

# 2016

*Embracing Change - Delivering Continuity*

# 2017

*Annual Report*



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



# Chairperson's Report

It is my great privilege to once again present the Chairperson's Report on behalf of the 2017 Management Committee for Burwood Community Welfare Services Inc. (BCWS).

This year has had many challenges. Having said that, it has been a rewarding year from a social 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 the achievements and activities over the last 12 months. Our activities cover the key service areas of Family Support, Emergency Relief, Food Services (MOW), Counselling, and the Women's Domestic Violence Court Advocacy Service. These achievements are a direct result of the support, planning and continuing commitment provided by Christine, her staff, students, volunteers and the Board of BCWS.

I would like to acknowledge their work, and the work of Christine Strachan 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.

Thanking Burwood Council for their continued annual rental support. This is a significant contribution for which we are extremely thankful. Thanking Burwood RSL for their donation of an ex-patron transport vehicle to help with transporting visitors and clients to and from the CBD. 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 2016/2017 period and in previous years.

The ongoing funding issues and Government initiatives in the community sector will make 2018 a challenging year. This has placed increasing pressure on BCWS for assisting the community, which means we need to work harder in attracting funding and donations.

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 2017/2018 year.

**Teresa West**

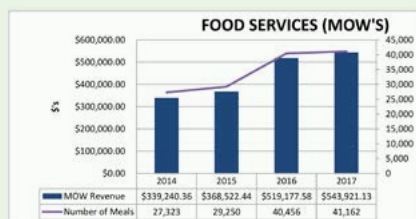
# Treasurer Report

The 2016 - 2017 financial year was a productive and rewarding one for BCWS. Our services were in continual demand by various sectors of the community and we were able to meet the challenges this presented, with thanks to Joanne the Finance Manager and the extremely dedicated staff of BCWS with the continuing generosity of our many supporters. A few aspects of this financial year are as follows:

Total Income for 2017 was \$1,389,410 an increase of 5.5% above last year.

Expenses at \$1,393,532 increased by 5.8% over the prior year.

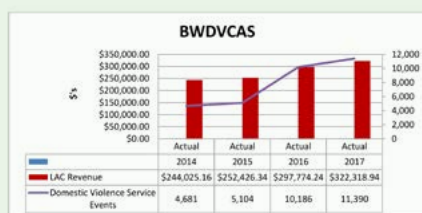
Overall BCWS incurred a small deficit of \$4,122.



The graph below shows Food Services (MOW'S) revenue and activity for the past 4 years. There has been a marked increase in revenue driven by an increase in our activities.

Further there has been a dramatic increase in domestic violence activity particularly post Rosie Batty's advocacy which helped shine a light on this serious societal issue.

The increase demands from the local community for assistance in these two primary functions has been the reason for expense increases particularly salary and wages.



Accumulated funds amount to \$114,572 Cash reserves of \$462,689 includes \$69,549 for funds to acquire a new bus with wheelchair access. The Committee plan to expend these funds in the 2018 financial year. This financial year saw \$38,228.78 being raised towards the acquisition of the bus (2016 \$13,760.20, 2015 \$19,695.64). We were fortunate this financial year to receive a grant from the Federal Government of \$20,000, as part of their 'Stronger Communities' program. Further, BBQs were held at Bunnings raising funds for the bus and the fundraising efforts were given an added boost by a social media campaign, "Go Fund Me Page" with an anonymous donor matching all donations made on this page.

The generosity of so many sectors of the community, individuals, Federal and State Governments, Burwood Council, community organizations such as Rotary Burwood and other community groups such as Burwood RSL cannot go unmentioned and without their support, generosity and community spirit BCWS could not continue to provide the same level of services it does.

**Keith Shelvev**

# Chief Executive Officer's Report



**EVERYONE THINKS OF CHANGING THE WORLD, BUT NO ONE THINKS OF CHANGING HIM OR HERSELF.**

Leo Tolstoy



## **BUT EVERYTHING IS NOT BLACK AND WHITE**

*In human dynamics one of the basic facts of life is, people do not like change. However, change whether imposed or chosen is a fact of life in organisations like ours. In the last couple of years we have seen dramatic funding cuts which have impacted on all our services especially our Emergency Financial Relief Service to the point of nearly disappearing altogether. This service no longer meets the needs of our clients. There are many reasons for the financial instability that plague our sector and to describe it as somewhat "complex" is an understatement. But, if we changed our way of looking and could see money as a tool rather than as trouble, we might get closer to financial sustainability. So, the way I see it now, is, that BCWS is faced with a major issue, HOW we introduce this new way of thinking and get everyone on board.*

*To me, we have to move away from a welfare mentality and be pro-active at a committee and operational level, we have to have a business relationship and learn from the corporate and the For-profit world. A smart, well-executed money strategy could be instrumental to achieving this vision, instead of hoping and praying that enough money will show up. Also, it's not enough to simply have a great financial strategy on paper. There needs to be investment in the structure, to develop a new income stream or expand an existing one. This is not achievable unless money is fully embraced as a critical conduit to the change being sought. At the moment we don't have the resources, but we do have the knowledge that we can and do impact people's lives.*

*I have learnt many things about leadership as a CEO, some from the direct insights and wisdom of my students and staff, some from watching and listening to others and some from educational learning and some from my own mistakes and experiences. Just one issue is constant, we all want to make the world a better place to live in. We want to make change by creating a better life for all, - in order to try and achieve this, I have had to change my own views and perceptions about how we should run as a business, and what being a charity is all about. The fact of the matter is charities are the poor cousins and treated differently and in many cases are not even seen as a business.*

