

SydWest

MULTICULTURAL SERVICES

Live a better life in Western Sydney

Annual Report



SydWest Multicultural Services

Since 1985, SydWest Multicultural Services has supported diverse refugee and migrant communities across the Greater Western Sydney region to assist their settlement in Australia.

We continue to assist and empower newly arrived refugees, humanitarian entrants and people from non-english speaking backgrounds to learn a new way of life and to become valued members of Australian society.

We support people of all ages and cultures, with a focus on the vulnerable and most in need. People are at the centre of everything we do and we serve the whole person, not just their current challenges, in order to effect long term change.

Specialising in the provision of culturally responsive care, SydWest Multicultural Services recognise the importance of culture and language when it comes to building community connections and empowering people to reach their full potential.

Our Mission

Our mission as a leading community organisation is to contribute to building the social capacity of our diverse communities.

We strive to empower individuals of all cultures by offering person centred direct services, skills sharing and evidence based representation.

We focus on the vulnerable and the most in need across their life course.

Our Vision

Connecting Cultures. Building Community.

Acknowledgement of Land

We acknowledge the traditional custodians of the lands on which we work, and we pay our respects to the Elders past, present and future, for they hold the memories, the culture and dreams of the Aboriginal and Torres Strait Islander people.

We recognize and respect their cultural heritage, beliefs and continual relationship with the land and we recognize the importance of the young people, who are their future leaders.

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Live a better life in Western Sydney

Welcome from the chair

I am extremely proud to have been on the Board as a Director of SydWest Multicultural Services over the last six years, never more so than now.



Tamara Giles
Chair

I was motivated to be the Chair because SydWest is a growing organisation that provides services throughout the lifespan of people in the CALD community of Western Sydney, and I wanted to be a part of that growth.

The highlights for me over the past couple of years as Chair have included the work that SydWest did with the arrival of a global pandemic to our usual program of care, alongside the vast physical and mental challenges that came with it. It meant a hugely challenging bigger picture and I am particularly proud of the way in which our organisation adapted quickly and responded effectively to it. Whilst we have faced our own struggles, I believe we have come out of the last year a better organisation.

SydWest was able to respond to a diversity of needs within our multicultural communities without compromising the quality of services we strive to deliver.

This was most apparent in our effective communication, standard of community support and flexibility of our workforce through COVID-19.

Now as I leave, I am confident that I have left the organisation in good stead to continue to provide outstanding services to the growing CALD community into the future.

I thank Elfa and her leadership team for their hard work, support to me and the Board and I am grateful to have had the opportunity to have been part of this challenging but amazing journey for the past six years.

Board members



Tamara Giles
Chair



Dr Chandrika Subramaniyan
Treasurer



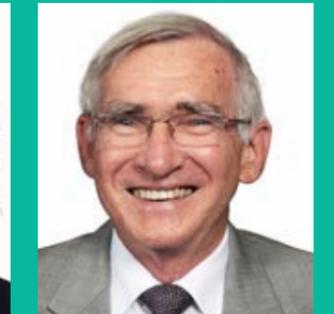
Vish Viswanathan
Director



Naveen Jayavarapu
Director



Angela Tsoukatos
Director



Dr Peter Zelas, AM
Director

CEO's message

Thank you to our SydWest family for their commitment and loyalty and to all our volunteers and students for their support.



Elfa Moraitakis
CEO

The beginning of the financial year found us once again in lockdown with a high number of staff feeling overwhelmed and overloaded with the responsibility of keeping our diverse communities accurately informed on the latest COVID-19 public health orders and vaccinations.

We continued our collaboration with our local MPs, both Federal and State representatives, and other local agencies to furnish more vaccination hubs to the region. We played a key role in the efforts to debug the myths and fears about vaccinations.

With public health units being overloaded and a lag in following up with instructions to families with COVID positive cases, our SydWest staff undertook the responsibility to ensure protocols were followed, especially within our aged care services.

More details and highlighted stories of each division at SydWest Multicultural Services can be found in the next few pages of this year's annual report. This year was another tumultuous and turbulent one, and as rewarding as it might have been, it has left behind scars that we are still unravelling.

The month prior to the lockdown, SydWest worked closely with the NSW Council of Social Services (NCOSS) and contributed to research on barriers and perceptions about COVID vaccinations amongst Culturally and Linguistically Diverse (CALD) communities.

As a result, we worked together to produce a series of in-language videos with our trusted staff and community leaders to promote vaccination within targeted communities.

Our COVID-19 Outreach Support with the assistance of the Settlement Council of Australia (SCOA), and Western Sydney Community Forum, conducted welfare checks, communicated key messages on vaccinations, and maintained monitoring of emerging needs and challenges faced by diverse communities in the area.

With the assistance of Multicultural NSW, we convened the South Sudanese Community and Religious Leaders forum, where in collaboration with the Department of Communities and Justice and the NSW Police, emerging issues facing the community were addressed.

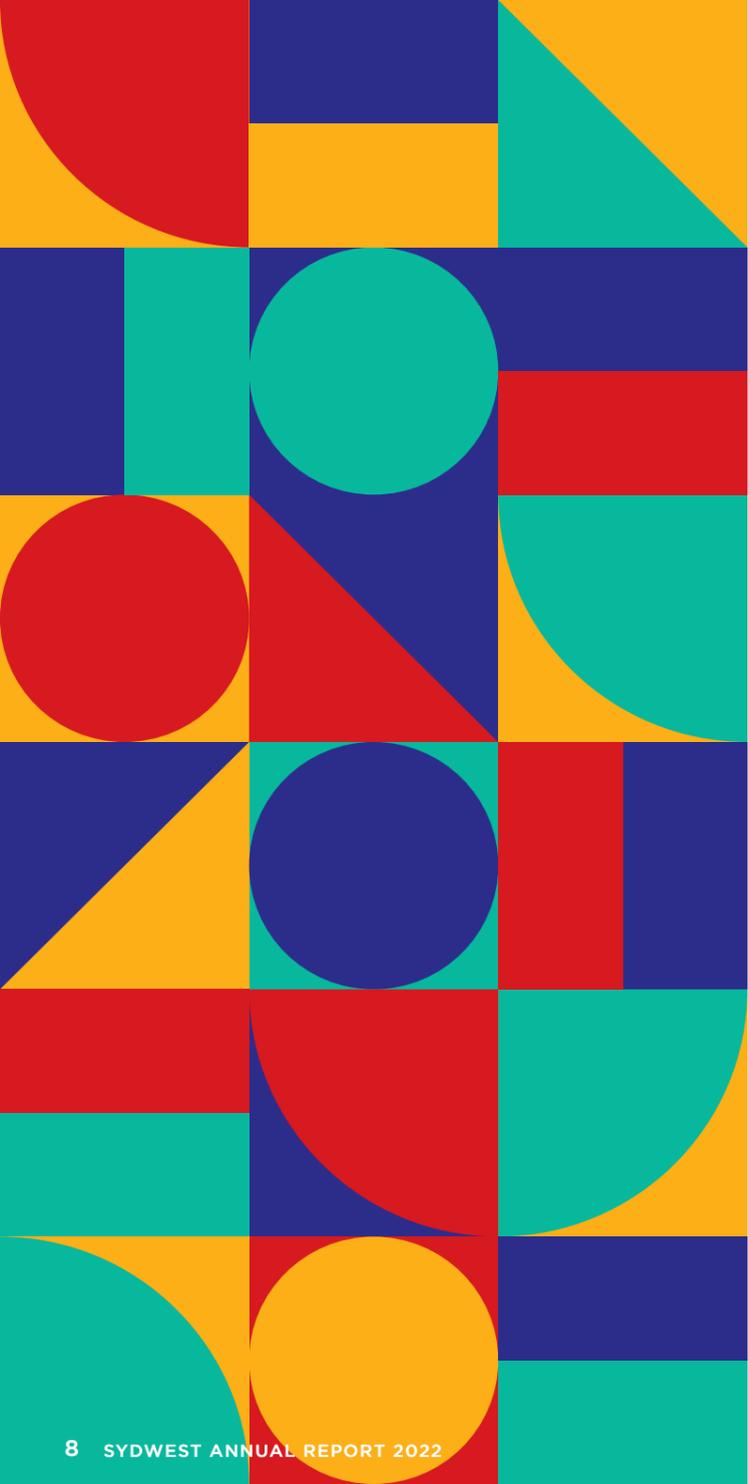
Through our early intervention program and Aged Care team, together with the help of local community groups, we provided assistance and culturally appropriate food packages to families in isolation.

