

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.



CONTENTS

Our vision	Page
TMN Management Committee Members	Page
TMN Staff Members	Page
Consultants	Page
Reports	
Chairperson’s Report	Page
Executive Officer’s Report	Page
Multicultural Communities Development Project Report	Page
Community Builders Online Data Reporting	Page
SWS Sector Support and Development Officer Report	Page
Aboriginal Sector Support and Development Officer Report	Page
SWS Multicultural Access Project Report	Page
Multicultural Access and Referral Service	Page
Partnerships, Committees and Working Parties	Page
Acknowledgements	Page

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:	Sue Huxtable-Jones
Vice Chairperson:	Layla Naji
Secretary/Public Officer:	Wafa Zaim
Treasurer:	Nga Nguyen
Ordinary Members:	Boshra Masri Layla Naji Lola Simmons Loubna Hammoud Jessie Daikite (resigned 29 th August 2017)

STAFF

Executive Officer	Roxana Rascon (Consultant)
Multicultural Community Development Worker	Fatmata Bangura Ronnie Wang (locum Sept 2016 – March 2017)
SWS Sector Support and Development Officer/ Team Leader	Beatriz Cardona
SWS Multicultural Access Project Worker / Multicultural Access & Referral Service Coordinator	Sandra Loyola-Sandoval Joyce van Akkeren (resigned January 2017)
SWS Aboriginal Community Liaison Officer	Larry Hoskins
Aboriginal Sector Support and Development Officer	Miguel Ferrero
The NSW Gathering Project Officer	Taylor-Jai McAlister Deal Roberts (resigned January 2017)
Accounts Officer	Evon Kostanti
Administration Officer	Le Pham
Administration Officer (Aged and Disabilities)	Francisca Loyola-Sandoval

CONSULTANTS

Denis Cala/ Joanna Kuskey	Accountant/ bookkeeper
Con Kostanti	Onsite Computer Experts
Petra Will-Heart	Community Educator
Ana Neale	Facilitator/Trainer

CHAIRPERSON'S REPORT

Sue Huxtable-Jones

Chairperson

It is with much pleasure that I present to you The Multicultural Network's 2017 Annual Report.

Preparing this report for our members, funding bodies and the community gives Staff and Management Committee an opportunity to look back and reflect on the work done throughout the year, our achievements and our challenges, and how we contribute as an organisation towards building stronger, resourceful, independent and more resilient communities.

This year we continued working intensively on informing our aging communities and people with disabilities to ease their transition into the aged care system and the National Disabilities Insurance Scheme (NDIS). We identified barriers preventing migrants and Aboriginal communities from accessing services and support and developed partnerships with Government and non-Government agencies to facilitate these communities access to aged and disability care. We strengthened the community sector by providing them with training on both My Aged Care and the NDIS so that more caseworkers and community information workers were capacitated to help older people and people with disabilities to find services. We also provided community information session tailored to the cultural and linguistic needs of our Aboriginal, migrant and refugee communities so that older members of these groups and people with disabilities had direct access to experts in the field.

We are excited to have received funding through the Information, Linkages and Capacity Building Project for our new Zero Barriers project. This project will work to improve access to people with disabilities in Sydney South West.

This year we also welcomed 4 new members to The NSW Gathering Committee. This Committee is formed solely by Aboriginal people and therefore pivotal in providing the expertise required to run this project.

New collaborations with Macquarie University have opened the doors to The Multicultural Network to be involved in groundbreaking research in the areas of multiculturalism and aging and acquired language skills. Research is one of the most powerful tools we use in advocacy.

After a long time based at the Compass Centre we are this year in the process of moving our office. Finding suitable premises in Bankstown was very challenging as many other NGOs in this area would know. We were lucky to find our soon to be new home just few blocks away from where we are. We're hoping to start operating from our new premises on Raymond St in November 2017.

This year the staff and management committee engaged in fruitful discussions about our directions+ Planning Day

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

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; and Bankstown City Council for making our work possible. We also thank them for their support and commitment to ensuring our communities receive the assistance they need.

I 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 that combined make us a sound governance body for TMN. I want to thank Michael King, our retiring Chairperson, for his vision, guidance and tireless support: you made us a better Committee. Thank you also to all our staff, a group of skilled, committed and caring individuals that

together as a team make TMN the strong, dynamic, leading organisation that it is. Finally, a special thank you to all our partner organisations that so generously collaborate with us for the common good of the people of Sydney South West.

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 TMN, either as a partner, client or stakeholder.



EXECUTIVE OFFICER'S REPORT

Roxana Rascon, EO

It has been another productive and dynamic year for The Multicultural Network. All our projects continued working on supporting services and communities in Sydney South West, developing resources for the sector and for special needs groups and networking and partnering with local agencies for collaborative work. We also continued our commitment to advocating relevant Government departments to address gaps and issues that negatively impact on disadvantaged groups or special needs communities.

We received some good news this year regarding project funding. All our federally funded aged and disability projects, that is Sectors Support and Development Officer (SSDO), Multicultural Access Project (MAP), Multicultural Access and Referral Service (MARS) and Aboriginal Sector Support and Development Officer (ASSDO) have been extended until June 2020. Our Community Builders grant, the Multicultural Communities Development Project (MCDP) has also received funding until then.

We are excited to have been selected under the highly competitive Information, Linkages and Capacity Building (ILC) National Readiness Grant to run a project that is working to improve access for people with disabilities in Sydney South West. Our Zero Barrier project is working with local mainstream businesses, agencies and services to implement small changes that can have a positive impact in making their place more disability friendly.

