

# Annual Review

**19/20 20/21**



## **Our mission**

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

## **Our vision**

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

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*We acknowledge and pay respects to the Aboriginal People of Australia, the land in which we live and work. We recognise the strength, resilience and capacity of Aboriginal people and pay respects to Elders past, present and emerging.*

**It is with gratitude and honour that I provide the Burwood Community Welfare Services (BCWS) 2019/20 and 2020/21 report on behalf of the Management Committee (Committee).**

While BCWS has changed significantly since its establishment in 1968, the heart and vision of the organisation to continually support and strengthen the people of Sydney's Inner West area remains.

These last two years have seen significant change in the way the organisation operates, including adopting a modified version of the NSW Fair Trading Model constitution. With a team of about 18 staff and just over 100 volunteers, BCWS rose to the challenge of a pandemic and natural disasters with courage, tenacity and commitment. This ability to adapt and respond to community needs is a testament to the generous hearts and minds of the people who make BCWS what it is. On behalf of the Committee, a heartfelt thank you goes to all BCWS staff and volunteers.

In November 2019, a new Governance Committee was elected. I would like to thank and acknowledge the previous members who retired from their roles, those who returned to volunteer their expertise and time and those who were newly appointed. A special acknowledgement is given to Teresa West (previous Chairperson since 2008) and Sharon Laing (previous Honorary Secretary and a member of BCWS since 1998) for their leadership and long-term contribution to this organisation. I also acknowledge the return of two of the longest serving BCWS members, Heather Gough-Fuller and Clyde Livingston. Their continual dedication, knowledge and expertise has anchored us in these challenging times.

Another significant milestone is the retirement of Christine Strachan, Chief Executive Officer. Christine served the community of Burwood and BCWS for 42 years. She was awarded the 2020 NSW Women of the Year First State Super Lifetime Achievement Award and the regional award for 2020 Strathfield Women of the Year. Congratulations Christine. The Committee, staff and volunteers want to thank Christine for her passion, commitment and drive to always help those in need. We wish her well in her retirement.

While it has been challenging over the last two years, we have also had many opportunities. For example, BCWS expanded the Meals on Wheels services to the City of Canada Bay and the Inner West, staff continued to meet increasing service demands and raise awareness about the impact of social isolation and domestic and family violence in times of lock-down and public health restrictions.

Looking forward, the Committee will continue to build on the strategic intent of the organisation which began almost two years ago. The three strategic priorities are:

**1. Stronger, more resilient communities:** 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.

**2. Responsive partnerships:** To work in collaboration and in partnerships with other services and agencies to respond effectively to clients' needs and provide effective and integrated services.

**3. Improved organisational performance:** To operate the organisation in an effective, efficient and accountable manner

In 2021/22, these strategic priorities include:

- A review and renewal of our policies and procedures to ensure we are fit-for-purpose and meet all legal and regulatory requirements
- A review and update of our business model and infrastructure to ensure we remain a viable and sustainable organisation
- An active pursuit of new partnership arrangements, including new funding opportunities
- A continued investment in staff and volunteer health and wellbeing.

As a final comment, I want to thank the Committee members for their support and countless hours of voluntary work. I am privileged to work with an incredibly talented and exceptional group of people.

**Tania Waitokia**  
Chairperson





## Treasurer's Report

**I am pleased to provide the financial report for 2021 to you, the Members of the Association.**

The Association's auditors, C. M. Pitt & Co Chartered Accountants, 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 2021 year was a mixed one with COVID-19 adversely impacting the operations of our Neighbourhood Centre, whilst we saw an increase in demand for Domestic Violence, Family & Community Support and Meals and Wheels activities.

Total Income for 2021 was \$2,793,797 (2020 \$2,391,966). Revenue is increasing in line with the demand for community services support across all the activities we provide to domestic violence victims, family and community services and those requiring Meals on Wheels. We are now servicing the community in over 20 major suburbs of the Inner West of Sydney. The addition of Concord Meals on Wheels assisted the growth in MOW revenue of around \$100,000.

The Federal Government subsidy of Cash Boost \$50,000 helped the Association meet the growing demands of the community.

The growing demand for the broad range of community services we provide led to an increase in expenses of \$2,664,540 (2020 \$2,228,027) over the year. 2021 expenses include a provision for relocation of premises of \$100,000, increasing the Association's occupancy cost. There were a number of one-off accruals amounting to almost \$100,000.

BCWS has a lot of funding available for Information Technology - this is a great opportunity to make smart investments to take the business forward.

The Association at 30 June 2021 had Total Equity of \$551,378 and adequate cash reserves to fund the Association and to meet our liabilities.

I would like to acknowledge the generosity of so many sectors of the community, all our volunteers, Burwood Council, Federal and State Governments, community organisations such as Rotary Burwood, other community groups such as Burwood RSL and CommBank Staff Foundation. Without their support, generosity and community spirit, BCWS could not continue to provide the same level of services it does.

I would like to thank the staff of the Association for their support and professionalism, both in their commitment to delivering a quality service to our clients, and our accounting staff for preparing accounts for the Board and for their diligence in providing day-to-day financial support to the CEO and the other staff.

COVID-19 is a significant challenge to all and our people - through a pursuit of our mission - will build a more resilient Association to support our Community.

**Keith Shelvey**  
**Treasurer**



## BCWS – Making an Impact 2019/20 & 2020/21

### Service

### The numbers

### How we made a difference

#### Inner West Meals on Wheels

**71,222**  
meals served

- Clients were able to remain in their homes while receiving nutritional meals
- Minimised client isolation and disconnection with community life

#### Inner West Family Support Service

**607**  
families assisted through a model of prevention, early intervention and crisis intervention

- Families were better connected to the community
- Clients were more confident in parenting
- Clients were empowered by strengthening their existing skills

#### Burwood Women's Domestic Violence Court Advocacy Services

**47,819**  
assistances  
**7,649**  
unanswered contact attempt calls to referrals received from other agencies  
**3,492**  
new clients  
**2,570**  
children under 16 involved

- Clients were more aware of the signs of domestic violence
- Clients have been able to take steps to end the domestic violence they have been experiencing

#### Skead House Neighbourhood Centre

**484**  
clients assisted through food, electricity, gas, water and telephone vouchers  
**1,576**  
clients assisted with information, advice and referrals  
**1,665**  
community members engaged through community programs

- Clients were supported and assisted to deal with crisis situations
- Clients were empowered with information and connected to services to promote capacity building and increased resilience
- Clients were encouraged to make informed decisions leading to better outcomes
- Community engagement/empowerment programs were adapted to meet the challenges posed by the COVID-19 pandemic and successfully continued to provide services to meet community needs

#### Inner West Counselling

**115**  
referrals  
**76**  
clients  
**400+**  
counselling sessions

- Clients were offered a safe place to explore their feelings and emotions without judgement in a warm, confidential and caring environment