Led by Western Sydney University's School of Psychology, SydWest took part at the SoP International Research forum, 'Things that Matter: Strengths, Struggles and Settlement Strategies of Culturally and Linguistically Diverse (CALD) groups - the what, why and how,' sharing our response to the COVID-19 pandemic and its impact on diverse communities of Western Sydney.

Amongst many other research projects, we also participated in the NSW Council of Social Services' panel discussion on the challenges that communities in the West and South-West faced during the lockdown.

With the support of NCOSS, we took part in the CEO Emergency Response forums to assist the State in its recovery plan and had regular meetings with the Deputy Commissioner of NSW Police Force metropolitan region, to discuss concerns faced by the community in relation to policing and ensure culturally aware and responsive community engagement took place. It is unfortunate that there was no meaningful outcome out of this investment.

During the lockdown, our Aged Care services underwent an audit by the Department of Health, and I am proud to report that this year's outcome was one of the best we have ever had.



Celebrating the loyalty and commitment of our Aged Care workers, we promoted the #ThanksforCaring campaign with an online event to thank all our frontline staff for their services during COVID times.

SydWest participated at the “Let it Shine,” Community Home Support Program Conference by presenting on how to engage with CALD clients in our ongoing effort to raise awareness of the need for culturally responsive services within the aged care setting.

We commissioned a research project ‘Better Elder Care: Towards culturally appropriate aged care service provision for Culturally and Linguistically Diverse older (65+) adults in Greater Western Sydney,’ in collaboration with Western Sydney University.

We hope that you will enjoy the launch of the report during our AGM and that all levels of governments will appreciate its importance once the report is launched in late 2022.

NSW welcomed the first settlers from Afghanistan since the pandemic started. Together with Settlement Services International and our local partners, we organised the first Meet & Greet events in Western Sydney, together with our local Afghan community groups and local councils. The settlement of Afghan refugees was not only challenging because of their visa status, COVID-19 and strict public health orders, but also due to newly arrived refugees requiring professional settlement supports.

We supported the Afghan Youth settling in the region with targeted ongoing sessions and referrals that led to a sense of solidarity, fostering stronger connections with SydWest Multicultural Services.

During the height of lockdowns, we conducted our annual staff survey. Although under immense levels of pressure due to COVID-19, 98% of our SydWest family found their work meaningful.

I proudly report that 100% were satisfied with the swift manner and response management of action taken to keep both staff and clients safe. More than 98% of our staff appreciated the efforts of our Leadership Team to meet our employees’ wellness needs. Our staff support program was acknowledged with the 2021 HR HESTA Excellence Award.

Strengthening SydWest’s governance remains an ongoing focus and I thank all our Directors for their guidance.

A special thank you to our outgoing Chair Tamara Giles for her ongoing support as well as Vish Viswanathan for his six-year tenure with the organisation.

I am looking forward to working closely with our new Board of Directors and leading the organisation’s growth strategy with the support and assistance of our Leadership team. Thank you to our SydWest family for their commitment and loyalty and to all our volunteers and students for their support.

In December 2021, we cautiously returned to the office and opened our doors to the public. Since our return to the office, workforce shortages remain our biggest challenge to meet community needs.

Meeting demand and addressing the mental health needs of the community and our SydWest staff will remain one of our key priorities.

Achievements at a glance



Support for seniors

Social support
Groups **16**

Number of clients **478**

Number of sessions/activities/workshops and outings organised SSSG 346	Centre-based respite for seniors 80	CHSP (DA, PC & RS) service hours delivered 14,160
Total CHSP SSSG hours delivered 18,849	Centre-based respite groups 3	Home Care Hours service hours delivered 45,240
	Number of sessions/activities/workshops and outings organised CBR 323	HCP Number of clients 392
	Total CBR hours delivered 1,946	



Settlement services

Total clients **564**

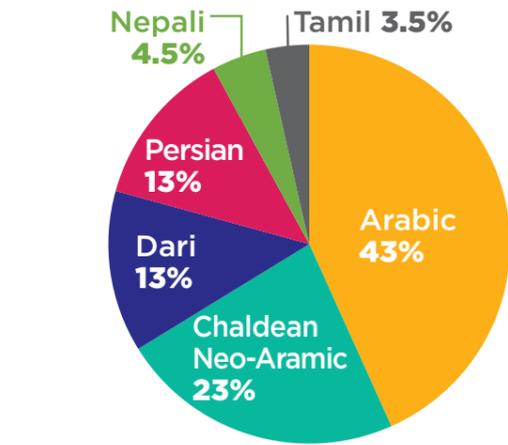
Occasions of services **1,701**

Social group activities/sessions/class **201**

Social groups **4**

People who got job 56	People who obtained driver's licenses 9	Family reunion 18
Immigration advice 96	People who obtained Driver Learner License 20	Food assistance 96
Legal advice 84	People who got citizenship 73	Laptop donation 40
	People who passed citizenship test 19	

Top 5 Client languages




Women and families

Total group sessions **181**

Number of clients **1,369**

Parenting sessions (no families) 30	 <p>Disability services</p>	NDIS Support Coordination Hours of service delivered 2,145	NDIS Individual Core Support Hours of service delivered 18,683
Domestic Violence services/support 48		Number of participants 74	Number of participants 49
People on Temporary visa- DV Support 19			



Youth

Total Youth clients **222**

Total client sessions **402**

Youth in sporting activities **189**

Clients aged 12-17 years 53	Youth attending study centre 364
Clients aged 18-25 years 169	Training certificates obtained 9
	Paid employment following training with SydWest 35



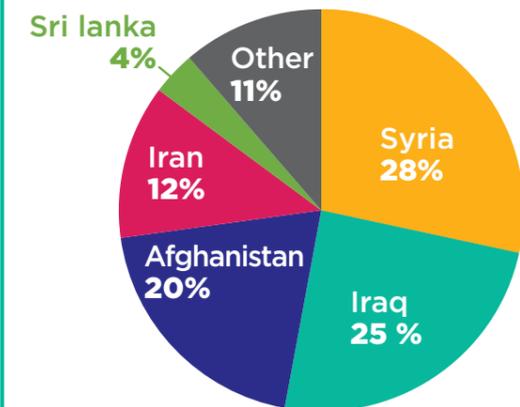
Housing support

Help into home **19**

Help to stay at home **64**

Women supported with housing **41**

Top 5 Countries of birth





Women & families

Our Women and families team provides support to refugee and migrant women with children up to 8 years of age, living in the Blacktown Local Government Area.

