



ANNUAL
REPORT 2018



"Strengthening the capacity of our diverse communities"

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.



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 Lola Simmons Loubna Hammoud

TMN STAFF MEMBERS

Executive Officer	Roxana Rascon (Consultant)
Multicultural Community Development Worker	Fatmata Bangura
SWS Sector Support and Development Officer/ Team Leader	Beatriz Cardona
SWS Multicultural Access Project Worker / Multicultural Access & Referral Service Coordinator	Alveena Haris
SWS Aboriginal Community Liaison Officer	Sandra Loyola-Sandoval (resigned January 2018)
Aboriginal Sector Support and Development Officer	Larry Hoskins (until 30 th June 2018)
The NSW Gathering Project Officer	Miguel Ferrero (until 30 th June 2018)
Accounts Officer	Taylor-Jai McAlister
Administration Officer	Evon Kostanti
Administration Officer (Aged and Disabilities)	Le Pham
	Francisca Loyola-Sandoval

CONSULTANTS

Joanna Kuskey	Accountant/ bookkeeper
Con Kostanti	Onsite Computer Experts

CHAIRPERSON'S REPORT

Sue Huxtable-Jones
Chairperson

It is with much pleasure that I present to you The Multicultural Network's 2018 Annual Report.

This year we have worked intensively towards addressing the needs of our target groups: people with disabilities and older people from mainstream, CALD and Aboriginal communities; families and young children from CALD backgrounds and the services sector.

Our awareness of the barriers faced by special needs groups makes working towards improving these groups' access to the care system a priority. We provide older people with culturally appropriate information while we continue raising awareness of their access issues. The team has provided culturally appropriate information sessions for CALD and Aboriginal older people in the three LGA's we cover is Sydney South West: Liverpool, Fairfield and Bankstown while also responding to Government's consultations on the implementation of My Aged Care (MAC) and barriers to CALD and Aboriginal communities.

In regard to sector support, TMN continues to provide leadership in the field, providing training, support and resources to more than 450 aged, disability and CALD workers in Sydney South West. This year TMN was involved in developing a training package to assist the Aboriginal aged care sector to adapt to changes imposed by the new aged care system. The Positioning Organisations for New Environments (PONE) training package provides guidance to Aboriginal services to prepare their organisation for transitioning to operate under the new aged and disability reforms. The training addresses all areas of an organisation, from governance to field work, ensuring that agencies are ready to deliver services with a client centred approach and within a competitive market driven model of funding.

This year we have also advocated for implementation of strategies that can improve the system for special needs groups through numerous consultations and submission responses to proposed reforms.

We have also continued our engagement in partnerships with several community organisations and coalitions in the area to ensure greater results through increased collaboration. Through the Canterbury-Bankstown Migrant Interagency and the Aged & Disability Forums we work with over 300 organisations across Sydney South West. Close collaborations allow us to increase our capacity to consult with local communities, identify issues faced by migrant and refugees, Indigenous communities, the elderly, people with disabilities and socio-economic disadvantaged families. We also advocate on their behalf with our combined strength. Some of our partnership work includes:

- The NDIS was rolled out in Bankstown in July 2016. In 2017 and 2018 we started to observe issues and barriers



Zero Barriers Awards Night:
Saree Boutros (Bulldog's Community Relations Manager) and
Wally Mehanna (CEO Canterbury-Bankstown Chambers of
Commerce) with TMN'S MC members and EO

preventing special needs groups from fully accessing services. Some of the main concerns refer to clients failing to qualify at assessment as they were not able to fully understand the process and articulate their needs. We partnered with Gandangara Land Council, Department of Fair Trading, St. Vincent de Paul and NDIA to offer support to Aboriginal people through their Local Area Coordinator (LAC). The Aboriginal LAC offered casework services and assisted clients to prepare their case prior to assessment with NDIS. We have also delivered interpreted information sessions to various CALD communities on how to prepare for an NDIS assessment.

- In partnership with Macquarie University and the Diversity and Disability Alliance we submitted a response to Strathfield Council's public consultation on changes to signage. We advocated the Council to not proceed with a motion to reduce foreign language signage in the commercial area to less than 30% of the signage area. As an area where 64.2% of people speak at home a language other than English (2016 census) it is highly important to keep multilingual language signage as it would adversely impact on the elderly and would also challenge Australia's multicultural policies. The Council then did not proceed with approval of the motion.

Our Annual Report showcase the breadth of community development, communities' capacity building and support activities our projects carry out to achieve our organisational goals. I hope the report gives you a comprehensive picture of the scope of work TMN does through each individual project.

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; NDIS' Information Linkages and Capacity Building (ILC) program and City of Canterbury-Bankstown 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. I also wish to thank all our staff, a group of highly 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

This has been another dynamic year for TMN with many changes and a few new initiatives.

One of the major changes to our organisation is that we are now being based in a new location. In November 2017 we moved to our current offices at 40 Raymond Street, Bankstown and we couldn't be happier. The premises are just the right size and layout for us and we are able to still be based at Bankstown where our organisation has always been. The search for premises was long and difficult, quite disheartening at times. Bankstown is a busy area and there was a shortage of suitable commercial premises for us to rent. As a strong supporter of maximizing resources, TMN was keen to co-locate with other services as well as there were few local services also in need of new offices. However, no premises were available that could house this proposal. The current premises allow us to base up to 10 workers and offer us two

meeting rooms and a childcare room.

The move was challenging as we had been in the old premises for over 20 years. My most profound gratitude to Le Pham (Administration Officer), Evon Kostanti (Accounts Officer) and Francisca Loyola-Sandoval (HACC Administration Officer) for their hard work, commitment and efficiency, making our move smooth and undistruptive to our services. I'm awe of your skills and problem-solving capacity.

Another significant event that had an impact on TMN was the changes from the transition of the old Home and Community Care Program to the NDIS (disabilities) and the Community Home Support Programs (aged care). TMN held for many years 3 sector support positions funded under this program: the Sector Support and Development Officer (SSDO), the Aboriginal Sector Support and Development (Aboriginal SSDO) and the Multicultural Access Project Officer (MAP). These positions were jointly funded by Aged, Disabilities and Home Care (ADHC) covering 30% of funding and Department of Social Services (DSS) responsible for 70% of funding. As ADHC ceased its aged care portfolio and significantly reduced its disabilities portfolio, the funding for sector support positions stopped. Since July 2018 we have lost our disability focus for our SSDO, Aboriginal SSDO and MAP positions and therefore our funding had been reduced by 30%. These cuts prompted a restructure for us and our team lost 2 valuable positions. This significant cut in funding has had a strong impact on the sector, the community and TMN. As not all people with disabilities qualify for NDIS services, actually less than 10% of people with disabilities receive an NDIS care package, the ceasing of activities funded under the Community Care Support Program (CCSP) has had a significant impact on people with disabilities that don't qualify for NDIS. ADHC's changes also meant the ceasing of funding for disability services sector support.



Members of Zero Barriers Subcommittee with Bulldog's Adam Elliot who presented one of the Awards

Compounding to the needs of people with disabilities, CALD people in this group experience significant disadvantage. People from non-English speaking backgrounds with disability make up 25% of the disability population yet only 6% of disability service users. It is clear that cultural and linguistic barriers as well as some communities' perception of disability as a condition not to be discussed with others create further hindrances for CALD people with disability and limit their access to support.

TMN is committed to monitoring emerging needs in the community and addressing them as possible. We are also in tune with Government policy and approach to delivering services to the community. As a result of these we developed the Zero Barriers project that was funded by Information, Linkages and Capacity Building program of NDIS.

A significant number of people with disabilities are experiencing barriers in accessing activities, services and shops in the mainstream community. By educating and supporting the mainstream community to become more accessible we eliminate some of those barriers and facilitate access. The Zero Barriers project was instrumental in raising awareness of disability barriers in the general community and in helping commerce, services and groups make simple changes that have a positive impact in raising accessibility. I invite you to read the Zero Barriers report for more details on this highly successful initiative.

Supporting our aging communities and the aged care sector is also an important part of our work. Last year we ran the first Senior's Expo in Bankstown, a highly attended event with near 300 people visiting the expo. The expo allowed aged care services to hold a stall and provide information to potential clients. The aging community then had the opportunity to learn about what services are available in their area and what they offer. The event was so successful that we have decided to run it again this year in partnership with City of Canterbury-Bankstown Council. The 2018 Expo will have a focus on Wellness and How to Stay Healthy as you age.

