

SydWest
Multicultural Services
Connecting cultures. Building community.



ANNUAL REPORT
2019

OUR CORE VALUES

Accountability

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

Collaboration

We commit to working positively and openly with all relevant stakeholders

Excellence

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

WHO WE ARE

For the past 34 years, SydWest Multicultural Services has been assisting and empowering thousands of newly arrived refugees, humanitarian entrants and people from non-English speaking backgrounds to become a valued member of Australian society.

We help people of all ages and cultures, particularly those who are most vulnerable. We support people through our diverse, flexible and integrated programs, including settlement services, women & families, youth, quality aged care and disability services, to lead productive, independent and engaged lives in the community.

OUR MISSION

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

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

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

OUR VISION

Connecting Cultures.
Building Community.

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ACHIEVEMENTS AT A GLANCE



YOUTH

Attended study centre/homework help

125

Number of youth participating in sporting activities

178

Total youth clients
267



Female youth clients
44%

Male youth clients
56%

Number of Sessions provided to Youth Clients

1,209

Training Certificates obtained

38

Paid employment following training with SydWest

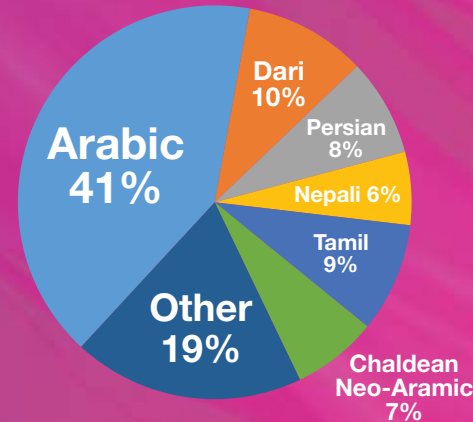
18

Clients engaged in Free Driving Classes

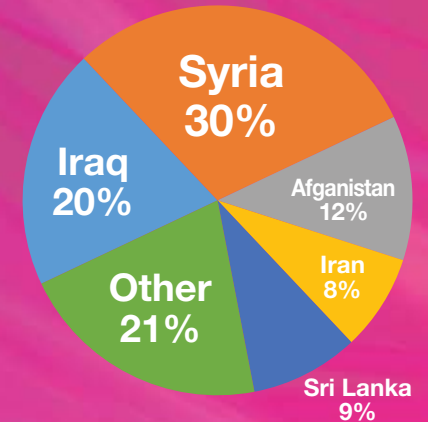
41



TOP 5 CLIENT LANGUAGES



TOP 5 COUNTRIES OF BIRTH



SETTLEMENT

Total clients

959

Occasions of services

1,208

People who obtained driver's licences

18

People who got citizenship

10

Clients successfully employed

17

Social groups

6

Social group activities/sessions/class

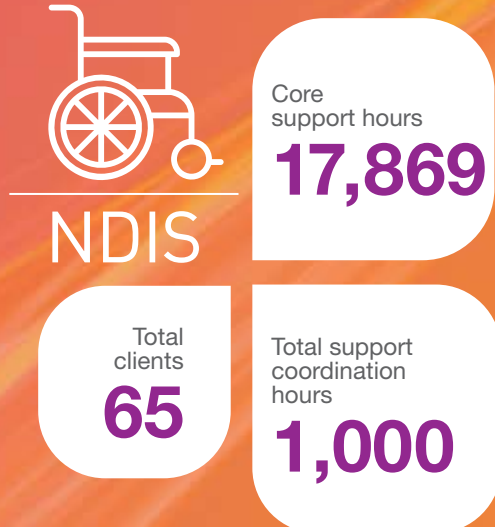
55

Immigration advise

148



FAMILIES



HOUSING





**Chief Inspector
Bob Fitzgerald**
Chair

I personally thank you all for who you are, what you contribute, and the outstanding results that you continue to achieve.

CHAIR'S REPORT

At SydWest we acknowledge that our aboriginal and multicultural communities make an enormous contribution to the future strength and success of our nation. Our cultural diversity is an asset we cherish as it is enriching us all, through unity, understanding, mutual respect and harmony.

The 2019 annual report highlights the initiatives undertaken to advance our visionary statement of **Connecting Cultures, Building Community**.

Governance

Governance is the Board's legal authority to ensure our organisation meets all its obligations and serves the local community in line with our strategic plan. The Board monitors compliance operating within the legal boundaries of our constitution, statute and common law and ASIC guidelines.

This year and in line with our constitution is my last year serving as a SydWest Director. From the position of the Chair for the last three years I wish to congratulate all my fellow Directors for the values, vision and strategic leadership.

