

# 2017

*Embracing Change - Delivering Continuity*

# 2018

## *Annual Report*



# Chairperson's Report

Management Committee members, Staff, Clients and Supporters of Burwood Community Welfare Services Inc. It is with great privilege to present the Chairperson's Report on behalf of the 2018 Management Committee for Burwood Community Welfare Services Inc. (BCWS).

Success has not gone without challenges; having said that, it has been a rewarding year from a social aspect with BCWS continuing to provide community welfare services from its Neighbourhood Centre for the Inner West.

Christine Strachan, the CEO has outlined in her report the achievements and activities over the last 12 months. Our service programs and activities cover the key service areas of Family Support Service, Emergency Relief, Inner West Food Services, Generalist Counselling, and the Women's Domestic Violence Court Advocacy Service. These achievements are a direct result of the support, planning and continuing commitment provided by Christine, her staff, students, volunteers and the Board of BCWS.

I would like to acknowledge their work, and the work of Christine Strachan as Chief Executive Officer, setting a high standard for this organisation. It is extremely pleasing and rewarding to see the continued level of support from the community and the collaboration between other services and agencies to bring the best possible outcome for their Clients, Community, Members and staff.

I would like to thank Burwood Council for their continued annual rental support and also Burwood RSL for their donation of an ex-patron transport vehicle to help with transporting visitors and clients to and from the CBD. A new Community vehicle was purchased from fundraising, funding and donations, with mobility access installed and began transporting clients to and from the CBD to our Neighbourhood Centre in May this year.

Future initiative for BCWS is to be successful in moving forward to 2019, with continuing to offer services, activities and programs for the community, vulnerable and disadvantaged to enjoy and stay socially connected.

As Chairperson, I thank Christine Strachan for her support and I also wish to thank the wonderful group of Board Members that have been a part of all the progress made during the 2017/2018 period.

In conclusion, I am proud to be the Chairperson of BCWS and associated with such a wonderful committee. I thank everyone for their efforts, especially the volunteers and look forward to 2018/2019 year.

**Teresa West**

# Treasurer Report

I am pleased to provide the financial report for 2018 to you, the Members of the Association.

The 2017 - 2018 financial year was a productive and rewarding one for BCWS. Our services were in continual demand by various sectors of the community and we were able to meet the challenges this presented thanks to an extremely dedicated staff and the continuing generosity of our many supporters. A few aspects of this financial year are as follows:

Total Income for 2018 was \$1,659,752 this included taking to income the donations we had received for the Shuttle Bus project which amounted to \$69,548. Further we continue to experience increased activity in our domestic violence advocacy services. These are the two major factors driving the revenue increase.

The bus with wheelchair access has been acquired and is included in plant and equipment.

Expenses at \$1,554,077 increased by 10% over the prior year this was primarily due to increased resources to support our domestic violence advocacy activities.

Overall BCWS had a profit of \$105,675 and as noted above includes the donations for the bus project.

BCWS auditors, CM Pitt & Co have issued the Board with an audit opinion which is unqualified and on behalf of the Board, I make the following comments in relation to the finances of the Association.

The graph below shows Food Services - Meals on Wheels revenue for the past 4 years. There was a marked increase in revenue driven by an increase in our activities in recent years which has now started to flatten out as the federal government transitions its Commonwealth Home Support program.



\*In 2018 BCWS received Local Coordination Point (LCP) funding for Domestic Violence which contributed \$214,084.00 of revenue.

with wheelchair access to support the local community. Thank you again to those parties who contributed funds to this bus project including the Federal Government who provided a grant of \$20,000, as part of their 'Stronger Communities' programme, further, all the staff and volunteers who manned BBQs at Bunnings and a successful social media campaign, "Go Fund Me Page" with an anonymous donor matching all donations made on the page.

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

**Keith Shelvey**

# Chief Executive Officer's Report

## Success is how high you bounce?

At last year's AGM I said that I would not be the CEO at the next AGM. Well, as you can see - I am still here, so lately, I have been joking that I am probably now the provisional CEO. I will have more to say about this situation at the end of this report.

It has often been said that a society can be measured by the way it treats its most vulnerable members. While I agree with the sentiment of this statement, the word vulnerable does assume weakness, however, we should never underestimate the strength and resilience that comes from life experiences, in particular, older people, people with disabilities and their carers. For the past 60 years our Centre has supported and improved the lives of some these people in need, by providing the Meals On Wheels service to their homes. I think the success and longevity of our MOWS service those people can be attributed to its ability to listen to and learn from its clients, the volunteers and the community. It is also due to the dedicated and caring staff that have been a feature of our MOWs since the original founder, Jean Skead's days.

The New Aged Care Quality Standards were passed by Parliament this month, and these new standards will provide a strong focus on quality outcomes for our clients. Standard 1. reflects seven important concepts which recognise the importance of a consumer's sense of self. They also highlight the importance of the consumer being able to act independently, make their own choices and take part in their community. These are all important in fostering social inclusion, health and wellbeing. (Nothing new for us).At this point I would like to extend my gratitude and heartfelt thanks to all the MOWs staff paid and unpaid.

Every day at the Centre I am inspired by the people I work with doing extraordinary things to improve the world. They all seemed to have tapped into a superpower. The power to make a difference in the lives of others. I am not saying that everyone needs to dedicate their lives to those that are vulnerable. However, I do think that you can live a more powerful life when you dedicate some of your time and energy to something much larger than yourself. Go, find an issue you are passionate about and learn more about it, volunteer, or if you can, donate a little money to a cause." Giving "makes us feel good, believe me!" giving" for some, is a privilege, as they have the power to transform people's lives. There are many reasons why we give and volunteer our time and expertise, for many of us it is ingrained in our DNA, we follow the example of our parents and grandparents to do something for someone less fortunate or to try to solve society's problems. Many Thanks to our Neighbourhood Centre front Desk staff and their Manager, for the effort they put into trying to solve the day to day problems. Thank you all the unpaid staff in our Counselling unit and the students who support the WRAP.

My own experience working together in health first, then the community for the last four decades has been the most rewarding part of my life. It has transformed who I am and continues to fuel my optimism about how much the lives of the most vulnerable people will improve in the years ahead. However, I struggle to really believe this at times, this last month has been one of those times! - when the NSW Government advised that the Open Tender process for the Women's Domestic Violence Court Assistance Service had been squashed despite the many many many hours we had put into it and we had been invited to participate in, but it had however, the potential to negatively impact upon service delivery to victims of domestic and family violence. - How can I thank such commitment, such dedication to "giving"? Thank you Sharon, Yvonne Melissa and Joanne. Also my grateful thanks to all the wonderful DV staff.

We at BCWS have noticed on many occasions that one of the complexities that women and children experience when accessing services as a result of financial abuse in the relationship, is not having any money to travel to services for face to face assistance. To help reduce this type of barrier and to improve accessibility, BCWS provides free accommodation (a private room) every fortnight to Legal Aid NSW's DV unit to assist in improving accessibility for women and children experiencing domestic and family violence. Thank you to our Family Support Service staff for all your dedicated unpaid hours too.

