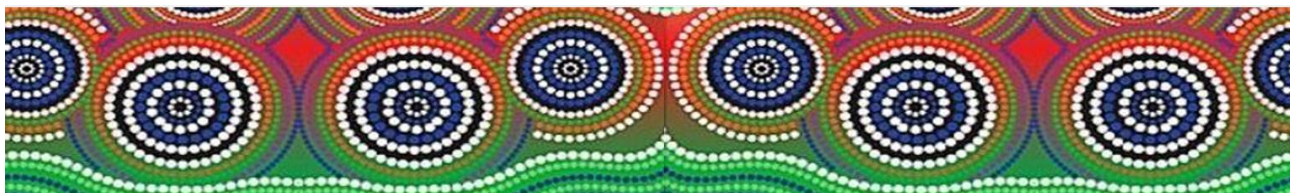


What We Do

'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.



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Bankstown Area Multicultural Network Inc.

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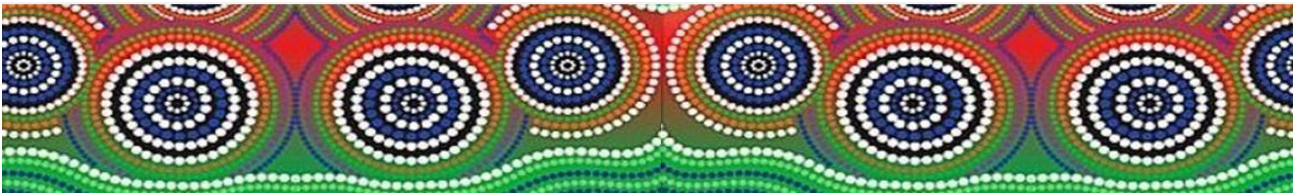
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Our Objectives

- **To provide support and resources to projects/services and networks in South West Sydney ensuring access and equity and social justice principles are met.**
- **To identify needs and issues for our diverse communities in South West Sydney and facilitate the implementation of strategies to address these.**
- **To empower our diverse communities to voice their needs and concerns and work towards their full participation on issues affecting their lives.**
- **To advocate within South West Sydney area and with stakeholders on the needs and issues of our diverse communities including people from CALD background, Aboriginal and Torres Strait Islander Communities, people with disabilities, frail aged and their carers.**
- **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.**
- **To develop and strengthen BAMN as an organisation.**



BAMN MANAGEMENT COMMITTEE

| | |
|----------------------------------|---|
| President: | Michael King |
| Vice President: | Sue Huxtable-Jones |
| Secretary/Public Officer: | Wafa Zaim |
| Treasurer: | Nga Nguyen |
| Ordinary Members: | Boshra Masri Layla Naji Lola Simmons Nada Marhaba (resigned July 2014) |

Personnel

| | |
|------------------------------|---|
| Roxana Rascon | Executive Officer (Consultant) |
| Fatmata Bangura | Multicultural Community Development Worker |
| Beatriz Cardona | SWS* HACC** Development Officer –from September 2014 |
| Jorge Ferrerosa-Rojas | SWS HACC Development Officer –till Feb 2014 |
| Avon Tuira | SWS HACC Development Officer – till Sep 2014 |
| Joyce van Akkeren | SWS HACC Multicultural Access Project Worker SWS Multicultural Access & Referral Service Coordinator |
| Lynn Dickson | SWS HACC Aboriginal Access/Development Officer |
| Evon Kostanti | Accounts Officer |
| Laura Brinkworth | Administration Officer |
| Richard White | SWS Ageing & Disability Website Administrator |

Consultants

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

* South West Sydney

** Home & Community Care



CHAIRPERSON'S REPORT

Michael King
Chairperson

It is with much pleasure that I present to you BAMN's 2014 Annual Report. Every year, as the AGM approaches, Staff and Management Committee have an opportunity to look back and reflect on the work done through 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.

During the past 12 months we continued our active engagement in partnerships with a number of community organisations and coalitions in the area to ensure greater results through increased collaboration. Through the Migrant Interagency and the Aged & Disability Forums we work with over 300 organisations across Sydney South West, significantly increasing our capacity to consult with our local communities, identify issues or barriers faced by migrant and refugees, the elderly, people with disabilities and socio-economic disadvantaged families and advocate on their behalf with our combined strength. A great example of a positive outcome from a united sector advocating together is the abolition of proposed changes to the Antidiscrimination Act. For nearly 20 years, the anti-vilification provisions of the Racial Discrimination Act have provided a legislative shield against hate speech in our community. The Federal Government had proposed amendments that would have meant limited legal recourse for targets of racial vilification attacks. Thanks to strong campaigning by community organisations, leaders and activists the Government has backed down on its plans to amend Section 18C of the Racial Discrimination Act.

BAMN has also endorsed the *NSW Community Sector Charter* developed by the Forum of Non Government Agencies (FONGA), a document that defines and communicates to other sectors of society (governments, business and the broader community) what the community sector is, and to raise awareness of its vital role and invaluable contribution to society. It is widely known that the community sector plays a key role in providing services and support to those who need it most. What is sometimes not that noticeable is the work we do to help build a strong civil society. While a significant part of the work the sector does is funded by and carried out in partnership with Governments, our role is far broader and encompasses research, advocacy and the development of innovative solutions and practice.

The aged and disabilities reforms has certainly kept our HACC team busy identifying gaps, advocating, supporting the sector and liaising with Government to ensure all pockets of our population receive the support they need. Commonly known as HACC in its current form, from 1 July 2015 the Commonwealth Home Support Program will bring together and streamline current services providing basic home support for older people such as the commonwealth's HACC, carer respite and day therapy programs.

Concerns, however, have been raised by aged care providers and consumer representatives about the reduction of annual growth rate funding for the Commonwealth Home Support Program from 6 per cent to 3.5 per cent from July 2018 to save \$1.7 billion over the following six years. The community sector has warned that reducing the growth rate for home support services will lead to a further rationing of services and impact people's ability to remain independent in their home as they age. BAMN will continue working with the sector to inform Government on the impact these changes may have on our aging communities and advocate, resource and advise decision makers to address any adverse impact identified.

Each of the individual Project Reports in this Annual report showcases the breadth of community development, communities' capacity building and support activities our projects carry out guided by our organisational goals. I hope the reports give you a comprehensive picture of the scope of work each project delivers.

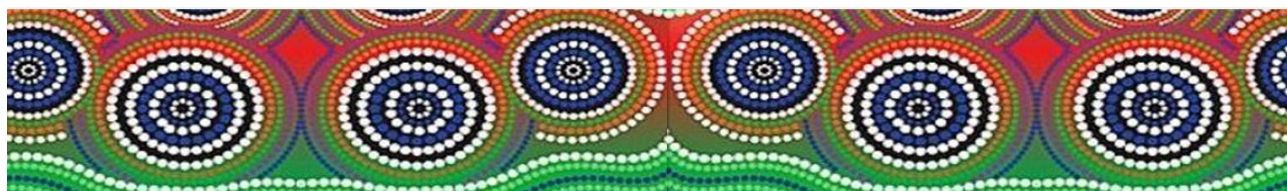
As an organisation we also continued to plan for the future and to ensure that BAMN grows and develops to meet the always changing needs of our communities. It is now very clear to us that our work is well established throughout Sydney South West. Management Committee and Staff have been working together on updating the organisation's identity to better reflect our expertise, fields of work and geographical area of coverage more accurately. Next year is an exciting one with many changes being planned.

I would like to take this opportunity to thank our funding bodies, the Department of Social Services; NSW Family and Community Services, Aged, Disability & Home Care; NSW Family and Community Services, Community Builders program;

Bankstown City Council and Australia Post, Our Neighbourhood Community Grants for making our work possible. We also thank them for their support and commitment to ensuring our communities receive the assistance they need.

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.

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.



EXECUTIVE OFFICER'S REPORT

Roxana Rascon, EO

It has been a busy, productive and dynamic year for BAMN. All our projects continued supporting services and communities throughout the year, developing resources for the sector and for our communities, and networking and partnering with local agencies for a coordinated approach to community development. We also continued our commitment to 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.

