



CABL

WELLBEING AND SUPPORT HUB

**Annual Report
2022/23**



cabl.org.au



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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.

COMMUNITY ACTION FOR BETTER LIVING INC.
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Our History

Community Action for Better Living 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.

As of 2023, Community Action for Better Living - CABL Inc. - has entered a new era as a dynamic and future-focused community organisation, offering a vibrant and accessible wellbeing and support hub for residents of Sydney's Inner West.

This year, our organisation transitioned to a new name and a new brand, which reflects the progressive role the organisation will play in the community now and into the future.

While CABL 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.



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.

Our Board



Craig Klement
President

I am privileged in offering my expertise and background in health and community sectors to CABL in leading teams, quality improvement activities and driving service excellence in the successful progression of organisational performance. Through promoting inclusivity, respectfulness and transparency in service provision we can deliver on care that is free from stigma and discrimination, ensuring fulfilling life paths.



Jennifer Coen
Vice-President

As a mental health social worker, I am committed to improving the lives of vulnerable people. The fantastic work CABL does in providing practical and emotional support to disadvantaged and those at-risk, aligns with my values. I am proud to be a board member. As a new member, I have found it very interesting to learn about how staff members' skills are being used to deliver contemporary services.



Gary Peacock
Secretary

I love being part of the CABL board as it brings together a diverse range of people who work collaboratively to support the fabulous work being carried out in the community.



Anna Vorissis
Treasurer

Dedicated to business and finance processes, I enjoy using my expertise to assist others. I am proud to be part of CABL as their treasurer, supporting their wonderful work and contributing to this amazing community.



Damian Kaushik
Ordinary member

Damian joined the management committee in 2018. He currently works as a senior accountant with Pitcher Partners in their Business Advisory and Assurance 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).



Giang Nguyen
Ordinary member

I am proud to be a CABL board member as it is an organisation that genuinely strives to connect and assist the whole community through varied multi disciplinary services provided. To reflect on the 2023/2023 year that has past, what has been the most inspiring about CABL when the organisation has faced challenging hurdles, I have found this is where the strength lies within CABL through resilience and determination of the organisation.



Adam Quirk
Ordinary member

Adam joined this Board with a desire to help an action-orientated organisation, and make a genuine difference to the people within the community facing hardship and life's challenges. It's been a pleasure to see the evolution of CABL over the last year and the reinvigoration of many of the services post-Covid period. I look forward to seeing the next strength that we move towards.



Heather Gough-Fuller
Ordinary member

I have had the great pleasure of being a member of the committee for some 30 years. In recent years, I have also been privileged to work with the team of counsellors who volunteer to provide a free individual counselling service to clients referred through CABL. The organisation has seen some dynamic and exciting changes in the last 12 months. I am particularly heartened by CABL's strong focus on developing the social and emotional wellbeing of parents and their children through specialised therapeutic programs, decreasing social isolation and providing opportunities for people to build supportive networks within their communities.

Andrew Stevens
Ordinary member

Resigned 22 November 2023



Judith Love
Public Officer



Our Senior Staff



Left to right:

Yvonne Livsey
Manager Meals on Wheels

Simon Fox
CEO

Kez Holloway
Manager Family Support

Sophie Sophocleous
Manager Burwood WDVCS

President Report



It is my privilege to present, on behalf of the Management Committee, the Community Action for Better Living (CABL) Annual Report for 2022/23.

This past year has witnessed significant change, the consolidation of ongoing initiatives, and the completion of various projects. I am proud of our accomplishments.

Operating under various names since 1968, CABL has been dedicated to providing services to local communities. In the reporting year, Burwood Community Welfare Services successfully underwent a brand transformation to CABL. This change not only highlighted the breadth of services offered in the Burwood area but also expanded our reach into neighboring communities. The new name underscores our commitment to an affirmative and collaborative approach aimed at enhancing community well-being. With confidence and renewed vigor in this rebranding, our focus propels us forward in supporting and strengthening communities.

