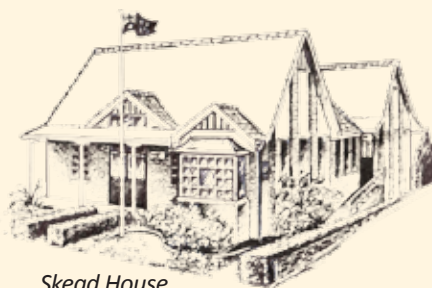


# 2014 *Embracing Change - Delivering Continuity* 2015

*Annual Report*



**B**URWOOD  
**C**OMMUNITY  
**W**ELFARE  
**S**ERVICES 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.**

*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. BCWS relocated to Wyatt Ave in January 2013.*

*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 led 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 remains the distance of this new location from the Burwood CBD, one which all, especially the vulnerable and disadvantaged, have found difficult to access. Continued researching of grants for funding of a bus at times has been more than challenging.*

*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, 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

## Inner West Meals on Wheels has arrived!

In April 2015, after 18 months of collaborative partnership Homebush Strathfield Meals on Wheels Service (HSMOW) and Burwood Ashfield Meals on Wheels Service amalgamated, forming the Inner West Meals on Wheels Service. A special mention must be made here about the encouragement and support we received from Strathfield Council to consolidate our services. We still talk about the tireless pursuit of the faithful zealous Management Committee of HSMOWs and all your loyal volunteers, who did not miss a beat during the transition period. What a pleasure it was to work with such a devoted group of likeminded people. BCWSInc truly hopes you will continue to support the community by continuing your dedicated work with us. The Inner West Meals on Wheels Service will continue to deliver meals and provide support to the frail aged, people with disabilities and their carers under the new Commonwealth Home and Community Care Program



## Kids & Blokes PLAYZONE at Homebush West Primary School

Kids and Blokes PLAYZONE is a relationship building night event run at local schools. It brings blokes (dads, grandfathers, uncles, big brothers) and kids along to school for a fun-filled night of games, sharing a meal, relationship building and creating supportive connections.

This year BCWS partnered with Homebush West Public School to host the first Kids and Blokes event in the Inner West area. Invitations were sent home and a couple of weeks later 27 excited kindergarten kids and their blokes turned up for a memorable evening of play, food, more play and group discussion with the men.

Play facilitator Kyle, master of all things fun and childlike, had us diving into stinky imaginary jelly, passing bowling balls, making group sculptures and much more! After a sit down meal together, the men headed off to the library for a well-deserved cup of tea and a chat while the kids helped clean up and resumed playing.

The men engaged in a valuable discussion around fathering and what it's like to be a bloke in their children's lives. For many men this was the first time they had the opportunity to speak with other men, sharing wisdom and discussing challenges around parenting. These blokes will be seeing each other around the school for the next seven years and some great connections were made on the night.

There was loads of laughter as we celebrated the special relationship between kids and the blokes in their lives. The ripples of joy on the faces of both the blokes and the kids was a pleasure to witness at the end of the night.

## Celebrating Neighbourhood Day

In partnership with Newtown Neighbourhood Centre and Burwood Council we held a Community BBQ in Burwood Park on the 11th May. The Community BBQ was an inviting space for residents who live in Boarding Houses. It also allowed them to find out more information about services in the local community. Agencies also attended to provide information. A sizzling sausage BBQ lunch was provided along with live entertainment.

## BCWS runs Speechcraft program



Burwood Community Welfare Services in conjunction with Guardian Funerals ran a Speechcraft Course to people within the local community. The Speechcraft Course was short, practical and ideal for the novice speaker who wanted to learn the basics of public speaking quickly within a supportive and friendly environment. Everyone participated in all activities, learnt new skills, made new friends and had lots of fun. Graduation was held on the 2nd April 2015.



## BCWS welcomes Carers and Kids group to Burwood

Kids and Blokes PLAYZONE is a relationship building night event run at local schools. It brings blokes (dads, grandfathers, uncles, big brothers) and kids along to school for a fun filled night of games, sharing a meal, relationship building and creating supportive connections. This year BCWS partnered with Homebush West Public School to host the first Kids and Blokes event in the Inner West area. Invitations were sent home and a couple of weeks later 27 excited kindergarten kids and their blokes turned up for a memorable evening of play, food, more play and group discussion with the men. Play facilitator Kyle, master of all things fun and childlike, had us diving into stinky imaginary jelly, passing bowling balls, making group sculptures and much more! After a sit down meal together, the men headed off to the library for a well-deserved cup of tea and a chat while the kids helped clean up and resumed playing. The men engaged in a valuable discussion around fathering and what it's like to be a bloke in their children's lives. For many men this was the first time they had the opportunity to speak with other men, sharing wisdom and discussing challenges around parenting. These blokes will be seeing each other around the school for the next seven years and some great connections were made on the night.

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## Engaging with the Community and Assisting with Preventing further Domestic Violence

Throughout this financial year, BCWS has run the After The Storm program 3 times in the community, with 28 participants in total. It is a six week self-empowerment program for women who have left an abusive relationship. A strong theme amongst the participants after attending the program was that they no longer felt alone in their traumatic experiences and that there is help out there.

As part of White Ribbon Day (WRD), a team member presented at the WRD Forum at Auburn on the types of abuse in domestic violence and services that we can offer to members of the community who have experienced this abuse.

