

2015 *Embracing Change - Delivering Continuity* 2016

Annual Report



BURWOOD
COMMUNITY
WELFARE
SERVICES INC.



Skead House



Chairperson's Report

It is my great privilege to once again submit the Chairperson's Report on behalf of the 2016 Management Committee for Burwood Community Welfare Services Inc. (BCWS).

This year has presented BCWS with many challenges. Having said that, it has been a rewarding year from a social and financial aspect with BCWS continuing to provide a variety of services for the community in the Inner West area. Christine Strachan, the CEO, has outlined in her report BCWS's activities and achievements over the past 12 months. Our activities cover the key service areas of Family Support, Emergency Financial Relief, Meals on Wheels, 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 and volunteers and the Board of BCWS.

I would like to acknowledge their work and the work of Christine Strachan who as Chief Executive Officer has set a high standard for this organisation. It is extremely pleasing and rewarding to see the continued level of support from the community and, in particular, Burwood Council and the Burwood RSL Club. I would like in particular to thank Burwood Council for its continued annual rental support of \$50,000. This is a significant contribution for which we are extremely thankful. 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 2015/2016 and previous years. In particular I wish to acknowledge the work of our Treasurer Phillip Rogers, who for personal reasons will not be continuing in the role of Treasurer. He has been a very hard working and diligent Treasurer who has initiated many changes to this organisation. On behalf of the Board I wish to thank him for all his work and support.

2017 will be as challenging a year as this year has been, with ongoing funding changes and Government initiatives in the community sector. The changes have placed increasing pressures on BCWS for assistance from the community which means we need to work harder in attracting more funding and donations.

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 2016/2017 year.

Teresa West

Treasurer's Report

The 2015-16 Financial Year was, as anticipated, a very challenging period for Burwood Community Welfare Services Inc. (BCWS). Annual growth and inflationary pressure on Salaries & Wages continues to be a perennial challenge. Furthermore the unfortunate impact of illness and personal leave by key members of staff had a significant bearing on the organisation's ability to manage employee entitlements.

Nevertheless, despite such difficulties, BCWS Inc. recorded only a small Operating Deficit of \$985 for the 2015-16 Financial Year. In addition with the favourable impact of Homebush Strathfield Meals on Wheels reserves (i.e. Non-Comprehensive Income) a "below the line" surplus of \$25,400 was generated.

Whilst this year's Operating result is close to break-even we must endeavour to generate surpluses in future years; that is, if growth visions and longer term financial goals are to be realised.

It is pleasing to note that this year saw further progress made towards the goal of owning a Community Bus and thus being able to offer clients independent transport between Burwood town centre and Wyatt Avenue. In 2015-16 \$13,760 was raised for the bus project and consequently we would like to acknowledge the generosity and on-going support of the Rotary Club of Burwood for a donation of \$3,000 and thanks also to Australia Post for a donation of \$8,000.

With regards to the utilisation of Employee Leave Entitlements, it is hoped that leave usage initiatives, with the support of all management, staff and volunteers, will be a priority focus during the current financial year.

Finally, I would like to acknowledge Christine Strachan CEO, and all her team, for their tireless efforts and also extend special thanks and appreciation to Joanne Stindl, Euna Choe and Jennifer Pitt for their outstanding contributions to the many financial tasks during the year.

Philip Rogers

Chief Executive Officer

“Can a question start a ripple that will help the world work better?
A better question leads to a better answer and each one we ask serves
a shared purpose of helping the world work better.”

(EY – Building a better working world)



“Are you ready for the future?”

That was to be our ‘catch cry’ in the planned two day Strategic Planning Days (S.P.D) in June this year. This was later changed to one evening at the end of June due to lack of interest in the two days. The decision to hold the S.P.D was made while the community Service Sector was continuing to experience rapid change. The Service Managers of BCWS attempted to hasten the process by researching the Community Services Sector and a decision was made to develop a plan which included an individual service analysis (current and future markets)

Over an eight month period the Service Managers met to develop strategies to meet BCWS’s vision, based on a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis, Service Managers’ reports, innovation and participants’ feedback.

In the meantime the three Funding Bodies made astronomical demands – A Quality Review by the Dept. of Health almost immediately after our MOW moved to the Strathfield premises. The necessity to have a complete, costly set of Policies & Procedures by Community Services, along with the development of a new DVCAS team in order to regain ongoing funding (Legal Aid NSW).

All of which stretched staff resources (including the Financial Dept.) to their utmost limit, resulting in illness, burnout, conflict and frustration.

However, just as it has done over the last 37 years, BCWS (Skead House) survived. The Strategic Planning Day went ahead with a different outlook, several committees have been set up, each covering the most important goals: Governance to build strong organisational systems; Grow our organisation; develop Collaboration & strengthen Partnerships; Marketing & Promotion; and Deliver High Quality Service to our clients. The results have been very positive as the Management Committee continues to plan for the future.

It is hoped that these meetings will best position our organisation for future funding opportunities, because “we will need a strong and skilled Management Committee that can demonstrate sound financial management, strategic partnerships and good governance” (Community Compass, April 2016).

Being a part of the charitable sector, BCWS faces more media and public scrutiny, however, we have decided to view this situation as an opportunity rather than a threat, and focus on better demonstrating the impact of BCWS’s work in the community.

It has been seen that charities that strategically communicate the aspects of their work and their governance process are more likely to be favourably viewed by donors as well as grant makers.

I have observed over time that one of the misunderstood measures of effectiveness is administration costs. There is a persistent belief that low admin costs equate to efficient expenditure. The Australian Charities and Not-For-Profit Commissioner Susan Pascoe stated that ACNC actively discourages the public from making uninformed decisions based solely on the administration costs of a said charity.

She said “it is more important to consider the charity’s impact – Is it making a difference in the lives of beneficiaries, effectively advocating for a cause or improving civil society?” (www.third-sector.com.au)

Not long ago we would whinge about how change had become the only thing that hadn’t changed – now the rate of change is accelerating at such a rapid rate that it is increasingly impacting on organisations. Most particularly, Not for Profit (NFP) and charities because we have to help our organisation adapt and react to change, while still maintaining a focus on our mission and how we can effectively serve our community.

So how do we embrace change, back ourselves, take risks and not only survive, but better serve our community?

I believe the starting point is being prepared to look beyond our usual reference points and consider the possibility of working in new ways with new activities and new partners. It will involve having the big “What if?” discussions, asking what our impact really is – what values we enact and what values we create. Essentially, it will mean honestly assessing whether in an ideal world we could not be doing different things to better achieve our purpose and deliver stronger outcomes for our community.

There is no quick fix – no magic solution to the issue of change and survival but I do know that ignoring change is a great way to perpetuate irrelevance. (Ask Kodak! Ask Polaroid! They are not in the picture anymore!)

