

2012

Embracing Change - Delivering Continuity

2013



BURWOOD
COMMUNITY
WELFARE
SERVICES INC.



Skead House



About Us

The purpose of Burwood Community Welfare Services Inc. (BCWS) is to provide a variety of services to members of the community within the Inner West area, primarily for people dealing with poverty, distress and misfortune. Wherever possible, and without discrimination, BCWS provides care and support directly to those in need.

Our treasured archives go back to the 1960's when we were Burwood Aid Services and then the Burwood Information and Aid Centre. However, 1988 is the year Skead House was built with Bi-Centennial Funding. In 2008 Skead House Neighbourhood Centre Building at 45 Belmore St Burwood was literally sold out from under us.

Burwood Community Welfare Services is unique in that its history of change is an important part of its reality. For the future, learning from this history of change, will help equip those who represent BCWS for the next decade, as it will remind us of the purpose and focus of Burwood Community Welfare Services. I believe drawing on the past will keep BCWS Inc and its programs safe and on track for the future.

One of the most interesting aspects of this history was BCWS'S powerlessness in all of this, we did not have a voice, but we participated in something that lead to a catastrophe, we Burwood Community Welfare Services became "homeless".

The General Manager of Burwood Council, who understood our plight made plans for us to be relocated to 2 Wyatt Ave. Burwood. A lease was signed between the (Church of England Homes) Kids @ Weldon and Burwood Community Welfare Services Inc. and a Funding Agreement between Burwood Council and Burwood Community Welfare Services Inc. for a 5x5 year lease on Wyatt Ave. The biggest problem is the distance of this new location from the Burwood CBD, one which all, an especially the vulnerable and disadvantaged people have found difficult to access.

The last 25 years we have supported poverty distress and hardship.

Burwood Community Welfare Services Inc. (BCWS) is an incorporated, registered charity and multipurpose, multicultural Neighbourhood Centre. The service has a neutral or non-religious base and provides a wide range of services to members of the Inner West community in the Municipalities' of Burwood, Ashfield, Canada Bay and Strathfield.

The aim of Burwood Community Welfare Services is to maintain the self-respect and dignity of our clients, to provide services in a non-judgmental way and to assist our clients in achieving personal empowerment to live healthy, functioning lives. Many of the services have been individually funded from a range of sources such as local, State and Federal governments, charities, special interest projects, networking and fundraising activities. BCWS has an ongoing commitment to seek to develop services to meet the needs of the community where there is no other equivalent service provided in the area.

*What we do is best described by our **MISSION** which is to provide practical and emotional support to the disadvantaged, vulnerable and at-risk members of our community.*



Our Values



Partnership

with each other, our clients and community organisations for better outcomes for all.

Respect

for the dignity of all individuals and a commitment to treat each other as we would want to be treated.

Compassion

showing concern, support, caring and understanding for each other and all people.

Integrity

cultivate honesty, reliability, transparency and high standards in ethical behaviour, while maintaining the best interests of our clients as a priority.

Accountability

to our funding bodies, sponsors and supporters, the community, clients and families.

Participatory Community Management

to encourage and facilitate participation of the local community in the decision-making processes of the service.

Our Highlights

Our Move



BCWS relocated to our new premises on the 31st January 2013 after being located at our old premises for 25 years. Christine and Nicole had played piper rounding up some volunteers to help on the day. That coupled with offers from new students and generous individuals made the transition a lot smoother. There were a lot of sweat and tears that day as we all scurried to ready our new centre for business as usual for the following day. Eight months on and we have finally settled in to our new premises. The heat, the cold and no undercover walkway area has tested all our patience.

But judging by the laughter, smiles and general good feeling of late I think we can finally call 2 Wyatt Ave home. It's a testament that after 25 years in the one place it's the people that make a house a home. I think our founders Fred and Jean Skead would approve.

Educating our next generation in healthy relationships through creativity

The Domestic Violence team along with Legal Aid ran a poster competition amongst schools within the area. The posters were to reflect healthy relationships and to say no to violence. The most creative posters were then transferred onto drink coasters which were then printed and distributed in pubs within the area.

Russ Kenny is presented an Achievement Award at Parliament House

In March 2013 the NSW State Government presented an Achievement Award to our Vice Chairperson Russ Kenny.



Finding you – Celebrating National Volunteer's Week

The Neighbourhood Centre celebrated National Volunteers week on May 23rd 2013. The Centre hosted a lunch to say thanks to BCWS Volunteers. The theme Finding You came from Joseph Campbell's theory "Hero's Journey". BCWS believes our Volunteers are Hero's and to add some fun to the event all volunteers were asked to come dressed as their favourite hero. As Campbell suggests a hero is "someone who has given his or her

life to something bigger than oneself." That's how BCWS sees the dedicated team of volunteers as selfless heroes who work tirelessly and give their valuable time so the organisation can continue to offer services to the many clients that rely on them.

Men's Shed comes to Burwood

The Men's Shed at St Ives kindly donated some office equipment to BCWS which brightened up our new premises replacing some office chairs which were on their last leg.



Celebrating Meals on Wheels sustainability and longevity milestone

From humble beginnings to a community icon the Meals on Wheels service is now an integral part of the social fabric of Australian life.

This year marks the 60th anniversary of the commencement of Meals on Wheels in Australia. In keeping with this milestone, the 700 nationwide Meals on Wheels services and some 80,000 volunteers will celebrate this outstanding achievement.



Meeting the Neighbours

We held a morning tea on the 5th June inviting our neighbours to share with them what our Centre is all about and to introduce ourselves. The morning tea was a success getting to know our neighbours and what lovely neighbours we have, we also introduced them to Charles Casuscelli who attended the event.

Minimising Social isolation within the Chinese Community

BCWS runs a program every Monday morning in Ashfield for parents or grandparents who have children under school age in the Chinese Community. There is also an interpreter who assists with the little or non-English speaking parents/grandparents. The program not only minimises social isolation but also provides networking avenues and resources for the parents, such as parenting skills and basic nutritional cooking lessons. This program has now been running successfully for over 10 years.

Volunteer Network Expo

BCWS and some faithful volunteers were involved in running an information stall at the Volunteer Expo. The expo was to promote volunteering within the Inner West. It was a way of recruiting and educating the public about Volunteering at BCWS. The event was a huge success.



