



**CABL**

WELLBEING AND SUPPORT HUB

# Annual Report 2024/25



[cabl.org.au](https://cabl.org.au)





**CABL would like to 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.**

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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, to establish 'Burwood Aid Services'.

In 1976, the service expanded and became known as the Burwood Information and Aid Centre (BIAC). Over 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 childcare, youth services, accommodation, legal aid, and ethnic services. The Centre also delivered a Meals on Wheels service and organised recreational activities for the aged community in the Burwood area. The Centre was always a welcoming place for community members. 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 Volunteer Counselling. These services extended beyond Burwood residents, reaching other Inner West local government areas, including 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 Avenue, Burwood, with Meals on Wheels operating from premises at the Dutton Centre, Strathfield (eventually relocating to Concord).

In 2023, with over 20 staff and 80 volunteers, the organisation transitioned to a new name, Community Action for Better Living Inc. (CABL), along with a new brand. The name CABL was chosen to reflect a new era as a dynamic and future-focused community organisation, working collaboratively with partners, offering a vibrant and accessible wellbeing and support hub for residents of Sydney's Inner West.

In 2025, the organisation moved from its Burwood premises to a new location in Homebush, with a launch event held in March 2025.

While CABL has changed significantly since its establishment in 1968, the organisation maintains the same commitment and dedication to assisting people. The staff and volunteers share a strong sense of care and social justice, devoting themselves to providing services that strengthen individuals, families, and communities.



## 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**  
**Chairman**

Craig is an Accredited Mental Health Social Worker with a career dedicated to helping people understand and manage the impacts of mental illness. He has extensive leadership experience in mental health care, with a strong record in quality improvement, service excellence and staff development. Skilled in negotiation, collaboration and stakeholder engagement, Craig promotes inclusivity, respect and transparency in service delivery, ensuring care is free from stigma and discrimination. He holds a Bachelor of Social Work (UNSW), a Master of Social Science in Criminology (Charles Sturt University) and is a graduate of the Australian Institute of Company Directors.



**Jennifer Coen**  
**Deputy Chair**

Jennifer is a Mental Health Social Worker and State Manager for Wellbeing at Catholic Schools NSW. She has more than 15 years’ experience in the non-government sector, specialising in child and family welfare, crisis management, policy development and strategic leadership. Jennifer is committed to equity and excellence in service provision, ensuring vulnerable children, families and communities receive high-quality support. She holds a Bachelor of Social Work and a Master of Education.



**Gary Peacock**  
**Secretary, and Member of the Audit and Risk Committee**

Gary is Chief Operating Officer of Buylink Services Pty Ltd, a subsidiary of Cater Care Australia. He is an experienced operational and procurement leader with a strong record across diverse industries and decentralised sectors. Professionally recognised by the Chartered Institute of Procurement and Supply, Gary holds full MCIPS accreditation. He values his role on the CABL Board, where a diverse group works collaboratively to support the organisation’s vital community impact.



**Damian Kaushik CA**  
**Treasurer, and Chair of the Audit and Risk Committee**

Damian is a Chartered Accountant and Audit Supervisor at Modoras Performance Financial Solutions, with more than six years’ audit experience including previous roles at Pitcher Partners. He has contributed over 15 years of voluntary service across community organisations, bringing expertise in governance, finance and risk management, with a focus on transparency, accountability and sustainable growth. Passionate about strengthening governance frameworks that empower not-for-profits to deliver social impact, Damian holds a Bachelor of Commerce (Accounting) and a Bachelor of Laws from Macquarie University.



**Anna Vorissis**  
**Treasurer (to May 2025)**

Dedicated to business and finance processes, Anna enjoys using her expertise to assist others. She is proud to be part of CABL as Treasurer, supporting the wonderful work of the organisation and contributing to this amazing community.



**Giang Nguyen**  
**Ordinary Member (to November 2024)**

Giang proudly served on the CABL Board, recognising the organisation’s genuine commitment to connecting with and supporting the whole community through a range of multidisciplinary services. Reflecting on recent years, Giang has been most inspired by CABL’s resilience in the face of challenges and the strength shown by the organisation in continuing to deliver meaningful support where it is needed most.