BCWS may be sound – it may even be the best organisation possible but we will not know how it will cope with this change if we only ever sail in calm waters! We need to ‘rock the boat’! It should be clear by now that the easy road may lead to a dead end, and that we really need a new road map to progress. Change and future influence is vital.

It begins with a vision for the future of BCWS. Why we are here and what value do we provide for us to succeed and for BCWS to flourish?

Basically, I think NFP’s need to have the foresight to look beyond the safe territory of a government funding environment. As we break our dependence on government funding, the only way forward is to turn to social enterprise in a bid to diversify sources and grow our own cash flow.

At this point I would like to express that there is ONE thing we will never change at Skead House Neighbourhood Centre - and that is our volunteers! Your support is the sweetest gift ever! Thank you for volunteering, you’re such an important part of our organisation I hope you know that you are one of the reasons behind all our success! Many many thanks to all of our dedicated Management Committee members, your gift of time and generosity is priceless! Thank you with all my heart to our staff for your inspiring dedication and your passion for working in an industry that demands true commitment.

Please enjoy the following report about a wonderful place and wonderful people.

Christine Strachan

About Us

The purpose of Burwood Community Welfare Services Inc. (BCWS) is to provide a variety of services to members of the community within the Inner West area, primarily for people dealing with poverty, distress and misfortune. Wherever possible and without discrimination, BCWS provides care and support directly to those in need.

Our treasured archives go back to the 1960's when we were Burwood Aid Services and then the Burwood Information and 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 St Burwood was literally sold out from under us. BCWS relocated to Wyatt Ave in January 2013.

Burwood Community Welfare Services is unique in that its history of change is an important part of its reality. For the future, learning from this history of change will help equip those who represent BCWS for the next decade; as it will remind us of the purpose and focus of Burwood Community Welfare Services. I believe drawing on the past will keep BCWS Inc. and its programs safe and on track for the future.

One of the most interesting aspects of this history was BCWS's powerlessness in all of this. We did not have a voice, but we participated in something that lead to a catastrophe - we, Burwood Community Welfare Services, became "homeless".

The General Manager of Burwood Council, who understood our plight made plans for us to be relocated to 2 Wyatt Ave, Burwood. A lease was signed between the (Church of England Homes) Kids @ Weldon and Burwood Community Welfare Services Inc. and a Funding Agreement between Burwood Council and Burwood Community Welfare Services Inc. for a 5x5 year lease on Wyatt Ave. The biggest problem remains the distance of this new location from the Burwood CBD; one which all, especially the vulnerable and disadvantaged, have found difficult to access. Continued researching of grants for funding of a bus has been, at times, more than challenging.

Burwood Community Welfare Services Inc. (BCWS) is an incorporated, registered charity and multipurpose, multicultural Neighbourhood Centre. The service has a neutral or non-religious base and provides a wide range of services to members of the Inner West community in the municipalities of Burwood, Ashfield, Canada Bay and Strathfield. For the last 28 years we have supported those experiencing poverty, distress, and hardship.

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

Many of our services have been individually 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 to seek to develop services to meet the needs of the community where there is no other equivalent service provided in the area.

What we do is best described by our:

MISSION - which is to provide practical and emotional support to the disadvantaged, vulnerable and at-risk members of our community.



Our Values

Partnership

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

Respect

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

Compassion

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

Integrity

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

Accountability

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

Participatory Community Management

to encourage and facilitate participation of the local community in the decision-making processes of the service.

Our Highlights

Minimising Social isolation within the Chinese community

The Family Support Service runs two playgroup programs every Monday at Ashfield and Wednesday at Burwood to encourage participation and involvement by children and carers from all cultures. BCWS values all carers' contribution to families and community, especially Chinese grandparents who leave their homes in China to come to Australia to support their adult children's work and help raise their grandchildren. Our friendly team supplies a nutritious morning tea and exhibits boundless energy as they have fun forming connections with the carers. BCWS Inc. would like to thank Ashfield Council for donating the use of the hall at Bastable Street, Croydon for over 10 years, so that we can continue minimising social isolation within the Chinese community. Inner West Family Support welcomes more families to join us!



Photo Booth and more – Social Activities for Seniors

Earlier this year, a group of local seniors attended a photographic exhibition at Burwood Library, taking the opportunity to create their own photo booth pictures. It's all part of a social activities program run by Inner West Meals on Wheels, where local people get together for fun, friendship and new experiences. With transport provided and food abundant, people are able to catch up regularly to chat, play cards and try various activities. Other events have included line dancing, lunch at Burwood RSL Club, and a visit to Auburn Botanical Gardens. In keeping with Inner West Meals on Wheels' commitment to 'More than Just a Meal', it's all about people getting involved in their local community, supporting each other and enjoying themselves!

Tuning in to Kids

Family Support Service ran the Parenting Program Tuning in to Kids in terms 2 and 3. The program was received with eagerness and parents openly shared their successes and struggles in trying out the new techniques they learnt to connect with their own as well as their children's emotions.

Tuning in to Kids is a parenting program that helps children learn to understand and regulate their emotions. Previous research has found that parenting styles can influence a child's emotional intelligence. Emotional intelligence is the ability to understand and control your emotions, as well as being able to communicate to others about how you feel. Children with good emotional intelligence often have better emotional, social, and physical functioning, as well as fewer behavioural difficulties.

Christmas Luncheon for Survivors of Domestic and Family Violence

A free luncheon was provided by Outback Steakhouse and we were able to organise with other Domestic Violence Services in the community (including refuges) to invite Women and Children, who are survivors of Domestic and Family Violence (DFV), to brighten up the holiday season during a challenging period in their lives. The children that attended had a wonderful time with Santa, Policemen and Furies, even though it was a very wet day! The mothers were also surprised that they were able to have fun as well.

BCWS gets a helping hand from Optus Rock



Last year Burwood Community Welfare Services Inc. had the amazing team from Optus Rock Corp, and 70 youth volunteers come along to help brighten up our Centre. They installed a Community Garden, made some beautiful chairs for the Community garden, some bright beautiful signs and some planter boxes for the perimeter of our Centre.

Ashfield Mall and Jodi McKay put smiles on children's faces at Christmas

Ashfield Mall received a Burwood Rotary Business award earlier this year for their help with having a Tree of Joy Christmas Tree in their mall. This tree encourages people in the community to donate Christmas gifts for those less fortunate. Burwood Rotary then distributes these gifts to people in the local community who otherwise would not receive Christmas presents. Jodi McKay ran a Toy drive that also gave the community an opportunity to donate toys. Some of the toys donated were given to the local children in local domestic violence refuges at a luncheon held at the Outback Steakhouse.