Our Numbers

How many clients accessed our services in 2012/2013

Service	How much did we do?	How are the clients better off
Meals on Wheels	24,000 meals 5000 meals organised and provided at Centre based/ cafe / restaurants	Clients are enabled to remain in their homes whilst receiving nutritional meals. Minimises client social isolation and disconnection with community life
Family Support Service	55 families were assisted through a model of prevention, early intervention and crisis intervention	Socially connected to the community, parenting skills were established and the clients were empowered by strengthening their existing skills.
Domestic Violence	4445 individual contacts 833 new clients assisted at Court to apply for an Apprehended Domestic Violence Order	Clients have been enabled to access appropriate legal representation Clients have been able to put an end to the violence they have been experiencing.
Emergency Financial Relief	1048 clients assisted through food, electricity, gas, water and telephone vouchers.	Clients assisted in such a way to empower and encourage autonomy.
Inner West Counselling Service	73 clients have requested counselling	Clients have been offered a safe place to explore their feelings and emotions without judgement in a warm confidential and caring environment.
Skead House Neighbourhood Centre	7846 Telephone calls answered 1914 Visitors assisted 19,000 People representing 27 groups used "the Barn"	Clients connected to information and services in order to promote community capacity and increase the clients resilience by empowering them. Create positive societal change

Johns Story

John first came to BCWS in May, 2013. He was seeking help with some food vouchers but it soon became clear that he had more substantial problems. He was about to be discharged from Concord Hospital where he had been a patient in the mental health unit. John is living with schizophrenia and had recently self-harmed. Upon discharge, John was concerned that he had nowhere to live and that he was going to be living on the streets.

A call to the hospital social worker confirmed that John wouldn't be discharged without him first finding accommodation. BCWS undertook to case manage John and help him find him a suitable place to live. John was separated from his wife and has two young children. His accommodation needed to be suitable for when his children came to stay. Through the Newtown Neighbourhood Centre, BCWS was able to secure a really nice place for John, in addition to liaising with St Vincent de Paul who provided him with furniture, bedding and a fridge.

BCWS also put John in touch with the local mental health centre where he was connected to a number of support groups, including a group specifically for people living with schizophrenia. John has started to make friends and is especially pleased and grateful that he now has a safe place for his children to stay.

Jakira's Story

When Jakira was a little girl she dreamed of having a beautiful family. When her family told her that she would be married and moved to Australia she was ecstatic. Her dream became a reality when she became pregnant with her first child. The dream did not last long for Jakira however. Her husband became a perpetrator of violence, and Jakira soon found out that this was consistent with his cultural belief that women are 'under' men and must be submissive to them. When Jakira was pregnant with their second child, she was very ill. She could not get out of bed, and was severely depressed. This made the violence worse. He continually degraded her and the physical, emotional and sexual abuse continued. He also isolated the family. They were not allowed to have any friends, or contact with family members in Ghana by phone. Jakira was petrified. She had no money, could not speak English, no knowledge of where she was living geographically; she was completely dependent upon her husband for the survival of herself and her children. Jakira knew stories in Ghana about abuse at the hand of men. She could not believe in a country such as Australia that this could be allowed to go on.

One day, when he was at work, Jakira packed up the children and she ran away. She was picked up by the police, and shown the first hint of kindness. She and the children were taken to a women's refuge after she relayed her story to the police through an interpreter. They stayed there for 6 months; until they were offered a Housing NSW property. It was at this stage that Jakira was referred to Inner West Family Support Service. She was so welcoming of the services we could offer. Despite the trauma of her life, she worked diligently with her caseworker to get her life back on track. She attended the Triple P course for African parents, she enrolled her children in supportive childcare services, and with the help of her caseworker she enrolled in English classes at TAFE. She began to dream again and hoped to master English one day and become a childcare worker.

Today that dream is becoming a reality. Jakira has just enrolled in a childcare course. She has a strong desire to be a working mum, so that she can set a good example for her children. She also hopes to leave Department Housing one day so that she can repay the assistance that the Australian government has shown her. When you meet with Jakira, she often has a big smile on her face, and a deep belly laugh that can make anyone grin. She is always thanking her caseworker, saying that aside from everything else she has been 'given' from the service, the most precious gift she has received from our service is the gift of hope that we fostered within her.

As a result of the violence she sustained, Jakira has limited mobility. She is now taking driving lessons and her caseworker is supporting her to get a driving license and purchase a car so that she can transport her children with greater ease. She is an amazing woman and mother, listening to her speak about the future, is an inspiration to all that meet her.

Sarah's Story

Sarah came in for assistance from Burwood Community Welfare Services (BCWS) several years ago. Sarah was a mother of 4 children who had been a victim of physical, psychological, financial, emotional and verbal abuse by her partner for many years. Sarah emotionally reported that her husband burned the house with all her possessions and belongings and she had nowhere to go with her children. Sarah was highly distressed and desperate. Thus, Sarah was immediately referred to the refuge where the emergency accommodation was provided to her and her children. Additionally, Sarah was provided with the Emergency Financial Assistance by BCWS to insure she had basic essentials and food to look after herself and children.

Sarah was also referred to the Court Advocacy Worker to provide assistance and support with her Apprehended Domestic Violence Order (AVO) application against her partner as well as other services available to victims of DV, such as support groups, legal services and referral to other appropriate agencies. Furthermore, Sarah was referred to the Inner West Family Support Service to receive support with looking after her children and household, advocacy services, as well as referral to self-help group to assist her in coping with sudden changes in her life and connecting with people who were experiencing similar difficulties.

Sarah was referred to the Financial Counsellor who helped her with budgeting, saving and managing her money. Sarah reported that having a system to follow and knowing ways of budgeting her money, made her feel less nervous around her financial difficulties and more confident in managing her income. Thus, previously, her ex-partner was in charge of all the money and expenses, depriving her of any knowledge about financial matters, so once the client stayed on her own with children, she felt overwhelmed by not knowing what to do with her Centrelink income and how to spend it wisely.

Sarah underwent counselling through the Inner West Counselling Services that helped her in gaining the confidence in managing her life more productively; in addressing grief, loss and trauma she had experienced and other unresolved issues.

Sarah was deeply appreciative of all the support and assistance she received from BCWS, stating that she was overwhelmed by the amount of support she received over the years from the Centre. She said that coming to BCWS has changed her life completely and now she felt empowered and capable of standing on her feet and looking after her children as well as having a more positive outlook on her future life.

Chairpersons Report

It is my great privilege to once again submit the Chairperson's Report on behalf of the 2013 Management Committee for Burwood Community Welfare Services Inc. (BCWS).

This year has been a rewarding year from a social and financial aspect with BCWS continuing to provide a variety of services for the community in the Inner West area. Christine Strachan, the CEO, has outlined in her report BCWS's activities and achievements over the past 12 months. Our activities cover the key service areas of Family Support, Emergency Financial Relief, Meals on Wheels, Counselling and the Women's Domestic Violence Court Advocacy Service. These achievements are a direct result of the support, planning and continuing commitment provided by the staff and volunteers of BCWS.

