



SydWest

Multicultural Services

Connecting cultures. Building community.

Annual Report
2021

OUR VALUES

Accountability

We commit to the mission and vision of the organisation. We take personal responsibility and initiative in delivering quality work and by respecting the process, we achieve desired results.

Collaboration

We commit to building constructive and positive working relationships with all stakeholders characterised by a high level of acceptance, cooperation and mutual respect.

Excellence

We commit to professionalism, best practice and innovation to create the best experience for our clients, allies and the communities we serve.

Trust

We commit to trusting work practices and to a culture of honesty, ownership and engagement of our teams and performance.

Positivity

We commit to demonstrating a positive attitude in our relationships both internally and externally and in the implementation of positive change through a solutions based approach.

Who We Are

For more than 35 years, SydWest Multicultural Services have been assisting and empowering thousands of newly arrived refugees, humanitarian entrants and people from non-English speaking backgrounds to become a valued member of Australian society.

We support people of all ages and cultures, particularly those who are most vulnerable. We offer a range of flexible and integrated programs for women and families, young people, seniors and people living with disability to promote independence and engaged lives in the community.

Our Mission

As a leading community organisation, our mission is to contribute to building the social capacity of our diverse communities.

We strive to empower individuals of all cultures by offering person-centred direct services, skills sharing and evidence-based representation.

We focus on the vulnerable and the most in need across their life course.

Our Vision Connecting Cultures. Building Community.

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Acknowledgement of Land

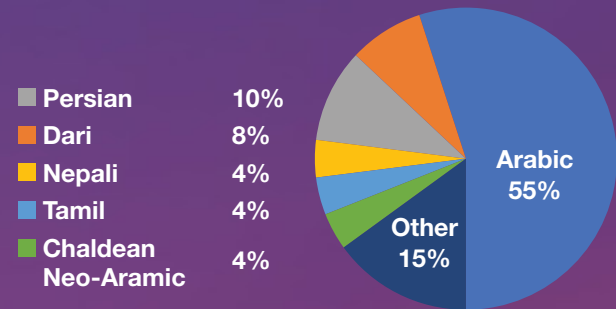
We acknowledge the traditional custodians of the lands on which we work, and we pay our respects to the Elders, past, present and future, for they hold the memories, the culture and dreams of the Aboriginal and Torres Strait Islander people. We recognise and respect their cultural heritage, beliefs and continual relationship with the land and we recognise the importance of the young people, who are their future leaders.



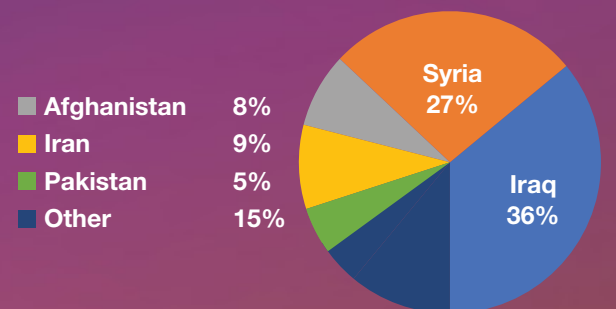
ACHIEVEMENTS AT A GLANCE



TOP CLIENT LANGUAGES



TOP COUNTRIES OF BIRTH



SETTLEMENT

Total clients
603

Occasions of services
1,627

Social group activities/classes/sessions
234

Social groups
5

Legal Advice
92

Immigration advice
118

People who obtained driver's licences
21

People who got citizenship
38

People who obtained driver learner licenses
15

People who passed citizenship test
39

People who got jobs
41



YOUTH

Total youth clients
328

Clients aged 12-17 years
172

Clients aged 18-25 years
156

Total client sessions
808

Training certificates obtained
104

Paid employment following training with SydWest
17

Clients provided with housing services
126

Youth in sporting activities
223

Youth attending study centre
76

Clients in free driving classes
28

HOUSING



Help into home
17

Youth helped into home
16

Help to stay at home
109

Women supported with housing
64



FAMILIES

Total clients
110

total number of people engaged in different activities during the year (clients and non-clients)
1,397

Playgroup sessions
33

Social group sessions
217



AGED CARE

Social support
17

Number of clients
479

Total clients all programs
1,046

Total hours all programs
90,973

Total clients who receive direct services
567

Hours of direct services delivered
64,635

Hours of social support services delivered
26,338

Total number of sessions/activities/workshops/outings
688



NDIS

NDIS Support Coordination

Hours of service delivered
2,086

Number of participants
77

NDIS Individual Core Support

Hours of service delivered
21,109

Number of participants
51

NCCP (National Community Connectors Program)

People with disability assisted to access NDIS
64

Number of community engagement activities
101

People with disability engaged with Community Connectors (CCs)
166

CHAIR'S REPORT

Life has been so far from the norm this past year as we continue to experience the impact of the COVID-19 pandemic. While we have been supporting the health and well-being of our people and communities, we have had to transform how we engage with our clients and staff to embrace digital communications and technology.



Tamara Giles
Chair

Even though we are socially distanced, we have remained committed to strengthening communities in this challenging time, by empowering community leaders, and helping those in crisis with their immediate needs.

Under the leadership of our CEO, Elfa Moraitakis and her team, SydWest Multicultural Services brought the community together to create awareness of COVID-19 safety measures, lockdown restrictions and encourage the uptake of vaccinations that protect us all.

