

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:	Michael King (resigned October 2016)
Acting Chairperson:	Sue Huxtable-Jones
Secretary/Public Officer:	Wafa Zaim
Treasurer:	Nga Nguyen
Ordinary Members:	Boshra Masri Layla Naji Lola Simmons Loubna Hammoud

STAFF

Executive Officer	Roxana Rascon (Consultant)
Multicultural Community Development Worker	Fatmata Bangura (on leave from Sept 2016) Ronnie Wang (locum)
SWS Sector Support and Development Officer / Team Leader	Beatriz Cardona (until June 2016) Michael Thorn (until September 2016)
SWS Multicultural Access Project Worker / Multicultural Access & Referral Service Coordinator	Joyce van Akkeren
SWS Aboriginal Community Liaison Officer	Larry Hoskins
Aboriginal Sector Support and Development Officer	Lynn Dickson (until January 2016) Miguel Ferrero
The NSW Gathering Project Officer	Deal Roberts
Accounts Officer	Evon Kostanti
Administration Officer	Le Pham
Administration Officer (Aged and Disabilities)	Francisca Loyola-Sandoval

CONSULTANTS

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

CHAIRPERSON'S REPORT

*Sue Huxtable-Jones
Acting Chairperson*

It is with much pleasure that I present to you The Multicultural Network's 2016 Annual Report.

Every year, as the AGM approaches, Staff and Management Committee have an opportunity to look back and reflect on the work done through the year, our achievements and our challenges, and how we contribute as an organisation towards building stronger, resourceful, independent and more resilient communities.

This year we have been working intensively towards informing our aging and people with disabilities groups to ease their transition into the new aged care system and the National Disabilities Insurance Scheme (NDIS). The new aged care system has now a centralised intake and referral system through the My Aged Care website. Although the system aims to simplify access to aged care and bring more consistency to the assessment of cases, communities with special needs such as the Culturally and Linguistically Diverse (CALD) and the Aboriginal and Torres Strait Islander (ATSI) groups can be greatly disadvantaged under the new system. These communities experience language and literacy barriers and find it difficult to establish successful electronic or phone communication as required by My Aged Care. Although interpreting is provided, a cultural approach from the first point of contact is needed. Bilingual and bicultural workers are essential in engaging CALD people to services as in-rooted cultural practices of family-only caring for the elderly can be make accessing external care quite confronting. Culturally appropriate first point of contact is also important to ATSI communities as it would bring assurance to these communities and accessibility to understanding the aged care system.

Our awareness of the barriers faced by special needs groups makes working towards improving these groups' access to the aged and disabilities systems a priority. We provide them 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 people with disabilities and for the elderly in the three LGA's we cover is Sydney South West: Liverpool, Fairfield and Bankstown. The MAP project was also crucial in developing an information resource that provides people from CALD backgrounds an accessible explanation of the aged care system in their own language.

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.

The NDIS was rolled out in Bankstown in July 2016. The NDIS aims to assess every person with a disability currently receiving services to determine their eligibility under the scheme. We are aware that a large number of current disability services clients won't be eligible for NDIS. We are concerned about what services will these clients receive after the new disability system is fully in place. A recent announcement of the Information, Linkages and Capacity Building program indicates that there will be funding towards 4 areas of services: Information, linkages and referrals; Community awareness and capacity building; Mainstream capacity building and Individual capacity building. Two main areas of concerns in the announced scheme are: the focus on mainstream adapting to deliver to people with disabilities and the lack of core funding. The concept of mainstream services adapting to deliver to people with disabilities is supported by a principle of inclusion and social justice, where all persons can access services equally. The principle is one we wholeheartedly support, but we also believe that mainstream agencies delivering services to special needs communities would be suitable in areas where no culturally specialised services exist. Why adapt the mainstream general model to smaller special needs groups when the specialised services already exist?

This year we continued our active 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.

In testament to our continuing commitment to improvement and best practice, this year we underwent a third party auditing and were successfully verified against the NSW Disability Service Standards. This verification means that our organisation provides quality of services that comply with high standards in the areas of clients' rights, participation and inclusion, individual outcomes, feedback and complaints, access to our services and service management. Both Team and Management Committee continue to work committed to ensuring our organisation works at the highest professional standards. I congratulate them all in this achievement.

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

I would like to take this opportunity to thank our funding bodies, the Department of Social Services; NSW Family and Community Services, Aged, Disability & Home Care; NSW Family and Community Services, Community Builders program; and Bankstown City Council for making our work possible. We also thank them for their support and commitment to ensuring our communities receive the assistance they need.

I wish to express my appreciation to my colleagues in the Management Committee for their work, dedication and long-term commitment to this organisation. Each of you brings knowledge and talents that combined make us a sound governance body for TMN. I want to thank Michael King, our retiring Chairperson, for his vision, guidance and tireless support: you made us a better Committee. Thank you also to all our staff, a group of skilled, committed and caring individuals that together as a team make TMN the strong, dynamic, leading organisation that it is. Finally, a special thank you to all our partner organisations that so generously collaborate with us for the common good of the people of Sydney South West.

I hope you enjoy reading the many positive outcomes and achievements of our team highlighted in this report. We look forward to your feedback, involvement or participation in TMN, either as a partner, client or stakeholder.



EXECUTIVE OFFICER'S REPORT

Roxana Rascon, EO

It has been another productive, dynamic and at times challenging year for The Multicultural Network. All our projects focused on supporting services and communities throughout the year, developing resources for the sector and for special needs groups and networking and partnering with local agencies for a coordinated approach to community development. We also continued our commitment to keeping abreast of issues, policies and legislation impacting on our local communities so that we could bring them to the attention of decision makers.

