

2021/2022 ANNUAL REPORT



**Burwood
Community
Welfare
Services**



Burwood Park, Burwood NSW

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We acknowledge and pay respects to the First Nations 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.

bcw.org.au

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.



BCWS, 2 Wyatt Ave Burwood



Our History

Burwood Community Welfare Services Inc. began in 1968 when a group of local community members joined forces with the then Mayor of Burwood, the Late Alderman Keith Smith, and the Mayoress, Alderman Bonnie Smith, and established 'Burwood Aid Services'.

In 1976, the service expanded and became known as Burwood Information and Aid Centre (BIAC).

During the next 10 years, led by local volunteers Fred and Jean Skead, and with the dedication and hard work of over 60 volunteers, BIAC provided information to local residents on child care, youth services, accommodation, legal aid and ethnic services. The Centre also provided a 'Meals on Wheels' service and recreational activities for the aged community in the Burwood area. The Centre was always a welcoming place for members of the community.

As Philip Taylor, Mayor of Burwood at the time, stated: "The idea behind all these programs is to form friendship groups among people who would normally be isolated from the community".

In 1988, BIAC moved to the bicentennial building, 'Skead House', and became known as Burwood Community Welfare Services Inc. (BCWS). The services provided by BCWS became more specialised and included a Family Support Service, Women's Domestic Violence Court Support Services, Meals on Wheels and Counselling. The services provided by BCWS were no longer just for residents of Burwood, but stretched across a number of Inner West local government areas including Burwood, Strathfield, Canada Bay, the former Ashfield and Canterbury-Bankstown.

In 2013, due to the redevelopment of the site where Skead House was located, BCWS relocated its main operations to 2 Wyatt Ave, Burwood with some services operating from Concord and Strathfield.

In 2022, BCWS is still located at 2 Wyatt Avenue, but requires a more accessible, permanent location. The organisation's name is also changing to reflect the expanding vision and role of the organisation. In the future it will be known as Community Action for Better Living (CABL).

While BCWS has changed significantly since its establishment in 1968, the organisation still has the same commitment and dedication to assisting residents of the Inner West of Sydney. Staff and volunteers have a strong sense of caring and social justice and are devoted to services that strengthen individuals, families and the community.



GOVERNANCE

Structure and management

Burwood Community Welfare Services Inc. (BCWS) is registered with the Australian Charities and Not-for-profits Commission (ACNC) and is overseen by a Board of Management, led by the President. The staff team is led by the Chief Executive Officer.

There are currently three primary service streams, each headed up by a manager/team leader:

1. Inner West Meals on Wheels (IWMOW)
2. Burwood Women's Domestic Violence Court Advocacy Service (WDVCAS)
3. Inner West Family & Community Support Service (IWFACS)

We also deliver grant-funded projects, such as GambleAware. BCWS is supported by a Finance Manager and a Bookkeeper.

Our Board



Tania Waitokia
President



Giang Nguyen
Ordinary member



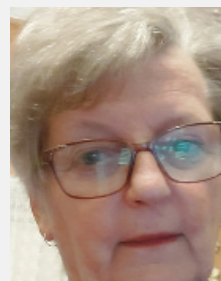
John Gough-Fuller
Vice-President



Adam Quirk
Ordinary member



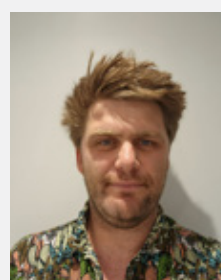
Damian Kaushik
Secretary



Heather Gough-Fuller
Ordinary member



Judith Love
Treasurer



Andrew Stevens
Ordinary member
Appointed:
23 November 2021

Senior Staff

Name	Position	Period (if not whole year)
Simon Fox	CEO	Commenced 22 March 2022
Robyn Collins	Interim CEO	22 July 2021 to 24 May 2022
Christine Strachan	CEO	Retired 5 November 2021
Euna Choe	Finance Manager	
Melissa Luong	Service Manager WDVCS	
Yvonne Livesey	Service Manager IWMOW	
Cheryl Gabin	Service Manager IWFACS	



BCWS, 2 Wyatt Ave Burwood

CHAIRPERSON'S REPORT



During 2021-22, our organisation faced many challenges and has emerged stronger than ever. I am very proud to have been the President of BCWS and to be part of an amazing team that strives for excellence

and retaining a serving heart that puts people at centre of our work.

In recent times, COVID-19 dominated our communities - highlighting the essential role of our sector. A recent research series, "Aftershock: addressing the economic and social costs of the pandemic and natural disasters on the people of NSW, Report One – Mental Health" outlines the importance of community-based services and supports in helping people recover from negative shocks. Organisations such as ours play an essential role in supporting people in the immediate aftermath of a disaster, and in fostering wellbeing and social connection.