Earlier in the financial year, the Committee initiated a review of CABL in alignment with current strategic directions, aiming to enhance and develop these strategies. The review identified areas of success and opportunities for future growth.

The Committee approved a review of the Family Support Service, resulting in a restructure that bolstered our capacity to assist vulnerable families. The new team hit the ground running,

re-establishing critical programs, groups, and casework services crucial for supporting our local community.

A service review of the Women's Domestic & Family Violence Court Advocacy Service (WDFVCAS) was also conducted, focusing on achieving Key Performance Indicators in support of women and children who have experienced domestic and family violence. I am pleased to note that this review has already led to service improvements. I am confident that the exceptional work of this team will surpass expectations in the next reporting period.

Following a challenging time during COVID, the Meals On Wheels service experienced an increase in service provision. Alongside this growth, commendable efforts were made to understand and respond to aged care reforms at a Commonwealth level. Regular consultations with federal government agencies were conducted to seek enhanced support and funding, and partnerships with the Chinese Australian Services Society were formed to provide services to the local Chinese-speaking community.

The review of CABL administration and operations, aimed at streamlining and consolidating support services, saw the initiation or completion of several strategies by the end of the reporting period. This included the review of policies, procedures, and governance of CABL, as well as the review and implementation of employment conditions to align more closely with the SHCADS Award. This significant effort positions CABL on a stronger foundational path going forward.

CABL would not be what it is today without the great work of its staff. During a challenging time, the staff responded with professionalism and dedication to duty, which is highly commendable. Thank you all for your hard work and commitment.

I would like to express gratitude to CABL's CEO, Simon Fox, for his focus and hard work in steering the organization toward a future position in which CABL is sure to thrive.

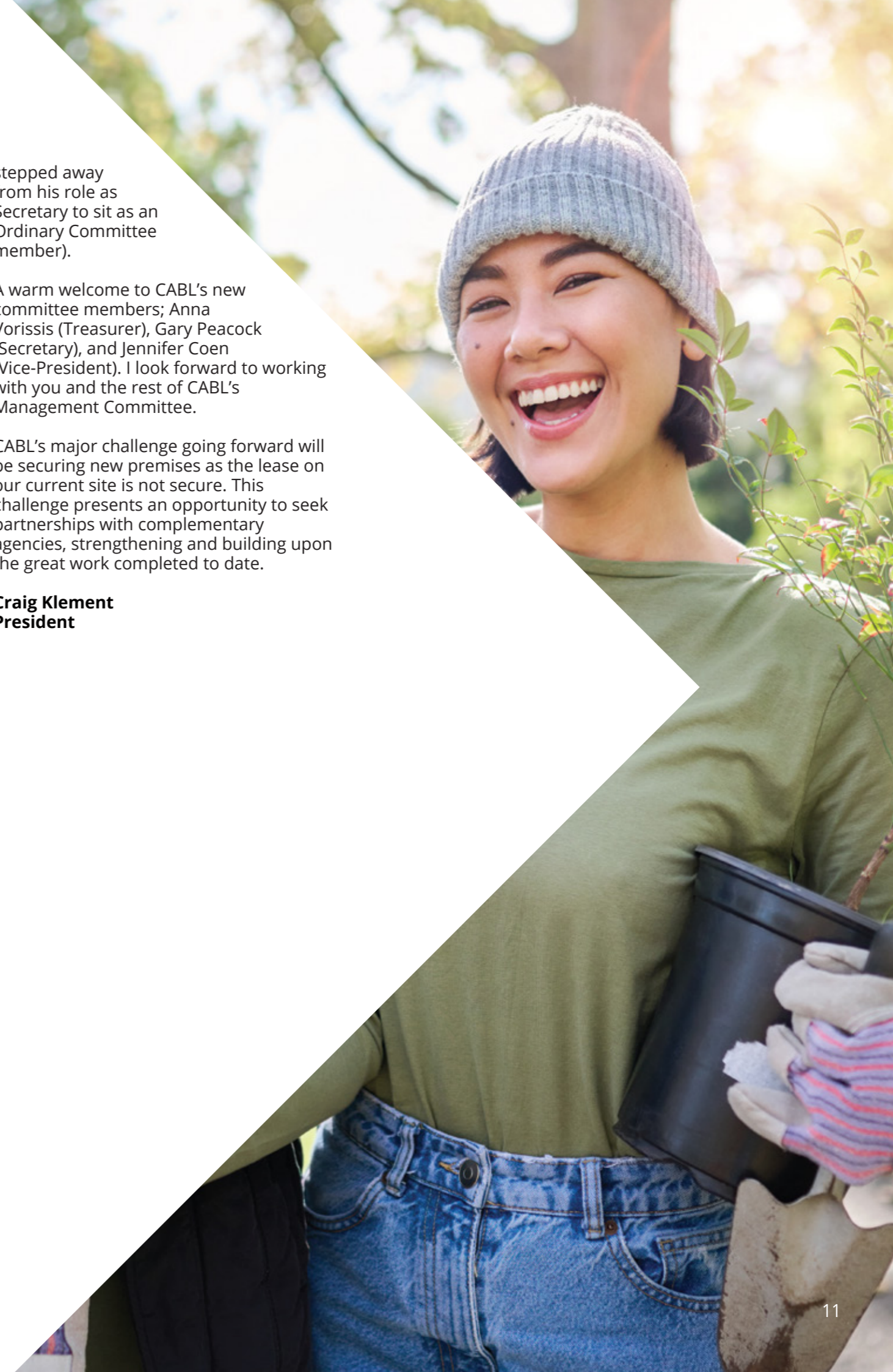
I also take this opportunity to thank the departing Management Committee members for their hard work in steering CABL in our current direction. Thank you to Tania Waitokia (President), John Gough-Fuller (Vice-President), Judy Love (Treasurer), and Damien Kaushik (who

