

Connecting cultures. Building community



# 2017

Annual Report

**SydWest**  
**Multicultural Services**  
Connecting cultures. Building community.



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## **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 judgement.

### **Accountability**

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

## **Our Vision**

Connecting cultures. Building community.

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## **Our Mission**

For more than 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.

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## Chair's Report

Our visionary statement Connecting Cultures, Building Community is a reality that benefits everyone in the community.



**Robert Fitzgerald**  
Chairman

At SydWest Multicultural Services we believe that our activities are economically viable, environmentally sound and socially responsible by supporting refugees and other migrants with settlement, youth, children and families, aged care and disabilities services – services that support individuals and communities.

Our aim is to continue to be one of the leading multicultural organisations helping people of all cultures to become empowered through direct services and representation; to continue contributing to building the social capacity of communities in Greater Western Sydney and the Nepean through our relevant services, skills and development. We maintain our 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.

### Highlights

We have successfully launched innovative initiatives in the multicultural sector. Among our many initiatives, highlights included:

- Advocacy and political engagement meetings with key politicians and government agencies to raise the profile of our unique services, as well as advocate for those in need
- Establishment of the Blacktown Council Multicultural Advisory Committee, following our recommendation
- Expansion of our Aged Care and Disabilities services to the Nepean region, launched by Mayor of Penrith, Cr. John Thain
- Delivery and celebration of key community engagement events, including Harmony Day, Refugee Week, Father's Day Family Fun Day, Seniors Week, International Women's Day
- Piloted the Navigating Resettlement youth project
- Supported and participated in a range of other events including Premiers Harmony Dinner, Zest Awards, Blacktown City Council Street Parade, Reconciliation Walk.

### Governance

I must congratulate SydWest directors for their values, vision and strategic leadership. They are all committed to proper and effective corporate governance arrangements. As a registered charity regulated by Australian Charities and Not-for-profit Commission (ACNC), we apply the ACNC Governance Standards.

We continue to review our governance structure, board size, method of Director election and appointment, succession planning and renewal, governance, committee structures and performance.

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We aim to see that the governance structure of SydWest is operating efficiently and as intended, and to measure our practices against what is considered as best practice and innovation to generate and drive models of service delivery to meet or clients' needs.

## Our People

In the end it is neither a board nor a management team alone that can produce the results for the benefit of the greater community. It is the great team of people from a multitude of cultural backgrounds including our wonderful volunteers. It is they, who make the difference; they who lift us above the norm and set us apart. It is they who are SydWest and we thank them again for contributing so much. For championing the right of all people to be treated with dignity and respect. For valuing each person's right to participate in all aspects of society. For inspiring and motivating others to make a difference in their own lives and to the lives of others. For their commitment to providing exceptional services. For their commitment to the mission values of SydWest and of humanity.

At SydWest under the leadership and drive of our Chief Executive Officer Elfa Moraitakis, our Managers are unique and lead the organisation with conviction, initiative, decisiveness and an overwhelming passion to not only bring out the best in themselves as a team but to bring out the best in all our staff to meet any challenges. They have each in their own way contributed to building the social capacity of communities in Greater Western Sydney through our relevant services with the focus on people who are vulnerable and most in need, such as youth and children, seniors, people with disabilities, refugees and humanitarian entrants. A big thank you to all for displaying such a strong work ethic.

## The Future

We live on a fragile planet where the most fragile part of this planet is humanity. Over the millennia we have seen where intolerance leads. We have seen what happens when we divide an already small planet into smaller islands and isolate each other. Ultimately one does not have to be blessed with exceptional insight to realise we all belong to only one tribe, to humanity.

At SydWest we are a reflection of Australia and a true reflection of the world. A true reflection that shows ourselves from an extraordinary, but in the same token, an ordinary perspective. We aim to highlight what the positives of humanity are - what we all share and care about, what we as one and all hold most dear to all. We aim to minimise the differences amongst us. At SydWest if we do nothing but assist those in need, support, influence and change attitudes for the better, then it will be one of the most profound endeavours that we can undertake for all.

We look forward to continuing to work with our sponsors and supporters and great community. Our visionary statement **Connecting Cultures, Building Community** is a reality that benefits everyone in the community.

My personal perspective about predicting SydWest's future is simple: we are going to take a part in creating it. So thank you 2017 for all the experiences and lessons. We continue to aspire to our vision and as a team at SydWest, we are ready for whatever challenges or opportunities lay ahead.

I thank the Board, our CEO and the Management team, our staff and volunteers for their very significant efforts.



# Corporate Governance Update

## BOARD COMMITTEES

The Constitution provides that the Board directs the affairs of SydWest Multicultural Services (SWMS) in carrying out its responsibilities and exercising its powers. The Board recognises its overriding responsibility to act honestly, fairly and diligently, and in accordance with the law, in serving the interests of SWMS, including its employees, volunteers, clients and the community.

In carrying out the Board's responsibilities, the CEO has assisted the Board in creating several Board Committees, which are delegated the task of strategic reviewing and monitoring of significant projects, policies, procedures, and the like, and then recommending to the Board any strategic initiatives, for formal Board approval. These committees are chaired by a Board Director and membership includes other directors and senior management.

## Finance, Audit, Risk Management & Acquisitions Committee (FARMAC)

The primary objective of FARMAC is to assist the Board in fulfilling its responsibilities relating to the adequacy and effectiveness of accounting and financial control, including: review of Board delegation register; review of annual financial budgets; periodic and annual reporting; external audit function; monitor and manage business risk; monitor WHS policy, procedure and performance; review of information and communication technology; regulatory compliance; and, acquisitions.

In the fiscal year amongst many reviews, the following were carried out:

- Disaster recovery and business continuity.
- Board Delegation Register.
- Organisation Risk Register.
- Current & future Information & Communication Technology requirements.
- Work, Health and Safety procedures and performance.
- Relevant legal registrations.
- Internal Controls.
- End of year statutory financial statements.
- Insurances.

## Board Members



**Robert Fitzgerald**  
Chair



**Raquel Ricafort-Bleza**  
Vice Chair



**Dr Moninderjit Singh**  
Secretary



**Bridget Sarris**  
Treasurer

## Governance Committee

The Governance Committee is responsible for advising the Board on: the composition of the Board and its Committees; reviewing the performance of the Board, its Committees, individual Directors and the CEO; overseeing the management of legal and compliance risks and the systems established to manage those risks; advising the Board on appropriate corporate governance standards and policies; strategic planning.

In the fiscal year, the following reviews were carried out:

- Ongoing achievements of Strategic Plan
- Director Recruitment and Induction
- Education of Board Directors
- Code of Conduct policy
- Important organisational policies
- CEO and Board Performance.

## Marketing & Communications Committee

The Marketing & Communications Committee provides Board-level strategic direction and advice to the Leadership Team for marketing planning.



**Vish Viswanathan**  
Director



**Tamara Giles**  
Director



**Karin Mckay**  
Director

## CEO WINS BLACKTOWN WOMAN OF THE YEAR 2017

### International Women's Day Recognised with Local Champion!

In recognition of her dedicated and inspirational work with the Blacktown local community and SydWest Multicultural Services, our CEO Elfa Moraitakis was awarded the prestigious 2017 Blacktown Woman of the Year.

The Award was presented at a special event hosted by Blacktown City Council in March 2017, held as part of 2017 International Women's Day. The Award acknowledges and celebrates the contributions of women working tirelessly in the community throughout the year.

Elfa was joined at the event by Councillors, Blacktown City Woman of the Year finalists (including SydWest's Maryam Zahid, Domestic Violence Project Officer and local community member) and special guest speaker, Maria Costello MBE - a British motorcyclist who became the fastest woman to lap the Isle of Man TT (Tourist Trophy) course in 2004.