More than just a Meal

As well as providing nutritious meals to residents in the local community, volunteers from Inner West Meals on Wheels are always happy to stop for a chat. "I'm a rather talkative person, and at my age, it's lovely to meet such nice people" says one client. Another appreciates her daily visit from volunteers and commented, "They are so accommodating. Nothing is a problem for them!"

At Inner West Meals on Wheels, we believe in delivering more than just a meal. Many volunteers have been involved in Meals on Wheels for five, ten, fifteen years and more, and all know the importance of taking a genuine interest in those around them. Stopping to talk about the grandkids, a holiday or even the weather can make a huge difference. Clients' feedback captures this: "I think that Meals on Wheels is a wonderful service, and I enjoy chatting with your volunteers. I live alone, so I really look forward to their visits."

Our volunteers are at the heart of what we do, and at Inner West Meals on Wheels, we can't thank them enough for putting smiles on so many faces.



Join the Dots – Connecting our Community through Art



BCWS held an 8 week Art Therapy program at Ashfield for seniors over the age of 55. The program included a Cantonese co-facilitator to cater for the majority of participants who only spoke Cantonese. During the sessions a variety of art materials were used to explore different topics, such as emotions and self-reflection. The overall feedback from participants was positive. BCWS would like to thank Ashfield Council for providing the funding to enable us to run this successful program and also the room hire at the Civic Centre.

An exhibition of the work created in the program was displayed at the Annual General Meeting in 2015 and this was widely well received.


Raising Community Awareness on Domestic and Family Violence

Throughout the year, Staff from our DV Team attended and presented at many events to raise awareness on Domestic Violence, especially during White Ribbon Day and the 16 days of Activism. For the most recent White Ribbon Day (25th November 2015), our services partnered with other organisations, local members, state members and Police Local Area Commands in our surrounding areas to promote men taking a stand to end violence against women. As part of raising awareness of what is considered to be Domestic and Family Violence (DFV), the team member also spoke about what services we can offer to women and children that have experienced DFV. The most important message being that they do not have to go through this traumatic period alone!

Our Impact

How many clients accessed our services in 2015/2016

Service	How much did we do?	How are the clients better off?
Meals on Wheels	40,456 delivered meals. 2,712 organised and provided Centre based/ cafe/restaurant meals.	<p>Clients are enabled to remain in their homes while receiving nutritional meals.</p> <p>Minimises client social isolation and disconnection with community life.</p>
Family Support Service	167 families were assisted through a model of prevention, early intervention and crisis intervention.	<p>Families are better connected to the community.</p> <p>Clients are more confident in parenting.</p> <p>Clients were empowered by strengthening their existing skills.</p>
Domestic Violence	10,186 individual contacts in response to referrals received, plus 3,979 response calls made but contact not established. 2,010 new clients assisted through the service with additional 1,566 children involved.	<p>Clients are more aware of the signs of Domestic Violence.</p> <p>Clients have been able to take steps to end the Domestic Violence that they have been experiencing.</p>
Emergency Financial Relief	371 clients were assisted through food, electricity, gas, water and telephone vouchers.	<p>Clients assisted to deal with a crisis situation in such a way to empower and encourage autonomy.</p>
Inner West Counselling Service	209 clients clients requested counselling, and were responded to. 30 clients utilised the Counselling Service.	<p>Clients have been offered a safe place to explore their feelings and emotions without judgement in a warm confidential and caring environment.</p>
Skead House Neighbourhood Centre	9,718 Telephone calls answered 4,380 Visitors assisted. 16,139 People representing 20 groups used the Barn.	<p>Clients connected to information and services in order to promote community capacity and increase clients' resilience by empowering them.</p> <p>Create positive societal change through social engagement.</p>



Cherry's Story

Cherry, a 31 year old lady, was referred to the service via the Central Referral Point after the police attended a Domestic Violence incident and applied for a Provisional Apprehended Domestic Violence Order.

On making contact with Cherry, she disclosed to the service that there had been a history of abuse from her husband. She had been restricted from accessing any finances and was given only \$100 allowance a week to spend on their 2 year old child and the groceries, she was not allowed to spend any of the money on herself, including personal care items. Because of her husband's income, Centrelink had rejected her application to receive the parenting payment, and the Family Tax Benefit was being paid to the husband's bank account.

Through the assistance of the Family Support Service and referrals to other agencies, Cherry is now slowly getting back on her feet. She has just moved in to an apartment with her toddler and is receiving income support from Centrelink.

Danielle's Story

Danielle was a single mum, with an 8 year old child called Stephen, who had escaped domestic violence and was referred to Family Support Service (FSS). Danielle and her child were living in a very tiny room in shared accommodation. It was discussed that Stephen's mental health was a concern and he lacked social skills. He felt very insecure around new people and also displayed explosive bursts of anger towards his dad and mum. Stephen also experienced panic attacks when out in public.

As the parents shared access, they both were referred to parenting programs to help them learn specific ways for managing Stephen's behaviours and better parenting skills. FSS advocated on behalf of mum with Department of Housing and she was approved for priority housing. This meant that she and Stephen would have separate bedrooms and that Stephen would have a space for his personal items. FSS supported Danielle in developing routines and strategies to improve her relationship with her son.

FSS provided advocacy in relation to CentreLink, Child Support and Divorce proceedings; which has and will continue to assist Danielle and her son take positive steps forward in their lives and manage their anxiety. Danielle was very grateful for the help and relieved that her situation had been resolved.

Mary's Story

Mary was referred to FSS from Burwood Family and Community services (FACS) to assist her with accommodation. Mary had come from Malaysia to get her son back from her ex-partner, who had not returned him home after a visit to Australia.

Mary came to our service with disappointment, hopelessness, fear and confusion and doubted if the reunion with her son was even possible. When she arrived in Australia in the middle of winter, she only had summer clothes, was penniless, homeless and emotionally traumatised. Mary stated; "I don't mind sleeping on the road, just give me my son back. I will go back to Malaysia" and "I don't like Australia; I never want to be here in this country".

FSS contacted FACS to report and investigate Mary's allegation of physical abuse of her son by the new girlfriend. Our FSS caseworker organised accommodation in a women's refuge and arranged for financial assistance to buy Mary some warm clothes and food.

FSS liaised with Mary and a legal aid lawyer and supported her throughout the custody process. Mary was finally reunited with her son and returned to Malaysia overjoyed!

Before leaving Mary thanked the FSS team and stated "I love Australia, it's hard to believe that they didn't know me but still they stood by me and empowered me to get my son back". I really hope to come back to Australia for a better future for myself and my son".

