

2013

Embracing Change - Delivering Continuity

2014

Annual Report



BORWOOD
COMMUNITY
WELFARE
SERVICES INC.



Stead House



About Us

The purpose of Burwood Community Welfare Services Inc.

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

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

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

The aim of Burwood Community Welfare Services is to maintain the self-respect and dignity of our clients, to provide services in a non-judgmental way and to assist our clients in achieving personal empowerment to live healthy, functioning lives.

Many of the services have been individually funded from a range of sources such as local, State and Federal governments, charities, special interest projects, networking and fundraising activities. BCWS has an ongoing commitment to seek to develop services to meet the needs of the community where there is no other equivalent service provided in the area.

What we do is best described by our MISSION

Which is to provide practical and emotional support to the disadvantaged, vulnerable and at-risk members of our community.



Our Values



Partnership

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

Respect

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

Compassion

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

Integrity

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

Accountability

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

Participatory Community Management

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

Our Highlights



Welcomed the Italian Carers group to BCWS

The group meet every second Thursday in the Barn, enjoying light lunch, each other's company and sharing information.

On occasions guest speakers are invited to provide important information about health, safety, etc. and resources within the community.

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.

Gold Medal Luncheon – Celebrating National Volunteers Week

The Neighbourhood Centre celebrated National Volunteers week on May 15th. 42 people attended the BCWS Gold Medal Luncheon (Olympic themed). We asked all the volunteers to come dressed in their heritage colours. The event had tables with their heritage decorations such as flags and colours. We also had our own medal podium – which had a person on the gold podium, who was covered in photos of our volunteers. This person represented BCWS volunteers and that BCWS believed our volunteers all get gold! Each volunteer after a scrumptious lunch received a certificate, a gold medal and a lapel pin in the award ceremony. Everyone commented on what a fantastic luncheon it was and they thought the coming in heritage colours was a great idea, as they got to know other fellow volunteers and it was a starting point for most conversations.



Engaging with the Community and Promoting Awareness of Healthy Living and White Ribbon Day

In August last year, as a part of members of a White Ribbon Day sub-committee, our Domestic Violence team gave a presentation at Burwood Public School. Our team member presented to our next generation, 'What is Healthy Living?' to promote awareness of healthy relationships and to prevent domestic violence, as well as, explaining 'What is White Ribbon Day?'

Besides attending the school, one member of the team was interviewed by the school's newsletter regarding the presentation which was then distributed out to families through the school's network.

Celebrating Neighbourhood Week

During Neighbourhood Week Burwood Community Welfare Services held a Morning Tea where we invited our neighbours to Celebrate Neighbourhood Week and share with them who we are and how we help the local community. This helped an exchange of information as we were able to find out more about our neighbours.



Educating clients who live in Boarding houses through a Community BBQ

In partnership with Newtown Neighbourhood Centre we held a Community BBQ in Burwood Park on the 12th February. The Community BBQ was an inviting space for residents who live in Boarding Houses it allowed them to find out more information about the services they can access. Centrelink and other agencies also attended to provide information. A sizzling sausage BBQ lunch was provided along with live entertainment.

Nicole our Centre Manager is presented a Pride of Workmanship Award at Burwood Rotary.

In May the Burwood Rotary presented a Pride of Workmanship Award to our Centre Manager Nicole.



BCWS welcomes a Shuttle Bus service 2 days a week

Currently BCWS has access to a borrowed bus 2 days a week. Which allows us to run a shuttle service from the CBD so clients such as those who live with a disability or parents with prams have access to our Centre at least 2 days a week. It is now reflective that with only a shuttle service being run 2 days a week already 19% of our clients are accessing this service.