Elfa with Blacktown Council's Councillors Judy Griffiths and Tess Sayas, 2016 Blacktown Woman of the Year.





## CEO's Report

We have commenced our discussions about our future strategy and I already feel excited about it.



**Elfa Moraitakis**  
CEO

What an amazing year it has been! In an increasingly competitive and technology driven environment within the community sector, one of the most important aspects of our work involved a strong focus in shifting our thinking to ensure that competition & digital inclusion do not compromise the quality of the services we deliver.

One of our major changes this financial year was moving forward with the implementation of necessary systems for a more efficient & effective mobile work force in our Aged Care & Disability services team. The restructure of the team and the change in dynamics and skills have set higher expectations for the future. Activities have already increased in both Aged Care and the NDIS and our services have become highly competitive based on quality and cultural competency for the benefit of our CALD communities in Western Sydney and beyond.

Issues of access and equity of our non-English speaking clients have been another key focus when advising various tiers of government. We are looking forward to providing additional and substantial input in the Aged Care Diversity Framework that will replace the National Ageing and Aged Care Strategy for people from CALD backgrounds.

Our Community Engagement team has been working hard to produce evidence that their service delivery meets measurable outcomes. The team has exceeded expectations and specialist positions in areas of Employment and Domestic Violence have complemented services but have evidently identified gaps that policy makers will need to address. The numbers of Domestic Violence victims within the Western Sydney CALD communities should not be ignored by any tier of government.

We continue to be active partners of the successful and results driven NSW Settlement Partnership funded by SSI and planning the future of our early intervention programs in line with the state reforms.

Additionally, the Community Engagement team worked on some creative new initiatives like the Women in Business funded by the NSW Office of Women and the Links to Learning Program funded by the Education Department, to work closely with youth at risk of disengaging from school. You will have an opportunity to have a glimpse of our work in the next few pages.



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This year, SydWest funded the “**Navigating Resettlement – Matched Mentoring & Creative Media**” initiative and engaged the Centre for Educational Research of Western Sydney University in a research project that focused on how to respond to the educational needs and aspirations of young refugees and migrants between 16-24 years of age during their initial resettlement period in Western Sydney. Our aims were to reach beyond basic literacy and numeracy interventions, to learn about young refugee and migrant hopes and dreams for their future and to build upon their strengths to navigate towards their educational and employment aspirations. We anticipate launching the official report and recommendations in 2018.

We are successfully moving into completing our 2015-2018 strategic plan and have already increased our representation, we provide flexible services to our clients and have increased our strategic partnerships while continuously improve organizational capacity.

I am proud of our achievements and I am confident about the future of the organization as a leader of change. We have commenced our discussions about our future strategy and I already feel excited about it. The new strategy will involve a closer collaboration with our key agencies on a local level, an increased activity in our aged care brokerage services, in Employment, an enhanced service delivery model with some specifically identified disadvantaged communities in Western Sydney as well as a stronger focus in Women and leadership.

As a leader, I am aware that to achieve our desired outcomes it is impossible to walk alone. Our partners and staff form the strongest element of our success. Their attitude and values, as well as their willingness to adopt, in this changing environment and continue meeting the needs of the community,

play the most important role leading us into the future. Our office staff and our care workers in the field deserve our admiration and a big thank you.

In our journey this year, I also wish to thank SydWest’s Leadership team for their achievements and their immense support. Nikolayka Bentcheva, Corporate Services Manager, Consultant CFO Ted Starc, Rebecca Qorraj, Aged Care & Disability Services Manager, our newest addition to the team Clement Meru, Community Services & Engagement Manager and Vikki Hine, Business Development & Communications Manager.

Thank you to our Chair, Robert Fitzgerald and all our Directors for their ongoing support and strategic direction.

I look forward to continuing working together and maintaining our position as a leading organization for all issues relating to cultural diversity in Western Sydney and beyond.

SydWest CEO with CEO of MECA and acting MNSW CEO and colleagues



## Advocacy and Political Engagement

During the year, SydWest hosted several important political visits to our Blacktown premises, providing opportunity for us to showcase our work and discuss some of the key issues and challenges facing our clients and our services.

### Minister for Aged Care K. Wyatt shares a plate with our Seniors

Minister for Aged Care and Indigenous Health Ken Wyatt AM, visited our head office and discussed a range of issues on access and equity for our seniors following the recent reforms in Aged Care. During his visit he discussed with the CEO, members of the Board and key senior staff, the challenges and opportunities for SydWest servicing a niche market in such a large region. Minister Wyatt visited one of our Seniors Social Groups on the day and enjoyed a lunch prepared by them.





## A visit by the new Member for Lindsay

SydWest Multicultural Services was pleased to host a meeting with Emma Husar MP, Member for Lindsay, together with Settlement Services International - the leading agency in the very successful NSW Settlement Partnership Consortium and our partner Nepean Multicultural Access Inc. The meeting was a great opportunity to discuss some of the issues and opportunities for new and emerging communities across the Nepean and Western Sydney regions. Of particular passion for Emma is domestic violence, where she was keen to discuss some of the opportunities for change within the local communities and challenges around access for people with disabilities into the NDIS.



## NSW Minister for Multiculturalism and Minister for Disability Services Visits SydWest

Minister Ray Williams MP, NSW Minister for Multiculturalism and Minister for Disability Services visited SydWest Multicultural Services.

Minister Williams is also the local member for Castle Hill and himself a 2nd generation migrant. As an elected local representative that is charged with portfolios that directly affect SydWest Multicultural Services, he was keen to hear the issues of concern for CALD seniors and CALD people with a disability, particularly around issues of access and equity.

SydWest Multicultural Services looks forward to providing ongoing advice to the Minister and supporting initiatives that advance the needs of CALD people in the region.



## Aged Care and Disability

The ability to reach more individuals that need assistance to remain independent in their homes and community



**Rebecca Qorraj**  
Aged Care and Disability  
Services Manager

2016-2017 has been a very productive year for the Aged Care and Disability Services team at SydWest with an increase in clients and services in the division. The last twelve months has seen significant changes to the way we deliver services and we positioned well to adapt to these changes. We have spent the last year ensuring that we take the steps to remain sustainable into the future.

In preparation for the significant February 2017 Aged Care changes, the Aged Care and Disability Services division commenced a review of our current processes and business operations. This resulted in the team relocating our operations from the Ground Floor to Level 2 of the Blacktown site. The relocation has improved collaboration between the Community Engagement and Aged Care and Disability teams and has improved the overall, holistic support we offer all clients of SydWest.

We have also made a significant investment in a sophisticated Client Management software system, Procura, which will allow the team to work more efficiently, as well as connect with our remote care workers so they are always up-to-date with real-time information regarding client support needs and service requirements.

Since the February 2017 changes to Aged Care, we have been able to adjust our services to respond and meet the demands across different service areas and provide more complex home care supports. SydWest is now delivering on all four levels of Home Care Packages and across new LGAs/regions. We have seen an increase in the number of services provided, the number of new clients, as well as a number of existing clients transitioning to a higher level of care as their needs have increased.

During the year, SydWest was successful in our application for growth funding in our Commonwealth Home Support Program, which will give us the ability to reach more individuals that need assistance to remain independent in their homes and community until 2020.

In May, SydWest was officially welcomed to the Penrith/ Nepean region by the Mayor of Penrith, Councillor John Thain at the Regional Community Care Forum. We look forward to strengthening our relationships in the region and offering ongoing support to the services and community over the coming years.



The Aged Care and Disability Services team has also been busy, actively promoting our services and raising the profile of SydWest at numerous community events, which also included an energy-filled performance by our seniors at the Blacktown Community Services Expo in October 2016. Our seniors showcased their increased mobility by demonstrating the Healthy Older People Partnership (HOPP) Healthy and Active exercises to the Expo attendees. It was an enjoyable and an interactive way to show the benefits of the HOPP program. Our seniors were also invited to participate in a short film being produced by the Department of Health to distribute to CALD seniors as a promotional guide on how to complete the HOPP program independently in their homes to increase their mobility and reduce their risk of falls.