We also promoted the establishment of The Community Leaders COVID-19 Emergency Taskforce to advocate for the local needs of 20 multicultural communities with local decision-making bodies, and health authorities, across Blacktown's Local Government Areas.

Looking to the future, SydWest Multicultural Services launched the 2021-2024 Strategic Plan. It is our vision to grow and increase our capabilities to provide more services to meet the needs of our growing multicultural communities.

We have renewed our commitment to walk alongside communities to overcome challenges and inspire change together, while maintaining our focus on person-centred care. We see every individual holistically, and we are proud to have a passionate and dedicated workforce at SydWest Multicultural Services that can affect positive outcomes, sustainably over the long-term.

SydWest Multicultural Services' workplace practice, leadership, growth strategy and business structures is guided by our values and vision to empower individuals of all cultures across their life span.

To achieve this goal we will be streamlining our internal business structures to remain competitive and relevant. Also in response to the changing landscape, we will be implementing digital tools and systems for our staff to continue effective operations in a remote working environment.

As a leading employer in our industry, SydWest Multicultural Services was named a finalist in the 2021 Australian Human Resources Awards. We were proud to be shortlisted for an excellence award in the 'Best Health and Wellbeing Program' category. It is great to be recognized for our commitment to creating a healthy workplace environment, and a testament to how well we care about our people and communities.

BOARD MEMBERS



Tamara Giles
Chair



Dr Chandrika Subramaniyan
Treasurer



Vish Viswanathan
Director



Naveen Jayavarapu
Director



Angela Tsoukatos
Director



Robert Fitzgerald
Director

CEO'S REPORT

During the end of the previous financial year, we believed that the turbulent times of COVID-19 were truly behind us. We never thought that this brief period back at the office was going to be impacted by an innocuous but devastating period of the pandemic, forcing us to abandon the office and recommence working remotely. However, we found ourselves in an advantageous financial position, allowing us to maintain our staff employment arrangements without any major impact.



Elfa Moraitakis
CEO

This financial year provided us with the opportunity to work on operational improvements and quality assurances to strengthen our position moving into the future. We strengthened our clinical governance, compliance and safety standards to meet increasing requirements and maintain the safety of both our staff and our consumers.

We further diversified our service offerings to include a Centre Based Day Care for our seniors in Western Sydney funded by the Department of Health, as well as additional Domestic Violence services for women from CALD backgrounds which were funded by the Department of Communities and Justice.

In many ways, this second year of the COVID experience has proven to be much harder. The inequalities within our society resurfaced and the gaps of our systems became more evident than ever. Signs of racism started crippling into conversations and the city's division between the privileged and the disadvantaged now demand immediate action in the State's plans for recovery.

One of SydWest's key strategic objectives has always been to enhance the voice of the community in Western Sydney. As such, we used all means possible to liaise with Local, State and Federal government representatives to convey the concerns of our multicultural groups and assist in the battle against the virus. We became the link between authorities and our community to support the Stay Home messaging in-language.

We initiated our own campaign to convey the need for vaccinations in numerous languages and in a culturally appropriate manner with the assistance of the NSW Council of Social Services, our staff and local community leaders. We worked closely with our local emergency COVID taskforces, MPs and Councils to ensure that our community received accurate information in a timely manner, with the aim to stay safe and increase the uptake of vaccinations. The results of that collaboration speak for themselves with Blacktown leading high rates of COVID vaccinations.

I am extremely proud of our SydWest family for taking on the responsibility of the diverse communities on their shoulders. It is evident of our strong culture that thrives against adversity. The hours of work lost their 9-5 boundaries, replaced by our purpose to make sure that the community was supported.

The flexibility and connections to local networks led to numerous initiatives that supported people in lockdown with culturally appropriate food, emergency vouchers and virtual welfare door knockings. SydWest continued to engage and connect our community leaders, and the Greater Western Sydney Community Leaders Forum led a local strategy to maintain consistent, clear messaging to minimise confusion.

Thank you to all our volunteers and especially the SAI Organisation of Australia for their efforts.

Our seniors have been amongst the most disadvantaged during this lockdown. Social isolation and emerging signs of depression have so far gone unnoticed. SydWest's enthusiastic bilingual Aged Care team did not give up. They made sure that those unable to digitally connect were continuously contacted and their needs were addressed during times of confusion, fear and uncertainty.

The reality of our disadvantaged youth touched the hearts of many individuals across Sydney that donated laptops and funds to assist home-schooling and their families. That harsh reality was eloquently articulated in the media by some of our Blacktown Emerging Leaders and Advocate (BELA) program graduates.

2020 was a very different year. The health and wellness of our SydWest family remained one of our key considerations to ensure that they were equipped to support everyone during this challenging period and maintain ongoing engagement. I wish to thank my Board and the SydWest Leadership Team for their support and ongoing dedication to the organisation.

With a new structure and additional skills required to start implementing our new Strategic Plan, I am looking forward to embarking on new challenges for growth to better support members of our community in need.

AGED CARE SERVICES REPORT

As I reflect over the past year I am humbled by the commitment, hard work and perseverance demonstrated by the Aged Care Team in the face of the uncertainty brought about by the COVID-19 pandemic. This uncertainty did not deter the team in any way, and I am proud to say great outcomes were achieved as it dawned on us that COVID-19 was something we must learn to live with.



Mereline Murimwa-Rarami
Aged Care Services Manager

I want to express my sincere gratitude to all members of the Aged Care team for being the best team ever. I salute our CEO and our Leadership Team, for their ongoing support towards me and my team throughout the year.

