

Annual Report 2022

Strengthening the
capacity of our
diverse communities



TMN wishes to acknowledge the Daruk and Eora people as the original inhabitants of the Bankstown and Canterbury area and the owners of the land where our organisation stands.

What We Do



'Strengthen the capacity of our diverse communities'



How We Do It



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



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OUR VISION

The Multicultural Network's vision is to empower and strengthen the multicultural communities of South West Sydney.

A secular non-profit independent community based and managed organisation, The Multicultural Network Inc. (TMN) works to support, resource, and advocate for the diverse communities in South West Sydney to bring about positive social change and improve the lives of the most vulnerable.

TMN represents the diverse interests of the community amongst the wider Australian society, working towards an inclusive harmonious and rich relationship with indigenous, Anglo-Australian and ethnic communities. TMN values its relationships with all communities which are built on mutual respect, acknowledgement and support of each other's values.

The values that underpin The Multicultural Network's work are:

Equality

Regardless of creed, race, age or gender, we believe everyone has the right to the information and support they need.

Empowerment

We encourage the development of confidence and the skills people need to be self-determining in their life choices.

Community

We believe that strong healthy communities are the foundation of secure, happy people and society.

Growth

We believe that we all have the capacity to evolve, change and learn for the betterment of ourselves, community and world.

Diversity

We recognise and value our differences and believe in one inclusive society.

TMN MANAGEMENT COMMITTEE

Chairperson:	Boshra Masri
Vice Chairperson:	Layla Naji
Secretary/Public Officer:	Wafa Zaim
Treasurer:	Nga Nguyen
Vice-Treasurer:	Anne Rogers
Ordinary Members:	Lola Simmons Loubna Hammoud Brooke Hardy

TMN STAFF MEMBERS

Executive Officer	Roxana Rascon (Consultant)
Multicultural Community Development Worker	Fatmata Bangura (until February 2022)
	Joy Siamoa (until May 2022)
SWS Sector Support and Development Officer	Francisca Loyola-Sandoval (from November 2021)
	Eunice Sansour (until October 2021)
SWS Multicultural Access Project Worker	Lorena Recabarren
Multicultural Access & Referral Service Coordinator	Francisca Loyola-Sandoval
Zero Barriers Director	Sue Huxtable-Jones (Consultant)
Zero Barriers Project Coordinator	Rafa McNulty
Accounts Officer	Evon Kostanti
Administration Officer	Le Pham

CONSULTANTS

Con Kostanti	Onsite Computer Experts
Jenny Ettia	Website Developer
Petra Will-Heart	Facilitator

CHAIRPERSON'S REPORT

*Boshra Masri
Chairperson*

It is with great pleasure that I present to you The Multicultural Network (TMN) 2022 Annual Report. Our Annual Report showcases the extensive activities of our community development, and support activities the TMN projects carried out this year. I believe our report will give you a comprehensive picture of the scope of work TMN does through each individual project.

This has been another challenging year for our TMN team. As always, both the team and the Management Committee drew from their joint knowledge, strengths, and learnings from previous years during the COVID-19 restrictions to ensure we continue to support and educate the community through strong collaboration with both our existing and new partners. The TMN team and Management Committee have kept abreast with the changes to the COVID-19 restrictions and ensure they and any visitors to the office were always following the guidelines. This ensured we could carry on supporting the community throughout the year.

We had a few staff changes within the team and additional members to the Management Committee, which has meant new skills and ideas brought by the new team members have help to strength our capability, increase our partners stakeholders, and assist us to reach further into the community.

The Management Committee were honored to be part of the Zero Barriers Business Excellence Awards night and we were pleased to welcome the Minister for Families and Communities, and Minister for Disability Services, the Hon. Natasha Maclaren-Jones, Councillor Lisa Lake, Mayor of Cumberland City Council, and Councillor Kenrick Winchester, Mayor of Queanbeyan Palerang Regional Council, who presented the Zero Barriers awards. We all heard about the wonderful businesses that have join the project and the changes they have made to become more accessible and inclusive to the community. It has been a great pleasure to see the project grow in strength and I am looking forward to the coming years.

This year TMN participated with City of Canterbury Bankstown Council, and key community stakeholders from the Age and Disability Commission, Government agencies, NSW Police Force, SSI LAC workers, NSW Health, in the first Disability Abuse Prevention Collaborative in NSW. The group discussed a collaborative approach to Disability abuse and how they would assist with educating in this area and working towards Disability abuse identification, prevention, and effective intervention. Disability abuse often goes unrecognised in our communities due to the low amounts of reporting. This is often because the abuse is committed by either a partner, family member, carer or by a person they trust. The types of abuse can vary from physical, social, financial, psychological, or sexual abuse. To assist with educating the community about Disability abuse, the collaborative produced a preventive animation video, which was translated in several community languages. The collaborative developed a community resource card. This card had a list of local and state contacts who would support in instances of abuse of people with disability. It also includes the types of signs of abuse people can experience. Both the resource card and disability prevention video were circulated around all the local disability providers, advocacy groups and disability networks.

In the last two years of COVID- 19 restrictions, we have observed that families in South-West Sydney are still enduring

social-economic pressures. The Management Committee were happy to hear that the Multicultural Communities Development Project worker has been working closely with our community partners to assist the most disadvantage families who are struggling financially during the COVID-19 pandemic. Often these families haven't been able to access financial support from the government and with the funding support we received from the City of Canterbury Bankstown, we were able to support them and ease some of their economic pressures.

I was pleased to hear that the Multicultural Access Project worker organised health and wellbeing workshops, and activities for our target groups, the elderly & CALD communities. These workshops were run by our community stakeholders and were facilitated by bi-lingual workers presenting on the changes to the Age Care system. Research showed us many of the CALD communities and the elderly were struggling in isolation away from their families. However, after the restrictions eased, many still were reluctant to leave their homes; increasing the length of isolation and the effects that had on their physical and mental health. In these workshops there were elements of health and wellbeing, which was an excellent way to help to reduce isolation they had felt through the COVID-19 restrictions and assisted to build their resilience.

I would like to express my appreciation to my colleagues in the Management Committee for their strong governance to TMN throughout this year of change. To the team, the Management Committee are thankful for your continuous dedication and commitment to the local community you work in. You are a group of highly skilled and committed individuals that together, makes our organisation a forward-thinking strong agency that strives to serve our local communities. I would like to thank all of our partners and stakeholders for your generous support and collaboration with us across many communities not only in South-West Sydney but across NSW.

I hope you enjoy reading all of the fantastic outcomes the team at TMN have achieved this year; and we look forward to working with you in the coming year.