The other significant change we experienced over the last twelve months was the NSW state-wide roll out of the National Disability Insurance Scheme (NDIS). While the NDIS is a significant reform in the way disability services are delivered, SydWest was well-equipped to adapt to those changes and tailor our service offerings to suit the NDIS model.

Over the next twelve months, SydWest will continue to consult with our clients, stakeholders, and staff to further inform change and remain adaptable throughout this process, in order to continually improve on the services that we provide.

As the industry continues its transition to the new service model, the Aged Care and Disability team at SydWest will play a vital role in ensuring quality support is provided to individuals and their families. We are looking forward to new opportunities that will continue to present themselves.



## OUR SERVICES AND PROGRAMS

### Aged Care & Disability Services

Our Aged Care and Disability Services team provide a range of quality, basic and complex care support 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 across Greater Western Sydney, as well as increasingly welcoming new clients from other areas.

SydWest provided

32,606

hours of direct support services

### Home Care Packages

Funded by the Department of Health, the SydWest Home Care Packages Program provides individualised, coordinated services tailored to meet the needs of our clients. We ensure all our clients are given flexibility in their service delivery and greater choice on the support they require.

162

total clients accessing Home Care Packages (HCP)

### Commonwealth Home Support Program

The SydWest Commonwealth Home Support Programme (CHSP), funded by the Department of Health, aims to help older people stay independent and in their homes and communities for longer with entry-level home support.

Services Include:

- Personal Care
- In-Home Respite
- Social Support
- Domestic Assistance
- Case Management

851

clients receiving Aged Care & Disability Services

780

aged care clients

618

Commonwealth Home Support Program clients

40,101

CHSP hours offered



## Disability Services - NDIS

SydWest is a registered NDIS provider that supports people with a disability to take part in their everyday activities. Our program focuses on supporting individuals to achieve their goals.

SydWest currently provide support in the following NDIS categories:

- Support Coordination
- Assistance with daily life
- Household Tasks
- Assistance with Life Stage Transition
- Therapeutic Supports
- Assistance with personal Activities
- Participate in Community
- Development – Life Skills
- Personal Activities
- Group Centre activities

We are currently also supporting 38 Complex Case Support clients to transition to NDIS.

71

total people living with disability clients

805

total direct support hours provided

## Seniors Social Groups

Our Social Support groups provide an opportunity for CALD seniors to remain socially engaged through regular social outings in the community, meetings, group sharing and regular information workshops.

SydWest facilitates

14

**social groups** for Coptic, Turkish, Indian, Serbian, Iranian, Mandarin, Chinese Seniors, Chinese Woman's group, Maltese, Filipino, Bhutanese, Croatian, Spanish, Indian Subcontinent (Tamil and Fijian Indian) seniors



At least

168

monthly group outings

82,861

hours of service delivered

Delivered

22,295

hours of Social Support Groups

## Languages and bi-cultural workers

We have 58+ bilingual and culturally competent care workers, who speak 19 languages, including:

Anyuak	Filipino	Maltese	Punjabi	Tagalog
Arabic	Hindi	Mandarin	Samoan	Tamil
Croatian	Italian	Persian	Serbian	Turkish
Farsi	Korean	Polish	Spanish	

# Aged Care & Disability Services

## Healthy Brain Ageing

SydWest worked in partnership with Alzheimer’s Australia to raise awareness of Alzheimer’s within CALD communities. A series of workshops covered topics such as Memory and Thinking in older age, What is Dementia and Steps to maximise brain health.



## Seniors Week at AMF Bowling a Hit!

More than 220 seniors and friends came together for a celebration day of bowling, entertainment and lunch. The entertainment included special cultural dance performances by members of the Chinese, Filipino and Turkish senior communities. Activities included bowling and playing the many arcade machines on offer. Prizes and trophies were awarded to our top 3 players of the day.

The event was an outstanding success and a great multicultural celebration for seniors in Western Sydney.



*“Really enjoyable”*      *“Would like to do this more often”*  
*“Active, mobility”*      *“I feel young again”*  
*“I have never played bowling in my life, this is really fun”*  
*“I didn’t feel like stopping, wanted to continue”*

**Client Quotes**



## Community Garden

Following the 2015-6 successful Community Gardening and Healthy Living project, we successfully completed a second round of this program with a further 22 senior participants from the Blacktown Indian & Fijian Sub-Continent Seniors. The purpose of the project was to improve seniors health and wellbeing as they learned about garden safety, general gardening and healthy gardening. They also took part in health checks and discovered more about healthy living, eating and exercise.



The Project involved learning about a number of gardening topics that included: gardening for good health; composting, recycling; growing from seeds; rowing Vegetables and plant propagation day.

*“Enjoy the program.”*

*“It enhances knowledge from back home.”*

*“We are used to having large gardens and found the information useful to adapt to our gardening practices in Australia.”*

*“I have increased knowledge around weather, native plants and herbs, when to plant, the Australian climate, sun-safety, etc.”*

*“I found the program to be therapeutic and didn’t realise the many benefits.”*

**Client Quotes**

## Seniors Kiosk

Our Seniors Kiosk provided seniors with access to computer internet technology that allows them to stay connected with family and friends here and overseas. Seniors can also take advantage of a digital mentoring volunteer, who can help them through the learning process at the Seniors Kiosk.

## Volunteers in Aged Care & Disabilities Services

SydWest’s ACDS staff acknowledges the valuable contributions of the many volunteers that contribute to the success of our programs, including Social Support, Seniors Christmas party and Kiosk.



# Community Engagement Report

Building strong resilient communities relies on strong partnerships



**Clement Meru**  
Community Services &  
Engagement Manager

I am excited to join SydWest Multicultural Services to lead the Community Services and Engagement Division. I have received a very warm welcome in Blacktown. I have been engaged in one way or another in my career with a number of colleagues servicing the area and everyone made sure I felt at home. I look forward to building stronger connections with the wide range of stakeholders and hope to influence positive change in the area.

It is without doubt that SydWest is a lead agency in the Greater Western Sydney region that aims to empower multicultural communities to become active participants in the local community. The Community Engagement service plays a critical role in ensuring the organisation realises this vision through the range of projects in the Settlement, Women & Families as well as Youth & Homelessness space. This will not be possible without the collaboration and strong partnerships with the diverse range of local and other stakeholders.

Youth initiatives continued to target young people through various projects that kept them engaged in a variety of activities. Engagement and active participation of young people in leadership, training and employment activities in Australia currently is critical as it fosters a sense of purpose and belonging. SydWest is committed to creating opportunities for young people through its projects that use art and recreation to offer voices for young people and provide them opportunities to realise their full potential.

Employment is a strong indicator of settlement as it has social, economic and psychological advantages to individuals, families and the community. Through the Women & Families Early Intervention Program the CE service supported new families through career development initiatives that improved their chances of competing in the Australian job market, improving English language skills through conversational English classes that also builds stronger social connections. SydWest aims to build stronger relationship with local businesses and key stakeholders to create opportunities for local work experiences which is a significant barrier to new settlers.

Empowering women to participate in all sectors is important in building a strong economy and in turn improves the quality of life of individuals, families and the community. SydWest will continue to build strong and resilient women through the facilitation of interactions with other women from different backgrounds and participation in skills development opportunities. Women are also



able to achieve economic outcomes through engagement in small business initiatives.

Through important initiatives like the supported women's groups, individuals share experiences, build strong social connections and learn new ways of parenthood in a new environment.