Most people, are not aware, that bequest income from supporters is vital to all charities. (BCWS is a charity!) And sometimes fundraising accounts for up to one third of all our income. Without that income our work would be very restricted, (we wouldn't have our bus) Leaving a gift in your Will to one or more charities can be life changing for future generations. It costs you nothing now, and it is truly a wonderful opportunity to ensure that your philanthropic interests live on. Many Thanks for all the work carried out by our Finance Department.

To come back to the first couple of sentences I referred to :- In a Governance & Management clipping I read "Many non-profits benefit when they carefully plan an extended role for founders who step down" This informative article discusses research undertaken that examines how a large number of NFP boards and organisations manage the transition of a founder: According to the authors, "transitions that paired a founder in a continuing role with a successor from inside the organisation proved to be the most successful of all transition models we examined, based on revenue growth through the transition, retention of the successor, and self-reported performance". They also argued that preparation is the key to a successful transition "The Board needs to help the founder to define an appropriate role in support of the successor and the mission. It also must shepherd the process, anticipating bumps and developing processes to mitigate them.

So my thanks now comes to all the wonderful members of the Management Committee for their dedication and commitment to BCWS and this community.

As I have said before this organisation was built on the commitment of volunteers. Without their heart felt dedication it all would not have taken place – Thank you from my heart to all our wonderful, wonderful, past and present volunteers.

**Christine Strachan. 2018**



# About Us

*The aim of Burwood Community Welfare Services Inc. is to maintain the self-respect and dignity of our clients, to provide services in a non-judgemental way and to assist our clients in achieving personal empowerment to live healthy, functioning lives.*

Our treasured archives go back to the 1960's, when we were Burwood Aid Services and then the Burwood Information Aid Centre. However, 1988 is the year Skead House was built with bi-Centennial Funding. In 2008, Skead House Neighbourhood Centre Building at 45 Belmore Street, Burwood was literally sold from under us rendering us effectively homeless. The General Manager of Burwood Council understood our plight and BCWS relocated to 2 Wyatt Avenue, Burwood in January 2013.

The biggest problem remains the distance of this new location from Burwood CBD, one which all especially the vulnerable and disadvantaged, have found difficult to access.

Fundraising and generous donations has enabled BCWS to acquire another bus with disability provisions and has been transporting clients since its launch in May 2018.

Burwood Community Welfare Services Inc. (BCWS) is an incorporated, registered charity and multipurpose, Multicultural Neighbour Centre. This service has a neutral or non- religious base and provides a wide range of services to members of the Inner West Community. For the last 40 years we have supported those experiencing poverty, distress and hardship

Many of our services are funded from a range of sources such as local, State and Federal Governments, special interest projects, networking and fundraising activities. BCWS has an ongoing commitment in seeking to develop services to meet the needs of the community, where there is no other equivalent service provided in the area.

We are proud of the Services we have been able to provide to the community and always maintain focus on our Mission Statement.

## MISSION

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



## Compassion

*Showing concern, support, caring and understanding for each other and all people.*

## Accountability

*To our funding bodies, sponsors and supporters, the community, clients and families.*

## Partnership

*With each other, our clients and community organisations for better outcomes for all.*

## Integrity

*Cultivate honesty, reliability, transparency and high standards in ethical behaviour, while maintaining the best interests of our clients as a priority.*

## Participatory Community Management

*To encourage and facilitate participation of the local community in the decision-making processes of the services.*

## Respect

*For the dignity of all individuals and a commitment to treat each other as we would want to be treated.*

## Our Values



# Our Highlights

## Christmas Luncheon for Survivors of Domestic and Family Violence

*It was very heartwarming to see the smiles on the faces of both mum and her kids when we presented them with Christmas gifts. They were overjoyed by the generosity of people in the community and said it was their best Christmas ever*

A free luncheon was provided by Outback Steakhouse and we were able to organise with other Domestic Violence services in the community (including refugees) to invite Women and Children, who are survivors of Domestic and Family Violence (DFV), to help brighten up their Christmas season during a challenging period in their lives. The children that attended had a wonderful time with Santa, Policemen and Firemen. The 234 attendees were astonished at the generosity of the community which included, but was not limited to 10 organisations and agencies to work in collaboration to support this wonderful event.



## Acquiring our New Community Transport Vehicle

Funds were raised for the purchase of a new shuttle bus to transport our clients to our Centre and to the Burwood CBD. This fundraising was done over a 3 year period with various fundraising events and programs. The Community Transport vehicle was launched in May 2018 with Christine Strachan, CEO, Cynthia from Phil Gilbert Toyota and Local MP Jodi Mckay cutting the ribbon and giving our community the transport needed to visit our Neighbourhood Centre.



## Step Stone

In 2017 Burwood Community Welfare Services successfully initiated the Step Stone Project, an essential skills development program designed to empower women. The program provided accessible, quality training in digital Literacy and communication skills to women who faced barriers to gaining employability skills and to women who wanted to learn life skills.

The program was extremely well received by the community. Here's what some of the participants said they had gained from the Step Stone Project:

"I did this course to learn how to keep my children safe online"  
"I used to ask my teenage son to help me with my resume. After this course I know how to do it for myself"

"When my husband worked on the computer I could never understand how he did it, seemed like magic. Now I know a few of his tricks"

"It's a wonderful course for older people, expelling the phobia of using the computer."

The Step Stone Project was supported by the NSW Government through Women NSW and the project received collaborative support from Petersham TAFE NSW.



## Active Parenting

In August 2018, the IWFSS received funding through Resourcing Parents to run a 6 week "Active Parenting" program in collaboration with Sydney Local Health District. Each session ran for 3 hours. The first 2 hours was the Tuning into Kids program, led by a facilitator from the Sydney Local Health District. Tuning into Kids is an evidence-based parenting program that focuses on the emotional connection between parents and children. In particular the program teaches parents skills in emotion coaching, which is to recognise, understand and respond to children's emotions in an accepting, supportive way. This approach helps the child to understand and manage their emotions.

Throughout the 6 weeks, parents reported that it was obvious how a positive attitude towards young children helps both parents and children to have a much calmer, peaceful household.

Other talks/activities which were well received by the 14 parents attending were, Stress management, Anxiety, Nutrition and Fussy Eaters, Tai Chi and Zumba. Weekly take-home craft activities like; making homemade play dough, homemade kinetic sand and creatively serving fruit and veggies to fussy eaters, helped to promote parent – child bonding and created opportunities to spend Quality time together.



## More than just a Meal

Inner West Meals on Wheels not only provides residents with meals, but a friendly face. The difference a conversation can make to someone's life, who may be confined to their home, not have a social network or who don't have family to rely on, can be so beneficial. Having a chat with a friendly face who does not mind taking a bit of time to engage and is welcoming can sometimes be the only contact a person may have throughout their whole day.

Some of our volunteers at Meals on Wheels have been volunteering with us for five, ten, fifteen years or more, they are dedicated, and understand the difference they are making in someone's life.

Our volunteers are at the heart of what Meals on Wheels do, we cannot thank them enough for the help they provide and the smiles they give and receive.



