

# Cover page

## COVER

**Bankstown Area Multicultural Network Inc.**

**ANNUAL REPORT 2011**



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In this publication, the word Aboriginal is used to describe both Aboriginal and Torres Strait Islander peoples. The use of the word Aboriginal to describe Torres Strait Islander peoples is in no way meant to discriminate or lessen the value of the culture of Torres Strait Islander peoples.

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**Acknowledgements**

## **BAMN Management Committee**

<b>President:</b>	Barbara Hughes
<b>Vice President:</b>	Michael King
<b>Secretary:</b>	Wafa Zaim
<b>Treasurer:</b>	Nga Nguyen
<b>Ordinary Members:</b>	Boshra Masri Layla Naji Lola Simmons
<b>Public Officer:</b>	Wafa Zaim

## **Personnel**

<b>Roxana Rascon</b>	Executive Officer (Consultant)
<b>Evon Kostanti</b>	Assistant Bookkeeper
<b>Laura Brinkworth</b>	Administration and Support Worker (2009-2011)

### **Multicultural Community Development Project**

<b>Loretta Vieceli</b>	Multicultural Community Development Worker
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### **HACC and CCSP Projects**

<b>Debbie Giacomini</b>	South West Sydney HACC Development Officer (job-share) and Service Coordinator SWS Multicultural Access & Referral Service (until August 2012)
<b>Joyce van Akkeren</b>	South West Sydney HACC Multicultural Access Worker
<b>Lynn Dickson</b>	South West Sydney HACC Aboriginal Access/Development Officer
<b>Linda Margrie</b>	South West Sydney HACC Development Officer position (locum) (until July 2012)
<b>Tara Prince</b>	South West Sydney HACC Development Officer (job share) (until August 2012)
<b>Richard White</b>	SWS Ageing & Disability Website Administrator

## **Consultants**

<b>Denis Cala</b>	– Accountant/bookkeeper
<b>Loreto A. Eduardo Jnr</b>	– IT Support
<b>Petra Will-Heart</b>	– Community Educator & Psychologist

# **Bankstown Area Multicultural Network Inc. (BAMN)**

## **Minutes of AGM – Thursday 1 December 2011 at BAMN Inc. Level 5 Compass Centre, Bankstown**

Michael King welcomed everybody to BAMN's AGM and began by acknowledging the traditional owners of the land on which we meet, the Darug Nation and paying particular respect to the elders past and present.

Uncle Harry Allie acknowledged Country.

Michael King began the official part of the meeting and welcomed Councillor Pam Gavin and friends and colleagues to the AGM.

### **1. Present**

Semra Guler (Western Sydney Community Forum (WSCF), Uncle Harry Allie (Aboriginal & Torres Strait Islander Community member), Sylvia Valenzuela (MCCS, Cabramatta Community Centre), Sue Huang (MCCS, Cabramatta Community Centre), Barbara Hughes (President, BAMN), Michael King (Vice-President, BAMN/Catholic Care), Aunty Lola Simmons (Management Committee member, BAMN), John Simmons (Aboriginal Community Member), Wafa Zaim (Secretary, BAMN/Muslim Women's Association), Rosemary Fraser (SSWAHS, Local Health District), Jenny Sambevaska (Catholic Care), Akila Reza (Resident), Debbie Giacomini (HACC DO, BAMN), Roxana Rascon (Executive Officer, BAMN), Boshra Masri (Management Committee member, BAMN /Metro MRC), Loretta Vieceli (MCDW, BAMN), Lynn Dickson (HADO, BAMN), Pam Gavin (Bankstown City Council), Caroline Romeo (Ethnic Communities Council, Layla Naji (Management Committee member, BAMN), Petra Will-Heart (Resident).

### **2. Apologies:**

Mayor Kals Asfours (Bankstown City Council), Councillor Linda Downey (Bankstown Council), Sara Hristov (Bankstown Community Health), Dale Donadel (Chester Hill Neighbourhood Centre), Mehrla Ansari (Resident), Souhair Afiorny (Islamic Women's Welfare Association), Adele Lubiana (Service Manager, Aged Care & Rehab Services), SSWAHS, Nga Nguyen (Vietnamese Community in Australia), NSW Chapter, Dee Dee San Jose (Aged & Disability, Bankstown Council)

### **3. Previous Minutes:**

No amendments were proposed.

Motion: that the minutes of 2 December 2010 be accepted as a true and accurate record of the meeting. Moved: Barbara Hughes  
Seconded: Wafa Zaim

### **4. Matters Arising from the previous AGM Minutes – No matters arising.**

### **5. Presentation of Reports**

Michael King read the President's report on behalf of Barbara Hughes

**Staff Reports** – Roxana Rascon, Executive Officer of BAMN gave a brief overview of BAMN's projects. She thanked the Management Committee for their good governance and thanked the BAMN Staff for their support and passionate approach to their work. Roxana talked about her work with BAMN, seeking co-location of NGO services due to the challenges of small organisations and the funding of infrastructure, seeking out funding opportunities for BAMN and an invitation to NGO services to come on board with BAMN on this initiative. She thanked everybody for being at BAMN's AGM.

### **Financial Report** – no questions or comments received

Motion: that the Financial Report tabled be accepted as a true and accurate record of BAMN Inc.'s financials.  
Moved: Rosemary Fraser  
Seconded: Barbara Hughes

### **6. Adoption of Annual Report:**

Motion: that the 2011 Annual Report as presented at the meeting be accepted.  
Moved: Layla Naji  
Seconded: Barbara Hughes

## **7. Appointment of Auditor:**

Motion: that Benbow & Pike Chartered Accountants be appointed as BAMN's auditor

Moved: Auntie Lola Simmons                      Seconded: Michael King

## **8. Appointment of Returning Officer;**

Roxana Rascon appointed as Returning Officer.

## **9. Election of Management Committee Members:**

Roxana Rascon declared all positions vacant and thanked the outgoing Management Committee for their hard work and support for BAMN.

Nominations received from Barbara Hughes, Michael King, Nga Nguyen, Wafa Zaim, Layla Naji, Boshra Masri and Auntie Lola Simmons.

Nominations requested from the floor. None received. Above nominations duly elected.

### **Office Bearers:**

#### **President:**

Barbara Hughes, no other nominations, deemed duly elected

#### **Vice President:**

Michael King, no other nomination, deemed duly elected

#### **Secretary:**

Wafa Zaim, no other nominations, deemed duly elected

#### **Treasurer:**

Nga Nguyen, no other nominations, deemed duly elected

#### **Ordinary Members:**

Auntie Lola Simmons, Boshra Masri and Layla Naji

## **10. Adoption of Returning Officer's Report**

Motion: That the Returning Officer's report be adopted.

Moved: Layla Naji                                      Seconded: Michael King

The new Management Committee was congratulated.

Roxana Rascon was thanked for being the Returning Officer

Michael King resumed the role of MC.

## **11. Appointment of Public Officer:**

Wafa Zaim was appointed Public Officer.

## **12. General Business**

There was no general business

## **Presentation and Acknowledgements**

### **Close of Meeting: 5.20 pm**

Semra Guler, Regional Resource Worker, Western Sydney Community Forum (WSCF) gave a presentation on "Why Northern Territory and Bankstown are so close and yet so far geographically? The Impacts of Income Management".

Gifts were presented to Project Support, Management Committee and Staff.

## **What We Do**

**'Strengthening the capacity of our diverse communities'**

## **How We Do It**

**BAMN uses a collaborative community development approach to support, resource and advocate for our diverse communities in South West Sydney**

## **Our Objectives**

- 1. To provide support and resources to projects/services and networks in South West Sydney ensuring access and equity and social justice principles are met.**
- 2. To identify needs and issues for our diverse communities in South West Sydney and facilitate the implementation of strategies to address these.**
- 3. To empower our diverse communities to voice their needs and concerns and work towards their full participation on issues affecting their lives.**
- 4. To advocate within South West Sydney area and with stakeholders on the needs and issues of our diverse communities including people from N.E.S.B, people with disabilities, frail aged and their carers.**
- 5. To monitor key local, state and federal government policies and their effectiveness in addressing the needs of our diverse communities in South West Sydney in relation to access and equity and social justice.**
- 6. To develop and strengthen BAMN as an organisation.**

## President's Report

It is with much pleasure that I present to you the 2012 Annual Report, where we reflect on our work, achievements and positive outcomes of the year, as well as the challenges we faced in our commitment to build stronger, resourceful, independent and more resilient communities

The last 12 months has seen BAMN continue implementing a comprehensive range of community development, communities capacity building and support activities and projects. BAMN also remained actively engaged in partnerships with a number of community organisations and coalitions in the area to ensure a greater impact across the community through increased collaboration.

