

ANNUAL REPORT 2016

SydWest Multicultural Services

Connecting cultures. Building community.



OUR VISION

Connecting cultures. Building community.

WHO WE ARE

For the past 30 years, SydWest Multicultural Services has been assisting and empowering people of all ages and cultures across Western Sydney. We offer diverse settlement, family and youth services and programs for newly arrived refugees, humanitarian entrants and people from non-English speaking backgrounds, and we provide unique and culturally sensitive aged care and disability support services across the region.

OUR MISSION

We are a leading community organisation helping people of all cultures to become empowered through direct services and representation.

We contribute to building the social capacity of communities in Greater Western Sydney through our relevant services, skills and evidence development.

We focus on people who are vulnerable and most in need, such as youth and children, seniors, people with disabilities and humanitarian entrants across the life course.

OUR CORE VALUES

INTEGRITY

We champion the right of all people to be treated with dignity and respect.

DIVERSITY

We value each person's right to participate in all aspects of society.

PASSION

We inspire and motivate others to make a difference in their own lives and to the lives of others.

PROFESSIONALISM

We commit to providing exceptional services.

INNOVATION

We generate and drive new models of service delivery to meet our clients' needs.

RESPECT

We acknowledge opinions and ideas without judgment.

ACCOUNTABILITY

We commit to the mission of the organisation and respect the process.

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CHAIR'S REPORT

It has been an absolute pleasure chairing the SydWest Multicultural Services' Board for the last year as Chair of the Board. I humbly and gratefully acknowledge the contributions made by all the board members, our CEO, management and staff who have extended their support in completing my mission as a Chair.



Dr Chandrika Subramaniyan
Chair

Our aim is to ensure that SydWest continues to move forward successfully.

It was Albert Einstein who once said, "The definition of insanity is to do the same thing over and over again but yet expect different results". While striving to continue to develop our mission and vision, with the introduction of new systems and regulations, SydWest experienced multiple challenges and obstacles to achieve its aims.

I am pleased to report that we have been able to achieve different results by using new and innovative means to address the many issues we face, things like sector reforms, changes to funding arrangements and the new NDIS to name a few. With a well-structured organisation, clearly defined mission and vision, competent staff, clear protocols and guidelines for operational execution including good governance, the organisation is now in a strong position to respond to the challenges that await us in the future too.

Understanding the growing demand for its services and the establishment of many partnerships has been evident in its expansion over the past year. A change of business structure

SYDWEST BOARD OF DIRECTORS



Dr Chandrika Subramaniyan
Chair



Robert Fitzgerald
Vice Chair



Bridget Sarris
Treasurer

created the responsibility of governance, and the Board as a team shouldered the stress created by the regulatory and ethical needs of the organisation.

I would also like to acknowledge the contribution of the Finance, Audit, Risk Management and Acquisitions Committee and the Governance Committee. These two committees provided valuable input throughout the year, assisting the Board to fulfill its finance, governance and compliance responsibilities.

I would like to take this opportunity to thank Elfa Moraitakis, our CEO, and the dedicated staff for their untiring efforts and spirit. I would also like to acknowledge our partners in progress and funding bodies for their continuous support rendered in recognition of our contribution to the community.

Finally I would like to welcome our new Board Directors who bring a wealth of knowledge and experience to the organisation. I am confident that their enthusiasm and new skills will uphold the mission we have sustained and steer the organisation into the future.

I leave you with the words of John Wesley:

*“Do all the good you can
By all the means you can
In all the ways you can
In all the places you can
At all the times you can
To all the people you can
As long as ever you can.”*



Raquel Ricafort-Bleza
Secretary



Om Dhungel
Director



Noel Hiffernan
Director



Dr Moninderjit Singh
Director

REPORTS

CEO'S REPORT

The end of each financial year always provides us with the opportunity to step back, reflect and once again feel proud of the amazing work our staff undertake to provide quality services to our local community.



Elfa Moraitakis
CEO

Our success is made possible because of our dedicated staff.

Throughout the course of last year, we established a strong and innovative Leadership Team, which together with the CEO and the Board, will lead the organisation into the future. The 2015-16 Annual Report highlights our team's achievements and their commitment to servicing the needs of culturally and linguistically diverse (CALD) communities despite the many reforms taking place across the community sector at large.

In accordance with our Strategic Plan, this year we have all focused on:

- Positioning SydWest Multicultural Services as a leading organisation for all issues relating to cultural diversity in Western Sydney. We have increased our representation by supporting a number of Advisory groups and committees, ensuring that the interests of our CALD population remain on their agenda.
- Developing flexible service models that continue to meet the changing needs of clients and our communities. Our Aged Care and Disability Services team is a large competitive team in a market where quality and assurance of appropriate care is of outmost importance for our seniors, people with disabilities and their carers.
- Enhancing and developing strong new partnerships and collaborative approaches across government and community sectors.
- Collaborating with existing and emerging ethnic communities to enhance their development and public voice. We have the legitimacy and presence to present opportunities for our communities to develop their capacity and to address issues critical to social inclusion. Our strong collaboration with Associations such as the NSW Syrian Community, the Afghan Women and the Ethiopian Multicultural Action for Harmony have been extremely successful. These relationships demonstrate the strength-based approach we take in our work, in accordance with our mission.
- Building organisational capacity to lead and deliver evidence-based practice and advocacy.



SydWest also enjoyed many highlights throughout the year, including:

- The opening of an additional hub in Penrith to address the needs of newly arrived refugees in the region under the NSW Settlement Partnership funded by Settlement Services International (SSI). The additional hub will also be assisting our CALD seniors and people with disabilities in the Nepean Region.
- The Open Day of our Blacktown Head Office that provided the opportunity for funding bodies, stakeholders and community members to gain an insight of our core business.
- The launch of Dr Venkut Pulla's book, *The Lhotsampa People of Bhutan, Resilience and Survival*, held at SydWest attracted visitors from the Bhutanese community from across Australia and overseas.
- The partnership developed with Western Sydney Wanderers FC to support our youth soccer programs.
- The funding received for higher intensity, longer term case management services by the Department of Health that has resulted in appropriate services for a large number of our clients. Our team is committed to the ongoing advocacy for the continuation of complex case management support.
- The Innovation Funding received from SSI to assist in the engagement of real estate agents in Penrith and inform the community on tenancy issues.
- The FutureAbility Funding supported by SSI to assist in preparations for the National Disability Insurance Scheme.

You will have the opportunity to read a number of other highlights presented by the Managers further in the Annual Report. Our success is made possible because of our dedicated staff, and I would like to thank them for their loyalty to the organisation and the local communities we serve. I would also like to thank the staff who have moved on this year, all of whom have contributed to the organisation's outcomes throughout the years.