*Earlier this year we worked hard on submitting an Impact Investment submission that would have provided \$50,000 for us as NFP organisation to buy specialised capacity –building support from a provider to prepare (us?) for securing an impact investment. An impact investment –readiness growth grant would help pay the legal, accounting and other advisory services needed to prepare our business to raise external capital. (We were not successful with this one).*

*Many organisations are prisoners of their past- the more successful that past, the harder it usually is to make the changes. This is how it has been for us. However, our clients and the market do not care about an organisations past or its legacy issues or constraints. We have reached a plateau because we cannot find the right advice, support and funding needed to take BCWS Inc. to the next level.*

*At this point I would like to thank Joanne Stinidl to her commitment in her role as Finance Manager at BCWS Inc.,. In this demanding position she has had to deal with time sensitive mandatory deadlines and work collaboratively with the Executive personnel on crucial issues concerning finance and budgets that underpin the very livelihood of our Centre.*

*At this point I would like to thank our dedicated Management Committee. Your willingness to share both your time and your talent by volunteering on our Board speaks of your great generosity and through the years this has had a profound and lasting impact on me as a person and as an employee. Thank you.*

*To our wonderful volunteers, when you volunteered, you made a commitment to share that most precious of all resources – your time. And because you care, that makes the greatest difference in the lives of all our clients, who are touched by your generosity. Tonight I want to let you know just how much your dedication is appreciated and to make sure that everyone at Burwood Community Welfare Services is forever grateful to each of you. Whether you are a long-time volunteer or if you got involved fairly recently, and regardless of how many hours you choose to give, it's important for you to know that what you do, makes a difference. Thank you.*

*To my staff and students, this year has been tough one, and I know I am not the only one who has felt the effects of ill health. My words, of how appreciative I am, of the hard work you do, can never be enough to praise your dedication. Thank you for your passion and your support. You have really made a big difference in the lives of so many in this community. Well done.*

*Next year, 2018 I have been with BCWS. Inc for 40 years. This will be my last AGM report as the CEO of BCWS Inc.*

*So what happens now will take organisational energy – and collective motivation. Enthusiasm and intense commitment will be the crucial ingredient for a successful transformation over the next year. Now, I will retreat into the background gracefully while encouraging my successor to become more and more successful in the job.*

*Please enjoy the following report about a wonderful place and wonderful people, and remember everything is not black and white.*

**Christine Strachan**

October 2017.



# About Us

***The aim of Burwood Community Welfare Services Inc. 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.***

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 Neighborhood Centre Building at 45 Belmore Street, Burwood was literally sold from under us. BCWS relocated to Wyatt Avenue, Burwood 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 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.

In August this year that changed for the best for our clients, offering transport on a needs basis with a gift of an ex-club patron vehicle from Burwood RSL Club. This has given us the opportunity to transport our clients to and from the CBD when needed, although this vehicle does not have mobility provisions, it has been extremely helpful.

Burwood Community Welfare Services Inc. (BCWS) is an incorporated, registered charity and multipurpose, multicultural Neighborhood Centre. This 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. For the last 38 years we have supported those experiencing poverty, distress and hardship.

Many of our services have been 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 in seeking to develop services to meet the needs of the community, where there is no other equivalent service provided in the area.

What BCWS does is best described by our:

## MISSION

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



## Compassion

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

## Respect

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

## Integrity

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

# Our Values

## Partnership

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

## Participatory Community Management

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

## Accountability

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

# Our Highlights

## Christmas Luncheon for Survivors of Domestic and Family Violence

*A single mother who suffers from a range of complex mental health issues including ongoing Chronic Post Traumatic Stress Disorder, has 2 daughters was supported in finding stable affordable accommodation by Family Support Services. The mother and her daughters attended a luncheon especially for families who had fled a domestic violence situation.*

*It was very heartwarming to see the smiles on the faces of both mother and her kids when we presented them with Christmas gifts. They were overjoyed by the generosity of people in the community and said it was their best Christmas ever*

*A free luncheon was provided by Outback Steakhouse and we were able to organise with other Domestic Violence services in the community (including refugees) to invite Women and Children, who are survivors of Domestic and Family Violence (DFV), to help brighten up their Christmas season during a challenging period in their lives. The children that attended had a wonderful time with Santa, Policemen and Firemen.*

## Parenting Program

*There is no denying the benefits of the Burwood Community Welfare Centre to all the parents engaged with, but this is particularly true for two parents recently.*

*One of them is a new migrant father who had been reluctant initially to attend parental training. Thinking it was only for "bad parents", he was very hesitant in joining the program. However, our persistent efforts of reassuring him that parental program is beneficial to everyone, were successful, as eventually he decided to attend.*

*He now actively investigates parenting programs and believes he is a much better parent to his 3 children!*

## Tuning in to Kids Emotionally Intelligent Parenting

*Tuning into kids was run at BCWS to encourage growth emotionally and Develop mentally capable kids.*

*Spend quality time with your child, to help better manage behavior problems, communicate better with your child, help your child to learn to cope with their emotions and teach your child how to deal with conflict.*

*Tuning in to Kids shows you how to help your child develop emotional intelligence. Children with higher emotional intelligence: have greater success with making and keeping friends have better concentration at school are more able to calm down when upset or angry tend to have fewer childhood illnesses Emotional intelligence may be a better predictor of academic and career success than IQ! This program was a well-received program run at BCWS.*



## Fundraising for New Community Transport Vehicle

*Funds were raised for the purchase of a new shuttle bus to transport our clients to our Centre and to the Burwood CBD. This fundraising was done over a 3 year period with various fundraising events and programs. The purchase of the shuttle bus has not happened as yet, as we are still assessing quotations for the best possible outcome.*





## Play Group – Minimising Social Isolation within the Chinese Community

The Family Support Service ran playgroup on Monday at Ashfield and Wednesday at Burwood encouraging participation and involvement by children and carers from all cultures. BCWS values all carers' contributing to families and the community, especially families with Chinese cultural background, with Grandparents sometimes being the carers of their grandchildren and socially isolated from people in their community. This helps with bringing the community together to share morning tea, socialise, have fun and make connections. We encourage more families to join us.



