

What We Do



'Strengthen the capacity of our diverse communities'



How We Do It



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



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OUR VISION

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

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

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

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

Equality

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

Empowerment

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

Community

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

Growth

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

Diversity

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

TMN MANAGEMENT COMMITTEE

Chairperson:	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 (mat leave from 1/2019)
	Eunice Sansour (from 2/1/2019)
SWS Sector Support and Development Officer/ Team Leader	Beatriz Cardona
SWS Multicultural Access Project Worker	Daniela Oliveira
Multicultural Access & Referral Service Coordinator	Francisca Loyola-Sandoval
Multicultural Communities Sector Support Officer	Zana Brasnovic
The NSW Gathering Project Officer	Taylor-Jai McAlister
Accounts Officer	Evon Kostanti
Administration Officer	Le Pham

CONSULTANTS

Joanna Kuskey	Accountant/ bookkeeper
Con Kostanti	Onsite Computer Experts
Marley Minogue	Website Developer
Petra Will-Heart	Facilitator

CHAIRPERSON'S REPORT

Sue Huxtable-Jones
Chairperson

It is with much pleasure that I present to you The Multicultural Network's 2019 Annual Report.

This year we ran many activities, events, networks and workshops that further cemented our work in sector development and communities' capacity building. As detailed in this report, TMN has continued facilitating opportunities for services to grow, update and develop best practice in working with special needs clients. We also continued our work in empowering our main target groups: older people from mainstream, CALD and Aboriginal communities and families and young children from CALD backgrounds.



2018 AGM elected Committee Members
Sue Huxtable-Jones, Layla Naji, Wafa Zaim, Nga Nguyen and Boshra Masri

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. We have also provided opportunities for two advanced students from Macquarie University to research specific barriers experienced by Aboriginal and Strait Islander people and CALD in aged care.

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 providing comprehensive training on implementing Wellness and Reablement practises as well as measuring outcomes. The training provides aged workers with the tools and knowledge required to comply with Government contracting requirements in service delivery.

This year we also lead, in partnership with Canterbury Bankstown City Council, the first meeting to discuss a collaborative approach to elder abuse. Elder abuse is a largely unrecognised form of abuse in our communities. Elder abuse is mistreatment of an older person, committed by someone trusted by the older person such as a partner, family member, friend or carer. Elder abuse may be physical, social, financial, psychological or sexual



Zero Barriers Finalist and winner of 2019 ZEST Awards for Outstanding partnership across a region

and can include mistreatment and neglect.

The South West Sydney Elder Abuse collaborative is a partnerships of several community organisations, Government agencies and coalitions in the area to work towards elder abuse's identification, prevention and effective intervention.

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.

We recently have our bi-annual Strategic Planning day where all Management Committee and Staff had an opportunity to analyse changes occurring in the area, new or emerging needs of population, collected clients' data, issues raised through our networks and data forecasts to be able to plan and tailor services as per our population's needs.

Our Annual Report showcases 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 Department of Communities and Justice; NSW Clubs Grants 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 and all our staff for their work, dedication and long-term commitment to this organisation.

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.



Wafa Zaim Secretary - Management Committee



EXECUTIVE OFFICER'S REPORT

Roxana Rascon, EO

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

I am truly pleased to start this report with great pride and celebration of the achievements our organisation had this reporting year. In February 2019 we were awarded the Zest Award for Exceptional Community Partnership across South Western Sydney for our Zero Barriers Project. The category included 12 very innovative and worthy finalists that we acknowledge and congratulate on their great achievements. This award is an honour that encourages us to continue thriving and working to achieve the best possible outcomes for our communities and services sector.



Zest Awards 2019

The Zero Barriers project was funded in 2017 by the NDIA under the ILC initiative. The ILC focus is to ensure that all people with disability access all resources, activities, opportunities and civic participation as everyone else. Through our funding, we engaged businesses in the South West Sydney area to participate in the Zero Barriers initiative by making their shops disability friendly. These included premises, staff attitudes, services offered or products sold. We then offered an opportunity for them to be recognised for their efforts through the Zero Barriers Award. The Second Zero Barriers Awards in July 24th was part of the Bankstown Local Business Awards and three businesses were recognised for their great work on accessibility, innovation and inclusion to ensure all people with disabilities can participate like everyone else. This year's winners are: Bankstown City YWCA and Little Child Big Mind (a tie) in the Innovation category and Canterbury League Club in the Excellence in Customer Services category. Congratulations to them all and thank you for being committed to a fairer society.

We have also released a Zero Barriers South West Sydney Business Directory listing all disability inclusive businesses in Liverpool, Canterbury-Bankstown and Fairfield areas. The directory includes information on what type of business they are and what facilities or access they offer.

Our TMNLinks website continues to be a useful resource and source of information for the community to find out all activities and services in Bankstown at once. The website had a revamped this year, now allowing services to create an account and lodge their information as they need it.

Prevention of elder abuse and domestic violence initiatives.

TMN also hosted the first meeting for the South West Sydney Elder Abuse Collaborative. Figures on elder abuse are significant and services' observations on unreported abuse are concerning too. The collaborative will look at education, prevention and prompt intervention.

Elder abuse is indeed 'everybody's business'. It is also everybody's responsibility—a responsibility not only to recognise elder abuse, but most importantly, to respond to it effectively.
Australian Law Reform Commission (2017) Elder Abuse—A National Legal Response. ALRC Report 131, p. 29

Elder abuse is a close threat as it can easily occur through a combination of risk factors and pressing situations such as:

- ⇒ the carer is experiencing high levels of stress, or health or financial pressures are causing distress;
- ⇒ there is isolation as a result of location, cultural or language barriers, or health complications;
- ⇒ the carer or older person is dealing with addiction;
- ⇒ the carer or older person is dependent on the other person for support, for example, financially, socially, or physically;
- ⇒ the older person is unable to stop or report abuse due to cognitive impairment or physical limitations
(*What is elder abuse? Relationships Australia. <https://www.relationships.org.au/relationship-advice/relationship-advice-sheets/what-is-elder-abuse>*)

The Multicultural Network is also keen to explore CALD and elder abuse in CALD communities, as cultural factors can play an important role in communities' identifying, reporting and addressing abuse. TMN is well aware that some cultural influences such as stigma about what other members of their communities will say; a cultural notion of parental 'sacrifices' to make them do anything for their children; distrust in systems and being officially recorded; religious principles of accepting one's destiny; notions of family loyalty; fear of being moved out of home or even not realising that abuse is occurring are all issues that we need to consider if effective education and prevention in CALD communities is to take place.