Financial Report

BURWOOD COMMUNITY WELFARE SERVICES INC. DETAILED STATEMENT OF COMPREHENSIVE INCOME AND EXPENDITURE FOR THE YEAR ENDED 30TH JUNE 2016

INCOME

	2016	2015
	\$	\$
Grants received		
Department of Social Services -Food Services	267,224	253,863
Department of Health - Food Services	72,250	-
NSW Family & Community Services- IWFSS	201,176	196,904
NSW Family & Community Services- Skead House /N.C	113,197	110,436
Legal Aid Commission - BWDVCAS	276,998	245,674
Sundry Grants	53,524	121,486
	<u>984,369</u>	<u>928,363</u>
Other revenue		
Reimbursements	8,143	5
Ashfield Frail & Aged	3,000	-
Bank interest	7,559	8,741
Donations	22,786	27,886
Fundraising	29,978	3,928
Service fees- BCWS Projects	-	82,951
Rent - Burwood Council contribution	52,680	51,786
Rent - other	5,574	1,327
Food Services	193,030	125,902
Insurance recovery	7,352	-
Sundry Income	1,865	2,070
Total Income	<u>1,316,336</u>	<u>1,232,959</u>

EXPENSES

Accounting	4,930	7,480
Advertising	10,130	7,748
Audit	4,200	6,000
Bad debts	6,938	-
Bank fees	1,362	942
Childcare	1,519	604
Cleaning	9,580	7,494
Client expenses	1,271	-
Computer maintenance & consumables	11,474	3,380
Conference & training	7,014	1,401
Consultancy	14,263	8,697
Depreciation	3,437	-
Provision for uncollectability of debts	12,872	7,971
Electricity	7,232	7,595
Equipment repairs & maintenance	5,054	2,463
Hospitality	599	810
Facilitation	-	960
Insurance - Plant, equipment & volunteers	6,577	6,159
Insurance - Workers compensation	14,530	15,568
Meals	171,691	114,186
Memberships & subscriptions	3,338	5,529
Postage	1,932	1,239
Printing & stationery	11,530	5,951
Programmes	4,432	18,799
Provision for unexpended programmes	26,150	-
Provision for replacement of equipment	(31,000)	-
Replacement of equipment	7,949	1,435
Rent- Wyatt street, Burwood	52,680	51,786
Rent - room hire	744	-
Shuttle bus service	940	-
Staff amenities	1,554	1,728
Sundry expenses	6,290	1,005
Telephone	11,491	5,759
Travel expenses	8,992	8,469
Tree of Joy	70	665
Volunteer reimbursements	28,668	21,355
Emergency Financial Relief	-	68,411
Wages & salaries	766,005	734,810
Superannuation	71,211	67,717
Employee benefits	49,336	(999)
Website design & maintenance	336	420
Total Expenses	<u>1,317,321</u>	<u>1,193,537</u>

Profit from Ordinary Activities

\$ (985)	\$ 39,422
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Inner West Meals on Wheels



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 held a place in the hearts and homes of Australians for more than 50 years. In South Melbourne in 1952 a lady on a tricycle delivered the meals. When it became too much for her, the Red Cross took over. Since those early beginnings, Meals on Wheels has grown to become a household name and an iconic brand to this generation of Australians. It is set to become even more important in the future as the population ages and people live longer and wish to maintain their independence.

Inner West Meals on Wheels

40,456 meals,

335 clients,

67 volunteers

In the course of a year, over **14.8 million** meals are delivered by more than **78,700 volunteers** from **740 outlets** or branches to about **53,000 recipients** Australia wide in cities, regional and rural areas.

Our Meals

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. As everybody leads different lives, there is flexibility in delivery options. Some clients 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.



Eating with Friends

Although delivery of prepared meals is the basis of the service, Meals on Wheels is so much more. Our Meals on Wheels service also provides the opportunity for people to be taken to local centres to share a meal with others or go on outings, with the assistance of volunteers.

Delivering Good Old Fashioned Customer Service in our new marketplace

The aged care system has undergone significant change in recent years to become more consumer focussed, offering greater choice and control of care. My Aged Care assists older people, their families and carers to access aged care information and services via My Aged Care website and national phone line (1800 200 422).

Volunteers are the lifeblood of Meals on Wheels service

Volunteers play a vital role in helping to keep community services operating. Our many amazing and inspiring volunteers not only prepare and deliver meals; they nourish, strengthen and care for our communities. Each year they give happiness to others. Our thanks go to each and every one of our volunteers for the hours they generously put in and the service they willingly provide.

People continue to say
that great joy and
meaning come from
volunteering



Inner West Family Support Service

The Inner West Family Support Service (IWFSS) works with families in the Local Government Areas of Ashfield, Burwood, Canada Bay and Strathfield. We provide a confidential and professional service that works collaboratively with families based on respect and trust.

We help families take control of factors that will enhance their independence and self-reliance. We also provide advocacy on behalf of families struggling with various issues. We can assist clients who speak Farsi, Arabic, Mandarin, or Korean.

Many of the families who have been referred to IWFSS have complex needs. We are also seeing more families who have children in Out of Home Care. Several families have domestic violence (DV) as a major issue. Gambling, alcoholism and drug abuse are contributing factors in families suffering stress.

Mental Illness, especially in teenagers, seems to be prevalent in families impacted by family breakdown.

Education about Family Violence is much needed among the culturally and linguistically diverse (CALD) community. Many women are not aware that DV is not only physical violence. Many new Australians do not understand that domestic violence is a serious offence and will not be tolerated in Australia. There have also been referrals of CALD families due to inappropriate disciplining of children, resulting in AVO's in some instances.



Some of the mothers who have left a DV relationship, have attended the After the Storm (ATS) program offered at BCWS. ATS is a 6 week self-empowerment program for women who have left an abusive relationship. The aim of the program is to build a safe platform for learning about dynamics and cycles of abuse as well as strategies for protection and self-care. This has had a major impact on their self-esteem and on their family relationships. For some, it was the first time they heard about the impact of domestic violence on their children.

Many of our families have greatly improved their situations by drawing on and developing their strengths by attending various parenting workshops and parenting courses. We have seen positive changes in parenting styles, great strength from mothers leaving family violence, and families that have been able to move to financial independence by obtaining full-time work.



Burwood Women's Domestic Violence Court Advocacy Service

Burwood WDVCS is funded by Legal Aid NSW through the Women's Domestic Violence Court Advocacy Program, under the auspices of Burwood Community Welfare Services Inc., to provide assistance to women and children who have or are experiencing domestic violence. Most of the assistance that we provide to our clients occurs at Burwood Local Court on the Apprehended Violence Order (AVO) List Days. The Burwood Local Court current catchment area includes five NSW Police Local Area Commands; Ashfield, Burwood, Campsie, Flemington and Gladesville. As Ryde Local Court is currently closed, our service has been provided with the opportunity to work alongside the Macquarie WDVCS team (who assist with Gladesville Police 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 for on their behalf by the Police and known as an Apprehended Domestic Violence Order (ADVO), or applied for individually at the Local Court and known as an Apprehended Personal Violence Order (APVO). The services that we provide occur before, during and after court, and include: information about Domestic Violence, even when 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 representation.