## Join the Dots – Art Therapy Program

BCWS has held two 6 week Art Therapy programs for seniors over the age of 55 years.

During the sessions a variety of materials were used with intent on expression of feeling, emotions, thoughts and self-reflection. The program has been successful in attracting word-of-mouth group participants with an overall success.

## More than just a Meal

Inner West Meals on Wheels not only provides residents with meals, but a friendly face. The difference a conversation can make to someone's life, who may be confined to their home, not have a social network or who don't have family to rely on, can be so beneficial. Having a chat with a friendly face who does not mind taking a bit of time to engage and is welcoming can sometimes be the only contact a person may have throughout their whole day.

Some of our volunteers at Meals on Wheels have been volunteering with us for five, ten, fifteen years or more, they are dedicated, and understand the difference they are making in someone's life.

Our volunteers are at the heart of what Meals on Wheels do, we cannot thank them enough for the help they provide and the smiles they give and receive.



## After the Storm- Self Empowerment Program

After the Storm for victims of Women's Domestic Violence has been organised by BCWS and is a beneficial tool for connection, practical information, learning, development and exploration. The program has helped empower survivors to navigate strategies in their life after a troubled separation. We have had women who have completed this program with feeling more aware of who they are and what strengths they have, organised, communicative, legally informed and have formed new friendships and networks.

## Within the Mirror

Within the Mirror is a six week program designed for youth on self-image, body image, and ways to feel better about yourself and how to cope with stress. Helping our future adults cope with changes in their lives and ways to reflect on the positive, and work on the negative aspects of the way they may feel about themselves.

# Our Impact

*How many clients accessed our services in 2016/2017*

Service	How much did we do?	How are the clients better off?
Meals on Wheels	<p><b>41,162</b> delivered meals.</p> <p><b>2,745</b> organised and provided centre-based/café/restaurant meals.</p>	<p>Clients are enabled to remain in their homes while receiving nutritional meals.</p> <p>Minimises client isolation and disconnection with community life.</p>
Family Support Service	<p><b>189</b> families were assisted through a model of prevention, early intervention and crisis intervention.</p>	<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	<p><b>10,694</b> individual contacts plus 4,985 unanswered calls to referrals received.</p> <p><b>2,418</b> new clients assisted through the service with additional 1,780 children involved.</p>	<p>Clients are more aware of the signs of Domestic Violence.</p> <p>Clients have been able to take steps to end the domestic violence that they have been experiencing.</p>
Emergency Financial Relief	<p><b>201</b> clients were assisted through food, electricity, gas, water and telephone vouchers.</p>	<p>Clients assisted to deal with a crisis situation in such a way to empower and encourage autonomy.</p>
Inner West Counselling Service	<p><b>144</b> clients requested counselling and were responded to.</p> <p><b>44</b> clients utilised the Counselling Service.</p>	<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	<p><b>7,952</b> telephone calls answered</p> <p><b>4,206</b> visitors assisted. People representing 23 groups used the Barn.</p>	<p>Clients connected to information and services in order to promote community capacity and increase clients' resilience by empowering them.</p> <p>Create positive societal change through social engagement.</p>



# Our Stories

## *Lina's Story*

*Lina, a thirty year old single mother of two young children aged 3years and 6 months was referred to BCWS because of the domestic violence and abuse she suffered by her ex-partner. The police were involved in Lina's case and an AVO was put into place. As a result of the domestic violence, Lina suffers from PTSD and trauma based depression and anxiety. She has no extended family in Australia who can help her by providing social support. Together with speaking poor English, Lina is unable to cope with the demands and pressures of work. She receives no financial support from her ex-partner. Consequently, Lina relied upon Centrelink benefits as her only source of income. Most private rental accommodation is unaffordable for her. Family Support Services helped Lina to find suitable housing. They also helped Lina with child care arrangements so that Lina could attend classes to learn English.*

## *Peter's Story*

*Peter is a single parent with 4 children who is experiencing financial stress. Peter and his children were living in his parents' very overcrowded 3 bedroom home. The Family Support Service assisted Peter to find suitable, affordable housing and also referred him and his children to appropriate services to help them to cope with the trauma of losing their mother and their family home. The service also advocated on the family's behalf with Centrelink to ensure that all relevant entitlements were accessed. This facilitated a level of financial stability for the family.*

## *Kati's Story*

*Kati needed to spend time in hospital, after the difficult delivery of her second child. Even though Kati's parents did support her, because of their age, it was difficult for them to manage a 2 year old for four days a week. The Family Support Service was able to negotiate more days at day care for the older child. The family of four is now thriving and the 2 year old loves her time with her baby brother because mother is calm and able to spend quality time with both children.*

# Financial Report

## BURWOOD COMMUNITY WELFARE SERVICES INC. DETAILED STATEMENT OF COMPREHENSIVE INCOME AND EXPENDITURE FOR THE YEAR ENDED 30TH JUNE 2017