Our staff and volunteers demonstrated their resilience, dedication, agility, and compassion as they continued to provide frontline services to those who were most vulnerable in our communities.

In 2021-22, we:

- Delivered over 56,000 meals to 441 clients through around 100 volunteers
- Made over 9,000 calls to victims of domestic and family violence
- Assisted over 1,500 people with information, referral or advice and provided over 100 clients with targeted support through case work

I would also like to acknowledge and thank the Management Committee members for their individual and collective efforts in guiding the organisation in its important work. In 2021-22, the Committee updated our constitution,

initiated a name change for the organisation to reflect our community reach and aspirations, and continued a process of strategic review and refresh of our services to better respond to people's needs.

I want to pay special tribute to:

- Clyde Livingstone, who retired as a committee member. Clyde is one of the original founding members, beginning his journey with the organisation in 1968.
- Alan Wright OAM, who joined our Board in 2019 at the grand age of 90 years. In October 2022, Alan died peacefully and our heartfelt condolences go to his family.
- Barbara Newman, who joined us in 2019 alongside Alan Wight and Judy Love. Barbara has retired as a committee member but remains a Meals on Wheels volunteer.
- Dorothea Pullen, who served as the Secretary and a volunteer with Meals on Wheels for nearly five years.
- Keith Shelvey, who served as the organisation's Treasurer for over six years.
- Ms Robyn Collins, Interim CEO. Robyn successfully led the review and update of our business model including updating our policies and procedures to ensure we met our legal and regulatory requirements and built a strong health workplace environment

Finally, I'd like to thank our new CEO, Simon Fox and all the staff and volunteers for their efforts during what has been another relentless year, and for the support of all the people and organisations we work with.

I believe CABL or Community Action for Better Living (formerly known as BCWS or Burwood Community Welfare Services) is in good hands and is well placed as the sector re-imagines what is needed to support vibrant and strong communities.

Tania Waitokia, President

CEO'S REPORT



I joined Burwood Community Welfare Services as CEO in March 2022 after a 25-year career in local government and previous experience in non-government organisations. I have a background in social

work and a Master of Business Administration.

Since joining BCWS I have been privileged to work with a dedicated team of staff and volunteers, including our Board, who are committed to building a stronger community in the Inner West.

I extend my heartfelt thanks to the whole staff team for your efforts, particularly having to deal with the complexities and risks associated with COVID so that you could continue to support your clients. You have all worked tirelessly this past year to make a real difference in people's lives. I pay tribute to your hard work and resilience during 2021/2022.

I also appreciate the support of the Board and staff team as I have embarked on the learning curve to developing a richer understanding of the strengths and weaknesses of this unique organisation. I am relishing this challenge.

The coming year will present us with challenges and opportunities as we continue to rebuild our organisation and services in the post-COVID period. One significant task will be to secure affordable and appropriate premises from which to operate, when our current lease expires in October 2023. I am in the process of exploring all options with a wide range of potential partners.

To meet the challenges, we will need to draw on the strength and resilience developed over the past two years. It is essential that we continue to consult the community about their important needs and the gaps in services. We

will need to move purposefully to be able to deliver effective and accessible services.

Change is rarely easy, and during this upcoming period we will call on our staff to be adaptable and resilient as we review existing services and develop new evidence-based practice models. Balancing the needs of staff with the requirement to adapt our services to best meet client needs can sometimes result in difficult decisions having to be made. My focus throughout this process will be on supporting staff wellbeing.

We will continue to work with all our stakeholders to build a strong alliance that can achieve more than any one individual or organisation. We will use the opportunity afforded by the change of name to Community Action for Better Living to relaunch and re-imagine ourselves.

My vision is to develop a forward-looking, sustainable organisation that is evidence-based and focused on building the strengths and capacity of our community. I look forward to the challenge of turning that vision into reality together with the staff, the Board and all our stakeholders. I invite everyone involved with our organisation to get on board and continue to give your best efforts on behalf of the community.

Simon Fox, CEO

Our vision is for a just and inclusive society that values every individual equally, recognising and affirming those in need, and we have worked tirelessly to progress this vision. Following is a snapshot telling the story of the work we have undertaken during the 12 months covered by this report.

INNER WEST MEALS ON WHEELS

Inner West Meals on Wheels (IWMOW) is a service that has been operating for over 60 years, assisting frail older people and younger people with disabilities. IWMOW is funded by the Department of Health and through co-payments from clients. IWMOW offers hot, chilled and frozen meals and can accommodate specific dietary needs, including the provision of meals to clients from culturally and linguistically diverse backgrounds. Like many community services, IWMOW had to adjust to COVID and, despite the challenges, was able to continue during the year without disruption.