With the roll-out of the Domestic Violence Justice Strategy in July 2015, the service has been inundated with referrals from the Police. An automatic referral is made to the WDVCS for any Domestic Violence incident attended by Police, either reported to Police at a Police Station, or when Police are called out to an incident. Before the roll-out, in the last financial year of 2014/2015 the service made 1,625 Outgoing Calls. After the roll-out in the current financial year, the service made 9,081 Outgoing Calls – an increase of just over 550%.



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 held by the Stop Domestic Violence Safety Action Group, and Ashfield Council; as well as supporting activities held by Local Domestic Violence Liaison Committees. This year we farewelled Janette P after 21 years as a volunteer, and congratulate her on receiving a Justice Award recognising her quality services to Burwood WDVCS.

Skead House Neighbourhood Centre

When people face problems they turn first to their family, friends and neighbours. Neighbourhood Centres are an extension of this local family support and network. We are a friendly place where clients and community are welcome. Because Neighbourhood Centres are based in the community they are generally different from other more bureaucratic services that often deal with only one part of the person or one aspect of need. Importantly, we do not stigmatise or marginalise individuals or groups whose needs are greater than others. We integrate a range of services and activities into one organisation that is accessible to all communities. Skead House Neighbourhood Centre is a community-based organisation providing a range of information, referral and support services for the people of the Inner West (Burwood, Ashfield, Strathfield and Canada Bay).

We are a member of the Local Community Services Association (LCSA), a peak body for neighbourhood and community centres in NSW. As such, we work in accordance with the Neighbourhood Centre Policies. Multiple events, activities and programs are conducted in the Neighbourhood Centre, including Neighbour Day, Seniors Week, National Volunteers Week and our new Community Garden. The Neighbourhood Centre's Community Hall, a.k.a. 'The Barn', is utilised seven days a week and is available from 8.00am until 9.00pm every day. Last year 20 groups used 'The Barn' – in total over 16,000 people used this Community Hall facility. But we can welcome more groups, so please don't hesitate to enquire!

Neighbourhood Centres are based on the belief that local action can affect local issues and concerns, and that these changes can influence wider change and development.

Together we can make a difference.





INNER WEST COUNSELLING SERVICE

Our Counselling service offers clients a safe place to explore their feelings and emotions without judgement in a warm, confidential and caring environment.

Counselling is a professional service that focuses on enhancing people's capacity to cope with specific life challenges. Seeing a counsellor can help people resolve a crisis, reduce distress or anxiety, and develop goals that can be life changing.

Counselling can also assist with problem-solving and the development of inner resources to move on with life. This year to date, 26 women and 4 men have utilised our counselling service.

Our service is a generalist counselling service with our fees based on a sliding scale. Counsellors offer a professional service in a private space and in a warm, caring and non-judgemental manner. Our counsellors are trained professionals and we try to respond to clients' enquiries promptly. After conducting an intake interview over the phone it is sometimes necessary to refer clients to another agency for drug, alcohol, gambling or other specialist counselling.

Referrals were received from both internal and external services, including:

Self-referrals: from accessing BCWS website, Burwood Women's Domestic Violence Court Advocacy Program, Inner West Counselling brochures, personal recommendations.

External referral agencies:

- Barnardos
- Burwood Housing
- Catholic Care
- Chinese Australian Services Society
- Croydon Mental Health
- Department of Family Services
- DV Hotline
- Exodus Foundation
- Headspace
- Lifeline
- Local GP's
- Local Police
- Local Women's Refuges
- Newtown Neighbourhood Centre
- Salvation Army
- Women's Counselling Service Campsie

Welfare Relief Assistance programme

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

The Welfare Relief Assistance programme (WRAP) was aimed at helping vulnerable individuals and families in the resolution of their immediate financial crisis. In addition to assisting with their current crisis situations, WRAP provided clients with information, resources, referrals and advocacy.

“Assistance is given in such a way as to empower the client and encourage autonomy”

Our clients come from very diverse backgrounds, represent many nationalities and range in age from sixteen into the nineties. Individuals are also considered vulnerable if their circumstances reduce their capacity to make decisions. Vulnerability may be permanent or temporary and varies from person to person. Such circumstances include people who appear confused, irrational or erratic, and those with disabilities that affect their comprehension or understanding. There are also individuals with physical or mental health issues; those who don’t understand the English language, or may be experiencing anxiety, stress and depression. As well, there are clients, young and old, who are unable to care for themselves.

Many people face a complex range of challenges that may include disabilities, parenting with minimal support, family and domestic violence, homelessness and mental health issues. For clients with more complex needs, we also offer ongoing, short-term case- management. Our caseworkers seek to identify, work with and build on the strengths of clients in case-management sessions. They also work in conjunction with other internal and external services to maximise the benefits of our service to the client.

For twenty-seven years, BCWS was funded to deliver Emergency Financial Relief (EFR). It is our bitter disappointment to announce that despite many months of lobbying the Government, we are NO longer funded to assist with financial emergencies.

Since being defunded BCWS has seen bigger gaps within the local community, with more people in crisis not being able to access EFR assistance in our community. BCWS has seen the wonderful Inner West community try to respond to these gaps and the demands for more EFR assistance by having the sympathetic local churches create Food Pantries. People can go to these local churches and receive a food parcel. However, because of all of our years of front-line experience we know that this is NOT enough. Only the clients’ immediate crisis is lifted.

We know EFR assistance might only be seen by the Government as a band-aid to the bigger problem, however, when a client walks into our interview room to get EFR assistance, the interview always leads to further connections, resources and referrals within our community and the empowerment of the client.

Even though financial assistance can no longer be given, BCWS is still currently assisting with Electricity Vouchers (EAPA), Telstra Vouchers, advocacy, filling-out complex forms, writing letters and Case-Management.



Other Services offered at Skead House

Tax Help Australian Tax Office

Tax Help is a network of community volunteers who help people complete their tax returns during tax time. This is a free and confidential service. Volunteers are fully trained, accredited and supported by the Australian Taxation Office (ATO).

These volunteers are people from within the community who give up their time each year. They are not ATO staff, but they receive training and support from the ATO. Tax Help is suitable for people with simple tax affairs who earn around \$50,000 a year or less. This service is available by appointment every year between July and October.



Mission Australia

Mission Australia provides an outreach service for gambling and financial counselling at Skead House Neighbourhood Centre. The challenges that their clients face are as diverse as they are complex. Therefore, a holistic approach that looks at the client's background and planning a specific needs strategy to suit the client is applied. Other issues such as domestic violence, mental health problems, intellectual disabilities, bankruptcy and liquidation may also be evident.