## After the Storm- Self Empowerment Program

After the Storm for victims of Women's Domestic Violence has been organised by BCWS and is a beneficial tool for connection, practical information, learning, development and exploration. The program has helped empower survivors to navigate strategies in their life after a troubled separation. We have had women who have completed this program with feeling more aware of who they are and what strengths they have, organised, communicative, legally informed and have formed new friendships and networks.

## Baby Shower

The Inner West Family Support Services identified the need to develop strength and confidence in low-income families, particularly mothers motivated by pregnancy and parenthood. Therefore IWFSS

hosted a Community Baby Shower for low-income expectant parents and their families on 24th May 2017. The Baby Shower Celebration aimed to empower the families to find within themselves the strength and confidence they need to transform their lives. The whole event was a special time for them to celebrate the approaching arrival of their new baby and get important information to help care for their newborn.

The families received special gifts and much-needed items for their new babies including diapers, clothing and toiletries for mums.



## Become brain builders

This interesting and engaging workshop used videos and activities to explain the critical importance of early influences on brain development and ways to support young children's learning and development.

The aim was to increase understanding about the importance of a child's environment in shaping brain development and learning. Parents and caregivers were given tips on how they can help this brain development happen from very early in their children's lives.

The negative effect of toxic stress in early childhood, which can damage the developing brain and lead to lifelong problems in learning, behaviour and both physical and mental health, was also explored.

Parents left more aware of how their positive interactions with their babies are key moments for establishing their children's self-esteem, resilience, healthy growth and their capacity to learn.



# Our Impact

How many clients accessed our services in 2017/2018

Service	How much did we do?	How are the clients better off?
Meals on Wheels	34,184 delivered meals. 347 Clients, 60 Volunteers assisted with meals delivered.	Clients are enabled to remain in their homes while receiving nutritional meals. Minimises client isolation and disconnection with community life.
Family Support Service	193 families were assisted through a model of prevention, early intervention and crisis intervention.	Families are better connected to the community. Clients are more confident in parenting. Clients were empowered by strengthening their existing skills.
Domestic Violence	11,276 outgoing calls Average of 216 calls per week 11,767 Individual Contacts 5,950 unanswered calls 1,934 new clients 1,668 children under 16 years old involved	Clients are more aware of the signs of Domestic Violence.  Clients have been able to take steps to end the domestic violence that they have been experiencing.
Emergency Financial Relief	268 clients were assisted through food, electricity, gas, and water and telephone vouchers.	Clients assisted to deal with a crisis situation in such a way to empower and encourage autonomy.
Inner West Counselling Service	110 clients requested counselling and were responded to. 20 clients utilised the Counselling Service in total 180 sessions.	Clients have been offered a safe place to explore their feelings and emotions without judgement in a warm, confidential and caring environment.
Skead House Neighbourhood Centre	9,759 telephone calls answered 4,014 visitors assisted. 15,437 People representing 23 groups used the Barn.	Clients connected to information and services in order to promote community capacity and increase clients' resilience by empowering them. Create positive societal change through social engagement.

# Our Stories

## Adriana's Story

Adriana has been involved with various agencies over the years. As a single mum, with 2 children, she was in financial stress, especially with finding the money to pay her rent. The family was eventually evicted due to rent arrears. With the support and advocacy of IWFSS, the family found affordable housing and were approved for the Department of Housing rental subsidy within 60 days!

## Raju's Story

Raju's life became complicated when his partner started to struggle with drug addiction. When her dependency on drugs got out of control, she left the family home. Raju became the sole carer of 3 children under the age of 7. Raju began to experience displays of aggressive and abusive behaviours towards him by his ex-partner even when the children were present. With the support of IWFSS, Raju was able to have his family's needs assessed and was referred to the appropriate services and authorities to fully investigate and ensure the protection of the children. The family is now settled and at Raju's last contact visit he said; "I'm so thankful we ended up at IWFSS" I wouldn't be able to get to this result anywhere else, it was the best outcome"

## Tylah's Story

Tylah was referred to IWFSS from TAFE. She was unable to cover the cost of her day-to-day expenses, after leaving a domestic violence situation. At the initial assessment, IWFSS identified her strengths and needs and arranged for access to relevant services within the community. She was assisted financially through the BCWS Welfare Relief Assistance Program (WRAP) as well as being linked into other financial support services in the community. Tylah was also referred to a job-provider service where she had access to a range of specialist programs which helped her find a job. Tylah is well on her way to standing on her own 2 feet!

# Financial Report

## BURWOOD COMMUNITY WELFARE SERVICES INC. DETAILED STATEMENT OF COMPREHENSIVE INCOME AND EXPENDITURE FOR THE YEAR ENDED 30TH JUNE 2018

	2018 \$	2017 \$
<b>INCOME</b>		
Grants received		
Department of Health - Food Services	333,623	329,341
NSW Family & Community Services- IWFSS	210,846	206,005
NSW Family & Community Services- Skead House /N.C	118,638	115,914
NSW Family & Community Services- The Step Stone Project	21,500	-
Legal Aid Commission - BWDVCAS	529,550	308,223
Sundry Grants	59,300	111,355
	<u>1,273,457</u>	<u>1,070,838</u>
Other revenue		
Reimbursements	7,105	331
Ashfield Frail & Aged	3,000	2,250
Bank interest	4,857	4,292
Donations	34,307	30,443
Fundraising	77,293	19,033
Rent - Burwood Council contribution	54,433	53,006
Rent - other	-	1,062
Food Services	200,473	202,699
Sundry Income	4,827	5,456
<b>Total Income</b>	<u>1,659,752</u>	<u>1,389,410</u>
<b>EXPENSES</b>		
Accounting	9,100	6,050
Advertising	3,871	3,985
Audit	4,500	4,580
Bank fees	1,406	1,313
Childcare	737	-
Cleaning	8,163	7,313
Client expenses	797	830
Computer maintenance & consumables	29,185	3,196
Conference & training	4,790	3,996
Consultancy	10,485	12,502
Depreciation	5,048	2,406
Provision for uncollectability of debts	-	-5,967
Electricity	7,753	8,200
Equipment repairs & maintenance	7,205	4,251
Hospitality	2,611	791
Insurance - Plant, equipment & volunteers	6,964	6,164
Insurance - Workers compensation	18,780	15,575
Interpreting	3,215	4,234
Legal	1,815	-
Meals	185,025	182,674
Memberships & subscriptions	5,750	4,715
Motor Vehicle	2,028	-
Postage	1,935	1,873
Printing & stationery	8,911	15,526
Programmes	19,125	46,881
Provision for unexpended programmes	59,442	44,525
Relocation	12,000	-
Replacement of equipment	16,964	3,030
Rent- Wyatt street, Burwood	58,969	53,006
Rent - room hire	1,282	1,450
Staff amenities	1,625	2,849
Staff Recruitment	1,804	-
Sundry expenses	2,705	3,089
Telephone	12,770	10,906
Travel expenses	8,396	10,278
Volunteer reimbursements	32,542	31,618
Wages & salaries	881,363	803,767
Superannuation	83,489	75,813
Employee benefits	30,822	20,814
Website design & maintenance	705	1,299
<b>Total Expenses</b>	<u>1,554,077</u>	<u>1,393,532</u>
<b>Profit from Ordinary Activities</b>	<u>\$ 105,675</u>	<u>\$ (4,122)</u>

# More than just a meal



*Every day a friendly smile, a chat about the weather, a nutritious meal and knowing someone will drop by to say hello, changes the lives of many Australians.*

Meals on Wheels has had a place in the hearts and homes of Australians for more than 50 years. The contribution of Meals on Wheels to building social capital in our communities cannot be over-estimated. Meals on Wheels services provide a very cost effective front-line support service for older people which can make the difference in enabling them to continue to live independently at home.

