new opportunity to expand my knowledge further.

### How does your traineeship apply to your role?

My certificate applies to my role in Aged Care and assisting those in need.

### How do you feel this traineeship will benefit your career?

It will allow me to expand my skills and knowledge within the industry. I hope to learn how to navigate new situations and broaden my education.

### Name:

Anne-Marie Green

I'm completing a Certificate III in Individual Support (Disabilities). It involves supporting individuals from the community with disability and caring for them a rostered basis at the Cottage.

Being able to work within the community in a care capacity. I started in Aged Care for BWNG and after an injury, commenced disability work in the Cottage and absolutely loved it. I received a job offer after my injury period was up and I haven't stopped since.

The traineeship provides the knowledge to perform in a disability and care environment at a legal and professional capacity and comply with guidelines regarding the work.

Without the certificate and training, I would just be plotting away and would just be a helper instead of a supportive individual within the person's life.

## Aged Care Employee Day

6<sup>th</sup> August every year is Aged Care Employee Day.

Our Support Workers and clients often form a strong bond as they spend time together.

We gave clients the opportunity to show their appreciation of Support Workers with a card of thanks.

Our card of thanks turned into a wall of thanks, which we proudly displayed in our reception area.



## Granny Square Xmas Trees

BWNG's six granny square Christmas trees were joined by a tree representing some of the youngest members of our community.

The children and educators of Barrington Street Long Preschool & Day Care, and Gloucester Preschool had a lot of fun creating colourful painted handprints which were then joined together to form the leaves of the tree.



Donna with the newest addition to 'The Forrest'

## Investing in Training

BWNG team members were kept up to date with infection control measures with regular training and professional development throughout the year.



BWNG Staff undertake donning and doffing training.

## Celebrating one Year in Meals on wheels Kitchen

BWNG celebrated one year of operations from our custom-built Meals on Wheels kitchen.



BWNG Board members with CEO Anna Burley and MOW Trainee Emily





*Melinda and Elle lay a wreath for Remembrance Day*

## Remembrance Day

For Remembrance Day our NDIS participants created beautiful poppy wreaths with Support Workers as a group craft activity.

Melinda and Elle had the honour of placing this wreath on the Cenotaph at Gloucester Memorial Park as part of our local Remembrance Day ceremony.

*Photograph used with permission from NigeMc Photography.*

## A Close Call for 'The Cottage'

A sudden downpour put our disability support group area affectionately known as 'The Cottage' under threat of inundation from an overflow of a drain on the road.

Luckily our local Emergency Services were on hand to lend us a hand.

Thank you very much for your help, Gloucester SES!



*Friends Elle and Josh with some of the Easter donation.*

## Woolworths Easter Donation

Our 'Cottage' family were over the moon to receive a surprise donation of goodies from Woolworths Gloucester in time for Easter 2022.

The donation was shared between participants who attend our group activity centre known as 'The Cottage'.

We would like to extend a sincere thank you to the team at Woolworths Gloucester for this act of kindness. Your generosity was greatly appreciated by all participants.



## Memorial Garden

On 22 November 2021 BWNG officially opened a memorial garden (situated inside the back yard on the Railway Street side of the building).

The brain child of Community Connector, Nicole, and CEO Anna Burley, the aim was to provide a quiet reflection space in honour of our team members Malcolm, Narelle, Jan and Kylie who have passed away in recent years.

The garden was designed and created by local business, Gloucester Landscaping.



Auditor Jodi Booth (centre) with Meals on Wheels Supervisor Naomi (L) and HR Coordinator Rachel.

## Successful 2<sup>nd</sup> Audit for Kitchen

In December 2021 BWNG's Meals on Wheels kitchen underwent a second audit from the Department of Primary Industries, maintaining the A rating (the highest rating available!)

Congratulations to all of the team for your efforts toward maintaining our excellent standing.



Volunteer, Faye

## Volunteer Week 2021

BWNG marked National Volunteer Week 2021 by recognising each of our volunteers with a 2021 certificate of appreciation.

Our amazing volunteers give some of their time each week to deliver Meals on Wheels as well as helping members of our community to reach medical appointments, or to stay active in the community.

Volunteers, we appreciate your dedication and selflessness!



Volunteer, Ian





Christmas 2021: Chelsea, Leanne, Anna, Katrina, Christine, Corrina, Rhonda, Rachel, Julie, Kylie, Kathleen, Nicole, Miranda, Jessica, Amber & Naomi



School-Based Trainees Chloe and Brooke.  
Not pictured: Sharla.