stepped away from his role as Secretary to sit as an Ordinary Committee member).

A warm welcome to CABL's new committee members; Anna Vorissis (Treasurer), Gary Peacock (Secretary), and Jennifer Coen (Vice-President). I look forward to working with you and the rest of CABL's Management Committee.

CABL's major challenge going forward will be securing new premises as the lease on our current site is not secure. This challenge presents an opportunity to seek partnerships with complementary agencies, strengthening and building upon the great work completed to date.

Craig Klement
President



CEO Report



Dear Supporters, Partners, and Friends of CABL,

I am delighted to present the CEO Report for 2023, offering a reflection on our organisation's journey over the past year. As we review the challenges and successes of this period, I am filled with gratitude for the unwavering support and dedication of our stakeholders. Together, we have made significant strides in our mission to provide practical and emotional support to the disadvantaged, vulnerable and at-risk members of our community.

CABL's launch in February this year was attended by many of our stakeholders, underscoring the significance of this service in the Inner West community. It marked a pivotal milestone in CABL's transformation into a service that adopts a strengths-based approach to supporting the well-being of individuals, families, and communities.

Throughout the past year, CABL has continued to make a meaningful impact on the lives of those we serve. Our commitment to delivering safe, accessible, accountable, and responsive services has remained steadfast. We have empowered CABL's clients to make choices in their own lives while respecting their right to be treated with dignity and confidentiality.

Key achievements include:

- A comprehensive review of both our family support service and Women's Domestic Violence Court Advocacy Service (WDVCAS), leading to change management plans that revitalised structures, practices, and instilled a renewed sense of purpose.
- The consolidation of our Meals On Wheels (MOW) service into a renovated space in Concord, fostering collaboration between our staff and volunteer teams.
- The recruitment of highly skilled and committed professionals who complement our existing teams.
- Ongoing collaboration with like-minded services, engaging and empowering the communities we serve.

You can find tangible outcomes of these transformations in the services section of this annual report.

Ensuring the sustainability of our programs has been a top priority. Our commitment to achieving the highest standard of service delivery and developing strategies for future growth is evident in the steps taken to review our services and implement necessary changes.

