

Strengthening the Capacity of our Diverse Communities

annual report 2013

Bankstown Area Multicultural Network Inc.



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.

CONTENTS

Bankstown Area Multicultural Network Inc.

Aims and Objectives **Page 3**

BAMN Management Committee Members **Page**

BAMN Staff Members **Page**

Consultants **Page**

Reports

• **President's Report** **Page**

• **Executive Officer's Report** **Page**

• **Project's Reports** **Page**

• **Financial Statements and Auditor's Report** **Page**

Acknowledgements **Page**

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.**

BAMN Management Committee

President:	Barbara Hughes
Vice President:	Michael King
Secretary:	Wafa Zaim
Treasurer:	Nga Nguyen
Ordinary Members:	Boshra Masri Layla Naji Lola Simmons Sue Huxtable-Jones
Public Officer:	Wafa Zaim

Personnel

Roxana Rascon	Executive Officer (Consultant)
Evon Kostanti	Assistant Bookkeeper
Laura Brinkworth	Administration and Support Worker

Multicultural Community Development Project

Loretta Viecei	Multicultural Community Development Worker
Fatmata Bangura	Multicultural Community Development Worker (Locum - from July 2013)

HACC and CCSP Projects

Jorge Ferrerosa-Rojas	South West Sydney HACC Development Officer (job-share) and Service Coordinator SWS Multicultural Access & Referral Service
Joyce van Akkeren	South West Sydney HACC Multicultural Access Worker
Lynn Dickson	South West Sydney HACC Aboriginal Access/Development Officer
Richard White	SWS Ageing & Disability Website Administrator

Consultants

Denis Cala	Accountant/bookkeeper
Loreto A. Eduardo Jnr	IT Support
Petra Will-Heart	Community Educator & Psychologist
Felicity Zadro	Zadro Communications
Barbel Winters	Futures Upfront
Barry Gamba	Film Director

President's Report

It is with much pleasure that I present to you BAMN's 2013 Annual Report. Every year, as the AGM approaches, Staff and Management Committee have an opportunity to look back and reflect on our work and outcomes of the year, our achievements and our challenges, and how we all contribute to the overall goal of building stronger, resourceful, independent and more resilient communities.

In the past year, BAMN was actively engaged in partnerships with a number of community organisations and coalitions in the area to ensure greater results through increased collaboration.

The individual Project Reports demonstrate the breadth of community development, communities' capacity building and support activities guided by our organisational goals. I hope the reports give you a comprehensive picture of the scope of work each project delivers.

This year we faced a few challenges, including helping our communities to deal with changes. The introduction of Income Management in Bankstown had a significant impact on our community, with many community members reporting feeling discriminated against and vulnerable as a consequence of being put under the scheme. From the 1st of July 2013, the scheme expanded to include people under 25 applying for a Crisis Payment for Released Prisoners, young people receiving an Unable to Live at Home Allowance and recipients of the Special Benefit.

BAMN strongly opposes the Income Management scheme, as the evaluation on the pilots imposed on the Northern Territories and Western Australia communities report 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. Paddy Gibson is a Senior Researcher with the Jumbunna Indigenous House of Learning at UTS, is a spokesperson for the Coalition. Mr Gibson speaks of the terrible impact the policy has had on those most vulnerable: "Six years ago the government launched an Intervention in the Northern Territory which has tried to establish punishment and control as the policy framework for dealing with social disadvantage. Young people in the Northern Territory have suffered enormously under this policy. Youth suicide rates have increased 160% and reported rates of self-harm are up more than five fold." It is also disheartening to think of the cost of running Income Management and how these funds could have been of enormous benefit to our communities if directed towards education, capacity and skill building programs. In Mr Gibson's words: "now marginalised youth in Bankstown are also set to be punished. The government's own evaluations show an astronomical administrative cost of between \$6000-8000 per person per year on income management. From Bankstown to the bush we will continue to struggle for funding to be redirected from income management to badly needed support services and job opportunities for youth who are struggling".

The split of aged care and disability services within the HACC program has certainly kept our HACC team busy. The new models of care, Enablement and Person Centred approach also resulted in additional work for our HACC team as they develop information and strategies to support aged care and disabilities services in South West Sydney to implement these new approaches to service delivery. Enablement focuses on individuals' abilities and strengths, encouraging clients to be as independent as they can. It allows the client to feel empowered and validated in what they can do, as well as achieve more independence. Person Centred approach places the person at the centre of their own care, and focuses on the individual's unique interests and preferences.

Although both models are based on sound principles of care, it's still too early to assess how the implementation of these models work in practise and what positive impact they have on clients' welfare and wellbeing. Our role is

to continue supporting local services to ensure that these models deliver empowerment, control and independence to service recipients.

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. It is now very clear to us that our work is well established throughout Sydney South West. Management Committee and Staff have been reflecting together on the evolution and growth that BAMN has experienced since its beginnings. In that light, we have been re-assessing our current name and considering options to better depict our expertise, fields of work and geographical area of coverage more accurately.

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 for making our work possible. We also thank them for their support and commitment to ensuring our communities receive 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.

I wish to express my appreciation 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, a group of highly skilled, committed and caring individuals that together as a team make BAMN a vibrant, leading, dynamic and strong organisation. Finally, a special thank you to all our partner 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, at times, challenging year for BAMN. All our projects continued supporting services and clients through the year, developing resources for the sector and for our communities, networking and partnering with local agencies for a coordinated approach to community development. We also continued keeping abreast of issues, policies and legislation impacting on our local communities so that we could bring them up to the attention of decision makers.

Bankstown continues to thrive as a vibrant, growing city rich in culture, ethnicity and languages. It is both wonderful and challenging to work with such a diverse population, ensuring that access and equity is embedded in all our local services' aims so that all our communities are given opportunities to participate in our society, be cared for with dignity and respect, have access to appropriate support and enjoy basic rights such as housing, education or employment.

This year we welcomed the introduction of Enablement and Person Centred care. An Enabling approach focuses on what each person can do as well as on what they want to be able to do. It moves away from traditional methods of care that focus on maintenance and foster dependence.

Person Centred care empowers clients to develop care plans with services and activities that are important to their wellbeing. It gives the person the opportunity to decide what's good for them, what their priorities are and to be supported to pursue their goals.

Both models are based on sound principles of empowering people to be independent, make decisions on the type of assistance that is best for them and have an opportunity to develop abilities that promote autonomy. Aged and disabilities services are training their staff, developing policies and changing practices to ensure that enablement and person centred care guide the way they deliver their programs. However, as service providers employ a significant number of field workers on part-time and casual basis, many services struggle to be able to train these workers within their limited hours of employment. The success of these models much depend on how frontline workers deal with clients day-to-day. Ensuring that grass roots workers are well trained in both models is paramount. Funding to cover additional wages should be considered by funding bodies if enablement and person centred approach are to be truly entrenched in care.

This year we worked at supporting local services to ensure the transition to the split of aged and disabilities programs was as smooth as possible. The transition also brought in new regulations and policies, including the implementation of a Quality Framework that requires services to be verified in quality management systems that include compliance with the NSW Disability Services Standards. BAMN is currently working towards its audit for verification and we hope to achieve this by July next year.

The changes to the aged and disability sector also mean a great degree of uncertainty for community organisations as there isn't yet a clear picture of how HACC development and advocacy positions will be funded, if funded at all. HACC DOs are working hard to ensure the work they do continues to be considered for funding beyond 2015.