Meals on Wheels services are experiencing major challenges where the traditional service model will continue to need to be made more flexible with increased expectations of clients, carers and changing demographic population.

**2017-2018**  
**Inner West Meals on**  
**Wheels**  
**34,184 meals, 347 clients,**  
**60 volunteers**

## New Model for inclusive service

Our service operates using both the Person Centred Practice and Wellness Model. **Person Centred Approach** is a process of continual listening and learning, focussed on what is important to someone now, and for the future. It is putting the person at the center of decision-making and acting upon this in alliance with their family and friends. **Wellness** is about thinking and working in a way that builds our client's strengths and capacity to live as independently as possible.

**At the core of those frameworks are the principles where all people hold valued roles in a community and are therefore appreciated for their positive contribution to society. This in turn promotes positive well-being for all individuals.**



The food provided by Meals on Wheels is nutritionally balanced, tasty and caters to specific dietary needs, cultural preferences and personal tastes. Menus are designed to be healthy and varied, and special dietary requirements are met. We offer selection of main meals, salads and desserts. Everybody leads different lives, there is flexibility in delivery options. Some prefer a hot meal delivered in the middle of the day, others like frozen or chilled food that can be heated at home at a time to suit.

## Our Team

Inner West Meals on Wheels staff are trained professionals who take pride in delivering high quality service. Our staff have relevant qualifications and training such as Food Safety, Aged/Community Care, Certification, current Police check and First Aid Certification. Meals are delivered by dedicated Professionally well trained volunteers.







## Inner West Family Support

*Working with vulnerable families has presented many opportunities to meet families from different cultures and beliefs. We are humbled and grateful when allowed into their story.*

*One such family was a mum and her daughter who were referred to our service by WDV CAS. She was on a guardianship visa. After her husband's business failed, she began experiencing physical, emotional, financial and psychological abuse. She was also isolated from her step children as well as from people in her community as he spread lies about her.*

*When we met Anne, she was a beautiful, gentle lady. She said that this was the first time she felt listened to and understood. The consequence of making the decision to leave the violence, was that she would have no money and no place to live. It was not easy for her but she did for her daughter's safety.*

*As her caseworkers, We supported her in finding a place to stay and also spoke to her daughter's school principal, who waived her school fees for one and a half years. We applied to Victim Services for financial assistance to help her settle into her new place, as well as receive counselling for herself and her daughter.*

*We are still advocating on her behalf with immigration issues, and our hope is that Anne and her daughter will be able to put the past 10 years behind them and start a new life with a bright future!*

*Jeannette gave birth to twins at age 47. The twins were in ICU when they were born. This was an overwhelming time for Jeannette and her family as they had minimal practical support. Jeannette's mum and dad were both elderly and frail, her husband had been diagnosed with Chronic Fatigue Syndrome and had been unemployed for a year. To add to the families burden, Jeannette had RSI and found it very painful to carry the twins and bath them.*

*When we met the family, mum was lying down on her sofa bed while feeding the babies. During the meeting, she fell asleep on numerous occasions. Mum shared that she had no time to cook for herself, as she was consumed with taking care of the twins needs.*

*We contacted many agencies looking for ways to help this family. We also made a report to FACS, concerned that without the right supports in place, the babies could be injured if dropped because of mum's RSI and also her sheer exhaustion. A social worker at RPA was contacted to further support this family.*

*A volunteer started to visit the family and stayed with the twins while mum had a sleep. A social worker from RPA visited her on a regular basis. We also arranged counselling for the couple, who were open to work at their relationship during this stressful time.*

*Tresillian visited the home to teach practical tips for breastfeeding, bathing etc as well as establish a routine in the home.*

*We gave her information on parenting courses, some of which mum and dad attended. We researched therapists that could assist with her RSI and also therapists who could help her husband with the Chronic Fatigue Syndrome. There was steady improvement in Jeannette's hands and her husband opted for acupuncture, which greatly improved his situation.*

*Jeanette and her partner really appreciated our support and when we closed the file, the family were planning to move to a house where the twins would have a backyard to play in! We felt happy to have been able to assist this beautiful family, who were open to being helped because they wanted the best for their kids!*

## Burwood Women's Domestic Violence Court Advocacy Services

Burwood WDV CAS is funded by Legal Aid NSW through the Women's Domestic Violence Court Advocacy Program, under the auspices of Burwood Community Welfare Services Inc., to provide assistance to women and children who have or are experiencing domestic and family violence. An aspect of the assistances that we provide to our clients, occurs at Burwood Local Court on the Apprehended Violence Order (AVO) List Days. The Burwood Local Court's current catchment area includes four NSW Police Area Commands (PACs); Auburn, Burwood (merger of Burwood and Ashfield Local Area Commands), Campsie and Gladesville. As Ryde Local Court is currently not sitting, our service has been provided with the great opportunity of working alongside the Parramatta (formerly, Macquarie) WDV CAS team (whom assist the Gladesville Police's AVO matters) to provide the most efficient and effective service to our clients at court.

One of our primary services is to assist women and children involved in AVO proceedings, either applied on their behalf by the New South Wales Police Force or applied individually at the Local Court; these AVOs are known as an Apprehended Domestic Violence Order

(ADVO) or an Apprehended Personal Violence

Order (APVO). The services that we provide occur before, during and after court, this includes information about Domestic Violence, even if there are no court matters; emotional support; providing a safe place at the court; providing information about the court process; advocacy and referrals to access legal representations.

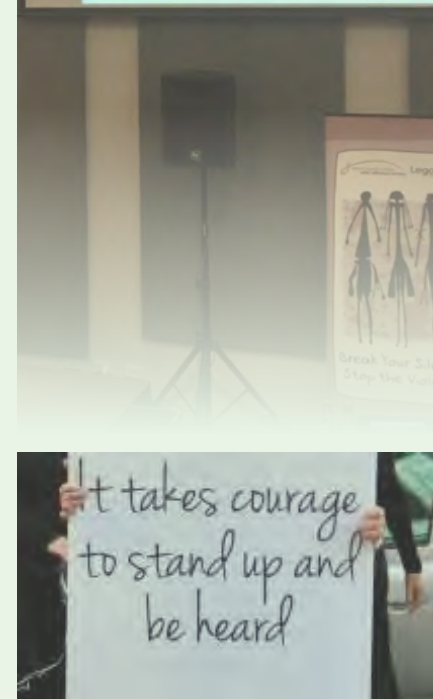


With the roll-out of the Domestic Violence Justice Strategy in July 2015, the service has been inundated with referrals from the New South Wales Police Force. An automatic referral is made to the service (or other WDV CASs across the state) for any Domestic and Family Violence incident attended to by Police, either reported to Police at a Police Station, or if the Police were called out to an incident. In this financial year, the service made 11,276 in Outgoing Calls alone, an average of 216 calls per week.