Serving on the Board not only requires a good working knowledge of the ethical and legal considerations of governance, but it also requires a great deal of commitment and passion. Apart from contributing their time, the Board are in a unique position of trust, playing an important role in providing leadership, direction and accountability.

This year the Board has reviewed its own performance through independent Board Governance Review Workshops, development and a Review Report which identified what we are doing well and opportunities for improvement. The Board will continue to review our governance structure, Board composition, method of director recruitment and appointment.

It's our culture, it's our people at SydWest that is the reason, someone in need can smile. It is for our people that someone can find a place of belonging and can believe in the goodness of a nation and its people.

Our people

The reality is that neither a Board nor a management team alone can produce the results for the benefit of the greater community. It is the great team of people from a multitude of cultural backgrounds. 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 for contributing so much.

A very special humble thank you to all our volunteers for their dedication and contribution to SydWest, our programs, services and the community we serve. We couldn't do it without you.

At SydWest under the outstanding and dedicated leadership of our Chief Executive Officer Elfa Moraitakis, everyone who works or volunteers for SydWest are in my respectful opinion amazing and unique people that lead

our 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 team members to meet any challenges.

Our leadership team displays a strong work ethic and with their experience across the sector use instinct, reason and logic to quickly assess situations and respond accordingly, no matter how complex the situation may be.

I personally thank you all for who you are, what you contribute, and the outstanding results that you continue to achieve.

Thank you to all our key stakeholders across local, state and commonwealth government, the not-for-profit sector and our diverse communities for continuing on this journey with us. SydWest's achievements in support of the community would not have been possible.



CHAIR'S REPORT (CONTINUED)

Challenges

There will be challenges in the future, the truth is all violence and misery eventually effects the entire world. In that sense there is no escaping the fact we are all part of the human race. There is no escaping the fact that borders become irrelevant when people are suffering, start dying and societies begin to collapse.

We will continue to aspire to our vision and it still remains - Connecting Cultures. Building Community.

To be truly connected in humanity.

The greatest opportunities

From my experiences, I now have a real sense that this earth is a special, shared place and that we as the human race on this earth are unique and truly able to show compassion – and that is what makes us human.

SydWest will continue to find hope, made by human connections across borders, beliefs, languages and cultures.

BOARD MEMBERS



**Chief Inspector
Robert Fitzgerald**
Chair



Raquel Ricafort-Bleza
Vice Chair



Bridget Sarris
Treasurer



Dr Moninderjit Singh
Secretary



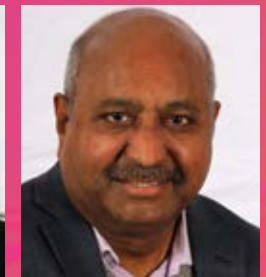
Tamara Giles
Director



Noel Hiffernan
Director



Dr Karin Mackay
Director



Vish Viswanathan
Director

STRATEGIC PLAN GOALS 2018–23

- Strategic Aim 1** To be the leading organisation for all cultural diversity issues responding to community needs and opportunities
- Strategic Aim 2** Create new income streams to support our work with existing and emerging diverse communities
- Strategic Aim 3** Support the self-determination and empowerment of our diverse communities
- Strategic Aim 4** Be an innovative employer of choice
- Strategic Aim 5** Develop flexible and integrated service models across the life course of refugees and migrants



Elfa Moraitakis
CEO

Thank you to all my colleagues, staff and volunteers that are committed to SydWest and make my work meaningful on a daily basis.

CEO'S REPORT

This past year, SydWest's journey maintained its steady path of growth in numerous areas of service delivery. Being loyal to our vision "Connecting Cultures, Building Community" and with a strong strategic plan guiding our activities into the next four years, we excelled once again.

In a competitive market that has been proven to be challenging for our CALD and vulnerable seniors, our Aged Care packages have grown to a point that workforce is now been presented as a challenge. At times when large mainstream organisations admit that workforce is a huge challenge, one can only imagine what the situation might be with our language specific services.

Our NDIS team, both in Support Coordination and direct service delivery is steadily growing against all predictions in an environment where a lot of service providers chose to opt out of the market.

Our ILC Community Connectors are reaching a large number of clients and communities and are receiving overwhelmingly positive feedback from government and participants.

SydWest strives in a culture of continuous quality improvement hence our commitment to digital solutions and a fully mobile workforce that will meet future demands.

It is our commitment to gold quality standards for our vulnerable communities that passionately keeps driving the journey we have decided to embark on, rather than increased profit margins. Our values of Accountability, Collaboration & Excellence is what defines our service delivery standards and I am proud to be part of a team of colleagues that are dedicated to making an impact into people's lives.

This is the reason behind a number of wellness initiatives for our Seniors and the increase in numbers of senior social support groups to address the increased cases of social isolation that we constantly come across due to language and mental health issues relating to their migration experiences.