This year we faced few challenges and worked hard at assisting our communities to deal with changes. The introduction of Income Management in Bankstown had a significant impact in our community, with many Centrelink recipients feeling further discriminated and vulnerable for being put under the scheme. BAMN strongly opposes the Income Management scheme, as the evaluation on the pilots imposed on the Northern Territories and Western Australia communities show that there is no evidence that Income Management has worked. Income management stigmatises and curtails people's civil and economic rights and undermines their dignity. In Bankstown the campaign against income management has been lead by the *Bankstown Say No to Government Income Management* Campaign Coalition, including over 63 local member organisations and supported by the Stop the Intervention Collective, unions and faith groups, and by the NSW ALP.

Other significant changes we experienced this year was the split of aged care and disability services within the HACC program. Under current structure, aged care programs are now under the responsibility of the Federal government while the State focuses on younger people with disabilities. Currently HACC funded services continue to operate as usual and we continue supporting organisations to run their HACC and Community Care services as per standards prescribed by both Government bodies.

As an organisation we also continued to plan for the future and to ensure that BAMN grows and develops to meet the always changing needs of our communities. We have now established the Executive Officer position, creating stronger management and more supported governance. The Executive Officer links all our projects and programs under the overall aims and objectives of our organisation while further enhancing good governance and strategic direction.

I would like to thank our funding bodies, the Department of Health and Ageing, Home and Community Care; the Department of Health and Ageing, the Department of Family and Community Services, Community Services, NSW Human Services, Families NSW and Bankstown City Council, as you make our work possible. We also thank you for your support and commitment to offer our communities the assistance they need.

I hope you enjoy reading the many positive outcomes and achievements of our team highlighted in this report. We look forward to your feedback, involvement or participation in BAMN, either as a partner, client or stakeholder.

My appreciation also to my colleagues in the Management Committee for their work, dedication and long-term commitment to this organisation. Each of you brings knowledge and talents to this committee making it a sound managing body for BAMN. I also want to thank our staff as they are a group of highly skilled, committed and caring individuals that together as a team make this organisation a vibrant, leading and strong agency always thriving to better serve our local communities. Finally, a special thank you to all our partners organisations that so generously collaborate with us for the common good of the people of Bankstown.

**Barbara Hughes**  
President

## Executive Officer's Report

It has been a busy, productive, engaging and sometimes challenging year at BAMN. All our projects continued to support services and clients while keeping abreast of issues, policies and legislation impacting on our local communities and advocate for better outcomes.

Significant changes occurred through the year that led our work to promptly respond by informing, campaigning, supporting and resourcing stakeholders to deal with those changes. This year we saw some changes that had significant impact on our communities and stakeholders. In July 2012 the government passed the "Stronger Futures" legislation extending the intervention for another 10 years. Income Management has now been implemented in Bankstown and this has caused significant distress in our local communities. Income Management is a policy which quarantines 50 to 70 per cent of Centrelink payments onto a BasicsCard. This card can only be used to buy what the scheme lists as priority items at government approved stores. Since last year we have been involved in lobbying the Government to stop the Income Management scheme in Bankstown and the rest of targeted areas as there has been no positive outcomes from the Northern Territory and Western Australian Income Management programs and evaluations as well as people's testimony points to a failing and expensive system that increases discrimination and imposes inequality among Australians. National and international research indicates that income management schemes do not achieve their stated aims of reducing spending on alcohol, tobacco and gambling and promoting the purchase of fresh food and clothing and better household budgeting. Rather the evidence points to income management systems placing further stress on families who are already under pressure from socio-economic disadvantage. A review of the NT Intervention Chaired by Peter Yu finds Income Management to be a discriminatory policy with poor rationale for its inception. The application of income management is not based on any assessment of a person's capacity to properly meet their family responsibilities. There is no opportunity to those living in the affected communities to negotiate their way out of the imposed regulation of their income, if they could demonstrate their ability to responsibly manage their income. The only determinant is whether an individual lives in the prescribed area. In Bankstown the campaign against income management has been led by the *Bankstown Say No Government Income Management Campaign Coalition* which we are part of. We will continue working and campaigning to have this legislation abolished.

The other changes were in the Disability Community Care system. The HACC Aged Program is now under the responsibility of the Australian Government, while the State continues with responsibility for the Disability Service system through the NSW Ageing Disability and Home Care, Department of Family and Community Services. Community Care Common Standards have been implemented across the Community Aged Care Service system. Person centered, enablement and wellness approaches have been introduced in the Community Care Service System and a process of implementation has begun. Consumer directed care for eligible Older People and People with a Disability has also been introduced and will continue to increase to meet the expectations and needs of the community. Many disability services have welcomed a self-directed new approach to service delivery that empowers consumers to tailor packages to meet their wants and needs. Under this new approach, consumers will be able to be more involved in decision making, and it should make it easier for people with a disability to pursue individual lifestyles. This reorientation changes the roles of service users and providers. Rather than being service 'recipients', people become active participants in planning and obtaining the supports they feel will best meet their needs and goals. Service providers' roles involve enabling, providing advice and support to people with a disability to exercise as much choice and control as possible over their life. Services still retain responsibility for service quality and outcomes. These changing roles will require adjustment by people with a disability workers and service providers. Although service providers strongly support the principles behind this initiative, they are concerned about making this initiative work well for the benefit of their clients by ensuring that workers are able and skilled at guiding those clients that need assistance to make informed choices.

This year we continued building stronger and more CALD resilient families through activities and programs coordinated by the Multicultural Communities Development Project. BAMN recognises the importance of supporting families and the benefits of early intervention programs to assist in children's healthy growth and development. This year we provided parenting training that dealt with a wide range of child and family issues, and catered for parents of young children to adolescents. Our parenting capacity building is also offered to grandparents and carers from CALD backgrounds, as in many ethnic cultures, extended family members also have an important role in the



bringing up of the child, with many close-knit families sharing the day-to-day caring of the children. This year we ran 24 sessions tailored to the specific needs of parents, grandparents and carers from five culturally and linguistically diverse groups including. Information and referral to appropriate support services was also a key component of the sessions.

BAMN continues to be a peak resource body to many services and organisations across Sydney South West. Our HACC projects, the SWS HACC Development Officer, the Aboriginal Access/Development Officer and the Multicultural Access Project resource, inform and support services to ensure they provide the best possible care to our communities. There are 125 HACC Services across Bankstown Fairfield and Liverpool and the HACC Projects' prime focus is on supporting HACC and related services to deliver quality services which respond to clients needs, including special needs groups: people from culturally and linguistically diverse backgrounds, Aboriginal & Torres Strait Islander peoples, people with dementia and people who are financially disadvantaged.

Enhancing people's knowledge of the aged care and disability services has also been an important part of the work we do. We strongly believe that assisting people to be prepared and resourceful before they need to engage services ensures a less stressful and better engagement with community, resulting in consumers able to confidently navigate the system and negotiate services that meet their needs. In some ethnic communities family members are traditionally expected to take care of elders or people with disabilities, and there is little awareness of the assistance they can receive through specialized services. As the cultural expectations of family members, particularly women, taking on the role of a carer is quite embedded, our work also focuses on addressing this issue, guiding families to accept help and feel comfortable with services taking on caring duties. The Multicultural Access Project is currently working on developing a multilingual DVD that will resource carers, older people and younger people with disabilities from 5 different ethnic communities with information about their rights to access services that cater for their cultural and linguistic needs.