Our Home Care Packages (HCP) program maintained its size in client numbers but recorded a growth of 5.8% in the number of service hours delivered and revenue grew by 3% from package upgrades.

The Commonwealth Home Support Program (CHSP) recorded significant growth of almost 59% in terms of service hours delivered, thanks to the flexibility provision which allowed clients to access additional services from any of our funded services, where required.

Towards the end of the financial year, we were able to secure new CHSP funding for Centre-Based Day Respite. Unfortunately, this program was not able to kick off before the end of the financial year as intended because of increased NSW COVID-19 lockdowns. The team continue to engage with various stakeholders behind the scenes to promote the program and onboard new clients.

A significant amount of time was invested to strategically positioning the operations of the Aged Care Team in alignment to Aged Care Quality and Safety Standards but also with recommendations from the Royal Commission.

We undertook a complete review of the Aged Care Policies and Procedures. The work was 95% complete by the end of the financial year.

Working closely with the Quality, Risk & Compliance Manager, we refined and continue to improve our internal processes to not only comply with standards and regulations, but offer our clients positive experiences with quality services .

Our Social Support program was the biggest highlight this year amidst a hold on face-to-face services for the greater part of the year due to COVID-19. The team worked together and came up with innovative ways to continue engaging with our clients during the lockdown.

Social isolation has been the biggest threat to our seniors during this pandemic. Many have close family living overseas or interstate, and with English not being their first language, their social networks are already small or non-existent.

We saw seniors stay in their homes with no social contact experiencing difficulty to understand what was happening. They also had very few people if any, to turn to for support.

In response to this, our Social Support Team introduced a range of virtual activities to keep them informed of the latest COVID-19 news and updates.

With most clients having access to mobile phones, a combination of tele-based and digital platforms were used to maintain client engagement and host virtual activities with no additional resources.

The extensive efforts put in by the team to support this transition led to the achievement of meeting client outcomes.

2021 was a great year for the Aged Care Team despite the uncertainties brought by COVID-19. The service realised some growth, with both office and field-based staff working hard to ensure clients continued to receive quality services they deserved.

An external Consumer Engagement Survey was conducted in February 2021, allowing us to identify and fill existing gaps with regards to how we engage with our clients.

Consumer engagement strategies is one area we will deliver in the next financial year as we continue to strengthen our current capabilities, partnerships, advocacy and our future.

As I look ahead, I see the future looking both exciting and promising. We have managed to pull through this turbulent period from 2019 to now. As German philosopher Nietzsche once said, "That which does not kill us makes us stronger." I have confidence that the Aged Care Team is stronger, and more prepared to tackle the year ahead.

Meet the Tastans from one of our social support groups

Mr & Mrs Tastan are two of the most dedicated members of our Turkish Seniors Social Support Group, having attended nearly every event since its establishment many years ago. Not even the pandemic could stop them from meeting with their friends regularly!

Thanks to Zoom, Mr Tastan and the other Turkish seniors were able to keep up their weekly card game, while Mrs Tastan could continue to show her friends the latest cardigan, scarf or shawl she had knitted.

Additionally, the couple was also able to virtually participate in movement and laughter therapy, as well as info session where they could receive the latest on COVID-19 and other health tips for seniors.

Mr & Mrs Tastan are looking forward to being able to meet with all their friends in person again, but until that day they plan on joining every virtual meeting and staying connected to their friends.



Home Care services bring peace of mind to the whole family

Supporting seniors to live in their own homes also means ensuring family members are confident in the level of services we provide and feel supported to manage their needs.

Adel is an 85 year old widower, living alone in his own home. Suffering from Alzheimers, dementia, and age-related physical ailments, Adel has been approved to receive the support of a Level 3 Home Care Package. He requires a combination of personal care as well as medical supports, which can range from monitoring his medication, providing appropriate medical equipment, and helping to book in his appointments with healthcare professionals.

Adel's daughter, Amani, has a family of her own and is raising a young child living with disability. Amani has her hands full, which is why it's been so important for her to know that her father is supported by a trusted pair of hands when needed.

Twelve months on, Adel is receiving support by our care worker, Jamil and Amani couldn't be happier.



"The care workers looking after my dad are outstanding - even when he has been difficult. They are compassionate, caring and always do their best to comfort him. Anna is the most caring and understanding lady I have come across - she really cares for the older people she looks after."

QUALITY, RISK & COMPLIANCE REPORT

SydWest Multicultural Services is committed to continuously improving all aspects of its operations with the aim of delivering high quality care and services to consumers.

To further oversee the work proceedings with excellence under the arena of Quality, Risk and Compliance, this year, the role of the Quality, Risk & Compliance Manager was included in our Leadership Team this year.



Tuhina Gupta
Quality, Risk & Compliance
Manager

I am thrilled to join such an amazing group of individuals from diverse backgrounds and comprehensive knowledge of their respective fields.

At SydWest we believe that we can always do better and strive further for innovation – that’s the exciting part!

Continuous Quality Improvement Operations

As part of Quality Improvement, we perform on-going reviews and improvement of our operations to meet the outcomes for consumers specified in the Aged Care Quality Standards, NDIS Practice Standards and any other applicable service standards.

We formally established the Continuous Improvement Committee, to oversee the on-ground implementation of processes, which include, but is not limited to, the following:

- Implementation of the Continuous Quality Improvement process on ground
- Review of Risks, and perform Risk Management
- Review of Incidents and Data to identify trends and take preventative actions
- Oversight of the implementation of improvements and their evaluation
- Analysing feedback from clients to inform our planning.

