Bucketts Way Neighbourhood Group
Energy Efficiency upgrade /retrofit

This activity received funding from the Australian Government
Bucketts Way Neighbourhood Group energy efficiency upgrade/retrofit

- BWNG Vision, Mission and Values   Page 3
- Executive summary   Page 4
- Project energy efficiency activities   Page 7
- Outcomes and benefits of project   Page 10
- Project operation, mechanism & processes   Page 14
- Extract operations manager report   Page 16
- Home and community care services   Page 18
- Food services   Page 19
- Disability services   Page 20
- Respite services   Page 23
- Transition to work   Page 24
- Neighbourhood centre   Page 25
- Training services   Page 29
- Finance   Page 32
- Declaration   Page 33
- Annexure one – Communication & Media
- Annexure two – Audit Report
Introduction

Buckett’s Way Neighbourhood Group Incorporated (BWNG) is a not-for-profit, incorporated community organisation formed in 1989 to provide a variety of community services to people in the locality of Gloucester Local Government area and the area known as the Buckett’s Way Strip.

BWNG is governed by a volunteer Management Committee, which is voted in at the AGM by the members of the organisation. BWNG is managed by a Chief Executive Officer.

BWNG delivers many different services, which have varied sources of funding from the Federal and State Governments. Our programs include Disability Services; Home and Community Care services; personal support services (Neighbourhood Centre), a Centrelink access point and training services.

BWNG employs coordinators and staff and maintains a pool of volunteers to deliver these services, programs and projects.

Our Vision

Connecting our Community

Our mission

- To provide a quality service to clients of the Gloucester community in the areas of aged care, disability, transport and youth, while being culturally aware.
- To provide services to assist people to live in their own homes and community.
- To bring individuals together in friendship, enjoyment and companionship.
- To assist individuals in a supportive and nurturing way to enjoy a wider range of life experiences.
- To provide opportunities for people and families to operate more fully in society.
- To work together to empower members of the community in a supportive and professional manner.
- To provide local training opportunities for individuals and businesses.

Our Values

- Respect and Confidentiality
- Commitment
- Independence
- Integrity and Accountability
- Equity
- Innovation
Executive Summary

Bucketts Way Neighbourhood Group Inc. has been the primary community service organisation within the Gloucester Local Government area for 25 years. The organisation has grown significantly over that time and services were operating out of four locations. It was warranted that provision be made to have all Bucketts Way Neighbourhood Group (BWNG) programs reside under the one roof to allow better coordination and community connectedness.

BWNG currently manages 15 program strands and also houses up to ten visiting community services as well as accredited and non accredited training for the Gloucester LGA. The census and demographic mix for BWNG target area shows that there is a 10% higher than NSW average of older persons, 5% higher than state average of indigenous people and 5% higher of people with a disability living within the area. Compounding this the SEIFA index for Gloucester LGA is 65 which indicates a disadvantaged locality.

The opportunity to purchase a warehouse, 88 King Street, arose that suited present needs and have scope to accommodate service into the future. This premises needed to be large to house all programs and further situate the many staff and volunteers of the organisation.

88 King Street was erected approximately 70 years ago and is a combination of brick and timber construction. Roofing is corrugated iron and the ceiling was uninsulated. The building is joined to an existing residence. The total area is approximately 800m².

Whilst undertaking the planning phases for the upgrade and refurbishment of this warehouse, the need to upgrade and retrofit the premise to optimise energy efficiency was also noted. It was obvious the large space and old construction methods of the building was going to, without modification, expend a large portion of a very limited operating budget if not addressed. The successful application to the Community Energy Efficiency Program assisted BWNG in this process.
Executive Summary (cont’d)

The ongoing purchase and installation of air conditioning, ceiling fans, solar hot water, ceiling installation, seal and repair to building fabric, treatment to western windows, four skylights and freezer room were tangible and gleaned comments and benefits for visitors, staff and volunteers. The energy monitoring system, project signage, workshops and website upgrade provided the ongoing conversations that enact change within the wider community.

A significant success of this upgrade to the 88 King Street building was the ability to showcase the economic and social benefits. The anticipated savings and to have all services in the one location is revealing benefits for each program that BWNG deliver.

Outlined as one of the key benefits from the CEEP program has been the installation of the one freezer room. Previously BWNG was running six freezers to accommodate its food service—also referred to as ‘Meals on Wheels’. Along with the benefit of reducing energy consumption by not having old and differing styles of freezers to store meals. An immediate list of benefits for staff, volunteers and clients was also vocalised. For a full report on the CEEP benefits for the food services programs please see page 16.

As BWNG is moving towards a consumer directed care system, the freezer will aid us to become more cost effective, offer variety and choice, have storage facilities, purchasing and freight costs reduced and provide a high quality service. BWNG can stay a local and be competitive.

Further, the training rooms provide a more enjoyable learning experience through the installation of the skylights, allowing natural light and air circulation into the rooms, an issue commented on positively by the many groups using them.

The benefits also derived for other BWNG programs is reflected in each of the outlines provided from page 13 to 28. Although not immediately seen as a reflection of the CEEP grant, culmination of the funding to improve the building environment for staff, clients and visitors can be correlated to better service delivery. For example with the living skill development program delivered through ‘The Cottage’. In the immediate past a program like this did not afford participants to learn skills that provides them a better quality of life and engagement with the wider community.
Further, the Home and Community care program has seen a marked increase in service needs from the local aged population since moving into 88 King St. This has also reflected the need to increase our field workforce to address this level of need.

