



BUCKETTS WAY

Neighbourhood
Group Inc.

January 2025 Newsletter



WELCOME TO OUR FIRST NEWSLETTER OF 2025

As we step into 2025, we are grateful for the opportunities ahead. The past year brought many achievements, milestones, and moments of connection that strengthened our community. Thank you for your support throughout.



Meals on Wheels Chef Naomi with Volunteers Vicki Harris, Marjory Moore, Cheryl Tull and Jenny Stevens.

WELCOME NEW TEAM MEMBERS

We've welcomed some new faces to our administration team over the last few months. Please say hello to Tegan, Shannon, Chelsea and Naomi.

- Shannon and Naomi have joined our Finance team and are assisting Rhonda and Kerry in the mammoth task of accounting for an organisation such as BWNG
- Chelsea has undertaken a Human Resources and Board Secretariat role, where she supports our employees in their training and compliance, and provides administrative support to our Board of Management.
- Nursing Student Tegan will be assisting BWNG's nursing team in conducting client health assessments.

We're pleased to welcome our newest colleagues aboard and are sure their skills and energy will be a great addition to our team.



Tegan Hinshelwood, Shannon Standen, Chelsea Oldfield and Naomi Web.

AGED CARE CONSUMER ADVISORY COMMITTEE

Our Consumer Advisory Committee held their first meeting in November last year. The committee will provide a vital role in enhancing our service by providing advice and feedback from clients directly to BWNG's Board of Management.

BWNG welcomes the opportunity of working together to make a positive impact on the lives of our clients.

If you are a current BWNG client, or a representative, family member or carer of a current BWNG client, you can express your interest in join our Consumer Advisory Committee at any time by phoning our office Ph: 6558 2454.

We welcome people from all backgrounds and believe that diverse experiences and perspectives are vital in shaping a quality service.

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WHAT'S NEW WITH IPTAAS?

The Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS) has changed to make it easier and cheaper for patients from rural areas to claim money back for travel to out-of-area medical services.

IPTAAS is a NSW Government scheme which acknowledges the challenges faced by patients in rural areas and provides financial assistance towards travel and accommodation costs. The scheme is available for people who need to travel more than 100km one way or 200km within a week for specialised medical treatment that is not available locally.

As of December 2024, patients no longer need a GP's signature to make a claim through the scheme. Additionally, online claiming has been simplified.

To find out more about the recent changes or how to make an IPTAAS claim call 1800 478 227.

You can also collect printed IPTAAS forms from the reception desk at BWNG.

PROVIDING A SAFE WORKPLACE FOR SUPPORT WORKERS

Under work health and safety law, a home can be a workplace. The law defines a workplace as any place where a worker goes to do their work for a business or undertaking.

As a participant in the National Disability Insurance Scheme or person with My Aged Care Packages you may not be aware that your home is a workplace under work health and safety law.

Each home is unique and will have different risks and hazards. For example, hazards in a home could be a pet, household clutter, mobility aids, or equipment or perhaps family and friends who may be visiting.

Work health and safety law says that the person conducting an undertaking, which in this case is you as the person receiving care, must try and remove hazards like these from the workplace. If you can't, you must take reasonable steps to minimise the risk of injury and manage that risk on an ongoing basis.

Risk management is not something you do once. You must consider the risks in your workplace (home) every day as environments such as people's homes are constantly changing.

A Home Safety Risk Assessment should be completed at the commencement of your service with us, if things change, and at least once a year after this. The aim of the risk assessment is to protect both you and the person providing care.

Working in homes can have hidden dangers from the tasks themselves or the home environment. This risk assessment helps us spot these potential dangers and take steps to fix them.

CLINICAL FOCUS: CONTINENCE

As part of our organisation's duty of care to, and dedication to improving clinical care for our clients, our nursing team regularly undertake clinical assessments and reviews to ensure that our clients are receiving services in line with their individually assessed needs.

The assessment process enables healthcare professionals to identify current and potential health issues, establish baseline data, and monitor changes in a patient's condition over time.

By conducting thorough and accurate assessments, nurses can ensure timely interventions, promote patient safety, and contribute to improved health outcomes.

A study was conducted in Australia in 2018 by the Brightwater Care Group, which aimed to enhance independence and reduce care costs for individuals with acquired brain injury, with a particular emphasis on continence management.