	2017 \$	2016 \$
<b>INCOME</b>		
Grants received		
Department of Social Services - Food Services	-	267,224
Department of Health - Food Services	329,341	72,250
NSW Family & Community Services- IWFSS	206,005	201,176
NSW Family & Community Services- Skead House /N.C	115,914	113,197
Legal Aid Commission - BWDVCAS	308,223	276,998
Sundry Grants	<u>111,355</u>	<u>53,524</u>
	1,070,838	984,369
Other revenue		
Reimbursements	331	8,143
Ashfield Frail & Aged	2,250	3,000
Bank interest	4,292	7,559
Donations	30,443	22,786
Fundraising	19,033	29,978
Rent - Burwood Council contribution	53,006	52,680
Rent - other	1,062	5,574
Food Services	202,699	193,030
Insurance recovery	-	7,352
Sundry Income	<u>5,456</u>	<u>1,865</u>
<b>Total Income</b>	<u>1,389,410</u>	<u>1,316,336</u>
<b>EXPENSES</b>		
Accounting	6,050	4,930
Advertising	3,985	10,130
Audit	4,580	4,200
Bad debts	-	6,938
Bank fees	1,313	1,362
Childcare	-	1,519
Cleaning	7,313	9,580
Client expenses	830	1,271
Computer maintenance & consumables	3,196	11,474
Conference & training	3,996	7,014
Consultancy	12,502	14,263
Depreciation	2,406	3,437
Provision for uncollectability of debts	(5,967)	12,872
Electricity	8,200	7,232
Equipment repairs & maintenance	4,251	5,054
Hospitality	791	599
Insurance - Plant, equipment & volunteers	6,164	6,577
Insurance - Workers compensation	15,575	14,530
Meals	182,674	171,691
Memberships & subscriptions	4,715	3,338
Postage	1,873	1,932
Printing & stationery	15,526	11,530
Programmes	46,881	4,432
Provision for unexpended programmes	44,525	26,150
Provision for replacement of equipment	-	(31,000)
Replacement of equipment	3,030	7,949
Rent- Wyatt street, Burwood	53,006	52,680
Rent - room hire	1,450	744
Shuttle bus service	-	940
Staff amenities	2,849	1,554
Sundry expenses	7,323	6,290
Telephone	10,906	11,491
Travel expenses	10,278	8,992
Tree of Joy	-	70
Volunteer reimbursements	31,618	28,668
Wages & salaries	803,767	766,005
Superannuation	75,813	71,211
Employee benefits	20,814	49,336
Website design & maintenance	<u>1,299</u>	<u>336</u>
<b>Total Expenses</b>	<u>1,393,532</u>	<u>1,317,321</u>
<b>Profit from Ordinary Activities</b>	<u>\$ (4,122)</u>	<u>\$ (985)</u>

# Inner West Meals on Wheels



## *Commonwealth Home Support Program (CHSP)*

Funded by the Australian Government, this Commonwealth Home Support Programme provides a range of entry-level aged care services for older people who need assistance to keep living independently at home and in the community.



The aim of the programme is to help older people live as independently as possible – with a focus on working with you, rather than doing for you. It is about building on strengths and abilities to help them remain living independently and safely at home. The program is for people aged 65 and over (50 years and over for Aboriginal and Torres Strait Islander people).

*More than just a meal*

## *Our Service*

**43,907 meals,  
324 clients,  
12,710 deliveries,  
57 volunteers**

Inner West Meals on Wheels service delivers healthy, nutritious meals to client's homes. We offer hot, chilled and frozen meals. We provide meals to suit client's personal requirements and can accommodate specific dietary needs, cultural and taste preferences. We work in partnerships with Home Care Package provides to offer clients greater choice and control over the support they receive.

Our focus is on wellness and independence to help clients remain living at home, improving quality of their life, monitoring health and well-being. The service offers social interaction and a friendly chat, monitoring and referral to other services.

## *Our Team*

Inner West Meals on Wheels service staff are trained professionals who take pride in delivering high quality service. Our staff have relevant qualification and training such as Aged/Community Care, Food Safety certification, current Police check and First Aid certification. Meals are delivered by dedicated, professional well trained volunteers.

## *Volunteers Give More*

The Giving Australia 2016 research showed those who both volunteered and donated money to charity gave an average donation of \$1,017.11, compared to an average donation of \$536.69 from non-volunteers. On average, volunteers gave 134 hours of their time or about 2.5 hours a week. Food Services (IWMOW) volunteers donated over \$8,000 to the service last year.





# Inner West Family Support

*Inner West Family Support Service assists parents in their role as caregivers. We work with the family unit to ensure the safety and well-being of all family members using a family-centered practice. We believe that the best place for children to grow up is in a loving family and the most effective way to ensure children's safety, permanency, and well-being is to provide services that engage, involve, strengthen, and support families.*

*The services we provide to families take different forms, depending on the strengths and needs of the family. Our main goal is to help parents enhance their parenting skills and resolve problems to encourage ideal child development.*

*We assist many diverse families;- from ethnic and cultural minorities, families facing health, mental health or substance abuse issues, financial crisis , family violence etc. Many of the families who are referred to our service are in jeopardy of homelessness. There can be resistance to moving out of the Inner West to cheaper accommodation because the Inner West is where the children go to school, where their doctor, psychologist and often where their social and support network is.*

*Caseworkers strengthen the capacity of families to function effectively by focusing on solutions. They engage, empower, and partner with families throughout the decisions- and goal-making processes, allowing the family to take the lead.*

*We pride ourselves in developing a relationship with parents that is characterised by mutual trust, respect, honesty, and open communication.*



*Mary has escaped severe domestic violence and was diagnosed with Post Traumatic Stress Disorder (PTSD). Her 2 children 9 and 11 years were traumatised and didn't want to see or have contact with their father, however, the mother felt pressured to let the children visit their dad.*

*The main goal for the Mary and caseworker was to build her confidence and empower her to get herself out of this situation. Trauma counselling was arranged for both mother and the children and accommodation subsidy through the Department of Housing.*