Throughout the year, playgroups and mothers' support groups were hosted online and in person as COVID-19 public health orders started to ease as of 2022. Resources and ongoing support to parents were provided through WhatsApp groups to keep them updated with the latest health guidelines.

With more than 50 participants taking part in the transition to school program during the height of COVID-19, information sessions followed by Q&A sessions were hosted to collate feedback through surveys and virtual polling sessions for all those joining online.

Families from Culturally and Linguistically Diverse (CALD) communities were provided support with building parenting skills and parenting programs, mothers' support groups, access to mainstream and settlement services for those eligible, and opportune events and group sessions were held to build the social and community networks of women and children.

We also actively promoted awareness campaigns around domestic violence prevention through community events and outreach initiatives, whilst most importantly, we provided culturally appropriate supports to men and women fleeing domestic violence through case management and advocacy for clients to receive support services.

The lockdowns during COVID-19 proved most challenging, observing the intensity of domestic violence cases rise and victims not engaging further for support, who were either hesitant or fearful in seeking help due to being restricted in their homes with the perpetrator. Intensive case management and collaboration with other service providers proved to be key in ensuring the safety of family and domestic violence survivors. Immediate safety, housing and financial needs were priority areas of focus for those in need of crisis support.

Community Navigator is a pilot project that commenced in January 2022, responding to the mental health needs of CALD communities in the Blue Mountains, Lithgow and Hawkesbury regions post COVID-19.

The project aims to support CALD communities to better navigate the system and access the support needed, address the isolation and related mental health concerns impacted by various factors, and develop partnerships with local services to better support the CALD community.

The project has reached approximately 300 people by June 30, after just 5 months of work in the community. Due to the limited resources in the regional areas, local services need our specialised assistance to design CALD friendly programs.

Some of the key identified barriers pointed to the lack of cultural understanding in mainstream services and the limited transportation options. These two key factors impact further on the isolation of CALD communities, especially for women with children. The pilot project funded by the Nepean LHD has been both challenging and rewarding in terms of positive outcomes in a region that has not been exposed to the richness of diversity.

105

Case management

139

Parenting programs

292

Supported playgroups

630

Community events

762

Workshops and seminars

This is my story

Ambreen Kamran shares her journey



I arrived in Australia in July 2017 with my young family, unsure as to whether we would be able to live our lives here. Fast forward to 2022, I am a proud Australian citizen with no feelings of alienation.

All my worries have turned into confidence, certainty and trust in the decision that I made 5 years ago. Australia is my home now and I see a bright future for my family and myself here.

So how did this all happen? It was not easy at all, but there was one life-changing moment - a close friend of mine told me about SydWest Multicultural Services, that they have different informative sessions for migrants, and recommended for me to join them.

Having arrived only one month into the new culture, I realised that I needed to build a support system around me with new friends, and I needed information and knowledge about my new country.

Connecting with SydWest proved to have enriched my life in so many different ways. From learning about this new culture to developing lifelong friendships, everything started with SydWest.

Attending mothers support groups, I was able to learn how Centrelink works, how the education system works here, what learning opportunities are available and I gradually learned skills to become an independent, well-informed and strong woman who is able to make better decisions for her children.

Within six months as a SydWest client, I was offered the opportunity to take on volunteer work for a research project. My work was greatly appreciated by the organisation which also proved to be a huge success, and I was awarded Volunteer of the Year in 2018.

In February 2020, I started as a Home Tutor with Hippy while my daughter started school, and started studying Diploma of Community Services at TAFE Digital. Though I was working, I stayed connected with SydWest and attended sessions and events whenever I could.

In 2022, I applied for the part-time Project Officer role at SydWest and I was successful. I feel very excited and delighted to play the same role for other people which the Women and families team once played for me. It is a very rewarding job to be able to help other people and to be a part of their journey of settlement in Australia.

This is my story

Leaving family violence behind

I experienced family violence in the past and it took me more than 3 years to seek help. I was not only physically assaulted, but emotionally and financially too during these years.

The hardest part was that my daughter, was growing up and witnessing the violent behaviour of my husband toward me. Before I sought help, I gave my husband more chances hoping he would change. He did not.

On 8 February, I contacted the Domestic Violence helpline, and was since supported by the police where I was provided short term accommodation in a women's refuge. Not long after, I moved into a private rental with my daughter.

I sought help from various organisations, and SydWest Multicultural Services was one of those who helped me most, always encouraging me to not look back and move ahead in life.

I have been supported financially, emotionally and they also referred me to support services I wouldn't have known to access. I was able to develop a social support network by making new friends and meeting other mothers.

One of the biggest challenges, was my daughter's passport renewal and the other parent was not cooperative at all, putting me under a lot of stress. He wanted to commence visits with our daughter first, and then only sign the documents once he knew which school she was attending, our residential address and many other personal details which I didn't feel safe disclosing.

Sydwest wrote a letter of support and offered to be a contact worker for visits, which gave me relief, as it was a last-minute request. I was suffering and feeling depressed with my situation, but they really made a difference.

My legal aid lawyer helped me present my case, and the judge granted me sole custody. I felt like I finally won the battle. Now I can make important decisions regarding my daughter's life.

One thing I would advise anyone going through domestic violence is this.

'You are never alone, you just need to step out and ask for help. Stand firm once you make a decision for yourself - a better and beautiful life is waiting for you.'

*Name has been omitted to maintain client confidentiality



Youth



Through our Youth programs and services, 222 young people were provided with case management and supports across multiple areas to help them achieve their goals.

Young people primarily sought support in the areas of training and education to help them gain new skills.

Information sessions were held on a range of issues, not excluding information sharing of up-to-date public health orders to keep themselves and their families safe.

Workshops and information sessions were held consistently throughout the year to introduce young people to available education pathway programs, including scholarships and access to tertiary education that would help them take steps to achieve future goals.

Our young people were provided supports with employment and training initiatives to prepare their future career prospects, such as youth employment consultations and enrolment in certified training programs.

Ongoing sports programs such as volleyball and indoor soccer were hosted weekly when restrictions started to ease, to foster new friendships amongst young people from diverse backgrounds to help develop their social network and connection to community.

“Service delivery to CALD young people during the COVID-19 pandemic was challenging. Still, through our clients’ resilience, and SydWest’s commitment to social justice, we made it possible and achieved excellent results.”

SydWest Multicultural Services welcomes the funding of the New Way Forward program through the Safer Communities Fund. The project will target 75 young people who are at risk of engaging in anti-social behaviour in the Blacktown LGA. This program seeks to address an important gap in supports for CALD youth, working with the young people and their families to identify their support needs, and working towards new goals that will help them make better choices for their future.



