

2018

Embracing Change - Delivering Continuity

2019

Annual Report



Chairperson's Report

It is my great privilege to once again submit the Chairperson's Report on behalf of the 2019 Management Committee for Burwood Community Welfare Services Inc. (BCWS).

This year has seen many changes in the way community services are funded by the various Governmental bodies which has resulted in a challenging and at times frustrating year. The need to find additional funds has been challenging and at times distracting from the core services we provide.

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

I would like to acknowledge their work and the work of Christine Strachan who as Chief Executive Officer has set a high standard for this organisation. It is extremely pleasing and rewarding to see the continued level of support from the community, Burwood Council and the Burwood RSL Club. I would like in particular to thank Burwood Council for its continued annual rental support which is a significant contribution for which we are extremely thankful

As Chairperson I thank Christine Strachan for her support and I also wish to thank the wonderful group of Board members that have been a part of all the progress made during the 2018/19 and previous years.

In conclusion, I am proud to be the Chairperson of BCWS and associated with such a wonderful committee. With regret I advise that due to personal reasons this is my last Report acting as Chairperson. It was a position I much appreciated and was privileged to hold.

Teresa West

Treasurer Report

I am pleased to provide the Financial Report for 2019 to you, the Members of the Association.

BCWS auditors, CM Pitt & Co have issued the Board with an audit opinion which is unqualified and on behalf of the Board, I make the following comments in relation to the finances of the Association.

The 2018 - 2019 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 thanks to an extremely dedicated staff and the continuing generosity of our many supporters. A few aspects of this financial year are as follows:

Total Income for 2019 was \$2,081,952 (2018 \$1,659,752) Revenue is increasing in line with the demand for community services support across all the activities we provide to families, domestic violence victims and those requiring assistance to keep living independently in their homes. We are now servicing the community in over 20 major suburbs of the Inner West of Sydney.

Our Meals on Wheels Service supported by its strong core of volunteers is recognised as a leading provider and there may be an opportunity to expand this service in the 2020 financial year.

The growing demand for the very broad range of community services we provide has led to an increase in expenses of \$2,034,167 (2018 \$1,554,077) increased by 31% over the prior year.

Overall BCWS had a surplus of \$47,785.

As at 30th June 2019 BCWS had Accumulated Funds of \$262,032 (2018 \$217,247), BCWS's financial position is sound.

I would like to acknowledge the generosity of so many sectors of the community, Burwood Council for their ongoing financial rental contributions, to all our Volunteers, the Federal and State Governments who fund our services, Community organisations such as Rotary Burwood and other organisations that support us financially such as Burwood RSL. Without their support, generosity and community spirit BCWS could not continue to provide the same level of services it does.

Further, I would like to thank the Finance Team for their dedication, commitment and support throughout the financial year. In September 2019, our Finance/HR Manager, Ms Joanne Stindl. After over 20 years of dedicated workmanship resigned. I would like to take this opportunity to thank Joanne for her leadership, enthusiasm, tireless work, and incredible energy that she has always displayed in this position. We wish Joanne all the very best in her future endeavours.

Keith Shelvey

Chief Executive Officer's Report

"I stand here today in the unique position of being the first woman in an Australian Parliament."...

Edith Cowan. 1923 (taken from \$50.00 note)

Well, I stand here today being able to say I have been with this organisation for over 40 years and it is indeed my pleasure once again to present this Annual Report. What can I say that has not already been said? And indeed what have I been saying all this time?

Small Community based organisations are very vulnerable, as such, this Centre's safety was shattered on October 7th 2003 when, at a local Council meeting, this community was told that our Centre would be relocated to a "superior" position. Burwood Community Welfare Services would lose their purpose-built Centre under council's draft civic precinct local environment plan (LEP) the local paper quoted "Under the new draft plans, part of a 20 year vision for Burwood, the Centre would be relocated to the building structure within the proposed library. The current Belmore St building, Skead House is a federation-style house that sits on council land (Donated by a local family for community use). It was funded by a Federal Bicentennial Grant to remember the heritage homes demolished "(Courier. 2003). Water under the bridge you say? Not for me, I say! The GM at the time said, quote "the council would ensure they were appropriately relocated, larger spaces and undercover secure parking, were some of the benefits the Centre would receive." Unquote. Beggars cannot be choosers. BCWSinc has tried to make the best of things in the last ten years (Burwood Council has subsidised our rent to a certain degree). Our small Community based Centre, despite that it undertakes valuable work is under threat once again!

However, we do have a good track record of survival over a long period. This is indeed a reasonably lengthy period of time for anyone to be able to lookback and form a judgment as to where we have been, where we are now, and suggest some reflections of possible future images. Suffice for me to observe that I believe the Centre continues to meet the ever changing needs of the local population both inside the district and outside the area. "What therein lies ahead...The indomitable spirit of all those associated with this Centre will always ensure its continued viability." John Lutman AGM 2006.

If we are to continue to effectively carry out the work started by the Skead Family we have no choice other than to seek to improve our skills and methods to continually review our activities and renew our approach in service to the community.

Basically, I think we need to have the foresight to look beyond the safe territory of the government funding environment. We need to have the courage to try something new, take a risk, and lead the way in creating a new social enterprise model.

After many years of having grown or outgrown our name we have decided to REBRAND. Change our name? Yes! This was a decision made at a very successful Strategic Planning Day on the 31st August 2019. This was held in an attempt to meet the challenges ahead that we are both emerging and increasingly difficult. Keeping pace with digital transformation, evolving funding models, and government regulations are shaking up our Not for Profit sector.