This year we continued supporting The NSW Gathering Committee to guide and advice the NSW Gathering project. Unfortunately, we encountered some difficulties recruiting for the Project Officer position as not many candidates were suitable for the role. So the position was vacant for some part of the year. We did find a wonderful Project Officer in Deal Roberts who commenced in the position early October 2016 and very quickly got involved in a number of initiatives that helped promote the project and form collaborations. She also prepared a profile of Aboriginal older people and people with disabilities in NSW and identified main concerns affecting target group and services. We were just ready to run the Planning Day with The Gathering Committee when unfortunately due to unforeseen circumstances Deal had to relocate and therefore resigned. After another challenging recruiting period we are now happy to announce that Taylor-Jai McAlister has just joined the team and will be soon resume previous initiatives as the new Gathering Project Officer.

This year we also collaborated with Macquarie University by participating in a Conference with a theme in Multicultural Sydney. My presentation was on *Developing policy and planning services for a multicultural community*. The conference offered a wide range of experts on multiculturalism and included international researchers. Conference presenters were then invited to collaborate on a book to be published in London next year. I wrote a chapter for the book focusing on Government policies and multiculturalism. We look forward to having TMN involved with other researcher and practitioners in the international arena.

Towards the beginning of 2017 we had to face the frightening scenario of finding suitable premises in Bankstown as our current office is based in a site now committed to redevelopment. After a long search we found offices in Raymond street.

We have now signed a lease and we are working on customizing the place to our needs. We look forward to finishing the year on a positive high with our relocation to these great offices at 40 Raymond Street, Bankstown.

We look forward to the new year and further cementing our work and commitment to build capacity of both our services and our communities. I feel confident that both our Management Committee and team have the creativity, commitment and innovative approach needed to rise to any challenges that may come our way.

I would like to take this opportunity 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 I look forward to continue driving TMN under their care.

A big thank you goes to our wonderful team. It is a great pleasure to work with each and all of you. My sincerest gratitude to our funding bodies: Australian Government Department of Social Services; NDIA, ILC funding, NSW Ageing, Disability and Home Care; Department of Family and Community Services, Bankstown City Council and Fairfield City Council. Your partnership and commitment in assisting all our communities, and those with special needs, CALD and Aboriginal communities are deeply valued.



MULTICULTURAL COMMUNITY DEVELOPMENT PROJECT

Fatmata Bangura
MCDP Worker

FaCS Community Builders is a prevention program which aims to strengthen communities across NSW and particularly the disadvantaged groups within them.

The Multicultural Community Development project funded by FaCS Community Builders is comprised of Community Hubs (people connected with information, assisted referrals, services coordinated through the hub, using community infrastructure, partnership projects) and Community Capacity Building (events, community workshops, social inclusion).

We provide a range of services and programs to strengthen disadvantaged families and communities from multicultural backgrounds and build their capacity. We provide bilingual support as well as childcare for families with children when running programs. To support many more families, we delivered several of our parenting programs in partnership with Navitas English, Yagoona Public School Hub, St Jerome Primary school, Villawood East Public School Hub, Punchbowl Public School as Communities Centre, Wiley Park Public School as Communities Centre. There were about 85 sessions held and over 1000 parents and grandparents who attended our sessions.

Social inclusion programs

- Healthy Food for the family - Mandarin
- Parenting transition to school workshop – Punchbowl Public School as Communities Centre
- Healthy lifestyle for grandparents
- Helping your child succeed - Yagoona Public School Hub
- Multicultural relaxation
- Safe and healthy families – Navitas
- Keeping your family safe and healthy - Villawood East Public School Hub
- Supporting a child's behaviour in a positive way – St Jerome's Catholic Primary School
- Keeping your family safe and healthy - Punchbowl Public School as Communities Centre
- Guiding children's behaviour - Villawood East Public School Hub
- Keeping your family safe and healthy - Wiley Park Public School as Communities Centre
- Parent wellness and childhood anxiety - Punchbowl Public School as Communities Centre
- Pakistani women's group yoga and information sessions;
- Legal Aid
- TAFE NSW
- Police – Bankstown Area Command
- Cultural celebration
- Bankstown Women's Health Centre
- Multicultural health promotion – SSWAHS

Networking and Sector Support

- City of Canterbury Bankstown Stronger Communities Funding ceremony.
- SWS FACS Multicultural Advisory Group (MAG) meeting.
- Bankstown Women Initiative Network Meeting
- Stronger Communities Fund committee meeting for grants recipients at Canterbury City Community Centre in Lakemba.
- Co-facilitated a workshop on multicultural lullaby at Paint the Town Read conference at the Blue Mountains.
- Provided support and promoted our services at the Chester Hill Neighborhood Centre's Volunteer BBQ at Paul Kitten Park.

- Bankstown Child and Family Services expo held at Bankstown Sports Club.
- Canterbury Bankstown City Employment Expo at BLaKC.
- Provided support to the Vietnamese Family Support group organised by Nga from Metro Assist.
- Bankstown Child and family Hub Reference committee meeting.
- Bankstown Child and family interagency meeting.
- Navitas Refugee Week Ceramic showcase.
- Bankstown playgroup forum at Yagoona public school.
- Canterbury Bankstown City Community consultation at Campsie library.
- NCOSS conference at Park Royal Parramatta.
- Canterbury Bankstown City Connecting forum organized by Arab Council.
- Consultation by NSW Department of Justice on the development of new resources for services at SSI Ashfield.
- TAFE NSW Services Expo at Bankstown campus.