But it has also been a difficult year in that we finally moved from 45 Belmore Street. The task of moving was enormous requiring archiving, shredding and finding new storage facilities in addition to the actual move. Notwithstanding all the pre-planning we did not anticipate all the difficulties that were encountered. I would like to acknowledge the work of the Volunteers and that of Christine Strachan who as Chief Executive Officer has set a high standard for this organisation. It is extremely pleasing and rewarding to see the continued level of support from the community and, in particular, Burwood Council and the Burwood RSL Club. As Chairperson I thank Christine Strachan for her support and I also wish to thank the wonderful group of board members that have been a part of all the progress made during the 2013 financial and previous years.

2014 will be as challenging a year as this year has been, with the worldwide economic downturn still an issue. The relocation still presents us with problems and the increasing pressures on BCWS for assistance from the community means we will need to work hard in attracting more grant funding and donations.

The landscape within which community services operates is constantly changing especially as regards workplace, industry and Government initiatives. It is my view that we need to engage in these change processes to be informed and to take up the opportunities that these changes present.

In conclusion, I am proud to be the Chairperson of BCWS and associated with such a wonderful committee. I thank everyone for their efforts, especially the volunteers and look forward to 2014 year.

Teresa West

Treasurer's Report

It was a very busy and demanding 2012-13 financial year for Burwood Community Welfare Services Inc. due to the challenging relocation from Belmore Street to Wyatt Avenue in January 2013, costing in excess of \$16,000 funded through BCWS's reserves.

There are a number of ongoing financial issues with the new relocation, one of which is the need for transport to and from Burwood station, BCWS's clients number have fallen since the move. Therefore BCWS needs to purchase a people mover which is estimated to cost some \$36,000, and Burwood RSL, through their generous community grants donation, have pledged \$12,000, so BCWS will need to fund raise the balance of the purchase price. In addition to finding the additional funds of \$24,000 to purchase the bus, BCWS will then need to find funds to run and maintain the bus, on an ongoing basis.

In addition to the above transport costs both capital and ongoing, BCWS will now have to meet ongoing costs for cleaning and storage costs, as a result of the relocation from Belmore Street.

On a positive note BCWS have received \$40,000 from the Department of Housing and Ageing (DOHA), for transition funding to the new Commonwealth HACC program (change business practice & modification to business software). The BCWS operational expenses in the Meals on Wheels area have seen a significant decrease in costs of providing meals, as a result of move away from home delivered meals to Centre based-lunches, resulting in less wastage and a saving on ordering costs.

It has been a pleasure to work with our CEO Christine Strachan, the Finance Service Manager, Joanne Stindl, and the Management Committee and the entire staff in this disruptive and challenging past 12 months. However, with all the issues of the relocation, some of which are still ongoing, all the staff of BCWS of carried out their respective roles in a professional manner in delivering another excellent result for our community.

Fred Walker

Chief Executive Officer

*“To improve is to change
to be perfect is to change often”*

Winston Churchill



I would like to begin my report by acknowledging my admiration and special thanks to our staff, in particular the unpaid staff, or as they like to be known, our volunteers and students. Thank you for your openness, your honesty, and your insights, but most of all for your humour, compassion and caring. I must also give special thanks and acknowledge the support and work of BCWSInc Management Committee. It takes extra special people to turn up month after month to foster commitment and special care. You are to be congratulated! Special thank you Teresa West. Fred Walker and Jennifer Pitt for your commitment, which provides the firm foundations on which we can continue to serve our community.

It is appropriate at this stage that I, on behalf of the Management Committee, staff and the Community, express BCWS'S gratitude to Burwood Council for its generous contribution which would bring about a substantial long term beneficial change to the advantage of all the Community of the Inner West.

Fr. Ray Williams of North Carolina, USA in 2008 told a story about Mother Teresa. One day a cameraman was filming Mother Teresa for a documentary while she was caring for some of the most wretched of the poor of Calcutta. As she cleaned the sores of one man, wiping up the pus and bandaging his wounds the cameraman blurted out "I wouldn't do that for a million dollars— To which Mother Teresa replied "Neither would I"

Our community is changing and being changed, the poor are getting poorer, more vulnerable and finding it harder and harder to hang in there. The community sector is working overtime (there is never enough time or money) and the same can be said for our staff and all our volunteers, who have been asked during the last 12 months of change to step up to the plate and go that extra yard. I have a shared vision with all my staff— you who have donated your time your skills and your hearts, that vision has always been to be able to provide as many preventive services for the local community as we do emergency services. The vision I hold for Skead House Neighbourhood Centre can only be possible because of people like you, people with true character, one indicator of true of character, which is reflected in our staff is the way and the commitment with which they deal with others. It is this commitment and your compassion which provides the firm foundations on which we can continue servicing our community of the Inner West.

Last year I talked about "change is challenging" I ended my report by saying "for those people who are confident that is inspiring! Because the challenge exists to make things better, and to those who know me well, know I love a challenge!"

Lastly as you turn the pages. Please enjoy reading about our activities and achievements during the last twelve months. I have this notion that if we all care enough, I believe we can regenerate and strengthen this community's economic and social future. We all have a shared responsibility in working towards this future. In anticipation, Thank you.

Christine Strachan

Financial Report

BURWOOD COMMUNITY WELFARE SERVICES INC. DETAILED STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30TH JUNE 2013

INCOME

	2013	2012
	\$	\$
Grants received		
Department of Health and Ageing -Food Services	219,359	224,779
NSW Family & Community Services- IWFSS	187,031	178,844
NSW Family & Community Services- Skead House /N.C	105,238	100,631
Legal Aid - BWDVCAS	234,179	228,200
Sundry Grants	174,905	200,990
	<u>920,712</u>	<u>933,444</u>
Other funding		
Reimbursements	3,672	3,552
Ashfield Frail & Aged	-	2,304
Bank interest	11,850	18,475
Donations	25,626	30,569
Fundraising	15,373	13,378
Food Services	130,862	144,380
Sundry Income	3,669	1,980
Total Income	<u>1,111,764</u>	<u>1,148,082</u>

EXPENSES

Accounting and audit services	8,000	8,500
Advertising	3,276	3,773
Bank fees	407	346
Childcare	3,605	1,110
Cleaning	3,075	461
Computer maintenance & consumables	4,794	11,948
Conference & training	2,747	6,970
Consultancy	19,908	13,326
Electricity	6,988	8,194
Equipment repairs & maintenance	3,075	2,411
Growth Project	104	2,199
Hospitality	2,493	3,289
Facilitation	13,989	31,274
Insurance - Plant, equipment & volunteers	6,396	6,345
Insurance - Workers compensation	17,619	18,576
Meals	108,761	149,368
Memberships & subscriptions	4,364	5,035
Postage	1,914	757
Printing & stationery	6,818	10,897
Programmes	8,340	6,694
Replacement of equipment	2,911	10,682
Rent	10,130	11,982
Resources	410	518
Shuttle bus service	350	-
Staff amenities	815	1,335
Sundry expenses	472	206
Telephone	8,570	10,063
Travel expenses	7,142	7,272
Volunteer travel expenses	23,744	24,745
Emergency Financial Relief	93,245	90,881
Wages & salaries	657,326	632,120
Superannuation	60,292	55,621
Employee entitlements	13,942	3,393
Total Expenses	<u>1,106,022</u>	<u>1,140,291</u>
Profit from Ordinary Activities	<u>5,742</u>	<u>7,791</u>



MOW Food Services

Burwood Ashfield Food Services is a Commonwealth Home and Community Care Program which provides meals for frail aged, people with disabilities and their carers living in the Burwood & Ashfield Local Government Areas. Burwood Ashfield Food Services is dedicated to delivering the highest quality, reliable, cost effective and tasty meals.