Here are some of the findings of that day.

ORGANISATION STATUS:

- BCWS is classified as a large charity by the ACNC
- Revenue is approximately \$2 million annually.
- The organisation runs at a 2% surplus
- BCWS sits among the top 20% of Australian charities in terms of size, and the services represent a solid and diverse portfolio
- The greatest weaknesses of the organisation is its reliance on government income and the Burwood Name which is holding it back, since it services the Inner West region beyond the Burwood boundary.
- BCWS is very much exposed to any changes in the NSW Premier's Priorities

BIG PICTURE THINKING – BCWS STAFF WISHLIST

What if....

- We had a big house for the organisation in the middle of the Inner West.!!!

The day filled me with immense pride for what BCWS is doing and for how we have helped build an organisation and team that can support and strengthen our journey. We are all on the same page.

The finances certainly pale into insignificance in comparison to many organisations, however, this organisation has something that no other organisation can boast of. This "something" is a total dedication by all who serve in this organisation to the welfare and common good of their fellow man. This may sound somewhat esoteric, but they are indeed real qualities which often go unnoticed in this maddening world in which we live. In short, all the staff, paid and unpaid of this wonderful Centre seek to make a meaningful contribution to the lives of the less fortunate amongst us. For this they should receive every possible accolade.

At this point, I would like to thank Joanne Stindl for her commitment in her role as Finance /HR Manager at BCWS Inc., in this demanding position she dealt with all the time sensitive mandatory deadlines and worked collaboratively with the Executive personnel on crucial issues concerning finance and budgets that underpin the very livelihood of our Centre. It saddens me to tell you that Joanne resigned in September this year. Thank you Joanne, for your gifts of compassion, openness, warmth, and your very special gift of caring....especially for me, others and our community for 22 years.

In conclusion, I would like to say how much the loyalty of all our staff means to me. Unpaid, volunteers and paid staff. Please accept my gratitude for all that you do, each one of you deserves to be acknowledged for your gifts of time, smiles, hugs, and renewed enthusiasm each day. The other sad issue is to tell you the Chairperson Teresa West who has been with us for 11 years and Dr. Sharon Laing are stepping down tonight. There should be a special page to just say thanks to extra special people, - thanks for everything each one of you do to make this world a better place to be.

May I also express my thanks Keith Shelvey and my profound admiration to all of our Management Committee members for all your efforts to enable this Centre to be an active advocate on behalf of those in need and a catalyst for meeting the needs of others.

In the following pages you will read about how we are all committed to strengthening, and empowering those we assist to break free from the cycle of poverty, homelessness and abuse, but please keep in mind as you read these pages that the success of all our projects is largely due to the time, care, humaneness, trustworthiness and team spirit that are the gifts of all our staff.

Christine Strachan. 2019

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-judgemental 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 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 Street, Burwood was literally sold from under us rendering us effectively homeless. The General Manager of Burwood Council understood our plight and BCWS relocated to 2 Wyatt Avenue, Burwood in January 2013.

The biggest problem remains the distance of this new location from Burwood CBD, one which all especially the vulnerable and disadvantaged, have found difficult to access.

Fundraising and generous donations has enabled BCWS to acquire another bus with disability provisions and this has been transporting clients since its launch in May 2018.

Burwood Community Welfare Services Inc. (BCWS) is an incorporated, registered charity and multipurpose, Multicultural Neighbourhood 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 are 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.

We are proud of the Services we have been able to provide to the community and always maintain focus on our Mission Statement.

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.

Accountability

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

Partnership

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

Integrity

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

Participatory Community Management

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

Respect

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

Our Values

Our Highlights

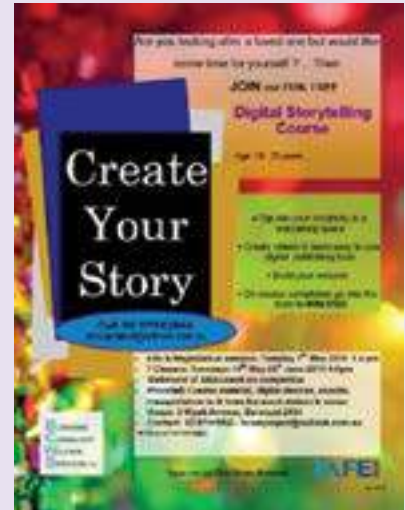
BCWS Cares for Carers

Skead House Neighbourhood Centre conducted the very successful Stand by Me Project, a Carer support and development program designed to provide a respite and a creative learning experience for Carers. The program provided accessible, quality training in Presentation and Storytelling skills for Carers. The program was extremely well received by our community.

Here's what some of the participants said they had gained from the Stand by Me project

"I really loved this course, the teacher we had was direct, open and made me feel so comfortable but she kept me focused which I loved as I sometimes can go off track or lose interest"

The Stand by Me project was funded and supported by the Burwood club Grants and Petersham TAFE NSW



Movie Night for Carers: Celebrating National Carers Week 2018

BCWS hosted a fun movie night @event cinemas to show our support and thanks to Carers who provide unpaid support and care to family members and friends.

The event was funded and supported by the NSW Government Carers NSW

In 2019-20 our Neighbourhood Centre will continue to run programs for respite and support to all Carers in our Community. Please spread the word and keep watch for more innovative projects.

