

**Burwood Community Welfare Services Inc**

ABN 48 487 691 337

45 Belmore Street, Burwood NSW 2134

**T** 02 9744 1866

**F** 02 9744 0886

**E** BCWSINC@bigpond.com

**W** [www.bcw.org.au](http://www.bcw.org.au)

# Burwood Community Welfare Services Inc.







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## Introduction

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' area of Burwood, Ashfield, Canada Bay and Strathfield.

## 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.

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.

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.

**Vision** – A just and inclusive society that values every individual equally, recognising and affirming those in need.

**Mission** – To provide practical and emotional support to the disadvantaged, vulnerable and at-risk members of our community.

## 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.

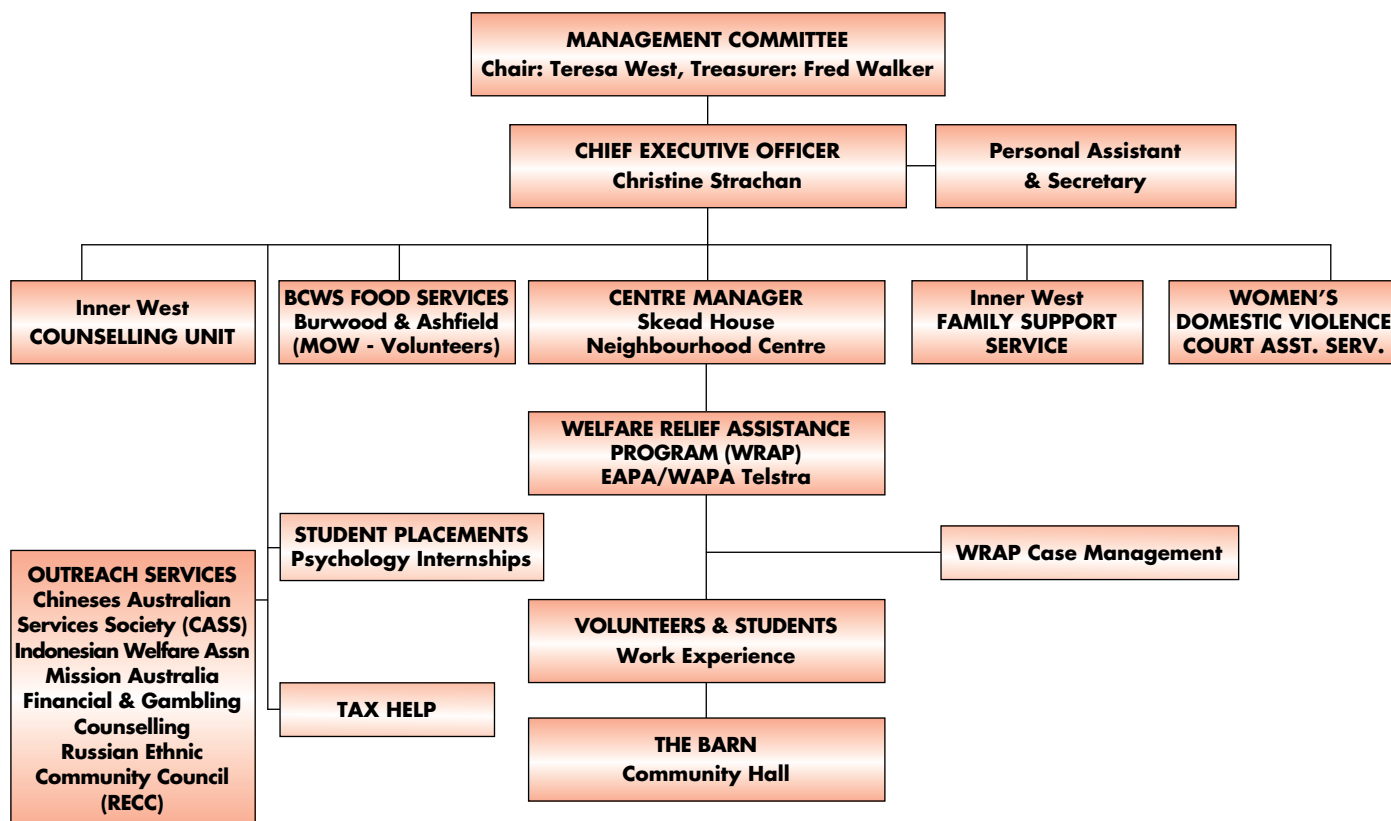
**Compassion** – showing concern, support, caring and understanding for each other and all people.

**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.

## Organisational Chart



## 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



## Corporate Supporters



## Local Government & Community



## 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

## Community Partners

Ashfield Mall Management  
Banardos  
Bendigo Bank  
Bunnings Warehouse  
Burwood Child & Family Health Centre  
Burwood Council and Staff  
Burwood Court and Staff  
Burwood Housing NSW  
Burwood Plaza Management  
Burwood RSL & Board

## Community Partners (cont)

CatholicCare  
Canada Bay Council  
Cara House  
Centrelink Burwood  
Christadelphian Church  
Probation & Parole  
Croydon Health Centre  
Derek Simmonds, Consultant & Clinical Psychologist  
Department of Energy, Utilities and Sustainability  
Drummoyne Community Centre  
John Fiscaro Solicitor  
Guardian Funerals  
Interrelate  
NRMA Burwood  
NSW Police Service  
Strathfield Private Hospital  
Strathfield Plaza Management  
Sydney Self Defence Centre  
Sydney Water  
Telstra  
National Australia Bank  
Walker Strategies

## Staff & Volunteers

### 2011/2012 Staff

#### **Skead House Neighborhood Centre**

Chief Executive Officer  
Financial Service Manager  
Financial Service Manager Assistant  
CEO Secretary  
Centre Manager  
Welfare Services/Admin