Our HACC funded projects work across Sydney South West, supporting 174 aged and disability services and resourcing, informing and developing 420 sector workers in this year alone. These positions provide a platform to build strong, responsive services driven by the needs of service users. The HACC Development Officer, Multicultural Access Program Worker and the Aboriginal HACC Development Officer canvass the needs of our mainstream, CALD and Indigenous communities and support services to better meet those needs. They provide a link between communities and services, creating tools and resources for information flow, improved access to services and the fostering of best practice in inclusive, culturally safe care. These positions also facilitate the identification of issues at grass-root level and initiate dialogue with Government and decision makers to ensure that barriers, disadvantage or exclusion experienced by people with disabilities and aging communities are being addressed. In working with the community sector, they assist agencies to deliver services that are accessible, person centered, inclusive and enabling. They support services to overcome challenges encountered due to limited resources, shortages in the workforce or working in a competitive climate where user-driven funding cannot offer financial security and stability required to maintain infrastructure. The positions respond to Government consultation, provide feedback, raise issues and write response submissions representing both the community and the services sector, in particularly now with the implementation of the ageing and disability reforms. Unfortunately we are facing uncertainty in the Federal funding of these positions from next year onwards. Although the reforms do acknowledge the need for sector support, it has been indicated that the positions are most likely to be erased. Our response to the Commonwealth Government discussion paper *Key Directions for the Commonwealth Home Support Programme* highlights the need to ensure appropriate levels of workforce development, service support, access for special needs communities, and research and opportunities to develop innovative practices in service delivery in support of the objectives of these reforms.

The major reforms in both Aged and Disability care have heavily impacted in our demand for sector support services, as our HACC DOs have been informing communities of the changes and supporting services to keep up-to-date with the reforms and implement changes. The Aged care reforms include major changes on how people receive information about services, with their first point of contact being the now active *My Aged Care* website, and new changes on how services will be delivered. From June 2015, the Home Support services (HACC) will provide basic support within a consumer directed context and there will be a wellness and re-enablement focus in service provision. These reforms can present some challenges to communities with special needs, in particular CALD and Indigenous communities. For example, access to information through a website can be a barrier to some members of these communities, as their ageing population have limited or none IT skills. Phone support and information can also be challenging for people with English as a second language, even when interpreters are being used. Our projects have been active in providing feedback to the Government on these issues. In regards to the re-enablement model, we strongly believe that training to grass-roots service delivery staff is

essential in the successful implementation of this model, and funding should be allocated towards both training and additional staff hours, as many field workers are contracted on casual or part-time hours.

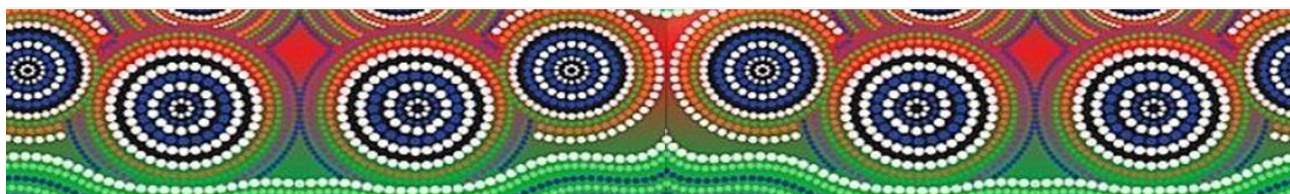
Disability services are also going through major changes in the way they plan and deliver services as the Disability sector reforms will allocate funding to users through a person centered approach to service. The impact this new funding formula to be nationally effective from 2018 means that services won't be able to have a steady income stream to support infrastructure and human resources, as the funding is driven by consumers.

Our Multicultural Communities Development Project works closely with communities and services in Bankstown and surrounding areas. Throughout our involvement in the co-convening of the Canterbury Bankstown Migrant Interagency Forum we continued working on emerging issues affecting our migrant communities and advocating on their behalf. One of the most significant issues that the Interagency focused on this year was campaigning to prevent changes to Section 18C of the Racial Discrimination Act. The changes would have had a significant negative impact in our local population as it would have potentially opened channels to unpunishable vilification and racial attacks. The community welcomed the Government announcement to drop the proposed changes to the Act and felt empowered by the power of the civic voice.

We are excited to be able to focus this year on working with Indigenous Young people thanks to a grant from Australia Post. The *Leading the Way* project will engage young Aboriginal and Torres Strait Islander youth to develop leadership skills to enable their input into community and Government consultation.

We are also currently undergoing important changes as an organisation. Over the years, our work have considerable extended to cover the whole Sydney South West region, with our projects working closely with communities and services across the region, forming partnerships with agencies and Government in Liverpool and Fairfield LGAs. The Management Committee and Staff reflected on our work and direction for the future and we realised that a change was needed. This year we amended our constitution and changed our aims and objectives to be better inclusive of all the communities we work with and the geographical areas we cover. We held a Special Meeting, submitted a change of name to the NSW Office of Fair Trading and we are developing a new logo and marketing material. This is a big change, and a very exciting one too as it arises from growth and a commitment to work where we are most needed. Our new name and logo will be launched early next year. We look forward to the challenges the new year will bring, and I'm confident that our team has the creativity, commitment and innovative approach needed to rise to those 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. It is a great pleasure to work with each and all of you. Thank you also to our funding bodies: Australian Government Department of Social Services; NSW 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 that group with special needs, CALD and Aboriginal communities are deeply valued.



MULTICULTURAL COMMUNITY DEVELOPMENT PROJECT (MCDP)

Fatmata Bangura
MCDP Worker

This project builds and strengthens the capacity of our diverse communities through active engagement with the communities, the development and implementation of programs that address issues raised by the community, the provision of educational and social inclusion programs, giving appropriate information and referral pathways to members of the community and working in partnership with other organisations to support and resource disadvantaged groups.

CAPACITY BUILDING

This year we provided a number of activities to strengthen our community groups, focusing on those that were identified as in need of more support, including the Vietnamese, Chinese, Arabic, Afghan, African and Iraqi communities. We build communities' capacity through connectivity, inclusion and social support by providing educational programs, workshops, information sessions, advocacy, and facilitating partnerships. Every program is tailored for the specific needs of each

community, from providing translated materials, interpreters and childcare to developing programs that are respectful and in harmony with each community's cultural, spiritual or ethnic needs. Twenty four workshops were delivered to 951 participants during this reporting year.

Our capacity building program can be divided in two focusing areas:

Parenting workshops

- Sibling rivalry
- Helping children get on well together
- Building good character
- Turning misbehavior into good behavior
- Living with teenagers
- Communicating with young children
- Avoiding common parental mistakes
- Raising happy children

Wellness programs

- Health and Wellbeing – Iraqi
- Relaxation program – Afghan
- Gentle exercise - Arabic
- Balancing energies - Multicultural
- Still body still mind – Multicultural
- Women's relaxation - Multicultural

PARTNERSHIPS

Several partnerships were formed this year with local non government and government organisations for the development and delivery of several programs. Partnerships allow us to service our communities better through the pooling of multiagency resources and expertise. Some of the partnerships we formed this year include:

- English for Beginners with SWS TAFE Outreach Bankstown Campus
- Floral arrangement workshop with Metro Assist and Older Women's Network
- Raising happy children with Creating Links
- Celebrating Breast Cancer Awareness with Older Women's Network
- Bankstown Community Garden with Bankstown Women's Health Centre
- 'The way life is' community radio program with some members of the Bankstown Interagency Group
- Refugee youth employment consultation and program with Bankstown Youth Development Services
- Let's Talk Australian Law and You with Legal Aid NSW
- Police information session with Bankstown Police
- Information session of Services with Bankstown Girls High School

Women's Initiative Network

International Women's Day is a special day celebrated all over the world to commemorate the struggles and achievements of women around the world and in our society. This year, our International Women's Day event was a highlight in Bankstown. It promoted the importance of self care, health and well being. Organisations such as Bankstown Council, Older Women's Network, Breast Screen NSW, Bankstown Women's Health Centre, St Vincent de Paul (Mary's Place), Bankstown Community Resource Group, Metro Assist, Department of Human Services Centrelink, and several community volunteers were involved in its planning and implementation and Bankstown Youth Development Service provided the venue. 230 women from diverse cultural backgrounds attended the event at the Bankstown Arts Centre. Activities include Zumba, Relaxation, Tai Chi, Belly Dancing, Henna Tattoo, Wishing tree, painting on fabric and delicious refreshments. There were also face painting and other activities for children. We had performances from Asian Women at Work, Older Women's Network Illawarra, and Greek Older Women's Network. We would like to extend a special thank you to Bankstown Council for their continuous support.