EXECUTIVE OFFICER'S REPORT

Roxana Rascon
Executive Officer

It is with great pleasure that I write this report while reflecting on another challenging year we had as an organisation, and at the same time, being able to identify the effective strategies, the commitment and wonderful creativity the TMN team applied once again in the deliverance of quality services and responsive programs.

As many others in the sector, we had to work from home during some months of this reporting period due to another resurgence of high numbers of Covid 19 cases. This rapidly changed our dynamics, and we had to rethink how to support our communities. I am proud to say that the TMN team was able to adapt and continued delivering all its activities in full,

with a new approach to client's interaction and communications. Although some of our family program's clients' statistics show a decline in on-site participation, there is a significant increase of traffic in our TMNLinks informational website, Facebook page and virtual communication. It was important to us to ensure that the community didn't become isolated, uninformed, and disengaged from services as this was key in ensuring early intervention for those most vulnerable and at risk of critical disadvantage.

Our focus in the first year of Covid lockdowns was to remain present in the community, engaging clients in communication and ensuring they had linguistically and culturally accessible information to health updates and socio-economic support services. This year, however, our focus was directed to identify the impact on communities during the first 12 months of living with Covid restrictions. The sequels of lockdowns created or exacerbated issues of isolation for seniors and poor knowledge of aged care assistance, limited parenting skill development for young families, truncated newly arrived parents' interaction with peers and the school system, delayed developmental milestones in vulnerable young children, gave poor access to skill development and training for women wanting to return to work after a few years of full-time family care, increased loss of employment and a larger incidence of family violence and family breakdown. Therefore, the focus of our work shifted to addressing some of those issues or applying early intervention strategies to prevent further deterioration. We implemented a seniors' social interaction project and improved their knowledge of and access to aged care. We also continued distributing educational activities, learning tools and didactic toys to families with children 0 to 5 years old so that parents could continue their development at home. We offered online skills development and training to enhance employment opportunities and continued offering English language classes to new and long-term arrived migrants. We facilitated crisis support for those experiencing barriers paying rent, medications, or utilities bills. Many more examples of our work can be found in our individual projects' reports together with the outcomes achieved.

Our funding bodies were supportive and responsive to our needs as an agency. They felt to us as true partners in our goal of assisting communities in need. The Department of Communities and Justice provided us with Sector Support and Transformation funding that allowed us to purchase technology required to work efficiently from home or remotely, and funds to implement strategies to adapt to new ways of working. This Department also provided us with much needed funds to address isolation in seniors from CALD backgrounds. The Department of Health gave us support and flexibility to deliver our workplan activities remotely as well. The Canterbury-Bankstown City Council provided us with funds and continuous support to adapt and continue our work for people with disability, seniors, socio-economic disadvantaged groups, families and the community sector.

This year we also worked hard towards the growth of TMN as a quality agency and to further cement its commitment to quality, responsiveness, and equality. We acquired Charity Status with the Australian Charities and Not-for-profits Commission, giving true accountability to our purposes of advancing public and social welfare, including relieving the poverty, distress or disadvantage of individuals or families, supporting, and protecting children and young individuals, supporting the aged and supporting people with disabilities. The Charity Status is also a formal recognition to our best practice in governance and service delivery standards, as we had to pass a rigorous assessment to be endorsed.

In our quest to continue advancing the rights of Indigenous Australian, closing the gap to disadvantage and learning and promoting Aboriginal culture, we have created a Reconciliation Plan that allows us to have a tangible commitment and action towards these goals. Reconciliation Australia is an independent not-for profit organisation, the lead body for reconciliation in Australia and our plan has been submitted to them for their approval. Reconciliation Australia will also help us to keep on track with the plan's implementation, ensuring that our organisation continues promoting and facilitating

reconciliation by building relationships, respect and trust between the wider Australian community and Aboriginal and Torres Strait Islander peoples. We want to thank Taylor-Jai MC Alister, our Aboriginal Sector Support and Development Officer for her extensive knowledge of Indigenous culture, her guidance and insights that help TMN strength its relationship with our Aboriginal and Torres Strait Islander communities.

TMN continues to form partnerships and be immerse in collaboration with other agencies, as we acknowledge the extensive results we can achieve through the combination of knowledge and expertise among a wide range of agencies from different fields. This year we were invited to participate in a Macquarie University Forum focusing on how to increase availability of multiple languages in services and provide feedback to their proposed processes for Internal Auditing on languages availability. Besides language accessibility being an access and equity issue, there is also the importance of seeing languages as an asset to Australia and to ensure we continue developing them.

We have also endorsed our commitment to reduce poverty by joining the Raise the Rate for Good Campaign. The goal of the Raise the Rate for Good campaign is to fix the social security safety net for good so that it keeps people out of poverty, with an income of at least \$65 a day. This campaign is important to us as our agency works across the most disadvantaged LGAs in NSW and our clients face compounding disadvantage due to additional barriers such as language, settlement, and refugee experiences. Poverty cannot be resolved by addressing the financial issues alone, but this campaign can help people ensure their basic necessities such as housing and food are met so that further work can be done to build capacity and resilience in the most disadvantaged.

Our work also takes us beyond the commitment of our funding, as we see TMN as a key agency in the identification of gaps and education of the wider sector for the implementation of best practice. We were invited by the Clinic at the Australian College of Applied Psychology to provide input into the process of designing a program to build the cultural competency of emerging Psychologists, Social Workers, Counsellors, Criminologists, and other helping professionals across Australia. Embedding cultural competency across all disciplines and agencies is paramount in developing cultural intelligence, the skill or ability to relate to and work with groups of individuals from diverse backgrounds and experiences.

I would like to take the opportunity to thank our funding bodies, Department of Communities and Justice (MCDP grant), Department of Health (SSDO, Aboriginal SSDO, MAP and MARS grant) and City of Canterbury Bankstown Council for our various grants. I also want to thank 12 Councils across NSW, Canterbury-Bankstown City Council, City of Ryde Council, Cumberland City Council, Fairfield City Council, Georges River Council, Hawkesbury City Council, Hornsby Shire Council, Lake Macquarie City Council, Lane Cove City Council, Queanbeyan-Palerang Regional Council, Randwick City Council and Sutherland Shire Council for their commitment to our Zero Barriers project, joining forces with us for building communities accessible to all.

Finally, I am profoundly grateful to my Management Committee and TMN Team. All and each of you inspire me every day with your commitment, knowledge, creativity, and team spirit. You make TMN the strong, professional, caring, and responsive organisation that it is.