Burwood & Ashfield Food Services Philosophy

To provide nutritional meals, care and support services to frail aged, people with disabilities and their carers living in Burwood and Ashfield areas. The service is aiming to enable them to stay at home, be more independent in the community, to improve their health, wellbeing and quality of life.

Meals and Services

Burwood Ashfield Food Services delivers a variety of chilled, hot and frozen meals to clients' homes. As a strategy to improve meal provision and management of malnutrition in older people we offer snack packs and mini meals as an innovative ways to improve the nutrition status of our clients.

Our service however, is more than just a meal, it has a capacity to involve people into a mainstream society, reduce social isolation and disconnection from the community life. Meals on Wheels support and promote society that cares for others.

Our food is also a food for the soul, to eat, love and laugh. This community engagement empowers not only our clients but also our volunteers. We look forward to continue delivering and improving a quality services to our clients. We strive to better understand the needs of our clients and providing care that supports their health and wellbeing.

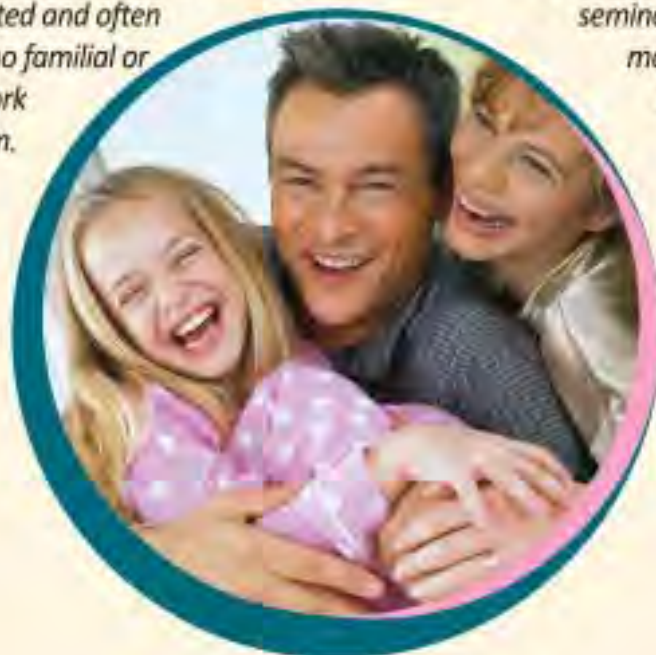


Family Support Service

Inner West Family Support Service has been helping at risk families with dependent children aged 0-12, since 1984. Our primary goal is to strengthen families that are at risk of statutory intervention by the department of Community Services. We do this through a service delivery model of prevention, early intervention and crisis intervention. We strive to support our families by working with them to build on their existing skills in hopes of increasing their ability to cope with crises as they arise.

Our clients present with a range of issues that they are seeking support with. Many of our clients struggle with mental health issues, and we work with them to help them gain access to affordable counselling, or make appropriate referrals to mental health facilities. The families that we support also find themselves in financial hardship, are experiencing relationship breakdown and parenting matters. We also support women in domestic violence situations whose connectivity within the community has declined.

For many of our clients, after the initial crisis is over, they just need to know that there is someone there for them to support them in a time of need. This consolation acts as protective measure for many of our families, as they are socially isolated and often have limited or no familial or friendship network available to them.



As part of our service we also run group activities including a playgroups and jewellery making. These groups aim to break down the isolation of vulnerable families by providing an environment where our families can socialise. We also ran a BBQ during child protection week at Burwood Park. This is an opportunity for families to learn about our service in a relaxing environment.

Our service reflects the diverse community that we assist, with our caseworkers coming from a variety of backgrounds and speaking a variety of languages including Persian, Arabic, Mandarin, Cantonese, Spanish and Korean. As a result we provide a culturally sensitive service for our clientele.

Our CALD caseworker provides a weekly outreach service for care givers and pre-schoolers, run from Ashfield Council. This group has proved invaluable in addressing the needs (especially social isolation) of the local Chinese community.

Empowerment of families is always a priority and FSS continues to equip caseworkers to this end, by providing opportunities for training, seminars and workshops including: case management, child protection, , parenting skills, child's play therapy, conflict resolution and working with women whom experience domestic violence.



Burwood Women's Domestic Violence Court Advocacy Service

Burwood WDV CAS service is accessible to all women who apply for an Apprehended Domestic Violence Order (ADVO), whether initiated by the Police, or a private application through the Burwood Local Court Registrar.

The Burwood Local Court catchment area covers four Police Local Area Commands, which are: Ashfield, Auburn/Flemington, Burwood and Campsie.

BWDVCAS's assistance provides women and children, who experience domestic violence, support, advocacy, referral and information. However, our main aim is to primarily assist women and children to access appropriate legal representation via Domestic Violence Practitioners (DVPS) lawyer; enabling them to effectively navigate the legal system, and ultimately, be able to put an end to the violence they have been experiencing.

DVPS lawyers also available to women as respondents in ADVO matters, where they are the subject of a cross application from a perpetrator of violence; facilitates their access to a network of professional services that can assist them with their other legal needs, such as parenting order and Family Law issues

During July 2012 to June 2013 statistics show that Burwood WDV CAS has assisted 833 new clients with 711 matters, and made 4445 individual contacts. 510 (61.22%) of the clients were from culturally and linguistically diverse (CALD) communities. Among the client: Mandarin, Arabic, Korean, Vietnamese and Turkish being the more common languages spoken other than English. The statistics show an increase in the age range from fifteen to seventies, and same sex, teenager and elder abuse, too, has increased.



Burwood's WDV CAS team is always very proactive in community activities, workshops and seminars, to help raise awareness of family and domestic violence, abuse against elderly people and community safety issues.



Skead House Neighbourhood Centre

When people face problems they turn first to their family, friends and neighbours.

Neighbourhood Centre's are an extension of this local family support and network.

We are a friendly place where clients and community are welcome.