Our HACC Aboriginal Access/Development Project also develops activities and implements appropriate strategies to building our Aboriginal & Torres Strait Islander aged and disability communities' knowledge of HACC and related aged care and disability services assisting them to be prepared for the future so that they plan and make informed decisions when needed. This project also works at closing the gap between services and clients needs, to ensure consumers are being heard, they have an active role in decision making and how services are being delivered. It is challenging work as many barriers still exist for Aboriginal & Torres Strait Islander communities and members of these communities often report that their needs are not being met.

We have also continued working in partnership with stakeholders to assess emerging needs in our communities and develop strategies to address those. We work closely with groups, organisations, peak bodies and community leaders to build strong communities, with resilient, well resourced and connected members. We are proud of our long association with the Afghan Women's Network, and their wonderful achievement of becoming incorporated earlier in the year. This year we have also entered a fruitful partnership with TAFE Ultimo and The Human Rights Commission to deliver a Certificate IV: Human Rights Education and Advocacy course for community members who work or would like to work with Muslim women. Supporting the workforce and further training our workers is investing in the future as it helps us further develop our sector.

Our Multicultural Communities Development Project continues to co-convene the Canterbury Bankstown Migrant Interagency (CBMIA) with Metro Migrant Resource Centre. The CBMIA facilitated planning with Government and community services providers for a holistic approach to regional strategic planning. Our leading and resourcing role to the Women's Initiatives Network allow us to engage in partnerships to develop and implement strategies that facilitate engagement with women to further enhance their participation in social, cultural and civic initiatives.

This year BAMN's staff went through several changes too. This year we farewelled two wonderful HACC DOs: Tara Prince and Debbie Giacomini. They are sorely missed by all, but we understand they have moved on to fulfil professional and family roles and support them in their endeavours! This year we welcomed Laura Brinkworth as our Administration Officer, a wonderful addition to our team.

I would like to thank the Management Committee for their endless support to my position and our team. I feel honoured to work with such a caring, committed and talented governing group and look forward to continue driving BAMN under their care.

A very special thank you to BAMN's wonderful team: Loretta, Joyce, Lynn, Laura and Evon. It is a great pleasure to work with all and each of you. I admire your commitment and passion to the rights and wellbeing of our most disadvantaged communities and how you translate that into the work you do. You make BAMN the highly regarded organisation it has become.

Thank you to our funding bodies, Department of Health and Ageing; Ageing, Disability and Home Care; Department of Family and Community Services and Bankstown City Council. Your partnership and commitment in assisting all our communities, and in particularly those groups with special needs, CALD and Aboriginal communities.

Finally, I would also like to thank the following programs, services and networks that co-locate with us at BAMN: the Bankstown Older Women's Network, the Afghan Community Language Centre, the Afghan Women's Network and The Women's Café Social Group.

**Roxana Rascon**  
**Executive Officer**

# Our Projects:

## **Multicultural Community Development Project**

The Multicultural Community Development Project (MCDP) is funded by NSW Department of Family and Community Services. The project provides support and resources to women, children and families of culturally and linguistically diverse (CALD) backgrounds/ communities and services, in the Bankstown LGA, to enhance community resilience and capacity.

## **South West Sydney HACC Development Project**

The SWS HACC Development Officer (SWS HACC DO) provides a range of support, resources and information services to agencies funded through the HACC Program and other organisations assisting the HACC target group in Bankstown, Fairfield and Liverpool. The HACC program is a State & Federally funded program that provides basic maintenance services to people who are frail aged, people with a disability and their carers. This project is administered by Ageing, Disability and Home Care (ADHC), Department of Family and Community Services in NSW and Department of Ageing and Disability (DoHA).

## **SWS HACC Multicultural Access Project**

The Multicultural Access Project (MAP) is funded through the Home and Community Care (HACC) Program. The HACC program is a State & Federally funded program that provides basic maintenance services to people who are frail aged, people with a disability and their carers.

The project provides a range of developmental and capacity building activities with the aim to increase the opportunities for frail older people, people with a disability, their carers and family, from culturally and linguistically diverse backgrounds (CALDB), to access HACC services. The project's main focus is to ensure that these services are culturally appropriate and responsive to the clients needs. Similar to the HACC Development Officer Project, the Multicultural Access Project (MAP) is regionally based and covers the localities of Bankstown, Fairfield and Liverpool.

## **SW Sydney Aboriginal HACC Access/Development Project**

The Aboriginal HACC Access/Development Project Officer's role is to support Aboriginal frail aged people and Aboriginal people with disabilities and their carers to remain independent in the community, support HACC services, advocate on behalf of service providers, consumer groups and individuals and provide information and resources.

This is done by working with Aboriginal communities, Aboriginal organisations and mainstream HACC agencies to build relationships that will be strong, ongoing and resilient. This enables a variety of organisations to deliver services in a culturally appropriate, flexible and responsive manner to Aboriginal people in the Bankstown, Fairfield & Liverpool Local Government Areas.

## Objective 1:

### **We provide support and resources to projects, services and networks in South West Sydney ensuring access and equity and social justice principles are met**

The **Multicultural Access Project (MAP)** worker continues to support individual services in many ways. There have been times when a service request some support in change management and governance. The MAP worker has given that support for a time limited period this year as a team member of the Bankstown Canterbury Community Transport.

Most frequent support is given through attendance to advisory committees that have a specific focus on the provision of cultural responsive service delivery. The MAP worker sits on the advisory committees of MADS of MCCS (Multicultural Community Care Service) and MCT (Multicultural Community Transport) of SWCT (South West Community Transport). The MAP project provides individual support to new workers and to workers of specific multicultural projects.

Cultural Audits can assist a service in evaluating how culturally responsive the service is developing in various areas of delivery. The MAP project has conducted audits and aims to further promote this service in 2013 as they are an avenue to support services in developing and enhancing cultural responsive practices and programs.

Surveys both online and within network meetings are a good tool to identify concerns and issues. One survey was conducted with HACC and Disability services to gauge their level of need and satisfaction of interpreting services. The survey indicated there was significant misconception of expectations of what TIS (Translation Interpreting Service) and HCIS (Health Care Interpreting Service) can offer in practice. The HCIS now conducts regular interpreter training in SWS, which furthers better understanding of how the interpreting service works.

Partnerships and collaborative team work is the focus of the MAP workers network. Some of the initiatives undertaken have been to develop common resources such as cultural competency training materials so that these can be shared in the sector. During 2012, the MAP workers have worked on common research projects. One of these is the CALD workforce project. BAMN was fortunate to receive a non recurrent one year funding from ADHC to conduct a pilot CALD workforce training project. This pilot will extend the initiatives of other MAP workers, who in their own regions are active by running bilingual workers forums and developing HACC career resources for potential bilingual workers. The BAMN project aims to develop two training sessions for potential bilingual bicultural workers. The project will include mentoring and internship opportunities for the trainees as well as mentoring and peer support for service providers. Zadro Communications has been engaged to coordinate the project.

The **South West Sydney HACC Development Officer (HACC DO)** works closely with services in their strategic directions. Planning contributes to developing a quality service system in South West Sydney; and planning for both Ageing and Disability took place at the SWS Disability Forum in September and October this year. The Forum executive develops grids which identify, define and prioritise regional issues and unmet and undermet needs. This information is provided to ADHC and DoHA to assist in Regional and State HACC planning for 2012/2013. This year the Forum Planning used ADHC's "Sector Planning Framework" for the planning sessions.

The HACC DO Project was able to advocate on issues of importance to the service sector and the HACC target group through its involvement on State wide forums and consultations. This advocacy action leads to overall improvements and further development of the South West Sydney Ageing and Disability Service System. The Project participated in consultations for the reform of Home Modifications and the transition of HACC. The HACC Development Officer also attends ADHC Met South meetings to support working in collaboration with ADHC and articulating the needs and issues of services in South West Sydney.

The HACC DO leads the Multicultural Access & Referral project (MARS) and works closely with participating ethno-specific organizations to build their capacity to assist CALD older people and younger people with disabilities to engage in HACC services. Through this project, we provide organisations with information, resources, guidance and training on understanding the Aged Care System, Case Management and increasing knowledge on HACC services available in their regions.