SydWest has continued to support newly arrived refugees and humanitarian entrants through a wide range of settlement funded activities to promote economic and personal wellbeing, independence and community connectedness. We partnered with local agencies to welcome new settlers in the community and improve their understanding of Australia's systems through initiatives like the Law Expo.

Building strong, resilient communities depends on strong partnership between service delivery agencies and the community. SydWest will continue to work collaboratively with new and emerging communities as well as other stakeholders through a consultative approach that ensures positive settlement outcomes.

I extend sincere gratitude to the various key stakeholders for the strong partnerships and commitment to the shared goal of empowering the local community to become active participants in the society. I would also like to thank the hard working and passionate staff for the dedication to the organisation and the community, our very visionary CEO and Board of Directors for leading such an innovative organisation into the future.

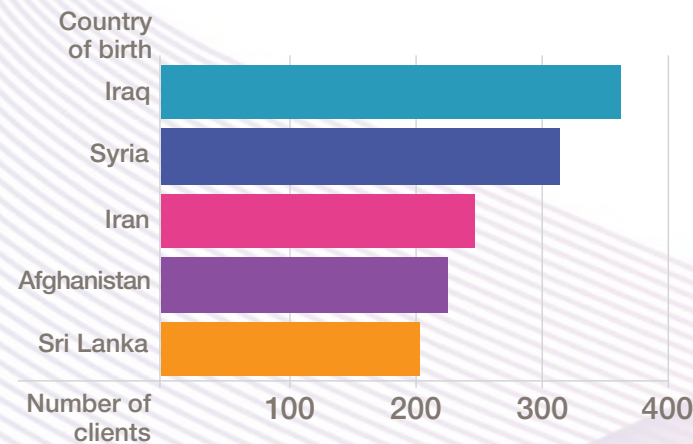


## OUR SERVICES AND PROGRAMS

### Community Services & Engagement

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

#### MOST COMMON COUNTRY OF BIRTH OF OUR CLIENTS IN 2016/2017



## Settlement Services

In 2016-17, the Settlement Team assisted 1,943 clients through casework and community development service delivery, including settlement related information, advice, advocacy or referral services to individuals or their families arising from their settlement experience.

Clients were empowered and able to access mainstream services independently.

In addition, 19 cases, including individuals and families, were supported with **Complex Case Support (CCS)**, and provided additional, intensive and complementary case management support to clients who experienced multiple settlement issues that require assistance not offered through casework. The program addressed issues affecting those clients and made a great difference in their lives and successful settlement.

1,943

clients assisted by the Settlement Team in 2016-2017

7,958

total number of service types provided to clients





## Information Sessions

During the year, SydWest held a series of Information Sessions for clients to assist with the settlement process. Topics covered included tenancy information, Domestic Violence and Family Safety, the legal system, health system, Centrelink and police and a range of other sessions designed to provide up to date information and connections across mainstream services. We also arranged a special tour of the Blacktown Hospital precinct to orient clients on the various services available through the Hospital.



## English Classes

Regular classes in English conversation practice, run by volunteers, provided social engagement and opportunity to improve English language skills in a safe, supported environment.

60

clients attended the classes and were able to read and write more confidently



## Citizenship classes

Regular weekly classes held in Mt Druitt and Blacktown provided opportunity for clients to know the rights and responsibilities of citizens and prepare for the citizenship test.

Participants

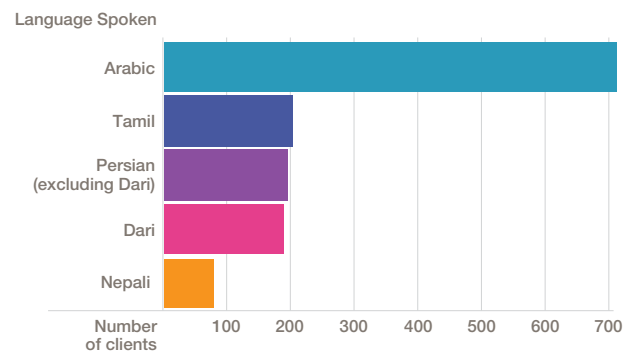
115

Sessions

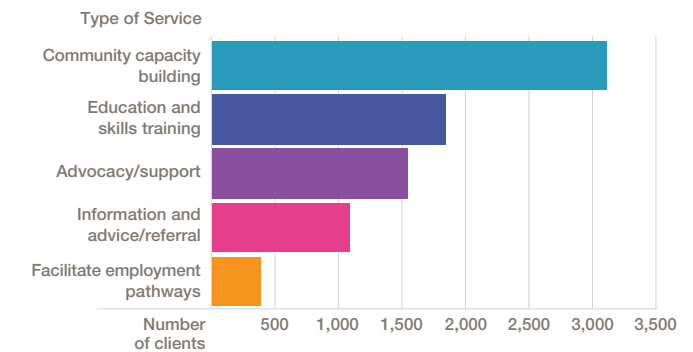
60



## MOST TOP FIVE COMMON LANGUAGES SPOKEN AT HOME BY OUR CLIENTS



## TOP FIVE SERVICE TYPES PROVIDED TO INDIVIDUAL CLIENTS IN 2016-17



## Settlement Services

### Learner Driver Mentoring Program

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



83

clients obtained Learner  
Driving Licences

11

obtained Provisional  
Drivers Licences

### RMS Workshops

During the year, 30 workshops were delivered to a range of community groups covering the use of child restraints, senior pedestrian road safety and parent support for helping learner drivers become safe drivers.



### TAFE for the Workplace

12 clients enrolled in TAFE's English for the Workplace pilot, funded through a Scanlon Foundation grant.

### Sewing class

During the financial year, eight clients attended and completed sewing class training. The training was delivered by TAFE at the end which the clients received Certificate of Attainment. Clients are now helping their family with the skills they learnt.

### Success Stories

Raghad arrived from Syria 7 months ago and was referred to SydWest. Raghad had IT qualifications from Syria and needed a local reference when looking for employment. His case worker agreed to be his main referee. Raghad then applied for an IT position through Refugee Talents, who undertook an extensive reference check. After a few weeks, Raghad advised that he was successful in obtaining a position in IT at one of the Department of Family & Community Services offices.

Karam arrived in Australia in 2015 and commenced studying English at MCC. He undertook Motor Mechanic Training at TAFE and then sought SydWest's help to find a position as an Apprentice Motor Mechanic. Karam was referred to Penrith Tyres & Mechanical, where he successfully applied for an apprenticeship position. Karam, his family and Penrith Tyres & Mechanical have all sent letters of appreciation to SydWest for this successful outcome and the positive impact it had on their lives.



## Toastmasters

Nine (9) clients attended a special Toastmasters presentation & interview skills 8-week program funded by Scanlon Foundation.

The Program included a Lifetime membership with Toastmasters International. Each participant increased their confidence and public speaking skills, which will be invaluable for future employment and other opportunities.



## Investing in Women

SydWest ran an innovative project, funded by the NSW Office of Women that provided a 12 week program for women to establish and grow their own small business.

Six women completed all modules from a total of 30 participants and are all at the early stage of their business sales.



## Family safety and Harmony

Family safety and harmony issues addressed during 2016/2017, to facilitate a smooth transition and integration of new arrivals to Australia.

**Top five issues facing our clients during 2016-17:**

- Employment
- Housing
- Language barriers

- Cultural clash
- Parenting

# Settlement Services

## Multicultural Support Groups

Our Multicultural Support groups provide cultural social support services to clients, who receive information, build social connections, reduce social isolation and increase confidence through group interactions.