Neighbourhood Centres are different from other more bureaucratic services which often only deal with one part of the person. Because Neighbourhood Centres are from the community we do not stigmatise or marginalise individuals or groups whose needs are greater.

We intergregate a range of services and activities into one organisation which is accessible to all communities.

Neighbourhood Centres are based on the belief that local action can affect local issues and concerns these changes can influence wider change and development.

Skead House Neighbourhood Centre is a community based organisation providing a range of information referral and support services for the people of the Inner West (Burwood, Ashfield, Strathfield and Canada Bay).

We are a member of the Local Community Services Association (LCSA) a peak body for neighbourhood and community centres in NSW. We work accordingly to the Neighbourhood Centre Policies. This policy outlines principals and philosophies about Neighbourhood Centre purpose. These come under three broad categories.

- *Local participation and control*
- *Community development*
- *Affirmative action towards disadvantaged people and groups*

Skead House is partially funded by New South Wales Department of Community Services.

Together we can make a difference.





INNER WEST COUNSELLING SERVICE

Our Counselling service offers clients a safe place to explore their feelings and emotions without judgement in a warm, confidential and caring environment

Counselling is a professional service that focuses on enhancing people's capacity to cope with specific life challenges. Seeing a counsellor can help people resolve crises, reduce distress or anxiety and develop goals that can be life changing.

Counselling can also assist with problem solving and the development of inner resources to move on with life.

This year to date, 46 women and 27 men have requested our counselling services.

Our service is a generalist counselling service with our fees based on a sliding scale. Counsellors offer a professional service in a safe environment without judgement. After conducting an intake interview over the phone at times it is necessary to refer clients on for drug, alcohol, gambling or other specialist counselling.

Referrals were received from both internal and external services:

- Centerlink
- Croydon Adult Mental Health
- Self-referrals : from accessing BCWS website, Counselling brochures, personal recommendation
- Department of Family Services
- Lifeline
- Leichhardt Women's Health Centre
- Max Employment
- Marian Centre
- Mission Australia
- Brighter Futures

Emergency Financial Relief Program and Case Management Service

“We don’t give a hand out we give a hand up”

The Welfare Relief Assistance Program (WRAP) aims to help individuals and families who have emergency financial crisis. In addition to assisting with their current crisis situations, WRAP provides clients with information, resources, referrals and advocacy.

*“Assistance is given in such a way as to empower the client
and encourage autonomy”*

Our clients come from very diverse backgrounds, represent many nationalities and range in age up to the nineties. They also face a range of challenges including disability, parenting with minimal support, domestic violence, homelessness, mental health issues or have just been released from goal.

For those clients who have more complex needs, we also offer ongoing, short-term case management. Our caseworkers seek to identify, work with and build on the strengths of clients in case management sessions. They also work in conjunction with other internal and external agencies to maximise the benefit of the service to the client.



Other Services

Gambling and Financial Counselling

Mission Australia provides an outreach service for gambling and financial counselling at Skead House Neighbourhood Centre each Friday. The challenges that their clients face are as much diverse as they are complex. Therefore, a holistic approach that looks at the client's background and planning a specific needs strategy to suit the client is applied. Other issues such as domestic violence, mental health problems, intellectual disabilities, bankruptcy and liquidation may also be evident.

Information and Referral Service for the Russian Ethnic Community

The Russian Ethnic Community Council of NSW (RECC) provides access to information and referral to mainstream services to all immigrants of Russian and Russian speaking background and disseminates information to remote and offshore areas on the following matters: Health, Housing, Immigration, Legal matters, Domestic Violence, Employment, Education, Aged care and all settlement related issues.

The Russian Ethnic Community Council of NSW Inc. is a voluntary, non-profit making representative organisation incorporated in the State of NSW in 1995.

We provide this service every Friday from 10am to 4pm at Skead House Neighbourhood Centre

The RECC aims and objectives are:

- To organise and support charity work among people in need of Russian origin, including pensioners and recent immigrants to NSW through the receipt of the necessary Government grants;
- To carry out intensive work with adolescents of Russian descent so as to preserve Russian language and traditions, and to pass on our cultural heritage;
- To preserve and develop Russian Cultural legacy among people of Russian descent and to familiarise the mainstream Australian society with it as well as to foster links between Australia and Russia in social, economic, sporting, educational and cultural spheres.

We can say gratefully that partnership with BCWS allows us to provide our service in the Inner-West area where Russian Speaking Migrants used to settle for more than 50 years and our service is in need.





Students

BCWS offers student placement to a variety of students whom are studying counselling, psychology, social work, community services, case management, social welfare and nursing. Students are also given the opportunity to use their initiative to gain invaluable knowledge, experience and insight into the community and the industry by attending training, participating on agency visits to other services in the area (Dep. of Housing, Centrelink, Inner West Probation and Parole etc.); attend meetings (i.e. Domestic Violence Liaison Committee Meeting, Child and Family Interagency Meeting); interact with clients; go on home visits; attend court; and participate in presentations and events (i.e. Festival of Families, Child Protection Week, White Ribbon Day and Volunteer Week).

These placements offer students a space, under supervision, to explore theories that they have learnt in their studies into practice. Due to the variety of services available, students are also given the opportunity to gain practical and realistic insight into their future careers, as well as identifying the area of interest they would like to pursue.

As a result, this unique student placement that BCWS offers, provides a priceless role in a student's personal and professional development.

Why we do what we do at BCWS (a student's perspective)

BCWS is a special place where people gather in many different capacities such as the CEO, managers, employees, volunteers and students. These individuals are a diverse group ranging in ages, experience, cultures and programs in which they work. There is however a common factor that brings them together, which is a desire to help the less fortunate in our society.

It is said that the helping professional attracts people who have experienced loss in their own families, though there is also another group of individuals who have not experienced personal upheavals but through a spirit of humanity want to assist the vulnerable. It really does not matter about the personal history of the helpers but that the work is done with compassion.

At BCWS this spirit is evident as the workers assist the clients in many areas such as financial assistance, domestic violence advocacy, counselling and parenting program classes.

Life can be tough for some people and in some cases cruel. In spite of this the workers at BCWS keep this in mind and approach each client with respect. Sometimes it can be difficult to understand the depth of a client's pain so a meeting with a BCWS worker may assist to heal their belief in life.

So I suppose what we do at BCWS is restore hope. For hope enables a person to get out of bed and approach the day with a belief that it may be a better day than yesterday. Consequently the workers at BCWS are restorers and maintainers of **hope**, as every human being no matter their age, gender, culture or religion deserves **hope**.





Volunteers

Volunteers are an important part of many organisations not just BCWS. With over 60 volunteers, they contribute varied roles within our Neighbourhood Centre. These include: Front Desk/ Customer Service Officers, Administration Support, Information Technology Support, Counsellors, Meals on Wheels Runners and as Drivers to name a few.