In collaboration with other migrant resource centres and Settlement Services International leading the DES consortium, we entered the world of Disability Employment Services hoping to also make a difference in an area that is currently not culturally appropriate and sensitive to its users.

This year our people led the *Australians Sharing a New Story* Initiative with our partners from Initiatives of Change. We saw Blacktown coming together and connecting on a level that is extremely hard to describe but was heartfelt and led to meaningful connections and relationships.

Our Youth team initiated a number of projects that keep building on the abilities of our youth to become the best they can be and have equal opportunities in society.

Our Women and Families team has intervened to meet an unmet need in the Penrith local government area and is successfully leading the Domestic Violence Prevention project.





CEO'S REPORT (CONTINUED)

Invitations to participate in events such as the 2019 National Women's Local Government Conference hosted in Blacktown, the 2019 NSW Small Business Friendly Councils Conference, the EWON Conference and our contribution to the Metropolis National Conference provided us with the opportunity to advocate and continue raising awareness on issues affecting CALD communities in Greater Western Sydney.

The activities of this year will be presented to you in the pages to come and articulated in detail from SydWest's Managers. An exceptional team of professionals, that have been my support and share the same vision of a better serviced world and a happy workplace.

Thank you to all my colleagues, staff and volunteers that are committed to SydWest and make my work meaningful on a daily basis.

A last and special thank you to our visionary and supportive Chair, Chief Inspector Robert Fitzgerald who is stepping down this year after 6 long years of service to the organisation. We are confident about our future as you led us into a strong and visionary strategic plan and a financially strong position. You will be missed.

Our values of Accountability, Collaboration & Excellence is what defines our service delivery standards and I am proud to be part of a team of colleagues that are dedicated in making an impact into people's lives.





Thank you to all the staff at SydWest Multicultural Services for their dedication and commitment to making SydWest a leader in the community services sector.



Alex Jeloudev
Aged Care & Disability
Services Manager

SydWest looks forward to the new challenges and opportunities of the new Financial Year.

AGED CARE & DISABILITY SERVICES REPORT

Both the Aged Care and Disability Services Teams have finalised and completed the roll out of SydWest's Client Management System. This has allowed SydWest to increase its efficiencies in order to deliver high quality Aged Care and NDIS supports to clients and their families.

SydWest has invested in further ongoing training and development of all SydWest's Aged Care & Disability Services staff. We have rolled out a new Induction and annual refresher training modules to all staff across the division, as well as investing in additional training with external Registered Training Organisations including but not limited to the NSW Ombudsman's Office and Dementia Australia.

The Aged Care Team has seen growth in both Commonwealth Home Support Program (CHSP) and Home Care Packages (HCP). SydWest's CHSP Social Support Program has expanded to 16 individual Social Support Groups across Blacktown, Mt Druitt and Glenwood and currently establishing into Penrith and Castle Hill. SydWest welcomes and supports the Department of Social Services' announcement for the 2020-2022 CHSP grant extension as we recognise and advocate for the importance of CHSP services remaining in place and available to seniors throughout Greater Western Sydney.

SydWest's Aged Care Team has undergone its first Re-Accreditation process under the NDIS Quality & Safeguards Commission. SydWest performed well throughout the Accreditation process receiving positive feedback in relation to our person centered and culturally competent service planning and provision. We have also updated and implemented a new robust set of policies and procedures that align with the NDIS Practice Standards and NDIS Quality & Safeguards Commission requirements.

SydWest's Aged Care Services have been formally acknowledged and celebrated in 2019 as a Finalist in the Aged & Community Service Australia (ACSA) Provider of the Year Award.

Our organisation has actively responded and contributed to the Royal Commission into Aged Care Quality and Safety and will continue to work with the Aged Care Quality and Safety Commission to improve the sector's standards of care to seniors.

In 2019, SydWest's Aged Care Services were formally acknowledged and celebrated as a Finalist in the Aged & Community Service Australia (ACSA) Provider of the Year Award. This is truly testament to our Aged Care Team's dedication and exceptional customer service to all our clients and families. Congratulations to the Aged Care Team!

SydWest's NDIS Team has undergone significant growth within Individual Support Program and Support Coordination Services. This growth has seen us invest in additional roles within the NDIS Team in order to deliver high quality, personalised and culturally competent supports to NDIS Participants and their families. New roles for 2019 include an NDIS Team Leader, Support Coordination Team Leader, Intake & Engagement Officer and Participant Engagement Officer to ensure all Participants receive exceptional customer service when transitioning to SydWest and ongoing within our Individual Support & Support Coordination Programs.