Finally, I am honoured to have been supported by a talented and dedicated group of Directors and I am grateful for the respectful relationship with all. This year we farewell three long-term SydWest Directors; Dr Chandrika Subramaniyan, Om Dhungel and Noel Hiffernan, all of whom at some point have acted in the position of a Chair and have contributed greatly to ensure excellence in governance and strategic direction for the organisation.

I look forward to welcoming our new Directors and working with the SydWest team as we continue our work in 'Connecting Cultures and Building Community' across Western Sydney.

Positioning SydWest Multicultural Services as a leading organisation for all issues relating to cultural diversity in Western Sydney.

REPORTS

AGED CARE AND DISABILITY SERVICES REPORT

Soon after joining SydWest Multicultural Services as the Aged Care and Disability Services Manager, I was reassured that I had joined a unique organisation, passionate about its work and valued by the communities that they support.



Rebecca Qorraj
Aged Care and Disability
Services Manager

While overseeing the concluding stages of the innovative Living Active Lives, Art Therapy Project, I was able to witness the positive impact that SydWest has on people's lives. I was also confident that I would be motivated on a daily basis to ensure that we continue to play an important role in the community for years to come.

During the Art Therapy Program, SydWest was able to create a cross-cultural group of seniors to connect with each other and share their experiences and values. There were many highlights of this program, with participants reporting improved social connection, enhanced wellbeing, renewed interest in art and an appreciation to be able to explore and learn a wide range of art methods. These benefits can now be viewed in an online exhibition on the SydWest website.

Over the last year, the Aged Care and Disability Services Team has been involved in a number of joint programs designed to educate and empower participants to be actively engaged within their local communities. The SydWest Social Support Groups took part in a number of valuable workshops over the past year to educate them on community, their environment, access to government services, the effects of high blood pressure and many more.

SydWest has contributed to the NSW Health's Healthy Older People Partnership which involved a number of SydWest seniors completing the program and gaining positive outcomes in regards to a reported increase in their independent mobility and the reduced risk of a fall occurring within their home. SydWest was also instrumental in funding the translation and production of some of the program resources to ensure it was accessible to our non-English speaking participants.

SydWest seniors also engaged in local community programs including the Community Gardening Project which empowered them to adapt healthier eating

I was able to witness the positive impact that SydWest has on people's lives.

practices and reduce health concerns identified by the participants throughout the project. A total of 22 seniors took part in the successful program, which will now be expanded to include additional participants in the year ahead.

These projects are in addition to SydWest's Home Care Support Programs for seniors and people with disabilities, which support our clients to remain living in the comfort of their own homes and assist them to maintain their independence on a daily basis.

As we approach the many changes that are being implemented within the Aged Care and Disability Services industry, it is important that we proactively adapt our service delivery to accommodate the changes. Over the next 12 months, the Aged Care and Disability Services Team will be implementing a new IT Case Management system which will allow us to work more efficiently and provide better support to our dedicated staff and compassionate and caring remote workforce of carers.

With the roll out of the National Disability Insurance Scheme (NDIS), SydWest is continuously improving our service delivery to support people with disabilities to make informed choices about the support they need and how they receive their support. We are a registered NDIS provider and we expect growth within our support services

offered to people eligible for the scheme. SydWest's introduction to the NDIS will be as Support Coordinators providing support for CALD families who require additional assistance to link with appropriate services due to a variety of issues including language and culturally specific needs.

With the deregulation and reforms to the Aged Care industry expected on 27 February 2017, SydWest has adapted a more flexible approach to our service delivery support for our seniors. This has seen greater choice being given to our seniors on how they access the support they require to remain living as independently as possible in their own homes. SydWest is one of a few providers that has consistently operated under full capacity with our current home care package allocations, and we will be providing additional services to our clients with increased support needs from March 2017.

Aged Care and Disability Services are continually adapting and evolving our services to provide quality support for those who need them. Change can often evoke an uncertainty; although more importantly it provides new opportunities for SydWest to explore growth. While the next year will be a time for change, the Aged Care and Disability Services Team is prepared for the task ahead and looks forward to what the next year holds for us.

I had joined a unique organisation, passionate about its work and valued by the communities that they support.

REPORTS

COMMUNITY ENGAGEMENT REPORT

2015-16 was another productive and exciting year for SydWest Multicultural Services and the communities we serve, and I was delighted to join the team in December 2015 as the Community Engagement Manager.



Angela Van Dyke
Community Engagement
Manager

Following an organisation-wide restructure in 2015, the Community Engagement Division was created as an important first step towards an organisational structure that can support flexibility and challenging demands within an ever changing environment. The last six months saw a review of all the activities across our Division, including data analysis staffing issues and feedback, client needs and stakeholder feedback to name a few. This process will inform further changes in 2016-17 that enhance our capacity to deliver quality services and programs for vulnerable clients across our three offices in Blacktown, Mt Druitt and Penrith.

The Community Engagement Division comprises a diverse range of areas and funded programs across the lifespan for CALD communities. These include Settlement, Families, Youth and Homelessness. In addition, we have successfully secured funding for a range of initiatives that support and add value to our clients, such as the Going Viral Hep C initiative for CALD youth and the Youth In Transition Support Program.

Our Community Engagement Division has had a strong commitment to research partnerships, and during the year we collaborated with Professor Andre M.N. Renzaho and Nidhi Dhingra from Western Sydney University to explore the complexity of migration and its impact on settlement and integration. The research titled, 'Assessing the impact of post migration lifestyle changes on migrant settlement trajectories' is a critical piece of evidence that identifies a range of issues impacting on life opportunities for migrants. It is also a valuable resource to enhance our planning for new services and programs, and we hope that funders and service providers use the research findings as a tool when setting priorities and resource allocation.

SydWest has a proud history of supporting community groups to establish themselves as independent entities...

In the meantime, we have also begun another exciting partnership with Western Sydney University which will see newly arrived migrant and refugee youth working alongside WSU mentors to help them navigate their way around the Australian education system. This initiative will be delivered in 2016-17 and will involve young people setting life goals and learning digital skills in the process.

Throughout the year we collaborated with many stakeholders across the region to host or partner in a range of community events. These ranged in scope for issues and the number of residents engaged. Community events are an important mechanism to engage local people who perhaps may not be connected to services. It also provides us with an indication of issues and challenges residents may be facing, and forms part of the knowledge base we use to undertake reviews and service planning.

SydWest has a proud history of supporting community groups to establish themselves as independent entities, which are then empowered to support people within their own community and pursue the goals that will deliver enhanced life outcomes for vulnerable people. We have worked with the Bhutanese, Iraqi, Afghani, Iranian, Tamil and Pakistani communities, and more recently we

assisted Syrian residents to establish the Syrian Association of NSW. Many have recently arrived to Australia and have endured significant trauma and hardship escaping violence and persecution in their country of origin. We have found these communities to be highly motivated, hard-working individuals keen to become active and valuable members of our society. They are an asset to our community and are diligently committed to settling in Australia. We look forward to seeing their growth and achievements throughout the coming years.