Christine Strachan  
Joanne  
Euna  
Nicole  
Nicole  
Euna

#### **Burwood Food Services (Meals-on-Wheels)**

Service Manager  
Service Co-ordinator  
Assistant Service Co-ordinator

Yvonne  
Maureen  
Ruth

#### **Inner West Family Support Service**

Service Manager  
Senior Case Worker  
Case Worker  
Administration

Cheryl  
Lyn  
Michele, Hamish, Yao, Nadia, Maria  
Euna

#### **Inner West Domestic Violence Court Advocacy Service**

Service Manager  
Assistant Service Manager  
CALD Specialist Worker  
Court Advocacy Workers  
Seconded CAS Workers

Faye  
Kristina  
Jenny  
Elly, Jean, Janette, Smirty  
Carmel, Jessica, Carmen, Alicia

### 2011/2012 Volunteers

Alex Kanyasi  
Alfred Gabriel  
Andrew Parissis  
Anne Harcombe  
Antonio Gentile  
Antony Wells  
Bernard P. Dwyer  
Bernard Von Aspern  
Bharti Patel  
Cathy Richardson  
Cindy Lee  
David  
Elizabeth Harpley  
Elma McRae  
Fang (Fayme) Liu  
Frank Vasall  
Giang Nguyen  
Gloria Ceguerra  
Hong (Helen) Qin

Huong (Anne) Pham  
Janet Moreland  
Jian Huang  
Jianlong (Jon) Yang  
Joan O'Connell  
Joe Crisci  
John Sofianos  
John Whelan  
Joy Bannister  
Julio Ma  
Jung-Hee (June) Heo  
Karen Parmar  
Kaylea Bohan  
Ken Ho  
Lara Taleb  
Lavannya Kokulakumaran  
Leslie Bannister  
Margaret Coplestone  
Margaret Hear

Mark Kenny  
Mary McNally  
Mary Simon  
Melissa Luong  
Michael Hekkenberg  
Nalini Selvarasa  
Noel Richardson  
Noemi Romero  
Norma Smith  
Paul Field  
Pei Qin Wang  
Peter Andrews  
Peter Hunt  
Peter Mackie  
Ranjanish (Ranj) Sharma  
Rima Bouobeid  
Robert Cooper  
Roger Russell  
Ron Heath

Ross Murray  
Ruth Mitipelo  
Samiha Rashed  
Santina Costanzo  
Sheila McStea  
Shirley McAndrew  
Shuang Yan Li  
Sydney Payne  
Trevenie Moodley  
Val Kenny  
Wayne Cooper  
Xiang Yun Zhao  
Xiao Qin (Anna) Wu  
Ye (Nell) Ni  
Yijie (Hayley) Li  
Zen Samson

## Chairperson's Report

It is my great privilege to once again submit the Chairperson's Report on behalf of the 2012 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, Food Services (MOW), 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.

I would like to acknowledge their work and the work 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 the land upon which Skead House stands has been sold, Burwood Council has organised relocation to Wyatt Avenue Burwood. BCWS is still in dialogue with the Burwood Council to ensure their continued support with the tenancy arrangement.

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 2011/2012 and previous years.

2013 will be as challenging a year as this year has been, with the worldwide economic downturn still an issue. The pending relocation 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 2013 year.

*Teresa West*

## Treasurer's Report

The 2012 financial year was a successful year for Burwood Community Welfare Services Inc. (BCWS), both operationally and financially.

In achieving the result for the 2011/12 year, strict adherence to budgets and quarterly reviews of income and expenditure have proven to be yet again an effective tool in controlling costs and the efficient delivery of services.

BCWS however, does depend heavily on donations for the delivery of its services to the community and we again thank our many sponsors and supporters for their continued recognition of our efforts. It is a reality that government grants and funding are insufficient to cover all the costs in operating projects and providing services. Donations and fundraising activities are important in making up for this shortfall.

The valuable role that the BCWS staff has played in our successful year cannot be underestimated. They have worked extremely hard in accessing additional government funding for projects and also, in promoting the services of the centre, e.g. Burwood Food Services was successful in obtaining ongoing funding for centre based café and restaurant lunches. These have proved extremely popular with the community. Also they were successful in obtaining grants for the purchase of equipment and staff training. Other achievements for the centre include successful continuation of the projects e.g. Federally funded After the Storm project.

We are faced with additional challenges, the main one being, changes to the award rate of pay for staff. This will result in a continued dependence on government funding, fundraising activities, donations and the generosity of service organisations. All are pre requisite if we are to provide the community with the current level of services.

How the pending relocation will impact on our statistics remains to be seen. Will the absence of transport to the new location client accessibility etc. create a drop in our revenue? and thus put our future funding in jeopardy? I believe a contingency plan is needed at this stage to enable us to plan for the future of Burwood Community Welfare Services Inc.

I would like to take this opportunity to congratulate our CEO, Christine Strachan, the Finance Service Manager, Joanne Stindl, the Management Committee and the entire staff for their terrific efforts throughout the year. I look forward to 2012/13 and the challenges and opportunities it will bring especially with the relocation to the new premises.

*Fred Walker*



## Chief Executive Officer's Report

*"Change is challenging"*

*"Change has a considerable psychological impact on the human mind. To the fearful it is threatening because it means that things might get worse"*

*"To the hopeful it is encouraging because things might get better. To the confident it is inspiring because the challenge exists to make things better"*

*King Whitney Jnr*

It is often stated that social welfare work is all about 'change' and that therefore we in social welfare work understand 'change!' However, I have a question for you "How much is understood about 'change' for organisations and managing that 'change' "?

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 BCWSInc and its programs safe and on track for the future.

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.

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". They say participation is a two way process when all partners express their views with decisions being made jointly.

Changes that are merely imposed rather than negotiated are said to be less likely to have long term benefits.