The introduction of Income Management last year in Bankstown is already showing the negative impact we envisaged when campaigning against its implementation. People under Income Management report feeling discriminated against, vilified and undermined in their autonomy and capacity to make decisions in their lives. Unfortunately the Income Management scheme has not shown positive outcomes in reducing problem behaviour and it is very costly to run. Social research and evidence from existing programs show a focus on addressing underlying issues and developing people's skills can effectively address financial mismanagement and problem behaviour. It also leads to long term positive outcomes by offering pathways to overcome poverty through gaining and maintaining meaningful employment.

We also continue working in partnership with stakeholders to assess emerging needs in our communities, and are developing strategies to address those needs. We work closely with groups, organisations, peak bodies and community leaders to build strong communities with resilient, well resourced and connected members. Our

Multicultural Communities Development Project continues to co-convene the Canterbury Bankstown Migrant Interagency (CBMIA) with Metro Migrant Resource Centre. The CBMIA continues to work on the most relevant issues affecting our local communities, such as access to affordable housing, migrants access to first local employment, appropriate assistance to emerging communities, and support for women and families. The strength of the Interagency lies in the combine expertise, skills and resources of over 75 organisations working together towards the same goals and in a coordinated approach to systems advocacy.

This year BAMN's staff went through several changes too. The wonderful Loretta has left BAMN after 16 years with us, and we appreciate her legacy of knowledge, skills, commitment and expertise. I want to thank Loretta for her valuable work over the years to make Bankstown multicultural communities stronger, more independent, more resourceful and knowledgeable, giving them a chance to be heard, to have equal access to employment, education and housing and to have the support needed to raise their families.

We welcomed two new staff members during the period covered in this report. Jorge Ferrerosa-Rojas took on the role of HACC Development Officer in October and BAMN is fortunate to have such a committed, intelligent, motivated and resourceful worker leading the HACC team. Fatmata Bangura commenced in July this year as the Multicultural Communities Development Project Worker and has already proven to be a great asset to our team, with great community knowledge and genuine commitment to assisting migrants and refugees.

We look forward to the challenges the new year will bring, and I'm confident that our team has the creativity, commitment and innovation that we often have to resource to in raising to our challenges.

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: Fatmata, Joyce, Lynn, Jorge, Laura and Evon. It is a great pleasure to work with each and all of you.

Thank you to our funding bodies, Department of Health and Ageing; Ageing, Disability and Home Care; Department of Family and Community Services, Bankstown City Council and Australia Post. Your partnership and commitment in assisting all our communities, and in particular 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 for their partnerships with us.

Roxana Rascon
Executive Officer

MULTICULTURAL COMMUNITIES DEVELOPMENT PROJECT

Strengthening the capacity of our diverse communities

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.

Information and referral to appropriate support services was a key component of our capacity building and education sessions. Multilingual resources were developed and provided for all sessions as further information to connect participants to referral pathways and support services.

Social Inclusion Programs were provided covering a wide range of child and family related issues.

This year, forty eight (48) sessions were delivered to five language groups Arabic, Dari, English (CALD group), Mandarin and Vietnamese. These sessions covered the following areas: common fear-provoking life situations for kids, skills and strategies on how to alleviate their impact and help kids work through their feelings; 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. The following workshops were delivered:

- *Teenage years-* challenging behaviour, coping with difficult emotions, communication techniques, communication as a tool for effective discipline.
- *Keeping Children Safe & Happy (Birth to 8 years)*
- *Children Thriving in Safety & Harmony*
- *Parenting Children (0-3yrs)*
- *Special Parenting Challenges (12-18 yrs)*
- *Helping Kids in Difficult Times (8-12 yrs)*
- *Parenting Teenagers(12 – 18 yrs)*

We continued to provide an interactive, bilingual group work on Mental Health & Well-being & Physical Health Programs. We delivered twenty (20) sessions tailored to the specific needs of parents, grandparents and carers from five culturally and linguistically diverse groups. These sessions covered the following areas:

Mental Health & Wellbeing Program

- Living Well within Your Skin
- Mental & Physical Health (movement) - Multicultural group

- Relaxation & Stress Management -Multicultural group
- Stress Management - Afghan Community (delivered in Dari)
- Strengthening Good Relationships – Multicultural Arabic speaking groups
- Managing Stress- Arabic speaking group

We continued to provide interactive, bilingual programs on Healthy Eating, Nutrition and Food Security. We delivered eleven (11) sessions incorporating the benefits of maintaining cultural/traditional seasonal food practices, managing food intolerances and allergies and sourcing, storing and handling nutritious food for specific ages. These sessions included the following:

Healthy Eating & Nutrition Program

- Managing Diabetes & Keeping Healthy - Arabic speaking group
- Keeping Well & Active - Multicultural group
- Healthy Eating & Festive Food - Multicultural group
- Healthy Eating & Traditional Foods – Chinese/Mandarin speaking group

Providing support and resources to projects, services and networks

We ran training on the following areas:

- Starting a Community Organisation: aims and objectives, rules, becoming incorporated, membership, governance. This training was delivered in Dari to the Afghan Women’s Network(delivered in Dari), resulting on the network becoming incorporated.
- Setting up a Small Business/Enterprise: women’s Workshop
- Becoming a Sole Trader: a women’s Workshop

We also coordinated the following:

Projects outreached to/networks:

- English Classes for Beginners
- Aboriginal Cultural Competency Training
- Women’s Health Program Arabic speaking (delivered in Arabic)
- Community Profile & Needs Analysis with Aboriginal Communities

- Afghan Women's Network Inc
- Aboriginal Access & Information Sessions
- Getting to Know the Aged Care System
- CALD & Refugee Employment & Education Workshops
- CALD & Refugee Family Support Service
- Women's Initiatives Network Inc.
- Bankstown Community Transport Group

Building strong communities and social capital so that communities are well informed, resourced and connected through service and network development.

Canterbury Bankstown Migrant Interagency (CBMIA) - Community Services

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 its annual planning session 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 coordinated five community based working parties:

- Refugee Week 2013 Working Group
- CALD & Refugee Mental Health
- Domestic Violence and the Law
- Crime and Legal Issues
- CALD & Refugee Employment

CBMIA organised and facilitated Refugee Week in Bankstown 2013, a bilingual, interactive information seminar to young and mature age refugees in the area on pathways to employment and training and the Australian Legal System.

The CBMIA held monthly forums including guest speakers, policy and information sessions, consultations and feedback sessions. Advocacy and information seminars covered issues on: Human Trafficking Community Information Session; Government Income Management; Disability Services; CALD Mental Health Community Services; Stronger Futures Program; the National Racism Strategy; Community Support for Deaf & Blind Children; Family Services & Referral Pathways; Housing & Demand - Private Rental; Child Protection & OOHC Services.

Women's Initiatives Network

WIN conducted a woman's only International Women's Day celebration including: two hundred (200) women participated in the event at the Wran Leisure Centre, Villawood. A program of activities was delivered including; women's skills and personal development workshops; arts and craft workshop; physical and social/culturally appropriate interactive activities; guest speakers, service showcase and performances by the local Traditional Chinese Dance Group and Dapki drumming and dance. Children's activities and childcare for twenty children were an important role in supporting women to participate on the day.

Organisations and services housed/outreach at BAMN

- The Co-Location Project Community Sector Services
- English Classes for Beginners; SWSI TAFE
- Women's Health Program; SSWAHS
- Older Women's Advocacy Training; Bankstown Older Women's Wellness Centre

Advocating with stakeholders on the needs and issues of our CALD community

The Say No to Government Income Management - Not in Bankstown Not Anywhere Campaign Coalition

The Coalition held a public forum on the impending expansion of income management. In July 2012 new categories of vulnerable young people were automatically placed on income management, including those being released from prison and people receiving an "unable to live at home" allowance.