Our Aged and Disabilities projects work across Sydney South West, supporting 174 aged and disability services and resourcing, informing and developing 480 sector workers in this year alone. These positions provide a platform to build strong, responsive services driven by the needs of service users. They canvass the needs of our mainstream, CALD and Indigenous communities and support services to better meet those needs. They provide a link between communities and services, creating tools and resources for information flow, improved access to services and the fostering of best practice in an inclusive, culturally safe care. These positions also facilitate the identification of issues at grass-root level and initiate

dialogue with Government and decision makers to ensure that barriers, disadvantage or exclusion experienced by people with disabilities and aging communities are being addressed. In working with the community sector, they assist agencies to deliver services that are accessible, person centered, inclusive and enabling. They support services to overcome challenges encountered due to limited resources, shortages in the workforce or working in a competitive climate where user-driven funding challenges the financial security and stability required to maintain infrastructure. The positions respond to Government consultation, provide feedback, raise issues and write response submissions representing both the community and the services sector, the implementation of the ageing and disability reforms.

Our three Aged and Disabilities positions, the SWS Sector Support and Development Officer (SWSSDO), The Multicultural Access Project Worker (MAP) and the Aboriginal Sector Support and Development Officer (ADO) have this year faced significant challenges in supporting the sector and the community to transition to new models of aged and disability care. The aged care reforms significantly changed the way people access aged care services and it also reshaped how those services are being provided. These positions provided support to services throughout the year, keeping them informed of changes and offering opportunities to develop strategies to adapt to the new reforms. It is a concern of ours that smaller specialized services such as ethno-specific services can be under threat of disappearing under the shadow of mainstream larger agencies that are able to endure change better due to having more resources and a larger clientele base. The knowledge and expertise provided by language and cultural specific services must be protected as it would be a devastating loss for both the communities they service and the agencies they partner with. CALD and Aboriginal communities continue to express their need for culturally appropriate services; language is not enough. We cannot replace a service that is planned, developed and implemented with culturally embedded strategies and directions with just a bilingual worker, who often needs to adapt to the generalist service' strategies rather than shaping their work to a cultural approach to service delivery.

Both the new aging and disability reforms prompted in our CALD and Aboriginal communities a strong need for information and support. My Aged Care allows people to ring for enquiries and referrals or search services online. Although these can be practical and quick strategies for some clients, they are not the best options for those with cultural and linguistic needs. Furthermore, we continue to observe IT literacy as major barrier in older people. In response to these needs, this year the MAP Network developed a multilingual fact sheet in partnership with Multicultural Health NSW to make understanding the aged care system a bit more accessible to CALD aging groups.

The rollout of the National Disabilities Insurance Scheme in our area in 2016 was also another major area of our work, as services became eager to learn more about it and establish their agencies' path to becoming NDIS compliant. We also supported people with disabilities from Aboriginal and CALD backgrounds through information sessions to explain the NDIS and its assessment process.

Our Multicultural Communities Development Project works closely with communities and services in Bankstown and surrounding areas. Throughout our involvement in the co-convening of the Canterbury Bankstown Migrant Interagency Forum we continued working on emerging issues affecting our migrant communities and advocating on their behalf. This year the project focused on ensuring communities in Bankstown are well linked to information on services and activities available in the area. We launched the TMNLinks (www.tmnlinks.net.au), an information website that allows people to search for events, activities or services in Bankstown and surrounding areas, providing a platform for services to promote their programs and a one-stop collated information resource for the community.

This year we have also taken an important step towards ensuring we continue providing the best quality of service we can, implementing best practice and monitoring our performance. This year we underwent a Third Party Verification assessment with Quality Innovation Performance and obtained compliance with NSW Disability Service Standards. This compliance means that our organisation is delivering high quality services in both client's services and governance, something we are proud of and committed to continue improving.

We look forward to the new year and further cementing our work and commitment to build capacity of both our services

and our communities. I feel confident that both our Management Committee and team have the creativity, commitment and innovative approach needed to rise to any challenges that may come our way.

Another great initiative we commenced this year was the auspicing on the NSW Gathering Project. We are very proud to be able to partner with the NSW Gathering Committee to deliver sector support and system advocacy for the good of our Aboriginal Communities. The New South Wales Aboriginal Community Care Gathering Committee (The Gathering Committee) comprises of 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 Gathering Committee. The Project Officer's position is to improve New South Wales Aboriginal communities' access to culturally appropriate care services through building the capacity of Aboriginal and mainstream services to deliver high quality care. It also strengthens capacity of Aboriginal organisations and workers to take on sector leadership in the delivery of such quality care services to Aboriginal Communities. I wish to thank The NSW Gathering Committee, Dr John Gilroy, Lynn Dickson, Nicole Winters and Sue Pinckham for their guidance, knowledge and commitment to this project. I also wish to acknowledge the support we received from Colin Jensen (ADHC) and Nattlie Smith (ADHC) with the transition of auspicing of the project.

I would like to take this opportunity to thank the Management Committee for their endless support to my position and our team. I feel honoured to work with such a caring, committed and talented governing group and I look forward to continue driving TMN under their care. A very special thank you to Michael King, our retiring Chairperson, whose guidance and support have always lightened my path, helping me make better decisions for our organisation.

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



MULTICULTURAL COMMUNITY DEVELOPMENT PROJECT

Fatmata Bangura
MCDP Worker

COMMUNITY CAPACITY BUILDING

We continue to reach out to emerging and isolated members of the community by providing social support, education, health and well-being programs as well as information and referral to other services. We have seen many of our clients who were experiencing isolation, developing confidence and accessing many programs and facilities that provide appropriate assistance to them and their families.

The number of CALD grandparents accessing our services has also increased. We therefore, tailor some of our parenting programs to cater for both the CALD parents and grandparents and incorporate initiatives to address the cultural differences experienced by the different generations.