The Transition to Work program has also seen participants have a greater engagement with local people by having a central location to learn and participate in programs to gain employment.

Without moving to 88 King Street, the opportunity for BWNG Training services to coordinate and deliver a variety of education programs would not occur. This would mean the residents of the Gloucester area would not be able to access locally workshops that would assist in gaining employment.

The final strategy to incorporate all community services within 88 King Street will occur by mid 2015. This construction to house the Neighbourhood Centre also includes accommodating a number of other government and non-government agencies that utilise the Neighbourhood Centre as their local premises, therefore a community services hub. This will bring greater number of people into the facility but this will also see a greater usage of energy. Some further modifications will occur to mitigate, such as window and door treatments.

The baseline energy estimation on previous usage of all BWNG occupied buildings was 82,772.79kWh or 297,982.044 MJ. The estimated energy efficiency of King Street building was calculated to 102.7kWh/m² or 369.73 MJ/m² per annum. Over the past 12 months this has been reduced to 46.3kWh/m², thereby achieving a 54.6% reduction in energy use, equating to an annual saving of $16,773.56 (GST excl) in the first year.

In writing this summary, the information has been gleaned from various reports submitted previously, and a final energy assessment analysis conducted by Footprint Energy. Included in this report is a summary from each program and an extract from the Operation Manager’s, Kerry Hartigan, annual report. Kerry was the key project manager of CEEP program. Kerry has now left the organisation before the final report was completed.

BWNG would like to thank the Australian Government - Department of Industry and Footprint Energy for the initiative and assistance during this project.

"the views expressed herein are not necessarily the views of the Commonwealth of Australia, and the Commonwealth does not accept responsibility for any information or advice contained herein"
Project Energy Efficiency Activities

Gloucester experiences hot summers and cold winters when sub-zero temperatures are experienced overnight regularly.

As part of the Project's Energy Efficiency Activities the following actions were implemented:

**Installation of four skylights.**

Skylights were used to provide natural light to the training rooms within the building. Skylights were chosen due to the quality of light provided and the zero cost of operation. Consideration was given to the increased heating load attributed to them during the summer months. It was determined that the skylights were net positive regarding energy consumption. This is due to the increased building thermal performance.

**Installation of Air Conditioning**

Replace existing air conditioning (AC) with minimum 2 star cooling rating equipment. The existing climate control technologies were inefficient. By installing air conditioners with a COP of over 3.2 energy savings are to be experienced year round. The installation of fans contributes to the reduction in hours of operation of the air conditioning. The fans can be operated year round assisting in cooling and heating. The improved building fabric also heavily contributes to the reduction in air condition use through the temperature moderating effect this has had.

**Installations of Window Tinting**

Window tinting to westerly windows. Afternoon westerly sun would penetrate these windows during summer and contribute significantly to the heating loads experienced. By reducing the heat flow a reduction in the use of air conditioners has occurred. The reduction in heat gain during winter was considered when recommending this recommendation. The window treatment has contributed to a net reduction in energy consumption.
Project Energy Efficiency Activities (cont’d)

Seal and repair building fabric.

The sealing and repair of the building fabric has reduced the number of air changes per hour considerably. This has reduced the use of artificial climate control by approximately 60%.

Installation of Freezer Room

Consolidate Meals on Wheels freezer’s to a freezer room. The existing freezers were inefficient and due to the age, maintenance costs over the next few years would have been significant. The freezer room has significantly reduced the refrigeration load and also has increased capacity.

Installation of Hot Water Service

Replace existing hot water services with solar hot water with electric boost. The existing electric hot water system was very inefficient. By installing a solar system approximately 70% savings will be achieved. The solar option was recommended due to being more efficient than a heat pump. Electric backup was selected as no gas is connected to the site.

Installation of insulation

Install insulation in roof space. Due to the age of the building no insulation was installed during the construction. As the temperatures in Gloucester range from 40°C in the summer to -6°C in the winter R3.5 insulation was recommended. To reduce costs fibreglass batts were selected. This has significantly improved ambient temperature and the thermal comfort for the building’s occupants.
Installation of energy monitoring

Install energy monitoring hardware and software. This was recommended to increase the awareness of energy use in the local community by transmitting real time energy data to the BWNG website. This data can also be used by BWNG to assist in future energy reduction targets.

Additionally freezer room malfunction may be identified remotely due to a change in the energy use profile, thus reducing the risk of food spoilage.

Through the CEEP program the building fabric at 88 King St Gloucester has been significantly upgraded. Due to the large seasonal temperature variations an efficient building fabric is essential to reduce CO2 emissions through the reduced use climate control technologies. Additionally by creating a high level performing building fabric the sizing of air conditioners was able to be reduced. This also reduces CO2 emissions as smaller air conditioners have high coefficients of performance (COP).
Outcomes and Benefits of the Project

What energy efficiency and cost savings improvements did you forecast in your application for funding or at the commencement of your project?

At the time of the application, it was anticipated that the energy intensity after the implementation of the energy efficiency measures would have been 65.3kWh/m2.

What energy efficiency and cost savings results did you achieve?