Lan Le (Creating Links)



photos by Rania Abbott (Thorax Photography)



Rachel (Inspire Belly Dance)

NETWORKS AND ADVOCACY

Canterbury Bankstown Migrant Interagency Forum

It is a network of services that meets once a month to share information, discuss local concerns, promote initiatives, advocate and work on emerging issues affecting our migrant communities in Canterbury and Bankstown. The Forum also hosts working parties that focus on community events and three main areas of concern: migrant and refugee employment, housing and mental health. The focus of the working parties arises from long-term and emerging issues identified through the Forum's Planning Day.

The Housing Working Party looks into possible ways service providers could work together with housing providers to support migrant families struggling with accommodation issues such as availability and cost in Bankstown and Canterbury Local Government Area.

The Mental Health Working Party focuses on raising awareness about mental health issues in migrant communities and advocating for best practice among service providers.

The Refugee Week Working Party works to acknowledge and raise awareness about the plight of refugees, find ways we could work together to support the integration of refugees in our community and celebrate their achievements and contributions to the Australian society.

Finally, the Employment Working Party explore issues and barriers that migrant communities are facing in securing employment and implement pathways to navigate the system, as well as the dissemination of information on employment opportunities.

The Forum also provides information sessions with aim to build capacity of service providers. This year's sessions include:

- CALD Mental Health services – Transcultural Mental Health Centre
- Changes to Immigration Law – NSW Legal Aid
- Mental Health issues affecting refugees and asylum seekers – STARTTS (Services for the Treatment and Rehabilitation of Torture and Trauma Survivors)
- Work and development order - Legal Aid
- Migrant outreach services – MOSAIC (Public Interest Law Clearing House - PILCH)
- Accessing CALD census data ABS Census – ABS (Australian Bureau of Statistics)
- Enterprise facilitation project for refugees – SSI (Settlement Services International)
- Linked in child and family services – Creating Links
- Australian Early Development Index information – NSW AEDI (Australian Early Development Index)
- Housing NSW general requirements and temporary accommodation – Housing NSW
- Risk and protective factors in migrant experience: Transcultural Mental Health Centre
- Aboriginal Cultural awareness to celebrate NAIDOC week – SWS HACC Aboriginal Access/Development Officer

Email network

We disseminated a variety of information to service providers and members of the community keeping them up to date with significant information about services and programs that have been delivered in the community as well as changes occurring in the government and non-government sector. The mailing list has over 300 membership including 50 non-government and government service providers and the number is growing.

Refugee week

Refugee Week is Australia's peak annual activity to raise awareness about the issues affecting refugees and celebrate the positive contributions made by refugees to Australian



Scyma Afriecq, Paola Sayegh (Melkite Welfare Association), Turkan Aksoy (Bankstown Council) and Fatmata Bangura (BAMN) at Refugee Week



Refugee Week: Shaun Nemorin (STARTTS/film maker), April Pan (Metro Assist), Fatmata Bangura, Mary Tran (film maker), Hawanatu Bangura(film maker), Scyma Afrieq (Canterbury Bankstown Community Transport)

society. In 2014, our Refugee Week event consisted of a showcasing of films that portrayed refugee experiences of our diverse migrant communities. The event highlighted the need for awareness, support and inclusion of refugees in our society. Guest speakers were also invited to give a recount of their refugee journey and resettlement experiences in Australia.

Antidiscrimination Act

CBMIA members submitted a letter to the Attorney General highlighting the negative impacts that the proposed amendments section 18C of the antidiscrimination law would have among the migrant community as it would significantly reduce protection from

discrimination, racism and vilification for members of the CALD community. It was strongly stressed that the recommended changes in this act would further disadvantage vulnerable migrant communities who are already being affected by racism and discrimination. Information was also disseminated to raise awareness to the wider community and services working with migrant communities.

The number of families coming to our service and participating in our programs has increased by 5% this year. Our activities program has grown to accommodate demand. We have seen a growing number of migrants wanting to attend English classes for beginners to help them transition into higher educational programs. Some people had to be referred to other services providing similar programs. There is also a growing need for a wider range of activities such as relaxation, exercise, healthy living for parents, outdoor activities, singing, dancing, arts and crafts for children, homework support for young people, computer classes for seniors. The number of grandparents caring for their grandchildren is also increasing among migrant communities and so the need for specifically tailored programs to address caring issues faced by grandparents.

Interagency and committee meetings

- Domestic Violence Liaison Committee
- FaCS SWS Multicultural Advisory Group
- 'The Way Life Is' radio program working party
- Bankstown City Council Multicultural Advisory Committee
- Teenage Parent Interagency
- 'No Closed Doors' migrant employment committee
- Bankstown Interagency Group for children
- Bankstown Community Garden working party
- Working Start committee
- Bankstown Children's and Family Hub Reference Group

Forums and consultations

- MHCS Stakeholder's Forum
- Bankstown City Council Social Planning
- NSW Justice Department Community Consultation
- NSW Health SWS Migrant Community Consultation planning
- Post Budget Forum

Events

- Bankstown Women's Health Centre Biggest Morning Tea
- Bankstown City Council's International Women's Day celebration for Service providers
- BYDS Refugee week event at the Plaza
- Bankstown Children's Festival
- 'I'm a girl' screening at Bankstown Arts Centre
- Anti Poverty week at Arab Council



- Bankstown Women's Health Centre Multicultural Open Day

Training

- Aboriginal Cultural Awareness Training at BCRG
- Explore Islam
- Refugee Youth Employment Training
- Linked In Bankstown.
- FACS SWS Contract Governance Workshop

How to write a winning grant application

I would like to thank the following people for their collaboration and support throughout the year:

Aisha Sayid; Turkan Aksoy - Community Development Officer, Bankstown City Council; Soussan Shaikho - Community Engagement Officer, Bankstown Girls High School; Huyen Nguyen & Georgina Zaineddine - Multicultural; Community Liaison Officer, Bankstown LAC; Simon Bruck - Immigration Outreach Solicitor, Legal Aid; April Pan - Settlement Services Officer, Metro Assist; Nhan Tran - Community Program Officer, South Western Sydney District Department of Family and Community Services; Lan Le - Client Services Officer, Creating Links; Sarina Leotta - Community Project Officer, Child & Family, Families NSW Facilitation Project; Nga Nguyen - Settlement Grants Project Officer Metro Assist; Diane Brooks - Coordinator, Older Women's Network Bankstown Wellness Centre; Petra Will-Heart - Community Educator; Mejda Eldan - Greenacre Public School; Shirley Chen - Bilingual Community Language Aid; Ngoc Le - Bilingual Community Language Aid; Mehria Ansari - Bilingual Community Language Aid; Tim Bishop, Tim Carol, Craig Taunton & Noel Zihabamwe - Bankstown Youth Development Service; Tegan Harper - Bankstown Women's Health Centre, Sarkis Achmar - Assistance Manager, Bankstown Multicultural Youth Service; Anna Certoma - Community Development Officer, Bankstown Community Resource Group; Wafa Zaim - Centre Manager, Muslim Women's Association; Ghezal Reza & Cathy Goninan - South Western Sydney Institute, Bankstown TAFE; Wendy Gindi - Team Leader Librarian, Multicultural Services, City of Canterbury; Jann Debenham - Technical Specialist Multicultural, Bankstown Library; Bankstown City Council; Women's Initiatives Network - IWD Planning Committee, Canterbury Bankstown Migrant Interagency; Mobile Minders; Afghan Women's Network; Zainab & Layla - Al Btool.