In March 2018, as part of the Safer Pathway (from the 'It Stops Here: Standing Together to End Domestic and Family Violence, the NSW Government's Domestic and Family Violence Framework for Reform'

(NSW Government, 2014)), the Local Coordination Point (LCP) and Safety Action Meeting (SAM) was rolled out to our area. Due to the roll-out, our service hosts the female Ashfield/Burwood LCP, which includes the coverage areas of Burwood and Campsie PACs. With the additional resources from the roll-out, our team has more than doubled in staffing, to assist with the referrals that the service had already been inundated with since July 2015.

Our team has always been very proactive in raising awareness about family and domestic violence through community activities, such as, presenting at multiple White Ribbon Day events; as well as supporting activities held by Local Domestic Violence Liaison Committees.





## Skead House Neighborhood Centre

Throughout life, sometimes people are faced with problems. If possible, they can turn to family, friends or neighbours. The Neighborhood Centre can be an extension of that support, or in an instance where the individual does not have any support, we can help the client find that network and give them a sense of belonging and community connectedness.

The service that we offer is to help the individual in not only one aspect of their need, but utilise services and resources to cover many underlying issues. This gives the individual access to the many resources and support that they may not be aware exists in their community.

Skead House Neighborhood Centre is a community based Incorporation, providing a range of information, referral and support for the people of The Inner West. We also have individuals calling and visiting our Centre from outer areas, who are never turned away. This is mostly due to other Organisations referring to our Centre in the belief that we still receive Emergency Financial Relief.



Skead House Neighborhood Centre are a member of the Local Community Services Association (LCSA), is a peak body for Neighborhood and Community Centers in NSW. We work as a Neighbourhood Centre to meet the needs of our community, we do this through such things as National Volunteer week and Neighbour Day, Community Hub and Events and programs that we run at the Centre. We work in collaboration with many other organisations and Local Councils to assist in promoting community awareness.

BCWS Community Hall also known as "The Barn" is on offer to the community seven days a week from 8:00am to 9:00pm. "The Barn" was utilised and enjoyed last year by 23 groups, consisting of 15,437 people.

BCWS's Neighborhood Center and the Community that we belong to believe that taking action locally does affect the issues locally and can help influence positive and wider change and development.



*Working Together can influence positive and wider Community change*



## Inner West Counselling

***Our Counselling service offers clients a safe place to explore their feelings and emotions without judgment in a supportive, confidential environment.***

Counselling at our Centre is conducted professionally and is available for individuals to receive generalist counselling for coping with specific changes in life that may be challenging. Seeing a generalist counsellor at our Centre can help support clients in crisis and reduce life stress. We work with our client's to develop goals that can be life changing.

Counselling can also assist with helping the client to access resources and techniques that may assist in future problem solving. This enables the client to feel empowered and equipped for future challenging circumstances or issues.

Assistance given this year-to-date was 110 clients being responded to and with being a Generalist Counselling service, our fees are based on a sliding scale, offering clients, who may be financially challenged a opportunity to take part in this service.

The counselling service is offered in a professional and private space and responds to client enquiries promptly. This is conducted by talking to the potential client over the phone to assess what the clients requirements are for counselling. This can then be responded to either through our counselling service or referred on to the appropriate specialist counsellor.

**Self-referrals** are received internally from our BCWS website, Women's Domestic Violence Court Advocacy Services, Welfare Relief Assistance Program, Inner West Counselling Brochures, Burwood Community Services Directory and personal recommendations.

**External referrals** are received from agencies who know and trust our services;

- Barnardos
- Burwood Housing
- Catholic Care
- Chinese Australian Services Society
- Croydon Mental Health
- Relationships Australia
- Chinese Australia Services Society
- Local GP's
- Local Women's Refuges
- We All Care
- Share the Dignity

- Department of Family Services
- The Domestic Violence Hotline
- Exodus Foundation
- Headspace
- Lifeline
- Newtown Neighborhood Centre
- Salvation Army
- Women's Counselling Services
- Local Police
- St Vincent De Paul
- Uniting Church Burwood



# Welfare Relief Assistance Program

**“We don’t give a hand-out, we give a hand up”**

The Welfare Relief Assistance Program (WRAP) is directed at assisting vulnerable people within our community. The service operates on a solution focused, person centered approach to give the client assistance with resources, referrals, the advocacy they require.

**“Assistance is given to empower the client and encourage autonomy”**

The people that come to visit our Centre are from diverse backgrounds and are reaching out, they may be vulnerable in their presenting circumstances, but have come into the Centre seeking assistance, which has already shown a strength in their approach to attending to their current issues or circumstances.

An empathetic approach to empowering the individual when faced with complexed challenges can have the client leaving our Centre with a new sense of control. We work in conjunction and collaboration with other services to maximize the resources that can be offered to the client.

The challenges that may present from our community are people with, disabilities, parenting issues with minimal support, family and domestic violence, homelessness, financial hardship or in imminent risk of not being able to pay their utilities, lack of food and basic essential needs, mental health issues or in need of counselling. Many clients may need short term immediate assistance or long term case management.

We are no longer able to help our financial disadvantaged clients with food or immediate basic needs, but we do utilise our collaboration with other services to assist the client, and are sometimes given essential vouchers from Metro Assist to help clients. This is sometimes difficult for clients who have been sent to us for assistance, only to be referred on, having to pay for more travel expenses to access this need. Because the vouchers that we do receive are limited, intake process and assessment needs to be thorough to determine the best outcome for the client.

Some of our clients have come from outer areas of the Inner West and have used the little money they have left to travel to our Centre, only to be referred on.

We always try and alleviate some anxiety for the client “My apologies for not being able to assist with food or financial assistance due to our Organisation not being funded, BUT we can offer assistance with Advocacy, filling out forms, (EAPA) vouchers to help with your energy bill, we can offer you Phone charge cards and help with your Telstra bill.

The resources utilised from working in conjunction and collaboration with other services has allowed us to be resilient, resourceful and connected to having the client feel like they have been listened to and assisted in a positive empowering way.

## Tax Help

Tax Help is a network that offers the Community volunteers who help complete Tax returns for clients who earn below the threshold. This is a free service that offers confidentiality by trained ATO volunteers and is on offer every July to October for people who have a tax return of \$55000 or less annually.



# With Thanks To Our Very Important Partnership

**B**URWOOD  
**C**OMMUNITY  
**W**ELFARE  
**S**ERVICES INC.

## We All Care

We All Care provide support in so many areas, they have worked in partnership with BCWS and all it has to offer. We have contacted We All Care on occasions to help with clothing for individuals going for new jobs, donations of soft drinks for fundraising, gift bags for Father’s Day and Mother’s Day, as well as survivors of Domestic Violence. We value the partnership we have with We All Care and look forward to working with them in the future.