### Our Support groups:

- Blacktown Afghan women’s social group
- Mt Druitt Afghan women’s social group
- Tamil women’s social group
- Blacktown Multicultural men’s social group
- Mt Druitt Multicultural men’s social group
- Blacktown Arabic-speaking social group
- Mt Druitt Arabic-speaking social group
- Persian social group
- South Sudanese women’s social group

## Group Excursions

SydWest organises excursions for clients every school term to show them Sydney icons and parks so that they can learn more about Australia and in the future go themselves to those areas with their families. This program assisted clients in building social networks, reducing social isolation learning more about Australia and making friends.



## Women’s Swimming Program

During the year, an 8-session women-only swim class was delivered in Seven Hills, to build their skills and confidence in water. Many of our clients had no swimming experience and these classes are vital when living in a country surrounded by water.



## Employment and Training

The Settlement team supports new arrivals with accessing training and employment opportunities throughout the year.

59

career development workshops

22

clients secured jobs

96

clients referred to job agencies

102

referred to training organisations



## Homelessness Program

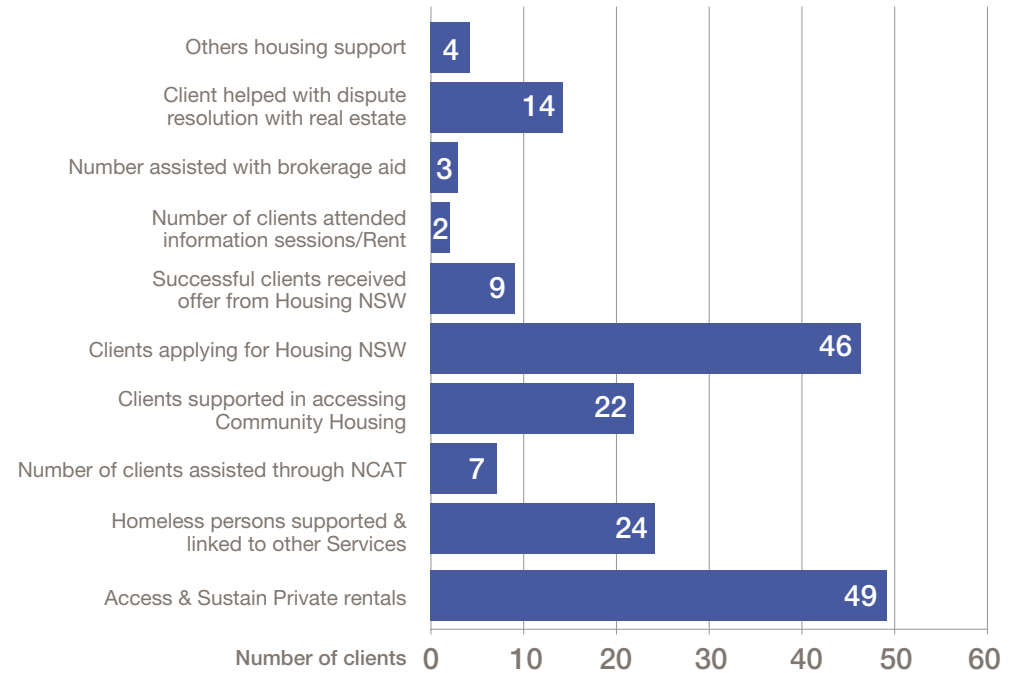
Our Homelessness Program, funded by Mission Australia through the NSW Department of Family and Community Services, aims to provide specialist support to non-English speaking individuals and families who are homeless or on the verge of homelessness, so that they can secure suitable, affordable and sustainable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

The project commenced in 2014 and continues to address many issues facing CALD clients when trying to access accommodation, either through private housing market, community housing or public housing. During the financial year 2016 -2017 the project assisted 211 clients in total, 180 clients' through extensive casework support, and 31 clients attended tenancy information sessions.

People from CALD background are significantly struggling with raising private rental market funds and the only way to escape the rental stress is to get accommodation through either Housing NSW or community housing providers.

**63**  
of our clients were  
CALD women experiencing  
rental stress and  
tenancy issues

## SUPPORT SERVICES RECEIVED BY CLIENTS 2016-2017



*"I cannot thank you enough, but God know how appreciative I am for your help"* **Client Quote**

## Success Story

Maria is a 34 year old single mother with 2 children. She was referred to SydWest's Homelessness program by her case manager after she became at risk of homelessness due to being a victim of domestic violence in her relationship. The client had applied for Housing NSW but her application was closed. Through the Homelessness Program, Maria was offered extensive emotional support, including strong

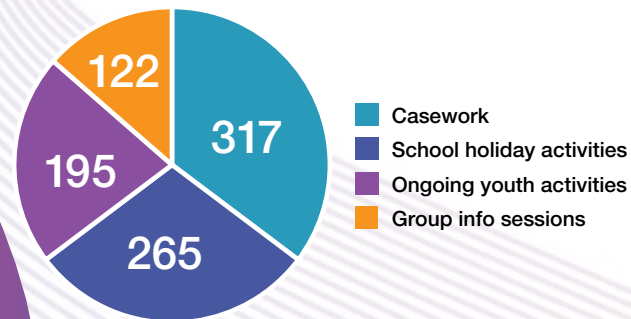
advocacy on her behalf with Housing NSW. We assisted Maria with her assessment with Housing NSW and her file was successfully reopened. She and her children were escalated into priority and received rental subsidy for \$453 per week. She has successfully now entered the rental property in Blacktown LGA and has been one of our many success stories.

## OUR SERVICES AND PROGRAMS

### Youth Services

In 2016-17 our **Youth team** continued to expand the delivery of youth-driven activities for young new arrivals aged between 12 and 25 years in the Blacktown and Mt Druitt communities. We worked with youth who have recently settled from Iraq, Syria, Iran, Afghanistan, Pakistan, Egypt, Sudan and other parts of Africa.

**NUMBER OF YOUTH CLIENTS ENGAGED: 899**



### Working with Schools

SydWest's Youth team works closely with local schools with a high number of refugee and migrant students.

One-on-one casework is an important part of our work with youth, who are referred and supported to access mainstream services independently.

### Links to Learning

Links to Learning is a NSW Department of Education funded project that brings together students who are at risk of disengaging from education to work on a creative project in small teams. The project exposes students to the many skills, knowledge and creative experiences required for developing contemporary poetry and radio programs.

**289**  
youth took part  
in sporting &  
educational activities

**317**  
youth clients in  
Youth in Transition  
and Youth  
Development

**410**  
young people  
accessed our  
youth casework  
support

### Ongoing Youth Activities

- Indoor Soccer
- Music to Grow
- Soccer in the Park
- Homework Help/ Study Centre
- Friendly Stars Basketball
- Multi-Fitness Sport program
- Navigating Resettlement
- Driving Program

### School Holiday Activities

- Swimming programs (4)
- Wentworth Fall Excursion
- Youth Camping
- Soccer competitions (4)
- Toronga Zoo Excursion
- Australian Museum
- Featherdale Wildlife Park



Some of the key outcomes for the participants were that:

1. The students have developed key soft skills such as team-work and creative sense of worth, communication skills, ability to learn new skills.
2. Students were able to explore their own interests in area of creative arts.
3. Students were given a chance to maximize their individual talents and capability for lifelong learning.
4. Participants were able to develop positive self-concepts and self-motivation who are able to take part in further education.



## Homework Support and Study Centres

Our two Homework Centres at Blacktown and Mt Druitt provide active support for both primary and high school students across the Blacktown LGA.

The Study Centres have successfully raised educational standards and enhanced academic achievement among the participants, linking families and their young students to the Australian education system.

81

young people attended  
Homework Support and  
Study Centre



*The Homework Study Centre gave them the opportunity to engage in their child's learning. Their children are developing important study and time management skills.*

**Feedback received from parents**

## Youth Services

### Engaging Youth through Sport and the Arts

#### Friendly Stars Girls Basketball Program

Friendly Stars Basketball program is an indoor game for young girls aged between 14 – 25 years old. The program runs weekly at Kevin Betts Stadium in Mount Druitt with professionally coached training sessions from Charity Bounce.