## Local Students Complete Traineeships

In early 2022 Chloe, Sharla and Brooke completed their traineeships with BWNG through the School-Based Traineeship & Apprenticeship (SBAT) Program – a NSW Government initiative that allows HSC students to get a head start on their careers by commencing a traineeship or apprenticeship while still at school.

As well as undertaking theory modules as part of their HSC studies participating students spend one school day per week gaining hands-on experience in the workplace, and are overseen by a Registered Training Organisation.

We wish all three students the very best for their future.

## Jess Spreads her Wings

A bitter-sweet highlight of the year, office all-rounder, Jess Anniwell, moved on from BWNG to a role with MidCoast Council.

Jess first joined our team whilst studying for the Higher School Certificate through the School-Based Apprenticeship and Traineeship (SBAT) program, accepting ongoing employment with BWNG upon graduating from year twelve.

During her time with us, Jess studied extensively, completing qualifications in human resources, business administration, social services and training & assessment. Additionally she participated in the RYLA (Rotary Youth Leadership Awards) Program.

Over the five years that she spent with us it was an honour to watch Jess grow and learn, as she evolved into the mature capable woman that she is today.

Jess has great potential and we are sure she will achieve great things.



Jess Anniwell

## Donations and Grants



*Woolworths Gloucester Manager Glenn with BWNG Community Connections Officer Amber.*

BWNG relies on support from the community to deliver many of our programmes and services. This financial year BWNG received almost \$35,000 in donations from local organisations, businesses and individuals.

As well as aiding in the provision of our programs and services this support helped us to reinvest over \$2 million in wages back into the local economy. Additionally, we have sourced our supplies and services from local businesses wherever possible, including tradespeople, retailers and producers, ensuring these donations and funding grants stayed within our community.

Our donors and supporters include:

- MidCoast Council
- IGA Gloucester
- 3 Blind Mice Café
- Gloucester Community Shop
- Lewis Communications (Australia)
- CWA Gloucester – Day Branch
- Lorraine Johnson
- Harwell Lifts
- Community Underwriting
- Gloucester High School

We would like to extend a special thank you to our local Woolworths, who have donated almost \$30,000 worth of food this financial year to the Community Pantry, which has had the added benefit of diverting short-dated food away from landfill.

Additionally, we thank Lovely's IGA Gloucester for their ongoing support through the IGA Rewards Program, and for hosting our donations tins at their checkouts.

BWNG also received many thoughtful donations of items such as fresh fruit and vegetables, quilts, Christmas pantry items and services for which we are very grateful.

In addition to the donations we received from the community, BWNG successfully applied for several funding grants this year to aid the delivery of our programmes. These grants included \$122,309 from the Department of Infrastructure toward the Gathang Revitalisation Indigenous Language programme, \$94,000 from the Department of Communities and Justice Social Sector Transformation Fund, plus \$3,000 from the Community Underwriters toward the Meals on Wheels Sustainability Project.



# Finance Report



*Kerry Davis Marsh  
Corporate Services Team Leader*

It is with pleasure we report a sound financial result and improvement to the position for Bucketts Way Neighbourhood Group Inc. during the year 2021-2022. This result and the continued growth will aid in the implementation of the Board's strategic objectives and contribute to providing quality services to the community.

The past year has seen a turnover within the finance team, with two senior members leaving, and one resilient member left holding the fort. We thank Rhonda Schiffmann for her continued efforts in the smooth running of the department.

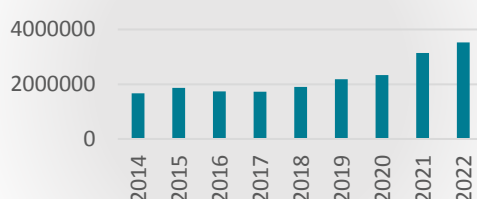
During the year, we have seen a significant growth in the Home Care Package Program with the total of Home Care Packages doubling in numbers.

While we have seen growth in areas, there have been many financial challenges faced with increased costs associated with wages and transport with only a nominal indexation increase in government funding. There are also the additional unplanned costs associated with managing the challenges of COVID-19.

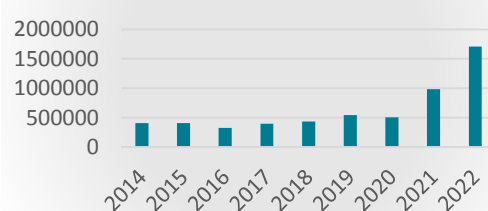
The total expenditure of \$2.7 M for the organisation, 84% of this is for salaries and wage related expenses amounting to \$2.3 M, going back into the local community.