As we see increasing unrest around the world, we will continue to see people displaced by war who need a new home for refuge. Australia has a long and proud history of accepting people, regardless of race or religion, and we are set to receive many refugees and humanitarian entrants, particularly from Syria, in the coming year. SydWest is well placed to provide culturally appropriate support to our new families. With a diverse bilingual and bicultural workforce, extensive experience providing settlement services, three offices across Western Sydney, along with strong relationships with local services, we remain confident that our newly arrived residents will get the best possible support and start in their new homeland.

SydWest is well placed to provide culturally appropriate support to our new families.

REPORTS

CORPORATE SERVICES REPORT

It has been a privilege to lead the Corporate Services team at SydWest ensuring both the smooth day-to-day operations of our Blacktown, Mt Druitt and Penrith offices along with maximum efficiencies gained through our systems, processes and internal governance operations.



Nikolayka Bentcheva
Corporate Services
Manager

At SydWest our people are our greatest asset, and we are proud to have such diverse and experienced office and direct care staff. Professional development is key to employee engagement and training, and this year staff gained further knowledge and skills across 31 training programs, learning more about service development, workplace performance, project management, ICT, communications and networking, risk management, work health and safety and social media to name a few.

During the year, we also acknowledged the dedicated contribution of six staff who have worked with SydWest for 10 years or more. An employee engagement survey in December highlighted staff's commitment to our mission and strategic plan, with 85 per cent of employees saying they would recommend SydWest as a place to work due to the leadership team's commitment, the customer service focus and employee's benefits, including salary sacrifices, flexible working hours, employees' assistance and wellness programs.

The organisation also acknowledged the valuable contribution of our volunteers during a recognition celebration event held during Volunteer Week. We are grateful to our volunteers who play an extraordinary role helping to deliver services and programs to our clients.

We at SydWest strive to deliver quality customer and professional service, realising the positive impact it has on improved outcomes for customers, increased staff morale and service quality, innovation in service delivery and an increase in public and business confidence.

During the year, our front line staff assisted and engaged with many clients, partner organisations and agencies across our various services. Customer service satisfaction surveys highlighted the organisation's customer service commitment, with 100 per cent of clients rating our customer service delivery as excellent to good. This covered areas such as timeliness and convenience, personal attention, employee competence and professionalism, empathy, responsiveness and availability.



SydWest Volunteers Recognition Day.

This year, SydWest opened an office in the heart of Penrith, offering a range of services to assist refugees, humanitarian entrants and culturally and linguistically diverse communities in the Penrith and Nepean region. An Open Day in May, saw our Blacktown office open to the media and more than 50 other organisations, as we showcased some of our innovative services and programs and invited opportunities for future collaborations.

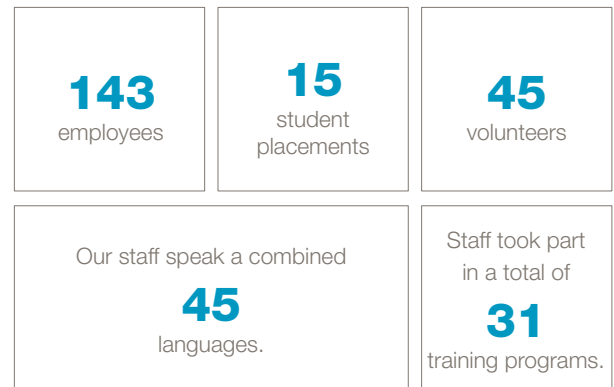
During the year, the Corporate Services team also formalised a number of corporate strategies in the areas of ICT, media, marketing and communications to reach and deliver valuable services to the wider community.

An independent ICT Risk and Strategy Assessment and operational health check, which used the RA2 methodology to review efficiency, agility and cost effectiveness, has led to the preparation of SydWest's 3-yearly ICT plan which is currently successfully underway.

In December we launched our new website, which together with our Facebook and new *Community Connections* newsletter, have attracted many clients and stakeholders towards our services.

Finally, we have also been rolling out our new corporate brand across all of our marketing and communications collateral. We will continue to build on our brand presence across Western Sydney demonstrating our commitment to working with and empowering the CALD community in the region.

OUR PEOPLE



BENEFITS OF WORKING AT SYDWEST:

- Flexible working arrangements
- Salary Sacrifice
- Employee Assistance Program
- Wellbeing through positive work life balance
- Additional leave between Christmas and New Year

100 PER CENT OF STAFF:

- Satisfied that SydWest values employee's new ideas
- Satisfied that they can comment on changes that affect their own teams and the organisation as a whole
- Satisfied with internal communications with their managers and team members

WHAT SOME OF OUR CLIENTS HAD TO SAY:

"Staff at SydWest are very social and friendly. I have really appreciated their good experience and knowledge."

"They always help us whatever our needs are and show how to do and solve the problem."

"The service is very good, you cannot wait for long."

"Perfect and excellent with customer's manner."

OUR SERVICES AND PROGRAMS

AGED CARE AND DISABILITY SERVICES

Our Aged Care and Disability Services team provides a range of quality services to support residents from culturally and linguistically diverse backgrounds to remain living independently in their homes and communities.

We support seniors and people with a disability and their carers who live in the Cumberland Prospect region (Blacktown, Cumberland, Parramatta, Auburn, and Hills Local Government areas).

OUR SUPPORT SERVICES OFFER AN ALTERNATIVE FOR SENIORS AND MINIMISE THE NEED FOR THEM TO REQUIRE RESIDENTIAL CARE.



HOME CARE PACKAGES

The SydWest **Home Care Packages Program**, funded by the Department of Health, provides coordinated services, tailored to meet our client's individual needs. Clients can experience choice and flexibility in the way they receive their support services.

Services Include:

- Personal Care services
- Respite services
- Daily Living Activities
- Clinical Care
- Nutrition, hydration, meal preparation and diet
- Continence Management
- Mobility
- Leisure interest and activities
- Additional support around the home

161

clients accessed the Home Care Packages program.

SydWest provided
112,610

hours of direct services to support clients with their daily living tasks.

OUR SERVICES ARE PROVIDED BY MORE THAN 60 CULTURALLY COMPETENT AND BILINGUAL CARE WORKERS WHO SPEAK A COMBINED 20 LANGUAGES.