Key roles of Volunteers

On the front desk we have a group of volunteers who do a wonderful job welcoming our clients and coordinating the schedules for the day. Their big smiles are the first impression our clients see.

The Volunteers that work on the Meals on Wheels team not only deliver healthy meals to the client's home, but in many cases are a welcome break to an isolated life and provide some friendly contact.

The Volunteers in the counselling team offer counselling to a variety of clients. Overall this team manages many complex cases and their ability to counsel individuals not only assist them but also the community.

*Finally BCWS is also fortunate to have a great team of **Volunteers on the Executive Management Committee** who ensure that our organisations mission is developed and safe guarded in an integrated way through the governance and financial management structures of BCWS so that this organisation can reach its full potential and ultimately assist as many clients in the community.*

"Volunteering gives people an opportunity to learn new skills every day it gives people the chance as it did for me, to be constructive with time" (Andrew Our longest serving Volunteer who has contributed 15 years of loyal service to BCWS.)

BCWS Volunteers are a dedicated team whom as selfless heroes, work tirelessly and give their valuable time so the organisation can continue to offer their services to the many clients that rely on them. They really are the backbone of our organisation, who volunteer their skills and knowledge which makes this organisation work so efficiently.

When the day finally arrived to settle into our new premises at Wyatt Ave, our Volunteers were more than willing to lend that extra hand to make the move a smooth transition. This move brought many new changes for the front desk which included the introduction of a new phone system and moving forward into the electronic world of a computerised statistical data collection. This couldn't not have been made possible without the I.T Volunteers running training workshops and ensuring every Front Desk was trained competently to the highest standard.

All is not work for our Volunteers, as part of Volunteers Week we were fortunate enough to be given the opportunity to participate at the 2013 Volunteers Expo. With a great turnout from the local community, we were able to highlight and showcase what BCWS Volunteers do at our local centre.

Centre Manager Nicole calls them "the heroes of BCWS", to celebrate and acknowledge Volunteers Week, the Centre held a 'Finding You' BBQ lunch. To add some fun to the occasion we encouraged everyone to come dressed as your favourite hero. Your favourite hero can be someone from your childhood or a hero who inspires you today.

*So as you can see without this dedicated team of individuals BCWS could not operate as successfully as it does, so on behalf of the staff at BCWS we want to warmly say **THANKS A MILLION** to our volunteers as we could never accomplish all we do without you.*

Our Board

Teresa West

Chairman

B.Sc., CA, Dip.Law, M.Tax,
Grad. Dip. Fin. Planning (FINSIA)

Teresa graduated as an Economist from Sydney University and later became a solicitor. For most of her working life she has practiced as a Chartered Accountant. Her qualifications also include Masters in Taxation – University of Sydney and Graduate Diploma in Financial Planning – Finsia. Teresa has lived with her family in Burwood since 1984 and served on Burwood Council between 2000 and 2008. She was a founding member of Burwood Community Voice ("BCV"), a community organization representing community concerns. She was elected Chairperson of BCWS in December 2008.

Fred Walker

Treasurer

Education and Memberships

2008 CPA Public Practitioner, 2007 Financial Planner Financial Wisdom, 2007 Graduate Diploma in Financial Planning – Finsia, 1997 MBA - University of Technology, Sydney, 1993 Master of Business (Accounting & Finance) - University of Technology, Sydney, 1984 Bachelor of Business (Accounting & Business Law) - University of Technology, Sydney.

Live in Strathfield. Have been a member of The Rotary Club of Burwood since 1994, and was president of the club 1999-2000. My passion in Rotary is for the youth, where I have been International Director & Youth Director a number of times. My wife and I have hosted 8 exchange students starting in 1999 with a boy from Cotamarca Argentina, who we are constantly in touch with, having been to Cotamarca in 2003 & 2008. My wife and I were also District Counsellors for Youth Exchange for our district 9690 for a period of four years. My other interests are tennis and golf, both of which I play competitively on a weekly basis. My current business model is a mixture of consulting to small & medium size businesses, in the finance area, plus also practicing as a financial planner specialising in Self-Managed Super funds.

Russ Kenny

Vice Chairman

Russ joined the BCWS in 1991. Russ Kenny, born Moss Vale, educated Sutton Forest Primary and Bowral High School. Hobbies are football, bowling, and road racing. Joined AIF in 1942, discharged 1944. Whilst in the army, Russ was selected to

do undercover work for government departments. Upon discharge Russ was appointed in Federal Investigation, spanning a career of 40 years. Russ was a member of Red Cross Burwood Branch and the Burwood and District Spastic Council. He joined the Lions Club of Burwood in 1960 holding numerous positions as President, Secretary, Treasurer, Zone Chairman and International Understanding Chairman. Russ was also President of the Lower Bicentenary Committee 1984-88 and

currently holds the office of Deputy Chairman of BCWS and Sandakan Committee. Russ is also President of Erfield RSL Sub-branch, District Council of the RSL and State President of WW2 I Veterans Association. Russ was awarded Life Membership of the RSL, holds the Meritorious Medal and Centenary Medal for services rendered. In 2006 Russ was named Citizen of the

Year. Russ was awarded an Achievement Award from the State Government at the NSW Seniors Week awards in March 2013.

Robert Cooper

Committee Member

Bob has served his apprenticeship as a sheet metal Worker in 1967. Employed by the department of Defence (Navy) for a period of 24 years. Bob's other jobs have been varied: Forklift driver, Truck Driver, Sound Engineer, Photographer, Building Maintenance Engineer, Bus driver and warehouse Manager. Bob currently volunteers two days a week in the Neighbourhood Centre as a Handyman.

Dr Sharon M Laing

Honorary Secretary

B.A. Hons. (Psych) Dip. App. Coun (RN)

RM

Sharon joined BCWS in 1998. Sharon is a registered nurse and midwife (Hon. Psychology), qualifications in counselling and trained in experiential psychology. Sharon has worked as a counsellor in community welfare organizations, and in training and research positions in the fields of psychotherapy and psychology. Being a member of numerous professional organizations has enabled Sharon to promote her special interests in the importance of early experiences on the psychological development of the individual and the consequential impact on the community, an area in which she has published and presented at international conferences. Sharon facilitates peer-group meetings of the Inner West Counselling Service, and when required relieves as centre CEO, a role she feels privileged to perform.

Rae Davis

Minute Secretary

Rae left School in 1982. Worked within the Security industry; undercover operative for retail stores; personal protection for high profile guests at special events. Also worked as a sheriff's officer in Sydney courts, with a secondment to royal commission NSW police. Rae joined the ambulance service in 1997, unfortunately left in 2010 due to a work injury. Rae joined BCWS in 2012 as a work placement student, worked casually in MOW. Rae has returned to studying and currently volunteers at BCWS.