This year we welcomed Kerry Davis-Marsh to the position of Corporate Services Team Leader. Kerry recently relocated from the Central Coast, NSW where she worked as the Senior Finance Officer for a large community-owned Not-for-Profit aged care organisation. We look forward to working with Kerry to streamline processes, and enhance the finance department's systems and financial reporting to the Board.

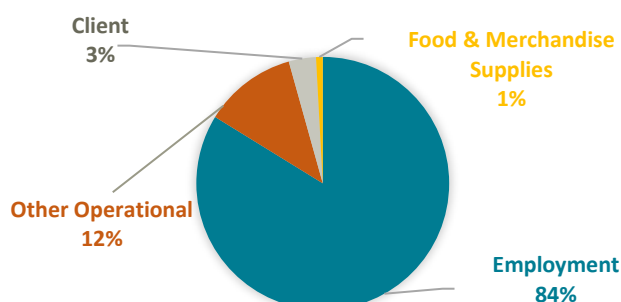
**Revenue \$**



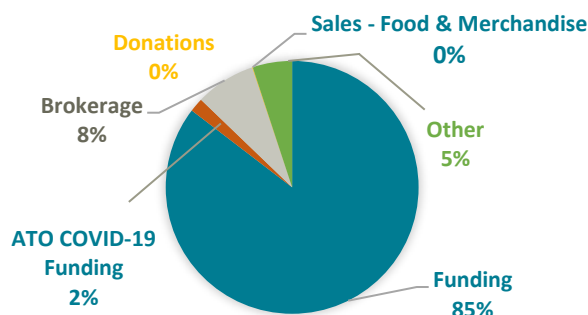
**Net Assets \$**



**2022 Expenditure %**



**2022 Revenue %**



# Safety Net & Community Connections Report



*Getting the next generation involved.*



*Indigenous weaving workshop.*



*Gathang Revitalisation Workshop.*

## Community Connections Programme

Our Connection Program is designed to work with the community to link people with services, provide support and facilitate referrals. In the last 12 months our funding body, the Department of Communities and Justice (DCJ), has changed funding focus under the Targeted Early Intervention (TEI) reform to emphasise groups including Aboriginal children, families and communities, 0-5 year olds, children and young people at risk of disengaging and young parents experiencing hardships. We are focused on Community Strengthening – activities that build cohesion, inclusion and wellbeing across all communities, and empower the Aboriginal community.

Areas we have been working this year include local NAIDOC events, weaving workshops where a beautiful community piece has been created, liaising with other community organisations and picking up food donations from Woolworths to distribute to the community including the drop-off at the pre-school for local families.

This year we have also strengthened our connections with Aboriginal Affairs NSW and other Indigenous organisations. Through this collaboration we have provided pantry, fresh fruit and vegetables plus personal hygiene hampers to the community including families in need during COVID-19 lockdowns, or to those that have been affected from COVID-19. Over 200 hampers were distributed in the last eight months of FY2022.

At BWNG we also offer outreach services through Legal Aid NSW and financial counselling through Mid North Coast Financial Counselling. See more details on these services on page 23.

Homelessness has been a major area of concern for Gloucester (and most surrounding communities) this year, and we have a rise in the number of community members seeking advice/referrals and assistance due to homelessness. This impact is concerning with no quick fix.

## Gathang Revitalisation

This year BWNG excitedly commenced our Gathang Revitalisation Project. This project has enabled members of our local Aboriginal community to participate in workshops to learn Gathang, the Aboriginal language in our area - Worimi and Biripi country.

Working with Worimi/Biripi knowledge holder Benn Saunders and funded through the Indigenous Languages and Arts Program (ILA), the Gathang Revitalisation project is



*Donated fruit and veg hampers.*

held Wednesday and Saturday fortnightly and has been a huge success.

### **Safety Net Programme**

We provide a safety net to members of our community who are doing it tough, through help with bills, food, information and advice, and referrals to other community organisations and services.

This year our Safety Net Hub has assisted the community with over \$100,000 in financial aid, conducted over 300 appointments and provided 150 referrals to other services.

We have introduced a large change to the program this year, in that we now assist clients with an online grocery shop in lieu of gift cards. The benefits include helping clients shop on a budget, nutrition tips and meal planning advice. Commentary received from our clients is showing this to be a positive change.