The community was changed and is being changed, the disadvantaged are getting more vulnerable and finding it harder to 'hang in there'. Skead House Neighbourhood Centre reflected all of those needs.

Fortunately for us, along came a knight, in shining armour. Mr Michael McMahon. The General Manager of Burwood Council, who understood our plight and has made plans for us to be relocated to an appropriate building, this has included a DA being passed for the renovations of the premises in 2 Wyatt Ave. Burwood. A lease being 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 only foreseen problem is the distance of this new location from the Burwood CBD, one which all, an especially the vulnerable and disadvantaged people will find difficult to access. I have asked the Local Member for his assistance in improving the transport system to include Weldon St. Burwood. This transport will mean the difference between whether people in this community are able to access the requisites for a decent quality of life or whether they will be socially excluded.

We are at one of those rare moments in BCWSInc history, or as we Will say "The rest IS history"! However it had to be written down for those who come after us. The services and programs for this community have to be protected.





At this point, I would like to acknowledge 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! A 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. I would like to express my hope that Councils involvement in our move would mark only the beginning of a developing collaborative relationship between BCWSInc and Council, one, which would bring about a substantial long term beneficial change to the advantage of all the Community of the Inner West.

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*



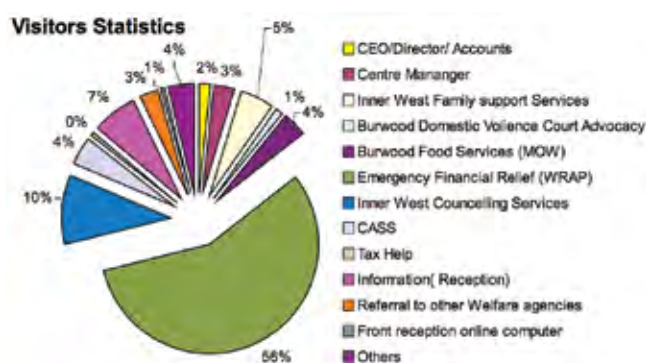
## 'Skead House' Neighbourhood Centre

### Funded by NSW Family and Community Services

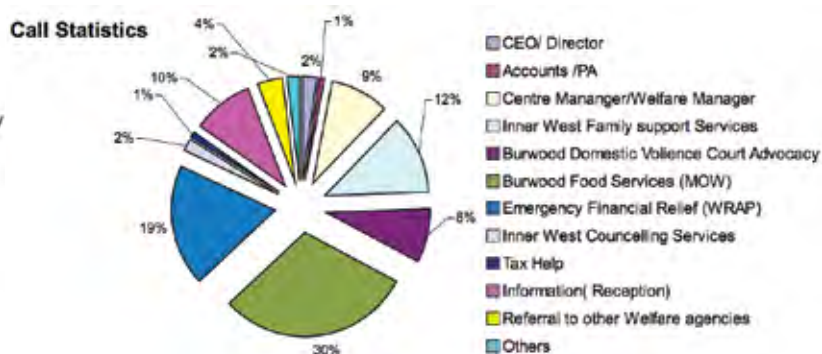
'Skead House' Neighbourhood Centre (Community Hub) connects individuals to information and services to promote community capacity, increase resilience and improve safety in the community by providing a diverse range of programs to families and individuals in the Inner West area of Sydney.

Our aim is to develop and provide unique services that meet the needs of the Inner West community.

## Visitors and Calls Statistics for the period July 2011–June 2012



Total Number of Visitors: 3113



Total Number of Calls: 7423

## Community Hall – The Barn

The Neighbourhood Centre's Community Hall, 'The Barn', is utilised seven days a week and is available from 8.00am until 9.00pm each day. 19,000 people representing 29 groups used 'The Barn' last year.



## List of Groups

- ADHC Burwood
- Alcoholics Anonymous (Tuesday group)
- Alcoholics Anonymous (Sunday group)
- Australian Chinese Cultural Education Group
- BCWS Volunteer Program
- Chinese Australian Service Society
- Deaf Cards Group
- Deaf Women's Guild
- EKUSH Acedemy
- Evangelical Formosan Church
- Gamblers Anonymous (GA) Friday
- Gospel Blossom Dance
- House of God
- HWA Sheng Chorus
- Inner West Carer Support Group
- FSS Parenting
- Korean Carers Group
- MOW Centre Based Meals
- Narcotics Anonymous (NA) Sunday
- Narcotics Anonymous (NA) Wednesday
- One in Christ Ministry
- Phonograph Society
- Rhythm Factory
- Russian Ethnic Community Council
- Sahaja Yoga
- Solace Association
- Special Children's Service Centre
- St Johns Ambulance
- Turkish Women's Group

## Special Projects & Events

- Foodbank Project (Feb – Dec)
- National Volunteers Week (May)
- Biggest Morning Tea (May)
- Tax Help (Aug – Oct)
- Annual General Meeting (Oct)
- White Ribbon Day (Oct)
- Tree of Joy (Nov/Dec)
- International Women's Day (March)
- Mental Health Workshop (May)
- Self Defense workshops (July&Sep)
- Child Protection Week (Sep)

## Community Capacity Building Projects

- Emergency Financial Relief (VVRAP) – (see full report on page 12)
- Fieldwork/Vocational Experience – provides fieldwork training and practical experience for welfare/social work and psychology students from universities, TAFE sector and other educational institutions.
- Chinese Australian Services Society – conversational English class, centre based meal and social programs.
- 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 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 and 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 15)

## Partnership Projects & Initiatives

- Australian College of Applied Psychology – fieldwork and vocational experience for welfare/social work students and intern psychologists.
- Australian Taxation Office – providing free tax help.
- Indonesian Welfare Association – outreach services for the Indonesian community.
- Lions Club of Burwood – financial support for the families of children with disabilities.
- Mission Australia – outreach services for financial and gambling counselling.
- Rotary Club of Burwood – Tree of Joy projects.
- Russian Ethnic Community Council - outreach services for the Russian community
- TAFE NSW – vocational experience for students.
- University of Western Sydney – fieldwork and vocational experience for welfare/social work and psychology students.
- Volunteer Network – volunteer training and recruitment.