Provision of information to promote a strong, cohesive community care system is also a key activity of the SWS HACC DO project. The administration of the *SWS Ageing & Disability Support Services Website* ([www.supportservices.org.au](http://www.supportservices.org.au)) is a core service provided by the HACC Development Project. A weekly e-newsletter as well as targeted emails are distributed to over 450 members. This information sharing, discussion of Ageing & Disability issues, updates, training opportunities, upcoming events and details of service resources are available via the member log-in section of the website. The ongoing administration of the website enables the Project to distribute up to date information to HACC and related services digitally, wherever members are located. The website is also accessible to the general public which enables accurate location of information regarding health and community services available in their location for specific needs. The open access of the website also provides downloadable fact sheets and relevant resources including the SWS Ageing and Disability directories. Wide promotion of the website to service providers and the community has resulted in anecdotal feedback that the site is very helpful and enables individuals or services to locate the right information for any particular service need. The website statistics indicate there have been over 94,000 visits to the site in the period Oct 2011 to Sept 2012. Additionally, there has been in excess of 30,000Mb of data downloaded, highlighting that people are not just viewing the website but they are also accessing the downloadable files or resources for their own reference.

Involvement in networks and forums allows the Project access to information and resources to keep services up to date on the changing Community Care System. Due to the recent significant National Reforms in Aged Care and Disability, the Project is committed more than ever to stay ahead of developments in the community services sector. Providing up to date information will continue to be extremely important and as it is dispersed via the website, will serve as a link to information sharing with the community and service providers. Enabling the strategic planning of the future for all has been a main focus of the information sharing via the website.

The SWS Ageing & Disability Directories are continually updated by the HACC Development Project, over 7,000 Directories have been printed for 2011/2012 through the generosity of a non-recurrent grant thanks to ADHC. Over 5,000 Directories have been distributed.

The successful Language specific "Getting to Know the Aged Care System" program has been adapted for English speaking Seniors and will be piloted with Seniors in SWS later this year.

The postcard promoting the SWS Ageing & Disability Support Services website ([www.supportservices.org.au](http://www.supportservices.org.au)) continues to be distributed and provides an avenue through the public site for the community to find out about local services and events.

The HACC Development Officer participated in 3 Planning Ahead Sessions across the region organised by Alzheimers Australia NSW presenting on community care, for the benefit of the community in Bankstown and Fairfield areas.

BAMN continues to be a peak resource body to many services and organisations across Sydney South West. **The Aboriginal HACC Access/Development Officer** project resources, informs and supports services to ensure they provide the best possible care to our communities. Throughout the year this project conducted 5 Aboriginal Cultural Competency sessions to encourage and enable members of other cultures to have a better understanding of Aboriginal people and culture with emphasis on Aboriginal history and timelines. The timelines are indicative of the history of the struggle of Aboriginal people for recognition by Australian governments and acceptance by people in the wider community. This training highlights the historical similarities that all cultures have suffered through time such as dispossession, cultural genocide and the discrimination that has occurred in other countries. It creates a better understanding and awareness of these issues and results in the provision of individual support to Aboriginal HACC services, including assisting services with orientation of new workers to the region, understanding the HACC Protocols through training opportunities and obtaining updated publications.

The Aboriginal HACC Access/Development Officer also participates in the SWS Ageing & Disability Forum; Metro South ADHC & Development Officers Liaison Meetings; Koori Interagency Meetings for both Bankstown and Fairfield/Liverpool; Bankstown, Fairfield and Liverpool Council Aboriginal Advisory Committees; NSW HACC DO Network; NSW HACC Issues Forum, Indigenous Disability Advocacy Service, Indigenous Disability Network, various Reconciliation Action Plan committees and The Gathering which is a committee of Aboriginal HACC Development Officers from across NSW. The committee develop Policy and Procedures which set out the principles and strategies necessary to improve support services to Aboriginal & Torres Strait Islander older people, people with a disability and their carers, inform government on emerging issues in Aboriginal communities, promote the Policy position through Aboriginal & Torres Strait Islander communities, Government agencies and mainstream service providers.

## Objective 2:

### To identify needs and issues for our diverse communities in South West Sydney and facilitate the implementation of strategies to address these

The **MAP Project** participates in research projects and networks that identify and respond to gaps and issues. The Multicultural Dementia network is one of these networks and meets bimonthly in SWS. The MAP project actively participates in this network and continues to promote this forum through the Metro Sydney networks. This year the MAP worker supported one of the Bilingual Community Educators (BCE) workers in facilitating a focus group of CALD carers of people with Dementia for a research project for Alzheimer's NSW. The MAP project provided feedback to the draft pilot of a set of guidelines concerning service provision for people with younger onset dementia.

The Older refugee project committee launched the *Enhancing the Lives of Older Refugees, a self improvement resource for community service providers* in February this year. With the departure of Debbie Giacomini, the MAP worker has become a member of this committee. The committee actively promotes the training of the use of the resource to community care workers and seeks to ensure that the resource continues to be promoted at major events and conferences.

The MCDP project continues to monitor ongoing and emerging needs of our communities to ensure that the programs and projects we develop are fine tuned to meet community needs. This project continued building strong communities and social capital so that communities are well informed, resourced and connected through service and network development. Some of the initiatives of this project include:

*Afghan Women's Network Inc.: Afghan Community Language Centre (ACLC) Capacity Building Project:* We continued to support Afghan Women's Network, together with the parents, teachers and volunteers of the ACLC [Dari Community Language School], to undertake training to enhance governance of the school and to work towards the incorporation of the Afghan Women's Network as an independent community legal entity. BAMN has been the fund holder since the inception of the Afghan Women's Network since 1999 and congratulation the work of AWN in forming their new community organization. To support and resource this process, training sessions presented by the professional Community Consultant Roxana Rascon and funded by Bankstown City Council, were delivered to Afghan community members.

*Canterbury / Bankstown Migrant Interagency:* We continued to convene the forum of the Canterbury Bankstown Migrant Interagency (CBMIA) with our colleague April Pan, Metro Migrant Resource Centre. The Interagency organised and facilitated planning sessions with Government and Community Service providers to develop goals and objectives and engage the participation and contribution of key stakeholders. Several working parties were chaired by members to organise, coordinate and undertake targeted activities and engage with our diverse communities

across the Canterbury and Bankstown LGAs. The CBMIA held a monthly forum including: guest speakers, policy and information sessions, consultations and feedback sessions and the advocacy and training seminars covered issues on Income Management, Changes to Tenancy Law, TAFE and vocational education and training.

The work of the CBMIA has included the following working parties ~

- CALD & Refugee Employment Working Party: developed a strategic plan to improve communication across sectors and increase employment and training opportunities to enable migrants and refugees to find and stay in work.
- Refugee Week in Bankstown 2012: conducted a multilingual, interactive legal seminar to community members and service providers in the area on Immigration Law, Driving and Traffic Law, Family Law and the Australian Legal System.
- Housing Research: conducted a second stage research on housing related stress for CALD families in Bankstown; and the development of a report and recommendation for action in 2013, compiled by Roxana Rascon.

*Women's Initiatives Network (WIN):* WIN comprises an active core group of women who live and work in the area and who have worked collaboratively over the year to explore and develop strategies for engagements with women to further enhance their participation in social, cultural and civic initiatives. WIN organised and hosted another successful International Women's Day (IWD)'12 entitled *A Kaleidoscope of Bankstown Women: valuing, sharing, building and Connecting* and bringing together two hundred and fifty women, and their children, from diverse cultural and linguistic backgrounds residing in the four wards of Bankstown. A range of activities were conducted to reduce stresses and pressures of everyday life and provide options to improve physical and mental well-being.

WIN held its annual facilitated planning session mid year to review and evaluate its objectives and work over the past year and to develop and implement its action plan for the year ahead.