The Forum panel of speakers included Former Attorney General John Dowd AO QC, Community Restorative Centre (Advisory Panel), International Committee of Jurists (Chairperson of Executive Committee), Eamon Waterford, Youth Action and Policy Association NSW Inc (YAPA), Public Service Association (PSA NSW) Child Protection delegate, NT youth speaker discussed the impact of income management on Aboriginal communities (via multimedia)

The Forum also took a resolution to increase efforts to involve people in organising the campaign and advocate for an alternative to income management in the lead up to the July roll out.

Thank you

Acknowledgment and thanks go to the following partners and contributors to project work:

Consultants/Facilitators:

- Marina Farmer - Community Educator, SWSTI Outreach TAFE Bankstown (Resigned June 2013)
- Petra Will-Heart - Community Educator/Psychologist
- Roxana Rascon - Facilitator & Community Consultant

Bilingual Community Language Aids/Interpreters:

Shirley Chen, Tran Nguyen Ngoc Le and Mehria Ansari

Partners & Contributors:

Afghan Women's Network, Al Btool Incorporated, Arab Council Australia, Bankstown City Council, Bankstown Community Resource Group, Bankstown Women's Health Centre, Greenacre Area Neighbourhood Centre, Legal Aid NSW, Metro Migrant Resource Centre, Mobile Minders (BCRG), Save the Children Mobile PlayBus, Say No to Government's Income Management Coalition, SSWTI TAFE; Bankstown and Padstow Outreach, United Muslim Women's Association, Vietnamese Community in Australia, NSW, Welfare Rights Centre, Western Sydney Community Forum, Woodville Community Services, Women's Health Services, SSWAHS, Women's Initiatives Network, Women's Legal Centre

Loretta Vieceli
MDCP Worker (till July 2013)

My Name is Fatmata Bangura and as the new Multicultural Community Development Worker at BAMN, I will continue with Loretta's work such as co convening the CBMIA (Canterbury Bankstown Migrant Interagency) with Metro MRC and convening the WIN (Women's Initiative Network). I'm looking forward to continue working with all our partner organisations as well as members of our diverse community in South West Sydney.

Since starting this position, I have done lots of networking and met with service providers from several organisations as well as community members. I attend committees such as the Child and Family Interagency, Teenage Parent Interagency, DVLC (Domestic Violence Liaison Committee, FaCS Multicultural Advisory Committee, Bankstown Council Advisory Committee. As a result I participated at the Bankstown Children's festival working at the Bankstown Child and Family interagency information stall and also participated in the planning of the Bankstown Teenage Parent expo which was convened by MTC work solutions. Moreover, I'm also doing some formal and informal consultations to identify the needs of the community to assist my planning and implementations of future projects. One of them was the morning tea with the African communities. In hindsight, the issues that were highlighted or prominent were the need for the community to be kept informed/educated about available services and to engage with the wider community.

Now that I'm settling into the position, our current programs are running smoothly and are all going as planned. In term 3, we ran a Parenting program called 'Sibling Rivalry' with the Chinese Community and Vietnamese Community. It was so successful that the parents wanted to continue this program in term 4. We continue to provide English classes for newly arrived migrants and relaxation and self care programs for Iraqi, Lebanese, and Afghan communities.

I would like to thank the wonderful staff and management at BAMN for making me feel welcome and ensuring my smooth transition into my role. In addition, I would also like to thank Loretta Vieceli, Petra Will-Herat, April Pan, Bilingual Community Educators, Mobile Minders, Community Leaders and Service Providers from non government and government organisations for their guidance and support.

Fatmata Bangura
MCDP Worker (from July 2013)

SOUTH WEST SYDNEY HACC DEVELOPMENT OFFICER

The South West Sydney Home & Community Care Development Project (SWS HACC) is jointly funded by the Department of Health and Ageing through the Commonwealth HACC Program (Commonwealth HACC) and the NSW Department of Families and Community Services – Ageing, Disability and Home Care (FACS-ADHC) through the Community Care Supports Program (CCSP).

The project provides a range of support, resources and information services to Commonwealth HACC and CCSP funded service providers that provide support to people who are frail aged and younger people with disabilities, their carers and families, to enable them to continue to live in the community and avoid the risk of premature or inappropriate admission to residential care. The project is regionally based and covers the local government areas of Bankstown, Liverpool and Fairfield.

The SWS HACC Development Project aim to support Commonwealth HACC and CCSP funded services to provide the highest quality service possible within available resources and a more coordinated and responsive Community Care System. The main objectives of the project are:

- ⇒ Support Commonwealth HACC and CCSP Services
- ⇒ Facilitate Information flow between consumer groups, service providers and government.
- ⇒ Advocate on behalf of consumer groups and service providers
- ⇒ Empower service users
- ⇒ Cooperate with the funding bodies (DoHA and ADHC) in the planning and implementation of both expansions to funded services and improvements to the service system
- ⇒ Project Development

Strengthening the capacity of our diverse communities

Our work strengthening capacity and coordination for a strong cohesive community care system is 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, Liverpool and Fairfield and the HACC Development Officer's prime focus is on supporting HACC/CCSP 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.

The SWS HACC DO leads the Multicultural Access & Referral Service (MARS) Project 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/CCSP 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/CCSP services available in the South West Sydney Region.

The SWS Ageing & Disability Services Directories for older people and people with disabilities was updated in May 2013 by the SWS HACC Development Project; over 3,000 Directories have been printed for 2012/2013 through the support of the Bankstown, Liverpool and Fairfield Councils. Over 1,000 Directories have been distributed.

The postcard promoting the SWS Ageing & Disability Support Services website (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 SWS HACC DO participated as a Guest Speaker at different groups such as Community Health Nursing Teams, Multicultural community groups, TAFE Students and Allied Health Professionals presenting on the Ageing and Disability Sector, especially about the changes on the HACC and CCSP Programs.

Providing support and resources to projects, services and networks

SWS HACC DO works closely with services in their strategic directions. Planning contributes to developing a quality service system in South West Sydney. Planning for both Ageing and Disability took place at the SWS Ageing and Disability Forum on the 6th of August 2013. The Forum executive develops grids which identify, define and prioritise regional issues and unmet and undermet needs. This information is then provided to DoHA and FACS-ADHC to assist in Regional and State HACC/CCSP planning for 2013/2014.

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) is a core service provided by the SWS 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/CCSP 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 services directories for older people and people with disabilities. 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 78,000 visits to the site in the period November 2012 to October 2013. Additionally, there has been in excess of 26,000Mb 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 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 in the current times of change continue to be absolutely important and as it is dispersed via the website, which 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 and in September 2013 a workshop called "*Preparing for Changes*" was organised with Guest Speakers from key Ageing and Disability organizations involved in the current process of change in both sectors. A total of 28 people attended, from Executive Officers to Managers and Team Leaders from organisations providing ageing and disability services, especially from the HACC and CCSP Programs.

Empowering our diverse community to voice their needs and concerns and work towards their full participation on issues affecting their lives

A key role for the SWS 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

The SWS HACC DO 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 resources that support the development of their services.

The Project also supports the SWS Ageing and Disability Forum through involvement on the Executive Committee. The Forum 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 were run in August 2013 and assist to identify issues, gaps and service improvement for our region.