*The Management Committee of BCWS extends their sincere gratitude to all the volunteers for their enthusiasm and generosity in keeping all of the projects running. Their selfless support and dedication allows BCWS to grow and provide a range of services and assistance for our community.*



## 'Skead House' Neighbourhood Centre

### Emergency Financial Relief Program and Case Management Service

Funded by Department of Families Housing, Community Services and Indigenous Affairs

The Emergency Financial Relief Program (WRAP) aims to help individuals and families in the resolution of immediate financial crisis. In addition to assisting with their current crisis situations, WRAP provides clients with information, resources, referrals and advocacy.

*WRAP is a non-judgemental program and, as such, clients seeking assistance at the Centre through the WRAP (Welfare Relief Assistance Program) are dealt with as 'individuals' who have unique feelings and needs.*

*It is believed that by seeking assistance the client is demonstrating 'a need', although the exact nature of this need may not always be immediately apparent.*

*Of priority, is maintaining the clients' self respect and dignity. This not only promotes an atmosphere in which the client feels able to disclose information, but also increases the overall effectiveness of the options presented to the client as solutions.*

In 2011 / 2012 WRAP was able to assist up to 1174 clients through food, electricity, gas, water and telephone vouchers in the 2011/12 financial year.

After twenty odd years of our Neighbourhood Centre training volunteers for this position the Federal Government (FAHCSIA) have now funded this vital community service.

*"We don't give a hand out  
we give a hand up"*

*Kara 2012*

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

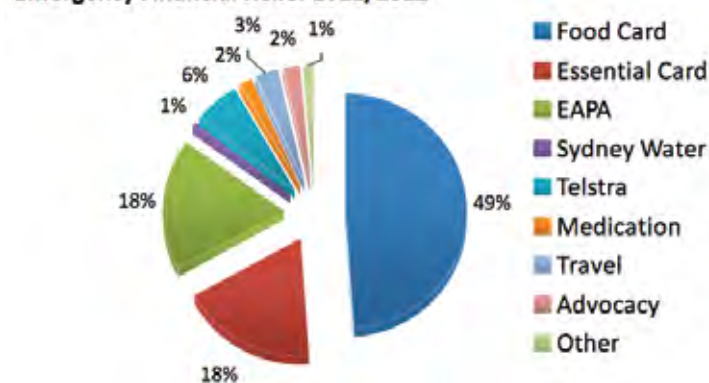
Medical practitioners, health professionals and welfare agencies such as Centrelink, Community Services, Department of Housing, the Exodus Foundation, St Vincent De Paul and the Salvation Army refer clients to us for emergency financial relief. A number of internal referrals are also made through the Inner West Counselling Service, Inner West Family Support Services and the Inner West Women's Domestic Violence Court Advocacy Service.

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.

### Financial Year 2011/2012 Results

- Increase of 22% for Food/Essential Card.
- Electricity has remained consistent.
- Sydney Water has decreased by 40%
- EFR has assisted 17% more clients from last year.

**Emergency Financial Relief 2011/2012**



Clients Assisted: 1174

# 'Skead House' Neighbourhood Centre

## Inner West Counselling Service

### Auspiced by Skead House Neighbourhood Centre

This year 78 women and 12 men rang the service to request counselling. These requests are carefully reviewed on the basis of an intake interview conducted over telephone.

As we are a generalist counselling service, many people are referred to other services for more specific forms of counselling support such as gambling, drug and alcohol or mediation. Of the requests received this year, we offered 21 appointments to women and 3 appointments to men. These were in addition to an existing client base of 20 people: 5 men and 15 women.

It has been a year for goodbyes to Michele, Hamish, Kristina and after six years with us, Cathy left to pursue the offer of paid work. Pam has been absent for a few months but we are looking forward to seeing her back in October.

Counsellors give serious consideration to their clients before leaving. During the last weeks, they encourage their clients to reflect on those gains they have made or moments that were significant for them during the process. Clients are also invited to continue with another counsellor at the service if they wish, or if there is no availability, they are provided with a referral. During the last session, clients are asked to provide written feedback about their experience of counselling. We heard some moving accounts of final sessions this year and the significant gains clients felt they had made, whether this involved resumption of work, a greater sense of purpose, or a lifting of depression.

Jo and Lyn welcomed three new intern psychologists: Jolene, Anna and Haisam. We asked Jolene and Anna about their experience with us so far. Jolene said she felt privileged to witness a client's progression to autonomy, and feels she has learnt so much about the many resources available to people. Anna said she felt supported at the weekly peer review meetings where she could learn from other counsellors' approaches and receive feedback about progress with her own clients. She added it felt like a safe place to openly discuss how things were going.

Referrals were received from a wide variety of sources, including:

### External

- Centrelink
- Croydon Mental Health
- Magic Pudding Childcare
- Sydney Women's Counselling Centre (Campsie)
- Leichhardt Women's Health Centre
- Max Employment
- Lifeline
- Mission Australia
- Brighter Futures
- Marian Centre
- Child & Adolescent Unit
- Self referrals - from accessing BCWS website, Counselling Service Brochures, personal recommendation

### Internal

- WRAP program
- Family Support Service
- Burwood Women's Domestic Violence Court Advocacy Service

The Service is able to continue year upon year through the generous contributions of a handful of senior counsellors (many of whom also work in the private sector) who help mentor students who are about to qualify in Counselling or Psychology practice. These students also begin to donate their time after further on-the-job training in the use of counselling micro-skills in Emergency Financial Assessments.