Our Impact

How many clients accessed our services in 2013/2014

Service	How much did we do?	How are the clients better off
Meals on Wheels	27,323 meals 2834 organised and provided Centre based/ coffee/restaurant meals	Clients are enabled to remain in their homes whilst receiving nutritional meals. Minimises client social isolation and disconnection with community life
Family Support Service	67 families were assisted through a model of prevention, early intervention and crisis intervention	Socially connected to the community, parenting skills were established and the empowering clients were empowered by strengthening their existing skills.
Domestic Violence	4681 individual contacts 1026 new clients assisted at Court to apply for an Apprehended Domestic Violence Order	Clients have been enabled to access appropriate legal representation Clients have been able to put an end to the violence they have been experiencing.
Emergency Financial Relief	971 clients assisted through food, electricity, gas, water and telephone vouchers.	Clients assisted in such a way to empower and encourage autonomy.
Inner West Counselling Service	145 clients have requested counselling	Clients have been offered a safe place to explore their feelings and emotions without judgement in a warm confidential and caring environment.
Skead House Neighbourhood Centre	9488 Telephone calls answered 2274 Visitors assisted 18,000 People representing 17 groups used the Barn	Clients connected to information and services in order to promote community capacity and increase the clients resilience by empowering them. Create positive societal change

Gloria's Story

Gloria is a single mum with five young children aged 3-12. She has recently left a situation of family violence and consequently found the care of her children difficult.

Gloria was referred from a local Aboriginal hostel. Gloria had a strong distrust of government and support services, fearing that her children would be taken away from her.

Inner West Family Support Service ensures that respect for Aboriginal culture and identity is embedded within our programs. The handover of the case to Family Support was well managed. The impact and change of attitude by Gloria toward receiving support was immediate. The rapport established by the caseworker cannot be underestimated in how this family has been positively impacted. The family was linked into the department of housing, steered into attending weekly appointments including private rental inspections and a suitable child care centre for the youngest child was found.

Gloria, through forming a trusting relationship with us has become more confident in dealing with different agencies and government departments. Gloria reported that her experience of the service has been a positive one and that her trust of her caseworker helped her to gratefully accept the support and advice that she was given. She knows that she has a safe place to go should she need support or advice in the future. She has indicated that when the youngest child starts school she would like to start work or undertake some adult education, which will assist her in finding employment.

Brenda's Story

Brenda was diagnosed with breast cancer whilst pregnant with her third child. During the time of our services engagement she was recovering from a mastectomy and had rounds of chemotherapy and radiation. Her husband worked full time and could not take too much time off from work and support her with the new born baby and two older children. Brenda lacked a substantial support network. Whilst recovering from the operation and dealing with her treatment, plus issues around grief and loss she found it difficult to meet the needs of her new born baby and care for her two older children. FSS advocated for Sydney In-Home Care to assist with the needs of the children. This made it possible for Brenda to attend medical appointments and finish her treatment. We linked her into ongoing counselling, and a playgroup. She was also referred into a Cancer Support group, which includes a walking group for women having been diagnosed with breast cancer. She has become a member of the Dragon Boat Club which supports breast cancer survivors and their partners. Brenda reported that she particularly enjoys this activity as it allows her husband to be part of her recovery.

Rachel's Story

Rachel who was a 52 year old female had been kicked out of her home by her partner 18 months prior and had all of her possessions put into storage. In that period she had been in temporary accommodation at times. When her entitlements for accommodation were exhausted she had slept in her vehicle for extended periods.

This was the second time that I met with Rachel for emergency financial assistance within a few weeks. On the first occasion, immediate assistance for food and essential items was given.

On both occasions she presented immaculately for someone who is transient and maintained an optimistic view of her situation. An extremely resourceful individual when it came to planning her future and managing very limited resources to her best ability. The presenting issue on this occasion was the client needed a letter of support from the agency as she had recently applied for access to her superannuation funds under financial hardship criteria that would enable her to pay bond on an apartment, and relieve some financial pressure as she continued her search for employment. Rachel was still sleeping in her car.

In the time since her first visit Rachel had managed to pay the arrears on her storage bills and now had access to her belongings. A letter of support was prepared for Rachel assist with her application to access her super funds.

Rachel was extremely grateful and discussed returning as a volunteer for the organisation when her life had settled down.

Michael's Story

Michael was an elderly CALD gentleman who was referred from the Home Care service had mild dementia and was unable to do shopping or clean his small unit. 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 as well as we referred him to the MOW's service which would deliver chilled meals every day. Michael was so happy and has rang the MOW Service Manager many times to thank us.