## Join the Dots – Connecting our community through Art



BCWS held an 8 week Art Therapy program at Burwood for seniors over the ages of 55. The program included a Mandarin co-facilitator to cater for the majority of participants who only spoke Mandarin. During the sessions a variety of different art materials were used to explore different topics, such as emotions and self-reflections. The overall feedback from participants was positive and included comments such as "Program has made me feel like Sydney is home" and wanting the program to continue or another similar program to be offered. BCWS would like to thank Ashfield Council for providing the funding to enable us to run this successful program

Insert Photo: Art Therapy

## 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. BCWS would like to thank Ashfield Council for donating the use of these premises so this program can continue minimising social isolation within the Chinese community.

# Our Impact

## How many clients accessed our services in 2014/2015

Service	How much did we do?	How are the clients better off?
Meals on Wheels	<b>29,250</b> delivered meals <b>3397</b> organised and provided Centre based / coffee / restaurant meals	<p>Clients are enabled to remain in their homes whilst receiving nutritional meals.</p> <p>Minimises client social isolation and disconnection with community life.</p>
Family Support Service	<b>103</b> families were assisted through a model of prevention, early intervention and crisis intervention	<p>Families are better connected to the community.</p> <p>Clients are more confident in parenting.</p> <p>Clients were empowered by strengthening their existing skills.</p>
Domestic Violence	<b>5104</b> individual contacts <b>938</b> new clients assisted at Court to apply for an Apprehended Domestic Violence Order	<p>Clients have been enabled to access appropriate legal representation.</p> <p>Clients have been able to put an end to the violence they have been experiencing.</p>
Emergency Financial Relief	<b>817</b> clients were assisted through food, electricity, gas, water and telephone vouchers.	<p>Clients assisted to deal with a crisis situation in such a way to empower and encourage autonomy.</p>
Inner West Counselling Service	<b>125</b> clients have requested counselling	<p>Clients have been offered a safe place to explore their feelings and emotions without judgement in a warm confidential and caring environment.</p>
Skead House Neighbourhood Centre	<b>9977</b> Telephone calls answered <b>2950</b> Visitors assisted <b>17,043</b> People representing <b>19</b> groups used the Barn	<p>Clients connected to information and services in order to promote community capacity and increase the clients resilience by empowering them.</p> <p>Create positive societal change.</p>

## *Sara's Story*

Sara is a 51 year old woman who was first referred to the service by Police due to repeated and escalated domestic violence incidents. She had been divorced from her ex-husband but had remained in contact as they have two children together. After making contact with Sara and discussing her options, there was another physical incident of domestic violence. This time, Sara was very fearful for both her and her children's safety, she described that 'things have never been this bad before', 'I want to hide from him'. In the most recent incident the Police applied for an Apprehended Domestic Violence Order for the protection of Sara and her two children from the Defendant, her ex-husband. Through communicating with Sara and informing her of the legal process, she disclosed that she felt she 'could not have done all of this without Burwood Community Welfare Services'. During a follow up call made to Sara a few months after the court contact, Sara was referred to a victim's domestic violence support group and to a solicitor that assisted her with her ongoing family law court issues.

## *Rosa's Story*

Rosa was in her mid-fifties when she eventually found her way to the Inner West Counselling Service. Rosa had been neglected and treated badly since she was a small child and had recently experienced workplace abuse. She was suffering from panic attacks and nightmares. She was very confused, thinking it was all her fault. Caught up in self-blame, she had now resorted to ritualistic behaviours to cope with the anxiety. Rosa had given up all hope of living a normal life. From the very first session, a good therapeutic relationship enabled her to blossom in hope. Over the next three months, confidence and self-worth emerged as she began confronting unhealthy emotions and illogical beliefs about herself. During this time she also began discovering her innate strengths. Now Rosa is living with a heightened sense of self-awareness and self-identity and optimism for a brighter future.

## *Joshua's Story*

Joshua was an elderly gentleman, who was referred to us from the Home Care service. He has mild dementia, was unable to do the shopping or clean his small unit and English was not his first language. He apparently had not been eating properly over a number of weeks because he had forgotten how to cook. We purchased a small microwave and had a volunteer teach him how to use it. We referred him to the MOW's service, to have chilled meals delivered daily. He was so happy that he has rung the Centre Manager many times to thank us.

## *Daphne's Story*

Daphne came in feeling very overwhelmed and let down by Centrelink to the point that she felt her situation was unable to be resolved. Daphne had not received her Centrelink benefits for several weeks due to complications and was struggling to cope. She felt unable to converse with Centrelink effectively and felt as though she was not being listened to. This was very frustrating for Daphne and caused her to become very distressed and emotional. During her visit at the Centre she explained everything that was happening for her and what information she wanted to tell Centrelink.

When we spoke with Centrelink on her behalf, Daphne said that she felt overwhelmed at listening to her situation being relayed yet once again. With our assistance, Centrelink understood the situation, and immediately Back-paid Daphne for the weeks she had not been paid. Daphne was so grateful and relieved that her situation was resolved and after a lot of happy tears she left with a much more positive outlook than when she arrived. Daphne's story demonstrates how advocacy and support helped her both emotionally and with practical issues.



# Chairperson's Report

It is my great privilege to once again submit the Chairperson's Report on behalf of the 2015 Management Committee for Burwood Community Welfare Services Inc. (BCWS).

This year has seen many changes in the way community services are funded by the various Government bodies which has resulted in a challenging and at times frustrating year. The need to find additional funds has been challenging and at times distracting from the core services we provide. We are grateful to have been able to participate in the Dick Smith Foods Foundation Charity giveaway which resulted in the receipt of a \$10,000 donation. Having said that it has been a rewarding year 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 Christine, her staff and volunteers and the Board 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, Burwood Council and the Burwood RSL Club. I would like in particular to thank Burwood Council for its continued annual rental support of \$50,000. This is a significant contribution for which we are extremely thankful.

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 2014/2015 and previous years.