WIN was invited for a second year to convene the organising committee of The Women's Cafe. BAMN has been working with The Women's Café over the past eighteen months to resource and support its activities and work towards self management. year. At the time of writing, the group has formed a multicultural women's only meeting and social space in Bankstown where women come together to participate in workshops and information sessions and hold social /cultural activities.

*Human Rights Education and Advocacy Project:* BAMN engaged in a partnership project with TAFE Ultimo and The Human Rights Commission to deliver a Certificate IV: Human Rights Education and Advocacy course for community members who work or would like to work with Muslim women and who want to develop knowledge, skills and capacities in: community engagement, education, advocacy and social change, human rights and new media.

Our Community Development Worker (MCDP) provided Project Management and our Project Assistant Coordinator supported students during the workshop sessions with literacy, IT and general educational support. Students were also supported to develop social network sites to communicate with academic and project staff as well as each other. Wikispaces and Facebook were the main sites used on the course.

Students attended workshops at Information Cultural Exchange (ICE) where they gained knowledge of Final Cut Pro to develop their digital stories. BAMN provided tutorial support and practical assistance with the social network sites and computer literacy skills. Outreach Ultimo TAFE, provided opportunities for students to develop their knowledge further during one to one or groups tutorials and access to a range of IT systems.

Students had a range of experiences including working within the community sector. Many reported that they gained detailed knowledge of the role of the Australian Human Rights Commission, detailed knowledge of human rights and advocacy and how to incorporate these within their own community and work practices.

The project culminated with a students 'seminar, showcasing a diverse collection of inspiring and challenging digital stories produced by the students and based on life experiences with human rights at its core message. A panel of

three Human Rights Commissioners was hosted by students, providing positive and encouraging feedback from each of the commissioners on the individual work being presented.

We continued to provide interactive, culturally and linguistically diverse Community Workshops to enhance knowledge and skills development, community capacity and infrastructure to increase desired community outcomes. Twenty (20) workshop sessions were delivered and covered the following areas:

- Refugee Women's Advocacy Training
- Setting Up A Community Organisation & Governance
- Facilitating Community Group Activities
- Domestic Violence Legal Workshop
- Community Transport South West Sydney

The **HACC Aboriginal Development/Access project** also works at identifying ongoing and emerging needs of our communities to ensure that services meet community needs. This year the HACC Aboriginal DO worked with a consultant in a new project, "Community Profile and Needs Analysis of the Aboriginal Communities of Bankstown, Fairfield and Liverpool". The project developed client surveys for Aboriginal HACC service clients, organisational surveys (for both Aboriginal and mainstream), Day Centre client surveys and surveys for those that are socially isolated. The surveys were sent out to the Aboriginal HACC services for distribution to their clients. An invitation to attend forums being held in their area was also enclosed.

Forums were held at Day Centres for clients and at Hoxton Park Health Service for the clients of the Aboriginal HACC services. Twenty eight Elders gave input through surveys and nineteen attended consultations. Most of the Elders who attended the consultations also completed a survey.

These forums gave HACC clients, their carers and organisations the opportunity to let us know:

- What services they receive/provide
- what they like about that service
- what they don't like
- what services they may need in the future
- what services they thought would improve their lives
- what organizations see as barriers for clients not accessing their service
- issues organizations have with clients
- future directions the organization would like to go
- partnerships they would like to form

This valuable report can be used by Councils, organisations and State and Commonwealth governments for planning purposes.

### **Objective 3:**

**We empower our diverse communities to voice their needs and concerns and work towards their full participation on issues affecting their lives**

We continued to Strengthen Families and Build Community Capacity through providing support and resources to enhance community knowledge and skills and increase resilience and safety, access and connections to services, networks and resources through our **Multicultural Communities Development Program (MCDP)**.

*Social Inclusion Programs* were provided covering a wide range of child and family related issues. Thirty six (36) sessions were delivered to five language groups Arabic, Dari, English (CALD group), Mandarin and Vietnamese. These sessions covered the following areas: The *'Early Years'*: child growth, development and learning; effective



communication and discipline; healthy family relationships; child safety and protection; dealing with challenging behaviours; parental behaviour responses and the impact on children; creating relationships based on cooperation; understanding the emotions of our children; social and safety skills to deal with bullying at school and via the internet. *Adolescence*: challenging behaviour, coping with difficult emotions, communication techniques, communication as a tool for effective discipline and accessing local support services.

- *Children thriving in safety and harmony*: Birth to 8 years
- *Connecting with teenagers*: 12-18 years
- *'Playpower' Making the Most of Everyday* (developed by the Benevolent Society): Birth to 3 years
- *Parenting sessions: The Early School Years*; Birth to 12 years

We continued to provide an interactive, bilingual group work *Mental Health & Well-being Program* in a supportive environment. We delivered twenty four (24) sessions tailored to the specific needs of parents, grandparents and carers from five culturally and linguistically diverse groups including; Arabic speaking, Afghan, Chinese, Vietnamese and a multicultural English speakers group. Information and referral to appropriate support services was a key component of the sessions. These sessions covered the following areas:

- *Looking after yourself*
- *Strengthening Good Relationships*
- *Living Well within Your Skin*
- *Managing Stress*
- *Keeping Well & Physically Active*
- *Healthy Eating & Nutrition Program*

Multilingual resources were developed and provided for all sessions as further information to connect participants to referral pathways and support services.

Our work strengthening capacity and coordination for a strong cohesive community care system is also embedded in all of our **South West Sydney HACC Development Officer (SWS HACC DO)** activities. There are 125 Home & Community Care (HACC) Services across Bankstown Fairfield and Liverpool and the HACC Development Officer's prime focus is on supporting HACC and related services to deliver quality services which respond to clients needs, including special needs groups: people from culturally and linguistically diverse backgrounds, Aboriginal & Torres Strait Islander peoples, people with dementia and people who are financially disadvantaged.

A key role for the HACC Development Project is providing orientation to new workers in the region. Orientation includes:

- Membership of the SWS Ageing & Disability Support Services Website services log in section
- Information about the SWS Ageing & Disability Forum
- Ageing & Disability Directories
- Information on SWS Protocols and Guide.

The HACC Development Project also provides support to individual services through assistance with organisational strategic planning, working on opportunities for improvement identified in their Community Care Common Standards Review and information, support and seek out tools and resources that support the development of their services and the service system.

The Service System adopts an approach of continuous improvement and the HACC Development Officer is a tool and a resource for services in implementing continuous improvement strategies. The Community Care Common Standards continues to provide consistency and quality across the service system. Services continue to implement Enabling/Person centred approaches in their services.

The HACC Development Project supports the SWS Ageing and Disability Forum through involvement on the Executive Committee. The Forum meets monthly and provides up to date information, opportunities for services to

network and guest speakers on key ageing and disability issues. Planning for Older People and People with a Disability with a Bankstown Fairfield & Liverpool focus will be run later in 2012 and assist to identify issues, gaps and service improvement for our region.

This project has also been involved in increasing coordination and cooperation in particular service types and particular issues. The Day Care and Respite Coordination Meetings have continued through 2012 and focus on particular issues for those service providers. The aim of these coordination meetings is to create better networks among service providers and promote improved pathways for referrals and information. Detailed Information on Day Care and Social Support services available across Bankstown Fairfield & Liverpool has been developed and uploaded to the SWS Ageing and Disability Website Services Section to facilitate improved and targeted referral for HACC target prospective clients.

A review of the Mental Health Protocol for SWS has been completed in collaboration with Mental Health and related services with Mental Health Referral and Partnership Protocols being developed specific to people over 65 and people under 65. The Protocols are currently being finalised.

The Exit Framework developed through the SWS Workforce Issues Working Party has been well received by services in the region and has been distributed across the State. Working Party representatives have promoted the Exit Framework at a number of Forums in other regions. The HACC Development Officer and another representative from the Working Party were able to provide input for the development of ADHC's Workforce Companion Guide.