As the number of newly arrived migrants from non-English speaking background continues to increase in Bankstown, so is the demand for English classes. Hence, we continue providing English classes and referrals to many families as we identify this as a high need. This is also important in building their confidence and assisting them in their settlement process in their new home. Unfortunately it is becoming increasingly difficult to provide this service to our community due to changes in funding cuts experienced by our partners who have delivered the service at our center. Our present challenge is to make this service sustainable; we are focusing on continuing providing English classes to our CALD communities and continue seeking collaboration with more providers.

This year we also developed and ran surveys to identify specific gaps and needs of our groups. The most prominent identified needs were education (in particular English) employment, intergenerational issues between CALD grandparents, parents and children and learning IT skills for grandparents. As a result we are shaping our programs on the outcome of this survey.

Social inclusion programs

75 sessions were held both in our Centre and other centres.

The total number of attendances for all sessions was 712.

These are some of the programs delivered to our community;

- Caring for your health
- Creating harmony in the family
- How to manage argument with your children
- Living with teenagers – Vietnamese
- Pakistani Women's support group health sessions
- Learning Australian Slang - Chinese parents
- Relaxation for grandparents
- Parenting by request – Chinese
- Children's school holiday program- Pakistani
- Multicultural relaxation
- Tea and chat – Community consultation session
- Creating Happiness Through Exercise
- Punchbowl SaCC Relaxation program
- Everyday English
- How to communicate with children
- Living in a healthy and harmonious family
- Relaxation – Chinese community
- Developing a healthy lifestyle for the whole family
- Healthy festive food
- Transition to school
- Health and wellbeing for parents



Chinese relaxation group

Support to Services and Networks:

Services coordinated through the hub

- English for living in Australia delivered by SWSI TAFE
- Bankstown community garden meetings
- Vietnamese family support group organized by Metro Assist
- Citizenship program for Vietnamese community delivered by Metro Assist
- Supporting young people to make complaints and advocate for system's change delivered by the Ombudsman NSW Youth Liaison Officer.
- Bankstown Women's Health Centre information session
- Make-Up Artistry workshop delivered by SWSI TAFE and supported by Metro Assist.

Networks

- Supporting the English and Arabic program on "The way life is" radio program at 2BACR and attending committee meeting. This program is coordinated by the Bankstown Children and Family Interagency Group.
- Support the OWN Wellness Expo organized by Older Women's Network.
- Support the Organ and Tissue Donation Human library project in Bankstown.
- Attend Arab Council Australia AGM.
- Attend City of Canterbury Bankstown Stronger Communities Fund focus group and information session for grant application.
- Attend Women's Initiative Network (WIN) meeting to rejuvenate and plan for future projects.
- Attend Bankstown Child Protection Interest Group meeting.
- Attend Bankstown Children and Family hub reference group meeting.
- Attend Bankstown Domestic Violence Liaison Committee (DVLC) meeting.
- Attend Community Minds 1 year birthday celebrations.
- Attend Organ and Tissue Donation – Community Leader's breakfast at Liverpool hospital.
- Attend Affinity's Ramadan Iftar dinner at NSW Parliament House.
- Attend FaCS MAG Meeting
- Attend FaCS Targeted Earlier Intervention Program Reform Directions consultation meeting in Bankstown.
- Attend Bankstown Child and Families Interagency meeting.

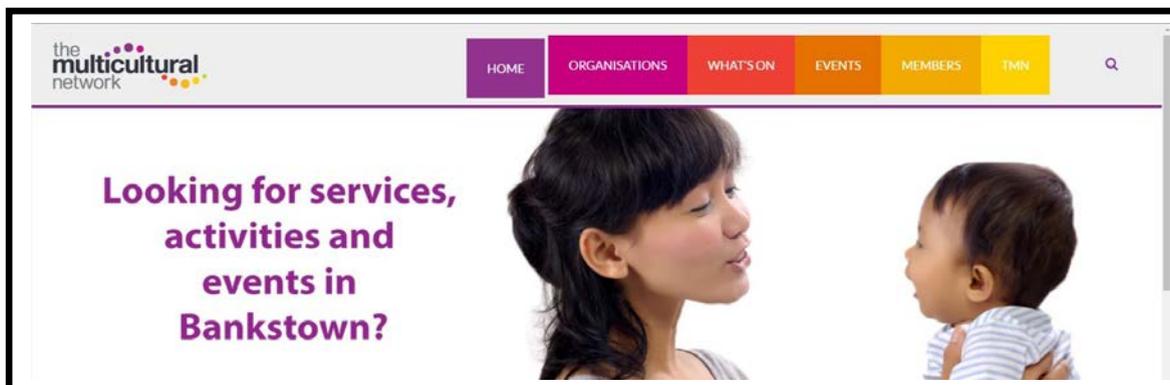
TMN Links website

Although services directories are a valuable tool to refer clients to local services, we identified the need to also offer information on short-term activities, all of which often don't appear in directories due to either being a one-off event or due to changing programs (e.g. terms) or not being long-term/ongoing. This prompted us to create TMN Links (www.tmnlinks.net.au), an informative website that can be easily accessed by the community.

It is an interactive website in which service providers have the opportunity to promote not only their local services, but they can also display information on all their community events, workshops, education, programs and activities. This website is a central information hub for services and community members living in Bankstown and its surrounds. It is also a valuable tool for case managers and caseworkers to search for services and activities and build person centered case

plans, or to offer their clients a list of options in their referrals.

The website has been presented and promoted to several not for profit organisations. It's proving popular and



our membership continues to grow. We encourage your organisations to register if you haven't yet. A TMN Links newsletter is also being disseminated weekly to all members to keep them informed of upcoming activities and programs.