#### Swimming Programs

85 young girls and boys participated in four swimming programs during the year at local swimming centres in Seven Hills and Mt Druitt.



#### Indoor Social Soccer Program

The weekly social indoor soccer program in Mt Druitt aims to increase social interactions amongst young people, enable communication through a variety of ways, increase concentration and focus as well as teach the participants to take more responsibility.



#### Mainstreaming Football

15 young people who have been regularly participating in the indoor soccer program were selected to undergo an academic trial with the Australian Soccer Academy of which 11 successfully qualified to play with professional local clubs.

#### Case Study

Nadia is 24 years old and arrived from Afghanistan in 2016 with her mother. Since here arrival, she had been engaging with SydWest and currently studies English for Further Studies at Blacktown TAFE. She has obtained a part-time customer service role in sales to support her while she studies and is nominated for the 2017 Western Sydney Refugee Youth Award by her caseworker, Latifa in the category of Community Leadership.

*“Once again thanks to SydWest Multicultural Services office. Their programs provide us with opportunities to participate in social activities. I’ve been nominated for an award in the category of community leadership at this year’s Western Sydney Youth Awards. I had an enjoyable time with this program. They helped us to join different sports like swimming and basketball.”*



## Youth Football Major Tournaments

SydWest Soccer Teams participated in several soccer tournaments during the year including:

- “one day soccer tournament” as part of Youth Week 2016
- Football United tournament
- Creating Chances 2017
- Futsal Championship 2017 - SydWest Youth Won the Cup; the tournament was organised by Youth Off The Streets project



## Western Sydney Wanderers Professional Training Clinics

The Western Sydney Wanderers professional soccer clinic sessions were delivered in partnership with Community Engagement section of Western Sydney Wanderers each quarter during the year.



## Music to Grow

This program helps young people from CALD backgrounds living in Blacktown area build social capital and improve community engagement through music.

The program created an entertainment space for young people to interact, strengthen friendship, narrow the gap of cultural barriers and expand job prospects in area of their interest. The participants meet weekly and are currently working towards recording their music. They are also forming their own music band.



## Case Study

15 and 17-year-old Hala and Nada from Afghanistan, who arrived in Australia in 2014, came to SydWest looking for work and needing help with their studies including some financial assistance. Both clients were referred to a Study Centre, swimming lessons, and TAFE employment workshop. The girls were also assisted with their resumes and with completing online job applications.

In two weeks' period, 15-year-old Hala had a casual job in Parramatta McDonalds, while 17-year-old Nada was employed in customer service in Wentworthville fruit market. Both girls reported that our services have been so helpful to them and since coming to our centre they remained connected with many youth programs, and they both appear very happy with their studies and work.

# Youth Services

## Navigating Resettlement

Navigating Resettlement was a special pilot project funded by SydWest to engage young people’s educational and employment aspirations. Using creative multimedia, young refugee and humanitarian entrants settling in Western Sydney explored their stories and their pathways for the future. A dedicated website was also developed that showcases the young people’s work and will continue to be available for future refugee young people in the transition experience.

The project aimed to enable young refugees make successful transitions through pathways to education, employment and training and to promote a sense of wellbeing, resilience and connectedness among young refugees in Western Sydney and the wider Australian society.



## Youth in Transition

SydWest has continued to be funded by Community MRC, through the Department of Social Services, to deliver the Youth in Transition Support Program in the Blacktown LGA. This program allows us to successfully reach more young people through our diverse programs.

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

## Youth on Track

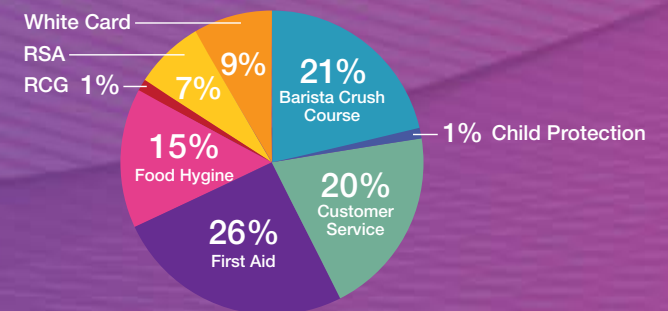
Youth on Track (YoT) is an early intervention initiative targeting 10 to 17 year olds that identifies and responds to young people at risk of long-term involvement in the criminal justice system. Referrals are generally restricted to NSW police or Department of Education and Training.

SydWest Multicultural Services has partnered with Mission Australia to deliver YoT with a special focus on young people from CALD backgrounds. The project enables SydWest to increase its capacity and intensify interventions to help CALD young people at risk, particularly with key areas identified of prior and current offences, education and employment, peer relations and substance abuse.

## Certificate Training

During the year seven free, short certificate training courses were identified and recommended to boost youth employability in the Blacktown LGA. Career specific courses included Barista, Customer Services, First Aid, Food Hygiene, RCG, RSA and White Card.

## COMPLETED CERTIFICATE TRAINING





## 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 participate in activities with others, while introducing them to some of the local attractions around Sydney.

School Holiday Excursions contribute to self-esteem and self-worth, provide a sense of belonging and create a positive alternative to youth offending, anti-social behavior and crime because they could use their time in activities that are more useful.

18

young young people visited the Museum for the first time



21

young people went to Wentworth Falls



28

young people visited Taronga Zoo – a fun and educational outing that also enhanced their language skills

118

young people signed up for training and 81% have completed the training

51%

obtained paid employment in various sectors following their training

265

clients participating in 6 school holiday programs in 2016-17

28

clients joined in visit to Featherdale Wildlife Park

19

youth attended Youth Camp Wesley in Vision Valley

## OUR SERVICES AND PROGRAMS

### Women & Families

Our Women & Families team provides services and programs to support parents raise happy, healthy families. We target families with young children from culturally and linguistically diverse backgrounds living in the Blacktown and The Hills Local Government Areas.

#### Women's Support Groups

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

Our six groups meet weekly during school term:

- Blacktown Indian Sub-continent Women's Support Group
- Blacktown African Women's Support Group
- Blacktown Multicultural Women's Support Group
- Castle Hill Multicultural Mothers Support Group
- Glenwood Indian Women's Support Group
- Mt Druitt Women's Support Group



207

families supported during 2016-17

6

Mothers Support Groups

71

families participated in Playgroups

1,240

people attended group sessions

199

families spoke a language other than English at home

10

Mothers graduated in Triple P Parenting



During the year, we welcomed five new African mothers as we continue to build a greater support network for women in the community. We introduced initiatives such as **Mums and Bubs Dance and Movement** classes for younger mothers to engage in a fun way while exploring music, movement and colours and Hula Hoop social exercise, health and beauty.

The Mothers Support program also contributed to the creative **10,000 Paper Petals for Blacktown Hospital**, a major artwork installation that created a 5-metre diameter floor sculpture of origami flowers, reflecting the multicultural nature of local communities.

The project was also nominated for WSLHD Quality award.

10,000 Paper Petals Project



## FAMILY HEALTH AND WELLBEING

SydWest worked with NSW Health's child and family health nurses to provide health, development and wellbeing check-ups, as well as provide support and information on all aspects of parenting to the Mothers Support Groups.

Sessions included:

- Checking Developmental Milestones through the Blue Book
- Healthy Eating Options
- Healthy Women

Each Group has become a social support network for its members, new friendships developed and they now feel more connected with their community. Mothers now have greater knowledge about child development milestones and parenting, as well as understanding of how to access the necessary support services. They are also requesting new activities such as Yoga and Pilates.

This is how cultures are connected and community is built.

### Case study

Indra had been hospitalised 5 days after she had her baby, for an appendix operation. She was overwhelmed as she had no family or friends to support her. She had 2 other small children and didn't expect to be in hospital after having a baby.