Our Key Achievements

Throughout the year, SydWest staff from all services have contributed towards the Continuous Improvement Framework. Staff actively participated in the process and considering the limited time we had it is appreciable to see what we established.

- **ISO 20071 Certified:** We received certification for our Information Security Management. A compliance process with world class standards on operations, asset and information management.
- **ISO 9001 Certified:** We received The ISO 9001 Certification in July 2021. This is defined as the international standard that specifies requirements for a quality management system (QMS). Organisations use the standard to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements.
- **Robust Risk & Incident Management:** The Leadership team ensures all the probable risks are foreseen and necessary actions are adopted in a timely manner. We also ensure all preventative interventions are in place by revisiting our risks and incidents regularly.
- **Collating feedback:** The ‘suggestion box,’ provides an opportunity to all staff to share any suggestions which could make an impact on our work processes. Within months of implementation, we have followed up on 82 improvements.
- **Stakeholder feedback:** Surveying and addressing Client’s feedback has always been a priority at SydWest, but we this year we took a step forward by also sharing the positive feedback to our Care Workers.

As we move forward on our Continuous Improvement Journey

Excellence is not a destination, it is a continuous journey.

We have challenges to face, and lessons to learn. But as we progress forward with continuous improvement, this journey is not to be feared but to be planned, travelled and enjoyed!

We aim to work on implementing well established processes and systems in all areas of operations and service delivery.

Supporting each other has been the key to our success thus far.



Lubna's journey to independence

Lubna's story of family domestic violence started from the very first week of her marriage in Bangladesh. She was often beaten by her husband when he became angry, like when he would accuse her of not doing house work properly.

Starting a new life in Australia, Lubna hoped it would change her husband's aggressive behaviour. Unfortunately she spent 5 years in an emotionally, physically and financially abusive relationship.

The emotional and physical abuse increased when she became pregnant. Lubna gave birth to a baby boy, who was diagnosed with autism at age three. Her husband did not let her access any supports for their son, with no regular doctor to go to and was forbidden to discuss their son's diagnosis with anyone.

Lubna was left feeling confused and helpless - disconnected to the world outside their family home.

In 2019, the family of three relocated back to Bangladesh. Within days of arrival, her husband went out with their son and never returned. Lubna reported them missing to the local police, maintained contact with them for months and months to no avail.

In desperation she reached out to friend back in Australia, who referred her to SydWest Multicultural Services and was connected to a case manager in April 2021.

Guidance was provided to her from the point of contacting the Australian Embassy to receive her passport, to filing an international missing child report to International Social Services.

Upon re-entry to Australia, Lubna had no home to return to. Emergency accommodation through a women's refuge were either at full capacity, or prioritizing the needs of mothers with children.

With no rental history or financial records in her name, and not having access to Centrelink allowances, securing accommodation was even more challenging.

She was connected to local community members who shared the same language and cultural background, who helped her find accommodation in a family home.

SydWest Multicultural Services continued working with Lubna to set her up with her first ever bank account and access to life skills training supports, as well as medical practitioners to support her.

Continuous practical support was given to Lubna, and she has now built up confidence in herself. Lubna gained awareness, that what she went through was domestic violence. Lubna is living in a safe, violence free home with the family of a community member, and employed at a childcare centre through the help of another community member.

Lubna's immediate needs have been met, but her missing son has not once left her mind. To receive the support of Bangladesh police with International Social Services in locating her son, Lubna needs money.

She is focused on saving money to find her son, planning for the next step in her life's journey.

'In the last 5 years, I never went to any place by myself. This is the first time I am using public transport on my own. I am learning new life skills - I didn't know there are many services available for support.'

*Name has been changed to protect the survivor's identity.



Domestic violence much more than physical violence

One day they had a fight. Her husband threatened her, and she had to get out of the house. Fatmata went to the police station as she feared for her life.