However over the past 12 months this has been reduced to 46.3kWh/m2. This is a reduction of 102.73kWh/m2. Achieving a 54.6% reduction in energy use has equated to an annual saving of $16,773.56 (GST excl) in the first year. As energy prices increase the annual cost savings experienced will increase proportionately.

Were targets met? If not, what learnings can be taken from this?

Targets were not only met but exceeded by circa 30%.

What other benefits did your project bring to you? Maintenance costs reduced? Capital expenditure brought forward? Other?

A number of benefits have been experienced as highlighted more comprehensively in individual program reports. Key themes are around the added comfort and accessibility to the community of BWNG services available. This is evidenced by the increase services provided by the Home and Community Care program, training program, Transition to work program and disabilities program. But one of the most marked improvements was in the installation of the freezer room. This has reduced risk and is outlined on page 16.

Further the CEEP funding received and information afforded by Footprint Energy allowed a focus to consider energy efficiency to be part of the overall aim of the 88 King Street project.
Outcomes and Benefits of the Project (cont’d)

What have been the ancillary benefits to the community from the energy efficiency measures undertaken? Improved amenity of buildings? Greater comfort? Better lighting quality? Other?

Due to the focus on improving the passive thermal abilities of the building, the additional benefits experienced by BWNG include greater thermal comfort for staff, volunteers, and visitors. By taking advantage of the existing thermal mass, through the reduction in air movement and the installation of insulation, the ambient temperature (without climate control) inside the building is significantly more constant. The high peaks and low temperature troughs experienced prior to the building improvements have flattened, thus improving ambient conditions.

The installation of the skylights have improved the lighting colour rendering index (CRI). Prior to the skylights being installed the CRI from the existing light was in the vicinity of 60, now it is in the 90’s when favourable conditions are present.

Did you evaluate the impact of your energy efficiency activities on the community?

No formal evaluation has been done about the overall project. The opportunity to have access information and have a workshop with an energy assessor, derived a large amount of anecdotal evidence and conversation about saving dollars and becoming more energy aware amongst interested parties as well as local government and non-government agencies.

An evaluation through the community talk/workshop and the ongoing interaction between staff, the Board, and the general community is considered an evaluation in some regard. The building upgrade has received comments from the community about their improved understanding regarding how possible it is to conduct such a significant achievement with a shared community and government focus.
Outcomes and Benefits of the Project (cont’d)

How much of the community would you have reached in your demonstration and communications activities? Was there any feedback from the community about the project?

Stakeholders of the project were the low socio-economic groups and disadvantaged groups who attend the activities, events and receive support services from BWNG. Other stakeholders included the general community through networking between staff, Board and the general community through BWNG close knit contacts and involvement in other community events and groups.

A focus during the upgrade was also to use local suppliers of product and service where possible, which in turn informed the business community about the project. The project’s progress was communicated through similar means as above using networking and word of mouth, which augers well in small communities such as Gloucester.

A number of community events, service club presentations, annual report publication, website, local newspaper and newsletter articles were undertaken to promote and showcase the project. A planned public opening of 88 King Street, when all services are relocated will highlight the efficiencies and an article will be submitted on the anniversary date of the project completion in the local newspaper. Further a local volunteer will be engaged to create a short documentary on the project to be uploaded to BWNG’s website. This will be undertaken to highlight the actual dollar saving attributed to this project and the net effect for BWNG in its ability to spend those dollars on services towards the community.
Outcomes and Benefits of the Project (cont’d)

An evening community event was staged by BWNG. In excess of 120 people attended. The key presentation on the night was an energy efficiency talk by Footprint Energy. A majority of the attendees were aged persons and families and carers of people with a disability.

See attached annexures for articles published locally.

Has your project contributed to a broader uptake of the energy efficiency activities you did? If so, where and how?

BWNG have provided to the community examples of how older buildings can be upgraded in a manner which reduces energy use, creates more comfort and which reduces impact on the environment, especially in a region where coal seam gas is extracted as an energy source, creating some controversy for landholders and residents alike across the region. This energy efficiency upgrade provided a positive example of how it is possible to bring back to life an old building thereby reusing existing infrastructure, and reducing energy use hence reducing the use of fossil fuels. The future focus on sustainability for the BWNG group, lends itself to the BWNG building implementing solar panels on its large roof.

The change in habit amongst staff and volunteers has been a pronounced activity, although this will require ongoing vigilance to keep momentum. We have no way of measuring the impact of our advertising and workshop but it is hoped that there is a flow on effect within the community.

Did the project benefit low socio-economic or disadvantaged groups? How?

The groups using the BWNG space are in fact a large portion of low socio-economic and disadvantaged groups from the community. The observations of the changes in the building were experienced by those groups, creating much discussion about energy efficiency in their homes also. The community workshop/talk was attended, for example, by many older people from the community who gained much from the interactive discussions, being of relevance again to their own homes. The obvious benefit to these groups also is the ability for the BWNG to spend less money on energy and more on activities and events for the low socio-economic and disadvantaged groups, in addition to the thermal comfort benefits to all these groups using the facility.
Project operation, mechanisms and processes

Did you manage the project internally or were there external organisations involved? How did this work and would you manage a similar project in the same way again?

This project was managed by Kerry Hartigan, as operations manager, and has subsequently left BWNG before completion of this final report. Through conversations with other staff members it has been hard to glean the amount and complexity of the work involved. Add to this the construction and moving a community service to new premises would have entailed skills that ordinarily is not in a position description of a community service worker.