222

Youths assisted in 2021-22 FY

402

Information sessions and workshops

43/364

Study Centre and Education Pathways

189

Young people engaged in sporting activities

9

Training certificates obtained

35

Assisted into paid employment

47

Health-related sessions/workshops

10

Free Driving Classes

17

Youth camp

This is my story

Seeking employment during COVID-19

I came to Australia three years ago on a special humanitarian visa from Syria.

I sought help from SydWest Multicultural Services and spoke to a youth worker just before the COVID-19 lockdowns. As a 19 year old, I was struggling financially, and wanted to secure some sort of employment in the hospitality industry.

I took part in several School to Work programs to gain some skills that would help me find a job and completed the free food hygiene training course. After 5 weeks of support, I was so excited to have received a job offer. But then the second lockdown restrictions happened, and they had to retract the offer – leaving me back where I started.

The lockdown restrictions made it really challenging to find a job. But SydWest provided me continuous support with job applications and preparing for interviews.

I have since successfully secured a part time position at a local café, and am very grateful for the help I have been given by the Youth team at SydWest.

*Name has been omitted to maintain client confidentiality



This is his story

Making new life choices for a brighter future

A 14-year-old male client of a Sudanese background who lives in Blacktown was involved in a brawl entailing some gang members, and another young person was stabbed due to his involvement. The young person was involved in acquiring the weapon and providing it to the perpetrator.

The young person was then engaged with the CHART (Changing Habits And Reaching Targets) program, which has assisted him in addressing criminogenic behaviour. The young person developed a deeper understanding and awareness of why he was involved, what triggered the response, giving him the opportunity to gain a better understanding of his emotional and mental state at the time and has a clearer picture on how to move forward toward better decision-making.

The young person has since been engaged full-time with school, decreased truancy rates, and has become greatly involved in taking up recreational activities. Furthermore, he has since developed new and better relationships.

The young person is also part of the School to Work program with SydWest and is currently receiving support to find a part-time job.

*Name has been omitted to maintain client confidentiality





Support for seniors



Despite the impact of the COVID-19 pandemic, we saw our care recipient numbers grow across our Home Care Packages by 20%, and our Commonwealth Home Support Program by 4%. We also observed a 21% increase across our care recipients requiring higher levels of care during the last financial year.

We pride ourselves in our diverse, highly qualified multilingual workforce, who cover a span of up to 20 languages. We made it a priority to provide a continuity of care experience, especially during this difficult time.

We maintained the delivery of in-home care services for our seniors who needed care and support, adapting to fast-changing COVID-19 restrictions to comply with the latest regulations.

The team also worked hard to transfer group-based services to virtual platforms so that our seniors remained connected, conducting digital literacy classes on Zoom to help seniors improve their technology skills as well as English conversation classes to help them improve their everyday language.

We launched the Day Respite program so that carers can enjoy quality time without having to worry about their caring role, whilst their senior can enjoy a range of physical and creative activities to keep them stimulated.

Activities that have been provided to seniors attending our Day Respite Program include but are not limited to:- art therapy, physiotherapy, physical exercises, music therapy, games, breathing, yoga and laughter therapy, dancing, bowling, bus outings, outdoor wellness days, and information sessions.

Although the commencement of the program face to face was delayed due to COVID-19 lockdowns, by the end of June 2022, we had 80 care recipients and had provided more than 1,900 hours of care.



958

Seniors

16

Language-specific social support groups

478

Seniors in our social support groups

35

Ethnicities

80,195

Hours of care

80

Day Respite care recipients

1,900

Day Respite hours of care

This is my story

Denise Johnston shares her care experience

I was diagnosed with Parkinson's Disease 20 years ago. My dear husband Brian, had to stop working about 10 years ago when my health condition deteriorated, to help me with day-to-day tasks. From then on, Brian has overseen all household chores while taking care of me.

I signed up with SydWest Multicultural Services back in 2019 after a referral by my geriatrician, not long after my admission to hospital with a suspected heart attack, which turned out to be gallstones.

I received personal care services 3 times a week under the Commonwealth Home Support Program. Since earlier this year, I am now receiving five days of personal care and one day of domestic assistance each week on a Home Care Package.

On days that my Parkinson's symptoms get worse, I can hardly do anything for myself. My care workers make me feel safe while showering and I look forward to their visits, who are great to have a chat with. It makes a big difference to me, because I don't go out anymore.

The service has also helped Brian, who is now 81 years of age. He gets some help with the household chores, and doesn't need to worry about helping me with showering, which I know he found most challenging.



This is their story

Jolanta returns to SydWest

Jolanta had been receiving care from Sydwest Multicultural Services for many years when she decided to move to another service provider after her care worker was unable to work.

After receiving services from another provider for 2 years, Jolanta reached out to return her package with SydWest.

‘My current care worker is very friendly and caring. Mara visits me twice a week to assist with household chores and takes me out for my weekly shopping trips. I had been experiencing back pain for some time, and Mara arranged for this amazing massage therapist to treat me once a week which has helped relieve the pain tremendously.’

‘I came back to SydWest, as the care co-ordinator is approachable, and is always willing to understand my care needs.’

Elisha shares her husband's care experience

Maged is our care worker, who visits our home once a week to care for my husband, Harry. Since August 2020, Maged has been a great help to my husband, supporting him both physically and mentally.

My husband has difficulty walking and spends most of his time in bed. With Maged's encouragement he has become more active in his movements. Maged was able to convince my husband to have a proper shower rather than having a wash in bed. With his help, Harry was able to lift himself into the shower chair so that he can have a proper shower.

My husband has incontinence and requires daily nappy changing. Last year, Harry spent time in hospital and was discharged with a catheter. Maged and the clinical staff at SydWest were helpful in convincing Harry that he did not need a catheter as this was restricting his movements. Maged further advised us to see a doctor to get the catheter removed, and we are glad to have followed his advice.

Maged has also helped my husband mentally, stimulating his mind by encouraging Harry to engage in conversation, and to talk about things – anything. Harry's doctor was so impressed to see him becoming more active and mentally engaged. Maged's care and dedication has seen an improvement in my husband's physical and mental capabilities.

We couldn't be happier with the care provided by SydWest.

*Names have been changed to maintain client confidentiality



Disability services



This financial year, our core supports and support coordination were challenged. At the height of the lockdowns during the pandemic, our core supports services experienced large numbers of cancellations of services due to either participants or frontline staff being infected with the virus.

This was further compounded by workforce shortages, especially as demand for culturally responsive care increased in the disability sector. SydWest Multicultural Services has implemented a number of strategies to address this through partnerships and will continue to explore more sustainable solutions to meet the needs of the market.

‘Though the year was difficult due the impacts of COVID-19 pandemic and the recurring floodings, the Disability services team worked hard to ensure all participants were looked after. Welfare checks were conducted, even for those only receiving support co-ordination services to ensure the wellbeing and safety of all our participants.’

2,145

hours of Support
Co-ordination

18,683

hours of Core Supports

This is his story

Thomas Poulter’s empowerment to live independently, one goal at a time

Thomas Poulter receives regular self-care, domestic assistance, and community access services. At initial engagement, Thomas did not show interest in engaging with both indoor and outdoor activities. We built our rapport with him at a pace he was comfortable with, offering care, support and assistance.