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

Other supports available through the Safety Net programme include:

- Energy Accounts Payment Assistance (EAPA) Scheme (NSW Government scheme) provides energy vouchers to eligible residential energy customers experiencing a short-term financial crisis or emergency, such as unexpected medical bills, or reduced income due to COVID-19, that leaves you unable to pay your current residential energy bill.
- Telstra Bill Assistance Program (TBAP) helping Telstra customers who are experiencing a financial crisis and are unable to pay their Telstra bill. This year Telstra decided to cease TBAP, with only vouchers left on hand being used to be assist clients.
- BWNG's 'food pantry' is available to everyone in the community from 9am - 4pm Monday to Friday, and is based at our office, at 88 King Street Gloucester NSW 2422. The food pantry provides food to the community, at no cost. We are grateful to the local businesses, organisations and members of the community that donate to our pantry. A special thankyou to our local Woolworths, who have donated a significant amount of food this financial year. Along with thanks to all our other providers who donate to the pantry, from fruit to pumpkins.

*Amber delivering Food Bank hampers*

*Donated bread in the community pantry.*

## Financial Counselling and Legal Aid



*Steven McWilliams, Financial Counsellor*

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

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

This service also offers assistance with:

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

The 2021-2022 Financial year has again proved challenging for the Gloucester Community. Eighty percent of new clients obtain their income via Centrelink, the result of which appears to be a constant struggle to meet their financial commitments. This situation is being exacerbated by increasing costs of living.

### **Key Financial Counselling Issues for 2021-2022.**

Twenty five percent of new clients have issues relating to mental health which appear to be worsening in line with the rising cost of electricity, rent and groceries.

Thirty three percent of new clients presented with issues relating to rental / mortgage arrears.

As with previous reporting periods, individuals in financial hardship are accessing their Superannuation on Financial hardship grounds to offset the increases in the costs of living. This has applied to five new clients during this reporting period.

Four new clients who presented to this service identify as Indigenous.

Financial Counselling is available every second Wednesday at BWNG.

**The Legal Advice Clinic** assisted 31 people in the last financial year. Most of those (18) for family law matters, nine for civil matters and the remainder for criminal law issues.

“ 25% of new clients have issues relating to mental health, which appears to be worsening in line with the rising cost of electricity, rent and groceries. ”



## Work Health and Safety / Quality Assurance



*Tamara Perry, WHS/ QA Officer*

### Work Health and Safety

BWNG are committed to the health, safety and welfare of our workers and others who may be affected by our work. This involves complying with Work, Health and Safety (WHS) legislation and regulations, demonstrating due diligence and implementing WHS practices.

The WHS committee meet on a monthly basis to discuss items relating to all WHS aspects of BWNG. The committee is currently made of ten staff members.

### Quality Assurance

As BWNG needs to comply with various legislation and standards as set out by funding bodies, one way to achieve this compliance is Quality Assurance (QA). This is the addressing of policies, attitudes, actions and procedures necessary to ensure that quality is maintained or enhanced, and concerns are appropriately managed within the organisation to ensure good client supports.

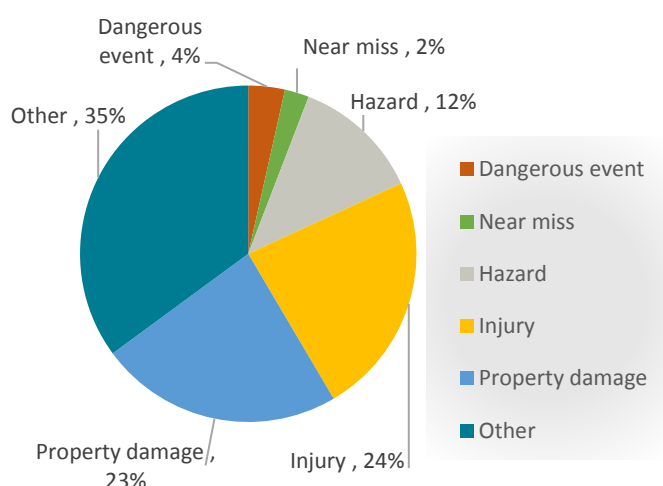
During the 2021/2022 year, a total of 36 improvements were submitted. A large proportion of the forms submitted focused on routine improvement.

Figure 2 shows the breakdown of the 2021/2022 improvements submitted.