This year, once again, we have been able to reach out to many more members of our communities thanks to strategic partnerships that allowed us to strengthen our resources, expertise and capacity to better meet a complex community's needs. Working with other agencies and community leaders gives us the opportunity to run large events such as the International Women's Day, Refugee Week Celebrations and The Bankstown Senior's Expo, engaging with over a thousand community members. Our partnerships with field researchers, trainers, management experts and best practice practitioners allowed us to continue developing services and workers to their best potential. Our co-convening of the Canterbury-Bankstown Migrant Interagency informs workers on services and programs their clients can access for a comprehensive casework and referrals system. Our work with the aged care services sector included training workers and developing agencies to embed Government principles such as wellness and reablement into their field practice.

TMN continues to collaborate in the further development of future professionals through supporting University students on placement with us. This year we hosted two students. One of our students focused on barriers experienced by Aboriginal people to access appropriate Aged Care. The second student is working on researching loss of acquired languages in CALD elderly to demonstrate that bilingual staff should be recognised as essential in care of elderly CALD even if the person was fluent in English all their lives.

TMN also continues committed to the further development of its Committee Members, facilitating in-house Governance training and linking Committee members to external training opportunities. Our committed Committee continues evolving, growing and utilizing their skills for better Governance and development of best practice.



MC Governance Training

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.



MULTICULTURAL COMMUNITY DEVELOPMENT PROJECT

*Eunice Sansour
Locum MCDP Worker*

The Multicultural Community Development Project (MCDP) is funded by the Department of Communities and Justice (formerly FaCS) through their Community Builders Program. The MCDP is an early intervention project that strengthens the capacity of disadvantaged families and communities particularly from CALD backgrounds. The services and programs we offer support parents with young children (0-12 years old) to help them enhance their parenting skills and build resilience as a family so that they can overcome barriers and prevent conflict, crisis or problematic circumstances while enhancing good development of their children.

This year the MCDP has delivered, in partnership with other agencies, over 200 sessions These included:

- English classes in partnership with TAFE Petersham
- Computing classes in partnership with TAFE Bankstown - Developing computer literacy to enhance employment opportunities
- Floristry classes in partnership with TAFE Padstow
- A weekly Vietnamese support group in partnership with Metro Assist - Helping build social connections and contribute to healthy living and well-being.
- Vietnamese Citizenship preparation program in partnership with Metro Assist – Helping participants to learn about the Australian cultural norms and navigating in a new country.
- Healthy Eating and Physical Activity (HEPA) and Family and Healthy Relationships Program (Vietnamese and Chinese) in partnership with SWSLHD Bilingual Community Education Program – Supporting parents and families from CALD backgrounds to live a healthy lifestyle.



TMN's EO Roxana Rascon speaking at Refugee Week

- First Aid course in partnership with Metro Training and Islamic Women's Association of Australia (IWAA) - Improving employment pathways opportunities for parents entering the workforce.
- Macedonian Carers Support Group in partnership with the Macedonian Australian Welfare Association of Sydney - A support group for mature aged carers from Macedonian backgrounds
- 123 Magic and Emotional Coaching program in partnership with Creating Links – A parenting program to help manage difficult behaviour for their children from Infancy to Primary school.

Social Inclusion programs

Community HUBS in partnership with:

- Punchbowl Public School
- Georges Hall Public school
- Villawood East Public School
- Yagoona Public School
- Wiley Park Public School
- Bankstown South Public School
- Sefton Public School
- Chester Hill Playgroup,
- Punchbowl Public School
- Lakemba Public School

The MCDP also provides sector support by enhancing communication, offering training opportunities and information to services for a collaborative and wholistic approach to service delivery. Our work facilitates the maximizing of resources, the opportunity to offer a wide range of knowledge and expertise and the means required to run larger community initiatives through partnerships and collaboration. As part of our sector support work, the project co-convenes the Canterbury-Bankstown Multicultural Interagency (CBMIA) with Metro Assist, convenes the Women Issues Network and leads relevant working parties. The CBMIA is a platform for service providers to network and work collaboratively within the Canterbury-Bankstown LGA with over 400 members and growing!

The CBMIA holds monthly meetings as an opportunity for service providers to share information, network and collaborate with each other. Over the year we had presentations from the following organisations:

- Ability Links service (SSI)
- Witness to War Project (STARTTS)
- Start Strong Pathways - (Koorana)
- Weavers Program - (Multicultural Care)
- TAFE services and support - (TAFE NSW Bankstown)
- DHS services and support - (Department of Human Services)
- Disability services and support – (DSA)
- Navitas and AMEP services –(NAVITAS)
- Legal Aid services and support - (Legal Aid)
- Suicide prevention services – (Lifeline)
- My Aged Care – (TMN)
- Service supporting people with cognitive impairment in contact with the NSW Criminal Justice System (Justice Advocacy)



TMN CSSO's My Aged Care presentation at CBMIA

Service)

Following the CBMIA website developed in 2018, there has been an impressive 50% increase in membership. Thank you once again to the City of Canterbury-Bankstown Council for their continued support of our CBMIA.

Other networking and Sector Support activities have included:

- Bankstown Child and Family Interagency meetings
- Service consultation for the 'From the Ground UP Equality' DV project at The Arab Council
- FaCs DEX Training workshop at Cabravale Diggers club
- Bankstown Says No to Sexual Abuse Video Launch event at Bryan Brown Theatre
- FaCs MAG (Multicultural Advisory Group) meeting
- Modern Slavery -Sector Support Workshop at The Multicultural Network
- Harmony Day community event at Morris lemma Sports Club
- Promotion of CBMIA programs and activities within the Canterbury- Bankstown LGA
- NDIS Seminar training on supporting families with Disability at Canterbury Leagues Club
- Policy and Advocacy 2- day workshop at the NSW Teachers Federation



Myriam Bahari (TAFE), Eunice Sansour (TMN), Dinaz (Metro Assist), Wafa Zaim (TMN) and Aunty Lyn Martin (Elder of the Darug Nation) Celebrating Refugee Week



Refugee Week event at TAFE Bankstown

It has been an exciting year coordinating community events and initiatives with other local services. These included the International Womens Day, Refugee Week and Anti -Poverty Week.

The CBMIA International Women's Day event was on 5 March at Bankstown Public School. There was an incredible 219 registrations comprising of community members and services. This global initiative celebrates the achievements of our diverse and talented women within our community!

The Canterbury- Bankstown Refugee Week event was held on 20 June at TAFE NSW Bankstown. This year's theme was 'A World of Stories' - 'Sharing a meal, sharing a story.' There were 95 registered attendances from the community. We were honoured to welcome guest speakers from Refugee backgrounds who were gracious in sharing their courageous stories. Local artists also shared their

stories through their beautiful artworks on display. Great energy and delicious Arabic cuisine from our local businesses summed up a day to remember!