Issues of marginalisation of minority or disadvantaged communities are always in our focus. The new portal to access aged care requires a phone or electronic contact and that has been a barrier for some CALD and Aboriginal and Torres Strait Islander communities. Although interpreting services are offered for the call, it is more of a cultural barrier than a language barrier what prevents people from accessing care. For many ethnic groups the concept of community care is so foreign that they struggle to understand how the system works. The idea of allowing a contracted service to care for them or a relative is also seen as embarrassing in some CALD communities as the care should always be provided within the family. In regard to Aboriginal communities, the need to call or access a web page to find information is a significant barrier as they would prefer to speak to an Aboriginal person; also, a significant number of elders are not IT proficient. In order to build these communities capacity to access aged care services we ran several information sessions in culturally and linguistically appropriate manners to facilitate information on the aged care system and how to navigate it, what questions they'll be asked and what the steps to be assessed for services are. We also obtained a Canterbury-Bankstown council grant to purchase tablets and ran sessions for Aboriginal people on how to access My Aged Care through the web. We have also advocated on these issues and as a result of this a few changes had been made by My Aged Care to improve accessibility. The Department of Health's 2017 Report on the Review of the CALD Aged Care Strategy addresses some of these issues and commits to strategies to overcome barriers.

Our Multicultural Communities Development Position funded through FaCS Community Builders has also experienced some changes, mainly in the focus of its programs and target groups. Inline with the new Targeted Earlier Intervention Program reforms, we now solely focus on young children and their parents and carers, as well as sector support.

We continue thriving in partnerships where all parties benefit from sharing resources, expertise and jointly delivering better outcomes for our communities. In 2017 Macquarie University invited me to present in their Multilingual Sydney Conference. The conference included a wide range of experts in the fields of language, multiculturalism and urban diversity. The conference led to a proposal from an UK publisher to write a book on the subject. I was invited to write one of the chapters for the book and a focus on exploring Government's position on multiculturalism allowed to identify disparity in policy leading to disadvantage to migrants and refugees. The book has been just published and it is being launched on 15th December at The NSW State Library.

TMN staff continues to be widely recognized as sector leaders and innovators in their field. Our Aged Team Leader, Dr Beatriz Cardona, has presented in several conferences this year, including the British Gerontology Society Annual meeting in Manchester and the 51st Australian Association of Gerontology Conference in Melbourne. It is great for us to see our organisation's work extending well beyond out Sydney South West boundaries.

We look forward to another busy and dynamic year. I wish to express my profound gratitude to the Management Committee for their unwavering commitment to TMN, for their guidance and expertise. I also wish to thank the TMN team for all their hard work, true care for the community and their dedication to further developing the organisation. This year I was lucky to have an extended break and the team, led by Beatriz acting in my role, show their strength and commitment to TMN.

MULTICULTURAL COMMUNITY DEVELOPMENT PROJECT

Fatmata Bangura
MCDP Worker

FaCS Community Builders is a population level, 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 also deliver programs that build the capacity of service providers. As part of our services and to ensure that families have full access to them, we provide bilingual support as well as child minding for families with children attending our activities. We also co-convene the Canterbury Bankstown Multicultural Interagency with Metro Assist to provide a platform for service providers to network and work collaboratively in Canterbury-Bankstown LGA.

In 2018, there were 87 sessions held at our centre and in partnership with other agencies.

Social inclusion programs

- Guiding young children at Villawood East Public School Hub
- Encouraging social activities with young children at Banksia Road Public School Hub
- Self Care session for parents
- Attachment issues in young children 0 - 2 at Yagoona Public School Hub
- Managing difficult behaviour at Villawood East Public School Hub
- Emotional Literacy at Banksia Road Public School Hub
- Information session & Chant and play at the City of Canterbury Bankstown Children's Hub
- Importance of first 1000 days at Chester Hill Public School Hub
- Importance of First 1000 days at Punchbowl Public School Hub
- The importance of first 1000 days for Chinese community
- Connecting with young children at Bass Hill Public School Hub
- Encouraging young children to socialise at Banksia Road Public School Hub
- Encouraging Children's social skills at Chester Hill Community Centre
- First 1000 days at Wiley Park School SaCC
- Understanding your baby's communication at Yagoona Public School Hub
- Encouraging your children to be sociable at Georges Hall Public School Hub
- First 1000 days at Punchbowl Public School SaCC
- Creating Harmony in the family at Banksia Rd Public School Hub
- Encouraging children to be sociable at Banksia Road Public School Hub
- First 1000 days at Villawood East Public School Hub
- Impact of screen technology on children's brain at Sefton playgroup
- Impact of screen technology on children's brains at Villawood East Public School Hub
- Helping young children get on with each other at Banksia Road Public School Hub
- Impact of screen technology on young children's brains at Wiley Park Public School SaCC.
- Supporting young child's Self Esteem at Villawood East Public School Hub
- Parent Child Mother Goose at the City of Canterbury Bankstown Children's Hub
- The importance of first 1000 days at Bankstown South Infants School

Services coordinated in partnership with other agencies

- Heart Smart for Chinese Women - Health workshop in partnership with SWSLHD Bilingual Community Educator program
- Free English class on Mondays and Thursdays in partnership with TAFE NSW Career Pathways & Employability Skills program.
- Vietnamese family support group in partnership with Metro Assist.
- Vietnamese Citizenship Program in partnership Metro Assist.
- Circle of Security & Emotional Coaching in partnership with Creating Links
- Parenting sessions in partnership with Save the Children
- Parenting sessions with Punchbowl Public School as Community Centre and Wiley Park Public School as Community Centre
- Parenting sessions in partnership with City of Canterbury Bankstown Children's Hub and BCRG
- Parenting sessions in partnership with Burnside Family Referral Service
- Step Up Workshop with The City of Canterbury Bankstown, Bankstown Public School Hub and Metro Assist
- 123 Magic and Emotion Coaching in partnership with Creating Links



Heart Smart Health Workshop

Networking and Sector Support Activities

- Bankstown Volunteers expo at Bankstown Sports club.
- Bankstown Children's Hub Reference Committee meetings.
- FaCS Forum at Liverpool.
- CBMIA 2017 presentation at the City of Canterbury Bankstown Services end of year get together and showcase.
- Bankstown Child and Families Interagency meeting.
- An introduction and refresher to student supervision at UWS
- Women's Initiative Network (WIN) meeting at the City of Canterbury Bankstown.
- The City of Canterbury Bankstown IWD Local Women's award at Bankstown Arts Centre.
- The City of Canterbury Bankstown Social planning at Bankstown Sports Club and Canterbury League's club.
- Bankstown Children's hub facilitated playgroup.
- SSI Bankstown Hubs committee meeting.
- Service consultation for CALD and refugee women's health needs in SWSLHD in Fairfield.
- The City of Canterbury Bankstown Children and family reference group meeting in Campsie.
- Guest speaker at the Department of Human Services Burwood to discuss my refugee experience as well as the resettlement process, needs and challenges of refugees in Australia.
- CBDVLC (Canterbury Bankstown Domestic Violence Liaison Committee) meeting in Punchbowl.