SWS SECTOR SUPPORT AND DEVELOPMENT OFFICER (SSDO)

*Francisca Loyola-Sandoval/ Eunice Sansour
SWS Sector Support and Development Officer*

The Sector Support and Development Project is funded by The Department of Health to support aged care service providers and organisations with information, resources, connections, and guidelines on age care concerns.

The Project supports consumers to ensure they have access to information and updates on the range of age care services and programs available to them within Canterbury-Bankstown, Fairfield, and Liverpool Local Government Areas (LGAs).

During the past year, based on recommendations from the Aged Care Royal Commission, the Department of Health and Aged Care has been working towards the implementation of new reforms.

Several aged care modifications were introduced in early 2021 and many of the sector support activities during the year centred around supporting organisations and guiding them through these changes.

From June to October 2021, our Sector Support and Development Officer (SSDO), Eunice Sansour, participated in several information sessions and worked in partnership with other SSDs on the delivery of workshops/events such as Payments in arrears, and Clinical Governances.

Eunice also formed part of the organising committee for the 2022 CHSP Conference. This conference was open to anyone across the country and was held entirely online. These two days event hosted fantastic guest speakers and presenters, giving CHSP service providers and consumers the latest in innovations, developments, policy, and research in the world of home support. The headline speakers included:

- Senator the Hon Richard Colbeck, Minister for Aged Care and Senior Australians, Minister for Youth and Sport
- Dr Kay Patterson AO, Age Discrimination Commissioner
- Mr Robert Fitzgerald AM, NSW Ageing & Disability Commissioner
- Ms Janet Anderson, Aged Care Quality and Safety Commissioner
- Professor Kathy Eagar, Director of the Australian Health Services Research Institute (AHSRI) at the University of Wollongong
- Mr Nick Hartland, First Assistant Secretary, In Home Care, Department of Health
- Mr Paul Sadler, CEO, Aged and Community Services Australia

To continue focussing on issues concerning the transition to a new Support at Home Program, in 2022, the project developed a sequence of training and information sessions including the following:

- Financial management workshop for Aged Care Service Providers:

This workshop was delivered on two-day 2-hour sessions and assisted aged care service providers (both CHSP-funded & Approved Aged Care Package providers), to prepare for the new Aged Care system. The workshop provided a practical, hands-on approach, giving participants take-home tools and strategies that they can easily implement in their workplace. These training sessions successfully assisted over 155 CHSP service providers on the 1st day and 124 on the second day.

- ABC of Unit Costing in Commonwealth Home Support Program Services

This online 90-minute training session successfully provided finance managers, coordinators, and managers working in aged and community services, a clear understanding of how the cost of their CHSP services could be calculated, it described the differences between direct and indirect costs, and how to use the Unit Costing tool. In addition, participants had the opportunity to share views, make questions, and network with colleagues.

- Getting it Right – Charter of Aged Care Rights and Aged Care Quality Standards

This was a series of three, one-hour, online sessions that explored in depth the link between the Charter of Aged Care Rights, the Aged Care Quality Standards, and the accepted recommendations of the Royal Commission into Aged Care Quality and Safety.

Due to higher demand, this session was delivered twice to CHSP service providers across Canterbury Bankstown, Fairfield, Liverpool, and Marrickville Local Government Areas (LGAs). These sessions were delivered in partnership with Canterbury Bankstown Council and Sydney Community Forum.

- Managing clients' expectations and having challenging conversations

This workshop successfully gave CHSP participants practical hints at establishing cooperative relationships, managing conversations about fees, when requests are outside the guidelines and when there are different opinions on support options.

- Engaging leaders training session

This session was provided through the SWS Ageing Forum where CHSP service providers across Bankstown, Fairfield, and Liverpool gained an understanding of mental health problems in the workplace, how to recognise the signs in an employee who may be developing a mental health problem and how mental health First Aid can help in the workplace. Attendees were able to participate in case studies, share experiences and knowledge about the topic and identify gaps within their organisation, as well as how to address areas of concern.

These sessions were delivered online in collaboration with other SSDs from other regions and have been highly applauded by participating organisations as a key source of information and support that will assist them to manage the age care reforms and services efficiently.

We also supported our seniors through face-to-face Expos and Seminars within the South West Sydney LGAs. For example, 2022 Fairfield Seniors Expo. These events successfully assisted over 500 seniors and carers. Our project participated with an information stall, providing resources on My Aged Care, Wellness and Reablement, and Aged care Rights.

We proudly participated as part of the organising committee at the 2022 Seniors Safety and Wellbeing Seminar. This event proved an effective approach in preparing and guiding seniors and carers in areas such as adjusting to new processes and requirements for accessing programs to meet their needs.



2022 Fairfield Seniors Expo

The information provided covered Home and fire safety, Seniors' rights and the law, Scams and Fraud, Dementia and Elder abuse, Wellness and reablement, Healthy living and nutrition.

Over 350 Attendees were able to enjoy Belly Dancing and participate on Lucky Draw prizes.



2022 Seniors Safety and Wellbeing Seminar

Throughout the year the project has been also participating in consultations and planification organised by The Department of Health and Aged Care, SWS Primary Health Network (PHN), and local Councils, as well as participating in regular meetings on Forum such as:

- SWS Ageing Forum
- Canterbury/Marrickville Forum
- NSW Community Aged Care Forum
- Sector Support and Development Network
- Mid-North Aged Care Forum

To address CHSP community sector concerns, the project is due to deliver workshops and training on changes to the CHSP Manual and specialisation verification framework, Operational and Strategic direction for CHSP service providers, Wellness and Reablement in a new CHSP world, and Unit Costing. These training sessions will empower CHSP providers in understanding the new aged care reforms and will support them with a seamless transition to the new in-home aged care system.

For the 3rd consecutive year, the project has been working in collaboration with other SSDs to deliver the 2022 CHSP National Conference. This will be a two-day event to be held in November 2022 and will provide an opportunity to hear

the voices of consumers, volunteers, and staff from diverse communities, celebrating how older people live at home.

I would like to take this opportunity to thank all the service providers and key stakeholders who have supported the SWS Sector Support and Development Project in 2022. This includes our funding body, The Department of Health and Aged Care local area representative Veronica Araya, who has provided the project with information, and clear guidance on the interpretation on aged care reforms.

I would also like to thank our SSDs partners from Canterbury-Bankstown, Sydney Community Forum, and STARS amongst others, for their continuing support and guidance.