TMN Links (www.tmnlinks.com.au) - It was an exciting year relaunching our TMN Links website! TMN Links was developed as a platform for local service providers to share local events and activities in the Canterbury-Bankstown area. The new and improved website is user friendly for organisations to create an account to promote their events and activities. Thank you to our talented Administration Assistant, Le Pham for her tireless efforts and contribution to the success of our TMN Links website and membership

Over the course of the year various issues were raised through our networks and activities these included;

→ The Witness to War project presented by Prabha Gulati from STARTTS at our March CBMIA, gave insight to the various health, social, cultural, financial and practical issues members of our CALD community may experience due to exposure of overseas conflict. By understanding these issues, could allow us to better plan future activities to support them.



→ *The Canterbury-Bankstown Says NO to Sexual Abuse* video launch was on the 20 August at the Bryan Brown Theatre Bankstown as part of the Canterbury-Bankstown Says NO to Domestic Violence campaign. The video was developed with key stakeholders in our local community sharing their messages about ending sexual abuse in domestic relationships. The launch was an important opportunity to create dialogue with our community and engage with support networks



→ The eSafety for Women from Culturally and Linguistically Diverse Backgrounds Summary Report (eSafety Commissioner Report Feb 2019), identified several cases of Technology-facilitated abuse which perpetrators used culturally- specific threats such as deportation, honour killings, culturally specific humiliation and threats of withholding divorce. The key barriers CALD women face in seeking support for technology-facilitated abuse are: a lack of awareness that technology-facilitated abuse may constitute a criminal offence, language barriers causing a lack of understanding of the support services available to them and not being able to communicate their experiences with technology-facilitated abuse.



International Women's Day event at Bankstown Public School

→ The Emerging Minds National Workforce Centre for Child Mental Health initiative focuses on building workforce capacity to better support children and their parents and carers to improve mental health outcomes for children aged

up to 12 years. Parental issues such as substance misuse, mental health problems, domestic violence and homelessness have been identified risk factors for child mental health.

Thank you

In closing, I would like to thank the Department of Communities and Justice for supporting us with their funding and partnership in developing strong resilient families and healthy, safe and happy children. I also wish to thank the Canterbury-Bankstown City Council for their continuous support of The Multicultural Network and our partnerships. I take the opportunity to extend a warm thank you to our program facilitators for their dedication throughout the year; Petra Will-Herat, Estella Yuen (TAFE NSW) and Nga Nguyen (Metro Assist). I would also like to welcome, Yan Pin Wan (Ellen), our new Community HUBS Facilitator to the MCDP project.

Thank you also to the following organisations that we have partnered with: Metro Assist, SSI, Metro Training, TAFE Petersham, TAFE Bankstown SWSAHD, Anti-Slavery Australia, IWAA, Creating Links, TAFE NSW, Save The Children, Sydney Local Health District, Bankstown Community Resource Group and Mobile Minders, NAVITAS, BCRG and Mobile Minders.

Finally, thank you to my wonderful colleagues at The Multicultural Network. It has been a privilege to be a part of such a talented team dedicated to serving those in need within our community. Thank you to Roxana Rascon for her guidance and unwavering support and to the MC Committee for the opportunity to contribute to the goals of this organization.

MCDP Community Builders Data Reporting 2018-2019

Number of Attendances

Events	487
Community Workshops	534
Social Inclusion programs	1086



SWS SECTOR SUPPORT AND DEVELOPMENT OFFICER

Beatriz Cardona

SWS Sector Support and Development Officer / Team Leader

The Sector Support and Development Project is funded by the Department of Health 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.

One of this year's key event was the extension of CHSP funding, including Sector Support funding for our project until 2022. This extension is part of The Department of Health's strategy to review CHSP services and the impact of the proposed amalgamation of CHSP and HCP in 2022 under a consumer funded model. Other important aged care related events in 2019 include the Royal Commission into Ageing which is currently looking at the performance of aged care delivered at home and therefore focusing on CHSP issues including the quality and value for money of the services delivered and current waiting lists for complex care. The introduction of the New Quality Standards and Quality Framework on June 2019 have also impacted significantly on the planning, delivering and reporting requirements for service providers. A key role of the Sector Support and Development Officer (SSDO) position has been assisting and supporting organisations in the transition to these new quality and auditing systems.

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). In 2019 service providers were required to submit their first report on the implementation of wellness and reablement models and their impact on their clients. This model of care supports consumers to identify care goals and work with the service provider to achieve them. In 2019 the SSDO Project continued supporting service providers in the effective implementation of wellness and reablement approaches, with an emphasis on measurable outcomes. The following activities were conducted to support this objective:

- Training on wellness and reablement outcomes measurement tools: 6 training sessions were delivered throughout the year and attended by a total of 67 service providers. The sessions covered the following topics: *Wellness and reablement from consumers' perspectives; Integrating wellness and reablement models in service planning, delivery and evaluation and Using quality of life and functional ability to measure impact of wellness and reablement.*
- The 2019 Wellness and Reablement Best Practice Conference: The conference was delivered in March 2019 and attended by more than 60 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, and Bankstown City Council.
- In 2019 the Project continued training service providers on tools to measure outcomes of wellness and reablement programs including the use of the Australian Community Care Outcomes Tool (ACCOM). 4 training sessions were delivered throughout the year on how to use the ACCOM tool and its suitability 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.

- Supporting service providers facing barriers in implementing wellness and reablement. These include, lack of an strategic framework on how to implement the model, staff training issues and access to specialised resources such as short term functional ability care.

The SSDO has also supported aged care service providers in implementing the New Quality Standards. These standards focus on the delivery of care which meets consumers' outcomes and engages with consumers, carers and their families. The focus on outcomes has meant that many organisations, particularly small community providers, need to reconsider the strategies they use to consult consumers and integrate their care preferences into the planning and service delivery. 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. 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: 5 training sessions were delivered and attended by more than 20 service providers per session. The sessions were delivered in partnership with Canterbury-Bankstown City Council Ageing and Disability Officer.
- The Project also presented at the Aged Care Conference in Bathurst on the New Quality Standards and strategies to implement them and measure their effectiveness in improving clients' wellbeing and quality of life.



Training on New Aged Care Standards

The SSDO Project also receives multiple requests from service providers across NSW to participate and deliver information sessions, training and support on a variety of topics. In 2019 the Project was invited to deliver session on the following topics”

- The Single Quality Framework
- The Diversity Framework and new Aged Care Quality Standards
- Delivering wellness and reablement care
- Measuring outcomes in aged care programs
- Consumer Directed Care

2019 has been a year of important changes and aged care reforms. The SSDO Project keeps service providers informed of these changes and the impact on their services. It also provides resources and updates via our newsletter which reaches more than 250 providers in SWS> The newsletter has become an important source of updates, information and resources for the aged care sector. News, articles and research conducted by the SSDO Project is also made available in The Australian Ageing Agenda.