Despite the challenges posed by limited funding, we have effectively managed our financial resources. Financial transparency and accountability remain paramount, as demonstrated by a review of our financial systems to improve efficiency and the allocation of resources to maximise impact, resulting in a small surplus. Please refer to our financial statements for details.

Collaboration has been a cornerstone of our work, with strengthened existing partnerships and new ones formed with organisations that share our vision, expanding our reach and effectiveness.

Our dedicated team of staff and volunteers remains the backbone of our organisation, and we are grateful for their hard work and commitment, especially during the challenging times as we revitalised and reinvigorated our services. Thank you for your efforts.

The generous support of our stakeholders, including our Board, funders, partners, and donors, has been instrumental in achieving our goals. My heartfelt gratitude goes out to each of you for being an integral part of our journey.

Looking ahead to 2024, we are determined to build upon the achievements of this year. We will:

- Expand our services and programs to reach even more clients.
- Foster meaningful collaborations and partnerships.
- Invest in the professional development and well-being of our teams.
- Maintain our focus on financial sustainability and accountability.

CABL remains committed to our vision of creating a just and inclusive society that values every individual equally, recognising and affirming those in need. We are proud of our achievements over the past 12 months, tempered by an awareness that we still have a journey ahead to maximise our effectiveness. As we move forward, we do so with optimism, determination, and a deep sense of responsibility to the communities we serve.

Thank you for your continued trust and support.

Simon Fox
Chief Executive Officer



Treasurer Report



Overall, CABL had a surplus of \$207,297. As at 30th June 2023, CABL had Total Equity of \$832,601. Included in this amount is \$100,000 provision for relocation of premises. The reserve is necessary due to uncertainty regarding our current lease.

CABL's financial position is sound and has adequate cash reserves to fund the Association and meet our liabilities.

I would like to acknowledge the generosity of so many sectors of the community, including all our volunteers, Burwood Council for their ongoing financial rental contributions, the Federal and State Governments who fund our services, community organisations such as Burwood Rotary, other community groups such as Burwood RSL and our corporate partners including the Commonwealth Bank. Without their support, generosity and community spirit, CABL could not continue to provide the same level of services it does.

I would like to thank the staff and CEO for their constant support and professionalism and their commitment to delivering superior services to our clients. I thank Euna Choi (who resigned in April 2023) and Nikki Austin in Finance for all their support. I appreciate the work of our external accountants in providing day-to-day financial support to the CEO, Board members and the other staff and our auditors for preparing the end of year accounts and audit for the organisation.

Anna Vorissis
Treasurer

I am pleased to provide the financial report for 2023 to you, the Members of the Association. The Association's auditors, Portman Newman, have issued the Board with an audit opinion which is unqualified. On behalf of the Board, I make the following comments in relation to the finances of the Association.

The 2022 - 2023 financial year was a productive and rewarding one for CABL. In the post-COVID period, our services were in continual demand by various sectors of the community and we were able to meet the challenges this presented thanks to the dedicated staff and the continuing generosity of our many supporters.

Total Income for 2023 was \$2,747,162 (2022 \$2,412,736). Revenue increased in line with the increasing demand for our community services support across all the activities we provide: domestic and family violence victims/survivors, families using our support services and those requiring Meals on Wheels (which services over 20 major suburbs in the Inner West of Sydney). One of the major challenges facing our organisation is recruiting and retaining qualified and experienced staff. This resulted in staff vacancies over the year, which was the primary cause of lower than anticipated expenditure, although the total expenses of \$2,539,865 were still higher than in the previous year (2022 \$2,338,809).

COMMUNITY ACTION FOR BETTER LIVING INC

Statement of financial position

As at 30 June 2023

	Note	2023 \$	2022 \$
Assets			
Current assets			
Cash and cash equivalents	9	1,846,181	1,443,663
Trade and other receivables	10	91,933	30,794
Inventories	12	6,511	5,656
Other assets	11	1,360	5,538
Total current assets		1,945,985	1,485,651
Non-current assets			
Property, plant and equipment	13	46,822	-
Total assets		1,992,807	1,485,651
Liabilities			
Current liabilities			
Trade and other payables	14	246,730	343,748
Employee benefits	17	249,876	266,632
Provisions	15	15,806	35,053
Contract liabilities	16	569,309	77,617
Total current liabilities		1,081,721	723,050
Non-current liabilities			
Employee benefits	17	78,485	67,297
Provisions	15	-	70,000
Total non-current liabilities		78,485	137,297
Total liabilities		1,160,206	860,347
Net assets		832,601	625,304
Equity			
Retained earnings		732,601	620,664
Reserves	19	100,000	4,640
Total equity		832,601	625,304

Inner West 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.