TMN Links website (www.tmnlinks.net.au) was developed to provide easy and accessible information about services in Canterbury Bankstown LGA and its surrounds to service providers, their clients and the wider community. A resources page has been added to include links of useful websites and resources for the community. The website has been widely promoted to various services and in the community and promotional materials such as complementary cards and fridge magnets have been developed and widely distributed. A weekly newsletter is also being distributed to registered members and our networks. As a result, we have 28 local services registered and more people accessing it this year.

Services coordinated in partnership with other agencies

- Free English class on Tuesdays and Fridays in partnership with MTC Australia and funded by Clubs grant.
- Diabetes workshop in Mandarin with Diabetes NSW at Bankstown Sports.
- Vietnamese family support group delivered by Metro Assist.
- Household chemical cleanout information session with Ethnic Communities Council.
- Changes to Australian food labelling laws.
- Provider First Aid course with TAFE NSW and Settlement Services International.
- Vietnamese Citizenship Program delivered by Metro Assist.
- Yagoona Public School Hub
- Parenting sessions with Punchbowl Public School as Communities Centre
- Parenting sessions with Wiley Park Public School as Communities Centre
- Parenting sessions with Navitas English
- Parenting sessions with Villawood East Public School Hub
- Parenting sessions with St Jerome's Catholic Primary School Hub
- Children's First Aid training in partnership with Settlement Services International and TAFE NSW.

Canterbury Bankstown Multicultural Interagency (CBMIA)

CBMIA is co-convened by The Multicultural Network and Metro Assist. Feedback is received from other interagency and networks at the meetings. Below are presentations from other agencies:

- CBMIA Consultation and planning
- Parents Next Project - Mission Australia
- Head Space Bankstown
- Bankstown Women's Health Centre
- Mission Australia - information about Canterbury Bankstown Youth Service
- The Health Promotion Unit - Sydney South West Local Health District
- Positive Partnerships - Culturally and Linguistically Diverse Programs
- Civil Law and Refugee Services – Legal Aid NSW
- Organ and Tissue Donation Service - South Western Sydney Local Health District
- Embrace Society - Australian Government (CoOL)
- TAFE NSW programs and amalgamation.

- Thalassaemia and Sickle-Cell Anaemia - Thalassaemia Society of NSW
- Breast Screen NSW - SLHD Sydney Local Health District
- Migration Support Program - Australian Redcross
- Multicultural Problem Gambling Service for NSW
- Suicide Prevention and Suicide Aftercare Services - Lifeline Macarthur
- Western Sydney Community Forum

Employment and Refugee Week were the two CBMIA's active working parties this year. The Employment Working Party is working on the Pathways to Employment project sponsored by the Canterbury Bankstown City "Stronger Communities Fund". The Refugee Week Working Party supported the Canterbury Bankstown City's film screening of "Journey to Freedom" at the Campsie library and Lakemba library. The employment blog continues to be disseminated to keep services informed about education and employment opportunities for their clients.

Pathways to Employment

The aim of the project is to work collaboratively with organizations to complement and support existing activities and services being undertaken by local organisations and community groups. These activities will be drawn into a single project which will enhance employment through the use of existing resources and enhance volunteering opportunities as a pathway to employment.

This project is being coordinated by The Multicultural Network, sponsored by Canterbury Bankstown City and supported by Metro Assist; TAFE NSW; Navitas; Salvation Army; Chester Hill Neighborhood Centre; Canterbury City Community Centre; Department of Human Services, Bankstown Multicultural Youth Service, Melkite Catholic Welfare Association

A series of scheduled practical workshops is being conducted for service providers and community members in particular volunteers and job seekers tailored to the needs of the groups. The workshops for jobseekers and volunteers includes Employer Expectations and Australian Workplace Cultural Awareness training, First Aid training, Barista and Hospitality course, Recognition of Prior Learning, Youth Step Up, Digi sessions, Step Into Volunteering, White Card for Construction, Workers' Legal Rights and Responsibilities. The workshops for service providers include Cultural Intelligence training, Digi sessions, Social Media, Marketing, and Graphic Design Workshop, Trauma Informed Training and Mental Health First Aid.



Children and Family Services Expo at Bankstown Sports

FaCS Targeted Early Intervention reform - new target groups and priorities under the reforms

Some FaCS funded programs such as Community Builders is undergoing Targeted Earlier Intervention (TEI) reform. The goal of this reform is to implement "client centred service delivery, evidence based service design and delivery, intensive responses that address causal factors, measuring effectiveness, focusing on outcomes and interventions that work". The priority groups are young parents, children aged 0-3, Aboriginal children, young people and families. At present, we are going through agency assessments to identify available resources needs and gaps in our district. We are in the process of fully implementing the new TEI reform by July, 2018.

Advocacy work: issues raised through networks, submissions or meetings

- Families would like to have more after school activities and homework support for their children.
- There is a high demand for employment related training and courses.
- There is an increasing number of people from CALD communities

who would like to learn the use of technology and how to easily access online resources. The lack of basic technical skills could also hinder their employment prospects.

- The need for free English classes continues to increase in Canterbury Bankstown LGA as more and more migrant families move into the area. In particular migrants who have completed their AMEP hours or those who are ineligible for government subsidised courses.
- Proposed changes in the Multicultural department at TAFE NSW raised some fears that this will affect people with low English in particular newly arrived migrants and refugees.
- Service providers and clients are having difficulties keeping up with the rapid changes in government funding and roles. Service providers need to keep other services and their clients informed with any changes in their sector.
- The residents of Canterbury Bankstown LGA in particular the Muslim community feels discriminated and vilified in the media and from people living outside the LGA.
- There are Safety and security concerns for families in Bankstown about going out at night.
- The community members feel like there are not enough free places for communities to meet.
- There are concerns that the government is approving the construction of large number of high rise buildings in Canterbury Bankstown LGA but not increasing the resources such as community facilities, schools etc to cater for the population growth. There was community information sessions and consultations held throughout the LGA by the NSW department of Planning and Environment between July and August this year.