SWS MULTICULTURAL ACCESS PROJECT

Lorena Recabarren
SWS MAP Worker

The Southwest Sydney Multicultural Access Project ensures that the local CHSP and Aged Care Service system provide culturally and linguistically appropriate services to older people from CALD communities, so they feel empowered to manage their own health and remain living independently in their own homes.

The project is funded by the Commonwealth Department of Health, and it is designed to provide the ongoing support, resources, and training to the Community Aged Care sector through its service providers and service users in the local government areas of Bankstown, Liverpool, and Fairfield.

According to the first release of data from the 2021 Census. The Southwest Sydney highlights the immense culturally diverse population we have in the area. This is evident by the high percentages of different ethnic community groups and nationalities that are continuing to retain their languages in their own homes.

These statistics show that in Fairfield LGA. 69.7% of residents spoke a language other than English at home in 2021, 59% in Canterbury- Bankstown and 53.8% in Liverpool LGAs. Between 2016 and 2021, In Fairfield LGA the number of people who spoke a language other than English at home increased by 3.3%. Canterbury-Bankstown increased by 5.2% and Liverpool increased by 18.4%.

The dominate language groups in the Canterbury-Bankstown was (Arabic 17.2%, Vietnamese 7.5%, and Mandarin 5.1%) Liverpool was (Arabic 13%, Vietnamese 5.3%, and Hindi 3.4%) and Fairfield (Vietnamese 21.1%, Assyrian 11.9%, and Arabic 9.3%)

Statistics have also indicated languages continue to emerge within the Southwest Sydney areas requiring extra resources and assistance within the communities. These languages include Urdu, Bengali, Italian, Indonesian and Nepali.

Over the years the changes of My Aged Care have provided many additional hurdles for our CALD seniors in

understanding and overcoming the structural barriers to accessing aged care services. This is evident within our own CALD communities where many seniors are not aware of these services and unfortunately do not know where to access information. Other barriers include attitudes to family and caring responsibilities, communication difficulties, and particular beliefs, behaviours and preferences.

A new reform and an improved in-home aged care program to begin on the 1st July 2024, will provide better safety, quality and choice into aged care to create a better integrated residential respite in home care assessments and service plans for all senior Australians.

Developing partnerships with key organisations

The 2022 Liverpool Seniors Concert High Tea & Expo was a great success with information stalls, activities, and entertainment. It had an attendance of over 550 seniors attending over the two-day event.

I had the opportunity to engage with over 200 -230 seniors on each day with the assistance of our link worker Rosa from SLASA. We provided resources on My Aged Care and Wellness & Reablement. The seniors were engaging, interested in receiving information and happy to be socializing once again after the effects of a prolonged lockdown due to Covid. Many felt socially isolated from their family and friends. They shared their personal experiences and their plans to keep active through exercise and social activities. Listening to their own stories really gave us a sense of how resilient they are.

Other opportunities consist of EnCompass a Multicultural Aged Care Connector that are interested in collaborating and conducting combined My Aged Care community sessions. The Aboriginal local Seniors groups to run both social and My Aged Care sessions and Western Sydney Migrant Resource Centre that would like to invite seniors to upcoming local activity groups.

Furthermore, we received a list of seniors who want to continue to socialize in the community. I truly believe this was a successful event. As it has been a great opportunity to really engage with our seniors providing them with the confidence and knowledge to accessing aged care services.



2022 Liverpool Seniors Concert High Tea & Expo, 28th March 2022

Whilst in my role I am also privileged to be working with our bilingual link workers from The Cambodian Australian Welfare Council, NSW SLASA, The Australian Macedonian Welfare and Wellbeing and the Vietnamese Community Association.

These strong relationships have assisted me to engage and increase the capacity to connect with CALD seniors from Lao, Vietnamese, Arabic, Khmer, Spanish, Macedonia and Chinese communities. Many of which would have been experiencing loneliness and social isolation due to Covid.

This has been achieved by facilitating group sessions for CALD seniors with a program of activities in their own language, providing resources and workshops on My Aged Care and promoting the positive benefits of keeping healthy and active through a wellness and reablement approach. Embedding this approach within this sector has been a key goal for both the government and the broader aged care sector.

I am nonetheless humbled by this opportunity to have engaged with over 720 CALD seniors providing them with the opportunity to build new relationships, initiate topic discussions with other seniors and myself and share their own experiences along with providing information on how to access My Aged Care and discussing ways to become more independent while living in their own homes.



Vietnamese Seniors Group Bingo & Trivia Activity 11th May 2022



Macedonian Seniors Group Memory & Trivia Activity 21st March 2022



Lao Seniors Group Bingo & Trivia Activity 26th April 2022



Khmer Seniors Group My Aged Care & Nutrition 8th July 2022



Khmer Seniors Group Craft & Wellbeing Workshop

Planning has also initiated into the project development of animation videos on The Aged Care System. The key goal is to provide our seniors accessible and culturally appropriate information. This is to help them understand the system, build their capacity to make informed choices and improve their access to aged care.

After considering strategies to better inform our communities, we have decided to create 6 short animations in English and 5 other languages in Khmer, Lao, Macedonian, Spanish, and Vietnamese. These videos will have simple animation storylines and will be accessible to people from different cultures and educational levels.

These animations will be sequential and will cover the following topics that are key to the Aged Care System, such as (What is my Aged Care, understanding fees, how to maintain your independence, self-management, and Wellness and Reablement). A project which we are very excited to initiate in 2022/23 and establish partnerships with key stakeholders.

I would like to thank the Department of NSW Health for supporting us with their funding and partnership.

The Multicultural Access Project also continues to work closely with our Council partners Canterbury-Bankstown, Fairfield, and Liverpool.

Our continual collaboration and partnership projects are made possible by developing and maintaining these strong working relationships through the following networks and forums:

- MAP Sector Support Network
- Weekly contribution to the Support Services Website
- Canterbury Bankstown Multicultural Interagency
- Fairfield Multicultural Interagency
- Southwest Sydney Ageing Forum
- NSW Community Aged Care Forum
- Seniors Services Interagency
- Department of Communities and Justice
- Canterbury Bankstown Council Community Grants & Events Sponsorship Program

I am very grateful for the continuous support and commitment from our community partners and look forward to the coming year and making a difference in my role.

I would like to acknowledge my colleagues Roxana Rascon- Executive Officer and Francisca Loyola-Sandoval-Sector Support and Development Officer and MARS project for their valuable work, support, and guidance throughout the year and look forward to the coming year.