This SWS HACC DO was also involved in the organisation of the Conference “*Dare to Care 2*” in partnership with the Ageing and Disability Workers from the Bankstown, Liverpool and Fairfield Councils and Macarthur Disability Services. This event targeted workers from the ageing and disability sectors around South West Sydney and took place in June 2013 aiming to celebrate the fantastic work that ageing and disability workers do in our community.

The SWS HACC Development Officer also supports the SWS Squalor & Hoarding Interagency convened by Catholic Care’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 South Western Sydney Local Health District (SWSLHD) Aged Care & Rehabilitation Services Advisory Committee, SWS Dementia Network and participates on the on the following Advisory Committees:

- South West Community Transport’s Project for Younger People with a Disability (Travel Training)
- South West Community Transport’s Project – Taxi Vouchers
- Bankstown Dementia Carers Group
- Bankstown Community Health Centre – Step Up to Health Program
- STARS Volunteer Recruitment, Referral and Training Service - Bankstown Volunteer Project
- Regional Disability Expo 2013

Advocating with stakeholders on the needs and issues of our CALD community

Through the SWS Multicultural Access & Referral Service (MARS) Project 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 continue in helping to identify issues among clients that would require follow up with health professionals or other appropriate services.

The SWS Multicultural Access & Referral Service (MARS) Project established working partnerships with organisations that have high expertise and capacity to deliver quality cultural and linguistically appropriate services. These organisations are:

- Vietnamese Community in Australia NSW Chapter
- NSW SLASA Inc (The NSW Spanish and Latin American Association for Social Assistance Inc)
- Lao Co-operative
- Polish Australian Welfare Association
- Macedonian Australian Welfare Association

Monitoring key local, state and federal government policies and their effectiveness in addressing the needs of our diverse communities in SWS in relation to access and equity and social justice

The SWS HACC DO Project was able to advocate on issues of importance to the service sector and the HACC/CCSP target group through its involvement on State wide forums and consultations. This advocacy action aims to improve and further develop the South West Sydney Ageing and Disability Service System. The Project participated in consultations for the reform of Carer Support Centres and the Aged Care Act 1997. The SWS HACC Development Officer also attended FACS-ADHC events such as the Activating Enabling Forum, the ADHC Cultural Competency Workshop and the CALD Community Sector Workshop on Ability Links NSW, with the aim in articulating the needs and issues of services in South West Sydney.

Thank you

Thank you to the SWS Ageing & Disability Forum Executive Committee: Dee-Dee San Jose (Bankstown Council Ageing & Disability Officer); Yolanda Encina (Fairfield Council Ageing & Disability Officer); Kathryn Sloan (Liverpool Council Ageing & Disability Officer); Natalia Grana (Catholic Care); Jaye Toole (MDS); The Department of Health and Ageing representatives, Alberto Castillo and Madeleine Read; the NSW Department of Families and Community Services – Ageing, Disability and Home Care, Met-South Staff, Joan Feeney, Daniela Oliveiro, Lisa Quirk and Janice Emery.

Thank you to our Management Committee for all their time and commitment in managing our Organisation.

Thanks also to the Project's website administration worker, Richard White for providing vital information to services.

To Roxy, Lyn, Joyce, Loretta, Laura, Evon and Fatmata, for being supportive and wonderful people to work with.

Jorge Ferrerosa-Rojas

South West Sydney HACC Development Project Officer

ABORIGINAL HACC ACCESS/DEVELOPMENT PROJECT

The Aboriginal HACC Access/Development Project 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 role of The Aboriginal HACC Access/Development Project 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.

The Aboriginal HACC Access/Development Project (HADO) 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 Aboriginal or Torres Strait Islander backgrounds (ATSI), to access HACC services. The project's main focus is to ensure that these services are culturally appropriate and responsive to the client's needs. The Aboriginal HACC Development Officer Project is regionally based and covers the localities of Bankstown, Fairfield and Liverpool.

HADO works from an agreed framework covering three core areas, which require the Aboriginal HACC Access/Development Project (HADO) to:

- ⇒ *Support and assist the Home and Community Care (HACC) services to be more responsive and provide better access to Aboriginal & Torres Strait Islander communities;*
- ⇒ *Identify unmet needs of the Aboriginal & Torres Strait Islander communities and influence HACC planning to address these needs;*
- ⇒ *Enhance knowledge and understanding of the HACC program and other related programs by Aboriginal & Torres Strait Islander communities.*

Strengthening the capacity of the Aboriginal & Torres Strait Islander communities of Bankstown, Fairfield and Liverpool

Through the HADO program we continue building our ageing community's knowledge of HACC and related aged care services, assisting them to be better prepared for the future and be able to plan and make informed decisions when the time comes.

Several members of the Aboriginal & Torres Strait Islander communities of Bankstown Fairfield and Liverpool have disabilities. There is a real need to address the differing requirements of individuals to reflect that "one size does not fit all". The changes in disability care, person centered approach do not adequately reflect the needs of community members as they do not take into account the cultural aspects such as the need/want to have family members included in decisions, the need to have culturally appropriate respite available, the lack of funding for going home to country when ill and the need to apply flexibility to options.

One of the successful projects I ran in 2013 was the training program “**Get to know the Australian Aged Care system**” developed in 2009 by the BAMN HACC MAP Officer, Multicultural Health Network, Sydney West Health Service and the Area Ethnic Aged Health Advisor, Sydney South West Area Health Service and adapted to suit the Aboriginal & Torres Strait Islander communities. The 4 hour training program was conducted by the Aboriginal HACC Access/Development Project. Its content is interactive and uses role play with many case scenarios that explore how services can be accessed and what is offered by HACC services. This year we aimed to increase the numbers of Aboriginal & Torres Strait Islander people accessing mainstream services. The Bankstown area was targeted because the known number of people accessing services is small compared to Fairfield and Liverpool. The group attended Bankstown Meals on Wheels and Bankstown Community Transport. The Baptist Home Modifications and Maintenance and the Bankstown Area Multicultural Network (BAMN) HACC Development Officer gave presentations at the BAMN offices. The program then was evaluated and further reworked to address the feedback received. It is envisaged that in early 2014 the program will be ready to be run in the Fairfield and Liverpool targeted communities.

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.

Another project I was involved in was the development and production of a DVD “Aboriginal Dementia Care, A resource for service providers”. This was done by advising on the working party, facilitating community consultations and appearing on the DVD as a cultural adviser. This DVD includes a CD with fact sheets. It linkages to websites for further information and was a project conceptualized in 2010 by Macarthur Disability Services who received funding from ADHC. This DVD is hoped to be an important training resource explaining the need for care workers to provide culturally sensitive service to Aboriginal & Torres Strait Islander clients. Due to the significant changes in the Age Care services reforms the project was delayed until after June this year. The DVD has now been launched and has been heralded as a great success by the wider community. The DVD is being distributed by Aboriginal organisations throughout the Sydney region as well as the Western, Southern and Northern regions as a training tool for mainstream organisations.

I am currently a member of a working party of Aboriginal HACC Development Officers from the Sydney region to develop a DVD on ‘Enabling’. An enabling approach is a new way of supporting frail older people and people with a disability to live at home in their community. It is based on the following principles: 1. Frail older people and people living with a disability have the capacity to make gains in their physical, social, and emotional wellbeing. 2. The best outcomes for clients accessing community care occur when services are responsive to individual needs rather than being implemented on the basis of the types of services that are available. 3. An individual’s needs are best met when there are collaborative working relationships between the person, their carers and family, social networks, support workers and between service providers. An enabling approach focuses on what the person *can do* and *wants* to be able to do, not just what they are unable to do at present. This DVD will be a resource for Aboriginal & Torres Strait Islander communities that we hope will empower Aboriginal & Torres Strait Islander clients. This DVD will be targeted at Aboriginal & Torres Strait Islander communities throughout NSW.