Our NDIS Team has continued to build new partnerships with key NDIS referring agencies and organisations throughout Greater Western Sydney. SydWest has received ongoing referrals for support within the NDIS due to our high standards, integrity of service provision and expertise in supporting both Culturally and Linguistically Diverse (CALD) and mainstream communities.





AGED CARE & DISABILITY SERVICES

(CONTINUED)

Due to these high standards and integrity, our SydWest NDIS brand and awareness is strong throughout Greater Western Sydney.

The NDIS Information Linkage & Capacity Building (ILC) Grant is on track with its primary focus of supporting CALD Communities living with a disability, who have fallen through the cracks and require support to build their capacity and confidence in connecting to their local formal and informal community networks. Throughout the course of the year, we have successfully supported and delivered over 220 individual outcomes with ILC participants across Greater Western Sydney.

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability was established in April 2019 and SydWest is pleased to support and work collaboratively with the Commission. SydWest's experience in supporting people with disability from CALD and mainstream communities will offer the Royal Commission expert advice and recommendations to improve the lives of people living with disability.

SydWest looks forward to the new challenges and opportunities of the 2019-2020 Financial Year. SydWest will continue to provide expert person centered and culturally competent supports to seniors and people with disabilities and their families.



OUR STORIES

The importance of caring workers to successful homecare

Mr Joseph Kalocsai is a 94 year man who lives with his wife in their own home. In January 2017 he had prostate surgery. His function has been declining since that time. He has been diagnosed with dementia and most of the time he is in bed due to very poor mobility.

Joseph's wife was his 24/7 sole carer: Joseph was dependent on his wife's assistance for all daily activities of living and his wife was struggling to cater for his high care needs. Mrs Kalocsai is also elderly person with her own health issues. And being his sole carer, didn't leave her any time to take care of herself. She became very tired and stressed.

SydWest is now delivering in-home care to Joseph. Our care worker's support for Joseph has meant that the wife is now freed to care for her own ADLs (activities of daily living) and their household, knowing that her husband is safe and being well cared for by SydWest's care workers.

Mrs Kalocsai is very positive in her feedback about their SydWest services, saying that she can rely on our care workers and office staff for direct care as well as advice or a chance to talk with someone when she needs moral support:

I would like to compliment your employee, Marija Derikuca, who is coordinator for Home Care Packages. She took the time to explain all about HCP level 1 and now HCP level 2 for my husband. She explained in detail other entitlements we can claim with the current package. I find her an impeccable organiser with a high level of skills and experience, reliable and able to advise and communicate verbally very well. It is evident that Marija takes pride in her work, she is indeed an asset to SydWest Multicultural Services.

SydWest delivering in-home care to Mr Joseph Kalocsai, a 94 year man who lives with his wife in their own home.





Clement Meru
Community Services &
Engagement Manager

Partnerships are central to SydWest's community engagement strategy and we engage with a wide range of mainstream and non-government agencies, including multicultural groups.

COMMUNITY ENGAGEMENT REPORT

Settlement Services Delivery Transition

The transition from Settlement Services Program (SSP) to Settlement Engagement and Transition Support (SETS) presented SydWest with challenges as well as opportunities for improvement in the quality of settlement services delivery: although reduction in funding reduced the organisation to focus on strategic areas like Domestic and Family Violence, the SETS secured the capacity for the organisation to support new settlers in Blacktown and Penrith for another 3 years through the NSP Consortium. Secondly, the SETS presents the unique opportunity to articulate settlement outcomes identified in the 9 priorities of the National Settlement Standards through the Client Services and Community Capacity Building streams respectively.

Leadership Capacity Building

A different approach to leadership development amongst CALD new and dispersed communities included mentoring as a key component. Funded through the Settlement Innovation Fund, the leadership training witnessed the successful graduation of 15 community leaders from Sudan, Eritrea, Ethiopia and South Sudan. The training covered key topics essential to managing community organisations in Australia, including self-awareness, governance, networking, grant writing and reporting. The participants have since applied their skills in a range of activities including public speaking engagements, sourcing funding to prepare school lunches and establishing a social group.

Disability Employment Services

SydWest Multicultural Services commenced the delivery of Disability Employment Services (DES) in the Outer Western Sydney region from 1 July 2018 as part of a consortium led by Settlement Services International. This opportunity supports integrated service delivery as the service interacts with other services internally including the NDIS and Settlement Services. The DES continues to grow across the Blacktown and Mount Druitt sites.

SydWest successfully fulfilled the requirements for the National Disability Standards Accreditation through an audit in June 2019.

Partnerships

Partnerships are central to the organisation's community engagement strategy and SydWest engaged with a wide range of mainstream and non-government agencies as well as multicultural groups, including:

Australians Sharing a New Story

SydWest Multicultural Services and Initiatives of Change Australia co-hosted the *Australians Sharing a New Story* in May 2019. The public forum attracted over 200 participants, using story-sharing to reflect on Australia's identity as a three-story nation:

- The oldest living culture in the world
- A British system of law and governance, institutions and traditions
- A rich multicultural mix of peoples and cultures from around the world.