## 'Skead House' Neighbourhood Centre

### What is Counselling?

Counselling enables a client to explore various aspects of their life and feelings, talking about them freely and openly in a way that is rarely possible with friends or family.

Counselling is a way of enabling choice or change or reducing confusion. It does not involve giving advice or directing a client to take a particular course of action.

(Adapted from the British Association of Counselling and Psychotherapy definition).



### Some Comments from counselling clients who have been assisted in the 2011/2012 year:

*"Counselling definitely helps. The best way to describe it is like a car that's been in a garage for a long time and its engine's seized up. Well, when I'm in counselling, my engine gets a kick start and gets going again."*

*"When I commenced receiving counselling at BCWS I felt my life, and indeed I myself, were in crisis. Through coming here I have managed to gain self-awareness and a better understanding of my relationships. I still have quite a journey in front of me and I am now enjoying my progress."*

*"After a relationship was established with my counsellor, I've come along each week knowing that 99.9% of the time I will walk out feeling better than when I came in. What helps is knowing I can bounce off a lot of my problems, stress and phobias that, left unaddressed, would become insurmountable."*

### Some Comments from interns:

*"BCWS has given me the opportunity to put theory in to practice and having opportunity to have face to face with client and helping me improve my communication skills and be given the freedom to explore different services within the community sector"*

*"Assisting clients in their welfare needs, allows me to help them through a tough obstacle. But having the opportunity to communicate with them makes me see their strength and appreciation. I have learnt so much about different individual lives and how to be empathic and understanding towards all clients I come to see"*

# 'Skead House' Neighbourhood Centre

## Outreach Services

### **Chinese Australian Services Society (CASS)**

CASS (Chinese Australian Services Society) aim is to foster mutual understanding and cooperation between Chinese Australia and other Australian through multicultural activities and the promotion of Chinese culture.

CASS Settlement Services assist recently arrived Chinese-speaking migrants during their early settlement period. The service is supported by the financial assistance from Department of Immigration and Citizenship. The service assists new migrants with settlement concerns including housing, employment, education as well as health and welfare issues through free face to face casework and referral services.

CASS provided case work services at Skead House Neighbourhood Centre as an outreach service venue from 2007 to Dec 2011.

### **Indonesian Welfare Association Inc. (IWA)**

Indonesian Welfare Association is a not-for-profit community organization which was established in 1997.

IWA is funded by the Department of Immigration and Citizenship (DIAC) under Settlement Grants Program (SGP) since 1999 to address and meet the settlement needs of newly arrived Indonesian speaking migrants in Sydney.

Common challenges faced by the Indonesian community include immigration issues, language difficulties, unemployment, domestic violence and family relationship problems.

IWA was first established in direct response to a need from Indonesian community for welfare services available for those whose main language was Indonesian.

IWA has established a strong working partnership with BCWS for the last 15 years.

In the years before receiving any funding, IWA used BCWS as its main office and has used it ever since.

The partnership between IWA and BCWS ensures that the valuable services provided by IWA are available to the Indonesian community of the Inner West.

Over the last 10 years, the number of Indonesian speaking people assessing the service has shown considerable increase, with families seeking counseling and support services in their own language.

IWA unfortunately ceased their service due to no funding for 2012, so therefore no longer can provide this service to the much needed community.

### **Mission Australia**

Mission Australia provides an outreach service for gambling and financial counselling at BCWS 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.

### **Russian Ethnic Community Council (RECC)**

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

#### **RECC Information and Referral Service**

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.

RECC provides this service every Friday from 10am to 4pm at Skead House Neighbourhood Centre

#### **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.



## Volunteer Profile

### Andrew – Customer Service Supervisor

My name is Andrew

I am the Customer Service Supervisor and I have been at Burwood Community Welfare Services for 14 years.

Recently we recommenced front desk monthly meetings.

These meetings give us a chance to talk about what may have happened during the past month on the front desk which may be upsetting to volunteers or made them uncomfortable when dealing with a situation.

In the time that I have been here we have had many volunteers coming to work here.

One of my jobs here on the front desk is to help new volunteers this job includes:

- Taking phone calls and messages and the importance of getting correct details.
- Teaching them how to talk to clients on the phone.
- What to ask a caller who rings for Welfare assistance or help with bills.
- Greeting clients who come into the Centre seeking assistance.
- What to do when someone rings for counseling or any other service.
- That it is for Welfare assistance only that we can make appointments.
- How to refer clients onto other agencies for assistance.

These are just a few things that I do here at the Centre recently I was involved in a Training program and my contribution was a part on Conflict Resolution and our past experiences.

I presented along with Nicole (Centre Manager) and two other volunteers, Anna and Giang and I would like to take this opportunity to congratulate them both for their contribution we did this course hoping to give the

Front desk team and other staff members an insight into conflict resolution. This is very important since here at the Centre the front desk is the first point of contact for clients therefore these skills can benefit us in many ways and can be used on many occasions. The course was very exciting as well as helpful to all those who attended.

I have continued to enhance my own learning and recently did a training course; called Accidental Counsellor I found it to be very helpful. We were told the most important thing is that we are not counselors.

I think my training has enabled me to do my job more effectively.

I have lasted this long here because it is nice to work here the women are lovely.

They are kind and helpful and although we are sad to be leaving Belmore St.

We must all take heart from the knowledge that we will still be operating.



## Service Reports

### Burwood and Ashfield Food Services Meals on Wheels

#### Funded by Department of Family & Community Services – Ageing, Disability & Home Care

Burwood Ashfield Food Services are supported by voluntary drivers and assistants and are funded by the Ageing Disability and Home Care, Human Services NSW (ADHC).

This service provides meals for frail aged, people with disabilities and their carers living in the Burwood & Ashfield Local Government Areas.