Footprint Energy based in Newcastle advised and assisted in the technical aspects of this project. Further a key component of the project was to source and utilise local trades.

A view to the future would be to have an appropriate succession strategy in place. Also due to the nature of the skill set required the project coordinator would have strong building knowledge and processes.

Were there enough resources internally for the project to be successfully implemented? Is your organisation better equipped now to undertake future similar projects?

As outlined above the skills the operation manager developed over the course of this project is not available to BWNG due to her resignation. A strategy for future development is to secure a position to undertake work and this person is to have extensive knowledge of building and construction methods.

Were there external resources that would have assisted you in completing the project?

A number of local trades people and businesses were utilised. The services that were not available locally were sourced from the immediate area. Footprint Energy were also a external resource and their efforts were appreciated in there assessment, workshop and evaluation of this project.
What difficulties did you have in managing the project, how did you manage these and would there be anything that you would do differently? What lessons has the organisation taken away from this project? Discuss any technology-specific issues arising from its use.

The main technology-specific issue was the integration of the online energy monitoring software in conjunction with the website and the electrical system within the building. This issue took some additional time to bring together the relevant people to identify the most suitable way of integrating the software into the premises.

However, with assistance and willingness to help, the systems are in place and the BWNG and the community will benefit from this new addition.
From the Operations Manager

2013-14 was a year BWNG witnessed vast change for Bucketts Way Neighbourhood Group on numerous fronts with industry reforms sweeping across every sector of our operations. This includes the further development of person centred approaches to the delivery of services, the fast approaching National Disability Insurance Scheme, the Aged Care Reform agenda and changes to the training industry. This has been coupled with changes to government departments, funding and reporting models, geographical boundaries and BWNG personnel.

In August our Disability Services were relocated from their long standing premises at “The Cottage” in Tyrell Street and into the freshly renovated quarters at 88 King Street. This also provided new space for the Home Work Centre program.

When we first moved into the King Street building we quickly realised that it is very hot in the summer and quite cold in winter. Funding obtained from the Department of Industry through the Community Energy Efficiency Program (CEEP) has enabled BWNG to undertake some major renovation works at this office to improve energy efficiency. Things such as installing ceiling and underfloor insulation, introducing energy efficient air conditioning and applying window tinting to all west facing windows with other improvements such as the installation of a solar hot water system, ceiling fans, and skylights to provide natural lighting.

A significant project undertaken under the CEEP initiative was to upgrade the six freezers previously used to store frozen meals for our food services program to one state of the art freezer room.

BWNG now have the ability to monitor our energy usage through energy meters that have been installed as part of this program. All of these measures combined have resulted in not only a more pleasant working environment but have lead to significant reduction in our electricity bills.
In the final stages of the project, BWNG partnered with Footprint Energy, a Hunter-based resource efficiency business, to conduct a workshop aimed at providing an opportunity to learn more about how to save money on energy bills, and to reduce energy use and their environmental impact. BWNG is walking their talk by showcasing at these workshops the energy efficiency upgrades they have recently undertaken at their premises to reduce energy bills and in-turn to spend the anticipated savings on other aspects of their organisation’s activities, in addition to contributing to reduced environmental impact.

Kerry Hartigan
2014

Please Note

The above outline is an extract of the annual report submitted by Kerry Hartigan. Kerry Hartigan resigned from her role within Bucketts Way Neighbourhood Group Inc. effective 27 October 2014.
The aged care team consists of three coordinators, ten direct care staff, nine health transport drivers, one lawn maintenance worker and 44 food services volunteers. The entire team has worked extremely hard over the past 12 months to ensure all service users receive quality, person centred in home support services.

As media and data has predicted, a growth in the Aged Australian population has occurred, and BWNG is beginning to see the reality of this through an increase in referrals received and a substantial number of new clients. Currently provided are services to 140 clients within the Gloucester area. These services are developed in partnership to ensure services are tailored to meet their individual needs and those of the carers. Especially working with and nurturing already established natural support systems.

The types of services available include domestic assistance, personal care, social support and respite for carers. Transport to and from medical appointments and shopping trips, lawn maintenance, regular group outings and in home meal services (formerly known as meals on wheels.)

The programs allow individuals who are frail aged, living with a disability or their carers to remain in their own home and prevent early admissions into residential aged care facilities.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Hours provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic assistance (essential house cleaning)</td>
<td>2083</td>
</tr>
<tr>
<td>Social support (outings and shopping trips)</td>
<td>10634</td>
</tr>
<tr>
<td>Respite services (regular and occasional respite)</td>
<td>3006</td>
</tr>
<tr>
<td>Home maintenance (lawn mowing)</td>
<td>734</td>
</tr>
<tr>
<td>Other food services (food preparation and grocery shopping)</td>
<td>2381</td>
</tr>
<tr>
<td>In home meals delivered</td>
<td>4825</td>
</tr>
<tr>
<td>Individual Transports including Local trips and out of town for specialists appointments</td>
<td>6000+</td>
</tr>
</tbody>
</table>

*Data Totals for 2013/14*
A major enhancement to service delivery and workplace improvement has been the installation of the freezer room.