Chairpersons Report

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

This year has seen the relocation of our operations to Weldon Street Burwood which has resulted in a challenging and at times frustrating year. Having said that it has been a rewarding year from a social and financial aspect with BCWS continuing to provide a variety of services for the community in the Inner West area. Christine Strachan, the CEO, has outlined in her report BCWS's activities and achievements over the past 12 months. Our activities cover the key service areas of Family Support, Emergency Financial Relief, Meals on Wheels, Counselling and the Women's Domestic Violence Court Advocacy Service. These achievements are a direct result of the support, planning and continuing commitment provided by 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 and, in particular, Burwood Council and the Burwood RSL Club.

As Chairperson I thank Christine Strachan for her support and I also wish to thank the wonderful group of Board members that have been a part of all the progress made during the 2012/2013 and previous years.

2014 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 2014/2015 year.

Teresa West

Treasurer's Report

The 2013-14 Financial Year proved very challenging for Burwood Community Welfare Services Inc. (BCWS) - challenging from the viewpoints of:

- *Inflationary pressures on Salaries & Wages*
- *Settling into Relocated Accommodation*
- *The flooding of the new Premises during the Christmas holidays.*

Hence, against that backdrop, it was very pleasing for BCWS to record a slight surplus for the 2013-14 financial year. Especially as BCWS had previously emphasised the impact our relocation would have on our existing Services.

In addition it was also pleasing to note that the 2013-14 financial year saw significant steps taken towards the goal of an independent transport solution; i.e. a Community Bus. Consequently we would like to acknowledge the generosity of the following groups:

- *Burwood RSL*
- *Lion's Club*
- *Rotary Club of Burwood*
- *Valspar Consumer*

Together these groups have significantly contributed to our reserves, necessary to purchase a Community Bus which will operate between the Burwood shopping centre and Wyatt Avenue. With such continuing support we aim to realise our goal (of providing much needed private transport arrangements for our clients), within the near future.

It is interesting to note that the BCWS financial result for 2013-14 reflected significant efforts in the utilisation of Employee Leave Entitlements. It is hoped that such Leave initiatives, with the support of all management, staff and volunteers, will be similarly adopted during the current financial year to help make the financial results equally successful.

Finally, I would like to commend our CEO, Christine Strachan, the Finance Manager Joanne Stindl and the entire staff for their stellar efforts despite the challenges mentioned above and I look forward to working closely alongside Burwood Community Welfare Services Management Committee in the coming year.

Philip Rogers

Chief Executive Officer

As a community we need to be responsive to people who are homeless not just for moral and social reasons but also for the sake of stability of the entire community

Major David Eldridge (Salvation Army)



It is my pleasure to begin this report by acknowledging my special thanks to the special work and support of BCWSinc Management Committee. They are all very special people who turn up here month after month. I enjoy being with you and working with you immensely. Thank you to all our very dedicated volunteers! Please believe me BCWS would not exist without you, and even though they are not with us anymore my heartfelt gratitude to Shirley McAndrew, Clare Sarks and John Whelan. For the many many years you notched up serving our community with never a thought of self-gain. We miss you dearly. Extra special thanks to the Executive Committee Teresa West, Russ Kenny, Phillip Rogers, and Sharon Laing for your commitment to provide the firm foundations for BCWSinc to continue to serve our community. To all our staff "Thank you" for your dedication, commitment, loyalty, accomplishments and sense of humour in very trying times (like two floods)!

In Australia on Census Night 2011 there were an estimated 105,237 people who were considered homeless. "The homelessness" has risen since the previous Census by 20%. The Australian Bureau of Statistics estimates that most of the increase in homelessness between 2006 and 2011 was due to people living in severely crowded dwellings. I was amazed to find out that our Inner West Area has the highest number of persons in this category e.g.