Our main challenge this year is the process of transitioning into the Targeted Earlier Intervention program that is being implemented by our funding body FaCS and not being able to cater for some of our groups as was before with the Community Builders project. Our strategies to address these challenges and assist us in our transitioning are as follow;

- To develop social, educational and recreational activities with language support as a soft entry for clients so that we can build their parenting capacity as well as address any other issues that impact in their parenting and the child.
- To build connections with new and

emerging communities by engaging with the leaders and community groups in order to develop rapport with community members.

- To continuously engage the assistance of bilingual workers and experts in the development and implementation of programs and activities.
- To utilise more evidence based programs and tailor them according to the issues and needs of each community or as they arise.
- To engage ATSI facilitator when running activities that target ATSI parents by reducing the number of workshops provided to the CALD community and organise workshops that do not require the payment of facilities. For instance, we will run workshops that staffs are trained on and also invite partnerships from other organisations as we have done in the past.

Thank you

We would like to thank our funding body, FaCS Community Builders Program, for their long term commitment to the project. Thank you also to Canterbury Bankstown City for their continuous support. I would like to thank the following people and organizations for their partnership and support in 2017: Ronnie Wang – MCDP Locum worker 2016-2017, Ruxia Chen (Shirley) and Aween Karim - Bilingual support workers, Petra Will-Herat and Manal Arifaki - Facilitators, Phoebe Leung - website developer, Metro Assist; Creating Links; Families NSW Facilitation Project; Punchbowl Schools as Community Centre, Bankstown Community Resource Group; Mobile Minds; Muslim Women's Association;

Canterbury Bankstown City (Libraries); Melkite Catholic Welfare Association, MTC Australia, NAVITAS English Bankstown and Campsie, Overseas Trained Professionals, Asian Women at Work, Banksia Road Public School Community Hub, Yagoona Public School Community Hub, Canterbury Bankstown Migrant Interagency members; Mission Australia Parent Next program; TAFE NSW, Bankstown Women’s Health Centre, Organ and Tissue Donation, Salvation Army; Chester Hill Neighborhood Centre; Canterbury City Community Centre; Department of Human Services, Bankstown Multicultural Youth Service; Ethnic Communities Council, Legal Aid NSW, St Jerome Primary School, Villawood East Public School Hub, Punchbowl Public School as Communities Centre, Willey Park Public School as Communities Centre; Bankstown Women’s Health Centre; Bankstown Local Area Command.

Community Builders Data Reporting 2016-2017

Community Hub	Number of times service provided
People connected with information per month	6501
Assisted referrals per month	112
Using community infrastructure per month	56
Services coordinated through the hubs	41
Partnership projects	29

Community Capacity Building	Number of Attendance
Events	350
Community workshops	165
Social inclusion programs	891



SWS SECTOR SUPPORT AND DEVELOPMENT OFFICER - AGEING AND DISABILITY

Beatriz Cardona

SWS Sector Support and Development Officer / Team Leader

2017 has been a very busy year for the SWS Sector Support and Development Project. The changes and aged care reforms in 2017 including the transition of all Home Care Packages from block to individualised funding, the introduction of a National Screening Assessment Form, replacing the old CIAR form, and the new registration and reporting guidelines have had a significant impact on the sector support needs of service providers and older people accessing their programs.

In order to address these challenge the Project has developed various resources and implemented activities including the following:

Information sessions for aged care providers on the age care reforms: This activity, conducted in April 2017 was attended by 60 organisations across SWS. The session covered all the key changes and updates on the age care reforms including a presentation from My Aged care representative, and updates by the Commonwealth Department of Health. A follow up session was delivered in June 2017 and attended by 50 service providers. Key issues impacting on service delivery including the referral process and the use of Interpreters for CALD clients was addressed at the meeting. A key outcome of these meetings and discussions is the increased understanding by government representatives of key issues at the service delivery level and changes needed to ensure the system works more efficiently for consumers and service providers.

These sessions have been highly commended by participating organisations as a key source of information and support that enables them to manage the age care reforms effectively.

The Project has also supported organisations through training activities aimed at building specific skills and knowledge on the following areas:

- Implementing Consumer Directed care (CDC) service models
- Setting up fees for Commonwealth Home Support Programs (CHSP)
- Developing care plans

These sessions have been proven effective in preparing organisations for CDC models and developing new business models to address the loss of block funding. We are currently running a series of 4 training sessions supporting services to transition to new service models that can ensure their financial viability under CDC funding models. These sessions have been highly commended by services as effective and essential in assisting them with practical issues including how to register for My Aged Care, the process of accepting referrals and the type of information required in order to communicate effectively the type of services and programs available in the organisation.

The project has also supported consumers through activities such as information sessions on the aged care changes and MY Aged Care and resources including flyers and linkages to services such as Seniors Rights Centre and Fair Trading. In 2017 we have seen a substantial increase in requests by service providers to deliver information sessions and updates on aged care reforms and disability. The Project has been responding to these requests and is due to deliver more sessions in October and November targeting health providers and community organisations.