#### Burwood and Ashfield Food Services Philosophy

*To provide nutritional assistance and community support services to the frail aged, people with disabilities and their carers living in the Burwood and Ashfield areas to enable them to remain living at home as long as possible.*

#### Meals

Burwood Ashfield Food Services organise and deliver a variety of chilled heated and/or frozen meals, five days per week. Meals are delivered between 10 am and 12 noon Monday to Friday. Menus are issued on a seasonal basis and every effort is made to cater for any special likes/dislikes and dietary requirements of our clients. Clients are also offered ethno specific meals.

Master Catering Services, Baptist Catering Services and Flagstaff Fine Foods are suppliers of the daily hot, chilled and frozen meals. The service also offers salads and light lunches. The Centre base lunches are purchased from Tom Foster Neighbourhood Centre and local restaurants.

#### Meals Supplied

Meal Type	TOTAL
Chilled/Hot meals	10,654
Frozen meals	12,622
Coffee/Restaurant meals	523
Centre-based meals	4838
<b>Total Meals</b>	<b>28,637</b>



#### Other Services

##### Bus trips / Social outings:

Monthly bus trips to the Variety Show at Canterbury Club:  
14 clients participating.

##### Centre – based meals:

Chinese Senior's group: Centre – based activities & lunch every Tuesday: 42 people

Carers- group: Centre – based lunch held on the third Thursday each month: 11 clients.

General group: Centre – based lunch held on the first Thursday each month: 30 clients

Community coffee/restaurant lunch: 45 clients, at various locations.

##### Special Projects & Events

- Christmas in July lunch
- Volunteer Breakfast hosted by Burwood RSL
- Christmas Party for clients and volunteers
- Christmas Hampers for clients
- Senior Week Celebrations
- Easter Celebrations
- Training for volunteers
- Moon Festival Celebrations

## Burwood and Ashfield Food Services (cont)

### Centre Based Lunches

Our monthly Centre based lunches are very popular. Not only does this give our clients the opportunity of a day out but allows them a wider range of social interaction.

To add to the fun, these days normally have a theme such as Christmas in July with a visit from Santa, BBQs and Easter Celebration with lots of Easter eggs and bunnies.

Every Tuesday the CALD group enjoy gentle exercise, Tai Chi, English conversational class and light lunch.

### Community Coffee/Restaurant Lunch Program

This program was initiated in October 2010 by Burwood Ashfield Food Services in partnership with Ashfield Council, Inner West Community Transport, local restaurants and is funded by the Department of Human Services. Since its inspection we have offered transport, social activities and meals at various restaurants in Ashfield. Clients are able to participate and enjoy the activities such as a sing along, concerts, BBQ and delicious lunches in the indoor/outdoor settings.

The social connections made during those gatherings assisted many clients in accessing information on services and assistance available to them. As commented by our clients "the outings reduced the feelings of loneliness and gave us a sense of belonging in the community".

### Community Bus

The community bus, supplied by the "Rotary Club of Burwood" and maintained by the Burwood Council, is regularly utilised by our clients. On the third Thursday each month our clients joyed in the fun at Canterbury Club for lunch and the Variety Show. Every first Thursday of the month 20 clients are being picked up to our Centre based lunches.

Home and Community Care (HACC) Reforms

In February 2011, the Council of Australian Governments (COAG) agreed to a new deal on health that delivers national health reform that will last, built on genuine partnership between the Australian Government and the states and territories.

From 1st July 2012 the Commonwealth Government will fund basic community care for people aged 65 years and over (50 and over for Indigenous Australians). For the first time, the Commonwealth will take full policy and funding responsibility for all aged care services (including basic community care for older Australians). Burwood Ashfield Food Services would receive funding from the Commonwealth Government Department of Health and Agency to provide food services, assistance and community support services to the frail aged, people with disabilities and their carers living in the Burwood and Ashfield from 1st July 2012.







## Service Reports

### Inner West Family Support Service

#### Funded by NSW Family and Community Services

The Inner West Family Support Service has been assisting families with young children, during periods of stress, since 1984.

The Family Support Service (FSS) Team comprises of 1 senior caseworker, 3 caseworkers and a coordinator. The support offered to families is through advocacy; home visits, information, practical support, support groups and referrals to other agencies.

Since the last report in 2011, FSS has assisted 78 families with 101 children. Many of these families have complex needs and required professional counselling and intervention. 66% of our families are from a CALD background. A large percentage of our families are single parent families.

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 who experience domestic violence to name a few.

There have been many changes in the FSS team in the last 12 months, with one team member moving to full time study and another relocating overseas and 2 new caseworkers employed.

The FSS team networks well with other services in the area such as St Louise Lodge, Claffy House, Drummoyne Community Centre, Newtown Neighbourhood Centre, The Infants Home, Weldon Centre etc. and this has enhanced our capacity to work with families in need.

FSS was instrumental in presenting a cyber safety workshop at Burwood Public School. The target group was students in year 5 and year 6 and arose from media attention of kids being cyber bullied and also sending inappropriate photos (sexting) via mobile phone.

FSS, in conjunction with Sydney Self-defence, ran a self-defence course in the July and September school holidays. A total of 63 children attended. Besides the practical strategies for personal safety, the program also covered being safety conscious- at home, school and when out in public, bullying, cyber safety etc.

On Wednesdays, our clients were given the opportunity to gather for morning tea. This was a great time to socialise in a relaxed setting and learn a new craft. Jewellery- making was a big hit!

The FSS team were part of the celebrations of International Women's Day at Woodstock Community Centre. FSS donated raffle and door prizes and supplied take home packs filled with information from local community agencies.