- supported accommodation for the homeless Burwood/Strathfield (188) Inner City (81)
- Persons staying in boarding houses Burwood/Strathfield (786) Inner City(178)
- Persons living in severely crowd dwellings Burwood/Strathfield (786) Inner City (55)

The ABS definition of homelessness is informed by an understanding of homelessness as 'home'lessness, not, rooflessness. It emphasises the core elements of 'home' in Anglo American and European interpretations of the meaning of home as identified in research evidence (Mollet 2004) these elements include a sense of security, stability, safety and the ability to control living space. Homelessness is therefore a lack of one or more of the elements that represent 'home'. (ABS Website 2014)

It is now nearly 10 years ago that Burwood Community Welfare Services Inc. found out that it would be homeless, all the elements above that define a sense of home we had experienced. I shake my head in disbelief now, as I know many people in our community do also. How did we end up in this situation? Because being homeless is about a loss of dignity, there has been corruption and someone is in the box seat for assessing the very currency of human interaction in our community. While the experiences of homelessness vary and affect people in specific ways, what all advocates for the homeless know is that, the negative knock on effect of homelessness can be catastrophic in relation to vulnerability to abuse. I find its disheartening that as the number of homeless people rise, access to public housing decreases, Women's refuges are evaporating and the inner West continues the march towards an early 21st Century model of gentrification, demonstrated by bulldozers and private apartment developments everywhere. Women in domestic violence are most often forced to leave the family home with their children because it has become a place of danger. Living with tension, aggression and violence damages children's developing brain. This coupled with 'home'lessness and the lack of one or more elements that represent 'home' do not spell out growth, infrastructure and sustainability!

Children growing up in abusive families are most likely to learn behaviours they observe. People experiencing abuse may change the way they think of abuse to make it feel less soul destroying, in this way an attitudinal tolerance is developed to lessen the pain, but this makes it more difficult to recognise the seriousness of the problem. Domestic violence and 'home'lessness is rarely as simple as having nowhere to sleep.

Healthy relationships are one way of educating children and the best window of opportunity for prevention of relational abuse in the future.

Last year was a real challenge for all of us and I ended my report by saying "the challenge exists to make things better" and to those that know me will verify I love a challenge! And I still live in the hope of someone offering us suitable accommodation close to the CBD.

I know you will enjoy reading the following pages about our achievements and activities

Dream Big then take baby steps to make them come true. – Live in Hope! I do

Christine Strachan

Financial Report

BURWOOD COMMUNITY WELFARE SERVICES INC. DETAILED STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30TH JUNE 2014

		2014	2013
INCOME	Note	\$	\$
Grants received			
Department of Health and Ageing -Food Services		259,191	219,359
NSW Family & Community Services- IWFSS		191,669	187,031
NSW Family & Community Services- Skead House /N.C		107,848	105,238
Legal Aid Commission - BWDVCAS		239,986	234,179
Sundry Grants		185,720	174,905
	2	<hr/>	<hr/>
Other revenue		984,414	920,712
Reimbursements		250	3,672
Ashfield Frail & Aged		4,627	-
Bank interest		10,705	11,850
Donations	3	30,715	25,626
Fundraising	3	-	5,089
Cost recovery		55,482	10,284
Food Services		110,503	130,862
Insurance recovery		8,559	-
Sundry Income		2,400	3,669
Total Income		<hr/> 1,207,655	<hr/> 1,111,764
EXPENSES			
Accounting		3,600	-
Advertising		12,388	3,276
Audit	11	8,091	8,000
Bank fees		424	407
Childcare		-	3,605
Cleaning		7,099	3,075
Computer maintenance & consumables		7,621	4,794
Conference & training		3,604	2,747
Consultancy		7,814	19,908
Electricity		7,381	6,988
Equipment repairs & maintenance		2,937	3,075
Growth Project		-	104
Hospitality		2,199	2,493
Facilitation		2,509	13,989
Insurance - Plant, equipment & volunteers		6,425	6,396
Insurance - Workers compensation		21,193	17,619
Meals		113,506	108,761
Memberships & subscriptions		6,106	4,364
Postage		1,271	1,914
Printing & stationery		4,394	6,818
Programmes		39,904	8,340
Replacement of equipment		21,968	2,911
Rent		12,570	10,130
Resources		776	410
Shuttle bus service		230	350
Staff amenities		803	815
Sundry expenses		440	472
Systems development		4,499	-
Telephone		8,096	8,570
Travel expenses		9,526	7,142
Volunteer reimbursements		24,829	23,744
Emergency Financial Relief		88,474	93,245
Wages & salaries		718,304	657,326
Superannuation		66,193	60,292
Employee entitlements		(20,035)	13,942
Website design		5,526	-
Workplace health & safety compliance		4,400	-
Total Expenses		<hr/> 1,205,065	<hr/> 1,106,022
Profit from Ordinary Activities		<hr/> \$ 2,590	<hr/> \$ 5,742