Clr Khal Asfour, Mayor of City of Canterbury Bankstown at the launch of Pathways To Employment report

- FaCS TEI meeting at Cabravale Diggers club.
- Canterbury Bankstown Playgroup forum at Punchbowl Public School.
- NAIDOC film screening at BLaKC.
- The City of Canterbury Bankstown Cultural Orientation day and consultation at BLaKC.
- Playgroup forum at Punchbowl Public School and evaluation meeting at Willey Park Public school.
- Guest speaker at the Human Services' staff multicultural training at the Department of Human Services Liverpool.
- Humanities Matter's launching of new name.
- FaCS MAG (Multicultural Advisory Group) meeting.
- Western Sydney Community Forum stakeholders consultation meeting.
- TAFE NSW stakeholders consultation for CALD communities.
- Lifeline MacArthur SPN meeting at Carramar
- Canterbury Bankstown Says No to Domestic Violence conference at Bankstown Sports
- Canterbury Bankstown Service tour at The Multicultural Network by the City of Canterbury Bankstown and Families NSW Facilitation project.
- SWS FaCS MAG (Multicultural Advisory Group) meeting
- The City of Canterbury Bankstown Family and Children Reference group meeting

International Women's Day

It was held on the 15th of March, 2018 at Bankstown Public School Hall and the theme was "Leave no Woman Behind". 117 adults and 53 children were registered on the day of the event. The day full of performances and activities. There were also information stalls for women and their children from the following agencies: Muslim Women Association, Wesley Parents Next, Arab Council Australia, Uniting, Mission Aust Parents Next, SSI Metro Assist Parents Next, Chester Hill Neighbourhood Centre, Greenacre Area Comm Centre, SDN Children's Services, Navitas, TAFE NSW. Violet Roumeliotis CEO of SSI and 2017 Telstra Business Woman of the Year was our guest speaker of the day. The event was coordinated by The Multicultural Network in partnership with Families NSW facilitation project, SSI Hubs, BCRG, Melkite Catholic Welfare Association, TAFE NSW, Metro Assist, The City of Canterbury Bankstown



International Women's Day

TMN Links website (www.tmnlinks.net.au) was developed to provide easy and accessible information about services to service providers, their clients and the wider community of Canterbury Bankstown LGA . A weekly newsletter with updates of upcoming events, workshops and information sessions is distributed to registered members and our networks to keep

members informed.

Canterbury Bankstown Multicultural Interagency (CBMIA)

CBMIA is co-convened by The Multicultural Network and Metro Assist. It is a platform for service providers to share information, network, advocate and discuss issues of concern, policy changes and work together in projects that address emerging issues in our community. CBMIA's Employment Working Group worked collaboratively in the delivery of the Pathways to Employment Project sponsored by the Canterbury Bankstown City "Stronger Communities Fund".

A new CBMIA website (WWW.CBMIA.ORG.AU) and a group email (MEMBERS@CBMIA.ORG.AU) with mailing list was developed and we distribute emails of information about services, programs, events in Canterbury Bankstown to over 200 members. The Refugee Week working group organised a successful Canterbury Bankstown Refugee Week Forum and had over 80 service providers in attendance.

Refugee Week Forum

Canterbury Bankstown Refugee Week forum 2018 was held on the 27th of June at Bankstown TAFE NSW. There were over 80 service providers and community members that attended the forum. It was titled "Navigating the changing landscape with refugees" to reflect the main purpose of the forum. It was held to create an opportunity for local workers and community members to discuss and better understand the current challenges that some local families/individuals with refugee backgrounds or seeking asylum are currently facing. The aim was to have an informative dialogue, to assist service providers to unpack the implications of the latest policy changes, the major gaps experienced at different levels, and how/what we can create a community response through a more collaborative approach. Hence, the following panellists were invited: Refugee Council of Australia, STARTTS, MYAN, NSW Refugee Health Service, Navitas English, SSI, Mums4Refugees, local Aboriginal Elder.



Refugee week: Navigating the changing landscape with refugees

Pathways to Employment

The Pathway to Employment project was developed to enhance the employment opportunities for members of the community including newly arrived migrants, refugees and humanitarian entrants in the Canterbury Bankstown LGA. This project was coordinated by The Multicultural Network, funded by the City of Canterbury Bankstown and delivered in partnership with Metro Assist; TAFE NSW; Navitas English; Salvation Army; Chester Hill Neighbourhood Centre; Canterbury City Community Centre; Department of Human Services.

A series of scheduled practical workshops were conducted for service providers and community members, in particular volunteers and job seekers, tailored to meet the needs of the groups.

The Pathways to Employment project successfully delivered the following trainings for job seekers:

- Floristry
- 3 First Aid trainings
- Information on Recognition of Prior Learning (RPL)

- TAFE NSW programs, courses and support services • Information about the SkillMe program
- Youth Step Up program (resume, cover letter, interview skills, online applications)
- Preparing for an interview for men; Dress for Work
- Preparing for an interview for women; Dress for Success
- South West Bankstown Chamber of Commerce; Information from employers about requirements & eligibility for job seekers
- How to search for online jobs and do the applications online
- Step into Volunteering; Information on volunteering opportunities & volunteering organis
- Information on SKILLME project from Metro Assist,



First Aid Training



Pathways to Employment Working Party

The Pathways to Employment project successfully delivered the following trainings for service providers:

- 3 Cultural Intelligence trainings
- 2 Digi information sessions
- Graphic design and social media training
- 2 Employment forums

The Pathways to Employment report and service mapping was launched in October by the City of Canterbury Bankstown Mayor Karl Asfour to commemorate Anti-Poverty week. The Service mapping is a tool that acts as a guide for job seekers and volunteers to easily navigate the employment pathways and to promote easy accessibility to existing services in Canterbury Bankstown LGA and its surrounds.

We would like to thank the City of Canterbury Bankstown for funding “The Pathways to Employment” project under the Canterbury Bankstown Stronger Communities Fund. A big thank you to the Canterbury Bankstown Multicultural Interagency (CBMIA) and the Employment working party for all the support from conception to the delivery of the project, especially to Miguel Ferrero for his distribution of the Employment blog and development of the Accountant and Engineering flow chat. We would like to pay special thank you to the Pathways to Employment working party for their continuous involvement in the consultation, delivery and implementation of the project; Myriam Bahari and Debora Neil from TAFE NSW, Helen Nachabe, Azza Abouesh and Linda Benjamin from the Department of Human Services, Turkan Aksoy from the City of Canterbury Bankstown, Marcella Aguilar and Tony Frew from Navitas English, Goetz Ottmann from Australian College of Applied Psychology, Dale Donadel from Chester Hill Neighbourhood Centre, Donna Brunton from Canterbury City Community Centre (STARS), Katharine Dale from The Salvation Army.

We would also like to extend a big, big thank you to all participants, service providers and facilitators who have been part of this project including Mary Blankevoort from Metro Training, Le Pham from the Multicultural Network, Dijana Djuranovic and Linlea Clark-Samrani, Bachelor of Social Work students from Western Sydney University, Adrian Kistan from AcuCulture, Janine Kent, Nathan Rose, Angelina Santoro and Catherine Caleo from TAFE NSW, Julie Sinnis from Chester Hill Neighbourhood Centre, Wally Mehanna from South West Bankstown Chamber of Commerce, Shyama Sri from Metro Assist, Aida Tabet from TAFE



PTE Graphic design & Social media workshop

Digital, Mission Australia - Parent Next, Humanity Matters previously Bankstown Multicultural Youth Service, Dress for Success, SSI Community Hubs and Maria Celeste Fernandez from St Brendan's Community Hub.

Working together in this project has contributed to the effective collaboration and networks formed as well as the success of some of the programs delivered by some of the organisations who have participated in this initiative.

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 as follow; Young parents, children aged 0-3, Aboriginal children, young people and families.

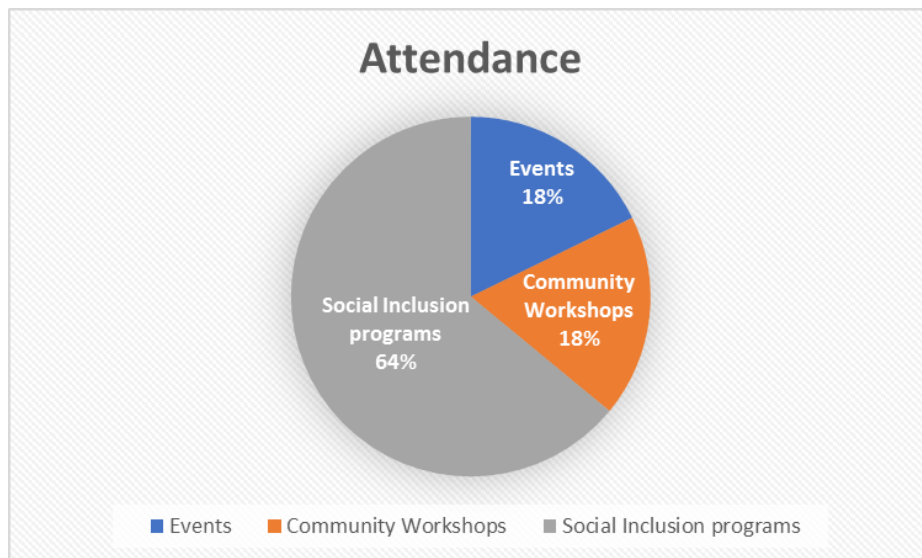
Thank you

We would like to thank Canterbury Bankstown City for their continuous support and ongoing partnerships. I would also like to thank the following people and organizations for their partnership and support in 2018: bilingual support workers: Phoebe Wan, Ronnie Wang, Smile Chen and facilitators: Petra Will-Herat, Estella Yuen from TAFE NSW, Nga Nguyen from Metro Assist, Ngoc Lan Le from Creating Links