The Ageing and Disability Forum continues to be an important meeting to update service providers on key issues and facilitate discussions on important topics affecting the sector. The SSDO Project utilised this forum as an opportunity to keep the aged care sector updated, provide training and invite guest speakers from relevant organisations and peak bodies. In 2019 we had more than 30 service providers attending each of the forums and regular evaluations of this activity indicate they are a valued sources of information and support for service providers in SWS.

Research and information from The Department of Health has also identified significant issues for seniors wanting to access aged care programs. Some of these barriers include lack of information, poor IT skills, literacy and numeracy issues and the complexity of the system with the different tiers and levels of assessment. The SSDO has been working closely with other sectors support providers including Canterbury and Bankstown City Council and Marrickville Sector Support Program to develop an ageing expo. In 2018 the Expo was attended by more than 500 seniors and in 2019 we are aiming at having 600 seniors from SWS, Canterbury and Inner Sydney areas. This project has been possible through a partnership with Bankstown Sports Club which allows TMN and the project partners to conduct the Expo at the club free of charge. The 2019 Active Seniors Expo will focus on supporting decision making and ensuring seniors have the knowledge and skills to negotiate care plans that meet their needs.

The SSDO also provides information and support for local Seniors Groups. We are regularly invited to attend meetings to provide information on My Aged Care and the types of services and programs available under CHSP and HCP. Some of the groups which accessed this information in 2019 include:

- The Vietnamese Welfare Association
- Wiley Park Seniors
- Sydney Ageing and Disability Expo, Sydney Olympic Park
- Bankstown Seniors Group, Condell Park

Our partnerships and collaborations throughout 2019 have been important as they have allowed us the delivered of coordinated support and information. I take this opportunity to thank our partners:

- ❖ 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



SWS HACC MULTICULTURAL ACCESS PROJECT (MAP)

Daniela Oliveira
MAP Officer

The South West Sydney Multicultural Access Project works ensure that the *local* Aged Care Service system is in the best possible position to deliver culturally responsive services to people in community aged care. The project does this by providing a range of support resources, information and training to the Community Care Aged sector for both service organisations and service users.

The project is funded by the Commonwealth Department of Health administered by the Department of Social Services. It is based in Bankstown and provides sector supports to service organisations and service users in the local government areas of Bankstown, Liverpool and Fairfield.

Our communities are constantly changing with ABS figures (2016) that show diversity is a key characteristic of the community in South West Sydney local government areas of Bankstown, Liverpool and Fairfield. Those people who reported speaking a language other than English in the Home was as high as 70 percent of the population in Fairfield, 60 percent in Canterbury -Bankstown and 51.9 percent in Liverpool LGAs compared with 35.8 percent in the greater Sydney area.

The separate local government population profiles we know that certain language groups are dominant such as Arabic in the Canterbury-Bankstown and Liverpool and Vietnamese in Fairfield. However, figures released from the 2016 ABS Census present a picture of wide diversity across our region which presents a growing demand for assistance and resources in the following languages. These languages are Arabic, Vietnamese, Greek, Assyrian-Neo Aramaic, Mandarin, Cantonese, Khmer, Hindi, Spanish and Serbian.

Information about the changes to the Aged Care system and introduction of the Aged Care Quality standards and resources in making the changes are expected to a while to filter throughout our Diverse community.

The introduction of My Aged Care and changes to the aged care sector over the last few years has presented some additional hurdles for multicultural communities to understand and overcome the structural barriers of access to the system. These barriers can include a complex national referral system requiring English language literacy and Computer literacy skills to keep on top of the stages of referral for home care packaged services. Often older people find that once they are approved for services, their preferred local organisations are unable to deliver the program due to lack of funding and vacancy. Waiting times for both Commonwealth Home Support Program services can vary and certain waiting periods for higher level Home Care Packages are commonly over 12-18 months.

Having recently commenced in the role, I acknowledge the valuable work that has been undertaken by my predecessors during the past year and look forward to a busy year ahead with my colleagues in the team:

- Beatriz Cardona, Sector Support and Development Officer for overarching support and guidance to the Sector and the team
- Zana Brasnovic in the newly formed Multicultural Sector Support project to deliver information to the Multicultural Community groups about the aged care system; and
- Francisca Loyola-Sandoval MARS project connecting communities with bilingual and bicultural workers to help with individual referrals to My Aged Care



Active Seniors Expo 2018

The Seniors Active Ageing Expo in 2018 was a huge success, showcasing the range of programs being delivered by providers with an emphasis on Wellness, Reablement and Restorative Care.

The approach of Wellness Reablement and Reablement to ageing enables older people to maximise their full potential, independence and quality of life assist them to remain in their homes for as long as they can and wish to do so. Embedding this approach within this sector has been a key goal for both the government and the broader aged care sector. This is especially important work for us now to prepare for Australia's ageing population forecast to rise rapidly over the next few decades.



Services and Information Stalls at the Active Seniors Expo 2018

This work continues in partnership with Bankstown City Council, currently underway to plan another Active Ageing Expo for 2019. Other similar initiatives will continue targeting seniors for 2020 such as the Fairfield City Council Seniors Festival and similar collaboration projects.

One area of concern for the local community highlighted this year has been the issue of Elder Abuse. Elder abuse can take various forms such as physical, psychological or emotional, sexual and financial abuse. It can also be the result of intentional or unintentional neglect (WHO, 2002). Alarmingly, the Australian Institute of Family Studies reports that it is likely that between 2% and 14% of older Australians experience elder abuse in any given year, with the prevalence of neglect possibly higher. "It should be noted that in some Aboriginal and Torres Strait Islander communities the term 'elder' is a title reserved for community leaders (Office of the Public Advocate, 2005). The 'abuse or neglect of older people' is a preferred



Workshops at the Active Seniors Expo 2018

term when used in reference to older Aboriginal and/or Torres Strait Islander peoples” (Child Family Community Australia, 2019).

TMN was actively involved in the establishment of the South West Sydney Elder Abuse Awareness collaborative which held its first meeting in April 2019. This collaborative is an interagency partnership as part of a state-wide response to the abuse of older people. Through local networks of government and non-government organisations the Collaborative aims to provide links, opportunities, information exchange, education, awareness and social change.

Partners include Local Police Area Command, South west Sydney Local Health District, Multicultural Health, Older Women’s Network, Metro Assist, MDSI, Council, EAHRU, DHS Centrelink, TMN, Seniors Rights Service. The collaborative currently chaired by the South Western Sydney Local Health District is supported by NSW Elder Abuse Helpline and Resource Unit (EAHRU).