2016 will be as challenging a year as this year has been, with funding changes and Government initiatives in the community sector anticipated. These foreshadowed changes 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. It is my view and that of the Board that we need to engage in these processes to be informed and to take up the opportunities that these changes may 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 2015/2016 year.

Teresa West

# Treasurer's Report

The 2014-15 Financial Year was, as anticipated, a very challenging period for Burwood Community Welfare Services Inc. (BCWS). Inflationary pressure on Salaries & Wages continues to be a perennial challenge. In addition, resettlement issues at the new premises, Operating Systems enhancements and a lack of clarity on Future Funding for some programs all contributed to a difficult year.

However, despite such difficulties, BCWS Inc. managed to record a surplus of \$39,422 for the 2014-15 Financial Year. This surplus includes \$21,726 received directly from The Department of Social Services for Homebush Strathfield Community Services support in the fourth quarter of the year. Conversely, the accounts for Homebush- Strathfield Community Services recorded a deficit for the year of a similar magnitude.

Excluding the above adjustment, relating to the Novation (transfer) of Homebush-Strathfield Meals on Wheels to BCWS Inc., a net surplus of \$17,696 was generated in the year. Whilst this year's result is attractive and very welcome, we must endeavour to generate surpluses in future years; if our longer term financial goals are to be explored and realised. In other words, the 2014-15 result helps us to build a platform to launch repeatable annual surpluses so that support may be given for new initiatives, contingencies and / or special unfunded projects within our tight financial framework.

With this latter point in mind, it is pleasing to note that the 2014-15 Financial Year saw further progress made towards the BCWS Inc. goal of owning a Community Bus and thus being able to offer clients independent transport between Burwood town centre and Wyatt Avenue. Consequently we would like to acknowledge the generosity and on-going support of the Rotary Club of Burwood in raising \$3,000 of additional funds, for the Bus Project, during the year. Similarly we are very grateful to Ozemate Pty LTD T/As Dick Smith Foods Foundation for a donation received of \$10,000.

Furthermore we would like to extend our thanks to Burwood Council for their continued contribution of annual rental assistance at \$51,786.

In terms of the 2014-15 financial result, it is interesting to note that there was a modest improvement in the utilisation of Employee Leave Entitlements. It is hoped that leave usage initiatives, with the support of all management, staff and volunteers, will be a priority focus during the current financial year; thus helping to make the financial results equally successful.

Finally I would like to commend our CEO, Christine Strachan and Joanne the Finance Manager, and the BCWS team for the tireless efforts during 2014-15 and I look forward to working closely alongside Burwood Community Welfare Services Management Committee in the coming year.

Philip Rogers



# Chief Executive Officers



***To the world you may be one person but to one person  
you may be the world ”***

**Theodor Geisel (Dr. Seuss)**



Christine Strachan

*Over the years I have picked up and saved many quotes and sayings such as this one, which I have remembered because it reminds me how much the actions of one person can make a difference to someone else.*

*Politics is a great illustration of the power of words. Often they get us talking about the things we fear. This is a great way to gather the crows but not so great at solving problems. So they get into office on fear but they don't do much after they get elected. People are seldom changed by force or power. Yet they can be refined and even changed by words of encouragement. The significance of our words and their ability to inspire others to engage in conversation can be life changing! Life changing words are immensely important not only for others but for ourselves as well. Yes, they affect the lives of all concerned. They can make us feel good too! They give us new vitality to life, living, being and doing. Words of appreciation, gratitude, and even sympathy don't have to be eloquent or stated – all that is needed is the sincere message “I care” and the outcome is like planting seeds, the harvest makes us want to do it again and again.*

*Words can inspire. Words can destroy! Choose yours well. .... Robin Sharma*

*Why are words so important? If you want to design and shape a culture, start with words you use, says Dan Rockwell (Leadership Freak Blog 2014) He goes on to say;*

*Words establish focus. Your mind thinks about what you talk about.*

*Words are magnets. You go where you talk both in attitude and behaviour. Negative environments result from constantly talking about problems.*

*Words are destinations. What you talked about yesterday in large part is where you are today.*

*Words create us. Everything you talk about is part of who you become.*

*If you really want to change people change what they talk about, their LANGUAGE.*

*The topic of the Power of Words needs more attention because as we ebb further into cyberspace we lose the supplements of language and other things like vocal intonation, body language, breathing, sighing and other observed nonverbal communication. All that flows are words, so, we must make the best use of the most carefully chosen words. We must be wordsmiths to express ourselves with full intent and eloquence. -----Empowering words have their place here to build confidence and capabilities. The Power of Words is endless.*

*Who in your life do you remember most fondly with undeniable feelings of warmth? Those who were kindest to you, I bet.*

*Even if you are having a bad day, remember to speak and act in positive ways to everyone you encounter, a simple friendly smile an optimistic word, a cheerful “Hello” an expression of sincere interest in another's wellbeing. They are all small but significant ways of influencing how someone feels.*

*So the next time you find yourself thinking “Who am I anyway, to think that I could make a difference?” Think again, because you have the Power, the Power of Words.*

*Do the words FRESHLY BAKED BREAD do or mean anything for you? When I saw this sentence in a newspaper recently my mind went racing!*

*Well, the words are comforting! Homey and to almost all of us-undeniably titillating to the taste buds! But you might not know that the smell of freshly baked bread may also make us kinder to strangers. In fact researchers have found that it triggers a positive mood that leads to a greater degree of altruism, or an unconditional concern for the welfare of others.*