Finally, my appreciation to the following organisations for closely collaborating with TMN:

Metro Assist; Creating Links; Families NSW Facilitation Project; Punchbowl Schools as Community Centre, Bankstown Community Resource Group & Mobile Minds; The City of Canterbury Bankstown; NAVITAS English; Overseas Trained Professionals, SSI School Hubs (Banksia Road Public School Community Hub, Yagoona Public School Hub; St Jerome Primary School; Villawood East Public School Hub; Bass Hill Public school; Bankstown Public School Hub; St Brendan's Community Hub); Punchbowl Public School as Communities Centre; Willey Park Public School as Communities Centre; Mission Australia Parent Next; TAFE NSW; TAFE Digital; Salvation Army; Chester Hill Neighbourhood Centre; Canterbury City Community Centre; Department of Human Services; Humanity Matters previously Bankstown Multicultural Youth Service; Save The Children; Chester Hill Community Centre (Burnside Family Referral Service). Sydney Local Health District; South Western Sydney Local Health District (BCE – Bilingual Community Educators); South West Bankstown Chamber of Commerce; Western Sydney University.

**Community Builders Data Reporting 2017-2018
Community Capacity Building**



Community Capacity Building	Attendance
Events	254
Community Workshops	260
Social Inclusion programs	915

Community Hub

Community Hub	Number of times service provided (average)
People connected with information per month	5213
Assisted referrals per month	21
Using community infrastructure per month	59
Services coordinated through the hub per year	67
Partnership projects per year	25

SWS SECTOR SUPPORT AND DEVELOPMENT OFFICER - AGEING AND DISABILITY

Beatriz Cardona

SWS Sector Support and Development Officer / Team Leader

The Sector Support and Development Project is funded by The Department of Health and The Department of Social Services to support aged care service providers and organisations with information, resources, linkages and guidelines on age care issues. The Project supports consumers to ensure they have access to information and updates on the range of age care services and programs available to them and the pathways to access them.

Major aged care reforms were introduced in early 2018 and many of the sector support activities during the year centred around supporting organisations and guiding them through these changes. Support was also provided to service users and their carers to assist them in adjusting to new processes and requirements for accessing programs to meet their needs.

One of the key changes in 2018 was the introduction of a wellness and reablement focus in the delivery of all Commonwealth Home Support Programs (CHSP). This model of care supports consumers to identify care goals and work with the service provider to achieve them. It requires a different approach to service planning, implementation and evaluation, which the SSDO project addressed through a series of activities including the following:

Sector Support

- Training on wellness and reablement strategies: 5 training sessions were delivered throughout the year and attended by more than 120 service providers. The sessions covered definitions and models of wellness and reablement, planning and processes to deliver programs under this model and examples of activities. The sessions were delivered in partnership with Canterbury-Bankstown City council.
- A wellness and reablement best practice conference: The conference was delivered in May and attended by more than 80 service providers across NSW. The conference showcased examples of wellness and reablement from a range of service providers and programs including CHSP and Home Care Packages. The conference was delivered in partnership with Inner West Sector and Support development Project.
- Training on measuring outcomes of wellness and reablement programs using the Australian Community care Outcomes Tool (ACCOM): 8 training sessions have been delivered throughout the year on how to use the ACCOM tool and its applicability for wellness and reablement models and outcomes. As a result of the training, service providers have a better understanding of an outcome focused service model and how to identify the goals of care and measure their impact.
- Resources and information for service providers on how to report against the Wellness and Reablement Report Card: This was delivered as part of a training session which assisted services in reflecting on what they were currently doing and how their programs aligned with the new model.



Wellness and Reablement Training

Community Capacity Building

Wellness and reablement models of care have also challenged how older people view their interactions with services and how programs are delivered to them. In order to support consumers better understand the changes I delivered a series of training sessions for consumers. The sessions covered topics such as

- what is a wellness and reablement model;
- how is it different from traditional models of care;
- how do consumer benefit from this approach; and,
- how to plan for a wellness and reablement service

Another important aged care reform in 2018 was the introduction of a new Aged Care Quality Standards replacing four sets of aged care standards covering residential care, community aged care, transition care and the National Aboriginal and Torres Strait Islander Flexible Aged Care program. The Quality Standards are made of 8 standards, and each of them is made of a consumer outcome, a statement of expectation for the organisation and the organisational requirements to demonstrate that the standard has been met. These requirements are comprehensive and require organisations to make significant investments in resources, including infrastructure, staff training, linkages, coordination, equipment, systems and partnerships to be able to implement and maintain them. During the consultations on the new standards and quality framework in 2017 with service



Sector Support Workshop

providers, consumer groups, peak organisations and individuals, it was recognised that these additional resources were essential to ensure service providers could be ready for full implementation of the standards and framework from 2019. The SSDO project addressed these support needs by conducting the following activities:

- Development of guidelines on the new standards: these guidelines included explanation of each of the standards and examples of activities to meet the consumer outcome and organisational requirements.
- Articles in the weekly newsletter on the standards and resources to support organisation in implementing them.
- Training for service providers: 2 training sessions were delivered and attended by more than 48 service providers. The sessions were delivered in partnership with Canterbury-Bankstown City Council Ageing and Disability Officer.
- I also published 2 articles in the Ageing Agenda magazine on the new standards.

Workforce issues have also been prominent in 2018 particularly the relationship between the training and retention of qualified workers and the quality of the care provided. The Sector Support and Development Project produced resources and delivered training to support staff and care workers including the following:

- Delivering quality of care through systems and processes informed by evidence base clinical care and dementia care and quality of life outcomes; and
- Communication strategies to support consumer' participation and input (and their carers or representatives) in the care decisions.

Access to information and guidance on My Aged care has also been a critical issue for consumers especially those from Culturally and Linguistically Diverse (CALD) backgrounds. The Project has been working with our partners including Canterbury-Bankstown City Council, Ethnic Communities Council and Campsie Sector Support and Development Project in implementing an Active Seniors Expo, which will take place on November 28th. The Expo will bring together more than 35 service providers delivering a range of CHSP, HCP and social and recreational activities for older people. The Expo will be attended by more than 500 seniors across SWS and Canterbury- Bankstown who will have an opportunity to learn about aged care programs and participate in health and wellbeing activities throughout the day.

2018 has been a year of change and important developments in aged care services and programs. The Sector Support and Development Project has been an important source of support, training and assistance for service providers and consumers across SWS. I was also privileged to be able to represent The Multicultural Network at the British Gerontology Society Annual meeting in Manchester, UK, where I presented the work we do on wellness and reablement and the use of the ACCOM tool to measure outcomes. I also presented at the Australian Gerontology Society meeting in Melbourne on wellness and reablement and outcome measurement tools.

Our partnerships and collaborations throughout 2018 have been important as they have allowed us the delivery of coordinated support and information. I take this opportunity to thank our partners:



Sector Development

- Canterbury-Bankstown City Council
- Sector Support and Development Project, Inner West
- Sector Support and Development Project, Campsie
- Core Community Services
- Macarthur Disability Services
- Macquarie University
- Skills, Training and Resource Service
- Ethnic Communities Council
- Disability Services Australia



ABORIGINAL SECTOR SUPPORT AND DEVELOPMENT PROJECT

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

The Aboriginal Community Liaison Officer (ACLO) 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 disability and aged care services and programs. The two positions have also supported and resourced the aged and disabilities sectors to enhance their capability to deliver culturally appropriate services to the ATSI communities.

Over the last 9 months the ACLO and ADO have been busy informing the community about accessing disability and aged care services through NDIS and My Aged Care (MAC) and supporting the sector through different initiatives such as developing resources, running information sessions at Interagencies and fora, joining partnerships and collaboration and disseminating information through the support services website.