SOUTH WEST SYDNEY (SWS) HACC DEVELOPMENT OFFICER PROJECT

Jorge Ferreros-Rojas / Avon Taira

The SWS HACC Development Officer (SWS HACC DO) works across the local government areas of Bankstown, Liverpool and Fairfield and aims to:

- Support HACC / CCSP funded 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 DSS and ADHC in the planning and implementation of both expansions to funded services and improvements to the service system
- Project Development
- Through the SWS HACC Development Project, we manage the Support Services Website

The project has been active providing information, resources and support to 420 Aged & Disability workers and 174 Aged and Disability Services.

We continue our commitment to develop and update our South West Sydney Services Directories every year. The directories provide information on regional aged and disabilities services.

A key activity of the SWS HACC DO is to provide sector support. Some of the activities/support offered to organisations include:

- Cultural Competency Training
- Organisational Capacity Building
- Community Empowerment
- Advocacy
- Resource Development
- Facilitation
- Consulting on improving Access for ATSI, CALD and disadvantaged communities to community, State and Federal services
- Consulting on Service Delivery strategies and planning for ATSI or CALD communities
- Community and Organisational support

This year our work continued to focus on both existing and emerging issues and changes to services and programs, in particular the ageing and disability reforms. Our work consisted of identification of gaps, barriers and potential adverse impact on our local communities arising from the new Commonwealth Home Support Programme. We provided sector coordinated feedback and lodged submissions to Government.

The project also has a significant role in providing updates on Statewide/Regional Community Care, attending relevant meetings, especially information sharing from ADHC/DSS and keeping up to date with policy development in relation to the transition and disability. This year the HACC DO also attended the national reviews of Commonwealth HACC funded services (Community Transport and Home Modifications & Home Maintenance); the NSW HACC DO's Network Meeting and the NSW Disability Services Standards Training.

This position advocates at Regional/State Level to improve service system through its involvement in the NCOSS Community and Sector Development Working Group, a subgroup of the HACC Issues Forum aiming to work on strategies and initiatives to showcase the importance and impact of the role of sector development workers and especially on how to measure the effectiveness of non-output activities.

The project also participates in a number of forums to get and provide updates on local community care, such as the South West Sydney Ageing & Disability Forum, where the HACC DO is a Member of the Executive Committee. Liaising with services and information sharing not only occurs at the SWS Ageing & Disability Forum, but also more widely via the support services website that this project manages and maintains and through our weekly Ageing & Disability Newsletter.

PARTNERSHIPS AND COLLABORATION

The HACCDO also fosters collaboration and encourages partnership through the sector to maximise resource sharing. The position resources working groups through membership of executive committees and working parties such as the Bankstown, Liverpool and Fairfield Dementia Network; the Travel Training Project from South West Community Transport; the Bankstown Volunteer Project; the Bankstown Dementia Carers Group and the Bilingual/Bicultural Workers working party at Cumberland Hospital.

CAPACITY BUILDING

The HACC DO

- **Provides policy and advocacy resources to increase capacity:** In partnership with the SWS Ageing & Disability Forum Executive Committee

- **Identifies and provides support to services according to developed priority criteria**

Participating on advisory committees such as:

- Aged Care & Rehabilitation Services – Braeside Hospital
- Travel Training + Taxi Vouchers Projects from SWCT
- BAMN MAP DVD Project
- Regional Disability Expo 2013
- Bankstown Volunteer Project
- Bankstown Dementia Carers Group
- Step Up to Health Project

- **Promotes better practice and innovation**

Through participation in

- Disability Forum
- Squalor and Hoarding Interagency
- Community Care Issues Forum

Due to significant National Reforms in Aged Care and Disability, the Project is committed to stay ahead of developments in the community services sector. Providing up to date information will continue to be extremely important. Information is dispersed via the website, and serves as a link to information sharing with the community and service providers.

Thank you:

- Thank you to the SWS Ageing & Disability Forum Executive Committee: Rhonda Brown, Dee-Dee San Jose (Bankstown City Council Ageing & Disability Officers; Yolanda Encina (Fairfield City Council Ageing & Disability Officer); Kathryn Sloan (Liverpool City Council Ageing & Disability Officer); Natalia Grana (Catholic Care); Jaye Toole & Maria Pouloupoulos (Macarthur Disability Services); Sharon Alami (TAFE)
- Thanks to the Project’s website administration worker, Richard White for providing vital information and support to services.
- Thanks to Evon Kostanti, Fatmata Bangura, Francisca Samdoval Loyola, Joyce van Akkeren, Laura Brinkworth, Lynn Dickson, Roxana Rascon



ABORIGINAL HACC ACCESS/DEVELOPMENT PROJECT

*Lynn Dickson
Aboriginal HACC Access/Development Officer*

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 services to people who are frail aged, people with a disability and their carers.

The role of The Aboriginal HACC Access/Development Project Officer 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



Bankstown Koori Elders Group and Hoxton Park Elders Group. Winners of the 2014 Elders Olympics held at Bringelly

by working with Aboriginal communities, Aboriginal organisations and mainstream HACC agencies to build relationships that are 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 HADO program continues to build the capacity of the Aboriginal & Torres Strait Islander ageing and disability community's knowledge of HACC and related aged care and disability services. An example of capacity building at an individual level is our work with a Bankstown community Elder who has a disability that requires her to be confined to a wheelchair. She had been unhappy with her personal care and transport services and had made several complaints with no results. She is basically isolated from the community if the services are late, not received or limited by what they can do for her. I contacted her and advised her of the changes including the Person Centered Funding model and discussed what direction she may want to go when she is eligible for Personal block funding. She is now considering if she would change her provider, where she would go for social interaction, what her funding could provide for her such as a new specially built wheelchair as she has limited use of her hands as well. She assures me that having the choice to select who does her care/service will make all the difference to her. This information can assist the community to be better prepared for the future and give them the capacity to be able to plan and make informed decisions when transitioning to the new Aged and Disability care systems.

Statistically, the Aboriginal & Torres Strait Islander communities of Bankstown Fairfield and Liverpool have approximately 654 people over the age of 50 years and several have disabilities. There is also a large number of children in care with disabilities and small number of younger people in the age bracket of 15-50 years that have disabilities. There is a real need to address the differing requirements of individuals to reflect that "one size does not fit all".

The change in disability care toward Person Centred planning is based on who you are. This might include the things you like to do, who your friends and family are that may provide part of your care, the kind of support you need, your stage of life – such as whether you are at school, looking for work or aged, what you want to do in the future. Planning will also consider the things you might need, such as, services and support, aids and equipment, transport, information, learning and skills. Some people would like help to do the planning. Others would like to do the planning on their own. While conducting a planning session, people should 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.

The project works to ensure the Aboriginal & Torres Strait Islander communities of Bankstown, Fairfield and Liverpool are aware of the changes to disability and aged care, the different models that will be available to them and how it can change their lives for the better. This is done through community forums, small group sessions, one on one meetings where necessary and handouts at NAIDOC and other events.

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 such as the trial in the Hunter Valley region. One example of this is an Elder who has a severe disability and requires personal care. She was unaware of services that she would be eligible for under the new NDIS system. After consultation with the Aboriginal HACC DO she was aware that she could apply to be self-funded which would enable her to make decisions on what service provider she wanted to provide care for her, what transport organisation she wanted, what social support she wanted, managing the money for support and planning for the future.

Through community engagement and community forums, the project continues to disseminate information on major policy or changes that have impacted on our communities/target group during the year while working towards addressing emerging identified needs.

The Department of Family and Community Services NSW have developed Ability Links NSW (ALNSW) and this is a new way to support people with disability, their families and carers as part of the ongoing reforms of the disability service system in NSW. When fully established, ALNSW will comprise of a network of 248 Ability Links Coordinators, known as Linkers, across the state, including 27 Aboriginal Linkers. These linkers will work with people with disabilities, their families and carers to plan for their future, work with people and their families to help them become more confident, supporting them to achieve their goals by building new networks and accessing support and services in their community and work alongside communities and mainstream services, supporting them to become more welcoming and inclusive. Ability Link workers will positively impact on communities as they will assist individuals to connect with

services such as transport, social support, home care and employment. I have worked to ensure the Aboriginal & Torres Strait Islander communities of Bankstown, Fairfield and Liverpool are aware of the Ability Links workers and their role in the community. I have done this through community forums, small group sessions, one on one meetings where necessary and handouts at NAIDOC and other events.