*This leads me to give very special thanks to the BCWSInc Management Committee. Thank you so much for keeping a watchful eye over a broad range of services to respond to very complex needs. Thank you to our extraordinary Executive Committee who have real personal warmth, and a genuine interest in people (and freshly baked bread). Many Many thanks to all our dedicated volunteers, it's been another hard year where your gift of time has been priceless and it's been a real pleasure and a privilege to work with you. Thank you from my heart to all our staff, for your very appealing management style and great sense of humour (No. 3 flood!) for your inspiring dedication and tremendous example to our community of truly committed people. What a joy! And you ask why I haven't retired?*

*In the following pages I hope you will find the answers to these questions;*

*If you don't, please let me know. Only change can happen when we ask the right question.*

- 1. What are we good at?*
- 2. How did we get good at?*
- 3. How could we get good at?*
- 4. What is working?*
- 5. How are we winning?*
- 6. Tell me a story about someone who made a difference in your life.*
- 7. Remind me of a time when you went beyond the call of duty to get something done.*
- 8. How can we get you doing more of what you love?*

*Christine Strachan*

# Financial Report

## BURWOOD COMMUNITY WELFARE SERVICES INC. DETAILED STATEMENT OF COMPREHENSIVE INCOME AND EXPENDITURE FOR THE YEAR ENDED 30TH JUNE 2015

	2015	2014
	\$	\$
<b>INCOME</b>		
Grants received		
Department of Social Services -Food Services	253,863	259,191
NSW Family & Community Services - IWFSS	196,904	191,669
NSW Family & Community Services - Skead House /N.C	110,436	107,848
Legal Aid Commission - BWDVCAS	245,674	239,986
Sundry Grants	121,486	185,720
	<u>928,363</u>	<u>984,414</u>
Other revenue		
Reimbursements	5	250
Ashfield Frail & Aged	-	4,627
Bank interest	8,741	10,705
Donations	27,886	30,715
Fundraising	3,928	-
Service fees- BCWS Projects	82,951	55,482
Rent - Burwood Council contribution	51,786	50,675
Rent - other	1,327	-
Food Services	125,902	110,503
Insurance recovery	-	8,559
Sundry Income	2,070	2,400
<b>Total Income</b>	<u>1,232,959</u>	<u>1,258,330</u>
<b>EXPENSES</b>		
Accounting	7,480	3,600
Advertising	7,748	12,388
Audit	6,000	8,091
Bank fees	942	424
Childcare	604	-
Cleaning	7,494	7,099
Computer maintenance & consumables	3,380	7,621
Conference & training	1,401	3,604
Consultancy	8,697	7,814
Doubtful debts	7,971	-
Electricity	7,595	7,381
Equipment repairs & maintenance	2,463	2,937
Hospitality	810	2,199
Facilitation	960	2,509
Insurance - Plant, equipment & volunteers	6,159	6,425
Insurance - Workers compensation	15,568	21,193
Meals	114,186	113,506
Memberships & subscriptions	5,529	6,106
Postage	1,239	1,271
Printing & stationery	5,951	4,394
Programmes	18,799	39,904
Replacement of equipment	1,435	21,968
Rent	51,786	63,245
Resources	-	776
Shuttle bus service	-	230
Staff amenities	1,728	803
Sundry expenses	1,005	440
Systems development	-	4,499
Telephone	5,759	8,096
Travel expenses	8,469	9,526
Tree of Joy	665	-
Volunteer reimbursements	21,355	24,829
Emergency Financial Relief	68,411	88,474
Wages & salaries	734,810	718,304
Superannuation	67,717	66,193
Employee entitlements	(999)	(20,035)
Website design & maintenance	420	5,526
Workplace health & safety compliance	-	4,400
<b>Total Expenses</b>	<u>1,193,537</u>	<u>1,255,740</u>
<b>Profit from Ordinary Activities</b>	<u><b>\$ 39,422</b></u>	<u><b>\$ 2,590</b></u>



# MOW Food Services

Meals on Wheels Service is a Commonwealth Home and Community Care Program (HACC), that provides meals for frail aged, people with disabilities and their carers living in the Inner West. The service is dedicated to delivering the highest quality, reliable, cost effective and tasty meals to our clients.

## ***Our Philosophy***

To provide nutritional meals, care and support services to frail aged, people with disabilities and their carers to enable them to be more independent in the community and remain living at home as long as possible.

## ***Meals***

Meals Service is critically important in supporting our client's nutritional status. A variety of meals are available so that we can cater to the individual needs and tastes of our clients. We offer chilled, frozen or heated meals, culturally specific meals, premium and gourmet meals.

Our service has been able to customize the meals to client specific requirements, offer breakfast packs, snacks, mini meals and premium choice meals. We are also developing our range of culturally specific meals, modified meals and special diets. This includes meals for clients with more complex health needs including chronic diseases and dementia.

## ***Other Services***

Meals on Wheels Services organise and deliver a variety of meals five days per week including monitoring clients' meal acceptance and consumption, food safety, general health status, and social, emotional and physical wellbeing. We also offer other support services such as social support, individualised meal plans, information, advocacy and referrals.

## ***Partnerships***

For our clients, a nutritious meal is the most important benefit of having meals delivered to them, however, equally as important is the role of the service in supporting our clients' social needs. Having someone to check on them and having a chat is one way that our service monitors and meets clients' needs.

The Meals on Wheels service has formed partnerships with local organisations to provide comprehensive social support programs, centre-based and community restaurant lunches which aim to reduce social isolation, loneliness and also provide information and education on healthy eating, lifestyle and other aged care services and support.

## ***Wyatt Avenue Lunches***

The Italian Carers group meets every second Thursday, enjoying a light lunch, each other's company and sharing information.