LANGUAGES INCLUDE:

- ARABIC
- CROATIAN
- FARSI
- HINDI
- ITALIAN
- MALTESE
- MANDARIN
- CANTONESE
- POLISH
- PUNJABI
- SPANISH
- TAGALOG
- TAMIL
- TURKISH



COMMONWEALTH HOME SUPPORT PROGRAM

Our **Commonwealth Home Support Program**, funded by the Department of Health, supports older people (65 years and over) to stay independent and in their homes and communities for longer. The Program is designed to meet the individual needs of clients with less complex needs.

Services Include:

- Personal Care
- In-Home Respite
- Social Support
- Domestic Assistance
- Community Options Case Management, Counselling Support and Information Advocacy

COMMONWEALTH CARE SUPPORT PROGRAM

The SydWest **Community Care Support Program**, funded by the NSW Department of Family and Community Services, offers support and services for younger people with disabilities (under 65 years).

Over the next 12 months SydWest will commence transitioning our current clients from the Commonwealth Care Supports Program to the NDIS. The Aged Care and Disability Services team will be supporting all our clients through this change by educating them on the scheme and the impacts it will have on the individual.

YEAR HIGHLIGHTS

Commonwealth Home Support Program

Clients received
5,107 hours
of personal care.

Clients received
5,244 hours
of respite care.

Commonwealth Care Support Program

Clients received
838 hours
of personal care.

Clients received
1,082 hours
of respite care.

Our team offers individualised support by listening to the needs of our clients and working with them to ensure they receive appropriate support.

SOCIAL SUPPORT GROUPS

Our **Social Support Groups** provide an opportunity for seniors and carers to increase social engagement through meetings, social outings and group sharing.

We facilitated 11 Social groups for Coptic, Turkish, Indian, Serbian, Iranian, Chinese, Maltese, Filipino, Bhutanese, Croatian, Spanish seniors along with two Carers groups in Blacktown and Mt Druitt.

SENIORS KIOSK

Our **Seniors Kiosk** provided seniors with access to computer internet technology which allowed them to stay connected with family and friends here and overseas.



Coptic Seniors group visit to Cabarita.

407

clients attended Social Support groups and took part in workshops, information sessions and outings.

Our Social Support groups attended over

100

outings throughout the year travelling to places like Bronte, Bondi, Barangaroo and Berowra Waters.



“This program makes me feel younger - it reminds me of my childhood. This is a good feeling.”

Seniors taking part in the Art Therapy program.

ART THERAPY PROGRAM

During the year, SydWest conducted an innovative **Living Active Life Art Therapy** program designed to bring multicultural seniors together to explore art, break social isolation and enhance wellbeing. The 12-week pilot, funded by the NSW Department of Family and Community Services, attracted 40 seniors from a range of backgrounds.

Designed and facilitated by qualified Art Therapists, each session explored different life themes using a range of art mediums including pastels, paints, mosaics and clay. The participants reported that the program helped to reduce social isolation, reduced anxiety and depression and helped them feel more positive about life.

SUCCESS STORIES

One visually impaired client was able to create art for the first time in 20 years since losing her eyesight.

“These sessions have shown me that if you get out and try new things, it’s marvellous what you can do. I may be blind but it has opened my eyes up and gives me self satisfaction and enjoyment.”

One participant reported dramatic health benefits after just three sessions.

She claimed the art therapy contributed to her lower cholesterol levels and higher red blood cell count.

“This art therapy has helped me become healthier, I want to keep going.”

One Bhutanese woman who had spent almost 20 years living in a refugee camp in Nepal enjoyed learning about art.

“We never did this as children back home, we only worked and cleaned the home and cooked. This is all very new and very nice.”



40

seniors and people with disabilities from different backgrounds took part in the Art Therapy group sessions held over 12 weeks.

“Today's session is brilliant!
I got my blood pressure and
sugar level checked. I was
excited that I also got the
chance to plant.”



Seniors enjoying exercise and healthy living.

“Before this session, I did as what I feel it’s right to gather seeds or plant. I didn’t get good results sometimes, and don’t know why. I am very keen to learn and looking forward the other sessions...”

COMMUNITY GARDENING AND HEALTHY LIVING

SydWest teamed up with Blacktown City Council, Western Sydney Local Health District and Royal Botanical Gardens to provide a **Community Gardening and Healthy Living Project** designed to improve seniors’ health and wellbeing. Participants learned about garden safety, general gardening and healthy gardening and also took part in health checks and discovered more about healthy living, eating and exercise.

22

participants from the Chinese Mandarin Seniors Social Support Group took part in the Community Gardening and Healthy Living Project.



Seniors enjoying community gardening.



“Relaxes the body and helps the balance.”

“Keeps me mobile as long as possible.”

Seniors demonstrating balance exercises and healthy living.

“It’s very encouraging, when bit by bit I improved to increase these exercises, which made my legs stronger.”

HEALTHY OLDER PEOPLE PARTNERSHIP (HOPP PROGRAM)

SydWest partnered with Western Sydney Local Health District to train our remote care workers to implement the **Health and Active Program** into our client’s homes. Designed to improve the health and mobility of seniors in the Blacktown LGA, the program encouraged seniors to do simple exercises in the home to improve their balance and mobility and reduce the risk of falls.

A total of 89 clients participated in the program with many reporting positive outcomes. One of the participants who required the use of a rollator to be able to walk around her home, reported that her mobility had improved so much as a result of the exercises that she no longer required it to walk.

SydWest produced program resources in

18

different languages for the participants of the HOPP Program.



The HOPP Program recognised with a Western Sydney Local Health District Award.

OUR SERVICES AND PROGRAMS

COMMUNITY ENGAGEMENT SERVICES

Our culturally competent Community Engagement Division provides innovative services and programs to help newly arrived refugees, humanitarian entrants and their families to settle successfully in Australia.

SETTLEMENT SERVICES

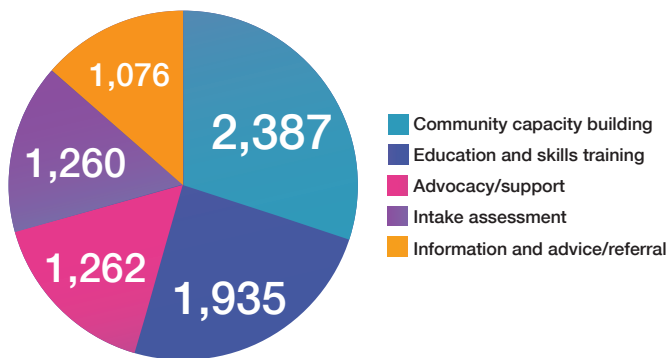
In 2015-16, the **Settlement team** provided Casework Support to 8,256 clients including complex case support, compared with 5,000 clients the previous year. Clients were empowered and able to access mainstream services independently.