The Commonwealth Department of Social Security and the Aged Care reforms are planning to end the Aged Care HACC Program on 30 June 2015 and replace them with the Commonwealth Home Support Program on the 1st of July 2015. From that time, one of the programs that will impact severely on Aged people is Income testing in Home Care. Concerning issues include:

- All Home Care Packages convert to Consumer Directed Care
- Consumers can continue to be asked to pay a basic fee
- Some consumers can be asked to pay an income-tested care fee
- The amount of subsidy paid is reduced by the consumer's income tested fee

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).

Our 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 Aboriginal Resource Guide that gives a comprehensive listing of HACC services, both Aboriginal and Non Aboriginal, in the Bankstown, Fairfield and Liverpool areas and creates links between communities and HACC services.

In regards to sector development and support, the Aboriginal Access/Development Project Officer also works closely with 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. The position continues to support services and networks through offering cultural auditing, advice on culturally appropriate service, sitting on the executive of the Aged & Disability forum that plans and delivers information and training to services, Koori Interagencies, consultations on how to attract Aboriginal people to specific services such as Day Respite programs, women's health and non-Aboriginal Home Care, being involved in the development and production of DVDs such as the Aboriginal Dementia Care DVD- A Resource for Service Providers and the Aboriginal Enablement DVD '*Enabling Service Delivery for our Mob*', and other resources such as pamphlets and booklets to services and assisting with the support services website.

The HADO program continues to strive to work towards strengthening BAMN as an organisation and has direct input into BAMN Policy & Procedures in respect to cultural protocols when working with community and staff.

The split of aged care and disability services within the HACC program has certainly been one of the main focuses of the HADO project. The new models of care, Enablement and Person Centered approach, also resulted in additional work as HADO and the HACC team developed 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 Centered approach places the person at the centre of their own care, and focuses on the individual's unique interests and preferences.



Warrumbungle Mountain Range Art competition won by Aunty Lola Simmons and Bankstown Koori Elderss Group

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 practice and what positive impact they have on clients' welfare. We will continue to support local services to ensure that these models deliver empowerment, control and independence to service recipients.

As an organisation we also continue to plan for the future and to ensure that BAMN grows and develops to meet the always changing needs of our communities.

Thank you:

Thank you to Dee-Dee San Jose (Bankstown City Council Ageing & Disability Officers; Maria Pouloupoulos (Macarthur Disability Services);

Thank you also to our funding bodies: Australian Government Department of Social Services; NSW Ageing, Disability and Home Care; Department of Family and Community Services and Australia Post.

I would like to thank the Aboriginal & Torres Strait Islander communities of Bankstown, Fairfield and Liverpool for your support throughout the year. I would especially like to thank my colleagues, Evon Kostanti, Fatmata Bangura, Francisca Samdoval Loyola, Joyce van Akkeren, Beatriz Cardona and Laura Brinkworth, the Management Committee and Roxana Rascon, BAMN Executive Officer, for your support throughout the year.



SWS HACC MULTICULTURAL ACCESS PROJECT

*Joyce van Akkeren
MAP Worker / MARS Coordinator*

The MAP worker's role primarily is to be vigilant on the issues of access and equity in the community care sector. The focus of the project work is to support HACC service providers in enhancing their service capacity, skills and resources in providing cultural responsive services. In addition the project endeavours to provide a consistent empowering approach through capacity building activities and programs with stakeholders of the culturally and linguistically diverse (CALD) communities. These capacity building activities aim to ensure members of the communities are receiving appropriate information to be able to make informed decisions when services are sought. Research, planning, advocacy activities are an integral part of MAP project work.

CAPACITY BUILDING

The following capacity building activities and programs have been conducted over the last year:



Workforce Project:

A workforce project was funded through ADHC with the aim to create awareness amongst CALD communities of the many opportunities for work that the community care sector can provide. The need for a large bilingual and bicultural workforce in the future is evident with older people over 65 of CALD background expecting to rise to 30% of all older people. The project graduated the second pilot of students late last year in Campbelltown, whilst the Bankstown group graduated in mid 2013. A total of 19 students

completed the Introduction to Community Care training, which included a 4 week in-service work experience. Most of these students have continued education in the community care and health sector and some found employment and volunteering work in the sector.



Workforce Project
Graduation: Bankstown



Getting the Right Help- DVD

The Multilingual HACC DVD “Getting the right help” was launched in February this year. The launch was a great success with over 120 attendees, consisting mainly of community members who participated telling their stories and as actors in the DVD. The DVD consists of three parts:

- **Don't give up keep asking for the right help**, with the message of persistence and tips on help seeking
- **Services work to fit your needs**, with the message that you have the right to get the support that suits your needs with examples of stories that show this working
- **You have right**, with the message that rights of respect and dignity are crucial and there are mechanisms for complaints.



Getting the Right Help DVD participants

The DVD is dubbed in 6 languages: Arabic, Cantonese, Korean, Mandarin, Turkish, and Vietnamese. A Facilitation Guide accompanies the DVD to assist group leaders in a discussion with community members on the topics raised.

The DVD is available on You Tube and more than 400 copies have been distributed since the launch.

Older Refugees

The project coordinated further sector training conducted by Yvonne Santalucia on the “Enhancing the Lives of Older Refugee's - Self Improvement Resource” with mainstream and multicultural services. The evaluation of this training has been conducted as part of the ethics approval through UWS (University of Western Sydney.)

Planning Ahead

The planning ahead training project was commenced in 2013 and has been extended to the Assyrian and Khmer communities with funding by Fairfield City Council. The training with these communities will take place later this year and will be facilitated by the multicultural health workers in SWS under leadership of Yvonne Santalucia.



Roxana Rascon, BAMN Executive Officer
Getting the Right Help DVD Launch

MARS – Multicultural Access & Referral Service

The MAP project co-ordinates the work of the MARS bilingual bicultural Links

Workers. The Links Workers deliver information, advocacy and referral service to their communities. Link Workers work at the grass roots within ethno specific and multicultural organisations and have ready access to their communities and therefore are well positioned to deliver this service. Links workers meet regularly to discuss, share their experiences and learn from each other. Ongoing skill development and professional training is provided with emphasis on consumer directed service provision.

In 2014 the MAP project provided an increasing support role for service providers while the HACC DO position was vacant. This work involved the resourcing of the weekly newsletter of the SWS support services website (www.supportservices.org.au) and intranet with policy updates, news and events, resources, and research papers relevant to the community care sector and the local region.

Maintenance of the website is a constant requirement as this provides orientation of new workers to the website, and assists services with uploading their information and services. Richard White has given us ongoing and most reliable support to keep the support services website in good shape and ensure our newsletter is sent through the 446 members on a weekly basis.

Due to the funding changes and many new services arriving in the region, an urgent update of the SWS Directory for Older People was required. The directory is well resourced by services and has during 2014 continued to be reprinted with the assistance of both Fairfield and Bankstown City Council. It has been fortunate that Francisca Loyola Sandoval has joined BAMN staff and currently provides an important administrative support.

Meet and Greet New Providers

There have been many new providers providing services in SWS this year. A meet and greet session was undertaken by the MAP project and the HACC Aboriginal DO to provide an overview of the SWS area, its demographics, reported needs, service gaps, existing network opportunities and local resources. The session also provided an avenue for workers and managers to meet others and discuss their collaborative opportunities.

Individual Support

The MAP project continued to provide support to new and existing service providers, individual projects and networks. These supports range from assistance with services reaching out to the many diverse communities, with connecting to existing networks and key stakeholders as well with strategic organisational planning.

As advisor, the MAP project has continued to support both the MADS (Multicultural Aged and Disability Services) committee of MCCA (Multicultural Community Care Service- of Cabramatta Community Centre) and the South West Translation Project which receives funding for translations required by services to promote their activities.