**Adam Quirk**  
**Ordinary Member, and Member of the Audit and Risk Committee**

Adam joined the CABL Board in 2020, bringing more than 20 years of experience in strategy, technology and digital transformation. He has worked with organisations across the not-for-profit, education, government and corporate sectors in Australia and overseas, developing practical solutions that create long-term community value. As founder of Zed7, Adam advises leaders on business strategy and digital growth. He is also Program Manager with the Diocese of Lismore Catholic Schools, where he established the Project Management Office and leads large-scale transformation initiatives. Adam is passionate about strong governance frameworks and innovation that strengthens community services.



**Heather Gough-Fuller**  
**Ordinary Member (to November 2024)**

Heather has been a valued member of the CABL committee for more than 30 years. In recent years she has also volunteered with CABL’s counselling team, providing free individual counselling to referred clients. Heather has witnessed many dynamic changes within the organisation and is particularly encouraged by CABL’s strong focus on supporting the social and emotional wellbeing of parents and children through specialised therapeutic programs, reducing social isolation, and creating opportunities for people to build supportive community networks.



**Judith Love**  
**Public Officer**





# Our senior staff



Simon Fox  
**Chief Executive Officer**

Yvonne Livsey  
**Manager, Meals on Wheels**

Justine Muller  
**Manager, Women's Domestic Violence Court Advocacy Service (WDVCAS)**

Olga George  
**Manager, CABL Family Support Service**

# Chairman's report



It is a privilege to present, on behalf of the Board of Community Action for Better Living (CABL), the Annual Report for 2024/25.

The past year has seen significant steps taken towards ensuring the continued growth and security of CABL in delivering services to our local community.

Early in the year, CABL and Metro Assist, another organisation with strong community connections, entered into discussions about bringing our two organisations together as one. Through a process of exploration and discovery, a sense of synergy developed that could not be ignored — one where existing services would be strengthened and enhanced through complementary suites of clinical and professional expertise. The Board of CABL, along with senior staff, considered this opportunity worthy of in-depth investigation.

Efforts to date have included Board and staff workshops, consultations, and the engagement of external agencies to undertake due diligence and assess the benefits such a partnership could bring.

Benefits identified include strengthened consumer clinical service delivery with enhanced cross-service referral pathways, greater professional development opportunities for staff

— not only in skill development but also in career trajectory — a robust back-office structure to support the organisations, and the opportunity for growth that comes with strong foundational structures.

I would like to extend my gratitude to everyone who has contributed to this process — staff, Board members, the external agencies engaged to support CABL, and of course our colleagues at Metro Assist for their consideration of this project. I would also like to thank our various funding bodies who have shown support and understanding for our efforts in exploring this opportunity.

The staff at CABL continue to display professionalism and cooperation, contributing to the positive community engagement that has gone from strength to strength this year. The Family Support Service, under the guidance of Olga George, has exceeded expectations in clinical contact with community members. The team continues a strong and innovative program of interventions that remain a welcome support for the community.

The Meals on Wheels (MOW) program has maintained its growth trajectory in providing much-needed support to many people unable to care for their own nutritional needs. However, MOW does much more than just provide food, and I would like to thank Yvonne Livsey and her team for also delivering emotional and practical support to this vulnerable section of our community.

Burwood Women's Domestic Violence Court Advocacy Service (WDVCAS) has also been on a growth trajectory. With a full complement of staff, the service has seen an increase in requests that continue to be met in challenging circumstances. Having taken on the reins, Justine Muller and her team continue to meet and exceed expectations in the very demanding and important work that they do.