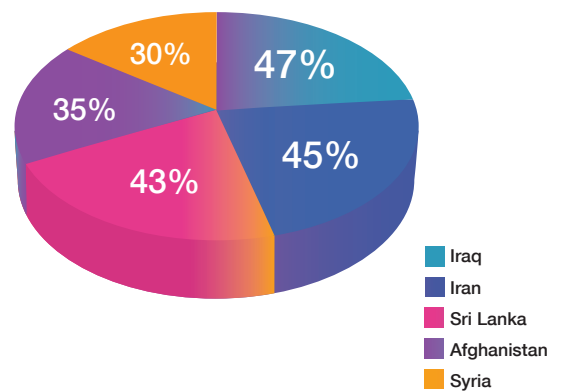
THE SETTLEMENT TEAM
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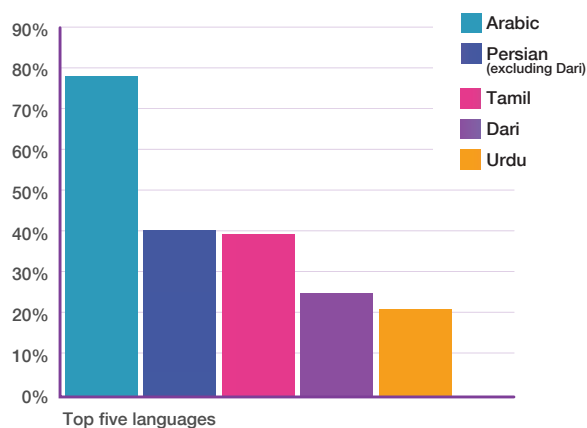
TOP FIVE SERVICE TYPES PROVIDED TO INDIVIDUAL CLIENTS IN 2015-16:



TOP FIVE COUNTRIES OF BIRTH:



TOP FIVE LANGUAGES SPOKEN BY OUR CLIENTS:



TOP FIVE ISSUES FACING OUR CLIENTS DURING 2015-16:

- LANGUAGE BARRIERS
- EMPLOYMENT
- HOUSING
- FINANCIAL AND MATERIAL ASSISTANCE
- IMMIGRATION

BUILDING COMMUNITIES

The Settlement team helps to build, connect and empower communities. During the year, we supported the local Syrian community to establish the first **Syrian Community Association in NSW** and worked with the local Afghani community to establish the **Afghan Women's Association in Sydney**.

We also supported the following groups:

- Association of Bhutanese in Australia (ABA) Sydney
- South Sudanese Community
- Liberian Community
- Iraqi Community
- Darfur Community
- African Australian Inc.
- Ethiopian Community
- Nuba Community Association



LEARNER DRIVER MENTORING PROGRAM

SydWest's comprehensive Learner Driver Mentoring program involves road safety information sessions, computerised Driver Knowledge Tests and on-road practical driving lessons in the SydWest car.

During the year:

- 70 clients attended road safety sessions
- 62 clients participated in the Driver Knowledge Test in Blacktown and Mt Drutt
- 33 people obtained their Learner Driver Licences
- 12 mentors/volunteers assisted with driving lessons
- 101 clients attend on road practical driving lessons
- 60 people obtained Provisional Driver Licences.



YEAR HIGHLIGHTS

292

clients received civil law advice.

237

clients received immigration advice.

528

clients received EAPA and emergency relief.



Mt Druitt Arabic speaking group visit to Wentworth Falls.

MULTICULTURAL SUPPORT GROUPS

Our Multicultural Support groups are another important way of providing cultural social support services to clients, who receive information, social connections and increased confidence through the group interactions.

Our support groups:

- Mt Druitt Multicultural men's social group
- Blacktown Multicultural men's social group
- Mt Druitt Asian sub-continent social group
- Penrith Iranian women's social group
- Blacktown Afghan men's social group
- Mt Druitt Arabic speaking social group
- Blacktown Afghan women's social group
- Blacktown Iranian social group
- Blacktown Bhutanese women's social group
- Blacktown Bhutanese men's social group
- Mt Druitt Afghan women's social group
- Blacktown Burmese social group
- Blacktown Chinese social group
- African Sisters on the Move

SUCCESS STORIES

In 2014, Wazir, an elderly refugee from Afghanistan arrived in Australia on a humanitarian visa.

Facing homelessness, language and cultural barriers, health issues and social isolation, Wazir was referred to SydWest's complex case support staff who helped her to secure a home, linked her to our Aged Care Services and connected her to the Afghani Women's social support group. Wazir is now able to access mainstream services independently and says she is grateful to receive home care services from her community care worker who speaks her language.

Younan and his wife, Ghada recently arrived from Syria as refugees.

Our Settlement team supported the couple through casework and community development programs. Younan, who had owned a large farm back home, was encouraged to get his heavy vehicle licence and now has a job in a transport company, while Ghada a former Arabic language teacher, was linked to a local Lebanese school where she is now teaching part time, while also studying at TAFE.

110

clients attended Bring Your Bills Day with EWON.

80

clients attended information sessions.

133

clients attended our Basic English and Conversation Classes and were able to read and write more confidently.

220

clients attended group outings to places like the Royal National Park, Cataract Dam and Wentworth Falls. Social outings help to reduce isolation and build confidence among new arrivals.

HOMELESSNESS PROGRAM

Our **Homelessness Program**, funded by Mission Australia through the NSW Department of Family and Community Services, aims to provide specialist support to non-English speaking individuals and families who are homeless or on the verge of homelessness so that they can secure suitable, affordable and sustainable accommodation.

The project began in 2014 and has progressively attracted many clients due to the significant challenges they face when interacting with housing providers. Our caseworkers also conduct regular Street Walks at night to engage people at risk.

SUCCESS STORIES

A single mother with two young children came to SydWest for help after becoming homeless to escape domestic violence.

Through both our Homelessness Program and Complex Casework Support programs we provided her with extensive assistance – first connecting her with crisis accommodation, then providing strong advocacy to secure Start Safely program from Housing NSW and finally securing subsidised and affordable private rental accommodation. We also assisted her through our brokerage aid to purchase furniture. The client is now in her home with her two children.

“I never thought I would receive this kind of support, but thank you SydWest for the support.”

During our regular nightly Street Walk Program, our Homelessness Program caseworker engaged a young boy at Blacktown station.

He had become homeless, often couch surfing and sleeping roughly. The boy had been kicked out of home because he had dropped out of school and was unable to enrol into further education as his visa had expired and he didn't know how to renew it. The caseworker contacted the mother and negotiated her son's return home on the basis that we help him return to school. We also assisted him to successfully apply for the certificate of resident status, which allowed him to enrol into a business course.

“Thank you for helping my son, I was worried that I might not be able to find some support and I didn't know there were great services such as SydWest”

YEAR HIGHLIGHTS

During the year, SydWest's Homelessness Program assisted

161

clients through extensive casework support.