Together with Burwood Council, CAPS, St Louise Lodge, Department of Family and Community Services a "Safe Families, Safe Kids" expo was held at Burwood Park in September. There were many fun activities which provided opportunities for socially isolated clients to meet and form friendships with others in the community. 400 families soaked up the sun and enjoyed a day out with their pre-schoolers. The day also served as a great avenue for drawing community attention to important family resources in the local area.

Family Support Service manager co-facilitated three Triple P seminars, at Narwee Public School, with Riverwood Family Support Service.

Our CALD caseworker is still providing 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.

Inner West Family Support Service remain dedicated to providing a quality service which informs, educates, breaks down isolation, develops parenting skills and builds supportive networks to assist our families become resilient.

The FSS team wishes to acknowledge and thank Burwood Community Welfare Service staff and management committee for their ongoing support without which, it would be impossible to achieve our Vision!



## Inner West Family Support Service (cont)

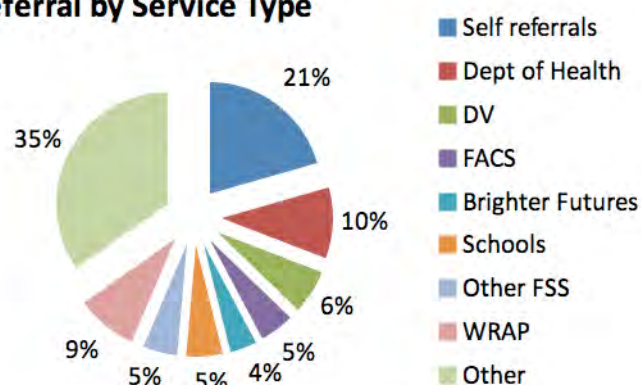
### Statistics

#### Referral by Service Type

##### Statistics

Referral by Service Type		
Self referrals	16	21%
Dept of Health	8	10%
DV	5	6%
FACS	4	5%
Brighter Futures	3	4%
Schools	4	5%
Other FSS	4	5%
WRAP	7	9%
Other	27	35%
<b>Total no. of referrals</b>	<b>78</b>	

#### Referral by Service Type

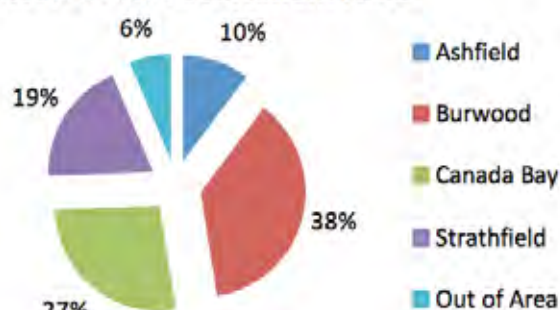


#### Referrals Local Government Area

##### Statistics

Referrals Local Government Area		
Ashfield	8	10%
Burwood	29	37%
Canada Bay	21	27%
Strathfield	15	19%
Out of Area	5	6%
<b>Total no. of referrals</b>	<b>78</b>	

#### Referrals Local Government Area



## Service Reports

### Women's Domestic Violence Court Advocacy Service

#### Funded by the Department of Legal Aid NSW

The Burwood Women's Domestic Violence Court Advocacy Service (WDVCAS) has provided services to women and children who are victims of domestic violence in the community for last two decades. As services offered through the WDVCASs have developed and evolved, a change in the name from "Inner West Domestic Violence Court Assistance Service" is now "Burwood Women's Domestic Violence Court Advocacy Services" because the Burwood Local Court catchment area covers four Police Local Area Commands, which are: Ashfield, Auburn/Flemington, Burwood and Campsie.

WDVCAS 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 Court Chamber Registrar.

We provide women and children, who experience domestic violence, with support, advocacy, referral and information. However, our main aim is to primarily assist women and children to access appropriate legal representation, enabling them to effectively navigate the legal system, and ultimately, be able to put an end to the violence they have been experiencing.

This assistance is also available to women as respondents in ADVO matters, where they are the subject of a cross application from a perpetrator of violence, when their access to a network of professional services that can assist them with their other legal and social/welfare needs. The many partnerships established through the team of WDVCAS, assists in building the capacity of local services to respond effectively and efficiently to domestic violence.

From July 2011 to June 2012 statistics show that the WDVCAS has assisted 891 new clients and made 3080 individual contacts. Approx. 60.75% of the client population were from culturally and linguistically diverse (CALD) communities. Among the client: Mandarin, Arabic, Korean, Vietnamese and Turkish were the more common languages spoken other than English. The statistics show an increase in the age range from fifteen to the seventies, and same sex, teenager and elder abuse, has increased too.

Although short of manpower, In order to provide the pre-court services to clients so they may come to Burwood Local

Court for their ADVOs, Burwood WDVCAS is also involved in the Domestic Violence Proactive Support Services (DVPSS) Program, in some regions known as "Yellow card". With the co-operation of the Ashfield, Auburn/Flemington and Burwood Police LACs, who advise WDVCAS of women victims of domestic violence via yellow cards, WDVCAS workers then initiate contact before the court day. DVPSS provided a chance for women to learn about ADVO, court procedures and what assistance that they may have from WDVCAS.