Thomas was once quiet, withdrawn and isolated, but today, he is now more approachable and will engage easily with people, especially with customer service officers at the front desk or counter of shopping centres, and enjoys having friendly chats.

During his early engagement with us, Thomas found making eye-contact while out in the community a challenge, and relied on the support worker to order his coffee. With his support worker’s encouragement, Thomas is now very eager to order his own coffee without any assistance.

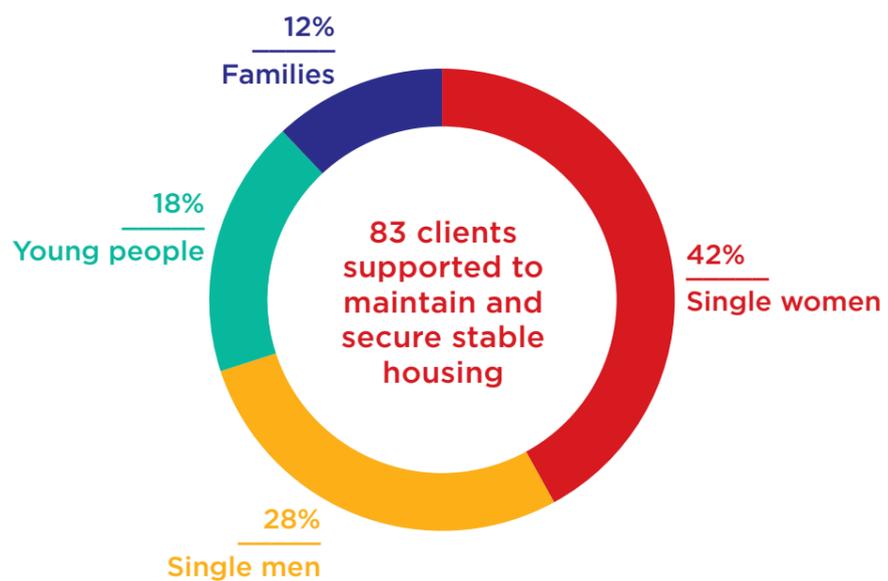
Through the support provided by SydWest Multicultural Services, the participant has gradually built his capacity and is now able to complete tasks that he could not do before, on his own. For example, Thomas now independently manages his hygiene routine and washes his hair by himself. He has taken positive steps that empower his independence, and his active engagement within the community has lifted his social skills, mental health, and general wellbeing.



Thomas Poulter with his regular disability support worker Ashraf Khalil



Support with housing



SydWest’s homelessness services cover early intervention to resolve tenancy issues with landlords or real estate agents, case management support and assistance to help people maintain their tenancies, as well as crisis support to help clients secure temporary and medium to long term accommodation based on their needs.

Refugees and migrants in Western Sydney face multiple barriers when it comes to securing rental properties that are fit for purpose for clients with chronic physical and mental health conditions, which at times require property modifications.

Low income levels and strict private rental market requirements that demand tenancy histories proved also to be a challenge for new refugees and migrants. One of the biggest challenges for clients is the 28 day provision of temporary accommodation, which often is not enough time for a homeless client to obtain medium to long term accommodation and subsequently, would find themselves couch surfing or return to living in their previous environment.

Providing support during COVID-19 lockdowns was a challenge, but our Homelessness Project Worker navigated around the restraints of the given environment to ensure clients needing support with housing were attended to.

This is her story

Mother secures accommodation in just 12 days

A 19-year-old mum and her 2-year-old son had been homeless for over three months. After leaving her aunt’s home, she stayed with a friend but was then asked to leave.

With no other supports to turn to, the young mum approached SydWest Multicultural Services for help. Her case manager assisted her with her application for the Rent Youth Choice program with the Department of Communities & Justice, Housing NSW.

Through solid advocacy and ongoing case management support, the client was placed in temporary accommodation, in which she stayed for 12 days. Meanwhile, her application for the Rent Youth Choice program was approved quickly, and she was able to move into a subsidised home in one of Blacktown’s suburbs with her son.

Now that she has a stable home for herself and her son, the young mum is currently seeking employment and pursuing further education for a brighter future.



*Names have been omitted to maintain client confidentiality



Settlement services

Our Settlement services provide supports to refugees and humanitarian entrants who have been in Australia for less than five years and are dealing with priority issues of settlement.

We support our clients to increase their knowledge of and access to mainstream services, Australian public systems and processes to effectively empower their independence.

Settlement services operate on a holistic care model, providing assistance across areas of housing, english, employment and training, transportation and community capacity building to foster connections with ethno-specific and wider community networks to help new settlers build and expand their own social support networks.

Our leadership program aimed to support emerging communities in and around the Blacktown area to improve and develop self-management and leadership skills. Community leaders and representatives participated in community capacity building initiatives, including the leadership program and bi-monthly Community Leaders Forum.

The Community Leaders Forum is made up of more than 380 community leaders and representatives, which proved to play a powerful role in disseminating key public health order updates that informed them of the when, what and why.

With support from the COVID-19 Outreach funding from the Settlement Council of Australia and additional support from the Western Sydney Communities Forum and Penrith City Council, we were able to reach out to more than 530 individuals from diverse cultural backgrounds through 'virtual door knocking,' conducting welfare checks, sharing key messages on the Stay Home rules and providing emergency food relief.

During the months of July and August when the state went into lockdown, more than 329 individuals were reached via phones, whilst 23,650 clients and community members were reached across a range of online platforms. This outreach initiative played a critical role in getting the message out to those hard-to-reach communities where mainstream media and limited real time translated resources failed.

It was a whole of community effort, that saw the Blacktown LGA quickly become one of the most vaccinated LGAs in New South Wales.



Group visit to NSW Parliament House



This is my story

Sabera Al Bakzo

I lived in Iraq with my family, built my career in early childhood education and life was pleasant. One day, we heard news of terrorist attacks taking place in near villages. ISIS had ruthlessly attacked those of Christian and Yeziti religions. The Yezitis initially bore the full brunt of the initial attacks – men were killed, and women were taken as hostages.

We knew our village was at risk and immediately fled. We thought we'd be safe in Iraqi Kurdistan, and relocated there – but with more echoing threats from ISIS to attack other cities, we knew we were not safe.

It was in 2017, that we were granted the 202 humanitarian visa. Upon arrival, we were initially supported with short term accommodation in Seven Hills for 4 weeks, and supported to rent our own property in Mt Druitt. My family and I still live here to this very day.

I spent my time learning English and also said yes to every opportunity to engage with the wider community, eager to learn and embrace all things in Australia.

I am proud for all that we have achieved here.

Today, I run my own business in Parramatta Westfield, Bannos, Brownie & Gelato and have made Australia my new home country. Australia has welcomed and accepted us, and I am in gratitude for this – I for one, want to play my role to contribute to the success and advancement of Australia in my own little way.

This is my story

Basim Yonan Qasha

The hardest thing was the realisation that we had no choice but to leave our home country, with no certainty of what the future would hold. We left our entire existence behind – what we retain is the childhood memories. ISIS occupied the Ninevah Plains, and havoc wreaked. In 2014, we left Iraq.

My family members came to Australia before me, and helped go through the processes to bring me to Australia as well. In May 2019, I arrived in Australia as a refugee. A new country, a new life.