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. The Inner West Meals on Wheels service seeks to strengthen local communities by providing support for people to live independently while maintaining community connection. The service comprises the provision of a prepared, nutrient-dense meal, delivered to the consumer at home. In addition to meal delivery, we are offering community restaurant meals, where clients can enjoy a meal in the company of other community members. We deliver nutritious and healthy food to sustain health and wellness while also facilitating reliable and trusted social contact. We monitor and respond to clients' holistic well-being needs as part of a "more than just a meal" service model.

50th Anniversary

Since its early beginnings in the 1970s, Meals on Wheels has provided a much-needed community service to the population of the Inner West. This year marks Inner West Meals on Wheels' 50th year of service to the local community.

In the 1970s, Meals on Wheels outlets were located throughout the Inner West region. In 2009, Burwood and Ashfield Meals on Wheels joined forces to form Inner West Meals on Wheels. In 2015 Homebush and Strathfield outlets merged, and in 2020 Concord and Drummoynne services also amalgamated with Inner West Meals on Wheels. Commencing as a hot meal service run, the Meals on Wheels service has evolved to deliver convenient and nutritious frozen and chilled meals, as well as providing social support and community restaurants.

Today, around 4,000 meals are delivered every month by some 103 volunteers to local older people, people with disabilities, and their carers. Offering them not only a nourishing meal but also social interaction, a helping hand, and safety and wellness check.

Celebrating our long-standing volunteers

This year we recognized the outstanding contribution of the long-standing volunteers who have been an integral part of our service.

10+ YEARS

Brian Ollerton
Suman Gupta
Judith Hall
Kevin & Lesley Lollback
Lalitha Mahadevan
Pauline McGinley
Lindsay & Sue Brockway
Ann Ferris
Syd Watson
Mariana Reynolds
Marie Pereira
Phil Kerrigan
Ruby Arthur

15+ YEARS

Elizabeth Griffiths
Peter Hunt
Ian Monk
Joy Parker
Susan Healey
Terry Robinson

20 + YEARS

Savitri Jebanasam
Beverley Monk
Roger Guerin
Mark Kenny

30 + YEARS

Beryl Robinson

Meet our volunteer Noreen Fielding OAM

Noreen has volunteered with the Meals on Wheels service for 26 years.

During that time, Noreen delivered meals with diligence and passion and is a highly regarded member of our community. We are very grateful to Noreen for her time and work with the Meals on Wheels service. Through her volunteering, she has made immeasurable positive differences to the lives of people in our community. She has been heavily involved in community and charity work in the local area.

Noreen has also served in numerous organizations and in many varied roles; volunteering with the Ladies Auxiliary of the Concord Community Hostel, Concord Probus Club Inc., Bicycle NSW, Royal Flying Doctor Service, and other senior groups. Noreen was also involved in the Olympic 2000 School Strategy conducted by the NSW Department of Education and volunteered at the 2000 Olympic and Paralympic Games.

In April 2013, Noreen was awarded the prestigious Order of Australia for her tireless efforts over many years.



12,850

Number of deliveries

45,126

Number of meals delivered



The story of Edna, aged 102

“There is a quiet underlying side to the Inner West Meals on Wheels service. A duty of care provided that is seldom acknowledged but is such an important service which quietly monitors the security, health, safety and wellbeing of their clients. It gives peace of mind to families and has played a huge part in keeping mum at home.

Hello, my name is Margaret Bock and I have the very real pleasure of keeping an eye on my mum, Edna Goodwin.