69%

of these were people at risk with their current tenancy and required assistance to avoid becoming homeless.

31%

were those without conventional accommodation who needed help to access sustainable housing.

AWARDS

SydWest was recognised for its excellent work with African Australian communities, taking out the **Community Engagement Award** at the 4th Annual Celebration of African Australians Awards in NSW, with SydWest Community Engagement Coordinator, Abulla Agwa also receiving the Professional Excellence Award for his outstanding performance as an African Australian in NSW.

Abulla was also welcomed into the **ZEST Hall of Fame** in February following his work with the refugee and new arrival community over the past decade.



RESEARCHING WHAT NEW MIGRANT COMMUNITIES NEED

During the year, SydWest teamed up with Western Sydney University (WSU) to study the challenges and needs of new migrant communities in Sydney's west. The key findings and recommendations from this study were launched in a report titled 'Assessing the impact of post migration lifestyle changes on migrant settlement trajectories'. Headed by Professor Andre Renzaho from the School of Social Sciences, the report studied seven migrant communities over three months including many SydWest clients.



WSU Chancellor Professor Shergold launches migration report.

We helped

58

people to access and sustain private rental accommodation.

42

people attended housing related information sessions.

We assisted

103

people by supporting and linking them to services and Housing Pathways, assisting them with dispute resolution with real estate agents, offering brokerage assistance, accessing homes through the National Rental Affordability Scheme and assisting them through the NSW Civil and Administrative Tribunal.

YOUTH SERVICES

In 2015-16, our **Youth team** expanded the delivery of youth-driven activities for young new arrivals aged between 12 and 25 in the Blacktown and Mount Druitt communities. We worked with youth who have recently settled from Syria, Iraq, Pakistan, Egypt, Afghanistan, Iran, Sudan and other parts of Africa. During the year 20% more youth accessed our services including an increase in the number of girls participating in swimming and water safety sessions, girls' basketball and creative arts and music classes.

YOUTH IN TRANSITION SUPPORT PROGRAM

During the year, SydWest was funded by the Community Migrant Resource Centre through the Department of Social Services to deliver the **Youth in Transition Support Program** in the Blacktown LGA. This program allowed us to successfully reach more young people through our programs.



Youth in Transition Support targets young people aged between 14 and 25 from migrant and refugee backgrounds, engaging them through sports and recreational activities and connecting them to employment and education pathways.



CASEWORK SUPPORT

One-on-one casework is an important part of our work with youth, who receive referrals and support to access mainstream services independently. 35 information sessions addressed current and emerging youth issues such as health, education and employment pathways, law and order, living skills and healthy lifestyles.

HOMEWORK SUPPORT AND STUDY CENTRES

Our three **Homework Centres** at Blacktown, Mount Druitt and St Marys provided active support to students from both primary and high schools across the Blacktown and Penrith LGAs.

During the year, two **Study Centres** were introduced in Mt Druitt and Blacktown to support Year 10 to 12 students in their transition to tertiary institutions.

Our programs are focused on improving pathways to education and removing barriers to support our young people into training and work opportunities. During the year, 40 young people completed Certificate training in areas such as Customer Service, Barista Service and Responsible Services of Alcohol.

238

young people from diverse backgrounds took part in a range of sporting and educational activities during the year.

A further

80

young people accessed our youth casework support during the year.

Over

125

students received homework and mentoring support from our volunteer tutors from the Western Sydney University and the Australian Catholic University.

More than

20

students attended the weekly study centres.

WORKING WITH SCHOOLS

Our Youth team works closely with local schools with a high number of refugee and migrant students. We offer ongoing outreach support at Evans High School Intensive English Centre to complement the school's program and address settlement challenges for new arrival students.

During the year, we teamed up with Nirimba TAFE and Mitchell High School to deliver an eight-week TAFE taster program for 15 at risk students. This new 'try a trade' program allowed students to visit various TAFE campuses across Western Sydney to gain first-hand experience in different trades by doing some practical activities.

Visits to the following campuses were arranged following consultation with the students:

- Nirimba campus (Carpentry)
- Richmond campus (Horticulture)
- Mt Druitt campus (Automotive)
- Kingswood campus (Children Services, Refrigerator and Welding and Personal Training;)
- Blacktown campus (Information Technology, Travel and Tourism)

ENGAGING YOUTH THROUGH SPORT AND THE ARTS

Our new weekly **Basketball Program** at Kevin Betts Stadium attracted young newly arrived girls from Afghanistan, Iran, Iraq and Syria.



Our **Football in the Park** program runs every Saturday at Campbell Reserve attracting over 20 young people a week from Nepalese, Sudanese, Afghan, Syrian and Iranian communities.

Our **Art and Crafts Workshops** were delivered to both primary and high school students to spark creativity and encourage self reflection.

Our new weekly **Guitar Lessons** in Blacktown were delivered by volunteer musicians and attracted young refugees with an interest in music.

Over 30 youth took part in the weekly **Indoor Soccer Program** at Kevin Betts Stadium in Mt Druitt. The SydWest youth soccer team made it to the semi finals in a one-day indoor soccer tournament at Emerton Leisure Centre during Youth Week.

Our two holiday **Swimming Programs** at the Seven Hills Aquatic Safety Training Academy were designed to teach new young arrivals important swimming and water safety skills, raise their confidence in the pool and promote social interaction.

The Western Sydney Wanderers FC

held two training sessions for our young soccer enthusiasts.

26

young boys and girls from Kurdish, Afghan, Iraqi, Pakistani, Nepali and Sudanese backgrounds took advantage of the expert tips from some of the club's coaches.



SCHOOL HOLIDAY ACTIVITIES

Our **School Holiday** activities are designed to meet the social needs of young new arrivals– providing them with a culturally appropriate space to take part in activities with others while introducing them to some of the local attractions around Sydney.

A total of 26 young people went on an excursion to Cataract Dam, 33 young people visited Stanwell Park and 27 youth spent a day at Maroubra Beach where they got to interact with others. For some this was their first visit to a beach.



Youth excursion to Stanwell Park.

EVENTS BUILDING COMMUNITY CAPACITY

More than 25 young people from Iraqi, Syrian, African, Afghani and Pakistani backgrounds took part in the **Global Refugee Youth Consultation** held at SydWest in partnership with the Multicultural Youth Advocacy Network (MYAN). Key issues raised included lack of jobs, language difficulties, discrimination and housing. These will be taken to the 2016 annual UNHCR NGO consultation in Geneva.



Our young refugee community, including students from Mitchell and Evans High, were the focus of the **2016 Refugee Week** event at Bowman Hall.