MOW Food Services

Meals on Wheels Service is a Commonwealth Home and Community Care Program (HACC) which 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.

Making A Difference

Meals Service is critically important in supporting our client's nutritional status, including monitoring clients' meal acceptance and consumption, food safety, general health status, and social, emotional and physical wellbeing. The service is aiming to enable our clients to stay at home, be more independent, connected to their local community, to improve their health, wellbeing and quality of life.

Trends In Food Services

Over the past year we have noted that the most common change in clients' preferences was the demand for a range of food choices. This included increasing client demand for greater variety of meal types and choice of meals and flexibility in portion sizes. Clients are also willing to pay more to access quality and choice.

Our service have 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.

In addition to the meal service we are also offering basic community support services such as essential grocery shopping and assistance with on line-shopping, laundry/dry cleaning service, heating and plating meals.

Social Support – Living Longer Living Better

For our clients, a nutritious meal is the most important benefit of having delivered meals, however equally important is the role of our service in supporting our client's social needs and providing a monitoring function, having someone to check on them and having a chat.

Our Social Support Program, Centre Based and Community Restaurant lunches are aiming to reduce social isolation, loneliness and provide information and education on healthy eating, lifestyle and other aged care services and support.

Last year we welcomed the new Italian carers group to our program. The group meet every second Thursday, enjoying a light lunch, each other's company and sharing information. As a part of our campaign Talking Good Health guest speakers were invited to provide information on E-health, osteoporosis and falls prevention, group members were offered free hearing checks and information on hearing programs. In October last year during the carers' week celebrations some of the group members attended the bus outing to Tobruk Sheep Station in Maroota NSW.

Our partnership with the Chinese Australian Service Society has grown over the years and last year the social support program was delivered to over 100 clients for Burwood and Ashfield groups. The group members enjoy weekly gatherings, lunches at the local restaurants and regular gentle exercise classes.

Sustainability

In November 2013 our Meals on Wheels service have formed a partnership with Homebush Strathfield Community Services Inc. to deliver improved consumer focused aged care services. This very effective partnership consolidated operational, administration, marketing and promotion services to provide more cost effective and sustainable meal services to our region. This collaboration will preserve and promote the essence of the local community involvement in shaping the future services for older people that are appropriate and relevant to their needs.



Family Support Service



Australian
Human Rights
Commission

This year celebrates 30 years of Inner West Family Support Service assisting families at risk. Inner West Family Support Service is a community-based service that assists and supports parents in their role as caregivers. Supports can take many different forms depending on the strengths and needs of the family, but our main goal is to help parents enhance skills and resolve problems to promote optimal child development.

IWFSS has caseworkers, from a variety of backgrounds, who support families from all walks of life - ethnic and cultural minorities; single parent families, families facing financial stress or families facing health, mental health, or substance abuse issues. We believe that the best place for children to grow up is in a family and the most effective way to ensure children's safety, permanency, and well-being is to provide services or refer to services that engage, involve, strengthen, and support families.

So, how do we do this?

We work with the family unit to ensure the safety and well-being of all family members, we strengthen the capacity of families to function effectively by focusing on solutions, we work hard to develop a relationship with the family characterised by mutual trust, respect, honesty, and open communication, we provide individualized, culturally responsive, flexible, and relevant services for each family, we link families with collaborative, comprehensive, culturally relevant, community-based networks of supports and services.