While settling into my role I am privileged to be working with the team, planning and developing partnership projects such as the capacity building for the community in the CALD workforce development. Through local surveys and narratives from our service providers we know that a lack of trained bilingual and bicultural staff has an acutely detrimental effect on the successful outcomes for our aged CALD community, felt even more so now following Aged Care and Disability reforms. Scoping work has therefore commenced for a new project aimed to increase numbers of skilled and qualified bilingual and bicultural workers meeting access needs for the aged care sector locally, and the diverse needs of our aged community.

Building on past successes and learning from the Multicultural Network’s foundational report in 2015 *Creating a Bridging Between Willing Workers from Multicultural Backgrounds and the Community Care Sector* initial stages are underway involving gathering data, seeking out potential new partners and resources including funding to support new workers attain a qualification through traineeships for our sector.



International Day of People with Disability Gala Night 2018

The Multicultural Access Project continues to participate in Forums and Networks and initiate collaboration partnership projects made possible by developing and maintaining strong working relationships through networks and forums:

- SWS Ageing and Disability Forum, a network of services working together to support older people and their carers to remain independent in the community, aimed at collaborations and providing a platform of support to services that work to support the Fairfield Ageing community
- Seniors Services Interagency- an interagency aimed at collaborations and providing a platform for support to services working with the ageing population in Fairfield

- Fairfield Seniors Network
- Reference Group on Disability Awareness through the Arab Council Australia
- FACS Multicultural Advisory Group
- Monthly participation and active involvement in MAP Sector Support Network and information sharing meetings
- Community Care and Sector Support Development network meetings
- Weekly contribution to the Support Services Website

We have also continued to work closely with our Council partners Canterbury-Bankstown, Fairfield and Liverpool, our training partners MDS, and STAR to deliver information and support to our service providers on the Aged Care Quality Standards, Wellness and Reablement, the Active Ageing Expo and rollout of a training presentation on the Diversity Framework for the local sector.

It is very clear that we can only make a difference in the Multicultural Access Project with the support of our committed team and community partners and I am grateful for their continued support provided to me in this role.



MULTICULTURAL ACCESS & REFERRAL SERVICE (MARS)

Francisca Loyola-Sandoval
MARS Coordinator

The Multicultural Access and Referral Service, commonly known as MARS Project was funded in 2012 by the Department of Health and since then, has been managed by The Multicultural Network. The project works in partnership with seven ethno-specific and multicultural organisations to support the Assyrian, Croatian, Khmer, Lao, Macedonian, Spanish and Vietnamese communities within South West Sydney Local Government Area.

The purpose of the project is to ensure that aged consumers and their families have appropriate information about the range of age care services and programs available within their local area and to assist them to have an early access to service (s) that meet their needs. As many CALD consumers find the concept of “contracted care” foreign, they are reluctant to engage support outside family. The project ensures that the care offered is appropriate to the linguistic and cultural needs of the client. What makes MARS quite unique is that the project goes beyond providing information and referral. The project follows up on client’s satisfaction weeks into their new service to ensure that any adjustments required are not deterrent to stop service (s). As in many cultures it is not appropriate to make requests, complaint or bring up issues, the project ensures that the client stays in service by supporting them to address problems and negotiate changes. MARS’s objective is to ensure that frail aged people overcome hesitations about and challenges of our Aged Care System and maintain their independency as for long as possible.

MARS Project engages and delivers its service through Link Workers, who provide face to face ongoing support to Aged consumers, their families and friends. The service targets group of consumers that do not speak English, consumers that have limited access to internet or other technologies, frail aged consumers that are vulnerable, isolated or disadvantage and that are unlikely to seek aged care support without assistance.

With the philosophy of providing a focused response to consumers' values and needs, in July 2019, aged care service providers were required to implement new reforms. During the last twelve months, the Link Workers have been attending trainings about these changes and working on strategies to facilitate consumers' understanding and empowering them to remain independent in their homes and in their community.

Some of these trainings covered the following reforms:

- Wellness and Reablement:

In this training, MARS workers covered definitions, what consumers should expect from service providers and scenarios that enabled link workers to generate strategies for consumers better understanding of this centred-care approach, also how they can be benefit from of it and how they could improve their quality of life by adopting it. MARS workers agreed that for Culturally and Linguistically Diverse (CALD) consumers, it is hard to understand that services will be run in partnership with them and not for them, but consumers are also very positive with the outcomes that this approach could bring to their lives.

- Aged Care Quality Standards:

MARS Link Workers participated in various sessions to cover each of the eight standards and make sure that consumers and their families understand what it is and that no matter what type of service/s they receive, age care providers must meet these standards to make sure that they obtain the best care possible.

- Charter of Aged Care Rights:

MARS Project have been educating ethno-specific communities regarding to this reform and how aged consumers have rights, regardless the type of service/s or government funding. This information has been provided and explained to consumers in their own language as they commence receiving the service/s.

- Dementia:

MARS Team members received a complete and very detailed training about dementia and how to become a dementia friendly service. Thanks to this training provided by Dementia Australia, the staffs at MARS are aware of how to deal with consumers affected by this condition, how can affects people suffering from of it and their families and that Dementia is not a normal part of ageing, it could happen to anyone.

On the other hand, some of the challenges that our consumers have been facing are related to the luck of understanding of the aged care system due to the information and guidance not being available on languages such as Assyrian, Khmer and Lao, and waiting lists that do not suit or address consumers' needs with the urgency that they require. We found out that an important number of seniors and their carers are reluctant to be part of the current aged care system or release information to agencies. Our Link Workers have been working to address these issues and to provide resources to consumers to improve their quality of lives and minimise these current fears and barriers.

The project has continued to work towards empowering and strengthening consumers' capabilities through information in plain language, easy to read and to understand by everyone. We have also distributed My Aged Care booklets in different languages, and sessions have been conducted to support consumers' understanding. These sessions covered topics such as general understanding of the aged care system, what to expect once consumers are referred to My Aged Care, the processes, eligibility and costs involved. Furthermore, Link Workers have been participating as support workers within other organisations covering areas such as dementia and Home Care Packages.

Since January 2019 till June 2019, the project delivered assistance to 44 clients, who were referred to My Aged Care and were supported through the process as they started to use their service/s, 49 clients from previous year contacted MARS workers to follow up the status of their referral, as they were initially placed on waiting lists and 47 individuals requested information, but were reluctant to be referred to My Aged Care or carers that preferred continue taking care of their love ones without external assistance.