Some of our young clients took part in the **Com4Unity Cup** annual soccer tournament involving high school students and partner organisations, aimed at creating positive interaction between youth and Police. Our Youth team also participated in the **Com4Unity Showcase** in December involving the Hon. John Ajaka, NSW Minister for Multiculturalism, Aged Care and Disability.

50

young people took part in our Arts and Music activities.

65

girls from Syrian, Afghani, Pakistani and Iraqi backgrounds attended the swimming program.

27

youth spent a day at Maroubra Beach which for some was their first visit to a beach.

Over
350

attended the 2016 Refugee Week event at Bowman Hall.

FAMILY SERVICES

Our **Families team** provides services and programs to help parents raise happy, healthy families. We target families with young children from culturally and linguistically diverse backgrounds living in the Blacktown and Hills local government areas.



139
adults and
198
children participated in
our three Supported
playgroups throughout
the year.

“I AM HAPPY NOW THAT I JOINED THIS GROUP AS I AM NEW IN THE COUNTRY AND NEEDED TO FIND FRIENDS FOR MY DAUGHTER.”



“My grandson has learnt how to hold scissors and cut paper perfectly. I am happy to let him practice at home now.”



SUPPORTED PLAYGROUPS

Our **Supported Playgroups** provide opportunities for children and their parents to participate in a structured program allowing children to enjoy playtime, have fun with arts and crafts, take part in Rhymes and Story Time and bond with their parents and carers.

WOMEN'S SUPPORT GROUPS

Our **Women's Support Groups** are designed to bring women together in a fun, friendly and informative social setting. These groups encourage mothers to learn more about parenting, education and health and wellbeing.

We have seven groups that meet during the school terms:

- Blacktown African Women's Support Group
- Blacktown Indian Women's Support Group
- Blacktown Multicultural Women's Support Group
- Castle Hill Multicultural Women's Support Group
- Glenwood Indian Women's Support Group
- Mt Druitt Women's Support Group
- Mt Druitt Tamil Women's Support Group

SUCCESS STORY

When one of the mothers from the Castle Hill Multicultural Women's group was unexpectedly hospitalised shortly after having her third child, the other mums in the group stepped in to support her and her family.

Realising that they had no family support here in Australia, the mums rallied together, making and delivering home-made meals to the family.

“My husband was very happy to see that the group was like a family to me and wanted to thank the group from the bottom of his heart.”

HELPING PARENTS AND BUILDING COMMUNITY CAPACITY

The Families team works closely with parents providing important parenting information, and also engaging family members with their communities and empowering them to actively participate in events and activities.

We worked with 263 mums and 544 children throughout the year assisting families from CALD backgrounds to access important health, government and other support services and secure positive outcomes for themselves and their families.

Over 1,796 families (including 200 from the Families program) attended SydWest events during the year, including our holiday activities, Cultural Exchange event, Mothers' Day activities and End of Year event.

Our Family Fun Day in September attracted over 120 people and allowed us to engage with men who experienced first-hand the safe and family friendly services available to their families. Fathers also discovered how they could communicate with their children to make a positive difference in their lives.



YEAR HIGHLIGHTS

155

women received parenting information throughout the year.

16

women from the Blacktown Multicultural group successfully completed the **Triple P Parenting Program** in May and all reported improved communication and relationships with their families as a result of the new skills and strategies learned in the program.



PARTNERSHIPS AND NETWORKS

SydWest joined forces with the Blacktown Hospital and other health service providers to organise the Perinatal Conference, “Strengthening Partnerships and Pathways to Family Wellbeing” in September. Designed to improve care pathways for diverse communities, a panel of SydWest clients discussed their experiences with the hospital’s services and suggested areas for future improvements.

This innovative collaboration has resulted in a number of initiatives being implemented in Stage 1 of the Blacktown Hospital Expansion project.

ENCOURAGING EARLY LITERACY

We promoted “Paint the Town REaD” and the importance of reading to children each night by teaming up with the program’s mascot Rooby Roo at various events throughout the year.

In order to bridge the gap with non-English speaking families, this partnership was expanded to take books into families’ homes. The aim was to help mums enhance their opportunities to develop positive reading habits at home and better equip their children as they enter school.

“After starting the Triple P program, I just talk to my child calmly, even my husband has mentioned the change in me and praised me.”

OUR EVENTS

Over
4,000
people attended
our major events
throughout the year.

SydWest teamed up with partner organisations to hold a number of major events throughout the year. These events help to build community engagement and confidence among our key target groups, bringing people together in a safe, fun and informative way that also builds trust and cohesion in the community.

HARMONY DAY



More than 500 people from across the community converged on Bowman Hall in Blacktown in March to celebrate Harmony Day and to embrace the region's rich cultural diversity.

INTERNATIONAL WOMEN'S DAY



Women of all ages and cultures were treated to cultural entertainment and information stalls along with inspirational guest speakers as part of our International Women's Day events in Blacktown and Mt Druitt.

REFUGEE WEEK



Refugee Week in June provided an opportunity for the Blacktown community to honour and celebrate those refugees who have settled in the region. This year's event focused on some of our young refugees who showcased their talents through song and dance.

SENIORS WEEK



SydWest's annual Seniors Week celebrations in March was an opportunity for our Seniors Social Support groups to come together and share in the festive spirit with activities, entertainment and guest speakers.

SENIORS CHRISTMAS PARTY



This annual social event is held in honour of our seniors group participants and frail aged clients who come together each year to celebrate with others.

FAMILY FUN DAY



Families from across the community took part in a Family Fun Day at Bert Oldfield Public School, where they enjoyed entertainment, activities and information stalls.

BOOK LAUNCH

A new book about the plight of the Bhutanese people was launched at SydWest in February by Refugee Council of Australia CEO Paul Power. Edited by Dr Venkut Pulla, *The Lhotsampa People of Bhutan, Resilience and Survival* is the first book of its kind to shed light on the abuse suffered by the Lhotsampa people and their stories of survival.



SYDWEST ALSO SUPPORTED EVENTS DURING THE YEAR:

- Cultural Competency in Disability Conference
- Settlement Council of Australia's 2016 Annual Conference
- Western Sydney/Nepean Regional Community Care Managers Forum
- Blacktown City Festival
- Orange Blossom Festival
- Africultures Festival

SYDWEST OPEN DAY

Over 200 people from more than 50 organisations took part in SydWest's inaugural Open Day in May, designed to showcase some of the diverse programs and services we offer and pave the way for future collaborations.



REPORTS

FINANCIAL REPORT



John E Cross JP
Certified Practising
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SydWest Multicultural Services
ABN 70 963 234 638
Independent Audit Report to the Members

Scope

I have audited the financial statements being the Statement of Financial Position and the Statement of Comprehensive Income for the year ended 30th June 2016 of SydWest Multicultural Services.