MULTICULTURAL COMMUNITY DEVELOPMENT PROJECT - 2022

*Fatmata Parkinson
Joy Siamoa
MCDP Worker (Job-Share)*

The Multicultural Community Development Project (MCDP) is funded by the Department of Communities and Justice (DCJ) under the Targeted Early Intervention program to provide support to families with children aged 0-12 in Southwest Sydney, specifically in the City of Canterbury Bankstown, Fairfield, and Liverpool. Our organization is funded to provide three service options under the Community Strengthening Stream. These are: Develop Community Connections, Community Centers, and Community Support.

Canterbury Bankstown LGA has a diverse population with over 120 cultures represented. 44.6% of people were born overseas, 15% arrived in Australia within 5 years prior to 2021 and 59.1% speak language other than English at home.

The 2021 census data shows that the highest population in Bankstown are children aged 0-14 years old.

Canterbury Bankstown is in the 17th Percentile of relative socio-economic disadvantage as determined by the SEIFA (Socio-Economic Indexes for Areas) and has a higher proportion of low-income households than a national average, with 20.6% earning less than a week.

Furthermore, 13.3% of Canterbury Bankstown's households with children under are single-headed households.

There are many barriers and challenges migrants face as they transition and assimilate into the Australian society. Some of the barriers include language, cultural and communication barriers; lack of employment opportunities and education or not in par with the Australian standards poverty; domestic violence, racial discrimination; lack of information and accessibility to services, mental health issue and limited knowledge of Australian social norms and laws, including child protection practices and legislation.

As per the AEDC and CSP, most of the migrant families in Bankstown are extremely disadvantaged with low educational and socio-economic backgrounds, which has led to high unemployment levels among these cohorts.

Hence, TEI is designed to provide support to people who need it earlier on, to prevent and restore any issues faced by the most vulnerable members of our community, particularly children. The target population and priority groups for the program are vulnerable children, young people, families, and their communities within NSW.

Main challenges for our projects, services, or communities

The most challenging part of our project was to adapt to the virtual delivery of program due to COVID-19 impact. Virtual delivery mode has been quite challenging for the most vulnerable families. The following issues will continue to impact our projects, wider communities, and families.

- Access to internet, new technologies and online programs. Many families who are living below the poverty level would not be able to have access to new technologies. Also, many CALD families with very little or no English skills will not be able to have access to many of the online programs on offer.
- Many families will continue to struggle with unemployment, poverty, domestic violence, mental health issues and would require continuous support to access essential services.
- Social isolation and anxiety around COVID-19 would continue to affect children's development and mental health.
- Also, children from disadvantaged background in particular migrant families will lag in their educational milestone and struggle to catch up with their peers in school due to the prolong lockdown experienced this year.

Sector Support

As part of our continuous networking and professional development we participated and or attended in the following planning, inter-agencies, information sessions, training, and conferences. Some of them were done face to face earlier this year prior to the lockdown but majority of them were attended online.

- The Canterbury Bankstown Child and Family Playgroup forums planning committee meetings and Forums.
- The Canterbury Bankstown City Council Annual Social planning.
- Canterbury Child and Families Interagency.
- Bankstown Child and Families Interagency.
- FaMS weekly support online meetings for DCJ Services
- Canterbury Bankstown Domestic Violence Liaison Committee
- Canterbury Bankstown City Council's strategic planning - CALD and Children and families.
- TAFE NSW Western Sydney CALD Communities Virtual Info Session
- SWSLHD CALD Covid-19 Advisory group virtual meeting
- CB City COVID-19 community Q&A
- The Smiths Family CFC strategic planning consultation and Early learning group meeting
- SWS Service Provider Covid Sector Briefing organized by DCJ
- Human Rights approaches (practice in service delivery) sessions 1 & 3 workshop
- CB City Resilience Strategy consultation meeting
- SWSLHD CALD COVID-19 weekly meetings
- SWSLHD AstraZeneca webinar for CALD and community workers
- Meeting with Sarah Harison from Inner West Council to discuss CBMIA and English classes
- Grant writing intensive workshop organized by Western Sydney Community Forum and Fairfield City Council.
- Q & A for Covid disaster payment organized by Services Australia.
- Social enterprise workshop organized by Western Sydney Community Forum and Fairfield City Council.
- CB City community grant presentation ceremony

TMNLinks Website

We created TMN links with the aim to provide more support and information to our local community about services, events, and activities around Canterbury Bankstown LGA, Fairfield and surrounding LGA. Further information can be accessed by clicking on www.tmnlinks.net.au.

Canterbury Bankstown Multicultural Interagency (CBMIA)



Face-to-face CBMIA June 2022

CBMIA is co-convened with Metro Assist and comprises with migrants, refugees, and humanitarian migrants as target groups. More information can be found in our website www.cbmia.org.au.

CBMIA meeting was attended by total of 257 attendees. Our CBMIA email group has served as a valuable resource during the COVID-19 pandemic, as we kept our community informed about public orders, forums, services, and resources. In addition, we agreed to have forum 2-3times a year on

potential forum issues including child abuse, disability, housing and DV.

Covid Relief Grant -Anti Poverty Week (CBMIA Initiative – Term 3)

Anti-Poverty Week Covid 19 relief grant – the CBMIA subcommittee are in implementation stage of delivering relief. The three relief categories for which we are helping with are energy bills, rent and food voucher. We have set aside \$300 for rent, \$200 for energy bills, and \$100 for food voucher. Targeting clients who are not covered under the safety net for example Asylum seekers, people on Bridging and Temporary visas, and international students.

The Lockdowns and the COVID 19 pandemic have had a tremendous impact on those individuals and families who were not covered by the safety net after losing their jobs due to the COVID 19 pandemic.

International Women's Day 2022



International Women's Day 2022

The international women's day event was held on Tuesday 8th March 2022 at Bankstown Art Centre. The theme was "#Break the Bias". We had Performances and provided light Refreshments. Total of 28 women attended the event and Joumana (Local Council Australian Women of the Year) gave an encouraging and inspiring speech to the women, and singer song writer Alyssa Cavaleri performed and impromptu poetry performance by Joy Siamoa, reciting Maya Angelou's Phenomenal Women. We had great conversations with the women, and several referrals came about as a result of those conversations. Show bags were distributed to all participants with information brochures from many relevant services targeting disadvantaged women and their families in Southwest Sydney.

Community Support

English classes:

TAFE NSW – Monday 2nd of May 2022 – 20th of June 2022

Twelve Community Participants from diverse backgrounds attended this program. The purpose of the English classes is to assist students in enhancing their spoken and literacy skills. In addition, help boost their confidence in interacting with the wider society. As well as serve as a steppingstone to securing employment and pursue further education and training.