## ***Restaurant Lunches***

We continue working in partnership with the Chinese Australian Service Society supporting Burwood and Ashfield social support groups for older people from the culturally diverse backgrounds. The group members enjoy weekly gatherings, lunches at the local restaurants, regular gentle exercise classes and conversational English classes.

## ***Dutton Centre Activities***

From February 2015 the MOW service has been providing meals for HACC clients who are attending the social inclusion programs run in partnership with the Inner West Community Transport. Every second Tuesday of the month "The Dutton Centre Movie Club" is offering clients in-house movies and light lunch and "The Burger Bonanza" which is an afternoon BBQ held on the last Friday every second month.

## ***Christmas Lights Tour***

In partnership with the Inner West Community Transport, MOW service provided 79 food hampers on the 16, 17 & 18 December 2014 for the HACC clients participating in the Christmas celebrations.

## ***Twilight Supper***

In partnership with the Inner West Community Transport, MOW service provided 22 food hampers in April 2015 for clients joining us in the celebration of Easter.

## ***Seniors Week Celebrations***

In partnership with Burwood Council in March we held a luncheon with entertainment at Burwood RSL for 120 seniors. MOW service provided information, gift packs and lucky door prizes. We also raised \$500.00 towards the social support programs by selling raffle tickets.

From July 2015, the Inner West Meals on Wheels service will deliver the new Commonwealth Home and Community Care Program to residents of the Inner West applying Person-Centred and Consumer Directed Care. This enablement philosophy of delivering quality care using a holistic approach spells out how we value building relationships to meet our client's specific needs, individual goals and abilities.





# Family Support Service

*The Inner West Family Support Service (IWFSS) works with families in the Local Government Areas of Ashfield, Burwood, Canada Bay and Strathfield. The Inner West Family Support Service provides a confidential and professional service that works collaboratively with families based on respect and trust. We help families take control of factors that will enhance their independence and self-reliance. We also provide advocacy on behalf of families struggling with any issues. We are flexible and responsive to emerging family and community issues.*

*IWFSS have engaged with more clients / families with complex needs in the last 12 months. Many of the families have domestic violence as a major issue. The impact of alcoholism and drug abuse on the family is also of great concern. Mental illness, especially in teenagers, seems to be prevalent in families impacted by family breakdown.*

*We have a good working relationship with Family and Community Services (FACS) to improve the situation and obtain the best outcome for many families, in which their children can remain safe in the home. New Australian families are being referred to IWFSS due to inappropriate disciplining of children, resulting in Apprehended Violence Orders in some instances. More than 50% of the families referred have past or current domestic violence as an issue. Education regarding what domestic violence (DV) is much needed amongst the culturally and linguistically diverse community. Many women are not aware that DV is not only physical violence. On a positive note, some clients who have left a DV relationship have attended the After the Storm program and this has had a major impact on their self-esteem and on their relationship with their children and their future choices.*



*Many of our families have greatly improved their situations by drawing on and developing their strengths by attending various parenting workshops and parenting courses. We have seen changes in parenting styles, great strength from mums leaving family violence, while other families have been able to move to financial independence by obtaining full-time work. Many of our families are referred to Emergency Financial Relief to assist with food and utility bills this year. We have needed to send families in need away from BCWS for financial assistance, as BCWS has lost the funding that would usually assist our families.*

# Burwood Women's Domestic Violence Court Advocacy Service

Burwood WDV CAS is funded by Legal Aid NSW through the Women's Domestic Violence Court Advocacy Program, under the auspices of Burwood Community Welfare Services Inc., to provide assistance to women and children who have experienced domestic violence. Most of the assistance that we provide to our clients occurs at Burwood Local Court on the Apprehended Violence Order (AVO) List Days. The Burwood Local Court's current catchment area includes five NSW Police Local Area Commands; Ashfield, Burwood, Campsie, Flemington and Ryde. As Ryde Local Court is currently not sitting, our service has been provided with the opportunity to work alongside the Macquarie WDV CAS team (who assist the Ryde Police's AVO matters) to provide the most efficient and effective service to our clients at court.



One of our primary services is to assist women and children involved in AVO proceedings, either applied for on their behalf by the Police or applied for individually at the Local Court; these AVOs are known as an Apprehended Domestic Violence Order (ADVO) or an Apprehended Personal Violence Order (APVO). The services that we provide occur before, during and after court, this includes emotional support; providing a safe place at the court; providing information about the court process; advocacy and referrals to access legal representations, mainly through the Domestic Violence Practitioner Service (DVPS); referrals to appropriate organisations and agencies, i.e. welfare, family support and counselling services; and obtaining court outcomes for our clients. When the situation arises, we have also assisted clients in seeking emergency accommodation, especially on court days during our face-to-face contacts with clients.

Our team has always been very proactive in raising awareness about family and domestic violence through community activities, such as, presenting at the White Ribbon Day Forum held by the Stop Domestic Violence Safety Action Group and supporting activities held by Local Domestic Violence Liaison Committees.



With increasing social and community interest on domestic violence issues this year, the NSW Police part of the Domestic Violence Justice Strategy is in our very near future and we look forward to challenges and changes that we will be facing.



# Skead House Neighbourhood Centre

*When people face problems they turn first to their family, friends and neighbours. Neighbourhood Centres 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. 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. We run multiple events, activities and programs within the Neighbourhood Centre such as Neighbourhood Day, Mental Health Week and National Volunteers Week etc. 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. Last year 19 groups used 'The Barn' equalling over 17,000 people used the Community Hall facility. We can welcome more groups, so please don't hesitate to enquire.*

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

***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 a 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, 24 women and 9 men have utilised our counselling service.