Heather Gough-Fuller

B.Sc (App. Psych.), Dip. Psych., Dip. Ed.

Committee Member

Heather has been a member of the Management Committee for the last 12 years. As a clinical and educational psychologist Heather has a keen interest in welfare issues, she has a deep awareness of the many pressures facing members of our broader community. Heather has lived and worked in the Burwood area for 35 years. During her professional career, she has worked extensively with children with Developmental Disabilities and with their families. She has worked with residents in drug and alcohol rehabilitation programmes. Currently employed as an educational psychologist working with both Primary and High School students. Heather has had 30 years affiliation with BCWS, dating back from her mother's contribution to the service as a volunteer for 30 years.

David Rollinson

B.A., MSc (Arch)(Conservation), MA (Conflict Resolution), Dip Urban Studies, Dip Town & Country Planning, PhD

Committee Member

David joined BCWS in 2011. For over 25 years he has worked as a mediator helping people in dispute resolve their differences. Through the 1980s and early 90s David worked at Burwood Council as a town planner. He has worked with and continues to assist community welfare agencies and interest groups. David has lived and worked in the Inner West for over 40 years.

Sundar Mahajan's

B.A. Ed., (LR)

Committee Member

On his arrival in Australia in 1985, Sundar became involved in voluntary work. He worked for the Spanish Speakers Welfare Worker (SIASA), the Welfare Rights Centre and the Burwood Community Welfare Services. At the BCWS he worked at the front desk and gave advice to tenants via the Tenants' Union Hotline. He has been involved with the centre ever since. He has been a member of the management committee for over 15 years. He qualified as a teacher of English as a Second Language. Employed with Fairfield Community Resource Centre as a Youth Project Officer and Tenant Advocate since 1991. He has been involved in numerous volunteer committees and these have included: Inner West Greens, the Greens NSW Multicultural Committee, Rhodes Community Consultative Committee and Canada Bay Council's Sustainability Committee. Sundar has been involved in many campaigns to improve the disadvantaged in our community.

Dr Raj K Dutt

B.Sc (Environmental Scientists), M.Sc.

M.Ed., Ph.D.

Committee Member

Joined the BCWS in 2005. Dr Raj held the position of Principal at the Army School Northern Command Jammu & Kashmir, India; Principal of the Information Technology Institute for the Tribes of India, Dehradun, India and as Academic Counsellor at Indira Gandhi National Open University, India. Moved to Sydney in Oct 2003. Currently lectures in the Department of Chemical Technology, South Western Sydney TAFE, Granville. Also operates the 'Saraswati Bhawan' Indian restaurant. Dr Raj is an active member of Abhinay Theatre, popularising serious Indian theatrical traditions for the Indian culture and Indonesians. His interests are yoga and serving the community, participating in community development and establishing high ethical standards in public and corporate life.

Christine Strachan

Chief Executive Officer

RN (Psych) BSc

In 1960 Christine became a Registered Nurse (RN), in 1962 an RN (Psych) spending eight years working in State and Private Hospitals. Later she was appointed Hon Secretary to the First Long Day Child Care Centre in the Outer West area. In 1974, changing direction from nursing with a move out into the community. Christine studied and in 1980 obtained a Diploma in Social Welfare at the Milperra College of Advanced Education (later to become the University of Western Sydney). In 1991 Christine obtained her BA in Social Science (Psych) and also had 4 years generalist counseling experience with the (then) Marriage Guidance Council of NSW. In 1978 Christine was offered, a position as a part-time Co-ordinator for the then "Burwood Information & Aid Centre", in Burleigh Street, Burwood. In 1980 she designed and instigated a training program offering people in the Inner West community, who wanted to be volunteers, the opportunity to be trained in all aspects of welfare work. Ten years later, in 1988 the small community centre moved into the purpose built Skend House Neighbourhood Centre at 45 Belmore Street. Twenty three years on, Christine is the Chief Executive Officer of Burwood Community Welfare Services. She has been a "Justice of the Peace" since 1984, a position that is in great demand by people attending our Centre from the Inner West community.



Our Staff

Our Management

- Christine Strachan: Chief Executive Officer*
- Joanne: Financial Service Manager*
- Nicole: Centre Manager*
- Yvonne: Burwood Ashfield Food Services (Meals-on-Wheels) Service Manager*
- Cheryl: Inner West Family Support Service Service Manager*
- Faye: Inner West Domestic Violence Court Advocacy Service Service Manager*

Our Professional team

- | | | | | |
|--------------|----------------|----------------|---------------|-------------|
| <i>Alla</i> | <i>Irene</i> | <i>Maria</i> | <i>Rae</i> | <i>Suzy</i> |
| <i>Derek</i> | <i>Janette</i> | <i>Maureen</i> | <i>Ruth</i> | <i>Yao</i> |
| <i>Elly</i> | <i>Jenny</i> | <i>Nadia</i> | <i>Smrity</i> | |
| <i>Euna</i> | <i>Kate</i> | <i>Peter</i> | <i>Suzie</i> | |

Our Volunteers

- | | | | |
|--------------------------|------------------------|---------------------------|-------------------------|
| <i>Adam Bochenek</i> | <i>Giang Nguyen</i> | <i>Mark Kenny</i> | <i>Peter Mackie</i> |
| <i>Alex Kanyasi</i> | <i>Gloria Ceguerra</i> | <i>Mary McNally</i> | <i>Prisca Nwokeocha</i> |
| <i>Alfred Gabriel</i> | <i>Iris Yip</i> | <i>Mary Simon</i> | <i>Ranjanish Sharma</i> |
| <i>Antonio Gentile</i> | <i>Janet Moreland</i> | <i>Maureen Sales</i> | <i>Rena Aizawa</i> |
| <i>Bre O'Connell</i> | <i>Jian Huang</i> | <i>Melissa Luang</i> | <i>Samiha Rashed</i> |
| <i>Cathy</i> | <i>Jo</i> | <i>Michael Hekkenberg</i> | <i>Santina Costanzo</i> |
| <i>Cindy Lee</i> | <i>Joe Crisci</i> | <i>Nathaylia</i> | <i>Sergio Dinis</i> |
| <i>Clem Walsh</i> | <i>John Whelan</i> | <i>Noemi Romero</i> | <i>Sheila McStea</i> |
| <i>Dimitri Kisiakov</i> | <i>John Sofianos</i> | <i>Norma Smith</i> | <i>Shirley McAndrew</i> |
| <i>Elizabeth Harpley</i> | <i>Ken Ho</i> | <i>Pam</i> | <i>Shirley Ng</i> |
| <i>Elma McRae</i> | <i>Kim Su</i> | <i>Paul Field</i> | <i>Suzie Filipe</i> |
| <i>Erwin Prayudhi</i> | <i>Kimi Tiriamai</i> | <i>Pel Qin Wang</i> | <i>Wayne Cooper</i> |
| <i>Evy Surjadi</i> | <i>Lyn</i> | <i>Peter Andrews</i> | <i>Ye Ni</i> |
| <i>Ferdous Mohammad</i> | <i>Margaret Hear</i> | <i>Peter Hunt</i> | <i>Zina</i> |

ORGANISATIONAL CHART



Our Supporters

There are many people that work beyond the call of duty. Along with all the great effort put in by our paid and volunteer staff, there are many financial contributions made by various organisations.