In 2021/2022, IWMOW delivered over 50,000 nutritious meals and friendly volunteers to the doors of over 400 people who are frail, aged or living with disability in Burwood, Strathfield and Canada Bay. MOW is more than just a meal and our team of five staff and 100 volunteers make a huge difference in the lives of our clients. When our volunteers deliver meals, they touch base with the clients and can provide both emotional and practical support. If they sense a client may not be doing well, they let our service manager know who undertakes a caring check-in. This was especially important during COVID lockdowns.

IWMOW also ran community activities to support our clients through COVID. 'U Got a Friend in Me' phone calls to seniors were delivered by staff, volunteers and students and assisted 17 vulnerable older people.

'BeConnected' involved two sessions on digital literacy for seniors with nine people attending. 'Words of Kindness' was a NSW MOW Association initiative to distribute cards with messages of hope to combat isolation and loneliness and were sent to over 150 MOW clients. More than a meal indeed!

Our amazing and inspiring volunteers contributed over 8,000 hours of unpaid service during the year. They tell us they get great joy and meaning from what they do. Without them, the service couldn't happen and we pay special tribute to their dedication.

In 2022/2023, MOW will continue to provide assistance for clients and grow our base to deliver even more meals and support. This will be undertaken in the context of the Commonwealth Government's review of aged care reforms which may result in changes to the funding model in the future.

Celebrating Edna's 101 Years

Edna has been a client of Inner West Meals on Wheels since 2015. With the support of home care services, family and friends, Edna is living independently in her own home and celebrated her 101st birthday milestone with our staff and volunteers. Edna has an incredible sense of humour and can always be counted on to tell us what a wonderful job we are doing and also when we need to improve!

What our clients say about us:

I would like to sincerely thank you for caring and taking interest in our daily wellbeing.

You are beautiful inside and out.

Every day may not be good, but there is something good in every day.



BURWOOD WOMEN'S DOMESTIC VIOLENCE COURT ADVOCACY SERVICE

Burwood WDVCS is funded by Legal Aid NSW through the Women's Domestic Violence Court Advocacy Program to provide assistance to women and children who are experiencing or have experienced domestic and family violence.

Since the Domestic Violence Justice Strategy was implemented in July 2015, the service has received automated referrals from the NSW Police Force for any domestic and family violence incidents for women and children who reside within the Burwood or Campsie Police Area Commands.

One of our primary services is to assist women and children involved in Apprehended Domestic Violence Order (ADVO) proceedings at Burwood and Bankstown Local Courts on List days. We can also provide support for Mention and Hearing types of court matters.

During one of the most vulnerable and distressing times in women and children's lives, our dedicated and skilled team provides vital support. This includes emotional support, a safe place at court, information about the court process, advocacy and referrals to legal and other support services. Our services occur before, during and after court and we can provide information about domestic and family violence even if there are no court matters.

WDVCAS currently hosts the Burwood/Campsie Safety Action Meeting (SAM), which emerged from '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). Fortnightly SAMs are held to develop safety plans for vulnerable people identified to be at serious threat. SAMs are attended by senior officers from a wide range of agencies, including Police, who have the authority and mandate to commit to meaningful actions to maintain the safety of victim-survivors. Our service undertakes a thorough safety risk assessment of all cases and makes referrals to the SAM where needed.

Whilst the ongoing impacts of the COVID-19 pandemic restricted our ability to raise awareness about domestic and family violence through community activities in person, our service was able to adapt to the use of

technology. We were guest speakers at multiple forums during the year via a virtual platform and our Domestic and Family Violence Specialist Worker (Multicultural Focus) presented to different community groups with the use of interpreters.

In summary, in 2021/2022 our amazing and hard-working team of seven staff made almost 9,500 calls to victim-survivors of domestic and family violence and followed up to provide support.

On a positive note, just before the end of the financial year, our service received exciting news that we will be receiving additional ongoing funding from Legal Aid NSW for case management services and also funding for a one-year pilot for hearing support. We look much forward to implementing these services, together with our existing services in the 2022/2023 financial year.



INNER WEST COMMUNITY AND FAMILY SUPPORT

Inner West Community and Family Support (CAFS) is funded by the Department of Community and Justice to deliver targeted support and community strengthening under the Targeted Early Intervention program (TEI). CAFS delivers support services to children, young people and families experiencing or at risk of vulnerability in the Burwood, Strathfield and Canada Bay local government areas and the former Ashfield LGA (excluding Summer Hill). The service works with other community-based organisations to build the capacity of the services sector to better meet the needs of clients in a collaborative manner.