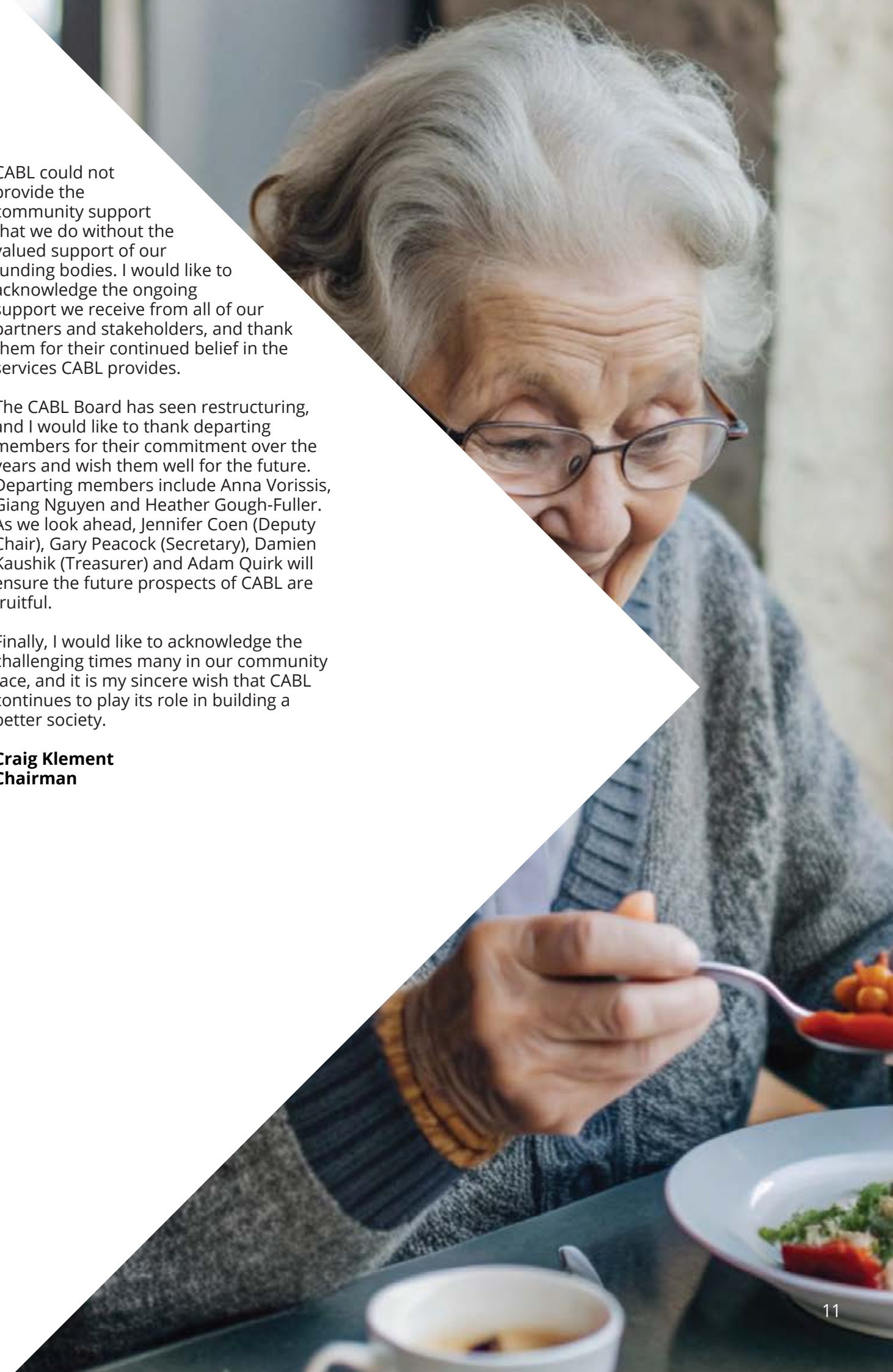
Simon Fox has been an integral part of the growth of CABL over the past few years, and the tremendous amount of work he has undertaken has not gone unnoticed by the Board, staff and external agencies. His stewardship of CABL has placed the organisation in a very strong position and has greatly aided the merger project.

CABL could not provide the community support that we do without the valued support of our funding bodies. I would like to acknowledge the ongoing support we receive from all of our partners and stakeholders, and thank them for their continued belief in the services CABL provides.

The CABL Board has seen restructuring, and I would like to thank departing members for their commitment over the years and wish them well for the future. Departing members include Anna Vorissis, Giang Nguyen and Heather Gough-Fuller. As we look ahead, Jennifer Coen (Deputy Chair), Gary Peacock (Secretary), Damien Kaushik (Treasurer) and Adam Quirk will ensure the future prospects of CABL are fruitful.

Finally, I would like to acknowledge the challenging times many in our community face, and it is my sincere wish that CABL continues to play its role in building a better society.

**Craig Klement**  
**Chairman**





# CEO's report



It is with great pride that I present the CEO Report for 2024/25, reflecting on the remarkable journey our organisation has undertaken over the past year. This period has been one of growth, collaboration and resilience, as CABL continues to strengthen its commitment to supporting disadvantaged, vulnerable and at-risk members of our community.

This year we have continued to deliver vital services to the community. Our dedicated staff and volunteers remain the cornerstone of CABL, and I am deeply grateful for their professionalism, compassion and commitment to the people we serve.

We have maintained a highly professional and efficiently run organisation, effectively utilising the resources provided to us by our funding bodies.