The HACC Development Officer also supports the SWS Squalor & Hoarding Interagency convened by CatholicCare's Clean Up Program Coordinator. The Interagency has wide cross sector representation and has provided workers with networking opportunities, guest speakers and information to support workers involved in supporting people living in squalor and hoarding conditions. The Project also attends the SSWAHS Local Health District Aged Care & Rehabilitation Services Advisory Committee, NDS Regional Meetings, SWS Dementia Network and participates on the Advisory Committee for South West Community Transport's Project for Younger People with a Disability.

We have continued building our ageing communities knowledge of HACC and related aged care services through our **Multicultural Access Program (MAP)**, assisting them to be better prepared for the future and be able to plan and make informed decisions when the time comes.

One of the successful projects we run in 2011 was the training program "*Get to know the Australian Aged Care system*" (developed in 2009 by Senior HACC MAP Officer, Multicultural Health Network, Sydney West Health Service and the Area Ethnic Aged Health Advisor, Sydney South West Area Health Service). This 4 week, 2 hour training program is conducted by bilingual community educators in 18 community languages. It's content is interactive and uses role play with many case scenarios that explore how services can be accessed and what is offer by HACC services.

This year we aimed to increase the numbers of bilingual community educators ( BCE's) through the running of a two week "Train The trainer" workshop. We targeted ten communities who were targeted by the grant we received in 2011 from ADHC. The communities were Khmer, Vietnamese, Chinese, Korean, Assyrian, Spanish, Arabic, Macedonian, Mandarin and Hindi speaking communities. Twelve new recruits successfully completed the training. With the increase of trained BCE 's we were this year able to run the "*Get to know the Australian Aged Care system*" with 23 groups from the 10 communities. It meant that more than 300 seniors, carers and community leaders were able to attend this training in Bankstown, Fairfield and Liverpool in 2012. Furthermore two ethno specific community organisations were able to conduct their own sessions in the community after successfully requesting funding from the local clubs funding rounds. This model of training has proven to be successful as a method for delivering information, building knowledge and understanding on how one can navigate the complexities of the Home and Community Care Aged Care system. Building on this successful bilingual education model of enhancing community knowledge and understanding work commenced this year on *the pilot training program for the CALD planning ahead project*. Chris Shanley, Aged Care Research Unit, Liverpool Hospital and Yvonne Santalucia, Multicultural Aged Equity Officer, SWSLHD with assistance of the MAP workers both of Cumberland and of BAMN, a three day training program for 4 communities has now been developed. The communities targeted are: Arabic, Spanish, Tamil and Vietnamese speaking communities. Eight bilingual community educators ( BCE's) attended the pilot draft training

program. The program then was evaluated and further reworked to address the feedback received. It is envisaged that in early 2013 the program will be ready to be run as a pilot in the four targeted communities.

Another project, the *Multilingual HACC DVD KIT*, was conceptualized in 2010 and received funding from ADHC. This DVD is hoped to be an important resource explaining and promoting HACC services to people from CALDB. Due to the significant changes in the Age Care services reforms the project was delayed until after June this year. The project now is well under way with the support of an advisory committee and with Barbel Winter of Futures UPFRONT, as project consultant. The video will be themed from a person centered and rights perspective. The production will be dubbed in 6 languages and also aims to be used in training of community care workers. Barry Gamba will be conducting the work on the film production side and the final product of the video.

HACC Handbooks are another resource which MAP projects in the past have worked on to develop and distribute in more than 33 community languages. With assistance of funding through Fairfield Council and the HACC translation project we now have two audio HACC books available in Khmer and Assyrian.

The MAP project attends Migrant interagency meetings in the region, which provides the opportunity for the MAP project to inform other community workers of the resources available for the HACC CALD target population. These networks provide valuable feedback and discussion of the issues and the concerns of older people from CALD backgrounds. In one of the senior expo's this year the MAP project worked with other HACC community care workers and providers in the production of a theatrical play in which a case scenario was acted out and which showcased how services can be accessed and assist.

Empowering the voices of our communities has been achieved through the many projects that the MAP has undertaken this year and the needs and issues of HACC CALD target population are listened to and recorded. Discussion in the *Get to know the Australian Aged Care System* training session centre around strategies of what actions can be taken and how one can advocate for oneself in achieving the outcome desired. The sessions also provide opportunities for referral to services and discussions on systemic issues where needs are not met.

The multilingual DVD project consulted more than 30 individuals through in-depth discussion to record their stories and provide much detail of needs and concerns expressed.

The CALD Workforce Project gave voice to many bilingual and bicultural workers to how they can be better supported in their work.

The work of our the **Aboriginal HACC Access/Development Project** focuses on building our Aboriginal & Torres Strait Islander aged and disability community's knowledge of HACC and related aged care and disability services assisting them to be prepared for the future and be able to plan and make informed decisions when the time comes. This year the Aboriginal Development and Access Officer (ADA) assisted 4 groups from the Bankstown, Fairfield and Liverpool areas (approx 41 people) as well as the Elders Groups from Condell Park, Hoxton Park and Yagoona by attending and participating in a number of meetings such as:

- Involvement with Bankstown, Fairfield and Liverpool advisory committees, interagency committees, steering committees and NAIDOC committees for the Bankstown Fairfield and Liverpool LGAs.
- Regularly presenting at various forums, conferences, and information days as well as being present at NAIDOC functions.

The information gathered through these various involvements was disseminated to the communities through information sessions, informal gatherings, leaflets, presentations, handouts, face to face meetings and Q & A sessions at forums. The dissemination of this information has given the Aboriginal & Torres Strait Islander communities of Bankstown, Fairfield and Liverpool a greater understanding of the changes to the Home and Community Care Program, the reasoning behind the split of aged and disability funding which could have an impact on them and their rights and responsibilities under the new systems. The ADA Officer also provided information on income management and how it may affect these clients groups.

The Aboriginal HACC Access/Development Officer also visits those Aboriginal community members who are socially isolated and in need of services. We continued working with 8 socially disconnected people from the Fairfield,

Liverpool and Bankstown areas, successfully transitioning 2 people to integration into the community. Services now being provided to those 2 people include Home Care, Personal Care, Meals on Wheels, Transport, Medical and Lawn Mowing. Socially isolated clients are often reluctant to be connected to services. The ADA Officer has worked closely with these clients, building trust and in-depth understanding of issues and barriers they experience in engaging much needed services. A positive outcome of the ADA project's work is the gentle transitioning of these clients into HACC and other services.

This project has also reviewed and reprinted a Resource Guide for the Aboriginal and Torres Strait Islander communities of Bankstown, Fairfield and Liverpool. These handbooks have information for service users to equip them to make choices, make complaints and find information about services.

#### **Objective 4:**

### **We advocate within South West Sydney area and with stakeholders on the needs and issues of our diverse communities including people from N.E.S.B, people with disabilities, frail aged and their carers**

One of the major roles of the MAP project is to be involved in the planning processes through the Ageing and Disability Forum which is held yearly. Evidence is gathered and the gaps and needs in service provisions are documented.

The role of the MAP network provides the opportunity to focus on specific known issues of unmet needs and gaps and advocate strategies to our funders or key policy makers.

The proposed CALD Ageing strategy is the most recent case where MAP workers have the opportunity to provide input to the principles and goals of this strategy.

The MAP project participated in the ADHC HACC sector development discussion and consultation this year and attended several consultation and information sessions in ADHC Metro South regarded stage 3 of Person Centered Approaches, and the Supported Living Funds Round 2 roll out.

The MAP project has to remain vigilant and aware to find opportunities for comment and engage the community key stakeholders to provide evidence and feedback when policies and programs are under review.

Through the counseling and assessment services the MARS project lead by the SWS HACC Development Officer we have managed to carry out a more accurate and holistic assessment of clients' needs resulting in a clear understanding of their living environment and the allocation of suitable services to meet the clients' needs. The dedicated work of Link Workers from our NGOs partners has helped to identify issues among clients that would require follow up with health professionals or other appropriate services. All together, the direct participation of clients and carers in assessments has allowed link workers to develop better strategies in the management of the clients' care.