There were challenges starting afresh in a new country. Language barriers, transportation, employment, currency, overall communication with the wider community – you name it. I immediately took on further education to learn English, and proceeded to acquire an individual support course through the help of SydWest Multicultural Services.

Today I am a support worker at SydWest, working with seniors in Western Sydney. Through my employment, I have made many friends from different nationalities and am so proud to work in a field that requires dedication and compassion from the heart.

The best thing about living in Australia is the ability to live freely, and to live with dignity. For this and everything I've been able to build here afresh, I thank God who led me to this beautiful country – a country that embraces diversity and respects all people.



Employment and training

The Western Sydney Backswing program supports people living with disability from culturally diverse backgrounds to develop employability skills and gain hands on work experience.

Our Backswing program enabled participants to collectively drive the project management as a group to promote collaboration and the execution of allocated tasks on an individual level too. Community marketing campaigns were rolled out, positively impacting employer perceptions on hiring people living with disability.

Participants were also provided with mentoring and advice to improve job readiness, and one of the key deliverables was the development of video resumes to give participants the opportunity to promote their skills in a personable manner.

The program concluded with positive outcomes, with all participants improving in five or more areas of employability skills, and exceeding satisfaction rates by participants, employer panels, and the trainer as well.



Youth

Settlement services

35

Secured employment

56

Secured employment

43

Took up further education

179

Completed training and education

37

Participants

108

Hours of engagement

6

Commenced full-time work

1

Commenced formal education

This is her story

Rachael lands work experience opportunity to lead her into employment

Rachael has cerebral palsy and uses a wheelchair for mobility. Rachael completed her participation in Backswing, a program that is designed to help people living with a disability increase their work readiness and employability skills.

She has always wanted to have independence, wanting economic participation but with no prior work experience, left her feeling like her chair was a barrier to employment and being very shy, she found the process a challenge.

As a first step, SydWest staff worked with Rachael to help build up her confidence and provided her with the tools she needed to seek work experience.

Rachael emailed disability organisations seeking opportunities and after many knock backs, she has been offered work experience with Diversity and Disability Alliance.

This is a big achievement for Rachael, who at 32 felt like her life was not going to ever be different or change for the better. Through SydWest, Rachael has been connected with a peer support buddy, who also has cerebral palsy and works at Diversity and Disability Alliance.

Rachael was so pleased with the support she received during and after her participation in Backswing, she has signed up with SydWest Disability services for support coordination to assist her with her NDIS plan.

SydWest will also continue supporting Rachael to explore independent living options to help her continue achieving her goals.

This is his story

Mohammad finds driver licence key to employment

Mohammad came to Australia as a refugee from Afghanistan in 2019 with his siblings and mother. Mohammad's goal was to find a stable job within 6 months, but found it almost impossible due to his limited English proficiency, and because he didn't have a driver licence. Mohammad experienced cultural shock, social isolation, language and other barriers to securing employment.

To try and overcome the limitations, Mohammad was supported to focus on learning English, and take up driving lessons.

The short-term goal was to help Mohammad get his driver licence. One on one support was provided to help him prepare for the Driver Knowledge Test, which he successfully passed.

One-on-one support continued to help Mohammad practice his on-road driving skills, receiving intensive support from the Learner Driving Mentor Program. With his determination and commitment, Mohammad obtained his driver licence.

Mohammad proceeded to look for employment that would give him the opportunity to develop and practice his English in the workplace, which was one of his long term goals.

With his newly obtained driver licence and skills gained from SydWest's Employment pathway program, Mohammad was able to find a job as an Air Conditioning Service Technician while he works to achieve his other long term goals.

Research and advocacy

NSW is the most culturally diverse State in Australia with 29.5% speaking a language at home other than English.* The main areas we represent and service is the Blacktown LGA, with 1 in 2 households speaking a non-english language at home, and more than 4 out of 10 households in some parts of Western Sydney.

*Australian Bureau of Statistics (2021), www.abs.gov.au/census/find-census-data/quickstats/2021/1

Responding to Culturally And Linguistically Diverse (CALD) communities in the midst of a crisis

During periods of crisis like that of COVID-19, the Government must put in place a Taskforce with representatives from multicultural organisations so we can better assist in the decision-making process alongside other agencies including NSW Health, emergency management agencies, the police, and Local, State, and Federal MPs in areas with high representation of CALD communities.

To ensure public information reaches all members of our communities, it is important to consider how different community groups will receive and process information. Linguistic accuracy is important, but it's not everything. A nuanced understanding of how people receive and understand information in their own language is critical in identifying the right channel of communication. For some, written communication may not be the primary method, especially amongst new and emerging communities who do not have literacy skills in their primary language and have low proficiency levels in English.

COVID-19 was a learning for many, if not all of us. It highlighted pre-existing gaps of communication amongst multicultural communities, with the issuance of public health orders and government mandates at a scale that we'd never experienced before.

However, through the efforts of community-based organisations and community leaders across Western Sydney working tirelessly to ensure community members received public messaging, and understand the why, we were able to overcome the fear, confusion and uncertainty – with Blacktown becoming one of the most vaccinated LGAs in New South Wales.

A taskforce with representatives from multicultural organisations will allow key information to be disseminated through the most appropriate communication channels in a timely and responsive manner, to ensure that all residents are given the same opportunity to process and understand public information.

CALD peer support workforce to address early intervention for mental health

Suicide prevention is challenging in CALD communities, because mental health is often left untreated. There is a lack of early intervention and support services for people with persistent and recurring thoughts of suicide.

With 43.3% of people in Western Sydney born overseas, and 29.5% of households in NSW speaking a language other than English, more than 900,000 people are likely to experience a mental disorder some time in their life.

Culture and language can create barriers in getting appropriate mental health care, support and services. Of 12000 psychologists in NSW, only 3.65% speak a language other than English, who cover a span up to 62 different languages. In proportion to the multicultural community members, there is a lack of mental health professionals who can offer support services in-language and with one in three psychologists unable to see new clients, clients are often waiting up to three months to see a psychologist.

A SydWest Multicultural Services Specialist CALD Peer Support Workforce embedded within the multicultural community will reach people earlier in suicidal distress and prevent the onset of suicidal behaviour.

'Refugees and migrants do face harsh conditions that put their mental health under significant stress. While many of them show remarkable resilience, some need extra support to rebuild their lives. Peer support can often make the biggest difference.'

- UN Refugee Agency

We propose a model where bicultural staff with lived experience can act as the entry points to the mental health system by introducing a joined up approach to mental health service delivery between a multicultural service and PHN/LHD.

The workforce entirely staffed by those with multicultural lived experience, represents an innovative opportunity to engage and care for CALD people experiencing distress before it turns into a crisis.

Research and advocacy (cont)

We hope to nurture this initiative through a pilot model, which aims to promote engagement with mental health services to ensure multicultural communities receive the care and support to address their mental health concerns before it escalates into a crisis.