CareWays

CareWays are dedicated to providing services that make a positive difference and improve the quality of clients' lives. CareWays currently services the Inner West for both Personal Care Assistance, Domestic Assistance and Social Support. Personal Care and Domestic Care Assistance service refers to the assistance with daily self-care tasks in order to help a client maintain health, hygiene and grooming. It can include assistance with showering, dressing and medication prompting. Social Support offers companionship and support, visiting clients in their home or assisting them with outings. It can include assistance with letter writing, friendly visiting and social activities. BCWS and CareWays will be working together in the future towards consumer care packages.

Our Volunteers

Volunteers are crucial to the running of daily services within BCWS. Over 50 volunteers are responsible for tasks such as Reception and Customer Service Officers, Administration Support, Information and Technology Support, Counselling and Meals on Wheels deliveries among many other roles.

Specifically, the Front Desk Staff and Reception Team are the first contact that many clients have with the services at BCWS. They welcome visitors to the Centre and coordinate the Centre's daily schedules. The Meals on Wheels Volunteers assist with delivering quality meals to our clients on a day-to-day basis. These volunteers also provide clients with valued social interaction and wellbeing checks. The Counselling Team is made up of a fully trained team of volunteer counsellors, intern psychologists and social workers. These counsellors provide a generalist counselling program that offers support to our clients. In addition the Management Committee are dedicated volunteers ensuring that the Centre operates in a way that is consistent with good governance and values held by the organisation and meets the ultimate goal of providing the community with the most effective assistance possible.

Volunteering at BCWS provides the opportunity to learn and improve necessary skills that benefit not only professional but also personal development. Volunteering also provides an opportunity to "give back" and contribute to community development and wellbeing. BCWS volunteers are also met with our incredibly welcoming team that provides a further support network and social interaction.

During May 2016 BCWS held a luncheon for National Volunteers Week. This provided a great opportunity to once again thank all the volunteers for their outstanding generosity and work they give to BCWS. Our theme this year was the Wizard of Oz. All volunteers were welcomed by Dorothy and the Wicked Witch of the West, walked along the yellow brick road and were invited to write their guiding "motto" for life on a brick that was then placed on the yellow brick road for all to see.

Volunteer Profile

Sister Cecilia Mary Wiltshire

Cecilia is currently one of our Inner West Meals on Wheels Volunteers and was recently awarded The Order of Australia Award for her significant service to the community through social welfare programs, to education and to the Catholic Church in Australia. The Order of Australia award helps define, encourage and reinforce our national aspirations, ideals and standards by identifying those among us who make an outstanding contribution to our society.

Cecilia's volunteer work has been of significant impact within our local community. Over the years, her volunteer work has been numerous and varied. A Committee Member of Compeer at St Vincent De Paul Society, she was also involved in the establishment of Nagle Centre in Campbelltown, as well as being a Director at Our Lady's Nurses for the Poor. She was Chairperson of the Aged Care at Southern Cross Care and Congregation Leader of Presentation Sisters, Wagga Wagga. Cecilia was also a Principal and Secondary school teacher in Catholic Education New South Wales for 32 years. She is still very active and is currently involved as Management and Committee Chair at Macarthur No Interest Loan Scheme at Good Shepherd Microfinance. She also is the Chairperson of the Care Team at Presentation Sisters Sydney and a volunteer at Inner West Meals on Wheels.



The Order of Australia award confers high recognition for outstanding achievement and service to Australia and Humanity, and BCWS would like to sincerely congratulate Cecilia on her award.



Bus Project

Since our relocation from Burwood CBD, the number of visitors to the Centre has dropped dramatically. We are currently borrowing a bus twice a week to conduct a shuttle service for vulnerable clients who are stranded at Burwood Station. BCWS would like to sincerely thank Burwood Council for allowing us to use the bus twice a week. However, the community's demand for access to BCWS services is much greater than a 2 day a week bus-service can provide.

So this year BCWS created the "Bus Project" and everyone has been actively doing anything we can think of to raise funds to purchase our own bus, so that we can run a shuttle service 5 days a week. This will allow vulnerable people within the Inner West of Sydney to access our services. It would also mean that our dedicated staff, who often are called on to transport vulnerable clients to our centre for their appointments, would be able to use their skills more appropriately.

Raising much needed funds is not new to BCWS, we have always had to subsidise the Government funding to our services (remember Shirley and her team of fundraisers?). This year BCWS has raised funds by running fundraiser BBQ's at Ashfield Bunnings. Thank you to all the volunteers and staff who provided us with their valuable time, energy and cheerful support with these events.

Donations can now be made through the BCWS website (via PayPal).

BCWS has created three short video clips showing real life stories of how people are more disadvantaged by not being able to access our services.

The latest avenue of fundraising has seen BCWS create a Crowdfunding Website in hopes that we can attract more donations on a bigger scale, allowing our dream of funding a new bus to become a reality THIS YEAR!

We would like to personally say a great BIG THANK YOU to all the people who are behind this initiative and who have given their time, their knowledge and their support to help continue this much needed project.

Any help is greatly appreciated. All donations are tax deductible. We are very grateful for your generosity.

"BCWS is going to make the Inner West a better place – We just need your help in securing donations so we can purchase a bus"

Our Students

BCWS offers student placement to students from a range of courses, including counselling, psychology, social work, community services, case management, social welfare, and nursing. In particular, BCWS offers students the rare experience of being exposed to a variety of services in the one placement.

Students are given the opportunity to use their initiative to gain invaluable knowledge, experience and insight into the community and industry by: attending training; participating on agency visits to other services in the area (e.g., Dep. of Housing, Centrelink, Inner West Probation and Parole); attending meetings (e.g., Domestic Violence Liaison Committee Meeting, Child and Family Interagency Meeting); interacting with clients; going on home visits; attending court; and participating in presentations and events (e.g., Festival of Families, Child Protection Week, White Ribbon Day, and Volunteer Week).

These placements offer students a space, under supervision, to explore theories they have studied and put these into practice. Due to the variety of services available, students are also given the opportunity to gain practical and realistic insight into their future careers, as well as identifying the area of interest they would like to pursue.

As a result, the unique student placement that BCWS offers provides a priceless experience and plays a major role in a student's personal and professional development.

Our Board

Teresa West

Chairperson

B.Ec., C.A., 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 organization representing community concerns. She was elected Chairperson of BCWS in December 2008.