In the last 12 months, we have seen an increase in families with domestic violence issues referred to us. There have also been many more families who have been referred through the Emergency Financial Relief program. Homelessness and risk of homelessness is still an ongoing problem. The price of rental accommodation in the Inner West is out of reach of many of our clients. There has been an increase in single dads seeking assistance from FSS.

FSS staff recently attended "Money-Minded" training. The course was developed by the ANZ Bank in consultation with government, community organisations and education experts. The course is designed to assist caseworkers to empower clients to manage their money. Topics include: Attitude to money, Needs and wants, Shopping, Credit cards, Budget busters and Where to go for help.

We at IWFSS, recognise that our families are the experts in determining what is best for themselves and their children. Family engagement is a priority for helping our families achieve their goals. We do this by focusing on families' strengths, engaging families in planning and decision-making, and leveraging community-based services and supports on behalf of 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 assistances to women and children who have experienced domestic violence. Most of the assistances that we provide to our clients occur at Burwood Local Court's Apprehended Violence Order (AVO) List Days. In the past, the Burwood Local Court's catchment area covered four Police Local Area Commands, Ashfield, Auburn/Flemington, Burwood and Campsie. Since late December 2013, Eastwood has also been coming to our local court and we have had the opportunity to work alongside the Macquarie WDV CAS team to provide the most efficient and effective service to our clients.



One of our primary services is to assist women and children involved in AVO proceedings, either applied on their behalf by the Police, known as an Apprehended Domestic Violence Order (ADVO), or applied individually at the Local Court, known as 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 accommodations, especially on court days.

478 of our new clients had children under the age of 16, with a total of 867 children involved.

Due to our local demographics, 56% of our clients in this period were from Culturally and Linguistically Diverse (CALD) backgrounds. The more common languages spoken by our CALD clients include Mandarin, Arabic, Korean, Hindi, Vietnamese and Turkish.



Our team has always been very proactive in raising awareness about family and domestic violence through community activities, such as, presenting at Burwood Public School, the White Ribbon Day Launch at Enfield Public School and having an information stall at Burwood Park during a 'Stop Family Violence' day.

With the current Domestic Violence Reforms being rolled out across NSW, our Burwood WDV CAS team looks forward to embracing the changes that may arise in the new financial year.

Skead House Neighbourhood Centre

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

Neighbourhood Centre's are an extension of this local family support and network. We are a friendly place where clients and community are welcome. Neighbourhood Centres are different from other more bureaucratic services which often only deal with one part of the person because Neighbourhood Centres are from the community. We do not stigmatise or marginalise individuals or groups whose needs are greater. We interregate 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 Week, 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 17 groups used 'The Barn' equaling over 18,000 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 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, 44 women and 14 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-judgmental 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

- Centerlink
- Croydon Adult Mental Health
- Department of Family Services
- Lifeline
- Leichhardt Women's Health Centre
- Max Employment
- Marian Centre
- Mission Australia
- Brighter Futures
- Local School Counsellors
- DV Hotline
- Local Police
- Inner West Skills

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. In the last year we have noticed an increase in homelessness within the clients we assist and that there has also been an increase within homelessness for families who have recently migrated to Australia. Due to the enforced changed rules within Energy Accounts Payment Assistance (EAPA) there has been a decline in EAPA assistance given.

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.



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.

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.

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 provided this service every Friday from 10am to 4pm at Skead House Neighbourhood Centre until the end of 2013 when the program no longer operated.

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 whom are studying counselling, psychology, social work, community services, case management, social welfare and nursing. BCWS provides a range of different services; Emergency Financial Relief, Family Support, Counselling, Meals On Wheels, Domestic Violence Court Advocacy Support and a community hall known as 'The Barn'. 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.); attend meetings (i.e. Domestic Violence Liaison Committee Meeting, Child and Family Interagency Meeting); interact with clients; go on home visits; attend court; and participate in presentations and events (i.e. Festival of Families, Child Protection Week, White Ribbon Day and Volunteer Week).