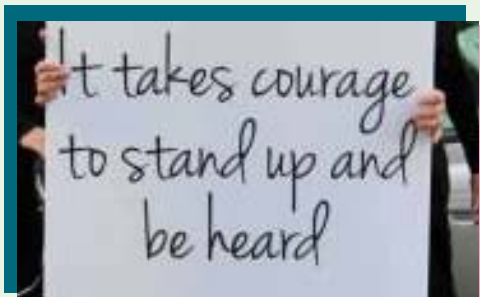
*Mary and her children worked collaboratively to resolve their crisis. IWFSS supported her to take the first step towards regaining her confidence and courage. The perpetrator was contacted and told that Mary was not going to send the children from now on, because they didn't want to visit him. Her second courageous step was to attend the 'After the Storm' program – an empowerment course to educate her on the causes and effects of domestic violence and also to learn about her legal rights in protecting her children.*

*She now has a secure a job in her desired industry and the client's file was closed certain that this family has a bright future ahead!*



# Burwood Women's Domestic Violence Court Advocacy Services

*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 are experiencing domestic violence. Most of the assistance that we provide to our clients occur 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 Gladesville. As Ryde Local Court is currently not sitting, our service has been provided with the great opportunity of working alongside the Parramatta (formerly, Macquarie) WDV CAS team (whom assist the Gladesville 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 on their behalf by the New South Wales Police Force or applied 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 information about Domestic Violence, even if there are no court matters; emotional support; providing a safe place at the court; providing information about the court process; advocacy and referrals to access legal representations.*

*With the roll-out of the Domestic Violence Justice Strategy in July 2015, the service has been inundated with referrals from the New South Wales Police Force. An automatic referral is made to the service (or other WDV CASs across the state) for any Domestic Violence incident attended to by Police, either*

*reported to Police at a Police Station, or if the Police were called out to an incident.*

*In this financial year, the service made 9,198 in Outgoing Calls alone, on average, 176 calls per week.*

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





# Skead House Neighborhood Centre

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

*Throughout life, sometimes people are faced with problems. If possible, they can turn to family, friends or neighbors. The neighborhood Centre can be an extension of that support, in and instance where the individual does not have support, we can help the client find that network and give them a sense of belonging and part of our community.*

*The service that we offer is to help the individual in not only one aspect of their need, but utilise services and resources to cover many underlying issues. This gives the individual access to the many resources and support that they may not be aware of in their community.*

*Skead House Neighborhood Centre is a community based Incorporation providing a range of information, referral and support for the people of The Inner West, (Burwood, Ashfield, Strathfield and Canada Bay). We also have individuals calling and visiting our Centre from outer areas, who are never turned away. This is mostly due to other Centres referring to our Centre in the belief that we still receive Emergency Financial Relief.*

*Skead House Neighborhood Centre is a member of the Local Community Services Association (LCSA), a peak body for Neighborhood and Community Centres in NSW. We work in the community hub to meet the needs of our community. We do this through such things as Neighborhood day and Volunteer week. We work in partnership with many other organisations to assist in promoting community awareness.*

*BCWS community hall is also known as "The Barn" is offered to the community seven days a week from 8:00am to 9:00pm. "The Barn" was utilised and enjoyed last year by 23 groups, consisting of 18,469 people. We welcome your enquiries to run a non-for-profit group for social or education purposes.*

*Neighborhood Centres and the Community that are part of, believe that taking action locally can affect the issues locally and can help influence positive and wider change and development.*



**Working Together can influence positive and wider  
Community change**





## Inner West Counselling

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

*Counselling at our Centre is conducted professionally and is available for individuals to receive generalist counselling for coping with specific changes in life that may be challenging. Seeing a generalist counsellor at our Centre can help resolve a crisis, reduce some stress life, with helping to develop goals that can be life changing.*

*Counselling can also assist with helping you with resources for future problem solving, which may empower you for future challenging circumstances or issues.*

*With assistance given this year-to-date was 144 clients being responded to and 44 clients attending and committing to counselling. Being A Generalist Counselling service, our fees are based on a sliding scale, offering clients, who may not be financial a chance to take part in this service.*

*The counselling service is offered in a professional and private space with responding to client enquiries promptly. This is conducted by talking to the potential client over the phone to be informed what the clients requirements are for counselling. This can then be responded to either through our counselling service or referred on to the appropriate specialist counsellor.*

***Self-referrals*** are received internally from our BCWS website, Women's Domestic Violence Court Advocacy Program, Welfare Relief Assistance Program, Inner West Counselling Brochures, Burwood Community Services Directory and personal recommendations.

***External referrals*** are received from agencies who know and trust our services;

- Barnardos
- Burwood Housing
- Catholic Care
- Chinese Australian Services Society
- Croydon Mental Health
- Relationships Australia
- Chinese Australia Services Society
- Local GP's
- Local Women's Refuges
- We All Care
- Share the Dignity

- Department of Family Services
- The Domestic Violence Hotline
- Exodus Foundation
- Headspace
- Lifeline
- Newtown Neighborhood Centre
- Salvation Army
- Women's Counselling Services
- Local Police
- St Vincent De Paul
- Uniting Church Burwood

*Counsellors have supervision at our center and we would like to thank Sharon and Zina for facilitating our peer group sessions for our Counsellors.*



# Welfare Relief Assistance Program

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

*The Welfare Relief Assistance Program (WRAP) is directed at assisting vulnerable people within our community. The service operates on a solution focused, person Centreed approach to give the client the assistance with resources, referrals, and advocacy they require.*

***“Assistance is given to empower the client and encourage autonomy”***

*The people that come to visit our Centre are from diverse backgrounds and are reaching out, they may be vulnerable for their presenting circumstances, but have come into the Centre seeking assistance, which has already shown a strength in their approach to attending to their current issues or circumstances.*