Seniors Expo 2017

Community capacity building

The project ran 5 information sessions covering NDIS and My Aged Care issues targeting members of the Aboriginal communities in South Western Sydney. A total of 42 participants benefited from the speakers and the information disseminated. Three sessions were related to the NDIS and supported clients in dealing with the planning process, negotiating budgets and dealing with NDIS providers. Two sessions covered the issues of My Aged Care and how to navigate the new system.

Two of the three NDIS sessions were the outcome of a partnership developed, supported and led by TMN from September to December 2017. This partnership between TMN, Gandangara Land Council, Department of Fair Trading, St. Vincent the Paul and NDIA aimed to address the gap in services for members of the Aboriginal community who were missing out in accessing the newly rolled-out- NDIS in South West Sydney. The two sessions were conducted in Miller, and involved presentations and one to one assistance where clients were able to discuss their issues with NDIA officials and the local Aboriginal Coordinators (St Vincent de Paul) and address them on the spot. The two sessions were very positive - 38 people attended and received face to face assistance. The Outreach initiative also conducted similar workshops and presentation outside of our area, so the project supported them by marketing and promoting these events at Koori Interagencies and the support service website.

Between information sessions the project collaborated with the NDIS Outreach working party to plan the events and discuss better ways of promoting this initiative among members of the Aboriginal community. In January 2018 the project attended the final evaluation meeting where it was highlighted that around 88 people benefited from the outreach sessions not only covering Bankstown, Fairfield and Liverpool but also in Wolondilly and Couridjah. Aboriginal Local Area Coordinators were able to continue and following up a number of cases.

Sector support

The project has continued supporting the sector through different initiatives:

- 2 sessions for the NGO sector covered the implementation of the Cultural Audit Tool. The Cultural Audit Tool is an informal tool to help organisations assess access to and quality of care at their service for Aboriginal people. The tool looks at different organisational dimensions such as providing a friendly environment, client engagement, cultural competencies and how services can use this information to develop an action plan and integrate this plan to their diversity or reconciliation strategies.
- The project also presented the paper “Ageing and Aboriginality” at the TMN AGM which was a thorough literature review of the concepts of ageing and aboriginality. The project supervised a research student from UTS from August to December 2017 to conduct a literature review on the topic “Aboriginality and Ageing”.
- Regarding My Aged Care, two sessions were conducted by the project targeting the sector at the Bankstown and South West Koori Interagency meetings, drawing 15 and 10 workers respectively. Participants had the chance to ask questions about the changes to the sector, how to deal with the call centre and website, and the implications of these changes to clients, especially, those who prefer face to face interaction.
- Over the last nine months, the project has posted 188 articles including copies of flyers promoting different activities and programs on the Support Services website. Most issues were related to NDIS and My Aged Care, with a strong focus on the needs of the Aboriginal and Torres Strait Islander people.
- The two project workers have regularly attended the South West Koori Interagency (9 meetings) to raise issues related to NDIS and My Aged Care, promote information sessions, provide updates on NDIS and MAC changes and support the Interagency executive with minutes taking.
- The two project workers have continued supporting and attending the Bankstown Koori Interagency (8 meetings). TMN is playing a supportive role in inviting Aboriginal workers and agencies servicing the community to join us, organising the agenda and finding future speakers. The Interagency is highly valued for the sector as many services need a space to share and disseminate relevant information for the local Aboriginal community.
- We also regularly attended the South West Aged and Disability Forum (4 meetings) to promote information sessions, distribute resources developed by the project, participate in consultations and support the work of the Executive committee. This year the two project workers presented the topic “Challenges in working with Aboriginal communities”. Participants found the discussion and the self assessment activity very useful.
- Finally, the project developed an updated list of Aboriginal and Torres Strait Islander agencies, groups, services and workers located in the Bankstown, Fairfield and Liverpool LGAs. It is a great resource as it includes contact details and what services are being offered.
- Over the last eight months, the project workers have been attending meetings with the working party 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 November the project participated in and supported the Bankstown Seniors Expo which drew a big crowd and many services from the area. During the event the project was in charge of TAFE students who administered a survey to participants to collect their needs, views and issues. The feedback from participants can help the Expo working party to improve the event in the future. Also, the project attended the South West disability Expo at Whitlan Centre where TMN held an information stall.



Seniors Expo 2017

Issues identified

Ongoing Access and Equity issues will continue to be relevant to the Aboriginal community in accessing NDIS and My Aged Care. Ongoing promotion and support through the entire NDIS system and processes will be required to assist members of the Aboriginal community, including with case plan reviews and dealing with rejected plans.

There is clear evidence of a growing number of potential NDIS participants who will be missing out on services. They are not eligible for NDIS funding, despite the fact that they used to receive support through the State funded programs. Ability Links which is a free program that supports people with a disability aged 9 to 64, their families and carers, is one program available to those not eligible for NDIS but we don't know if this program will be able to cater for the needs of those people who would otherwise miss out.

In the area of My Aged Care, we have identified issues affecting the sector such as the requirement to contact the service through a call centre or website. This is not the best option, as members of the community still prefer the face to face contact. Another area is the high level of dissatisfaction experienced from those who are already receiving home care services. There are issues of fees, lack of consultation, lack of cultural sensitivity and how the whole complaints procedures work. Working in partnership with other services such as Seniors Rights Services will be fundamental in the future to work on these issues.

Advocacy work

In September the project workers were invited to attend the Fairfield City Council community consultation to provide feedback into the Fairfield City Council Reconciliation strategy and plan. In March 2018, the project workers were invited to attend the Canterbury Bankstown community planning sessions. Uncle Larry was able to raise issues affecting the Aboriginal communities and Miguel attended the generalist one. Issues such as the growing number of people not receiving NDIS support and people still struggling with dealing with the NDIS were the main concerns.

As part of my closing remarks I would like to thank The Multicultural Network for giving me the opportunity to serve members of the Aboriginal community and assist Aboriginal organisations such as the Gandangara Land Council through the NDIS outreach initiative. Also, I would like to thank other partners who assisted us in running successfully this project such as ANALA Programs and Services, the NDIA Community Engagement Team, Fair Trading, the Indigenous Affairs Network from the Department of the Prime Minister and Cabinet, Community 2168 (Liverpool Council) and Senior Rights Services and the Council Aboriginal Officers - Norma Burrow, Des Smith and Turkan Askoy.



SWS HACC MULTICULTURAL ACCESS PROJECT (MAP)

Alveena Haris
SWS MAP Worker

Many changes and reforms have taken place in the aged care sector this year and the South West Sydney Multicultural Access Project (SWS MAP) has been working closely with service providers and consumers to support them through these changes.

Some of the key activities in 2018 include:

Supporting the development of translated and culturally sensitive information about aged care services including My Aged Care portal. This project targets 8 community languages including emerging and well established language groups in SWS providing them with easy to understand pamphlets on how to access aged care programs, the range of services available and the different types of packages for people with high needs. The pamphlets were distributed to seniors through interagency

meetings and at training sessions conducted throughout the year.

Information sessions for Culturally and Linguistically Diverse (CALD) seniors in SWS: As the table below indicates, SWS has a significant number of CALD seniors from countries such as Iraq, Cambodia, Italy, Lebanon and Vietnam. Some of these communities are well established and have networks of support and information but often they are not aware of the changes that have taken place in aged care programs or the range of services that are available to assist them remain at home. Providing them with information and support on how to access these services is essential to ensure their wellbeing and quality of life and prevent early admission into residential care. The MAP project has worked closely with organisations including Canterbury-Bankstown Council and SWS Health to reach these communities and ensure they are able to access information and resources on the age care programs available to meet their needs.

