



BUCKETTS WAY Neighbourhood Group Inc.

February 2026 Newsletter



Project Coordinators Amber Galvin (BWNG) and Erin Lute (RIEP) with Mike D'Angelis and Michael Wisely of GHS.

PROJECT RECOGNISED IN LOCAL AUSTRALIA DAY HONOURS

The *Community Café - Cuppa and Chat* project was recognised with the 2026 Project of the Year award at this year's local Australia Day celebrations.

A joint project between BWNG, Gloucester High School (GHS) and the Regional Industry Education Program (RIEP), the project centres around fortnightly morning teas.

Each term, local seniors are invited to attend the morning tea, giving students practice in the preparation and service of food and drinks.

In 2025 sixteen students participated in the project. As well as giving students a taste of the hospitality industry, it's also been a valuable intergenerational experience, and has fostered familiarity and empathy between seniors and young people of our community.

If you're interested in attending community events like this but need a little extra support (whether it's assistance with transport or having someone there to help you enjoy the event safely and comfortably) please speak with your Care Partner. We may be able to assist.

FENCED DOG PARK ANNOUNCED FOR GLOUCESTER

MidCoast Council recently announced Gloucester is getting a new fenced off-leash dog park for local dogs to play, explore and burn off energy.

Covering around 2,300m², the park will feature two separate zones for large and small dogs, along with water stations, agility equipment, and shade trees. The new facility will sit within the existing off-leash area at Gloucester District Park.

This is an exciting development, especially for pet owners who find it challenging to give their dogs the exercise they need. If you're interested in having someone support you to use local facilities like this, please express your interest to our team.

EXPLAINER: THE STATEMENT OF RIGHTS

Our aged care system has entered a new era. Under the Aged Care Act 2024 older Australians are empowered individuals with legally recognised rights.

The *Statement of Rights* is a legislated set of entitlements for anyone accessing government-funded aged care services. It replaces the old *Charter of Aged Care Rights* and embeds these protections in law. This means providers must act in ways that are compatible with these rights, and older people have clear pathways to raise concerns if those rights are not upheld.

For older Australians, this is more than a legal document. It means your voice matters in care planning. You can choose who supports you in decision-making, and you have the right to speak up if something feels wrong.

To read the *Statement of Rights* please scan this QR code to visit the Department of Health, Disability and Ageing website.



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SUPPORT FOR DOMESTIC, FAMILY OR SEXUAL VIOLENCE

A Domestic, Family and Sexual Violence Case Worker has appointments available at BWNG on a regular basis through the Baayali program.

An initiative of Great Lakes Women's shelter, Baayali is a free and confidential service which supports people who are experiencing violence or abuse at home, with compassion, patience and care.

If home doesn't feel safe anymore you might feel frightened, exhausted, or unsure how much longer you can stay in the situation.

You may find yourself asking:

- Where can I go?
- Will I be safe?
- How will I get money?
- What can I take with me?
- Can I take my car if it's not in my name?
- What if I'm locked out or cut off from our bank accounts?
- Who do I call?
- What if no one listens or believes me?

To contact Case Worker, Nicole, phone 0473 186 076 or email baayali@glws.org.au



Caroline Blamires

CAROLINE STEPS INTO A NEW ROLE

We are pleased to congratulate (and thank!) Caroline Blamires on undertaking a new responsibility as BWNG's Nurse Coordinator.

Many of you will already know Caroline through her work as both a Support Worker and Registered Nurse, where her warm, approachable personality and genuine care for participants have made her a valued member of our team.

While Caroline will continue providing direct nursing care to participants, she will now also lead and support our nursing team, working

closely with the rest of our aged care department to ensure high-quality, consistent and person-centred care for our participants.

Please join us in congratulating Caroline on this well-deserved next step in her career.

MARKING ANNIVERSARIES WITH BWNG

Several team members have recently reached or will soon reach notable anniversaries with BWNG.

At the end of last year Support Workers Lyndell, Caroline M. and Jacqui reached their twelve, ninth and sixth employment anniversaries respectively. Finance Administrator Rhonda also marked eight years with BWNG.

In March, Senior Support Coordinator Kylie Galvin will clock up nine years with us, and Care Partner Christine Kellner will mark five years in the team.

During their time with us these team members have adjusted to many changes in our industry and helped the organisation meet unprecedented challenges, including the COVID-19 pandemic and the transition to Support At Home.

We thank Lyndell, Caroline, Jacqui, Rhonda, Kylie and Christine for their dedication to serving our community, and for growing and evolving with the organisation.



Christine



Caroline



Kylie



Jacqui



Rhonda



Lyndell



COMMUNITY CARE IN ACTION

We would like to extend a long-overdue thank you to Bill Ninness. Every few weeks for quite some time now, Bill has purchased and donated food to the Community Pantry.