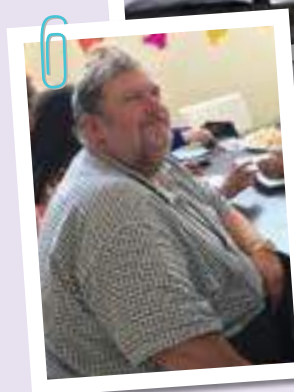


Return and Earn Scheme Project

Proud to say BCWS has responsibly recycled more than 5000+ bottles and cans in 2018!

Many thanks to Tim who worked tirelessly on this project.2018-19.

The Skead House Neighbourhood Centre is still continuing this project with Mark's help. So please bring all your recyclable bottles to the Centre.



Join the Dots – Colour of Wellness

Skead House Neighbourhood Centre held a 6 weeks Art Therapy program for the Inner west community. This art therapy program is for seniors over the age of 55 to increase social connection and their sensorimotor functions. During the sessions a variety of different art materials were used to explore different topics in a safe environment to allow emotions and self-reflections.

What did you enjoy in today's class?

'Listening to stories and being out of the house'

'Chatting, drawing and sharing'

'Meeting people'

'The experience how our brain works'

'Meeting people, feeling a sense of calm when colouring in'

'It was an enjoyable time, I am glad I found out it from the newspaper'

'I expected an art class and was overjoyed at meeting all the people who left me with good feelings lots of emotions.'

Join the Dots program is sponsored by Burwood Community Welfare Centre Inc. thanks to the funding provided Ashfield Council.



Tuning into Kids

IWFSS ran Tuning into Kids in partnership with Croydon Health Centre. Fourteen parents attended and were equipped with helpful ways of teaching their children the skills of emotional intelligence. They also enjoyed learning fun activities which they then took home and used immediately to have fun and engage with their children. Some of the activities were making playdough, making kinetic sand, Zumba, Tai Chi and packing interesting, healthy and inexpensive lunches.

Parents comments:

"My biggest takeout was to remember to hit pause on the 'problem solving' and remember to focus on exploring the emotion(s)."

"I do not have to spend lots of money on toys"

"Something new I learnt was to put into similar adult feeling what my child is feeling"

"I learnt more relaxation techniques"

"I will take better care of myself so that I can take better care of my children."

"My kid is a bit young to respond yet. But myself has been changed a lot in a good way!"

"There are big changes in my family. I am more understanding of my baby's reactions and treat him the right way."

Cool Little Kids

Eleven parents attended a parenting program which addressed anxiety in children. The program was run as a partnership between IWFSS and Croydon Health Centre. Some of the answers / comments to questions:

Q: Please list some of the activities your child will now attempt.

"The improvement for my son has been- "going to the toilet independently, staying in darkness without his brother, going to bed by himself sometimes"

"Labelling his own attempts as 'brave'"

"Saying hello to passing strangers"

Q: Are you doing things differently as a parent? If yes, what?

"Managing my own anxiety, having more confidence in my child, being more mindful"

"Looking after my own mental health or self-care, not avoiding scary or hard things, modelling good behaviours."

And this comment from a mum who was thrilled with the program:

"It was definitely what our family needed. I feel very empowered to tackle the anxiety we face in everyday life."



Our Impact

How many clients accessed our services in 2018/2019

Service	How much did we do?	How are the clients better off?
Meals on Wheels	<p>30,107 delivered meals.</p> <p>327 Clients,</p> <p>45 Volunteers assisted with meals delivered.</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>197 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>13,131 assistances</p> <p>4,246 unanswered calls</p> <p>1,509 new clients</p> <p>1,350 children under 16 years old 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>274 clients were assisted through food, electricity, gas, and 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>45 clients requested counselling and were responded to.</p> <p>Clients utilised the Counselling Service in total 248 sessions.</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>
Sked House Neighbourhood Centre	<p>9,300 telephone calls answered</p> <p>4,434 visitors assisted.</p> <p>16,201 People representing</p> <p>25 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

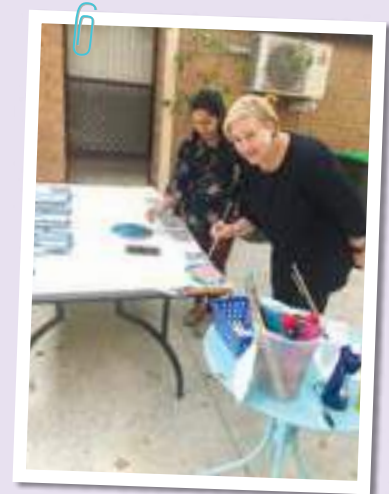
Angy

Living within the Burwood community for over 20 years and having studied Community Services it was a no-brainer to volunteer my time and give back to my community. Volunteering at Skead House Neighbourhood Centre has been a fulfilling and satisfying experience, meeting and working with dynamic people that care for the wellbeing of people.

Being involved in the successful promotion of the Live Life Get Active campaign was rewarding yet challenging. This involved preparing promotional material to motivate the local community to vote for our project. This project will begin in 2020 which will offer the local community free daily exercise classes.

With my time at the Skead House Neighbourhood Centre, I have been honoured to assist clients and local community with enquiries and provide them access to the services and programmes our Neighbourhood Centre offers, examples include; "Join the Dots", "After the Storm" and "Free skills" courses.

The Skead House Neighbourhood Centre has been the catalyst connecting me to my community and have formed bonds with staff, students and fellow volunteers all working toward helping and supporting members of the community. Having worked in a corporate environment most of my working life, this has been a refreshing change and inspired me to pursue a career in social work, I am grateful to the supportive team at Skead House Neighbourhood Centre for their motivation and vitality, that give their time and energy with no expectations.