List of main country of birth of people in South Westerns Sydney

AUSTRALIAN BUREAU OF STATISTICS 2016 Census of Population and Housing - Sydney South West										
	Age									
	0-4	5-14	15-24	25-44	45-54	55-64	65-74	75-84	85 years	
	years	years	years	years	years	years	years	years	and over	Total
Cambodia	18	55	229	1,275	1,003	802	437	131	54	4,000
Chile	3	20	31	340	299	286	318	95	3	1,393
China	14	54	175	815	532	572	344	200	147	2,864
Croatia	0	0	69	335	275	389	366	327	67	1,831
Egypt	9	55	58	256	154	199	114	57	20	921
Fiji	7	83	260	1,486	862	723	268	92	18	3,786
Germany	3	10	45	55	45	53	188	79	33	508
Greece	0	26	51	56	76	133	175	141	37	689
Hong Kong	0	3	39	165	42	81	32	8	3	372
India	45	228	279	1,659	570	323	119	45	11	3,273
Indonesia	5	22	50	243	81	61	63	19	4	548
Iran	8	64	153	532	191	177	97	59	22	1,299
Iraq	90	1,042	1,971	5,224	2,578	1,728	920	406	110	14,079
Ireland	0	18	4	48	31	33	39	16	3	187
Italy	3	14	28	133	324	564	914	890	308	3,186
Korea, Republic of (South)	0	8	10	56	12	18	13	5	3	116
Lebanon	25	62	123	1,089	787	569	368	114	25	3,163
Malaysia	5	19	51	235	70	90	50	16	0	540
Malta	0	0	8	24	44	210	361	188	43	875
Mauritius	0	8	11	59	53	80	68	30	8	316
The Former Yugoslav Republic of Macedonia	4	4	34	198	196	240	200	52	11	939
Philippines	11	102	221	992	479	533	232	54	20	2,641
Vietnam	77	331	978	5,049	4,173	3,490	1,231	412	176	15,915

Developing partnerships with key organisations in SWS to deliver joint projects that support CALD service providers and consumers: The MAP project has been an active participants in relevant networks and initiatives within and across relevant sectors for the interests of target populations, including the following:

- The South West Sydney Ageing & Disability Forum, a network of services working together to support older people, people and their carers to remain independent in the community
- Seniors Services Interagency (SSI) meetings. SSI is an interagency aimed at collaborations and providing a platform for support to services working with the Fairfield ageing population
- Fairfield Seniors Network meetings
- CALD Advisory group – LAC Programme SWS
- Sector Support and Development Network meetings
- Participates in and contributes to the Multicultural Access Projects (MAP) Network monthly meetings at various locations.
- Undertakes/supports/participates in the development and dissemination of resource materials for CALD communities in partnership with Service providers



Seniors Expo 2017

- Active Seniors Expo: This is the second year that TMN in partnership with Canterbury-Bankstown Council, Ethnic Communities Council, Macarthur Disability Services and local organisations are delivering the Expo. The emphasis on health and active ageing is a response to the directions in aged care programs which emphasise consumer's outcomes and person-centred care. The MAP project has been working closely with our partners to ensure the Expo is a great success and attracts older people from CALD communities, particularly those with significant numbers of seniors and emerging communities.



Seniors Expo 2017

The Map project has also developed a new information and training calendar for 2019 in response to the support needs of service providers. Key areas of focus include:

- Assisting ethno-specific aged care providers to implement wellness and reablement models in their care planning, implementation and review
- Assisting mainstream aged care providers to implement strategies and models of care which meet the cultural and linguistic needs of CALD consumers
- Supporting organisation in understanding and implementing the Diversity Framework released by the Department of Health in

early 2018.

- Supporting ethno-specific organisation in the implementation and monitoring of the New Quality Standards.

The MAP Project has also coordinated the implementation of a Bankstown Sports Grant grant we received on 2018 to support CALD people with disabilities to access services in the mainstream community and through the NDIS. For this purpose, the Project has delivered information sessions to people with disabilities to explain the role of the NDIS, including the range of supports available through it and how to access disability programs through the NDIS. The sessions also provide support, information and linkages to people who are deemed not eligible for the NDIS.



Seniors Expo 2017

In addition the MAP Project has been supporting the International Day of People with Disability Gala by working closely with the project partners including Canterbury Bankstown City Council and Disability Services Australia. The Gala celebrates International Day of People with Disability and it is an important event to acknowledge the contribution people with disabilities make to the social, economic and cultural life of Australia.

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 to support the CALD communities. We 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. The MAP Project would not be a success without their constant support and collaboration.



MULTICULTURAL ACCESS & REFERRAL SERVICE (MARS)

Francisca Loyola-Sandoval
HACC Admin Officer

The MARS project has been providing culturally appropriate support, information and advocacy services to frail aged people and people with disability and their carers from Culturally and Linguistically Diverse - CALD communities since 2012. This project is funded by The Commonwealth Home Support Program.

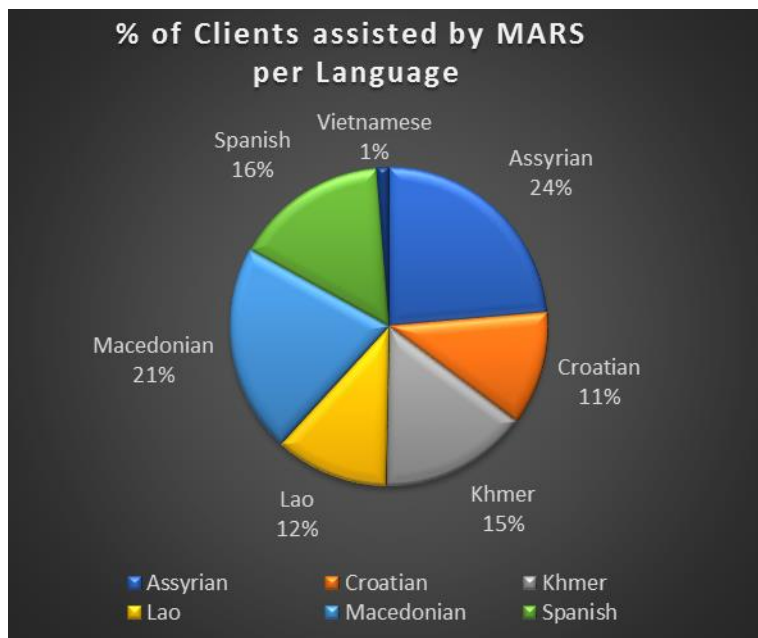
At present, the MARS Project supports frail aged 65+ years old consumers to find services. It also links consumers with service/s and support them as they start to use the service/s.

This project is delivered through a brokerage model where TMN contracts ethno specific organisations. Under this model, 6 bilingual link workers deliver services in Bankstown, Fairfield and Liverpool Local Government Area in Assyrian, Croatian, Khmer, Lao, Macedonian and Spanish speaking communities.

The MARS project identifies clients that need individual culturally appropriate support, information, advocacy and referral by assessing their individual needs, developing individual service plan, making referrals to My Aged Care and related services and advocating on behalf of clients. MARS Link Workers also liaise with the Aged Care Assessment Team (ACAT), the Referral and Assessment Service, My Aged Care and aged care services to support clients until they are receiving the support they need.

As a sector support project, MARS Link Workers participate in regular meetings, training and information sessions led by TMN. In the past 12 months, MARS Link Workers assisted over 120 clients to get into my Aged Care and relevant services, received 48 enquiries and helped 16 clients with the transition from NDIS to My Aged Care.

For the months to come, MARS Project will continue working intensively on informing our ageing communities and supporting them to engage the services they need.



ZERO BARRIERS

Zizi Charidas
Project Coordinator

Zero Barriers was an exciting and innovative project to develop and grow, bringing together councils, businesses and community sector representatives across South West Sydney working on one initiative that mattered to everyone: improving access, inclusion and increasing community awareness for people with disability. The Multicultural Network Inc. (TMN) was

funded by the National Disability Insurance Agency (NDIA) Information, Linkages and Capacity Building Grants to implement Zero Barriers which aimed to support businesses, services and agencies to increase accessibility for people with a disability (PwD).

Although driven by TMN, the initiative successfully garnered support from diverse areas of the community and across sectors. The successful pilot ran for 12 months, commencing July 2017 and concluding in July 2018, the finale being the Excellence Awards Presentation Night. The project concept was developed by TMN to address the lack of awareness and support needed for South West Sydney businesses, services, community and recreation centres in ensuring that their services and premises were accessible and PwD were treated fairly and respectfully.

Over the course of the pilot, evening information sessions were run in the three main focus areas, Bankstown, Fairfield and Liverpool, free for businesses and services who wanted information and support.