Our service is a generalist counselling service with our fees based on a sliding scale. Counsellors offer a professional service in a private space and in a warm, caring and non-judgemental manner. Our counsellors are trained professionals and we try and return clients enquiries within 24 hours for appointments. After conducting an intake interview over the phone at times it is necessary to refer clients on to another agency for drug, alcohol, gambling or other specialist counselling.

Referrals were received from both internal and external services:

Self-referrals : from accessing BCWS website,

Counselling brochures, personal recommendation

External referral agencies

- Newtown Neighbourhood Centre
- Chinese Australian Services Society
- Barnardos
- Department of Family Services
- Lifeline
- Local GP's
- Catholic Care
- Hearspace
- Local Women's Refuges
- Salvation Army
- Women's Counselling Campsie
- DV Hotline
- Local Police
- Exodus Foundation
- Croydon Mental Health
- Burwood Housing

# Emergency Financial Relief Program and Case Management Service

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

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.

*“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 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.

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.

BCWS has been funded for Emergency Financial Relief (EFR) for the last twenty-seven years. It is to our bitter disappointment to announce after six months of lobbying the Government that we will NO longer be able to assist with financial emergencies. BCWS was not refunded and ceased receiving funding from May 2015. BCWS is currently assisting with Electricity, Telstra, advocacy and Case Management.

Twenty-seven years ago the then Government of the day begged BCWSInc. to take on this role. We said “No” because it did not seem a good fit for a Neighbourhood Centre. However after much consideration on the affect our “No” would have had on this Inner West area, our role of assisting Centrelink clients who had been taken off “the books” for whatever reason escalated to the holistic program BCWSInc. delivered very successfully over the twenty-seven years.

We wish to thank all those who have tried very hard to have our EFR reinstated, also “Everyone” who supported this program through the years without any thought of financial gain.

The only way this program will be “Given back” to the Inner West is for you to take your complaints to your local member. If you are affected in any way by these cuts to funding please let us know ASAP and we will advise you what to do.



## ***Mission Australia***

*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.*

## ***CareWays***

*CareWays are dedicated to providing services that make a positive difference and improve the quality of clients' lives. CareWays currently services the Inner West for both Personal Care Assistance, Domestic Assistance and Social Support.*

*Personal Care and Domestic Care Assistance service refers to the assistance with daily self-care tasks in order to help a client maintain health, hygiene and grooming. It can include assistance with showering, dressing and medication prompting. Social Support offers companionship and support, visiting clients in their home or assisting them with outings. It can include assistance with letter writing, friendly visiting and social activities. BCWS and CareWays will be working together in the future towards consumer care packages.*

## ***Tax Help Australian Tax Office***

*Tax Help is a network of community volunteers who help people complete their tax returns during tax time. This is a free and confidential service. Volunteers are fully trained, accredited and supported by the Australian Taxation Office (ATO).*

*These volunteers are people from within the community who give up their time each year. They are not ATO staff, but they receive training and support from the ATO. Tax Help is suitable for people with simple tax affairs who earn around \$50,000 a year or less. This service is available by appointment every year between July and October.*







## Our Students

*BCWS offers student placement to a variety of students who are studying counselling, psychology, social work, community services, case management, social welfare, and nursing. Students are given a rare experience to be exposed to a variety of services in the one placement.*

*Students are given the opportunity to use their initiative to gain invaluable knowledge, experience and insight into the community and industry by: attending training; participating on agency visits to other services in the area (Dep. of Housing, Centrelink, Inner West Probation and Parole etc.); attending meetings (e.g., Domestic Violence Liaison Committee Meeting, Child and Family Interagency Meeting); interacting with clients; going on home visits; attending court; and participating in presentations and events (e.g. Festival of Families, Child Protection Week, White Ribbon Day and Volunteer Week).*

*These placements offer students a space, under supervision, to explore theories they have studied and putting 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.*

## Our Volunteers

*Volunteers are crucial to the running of daily services within BCWS. Over 50 volunteers are responsible for tasks such as Reception and Customer Service Officers, Administration Support, Information and Technology Support, Counselling and Meals on Wheels deliveries among many other roles.*

*Specifically the Front Desk Staff and Reception Team are the first contact that many clients have with the services at BCWS. They welcome visitors to the Centre and coordinate the Centres day to day schedules. The Meals on Wheels Volunteers assist with the delivering of quality meals to our clients on a day to day basis. These volunteers also provide clients with valued social interaction and wellbeing checks. The Inner West Meals on Wheels volunteers also run and organise fortnightly weekly Centre-based social groups. The Counselling Team is made up of a fully trained team of volunteer counsellors, intern psychologists and social workers. These counsellors provide a generalist counselling program that offers support to our clients. In addition the Management Committee are dedicated volunteers ensuring that the Centre operates in a way that is consistent with good governance and values held by the organisation and meets the ultimate goal of providing the community with the most effective assistance possible.*

*Volunteering at BCWS provides the opportunity to learn and improve necessary skills that benefit not only professional but also personal development. Volunteering also provides an opportunity to “give back” and contribute to community development and wellbeing. BCWS volunteers are also met with an incredibly welcoming team that provides a further support network and social interaction.*

*During May of 2015 BCWS held a luncheon for National Volunteers Week. This provided a great opportunity to once again thank all the volunteers for their outstanding generosity and work they give to BCWS. This year our theme was around how people who volunteer are happier people. We created a happy tree and each volunteer wrote what made them happy and stuck it on our happy tree for all to see.*



## Bus Project

BCWS moved to our new location at 2 Wyatt Avenue Burwood in January 2013. We knew this new location would make it harder for people to access our services as we were no longer close to public transport. Last year we started a free shuttle bus service twice a week (Tuesday and Friday) to make it easier for clients to access our Centre. BCWS would like to thank Burwood Council for allowing us to use the bus twice a week. The feedback we have received is the shuttle bus has made it easier for clients and especially for those who live with a disability or mothers with prams. So in light of this feedback BCWS created a project last year called the Bus Project; which has allowed us to look at ways to obtain funding so we can purchase our very own bus, result - to run a free shuttle service 5 days a week.