## Share the Dignity

Share the dignity have worked in partnership with Neighbourhood Centre to offer Handbags to survivors of Domestic Violence at Christmas time full of personal items for. Share the Dignity have also donated to assist Food Services (IWMOW).

## Uniting Church Burwood

Uniting Church, Burwood has been working with BCWS in partnership for clients that are in need of financial assistance. We are no longer funded to accommodate clients for assistance in this area, and when we need to call for referral, the Uniting Church is always accommodating and reliable. We are grateful for their assistance and reliability.

## St Paul Anglican Church

St Paul’s (Parish Pantry) have been working in partnership with BCWS with clients that are in need of food and emergency financial assistance that we are not funded for. We have sent many clients to get assistance and have always been offered the help and assistance that we no longer can provide. We are thankful for this partnership and look forward to working together in the future.

## Burwood Council

Burwood Council work together with BCWS to bring the community together, the BBQ on Neighbour Day was a success with Agencies from the local area having a stall to communicate with the public what supports are in the area. BCWS Volunteers, Staff and Students worked together fantastically to cook a BBQ with over 300 people attending. ‘What a day’!

## Metro Assist Inc

Metro Assist have assisted BCWS Inc with essential vouchers to help our vulnerable and disadvantaged clients. We have not been fortunate enough to assist our clients with the benefits of financial relief, so we are extremely grateful for the vouchers they have very kindly offered. Metro Assist has helped clients in very difficult situations, when the basic needs were essential for a client/family regain empowerment and support. We look forward to working with Metro Assist in the following year.

## Adult Migrant English Program

AMEP is run by the Australian Government, Department of Education and Training and BCWS works in collaboration to assist students with placement, building on their already learned skills and putting their knowledge to practice. The program helps assist migrants and humanitarian entrants learn the foundation English language and settlement skills to enable them to participate socially and economically in Australia. The placement we offer gives the students a sense of belonging and social connectedness.



# Our Volunteers

**At Burwood Community Welfare Services Inc. Volunteers are a crucial necessity to running the daily tasks that keep our services running smoothly.**

Our volunteers assist in Reception Duties at the Front Desk, with offering Customer service to the people visiting and utilising our Centre and the service, as well as helping with events and programs, Meals on Wheels deliveries, Administration Support, Information and Technology Support, Tax Help, Counselling, group programs, and Interpreting, Gardening bus driving.

The Front Desk Customer Service Team are the first point of contact, we currently have 25 volunteers who graciously give their time and effort into being part of BCWS Neighbourhood Centre, this is without the volunteers that give their devotion and time to Inner West Meals on Wheels.



## Volunteer Profile

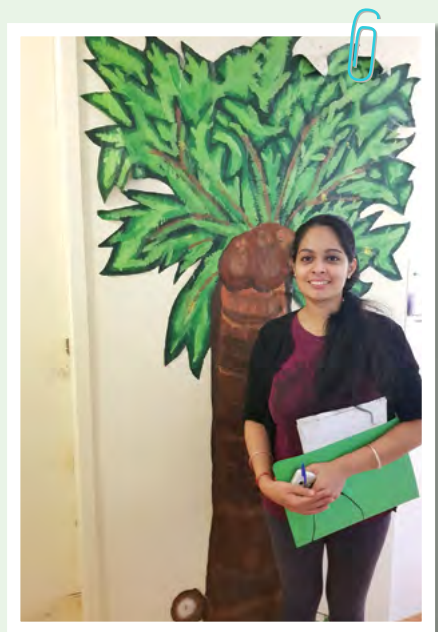
### Meenal

Having worked at BCWS for a few years now, I have been fortunate to meet & work with many great individuals which include staff, students, volunteers, clients and others from around the community.

It has been a truly enriching experience so far and with continuous support from all, being a part of the BCWS family has contributed immensely to aspects of my own learning & development.

There are significant events I have had the pleasure of being a part of that stand out as highlights during these years, including our Volunteers week, BBQ fundraisers, Neighbourhood Days to our Christmas functions such as the luncheon for the women & their children affected by domestic and/or family violence in correspondence with the 'Tree of Joy' that gives us a chance to help those who have been affected, a reason to smile despite the difficulties they are facing & with the continuous community support this allows them to join in the spirit of the festive season with less worry and more joy.

Throughout the years I have had the privilege of helping clients & the local community with enquiries and providing access to the variety of services our centre offers as well as informing, inviting and welcoming them to our range of programs. Among this journey, I have not only given support and assistance but have gained further insight and better understanding on the importance and vitality of our organisation. Along the way I have assisted many people and formed wonderful bonds with them that have made working at BCWS all the more pleasant and exciting and hope that these bonds grow stronger and I can also continuously be a part of BCWS and get the opportunity to help others in the coming year.



## Bus Project

Our relocation to Wyatt Avenue, Burwood has affected the amount of client's accessing the Centre. With Burwood Council kindly still offering there Shuttle Bus to transport clients and groups to and from the CBD, to BCWS two days a week, helped immensely.

This August, Burwood RSL Club donated an ex patron community transport vehicle to BCWS, which has allowed us to transport clients as well. Burwood RSL have also offered ongoing support with providing registration and comprehensive insurance along with running costs from 2017 to the end of 2020.

The fundraising that was accomplished in 2016-2017 has enabled us to purchase another vehicle, meaning we no longer require the Shuttle Bus from Burwood Council.

We would like to personally say a BIG THANK YOU to all the people who were behind this initiative and who have generously given their time and support to help continue to make BCWS an accessible reality.

## Our Students

### Nick

**My experience here at BCWS has provided me with an unforgettable experience, rich in practical skills as no two days are ever alike. I will always remember BCWS to be an encouraging space for learning, filled with friendly faces ready to help.**

BCWS offers student placements to a diverse range from multidisciplinary fields including counselling, psychology, social work and community welfare. These students are given an exceptional experience to be exposed to a variety of services within the one placement; Neighbourhood Centre, Welfare Relief Assistance Program, Inner West Meals on Wheels, Family Support Services, Women's Domestic Violence Court Advocacy Services and Inner West Counselling.

Students have the opportunity to utilise their capabilities and gain invaluable knowledge and insight into the community industry through the experience of; attending staff training, partaking in agency visits to other organisational bodies within the area (Centrelink, Department of Housing, Inner West Probation and Parole etc.); attending meetings (e.g., Child and Family Interagency Meeting, Domestic Violence Liaison Committee Meeting). Students also interact with clients within in the Centre and on home visits, attend court with the DV team, and participate in a multitude of presentations and events (e.g., National Volunteers Week, Neighbourhood Day and Burwood Community Services Directory Launch).

Due to the vast variety of services available within BCWS, students are also given the chance to explore realistic and practical insights into their future career goals as they identify an area of interest. Placements at BCWS offer students a space, under supervision to further explore the theories they have previously studied and can now adopt within practice and through skill.

As a result, this unique experience offered by BCWS to students on placement offers a priceless role in a student's learning and career progression towards excellence.