The research findings indicated that effective management of continence-related issues through comprehensive assessment, individualised management plans, and the utilisation of assistive devices reduces the necessity for staff intervention and associated costs, while improving functional independence, well-being, and dignity of individuals with brain injury.

Bucketts Way has adapted the assessment tools employed in this research project for application with elderly clients to assist them in managing incontinence within the home and community settings while maintaining their dignity and quality of life.



COTTAGE RE-PAINTING COMPLETE

BWNG's group activity centre known as '*The Cottage*' is looking refreshed after recently being repainted.

We thank our regular Cottage clients and carers for their patience while this work was undertaken.

FORTNIGHTLY LEGAL AID CLINIC

Gloucester's free legal advice clinic has commenced for 2025.

The clinic operates on the first and third Monday of each month and is facilitated by practicing solicitors Eddie Roux of Legal Sphere Taree, and Kayla Curtis of Umbrella Legal, Cardiff.

Legal Aid can help with all Family, Civil and Criminal Law issues.

If you have a legal issue you need help with, please call our team to book an appointment Ph: 6558 2454.



Corey Everett, Xander Galvin, Jaxon Galvin, Emily Clarke, Jade Everett & Nulla Clarke.

A VISIT TO CHRIST CHURCH CATHEDRAL

NDIS participant Melinda recently enjoyed a visit to majestic Christ Church Cathedral in Newcastle.

Melinda loves visiting churches and dreams of one day singing in a church choir.

With the help of her Support Worker, Kate, Melinda admired the Gothic Revival architecture and explored the beautiful grounds on which the church is situated.

GATHANG LANGUAGE WRAP-UP

2024 saw the conclusion of our Gathang language workshops, a significant chapter in the revitalisation of the Gathang language in the Gloucester area.

Gathang is the traditional language of the Worimi, Biripi, and Gringai people, and we are incredibly proud to have played a role in preserving and strengthening this vital cultural heritage.

To celebrate three years of dedicated learning, participants came together for a special dinner. Younger attendees were acknowledged for their commitment to the Gathang language with certificates and footballs, symbolising their dedication and the bright future of the language in their hands.

Over the course of these workshops, participants have reported significant growth—not only in their language skills but also in their understanding of Gathang culture and their connection to community.





SUPPORT AT HOME: THE COMING AGED CARE REFORMS

Changes are coming to Australia's Aged Care system. These reforms, implemented by the Department of Health and Aged Care, are in response to the Royal Commission into Aged Care Quality and Safety as well as feedback from older people, service providers, aged care workers and other stakeholders.

A new aged care program called Support at Home is scheduled to replace the current in-home aged care programs:

- Home Care Packages (HCP) – from 1 July 2025
- Short Term Restorative Care (STRC) Programme – from 1 July 2025
- Commonwealth Home Support Programme (CHSP) – after 1 July 2027

Support at Home has been created to provide a simpler, fairer system to help more older people access the support they need to help them to stay at home for longer before needing to move into residential aged care.

We understand that this change may seem a little daunting. Over the next few months, we will include a section in each BWNG newsletter to help you and your loved ones understand what the new program mean for them. We will cover topics such as:

- The new streamlined single-assessment pathway
- What to do if you think you need more support
- Understanding the eight levels of Support at Home
- Short-term supports such as Restorative Care and End-of-Life pathways
- The Assistive Technology and Home Modifications (AT-HM) Scheme
- Defined service list
- Care management
- Participant contributions

If you have any specific topics, you would like us to cover, please let your case worker know. We will try to include your suggestions.

Please rest assured that current HCP recipients, and those who have been approved for an HCP will not have to be reassessed. They will be allocated a budget that aligns to their current HCP level. If their needs increase in future, they would then be reassessed into a new *Support at Home* classification with a higher budget.

We've been around long enough to know that change is inevitable, especially in dealing with Government agencies. But rest assured, as we navigate these changes together, our commitment to providing you with quality services remains unwavering. Our experienced team is here to ensure that no matter what the future holds, you'll continue to receive the highest level of care and support.

More information is available through the Department of Health and Aged Care website: www.health.gov.au/our-work/support-at-home/features (or scan this QR code with your phone).