Philip Rogers

Treasurer

M.B.A. (Deakin University), C.P.A. (Australia),
ACMA-(UK), CGMA-(Global),
Diploma in Financial Planning

Philip has a broad depth of experience in accountancy, being qualified both in the U.K. (C.I.M.A. Chartered Institute of Management Accountants) and in Australia (C.P.A. Certified Practicing Accountants). In addition, Philip has worked in industries ranging from Fast Moving Consumer Goods to Healthcare as well as, more recently, a Chartered Accountancy practice. His career to date has seen him gain experience working in seven different countries across Europe and South East Asia. With an emphasis on Management Accounting, Philip aims to make management reporting more engaging and meaningful to the user. Thus his pursuit of the use of Business Intelligence software and practical, user-friendly, financial modelling is relentless. Philip is married to Shoya (who also works in the accounting arena) and he has two sons, Bryan and Michael. When time permits, Philip enjoys travelling, watching football (with the round ball) and playing the occasional game of golf.

Russ Kenny

Vice Chairman

Russ joined BCWS in 1991. Russ Kenny was born at Moss Vale, educated at Sutton Forest Primary and Bowral High School. He joined the AIF in 1942, and was discharged in 1944. Whilst in the army, Russ was selected to do undercover work for government departments. Upon discharge Russ was appointed to Federal Investigation, spanning a career of 40 years. Russ has been a member of Red Cross, Burwood Branch and the Burwood and District Spastic Council. He joined the Lions Club of Burwood in 1960 holding numerous positions as President, Secretary, Treasurer, Zone Chairman, and International Understanding Chairman. Russ was also President of the Lowe Bicentenary Committee 1984-88 and currently holds the office of Vice Chairman of BCWS and previously held that position for the Sandakan Committee. Russ is also President of Enfield RSL Sub-branch, District Council of the RSL and State President of WWII Veterans Association. Russ was awarded Life Membership of the RSL and holds the Meritorious Medal and Centenary Medal for services rendered. In 2006 Russ was named 'Citizen of the Year'. Russ was awarded an Achievement Award from the State Government at the NSW Seniors Week awards in March 2013. His hobbies are football; boxing; and road racing.

Dr Sharon M Laing

Honorary Secretary

B.A. (Hons) (Psych), PhD. (Macquarie University)

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, conducts a research and statistics consultancy and recently qualified as a life coach. Her special interest is the impact of early experiences on psychological development, 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. She retrained in the 1970's as a clerk/typist employed in several charitable and business organisations which ensured meeting and liaising with families, volunteer and fund-raising groups, medical and health professionals, dentists, lawyers, inspectors, engineers, metallurgists, artists, students and marketing sales personnel. With another change of career in the 1990's Judy changed direction into social welfare and counselling, joining BCWS in 1999 as a mature-age 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 brought with her many years of experience taking minutes for several organisations.

Robert Cooper

Committee Member

Bob served his apprenticeship as a sheet metal Worker in 1967. For 24 years he was employed by the department of Defence (Navy). Bob's other jobs have been varied - Forklift driver, Truck Driver, Sound Engineer, Photographer, Building Maintenance Engineer, Bus driver and Warehouse Manager. Bob currently volunteers two days a week in the Neighbourhood Centre as a Handyman.

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 12 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 also worked with residents in drug and alcohol rehabilitation programmes. Currently she is 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.

David Rollinson

B.A., M.Sc.(Arch)(Conservation), M.A. (Conflict Resolution), Dip. Urban Studies, Dip. Town & Country Planning, PhD.

Committee Member

David joined BCWS in 2011. For over 25 years he has worked as a mediator helping people in dispute resolve their differences. Through the 1980s and early 90s David worked at Burwood Council as a town planner. He has worked with and continues to assist community welfare agencies and interest groups. David has lived and worked in the Inner West for over 40 years.

Sundar Mahtani's

B.A. Ed., (UK)

Committee Member

On his arrival to Australia in 1985, Sundar became involved in voluntary work. This included working for a Spanish speakers welfare organisation (SLASA) and the Welfare Rights Centre. He also worked as a volunteer for BCWS at the front desk and giving advice to tenants. He has been involved with BCWS since 1985. Before coming to Australia, he qualified as a school teacher (B. Ed. Lon.) and in Sydney he qualified as a teacher of English as a second language (TESOL). His first paid employment in Australia was with Fairfield Community Resource Centre where he worked as a Youth Project Officer. In this job he coordinated the youth activities in the Villawood Department of Housing Estate.

He has worked as a Tenant Advocate since 1991 in three Tenants' Advice Services. Sundar has been involved in numerous volunteer committees, including Canada Bay Greens, Rhodes Community Consultative Committee and Canada Bay Council's Sustainability Committee.

Dr Raj K Dixit

B.Sc. (Environmental Scientist), M.Sc.,
M.Ed., PhD.

Committee Member

Dr Raj held the position of Principal at the Army School Northern Command Jammu & Kashmir, India; Principal at the Information Technology Institute for the Tribes of India, Dehradun, India and as Academic Counselor at Indira Gandhi National Open University, India. He moved to Sydney in Oct 2003, and joined BCWS in 2005. Raj currently lectures in the Department of Chemical Technology, South Western Sydney TAFE, Granville. He also operates the 'Saravana Bhavan' Indian restaurant. Dr Raj is an active member of Abhinay Theatre, popularizing serious Indian theatrical traditions for the Indian culture and Indophiles. His interests are yoga and serving the community, participating in community development and establishing high ethical standards in public and corporate life.

Clyde R Livingston

J.P.

Committee Member

Clyde joined 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.

John Gough-Fuller

Committee Member

John joined the Management Committee in 2014 and has been actively involved in several of our projects over the last 12 months. John is undertaking an Arts/Nursing combined degree, majoring in Government and International Relations at the University of Sydney and as such, has a keen interest in 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.

Christine Strachan

Chief Executive Officer

RN (Psych), B.Soc. Sc.

In 1978 Christine was offered a position as a part-time Co-ordinator for the then "Burwood Information & Aid Centre", in Burleigh Street, Burwood. In 1980 she designed and instigated a training program offering people in the Inner West community who wanted to be volunteers the opportunity to be trained in all aspects of welfare work. Ten years later, in 1988 the small community-centre moved into the purpose built Skead House Neighbourhood Centre at 45 Belmore Street, Burwood. Twenty-seven years on, Christine is the Chief Executive Officer of Burwood Community Welfare Services. She has been a "Justice of the Peace" since 1984.