The Zero Barriers project aims were to:

Increase Awareness & Information - Increase understanding of barriers surrounding disability in mainstream retail, services and community areas and impacting on people with disabilities' ability to use and benefit from the same facilities as everyone else in the community

Support & Tools - Help businesses and services implement strategies to overcome barriers and improve customer service

Consultation & Capacity Building - Increase opportunities for community participation for people with disability and to explore ways in they can play a role in supporting change, as well as helping us identify what the issues are so we can better address barriers.

ZERO BARRIERS Advisory Committee

The advisory and support committee was formed at inception of the project and attracted a diverse range of members across private, corporate, community and government sector. We had a lot of services supporting and promoting the initiative, but the following organisations and businesses who were part of the committee, went above and beyond advising. They were:

- Disability Services Australia
- Woodville Alliance (until May 2018)
- Settlement Services International
- NSW Business Chamber (until June 2018)
- Keypoint Financial Services
- South West Bankstown Chamber of Commerce
- Fairfield City Council
- Canterbury Bankstown Council

Logo

One significant achievement of the project was co-creating a logo with young people with a disability that would serve several key aims:

1. It was important to create a logo that was reflective of the project and its aims



Zero Barriers Awards Night: The Hon Ray Williams, NSW Minister for Disability Services and Clr Khal Assfour, Mayor of City of Canterbury-Bankstown with special guests and Awards winners

2. To create identifiable branding that businesses and services could display on their shopfronts and/or website or promotional material.

In total ninety-five businesses and services across South West Sydney have the Zero Barriers logo proudly displayed on their shopfront or near counter space.



Accessibility Guide & Website

The Accessibility Guide was a key resource developed to provide simple solutions for businesses and services to be disability friendly. Information provided was drawn from a range of credible sources including feedback we received from consultations. It also included a checklist that provided an overall score of where services/businesses stood in regard to level of inclusion and accessibility, which also included staff awareness. The accessibility was distributed to businesses and services and provided to participants who attended information sessions and to businesses and services we provided one on one support. The guide with checklist as well as information about the Excellence Awards and other useful resources to support and inform were provided on the website: www.zerobarriers.net.au

Excellence Awards

Excellence Awards was held on 25 July 2018 Bankstown Library & Knowledge Centre. The event was held in the evening with a full program of entertainment, with speeches from special guests, project coordinator and the Executive officer of The Multicultural Network. Over a hundred people from all over South West Sydney, as well as across sectors were in attendance on the night, which reflected the growing interest, commitment and support for initiatives such as Zero Barriers.

Minister for Disability Services, The Hon. Raymond Williams, Mayor of Canterbury Bankstown, Khal Asfour, Deputy Mayor of Canterbury Bankstown, Nada Saleh and Canterbury Bankstown Bulldogs NRL player, Adam Elliot were special guests on the night, presenting awards to the category winners. Councillors, business owners and other guests attended in support of the initiative.

In total 36 businesses and services across Canterbury Bankstown, Liverpool & Fairfield entered the awards via online or hard copy submissions across five categories.

Excellence Award Category Winners were:

- Rashays Punchbowl - Large Business
- Crezent Eatery (Condell Park) - **Small to Medium Enterprise**
- Islamic Women's Welfare Association (Lakemba) - **Community Services**
- C & M Aquatic (Padstow) - **Arts, Sports & Recreation**
- MTC Australia (Liverpool)- **Innovation**

Sustainability

Although the end of the funded period was July 2018, project stakeholders, advisory committee members including local community members who have a disability have continued to meet monthly discussing the longevity and sustainability of the

initiative moving forward. TMN have organised the meetings and maintained contact with committee in an attempt to ensure that all the good work and goodwill achieved over the course of the project is not lost and to build on the success and momentum of Zero Barriers.

TMN will be looking for viable options of who could continue to carry the Zero Barriers baton. TMN will continue to contribute and support the initiative once that has been established.



THE GATHERING



Taylor-Jai McAlister
Project Officer

The New South Wales Aboriginal Community Care Gathering Committee (The Gathering Committee) comprises Aboriginal people representing Aboriginal & Torres Strait Islander communities and Non-Government organisations involved in support services to Aboriginal older people, people with disability and their Carers and families in New South Wales. The Policy Positions of the Gathering Committee are designed to advance the needs, rights, interests and issues affecting community care and related services for Aboriginal and Torres Strait Islander people in New South Wales. The work of The Gathering involves policy development, conferences, responses to Government initiatives and Regional and State networking. The Multicultural Network auspices and provides the secretariat to The NSW Gathering Committee.

The NSW Gathering Project Officer position is funded through the former Aged, Disability and Home Care department. The Project Officer produces resources to support the sector under the direction of the Gathering Committee, and formulates and updates the Committee's policy position on best practice in service delivery to the community while ensuring consultation with and inclusion of Aboriginal and Torres Strait Islander communities in developing strategies to improve support for our elders, people with disabilities and their carers.

The Project Officer also works collaboratively with other agencies in projects around Aboriginal Aged Care and Disability sector support

Community Capacity Building

Over the last 12 months, the Gathering Project Officer has been working with many organisations to support Aboriginal communities across NSW to access disability and aged care services through NDIS and My Aged Care.

The Gathering Project Officer is currently preparing a presentation about how to implement Wellness and Reablement principles into aged care services, as well as how to meet the Government set service



Taylor-Jai McAlister with The Gathering banner

standards, while maintaining a culturally competent service. This presentation will be provided for Aboriginal organisations and workers across the Bankstown area, and will be disseminated throughout many Koori Interagency meetings.

The Gathering Project Officer attended many Koori Interagencies during 2018 and presented on the Gatherings' disability policy position paper, including interagencies in Bankstown, Parramatta, Macarthur, and Mt Druit.

The Gathering Project Officer also attended many events including the Elders' Olympics, the Active Ageing Expo in 2018, Tharawal's Aboriginal Corporation's NAIDOC event, Sydney University's NAIDOC event with attendance by Linda Burney, and Sydney University's cultural competence training, liaising with both the sector and community members and surveying their needs for support.

Support to Services and Networks

This year, the Multicultural Network was involved in the development of the Positioning Organisations for New Environments (PONE) training packages, with a specific training package for Aboriginal workers, and mainstream workers working with Aboriginal communities. The Gathering Project Officer attended 2 workshops for the Aboriginal training package, as well as accepting an award of appreciation for the Multicultural Networks' contribution to the overall project.

Community Feedback

Elder's Olympics 2018
Liverpool





The Elders Olympics 2018 were held in Liverpool. The Gathering Worker attended the Elders Olympics and spoke with elders about their Aged Care & Disability needs and how they were being met. Community feedback included:

- Elders listed a lack of specialist services that Aboriginal organizations cannot provide (trauma counselling, domestic violence assistance, complaints processes for Aboriginal organizations)
- Elders also wanted more choice in the services provided (both Aboriginal and non-Aboriginal)
- Elders noticed that fighting/issues within Aboriginal organizations make them hesitant to approach Aboriginal organizations
- Elders overall wanted more choice and for Aboriginal and non-Aboriginal organizations to have a network of trusted services that they can utilise
- Nobody recognized the Gathering or could recall their work in the past- suggesting that the Gathering has an opportunity to expand its role in the community



Taylor-Jai Mcalister at Tharawal's NAIDOC community day, accepting an award for the Multicultural Networks' contribution to the PONE project

Identified issues for Aboriginal and Torres Strait Islander people with disability:

Legislation to establish the NDIS was introduced into Federal Parliament in November 2012 by then Prime Minister Julia Gillard. It was passed in March 2013 as the National Disability Insurance Scheme Act 2013 which provides individualised goal plans focusing on improving outcomes later in life. The focus of the federally funded disability program is based on best-practice principles of consumer's independence and choice.

The Australian Federal government also introduced a social care response for people with disabilities who need support but do not meet the access requirements of NDIS. This consists of the Ability Links initiative that coordinates and promotes links between mainstream services within local communities in NSW to improve support for people with disabilities. Another initiative that provides support to both NDIS eligible and not eligible people with disability is the Information, Linkages and Capacity Building (ILC). The focus of the ILC is also community inclusion, funding initiatives towards making the community more accessible and inclusive of people with disabilities. It should be noted that the ILC initiative is not a replacement of previously State funded support services and as a result, many people with disabilities who are ineligible for NDIS packages are facing challenges with service availability.