Through-out the year the Department of Health has sought the feedback from organisations on key reforms such as the proposed amalgamation of HCP and CHSP and the new Quality Standards. The Project has been very active in ensuring the views and recommendations of service providers in SWS regarding these reforms are captured through submissions and response papers. TMN made 2 submissions one highlighting the potential risks of watering the quality standards in

home care and residential care and another one on the changes to HCP. In addition to this, 2 articles were submitted to the Age Care Review magazine and published in April and August 2017. Feedback from service providers regarding this advocacy work has been positive with many organisations contacting TMN to voice their concerns and issues with the aged care reforms and seek support in making these concerns known to government officials.

The reforms have also required sector support workers to work more closely and suggest new models to make our activities more effective and relevant to the changing needs of the sector. The Project convened the July Sector Support meeting attended by 25 sectors support workers across NSW. The meeting was regarded as very effective and TMN was commended for the quality of the speakers invited to the meeting and the resources provided.



Meeting of the NSW Sector Support Workers July 2017

In relation to disability sector support, the Project has delivered 2 information sessions for service providers and one session for service users. The information for providers included a hand-on workshop on the NDIS and how to support consumers in developing their care plans. Through the weekly newsletter we also continue to support service providers ensuring they have access to the update information and resources. The Project has also developed power points and easy to access resources which are made available through the weekly newsletter and age and disability interagency forums.

The SWS Sector Support and Development Project has also been working closely with the HACC team and providing leadership and support for the team activities. This includes working together in the planning and implementation of a Senior Expo under the coordination of the Multicultural Access Project worker. The Project is also supporting the Zero Barriers Project, and assisting in the submission of a new ILC grant to implement a project supporting CALD communities with disabilities.

Through these activities TMN and the SWS Sector Support and Development Project have been effective in building the capacity of aged care and disability service providers and supporting them in transitioning into the aged care and disability

service models. The project has also been effective in positioning TMN as a leader in sector support and advocacy issues through the various submissions and public statements on issues affecting the sector.

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 2017. This includes The Department of Health local area representative Colin Farman, who has provided the project with information, resources and updates on key aged care reforms. I would also like to thank service providers in SWS for their ongoing engagement with the sector support activities delivered throughout 2017 and the positive changes implemented in their service delivery and practice as a result.



ABORIGINAL SECTOR SUPPORT AND DEVELOPMENT PROJECT

*Larry Hoskins, Aboriginal Communities Liaison Officer
Miguel Ferrero, Sector Support & Development Officer*

The Aboriginal Community Liaison Officer (ALO) and the Aboriginal Sector Support and Development Officer (ADO) positions are funded through the Commonwealth and State Governments to assist Aboriginal and Torres Strait Islander (ATSI) communities to overcome access and equity barriers within the disability and aged care services and programs. The positions also support and resource the aged and disabilities sectors to enhance their capability to deliver culturally appropriate services to the ATSI communities.

Community Capacity Building

Over the last 12 months the ALO and ADO have been busy supporting the community to access disability and aged care services through NDIS and My Aged Care (MAC). The project ran 6 information sessions targeting the Aboriginal communities living in South Western Sydney, with a total of 81 people benefitting from the information. Four sessions were related to the NDIS and the impact of the rollout of this major initiative, and two sessions covered the issues of My Aged Care and consumer rights. Three sessions were conducted in the Liverpool area (Casula and Miller), two in the Bankstown LGA and one session ran in Fairfield. The NDIS sessions focused on the rollout of the scheme, how the planning process works, what needs to be included in the planning process, dealing with Local Area Coordinators and the difficulties in negotiating contracts with disability services. Many of the individuals who attended the sessions were Aboriginal workers who were then able to pass this information on to their clients. They also learnt about how to find further support from the Aboriginal Local Area Coordinators (LCA). Local Area Coordinators assist people with disability to access the NDIS and once clients are eligible for the NDIS, we will work with you to identify your goals for your first NDIS plan.

One of the major issues faced by NDIS-eligible clients is not being able to talk face to face to an Aboriginal LCA or the planners. The NDIA planner will build the funding from the information gathered by the LAC. It's also the responsibility of the NDIA planner to approve the funding in the plan. This issue was raised repeatedly in different fora and interagencies. In order to address this issue, TMN and other stakeholders (NDIA, St. Vincent de Paul Society) allocated extra time at the end of one of the workshop to see individual clients and address their issues on the spot. Because of the success of this trial, we decided to start a weekly outreach service for the community in Miller and possibly at the Gandangara Land Council over the following months. TMN will negotiate the venue with Liverpool City Council, promote the outreach service and support NDIA (agency) and St. Vincent de Paul Society Aboriginal LCAs in implementing this model. There is a strong interest in running similar outreach services across the South West of Sydney to ensure that members of the Aboriginal communities to receive tailored response.

The project conducted two visits to the Bankstown Elders group and one visit to the Aboriginal Women's group based at Gandangara Land Council head office. The informal visits allowed us to introduce the new Gathering Project Worker and

respond to some questions about NDIS and My Aged Care. One of the issues raised by the group was the lack of knowledge and information about consumer rights when dealing with a Home Care provider.

Similar issues were raised while we attended some events such as the Elder Olympics and NAIDOC Week celebrations. To respond to these issues, two sessions focused on My Aged Care and consumer rights were run. One session was conducted in partnership with Senior Rights Services, who were able to follow up on some issues on behalf of the participants. The project is planning to conduct more information sessions regarding consumer rights in partnership with the Senior Rights Service as there is clear gap in this area.



The project was able to obtain a grant for \$3,000 from Canterbury Bankstown Council. This will be used to purchase iPads and run workshops targeting older members of the Aboriginal community who want to learn how to use and navigate the My Aged Care website.