Our Staff

Management

Christine Strachan : Chief Executive Officer

Joanne : Financial Service Manager

Nicole : Centre Manager

Yvonne : Burwood Food Services Community Development Manager

Cheryl : Inner West Family Support Service Manager

Melissa : Burwood Women's Domestic Violence Court Advocacy Service Manager

Professional team

Aga

Annie

Christine

Charmaine

Damien

Elly

Euna

Gabrielle

Giang

Jenny

Kimi

Maria

Nadia

Peta

Saira

Stacey

Zina

Volunteers

Aga

Allan Petersen

Anastasia Rudenko

Andrew Parissis

Angelica

Anita Yang

Ann (Maree) McDougall

Annette O'Carrigan

Annie

Antonio Gentile

Ashleigh Criss

Asad

Asma Ahmed

Ava Chan

Avdhesh Yadav

Bernard Iffland

Betty Bennie

Catherine

Cecelia Wiltshire

Charles O'Brien

Claire Hughes

Clem Walsh

Colleen Blair

Daniel Turri

David Chen

David Mittelheuser

David Moncur

David Wright

Debbie Flinn

Denise Wilson

Diana Wadey

Dimitri Kisiakov

Eddie Kwok

Elaine Lee

Elaine Mittelheuser

Elizabeth Bentley

Elizabeth Griffiths

Elizabeth Harpley

Ellen Ng

Elma McRae

Emileen Aboud

Emma

Esatu

Evy Surjadi

Francesca Chee

Frank O'Young

Giang

Gordon Lai

Ha Nguyen

Harpajan Kaur Jassal

Helene Shattock

Henry Zai

Hyesun

Ilija Popovic

Irina Firsova

Iti Badgel

Ivonne Delgado

Jan Jenkins

Janet Moreland

Jasmine Chan

Jay Richards

Jeffrey Baker

Jenny Lim

Jesse Webb

Jessica Maxey

John Sofianos

Joong Lee

Joseph McGrath

Judy

Karen

Ken Goodrick

Kiyonari Yoko

Lalitha Mahadevan

Lansana

Leonie McDonnell

Liz

Loletta

Lukihmi Nalliah

Maddie Tran

Maija Rove

Manuni Dave

Mark

Mark Kenny

Marlene Smith

Mary Cooke

Mary Simon

Matthew

Meenal Chauhan

Melissa

Michael

Micheal Appollonov

Michele

Nadine

Ngan Phuong Huynh

Noemi Romero

Norma Smith

Patricia Miller

Patrick O'Carrigan

Paula Houlahan

Penelope True

Peter Andrews

Peter Hunt

Peter Mackie

Peter Smith

Phuong Huynh

Rae Davis

Raymond Lai

Robert Cooper

Robert Poole

Ron Ball

Ruchika Jhingran

Sadie Leftinger

Sahay Shiv

Sandy He

Santina Costanzo

Sarah Fookes

Savitri Jebanasam

Shruta Reddy

Sinniah Vivekananthan

Sofia Costantino

Stacey

Stacey

Sue

Suman Gupta

Sun Yeo

Suzanne Baker

Tanvi

Tim O'Brien

Timothy Jones

Uday

Usha St George

Vicki Webster

Vijay Sodhi

William Hunter

Xiang Yun Zhao

Xiao Ying Huang (Alice)

Yike Zhao

Yiming (Daniel) Fang

Zilla Hozack

Zina

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 Sponsors



Australian Government
Department of Health



Family &
Community Services
Community Services



Corporate Supporters



Local Government & Community



Burwood
heritage • progress • pride



City of
Canada Bay



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
Western Sydney University

Community Partners

Anglicare Summer Hill
Annie Crowe
Ashfield Council
Ashfield LAC Domestic Violence Liaison Officer
Ashfield Mall Management
Auburn Council
Barnardos
Bendigo Bank
Brighter Futures
Burwood Child & Family Health Centre
Burwood Council and Staff
Burwood Court and Staff
Burwood LAC Domestic Violence Liaison Officer
Burwood Family and Community Services – Housing
Burwood Plaza Management
Burwood primary
Burwood RSL
Bunnings Ashfield
Campsie LAC Domestic Violence Liaison Officers
Canada Bay Council
Cara House
Carers Association
CareWays
CatholicCare
Centrelink Burwood
CityCare
Coles Ashfield
Correction Services
Croydon Health Centre
Croydon Child & Family Health
Croydon Child & Adolescent Health
Croydon Mental Adult Health
Derek Simmonds, Consultant & Clinical Psychologist
Department of Energy, Utilities and Sustainability
Domestic Violence Liaison Committee's
Drummoyne Community Centre
Enfield Primary
Family Referral Service
Flemington LAC Domestic Violence Liaison Officers

John Fiscaro Solicitor
Gladesville Domestic Violence Liaison Officers
Guardian Funerals
Homebush Strathfield MOW Management Committee
Homebush West Public School
Home Care
Inner West Skills
Kids@Weldon
Legal Aid NSW – Domestic Violence Unit
Leichhardt Women's Health Centre
Lifeline
Linking Hearts
Macquarie WDVCA
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 Service
Outback Steakhouse Nth Strathfield
Ray White Summer Hill
Rhodes Shopping Centre
Strathfield Private Hospital
Strathfield Plaza Management
Strathfield South Public School
St. Paul's Burwood
Sydney Self Defence Centre
Sydney Water
Sydney Women's Counselling Centre (Campsie)
Telstra
Uniting Church
Volunteer Network
Walker Strategies
Women and Girls Emergency Service

Our Future

BCWS Strategic Plan

Our Strategies

- Enhancing community social infrastructure
- Increase participation in social and civic activities
- Foster access to resources and build capacity for individuals to maintain independence and manage future challenges
- Delivering individualised service designed to clients' specific needs
- Responsive to changing needs of clients



Our Objectives

To build stronger more resilient communities and support disadvantaged and vulnerable people by delivering high quality service that responds to clients' needs in constantly changing environments.

- Implement strong organisation systems to support high quality service delivery
- Develop a skilled, performance-driven workforce, committed to our values
- Develop the organisations' infrastructure for growth and sustainability



Operate the organisation in an effective, efficient and accountable manner.

- Enhance existing services and programs through partnerships and collaboration
- Create new services and programs by developing new partnership and joint ventures
- Develop outreach opportunities for new and existing services



To work in collaboration and in partnerships with other services and agencies to respond effectively to clients' needs and provide effective and integrated services.

Delivering high quality service to clients

- Deliver Consumer Directed Care
- Adapt service model to meet consumer demands
- Capacity building & strength-based care
- Promote independence, self-reliance & resilience

Develop collaboration and strengthen partnerships

- Outreach opportunities
- Joint ventures
- New services and programs

Build strong organisational systems

- Organisation Structure & Management Systems
- Sustainability & Growth Pathways
- Accreditations and Industry Standards
- Human Resource Planning

Our Goals

Marketing and Promotion

- Develop new marketing strategies
- Brand-building
- Digital marketing
- Relationship marketing

Grow our organisation

- Funding Options
- Implement strong organisational systems
- Improve Infrastructure
- Develop skilled, performance-driven workforce



BURWOOD
COMMUNITY
WELFARE
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