Activities across Blacktown venues shared powerful stories of reconciliation. The event was organised in partnership with Blacktown Police, Blacktown City Council and attracted volunteers from the Creators of Peace. A special mention to the young volunteers from SydWest for their enthusiasm and support.

Miss Sahara Beauty Pageant 2019

SydWest was delighted to sponsor the Miss Sahara Beauty Pageant and presented the People's Choice Award at the gala event in April 2019. The event not only showcased the potential of women from multicultural backgrounds, but it was also an opportunity for the main organiser, Ms Anyier Yuol to raise awareness of the lack of ethnic diversity in the fashion industry in Australia. Multicultural women have potential and interest in pursuing a modelling career, but lack industry support, limited exposure, as well as lack of role models are some of the barriers to accessing the industry. SydWest will support future events that focus on raising awareness and building the capacity of multicultural women.



COMMUNITY ENGAGEMENT REPORT

(CONTINUED)

Afghan Australian Women Leadership Forum

SydWest and Afghan Women on the Move hosted a special visiting delegation at a forum held in March 2019, attracting over 80 guests including community leaders and the Australian Afghan Ambassador. The forum featured a panel of nine highly-articulate Afghan women from various sections of the Afghan society, including government representatives and activists. Panel discussions focused on the role of Afghan women in the current peace process in Afghanistan and women's empowerment.

Successes

International Womens Day Celebrations 2019

International Women's Day 2019 celebrations held at Max Webber Function Centre, Blacktown Library attracted 90 participants. The event adopted an empowerment and education approach through story-sharing, engaging key influential women in the multicultural space, including Esta Pachalidis-Chillas (Member & Government Relations Manager, Settlement Services International) and Anyier Yuol (Blacktown Woman of the Year 2018 and founder of Miss Sahara Beauty Pageant).

Strengthening Western Sydney Communities

SydWest Multicultural Services had the opportunity to support African young people build knowledge and skills to develop resilience and participate in social and economic life in Western Sydney through the Strengthening Western Sydney Communities project. Partly funded by the Department of Home Affairs with contribution from both SydWest and Settlement Services International (SSI), the project will also equip parents with skills to engage positively with their children. Some major activities that are being implemented include youth leadership development, access to employment and training opportunities, as well as establishing platforms for African young people to share culture and art. Important partnerships have been established to facilitate the implementation of the action plan, including NSW Police Force, Blacktown PCYC, African community leaders and schools.

Policy Development

SydWest continues to work closely with TAFE NSW on a range of initiatives and contributed to improving access to vocational training opportunities through a presentation on the 'Education and Training Needs of CALD Communities' at TAFE NSW's Outer-Western Sydney Stakeholder consultations in late 2018, with very positive feedback. The presentation covered challenges presented by the Smart and Skilled, including higher fees for course access and lack of flexibility. These issues were also canvassed in the Inquiry into Vocational Education and Training in NSW 2015.

OUR STORIES

Congratulations to our new Citizen!

Ragupathy Nalliah is a Settlement Services client that achieved citizenship and family reunion with the significant help and support of SydWest Multicultural Services. Ragupathy arrived in Australia through the Humanitarian Program from Sri Lanka during the height of the civil war, leaving behind his wife and children as he sought safety.

We have worked with Ragupathy for many years to help him through his many issues during settlement and towards citizenship.

Ragupathy has been challenged with health and wellbeing issues while also working hard to reunite with his family. Working with SydWest's Settlement Services, Ragupathy has effected many positive changes in his life, gained Australian citizenship and has successfully reunited with his family.

SydWest's one-stop shop approach provided the necessary links and on the ground access to services such as STARTTS, RACS and Legal Aid for Ragupathy. His wife and children finally joined him in 2019 and they are now engaged in the SydWest Tamil Women's Support Group, English classes, and the Youth Services program to effect positive changes to their lives.



Learn to Swim program, Penrith

SydWest's Penrith office initiated *Learn to Swim* programs for clients with great success. The women's seven-week program aims to improve ability, fitness and wellbeing as well as build water confidence. Here's what some of the women have said about the program:

I get so excited every Tuesday because I have swimming lessons. Swimming is building my confidence and is enjoyable. Sometimes it makes me tired but I never give up. It is important to learn how to swim - and it's never too late to learn. Thank you SydWest for giving us such a bright experience. – Alicia Aboudian

Swimming lessons are great for me because I learned how to swim with a wonderful teacher. I now know it is important for everyone to learn how to swim because it provides a full body exercise and a sense of safety. – Rand Kaser

When I came to Australia, I was afraid of the water. However, when I started to learn to swim I realised that I now have more confidence in the water. I learned different ways to swim and I feel happy after I swim, which helps me with my baby and caring responsibilities. – Rana Qaseer





Nikolayka Bentcheva
Corporate Services
Manager

We are industry-leading in terms of service delivery and how we engage with our clients and staff.