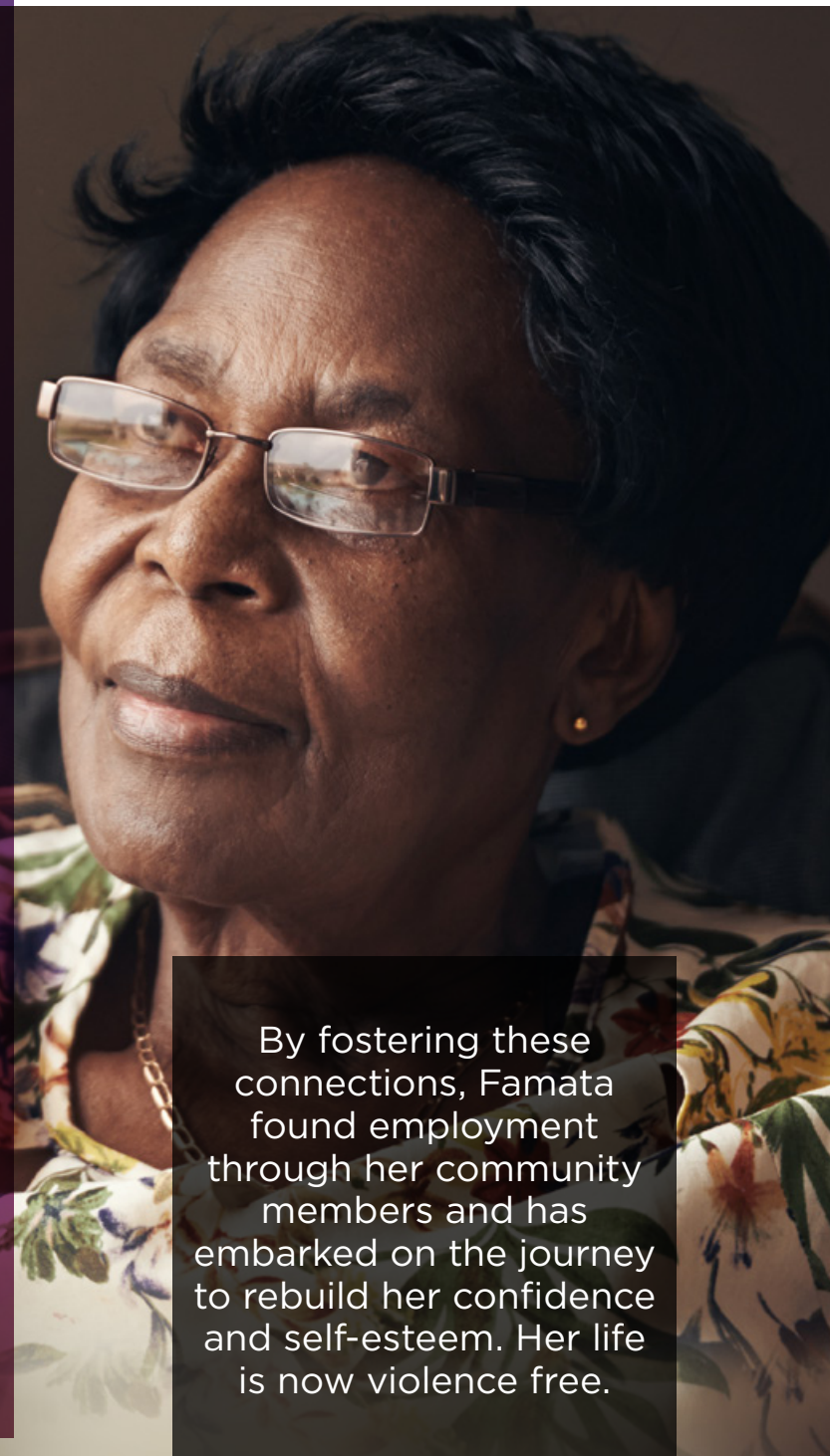
Fatmata met her husband through a mutual friend and was married in Africa. Initially, they had a great relationship – until her husband started to exert control in every aspect of her life. Not only did he surveil her whereabouts, he would deprive her financially and verbally abuse her with sneering and derogatory statements.

She was not allowed to go outside or contact anyone. She was tortured psychologically which was very difficult to explain to others.

At the police station, the officer gave her a number for housing accommodation. Fatmata wasn't aware of such services and processes involved to start receiving help, she spent the night in the park. She had nowhere to go, and when morning came, went back to house to find that the lock had been changed. Scared and panicked, she contacted her community member.

Fatmata was referred to SydWest Multicultural Services, who was connected to a bilingual case manager that shared the same cultural background. Understanding Fatmata's needs, arrangements were made to provide her with emergency accommodation through the Harman Foundation. Fatmata showed determination to take back ownership of her life, and the case manager continued to provide her with practical supports in areas such as the pursuance of employment prospects, and helping her to stay connected with community members.

*Name has been changed to protect the survivor's identity.



By fostering these connections, Fatmata found employment through her community members and has embarked on the journey to rebuild her confidence and self-esteem. Her life is now violence free.

Holistic support to help youth settle in

Steve was couch surfing and sleeping rough, until we were eventually able to get him into crisis accommodation.

Steve is a 20-year-old young man from Kenya who came to Australia in 2018 under his mother's Spouse/Partner Visa. He was kicked out of home not long after and was referred to SydWest Multicultural Services through a friend.

Steve has received ongoing casework support since late 2019. At the time, Steve's visa did not allow him eligibility to access Centrelink services. The process was quite challenging with intake requirements from housing support organisations, as clients needed to be receiving some sort of income support for eligibility.

In partnership with Marist180, SydWest commenced a support program focused on housing, education and employment, community connection, and overall wellbeing. After some time in crisis accommodation, Steve was moved to transitional housing and eventually moved into his own place to live independently in the community. Steve has shown resilience, maturity and determination despite having very limited support outside of SydWest.



“SydWest has been helping me a lot, day in and day out. I didn't even know before how to apply for jobs, you taught me. And the house too, you helped me to get it, I didn't know where to start. You taught me how to save, and I'm still trying to save but at least I have a start.”

And it keeps on helping me to be courageous in what I'm doing, and getting to know new stuff that I didn't know. How I'm living now is going very well. I really appreciate it a lot and I want you to keep on doing what you're doing because it really helps.”
– **Stephen Njoroge**

As part of this support program, Steve was also encouraged to participate in a range of activities and programs, including information workshops and consultations, school holiday activities, the indoor soccer program and futsal tournaments.

Steve gained employment at Hello Fresh one year ago. After working consistently and with dedication over the last year, he recently made permanent full-time employment. This was a great achievement and gives Steve security for his future. He is now focused on getting his driver's license, which he is steadily working towards and will soon apply for Australian citizenship.

COMMUNITY ENGAGEMENT REPORT

Our Community Engagement caseworkers have never been busier as SydWest continued to support individual clients achieve their goals during uncertain times.