Social Participation

The purpose of the parenting and children's courses is to assist families in receiving early assistance before they reach crisis. The programs are designed to assist parents improve their practical parenting skills, enhance the family bond, and provide for raising happy and healthy children. We've successfully run seven parenting and kid seminars in the last year, and we've seen families thrive, develop confidence, and essential information for a healthy and happy families. This is a list of workshops we've held over the course of the year. There were altogether 60 participants.

Parenting workshops and Workshops for children

- Fairfield Assisted Playgroups: **Supporting your child anxiety**
- Ashcroft Primary School's Parenting Programs: **Supporting your child anxiety**
- Warwick Farm P.S: **Impact of Screen Technology**
- Wiley Park P.S: **Online Mental Health Workshop for Children 2–8-year-old**
- Prairie Vale P.S: **Positive Parenting**
- Warrick Farm P.S: **Dealing kid's big**
- Canley Vale P.S: **The impact of screen on children's brain**
- Moore bank P.S: **Discipline issues after lockdown**
- Moore bank P.S: **Dealing with temper tantrums**
- Prairie Vale P.S: **Dealing with kids with big emotions**
- Ashcroft P. S, Warrick Farm P.S, Bonnyrigg P.S: **Behaviour and Tantrum**

Educational Packs for Children.



Educational pack 2022

Educational packs were distributed to the families with children in need around Southwestern Sydney with the aim encouraging parents to engage with their children on early developmental activities. We prepared about 148 educational packs to send families with children, included in the packs were age-appropriate items for 0-5yrs old such as clocks, puzzles, books, coloring items, pencils, Alphabet and Numbers Posters, educational information on building resilience in children, how to cope with anxiety and list of fun indoor activities.

Special Olympics for children 2–8-year-old (Term 2 – 2022).

The special Olympic program is a functional movement program for children aged 2 to 8 years old, **both with and without disabilities**. It is a 6–8-week program that focuses on motor skills, social skills and health and fitness. The activities can be done indoors or outdoors, and parents learn to do some of these exercises with their children at home and with everyday items that can help encourage functional skills in their children. As well as help increase better mental health outcomes for young children and reduce social isolation.

This program provided an opportunity for families from low socio-economic backgrounds to access these activities that are normally out of reach for them. A total of 15 students in years 1 and 2 have registered for the school holiday program.

Acknowledgement

I would like to thank the incredible support and hard work of our partner agencies in helping us achieve amazing outcomes for our families and multicultural communities in Southwest Sydney. Our partner organizations Canterbury Bankstown City, Melkite Catholic Welfare Association, The Smith Family Communities for Children, Bankstown Community Resource Group, Services Australia, Settlement Services International & School Hubs, Lifeline Macarthur, Diabetes NSW & ACT, TAFE NSW, Muslim Women Australia, Older Women's Network, Lebanese Muslim Association, Fairfield Supported Playgroups – Fairfield City Council, Punchbowl School as Community Centers, Willey Park Schools as Community Centres, Nuwarra Public School, Bankstown Women's Health Centre, Bankstown Sports, South West Sydney Local Health District, OTPN NSW, DAWA, Urban Theatre Projects, Olivetree Women's Network, Addison Road Community Centre, Energy & Water Ombudsman NSW, Salvation Army, Sydney Water, Services NSW, Legal Aid, Human Rights Australia, Australian Retail Association, Legal AID, Metro Assist and Community Legal Centre, Transcultural Mental Health, Lebanese Muslim Association and Petra Will-Herat – Contract Facilitator



MULTICULTURAL ACCESS AND REFERRAL SERVICE -MARS

Francisca Loyola-Sandoval
MARS Coordinator

The Multicultural Access and Referral Service, well known as MARS Project, was created in 2012, it has been managed by The Multicultural Network and funded by the Commonwealth Home Support Program (CHSP).

The objective of the MARS Project is to make sure that frail people 65 years or older from a Culturally and Linguistically Diverse (CALD) background and their carers have appropriate access to aged care information, support, advocacy, and referral services within Bankstown, Liverpool, and Fairfield Local Government Areas -LGAs.

Through partnerships with Ethno-specific organisations, MARS provides support to communities such as Arabic, Khmer, Lao, Macedonian, Spanish and Vietnamese. Our partners allocate bilingual workers (Link Workers) whom are accountable to deliver the service.

In the last financial year, MARS assisted 253 older people and carers across SWS LGAs to access aged care services. Please refer to the following Data:

Language	Number of clients & carers assisted
Arabic	78
Khmer	64
Lao	90
Macedonian	14
Spanish	0
Vietnamese	7
TOTAL	253



Across different activities and consultations with clients and carers, The MARS team noticed changes in seniors' aspirations. We observed that after the last COVID-19 lockdown, seniors are no longer interested in to getting individual

assistance, but in accessing or participating in social activities and leaving those individual needs for a later stage in their lives, for example, the Spanish older community, as it is reflected on the above data report, preferred to participate on a range of activities rather than accessing individual services.

We also noticed an increase in new emerging languages in need, such as Tagalog and Hindi within the Liverpool and Fairfield LGAs and a higher demand of Arabic community in the Canterbury-Bankstown LGA.

Due to the new challenges encountered by these targeted communities, our link workers have been successfully collaborating with The Multicultural Network (TMN) on the delivery of COVID-19 relief activities, which focused on engaging seniors to socially involve with their peers, participating in activities such as Bingo, trivia, art, music, etc.

During the past year, based on recommendations from the Aged Care Royal Commission, the Department of Health has been working on implementing new reforms.

Due to these new changes in the aged care system, the MARS project team has been participating in training and information sessions relevant to our client's needs. This included sessions such as:

- NSW Services – New available Aged Care specialists
- Care Finders – Consultation to a new program that will assist older people with intensive needs
- NSW Services – CHSP and Home Care Packages (HCP) Fees and Charges
- Getting the Right Help – Charter of Aged Care Rights and Aged Care Quality Standards
- CHSP and HCP updates
- Managing clients' expectations and having challenging conversations
- Trauma and Informed Care

Our MARS team participated and provided Culturally appropriate information and support at the Seniors Wellbeing and Safety Seminar organised in collaboration with Canterbury Bankstown Council, CASS and Sydney Community Forum.

In addition, our team participated at the 2022 Fairfield Seniors Expo run by Fairfield Council. Furthermore, our link workers assisted in the delivery of Better Health through Better living sessions, which focused on the importance of the Wellness and Reablement approach.