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

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

Being a student at BCWS (a student's perspective)

BCWS is a unique organisation to experience as a student undergoing placement. It begins with a comprehensive training program that educates and informs us about the people that access the welfare service, our community partnerships, and the history and many functions of BCWS. In addition, students embark on numerous site visits to agencies and organisations in the Burwood LGA to assist in gaining a holistic understanding of our role in the broader community. Each student is mentored by experienced staff as they are gradually introduced to their new found roles at the organisation. Before long we progress into leading roles with clients, becoming more confident and assured in our delivery and decision-making, supported by finely-honed processes within BCWS.

Students come to BCWS seeking professional development and an opportunity to integrate theory into practise as they prepare for entering the workplace as professionals.

BCWS offers more than this simple opportunity, engendering the student to link the explicit organisational values to the application of their skills. Critical thinking and reflexivity is encouraged, and a wealth of support and assistance is always available from the staff and volunteers. Students learn to develop and apply a myriad of skills effectively in the context of a community welfare service.

It is not surprising that many students continue to provide volunteer services to BCWS for many years after completing their placements, a testimony to the ethos of this vital organisation and its continued commitment to nurturing individuals who seek to deliver excellence in the field of social service.





Alf



Shirley



Clara



John

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 Meals on Wheels volunteers also run and organise fortnightly weekly Centre based social groups. The Volunteer Counselling Team is made up from 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 Volunteers on the Executive Management Committee are dedicated to 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 is work that I highly enjoy. It offers me the opportunity to give back to the community and makes me feel like a valued member of a great team."

Says Mark (Our very valued community bus driver and Meals on Wheels volunteer of four years).

Alf Gabriel at the age of 96 reluctantly retired after many many years of dedicated service to the clients of Meals on Wheels. (Thankyou Alf for your beautiful smile)

Volunteering at BCWS provides the opportunity to learn and improve on necessary skills that benefit not only with professional development 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 which provides a further support network and social interaction.

During May of 2014 the BCWS "Gold Medal Luncheon" was held in honour of the hard work and dedication provided by the volunteers. BCWS held the Luncheon which was Olympic themed. We asked all the volunteers to come dressed in their heritage colours. The event had tables with their heritage decorations such as flags and colours. BCWS also had our own medal podium – which had a person on the gold podium, who was covered in photos of our volunteers. This person represented BCWS volunteers and that BCWS believed our volunteers all get gold!



Our Board

Teresa West

Chairman

B.Ec, CA, Dip.Law, M.Tax,
Grad.Dip.Fin.Planning(FINSA)

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.PA (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 with (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.

Robert Cooper

Committee Member

Bob has served his apprenticeship as a sheet metal Worker in 1967. Employed by the department of Defence

(Navy) for a period of 24 years. Bob's other jobs have been varied: Forklift driver, Truck Driver, Sound Engineer, Photographer, Building Maintenance Engineer, Bus driver and warehouse Manager. Bob currently volunteers two days a week in the Neighbourhood Centre as a Handyman.

Dr Sharon M Laing

Honorary Secretary

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

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

Judith Osborn

Minutes 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.

Heather Gough-Fuller

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

Committee Member

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

Dr Raj K Dixit

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

Committee Member

Joined the BCWS in 2005. Dr Raj held the position of Principal at the Army School Northern Command Jammu & Kashmir, India; Principal 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 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.

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.