Key service highlights and achievements:

- Burwood Women's Domestic Violence Court Advocacy Service (WDVCAS): The team has finalised the implementation of service review recommendations and streamlined processes to better support victim-survivors. They are expanding capacity and strengthening partnerships with external stakeholders to ensure women and children experiencing domestic and family violence receive responsive and innovative support.

- Meals on Wheels (MOW): Our MOW service continues to thrive, with steady growth in client numbers. This expansion reflects not only the demand for nutritious, affordable meals but also the social connection provided by our volunteers. The team remains stable and committed to meeting community needs.
- CABL Targeted Early Intervention (TEI) Family Support, including GambleAware: The TEI team has expanded its impact by building strong relationships with local councils and services and delivering family hubs across multiple LGAs. In partnership with Western Sydney University, CABL has also supported the delivery of counselling services, further broadening our reach. Our workers manage significant caseloads, demonstrating the ongoing need for responsive, evidence-based, client-centred support.
- Volunteer Counselling Service (VCS): The VCS has been an important part of CABL's Family Support Service for many years. Following a review, we decided to take counselling support in a different direction to better meet the needs of our TEI clients. The VCS closed on 30 June 2025, allowing CABL to focus resources more effectively and strengthen the sustainability of core services. I would like to acknowledge and thank the volunteer counsellors who gave selflessly of their time to support our clients.

Other major highlights from the year:

- For the first time, CABL achieved full employment with all positions filled, demonstrating that we have become an employer of choice, attracting high-calibre professionals who share our vision and mission.
- A major milestone was the relocation of CABL's head office, including Burwood WDVCAS and Family Support, to new premises in Homebush. The modern, accessible facility provides clients with a more dignified and welcoming environment while offering staff a supportive and professional workplace. This investment ensures our services are well placed to meet growing demand and deliver lasting impact.
- CABL has been engaged in extensive discussions with Metro Assist to deepen our partnership and consider a potential merger. This work is progressing well through collaboration and commitment from both Boards and CEOs. If the merger proceeds, it

will create a stronger entity with greater capacity to support clients, ensure long-term sustainability and provide a strong voice within the community services sector. My thanks to the consultants who have supported this work: Hannah, Otto and Jen from For Purpose Advisory, and Kerri from Allwood & Associates.

- We have also benefited from excellent back-office support from contractors, many of whom have worked with us for years and offer services at NGO rates. In particular, I thank Igor and Maria from Take Care of Books for accounting, David from The Digital Guru for IT, Veronica from Commotion Marketing for communications, and Amanda and Heather from PurposeHR for HR services.

In the year ahead we have prioritised several key objectives:

- Expanding client access to services that respond flexibly to the diverse needs of individuals and families
- Continuing to strengthen collaborative partnerships with funders, councils, universities and community organisations
- Supporting our staff and volunteers to maintain excellence in service delivery
- Progressing a potential merger with Metro Assist to secure a more sustainable future for both organisations

CABL remains steadfast in our mission to create a just and inclusive society where every individual is supported and valued. Together with our Board, staff, volunteers, partners and supporters, we look to the future with optimism and a strong sense of purpose. Thank you for your ongoing trust, generosity and belief in our work.

On a personal note, I will be leaving CABL at the end of September 2025. It has been a privilege to work with the amazing staff team, Board, volunteers, supporters, funders and contractors for the past three and a half years. I believe we have made great strides as an organisation during my time as CEO, which has only been possible through the dedication and commitment of so many people. I simply thank you all and wish you well for the future.

**Simon Fox**  
Chief Executive Officer







# Treasurer's report



It is with great pleasure that I present the 2024/25 Financial Report to the Members of the Association.

The Association's auditors, Portman Newman, have issued the Board with an unqualified audit opinion. On behalf of the Board, I make the following comments in relation to the finances of the Association.

The 2024/25 financial year was a positive and rewarding one for CABL. Our services continued to be in constant demand across the community. Together with the relocation to new premises, CABL was able to meet the challenges this presented, thanks to the dedication of our staff and the continuing generosity of our existing and new supporters.

Total income for 2024/25 was \$3,544,633 (2024: \$3,045,258). Revenue increased in line with the growing demand for our community services across all programs, including support for domestic violence victim-survivors, family and community services, and Meals on Wheels, which now services more than 20 suburbs in Sydney's Inner West.