Providing support and resources to projects, services and networks ensuring access and equity and social justice principles are met.

BAMN continues to be a peak resource body to many services and organisations across Sydney South West. The Aboriginal HACC DO project resources, informs and support’s services to ensure they provide the best possible care to our communities. Throughout the year I conducted an Aboriginal Cultural Competency session 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 discrimination. It creates a better understanding and awareness of these issues and results in the provision of culturally informed

I also attended and participated in the SWS Ageing & Disability Forum; Metro South ADHC & Development Officers Liaison Meetings; Koori Interagency Meetings for Bankstown and Fairfield/Liverpool; Council Aboriginal Advisory Committees for Bankstown, Fairfield and Liverpool; NSW HACC DO Network; NSW HACC Issues Forum, Indigenous Disability Advocacy Service, Indigenous Disability Network, various Reconciliation Action Plan committees, Dementia DVD meeting, Enablement DVD meetings, meetings with NCOSS to discuss the needs of Aboriginal people with disabilities, meetings with NSW Transport representatives to discuss the needs of Aboriginal people and The Gathering which is a committee of Aboriginal HACC Development Officers from across NSW. The committee develops 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, and promote the Policy position through Aboriginal & Torres Strait Islander communities, Government agencies and mainstream service providers.

Identifying needs and issues of our Aboriginal & Torres Strait Islander communities and facilitating the implementation of strategies to address these.

The Aboriginal HACC DO 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 year I attended several community meetings and forums as well as NAIDOC events where I gathered information from Aboriginal & Torres Strait Islander community members on issues and needs that they have identified throughout the year. I related those issues, concerns and needs at Interagency and Council Advisory meetings as well as Council and organisational planning meetings.

Some of the issues raised were:

- **Transport** - the need for flexible arrangements where possible for outings, fees, return to country, funeral transport to other areas, the need for non-Aboriginal or Torres Strait Islander drivers to be culturally aware when transporting Aboriginal & Torres Strait Islander community members, Seniors Card and vehicles to suit complex needs.
- **Dental** – many people thought that the scraping of the Medicare Dental program undermined their health
- **Medical** – many people thought that medical practitioners should undergo cultural training so that cultural protocols such as men's and women's business (where a woman may only wish to speak with a female doctor and a man with a male) would be followed.
- **Cultural Keeping/Meeting Place** – The Bankstown community put forward another submission to council to support the community by providing a facility for the Cultural Keeping/Meeting Place.

Empowering our Aboriginal & Torres Strait Islander communities to voice their needs and concerns and work towards their full participation on issues affecting their lives

This project has 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, find information about services etc. I continue 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 13 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 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.

Advocating with stakeholders on the needs and issues of our Aboriginal & Torres Strait Islander 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 Project has 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.

Monitoring key local, state and federal government policies and their effectiveness in addressing the needs of our Aboriginal & Torres Strait Islander communities in relation to access and equity and social justice

The introduction of the National Disability Insurance scheme and the division of Disability and Aged Care has been the main issues impacting in our local communities. The Aboriginal HACC DO project has been closely involved in consultations leading communities to voice their concerns and educating the public about the impact of the changes in other communities.

Many forums have been held to notify community workers of continuing changes and the BAMN HACC Team have attended as many as possible.

Compulsory income management continues to be a concern for the wider Bankstown community. Income management is disempowering for people and it has the potential to undermine relationships between community

service providers and the people we work with when we are asked to advocate on behalf of a community member with Centrelink. If the issue can't be resolved, then there is the capacity for the relationship between community and the worker to be undermined.

Compulsory income management involves welfare recipients deemed "at-risk" by Centrelink or referred by other agencies have 50-70 percent of their payments quarantined, or "managed". This is usually through the Basics Card, which can only be used at government-approved stores.

Governments should apply a community development approach that involves working with local communities to identify the causes of problems and potential solutions.

My thanks to the Aboriginal & Torres Strait Islander communities for your support. I would especially like to thank the workers, Management Committee and BAMN Executive officer for their support throughout the year.

Lynn Dickson
Aboriginal HACC Development Officer

MULTICULTURAL ACCESS PROJECT

The Multicultural Access Project (MAP) is funded through the Home and Community Care (HACC) Program. The HACC program is a joint Australian and **state/** territory government program that provides supports and basic maintenance services to people who are frail aged, people with a disability and their carers. The programs are now known as the Commonwealth HACC program and the NSW Community Care Support Program. Similar to the HACC Development Officer Project, the Multicultural Access Project (MAP) is regionally based and covers the localities of Bankstown, Fairfield and Liverpool.

The MAP 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 MAP project does this through providing **sector support and development**. The MAP assists and supports service providers to build their capacity and competency in providing a culturally responsive service. The MAP also undertakes research, policy development and strategic planning to support access and equity for the CALDB HACC target population.

In addition the MAP project provides **community support and development**. The activities in these areas are aimed to build the **capacity of the CALDB communities**, to support their HACC target population in accessing HACC services that suits their individual needs

Strengthening the capacity of our diverse communities

Through the MAP program we continue building our ageing communities' knowledge of HACC and related aged care services, 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 2013 was continuing the training program "**Get to know the Australian Aged Care system**" (developed in 2009 by Senior HACC MAP (Multicultural Access Project) Officer, Western Sydney Local Health District and the Multicultural Aged Equity Officer, South West Sydney Local Health District).

The Bilingual Community Educators (BCE) delivered this training module to the Assyrian, Arabic speaking, Vietnamese, Turkish communities in SWS. These BCE's were brokered to run the 4 to 5 sessions with seniors, carers and community leaders in their community. All sessions were delivered in community languages. The funding for this project has now ceased. Although there is a strong belief that this is a program that should be sustained, it is evident that due to the large scale of aged care reforms the training material will need to be revised and adapted to reflect the new changes. It is hoped that in 2014-2015 funding can be sought to review the materials and incorporate the new reform initiatives in the training material.

The same model of community educational training was applied in the delivery of a Pilot project: **Planning Ahead - Community Training Program**. This project was funded through Department of Family and Community Services, Ageing, Disability and Home Care and conducted from March-July 2013. The communities targeted were Spanish, Tamil, Cantonese, Mandarin and Vietnamese speaking communities.

The training aimed to prepare people from CALDB to be better prepared and informed when making plans and decisions for the future on legal and financial issues as well as health and lifestyle issues. The training program consisted of three sessions, facilitated by two BCE's, who both in turn observed and delivered the program. A

total of 83 seniors and family members participated in the training.

The evaluation of this project involved both participants and BCE trainers who took part in evaluating the clarity and significance of the material presented. A draft report is currently being collated and it is envisaged that at the end of 2013 the report will be finalized. It is hoped that further financial assistance can be sought to continue and expand the delivery of this community capacity building project so that communities have access to information, knowledge and confidence when making informed decisions on planning ahead for the future.

Both these projects support the importance of building health knowledge in the community. Recent evidence from WHO 2013 (the Solid Facts- Health Literacy) show that weak health literacy competencies result in less healthy choices, riskier behaviour, poorer health, less self-management and more hospitalization. (World Health Organization 2013).