POLICY MONITORING AND ADVOCACY WORK

Ageing and Disability Reforms

The impact of the changes in policy both in the Disability and Ageing sector have created a period of some uncertainty and difficulties for future planning for most providers. The *Commonwealth Home Support Programme Discussion Paper* in May this year highlighted the significant changes that will occur in the provision of services at the end June 2015. The Home Support services (HACC) are to be timely and provide basic support, within a consumer directed context. There will be a wellness and re-enablement focus in service provision. Many of the current service types will be redesigned. The funding of our sector support roles (HACC DO and MAP) has not as yet been determined, although the discussion paper indicates the relevance of these positions.

The *My Aged Care* Website has become operational this year and provides details of in Home Support services that are available nationally. There are concerns that smaller CALD communities are missing out on translated information available and that the general information provided is not in plain language that is readily understood. The disappearance of the service type 2, information, advocacy and referral, may also significantly impact on CALD communities as we now demonstrate in the activities of the MARS project, which enables local capacity building to take place. The *My Aged Care* national contact centre (the gateway) is using TIS when interpreting is required and provides

information on services available. Concerns have been raised to whether current good practice programs which empowers people to navigate and make informed decision are overlooked. The MAP projects in NSW have demonstrated that bilingual community education workshops at the grass roots areas have successfully raised awareness and understanding by CALD communities of the community aged care sector.

The *Disability Reforms* (the *NDIS*) will be rolled out in 2018, and trial sites are currently operational in each State and Territory. *ADHC* will no longer provide client services, as these will be delivered from 2016 through the NGO sector. The changes are based on the principles of person-centered delivery of service which will retain choice and control in the hand of the person with disability. To enable participation in community, the Ability Links program has been introduced. The MAP project contributed to the Ability Links consultative forum in formulating the role out of this program. Ability Links workers have recently been appointed in SWS and other localities. MAP project also provided support to the Disability Diversity Alliance, which aims to provide local support networks in CALD communities.

Submissions and Public Hearings

To inform the community at large about the significant policy changes in the community care sector, the MAP project attends and informs migrant interagencies and local networks. Over the past year, the MAP's project has contributed to submissions to the Commonwealth and the Disability Inclusion bill and participated in briefings and consultative forums.

Workforce

The MAP project participated in the roundtable discussion with disability services on the future need for a larger bilingual workforce in SWS. This was an initiative through DET (Department of Education and Training) and the local Wetherill TAFE. The discussions brought many key stakeholders together to highlight some of the actions that were viable in promoting for and assisting potential workers into the sector.

RESEARCH

This year we were fortunate to conduct a small research project through the PACE program from Macquarie University. Eleanor Deacon surveyed local organizations and with interviews collated the promotional activities of services conducted with CALD communities. The report highlights some of the good and collaborative practices.

STRATEGIC DIRECTION

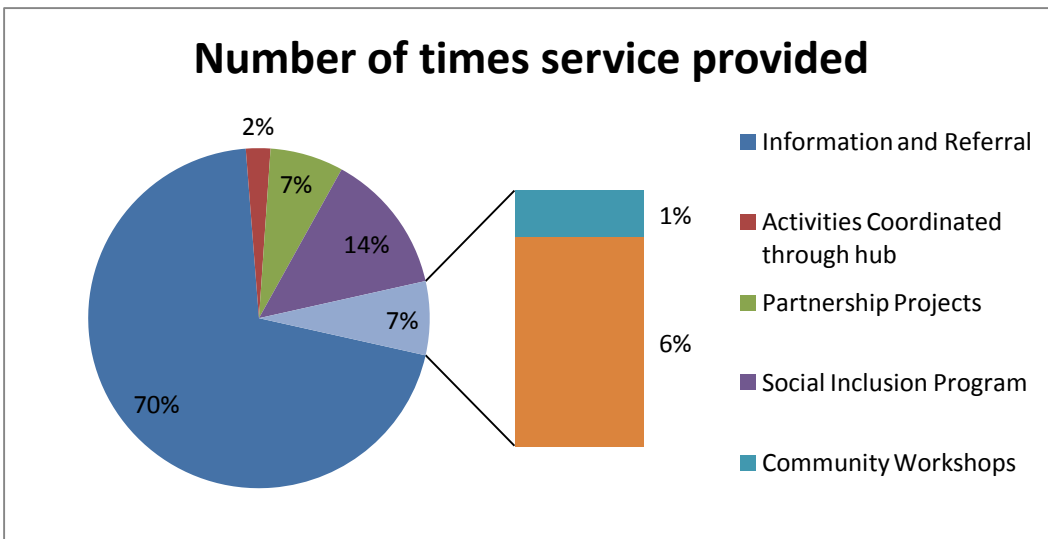
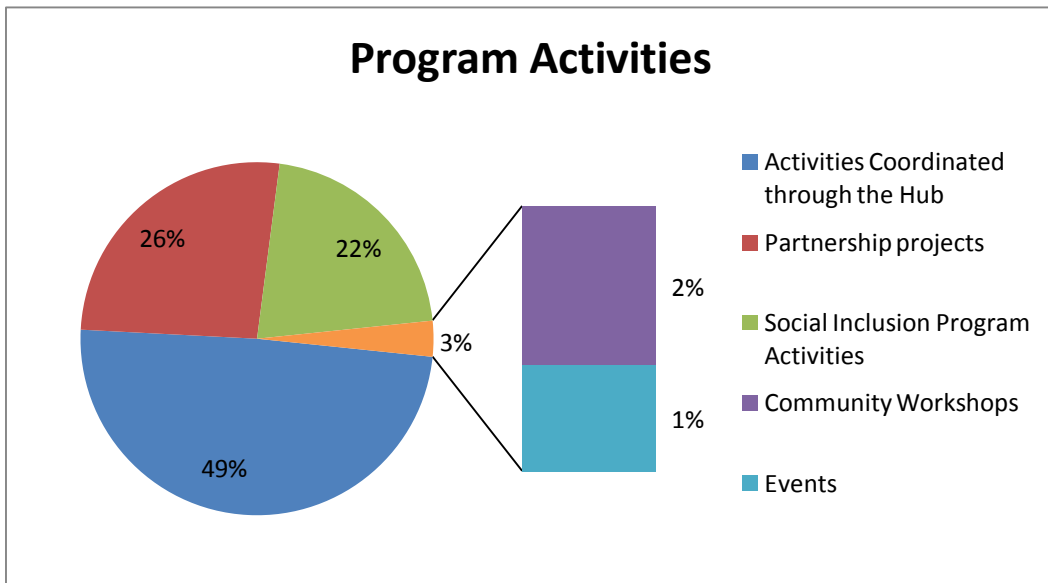
The project also contributes towards the development and strengthening of BAMN as an organisation BAMN has a strategic role to play as the peak organisation in SWS in relation to the community care sector. The three HACC Development positions complement each other in sharing, learning, collaborating and advocacy. BAMN's supportive and flexible Management structure allows for new ideas and activities to be tested and implemented.

THANK YOU

- To all the workers at BAMN and the management committee for their continued support, encouragement and friendship.
- Yvonne Santalucia for her commitment and professionalism in her work on the many projects auspice by BAMN.
- Consultants: Barbel Winter of Futures Upfront, Barry Gamba, Felicity Zadro and her staff of Zadro Communication, for their outstanding and creative work on the DVD project.
- Felicity Zadro and her staff of Zadro Communication on coordinating the workforce training project and keeping us to our time lines.
- Fairfield City Council and Bankstown City Council for extra project funding.
- MAP Network members for all their ideas, sharing and collaborative work.