Sector Support

In regards to support to services, the project has continued supporting the sector through different initiatives. Over the last few months, the project has posted 40 articles on the Support Services website covering issues related to NDIS and My Aged Care, with a strong focus on information about the perspective of, and impact on, Aboriginal and Torres Strait Islander people. The two project workers have regularly attended the South West Koori Interagency to raise issues related to NDIS and My Aged Care, promote information sessions and provide updates on NDIS and MAC changes. We also regularly attended the South West Aged and Disability Forum to promote information sessions, distribute resources developed by the project, participate in consultations and support the work of the Executive committee.

In partnership with other workers, we reconvened the Bankstown Koori Interagency (BKI). The first meeting was to identify the future priorities for the network. TMN is playing a leading role in inviting Aboriginal workers and agencies servicing the community to join us, organising the agenda and finding future speakers. The project is planning to run information sessions on the NDIS and MAC for the BKI over the next few months.

We developed a number of resources for the sector including updating the “My Aged Care” presentation, providing a summary of key points from Aboriginal Agency submissions responding to the legislated review on MAC, and compiled a comparison between NDIS and MAC in simple key points. Comparing the two schemes resource aimed to clarify confusion that clients and service providers raised in meetings and gatherings, specifically, affecting Aboriginal people who are eligible for both schemes when they turn 50 years old.

As part of our sector support work we facilitate worker's access to resources and information that can support cultural safe servicing of Aboriginal communities. Miguel Ferrero is supervising a UTS student – Emma Sepokas – who is doing a literature review on the topic “Ageing and Aboriginality”. Once the literature review is completed, the information will be posted on the TMN website and workers will be able to download the information in the form of an article/paper. Having this resource available through our web presence will enable the sector to become more educated and knowledgeable about Aboriginal notions of growing older. Also, as part of our community education and awareness initiatives, Larry Hoskins attended Bankstown NAVITAS to talk about Aboriginal culture, language and art.

The project was invited to provide input at the strategic planning day meeting organised by the Elder Abuse Infoline with a specific focus on Aboriginal communities.

Macarthur Disability Services has invited the project workers to be part of the Aboriginal PONE Training package initiative. This initiative aims to support Aboriginal organisations prepare their organisations to run effectively under the new Aged Care and Disability reforms.

In March the project conducted the “Building Bridges” event during Harmony Day. Three Aboriginal elders Aunty Noelene Holten, Uncle Harry Allie and Aunty Lyn Martin were our panel of experts invited to talk about their own experience living in Bankstown to increase cultural awareness among local community workers. They were joined by Heather Goodall from UTS who spoke about the history of the Bankstown Aboriginal community. 45 current and future workers from the disability and aged care sectors attended, including community services TAFE students (Bankstown). Participants were able to ask questions and the event concluded by participants joining together to paint a Harmony Day banner.

Finally, the project will be presenting at the October meeting of the South West Sydney Ageing and Disability Forum about the Cultural Audit Tool to encourage mainstream services to use it, and hopefully improve their service provision to Aboriginal communities.

Issues identified

Through attending events such as NAIDOC Week, Sorry Day and the Elder Olympics across South Western Sydney, the project was not only able to promote our information sessions but also talk to members of the community directly. We were able to answer questions related to the rollout of the NDIS and My Aged Care, and were also able to identify issues such



Uncle Larry Hoskins addressing the Building Bridges panel

as people missing out on services when transitioning from ADHC funded programs and before being accepted by the NDIS. People did not know what to do or how to bring those issues to NDIS Aboriginal Local Area Coordinators. Other people were contacted by NDIA, receiving contradictory information when developing their plans and had not been able to discuss those issues face to face with an Aboriginal worker. In the area of My Aged Care, we have

identified issues affecting the sector such as little understanding of the changes impacting on the industry. At the community level we identified that there is reluctance to contact services through the call centre and online and the preference for face to face contact.

We were able to attend the “Our Journey NDIS conference” organised by FACS, NCOSS Regional Conference and the NCOSS *Older People in Marginalised Communities Working Party*. This was an excellent opportunity to hear other workers bringing up similar issues affecting Aboriginal communities in dealing with the rollout of NDIS and changes affecting My Aged Care. One of the issues discussed refer to the increasing number of people with disabilities receiving services under the old system and not being eligible for NDIS. It is concerning that there will be a gap in services for those that don't qualify for NDIS.

Advocacy work

In terms of advocacy work, the project has been able to bring the issues we identify through our community contact up to relevant service providers through our involvement with the South West and Bankstown Koori Interagencies – especially to work with St. Vincent de Paul Society who manages the NDIS Local Area Coordinators and the Aboriginal Community Engagement. Because of the work done in partnership between NDIA, Gandangara Land Council, St Vinnies and other agencies, NDIS will start trialing outreach services from Liverpool over the next few weeks. Clients and families will be able to come in and hopefully have their NDIS issues solved on the spot.

We provided written comments in two written submissions to policy: the Human Rights Commission enquiry about protecting disability rights and the Legislative Review (submission) regarding My Aged Care.

In March this year, we attended the Aboriginal and Torres Strait Islander community consultation workshop organised by the Canterbury Bankstown Council. The project was able to provide input in terms of community priorities and how to address them locally.

Emerging Issues

NDIS and My Aged Care programs have been rolling out for several months and the project has identified a number of issues with these rollouts. Many members of the Aboriginal communities are struggling to transition into the new NDIS and My Aged Care systems. Among members of the Aboriginal community, there is a clear lack of understanding of planning and costing, contracts, consumer rights, and how the individual package system works overall - especially in the Aged Care space. As a consequence, many clients are currently worse off under the new system because of missing deadlines, not including everything in the budget, not understanding bureaucratic slang and not familiar with decision making processes.