*An empathetic approach to empowering the individual when faced with complexed challenges can have the client leaving our Centre with a new sense of control. We work in conjunction and partnership with other services to maximize the resources that can be offered to the client.*

*The challenges that may present in our community Centre are disabilities, parenting with minimal support, family and domestic violence, homelessness, financial hardship, lack of food and basic needs, mental health issues or counselling. Some of the individuals may need short term immediate assistance or short term case management.*

*We are no longer able to help our financial disadvantaged community with food or basic needs from our Centre immediately, but we do utilise our partnerships with other services to assist the client. This is sometimes difficult for clients who have been sent to our Centre for assistance with food or shopping vouchers for basic needs, only to be referred on, having to pay for more travel expenses to access this need.*

*Some of our clients have come from outer areas of the Inner West and have used the little money they have left to travel to our Centre, only to be referred on.*

*We always try and alleviate some anxiety for the client “My apologies for not being able to assist with food or financial assistance due to our Organisation not being funded, BUT we can offer assistance with Advocacy, filling out forms, (EAPA) vouchers to help with your energy bill, we can offer you Phone charge cards and help with your Telstra bill.*

*The resources utilised from working in conjunction and partnership with other services has allowed us to be resilient, resourceful and connected to having the client feel like they have been listened to and assisted in a positive empowering way.*

## Tax Help Australian Taxation Office

*Tax Help is a network of community volunteers who help people complete their tax returns. This is a free service that offers confidentiality by trained volunteers and is on offer every July-October for people who have a tax return for \$50,000 or less annually.*



# Other Services Offered Through BAWs

## Share the Dignity

Share the dignity have been working in partnership with Skead House to offer Handbags to survivors of Domestic Violence at Christmas time. Share the Dignity have also assisted with personal items which have assisted with Inner West Food Services clients. (IWMOW)

## We All Care

We All Care provide support in so many areas, they have worked in partnership with Skead House and all it has to offer. We have contacted We All Care on occasions to help with clothing for individuals going for new jobs, donations of soft drinks for fundraising, gift bags for Father's Day and Mother's Day, as well as survivors of Domestic Violence. We value the partnership we have with We All Care and look forward to working with them in the future.

## Uniting Church, Burwood

Uniting Church, Burwood has been working with Skead House in partnership for clients that are in need of emergency relief and financial assistance. We are no longer funded to accommodate our clients for assistance in this area, and when we need to call for referral, the Uniting Church is always accommodating and reliable. We are grateful for their assistance and reliability.

## St Paul Anglican Church

St Paul Anglican Church have been working in partnership with Skead House with clients that are in need of food and emergency financial assistance that we are not funded for. We have sent many clients to get assistance and have always been offered the help and assistance that we no longer can provide. We are thankful for this partnership and look forward to working together in the future.



## Men's Shed – Burwood

The Men's Shed have been a great help to our local community with helping men have a place to go when they are feeling socially isolated, depressed and lonely. The Men's Shed has offered us many things along the way to help us out as well. We have enjoyed being in partnership with the Men's Shed and look forward to working alongside in the future.



# Our Volunteers

*At Burwood Community Welfare Services Inc. Volunteers are a crucial necessity to running the daily tasks that keep the service running smoothly.*

*Our volunteers assist in Reception Duties at the Front Desk, with offering Customer service to the people visiting and utilising our Centre and the service, as well as helping with events and programs, Food Services deliveries, Administration Support, Information and Technology Support, Tax Help, Counselling, group programs, and Interpreting.*

*The Front Desk Customer Service Team are the first point of contact, we currently have 25 volunteers who graciously give their time and effort into being part of BCWS.*



## Volunteer Profile

### Andrew and Antonio

*Andrew and Antonio have been volunteers at BCWS for some years now, they are conscientious, warm, helpful and reliable volunteers. We are grateful to have them on board with us at BCWS and thank them for all their support along the way with training new volunteers and helping them feel comfortable.*





## Bus Project

*Our relocation to Wyatt Avenue, Burwood has affected the amount of client's accessing the Centre. With Burwood Council kindly still offering there Shuttle Bus to transport clients and groups to and from the CBD, to BCWS two days a week, has helped immensely.*

*This August Andrew Anderson of the Burwood RSL Club donated an ex patron community transport vehicle to BCWS, which has allowed us to transport clients as well. The fundraising that was accomplished in 2016-2017 has enabled us to purchase another vehicle, and quotations are still being assessed.*

*We would like to personally say a BIG THANK YOU to all the people who were behind this initiative and who have generously given their time and support to help continue to make BCWS an accessible reality.*

## Our Students

***My experience here at BCWS has provided me with an unforgettable experience, rich in practical skills as no two days are ever alike. I will always remember BCWS to be an encouraging space for learning, filled with friendly faces ready to help.***

*BCWS offers student placements to a diverse range from multidisciplinary fields including counselling, psychology, social work and community welfare. These students are given an exceptional experience to be exposed to a variety of services within the one placement; Neighbourhood Centre, Welfare Relief Assistance Program, Food Services(IWMOW), Inner West Family Support Services, Women's Domestic Violence Court Advocacy Services and Inner West Counselling.*

*Students have the opportunity to utilise their capabilities and gain invaluable knowledge and insight into the community industry through the experience of; attending staff training, partaking in agency visits to other organisational bodies within the area (Centrelink, Department of Housing, Inner West Probation and Parole etc.); attending for LGA meetings (e.g., Child and Family Interagency Meeting, Domestic Violence Liaison Committee Meeting). Students also interact with clients within in the Centre and on home visits, attend court with the DV team, and participate in a multitude of presentations and events (e.g., National Volunteers Week, Neighbourhood Day and Burwood Community Services Directory Launch).*

*Due to the vast variety of services available within BCWS, students are also given the chance to explore realistic and practical insights into their future career goals as they identify an area of interest. Placements at BCWS offer students a space, under supervision to further explore the theories they have previously studied and can now adopt within practice and through skill.*

*As a result, this unique experience offered by BCWS to students on placement offers a priceless role in a student's learning and career progression towards excellence.*



# Our Board

The role of The Management Committee is to provide strategic direction to and monitor the operations of BCWS. Inc, to ensure that it;

- Meets its objective as specified in its Constitution
- Remains a viable organisation

- Meets legal requirements including those related to its legal status, funding, contractual arrangements and the employment/management of staff

The Management Committee is responsible for ensuring BCWS operates within its approved budget and in accordance with the Policies and Procedures set down and endorsed by the Management Committee.