Clement Meru
Community Engagement and Disability Services Manager

Unfortunately, the contracts for the National Community Connectors Program (NCCP) and the Youth Enhanced Support Services (YESS) came to an end despite a high need for improving awareness of the NDIS and mental health support respectively amongst Culturally and Linguistically Diverse groups in Western Sydney.

The restructure of the NDIS team and the move to the Community Engagement team was timely ahead of a successful Mid-Term NDIS Audit in February 2021. The services continued to thrive as SydWest continued to operate in an evolving NDIS space. The current wave of COVID-19 infections has presented the organisation with significant challenges as we maintained service delivery despite cancellation of services.

Due to the COVID-19 pandemic and the closure of international borders, the number of referrals from the HSP reduced significantly. SydWest provided casework support to more than 600 newly arrived humanitarian entrants and migrants in Blacktown and Penrith Local Government Areas respectively.

The Community Leaders Forum, which is supported through the Community Capacity Building component of the SETS program, continued to actively engage leaders from new and emerging communities through leadership development initiatives aimed at not only building their knowledge of Australian systems, but also making representations on behalf of their respective communities to decision and policy makers.

The 17 to 25 community leaders from Bhutan, Nepal, Iraq, Syria, Myanmar, Lanka, Ethiopia, and South Sudan engaged with Federal and State members of parliament to discuss a range of issues affecting their respective communities.

SydWest welcomed the extension of the Youth in Transition Support Program to ensure young people from refugee and migrant backgrounds continued to receive ongoing support. We facilitated training for 32 young people on a range of courses and the school -to-work program secured employment to 17 young people. The program not only improved the young people's knowledge of Australian work culture, interview skills but also offered opportunities for work local work experience which led to employment at Office Works and other business.

The partnerships with Macquarie and Western Sydney Universities respectively provided access to vital information through the 'Uni Taster' and access to high institutions as well as scholarships.

SydWest welcomed support from the NSW government through COVID-19 stimulus funding to support CALD women fleeing Domestic Family Violence (DFV). The part-time Specialist Migrant Domestic Violence project that was funded through Multicultural NSW supported 18 CALD women on temporary visas.

SydWest was also successful in securing funding through the Department of Communities and Justice (DCJ), to support 21 women from CALD backgrounds.

I would like to highlight the role of the Specialist Migrant Domestic Violence service in assisting CALD women engage with vital support. SydWest aims to improve access to domestic violence support through the Collaborative Case Management initiative in partnership with Settlement Services International and Blacktown Women's and Girl's Health Centre.

Through the DSS funded project, SydWest continued to educate CALD communities on domestic violence, targeting women from Afghani, Sri Lankan backgrounds and running sessions targeting high school students.

In partnership with DCJ, SydWest hosted workshops with Sikh, Afghani and African religious leaders respectively.

COVID-19 highlighted the demand for critical services that support vulnerable members of the community. Housing services supported a total of 166 clients, exceeding its target by 72 clients. The risk of homelessness was exacerbated by increasing housing prices and domestic violence.

Partnerships struck with academic institutions to do some critical work that would inform and improve future service delivery. SydWest partnered with CQU on a research to evaluate the impact of COVID-19 on CALD communities in Western Sydney. The report highlighted the importance of community-based social support systems for people from CALD backgrounds during the first lockdown in Sydney and their ability to cope with tough conditions. The study also revealed the disruptions of a well-established support system and service delivery and a change in the way people from CALD backgrounds accessed services. This might have been due to limited access to technology or digital literacy.

COMMUNITY ENGAGEMENT REPORT CONTINUED

This has been a year filled with a lot of challenges, uncertainties as well as great successes. I would not have been able to support SydWest achieve the successes and meet the needs of the community without the support of the Team Leaders and their teams. My sincere appreciation also goes to the CEO and the Leadership Team. I congratulate SydWest for yet another successful year.



International Women's Day 2021

Supporting children and families prepare for school life

The Transition to School program is part of the targeted early intervention initiative.

The aim of the program is to support parents make informed decisions, feel supported and help children to develop key social, emotional and behavioural skills they need to make the transition to school life.

Through a combination of Playgroups, Mothers Support Groups and workshops, SydWest has helped more than 20 families in our community transition successfully to school.

Helping families from Culturally and Linguistically Diverse backgrounds adjust to a school system, which can be vastly different to the system they were familiar with in their home country – is a critical step in helping them adjust to life in Australia.

Transition to School has also built the social capacity of parents by connecting them with relevant local services so they can make informed decisions based on accurate information.

*All Early Intervention programs at SydWest are funded by Department of Communities and Justice.



We are proud to know that our parents have had a smooth and positive introduction to school for their children and families. The Transition to School program is part of the targeted early intervention initiative.

***“My daughter was very lucky to be part of your playgroup. She enjoyed every bit of your time given to her, to develop her inner ability, especially socially and emotionally.*”**

***Also, the creative talent got better by your effort of organising colourful set-ups. Thanks a million for running this group, the outcome is remarkable at the start of their school. Next year she starts kindy and she will really miss her group and wonderful time spent. Thanks once again.*”**

Disability services improve quality of life

Alwais was a law graduate who had worked in senior government positions when war ravaged the Middle East. As members of a persecuted minority in Iraq, Alwais and his family fled to Jordan in 2014. They lived in refugee camps in Jordan for two years before relocating to Australia in 2016.