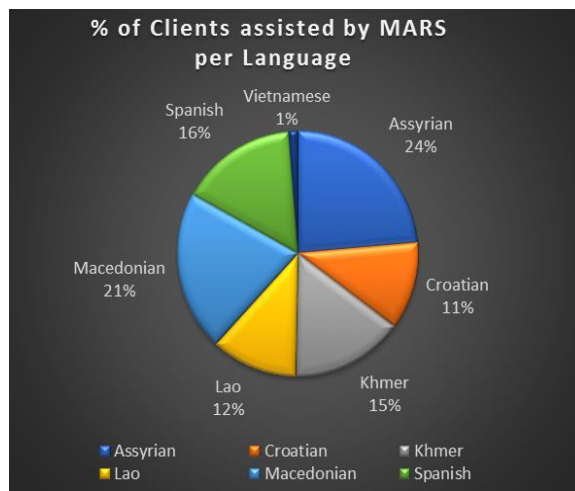
The following table provide a complete detail of clients assisted by MARS in the first semester of 2019 by language:

Language	Number of new clients referred to My Aged care and currently using service (s)	Number of clients requesting follow up the status of referrals	Numbers of clients requesting information only
Assyrian	9	5	3
Croatian	9	0	16
Khmer	13	10	16
Lao	3	21	4
Macedonian	0	3	3
Spanish	7	7	0
Vietnamese	3	3	5
Total	44	49	47

I would like to take this opportunity to thank our ethno-specific and multicultural organisations in their partnership with us and their Link Workers whose important contribution allows TMN to support consumers, their families and friends in the South West Sydney Area and engage them smoothly into the aged care system:

- Susan Isaacs, from Parks Community Network, covering Assyrian language
- Maria Oreskovic, from Croatian Australian Welfare Centre, covering Croatian language
- Thin Em, from Cambodian Australian Welfare Council of NSW, assisting Khmer community
- Omethip Phommachanh, from Cambodian Australian Welfare Council of NSW, helping in Lao language.
- Lihnda Taseska, from Macedonian Australian Welfare Association, supporting Macedonian community

In addition, I would like to give a farewell to our Spanish Link Worker, Sonia Martinez from SLASA and Lien Tu Le from Park Community Network who covered our Vietnamese community. Sonia and Lien are sadly no longer part of MARS Project, but they did contribute to the success of our service.



MULTICULTURAL COMMUNITIES SECTOR SUPPORT OFFICER

Zana Brasnovic
MCSO

I commenced in this role in June 2019. The federally funded Multicultural Access Project has a component in reaching out to the CALD communities and promoting access to My Aged Care services. My main role is to provide information sessions to consumer groups; majority of them being of various ethnic and diverse language backgrounds. In addition, I provide information and network with service providers and government agencies in the South West Sydney region; Bankstown, Liverpool, Fairfield areas on accessing programs and services such as the Commonwealth Home Support Program and Home Care packages.

The aim of the project is to **promote capacity building** for consumer groups; seniors and their carers to ensure they have access to information on the full range of aged care services and programs available to them. Majority of seniors of CALD backgrounds fall through the cracks and are not aware of the various services available to them through My Aged Care, which will allow them to live in their homes through accessing the Commonwealth Home Support Program or the Home Packages. It is in everybody's interest to live independently. The consumers and the government are in favour of such an outcome as most seniors do not wish to enter into residential aged care. Through networking with community service providers and potential consumers of My Aged Care services, the project has been able to spark an interest in what My Aged Care service has to offer. After approaching numerous community service providers, links were established and My Aged Care presentations negotiated with a number of consumer groups. Some of the CALD senior groups are finding it difficult to understand and navigate the My Aged Care service as most of the information is online and on the telephone (even though TIS can be accessed by the consumer). The presentation is a step by step guide how to register for My Aged Care service programs. An interpreter assists with communication while running the session, going through the My Aged Care PowerPoint Presentation. The assistance of the MARS project Link Workers is greatly appreciated as they are well knowledgeable in the processes of accessing My Aged Care services and have agreed to provide interpreting on the day of the My Aged Care presentations. At the end of the presentation, My Aged Care multilingual fact sheets are distributed according to the language group of the audience. The information on the facts sheets provides a summary of the PowerPoint presentation, outlining most crucial information such as: My Aged Care website and contact details, telephone number of government funded interpreting service TIS as well as the different levels of care available for seniors; Commonwealth Home Support Program, Home Care Packages and Residential Care. Consumers are always happy to hear there is support available to them if they are finding it difficult through the registration process as the MARS Link Workers can assist them.

Some community and sector support presentations on accessing aged care services included:

- A My Aged Care presentation was ran at West Sydney MRC in Liverpool to a group of Arabic speaking clients.
- Another My Aged Care Presentation was delivered at the CBMIA's September meeting for community service providers offering services to the CALD communities for community service providers offering services to the CALD communities.
- My Aged Care presentations at CORE Communities at Miller for the knitting group and Arabic speaking seniors group;
- Information stall at Carers Expo at Liverpool Hospital
- My Aged Care presentation at TMN for participants of English Classer ran by TAFE Outreach.
- Aged Care program presentation at the Liverpool Migrant and Refugee Interagency for community service providers supporting CALD clients.

The MCSSO has also been an active member of the **Aged Care CALD Workforce working party**. The MAP working party is developing the project as part of the TMN MAP program. TMN has identified a significant shortage of bilingual/bicultural care workers in aged and disability service and we are looking at strategies to address this issue. There is an interest among newly arrived migrant and refugee communities in entering into this line of work. However, industry standards require trained certified staff for employment placement. TMN pioneered a pilot project in 2015 that adapted the Certificate III in Community Services to the linguistics and cultural needs of newly arrived migrants with great success. We're now looking at taking the learnings of this project further and hopefully assist the sector by facilitating an increase of qualified CALD workers.

The Active Seniors Expo is a large event held at Bankstown Sports Club every year. TMN partners with the City of Canterbury Bankstown Council to offer this informative and educational event to local seniors. My position is part of the working party and focuses on distributing multilingual information to seniors attending on the day.

While delivering group presentations on accessing my age care services and speaking to participants and service providers, the MCSSO has become familiar with some issues of concern. One of the main barriers identified is that majority of seniors are struggling with new technology and ways of accessing information and registering online with My Aged Care services. In many instances seniors lack the know how in accessing information online as well as not being English language competent or not feeling confident in communicating in English. Even though the My Aged Care website does have multilingual information available, if an elder is not able to enter onto the internet and maneuver through the webpages how can they access the information? The participants advised that many times they are asked to get their children to help-out, but the MCSSO has come across seniors who live alone and have no one to assist them. In the presentation participants are provided with My Aged Care Fact Sheets in their first language with information on how to access TIS interpreting service to assist with communicating with My Aged Care. In any case seniors advise it is still not an easy task for them when approaching government official offices, they feel intimidated. MCSSO advised that The Multicultural Network has the MARS Link Workers that could assist them throughout the registration process and they are very happy to hear that such a service is on offer to them. Various councils are organising Tech Savvy Seniors training for specific language groups in libraries across South West Sydney. This could alleviate the problem to certain degree, but it is not the sole solution to the barriers seniors face when wanting to access online services.