International Women's Day

We celebrated another successful International Women's Day in 2016 at Banksia Road Primary School. It was attended by over 200 women from different backgrounds living in Bankstown and Canterbury LGA. Information was provided by several services covering areas such as health and wellbeing, education, employment, domestic violence, as well as women's specific services. Fun activities were also available for women and their children including entertainment and refreshments. Guest speakers Constable Yana Harb, Domestic Violence Officer, Bankstown Police and Brigid Lang-Norris from SWSWCAS (South West Sydney Women's Domestic Violence Advocacy Services) gave informative talks about domestic violence while Dietitian Rene Bechara from Bankstown Women's Health spoke about diabetes. This event was a great success thanks to the hard work of the following partners: BCRG, Melkite Catholic Welfare Association, Metro Assist, Greenacre Neighborhood Centre, Banksia Road Primary School Community Hub and Navitas English. We also received support from the sector and local community members.



☐ JOB hunters interested in a position with community services received some extra help at the 'Human Library Community Jobs Expo' at Bankstown. At the expo, throughout the day, interested people were able to "borrow" community services professionals from the Human Library and ask them questions about educational and career pathways in jobs like disability, aged care, youth, family support, women's refuge, homelessness and multicultural services. Pictured visiting the Bankstown Library expo are Sosefina Lokuwithanage, who "borrowed" Linda Fox from Civic to inquire about job opportunities in the community services sector.

Human Library Community Jobs Expo

On Tuesday 15th November around 100 people visited the "Living Library" Community Services Employment Expo at the Bankstown Library and Knowledge Centre.

The Expo aimed at job seekers who were interested in working in the community services sector. They needed to know the kinds of services where they might find employment, but also the types of jobs that are to be found in these agencies.

The highlight of the event for job seekers was that existing workers from different agencies and

performing different roles – counsellors, aged care worker, employment adviser, youth worker - were available throughout the Expo to speak to individuals and small groups about the everyday

experience of being in their job, including the challenges and rewards of working in the sector. This time we wanted to do something different by having workers from different services – Disability Services Australia, Bankstown Multicultural Youth Centre, MTC Employment, CASS and others – were able to share their experiences with participants.

This event was an initiative of the Employment Working Party of the Canterbury Bankstown Multicultural Interagency and it was funded by the Canterbury Bankstown Council.



Human Library Community Jobs Expo at Bankstown Library and Knowledge Centre

Canterbury Bankstown Multicultural Interagency (CBMIA)

There were 5 meetings conducted in Bankstown and 5 meetings conducted in Canterbury. In keeping of all the changes happening in our sector including NDIA and funding cuts, guest speakers were invited to address or inform us of some of these changes and challenges to be expected as well as find strategies to support our sector and each other. The following information was presented:

- HSS update on newly arrived refugees and resettlement programs
- Housing and Tenancy Support
- Skill Me project-pathways to employment for skilled migrants
- Information and update on TAFE Courses and Smart and Skill funding
- TMN Links website information
- Government work for Dole initiative
- NCOSS 2016 report "Plan First, Don't Retrofit: Delivering on the promise of the NDIS for Aboriginal & CALD people"
- Canterbury City Community Centre – programs and activities and volunteer opportunities
- Australian Aged Care System program reforms
- NDIS Planning for CALD Communities
- Navitas English program delivery
- Recognition of prior learning SWSI TAFE Bankstown
- SWSAHS 5 Ways to wellbeing
- Youth Step Up program update
- Changes in government funding
- Information about South West Sydney PHN

We had three active working parties this year: Employment, Refugee Week and Health. To address some emerging issues and to raise awareness of some of the issues in our community, as a standing item and to be kept abreast with what is happening in other areas, we also received feedback from other interagencies and networks.

The Refugee Week working party worked collaboratively to present two well attended film sessions of the documentary 'Freedom Stories' at the Senior Citizens Centre at Lakemba and Bankstown Sports Club. Over 300 people in total attended both events.



Refugee week 2016

The Employment Working Party is collecting a repository of information to assist service providers and newly arrived migrant to easily navigate the employment pathways and access opportunities very quickly and easily. The employment blog is also being disseminated to keep our communities informed about education and employment pathways.

The CBMIA mailing list has also been very informative and popular with many service providers requesting to be added to the list to keep informed of activities, events, programs and services available in Canterbury and Bankstown. It continues to grow with over 200 registered members.

We would like to thank The New City of Canterbury Bankstown for their continuous support and for giving us the grant which made it possible for us to conduct our meetings in Bankstown at Bankstown Library and Knowledge Centre.

I would like to thank the following people and organizations for their partnership and support in 2016:

Bilingual support workers: Ruixia Shen (Shirley) and Aween Karim

Facilitators: Petra Will-Herat, Nga Nguyen, Manal Arifaki, Gezal Razza, Phoebe Leung

Organisations: Metro Assist; Creating Links; Families NSW Facilitation Project; Punchbowl Schools as Community Centre, Bankstown Community Resource Group; Mobile Minders; Muslim Women's Association; City of Canterbury Bankstown Campsie and Bankstown Library; The New City of Canterbury Bankstown; Melkite Catholic Welfare Association, MTC SEE program, NAVITAS English Bankstown and Campsie, Overseas Trained Professionals, Asian Women at Work, Banksia Road Public School Community Hub, Yagoona Public School Community Hub, IWD Planning Committee, Canterbury Bankstown Migrant Interagency; Mission Australia Parent Next program; Bankstown Community Garden, SWSI Bankstown TAFE, Bankstown Women's Health Centre, Organ and Tissue Donation.



MCDP - COMMUNITY BUILDERS ONLINE DATA REPORTING

Community Hub

Name	Total
People connected with information	5,807
Assisted referrals	84
Services coordinated through the hub	175
Partnership projects	70

Community Capacity Building

Name	Total
Number of people attending events	475
Community workshops – number of sessions held	9
Community workshops - number of attendances for all sessions	107
Social inclusion programs – number of programs	22
Social inclusion programs – number of attendances for all sessions	1,220



SWS SECTOR SUPPORT AND DEVELOPMENT OFFICER - AGEING AND DISABILITY

Beatriz Cardona

SWS Sector Support and Development Officer / Team Leader

The ageing and disability sector has undergone many important changes in 2016 including the roll out of the National Disability Insurance Scheme in South Western Sydney and the introduction of My Aged Care as a centralised system to access aged care programs. Sector support including the role of my project has also changed with a new emphasis on measurable outcomes, systems and accountability.