Another project, the **Multilingual HACC DVD KIT**, will be finalized this year. Funded by ADHC, this DVD production has been shaped by the many stories from community members who receive community care services. Over 30 interviews were conducted and the stories are told from a person centered and rights perspective. This DVD is hoped to be an important resource explaining and promoting community care services to people from CALD background. A training module will accompany the DVD to assist workers in facilitating discussion in community groups. The DVD is dubbed in Cantonese, Korean, Mandarin, Turkish and Vietnamese languages.

We thank Barbel Winter of Futures UPFRONT and Barry Gamba on their inspiring work as project consultants on the project.

Providing support and resources to projects/services/networks ensuring access and equity and social justice principles are met.

The MAP worker provides a supporting role to both service providers in the HACC sector, its networks and individual projects. As **advisor** the MAP worker has continued to support both the MADS (Multicultural Aged and Disability Services) committee of MCCS (Multicultural Community Care service- of Cabramatta Community Centre) and the MCT (Multicultural Community Transport) Project of Community Transport (a partnership between South West and Bankstown Canterbury Community Transport).

To assist service providers in accessing bilingual bicultural workers in the sector the project is updating its **CALD workers directory**. This directory allows workers in the sector to connect with bilingual bicultural workers and obtain cultural knowledge and resources when needed.

Translation project. The MAP worker participates in the HACC translation project. A small amount of funding is available to the SWS HACC service sector to develop translated resources. The HACC trainer, the Macarthur MAP worker and SWS MAP worker assist services in determining what resources require translations, and meet together to allocate funding requests

The **MAP Network** has played a significant role in its focus on ensuring that CALD perspectives in the aged reforms and disability reforms are voiced.

The Network has provided a discussion forum on many of the many recent reviews and policy developments such as the CALD National Aged Care strategy, the Disability Legislation Review, Food Services review and Service Type 2 Reviews.

Its members continue to collaborate on projects such as the workforce, the need for increased participation of bilingual bicultural workers and the needs of communities who appear to have limited access to services. The focus of the network is to ensure that access and equity issues are given voice at many levels.

The work force projects have now delivered several project reports and resources. For example the Central Coast MAP project has launched the “*Finding a Rewarding Career: Motivating and supporting People from CALD backgrounds to Enter and Remain in the Community Care Services Sector*”, and BAMN’s MAP project produced the “*Bilingual Community Care Workforce Report*”, the report of a survey conducted through Sydney Metropolitan area of 52 bilingual, bicultural workers to understand the needs and experiences of workers who were employed in the HACC sector. These projects indicated more work needed to be done to highlight the importance workers of CALDB backgrounds in the sector, how the sector can respond to support them and motivate potential workers form CALD backgrounds to work in the community care sector.

To assist Services in assessing their cultural responsive processes in service delivery the MAP worker conducts **cultural audits** of the service. These audits are aligned with cultural competency standards, and how these align with the many functions and practices of the organization. The MAP worker has been asked by several service providers to conduct these annually so that progress of change and continued actions are reported on.

Identifying needs and issues for our diverse communities and facilitating the implementation of strategies to address these.

The MAP project participates in research projects and networks which seek to identify needs in the community and the gaps and issues in service response. The project has been involved in the production of the resource “Enhancing the lives of older refugee’s”, a self improvement resource for community service providers since 2008.

The older refugee project committee is a collaborative group of workers from SWS Local Health District, local Council, ACS (Aged & Community Services Association), NSW Refugee Health, STARTTS (NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors), CatholicCare and BAMN. The evaluation of the training accompanying the resource has received ethics approval through the UWS (University of Western Sydney) which legitimizes the conduct of the pre and post questionnaires administered to 100 training participants. The MAP project is managing the roll out of the training throughout Sydney and beyond and till date we are close to reaching our target by the end of 2013.

BAMN has received funding through ADHC for a project to build the HACC CALD workforce. This project focuses on learning and skills outcomes for people from CALD backgrounds who are interested in working in the community care sector. The project engaged Zadro Communications as Consultant. An advisory committee of service providers and trainers gave valuable input to the design of an **Introduction course** to the sector. Collaboration between TAFE and MDS was sought for the delivery of the course. Two training courses are to be held in 2013, one of which successfully was completed in Bankstown in August. The second course is currently been conducted in Macarthur and will be completed in December 2013.

We like to thank the state wide MAP project worker, Caroline Romeo, who brought much expertise to this project and Felicity Zadro for her project management and marketing expertise. Our thanks also to the many HR and Coordinators of the HACC and Disability support services for their participation in the advisory committee and in providing well supported work experience for the students.

Empowering our diverse community to voice their needs and concerns and work towards their full participation on issues affecting their lives

The Vietnamese Women’s Association approached the MAP project to assist with the organization of speakers and workshops for their annual national conference as their topic focused on aged care. BAMN’s HACC DO,

MAP worker and Statewide MAP worker contributed to the session, with Vietnamese speaking workers from local service provider facilitating workshops. This conference provided an opportunity for MAP to hear concerns from the community about the difficulty in accessing services and respond to questions on how the community's voice could be heard in the new aged care reform. The conference also assisted the promotion of the MARS (Multicultural Access Referral Service) project. The MARS project brokers workers in several ethno-specific and multicultural organization in delivering information, referral, advocacy and counseling for people of frail aged, people with disability, their carers and family.

Advocating with stakeholders on the needs and issues of our CALD community

The MAP worker works closely with the HACC DO worker and provides regular updates to the Ageing and Disability Forums on issues regarding frail aged and people with a disability from CALD backgrounds.

The MAP worker also attends migrant interagencies in the area and advocates for the promotion of HACC and Community Care Services and to establish connections with some of the small and emerging communities. A discussion was held in these forums on the National Ageing and Aged Care Strategy for CALD communities.

It is through these networks that the workforce project became a prominent fixture in the employment pathways expo. The MAP worker was able to promote and recruit students for the "Introduction to Home and Community Support Services" training program through this employment pathways expo's.

Alzheimers NSW has been researching the experiences of carers who are considering residential placement of their family member with dementia and those who have recently placed these members in a nursing home. We advocated for the need to have a CALD perspective in this research. Our Chinese speaking BCE was engaged by Alzheimers NSW to conduct several focus group in our area to gain the perspective of this community.

Monitoring key local, state and federal government policies and their effectiveness in addressing the needs of our diverse communities in relation to access and equity and social justice

This year has been dominated by focus groups, consultations and workshops on the many reviews and reforms that are taking place in the ageing and disability sector

The MAP worker participated in a consultation facilitated by KPMG, consultancy specialist, on the review on the development of new disability legislation proposed by the NSW Government. The MAP project provided written feedback on areas of particular concern to CALD communities such as knowledge and capacity building activities about the sector and the reforms that are taken place. The emphasis on person centered approaches, of choice and control, in particular require that also marketing and communication strategies include CALD communities. It is evident that provision for individual advocacy and training are essential in ensuring effective access and equity.

The new time line in the reforms demands reviews of current service types. The MAP worker has participated in both the Food Services reviews and the Service type 2 reviews. This provided an opportunity for voicing the issues of the ongoing gaps in service engagement with CALD communities. Policy development of the ABILITY Links program for 2015 has allowed for workers who work in the community and with CALD communities to give input in its design.

Another project, the **Multilingual HACC DVD KIT**, will be finalized this year. Funded by ADHC, this DVD production has been shaped by the many stories from community members who receive community care services. Over 30 interviews were conducted and the stories are told from a person centered and rights perspective. This DVD is hoped to be an important resource explaining and promoting community care services to people from CALD background. A training module will accompany the DVD to assist workers in facilitating



discussion in community groups. The DVD is dubbed in Cantonese, Korean, Mandarin, Turkish and Vietnamese languages. We thank Barbel Winter of Futures UPFRONT and Barry Gamba on their inspiring work as project consultants on the project.