Ms Sintel

Ms Sintel was referred to Inner West Family Support by her GP. She is the sole parent of two children and is a survivor of domestic violence. Ms Sintel disclosed that over her marriage, she experienced physical, emotional, financial and verbal abuse. Her children were also exposed to extremes of violence.

With the support of her caseworker, Ms Sintel and her children were approved for and are receiving counselling through Victim Services to help them cope with Post-Traumatic Stress Disorder (PTSD).

Advocacy and Support have also been provided in referrals to agencies in the community, like BCWS, to help with rent and payment of utility bills to ensure that she and her family are safe and that they are not in jeopardy of becoming homeless.

The Tree of Joy also assisted in making their first Christmas away from the violence, a joyful one, with gifts and a food hamper for mum and the children.

Through partnering with agencies, Ms Sintel also received financial assistance to purchase her daughters school uniform in the New Year. After speaking with the principal, a large school debt was written off and this served to greatly relieve the family's financial stress.

The work done to support this family has gone a long way to support their recovery and assist Ms Sintel to concentrate on her and her children's psychological and physical well-being.



Diana SW Student

I have worked at BCWS for five months now, I have been fortunate to meet and work with amazing individuals at this Centre. The staff, students and the volunteers are the true drivers in keeping the centre alive. Meeting the clients from around the community reminds me each day why I am passionate in helping others.

The experience I gained being a part of the BCWS family has contributed to my own learning and development that I will take on in my personal and professional life.

I had the pleasure to be a part of the Welfare Relief Assistance Program and After the Storm Program. The Welfare Relief Assistance Program taught me how to listen to our client's stories and treat them with dignity and respect. As well as, how to advocate my client through the systems that disadvantages them. We get diverse clients that come through our door with different needs and assistance. I gained a lot of knowledge and experience with enquiring and providing access to the variety of services. The After the Storm program gave me the experience in working

with women affected by domestic and/or family violence. These life experiences has changed the way I practice my work. Through these experiences showed me that our community supports anyone and everyone that walks through our door.

Among this journey, I had the support among the staff, students and volunteers to further my insight and better understanding on the importance of our organisation. Not only did I form wonderful bonds in this organisation but got the opportunity to grow.

Financial Report

BURWOOD COMMUNITY WELFARE SERVICES INC.
DETAILED STATEMENT OF COMPREHENSIVE INCOME AND EXPENDITURE
FOR THE YEAR ENDED 30TH JUNE 2019

	2019	2018
	\$	\$
INCOME		
Grants received		
Department of Health - Food Services	361,578	333,623
NSW Family & Community Services- IWFSS	215,906	210,846
NSW Family & Community Services- Skead House /N.C	121,485	118,638
NSW Family & Community Services- The Step Stone Project	-	21,500
Legal Aid Commission - BWDVCAS	934,439	529,550
Sundry Grants	63,298	57,482
Allocation of fitout funds received	43,342	1,818
	<u>1,740,048</u>	<u>1,273,457</u>
Other revenue		
Reimbursements	6,349	7,105
Ashfield Frail & Aged	3,000	3,000
Bank interest	12,950	4,857
Donations	41,305	34,307
Fundraising	-	77,293
Rent - Burwood Council contribution	54,629	54,433
Rent - other	-	-
Food Services	217,294	200,473
Sundry Income	6,377	4,827
Total Income	<u>2,081,952</u>	<u>1,659,752</u>
EXPENSES		
Accounting	14,020	9,100
Advertising and marketing	13,634	3,871
Audit	4,500	4,500
Bank fees	1,978	1,406
Childcare	3,644	737
Cleaning	8,276	8,163
Client expenses	1,096	797
Computer maintenance & consumables	10,940	29,185
Conference & training	13,643	4,790
Consultancy	16,230	10,485
Depreciation	17,327	5,048
Provision for uncollectability of debts	3,760	-
Electricity	7,815	7,753
Equipment repairs & maintenance	10,136	7,205
Hospitality	377	2,611
Insurance - Plant, equipment & volunteers	8,521	6,964
Insurance - Workers compensation	21,585	18,780
Interpreting	8,559	3,215
Legal	-	1,815
Meals	200,509	185,025
Memberships & subscriptions	5,915	5,750
Motor Vehicle	2,849	2,028
Postage	1,164	1,935
Printing & stationery	15,726	8,911
Programmes	2,483	19,125
Provision for unexpended programmes	197,696	59,442
Relocation	-	12,000
Replacement of equipment	29,289	16,964
Rent- Wyatt street, Burwood	60,801	58,969
Rent- Canada Bay & Strathfield Councils	25,490	-
Rent - room hire	505	1,282
Resources	3,280	232
Staff amenities	1,468	1,625
Staff Recruitment	-	1,804
Sundry expenses	1,797	2,442
Telephone	16,968	12,770
Travel expenses	16,007	8,396
Volunteer reimbursements	30,303	32,542
Wages & salaries	1,094,816	881,363
Superannuation	103,722	83,489
Employee benefits	40,317	30,822
Website design & maintenance	360	705
Website & IT Systems security	14,000	-
Work, health and safety	2,661	31
Total Expenses	<u>2,034,167</u>	<u>1,554,077</u>
Profit from Ordinary Activities	<u>\$ 47,785</u>	<u>\$ 105,675</u>

More than just a meal



Meals on Wheels



Every day a friendly smile, a chat about the weather, a nutritious meal and knowing someone will drop by to say hello, changes the lives of many Australians.

Meals on Wheels has had a place in the hearts and homes of Australians for more than 60 years. Funded by the Australian Government, the Meals on Wheels service is a Commonwealth Home Support Program (CHSP) that 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.