The mothers in her group took the initiative to plan and help the hospitalized mother's family by making and delivering homemade meals. She thanked the group, saying her husband was amazed by the hospitality rendered by the Mothers Group, who had become part of their extended family in Australia. Indra commented on how true SydWest's vision was.

## Women & Families

### Supported Play Group

Play Groups offer the opportunity for the development of social skills for children & mothers. They allow mothers and children to participate in a structured program where children get the chance to enjoy the playtime, have fun with arts and crafts, learning rhymes & story time. It is also an important opportunity for parents to systematically learn and understand the importance of learning through play.



*“My children are looking forward for the day of the playgroup as we don’t have many friends.”*

*“My child has learned to share toys with other children.”*

*“My grandchild has learnt how to hold scissors and cut paper perfectly and I am now happy to let him practice at home which I was not willing to do before.”*

*“I am really happy to see my child enjoying craft time and will be doing this at home as they are really simple and not expensive to do.”*

*“He is no longer shy and I am very happy that he is improving which will help him greatly in school readiness.”*



**Feedback from participants**

**The success stories of enabling confidence, skills and capacity within clients is rewarding**

### Early Childhood Intervention Services (ECIS) Consultation

Thirty (30) mothers from CALD backgrounds participated in a consultation held in March 2017, facilitated by SydWest and Act for Kids Blacktown. The consultation provided a platform for mothers to share experiences, and learn from each other about local early intervention services. The key purpose was to gain an understanding of the effectiveness of current services in the Blacktown Area for local CALD families, to share findings and to propose recommendations to support ECIS sector development when working with CALD families.





## Helping Parents Build Community Capacity

The Women & Families team works with parents from CALD backgrounds providing information and engaging family members with their communities as well as empowering them to actively participate in events and activities.

A range of specific parenting education and development programs were delivered in 2016-17 including:

- Transition to School Program
- Routines, Power of Play and Everywhere Learning workshops
- Volunteer training program for Mothers
- Where We Live
- Shine for Women
- Mt Druitt Street Beat
- Parenting: Women and Children Growing Together in a New Country
- Triple P Positive Parenting program
- Road Safety workshops for CALD mothers on car seat safety and road safety.

*“If it wasn’t for the support and encouragement of SydWest, I would not have continued with any of the training opportunities I was offered.”*

*“It’s like they said in the Shine program, you can do anything, you just need to let yourself try.”*

*“With the support of Triple P, I used the behaviour chart to understand my son’s behaviour and make adjustments to my approach to address the cause of the problem.”*

*“Triple P gave me the skills and knowledge to address my daughter’s separation anxiety when she was going to childcare.”*

### Client Quotes



## Mothers Success Story

Sonia, who was struggling financially and has limited English skills, became aware of an employment search engine through a Job Search Session with TAFE. Om, Sonia’s husband was working as a kitchen hand at the airport and wanted something close to home. The client found a suitable vacancy for her husband at a local hospital. The travel time and type of work had taken its toll on her husband’s health and family time. She helped her husband improve his resume with the help of the

handouts shared in the resume writing sessions and applied for work at the Hospital. Now Sonia is more confident to apply for jobs for herself and support Om. She is confident that this will help her husband secure a better job soon, which will help her overcome a number of challenges she is currently experiencing in the family. She has also enrolled in an English language course at TAFE starting from July, 2016.

# Corporate Services Report

Our vision is to continue supporting our staff and clients



**Nikolayka Bentcheva**  
Corporate Services Manager

2016-17 was another productive and eventful year for SydWest Multicultural Services and our dedicated corporate services team. Our focus has been on making a positive impact in the strategic area of 'Building organisational capacity to lead and deliver evidence based practice and advocacy'.

Throughout the year, the team remained committed to improving back of office operations in ICT, administration, reception support, human resources services and communications to ensure smooth day-to-day operations at our Blacktown, Mt Druitt and Penrith offices.

The 3-yearly ICT plan is successfully underway as we invested resources in the implementation of new Human Resources, Payroll and Client Management Systems.

Openly we can share that our services are effective and efficient and the benefits are vital for our business operations:

- Promotes better communication between management and employees, services and clients with efficient distribution of organisation information and 24/7 access to essential data;
- Faster access to critical business information for decision-making;
- Automating the process of creating, distributing and managing documents;
- Paper-based processes replaced by web-based forms to reduce costs and improve workflow.
- Reduced IT footprint as a result of cloud technology;

SydWest employs a professional, experienced and skilled workforce. Our people hold relevant vocational and tertiary qualification in community services, aged care, social work, disability services, human resources, policy and governance, business, marketing and management. We actively recruit staff from diverse cultural backgrounds to ensure cultural diversity and culturally appropriate practice.

We supported employees' professional development through internal and external learning and development opportunities, as well as formal and informal supervision. Our self-assessment process will further assist us to refine the strategic priorities in our staff development plan, leading to further improvements in the delivery of services.

65  
office staff

58  
care workers

18  
training for  
all staff

57  
staff individual  
training

43  
languages spoken

6  
student placements



SydWest's internal culture is of great importance to the organisation. At the core of our culture are our organisation's values that form the foundation for every decision we make.

The results of the annual staff survey showed 100% staff satisfaction in the areas below:

- ✓ Employees are treated with respect, fairly and equally.
- ✓ My direct supervisor recognised and made use of my abilities and skills during the year.
- ✓ The SydWest Leadership team values new ideas from employees.

The SydWest's volunteers are instrumental to the important work we do for our clients and the community. I would like to acknowledge all of our volunteers and student placements for their talent and skills in supporting people and thank them for their time, passion, commitment and kindness. With their generous support we were able to deliver additional support across the wide variety of our programs and events.

Therefore, SydWest acknowledged the valuable contribution of all volunteers during a recognition celebration event held during the Volunteer Week.

During the year, we had some engaging initiatives with staff to show our appreciation for their dedicated work: We

- Celebrated staff birthdays;
- Learnt about each other and shared our wisdom via our staff newsletter;
- Enjoyed an Easter Breakfast together;
- Fundraised for the Biggest Morning Tea;
- Enjoyed regular massages and relaxing yoga classes.

With the support of our CEO our vision is to continue to support our direct client services and staff and to provide maximum efficiency gained through our systems, processes and internal governance operations in order to be competitive in an increasingly competitive community sector.

44  
volunteers



## Our Events

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

### International Women's Day 2017



### Harmony Day 2017



### Refugee Week 2017 Celebrations



### Blacktown Festival and Street Parade



### Mothers Day



### Seniors Christmas Party



**SYDWEST ALSO SUPPORTED  
THESE EVENTS DURING THE YEAR:**

Africultures  
Festival 2017

Blacktown Community  
Services Expo

Glenwood Harmony  
Day 2017  
Harman Foundation

International  
Men's Day

One Billion Rising  
Western Sydney  
2017



Over  
**5,000**

people attended our major events throughout the year which aligns with our Vision:  
**Connecting Cultures Building Community**

### Family Fun Day



### Cultural Exchange – Diwali celebration



### BLACKTOWN WELCOME PICNIC



### Welcome Picnic in Alpha Park a Success!

SydWest, amongst other partners, played a key role in Blacktown City Council's Welcome Picnic initiative for our newly arriveds to Blacktown in April 2017.

A special family picnic day was held at Alpha Park, with more than 100 men, women and children and SydWest Multicultural Services staff. The day featured speeches, dancing and singing and sharing of food. Highlights included Drum Beats interactive performance, the fashion show and traditional music. One of SydWest's newer Syrian clients (and guest at the event), asked to speak and made a really beautiful speech.

We were all really proud to have been part of such a beautiful welcome picnic for our newly arrived communities that made Blacktown home.