STATISTICS

MULTICULTURAL COMMUNITIES DEVELOPMENT PROJECT



Data Snapshot

Information and Referral

Number of people connected with information: 4,537

Activities Coordinated through the Hub

Number of sessions: 150

Partnership Projects

Number of sessions - partnerships: 450

Community Capacity Building

Number of sessions: 65

Number of attendances: 868

Community Workshops:

Number of sessions: 6

Number of attendances: 83

Events:

Number of events: 6

Number of attendances: 369

HACC/CCSP Projects

Support Services Website

www.supportservices.org.au

Data Snapshot

Website statistics from Nov 2013 to Aug 2014:

- Over one million hits to the website
- Over 90,000 visits to the website
- Over 42,000Mb of data downloaded
- 44 weekly e-newsletters emailed to over 440 members
- Service providers can update contact information, service details and their vacancies
- The general public has access to the website which provides downloadable fact sheets and relevant resources including the South West Sydney (SWS) Ageing and Disability directories.

| Support Service Website Statistics September 2013 to August 2014 | | | |
|--|-----------|--------|--------------------|
| Month | Hits | Visits | Mb Data downloaded |
| Nov 13 | 68,332 | 7,253 | 2,103 |
| Dec 13 | 56,501 | 7,156 | 1,878 |
| Jan 14 | 73,575 | 7,239 | 2,041 |
| Feb 14 | 81,335 | 7,626 | 2,752 |
| Mar 14 | 81,972 | 9,401 | 2,923 |
| Apr 14 | 74,692 | 9,568 | 3,513 |
| May 14 | 84,211 | 9,315 | 2,507 |
| Jun 14 | 222,041 | 13,312 | 9,236 |
| Jul 14 | 346,647 | 12,573 | 12,985 |
| Aug 14 | 105,137 | 9,546 | 2,631 |
| Total (rounded) | 1,194,445 | 92,989 | 42,569 |
| Nov 12 - Oct 13 | Unknown | 78,000 | 26,000 |

Committees, Forums and Working Parties we are members of:

- | | |
|--|---|
| AAG- Spinning the web | Good Service Mob |
| Aboriginal Disability Network Conference – Living My Way | HACC DO NETWORK |
| Aboriginal Disability Network Interagency | HACC Translation Working Group |
| Arabic Network discrimination issues forum | Leading The Way: Indigenous Youth Leadership Project |
| Bankstown Council Advisory Committees | Liverpool Council Advisory Committee |
| BCC Proposed Changes to Racial Discrimination ACT | Liverpool Migrant Interagency |
| Bilingual Educators- Planning Ahead | MAP Network |
| Broken Time- Bankstown | MARS Sub committee |
| CALD Disability Inclusion forum Bankstown | NAIDOC @ Bankstown Fairfield & Liverpool |
| Canterbury Bankstown Migrant Interagency Forum | NDS Ageing & Disability Sub-Committee |
| Community Care Issues Forum | Older Refugees Committee |
| Disability Information Day – Bankstown- CALD | South West Sydney Ageing and Disability Forum |
| Elders Olympics | South West Sydney Ageing and Disability Forum Executive committee |
| FACS NSW Carers Strategy | South Western Sydney Area Health service carers and HACC issues |
| Fairfield Council Advisory Committee | The NSW Gatherin |
| Fairfield Local Aboriginal Advisory (FLAGG) | |
| Fairfield Migrant Interagency | |

BANKSTOWN AREA MULTICULTURAL NETWORK INCORPORATED

ABN 65 336 626 311

FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2014

OFFICERS' REPORT

Your management committee members submit the financial report of the Bankstown Area Multicultural Network Incorporated for the financial year ended 30 June 2014.

COMMITTEE MEMBERS

The names of management committee members at the date of this report are:

Sue Huxtable-Jones, Michael King, Boshra Masri, Layla Naji, Nada Marhaba, Nga Nguyen, Aunty Lola Simmons and Wafa Zaim.

PRINCIPAL ACTIVITIES

The principal activities during the financial year were to provide support, resources and advocacy for the diverse community in South West Sydney.

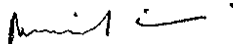
SIGNIFICANT CHANGES

No significant change in the nature of these activities occurred during the year.

OPERATING RESULT

The surplus for the year amounted to \$25,065 (2013: \$73,585)

Signed for and on behalf of the Management Committee and in accordance with a resolution in respect thereof.



Michael King
Chairperson



Nga Nguyen
Treasurer

Sydney, 29 August, 2014

**INCOME STATEMENT
FOR YEAR ENDED 30 JUNE 2014**

| Note | 2014 | 2013 |
|---|-----------------------|-----------------------|
| | \$ | \$ |
| | \$\$ | |
| INCOME | | |
| Grants Received – Recurrent | 793,858 | 945,658 |
| Grants Received – Non Recurrent | 9,000 | 40,000 |
| Interest Received | 14,063 | 23,045 |
| Sale of Assets | 1,268 | 9,595 |
| Recoveries | 1,958 | 9,906 |
| Administration Fees | - | 593 |
| Other Income | 15,428 | 21,045 |
| | <u>835,575</u> | <u>1,049,842</u> |
| EXPENSES | | |
| Employee Benefits | 301,480 | 267,258 |
| Bad Debt Provision | 2,555 | - |
| Consultants | 130,536 | 138,636 |
| Depreciation | 7,593 | 12,000 |
| Rent and Related Costs | 50,270 | 37,506 |
| Audit Fees | 3,200 | 3,200 |
| Other Expenses | 159,900 | 278,645 |
| Unexpended grants carried forward | 154,976 | 239,012 |
| | <u>810,510</u> | <u>976,257</u> |
| Surplus / (Deficit) for the year | 25,065 | 73,585 |
| RETAINED SURPLUS at the beginning of the financial year | <u>233,635</u> | <u>160,050</u> |
| RETAINED SURPLUS at the end of the financial year | <u><u>258,700</u></u> | <u><u>233,635</u></u> |

The accompanying notes form part of this financial report.

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2014**

| | Note | 2014 \$ | 2013 \$ |
|-------------------------------|------|----------------|----------------|
| CURRENT ASSETS | | | |
| Cash | 2 | 498,605 | 610,680 |
| Receivables | 3 | 2,497 | 14,800 |
| TOTAL CURRENT ASSETS | | <u>501,102</u> | <u>625,480</u> |
| NON CURRENT ASSETS | | | |
| Plant and Equipment | 4 | 28,305 | 28,058 |
| TOTAL NON-CURRENT ASSETS | | <u>28,305</u> | <u>28,058</u> |
| TOTAL ASSETS | | <u>529,407</u> | <u>653,538</u> |
| CURRENT LIABILITIES | | | |
| Payables | 5 | 191,149 | 267,622 |
| Provisions | 6 | 17,619 | 83,145 |
| TOTAL CURRENT LIABILITIES | | <u>208,768</u> | <u>350,767</u> |
| NON CURRENT LIABILITIES | | | |
| Provisions | 6 | 61,939 | 69,136 |
| TOTAL NON-CURRENT LIABILITIES | | <u>61,939</u> | <u>69,136</u> |
| TOTAL LIABILITIES | | <u>270,707</u> | <u>419,903</u> |
| NET ASSETS | | <u>258,700</u> | <u>233,635</u> |
| MEMBERS' FUNDS | | | |
| Retained Surplus | | <u>258,700</u> | <u>233,635</u> |
| TOTAL MEMBERS' FUNDS | | <u>258,700</u> | <u>233,635</u> |

The accompanying notes form part of these accounts.