In the course of a year, over **14.8 million** meals are delivered by more than **78,700 volunteers** from **740 outlets** or branches to about **53,000 recipients** Australia wide in cities, regional and rural areas.

Inner West Meals on Wheels
30,107 meals, 327 clients,
45 volunteers

Our Philosophy

Our service aims to support wellness, reablement and restorative approaches in service delivery. We understand that each person has the potential and the right to make personal improvements, to be independent and to make choices which improve their quality of life.

To provide clients access to safe, equitable and quality care, while enabling clients and carers to be partners in the process. We are tailoring our services and delivering care that meets the diverse characteristics and life experiences of all clients.

Our Service

The 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 provide meals for people receiving Home Care Packages (HCP) and for people with disabilities receiving supports from the National Disability Insurance Scheme (NDIS).

Accessing Our Service

In order to access Inner West Meals on Wheels Commonwealth Home Support Program, you will need to register with the Australian Government's My Aged Care by calling **1800 200 422** or visit: **www.myagedcare.gov.au**.

You can also contact our service directly on **8745 0086** and we can assist you with referral and registration with My Aged care. In most instances new clients can be provided with assistance immediately with meals being supplied on the same day if necessary. Once you have received confirmation of your eligibility for our service we will arrange an individual consultation at a time and place convenient to you.



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 are the lifeblood of the Inner West Meals on Wheels service. Our many amazing and inspiring volunteers not just prepare and deliver meals, they nourish, strengthen and care for our community. Each year they give happiness to others. - the service they provide.

Inner West Family Support Service

The Inner West Family Support Service helps families take control of factors that will enhance their independence and self-reliance. Many of our families have greatly improved their situations by drawing on and developing their strengths by attending various parenting workshops and parenting courses. We have seen changes in parenting styles and great strength from mums leaving family violence. While other families have been able to move to financial independence by obtaining full-time work. Many of our families have been referred to WRAP to assist with utility bills this year. A sadness for us, is that families in need of food and essential vouchers as well as emergency financial assistance are sent to other agencies, because BCWS no longer receives funding that would usually assist these families in desperate need.



Persian / Farsi Women's Group

After seeing a need in the community, IWFSS has started an advertising campaign to recruit women who speak Farsi to start a social / peer support group. There have been a few expressions of interest and we are looking forward to having the group start in full swing in 2020. The aim is to connect mums who are socially isolated because of their language and culture and at the same time empower them with knowledge of available resources in the community to assist them as they settle into a new life in Australia. IWFSS is fortunate to have a Farsi speaking caseworker, who is the driver behind this initiative.

After the Storm- Self Empowerment Program



Some comments from the participants:

"The best thing about coming to the group was not feeling alone and having women who have been through the same stuff who understand."

"Since completion of the group, I have felt more confident as a person"

"The group changed the way I feel about myself because I felt supported and not judged"

"The group helped me to enjoy being with my kids and not focus on my ex while I was with them"

"The group helped me to gain more understanding about DV, how to deal with it and I also learned more about the legal side and who I can ask for help."

"I learnt about the importance of self-care, don't be a people pleaser and I left with hope."

"I now know that I'm not alone and I'm not the only one."

"Because of the group, I am more aware that I should listen to what my child's telling me."

"The worst thing about coming to the group was realising that there are so many women out there who are also suffering"

"I understand better how to deal with my son's problems and talk to him."

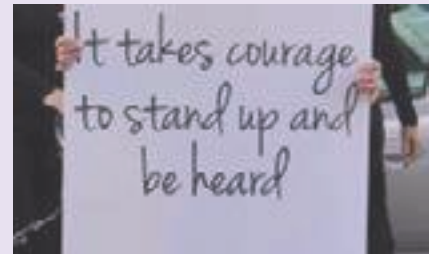
"I think I view my experience through new eyes. It has given me new hope."

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 have or are experiencing domestic and family violence.

An aspect of the assistance that we provide to our clients, occurs within the Shine Room (safe room) at Burwood Local Court on the Apprehended Violence Order (AVO) List Days. The Burwood Local Court's current catchment area includes four NSW Police Area Commands (PACs); Auburn, Burwood, Campsie and Ryde. In November 2018, Auburn PAC was reallocated to Parramatta WDV CAS and Ryde PAC was reallocated to Northern Sydney WDV CAS. Due to the PACs being allocated to different WDV CASs, our service has been provided with the great opportunity of working alongside the Parramatta WDV CAS and Northern Sydney



WDV CAS teams, 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 Apprehended Domestic Violence Order (ADVO) proceedings, either applied on their behalf, by the New South Wales Police Force or applied individually at the Local Court.

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 court; providing information about the court process; advocacy and referrals to access legal representations as well as other support services.

Since the Domestic Violence Justice Strategy was implemented 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 and Family Violence incident attended to by Police, either reported to Police at a Police Station or if the Police were called out to an incident. Although Auburn PAC was reallocated to Parramatta WDV CAS in November 2018, during this financial year, the service made 10,744 in Outgoing Calls, only 532 calls less than the previous year; an average of 41 calls per business day.

In March 2018, as part of the Safer Pathway (from the 'It Stops Here: Standing Together to End Domestic and Family Violence, the NSW Government's Domestic and Family Violence Framework for Reform' (NSW Government, 2014)), the Local Coordination Point (LCP) and Safety Action Meeting (SAM) was rolled out to our area. Due to the roll-out, our service hosts the female Ashfield/Burwood LCP, which includes the coverage areas of Burwood and Campsie PACs. With the additional resources from the roll-out, our team had 8 members during the financial year and have been able to provide hearing support to our clients on non-AVO List Days.