With Australia granting his family a new start in life, Alwais was eager to integrate into Australian culture and contribute his skills as a valued member of society. However, he had lived with an acute form of muscular dystrophy from an early age and his condition had become more severe in recent times.

Alwais found it extremely difficult to communicate his needs and manage even the most basic daily tasks, becoming heavily reliant on his wife and daughters to look after him. He developed physical and cognitive limitations to the extent that looking after Alwais became a full-time job for the family, leaving them with little time to focus their efforts on settling in.

Referred to SydWest Multicultural Services by the Settlement Services team, Case Manager Zaid Naoum identified Alwais' potential eligibility for an NDIS package. Alwais and his family were unaware such a support was available, nor did they understand the required application process to meet the selection criteria.



SydWest provided continued support and guidance to Alwais every step of the way, working closely with his team of medical practitioners. This was a long and at times, a complex process but with continued support, Alwais was granted a much needed NDIS package.

Alwais is receiving medical and care support to meet his needs, but it has added meaning and purpose to the lives of all the members of his family. His daughters now have time to juggle work and pursue their dreams of ongoing tertiary study, while his wife's emotional burdens have been lifted.

Alwais is now happier than at any time since his arrival in his new land, confident that he made the right decision. He now participates in social gatherings, has overcome the severe sense of social isolation that was plaguing his life, and is healthier. With the support of SydWest, Alwais is managing his disability and living life - forever grateful to Australia for opening their doors to him and his family.

A helping hand to access NDIS support

A successful application outcome for a participant previously rejected by the NDIS .

After an unsuccessful National Disability Insurance Scheme (NDIS) application in 2017, Deg approached our National Community Connectors Program for help and advice in re-submitting his application. Like many others, Deg's doctor had focused on the height of the patient's pain instead of their functional capacity to undertake everyday tasks.

SydWest's Community Connectors took the time to understand how Deg's invisible disabilities impacted daily life. Triggered by an episode of acute meningoencephalitis that left him in a coma for two weeks, Deg now lives with severe, ongoing memory loss.

With our expertise in understanding the NDIS system and Deg's circumstances, we were able to help identify his medical conditions and the impact on his daily life from a functional capacity. Deg's re-application was successful and he is now an NDIS participant.

He is since eligible to be assigned a support worker, who has helped him manage his disability and assist him in becoming a more active participant in his family, social and work life.



The NDIS supports has empowered Deg. He has presented a speech on Harmony Day about his life, something he couldn't do before. Further supports which allowed him to meet one of his main goals, was sustainable employment. Aware of Deg's support needs, his employer has adjusted the role around his needs.

“Deg is happy now, so empowered, he finally is able to live life to his full potential.”

The NDIS Community Connectors program was designed to help the community navigate through the complexities of the NDIS system.

KEY EVENTS

- Annual General Meeting
- BELA Graduation 2021
- Blacktown Business Lunch
- Client end of year picnic
- Community Leaders Forum
- Visit to Canberra
- Harmony Week Online
- International Women's Day
- Ramadan Iftar Dinner
- Refugee Week Photo Exhibition Launch
- Staff Christmas Party
- Volunteer Recognition Celebration
- Women's Camp 2021
- World Health & Safety Day



Women's Camp 2021



Volunteers Recognition



BELA Graduation



Harmony Day



Refugee Week

FINANCIAL REPORT

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SYDWEST MULTICULTURAL SERVICES FOR THE YEAR ENDED 30 JUNE 2021

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of SydWest Multicultural Services ("the Company"), which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible persons' declaration.

In our opinion, the financial report of the company is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- (a) presents fairly the Company's financial position as at 30 June 2021 and its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards, and *Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis of Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Company in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act)* and the ethical requirements of the *Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code)* that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Global Pandemic

We draw attention to Note 2.14 to the financial report, which describes the Company's assessment of the coronavirus pandemic. At the time of this report, the coronavirus pandemic continues to spread in many countries across the globe. This crisis has and will continue to have a significant economic effect on global and local economies, for example due to restrictions in production or social distance on public events. The impact on the Company and its stakeholders is unable to be reliably measured or predicted at this time due to the rapidly evolving nature of the pandemic. Our opinion is not modified in respect of this matter.

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF SYDWEST MULTICULTURAL SERVICES
FOR THE YEAR ENDED 30 JUNE 2021**

The Board's Responsibility for the Financial Report

The Board of the Company is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The Board's responsibility also includes such internal control as the responsible entities determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Board is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibility for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could be reasonably expected to influence the economic decisions of users taken on the basis of the financial report.

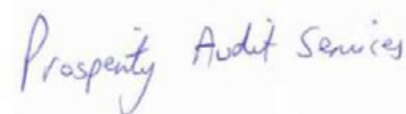
As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF SYDWEST MULTICULTURAL SERVICES
FOR THE YEAR ENDED 30 JUNE 2021**

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Committee.
- Conclude on the appropriateness of the Committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



PROSPERITY AUDIT SERVICES



Luke Malone
Partner

7 October 2021
Sydney

Statement of Profit or Loss and Other Comprehensive Income

	Notes	2021 \$	2020 \$
Income			
Grant funding		4,246,514	4,610,914
Services		7,749,244	6,503,016
Other Income		430,418	752,902
	3.1	<u>12,426,176</u>	<u>11,866,832</u>
Expenditure			
Employee benefits expense	3.2	8,847,000	7,820,709
Service delivery expense		2,079,271	1,586,797
Interest Lease Expense		52,167	43,812
Property and utilities expense		31,510	23,022
Unspent client funds		231,131	444,903
Travel expense		328,541	320,883
IT expense		134,638	285,561
ROU asset depreciation expense		381,035	293,387
Depreciation expense		120,832	109,322
		<u>12,206,124</u>	<u>10,928,397</u>
Net Surplus for the year		<u>220,051</u>	<u>938,434</u>

This statement should be read in conjunction with the notes to the financial statements.