The SWS Sector Support and Development project has responded to these changes by implementing a new approach to the way we work. The activities and programs delivered during 2016 have aligned to the new model with an emphasis on training, resources, partnerships and leadership.

Training

The project delivered the following training sessions (January –June 2016) on the following topics:

- Information session on RAS and ACAT and MAC: Bankstown Library and Knowledge Centre.
- Information session entering data in MAC: provider's portal.
- Integrating CHSP and HCP: issues for service providers: Training at Bankstown Library and Knowledge Centre.
- CDC: Delivering services under the new model: all day session for service providers: Cabravale Leisure Centre (in partnership with MDS).
- The Partnership Approach: entering data in DSS Data Exchange: Bankstown Library and Knowledge Centre.



These sessions supported service providers through the transition to the new ageing and disability service models by giving them access to updated information on program changes and providing them with information and resources.

Information sessions were also delivered to the community to ensure awareness and understanding of the programs available and how to access them. The following sessions were delivered:

- Information session NDIS Aboriginal community Miller.
- Information session My Aged Care Bankstown.
- Information session MAC Bankstown.



Resources

The development and distribution of resources is an important component of the project and during 2016 I developed the following resources for service providers:

- Power point: Changes to My Aged care (Delivered at Ageing Forum)
- Power point: Integration of CHSP and HCP (Delivered at Ageing Forum)

These resources are available in the sector support website and services can access them to support their information needs.



Partnerships

The project developed key partnerships in 2016 to work collectively to address the information and resource needs of the sector and the community. The training and information sessions were delivered through partnerships with key organisations including:

- Macarthur Disability Services
- Fairfield Council
- The New City of Canterbury Bankstown Council
- Redfern Disability Services
- Department of Ageing Disability and Home Care
- Community Transport
- Ability Links

Leadership

The project took various leadership roles in relation to the coordination and representation of the sector in submissions to the Department of Health and local government agencies. This included the coordination of the regional response to the Department of Health's request for feedback to Increasing Choice in Home Care consultation. I worked closely with more than 12 services collecting their views and responses to the government proposed changes.

The project also submitted a response on behalf of TMN and participated in regional forums and meeting with government officials, making representations on behalf of the sector and the community.



ABORIGINAL SECTOR SUPPORT AND DEVELOPMENT PROJECT

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

Larry Hoskins has been working as an Aboriginal Liaison Officer (ACLO) since March 2016 and Miguel Ferrero is the new Aboriginal Ageing and Disability Sector Support Development Officer (ADO) who joined the team since June this year.

Their roles focus on:

- Ensuring access to service for Aboriginal aging groups and people with disabilities.
- Collecting the views and needs from Aboriginal communities and providing input into service planning processes
- Building and generating participation in networks, partnerships and links, with Aboriginal agencies and local Aboriginal communities.
- Supporting and resourcing Commonwealth Home Support Program (CHSP), Home Care Packages (HCP) and Community Care Support Program (CCSP) funded organisations to provide culturally appropriate services to local Aboriginal communities
- Supporting and informing CHSP, HCP and CCSP funded agencies on policy, guidelines, standards and reporting requirements, and
- Facilitating access to information, resources and training for local Aboriginal communities as well as the services that support them.

Both positions are funded by the State (ADHC) and Federal Government (Department of Social Services)

Community capacity building:

Larry Hoskins (ACLO) arranged a gathering for the Liverpool Aboriginal community about the National Disability Insurance Scheme (NDIS) and "My Aged Care" changes at the HUB (Miller Community Centre) in Liverpool. At the event Beatriz Cardona, the SWS Sector Support Development Officer delivered two presentations about the rollout of NDIS and "My Aged Care" covering what the reform involves, eligibility criteria, stages of the rollout and the impact of the reforms on clients accessing services. The SWS Sector Support Development Officer and representatives from collaborating agencies - Noelene Timbrey, Jarrod Wicks and Mervin Taylor – helped to respond to some of the enquiries and other issues raised by members of the community. Some of the questions related to the impact of NDIS on Carer Centrelink payments. Other concerns related to their continuation of service with current providers. Eligibility criteria to how get help through NDIS and My Aged Care. Around 55 people attended. Positive feedback of the session was provided by participants.

Both workers spent the months of July, August and September organising and running three sessions about the NDIS targeting the Aboriginal Communities living in the Liverpool, Fairfield and Bankstown areas. Ana Neale was the facilitator for the three workshops.

A total of 27 people attended the three workshops including workers, clients and members of the Aboriginal community. A number of issues were raised such as the overlap between My Aged Care and NDIS. Because Aboriginal people are eligible for My Aged Care from 50 years and older, their concern was what happened if a person becomes disabled after 50 and has to choose between the two Schemes. Another concern was raised by a carer who is currently receiving Carers Allowance from Centrelink. "Is it affected by NDIS? Will the carer lose the benefit if their relative is approved and supported by NDIS?" These issues were addressed as well as followed up with NDIS contacts and other services.

Around September, both workers presented at the Bankstown Elders Group about their roles. Discussions were held to discuss issues affecting them such as:

- The need to have an Aboriginal person in services that they are currently using (Home Care)
- The need to have an Aboriginal liaison person who can deal with the community and external services
- The need to have Aboriginal staff who can understand their issues
- Generalist services need to have a better understanding of Aboriginal culture and our history.