With this increased demand for services, we were fortunate to have all staff vacancies filled during the financial year. Together with our existing staff, CABL was able to successfully deliver its programs and services. Total expenses were \$3,299,428 (2024: \$3,036,826).

Overall, CABL achieved a surplus of \$245,205.

As at 30 June 2025, CABL had total equity of \$1,086,238. CABL's financial position is sound, with adequate cash reserves to fund the Association and meet its liabilities.

I would like to acknowledge the generosity of so many sectors of the community, our volunteers, and Federal, State and Local Governments who fund our services. I also thank the community organisations and groups that continue to support us. Without their generosity and community spirit, CABL could not provide the high-quality services that we do.

Finally, I thank the Board Members, CEO and staff for their support, professionalism and commitment to delivering superior service to our clients. I would also like to acknowledge Nikki Austin in Finance, together with our external accountants, Taking Care of Books, for providing day-to-day financial support to the CEO, managers and staff. My thanks also to our auditors, Portman Newman, for preparing the end-of-year accounts and audit for the organisation.

**Anna Vorissis**  
**Treasurer**



## COMMUNITY ACTION FOR BETTER LIVING INC

Statement of profit or loss and other comprehensive income  
For the year ended 30 June 2025

	Note	2025 \$	2024 \$
Revenue	5	3,468,250	2,950,794
Finance income	6	43,902	30,893
Other income	5	32,481	63,571
<b>Total income</b>		<b>3,544,633</b>	<b>3,045,258</b>
Administrative expenses		(163,357)	(187,692)
Depreciation and amortisation		(48,318)	(32,182)
Employee benefit expenses		(2,285,871)	(2,083,422)
Occupancy expenses		(137,220)	(120,807)
Program expenses		(351,064)	(311,403)
Other expenses		(313,598)	(301,320)
<b>Total expenses</b>		<b>(3,299,428)</b>	<b>(3,036,826)</b>
<b>Profit (loss) before income taxes</b>		<b>245,205</b>	<b>8,432</b>
Income tax		-	-
<b>Profit (loss) from continuing operations</b>		<b>245,205</b>	<b>8,432</b>
<b>Profit (loss) for the year</b>		<b>245,205</b>	<b>8,432</b>
Other comprehensive income for the year, net of tax		-	-
<b>Total comprehensive income for the year</b>		<b>245,205</b>	<b>8,432</b>



# Inner West Meals on Wheels

“

**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.”**

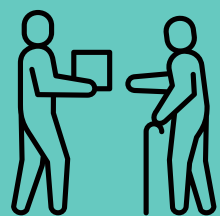
– Margaret, daughter of client Edna (aged 102)

Funded by the Australian Government, the Meals on Wheels (MOW) service is part of the Commonwealth Home Support Program (CHSP), which provides entry-level aged care services for older people.

The Inner West Meals on Wheels service strengthens local communities by helping people live independently while maintaining social connection and access to healthy, nutritious meals. The service provides freshly prepared, nutrient-dense meals delivered directly to clients' homes. In addition to home delivery, we also offer community restaurant meals, giving clients the chance to enjoy food in the company of others.

We provide hot, chilled and frozen meals, catering to individual tastes and dietary requirements. Menus can be adapted for cultural and personal preferences and include a wide selection of soups, snack-size options, desserts and muffins. Texture-modified meals such as cut-up, minced or pureed are available for clients who have difficulty chewing or swallowing, ensuring meals remain appealing and enjoyable. From modern and multicultural dishes to gluten-free and other special diets, Inner West Meals on Wheels offers variety, flavour and comfort. Every meal is prepared with strict food safety standards, which is especially important for older people who are more vulnerable to food-borne illness as immune systems weaken with age.

More than just food, the service delivers trusted social contact and peace of mind. Staff and volunteers monitor clients' wellbeing and provide support or referrals when needed, making Meals on Wheels truly “more than just a meal”.