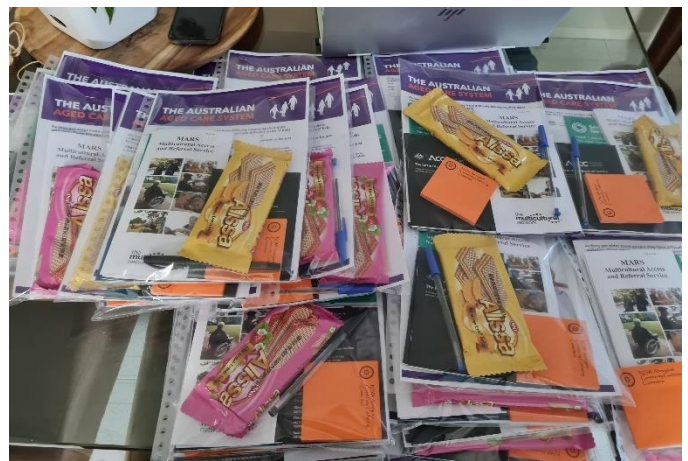
Seniors Wellbeing and Safety Seminar 2022



2022 Fairfield Seniors Expo



Rosa (Spanish Link Worker) & Omethip (Lao Link Worker) at Fairfield Seniors Expo



Resources distributed at the Expo

Our plan for the upcoming year is to continue working in collaboration with our ethno-specific organisations, local Councils, and stakeholders across SWS, as well as find ways to continue providing support to our diverse CALD community and to work towards an early intervention for those seniors with higher needs.

I would like to take this opportunity to thank our partners and our incredible Link Workers for their commitment, expertise, and team spirit.

- Souher Sabih – Arabic link worker from Daar Al Wafa Association, who joined our MARS project last year and remarkably adapted to the project and her communities demands.
- Thin Em – Khmer Link Worker from Cambodian Australian Welfare Council of NSW, who has been doing an amazing job engaging the Khmer community to actively participate in social events.
- Omethip Phommachanh – Lao Link Worker from Cambodian Australian Welfare Council of NSW, who is always available to assist her community as well as other communities in need.

- Lihnida Taseska – Macedonian Link Worker from Australian Macedonian Welfare & Wellbeing NSW, who always contributes with her experience towards our team.
- Rosa Moises – Spanish Link Worker from The NSW Spanish and Latin American Association for Social Assistance (NSW SLASA), who has been always available to help even though her health issues are keeping her away from her duties.
- Hang Nguyen and Vuong Dinh - our Vietnamese Link Workers, from the Vietnamese Community in Australia (VCA) who sadly are no longer working on the project.

I would like to express my profound gratitude to Sandra Loyola-Sandoval from Canterbury Bankstown Council for actively working in collaboration with us by sharing her knowledge and experiences to assist our clients, as well as assisting us with marketing strategies, such as printing resources for our clients. To Le Pham, TMN's administration Officer who is always available to support us with the Vietnamese community at different events and to our Ethno-specific organisations for their continued support towards our link workers and the project.



ZERO BARRIERS

Rafa Zaim
Project Coordinator

Zero Barriers officially relaunched and commenced its rollout in July 2021, following 3 intensive months of canvassing support across NSW councils. The project hit the ground running despite a four-month lockdown during the first half for the financial year. During this time, we focused our attentions on developing our resources, including the Zero Barriers website, Accessibility Guide, and Information Flyers, as well as forming partnerships with educational institutions to build a workforce of Zero Barriers officers. We also creatively adapted our processes to counter the challenges posed by lockdown; rather than visit businesses face-to-face, we connected with them via telephone and email. Post-lockdown, the project has grown from strength to strength, with Zero Barriers officers regularly engaging with businesses and services in person, as business communities reopen for engagement.

Student placements

During the year, Zero Barriers partnered with the Australian Catholic University, Macquarie University, Western Sydney University and Granville TAFE to host 28 student placements across a number of disciplines. Students were inducted into the organisation and undertook our training to engage with businesses and services across our partner Metro Council LGAs. Placements ranged from 32 hours to 400 hours. These students were titled Zero Barriers Officers, and their main task is to have conversations with businesses and services about disability access and inclusion and to assist them in joining Zero Barriers. They are equipped with a Zero Barriers Toolkit, comprised of the Zero Barriers Self-Assessment Form, Information Flyer, and Accessibility Guide. They are also required to log every business they engage with on a Business Engagement Record. By recording the businesses, we can track how many were approached, which businesses have signed up and which businesses require follow up.

New council partnerships

We were pleased to work with 5 partner councils for the 2021/2022 financial year, namely City of Canterbury Bankstown, Cumberland City Council, Fairfield City Council, Lake Macquarie City Council and Queanbeyan-Palerang Regional Council. We developed tailored strategies in consultation with each council that reflected their needs. We can confirm the continued support our current partner councils and have secured an additional 7 partner councils for the coming financial year. These are:

- Georges River City Council
- Hawkesbury City Council
- Hornsby Shire Council
- Lane Cove Council
- Randwick City Council
- City of Ryde
- Sutherland Shire Council

Our work will continue to expand, and with that, we hope that Zero Barriers will become a recognisable movement that all NSW businesses and services can subscribe to.

Zero Barriers Business Excellence Awards

Zero Barriers hosted its annual Business Excellence Awards on Tuesday 31st May, 2022 at The Holroyd Centre, Merrylands. The venue was chosen for its location and accessibility. There were over 100 guests in attendance, including the honourable Natasha Maclaren-Jones, Minister for Families and Communities, and Minister for Disability Services. With performances by The Voice's Lara Nakhle and Jonathan Yung, the night was a spectacular event and the perfect culmination to the year's efforts. Of note was Bean Central's Matt Morrissey's acceptance speech. He spoke about the impact that inclusion has on his local community and his commitment to employing staff with lived experience.

There were 8 categories and 8 awards recipients on the night:

1. Physical Access and Inclusion Award– Among The Trees
2. Social Access and Inclusion Award – Runway Salone
3. Inclusive Communication and Marketing Award– iFly Penrith
4. City of Canterbury Bankstown Award – Goodstart Early Learning
5. Cumberland City Council Award– Swimz Guildford
6. Fairfield City Council Award– Bowlarama Wetherill Park
7. Lake Macquarie City Council Award– Harry and Lola's
8. Queanbeyan-Palerang Regional Council Award– Bean Central

The Business Excellence Awards have become a much-anticipated annual event and a great incentive for businesses to invest in their access and inclusion efforts.