As follow up to this meeting, the group were planned to know that the Multicultural Network obtained funding to run a project that will bring Aboriginal cultural awareness to local community workers. They have also expressed interest in having a presentation about “My Aged Care” services at their meeting. The team have developed a cultural appropriate adaptation of “My Aged Care” presentation, created by the MAP networks, to be delivered to the Bankstown Elders group over the following months.

Support to Services and Networks

Larry Hoskins (ACLO) attended the South West Koori Inter-Agencies (SWKIA) with other service providers both Aboriginal and Non – Aboriginal. SWKIA aims to create a forum for Aboriginal people to identify, discuss best practice and develop responses to the issues faced by the Aboriginal communities in the South West of Sydney. The ACLO has also focused this year attending NDIS information sessions to remain updated regarding the rollout of the NDIS.

Miguel Ferrero (ADO) liaised with Bankstown Koori Interagency’s members (which is not active at the moment). The Bankstown Koori Interagency aims to identify issues and advocate them with Government bodies. Both Aboriginal and Non-Aboriginal organisations can attend its meetings. The ADO also attends meetings with the South West Koori Interagency and the South West Aged and Disability Forum (SWADF). SWADF is a forum of CSHP and CCSP funded services working together to identify issues and support the elderly and people with disabilities to live independently.

Both workers attend the South West Aged and Disability Forum, and this year they had a chance to talk about their current roles and build relationships.

Both workers are also involved in the NSW Community Care Forum. The NSW Community Care Forum brings together a range of non-government stakeholder representatives working in community and sector development in related to home and community-based programs for older people, people with disability and their carers.

Seven articles covering issues affecting the Aboriginal and Torres Straight Islander communities have been published by the workers in the support services website under the Aboriginal section. Issues covered include:

- Working effectively with Aboriginal Australians – some useful tips
- Summary of a presentation given by Dr. John Gilroy about disability and aboriginality at the “Are You Ready?” conference
- Aboriginal people with disabilities and incarceration rates
- Bankstown NDIS workshop for Aboriginal community
- The main components of the NDIA client service agreement
- Fairfield NDIS workshop for Aboriginal community
- Introduction to the Community Sector part 1
- Introduction to the Community Sector part 2

Both workers have been in contact with other Aboriginal Ageing and Disability Sector Development officers to build relationships and to map out resources available to the sector. We were particularly interested in forming partnerships to develop a Cultural Audit tool to assist non-Aboriginal organisations in building relationships with their local Aboriginal community.

Main issues, events, policies or changes that have impacted on our communities/target group

During March and April the ACLO attended different meetings to introduce himself to the community in the Bankstown, Liverpool, Fairfield areas. Attending these gatherings gave Larry Hoskins a better understanding of the NDIS roll out in Western Sydney so that the project could assist the local community to become NDIS ready.

In July both workers attended the NDIS Conference “Are you Ready” organized by FACS and other Aboriginal

services based in Western Sydney at Rooty Hill RSL. It was a great chance for the project to network with workers and members of the Aboriginal community.

Through conversations with the community (Elders group – NDIS Workshop participants) and visiting Aboriginal Services across South Western Sydney, the lack of understanding of the potential impacts of my Aged Care and NDIS changes were mentioned as a point of concern. There is a lack of information reaching the communities and clients on how these new systems will work over the next few years. The project will address these issues by continuing developing relationships with the local Aboriginal communities, collecting their views and providing input into the rollout of the NDIS and My Aged Care programs in the South West of Sydney. Other actions include running information sessions about My Aged Care targeting older members of the community and promoting these events through the current Koori Interagencies. Finally the workers will support CCSP and CHSP funded Aboriginal organisation with information and advice regarding policy changes affecting the disability and aged care sectors and support non-Aboriginal services in developing culturally appropriate responses to community needs.

New identified needs or emerging issues

Both workers have attended NDIS meetings and conferences in May and July where a number of issues were raised and discussed.

Issues raised include:

- More Aboriginal workers are needed in direct service provision
- Communities are concerned about the fast rollout of the NDIS
- There need to be community as well as individual choices in service provision. This means when services deal with Aboriginal communities they need to include families, kinship, culture and other services in developing case management plans.
- Government must invest in communities rather than just individuals
- In Aboriginal communities, Individual choice requires the existence of community opportunities
- The need to constantly involve Aboriginal people in decision making when developing Government policies
- Good research informs good practice and policy. More research is needed in areas of service provision.

During October both workers have conducted a number of visits to Aboriginal organisations and workers. The following agencies have been visited:

- Tharawal Cooperation
- Gandangara Local Aboriginal Land Council
- Liverpool Council (Norma Barrows)
- South West Aboriginal Health Team
- Gandangara Health Service/Family Practice

Through discussions with these agencies, a number of current and emerging issues were raised by different workers and service providers including:

- Health service providers have detected the rise of chronic conditions such as diabetes affecting the older Aboriginal populations.
- Socio –economic issues such as health, education, housing, and income support are very important. Support for those leaving jail such as lack of alternative accommodation is an issue in the community.
- Mental health issues are on the rise across the board, in some cases linked to drug and alcohol use.
- For the ageing population the main issue is the quality of life.

The ACLO liaised with Government's workers supporting Aboriginal Communities. Among them Turkan Askoy from Canterbury Bankstown City Council ,Norma Burrows from Liverpool City Council and a staff member from Centrelink based in Bankstown. This was an opportunity to discuss the impact on Aboriginal communities of the National Disability Insurance Scheme roll out.

Issues raised at the NDIS Conference in July (documented in the emerging needs section) have been taken to Government officials individually and in the context of Interagency and forum meetings.