Shopping the specials, he focuses on shelf-stable pantry staples like cereals, long-life milk and canned goods. The sort of items that go a long way if you're having trouble putting food on the table.

Without fuss and without wanting any gratitude, he pops in, arranges his contributions on the shelves, says g'day to the team and vanishes again.

His motivation? He doesn't like to see anyone go hungry. If true kindness is doing good simply because it needs doing, here it is. Thank you Bill.



RIDING FOR THE DISABLED

Our Cottage participants will soon be enjoying Riding for the Disabled (RDA) at Stroud Show Ground again as the activity recommences for the term.

A very popular outing among the group, RDA supports emotional well-being, encourages social connections and builds confidence.

FREE FINANCIAL COUNSELLING

A financial counselling service is available at BWNG fortnightly with Steven of Kempsey Neighbourhood Centre. This FREE, independent service provide practical support during times of financial stress.

Financial counselling can be a lifeline for older Australians, especially those living on the Age Pension or a fixed income where every dollar counts.

If you're experiencing financial stress a Financial Counsellor can help negotiate with creditors on your behalf, access government supports, help avoid scams or financial abuse and manage budgets.

For appointments contact Steven directly
Ph: 0448 676 091



PWDA - DISABILITY RIGHTS ADVOCACY ORGANISATION

People With Disability Australia (PWDA) is Australia's national peak disability rights and advocacy organisation. It is led by and for people with disability.

PWDA offers practical support and advocacy to help people with disability navigate challenges in day-to-day life, including issues related to housing, discrimination, safety, access to services like the NDIS, and interactions with systems and service providers.

Their trained advocates work with clients one-on-one, providing information, referrals and support to resolve problems — such as attending meetings, writing letters or helping lodge complaints — while empowering people to speak up for themselves. These advocacy services are free and confidential.

People with disability can contact PWDA by

- Phone: 1800 422015
- Email: pwd@pwd.org.au
- Website: pwd.org.au/contact-us





'CLIENTS' TO 'PARTICIPANTS' – CHANGES IN TERMINOLOGY

With the switch to *Support at Home* you may have noticed a few changes in terminology.

The people we support are now referred to as **participants** rather than clients.

While this may seem like a small language change, it reflects a bigger shift in focus.

The term *participant* recognises the active role you play in your own care, choices, and goals. It highlights partnership, respect, and shared decision-making, rather than a one-way service relationship.

Additionally, the role previously known as *Case Manager* is now referred to as a **Care Partner**.

This shift in language aligns with the broader philosophy of the *Support at Home* program, which focuses on independence, choice and dignity.

By reframing the role as a partnership, the program emphasises shared decision-making and a more respectful, empowering model of care.

LUNG CANCER SCREENING

Are you eligible for a free lung screen? The *Lung Cancer Screening program* is a free scan that can help find up to 70% of lung cancers earlier, when it's easier to treat.

Lung cancer is the fifth most-prevalent cancer in Australia. Around 15,000 Australians are diagnosed with lung cancer each year. It is also the leading cause of cancer deaths.



You may be eligible for the *Lung Cancer Screening program* if you:

- are between 50 and 70 years of age
- smoke tobacco cigarettes, or have quit within the last 10 years
- have no symptoms that suggest lung cancer
- have a history of tobacco cigarette smoking of at least 30 pack years (e.g. 30 years of one pack a day, or 15 years of two packs a day)

If you think you might be eligible, you will need to speak to a doctor or healthcare provider to talk about your smoking history, eligibility and receive a program-specific request form.

For more information on the program scan this QR code to visit the website www.lungcancerscreen.org.au



MAKING A COMPLAINT ABOUT YOUR SERVICES

At BWNG, we are committed to providing safe, respectful and high-quality care. If something isn't right, you have the right to speak up and to be treated with dignity and respect. You also have the right to have someone such as a family member or friend support you through the process. Making a complaint will not affect your services with BWNG negatively.

Many concerns can be resolved quickly by speaking with your BWNG Care Partner. We will listen carefully and work with you to resolve the issue as quickly as possible and can take the issue to a team leader if needed.

All complaints are taken seriously and handled confidentially.

If you are not comfortable raising the issue with us, or you are unhappy with the outcome, you can contact the independent government body:

The Aged Care Quality and Safety Commission

Phone: 1800 951 822

Website: agedcarequality.gov.au

Advocacy Support

You can also get free help from an aged care advocacy service. Advocacy services are free and independent. They can help you understand your rights, speak on your behalf or assist you in making a complaint. One option is:

Older Persons Advocacy Network

Phone: 1800 700 600

Website: opan.org.au