State & Government Sponsors



Family & Community Services
Ageing, Disability & Home Care



An Australian Government Initiative



Australian Government
Department of Families, Housing,
Community Services and Indigenous Affairs



Family & Community Services
Community Services



Corporate Supporters



Local Government & Community



Burwood
Heritage • Progress • Pride



**CITY OF
Canada Bay**



**Rushfield
Council**



Education Partners

Australian College of Applied Psychology
University of Western Sydney
Griffith University
TAFE Granville
TAFE Meadowbank

TAFE St George
Charles Stuart University
James Cook University
Monash University
Macquarie University

Community Partners

Ashfield DVLOS
Ashfield Mall Management
Banardas
Bendigo Bank
Brighter Futures
Burwood Child & Family Health Centre
Burwood Council and Staff
Burwood Court and Staff
Burwood DVLOS
Burwood Family and Community Services – Housing
Burwood Plaza Management
Burwood primary
Burwood RSL & Board
Campsie DVLOS
Canada Bay Council
Cara House Carers Association
CatholicCare
Centrelink Burwood
Christadelphian Church
Claffy House
Croydon Health Centre
Croydon Child & Family Health
Croydon Child & Adolescent Health
Croydon Mental Adult Health
Derek Simmonds, Consultant & Clinical Psychologist
Department of Energy, Utilities and Sustainability
Domestic Violence Liaison Committee
Drummayne Community Centre

Enfield Primary
Flemington / Homebush DVLOS
John Fiscaro Solicitor
Guardian Funerals
Home Care
Kids@Weldon
Leichart Women's Health Centre
Lifeline
Magic Pudding Childcare
Marian Centre
Max Employment
Mission Australia
National Australia Bank
Newtown Neighbourhood Centre
NRMA Burwood
NSW Police Service
Probation & Parole
Strathfield Private Hospital
Strathfield Plaza Management
Strathfield South Public School
St Vincent De Paul
St Louise Lodge
Sydney Self Defence Centre
Sydney Water
Sydney Women's Counselling Centre (Campsie)
Telstra
Uniting Church
Volunteer Network
Walker Strategies

Create a caring, inclusive community and a just society for lasting social change

2013 marks the next chapter in our organisation, as we continue to deliver social support, programs and services to our local communities. Over the next 12 months we will increase access and the range of our services to meet the demands as well as address the gaps, within services. We plan to bring our purpose to life by focusing on four strategic platforms:

1. Results in Communities

Focus on the vulnerable, families and individuals by providing non-judgmental programs. Our belief is clients assisted throughout the Centre are dealt with as "individuals" who have unique feelings and needs. The priority is to maintain the client's self-respect and dignity. This not only promotes an atmosphere in which the clients feel able to disclose information, but also increasing the overall effectiveness of the options presented to the client as solutions. In the next 12 months we will achieve results within the communities by providing a non-judgmental attitude within our support programs offered to clients

3. Building partnerships and collaboration

Since our inception with the leadership of Reverend Bruce Noble Fred Skead and John Lutman we have built community based responses, while other traditional charities and non-profit organisations generally have responded to the symptoms of entrenched social problems. We support and identify underlying causes and work to change these conditions. The old adage in "change not charity" resonates. We work with one another, not for one another.

Community Capacity Building Projects

- Emergency Financial Relief (WRAP) – (see full report on page 16)
- Fieldwork/Vocational Experience – provides fieldwork training and practical experience for welfare/social work and psychology students from universities, TAFE sector and other educational institutions.
- Foodbank NSW – shopping service for low income families and individuals.
- Turkish Women's Support Group – assists Turkish migrants and their families with individual and family problems by enhancing their knowledge through information. The aim is to empower members and link them to appropriate main stream services.
- Volunteer Program – provides opportunities for people who want to volunteer their time and skills, while also keeping themselves active and feeling needed. The project supports newly arrived migrants, people returning to work or needing work experience in reception duties, customer service, general administration and information technology.
- Korean Carers – A group of Korean speaking people who as family members have felt the flow on effects of problem gambling, who meet together to support and share resources.
- Outreach Services – (see full report on page 17)

2. Growth, infrastructure and sustainability

This strategy is to ensure all the work (both systems and people) we plan to conduct and complete over the next 12 months and beyond, will breathe new life. BCWS will look after our staff by providing training, learning and development and effective leadership skills. Our staff will be aligned with vigorous business processes, including appropriate governance structures, best practice change management skills and also technology. In the next 12 months we will have technology, culture and expertise to provide long term sustainability of our organisation.

4. Innovation and improvement

We will construct initiatives and programs that provide solutions which will address social injustice and inequality.

Our clients come from very diverse backgrounds, represent many nationalities and range in age up to the nineties. They also face a range of challenges including disability, parenting with minimal support, domestic violence, homelessness and mental health issues. For those clients who have more complex needs, we also offer ongoing, short-term case management. Our caseworkers seek to identify, work with and build on the strengths of clients in case management sessions. They also work in conjunction with other internal and external services to maximise the benefit of the service to the client. Innovation is about taking action when we can see a better way and addressing the gaps within services. In the next 12 months we will be supporting the community by fostering new initiatives and contributing new solutions to address the social injustice within our communities.

Our Challenges – Why we need a Shuttle Bus Service

In order to reach and fulfil our four strategic platforms we need clients to be able to access our services. We recently had to move to another location within Burwood. Unfortunately our new premises are not located close to public transport. Clients especially disabled, elderly and mothers with children are finding it hard to access our Centre. BCWS's vision is to run a shuttle bus with disabled access, which will allow clients to be able to access our Centre. We conducted a survey since our relocation; the results have shown since our relocation visitors to the Centre have dropped dramatically. BCWS also relies heavily on volunteer participation to deliver its services for e.g Food Services (Meals on Wheels), Front reception etc. However, from January – June there has been a reduction in our volunteer numbers because the Centre is not accessible for them. The survey which was carried out over four months interviewed 64 people who "arrived" at the Centre 68% answered that they had "difficulty getting here"

The shuttle bus will provide all men women and children in the community who are underprivileged and those who have a disability the opportunity to access services and programs that are not provided elsewhere in Burwood or indeed the whole of the Inner West area.



BURWOOD
COMMUNITY
WELFARE
SERVICES INC.

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