In the process of establishing links as a multicultural officer for ageing and networking to negotiate My Aged Care Presentation the MCSSO has been in contact with various organisations that would provide information to their clientele on accessing My Aged Care services; CHSP and the Home Care Packages. Linking up with MAP workers and Renica Adams a long-term MAP worker from Campbelltown Macarthur Diversity Service and gaining information and collaboration on how we could provide joint information session on topics of My Aged Care access and Elder Abuse and the relevance of digital training Tech Savvy for Elderly, LEAP; MAPS funding, Digital Springboard, Easy Moves, Wellness and Reablement, Active Aging Exercises. Renica guidance and advice is appreciated. I will mention other organisations I have been dealing with and are keen to collaborate; CORE Community Services, Islamic Women's Association of Australia, South West Sydney Migrant Resource Centre, Ingham Institute Liverpool, Fairfield Council Seniors Network SBS Radio, COTA, Pro-Galore Institute Liverpool, STARTTS, Bankstown Salvation Army, Bankstown Community Health Services, Navitas English College, NSW TAFE, Multicultural Health Strategy & Equity | Health Promotion Service.

It is the role of the MCSSO to promote the Commonwealth Home Support Program and the Home Support Packages so that

consumers can access the care and support they need through My Aged Care services. The MCSO looks forward to forming new collaborations and partnerships with community service providers to enhance knowledge and awareness among the ageing consumers so they can access the care and support they need to stay independent and well in their own homes.



THE GATHERING

Taylor-Jai McAlister
Project Officer



The NSW Aboriginal Gathering Project is funded through the former Department of Aged, Disability and Home Care (ADHEC). The Multicultural Network is the auspice body for the project and facilitates the Project Officer in producing policy documents and contributing to collaborative projects around Aboriginal Aged Care and Disability sector support. The NSW Gathering Project Officer works under direction of the NSW Aboriginal Gathering Committee to formulate and update the Committee’s policy position on best practice in service delivery to the community while ensuring consultation with and inclusion of Aboriginal communities in developing strategies to improve support for our elders, people with disabilities and their carers.

Community capacity building

The last 12 months has seen the Gathering Project gaining a presence amongst Aboriginal aged care and disability services, Aboriginal elders and the Aboriginal community. This has been achieved through maintaining strong relationships with key organisations in the Aged Care and Disability sectors, as well as supporting community capacity building events.

In 2019, the Gathering Project Officer attended many community events, including NAIDOC week, Macarthur Disability’s Nabu Outreach Service, Tharawal’s Community Day and the Wellness and Reablement Best Practice Forum. Additionally, the Project Officer presented a workshop on cultural competency and working with Aboriginal clients at Macquarie University for a Clinical Psychology course, with a focus on trauma, the stolen generation and working with Aboriginal elders. Further, the Gathering Project Officer was approached by other organisations in the Disability and Aged Care sectors, for consultation on Aboriginal cultural competency and ensuring their services are culturally appropriate.

In 2019, a Macquarie University student conducted a literature review of how the Aged Care needs differ for Aboriginal elders and will develop a presentation to address barriers to accessing My Aged Care, which will be presented to Aboriginal elders in the SWS area. This presentation will provide the Gathering Project Officer with the ability to connect with Aboriginal elders and collect feedback on the barriers they face in accessing My Aged Care services and address these barriers.

Support to services and networks

The Project Officer was involved in supporting many networks and services throughout the year, including supporting the Wellness & Reablement Best-Practice Forum in Bankstown, many Koori interagencies in Sydney, Zero Barriers events, speaking at the SWS Ageing and Disability Forum, and being on the International Day of People with Disabilities Committee. Some of our notable services which support services and networks include:

Wellness & Reablement Workshop

The Gathering Project Officer developed and ran workshops for mainstream and Aboriginal services with Aboriginal clients. The workshop, entitled 'Wellness and Reablement: What it means for our mob', addressed the new Aged Care Quality Standards, as well as the wellness and reablement approach, and how this differs for Aboriginal elders. This workshop was held 3 times at TMN, as well as one workshop at the Red Cross in Blacktown upon their request. This workshop aims to explore how services could implement a wellness and reablement approach that is culturally competent and responsive to the differing needs of Aboriginal elders. Although many attendees have been from mainstream services, many Aboriginal Aged Care workers have attended the workshops, and have provided positive feedback on the training in the Aged Care Quality Standards and how to ensure they are meeting these standards.

Network Day with ACSA

The Gathering NSW partnered with Aged and Community Services Australia (ACSA) to provide a Network Day for Aboriginal Aged Care workers and organisations. Each Aboriginal organization from NSW was invited, with 7 Aboriginal organisations in attendance (with other organisations interested in being involved in the future), and over 35 attendees. The Network Day provided training, networking opportunities and case studies for Aboriginal organisations that provide CHSP, Home Care and Residential Care services, with presentations from SafeWork NSW, ACSA, The Gathering, and Neuroscience Australia. The Network Day was successful in bringing Aboriginal organisations together to identify and address challenges in the Aged Care sector and created a network for these organisations to further communicate. Future events will be held with ACSA for Aged Care and Disability workers, as well as for Aboriginal organisations for networking.

Peer support Newsletter

The Network Day was useful in identifying needs of Aboriginal organisations, and the Project Officer noted the need for more networking and collaborating between organisations, particularly for



complex cases. In the upcoming months, the Project Officer will develop a newsletter for the organisations involved in the network which provides a way for organisations to raise cases or questions. Each month, 3 organisations within the network will be asked to comment on a case study/question, and the Project Officer will bring together their feedback and research in order to provide an ongoing peer support group.

The Gathering Project supports the disability and aged care sectors to address barriers in service delivery for Aboriginal clients. Disability services face challenges with individuals who are not eligible for disability services, as well as the interface between the disability sector and the out-of-home care sector, and the criminal justice sector. The interface of these sectors is increasing, and the lack of community awareness of disability services is providing a challenge. Further challenges will be investigated in 2020 for the disability sector.