Previously BWNG was utilising six freezers of various sizes, aspects and ages. This evolved due to BWNG assuming the key role of program coordinator from a number of volunteers from within the community. It also meant that BWNG inherited a number of freezers for this program.

The freezer room has enabled BWNG to better utilise and improve our meal service. The ability to

- increased client specific meal planning capabilities - tailored to chronic disease conditions.
- easier access to meals as the freezer is walk in, therefore packing and delivery of meals is more efficient.
- reduced manual handling issues and risk to employees and volunteers
- reduced potential for food spoilage – more consistent temperature ranges
- Reduced monitoring of freezer temperature
- Easier ability to identify meals and monitor expiry dates of meals
- Increase storage consolidation and capability. This means more effective ordering of meals and therefore reducing delivery cost from suppliers.
- Ability to have multiple suppliers and therefore more choices for clients
- Reduced cost of maintenance
- Reduced risk of stock losses due to freezer break down, therefore reduced costs to BWNG.
- State of the art alarm and monitoring system to notify in real time temperature variance.
- Freezer has the ability to hold its temperature for a longer period in times of no power.
2013-2014 has been another busy 12 months at The Cottage. The move into the new King Street premises has provided ample space for programs.

The participants have had a very productive year learning new skills, enhancing their current ones and growing more independent within their community.

Five key areas have been focused on in the last six months they are as follows and are being achieved by:

**Increase of skill development in the areas of life skills** (cooking, cleaning, budgeting and personal) these are being achieved by implementing structured programs on regular week days and with the consultation of family/carers it is envisioned to be replicated within in their homes. Staff have been using initiative to look for opportunities to enhance skills in daily program activities. We also explored special interest programs like men’s group and ladies pamper days.
Gaining a valued role and status within the community, four participants are volunteering within the community independently and another with support. Placements are Baptist Op Shop, The Vault, Community Centre, Tucker Patch, the Arts Society and the Library. Other participants will be part of the roster for food services and have assisted with community events and fundraising. The team at The Cottage would like to express their gratitude to the community for making goals and dreams a reality for our participants.

Advocacy and communication within programs, activities and associated tasks. Planning is underway for a new initiative, PARTICIPANT GROUP MEETINGS (monthly), this provides participants with a new avenue to give feedback on new ideas, issues, group and individual programs, upcoming information and instills that participants are the driving force for programs. These meetings incorporate reviewing a BWNG policy or procedure with participants for legislative purposes and general education. A Conversation Book is on trial for a non-verbal participant so he/she can communicate with staff that have little to no signing skills. Support Staff also completes participant’s communication books on a daily basis.

Exploring new and interesting activities. One participant is currently attending The Art Society’s workshops on Mondays at the School of Arts. This has been achieved by buddy him/her with a fellow artist within the group. This to date is working well. The Cottage has started a woodwork program with an external venue being secured for use. In 2014 there were also workshops held for Drama, Feltting, Paint Collage, and Drumming.
Increase in physical activity Participants have started attending The Gloucester Gym, where a Qualified Gym instructor and staff are compiling exercise profiles and regimes for participants to be more self directed and motivated. More physical activities have been incorporated, with at least one physical activity being achieved daily. On a holistic approach Thai chi and Massage continues along with Yoga. In April 2014 the Cottage participants were invited to do a Thai Chi demonstration for senior’s week which was well received by the community.
Respite Program

Respite is to support carers to remain strong in their caring role. BWNG has facilitated and provided respite in a number of flexible formats throughout the year and breaks have been for a couple of hours to a couple of weeks. Support has been provided at short notice when there is an immediate need. Meetings were held with all our families to review information and current needs.

We have tried to educate ourselves on the changing and varied future of disability services in Australia by attending workshops and conferences, notably the National Disability Service NSW State Conference. Having greater knowledge helps us to prepare for the future both from a business outlook and to help advise our service users and their families. We have supported families in being aware of and attending workshops and information sessions to help them think about and prepare for their future.

Many families are feeling that the changing service landscape is confusing and future choices are viewed as a burden rather than opportunity. We have liaised with other service providers and contractors, particularly Evolve Network, to plan a series of resilience building respite camps (one-off NSW Government funding). Two of these camps have taken place within our region and another planned for August 2014. These have proved to be overwhelmingly successful with the families really appreciating the chance to meet and interact with other service user families.

There is also a regular social group activity for young men with a disability with volunteer support/mentoring from two young men of the same age and interests. The NSW Department of Sport and Recreation have awarded BWNG a grant to develop a social swimming program for teenagers with a disability. This will be a focus for summer 2014.
Transition to Work Program

Transition to Work (TTW) helps young people with disability build employability and social skills. It is a two year program that prepares people that have just left school for their transition into the world of employment or higher education and independent living.

An important aspect of building skills is to provide people with successful work experience, thus increasing their confidence to attempt a paid job. The latter part of 2013 saw our two service users spend the majority of their time in work placement with local businesses, we are fortunate that Gloucester’s local businesses are very accommodating.

The start of 2014 brought an influx of new service users to the program. With four new service users and one continuing this is the largest TTW group BWNG has ever had. New staff members were recruited and a “home base” room established.

The TTW service users have been involved in planning for the future workshops, discussions regarding the disability standards and have been central to formulating their individual plan. Using person centred thinking we have utilised the PATH tool to develop and present their plan in a user friendly format.