**NOTES TO THE STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2014**

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.

| | 2014 | 2013 |
|--|-------------|-------------|
| | \$ | \$ |
| 2. RECONCILIATION OF CASH FLOW FROM OPERATIONS WITH SURPLUS/(LOSS) FOR THE YEAR | | |
| Surplus/(Loss) for the year | 25,065 | 73,585 |
| Plus non-cash items | | |
| Depreciation | 7,594 | 12,000 |
| Bad Debt Provision | 2,555 | - |
| Profit on sale of assets | (1,268) | (9,595) |
| | 8,881 | 2,405 |
| Changes in operating assets and liabilities | | |
| (Increase)/Decrease in debtors | 9,748 | (12,722) |
| Increase/(Decrease) in payables | (76,473) | (159,843) |
| Increase/(Decrease) in provisions | (72,722) | 31,686 |
| | (139,447) | (140,879) |
| Net cash inflow/(outflow) from operations | (105,501) | (64,889) |

STATEMENT OF CASH FLOW FOR THE YEAR ENDED 30 JUNE 2014

| | 2014 | 2013 |
|---|-------------|-------------|
| | \$ | \$ |
| CASH FLOWS FROM OPERATING ACTIVITIES | | |
| Payments to suppliers | (906,788) | (1,102,009) |
| Revenue received | 787,224 | 1,014,075 |
| Interest received | 14,063 | 23,045 |
| Net cash provided by/(used in) operating activities | (105,501) | (64,889) |
| CASH FLOW FROM INVESTING ACTIVITIES | | |
| Purchase of property, plant and equipment | (18,164) | (18,666) |
| Proceeds from sale of property, plant and equipment | 11,590 | 26,182 |
| Net cash provided by/(used in) investing activities | (6,574) | 7,516 |
| Net increase/(decrease) in cash held | (112,075) | (57,373) |
| Cash at the beginning of the financial year | 610,680 | 668,053 |
| Cash at the end of the financial year | 498,605 | 610,680 |

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

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 2014

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 2014**

| | 2014 | 2013 |
|---|-------------|-------------|
| | \$ | \$ |
| 2. Cash | | |
| Cash at Bank | 446,834 | 560,018 |
| Cash on Hand and on Deposit | 565 | 565 |
| Term Deposit | 51,206 | 50,097 |
| | 498,605 | 610,680 |
| 3. Receivables | | |
| Trade and Other Debtors | 5,052 | 14,800 |
| Less Provision for Doubtful Debts | 2,555 | - |
| | 2,497 | 14,800 |
| 4. Property, Plant and Equipment | | |
| Motor Vehicles | 36,830 | 37,058 |
| Less Accumulated Depreciation | 8,525 | 9,000 |
| | 28,305 | 28,058 |
| 5. Payables | | |
| Creditors and Accruals | 36,173 | 28,610 |
| Grants Received in Advanced | 154,976 | 239,012 |
| | 191,149 | 267,622 |
| 6. Provisions | | |
| Short term | | |
| Employee Entitlements | 10,119 | 35,645 |
| Capital Utilities | 7,500 | 47,500 |
| | 17,619 | 83,145 |
| Long term | | |
| Employee Entitlements | 42,535 | 49,732 |
| Capital Utilities | 19,404 | 19,404 |
| | 61,939 | 69,136 |
| 7. Commitments and Contingencies | | |
| Operating lease commitments | | |
| Non-cancellable operating leases contracted for but not capitalised in the financial statements | | |
| Payable — minimum lease payments | | |
| not later than 12 months | 34,720 | 46,929 |
| later than 12 months but not later than 5 years | - | 34,720 |
| | 34,720 | 81,649 |

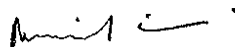
The property lease commitments are non-cancellable operating leases contracted for but not capitalised in the financial statements with a maximum five-year term. Increase in lease commitments may occur in line with CPI.

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 2014 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.



Michael King
Chairperson



Nga Nguyen
Treasurer

Sydney, 29 August, 2014

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 2014, 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 judgement, 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

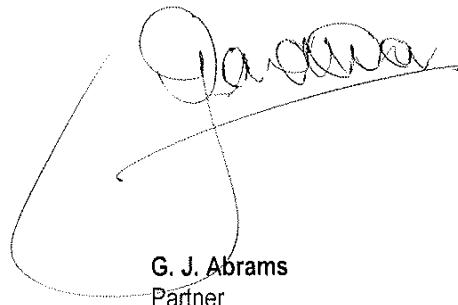
In our opinion, the financial report of Bankstown Area Multicultural Network Incorporated is in accordance with the Associations Incorporation Act 1984 (NSW) including:

- i giving a true and fair view of the financial position of Bankstown Area Multicultural Network Incorporated as at 30 June 2014 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.

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

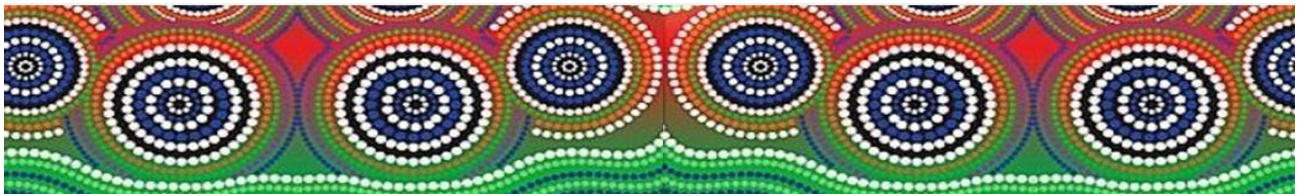


G. J. Abrams
Partner

Sydney, 29 August, 2014

**DETAILED INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2014**

| | 2014 | 2013 |
|---|----------------|------------------|
| | \$ | \$ |
| Income | | |
| Grants Received – Dept of Health and Ageing | 280,454 | 275,766 |
| Grants Received – Dept of FACS - AD & HC NSW | 135,610 | 131,128 |
| Grants Received – Dept of AD & HC Non Recurrent | - | 40,000 |
| Grants Received – Dept of Family and Community Services NSW | 129,994 | 125,716 |
| Grants Received – Bankstown City Council | 6,233 | 7,230 |
| Grants Received – Fairfield City Council | 2,555 | - |
| Grants received brought forward | 239,012 | 405,818 |
| Other Grants – Australia Post | 9,000 | - |
| Administration Fees | - | 593 |
| Donations | 20 | - |
| Interest Received | 14,063 | 23,045 |
| Sale of Assets | 1,268 | 9,595 |
| Contributions | - | - |
| Recoveries | 1,958 | 9,906 |
| Other Income | 15,408 | 21,045 |
| | <u>835,575</u> | <u>1,049,842</u> |
| Less Expenses | | |
| Administration Fees | - | 25,103 |
| Audit fees | 3,200 | 3,200 |
| Bank charges | 606 | 592 |
| Bookkeeper | 25,632 | 23,476 |
| Brokerage | 20,960 | 11,020 |
| Catering and Venue Hire | 1,741 | 6,446 |
| Childcare | 8,703 | 4,668 |
| Conference Fee | 4,374 | 2,631 |
| Consultant fees | 91,561 | 138,636 |
| Depreciation | 7,594 | 12,000 |
| Equipment Replacement | 838 | 1,328 |
| General expenses | 1,645 | 1,655 |
| Insurance | 9,162 | 22,419 |
| Motor Vehicle Expenses | 4,316 | 6,451 |
| Postage, printing and stationery | 8,205 | 18,706 |
| Program cost | 39,107 | 117,983 |
| Provision for Employee Entitlements | (28,892) | (15,815) |
| Provision for Doubtful Debts | 2,555 | - |
| Rent and premises expense | 50,271 | 37,506 |
| Repairs and Maintenance | 17,276 | 12,307 |
| Resources | 180 | - |
| Salaries | 298,892 | 239,997 |
| Staff Training and Amenities | 39,312 | 19,728 |
| Superannuation | 23,452 | 23,348 |
| Subscriptions | 3,915 | 2,153 |
| Telephone | 6,164 | 6,376 |
| Translation | 10,650 | 12,733 |
| Travel | 4,115 | 2,598 |
| Unexpended grants carried forward | 154,976 | 239,012 |
| | <u>810,510</u> | <u>976,257</u> |
| Surplus for the year | <u>25,065</u> | <u>73,585</u> |



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

Partners:

- Afghan Women's Network
- Arab Council Australia
- Bankstown City Council
- Canterbury Bankstown Migrant Interagency
- Greenacre Area Neighbourhood Centre
- Information Cultural Exchange (ICE)
- Metro Migrant Resource Centre
- Mobile Minds (BCRG)
- 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
- Bankstown Older Women's Wellness Centre
- Men's Shed– Chester Hill Neighbourhood Centre Inc.

Thank you also to all the Services and Staff that works closely with our Programs and Projects; to NSW Family and Community Services, Community Builders, ADHC & DSS Social Services 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, 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;; to our partners in access and equity: the BAMN HACC Reference Group for their support and guidance.

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