**15,231**  
Number of  
deliveries

**49,170**  
Number of meals  
delivered

**More  
than just  
a meal**





### Nutrition, wellness checks and peace of mind

- **Nutrition** – Good nutrition is essential to ageing well. Meals are chef-prepared and developed with dietitians to meet National Meal Guidelines.
- **Independence** – Meals on Wheels helps people remain independent in their own homes for longer.
- **Wellness Checks** – Staff and volunteers check in with clients, monitoring wellbeing and escalating any health concerns.
- **Community Assistance** – We work closely with other organisations and can make referrals when appropriate.
- **Pioneers in Meal Delivery** – We have proudly served local communities for more than 50 years.
- **At the Heart of the Community** – Meals on Wheels continues to deliver across NSW.
- Supporting older Australians in healthy eating

### City of Canada Bay Club Grants Project 2024: Community connection through social events

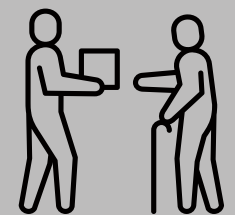
These social events were designed to promote volunteering, wellbeing and the benefits of community participation, including helping others, feeling valued and building friendships to reduce loneliness. In 2024, we held five events, including:

- A Volunteer Morning Tea on Positive Ageing with guest speaker Lisa from the Live Up Organisation
- A Nutrition and Healthy Eating wellbeing session
- Boost Your Cognition and Physical Activities and Exercise sessions with lunch at Briar's Sports Club, Concord
- A Volunteer Recognition Christmas Lunch at Granata's Restaurant, Canada Bay Club

### Accessing our service

To access Inner West Meals on Wheels through the Commonwealth Home Support Program, you will need to register with the Australian Government's My Aged Care by calling 1800 200 422 or visiting [www.myagedcare.gov.au](http://www.myagedcare.gov.au).

You can also contact us directly on 9747 1135 and we will assist you with referral and registration. Once eligibility is confirmed, we will arrange a personal consultation at a time and place convenient for you.



**560**  
Clients receiving meals

**254**  
New clients

**54**  
Number of volunteers



# CABL Family Support Service

Funded by the NSW Department of Communities and Justice (DCJ), the CABL Family Support team delivers services under the Targeted Early Intervention program to children, young people, families and communities who are early in need. Our aim is to make the biggest impact possible by changing life trajectories for children. Our work is grounded in evidence that children's life chances are shaped by both their families and their communities — and that both can be strengthened for the better.

With funding from the Office of Responsible Gambling, CABL delivers gambling education and awareness programs. In 2025 we secured a new contract to deliver prevention and case management services for families with children, focusing on the impacts of gambling, gaming and digital addiction.

Through the City of Canada Bay's 2025–2026 Community Project Grant Program, we were awarded funding to deliver an Art Therapy program for boys aged 9–12 and 12–15. The program aims to prevent domestic and family violence before it occurs by challenging patriarchal attitudes and traditional views of masculinity, while building empathy, self-awareness, emotional resilience and respectful relationships.

We were also grateful to receive support through the Burwood Mayor's Community Donation Program, enabling us to source high-quality sensory resources for neurodivergent children and young people through the Autism Advisory and Support Service. These tools are already making a real impact, helping children feel less anxious, more connected and better able to explore their environment in ways that respect their needs and strengths.

In addition, CABL Family Support received funding under the 2024/25 Volunteer Grants Program, helping us support our volunteers in their vital roles.

On 9 April 2025, we officially opened our new premises in Homebush, welcoming supporters and partners to celebrate this milestone. The recognition of our work was reinforced on 28 May 2025, when Jason Yat-Sen Li, MP for Strathfield, delivered a community recognition statement in Parliament commending CABL's ongoing contribution.

## Our team and approach

Our core team includes a Manager, two Family Caseworkers (DCJ and ORG-funded) and a Program Coordinator, supported by students, volunteers and professional partners. Collectively, we speak six languages — Spanish, Russian, Urdu, Hindi, Nepali and Malayalam — and bring over two decades of experience in fields including domestic and family violence, humanitarian settlement, youth work, child protection, homelessness and early intervention. CABL Family Support serves families across Burwood, Strathfield, Canada Bay and parts of the Inner West. We focus on parenting support, mental health and wellbeing, personal and family safety, child development, family functioning, financial resilience and community connection.

Our values underpin everything we do. We are inclusive, accessible and respectful, ensuring families are welcomed with dignity and fairness. We connect and empower by building strong relationships and networks, and we operate with trust and transparency so people feel safe and supported.

Our approach is person-centred, child-focused, trauma-informed, culturally safe and strengths-based. We recognise the impact of trauma on children and families and create compassionate environments that empower recovery and growth. We respect cultural diversity and believe strong attachments between children and caregivers are vital for healthy development and lifelong wellbeing.