Some people have attended National Disability Employment Initiative funded workshops and courses, including a six week welding course. Planning, cooking and social skills were all put to very good use to host an event for The Biggest Morning Tea Cancer Council fundraiser. A lot of work resulted in a hugely successful event attended by members of the community and the mayor. Already the service users have increased their social confidence, developed employment resumes and portfolios and some have begun or are looking to shortly be engaged in work placement.
The Neighbourhood Centre

The Neighbourhood Centre (NHC) is the founding service of BWNG. The original funding (1989) for this project was given to the community to develop services and programs that met the community's needs. One of the first services was the speech therapist at Gloucester hospital and this service continues today.

2014 Neighbourhood Centre Week’s theme “Being, Belonging, Becoming” is representative of the centre’s service in that it supports community members to connect to services and to grow beyond their current circumstance and to thrive and prosper in our community.

NHC funding is through Family and Community Services; Community Builders. We have worked hard to meet our commitment to the community. Our data collection shows our service is providing 75% information and referral, and 25% of our work focuses on community development. We are tracking well against other organisations and our data collections are indicative of the wide range of people and services that are connected with the NHC.

NHC’s many programs such as the Emergency Relief Program, Financial Counseling, Legal Aid Advice Clinic, Tax Help(July-Oct); Centrelink, Domestic Violence Committee, Community Drug Action Team, and the Mental Health Committee, Mind Matters along with the Homework Centre and social inclusion programs that focus on increasing the health and wellbeing of families, that may reduce isolation and provide opportunities to gain skills, support and/or resources.

NHC isn’t an island though. The collective impact on the community of Gloucester is in the NHC’s collaborative nature. Partnering with other local and outreach organisations to leverage social capital which results in the NHC’s increased service capacity beyond the bounds of its funding. A special mention in this goes to Wesley Employment and Training, Centrelink, Manning Support Services' Family Support Worker; and Aboriginal Affairs Community Program Officer and the Financial Counsellor.
Emergency Relief Program

The Emergency Relief Program (ERP) is funded through the Department Social Services and aims to assist people in financial crisis to deal with their immediate crisis situation in a way that maintains the dignity of the individual and encourages self reliance.

Emergency Relief services are an important gateway to other services and supports that can help people deal with more complex issues, including issues that have contributed to, or are a consequence of, financial stress. For example, Emergency Relief organisations also refer people to services such as:

- financial counselling
- personal counselling
- drug and alcohol support
- crisis accommodation
- mental health and
- Family support

The NHC has created valuable partnerships with local businesses and other organisations who share the value of lending a hand up to those experiencing vulnerable circumstances in their lives.

ERP assists in:

- Individual personal support
- Food vouchers
- Electricity and Telstra vouchers
- FREE Financial counselling
- No Interest Loans Scheme (NILS®)
- Tax Help (July-October)
- Dept. of Housing Rentstart and Public Housing Applications
- Household furniture (second-hand)
- Phone cards
- Referral
- Advocacy (active support for a cause or position)
Tax Help

NHC celebrates delivering ten years of tax help to the Gloucester community. This program assists those on lower incomes to submit their tax returns, with support from the Australian Tax Office (ATO) Tax Help Program. Tax Help has proven very successful with an increase of community members accessing this service every year. In 2013 more than 100 community members were assisted. Tax Help is a network of community volunteers who provide a free and confidential service to help people complete their tax returns at tax time. These volunteers are people from within the community who give up their time each year (July-Oct). They are not Australian Taxation Office (ATO) staff, but they receive training and support from the ATO.

Financial Counselling

A financial counsellor is available every fortnight and is funded by the Department Social Services outreached from Forster Neighbourhood Centre. Assistance is available to:

- Understanding debts, debt recovery processes and assistance with court and SDR fines.
- Assistance with budgeting and money management
- Assistance with personal bankruptcy
- Advocate on your behalf with your creditors
- Assist with mortgage issues.

This is a great additional service to the community of Gloucester and is available to all community members.

Legal Aid Advice Clinic

Legal Aid NSW Solicitors are providing the free fortnightly legal advice for community members in Gloucester. The legal advice clinic operates from the NHC giving people easy and convenient access to free legal advice. 2013/2014 saw Gloucester become a pilot for outreach Legal Advice via Audio Visual Link. This is part of the Hunter Community Legal Service Delivery (CLSD) network to Gloucester. This is a trial for two years.
BWNG has had ongoing support for the Homework Centre (HWC) by the local community and the Australian Government. This project offers support to students from primary age through to year 10/11 operating three afternoons per week with vacation programs offered. The students are given the opportunity for assistance with their homework, projects and assignments, reviewing tests and exam results. The HWC also provides a positive experience for all students with self-esteem and team building a large part of the program. The HWC is a well-established service and encourages parents to engage with the tutors to discuss any aspects of the student’s school life.

On average over 60 students participate with the HWC on a weekly basis, which is an increase of 25 from the previous year.

A continued and much appreciated partnership with Communities for Children and the Gloucester Art Gallery has enabled the HWC to host school holiday activities to its participants and the wider youth community. This is seen as an extremely valuable service as Gloucester has no funding for vacation care or Out Of School Hours funding (OOSH) and so fills a wide gap within the community at these times.
Training Services

Training services has seen the expansion of qualifications and professional development offered, particularly with the delivery of Diploma level qualifications commencing.