The Project thanks Dee Dee San Jose, Ageing and Disability Worker for Bankstown Council and Yolanda Encina, Ageing and Disability worker for Fairfield Council, for their continued and valuable support and encouragement.

Thank you also to Chris Shanley, Yvonne Santalucia, Monika Latanik and Desiree Leonie for their contribution in the planning and development of the training resources for the **Planning Ahead** project. Their contribution cannot be overestimated, their willingness to drop tools and focus on this project has been considerable.

Thanks for the BAMN team, for their true professionalism and a pleasure to work with.

Joyce van Akkeren
MAP Worker

FINANCIAL REPORTS

FOR THE YEAR ENDED 30 JUNE 2013


BANKSTOWN AREA MULTICULTURAL NETWORK INC.

OFFICERS' ASSERTION STATEMENT


In the opinion of the committee the financial report as set out on pages 3 to 9:

1. Presents a true and fair view of the financial position of Bankstown Area Multicultural Network Incorporated as at 30 June 2013 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board
2. At the date of this statement, there are reasonable grounds to believe that Bankstown Area Multicultural Network Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Management Committee and is signed for and on behalf of the Management Committee.



Barbara Hughes
President



Nga Nguyen
Treasurer

Sydney, 9 September, 2013

**INCOME STATEMENT
FOR YEAR ENDED 30 JUNE 2013**

	Note	2013 \$	2012 \$
INCOME			
Grants Received – Recurrent		945,658	725,792
Grants Received – Non Recurrent		40,000	273,656
Interest Received		23,045	2,676
Sale of Assets		9,595	2,825
Recoveries		9,906	6,505
Administration Fees		593	7,742
Other Income		21,045	10,742
		<u>1,049,842</u>	<u>1,029,938</u>
EXPENSES			
Employee Benefits		267,258	264,788
Consultants		138,636	105,404
Depreciation		12,000	13,125
Rent and Related Costs		37,506	33,055
Audit Fees		3,200	3,127
Other Expenses		278,645	146,555
Unexpended grants carried forward		239,012	405,818
		<u>976,257</u>	<u>971,872</u>
Surplus / (Deficit) for the year		73,585	58,066
RETAINED SURPLUS at the beginning of the financial year		<u>160,050</u>	<u>101,984</u>
RETAINED SURPLUS at the end of the financial year		<u><u>233,635</u></u>	<u><u>160,050</u></u>

The accompanying notes form part of this financial report.

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2013**

	Note	2013 \$	2012 \$
CURRENT ASSETS			
Cash		610,680	668,053
Receivables		14,800	2,078
TOTAL CURRENT ASSETS		625,480	670,131
NON CURRENT ASSETS			
Plant and Equipment		28,058	37,979
TOTAL NON-CURRENT ASSETS		28,058	37,979
TOTAL ASSETS		653,538	708,110
CURRENT LIABILITIES			
Payables		267,622	427,465
Provisions		83,145	40,627
TOTAL CURRENT LIABILITIES		350,767	468,092
NON CURRENT LIABILITIES			
Provisions		69,136	79,968
TOTAL NON-CURRENT LIABILITIES		69,136	79,968
TOTAL LIABILITIES		419,903	548,060
NET ASSETS		233,635	160,050
MEMBERS' FUNDS			
Retained Surplus		233,635	160,050
TOTAL MEMBERS' FUNDS		233,635	160,050

The accompanying notes form part of these accounts.

**STATEMENT OF CASH FLOW
FOR THE YEAR ENDED 30 JUNE 2013**

	2013	2012
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Payments to suppliers	(1,102,009)	(937,535)
Revenue received	1,014,075	1,070,009
Interest received	23,045	2,676
Net cash provided by/(used in) operating activities	<u>(64,889)</u>	<u>135,150</u>
CASH FLOW FROM INVESTING ACTIVITIES		
Purchase of property, plant and equipment	(18,666)	(18,392)
Proceeds from sale of property, plant and equipment	26,182	12,954
Net cash provided by/(used in) investing activities	<u>7,516</u>	<u>(5,438)</u>
Net increase/(decrease) in cash held	(57,373)	129,712
Cash at the beginning of the financial year	668,053	537,451
Cash at the end of the financial year	<u>610,680</u>	<u>668,053</u>

The accompanying notes form part of these accounts.

**NOTES TO THE STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2013**

1. RECONCILIATION OF CASH

For the purposes of the statement of cash flows, cash includes cash on hand and in banks and on deposit, net of outstanding bank overdrafts. Cash at the end of the financial year as shown in the statement of cash flows is reconciled to the related items in the balance sheet in Note 3.

	2013	2012
	\$	\$
2. RECONCILIATION OF CASH FLOW FROM OPER SURPLUS/(LOSS) FOR THE YEAR		
Surplus/(Loss) for the year	<u>73,585</u>	<u>58,066</u>
Plus non cash items		
Depreciation	12,000	13,125
Profit on sale of assets	<u>(9,595)</u>	<u>(2,825)</u>
	<u>2,405</u>	<u>10,300</u>
Changes in operating assets and liabilities		
(Increase)/Decrease in debtors	(12,722)	(740)
Increase/(Decrease) in payables	(159,843)	64,000
Increase/(Decrease) in provisions	31,686	3,524
	<u>(140,879)</u>	<u>66,784</u>
Net cash inflow/(outflow) from operations	<u><u>(64,889)</u></u>	<u><u>135,150</u></u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

Basis of Accounting

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act 1984 (NSW). The committee has determined that the association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the Associations Incorporation Act 1984 (NSW) and the following Australian Accounting Standards:

AASB 112	Income Taxes
AASB 1031	Materiality
AASB 110	Events After the Balance Sheet Date
AASB 117	Leases

No other Australian Accounting Standards, Urgent Issues Group Consensus Views or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values, or except where specifically stated, current valuations of non-current assets.

The following specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

Income Tax

No provision is made for income tax as the Association is exempt from income tax.

Property, Plant and Equipment

Major items of office equipment, furniture and motor vehicles are wholly capitalised and depreciated over the expected life of the asset commencing the year following its purchase.

Employee Benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013**

1 Summary of Significant Accounting Policies

Revenue

Government and other grants are recognised when the association obtains control or the right to receive the grant, it is probable that the economic benefits will flow to the entity, and the amount of the grant can be measured reliably. The association does not obtain control of a grant until it has provided the services and met the conditions that make it eligible to control it. Grants received in advance are deferred as a liability and not recognised until the association has provided the services and met the conditions.

Donations are recognised and brought to account on a cash basis when received.

Revenue from the rendering of a service is recognised upon the delivery of the service to customers.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

All revenue is stated net of the amount of goods and services tax (GST).

Goods and services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown as inclusive of GST.