Our team has always been very proactive in raising awareness about family and domestic violence through community activities, such as presenting at multiple forums and White Ribbon Day events; as well as, supporting activities held by Local Domestic Violence Liaison Committees.





Skead House Neighborhood Centre

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

Throughout life, sometimes people are faced with problems. If possible, they can turn to family, friends or neighbours. The Skead House Neighbourhood Centre can be an extension of that support and where the individual does not have support, we can help them find that network and give them a sense of belonging and hope.

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 of their underlying issues/needs. This enables the individual access to the many resources and support that they may not have been aware of before, in their community.



Our friendly and professional nature promotes a safe environment where our clients feel comfortable to share their experiences, trusting that they will find the way to their independence and self-reliance.

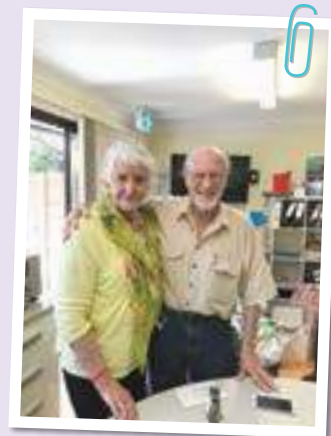
The Skead House Neighbourhood Centre has served the Inner West Community in a variety of ways for many years, providing education, skill building programs and community development. To achieve this our Neighbourhood Centre hosts various programs throughout the year such as the "Join the Dots" program, "Presentation & Storytelling Skills" / program/courses, "Care for Carers Movie night", The Tree of Joy and many more.

Skead House Neighbourhood Centre is also a member of the Local Community Services Association (LCSA), a peak body for Neighbourhood and Community Centres in NSW and we work in collaboration with many other organisations to assist in promoting community awareness, e.g. Volunteer Day. Child Protection Week. White Ribbon Day promoting the elimination of Domestic Violence against women. Senior Citizens Week etc.

Skead House Neighbourhood Centre also houses a Community Hall known as "The Barn" which has been set up mainly for economically and socially disadvantaged groups. This wonderful meeting place is on offer to the community, seven days a week from 8:00am to 9:00pm. It has been utilised and enjoyed for the last year by 25 groups, consisting 16,201.people.We still have some spaces. And

We welcome your enquiries to run a not-for-profit group for social or education purposes

Skead House Neighbourhood Centre belongs to you the community.



Working Together can influence positive and wider Community change

WRAP

The Welfare Relief Assistance Program (WRAP) provides an environment where vulnerable clients feel comfortable to discuss and explore issues that concern them and the crisis they are facing.

We approach the client with an empathetic approach, empowering the individual to feel more confident and in control of the crisis, providing the client with coping skills for any future long-term crisis. WRAP is a non-judgemental program, where the client is treated with dignity and respect, each with their own unique feelings and needs.

Examples of the challenges that may be presented from our community include; financial hardship or imminent risk



of unable to pay for utilities, parenting issues with minimal support, family and domestic violence, homelessness, lack of food, mental health issues or in need of counselling. Assistance may be provided for part payments towards overdue accounts in the form of vouchers e.g. telephone, electricity etc.

We work in conjunction and collaboration with other services to maximise the resources offered to the client. At times we can make a referral for our client to local resources in our community, although this can sometimes be frustrating for the client that has been referred to our Centre for assistance only to be referred on, adding to their stress.

We help in the form of advocacy, filling out forms, EAPA vouchers to help with gas and electricity, we can also offer phone charge cards together with the Telstra phone bills.

Working in conjunction and collaboratively with other services has allowed us to feel resourceful and connected with our community, by helping the client feel they have been heard and assisted in a positive empowering way.



Community Hub



Bus Project

The Community Bus service is still in operation at BCWS, providing clients easy transport to our Centre from Burwood CBD.

Tax Help

Tax help is a network that offers the Community volunteers who help complete Tax returns for clients who earn below the threshold. This is a free service that offers confidentiality by trained ATO volunteers and is on offer every July to October for people who have of \$55,000.00 or less annually.



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 to individuals needing assistance to cope with specific changes in life that may be challenging. Seeing a generalist counsellor at our Centre can help resolve a crisis and reduce life stress. We work with our clients to develop their own personal goals. Through counselling we can also support our clients to develop important skills to manage future challenging circumstances and to feel empowered. Counselling sessions are offered in a private space and confidentiality is assured.

In accordance with the underlying values of BCWS, we are able to offer, what can be a life changing service, to clients who may otherwise be unable to participate in counselling. Our fees are based on a sliding scale to ensure that financial challenges are not an impediment to accessing our service.

This year-to-date our 10 Counsellors have assisted 45 Clients.

Although referrals may be through a variety of sources, all referrals are client initiated. When a self-referral is made, one of our counsellors will talk to the potential client over the phone explore what the clients requirements are for counselling. This can then be responded to either through our counselling service or through referral to an appropriate specialist counselling service.

Referrals to Inner West Counselling 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 Neighbourhood Centre
- Salvation Army
- Women's Counselling Services
- Local Police
- St Vincent De Paul
- Uniting Church Burwood

*We would like to thank Sharon and Heather for facilitating our Peer Group Supervision sessions.
(All Counsellors have Clinical supervision outside of the Centre)*

Our Students

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, Inner West Meals on Wheels, 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 human resource 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 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 Volunteers

Without our Volunteers, Burwood Community Welfare Services Inc. would be unable to operate on a day-to-day basis, they are a vital component in keeping our services running smoothly.