A partnership developed with the BCA National organisation has allowed BWNG to offer diploma level qualifications in Community Services Work, Business and Management streams. These programs were offered as face to face classes here in our community. Our Operations Manager was integral in securing this partnership and facilitated the delivery to members of the local community. They have had a successful year with students set to graduate in December. Our thanks to her for providing members of our community with the ability to access these qualifications locally.

BWNG was engaged with 11 traineeships this year, four of which were engaged within BWNG. Five others worked in the community, participating in the areas of business administration and kitchen operations, and also two school based trainees in the areas of aged care and business administration. We will continue to support traineeships in our community, now with the opportunity to include Certificate III in Disability into our available programs.

Funding from the State Government allowed us to deliver this year to community members:

- Seven units from a Certificate III in Aged Care
- A Certificate IV in Training and Assessment
- A barista course
- A business administration course
Four of BWNG’s coordination staff are completing a Certificate IV in Frontline Management to support BWNG’s aim of continuing professional development. The Training Coordinator has also completed five qualifications this year to broaden the scope of training able to be delivered locally. BWNG also facilitated the delivery of the upgraded Language, Literacy and Numeracy unit this year to both internal and external trainers to maintain currency of their Trainer and Assessor qualification from July 2014.

70% of the students who completed the partial qualification in Aged Care have chosen to follow on and complete the full qualification, which is a wonderful result. We look forward to delivery of more qualifications in light of the Governments Living Longer, Living Better reforms.

Try a Trade is another great success. This day enables year nine students to sample some of the diverse industry sectors based in the Gloucester community to provide them with some ideas for their future career options. 53 students participated on the day, with involvement from a large number of local community businesses and services involved. Students visited BWNG to gain some insight into our aged care and disability programs, and learn about careers in the community sector. Try a Trade continues to be a successful community event with collaboration with Gloucester High School, Gloucester Enhancing Skills committee, and the generosity of businesses in our local community.
BWNG had the ability upgrade facilities in the IT training room. Money was spent to upgrade the out-dated computers and desks to allow for further IT based training to be delivered locally.

Training delivered locally by BWNG this year includes:

- Certificate II Business Administration
- Certificate IV Business Administration
- Certificate III Aged Care
- Certificate IV Frontline Management
- Certificate IV Training and Assessment
- Diploma in Community Services
- Responsible Service of Alcohol
- Responsible Conduct of Gaming
- First Aid
- Various courses in business and hospitality

Camden Haven Community College (CHCC) are BWNG our primary partnering Registered Training Organisation (RTO) for training delivery, they facilitate funding through State Government that allows us to deliver a number of funded courses to targeted groups of community members. Our thanks go to the wonderful team at CHCC for their ongoing enthusiasm and support that enables us to continue to offer quality training services to our local community.

BWNG has again worked very hard in formulating and maintaining productive and beneficial relationships with RTO’s and to ensure that we can provide a wide variety of required training to the Gloucester district. The collaborative relationships in this sector continue to enable BWNG to deliver quality training and education within our community, whilst ensuring the ongoing success and viability of our Training Services Program.
A number of questions posed in the guidelines can only be answered by reviewing the various milestone reports and project plans submitted. As the author did not commence in the role as Chief Executive Officer until 1 September 2014.

Submitted is an auditors report and this has subsequently been accepted by the BWNG Board of Management.

The total original estimated cost of this project in the submission dated October 2012 was (ex GST)

CEEP $67,747     BWNG $33,872     Total $101,619

The audited profit and loss - as submitted was

CEEP $67,747     BWNG $34,367.12     Total $102,114.12

This suggests that the project had very little variation in the proposed and actual budget.

See annexure two for the Profit & Loss statement and auditors report.
A number of questions posed in the guidelines can only be answered by reviewing the various milestone reports and project plans submitted. As the author did not commence in the role as Chief Executive Officer until 1 September 2014.

Submitted is an auditors report and this has subsequently been accepted by the BWNG Board of Management.

The total original estimated cost of this project in the submission dated October 2012 was (ex GST)

CEEP $67,747  BWNG $33,872  Total $101,619

The audited profit and loss – as submitted was

CEEP $67,747  BWNG $34,367.12  Total $ 102,114.12

This suggest that the project had very little variation in the proposed and actual budget.

See annexure two for the Profit & Loss statement and auditors report.
DECLARATION

The Authorised Officer of the organisation makes the following declarations:

☐ I declare that I am authorised to submit this Final Report (including any attachments) on behalf of ...BUCKETT'S WAY NEIGHBOURHOOD GROUP INC.... (Name of organisation)

☐ I declare that the information provided in this Final Report is true and accurate.

☐ I understand, and acknowledge that giving false or misleading information in this Final Report is an offence under the Criminal Code Act 1995.

☐ I understand that final payment will only be made in accordance with the Funding Agreement including on satisfactory completion of Milestones.

Authorised Officer Signature: [Signature] Date: 8/12/14

Name: Anna Burley

Position: CEO

Organisation: [Organisation Name]

Witness Signature: [Signature] Date: 8/12/14

Name: NARELLE PATTERSON

Position: Financial Admin

Organisation: [Organisation Name]

The use and disclosure of information provided in this Final Report is regulated by the relevant provisions and penalties of the Public Service Act 1999, the Privacy Act 1988, the Freedom of Information Act 1982, the Crimes Act 1914 and the general laws of the Commonwealth of Australia.