Another issue is the confusion between NDIS and MAC choices, which affects Aboriginal communities who are entitled to receive MAC help from the age of 50 rather than 65 (as is the case for the general community). There is an overlap between the two programs which raises questions about the amount of services received under each program.

The key challenges of the project when working with Government include how to lobby and persuade current systems to be more Aboriginal-friendly, and developing enough flexibility to respond appropriately to the needs of diverse communities.

Both project officers continue their professional development throughout the year. Most significantly, we attended training on “Working with our Mob”, which explored different ways of working with the Aboriginal communities, and “Refining Practice in Aged Care” sessions to become familiar with and fully understand new concepts in aged care such as wellness and reablement. Professional development such as this enables the project workers to be better prepared to explain and support the sector to understand current changes.



SWS HACC MULTICULTURAL ACCESS PROJECT (MAP)

*Sandra Loyola-Sandoval
MAP Worker*

The South West Sydney Multicultural Access Project (MAP) provides a range of support, resources, information and training to Aged and Disability services sector to enhance their cultural responsiveness to people from culturally and linguistically diverse (CALD) backgrounds. It is based in Bankstown and provides its services to the Local Government Areas (LGAs) of Bankstown, Liverpool and Fairfield. The Project is funded by the Department of Health & NSW Department of Families and Community Services, Ageing, Disability and Home Care.

The project also ensures CALD older people and people with disabilities are aware of and receive culturally appropriate services.

In continuing our support to the sector and the community, this year the MAP provided two information sessions to CORE community services' community engagement team on My Aged Care and NDIS. We also provided support to the community through a Q&A Aged Care information session for service providers, two NDIS & Fair Trading information session at the Hub in Miller, an NDIS information session *From Plans to Practice* at TMN for service providers, a community information session on My Aged Care (MAC) at Liverpool and *My Aged Care - Practice Makes Perfect* workshop for service providers.

The project establishes, maintains and/or participates in relevant networks and initiatives within and across relevant sectors for the interests of our target population:

- South West Sydney Ageing & Disability Forum, a network of services working together to support older people, people with a disability and their carers to remain independent in the community
- Seniors Services Interagency, an interagency aimed at collaborations and providing a platform for support to services working with the Fairfield ageing population
- Community Care Forum
- FACs Multicultural Advisory Group
- NSW Sector Support and Development Network
- Weekly contribution to the Support Services website

In collaboration with other relevant stakeholders, the MAP project develops/contributes to partnership projects for the interest of the CALD target population. Examples of this year's work include:

- Bankstown Seniors Expo 2017 in partnership with Bankstown Sports Club, Canterbury Bankstown City Council, Ethnic Communities Council and Health Promotion/Multicultural Health SWS Local Health district.
- Fairfield Seniors Network meetings
- Fairfield City Council Strategic Planning meeting – CALD issues
- Steering committee Fairfield Seniors Interagency
- St Vinnies - LAC CALD Engagement Steering Committee
- CALD Advisory Committee – Bankstown Lidcombe Hospital

The MAP project also develops/ implements initiatives to build greater awareness of the Commonwealth Home Support, Home Care Packages & Community Care Support Programmes among CALD target population groups through information, education and training sessions:

- My Aged Care (MAC) Booth – Parklea Sikh Temple. The MAC booth is an information stall to provide information to CALD communities on aged services.
- MAC information Sessions to Seniors Groups in Casula, Wetherill Park and Fairfield (Casula Seniors Group, Multicultural Seniors Group, Arabic woman's group, the Parks Spanish speaking seniors group)
- NDIS information sessions (2 Arabic groups and Spanish speaking carers group)
- *Get to know the Australian Aged Care System* information session in partnership with Ethnic Communities Council and CORE Community Services (Men's Arabic group)
- Information sessions on My Aged Care for the Arabic and Vietnamese community in Bankstown.



Arabic Speaking Women's Group. Wetherill Park – My Aged Care Information

Another important role of the MAP worker includes undertaking, supporting and participating in the development and dissemination of resource materials for CALD communities. The *Australian Aged Care System Fact Sheet* is a fantastic tool that explains what the Australian Aged Care System is in simple language. The fact sheet has been translated into 16 community languages: Spanish, Arabic, Khmer, Vietnamese, Italian, Samoan, Traditional Chinese, Simplified Chinese, Assyrian, Croatian, Lao, Macedonian, Portuguese, Turkish, and Serbian. We are currently working on translating this very useful

resource into another 11 community languages, in collaboration with the MAP network, MDS and SWS Health Interpreting services.

Contributing to and/or participating in relevant aged care and disability services related policy making and/or planning processes is a valuable way to support and develop the sector. The MAP project was this year involved in the following:

- SWS Disability Forum – NDIS consultation
- SWS Ageing Forum – My Aged Care consultation
- Canterbury Bankstown Disability inclusion consultation
- Fairfield City Council Disability inclusion consultation
- Fairfield City Council's Disability inclusion launch
- Aged Care Legislated Review – Multicultural Access Project Officers Network.

The SWS MAP worker would like to take this opportunity to thank all the workers, managers and their respective organisations for their magnificent work and commitment in supporting CALD communities through culturally safe services. I would also like to thank all organisations that have worked in partnership with TMN, the management committee, work colleagues, volunteers and students for their constant support and help.