Statement of Financial Position

	Notes	2021 \$	2020 \$
ASSETS			
Current			
Cash and cash equivalents	3.3	9,730,131	9,171,993
Receivables & Prepayments	3.4	818,801	283,912
Total Current Assets		<u>10,548,932</u>	<u>9,455,905</u>
Non-current			
Property, Plant and equipment	3.5	352,286	316,076
Intangibles	3.5	69	17,284
Right of use assets		1,811,356	1,489,505
Total Non-current Assets		<u>2,163,711</u>	<u>1,822,865</u>
Total Assets		<u>12,712,643</u>	<u>11,278,771</u>
LIABILITIES			
Current			
Creditors and accruals	3.6	2,237,969	2,154,854
Grant received in advance		592,923	181,397
Provisions	3.7	781,644	578,023
Lease liabilities		372,675	261,766
Total Current Liabilities		<u>3,985,210</u>	<u>3,176,040</u>
Non-current			
Provisions	3.7	384,340	310,424
Lease liabilities		1,481,033	1,150,298
Total Non-current Liabilities		<u>1,865,373</u>	<u>1,460,722</u>
Total Liabilities		<u>5,850,583</u>	<u>4,636,762</u>
NET ASSETS		<u>6,862,060</u>	<u>6,642,008</u>
FUNDS			
Accumulated Funds		6,862,060	6,642,008
TOTAL FUNDS		<u>6,862,060</u>	<u>6,642,008</u>

This statement should be read in conjunction with the notes to the financial statements.

OUR FUNDING BODIES & PARTNERS 2020-2021

SydWest receives its core funding for programs from:

The Department of Health
 The Department of Home Affairs
 The Department of Social Services
 Settlement Services International
 NSW Department of Education
 NSW Department of Communities and Justice (DCJ)
 Mission Australia
 National Disability Insurance Scheme (NDIS)

During the year, we also received grants from the Roads and Maritime Services NSW, Multicultural NSW, National Disability Insurance Agency (NDIA) and Blacktown City Council.

SydWest would also like to thank some of our partners in 2020-21:

Ability Links
 Aged Care Assessment Services
 Association of Bhutanese in Australia, Sydney
 Australian Department of Human Services
 Australian Retailers Association (ARA)
 Blacktown and Mt Druitt Community Health
 Blacktown City Council
 Blacktown Older People's Mental Health Team
 Blacktown Police
 Blacktown Soccer Football Association (BDSFA)
 Blacktown Youth Services Association (BYSA)
 Blacktown, Mt Druitt, Nirimba, Nepean and Blue Mountains TAFE
 Blacktown, Mt Druitt, Quakers Hill and Penrith Police Area Commands
 Brahma Kumaris Australia
 Cancer Institute NSW
 Community Migrant Resource Centre (CMRC)
 Cumberland City Council
 Dementia Australia
 Diabetes NSW
 Energy and Water Ombudsman NSW
 Evans High School
 Football NSW
 Hearing Australia
 Hepatitis NSW
 Hills Community Health
 Hillsong City Care
 Initiatives of Change Australia
 Legal Aid NSW
 Marist180
 MECA Mt Druitt
 Merrylands NSW Australia Days for Girls Team
 Multicultural Health Service
 Multicultural NSW
 Multicultural Youth Affairs Network NSW (MYAN)

National Ethnic Disability Alliance (NEDA)
 Nepean Multicultural Access
 Nova Employment
 NSW Department of Communities Justice
 NSW Health - Western Sydney Local Health District
 NSW Police Force
 NSW Refugee Health Service
 NSW Settlement Partnership members
 Penrith City Council
 Penrith Women's Health Centre
 Priority Populations | Integrated & Community Health
 Refugee Council of Australia
 Salvation Army
 Sathya SAI International Organization of Australia and PNG (NSW Region West)
 St Marys Area Community Development Project Inc
 St Thomas Anglican Church, Cranebrook

Settlement Services International (SSI)
 STARTTS
 Surf Life Saving NSW
 TAFE NSW
 The Hills Shire Council
 Victor Chang Cardiac Research Institute
 Wesley Mission
 Western Sydney Family Referral Service
 Western Sydney LHD Oral Health Network
 Western Sydney Local Health District
 Western Sydney University
 Western Sydney Wanderers FC
 Westmead Breast Cancer Institute
 Wheelchair Sport NSW
 Wise Employment
 Yourtown



SydWest

Multicultural Services

sydwestms.org.au

Phone: 9621 6633

Blacktown Head Office

Level 2
125 Main Street
Blacktown NSW 2148

Castle Hill

The Community Hub
Castle Hill Towers
Shopping Centre
6-14 Castle Street
Castle Hill NSW 2154

Mt Drutt

Level 1
13 Cleeve Close
Mt Drutt NSW 2770
Phone: 02 9625 0455

Penrith

Suite 113
Community Connection
Building
114-116 Henry Street
Penrith NSW 2750

Rouse Hill

Vinegar Hills Community
Centre
29 Main Street
Rouse Hill Town Centre
NSW 2155