The NSW Aboriginal CHSP, Home Care and Residential Care Network Day provided Aboriginal organisations to discuss challenges they are currently facing, and these included:

- Many organisations are finding it difficult to remain competitive in the Aged Care space, with the new system.
- Support for staff is increasingly becoming challenging for organisations, particularly regarding supporting staff through Sorry Business, and through harassment and bullying procedures.
- The lack of Aboriginal Aged Care reviewers was a challenge for organisations going up for review, as well as the review process itself focusing on costs, rather than the value Aboriginal organisations bring to service delivery
- The assessment process involved in Aged Care services was highlighted as a problematic area, particularly the lack of Aboriginal RAS and ACAT assessors, the cultural appropriateness of assessments, and the literacy assumptions of the forms involved in assessments.
- Organisations are facing difficulties in providing services under packages, and it is unclear for some services what a package can be used for
- One clear challenge for Aboriginal Aged Care Workers is the nature of the work Aboriginal workers report to be expected to 'suck it up' when a client passes, and to carry on with their work. Workers report that there is not enough support both organisationally, and emotionally, for workers to deal with the grief associated with this.

Advocacy work

The Gathering Project Officer distributed the Policy Position Papers for Aged Care at various events held during 2019, with each attendee of the Network Day receiving a Policy Position Paper, and other organisations requesting the document. Future plans for the document involve distributing the document to other organisations and providing training based on the documents.

Additionally, the Project Officer attended many meetings and networks, particularly of importance is attending the "Yarn Up" with Local Area Coordinators for Bankstown to provide information for elders in Bankstown about Aged Care services and attending the National Disability Strategy beyond 2020 workshop with the First Peoples Disability Network.

The Gathering Project faces challenges in providing culturally-appropriate resources for Aboriginal elders and people with disabilities across NSW. With a consumer-focused approach in both sectors, the Gathering is widening its focus to include mainstream organisations, in order to ensure that Aboriginal people are able to access culturally-appropriate services, regardless of where they are. However, it is essential for the Gathering to support Aboriginal organisations in continuing their work and ensuring that their work is valued at the government level. 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.

The Gathering Project Officer worked with many organisations and people throughout the year. Particularly, the Gatherings' partnerships should be acknowledged with:

- Macarthur Disability services, in the development and promotion of the PONE project
- Aged and Community Services Australia, in the collaboration to create the Network Day, as well as the speakers at the event- representing NeuRa, Safe Work NSW, and ACSA.
- Aboriginal organisations throughout NSW in the Network Day, including: Wyanga, Awabakal, Canowindra, Merana, Booroongendjugun, Gilgai and many other organisations.

I would like to thank them and all the other agencies and workers that I have crossed paths with in my work as they welcome and support the project.



FINANCIAL REPORT

THE MULTICULTURAL NETWORK INCORPORATED

ABN 65 336 626 311

OFFICERS' REPORT

Your committee members present the financial report of the The Multicultural Network Incorporated for the financial year ended 30 June 2019.

Committee Members

The names of committee members throughout the year and at the date of this report are:

Loubna Hamoud, Sue Huxtable-Jones, Boshra Masri, Layla Najj, Nga Nguyen, Aunty Lola Simmons and Wafa Zaim.

Principal activities and performance

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

There were no significant changes in the nature of the activities of the association during the year.

The Surplus from ordinary activities for the year amounted to \$10,798 (2018: \$13,590 Deficit).

Auditor's independence declaration

The auditor's independence declaration is set out on page 22 and forms part of the management committee' report for financial year ended 30 June 2019.

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



Sue Huxtable-Jones
President



Nga Nguyen
Treasurer

15th October 2019

THE MULTICULTURAL NETWORK INCORPORATED
ABN 65 336 626 311

STATEMENT OF COMPREHENSIVE INCOME
FOR YEAR ENDED 30 JUNE 2019

	Note	2019 \$	2018 \$
INCOME			
Grants Received – Recurrent		730,493	997,272
Interest Received		1,588	4,589
Other Income		14,304	4,994
		<u>746,385</u>	<u>1,006,855</u>
EXPENSES			
Audit Fees		3,500	4,500
Consultants		66,655	86,146
Depreciation			
Employee Benefits		298,029	421,791
Rent and Related Costs		75,946	64,122
Loss on Sale of Assets			
Other Expenses		204,589	240,239
Unexpended Grants carried forward		86,866	203,647
		<u>735,585</u>	<u>1,020,445</u>
Surplus/Deficit for the year		10,800	(13,590)
RETAINED SURPLUS at the beginning of the financial year		<u>301,762</u>	<u>315,352</u>
RETAINED SURPLUS at the end of the financial year		<u>312,562</u>	<u>301,762</u>

THE MULTICULTURAL NETWORK INCORPORATED
ABN 65 336 626 311

BALANCE SHEET AS AT
30 JUNE 2019

	Note	2019 \$	2018 \$
CURRENT ASSETS			
Cash and cash equivalents	3	516,683	654,488
Receivables	4	1,124	393
Other	5	17,875	17,875
TOTAL CURRENT ASSETS		535,682	672,756
NON-CURRENT ASSETS			
Property, plant and equipment	6		
TOTAL NON-CURRENT ASSETS			
TOTAL ASSETS		535,682	672,756
CURRENT LIABILITIES			
Payables	7	16,196	22,827
Other	8	86,866	203,647
Provisions	9	120,058	28,102
TOTAL CURRENT LIABILITIES		223,120	254,576
NON-CURRENT LIABILITIES			
Provisions	9	-	116,418
TOTAL NON-CURRENT LIABILITIES		-	116,418
TOTAL LIABILITIES		223,120	370,994
NET ASSETS		312,562	301,762
FUNDS			
Accumulated funds		312,562	301,762
TOTAL FUNDS		312,562	301,762

THE MULTICULTURAL NETWORK INCORPORATED
ABN 65 336 626 311

STATEMENT OF CHANGES IN FUNDS FOR THE
YEAR ENDED 30 JUNE 2019

	Accumulated funds \$	Total \$
Balance 1 July 2018	<u>315,352</u>	<u>315,352</u>
Surplus/(deficit) for the year	<u>(13,590)</u>	<u>(13,590)</u>
Balance 30 June 2019	<u>301,762</u>	<u>301,762</u>
Surplus/(deficit) for the year	<u>10,800</u>	<u>10,800</u>
Balance 30 June 2019	<u>312,562</u>	<u>312,562</u>

THE MULTICULTURAL NETWORK INCORPORATED
ABN 65 336 626 311

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019 \$	2018 \$
Cash flows from operating activities			
Receipts from members and customers		821,024	1,177,640
Payments to suppliers and employees		(960,417)	(1,345,550)
Interest received		1,588	4,589
Net cash (outflow)/inflow from operating activities		<u>(137,805)</u>	<u>(163,321)</u>
Cash flows from investing activities			
Payment for property, plant and equipment			
Proceeds from sale of property, plant and equipment			
Net cash (outflow)/inflow from investing activities			
Net increase/(decrease) in cash held		(137,805)	(163,321)
Cash at the beginning of the financial year		654,488	817,809
Cash at the end of the financial year	3	<u>516,683</u>	<u>654,488</u>

Acknowledgments

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

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

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

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