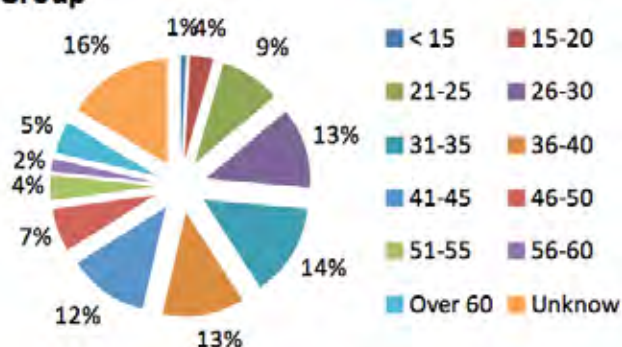
During the past year, the WDVCAS like always has been very proactive in community activities, workshops and seminars, to raise awareness of domestic violence, abuse against elderly people and community safety issues. The major events and community development projects were:

- Ashfield Park, Carnival of Cultures
- Canterbury Council, DV Seminar – It's time to talk
- Campsie Police Station, Community Outreach Program
- St. Luke's Oval, Stop DV Day competition
- Burwood Park – White Ribbon Day Activities
- Auburn Town Central, White Ribbon Day and Community Safety Activities
- Strathfield Raw Square, White Ribbon Day
- CASS Campsie, Family & Domestic Violence Forum
- Auburn Botanic Garden, International Women's Day
- Auburn Town Hall, Family & Domestic Violence Forum
- Auburn Town Hall, Protective Behaviours Seminar

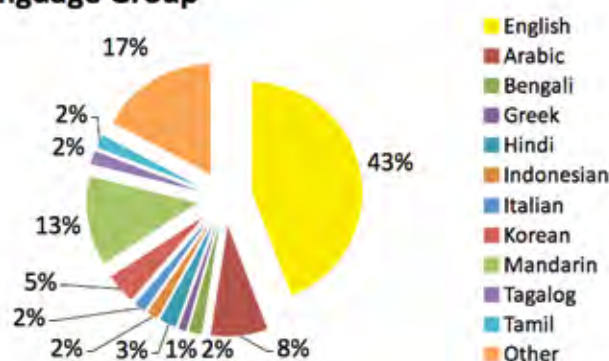
#### Partnerships in the Community

Burwood WDVCAS Team would like to take this opportunity to express our gratitude and appreciation to: Senior Constable Leah Collins; Senior Constable Winnie Vogue; Constable Effie Aronis and Constable Ben David (DVLOs Auburn); Constable Carolyn Carr (DVLO Burwood); Senior Constable Joe Ibrahim and Senior Constable Nicole Louise (DVLO Campsie); Constable Felix Wong (DVLO Ashfield); Hong Ong (MCLO Auburn), Gandhi (MCLO Campsie), Angela Lee (MCLO Ashfield), Bryan (VIP Auburn); Connie (VIP Ashfield) and Yvonne (VIP Burwood). With their exceptional assistance and care about our clients' efforts in obtaining an ADVO were streamlined.

Age Group



Language Group



## The Management Committee



**Teresa West – Chairman**

**B.Ec, 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.



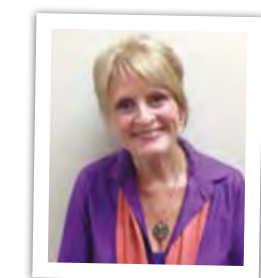
**Fred Walker – Treasurer**

Education and Memberships 2008 FCPA 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 Catamarca Argentina, who we are constantly in touch with, having been to Catamarca 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**

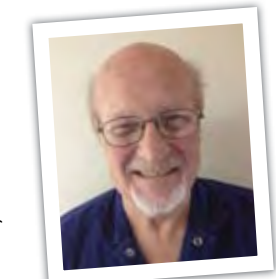
Russ joined the BCWS in 1991. Russ Kenny, born Moss Vale, educated Sutton Forest Primary and Bowral High School. Hobbies are football; boxing; and road racing. Joined AIF in 1942, discharged 1944. Whilst in the army, Russ was selected to do undercover work for government departments. Upon discharge Russ 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 Lowe Bicentenary Committee 1984-88 and currently holds the office of Deputy Chairman of BCWS and Sandakan Committee. Russ is also President of Enfield RSL Sub-branch, District Council of the RSL and State President of WW11 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'.



**Sharon M Laing – Honorary Secretary**

**B.A. Hons. (Psych) Dip. App. Cons RN RM**

Sharon joined BCWS in 1998. Sharon is a registered nurse and midwife (Hon. Psychology), qualifications in counseling 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.



**Robert Cooper – Minute Secretary**

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 Raj K Dixit – Committee Member**

**B.Sc (Environmental Scientists), M.Sc., M.Ed., Ph D.**

Joined the BCWS in 2005. Dr Raj held the position of Principal at the Army School Northern Command Jammu & Kashmir, India; Principal at the Information Technology Institute for the Tribes of India, Dehradun, India and as Academic Counselor 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 'Saravna Bhavan' Indian restaurant. Dr Raj is an active member of Abhinay Theatre, popularizing serious Indian theatrical traditions for the Indian culture and Indophiles. His interests are yoga and serving the community, participating in community development and establishing high ethical standards in public and corporate life.





## Sundar Mahtani's – *Committee Member*

**B.A. Ed., (UK)**

On his arrival in Australia in 1985, Sundar became involved in voluntary work. He worked for the Spanish Speakers Welfare Worker (SLASA), 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 'Tenant' 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.



## Heather Gough-Fuller – *Committee Member*

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

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 10 years.



## Clyde R Livingston J.P. – *Committee Member*

Clyde joined the BCWS in 1990 and has been a long serving member of both the Executive and Members committees. Clyde has also served the Burwood community through the Inner West Burwood Lions Club and as former Mayor of Burwood. He was the founding member of the Sandakan Community Education Committee and continues to be actively engaged with the organization. Clyde has for many years supported and maintained his interest in community and social issues.



## David Rollinson – *Committee Member*

**BA, MSc (Arch) (Conservation), MA (Conflict Resolution), Dip Urban Studies, Dip Town & Country Planning, PhD**

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.



## 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 counselling 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 Skead 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. Some of the Awards that have been presented over the years, are: Pride of Workmanship (approx 1984) Rotary's Paul Harris medal, for community service (approx 1989) Citizen of the Year 2002 Strathfield Electorate Woman of the Year 2005 Rotary Centennial Service Award for Professional Excellence 2005.