# Our Board

The role of The Management Committee is to provide strategic direction to and monitor the operations of BCWS. Inc, to ensure that it;

- Meets its objective as specified in its Constitution
- Remains a viable organisation
- Meets legal requirements including those related to its legal status, funding, contractual arrangements and the employment/management of staff

The Management Committee is responsible for ensuring BCWS operates within its approved budget and in accordance with the Policies and Procedures set down and endorsed by the Management Committee.

## Teresa West

### Chairperson

*B.Ec, CA, Dip.Law, M.Tax, Grad.Dip.Fin.Planning(FINSIA)*

Teresa graduated as an Economist from Sydney University and later became a solicitor. For most of her working life she has practiced as a Chartered Accountant. Her qualifications also include Masters in Taxation – University of Sydney and Graduate Diploma in Financial Planning – Finsia. Teresa has lived with her family in Burwood since 1984 and served on Burwood Council between 2000 and 2008. She was a founding member of Burwood Community Voice (“BCV”), a community organisation representing community concerns. She was elected Chairperson of BCWS in December 2008.

## Keith Shelvey

### Treasurer

Keith is a Chartered Accountant with a Master of Business. He is an experienced financial professional having trained and been a senior manager in a big 4 chartered firm followed by senior management roles with 2 public listed companies.

## John Gough-Fuller

### Vice Chairman

John joined the Management Committee in 2014 and has been actively involved in several of our projects over the last 2 years. John has undertaken an Arts/Nursing combined degree, majoring in Government and International Relations at the University of Sydney and as such, has a keen interest in the community health and health & welfare policy. John has lived in Burwood all his life, and is actively involved in the local community, having been a member of the local Cadet Division of St John Ambulance for over 10 years and in 2012 received the Burwood Council Young Citizen of the year Award.

## Dr Sharon M Laing

### Honorary Secretary

*BA (Hons) (Psych) PhD. (Macquarie University) RN RM* After many years as a registered nurse and midwife, Sharon undertook studies in psychology, achieving her PhD. in 2012. She has worked as a counsellor in community welfare agencies, and in training and research positions in psychotherapy and psychology. Currently, she is involved in

counselling education at a tertiary level as well as conducting a research and statistics consultancy. Through her professional memberships, she promotes her special interests in the importance of early experiences on the psychological development of the individual and the community, an area in which she has published and presented internationally. Sharon joined BCWS in 1998 and has performed a variety of roles, including facilitator of the counselling service peer-group meetings. She has also relieved as centre CEO, a role she feels privileged to perform.

## Judith Osborn

### Minute Secretary B.Soc.Sc.(Social Welfare)

Judy's first career was as a commercial artist, retrained in the 1970's as a clerk/typist employed in several other charitable and business organisations which ensured meeting and liaising with families, volunteer and fund-raising groups, medical and health professionals, dentists, lawyers, inspectors, engineers, metalurgists, artists, students and marketing sales personnel. With another change of career in the 1990's Judy changed direction again into social welfare and counselling, joining BCWS in 1999 as a mature aged student where she worked in a wide variety of positions gaining experience in handling the many different clients attending the centre, including migrants of NESB and other disadvantaged groups. Her written, verbal communication and organisational and computer skills led to a position as secretary to the CEO until she retired in 2012. Judy became a member of the Management Committee and has had many years of experience in taking minutes for several organisations.

## Heather Gough-Fuller

*B.Sc.(App.Psych.), Dip.Psych., Dip. Ed. Committee Member*

Heather has been a member of the Management Committee for the last 13 years. As a psychologist Heather has a keen interest in welfare issues, she has a deep awareness of the many pressures facing members of our broader community. Heather has lived and worked in the Burwood area for 35 years. During her professional career, she has worked extensively with children with Developmental Disabilities and with their families. She has worked with residents in drug and alcohol rehabilitation programmes. Currently employed as an educational psychologist working with both Primary and High School students. Heather has had 30 years affiliation with BCWS, dating back from her mother's contribution to the service as a volunteer for 10 years.

## Clyde R Livingston

### J.P.

### Committee Member

Clyde joined the BCWS in 1990 and has been a long serving member of both the Executive and Members committees. Clyde has also served the Burwood community through the Inner West Burwood Lions Club and as former Mayor of Burwood. He was the founding member of the

Sandakan Community Education Committee and continues to be actively engaged with the organisation. Clyde has for many years supported and maintained his interest in community and social issues.

## Simon Fox

### Burwood Council Representative.

Simon is the Senior Manager, Community and Library Services and has been Council's representative on the BCWS Management Committee since his commencement at Council in 2012.

## Cecilia Wiltshire

### Committee Member

Cecilia has worked for Food Services as a volunteer and over the years has worked with the community on varied and numerous social welfare programs. Cecilia's volunteer work has been of significant impact within our local community. A committee member of Compeer at St Vincent De Paul Society, she was also involved in the establishment of the Aged Care at Southern Cross Care and Congregation Leader of Presentation Sisters, Wagga Wagga. Cecilia was also a Principle and Secondary school teacher in the Catholic education New South Wales for 32 years. She is still very active and is currently involved as a Committee Member at BCWS and still volunteers for Inner West Meals on Wheels. Cecilia received 'The Order of Australia award conferring high recognition for outstanding achievement and service to Australia and Humanity.

## Sravya Abbineni

### Committee Member

Sravya Abbineni joined the BCWS management committee in 2016. She is currently an electorate officer for the Parliament of New South Wales and in her role, works closely with local not-for-profit organisations around state government related issues. In 2015, Sravya organised a Domestic Violence fundraiser along with a local youth community group, which went on to raise money for BCWS' "After the Storm" program. Sravya is particularly passionate about equal access to government and NGO services for the elderly and new migrants, as well as women and children.

She currently resides in Strathfield South.

## Christine Strachan

### Chief Executive Officer

*RN (Psych) B.Sc*

In 1978 Christine was offered a part time position by Fred Skead with the Information and Aid Centre, Burleigh Street. Burwood. In 1980 she designed and formed what was to become the Volunteers Network. Training people from the Inner West Community to become skilled volunteers in Welfare work. With Fred Skead, Russell Kenny, John Lutman and Kevin O'Reilly, she forged the application for the Bicentennial Project, the purpose built million dollar Skead house at 45 Belmore Street, Burwood. Now 30 years on Christine is still the CEO of BCWS. Inc, which is now located at 2 Wyatt Avenue, Burwood.