Mum will be 103 in October this year and has been treated like royalty for more years than I can remember by Meals on Wheels. My records suggest our close association with Meals on Wheels began in May of 2015. We have come to know and love the office staff and volunteers and their dedication to providing more than a wonderful service with graciousness and a smile. Nothing is too much trouble. They really care about the people they provide meals for, never rushing, always with a smile, happy to brighten someone's day with a chat. I know for a fact that they all know my secrets.

Often at special times of the year beautifully presented and thoughtful surprises are delivered with meals which provide a real thrill to the recipients. I am fortunate to have a wonderful network of people who in their own way keep an eye on mum and report in if in any way they

think there may be problem. But Meals on Wheels who provide the backbone of the support, an important continuous and reliable service without fail. They liaise with me and mum on a regular basis and the service is faultless. At the slightest hiccup they don't hesitate to ring me and on more than on occasion, Meals on Wheels have been able to assist with matters of a more serious nature. They have a great system, a system that works.

We like to let Mum take control, as this is how she remains independent, living alone in her own home of 60 plus years and Meals on Wheels has played a huge part in that.

The service provided during the challenges of our COVID lockdowns did not falter. In fact those multi-skilled volunteers took the service to the next level.

Meals on Wheels, you are very, very special, thank you, we owe you a great deal of gratitude and you play a huge part in keeping mum living dependently in her own home.”

Sadly, Edna passed away peacefully surrounded by family one month shy of her 103rd birthday.



395

Clients receiving meals

103

Number of volunteers

CABL Family Support Service

Fostering Growth and Development: A Year of Impactful Family Support Services

In our community, amid a backdrop of financial hardship and instability, families encounter numerous challenges that test their resilience and ability to thrive. With the right support system in place, families can overcome these obstacles and flourish. Below, we highlight the remarkable growth and development achieved by our family support service over the past year as we continue to empower and strengthen families in our community.

Expanding Reach

One of the key indicators of our success this year has been the significant expansion of our services. Through strategic partnerships and the recruitment of a highly skilled, energetic team, we have extended our reach, offering a holistic, person-centred service to more families in need.

Enhanced Groups and Programs

To meet the evolving needs of families, we have improved and expanded our groups and programs. Our team of dedicated professionals has worked tirelessly to develop evidence-based interventions addressing a wide range of challenges faced by families. From parenting workshops and counselling services to financial literacy programs and first aid, our comprehensive approach has proven highly effective in fostering growth and development.

Impactful Results

The impact of our family support services is evident through the positive outcomes experienced by the families we serve. Through rigorous monitoring and evaluation, we have witnessed remarkable improvements in various aspects of family well-being. Families report increased levels of communication, stronger parent-child relationships, improved mental health, enhanced financial stability, and a greater sense of community belonging.

Community Engagement

We firmly believe that community engagement is essential for sustainable growth. Over the past year, we have actively collaborated with local schools, healthcare providers, and community organisations to create a holistic support network for families. By hosting and participating in community events and organising support groups, we have fostered a sense of belonging and empowerment among families, enabling them to build social connections and leverage available resources.



85

individual clients supported through case management

9

clients supported through our volunteer counselling program



Success Story

The Smith (pseudonym) family's journey with our family support service exemplifies the transformative impact we strive to achieve. Sally Smith and her children faced numerous challenges that threatened the stability and wellbeing of their family. Sally, solo parenting after a difficult separation, was not working, had unstable housing, and found parenting and connecting with her children challenging. Upon reaching out to our family support service, the Smiths were immediately connected with a dedicated family support worker, Becky.

Becky actively and intentionally worked on establishing safety and healing through building trust and rapport with the whole family. An initial assessment identified the family's unique needs, leading to a tailored support plan. Recognising the significance of financial stability, Sally registered for our financial wellbeing workshop and one-on-one coaching, acquiring essential skills to manage the family's finances effectively. Becky also supported Sally in securing consistent employment, providing stability for her family. Simultaneously, Sally received individual counselling sessions from a licensed therapist within our volunteer counselling service. These sessions addressed her mental health concerns, developed coping strategies, increased her parenting capacity, and improved her overall wellbeing. Through ongoing support, Sally regained her confidence, playing an active role in nurturing her children's emotional and mental health.