Hon. Natasha Maclaren-Jones, Minister for Families and Communities, and Minister for Disability Services, with Member of East Hills, Wendy Lindsey. Rafa Zaim and Sue Huxtable-Jones



Hon. Natasha Maclaren-Jones, Councillor Lisa Lake Mayor of Cumberland City Council and Councillor Kenrick Winchester Mayor of Queanbeyan- Palerang Regional Council



Rafa Zaim, Joumana Menzalji, Roxana Rascon, Sue Huxtable-Jones, Wafa Zaim, Abla Kadous Tohamy, Nadia Berro Saleh, Sandra Loyola-Sandoval.



**Zero Barriers advisory group
Abraham Darouiche, Pauline Dave, Julie Magill and Peter Simpson.**

Achievements to date

We have engaged with more than 100 businesses across each metro partner council, with conversations that are setting the standard for accessible and inclusive business practices. As at June 2022, 41 businesses have joined Zero Barriers in the City of Canterbury Bankstown. Cumberland City Council has had 19 businesses join, and Fairfield City Council has had 15 businesses join. We were also pleased with the progress across regional partner councils, with 14 businesses joining in Lake Macquarie City Council and 11 businesses joining in Queanbeyan-Palerang Regional Council.

Many of these businesses are small, mum and dad businesses along the main business strips of suburbia, whilst some big 'chains' have also joined, including Coles and Woolworths. In addition to maintaining physical accessibility for their customers, Coles and Woolworths offer 'quiet hour' once a week for the inclusion of customers with sensory disability.

Interestingly, we have also had 24 mobile and online businesses join, as well as businesses from outside of our partner council LGAs. This may be an indication of a rising public consciousness of the importance of disability access and inclusion. Some of these businesses have been touched by disability, whilst others have come on board as a result of their exposure to the great work that is being done by the Zero Barriers project.

We have also conducted monthly interviews with people with lived experience of disability and have shared their experiences in the 'Community Voice' section of our monthly newsletter. These interviews lend useful insight into the barriers they face, as well as highlight businesses that have facilitated positive experiences through their inclusive practices. It also helps us to better understand how businesses and services can improve their practices to cater for people with all types of disability.

Zero Barriers Newsletter

The Zero Barriers Newsletter has been a hit with customers and member businesses alike. They are uploaded to the Zero Barriers website and are also sent out to our subscribers on a monthly basis. The newsletters contain the latest information about disability awareness days, local events, Zero Barriers news and disability inclusion-related updates. They also showcase a business that has joined Zero Barriers that month, to demonstrate the steps taken by member businesses to become more inclusive.

Zero Barriers Directory

In May 2022, we put together the Zero Barriers Directory and printed them for dissemination at the Zero Barriers Business Excellence Awards. This directory contains all registered businesses and services as at April 2022, and includes more than 140 listings. The directory is a useful resource to have on hand for businesses and services that have customers and clients with a disability, and we will be reprinting them annually to distribute to councils, services and people with lived experience of disability.

Business Information Sessions

During the year, we ran two Business Information Sessions for our partner councils. These information sessions targeted businesses and services to educate them about the disability access and inclusion, Zero Barriers and Council's commitment to the cause. The first session was run online and the second session was hosted at Fairfield City HQ, in collaboration with Cumberland City Council and Fairfield City Council. The sessions were comprised of presentations from council, Zero Barriers representatives and a person with lived experience of disability. Topics included:

- Council's Commitment and Vision for Disability Access and Inclusion
- Overview of ZB
- What's in it for business
- Examples of increasing access to businesses
- Employing people with disability
- Govt incentives to businesses
- Student experience with ZB
- Community Voice: The barriers faced by people with lived experience

The sessions provided a platform for Q&A, as well as an opportunity for businesses and services to network.

Sponsors and Supporters

This year, we developed a Sponsorship Prospectus which we sent out businesses, services and organisations, requesting their sponsorship and support. The response was heartening, with a number of businesses and services offering to support and sponsor us in various ways. We would like to sincerely thank Canterbury Bankstown Chamber of Commerce, CASS, Collapor8, Mable, Mitronics and Tender Loving Care Disability Services for their generous contributions. As a way of thanks, we were honoured to host representatives from these businesses and services at our Business Excellence Awards as VIPs and presenters.



Thank you

I would like to thank Sue Huxtable-Jones, Zero Barriers director since August 2021, for her support and commitment to Zero Barriers; Sue's wealth of knowledge and experience in the disability sector has been invaluable and has helped forge connections that have put Zero Barriers on the agenda. Thank you also to our EO Roxana Rascon for her continued efforts behind the scenes, and her vision for the continued growth and sustainability of the project.

I would also like to thank the City of Canterbury Bankstown, Cumberland City Council, Fairfield City Council, Lake Macquarie City Council and Queanbeyan-Palerang Regional Council for believing in the project and for their collaboration and support. Without our partners, we would not have achieved the growth that we have in such a short time span.

Finally, I would like to thank the management of TMN for their leadership and for believing in the project. I know that the Zero Barriers project is destined to be a leader in the disability access and inclusion space, one that sets the standard for the possibilities of creating liveable communities for all people.



Thank you

The Management Committee and Staff wishes to thank our funding bodies for their partnership and ongoing commitment to our communities. Our work could not be possible without the support of:

- Commonwealth Department on Social Services – Commonwealth Home Support Program
- NSW Family and Community Services – Community Builders Program
- City of Canterbury-Bankstown Council
- NSW Clubs Grants

A big thank you to all our partners that generously continue to share their knowledge, resources and expertise with us to strengthen our communities:

Wenty Leagues	Sector Support and Development Project, Inner West
National Zakat Foundation	Settlement Services International
Banksia Road Public School Community Hub	South Western Sydney Local Health District
Bankstown Community Resource Group	St Brendan's Community Hub
Bankstown Public School Hub	St Jerome Primary School
Bass Hill Public school	St. Vincent the Paul
Canterbury Bankstown Chamber of Commerce	STARTTS
Canterbury City Community Centre	Sydney Local Health District
Chester Hill Neighbourhood Centre	TAFE NSW
Core Community Services	The Salvation Army
Creating Links	Villawood East Public School Hub
Department of Fair Trading	Western Sydney University.
Department of Human Services	Wiley Park Public School as Communities Centre
Ethnic Communities Council	Yagoona Public School Hub
Families NSW Facilitation Project	
Gandangara Land Council	
Humanity Matters	
Macarthur Disability Services	
Macquarie University	
Melkite Catholic Welfare Association	
Metro Assist	
Mission Australia	
Mums4Refugees	
MYAN	
Navitas English	
NSW Refugee Health Service	
Oversees Trained Professionals	
Punchbowl Schools as Community Centre	
Refugee Council of Australia	
Save The Children	
Sector Support and Development Project, Campsie	



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