## Teresa West

### Chairperson

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 organisation representing community concerns. She was elected Chairperson of BCWS in December 2008.

## Keith Shelvey

### Treasurer

Keith is a Chartered Accountant with a Master of Business. He is an experienced financial professional having trained and been a senior manager in a big 4 chartered firm followed by senior management roles with 2 public listed companies.

## John Gough-Fuller

### Vice Chairman

John joined the Management Committee in 2014 and has been actively involved in several of our projects over the last 2 years. John has undertaken an Arts/Nursing combined degree, majoring in Government and International Relations at the University of Sydney and as such, has a keen interest in the 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.

## 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 13 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.

## 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 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.

## 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.

## Cecilia Wiltshire

### Committee Member

Cecilia has worked for Food Services as a volunteer and over the years has worked with the community on varied and numerous social welfare programs. Cecilia's volunteer work has been of significant impact within our local community. A committee member of Compeer at St Vincent De Paul Society, she was also involved in the establishment of the Aged Care at Southern Cross Care and Congregation Leader of Presentation Sisters, Wagga Wagga. Cecilia was also a Principle and Secondary school teacher in the Catholic education New South Wales for 32 years. She is still very active and is currently involved as a Committee Member at BCWS and still volunteers for Inner West Meals on Wheels. Cecilia received 'The Order of Australia award conferring high recognition for outstanding achievement and service to Australia and Humanity.

## Sravya Abbineni

### Committee Member

Sravya Abbineni joined the BCWS management committee in 2016. She is currently an electorate officer for the Parliament of New South Wales and in her role, works closely with local not-for-profit organisations around state government related issues. In 2015, Sravya organised a Domestic Violence fundraiser along with a local youth community group, which went on to raise money for BCWS' "After the Storm" program.

Sravya is particularly passionate about equal access to government and NGO services for the elderly and new migrants, as well as women and children.

She currently resides in Strathfield South.

## 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 which is now located at 2 Wyatt Avenue, Burwood.



# Our Staff

## Management

Chief Executive Officer: **Christine Strachan**

Financial Service Manager: **Joanne**

Centre Manager: **Nicole/ Terri/ Rhonda (current)**

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

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

Burwood Womens's Domestic Violence Court Advocacy Services Manager: **Melissa**

## Professional Team

**Aga  
Annie  
Asma  
Christina**

**Damien  
Euna  
Gabriella  
Giang**

**Hyesun  
Jenny  
Kimi  
Maria**

**Nadia  
Saira  
Terri  
Zina**

## Volunteers/Seconded Workers

Aga  
Allan Petersen  
Anastasia Rudenko  
Andrew Parissis  
Angelicia  
Anita Yang  
Ann (Maree) McDougall  
Annette O'Carrigan  
Annie  
Antonio Gentile  
Asad Ashleigh Criss  
Asha Jose  
Asma Ahmed  
Ava Chan  
Avdhesh Yadav  
Bernard Iffland  
Betty Bennie  
Bob Cooper  
Caroline  
Catherine  
Catherine (Mee)  
Catriona Brown  
Cecelia Wiltshire  
Charles O'Brien  
Christina Thao  
Cindy Puertas  
Claire Hughes  
Clem Walsh  
Colleen Blair  
Daniel Turri  
David Chen  
David Mittelheuser  
David Moncur  
David Wright  
Debbie Flinn  
Denise Wilson  
Diana Wadey  
Dimitri Kisliakov  
Eddie Kwok  
Elaine Lee

Elaine Mittelheuser  
Elizabeth Bentley  
Elizabeth Griffiths  
Elizabeth Harpley  
Ellen Ng  
Elma McRae  
Emileen Aboud  
Emma  
Esatu  
Evy Surjadi  
Francesca Chee  
Frank O'Young  
Giang  
Gordon Lai  
Ha Nguyen  
Harpajan Kaur Jassal  
Hayley  
Helene Shattock  
Henry Zai  
Hyesun  
Ilija Popovic  
Irina Firsova  
Iti Badgel  
Ivonne Delgado  
Jade Rogers  
Jan Jenkins  
Janet Moreland  
Jasmine Chan  
Jay Richards  
Jeffrey Baker  
Jenny Lim  
Jesse Webb  
Jessica Holmes  
Jessica Maxey  
John Sofianos  
Joong Lee  
Joseph McGrath  
Judy  
Karen  
Ken Goodrick

Kirby Brereton  
Kiyonari Yoko  
Kueta Felila  
Lalitha Mahadevan  
Lansana  
Leonie McDonnell  
Liz  
Loletta  
Lukihmi Nalliah  
Maddie Tran  
Magda Mlynarczyk  
Maija Rove  
Maneesha Kurian  
Manuni Dave  
Mark  
Mark Kenny  
Marlene Smith  
Mary Cooke  
Mary Simon  
Matthew  
Meenal Chauhan  
Melissa  
Michael  
Micheal Appollonov  
Michele  
Mira Azar  
Nadine  
Ngan Phuong Huynh  
Nisha A  
Noemi Romero  
Norma Smith  
Patricia Miller  
Patrick O'Carrigan  
Paula Houlahan  
Penelope True  
Peter Andrews  
Peter Hunt  
Peter Mackie  
Peter Smith  
Phuong Huynh