The proposed service model

- A co-designed CALD community engagement framework that leverages deep connections and linkages with communities
- The development of a culturally responsive and safe ecosystem of mental health service providers where CALD help-seekers could potentially be referred
- Flexible roster of CALD consultants to provide like for like case management by cultural background and mental health concern (i.e. depression, eating disorder, suicide prevention)

A partnership between SydWest Multicultural Services and the Greater Western Sydney PHNs/LHDs provides an unprecedented opportunity to bring together authentic collaboration between those with:

- cultural knowledge
- expertise, connection within CALD communities locally and those delivering mental health services at a regional level
- extending outreach to improve access and service utilisation.

A successful pilot could result in the model being replicated and scaled State-wide and Nationally, to meet the needs of multicultural communities.

Employment barriers amongst highly skilled refugees and migrants

Whilst employment is one key indicator of successful settlement in Australia, the reality is that even highly skilled refugees, humanitarian entrants and migrants experience significant levels of unemployment and underemployment due to a number of barriers.

In collaboration with the Australian Catholic University, key findings from the 'Migrating from Settlement to Prosperity' research report will provide an important step in identifying solutions to increase the employability of individuals from refugee and migrant communities, and enhance their chances of securing employment in alignment with their work experience and overseas qualifications.

It makes practical sense to take advantage of the skills that our refugee and migrant communities bring, especially as NSW is experiencing skill and labour shortages due to the lingering effects from international travel restrictions imposed by the pandemic.

We look forward to sharing these findings with you to increase economic participation amongst CALD communities across the Greater Western Sydney region.

Better Elder Care:

Towards culturally appropriate aged care service provision for Culturally and Linguistically Diverse older (65+) adults in Greater Western Sydney.

Many seniors from multicultural backgrounds face substantial barriers to integration and access to services. Key pre-identified barriers include language, unfamiliarity with Australian aged care and socio-medical systems, reduced digital literacy, and reduced social networks where seniors face social isolation.

SydWest Multicultural Services engaged Western Sydney University's Humanitarian and Development Research Initiative (HADRI) in a research project partnership. The idea behind the research project was to explore what it means to 'age well' for CALD communities. The research sought to identify the specific aged care needs of older CALD seniors in Greater Western Sydney, determining whether culturally appropriate aged care can influence and/or improve meaningful social participation, as well as the identification of structural barriers that prevent aged care workers from providing culturally appropriate home care for CALD seniors.

The final report and key findings are due to be made available in the next financial year.

Key Events 2021-22

1. Annual General Meeting
2. Aged Care Employee Day
3. Backswing Pop-Up and Graduation
4. Blacktown Meet and Greet Afghan Refugees
5. Harmony Week 2022
6. Persian New Year
7. Ramadan Iftar Dinner
8. Youth Camp
9. International Women's Day 2022
10. Mother's Day
11. Volunteers Recognition Celebration
12. Africultures
13. Blacktown Festival and Parade
14. Women's Domestic Violence Multifaith Forum
15. Miss Sahara
16. Refugee Week
17. Christmas Party



Backswing Pop-Up and Graduation



Refugee Week



International Women's Day



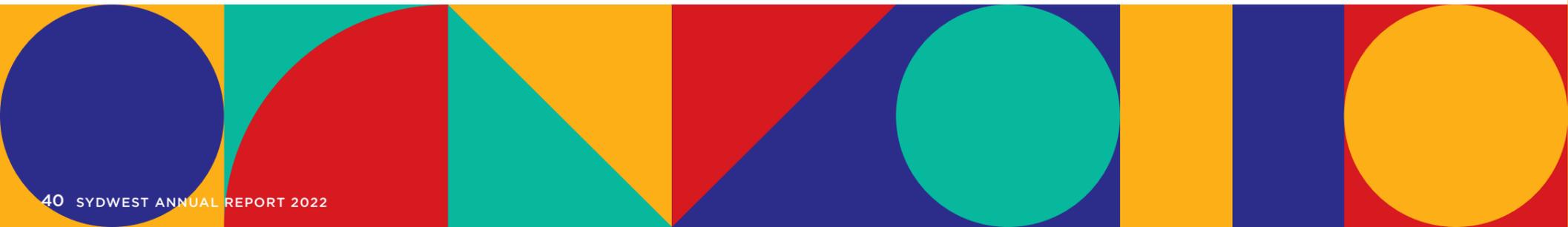
Persian New Year



Blacktown Multicultural Awards



Youth Camp

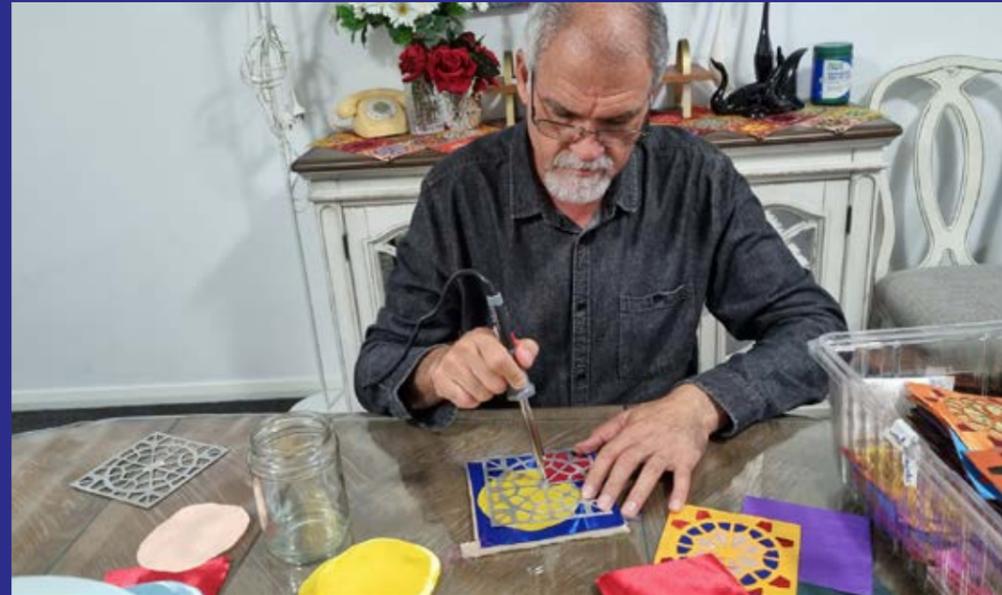




Blacktown Festival and Parade



Volunteers Recognition Celebration



Harmony Week 2022 Art Competition



Financial report



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Newcastle NSW 2300
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GPO Box 2246 Brisbane QLD 4001
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W prosperity.com.au
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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SYDWEST MULTICULTURAL SERVICES FOR THE YEAR 30 JUNE 2022

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of SydWest Multicultural Services ("the Company"), which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible persons' declaration.

In our opinion, the financial report of the company is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- (a) giving a true and fair view of the Company's financial position as at 30 June 2022 and its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards, and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis of Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Company in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act)* and the ethical requirements of the *Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code)* that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Prosperity Advisers Audit Services Pty Ltd ABN 90 147 151 228
Chartered Accountants - Liability limited by a Scheme approved under the Professional Standards Legislation.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS
OF SYDWEST MULTICULTURAL SERVICES
FOR THE YEAR 30 JUNE 2022 (CONTINUED)**

The Board's Responsibility for the Financial Report

The Board of the Company is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the ACNC Act, and such internal control as the reasonable entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, responsible entities are responsible for assessing the registered entity's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless the Board either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

The Board is responsible for overseeing the Company's financial reporting process.