CORPORATE SERVICES REPORT

It has been a privilege to continue to lead the Corporate Services division at SydWest Multicultural Services who provide essential day-to-day operational responsibility for all business services delivered across our offices at Blacktown, Mt Druitt, Penrith, the newly opened office at Rouse Hill and the Castle Hill Hub.

During the past year we focused our efforts toward making positive impacts in the SydWest Strategic Aim 4 **'Be an innovative employer of choice'** and received positive feedback from our dedicated and loyal staff who provide an extensive mix of services and programs to support our diverse client groups.

Throughout the year, the team remained committed to improving back of office operations in the area of human resources, communications, ICT, administration, property management and reception support to ensure the smooth day-to-day operations across all office locations.

Our Corporate Services division grew over the year and staff have again demonstrated their strong interest in the organisation's success and their ongoing commitment. I thank them for their dedication and for what we are collectively achieving.

The Corporate Services Division has a strategic improvement focus in ensuring systems, processes and internal governance operating across the organisation deliver maximum efficiencies, as well as day-to-day operational responsibility for all business services delivered across the organisation

Our Staff

Our staff are passionate, qualified and experienced, who understand the languages and cultures of the communities we represent. Staff are genuinely interested in customer wellbeing and their willingness to work respectfully and professionally with people is our core business.

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

- Celebrated The Biggest Recess
- Celebrated staff birthdays
- Easter Breakfast
- Recognised our female staff during International Women's Day
- International Day for the Elimination of Violence against Women
- Monthly fun Team Building activities
- SUPER health checks with professionals.



Our Volunteers

I would like to acknowledge all our volunteers for their time in supporting our clients and thank them for their time, passion and commitment. SydWest Multicultural Services celebrated their valuable contribution during our annual Volunteer Week recognition event. With their generous support, we were able to deliver additional support across the wide variety of our programs and events.



Office staff

52



Care workers

97



Volunteers

53



Individual staff training

76



Training sessions per team

11



Training sessions all staff

13

CORPORATE SERVICES REPORT (CONTINUED)

KEY ACHIEVEMENTS 2018 – 2019



Clients Feedback at SydWest Multicultural Services

We strive to have an ongoing dialogue with our clients about their experience with SydWest's staff and the various services we provide.

We implemented the **Happy or Not** feedback terminals to give onsite clients a simple way to share their voice. Capturing data from our clients gives us valuable feedback insight for continuous improvements.

We believe that the key to good customer service is building good relationships with our clients and our offices are open to serve the wider community in a positive, helpful and friendly business environment.



Positive outcomes from the Staff Annual Survey

100%

'I understand how my work contributes towards achieving our organisation's Strategic Plan'

100%

'As part of our culture there is the belief that continuous learning is important to successful job performance'

< 98%

'I would recommend others to work for SydWest Multicultural Services'



Implemented the SydWest's Health and Wellbeing Program

Aiming to improve the lifestyle of our staff and consequently improving their health and productivity.

Staff Incentives

Free/Weekly

**Yoga
Fitness Training**

Free/Monthly

**Stress Management
Fresh Fruit Box**

50% discount

**Back Massage
Gym Membership**

SydWest Multicultural Services is an innovative Employer of Choice with a commitment to wellness and offering great staff benefits and work flexibilities.



Implemented the Staff Rewards and Recognition Program

Recognition of outstanding work performance, work life balance and personal development.

This Program acknowledges the significant contributions individuals and teams make toward fulfilling SydWest's values, objectives and goals and recognises those who have made a difference, in one of the following categories:



Our first Workplace Gender Equality Annual Report

Submitted this year and SydWest Multicultural Services is compliant with the Workplace Gender Equality Act 2012. To obtain the public report please visit www.wgea.gov.au

100%
satisfaction in

'The management genuinely supports equality between women and men'

100%
satisfaction in

'The management values differences in people'.



Further developed the Environmental Sustainability Program

Following a consultation with our staff we developed

SydWest's Guidelines for Sustainable Environmental Work Practices

We aim to integrate sustainable development into all activities and promote sound environmental practice in our operations, in line with our Strategic Objectives.

OUR STORIES

Judith Bennett, Volunteer

Judith Bennett is a volunteer with SydWest's Settlement Services team, delivering English Conversation classes. She was inspired to volunteer after a trip overseas and seeing the impact that language proficiency can have on people.