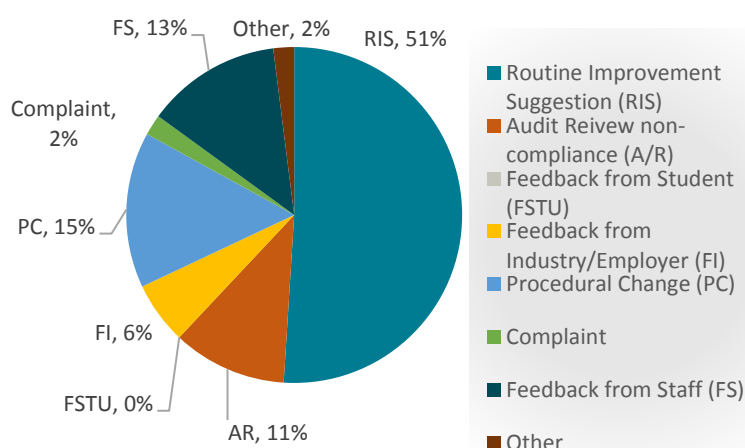
BWNG has invested in an online learning management system called 'Etrainu', an online training platform created in partnership with peak body National Disability Service. Etrainu provides training across ageing and disability services, and ensures we stay current with best practice in the industry to help support and grow the skills of our amazing workforce.

“Quality Assurance (QA) is the addressing of policies, attitudes, actions and procedures necessary to ensure that quality is maintained or enhanced, and concerns are appropriately managed within the organisation.”

**Figure 1: FY2022 Incident Notification Submissions**



**Figure 2: FY2022 Continuous Improvement Submissions**



## BWNG's Pandemic Response



*Domestic Support Worker Leanne during the mask mandate*

As a provider of essential services to some of the community's most vulnerable, BWNG continues to follow the most up-to-date advice from the Department of Health in keeping our team, our clients and our community safe.

This year, we continue to weave our way through the world of COVID-19 with Rachel Zimmerman, Human Resources Coordinator in the role of Pandemic Officer. Having a team member dedicated to the response helps BWNG to stay abreast of the complex and rapidly-changing situation, as well as following reliable advice.

BWNG continues to adapt to changes, such as the introduction of mandatory approved COVID-19 vaccinations and Rapid Antigen Testing. We introduced twice-weekly testing to ensure we reduce the risk to the most vulnerable people in the community to whom we provide services.

We continue to use Personal Protective Equipment (PPE) and regular hygiene practices, client screening, social distancing where possible, and remain vigilant when presented with cold and flu-like symptoms. We continue to release regular newsletters to staff, volunteers and clients with the aim of informing and educating, as well as providing open communication.

As the world attempts to reopen and bring back some normality, we have reintroduced some supports and services for our clients, with the aim of opening more in the near future. As always, we will ensure the safety of our staff, clients and community are at the forefront and we thank everyone involved for their continued hard work and dedication.



## Habitat Support & Erosion Control at Minimbah Gardens



FY2022 saw the completion of the 'Habitat Support and Erosion Control at Minimbah Gardens' project, which was undertaken in 2020 by Gloucester NSW Environment Group (GEG) in partnership with BWNG.

Situated on the bank of Gloucester River within Gloucester District Park, Minimbah is a garden and natural learning space developed in 2003 to help promote a better understanding of the Aboriginal history and culture of our area.

As well as showcasing plants that are indigenous to the Gloucester region, Minimbah features carvings by Worimi artist Glenn Jonas, walking tracks, seating and informative signage.

Time and nature take their toll on all things exposed to the elements. By 2020 Minimbah was in desperate need of a facelift. Additionally, a once-in-a-century flood in March 2021 caused devastation - uprooting decades-old trees, eroding soil and damaging landscaping.

BWNG successfully applied for a \$20,000 federal grant from the Department of Industry, Science, Energy and Resources through the Communities Environment Program.

With the condition that much of the work was to be undertaken by volunteers the physical elements of the project were spearheaded by Gloucester Environmental Group (GEG) who appointed a sub-committee (including members of the local Aboriginal community) to coordinate the work.

Community gatherings for purposes such as the Indigenous Women's Weaving Workshops, memorial ceremonies and the Gathang Revitalisation Project have enjoyed the space as a venue since its' renewal.

We extend our thanks to all who worked with GEG to bring Minimbah back to life, and invite all community members to take a wander along the re-built walking trails in order to appreciate the accomplishments of this project.

A huge cheer to the Gloucester Parks and Garden crew of Mid Coast Council for the ongoing care of this area.





Photograph entitled 'Weaving' of the woven artwork 'Galbaanbiyn Ngarraliyn Wakulda' – Women Learning Together. This artwork was created by indigenous and non-indigenous women who came together for indigenous weaving workshops.



**BUCKETTS  
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