Orange Blossom  
Festival

Sydney Tamil  
Magalir Mandram

Zest Awards  
2017



John E Cross JP  
Certified Practising  
Accountant  
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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 30<sup>th</sup> June 2017 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 30<sup>th</sup> June 2017 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, 23 August 2017



**SYDWEST MULTICULTURAL SERVICES**

**STATEMENT OF FINANCIAL POSITION**

**AS AT 30 JUNE 2017**

	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
<b>CURRENT ASSETS</b>		
Cash at bank & on deposit	5,534,261	4,868,737
Receivables & prepayments	108,521	173,803
<b>TOTAL CURRENT ASSETS</b>	<u>5,642,782</u>	<u>5,042,540</u>
Property, plant and equipment	142,250	56,592
<b>TOTAL NON-CURRENT ASSETS</b>	<u>142,250</u>	<u>56,592</u>
<b>TOTAL ASSETS</b>	<u>5,785,032</u>	<u>5,099,132</u>
<b>CURRENT LIABILITIES</b>		
Creditors and accruals	874,149	406,273
Grants received in advance	357,920	51,015
Provisions	324,797	372,250
<b>TOTAL CURRENT LIABILITIES</b>	<u>1,556,866</u>	<u>829,538</u>
<b>NON-CURRENT LIABILITIES</b>		
Provisions	1,009,064	1,127,471
<b>TOTAL NON-CURRENT LIABILITIES</b>	<u>1,009,064</u>	<u>1,127,471</u>
<b>TOTAL LIABILITIES</b>	<u>2,565,930</u>	<u>1,957,009</u>
<b>NET ASSETS</b>	<u><b>3,219,102</b></u>	<u><b>3,142,123</b></u>
<b>ACCUMULATED FUNDS</b>		
Surplus	3,219,102	3,142,123
<b>TOTAL ACCUMULATED FUNDS</b>	<u><b>3,219,102</b></u>	<u><b>3,142,123</b></u>

**SYDWEST MULTICULTURAL SERVICES**

**STATEMENT OF COMPREHENSIVE INCOME**

**FOR THE YEAR ENDED 30 JUNE 2017**

	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
<b>INCOME</b>		
Grant funding	5,947,514	5,472,877
Other income	671,539	781,983
	<u>6,619,053</u>	<u>6,254,860</u>
<b>EXPENDITURE</b>		
Employee benefits expense	4,750,627	4,511,996
Service delivery expense	571,997	419,940
Property and utilities expense	449,388	530,546
Unspent client funds	341,836	-
Travel expense	167,680	149,536
Administration expense	164,042	329,087
IT expense	79,950	124,767
Depreciation expense	16,554	8,897
	<u>6,542,074</u>	<u>6,074,769</u>
<b>Net Surplus for the Year</b>	<u><u>76,979</u></u>	<u><u>180,091</u></u>

## Our Funding Bodies and Partners

### SydWest receives its core funding for programs from:

The Department of Health  
The Department of Social Services  
Settlement Services International  
NSW Department of Education  
NSW Department of Family and Community Services  
Mission Australia  
National Disability Insurance Scheme (NDIS)

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During the year we also received grants from the:

Roads and Maritime Services NSW  
Community Migrant Resource Centre  
Women NSW and Hepatitis NSW  
Scanlon Foundation

### SydWest thanks our partners in 2016-17:

Ability Links  
Ability Options do we really work with them?  
Act for Kids Blacktown  
Afghani Community Support Association of NSW Australia  
African Islamic Association Inc  
African Youth Kids Inc.  
Africultures Festival  
Ahmadiyya Muslim Association Australia  
Alliance legal services  
Alzheimers Australia NSW  
Anglicare Mt Druitt  
Anti-Discrimination Board NSW  
Association of Bhutanese in Australia (ABA) Sydney  
Auburn City Council  
Auburn Diversity Services  
Australian Hearing Aid  
Australian Red Cross  
BACC Blacktown Area Community Centres  
Baptist Care  
Bert Oldfield Public School  
Bi-lingual Community Educators  
Blacktown and Mt Druitt Community Health  
Blacktown Advocate  
Blacktown City Council  
Blacktown City Libraries  
Blacktown Family Relationship Centre  
Blacktown Girls High School  
Blacktown Hospital  
Blacktown TAFE  
Blacktown Women's & Girls Health Centre (BWGHC)  
Blacktown, Mt Druitt and Penrith Centrelink  
Blacktown, Mt Druitt, Nirimba, Nepean and Blue Mountains TAFE  
Blacktown, Mt Druitt, Quakers Hill and Penrith Local Area Commands  
Blacktown Sun  
Blacktown Youth Services Association (BYSA)  
Breakthrough Media  
BREED Doubt it  
Brighter Futures  
Bunnings Warehouse, Blacktown  
Cancer Council NSW  
Catch Training  
CatholicCare Social Services  
Community migrant resource centre  
Cobham Juvenile Justice Centre  
Community Language Translation Service  
Community of South Sudanese and Other Marginalised Area  
Community Resource Network  
Congoese Community of NSW Inc  
Creating Chances  
Cumberland Council  
Cumberland Hospital  
Darfur Cultural Community Association  
Department of Human Services  
Disability Services Australia  
Domestic Violence Service Management (DVSM)



SydWest also coordinates the **Blacktown Mt Druitt Migrant Interagency** made up of approximately 175 organisations working in the community services 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.

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Easy-Go Connect	Mt Druitt Community Health Centre	SSI Ability Link
Energy and Water Ombudsman	Mt Druitt Hospital	St Vincent de Paul
Equatoria Community and Welfare Association	Mt Druitt Public School	STARTTS
Ethiopia Multicultural Action for Humanity	MTC - Warakirri College	Stormer Music
Evans High School	Multicultural Access Project	Sydney University
Family Worker Training & Development Program	Multicultural HIV & Hepatitis Service	Syrian Community Association in NSW
Fitted for Work	Multicultural NSW	Tenancy Advice and Advocacy Service
Health and Arts Research Centre Inc.	Multicultural Problem Gambling Service NSW	Tenancy Union
Hills Community Aid	Multicultural Youth Affairs Network (MYAN)	The Australian Arabic Association of Western Sydney Inc.
Hills Community Health Centre	Nepean Blue Mountain Local Health District	Transcultural Mental Health
Hills Shire Council	Nepean Multicultural Access	UnitingCare Burnside
Hillsong Citycare	Northcott Disability Services	Venus Fitness for Women
HIPPY Early literacy program (Uniting Burnside)	NSW Fair Trading	WASH House
House to Home	NSW Health	WentWest
Housing Appeal Committee	Nuba Mountains Association NSW Inc	Wesley Family Centre
Housing NSW	Parramatta City Council	Wesley Mission
Immigration Advice and Right Centre Inc	PCYC Blacktown	Wesley Uniting Church
Interrelate	Penrith City Council	Western Sydney Community Forum
JRS	Penrith Legal Aid	Western Sydney Family and Community Services
Junaya Family Services	Penrith Women's Health Centre	Western Sydney Family Referral Service
Kevin Betts Stadium	Providential Homes	Western Sydney Local Health District
KU Children's Services – Inclusion Support Program	REACH for Training	Western Sydney University
Legal Aid NSW	Refugee Council of Australia	Western Sydney Wanderers FC
Liberian Community Association	Relationships Australia	Westmead Hospital
Lindt & Sprungli	Roads and Maritime Services	Wise Employment
Link2Home	ROO's Consultants Pty Ltd Education and Training	Youth Collective
Loaves and Fishes Project	Royal Botanical Gardens	Youth Resolutions
Macquarie Community College	Salvation Army	Yourtown
MECA	Sathya SAI International Organization of Australia and PNG (NSW Region West)	
Mission Australia		

Connecting cultures, Building community

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