BCWS would like to thank the Dick Smith Food Foundation who provided us with a \$10k donation towards our project. BCWS entered the Dick Smith competition and with the help of many of our staff, volunteers, students and friends we were able to finish in 11th position nationally which resulted in the very generous donation.

Also a special thanks to Burwood Rotary who organised a lovely dinner event which resulted in a \$3k donation.

BCWS has raised funds by running fundraising BBQ's at Ashfield Bunnings. Thank you to all the volunteers who provided us with your time, energy and support with these events.

BCWS now has a new website with the functionality to take donations (via PayPal) in hopes that we can attract more donations on a bigger scale, allowing our dream of funding a new bus to become a reality.

We would like to personally thank all the people who are behind this initiative and given us time, knowledge and support to help continue this project. We currently have approximately \$34k and aiming to reach \$75k, which would result in a new bus that includes a disability lift.

***"BCWS is going to make the Inner West a better place- We just need your help in securing donations so we can purchase a bus"***





# Our Board

## **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.

## **Philip Rogers**

### **Treasurer**

M.B.A. (Deakin University), C.P.A (Australia), ACMA-(UK),  
CGMA-(Global),  
Diploma in Financial Planning.

Philip has a broad depth of experience in accountancy; being qualified both in the U.K. (C.I.M.A. Chartered Institute of Management Accountants) and in Australia (C.P.A. Certified Practising Accountants). In addition, Philip has worked in industries ranging from Fast Moving Consumer Goods to Healthcare as well as, more recently, a Chartered Accountancy practice. His career to date has seen him gain experience working in seven different countries across Europe and South East Asia.

With an emphasis on Management Accounting, Philip aims to make management reporting more engaging and meaningful to the user. Thus his pursuit of the use of Business Intelligence software and practical, user-friendly, financial modelling is relentless.

Philip is married to Shaya (who also works in the accounting arena) and he has two sons, Bryan and Michael. When time permits, Philip enjoys travelling, watching football (with the round ball) and playing the occasional game of golf.

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

## **Dr Sharon M Laing**

### **Honorary Secretary**

BA (Hons) (Psych) PhD. (Macquarie University) RN RM  
After many years as a registered nurse and midwife, Sharon undertook studies in psychology, achieving her PhD. in 2012. She has worked as a counsellor in community welfare agencies, and in training and research positions in psychotherapy and psychology. Currently, she is involved in counselling education at a tertiary level as well as conducting a research and statistics consultancy. Through her professional memberships, she promotes her special interests in the importance of early experiences on the psychological development of the individual and the community, an area in which she has published and presented internationally. Sharon joined BCWS in 1998

and has performed a variety of roles, including facilitator of the counselling service peer-group meetings. She has also relieved as centre CEO, a role she feels privileged to perform.

## **Judith Osborn**

### **Minute Secretary**

B.Soc.Sc.(Social Welfare)

Judy's first career was as a commercial artist, retrained in the 1970's as a clerk/typist employed in several other charitable and business organisations which ensured meeting and liaising with families, volunteer and fund-raising groups, medical and health professionals, dentists, lawyers, inspectors, engineers, metallurgists, artists, students and marketing sales personnel. With another change of career in the 1990's Judy changed direction again into social welfare and counselling, joining BCWS in 1999 as a mature aged student where she worked in a wide variety of positions gaining experience in handling the many different clients attending the centre, including migrants of NESB and other disadvantaged groups. Her written, verbal communication and organisational and computer skills led to a position as secretary to the CEO until she retired in 2012. Judy became a member of the Management Committee and has had many years of experience in taking minutes for several organisations.

## **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.

## **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 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.

## **David Rollinson**

BA, 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 Mahtani's**

B.A. Ed., (UK)

### **Committee Member**

On his arrival to Australia in 1985, Sundar became involved in voluntary work. His voluntary work included working for a Spanish speakers welfare organisation (SLASA) and the Welfare Rights Centre. He also worked as a volunteer for the Burwood Community Welfare Service (BCWS) at the front desk and giving advice to tenants. He has been involved with BCWS since 1985. Before coming to Australia, he qualified as a school teacher (B. Ed. Lon.) and in Sydney he qualified as a teacher of English as a second language (TESOL). His first paid employment in Australia was with

Fairfield Community Resource Centre where he worked as a Youth Project Officer. In this job he coordinated the youth activities in the Villawood Department of Housing Estate. He has worked as a Tenant Advocate since 1991 in three Tenants' Advice Services. He has been involved in numerous volunteer committees and these have included Canada Bay Greens, Rhodes Community Consultative Committee and Canada Bay Council's Sustainability Committee.

## **Dr Raj K Dixit**

B.Sc (Environmental Scientist), 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 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 'Saravana Bhavan' Indian restaurant. Dr Raj is an active member of Abhinay Theatre, popularizing senior 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.

## **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 organisation. Clyde has for many years supported and maintained his interest in community and social issues.

## **Simon Fox**

### **Burwood Council Representative.**

Simon is the Senior Manager, Community and Library Services and has been Council's representative on the BCWS Management Committee since his commencement at Council in 2012.