There are a number of challenges for our project such as:

- Reminding Government and the NGO sector to engage with Aboriginal communities when developing and implementing programs (My Aged Care and NDIS)
- The importance of employing Indigenous workers to reach out to these communities and assist them in navigating the rollout of NDIS and My Aged Care
- Maintain conversations with the Aboriginal communities of South Western Sydney. Conversations can be conducted through visiting groups, community consultation and one to one discussions with community leaders, service providers and land councils. Through this process the project can respond better to ageing and disability issues raised by Aboriginal communities.
- Keep supporting and informing the local Aboriginal communities on policy and program aspects and changes
- Develop a better understanding of Aboriginal culture and Aboriginality and how this shapes issues of age and disability.

I would like to thank Turkan Askoy (Canterbury Bankstown Council), Norma Burrows (Liverpool Council) and Des Smith (Fairfield City Council) to help us to promote the NDIS workshops among the Aboriginal communities across South West Sydney. Finally, our thanks and acknowledgement to the following partners: Fay Daniels (Gandangara Health Family Practice), Paul Newman (Gandangara Local Aboriginal Land Council), Nathan Jones and Karen Beeson (South West Aboriginal Health Team) and Tina Taylor (Tharawal Cooperation) and Aunty Lola (Bankstown Elders Group) for sharing their knowledge and contributing to the success of our project.



SWS HACC MULTICULTURAL ACCESS PROJECT (MAP)

Joyce van Akkeren
MAP Worker

The Multicultural Access Project (MAP) is funded through the Commonwealth and State governments and has a developmental and capacity building function in its work with multicultural communities and community care services. The project focus is on addressing access and equity barriers within the community care sector.

Community capacity building

The MAP has been increasingly active this year in activities and programs which are targeted to increase knowledge and understanding for multicultural communities regarding the new reforms both in the aged care and the disability sector.

Although both reforms are rolling out in incremental stages, the reforms have been very rapid for the community to absorb. There have been few accessible resources available in languages for our multicultural communities in SWS. Most of these resources are only accessible through websites and not many are in the languages required for our multicultural communities. Some of our multicultural communities are ageing rapidly but are smaller in numbers and have little or no translated resources available. With the lack of funding available for ethnic organisation there may also be no local reference point for communities to go for help.

“The Get The Right Help project” created a DVD in 6 languages in 2014. The DVD features stories that reveal how people have found the right service to meet individual needs. This project has been well positioned to continue and stimulate discussion with communities, both seniors and people with disabilities and their carers on how to seek help, how to negotiate for the services one needs. Our Arabic bilingual community facilitator conducted 9 conversation sessions this year to various community groups in Liverpool Fairfield and Bankstown with attendance of about 200 community members. Members shared their stories and requested more information on the NDIS and the My Aged Care services.

Resource development and training

Since 2010 the MAP project has worked closely with bilingual educators to deliver community education sessions about the Australian Aged care system to multicultural communities in SWS.

In collaboration with the MAP worker of Western Sydney a report was written of the findings and evaluations of the “Get to Know the Australian Aged Care System” a project which showed the value of community education in language over the years 2010-2013. The program was delivered to over 1000 community members in 15 languages in SWS and Western Sydney. The finding in the report showed that:

- Older participants to whom the program was delivered do not have high rates of use of aged care services.
- The response to the delivery and information provided was extremely positive. It appears participants were comfortable, engaged and interested to learn.

Participants reported feeling equipped to use services following the program. All participants (100%) indicated that they were able to match services to their own or someone else’s needs. Participants indicated a high degree of confidence in knowing where to go for help and making contact with services using telephone interpreters. This project was discontinued due to the implementation of the new reforms and the information in the material presented changed and is still changing.

New fact sheets

In collaboration with Multicultural Health and MAP network members a FACT sheet on the NEW Aged Care system was produced. This FACT sheet “The Australian Aged Care System” was designed to complement information sessions and discussions with community groups in language. The format of the sessions includes a PowerPoint slide, case scenario and multilingual pictorial cards to aid discussion. A train the trainer workshop was conducted and was attended by multicultural Health Workers, bilingual community educators, Links workers and MAP project workers. Many members of the community and bilingual workers scrutinized the FACT sheet to ensure that the language and content was easy to follow. Together with financial assistance of the SWS translation project and assistance in printing from Fairfield City Council these fact sheets are now in circulation. A total of 17 translated sheets was completed with some more to follow. They comprise the following languages: Arabic, Assyrian, Chinese Simplified, Chinese Traditional, Croatian, Italian, Khmer, Lao Macedonian, Samoan, Serbian, Spanish, Tagalog, Turkish, Vietnamese Community sessions have been facilitated in Bankstown in Cantonese, Macedonian, In Fairfield in Assyrian, Arabic, Lao and Khmer 18 community education sessions on the “Australian Aged Care System” have been conducted with approximately 260 community members attending. Bilingual facilitators conducted all session in community languages.



The factsheet on The Australian Aged care system

The FACT sheet has been distributed throughout NSW through the MAP network, the Support Services website, Carers NSW and migrant interagencies. There has been interest by other peak organisations to use the discussion format for different communities. MAP conducted further sessions to the Bankstown Men's group and SEVA- empowering community champion project. The FACT sheets were also showcased at the CALDWAYS conference in Canberra in September this year.

NDIS Rollout

The National Disabilities Insurance Scheme (NDIS) commenced its rollout in Sydney South West in July. CALD Capacity projects through the ECSC–Ethnic Community Services Cooperative and SSI – Settlement Services International have been approached to assist in raising awareness in our area. There is a lack of translated information available on the NDIS, what is required and how the person with disability is to plan and set goals to live the life they choose. The MAP project is facilitating, promoting and conducting community sessions with collaboration with ECS, and the MARS project.



Chinese Community – The Australian Aged Care System information session



Lao Community – The Australian Aged Care System information session



Khmer Community – NDIS information session



Assyrian Community NDIS information session

Planning ahead

This community educational project is a collaborative project with Multicultural Health, Fairfield City Council and TMN. The sessions cover the understanding the concept of planning ahead in general:

- Introduction to planning ahead and its relevance to our community
- Planning ahead for health care and lifestyle decisions
- Planning ahead for legal and financial decisions

The resources have been developed for 6 language groups with session delivered by bilingual educators. A Chinese session was hold in Bankstown this year. MAP is continuing to seek further opportunities to continue these sessions in language in the future.