Cash flows are presented in the cash flow statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

Comparative Figures

When required by Accounting standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013**

	20	20
	§	§
2. Cash		
Cash at Bank	560,018	620,231
Cash on Hand and on Deposit	565	565
Term Deposit	50,097	47,257
	<u>610,680</u>	<u>668,053</u>
3. Receivables		
Trade Debtors	14,800	2,078
	<u>14,800</u>	<u>2,078</u>
4. Property, Plant and Equipment		
Motor Vehicles	37,058	55,604
Less Accumulated Depreciation	9,000	17,625
	<u>28,058</u>	<u>37,979</u>
5. Payables		
Creditors and Accruals	28,610	28,851
Grants Received in Advanced	239,012	398,614
	<u>267,622</u>	<u>427,465</u>
6. Provisions		
Short term		
Employee Entitlements	35,645	40,627
Capital Utilities	47,500	-
	<u>83,145</u>	<u>40,627</u>
Long term		
Employee Entitlements	49,732	60,564
Capital Utilities	19,404	19,404
	<u>69,136</u>	<u>79,968</u>

BANKSTOWN AREA MULTICULTURAL NETWORK INC.

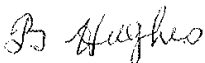
OFFICERS' ASSERTION STATEMENT

In the opinion of the committee the financial report as set out on pages 3 to 9:

1. Presents a true and fair view of the financial position of Bankstown Area Multicultural Network Incorporated as at 30 June 2013 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board

2. At the date of this statement, there are reasonable grounds to believe that Bankstown Area Multicultural Network Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Management Committee and is signed for and on behalf of the Management Committee.


Barbara Hughes
President


Nga Nguyen
Treasurer

Sydney, 9 September, 2013

INDEPENDENT AUDIT REPORT

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Bankstown Area Multicultural Network Incorporated which comprises the statement of financial position as at 30 June 2013, the statement of comprehensive income for the year ended, notes comprising a summary of significant accounting policies and other explanatory information, and the officers' assertion statement.

The officers of Bankstown Area Multicultural Network Incorporated are responsible for the preparation and fair presentation of the financial report, and have determined that the basis of preparation described in Note 1, is appropriate to meet the requirements of the Australian Accounting Standards and the Associations Incorporation Act 1984 (NSW) and is appropriate to meet the needs of members. The officer's responsibility also includes such internal control as the officers determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation and fair representation of the financial report, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the officers, as well as evaluating the overall presentation of the financial report.

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

Audit Opinion

I In our opinion, the financial report of Bankstown Area Multicultural Network Incorporated is in accordance with the Associations Incorporation Act 1984 (NSW) including:

- i giving a true and fair view of the financial position of Bankstown Area Multicultural Network Incorporated as at 30 June 2013 and of their performance and cash flows for the year then ended on that date, and
- ii complying with Australian Accounting Standards and the Associations Incorporation Act 1984 (NSW).

Basis of Accounting and Restriction on Distribution

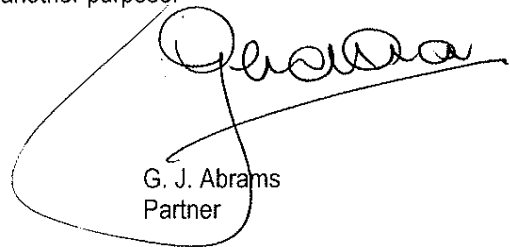
Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Bankstown Area Multicultural Network Incorporated to meet the requirements of the Associations Incorporation Act 1984 (NSW). As a result, the financial report may not be suitable for another purpose.

ABN 76 939 671 350

Basis of Accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Bankstown Area Multicultural Network Incorporated to meet the requirements of the Associations Incorporation Act 1984 (NSW). As a result, the financial report may not be suitable for another purpose.

Benbow & Pike
Chartered Accountants
Suite 401, 54 Miller Street
North Sydney NSW 2060



G. J. Abrams
Partner

Sydney, 9 September, 2013

**DETAILED INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2013**

	2013	2012
	\$	\$
Income		
Grants Received – Dept of Human Services CSGP	125,716	121,882
Grants Received – Human Rights & Advocacy Project	-	3,000
Grants Received – Dept of Education and Training	-	9,376
Grants Received – Dept of Health and Ageing	275,766	-
Grants Received – Dept of AD & HC	131,128	207,063
Grants Received – Dept of AD & HC Non Recurrent	40,000	251,756
Grants Received – CBP Non Recurrent	-	21,900
Grants Received – Dept of Human Services Family NSV	-	-
Grants Received – Bankstown City Council	7,230	19,647
Grants Received – Fairfield City Council	-	15,562
Grants received brought forward	405,818	349,262
Administration Fees	593	7,742
Donations	-	100
Interest Received	23,045	2,676
Sale of Assets	9,595	2,825
Contributions	-	1,099
Recoveries	9,906	6,505
Other Income	21,045	9,543
	<u>1,049,842</u>	<u>1,029,938</u>
Less Expenses		
Administration Fees	25,103	17,312
Audit fees	3,200	3,127
Bank charges	592	63
Bookkeeper	23,476	16,980
Brokerage	11,020	6,533
Catering and Venue Hire	6,446	6,162
Childcare	4,668	1,777
Conference Fee	2,631	668
Consultant fees	138,636	105,404
Depreciation	12,000	13,125
Equipment Replacement	1,328	11,599
General expenses	1,655	2,987
Insurance	22,419	18,086
Motor Vehicle Expenses	6,451	5,040
Postage, printing and stationery	18,706	9,065
Program cost	117,983	24,918
Provision for Employee Entitlements	(15,815)	3,522
Rent and premises expense	37,506	33,055
Repairs and Maintenance	12,307	5,058
Resources	-	2,243
Salaries	239,997	232,008
Staff Training and Amenities	19,728	7,012
Superannuation	23,348	22,246
Subscriptions	2,153	2,857
Telephone	6,376	5,247
Translation	12,733	6,283
Travel	2,598	3,677
Unexpended grants carried forward	239,012	405,818
	<u>976,257</u>	<u>971,872</u>
Surplus for the year	<u>73,585</u>	<u>58,066</u>

THANK YOU!

We wish to thank all our funding bodies:

Department of Health and Ageing; Department of Ageing, Disability and Home Care; Department of Family and Community Services, Community Services; NSW Human Services, Families NSW, Bankstown City Council and Australia Post - Our neighbourhood program.



Family & Community Services
Community Services



Acknowledgment and thanks go to the following partners and contributors to project work

Facilitators:

- Petra Will-Herat, Community Educator/Psychologist
-

Bilingual Community Language Aids:

- Shirley Chen and Mehria Ansari
- Bilingual Community Educators, WSAHS

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 Minders (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

Thank you also to all the Services and Staff that works closely with our HACC DOs; to ADHC & DoHA Regional Staff for their assistance and support, working together to improve the service system; to our 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; to Bilingual Community Educators who so willingly and enthusiastically worked on the training programs; to SWS Ageing and Disability Forum executive who work together so well: Dee-Dee San Jose, Bankstown Council Ageing & Disability Officer; Yolanda Encina, Fairfield Council Ageing & Disability Officer; Natalia Grana, Catholic Care, Kathryn Sloan, Liverpool Council Ageing & Disability Officer, Met South ADHC Staff for their support and assistance: Joan Feeney, Daniela Oliveira, Lisa Quirk and Janice Emery; to our partners in access and equity: the BAMN HACC Reference Group for their support and guidance: Lyn Bright, Executive Officer, South West Community Transport; Michael King (MC Representative/ Catholic Care; Caroline Romeo, Statewide Home & Community Care (HACC) Multicultural Access Program Officer, Ethnic Communities' Council of NSW Inc; Dee Dee San Jose, Community Development Officer, Aged & Disability, Bankstown Council; Yvonne Santalucia, Ethnic Aged Equity Officer, SSWAHS; to the Aboriginal members, communities and services for your support.

Thank you to our Management Committee for all their time and commitment in managing our Organisation.