It has been a special privilege for me to get to know the SydWest English Conversation students and to help them to feel welcome in this part of the world. It is rewarding to see the students growing in confidence and I am grateful for the opportunity to make my own small contribution each week. I came to Australia from England in 1973 as an assisted migrant. At that time, as a British subject, I had the automatic right to become an Australian citizen with no waiting time and no test! The transition was easy and I immediately enjoyed the relative informality of Australian life and the warmer climate.

A few years ago, I retired after a rewarding career in research and management. At first, I did a lot of travelling and spent some time as a volunteer English teacher in Laos. It was a most rewarding experience.

After my trip, I wanted to continue in a similar volunteering role closer to home, and an internet search brought me to SydWest Multicultural Services. For the past year, I have been conducting English conversation classes in Blacktown and Mount Druitt. These classes provide an opportunity for recent refugees and migrants to practice speaking English in a relaxed and friendly group. Over time, the participants have shared some of their stories, become friends with each other, and have become more confident. Many of them have been through troubled times and at this stage in their lives the English language is an enormous challenge. Their experiences stand in stark contrast to my own, and it has been a special privilege for me to get to know them and to help them to feel welcome in this part of the world.



I am a keen photographer, and am now undertaking a collaborative project with SydWest to tell the stories of the English class participants by photographing them in their home environments. The images will help to illustrate the diversity and richness of cultures represented in our local community and, most of all, show us the beautiful courageous people who live amongst us.

Judith Bennett was a guest speaker at the SydWest annual Volunteers Recognition event in 2019, sharing her story and inspiring others to consider volunteering. Today, she continues to volunteer with SydWest's English Conversation classes for newly arrived refugees and other migrants.

COMMUNITY SERVICES EXPO 2018

Discover+Share+Connect

The Community Services Expo is a bi-annual event and last held in September 2018 and designed to connect people with their local service providers and community groups.

More than 1,000 people visited the more than 100 stalls representing the diversity of local and community services in the region at Bowman Hall, Blacktown. The Expo also includes information sessions, activities and a free sausage sizzle on The Village Green, just outside Bowman Hall.

The Community Services Expo is an initiative of SydWest Multicultural Services in partnership with Blacktown City Council and arising from work done by the Blacktown Multicultural Interagency. The next Community Services Expo will be held in late 2020 and will celebrate more than 20 years.



BLACKTOWN MULTICULTURAL INTERAGENCY

SydWest also coordinates the **Blacktown Multicultural Interagency** which has a membership of approximately 195 organisations including mainstream government and non-government agencies as well as multicultural organisations that support humanitarian entrants and migrant communities in the Blacktown Local Government Area.

Vibrant and interactive monthly meetings provide an opportunity for the sector to network, hear from guest speakers and liaise on hot topic issues affecting our clients.

In 2018-19, the Blacktown Multicultural Interagency established working groups to focus on issues relating to Health, Employment, Education and Access to Services.



OUR EVENTS

Refugee Week



Seniors Week



Youth Week



Seniors & Carers Wellness Expo



Harmony Day



International Women's Day



Multicultural & Seniors
Christmas Celebration



Volunteer Week Celebration



OUR EVENTS

(CONTINUED)

Australians Sharing a New Story



Navigating Resettlement Research Project Report Launch



Blacktown Employment Accelerator



Blacktown Settlement Welcome Picnic



Families end of year celebration



BELA Launch
(Blacktown Emerging Leaders & Advocates)



Persian New Year Celebration



Social Support Group Outings



FINANCIAL REPORTS

Financial Statements for the year ended 30 June 2019



John E Cross JP
Certified Practising Accountant
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Independent Auditor's Report

I have audited the financial statements being the Statement of Financial Position and the Statement of Comprehensive Income for the year ended 30th June 2019 of SydWest Multicultural Services.

The Board is responsible for the financial statements and has determined that the accounting policies used are appropriate to meet the needs of the Corporations Act 2001, the needs of members, and the various State and Federal Government funding departments. I have conducted an independent audit of these financial statements in order to express an opinion on them to the specified users.

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.

My audit has been conducted in accordance with Australian Auditing Standards. My procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material aspects, the financial statements are presented fairly in accordance with acceptable accounting policies.

Independence

In conducting my review, I have complied with the independence requirements of the Corporations Act 2001. I confirm that the independence declaration required by the Corporations Act 2001, provided to the directors of SydWest Multicultural Services would be in the same terms if provided to the directors as at the date of this auditor's report.

The audit opinion expressed in this report has been formed on the above basis.