Recognising the importance of strong family bonds, our support service offered the Smiths parenting workshops and support groups, providing essential tools for communication, healthy boundaries, and positive parenting techniques. The Smiths learned effective ways to manage conflicts and create a nurturing environment for their children.

Encouraging community engagement was a crucial aspect of the Smiths' journey. Our team connected the family with local community organisations, enabling them to access additional resources and build a support network. The Smiths actively participated in community events, creating meaningful connections and fostering a sense of belonging.

Today, the Smith family has undergone a remarkable change. Sally's mental health has significantly improved, allowing her to actively contribute to her family's wellbeing. The children have thrived academically and emotionally, benefiting from strengthened parent-child relationships and a supportive environment.

The Smith family's success story serves as a testament to the transformative impact of our family support service. Through our comprehensive involvement, the Smiths have overcome adversity and emerged as a resilient and thriving family. Their journey highlights the power of holistic support, community engagement, and the unwavering dedication of our team. As we celebrate their success, we remain committed to empowering more families like the Smiths, fostering growth, and creating lasting positive change in our community.



140
program
participants
engaged in 35
programs run by
CABL Family



773
community
members
provided with
information,
advice and
referrals to
relevant services

609
community
members
engaged through
community
events, festivals
and expos

Burwood Women's Domestic Violence Court Advocacy Service

Burwood WDV CAS is one of 27 services funded by Legal Aid NSW through the Women's Domestic Violence Court Advocacy Program (WDVCAP) across NSW. WDV CAS services are accessible to all women aged over 16 years who have experienced or are experiencing domestic violence. WDV CAS have particular regard for the following groups in our service delivery:

- Aboriginal women
- Women from multicultural communities
- Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ) women
- Women living with disability
- Young women (under 25 years of age)
- Older women (over 65 years of age)
- Women who have been incorrectly identified as the person using violence in court proceedings
- WDV CAS also support the children of clients wherever possible.

Our team of 12 at Burwood WDV CAS assists clients living in the Burwood and Campsie Police area commands. Court advocacy support is available on AVO list days at Bankstown Local Court (Wednesdays) and Burwood Local Court (Thursdays).

Burwood WDV CAS provides women experiencing domestic and family violence with:

Safety Assessments and Planning: Using the domestic violence risk assessment tool, our team provides personalized and suitable support, prioritizing those at higher risk of harm. This includes taking targeted actions to help reduce the escalation of violence and ensuring our clients have a safety plan that suits their situations.

Case Coordination: We offer warm referrals to local services, assisting clients in engaging with the right support for their situation. Our service can coordinate referrals for housing assistance, counseling, financial assistance, health services, and legal assistance/advice.

Legal Information: Our workers cannot provide

legal advice, but we can assist with providing basic legal information on topics such as applying for an Apprehended Violence Order (AVO), providing statements to NSW police, court proceedings, the effectiveness of an AVO, and the role of legal representatives.

Court Advocacy: We offer court advocacy services to women navigating the legal process in relation to domestic and family violence cases. Our primary focus is to assist women in obtaining legal protection through AVOs that are customized to address their specific needs.

Case Management: A new addition to our service, allowing us to provide short- to long-term case management to eligible clients. Our caseworkers build a person-centred case plan to help clients identify their key safety issues, needs, and goals.

Hearing Support: We offer specialized Hearing support for victims involved in defended hearings at Burwood and Bankstown Local courts, for matters related to AVOs and domestic and family violence-related criminal charges. Our aim is to assist victims in overcoming barriers to court attendance and minimize the stress and trauma associated with the court process.

WDV CAS is also a key part of the Safer Pathway Model – the NSW Government's cross-agency, coordinated response to supporting people experiencing domestic and family violence.