# Our Staff

## Management

**Christine Strachan** : Chief Executive Officer

**Joanne** : Financial Service Manager

**Rhonda** : Centre Manager

**Yvonne** : Burwood Food Services Community Development Manager

**Cheryl** : Inner West Family Support Service Manager

**Melissa** : Burwood Womens's Domestic Violence Court Advocacy Services Manager

## Professional Team

**Annie**

**Sophie**

**Asma**

**Benita**

**Christina**

**Catherine**

**Damien**

**Renia**

**Euna**

**Joanne**

**Giang**

**Yuna**

**Hyesun**

**Jenny**

**Kimi**

**Maria**

## Volunteers/Seconded Workers

**Debbie**

**Aga**

**Darka**

**Savirti**

**Anne**

**Antonio**

**Asha**

**Bernard**

**Maija**

**Breana**

**Patricia**

**Caroline**

**Christina**

**Catriona**

**Christina Thao**

**Emma**

**Elma**

**Cecilla**

**Henry**

**Gloria**

**Ivonne**

**Cindy**

**David H**

**Kim**

**Mary J**

**Deanne**

**Meenal**

**Ngan**

**Joanne R**

**Debra**

**Claire**

**Judy**

**Janet**

**Denise**

**Anna**

**Santina**

**Talisha**

**Dianne**

**Tim**

**Peter**

**Jayanthi**

**Hayley**

**Patricia**

**Benjamin**

**Kien**

**James**

**Denise**

**Lalitha**

**James**

**Swaiti**

**Jesse**

**Emma**

**Jessica H**

**Carolina**

**Peter**

**Vijay**

**Kien**

**Shruta**

**Elizabeth**

**Nisha**

**Krishnaveni**

**Manuni**

**Ruchika**

**Michael**

**Kueta**

**Tania**

**Rafael**

**Betty**

**Mark K**

**Daniel**

**Sinniah**

**Lewie**

**Michelle**

**Catherine**

**David**

**Michelle T**

**Mira**

**Tara**

**Michael**

**Michelle**

**Nick P**

**Jade**

**Habiba**

**Ngo**

**Penelope**

**Sai**

**Kalpaka**

**Mark**

**Peter H**

**Sadia**

**Saleha**

**Michael**

**Rafael**

**Claire**

**Peter H**

**Angela**

**Razia**

**Harpajan**

**Mary**

**Bernard**

**Ruchika**

**Dimitri**

**Peter M**

**Sophie**

**Sophia**

**Annie**

**Suman**

**Ann Maree**

**Tim O**

**Mary S**

**Jayanthi**

**Magda**

**Usha**

**Maneesha**

**Jade**

**Bob**

**Vick**

**Ana**

**Andrew**

**Sharlee**

**Loletta**



# Our Supporters

There are many people that work beyond the call of duty. Along with all the great effort put in by our paid and volunteer staff, there are many financial contributions made by various organisations.

## State & Government Supporters



## Corporate Supporters



## Local Government & Community



## Education Partners

- Australian College of Applied Psychology  
Charles Sturt University  
Griffith University  
James Cook University  
Macquarie University
- Monash University  
TAFE Granville  
TAFE Meadowbank  
TAFE St George  
TAFE Sydney
- University of Technology  
Western Sydney University  
TAFE St Leonards

## Community Partners

- Anglicare Summer Hill  
Annie Crowe  
Ashfield Mall Management  
Auburn PAC Domestic Violence Liaison Officer  
Australian Unity  
Barnardos Australia  
Bendigo Bank  
Brighter Futures  
Burwood Council and Staff  
Burwood Community Corrections, Corrective Services  
Burwood Community Services Centre  
Burwood Local Court Staff  
Burwood PAC Domestic Violence Team  
Burwood Plaza Management  
Burwood Public School  
Burwood RSL  
Burwood Volunteer Network  
Bunnings Ashfield  
Campsie PAC Domestic Violence Liaison Officers  
Canterbury Bankstown Domestic Violence Liaison Committee  
Cara House  
Carers Association  
Care Ways  
Catholic Care  
Centrelink Burwood  
Centrelink Bankstown  
City Care  
City of Canada Bay Council  
City of Ryde  
Coles Ashfield  
Commonwealth Bank Burwood
- Corrective Services  
Croydon Health Centre  
Croydon Child & Family Health  
Croydon Child & Adolescent Health  
Croydon Mental Adult Health  
Cumberland Council  
Derek Simmonds, Consultant & Clinical Psychologist  
Department of Energy, Utilities and Sustainability  
Drummoyne Community Centre  
Enfield Public School  
Family and Community Services – Housing Services (Burwood)  
Flemington LAC Domestic Violence Liaison Officers  
Gladesville PAC DV Team  
Guardian Funerals  
Homebush West Public School  
Inner West Council  
Inner West Domestic Violence Liaison Committee  
John Ficararo Solicitor  
Kids@Weldon  
Lakemba Community Services Centre  
Legal Aid NSW – Domestic Violence Unit  
Leichhardt Women's Health Centre  
Lifeline  
Linking Hearts  
Magic Pudding Childcare  
Marian Centre  
Mary Jo McVeigh  
Mary Kang
- Max Employment  
Metro Assist  
Mission Australia  
National Australia Bank  
Newtown Neighbourhood Centre  
NRMA Burwood  
NSW Police Force  
Outback Steakhouse Nth Strathfield  
Parramatta WDVCS  
Prosper Project Australia  
Ray White Summer Hill  
Relationships Australia - Sydney  
Rhodes Shopping Centre  
Ryde Hunters Hill Domestic & Family Violence Committee  
Share the Dignity  
Stop Domestic Violence Action Group  
Strathfield Private Hospital  
Strathfield plaza Management  
Strathfield South Public School  
St. Paul's Burwood  
Sydney Local Health District Domestic Violence Committee  
Sydney Self Defence Centre  
Sydney Water  
Sydney Women's Counselling Centre (Campsie)  
Telstra  
The South Eastern & Northern Sydney Family Referral Service  
Uniting Church Burwood  
Walker Strategies  
We All Care Foundation  
Women and Girl's Emergency Service



# Our Future



## BCWS Strategic Plan

Our Objectives	Our Strategies
<ul style="list-style-type: none"><li>To build stronger more resilient communities and support disadvantaged and vulnerable people by delivering high quality services that respond to clients' needs in constantly changing environments</li></ul>	<ul style="list-style-type: none"><li>Enhancing community infrastructure</li><li>Increase participation in social and civic activities</li><li>Foster access to resources and build capacity for individuals to maintain independence and manage future challenges</li><li>Delivering individualised service designed to clients' specific needs</li><li>Responsive to changing needs of clients</li></ul>
<ul style="list-style-type: none"><li>Operate the organisation in an effective, efficient and accountable manner</li></ul>	<ul style="list-style-type: none"><li>Implement strong organisation systems to support high quality service delivery</li><li>Develop a skilled, performance-driven workforce, committed to our values</li><li>Develop the organisation's infrastructure for growth and sustainability</li></ul>
<ul style="list-style-type: none"><li>To work in collaboration and in partnerships with other services and agencies to respond effectively to clients' needs and provide effective and integrated services.</li></ul>	<ul style="list-style-type: none"><li>Enhance existing services and programs through partnerships and collaboration</li><li>Create new services and programs by developing new partnerships and joint ventures</li><li>Develop outreach opportunities for new and existing services</li></ul>





# SUCCESS IT'S HOW HIGH YOU BOUNCE



**B**URWOOD  
**C**OMMUNITY  
**W**ELFARE  
**S**ERVICES INC.

ABN: 48 487 691 337  
A: 2 Wyatt Ave Burwood NSW 2134  
P: 02 9744 1866  
F: 02 9744 0886  
E: [bcwsinc@bigpond.com](mailto:bcwsinc@bigpond.com)  
W: [www.bcw.org.au](http://www.bcw.org.au)  
f @BCWSInc