“

**I was shocked. I did not realise that when I handed the phone to my toddler to play games, I was putting my child's mental and physical health at risk. Thank you for opening my eyes and providing tools to keep my child safe online.”**

– Online workshop participant



**2,527**  
clients supported  
through all our  
activities

**1,898**  
sessions  
delivered to  
increase  
community  
connections, a  
sense of  
belonging,  
confidence to  
seek and access  
support, parents'  
capacity to meet  
children's needs,  
and keep children  
safe at home.





“As a third-year social work student on placement I learnt how to interact professionally with clients, colleagues and stakeholders while respecting confidentiality. I also learnt to work across cultures with dignity, including with Aboriginal and Torres Strait Islander people. This placement has allowed me to apply theory and frameworks to practice in a real-world setting.”  
– Student on placement

## Partnerships and programs

Collaboration is central to our work. In 2024/25, we co-designed and delivered programs with partners including local councils, schools, playgroups, Autism Advisory and Support Service, LightHouse Law Group, Safe Steps, Australian College of Applied Psychology (ACAP), Sanctuary House, Birchtree Centre, University of Western Sydney, Child Sense Occupational Therapy, Careers Gateway, Dress for Success, Bill Crews Foundation, Joy of Giving, GambleAware, Weldon, Youth Off The Streets and St John of God Health Care. Together, we delivered a diverse range of programs, including:

- Family case management: intake and assessment, case planning, family goal setting, advocacy, psycho-education, counselling, referrals and parenting support
- Counselling clinic for children, young people and parents
- Legal clinic providing free advice and information sessions for women going through separation
- Monthly CABL Family Hub, bringing together multiple support services under one roof
- Art Therapy program for boys aged 9–15, aligned with NSW's Strategy for the Prevention of Domestic, Family and Sexual Violence
- Online workshops on risks to children from gaming and gambling
- Professional development workshops for service providers (Let's Talk Gambling)
- Youth Week workshops on gaming and gambling
- Parenting workshops and baby massage groups
- Introduction to Autism workshops for parents
- Unanswered Calls documentary screening for service providers to highlight gaps in support for young people experiencing domestic and family violence
- Celebrating Indigenous culture events
- Financial literacy and employment workshops

We also partnered with Weldon to co-design the Learn, Play and Grow program for families with children aged 1–5. This structured program addresses developmental vulnerabilities by providing play-based learning and early childhood education support, reducing the risk of children falling behind developmentally.

With ACAP, we co-designed I Matter, You Matter, a six-week program for children aged 9–12 and their parents, equipping families with resources and strategies for proactive bullying prevention, including online bullying.

## Impact and reach

In 2024/25, CABL Family Support supported 2,527 clients through 1,898 sessions aimed at strengthening community connection, fostering belonging, and building parents' capacity to keep children safe at home.

Families rarely come to us with a single need — most face multiple, interconnected challenges. In 2024–25, the most common reasons for referral were community participation, education and skills, and family functioning. Other strong themes included material wellbeing, mental health and financial resilience. Many families initially engaged through group activities or parenting programs, but deeper needs such as housing, employment or emotional health often emerged over time.

Our caseworkers operated consistently at capacity, reflecting both the strong demand for our services and the trust placed in CABL by referral partners including NSW Health, local schools, Legal Aid and other established NGOs.

CABL also contributed to sector-wide learning through participation in the Amplify Our Sector project with FAMS, ensuring our outcomes measurement is both meaningful and impactful.

“Jason would like to acknowledge the amazing work you do at CABL and your recent move to new premises in a Community Recognition Statement in Parliament.”  
– Jason Yat-Sen Li, MP for Strathfield



# Burwood Women's Domestic Violence Court Advocacy Service

Burwood Women's Domestic Violence Court Advocacy Service (WDVCAS) is one of 27 services funded by Legal Aid NSW through the Women's Domestic Violence Court Advocacy Program (WDVCAP) across the state. WDVCAS services are accessible to all women aged over 16 years who have experienced or are experiencing domestic violence. We give particular regard to the following groups:

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

Our team of 14 at Burwood WDVCAS 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).

## Our services

- **Safety assessments and planning:** Using the Domestic Violence Safety Assessment Tool, our team provides tailored support, prioritising those at higher risk of harm. This includes targeted actions to reduce the escalation of violence and ensuring clients have a safety plan suited to their circumstances.
- **Case coordination:** We provide warm referrals to local services and help clients engage with the right support. This may include housing, counselling, financial assistance, health services and legal advice.
- **Legal information:** Although we cannot provide legal advice, we can share basic information on topics such as applying for an Apprehended Violence Order (AVO), providing statements to NSW Police, understanding court proceedings, and the role of legal representatives.