We have Volunteers assisting with Reception Duties, greeting visitors to the Centre, as well as programs such as Join the Dots and Job Skills courses. Meals on wheels deliveries, Administration Support, IT Support, Community bus driving, Tax help and the Inner West Counselling Service are all run by volunteers as well.

We currently have 25 volunteers generously giving their time to help the Neighbourhood Centre flourish. This does not include the volunteers devoting their time to the Inner West Meals on Wheels.



Maija MOW'S Volunteer

There are four reasons why volunteering for Meals on Wheels at BCW is a very fulfilling activity for me. The first reason, it is a practical way to help vulnerable members of the community. Many older people and people with various illnesses or disabilities are unable to prepare a nutritional meal for themselves. By delivering meals that are either frozen, chilled or hot, depending on the clients' wishes, they are able to enjoy a good quality meal.



The second reason is meeting new people. The clients to whom we deliver meals, the volunteers who make the deliveries and the staff who work at Burwood Community Welfare Services are from many socially, culturally and ethnically diverse backgrounds. There is also a wide range of ages in these groups. This makes for stimulating discussions and hopefully greater community empathy.

The third reason, deliveries to clients cover a wide area so as we drive along the interesting and beautiful streets of our community we become more aware of the special character of the different areas and the great range of businesses that are in our community

The last but not least reason is that, by volunteering for Meals on Wheels I have also become aware of other exciting programs available at the Skead House Neighbourhood Centre e.g. art classes and computer classes and all the different ways everybody supports our community

With Thanks To Our Very Important Partnerships

BURWOOD
COMMUNITY
WELFARE
SERVICES INC.

PARTNERSHIPS

*Burwood Council
Strathfield Council
Canada Bay Council
Inner West Council*

TAFE College NSW

works in collaboration with BCWS's community empowerment programs. This program has improved the lives of many women and their families by providing knowledge and skills for future employment.

Adult Migrant English Program (AMEP)

is funded by the Department of Education. BCWS works in collaboration with AMEP to assist students with their placements. The programs help assist migrants and humanitarian entrants learn the foundations of the English language and settlement skills to enable them to participate socially and economical in Australia.

Stott College and Lead College

work in partnership with BCWS to provide meaningful learning experiences for their student placements. Introducing the student's xxx to practical community work.

We All Care

provides support to help with clothing for individuals going for an interview for new jobs and Among other things generously donate Fathers Day and Mothers Day gifts bringing invaluable joy to Mums and Dads

Share the dignity

has worked in partnership with Skead House Neighbourhood Centre to assist survivors of Domestic Violence at Christmas time with personal items. Share the Dignity have also donated to assist Food Services (IWMOW) for the elderly.

St Paul's Anglican Church (Parish Pantry)

has been working in partnership with Skead House Neighbourhood Centre with clients that are in need of food and emergency financial assistance.

Uniting Church Burwood

has been working with BCWS for clients that are in need of financial assistance accommodating

"We are grateful for your support and our very important Partnership"

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.

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.

Clyde R Livingstone

**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.

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.

Giang Nguyen

Committee Member

Giang joined BCWS in 2011 as a volunteer. During her time at BCWS, she has worked in Meals on Wheels as a Systems & Finance Coordinator and also the Neighbourhood Centre as a Project Officer. Giang has obtained a Diploma in Community Services to further gain skills and knowledge in the Community welfare sector. Giang currently works for Ryde Council as part of the Customer Service,

Communications and Engagement Department. Giang contributes to BCWS as a Management Committee Member and also volunteers for the Neighbourhood Centre.

Dorothea Pullen-Ginters

**Diploma in Business (Governance)-2019
Rotary Blaine award recipient
Minute Secretary BCWS
Joined Committee at AGM 2018.**

God has blessed me with 2 beautiful Children who I am very proud of. I have worked in Communication, customer liaison, and account management for over 10 years. I was a Zumba instructor for 5 years. I have been successful with my application for a Trawalla Foundation and Institute of Community Directors Australia scholarship, to undertake the highly-valued Diploma of Business (Governance) qualification 2019-2020. I am furthering my studies to advance my career in Communication. I have been blessed and awarded the Rotary Blaine award to assist with my studies. I volunteer with dance classes, admin and welcome team in my church. I look forward to bringing what I learn to BCWS.

Christine Strachan

Chief Executive Officer

RN (Psych) B.Sc

In 1978 Christine was offered a part time position by Fred Skead with the Information and Aid Centre, Burleigh Street. Burwood. In 1980 she designed and formed what was to become the Volunteers Network. Training people from the Inner West Community to become skilled volunteers in Welfare work. With Fred Skead, Russell Kenny, John Lutman and Kevin O'Reilly, she forged the application for the Bicentennial Project, the purpose built million dollar Skead house at 45 Belmore Street, Burwood. Now 30 years on Christine is still the CEO of BCWS. Inc, which is now located at 2 Wyatt Avenue, Burwood.

Rose Cox

**NSW Carers Advisory Council
Young Ambassador of the Australian Kookaburra
Kids Foundation
Committee Member**

Rose joined the management committee in 2018 is 19 years old and is currently studying Communications as a student in Sydney.

Rose is a survivor of Domestic Violence and a true advocate for Women's, Carers and Youth issues and matters across the community.

Occasionally provides adhoc work to the NSW Mental Commission and when she is younger she spent 4 years volunteering at the Exodus Foundation every weekend.