MULTICULTURAL ACCESS & REFERRAL SERVICE (MARS)

Sandra Loyola-Sandoval
MARS Coordinator

The Multicultural Access & Referral Service (MARS) project commenced in 2012 as a unique and innovative example of a grass roots ethno specific service to provide advocacy, information and referral. The Multicultural Network (TMN) coordinates the delivery of this service through engaging and working in partnership with seven ethno-specific and multicultural organisations. The MARS project provides culturally appropriate advice, information, and support through Link Workers to the frail aged and younger people living with disabilities and their carers from culturally and linguistically diverse (CALD) backgrounds to access ageing and disability services in SWS. The project thereby strengthens the links and builds capacity between the community care sector and the community.

This Project is funded by the Department of Health & NSW Department of Families and Community Services, Ageing, Disability and Home Care.

The project aims:

- To improve CALD communities access to information about Aged and Disability services and assist through referrals to such services
- To build on a strong knowledge of Aged and Disability services available to CALD communities

The MARS link workers provide:

- Information about Aged and Disability (Commonwealth Home Support Program, Home Care Packages, National Disabilities Insurance Scheme and Community Care Support Program) services
- Language/specific face-to-face and phone information for CALD target groups and community members
- Culturally Appropriate Support, Information & Advocacy Referral
- Provide assisted referral and advocate to My Aged Care, NDIS and relevant services
- Support until service users are “settled in”

Target Group/Priority of Access:

The target group is any CALD person frail aged 65+, younger people living with disabilities and the carers of both, in Bankstown Fairfield & Liverpool LGAs.

The MARS Link Workers have been proactive in the face of the new reforms and have provided culturally appropriate service to the community accordingly. Monthly meetings allow them to receive updates on MAC and NDIS and training relevant to their positions. Training provided includes: Fair Trading and Consumer Law, NDIS appeals and planning, My Aged Care – Changes to the provider portal user interface, Bulletin – Disability support services: services provided under the National Disability Agreement 2015-16, 2016 Census, Greater Western Sydney summary on demographics profile (Liverpool, Fairfield and Bankstown), PPP evaluating reablement & wellness outcomes, NDIS: Summary on new and updated price arrangements for 2017/18. These updates and training support their role to assist clients in navigating My Aged Care and NDIS systems and their referral processes.

Over the past six months the MARS Link Workers have worked continuously to promote the project among CALD communities by participating the Fairfield City Council Disability Expo, local community radios and radio interviews.

Over the past 12 months the MARS link workers have referred over 109 clients to My Aged Care call centre and online referral system and have supported those clients in the quest to receive the culturally appropriate services they required. They reported to have received over 640calls and visits from CALD community members who enquire about aged and disability services information and how to access these.

The MARS coordinator would like to take this opportunity to thank all the MARS Link Workers and our brokered partners: Croatian Welfare, NSW SLASA, Macedonian Australian Welfare Association, Parks Community Network, the Vietnamese Community in Australia NSW Chapter and Cambodian Australian Welfare Council for their continued commitment to the sustainability of this unique and successful project. We would also like to thank all organisations that have worked in partnership with TMN, our management committee, work colleagues, volunteers and students for their constant support and help. The MARS project would not be a success without their constant support and collaboration of all involved.

ZERO BARRIERS

**Zizi Charidas
Project Coordinator**

Recently The Multicultural Network was funded through the Information, Linkages and Capacity Building (ILC) National Readiness Grants to implement the Zero Barriers project.

Committees, Forums and Working Parties we are members of:

Arabic Network discrimination issues forum
Bankstown Council Advisory Committees
Bankstown Hospital Multicultural Access
Committee
Bankstown Koori Interagency
Bilingual Educators- Planning Ahead
Broken Time- Bankstown
CALD Disability Inclusion forum Bankstown
Canterbury Bankstown Migrant Interagency Forum
Community Care Forum
Community Garden Bankstown
Disability Information Day – Bankstown- CALD

Elders Olympics
FACS NSW Carers Strategy
Fairfield Council Advisory Committee Fairfield Migrant
Interagency
Fairfield Seniors Network
LAC CALD Engagement Steering Committee

Linked-In Bankstown
 Liverpool Council Advisory Committee
 Liverpool Migrant Interagency
 MAP Network
 MARS Sub committee
 NAIDOC @ Bankstown Fairfield &
 Liverpool NDS Ageing & Disability
 Sub-Committee
 NDIS Outreach Aboriginal Focus

(TMN,NDIA,DoFT,NDIS, St Vincent de Paul and Gandagarra Land
 Council)
 Older Refugees Committee
 Seniors Services Interagency
 South West Sydney Ageing and Disability Forum
 South West Sydney Ageing and Disability Forum Executive
 committee
 South West Koori Interagency
 SSDN Network

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

Partners:

- Arab Council Australia
- The New City of Canterbury Bankstown
- Canterbury Bankstown Migrant Interagency
- Cambodian Australian Welfare Council
- Croatian Australian Welfare Centre
- Fairfield City Council
- Greenacre Area Neighbourhood Centre
- Information Cultural Exchange (ICE)
- Macedonian Australian Welfare Association
- Metro Assist
- Mobile Minders (BCRG)
- MTC Australia
- The Parks Community Network
- SSWTI TAFE; Bankstown and Padstow Outreach
- United Muslim Women's Association
- Multicultural Health
- NSW Spanish and Latin American Association for Social Assistance
- Vietnamese Community Australia, NSW
- Western Sydney Community Forum
- Women's Health Services, SSWAHS
- Women's Initiatives Network
- Women's Legal Centre

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 TMN HACC Reference Group for their support and guidance.

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