Safer Pathway is comprised of the following components:

- A common risk assessment tool, the Domestic Violence Safety Assessment Tool (DVSAT);
- A streamlined referral pathway, known as the Central Referral Point (CRP);
- Consistent access to coordinated support for domestic and family violence clients through a network of Local Coordination Points (LCPs);
- A timely, integrated response to clients assessed 'at serious threat' of injury or death through Safety Action Meetings (SAMs);
- WDV CASs were selected to host LCPs for women across NSW.

“ I always remember the first call I had with Burwood WDV CAS, when I was really scared and about to leave my abusive relationship with a nine-week-old baby and a two-year-old. The worker was so supportive and gave me the courage to leave and I knew that she would be checking on me. It was a long call and she took in a lot of detail and I never had to repeat myself again. She also connected me with follow-up services that have been quite frankly life-changing. I am so grateful for this organisation.”

60
of our clients identify as
Aboriginal or Torres Strait Islander

1,578
of our clients identify as being of
a culturally and linguistically
diverse background

Top 5
languages in our servicing area
are Mandarin, Arabic, Bengali,
Greek, Korean



11
women supported
with case
management from
March to June 2023

22
women supported
with face-to-face
hearing support
from February to
June 2023

Client Story

Our team received a referral from NSW Police in regard to a 33-year-old female with a 3-month-old baby who fled NSW following her report to the police due to her fears of her now ex-partner.

She feared she would not be safe once the report was lodged and went to stay with family in Queensland. Although no longer living in the state, Burwood WDVCS made contact with her regarding the matter before our local court.

She disclosed severe physical abuse involving several choking incidents. The client advised she did not call the police while the assaults were occurring because she strongly believed her life would be in danger if she did. She kept records of the assaults over several months before going to the police to make the report.

The police had not laid charges straight away due to the time frames of the assaults, and they advised they needed a few weeks to investigate our client's allegations.

Burwood WDVCS was able to monitor the ADVO matter at court and provide the client feedback following court dates with the outcomes. The ADVO matter was adjourned several times due to delays in the police investigation. Two months later, while the matter was listed in court, we called the client from court to inform her that the police advised us that there would be no charges laid, but the ADVO matter would be proceeding. The client disclosed to Burwood WDVCS that her ex-partner had started breaching the ADVO almost immediately, and she had reported these

“ I am so grateful for all that you have done for me. I have been going through the local court system with my ex-husband for three years, maybe more! Your team has been there to support me every single time, always telling me what was happening, what was likely to happen next, and what my options were. You helped me get security upgrades on my home and get my counsellor. I am forever grateful for the support you gave me.

breaches to Queensland authorities. She was informed she needed to liaise with NSW police about the breaches, as the matter was still before court in NSW.

Whilst at court, Burwood WDVCS spoke with the Domestic Violence Officers (DVOs) about the client's comments regarding the breaches. The DVOs advised NSW police could not take the client's statements from here and protocol dictates that she gives her statement to her local authorities. Burwood WDVCS liaised with Queensland authorities and explained the client's circumstances and her endeavors to make a police report. We were able to make contact with the client's local police station and spoke to a senior officer and explained the situation at length. The officer advised Burwood WDVCS to encourage the client to attend the station while that officer was on shift so that a statement could be obtained.

The client called our service the next day to express how grateful she was for our service and for the support and liaison with the police as she had given up on the system. The breach report has been transferred to NSW Police now for follow-up, and her ex-partner was eventually charged with criminal offenses relating to the breach of ADVO.

25,932

service events provided
in this reporting period
(calls, emails, SMS, and
referrals)

2,696

referrals received via
the Central Referral
Point. 364 of those
referrals were women
identified as Serious
Threat of Harm

489

Final AVOs made to
support our clients

Our Supporters



During the 2022/2023 year, CABL was supported by a wide range of groups through grants, donations and in-kind assistance.

Funders

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

Donors

- Give2Asia Australia
- Commonwealth Bank of Australia
- Inner West Suburbs Netball Club
- Concord Rotary Club
- The Lions Club

In-kind supporters

- Doyles Carpet Court in Five Dock
- Acciona Ferrovia

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.