Damian Kaushik

LLB B.Com. (Accg) (MQ)

Committee Member

Damian joined the management committee in 2018. He currently works as a graduate accountant with Pitcher Partners in their Assurance and Advisory division. Damian has a passion for enhancing the way community organisations deliver on social impact, and has experience in working with community and not-for-profit organisations. Damian is also an active volunteer with St John Ambulance Australia (NSW), currently serving as an Innovation & Projects Lead.

Our Staff

Management

Christine Strachan : Chief Executive Officer

Joanne : Financial Service Manager

Euna : Assistant Financial Service Manager

Rhonda : Centre Manager

Yvonne : Burwood Food Services Community Development Manager

Cheryl : Inner West Family Support Service Manager

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

Professional Team

Annie

Christina

Ishara

Sophie

Asma

Damien

Kimi

Vicki

Benita

Hyesun

Maria

Catherine

Jenny

Renia

Volunteers/Seconded Workers

Alex

David

Kim

Patrick

Andrew

De-Anne

Krishnaveni

Patti

Angela

Debra

Kueta

Penelope

Angy

Denise

Lalitha

Peter

Anish

Denise

Leah

Peter

Ann

Diana

Lena

Peter

Anna

Dianne

Lewie

Rachna

Anne

Dimitri

Lijuan

Razia

Annie

DJ

Lilian

Robert

Antonio

Elizabeth

Ling

Roger

Asha

Emma

Litoni

Sadia

Ashley

Gloria

Loletta

Sahiti

Ashok

Habiba

Magda

Sai

Belinda

Harpajan

Maija

Saleha

Benjamin

Hayley

Manuni

Sam

Bernard

Henry

Maree

Santina

Betty

Imran

Mark

Savitri

Bharathi

Ivonne

Margaret

Shalinee

Bob

Imogen

Margaret

Sharlee

Briana

Jade

Mary

Shruta

Carol

James

Meenal

Sinniah

Carolina

Janet

Michael

Sophia

Catherine

Jayanthi

Michelle

Sophie

Catriona

Jesse

Miki

Suman

Cecilia

Jessica

Mira

Suzanna

Christina

Jenny

Natalie

Swati

Cindy

Joanne

Ngan

Talisha

Claire

Judy

Ngo

Tania

Daniel

Kalpaka

Nick

Tara

Darka

Kien

Patricia

Taylah

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 Supporters



Corporate Supporters



Local Government & Community



Education Partners

Australian College of Applied Psychology
Charles Sturt University
Griffith University
James Cook University
Macquarie University
Monash University

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

TAFE St Leonards



Community Partners

Anglicare Summer Hill
Annie Crowe
Ashfield Mall Management
Auburn PAC Domestic Violence Liaison Officer
Australian Unity
Barnardos Australia
Bendigo Bank
Brighter Futures
Burwood Council and Staff
Burwood Community Corrections, Corrective Services
Burwood Community Services Centre
Burwood Local Court Staff
Burwood PAC Domestic Violence Team
Burwood Plaza Management
Burwood Public School
Burwood RSL
Burwood Volunteer Network
Bunnings Ashfield
Campsie PAC Domestic Violence Liaison Officers
Canterbury Bankstown Domestic Violence Liaison Committee
Cara House
Carers Association
Care Ways
Catholic Care
Centrelink Burwood
Centrelink Bankstown
City Care
City of Canada Bay Council
City of Ryde
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
Drummoyne Community Centre
Enfield Public School
Family and Community Services – Housing Services (Burwood)
Flemington LAC Domestic Violence Liaison Officers
Gladesville PAC DV Team
Guardian Funerals
Homebush West Public School
Inner West Council
Inner West Domestic Violence Liaison Committee
John Fiscaro Solicitor
Kids@Weldon
Lakemba Community Services Centre
Legal Aid NSW – Domestic Violence Unit
Leichhardt Women's Health Centre
Lifeline
Linking Hearts
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 Force
Outback Steakhouse Nth Strathfield
Parramatta WDVCS
Prosper Project Australia
Ray White Summer Hill
Relationships Australia - Sydney
Rhodes Shopping Centre
Ryde Hunters Hill Domestic & Family Violence Committee
Share the Dignity
Stop Domestic Violence Action Group
Strathfield Private Hospital
Strathfield plaza Management
Strathfield South Public School
St. Paul's Burwood
Sydney Local Health District Domestic Violence Committee
Sydney Self Defence Centre
Sydney Water
Sydney Women's Counselling Centre (Campsie)
Telstra
The South Eastern & Northern Sydney Family Referral Service
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"> 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 	<ul style="list-style-type: none"> Enhancing community infrastructure Increase participation in social and civic activities Foster access to resources and build capacity for individuals to maintain independence and manage future challenges Delivering individualised service designed to clients' specific needs Responsive to changing needs of clients
<ul style="list-style-type: none"> Operate the organisation in an effective, efficient and accountable manner 	<ul style="list-style-type: none"> Implement strong organisation systems to support high quality service delivery Develop a skilled, performance-driven workforce, committed to our values Develop the organisation's infrastructure for growth and sustainability
<ul style="list-style-type: none"> To work in collaboration and in partnerships with other services and agencies to respond effectively to clients' needs and provide effective and integrated services. 	<ul style="list-style-type: none"> Enhance existing services and programs through partnerships and collaboration Create new services and programs by developing new partnerships and joint ventures Develop outreach opportunities for new and existing services





EMBRACING CHANGE AND CONTINUITY



BURWOOD
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WELFARE
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