CAFS is delivered under two main streams: community strengthening; and wellbeing and safety. The community strengthening stream includes building stronger community connections, and providing community support and activities delivered by a community centre, such as support groups. The wellbeing and safety stream includes targeted and specialist support, such as case work and counselling.

In 2021/2022, CAFS faced the twin challenges of COVID, which restricted opportunities to

work face to face with clients and families, and significant staff shortages, which further reduced capacity to respond to local needs. In spite of these issues, CAFS was able to support many individuals and families throughout the year in a combination of case work and group programs.

We assisted 1,630 people through information, advice or referral, engaged with over 500 clients through our activities and programs and provided case work support and counselling to 137 clients.

In 2022/2023, CAFS services will be reviewed, which may result in recommendations for a new structure to ensure we can best utilise the resources available to us to meet the identified priority needs in our community.

OTHER SERVICES

During the year the team at BCWS also supported many clients through financial aid and relief from utility payments, with the assistance of volunteers and students. Unfortunately, this service is unfunded and cannot continue into 2022/2023.

A number of groups were run for the community, including Safer Pathways, the Story Factory and Caring for Carers with over 40 people in attendance. We also supported the Tree of Joy program and held open days for the community with over 300 individuals and families participating.

Many of these activities were hampered by COVID and attendance was generally down on previous years. Staff and students also worked in collaboration with IWMOW to deliver the 'U Got a Friend in Me' phone calls to seniors.

BCWS continued to provide access to the community room (known as 'The Barn'), however these activities were also at a reduced level compared to the pre-COVID period. The changes required under COVID have meant that most groups relocated to other venues during lockdowns and have not returned, and the space will no longer be used for that purpose moving forward.



TREASURER'S REPORT



We are pleased to announce that we have achieved a positive financial result for the 2021/2022 year of \$73,927.26.

Thank you to our main funding bodies,
Department of

Communities and Justice, Legal Aid NSW and Department of Health. The core funding provided to us by these departments enables us to deliver a wide range of important services to our community.

Burwood Council continued their financial support during the 21/22 year and have confirmed they will continue their support for an additional year in 22/23. In addition, donations totalling \$19,905.50 were received from our wonderful Meals on Wheels volunteers. Without these and other donations our final result would have been much less healthy.

The following grants (on top of core funding) were obtained through the excellent efforts of our staff:

- Empowering and Supporting Local Communities, \$20,000
- Responsible Gambling Fund to date, \$4,940.67
- Burwood RSL, \$12,800

Some funding has been carried over into next financial year.

The year 2021/2022 was an extremely difficult period, primarily due the limited availability of staff which often resulted in our team needing to work over and above their normal hours in order to provide services to our clients in their time of need.

I would like to acknowledge our financial staff, Manager Euna Choe, who stepped into the role during the year and provided excellent commitment and dedication, along with Nikki Austin, Euna's valuable assistant.

The appointment of our Chief Executive Officers – Robyn Collins, on a temporary basis, followed by Simon Fox – has given our service the stability and foresight needed to proceed into the future with confidence.

Finally, I wish to thank our auditor, C.M. Pitt & Co. Chartered Accountants who provided not only our annual audited report but also advice, support and understanding during the year.

Judy Love, Treasurer

OUR SUPPORTERS

During the 2021/22 year, BCWS was supported by a wide range of groups through grants, donations and in-kind assistance.

Our supporters

- Department of Communities and Justice
- Legal Aid NSW
- Department of Health
- Burwood Council
- City of Canada Bay
- Strathfield Council
- Burwood RSL
- Burwood Rotary
- Office of Responsible Gambling
- Bunnings Ashfield

Our donors

- Meals on Wheels volunteers
- Inner West Netball Association
- Councillor John Faker, Mayor of Burwood
- International Faith Community
- Commonwealth Bank Strathfield
- C3 Church Burwood

Our grant & funding providers

- NSW Legal Aid
- Department of Health
- Department of Communities and Justice NSW
- Multicultural NSW
- Office of Responsible Gambling
- Burwood Council
- Burwood RSL

Our corporate & community partners

- Rotary Burwood
- Bunnings Ashfield
- Dulux

We sincerely thank each and every one of the above for their generosity. Without their support we would be unable to deliver our services to the community.

CONTACT US

2 Wyatt Avenue, Burwood 2134
(02) 9747 1866
bcw.org.au
info@bcws.org.au

Note:
This information will change
when we become CABL. The
new contact details will be
widely promoted at that time.



Wangal Park, Croydon