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 2019 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: 16th September 2019

SydWest Multicultural Services

Statement of Profit or Loss and Other Comprehensive Income

	2019	2018
	\$	\$
Income		
Grant funding	9,436,459	7,820,771
Other income	<u>583,368</u>	<u>571,040</u>
	<u>10,019,827</u>	<u>8,391,811</u>
Expenditure		
Employee benefits expense	6,547,565	5,528,642
Service delivery expense	956,106	746,473
Property and utilities expense	471,533	437,016
Unspent client funds	547,356	267,177
Travel expense	322,269	224,194
IT expenses	242,789	129,918
Depreciation expense	<u>92,669</u>	<u>89,066</u>
	<u>9,180,287</u>	<u>7,422,486</u>
Net Surplus for the year	<u>839,540</u>	<u>969,325</u>

SydWest Multicultural Services

Statement of Financial Position

	2019	2018
	\$	\$
ASSETS		
Current		
Cash and cash equivalents	8,031,921	6,438,474
Receivables & prepayments	<u>627,570</u>	<u>89,732</u>
Total Current Assets	<u>8,659,491</u>	<u>6,528,206</u>
Non-current		
Property, plant and equipment	<u>234,532</u>	<u>246,383</u>
Total Non-current Assets	<u>234,532</u>	<u>246,383</u>
Total Assets	<u>8,894,023</u>	<u>6,774,589</u>
LIABILITIES		
Current		
Creditors and accruals	1,520,585	947,713
Grants received in advance	819,057	143,238
Provisions	<u>474,300</u>	<u>330,470</u>
Total Current Liabilities	<u>2,813,942</u>	<u>1,421,421</u>
Non-current		
Provisions	<u>1,052,114</u>	<u>1,164,741</u>
Total Non-current Liabilities	<u>1,052,114</u>	<u>1,164,741</u>
Total Liabilities	<u>3,866,056</u>	<u>2,586,162</u>
NET ASSETS	<u>5,027,967</u>	<u>4,188,427</u>
FUNDS		
Accumulated funds	5,027,967	4,188,427
TOTAL FUNDS	<u>5,027,967</u>	<u>4,188,427</u>

OUR FUNDING BODIES AND PARTNERS 2018-2019

SydWest receives its core funding for programs from:

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

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

SydWest would also like to thank some of our key partners:

Ability Links
Association of Bhutanese in Australia, Sydney
Australian Department of Human Services
Blacktown and Mt Druitt Community Health
Blacktown City Council
Blacktown, Mt Druitt, Nirimba, Nepean and Blue Mountains TAFE
Blacktown, Mt Druitt, Quakers Hill and Penrith Police Area Commands
Creating Chances
Cumberland Council
Energy and Water Ombudsman
Evans High School
Energy and Water Ombudsman NSW
Initiatives of Change Australia
Legal Aid NSW
MECA Mt Druitt
Multicultural Health Service
Multicultural NSW
Multicultural Youth Affairs Network NSW (MYAN)
Nepean Multicultural Access
Nova Employment
NSW Department of Justice
NSW Refugee Health Service
NSW Migrant Resource Centre Alliance members
NSW Police Force
Multicultural Health Service
Penrith City Council
Sathya SAI International Organization of Australia and PNG (NSW Region West)
STARTTS
The Hills Shire Council
Wesley Mission
Western Sydney University
Western Sydney Wanderers FC
Wise Employment
Youth Off the Streets
Yourtown

DONATIONS MAKE A DIFFERENCE

Each year, SydWest Multicultural Services assists thousands of people of all ages and cultures through its Aged Care, Disability, Settlement, Women and Families and Youth Services.

Donations to SydWest help support refugees, migrants and other vulnerable people that we work with to settle and thrive in greater Western Sydney.

We need your help to continue to deliver the important programs and activities that help settle and connect people of all different cultures to become active members in their local community.

Your donation will help to ensure that vulnerable communities continue to receive vital resources and opportunities to access programs for health and social participation.

Find Us Online



www.sydwestms.org.au



www.facebook.com/sydwestms/



SydWest Multicultural Services

Connecting cultures. Building community.

Blacktown Office

Level 2, 125 Main Street
Blacktown NSW 2148
PO Box 869
Blacktown NSW 2148
Phone: 02 9621 6633

Mt Druitt Hub

Shop 3
6-10 Mount Street
Mt Druitt NSW 2770
Phone: 02 9625 0455

Penrith Hub

Suite 113
Community Connection Building
114-116 Henry Street
Penrith NSW 2750
Phone: 02 9621 6633

Rouse Hill Hub

Vinegar Hills Community Centre
29 Main Street
Rouse Hill Town Centre NSW 2155
Phone: 02 9621 6633

Castle Hill Hub

The Community Hub
Castle Hill Towers Shopping Centre
6-14 Castle Street
Castle Hill NSW 2154
Phone: 02 9621 6633