The financial statements have been prepared for the purpose of fulfilling the requirements of the specified users. I disclaim any assumption of responsibility for reliance on this report or on the financial statements to which it relates, or to any other person other than the specified users, or for any other purpose than for which it was prepared.

Audit Opinion

In my opinion the financial statements present fairly in accordance with the accounting policies described in note 1 to the financial statements, the financial position of SydWest Multicultural Services as at 30th June 2016 and the results of its operations and its cash flows for the year then ended.

John E Cross CPA JP
Company Auditor No. 1490
Dated at Sydney, 22 August 2016

**SYDWEST MULTICULTURAL SERVICES
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2016**

	<u>2016</u>	<u>2015</u>
CURRENT ASSETS		
Cash at bank & on deposit	\$4,868,737	\$4,305,695
Debtors & prepayments	\$26,803	\$46,359
Grants/funds receivable	\$147,000	\$283,573
TOTAL CURRENT ASSETS	<u>\$5,042,540</u>	<u>\$4,635,627</u>
CURRENT LIABILITIES		
Sundry creditors and accruals	\$406,273	\$223,201
Grants received in advance	\$51,015	\$9,000
Employee benefits	\$372,250	\$424,971
TOTAL CURRENT LIABILITIES	<u>\$829,538</u>	<u>\$657,172</u>
NON-CURRENT LIABILITIES		
Employee benefits	\$1,127,471	\$1,034,917
TOTAL NON-CURRENT LIABILITIES	<u>\$1,127,471</u>	<u>\$1,034,917</u>
TOTAL LIABILITIES	<u>\$1,957,009</u>	<u>\$1,692,089</u>
NET ASSETS	<u>\$3,085,531</u>	<u>\$2,943,538</u>
ACCUMULATED FUNDS		
Surplus	\$3,085,531	\$2,943,538
TOTAL ACCUMULATED FUNDS	<u>\$3,085,531</u>	<u>\$2,943,538</u>

**SYDWEST MULTICULTURAL SERVICES
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2016**

	<u>2016</u>	<u>2015</u>
INCOME		
Grants/Funding/Subsidies Received	\$5,472,877	\$5,258,136
Client fees	\$294,630	\$264,679
Rent received	\$226,791	\$225,200
Interest Received	\$149,851	\$87,750
Sundry Income, hire of rooms, sponsorships	\$110,711	\$139,581
	<u>\$6,254,860</u>	<u>\$5,975,346</u>
EXPENDITURE		
Staff expense	\$4,511,996	\$4,131,068
Service delivery expense	\$440,616	\$222,173
Accommodation expense	\$476,636	\$467,447
Admin overhead expense	\$534,042	\$202,659
Travel expense	\$149,577	\$166,809
	<u>\$6,112,867</u>	<u>\$5,190,156</u>
Net Surplus for the Year	<u>\$141,993</u>	<u>\$785,190</u>

REPORTS

OUR FUNDING BODIES AND PARTNERS

SYDWEST RECEIVES ITS
CORE FUNDING FOR
PROGRAMS FROM:

The Department of Health
The Department of Social Services
**The NSW Department of Family and
Community Services**
Mission Australia
Settlement Services International

During the year we also received grants
from the Roads and Maritime Services
NSW, Community Migrant Resource
Centre, Women NSW and Hepatitis NSW.

SYDWEST THANKS
OUR PARTNERS IN
2015-16:

Ability Links
Ability Options
**Afghan Community Support Association of
NSW Australia**
African Hunting and Drumming
African Youth Kids Inc.
Ahmadiyya Muslim Association Australia
Alliance legal services
Anglicare Mt Druitt
Anti-Discrimination Board NSW
Association of Bhutanese in Australia Sydney
Auburn City Council
Auburn Diversity Services
Australian Hearing Aid
Australian Red Cross
Baptist Care
Blacktown and Mt Druitt Community Health
Blacktown City Council
Blacktown City Libraries
Blacktown Family Relationship Centre
Blacktown Girls High School
Blacktown Hospital
Blacktown Women's & Girls Health Centre
**Blacktown, Mt Druitt, Nirimba, Nepean and
Blue Mountains TAFE**
**Blacktown, Mt Druitt, Quakers Hill and
Penrith Local Area Commands**
BREED

Brighter Futures
 Cancer Council NSW
 CatholicCare Social Services
 Community Language Translation Service
 Community Resource Network
 Cumberland Council
 Cumberland Hospital
 Darfur Community Association
 Department of Human Services
 Department of Social Services
 Disability Services Australia
 Easy-Go Connect
 Energy and Water Ombudsman
 Evans High School
 Family Worker Training & Development Program
 Fitted for Work
 Health and Arts Research Centre Inc.
 Hills Community Aid
 Hills Shire Council
 Hillsong CityCare
 Housing Appeal Committee
 Housing NSW
 Immigration Advice and Right Centre Inc
 JRS
 KU Children's Services – Inclusion Support Program
 Legal Aid NSW
 Liberian Community Association
 Link2Home
 Loaves and Fishes Project
 Macquarie Community College
 MECA
 Mission Australia
 Mt Druitt Hospital
 Mt Druitt Public School
 Multicultural NSW
 Multicultural Problem Gambling Service NSW
 Nepean Blue Mountain Local Health District
 Nepean Multicultural Access
 Northcott Disability Services
 NSW Fair Trading
 NSW Health
 Parramatta City Council
 Penrith City Council
 Providential Homes
 REACH for Training
 Refugee Council of Australia
 Relationships Australia
 Roads and Maritime Services
 ROO's Consultants Pty Ltd Education and Training
 Royal Botanical Gardens
 Salvation Army
 Sathya SAI International Organization of Australia and PNG (NSW Region West)
 Settlement Services International
 St Vincent de Paul
 STARTTS
 Sydney University
 Syrian Community Association in NSW
 Tenancy Union
 Tenancy Advice and Advocacy Service
 The Australian Arabic Association of Western Sydney Inc.
 Transcultural Mental Health
 UnitingCare Burnside
 WASH House
 WentWest
 Wesley Family Centre
 Wesley Mission
 Wesley Uniting Church
 Western Sydney Community Forum
 Western Sydney Family and Community Services
 Western Sydney Family Referral Service
 Western Sydney Local Health District
 Western Sydney Partners in Recovery
 Western Sydney University
 Western Sydney Wanderers FC
 Westmead Hospital
 Wise Employment

SydWest also coordinates the **Blacktown Mt Druitt Migrant Interagency** made up of approximately 175 organisations working in the community services sector that support new and migrant communities in the region. Monthly meetings provide an opportunity for the sector to hear from guest speakers and liaise on issues affecting our clients.

SydWest Multicultural Services

Connecting cultures. Building community.

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