## **John Gough-Fuller**

### **Committee Member**

John joined the Management Committee in 2014 and has been actively involved in several of our projects over the last 12 months. John is undertaking an Arts/Nursing combined degree, majoring in Government and International Relations at the University of Sydney and as such, has a keen interest in community health and health & welfare policy. John has lived in Burwood all his life, and is actively involved in the local community, having been a member of the local Cadet Division of St John Ambulance for over 10 years, and in 2012 received the Burwood Council Young Citizen of the Year Award.

## **Christine Strachan**

### **Chief Executive Officer**

RN (Psych) B.Sc

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 seven years on, Christine is the Chief Executive Officer of Burwood Community Welfare Services. She has been a "Justice of the Peace" since 1984.





# Our Staff

## Management

**Christine Strachan** : Chief Executive Officer

**Joanne** : Financial Service Manager

**Nicole** : Centre Manager

**Yvonne** : Burwood Food Services Community Development Manager

**Cheryl** : Inner West Family Support Service Manager

**Melissa** : Burwood Women's Domestic Violence Court Advocacy Service Acting Manager

## Professional team

**Aga**

**Damien**

**Derek**

**Elle**

**Elly**

**Euna**

**Faye**

**Giang**

**Janette**

**Jo**

**Jenny**

**Jess**

**Kate**

**Kimi**

**Maria**

**Nadia**

**Smrity**

**Suzie**

**Yao**

**Zina**

## Volunteers

**Adrian**

**Aga**

**Andrew Parissis**

**Angelicia**

**Anita Yang**

**Annie**

**Antonio Gentile**

**Ashleigh Criss**

**Bernard Iffland**

**Catherine**

**Charles Lee**

**Clem Walsh**

**David Chen**

**Diana Wadley**

**Dimitri Kisliakov**

**Elizabeth Harpley**

**Elle**

**Elma McRae**

**Emma**

**Esatu**

**Evy Surjadi**

**Faye**

**Francesca Chee**

**Giang**

**Gordon Lai**

**Greta**

**Ha Nguyen**

**Janet Moreland**

**Jenny**

**Jenny Lim**

**Jessica**

**John Sofianos**

**Joy Siamoa**

**Lansana**

**Lauren**

**Loletta**

**Maija Margaret Rove**

**Mark Kenny**

**Mary Simon**

**Matthew**

**Melissa**

**Michael Apollonov**

**Michele**

**Mira Azar**

**Nadine**

**Noemi Romero**

**Norma Smith**

**Pam**

**Paula Houlahan**

**Peta Powrie**

**Peter Andrews**

**Peter Hunt**

**Peter Mackie**

**Rachelle**

**Raymond Lai**

**Robert Cooper**

**Ron Ball**

**Rumiko takai**

**Santina Costanzo**

**Sophie Sophocleous**

**Sowmya Vallabhajosyula**

**Sue**

**Sun Yeo**

**Tegan**

**TimO'Brian**

**Victoria**

**William Hunter**

**Xiang Yun Zhao**

**Xiao Ying Huang (Alice)**

**Yike Zhao**

**Yiming (Daniel) Fang**

**Zina**

# 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 & Federal Government Sponsors



Australian Government  
Department of Social Services



Family &  
Community Services  
Community Services



## Corporate Supporters



## Local Government & Community



Burwood  
heritage • progress • pride



City of  
Canada Bay



## Education Partners

Australian College of Applied Psychology  
University of Western Sydney  
Griffith University  
TAFE Granville  
TAFE Meadowbank  
TAFE St George  
Charles Sturt University

James Cook University  
Monash University  
University of Sydney  
Macquarie University  
Careers Australia  
TAFE Open Training & Education Network  
University of Technology Sydney

## Community Partners

Anglicare Summer Hill  
Annie Crowe  
Ashfield Council  
Ashfield Domestic Violence Liaison Officer Service  
Ashfield Mall Management  
Banardos  
Bendigo Bank  
Brighter Futures  
Burwood Child & Family Health Centre  
Burwood Council and Staff  
Burwood Court and Staff  
Burwood Domestic Violence Liaison Officer Service  
Burwood Family and Community Services – Housing  
Burwood Plaza Management  
Burwood Primary School  
Burwood RSL  
Bunnings Ashfield  
Campsie Domestic Violence Liaison Officer Service  
Canada Bay Council  
Cara House  
Carers Association  
CareWays  
CatholicCare  
Centrelink Burwood  
Claffy House  
Coles Ashfield  
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 Committees  
Drummoyne Community Centre  
Enfield Primary School

Flemington Domestic Violence Liaison Officer Service  
Guardian Funerals  
Holly's Lodge (St Louise Lodge)  
Homebush Strathfield MOW Management Committee  
Homebush West Public School  
Home Care  
Inner West Skills  
John Fiscaro Solicitor  
Kids@Weldon  
Leichhardt Women's Health Centre  
Lifeline  
Magic Pudding Childcare  
Marian Centre  
Mary Jo McVeigh  
Mary Kang  
Max Employment  
Mission Australia  
National Australia Bank  
Newtown Neighbourhood Centre  
NRMA Burwood  
NSW Police Service  
Outback Steakhouse Nth Strathfield  
Probation & Parole  
Ray White Summer Hill  
Rhodes Shopping Centre  
Ryde Domestic Violence Liaison Officer Service  
Strathfield Private Hospital  
Strathfield Plaza Management  
Strathfield South Public School  
Sydney Self Defence Centre  
Sydney Water  
Sydney Womens Counselling Centre (Campsie)  
Telstra  
Uniting Church Burwood  
Volunteer Network  
Walker Strategies

## BCWS Strategic Platforms



*We will continue to create a caring, inclusive community and a just society for lasting social change.*





**B**URWOOD  
**C**OMMUNITY  
**W**ELFARE  
**S**ERVICES INC.

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