Auditor's Responsibility for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by responsible entities.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS
OF SYDWEST MULTICULTURAL SERVICES
FOR THE YEAR 30 JUNE 2022 (CONTINUED)**

- Conclude on the appropriateness of the Committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Prosperity Audit Services

PROSPERITY AUDIT SERVICES

Luke Malone

Luke Malone
Partner

29 September 2022
Sydney

SydWest Multicultural Services 2022

ABN 70 963 234 638

**Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2022**

		2022	2021
	Note	\$	\$
Income			
Grant funding	4	5,236,906	4,246,514
Services	4	7,241,641	7,749,244
Other income	4	498,281	430,418
		<u>12,976,828</u>	<u>12,426,176</u>
Expenditure			
Employee benefits expense	5	9,280,998	8,847,000
Service delivery expense		2,154,524	2,079,271
Unspent client funds		447,376	231,131
Property and utilities expense		12,885	31,510
Travel expense		281,227	328,541
IT expense		235,305	134,638
Interest lease expense		28,447	52,167
Depreciation expense		106,544	120,832
ROU asset - amortisation expense		370,851	381,035
		<u>12,918,157</u>	<u>12,206,125</u>
Net Surplus for the year		<u>58,671</u>	<u>220,051</u>

SydWest Multicultural Services 2022

ABN 70 963 234 638

**Statement of Financial Position
As At 30 June 2022**

		2022	2021
	Note	\$	\$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	9,668,306	9,730,131
Trade and other receivables	7	1,056,874	818,801
TOTAL CURRENT ASSETS		<u>10,725,180</u>	<u>10,548,932</u>
NON-CURRENT ASSETS			
Property, plant and equipment	8	251,457	352,355
Right of use assets	9	1,440,504	1,811,356
TOTAL NON-CURRENT ASSETS		<u>1,691,961</u>	<u>2,163,711</u>
TOTAL ASSETS		<u>12,417,141</u>	<u>12,712,643</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	12	2,537,984	2,237,969
Lease liabilities	9	390,150	372,675
Provisions	13	708,330	781,644
Grant received in advance		403,823	592,923
TOTAL CURRENT LIABILITIES		<u>4,040,287</u>	<u>3,985,211</u>
NON-CURRENT LIABILITIES			
Lease liabilities	9	1,081,350	1,481,033
Provisions	13	374,774	384,340
TOTAL NON-CURRENT LIABILITIES		<u>1,456,124</u>	<u>1,865,373</u>
TOTAL LIABILITIES		<u>5,496,411</u>	<u>5,850,584</u>
NET ASSETS		<u>6,920,730</u>	<u>6,862,059</u>
FUNDS			
Accumulated funds		6,920,730	6,862,059
TOTAL FUNDS		<u>6,920,730</u>	<u>6,862,059</u>

Acknowledgement of partners and funding bodies

SydWest receives its core funding for programs from:

FUNDING BODIES & PARTNERS 2021-2022

The Department of Health
 The Department of Home Affairs
 Department of Industry, Science, Energy and Resources
 The Department of Social Services
 Settlement Services International
 NSW Department of Education
 NSW Department of Communities and Justice (DCJ)
 Mission Australia
 National Disability Insurance Scheme (NDIS)
 Sargent's Pies Foundation
 Wentworth Healthcare Limited

During the year, we also received grants from the Settlement Council of Australia, Multicultural NSW, Western Sydney Communities Forum, Penrith City Council and Blacktown City Council.

SydWest would also like to thank some of our partners in 2021-22:

Ability Links
 Afghan Community Support Agency
 Afghan Community Support Association of NSW
 Aged Care Assessment Services
 Association of Bhutanese in Australia, Sydney
 Australian Catholic University
 Australian Council of Social Services (ACOSS)
 Australian Department of Human Services
 Australian Retailers Association (ARA)
 Belong Blue Mountains Neighborhood Centre
 Blacktown and Mt Druitt Community Health
 Blacktown City Council
 Blacktown City Football Club
 Blacktown Older People's Mental Health Team
 Blacktown Police
 Blacktown Soccer Football Association (BDSFA)
 Blacktown Youth Services Association (BYSA)
 Blacktown, Mt Druitt, Nirimba, Nepean and Blue Mountains TAFE
 Blacktown, Mt Druitt, Quakers Hill and Penrith Police Area Commands
 Blue Mountains City Council
 Brahma Kumaris Australia

Business Western Sydney
 Chatloop
 Community Migrant Resource Centre (CMRC)
 COTA Australia
 Cumberland City Council
 Dementia Australia Diabetes NSW
 Energy and Water Ombudsman NSW
 Evans High School Football NSW
 NSW Hearing Australia
 Hepatitis NSW
 Good360 Australia
 Greater Blacktown Business Chamber
 Harmon Foundation
 Hills Community Health Hillsong
 City Care
 Humanitarian and Development Research Initiative (HADRI) - Western Sydney University
 Initiatives of Change Australia
 Legal Aid NSW
 John Holland Group
 Mable

Marist180
 Merrylands NSW Australia
 Days for Girls Team
 Mount Druitt Ethnic Communities Agency
 Mountains Outreach
 Community Services (MOCS)
 Mountains Youth Services Team
 Multicultural Health Service
 Multicultural NSW
 Multicultural Youth Affairs Network NSW (MYAN)
 National Aging Research Institute Limited (NARI)
 National Ethnic Disability Alliance (NEDA)
 Nepean & Blue Mountains Local Health District
 Nepean Blue Mountains Wentworth Healthcare Limited
 Nepean Migrant Access
 NSW Council of Social Services (NCOSS)
 NSW Department of Communities Justice
 NSW Health - Western Sydney Local Health District

NSW Police Force
 NSW Refugee Health Service
 NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors
 NSW Settlement Partnership members
 Penrith City Council
 Penrith Women's Health Centre
 Priority Populations | Integrated & Community Health
 Refugee Council of Australia
 Salvation Army
 Sai Organisation of Australia [SOA]
 Sathya SAI International
 Organization of Australia and PNG (NSW Region West)
 Settlement Council of Australia
 Settlement Services International (SSI)
 St Marys Area Community Development Project Inc
 St Thomas Anglican Church, Cranebrook
 Surf Life Saving NSW TAFE NSW

The Hills Shire Council
 Thrive Services
 Victor Chang Cardiac Research Institute
 Washhouse
 Wesley Mission
 Western Sydney Business Centre
 Western Sydney Community Forum (WSCF)
 Western Sydney Family Referral Service
 Western Sydney LHD Oral Health Network
 Western Sydney Local Health District
 Western Sydney University
 Western Sydney Wanderers FC
 Westmead Breast Cancer Institute
 Wheelchair Sport NSW
 Wise Employment
 Woolworths Group
 Yourtown



Live a better life in Western Sydney

**Blacktown
Head Office**

Level 2, 125 Main Street
Blacktown NSW 2148
9621 6633

Mt Druit

Level 1, 13 Cleeve Close
Mt Druit NSW 2770
9625 0455

Rouse Hill

Vinegar Hills Community Centre
29 Main Street
Rouse Hill Town Centre NSW 2155
9621 6633

sydwestms.org.au