Rae Davis  
Raymond Lai  
Robert Cooper  
Robert Poole  
Ron Ball  
Ruchika Jhingran  
Sadie Leftinger  
Sahay Shiv  
Sai Rao  
Sandra Ozbay  
Sandy He  
Santina Costanzo  
Sarah Fookes  
Savitri Jebanasam  
Shruta Reddy  
Sinniah Vivekananthan  
Sofia Costantino  
Sophie Sophocleous  
Stacey  
Stacey  
Sue  
Suman Gupta  
Sun Yeo  
Suzanne Baker  
Talisha Miligan  
Tanvi  
Tim O'Brien  
Timothy Jones  
Uday  
Usha St George  
Vicki Webster  
Vijay Sodhi  
William Hunter  
Xiang Yun Zhao  
Xiao Ying Huang (Alice)  
Yike Zhao  
Yiming (Daniel) Fang  
Zilla Hozack  
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 & Government Sponsors



**Australian Government**  
Department of Health



**Family &  
Community Services**  
Community Services



## Corporate Supporters



**Commonwealth Bank**



## Local Government & Community



**Burwood**  
heritage • progress • pride



**City of  
Canada Bay**



**Ashfield  
Council**



## Education Partners

Australian College of Applied Psychology  
Careers Australia  
Charles Sturt University  
Griffith University  
James Cook University

Jansen Newman Institute  
Macquarie University  
Monash University  
Navitas  
TAFE Granville

TAFE Meadowbank  
TAFE St George  
TAFE Sydney  
University of Technology  
Western Sydney University

## Community Partners

Anglicare Summer Hill  
Annie Crowe  
Ashfield LAC Domestic Violence Liaison Officer  
Ashfield Mall Management  
Australian Unity  
Barnardos Australia  
Bendigo Bank  
Brighter Futures  
Burwood Council and Staff  
Burwood Court and Staff  
Burwood LAC Domestic Violence Liaison Officer  
Burwood Family and Community Services – Housing  
Burwood Plaza Management  
Burwood Public School  
Burwood RSL  
Burwood Volunteer Network  
Bunnings Ashfield  
Campsie LAC Domestic Violence Liaison Officers  
Canada Bay Council  
Cara House  
Carers Association  
Care Ways  
Catholic Care  
Centrelink Burwood  
City Care  
Coles Ashfield  
Commonwealth Bank Burwood  
Corrective Services  
Croydon Health Centre  
Croydon Child & Family Health  
Croydon Child & Adolescent Health  
Croydon Mental Adult Health  
Cumberland Council  
Derek Simmonds, Consultant & Clinical Psychologist  
Department of Energy, Utilities and Sustainability  
Domestic Violence Liaison Committee  
Drummoyne Community Centre  
Enfield Public School  
Family Referral Service  
Flemington LAC Domestic Violence Liaison Officers

John Fiscaro Solicitor  
Gladesville Domestic Violence Liaison Officers  
Guardian Funerals  
Homebush West Public School  
Inner West Council  
Kids@Weldon  
Legal Aid NSW – Domestic Violence Unit  
Leichhardt Women's Health Centre  
Lifeline  
Linking Hearts  
Macquarie WDVCA  
Magic Pudding Childcare  
Marian Centre  
Mary Jo McVeigh  
Mary Kang  
Max Employment  
Metro Assist  
Mission Australia  
National Australia Bank  
Newtown Neighbourhood Centre  
NRMA Burwood  
NSW Police Service  
Outback Steakhouse Nth Strathfield  
Prosper Project Australia  
Ray White Summer Hill  
Rhodes Shopping Centre  
Share the Dignity  
Strathfield Private Hospital  
Strathfield plaza Management  
Strathfield South Public School  
St. Paul's Burwood  
Sydney Self Defence Centre  
Sydney Water  
Sydney Women's Counselling Centre (Campsie)  
Telstra  
Uniting Church Burwood  
Walker Strategies  
We All Care Foundation  
Women and Girl's Emergency Service



# Our Future

## BCWS Strategic Plan



Our Objectives	Our Strategies
<ul style="list-style-type: none"> <li>To build stronger more resilient communities and support disadvantaged and vulnerable people by delivering high quality services that respond to clients' needs in constantly changing environments</li> </ul>	<ul style="list-style-type: none"> <li>Enhancing community infrastructure</li> <li>Increase participation in social and civic activities</li> <li>Foster access to resources and build capacity for individuals to maintain independence and manage future challenges</li> <li>Delivering individualised service designed to clients' specific needs</li> <li>Responsive to changing needs of clients</li> </ul>
<ul style="list-style-type: none"> <li>Operate the organisation in an effective, efficient and accountable manner</li> </ul>	<ul style="list-style-type: none"> <li>Implement strong organisation systems to support high quality service delivery</li> <li>Develop a skilled, performance-driven workforce, committed to our values</li> <li>Develop the organisation's infrastructure for growth and sustainability</li> </ul>
<ul style="list-style-type: none"> <li>To work in collaboration and in partnerships with other services and agencies to respond effectively to clients' needs and provide effective and integrated services.</li> </ul>	<ul style="list-style-type: none"> <li>Enhance existing services and programs through partnerships and collaboration</li> <li>Create new services and programs by developing new partnerships and joint ventures</li> <li>Develop outreach opportunities for new and existing services</li> </ul>








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

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 **@BCWSInc**