Some key issues for Aboriginal people under the new reforms are raised and discussed in the disability policy position paper. Some important identified issues include:

- Issues with accessing and understanding the NDIS; specifically, the stigma associated with the mainstream definition of disability by government and non-government agencies which is not shared by all Aboriginal communities.
- The 'reasonable and necessary supports' considered by the NDIS does not include guidelines for assessors and planners on cultural needs, resulting on an undermining of importance of cultural appropriateness in dealing with and servicing Aboriginal people with disabilities. Under current assessment guidelines, clients are required to advocate for the consideration of their cultural needs.
- Limited culturally-appropriate services and support leads to limited choice for Aboriginal people with individualised NDIS plans. For Aboriginal people living away from regional centres, costs of delivery increase as these services are few and far between.
- There exist limited options in very remote and isolated communities. Transport is a significant challenge.

Identified issues for Aboriginal and Torres Strait Islander frail aged:

Changes to the aged care program were based on best-practice principles that focus on independence and choice.

The Aged Care sector introduced My Aged Care; an online and phone-based entry portal for all prospective users of the Aged Care system. Clients are required to contact My Aged Care - through phone or the internet- and once in touch with the portal,

an initial assessment is conducted. If a single service is needed, My Aged Care will refer the client to relevant services, while more complex needs will be followed up through further assessment.

Some key issues for Aboriginal people under the new reforms are raised and discussed in the aged care policy position paper.

Some important identified issues include:

- Issues with accessing the My Aged Care entry portal. Specifically, the move to a telephone-based entry point assessment model contributes to the under-assessment of older people and prevents people from accessing supports.
- Lack of services in rural and remote areas

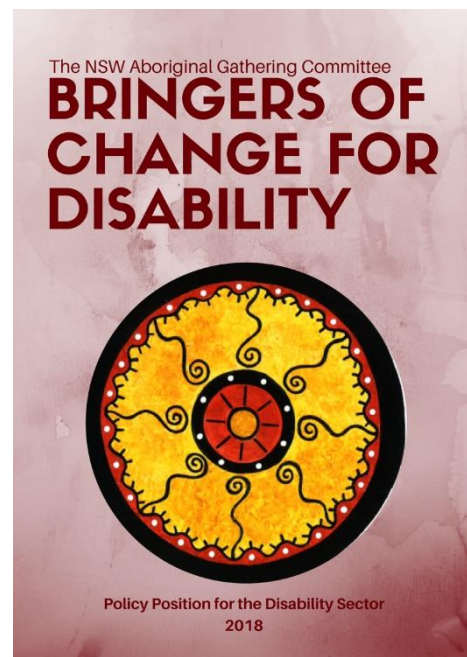
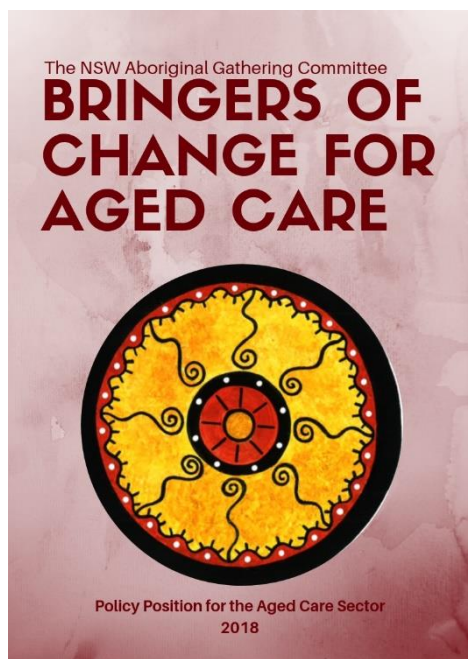
Advocacy work: issues raised through networks, submissions, or meetings

The Gathering Project Officer finalised two policy position papers in 2018, to reflect on the recent separation of disability and aged care services and its impact on Aboriginal and Torres Strait Islander communities. The disability policy position paper was submitted for community consultation and feedback through an online survey. The Aged Care policy position paper has also been finalised and submitted for feedback and consultation. The documents both cover the following areas:

1. Guiding Principles: This section outlines the main principles that guide the delivery of culturally appropriate aged care or disability services with Aboriginal people
2. Working with Aboriginal people (with a disability/elders): This section showcases Aboriginal concepts and principles used in delivering services with Aboriginal elders and Aboriginal people with a disability
3. Recommendations: This section focuses on bridging the gap between important Aboriginal concepts and the service delivery standards which guide aged care and disability services, to inform service-providers on taking a culturally-appropriate approach to working with Aboriginal people.

Sector Development

The Gathering Project Officer is currently producing a training package based on the policy position papers, and in the future, the Gathering aims to provide training for mainstream and Aboriginal service-providers in both aged care and disability services.



Main upcoming challenges for our projects, services or communities

The Gathering Project faces challenges in providing appropriate resources for Aboriginal communities across NSW. As Aboriginal communities differ from region to region in their cultures, beliefs, histories and values, the Gathering Project aims to provide a broader understanding of issues facing Aboriginal service providers and facilitate resources for area services to better cater for the needs of their Aboriginal clients by applying these principles in service delivery.

Further, Aboriginal services face the challenges of adapting their services to fit within service delivery standards, as well as providing services in line with the new guiding principles of My Aged Care and NDIS. The Gathering aims to provide training to organisations and help these services adapt in order to protect Aboriginal organisations.

Thank you to people and organisations that collaborated with us throughout the year.

The Gathering Project Officer worked with many organisations and people throughout the year. Namely, the collaboration with Neuroscience Australia (NEURA) was integral in providing the Gathering Project Officer with dementia cultural competency training from Kylie Radford. During this training, the worker was able to meet Aboriginal workers who provide the Kimberley Indigenous Cognitive Assessment tool for urban Aboriginal people (KICA-C) for screening Aboriginal people for dementia, went through protocols and practiced administering the KICA-C test.

The Gathering Project Officer also worked with Macarthur Disability Services and its partners, including in the collaboration of the PONE project. These workshops were useful for meeting with Aboriginal workers in aged care and disability services to explore current issues Aboriginal workers are having with service-provision.

The Zero Barriers project- which was produced within the Multicultural Network- was also important for the Gathering Project Officer to take part in. The project involved increasing accessibility to businesses, services and community groups for people with a disability in Sydney South West.



Taylor-Jai Mcalister with Kylie Radford (Clinical Neuropsychologist) at the KICA-C training day



Roxana Rascon and Taylor-Jai Mcalister at the Zero Barriers awards night

A big thank you to The NSW Gathering Committee for their unwavering support throughout the year

Thank you

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

- Commonwealth Department on Social Services – Commonwealth Home Support Program
- National Disability Insurance Agency -Information, Linkages and Capacity Building
- NSW Family and Community Services – Community Builders Program
- NSW Aged, Disability and Home Care Services – Sector Support
- City of Canterbury-Bankstown Council
- NSW Clubs Grants

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

Banksia Road Public School Community Hub
 Bankstown Community Resource Group
 Bankstown Public School Hub
 Bass Hill Public school
 Canterbury Bankstown Chamber of Commerce
 Canterbury City Community Centre
 Chester Hill Neighbourhood Centre
 Core Community Services
 Creating Links
 Department of Fair Trading
 Department of Human Services
 Disabilities Services Australia
 Ethnic Communities Council
 Families NSW Facilitation Project
 Gandangara Land Council
 Humanity Matters
 Macarthur Disability Services
 Macquarie University
 Melkite Catholic Welfare Association
 Metro Assist
 Mission Australia
 Mums4Refugees
 MYAN

Navitas English
 NSW Refugee Health Service
 Oversees Trained Professionals
 Punchbowl Schools as Community Centre
 Refugee Council of Australia
 Save The Children
 Sector Support and Development Project, Campsie
 Sector Support and Development Project, Inner West
 Settlement Services International
 South Western Sydney Local Health District
 St Brendan's Community Hub
 St Jerome Primary School
 St. Vincent the Paul
 STARTTS
 Sydney Local Health District
 TAFE NSW
 TAFE NSW
 The Salvation Army
 The Salvation Army
 Villawood East Public School Hub
 Western Sydney University.
 Willey Park Public School as Communities Centre
 Yagoona Public School Hub