The Multicultural Access & Referral Service (MARS) project was developed in response to an identified need to assist with counseling/support, information and advocacy services for the frail aged people, and younger people with disabilities and their carers with culturally and linguistically diverse background (CALD) living in the Bankstown, Fairfield and Liverpool regions. In order to achieve these goals MARS has implemented an innovative approach in service delivery by brokering ethno-specific organisations to deliver culturally appropriate information, support, advocacy and assisted referral to culturally and linguistically diverse (CALD) community members. Consequently the SWS Multicultural Access & Referral Service established working partnerships with long established organisations that have high expertise and capacity to deliver quality cultural and linguistically appropriate services. These organisations are:

- NSW SLASA Inc (The NSW Spanish and Latin American Association for Social Assistance Inc)
- Polish Australian Welfare Association

- Macedonian Australian Welfare Association
- Vietnamese Community in Australia NSW Chapter
- Lao Co-operative
- Parks Community Network (targeting Assyrian community)

The service has demonstrated to be working well and achieving the desired outcomes, having provided over 120 hrs of service to the community. MARS has assisted with clients with culturally appropriate information, support, referral & advocacy, building the knowledge and access for the communities to ageing and disability services and reaching those people, eligible for service, who would not usually access mainstream services.

The HACC Development Project also supports the work of the Multicultural Access Project and participates actively in advocating models of service that better meet the needs of culturally and linguistically diverse communities. The HACC Development Officer participated in the launch of the “Enhancing the Lives of Older Refugees – A Self Improvement Resource for Community Service Providers” in February, 2012. The Resource has been well received by the sector with follow up presentations, training and wide distribution of the resource.

In addition, the HACC Development Project supports the work of the Aboriginal Access/Development Project, currently auspiced by BAMN, in its work with Aboriginal communities and networks across SW Sydney.

The HACC Aboriginal DO continues to visit many groups, resourcing them and supporting them to participate in developing better services that address their needs. The project provides older people from Aboriginal backgrounds with an opportunity to voice concerns, issues or unmet needs and works with services to assist them to develop services and projects tailored to clients’ needs. The Condell Park, Hoxton Park and Yagoona Elders Groups are made up of male and female elderly and disabled clients. The Condell Park group is coordinated by Warrambuca Home Care, the Hoxton Park group is coordinated by NSW Health and the Yagoona group manages their own day meetings.

Elders from the Bankstown Aboriginal Community including those from the Condell Park and Yagoona Elders groups, have been in consultation with Bankstown Council for the past 12 years to obtain and develop a cultural meeting and keeping place that would provide storage and display of cultural artefacts from the Bankstown area and an environment for positive interaction by creating a meeting place for the sharing of cultures. The Meeting Place would provide people with the opportunity to participate and interact with members of the Aboriginal community of Bankstown. This community is made up of people from several states and many different areas within those states and so provides a variety of cultural input. It is hoped that it would foster unity throughout the Bankstown Aboriginal community and it could be used to provide education and enriching cultural activities to school children, different cultural groups interested in learning more about Aboriginal culture and training groups in Aboriginal Cultural Awareness as well as a showplace for art and artefacts. It is hoped that the Meeting Place would also be able to provide services to the community as a whole ranging from children’s services to services for Elders to keep the traditions being passed from Elders to our children in a culturally sensitive environment.

Bankstown Council has been supportive of the Aboriginal Advisory Committee to council and a meeting place has been on the agenda of every council Aboriginal Advisory Committee meeting. Discussions on the availability of premises for the Meeting Place have been robust with council, however no offer of premises from council has been forthcoming yet.

Recently The Smith Family NSW has offered funding to assist the community to obtain premises and employ a coordinator a few days a week to provide services to children. This contribution from the Smith Family has given the community hope that a Cultural Meeting and Keeping Place may become a reality.

The Aboriginal HACC Access/Development Project has also been working hard to ensure access and equity for the Aboriginal and Torres Strait Islander communities of Bankstown, Fairfield and Liverpool through the development of the Resource Guide and creating links between communities and HACC services. The Project also supported mainstream services by advising on regional action plans to promote better access for Aboriginal communities and cultural advice when applying for funding that includes Aboriginal & Torres Strait Islander people.

## Objective 5:

### **To monitor key local, state and federal government policies and their effectiveness in addressing the needs of our diverse communities in South West Sydney in relation to access and equity and social justice**

The introduction of the Federal Government's Income Management policies in Bankstown has been one of the main issues impacting in our local communities. The MCDP project has been closely involved in the Bankstown *Say No Government Income Management Campaign Coalition* which is supporting communities to voice their concerns and educating the public about the impact of Income Management practices (Intervention) in Aboriginal communities.

Patricia Morton-Thomas from Alice Springs, Northern Territory travelled to Bankstown to speak at a rally and community forum in May 2012.

In July 2012 the government passed the "Stronger Futures" legislation extending the intervention for another 10 years. The many changes through the Living Longer Living Better policies require attention to how these changes will affect people receiving and accessing services. The MAP worker attended the National Aged Care Conference in Adelaide to be better informed and understand the processes involved in these changes. This was also an opportunity where issues and concerns regarding the new reforms were raised and clarified.

Stronger Futures was also implemented to expand Income Management into five "trial sites" – Bankstown in NSW, Greater Shepparton in Victoria, Logan and Rockhampton in Queensland and Playford in South Australia.

Income Management is widely viewed as discriminatory and paternalistic. In Bankstown the campaign against income management has been lead by the Bankstown Say No Government Income Management Campaign Coalition, including over 63 local member organisations and supported by the Stop the Intervention Collective, unions and faith groups, and by the NSW ALP.

Media reports stated that Child Protection workers in Community Services (formerly known as DoCS) have commenced work bans on participation in Income Management and any activities relating to its implementation - for both the Child Protection and Voluntary streams. Additionally, the Australian Services Union members in community organisations in the area has made a pledge not to refer clients to Centrelink. (ABC/news/2012-09-19 'Sydney work bans on welfare quarantine scheme').

*"It is heartening to know that our message is getting through and has won broad support and we now call on the Federal Government to listen to the voices of its own party members, the community and the 63 organisations now in our Coalition. We call on the Federal Government to sit down with us to discuss how to better use the \$217 million allocated for this program on expanded social services and job creation. We want real solutions for the people we serve, not some technical fix."*

Randa Kattan, Executive Director, Arab Council Australia.

*The BasicsCard feels like a punishment thing. It's like a big sign that says - 'I live in an area of Australia that the government doesn't like. I must have a drinking problem or a gambling problem.' It has stopped me traveling to Western Australia to visit family or for ceremony business. I can't go without cash money, and Centrelink won't release income management funds over there. It's just ridiculous. The money they've wasted on the BasicsCard, setting up the structure and everything they should have spent on support services.*

Katherine Parker Napaljarri, from Kintore, Northern Territory  
(Stop the Intervention Collective Sydney Fact Sheet)

Under income management, up to 70% of a person's income is quarantined by Centrelink and they are only able to buy food, clothing and housing from certain government-approved outlets. Compulsory income management is a key component of the Intervention first imposed on NT Aboriginal communities by the Howard government in 2007. Income management is disempowering for people and it has the potential to undermine relationships between community service providers and the people we work with.

The introduction of compulsory Income Management policies in Bankstown has been one of the main issues impacting in our local communities. The Aboriginal HACC DO project has been closely involved in a Taskforce leading communities to voice their concerns and educating the public about the impact of Income Management practices in other communities.

The project provided advocacy on behalf of the Aboriginal and Torres Strait Islander communities of Bankstown, Fairfield and Liverpool, with Home Care, Food Services, Home Maintenance, Lawn Mowing, Community Transport and Housing. The project also advocated on behalf of Aboriginal and Torres Strait Islander communities at Government consultations such as the ADHC Consumer Forum and Forums such as The Gathering (a network of Aboriginal HACC Access/Development Officers).

The many changes through the Living Longer Living Better policies require attention to how these changes will affect people receiving and accessing services.

The MAP worker attended the National Aged Care Conference in Adelaide to be better informed and understand the processes involved in these changes. This was also an opportunity where issues and concerns regarding the new reforms were raised and clarified.