Information contained in the Final Report may be disclosed by the Department for purposes such as promoting the program and reporting on its operation and policy development. This information may also be used in answering questions in Parliament and its committees. In addition, the selected project information will be made publicly available. Public announcements may include the name of the grant recipient and of any project partners; title and description of the project and its outcomes; and amount of funding awarded.
## CEEP Project Energy Efficiency Improvement Table – Bucketts Way Neighbourhood Group

<table>
<thead>
<tr>
<th>Building, Facility or Site 1</th>
<th>Name of Building, Facility or Site 1</th>
<th>Location (address)</th>
<th>Type of building, facility or site</th>
<th>Activity Type and Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bucketts Way Neighbourhood Group</td>
<td>88 King St, Gloucester, NSW</td>
<td>Office/Administration</td>
<td>Installation of 4 skylights. Skylights were used to provide natural light to the training rooms within the building. Skylights were chosen due to the quality of light provided and the zero cost of operation. Consideration was given to the increased heating load attributed to them during the summer months. It was determined that the skylights were net positive regarding energy consumption. This is due to the increased building thermal performance.</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>Replace existing Air conditioning (AC) with minimum 2 star cooling rating equipment. The existing climate control technologies were inefficient. By installing air conditioners with a COP of over 3.2 energy savings are to be experienced year round. The installation of fans contributes to the reduction in hours of operation of the air conditioning. The fans can be operated year round assisting in cooling and heating. The improved building fabric also heavily contributes to the reduction in air condition use through the temperature moderating effect this has had.</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>Window tinting to westerly windows. Afternoon westerly sun would penetrate these windows during summer and contribute significantly to the heating loads experienced. By reducing the heat flow a reduction in the use of air conditioners has occurred. The reduction in heat gain during winter was considered when recommending this recommendation. The window treatment has contributed to a net reduction in energy consumption.</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>Seal and repair building fabric. The sealing and repair of the building fabric has reduced the number of air changes per hour considerably. This has reduced the use of artificial climate control by approximately 60%.</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>Consolidate meals on wheels freezers to a freezer room. The existing freezers were inefficient and due to the age maintenance costs over the next few years would have been</td>
</tr>
</tbody>
</table>
significant. The freezer room has significantly reduced to the refrigeration load and also has increased capacity.

Replace existing hot water services with solar hot water with electric boost. The existing electric hot water system was very inefficient. By installing a solar system approximately 70% will be achieved. The solar option was recommended due to being more efficient than a heat pump. Electric back was selected as no gas is connected to the site.

Install insulation in roof space. Due to the age of the building no insulation was installed during the construction. As the temperatures in Gloucester range from 40°C in the summer to -6 °C in the winter R3.5 insulation was recommended. To reduce costs fibreglass batts were selected. This has significantly improved ambient temperature and the thermal comfort for the building’s occupants.

Install energy monitoring hardware and software. This was recommended to increase the awareness of energy use in the local community by transmitting real time energy data to the BWNG website. This data can also be used by the BWNG to assist in future energy reduction targets. Additionally freezer room malfunction may be identified remotely due to a change in the energy use profile, thus reducing the risk of food spoilage.

Through the CEEP program the building fabric at 88 King St Gloucester has been significantly upgraded. Due to the large seasonal temperature variations an efficient building fabric is essential to reduce CO₂ emissions through the reduced use climate control technologies. Additionally by creating a high level performing building fabric the sizing of air conditioners was able to be reduced. This also reduces CO₂ emissions as smaller air conditioners have high coefficients of performance (COP).

Gloucester experiences hot summers and cold winters when sub zero temperatures are experienced overnight regularly.

<table>
<thead>
<tr>
<th>Energy Efficiency Estimate Method</th>
<th>NABERS Energy Office</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Baseline Energy Usage</strong></td>
<td>1. Baseline – 82,772.79kWh remains the benchmark based on Footprint Report 1st quarter 2013, which was also reviewed by SKM from their Report dated 19/4/13.</td>
</tr>
<tr>
<td></td>
<td>2. Value indicating Energy Use of the Bldg subsequent to numerous improvements implemented - 40,548kWh based on Report 6/3/14</td>
</tr>
<tr>
<td></td>
<td>3. Value indicating the final energy consumption – 37,316kWh based on Report Dec 2014.</td>
</tr>
</tbody>
</table>
## Baseline Energy Efficiency

Based on Baseline – 82,772.79kWh, the **Baseline Energy Efficiency is** 102.7 kWh x 3.6 = 369.72MJ per m² per annum based on Footprint Report 1st quarter 2013, which was also reviewed by SKM from their Report dated 19/4/13.

## Energy Efficiency Improvement

The baseline (82,772.79kWh) minus the existing energy consumption (37,316kWh) divided by 806 m² = 56.6kWh/m² x 3.6 = **203.72 MJ per m² per annum is the Energy Efficiency Improvement.**

Existing energy consumption is 166MJ/m² as at Dec 2014.

## Reporting Data (Measuring Energy Efficiency and Additional Data)

A total area of **806 m²**.

85 per cent average operational occupancy level.

Daily hours of operation: 8am to 5pm.

Building construction date circa 1950.

## Cost of Activity

$102,114.12 (GST excl)

## Estimated Cost Savings

$16,773.56 (GST excl) per annum