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

Faye & Smrity : Inner West Domestic Violence Court Advocacy Service Manager

Professional team

Aga

Damien

Derek

Ely

Elaine

Euna

Giang

Janette

Jenny

Kate

Kate

Maria

Melissa

Nadia

Suzie

Suzy

Yao

Volunteers

Adrian

Aga

Alex Karyasi

Alfred Gabriel

Andrew Partsis

Annie Cheng

Antonio Gentle

Baharti Patel

Binta Diallo

Catherine

Charles Lee

Chris Oconnor

Clem Walsh

Diane Dalla-Bona

Dimitri Kisiakov

Elizabeth Harpley

Elle

Elma McRae

Evy Surjadi

Faye

Giang Nguyen

Gordon Lai

Greta

Iris Yip

Ivon Delgado

Janet Moreland

Janet Young

Jenny

Jenny Lim

Jessica Mawey

Jian Huang

Jo

Joe Crisci

John Whelan

John Sofianos

Julia Kalpana Ravichandran

Ken Ho

Kim Tirkamal

Loletta

Lyn

Margaret Johnson

Mark Kenny

Mary McNally

Mary Simon

Maureen Sales

Melissa

Michele

Michael Apollora

Monika Incekains

Monica Horvat

Nathaylia

Nerine

Noemi Romero

Norma Smith

Pam

Paul Field

Peta Powrie

Peter Andrews

Peter Hunt

Peter Macke

Prisca

Rachelle

Robert Cooper

Ron Ball

Rui

Rumiko

Samiha Rashed

Santina Costanzo

Saira

Sergio

Shirley McAndrew

Safia Constatino

Stephen

Tegan

Victoria

Wayne Cooper

William Hunter

Yoko Kiyonari

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



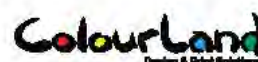
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Burwood Child & Family Health Centre
Burwood Council and Staff
Burwood Court and Staff
Burwood DVLOS
Burwood Family and Community Services – Housing
Burwood Plaza Management
Burwood primary
Burwood RSL & Board
Campsie DVLOS
Canada Bay Council
Cara House
Carers Association
CatholicCare
Centrelink Burwood
Claffy House
Croydon Child & Family Health
Croydon Child & Adolescent Health
Croydon Mental Adult Health
Derek Simmonds, Consultant & Clinical Psychologist
Department of Energy, Utilities and Sustainability
Domestic Violence Liaison Committee
Drummoyne Community Centre
Enfield Primary

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

Continue to create a caring, inclusive community and a just society for lasting social change

We continue to deliver social support, programs and services to our local communities. Over the last 12 months we have increased access and the range of our services to meet the demands. We have identified that a gap within our Services is access to the Centre. In order to mitigate this gap, we have incorporated a shuttle bus service twice a week allowing clients travel to and from the CBD. We plan to continue our work with a strong focus on BCWS's four strategic platforms:

1. Results in Communities

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

2. Growth, infrastructure and sustainability

This strategy is to ensure all the work (both systems and people) we plan to conduct and complete will breathe new life. BCWS will look after our staff by providing training, learning and development and effective leadership skills. Our staff will be aligned with vigorous business processes, including appropriate governance structures, best practice change management skills and also technology

3. Building partnerships and collaboration

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

4. Innovation and improvement

We will construct initiatives and programs that provide solutions which will address social injustice and inequality. Our clients come from very diverse backgrounds, represent many nationalities and range in age up to the nineties. They also face a range of challenges including disability, parenting with minimal support, domestic violence, homelessness and mental health issues. Innovation is about taking action when we can see a better way and addressing the gaps within services.

Our Challenges – Project Bus

In the last 12 months in order to reach and fulfil our four strategic platforms we need clients to be able to access our services. In January 2013 BCWS had no choice but to move from its central location within Burwood CBD to a more remote premise which is no longer within Burwood CBD. Our new premises are not located close to public transport.

Since our relocation visitors to the Centre have dropped dramatically. We are currently borrowing a bus twice a week in order to conduct a shuttle service, however the communities demand for a bus is much greater than what we can provide without a BCWS owned bus.

6 reasons why BCWS needs their own bus

- To increase access to BCWS (which has decreased significantly since the move)
- To increase volunteer participation within BCWS. BCWS have had a decline in volunteer participation due to our location. BCWS relies heavily on volunteer participation to deliver its service. -)
- To support people living with disabilities, elderly and mothers with children at accessing our facilities.
- To minimise social isolation within the community by providing social outings for people in need.
- Providing consistent and reliable service to the community (which we cannot do while dependant on the Council's bus)
- To be able to establish a regular foodbank run in order to provide food parcels to those in need within the local area.

In the last year it is averaged 19% of clients visiting the Centre have used the shuttle bus. As the bus has become more advertised it's as high as 44% (within the month of May) of the weekly clients are using the bus. This is only running a shuttle service two days a week. Imagine how many clients we could assist if BCWS had their own bus.

"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"



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WELFARE
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