- **Court advocacy:** We support women navigating the legal process for domestic and family violence matters. Our focus is to assist women in obtaining legal protection through AVOs tailored to their specific needs.
- **Case management:** We provide short to long-term holistic support to eligible clients. Our caseworkers work with clients to identify safety issues, needs and goals, and develop a person-centred case plan.
- **Hearing support:** We provide specialised support for victims involved in defended hearings at Burwood and Bankstown Local Courts, for AVO and domestic and family violence-related criminal matters. Our aim is to reduce barriers to attending court and minimise the stress and trauma associated with the process.

## Safer Pathway

WDVCAS is a key part of the Safer Pathway model, the NSW Government's coordinated response to domestic and family violence. Safer Pathway includes:

- A common risk assessment tool, the Domestic Violence Safety Assessment Tool (DVSAT)
- A streamlined referral pathway through the Central Referral Point (CRP)
- Consistent access to coordinated support through a network of Local Coordination Points (LCPs)
- A timely, integrated response for clients assessed at serious threat of injury or death through Safety Action Meetings (SAMs)

WDVCAS services were selected to host LCPs for women across NSW.

“ I am very grateful for all the support and assistance you provided me during my hard time. I was shattered and totally clueless, but you always encouraged me and helped me in every possible way. I really appreciate your efforts to make my life better during the lowest time of my life. I will always remember you. Thank you again from the bottom of my heart.”

“ Glad you guys called me. When in this situation you feel alone and stuck. It's nice to know my options... this service is awesome.”





Top five languages  
in our service area:

**Mandarin,  
Arabic,  
Cantonese,  
Bengali  
and Thai**

**Client story**

Our team received multiple referrals from NSW Police regarding “Miss Wiley” (pseudonym), a 41-year-old sole parent of four children. Referrals were made due to her ex-partner, the children’s father, breaching his Apprehended Domestic Violence Order (ADVO).

Miss Wiley feared for her and her children’s safety as her ex-partner continued to disregard the ADVO. She worried he would discover their whereabouts. Due to previous negative experiences with police, she was reluctant to raise her concerns directly.

Our team completed the Domestic Violence Safety Assessment Tool, which confirmed that Miss Wiley and her children were at serious threat. She disclosed a history of physical abuse, drug use and repeated ADVO breaches. The matter was escalated to a Safety Action Meeting, enabling Burwood WDVCS to advocate directly to police for stricter ADVO conditions.

When her ex-partner sought to have the ADVO dismissed, our hearing support team assisted Miss Wiley at court. They liaised with her Officer in Charge and the Police Prosecutor to ensure past breaches were highlighted. This advocacy resulted in a Final Order ADVO, with her ex-partner found guilty and placed on a Community Release Order.

Miss Wiley told us she felt well supported by our team. With trust established, she has now engaged with our case management service, where she continues to receive updated safety planning, mental health support for herself and her children, and education on the cycle of domestic violence through the Charmed and Dangerous program.



**66**

women supported with  
case management

**3,189**

referrals received via  
the Central Referral  
Point, including 617  
women assessed at  
serious threat of harm

**183**

women supported with  
face-to-face hearing  
support

**110**

clients identified as  
Aboriginal or Torres  
Strait Islander

**15,801**

service events provided  
(calls, emails, SMS, child  
protection reports,  
court support, safety  
planning, DVSAT and  
referrals)

**400**

women supported  
face-to-face at Burwood  
and Bankstown Local  
Courts on AVO list days

**718**

clients identified as  
culturally and  
linguistically diverse



# Our supporters

During 2024/25, CABL was supported by a wide range of groups through grants and donations.

**Funders**

- NSW Legal Aid
- NSW Department of Communities and Justice
- Department of Health
- City of Canada Bay (Community grants program 2025/26)
- Department of Social Services (Volunteer grant)
- Office of Responsible Gambling

**Donors**

- City of Canada Bay Council
- Burwood Rotary RSL
- Burwood Council (Mayor’s donation to community groups)
- Canada Bay Club

**In-kind support**

- Acciona Ferrovia
- Concord Rotary club
- Burwood Council
- DV Safe phone
- Wesnet – Women’s Services Network
- Share the Dignity

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.







# CABL

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