## **Objective 6:**

### **To develop and strengthen BAMN as an organisation**

BAMN Management Committee and staff continue to work together to grow and strengthen the organisation for the benefit of its members, clients and the general community. This year we made some significant changes to our financial system, resulting in a more efficient, accurate and productive management of our funds. We have also updated our Policy and Procedures manual, ensuring our Governance follows high quality of operation and service delivery and compliance with all our funding agreements, including HACC Common Community Care standards, the Department of Health & Aging (DOHA) and Family & Community Services (ADHC).

We continue updating our staff training and knowledge of Work Safety. This year we joined with Arab Council Australia to receive training in fire prevention and using fire extinguishers.

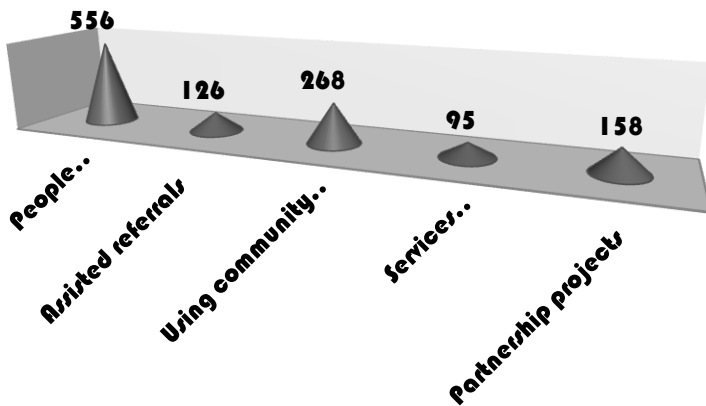
Staff regularly participates in Staff and Management Committee Meetings. BAMN has been fortunate in having been able to create an Executive Officer position. Our EO, Roxana Rascon, has provided support to staff and BAMN in general and strategic direction for the organisation.

Our projects also receive much valued support, guidance and resourcing from external organisations in the form of Steering Committees. In our goal to implement best practice across the sector, we also assist other services and organisations to improve their service delivery; e.g. BAMN's HACC Reference Group provides input into project work plans, the work of HACC funded projects and provides valuable direction, support and insight into service delivery issues identified by the project.

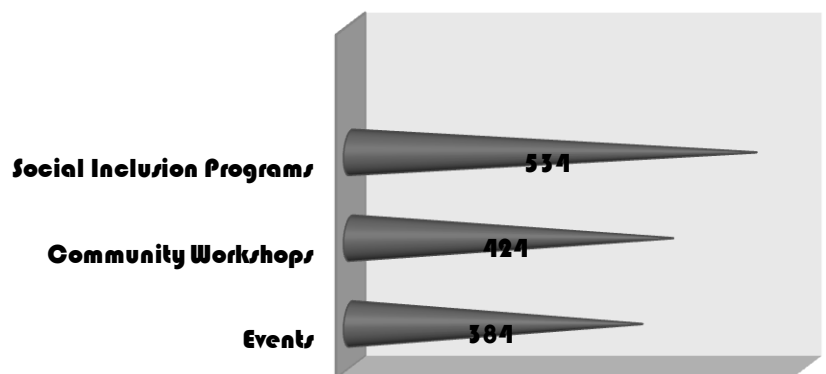
We endeavour to continue working to maintain best practice, and lead the sector in better meeting the needs of our diverse communities.

**COMMUNITY BUILDERS PROGRAM (MCDP)  
CLIENTS STATISTICS – PERIOD: JULY 2011 – JUNE 2012**

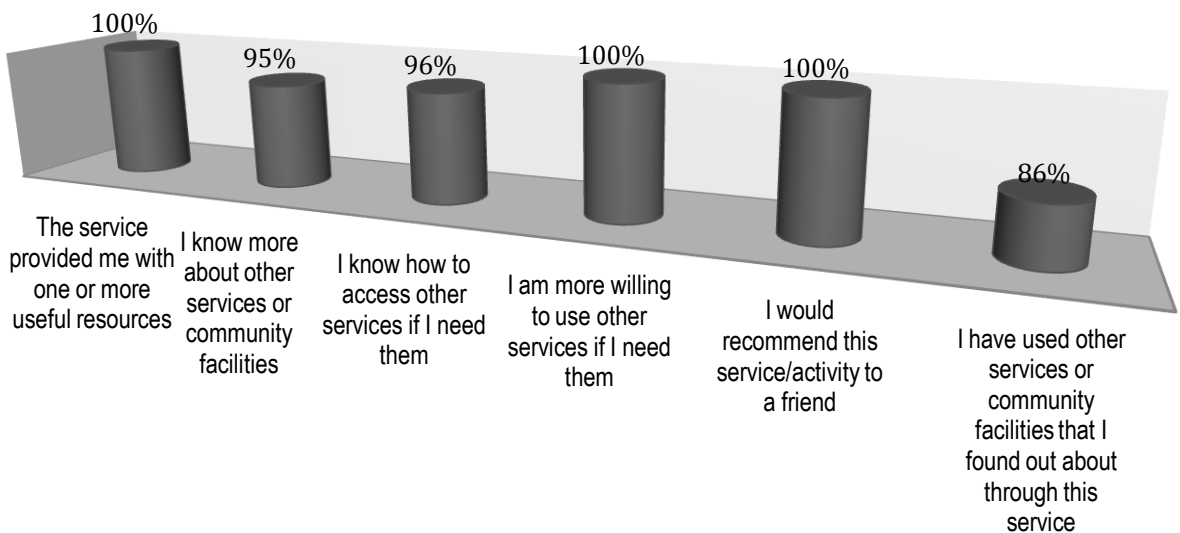
### Community Hub



### Community Capacity Building



### Information and Referral Survey





**Financial Statements & Auditor's Report: Please insert here Pages 1 to 13 (incl) of the Financial Report PDF.**

## THANK YOU!

We wish to thank all our funding bodies:

Department of Health and Ageing, Home and Community Care  
Department of Health and Ageing, Home and Community Care  
Department of Family and Community Services, Community Services  
NSW Human Services, Families NSW  
Bankstown City Council



**Family & Community Services**  
Community Services



**Australian Government**  
**Department of Health and Ageing**



**Family & Community Services**  
Ageing, Disability & Home Care



*home and community care*  
A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM  
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED



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### Consultants/Facilitators:

- Marina Farmer, Community Educator, SWSTI Outreach TAFE Bankstown
- Petra Will-Herat, Community Educator/Psychologist
- Roxana Rascon, Facilitator & Community Consultant

### Bilingual Community Language Aids:

Shirley Chen and Mehria Ansari

### Partners:

- Afghan Women's Network
- Arab Council Australia
- Bankstown City Council
- Canterbury Bankstown Migrant Interagency
- Greenacre Area Neighbourhood Centre
- Information Cultural Exchange (ICE)
- Metro Migrant Resource Centre
- Mobile Minds (BCRG)
- Save the Children
- Say No to Government's Income Management Coalition
- SSWTI TAFE; Bankstown and Padstow Outreach
- United Muslim Women's Association
- Vietnamese Community Australia, NSW
- Western Sydney Community Forum
- Women's Health Services, SSWAHS
- Women's Initiatives Network
- Women's Legal Centre

### Outreach Services @ BAMN

- English Classes for Beginners; SWSI TAFE
- Women's Health Program; SSWAHS
- Older Women's Advocacy Training; Bankstown Older Women's Wellness Centre

**Loretta Vieceli**

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*Thanks to the many colleagues and in particular to the Health Multicultural Aged Equity Officer, Yvonne Santalucia and the MAP workers who continue to advocate for better outcomes for people from culturally and linguistically diverse (CALD) communities.*

*Thanks to Bilingual Community Educators who so willingly and enthusiastically worked on the training programs.*

*A special thanks to the Management committee for their valuable time and support.*

**Joyce van Akkeren**

**South West Sydney HACC Multicultural Access Worker**

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**Debbie Giacomini**

**On behalf of SW Sydney HACC Development Project**

**Supported in the Project by Richard White, SWS Ageing & Disability Website Administrator**

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**Lynn Dickson**

**SW Sydney Aboriginal HACC Access/Development Project**