Support to Services and Networks

Website

The new reforms generate many updates, reviews, submission, consultations and resources. The SWS Support

Services website continues to fill an excellent role in distributing information, supporting services with resources and updates. Through the website local consultations, and events inform over 470 community care workers. A weekly newsletter with 10-12 items is sent through to the members. The MAP project contributes to the multicultural content with reports on cultural inclusive practice models, research reports, resources in language, and other cultural information of interest.

Individual Support

The project receives calls from services on client related enquiries for cultural appropriate supports and information. From the feedback received, we can identify many connections between ethno specific and multicultural communities and service providers were successfully made.

Ageing and Disability Forum

The Ageing and Disability Forum continues to be an important place for services to hear about the reforms and learn from each other. The MAP gives updates to the forum on the work of the MAP project and the MAP network, and reports on specific barriers of access and equity issues – such as workforce, bilingual access supports, advocacy and community engagement. Service providers have provided valuable feedback in these forums on many issues, some of these are: workforce mismatching in cases where there few to none care workers of a specific language available, the lack of individualized assistance to access the My Aged Care and to prepare for the planning for people with disability in multicultural communities, the now lack of case management and the need for carers support.

Consultations

Consultations with the sector has been an important factor in capturing the many issues and experiences that service providers are finding in implementing the new reforms.

MAP participated in consultations with RAS- Regional Assessment Service - providers and services and presented to the Sector Support Development Network on the lack of access to interpreters in the assessment phase.

MAP participated in the CALD Capacity project from SSI: Future Abilities-which aims at building the capacity of ethno specific and multicultural services in the provision of services in the Disability sector.

Networks

Migrant interagencies focus largely on the settlement issues such as employment, education, housing and access to health services. The MAP project attended the three interagencies in SWS to inform frontline workers about the aged care and disability reforms and how to engage and access these sectors.

ACI

MAP has been a member of the Consumer Council of the ACI- a network of Health clinicians that promotes and designs models of better health care. The Consumer Council's priority is to engage with diverse multicultural communities and has established an advisory working group in which the MAP co chairs. The group has a diversity of members with Multicultural NSW, Multicultural Health Communication, SydWest, Western Sydney LHD.

Resource Development

The older refugee working groups has reconvened to update and rewrite the 2011 **“Enhancing the lives of Older Refugees- self improvement resource for community service providers”**. This Resource had been created in response to the 2006 **“Caring for Older Refugees in NSW”** discussion paper which noted a need for a set of practice guidelines for workers in better care for older refugees. The new edition is close to completion and plans are made to restart training for care workers working with older refugees.

Main issues, events, policies or changes that have impacted on our communities

The NDIS rollout in SWS in July meant there was great uncertainty about the role of the Local Area Coordinators and the NDIS planners, and how people with disability could access them and when. The LAC will assist prospective participants to engage with the NDIS and the Planners will work with the participant to plan their first plan. The MAP worker attended a series of train the trainer workshops run through AFDO- Disability Loop. MAP presented NDIS information to the Migrant interagencies and conducted a follow up information session with the Khmer community. There are scant resources in languages on the NDIS- 6 languages in total on the NDIS website. MAP adapted information from Queensland Amparo Advocacy to resource community groups

Access to the My Aged Care is for many older people of CALD communities very difficult and is seen as a large barrier to receiving services. The issues have been documented by MAP in consultation with Links workers, the MAP Network, the CCF- Community Care Forum and the Co design workshop conducted by the Department of Health. Some of the suggestions that were made considered the need for peer connectors, support navigators, community hubs with entry points.

New identified needs

Throughout the year a number of emerging issues have been brought to light

- Major barriers in accessing the My Aged Care have been documented by the MAP workers. These are - the single point of access through a call centre, the lack of interpreters and bilingual staff available at screening and assessment, the lack of support to advocate and support clients through the MAC processes which requires understanding of the working of the service system and the bureaucratic processes involved.
- Ethno Specific Home Care packages may disappear in allocation.
- New frail aged refugees are settling in SWS with complex needs
- Uncertainty to the extent of individual supports and advocacy under the Information Linkages and Capacity (ILC) implementation of the NDIS in particular people from multicultural communities
- The lack of clarity regarding the interface of the NDIS recipient and Aged Care (for Younger Onset Dementia) and the interface with the Health and Mental Health sector
- Block funding for capacity building projects

Advocacy work

The project participated in the advocacy functions of the Community Care Forum and the MAP network. Issue of access to the My Aged Care have dominated the discussion and were submitted to the Commonwealth Department of Health.

MAP project has contributed to submission in response to the Increase Choice in Home Care –stage 1 paper with the MAP network members in collaboration with PICAC- Partners in Cultural Appropriate Care. Some of the issues tabled are on:

- Prioritisation processes and guidelines,
- Capacity of MAC staff to handle prioritization
- Community education on HomeCare to multicultural communities
- Allocation of packages appear diminishing specifically for CALD populations

New challenge for the future will be the merging of the community home support system and the home care packages system which has been traditionally managed separately. It is uncertain how this would impact on the delivery of basic home support services.

The MAP worker attended the FECCA Conference, ILC consultation, Co Design master class, ElderAbuse training, train the training workshop with AFDO on the NDIS and ILC and presented at the SWS Dare To Care Conference networks.

Meeting attended were: ACI consumer Council and the ACI Engaging Diverse Communities working group (co-chair), Community Care Forum, MAP network, SWS ADF, SSDN, CBMI and FMI interagencies, Ability Links Network, Older Refugee working group

Thank you: We wish to thank the MAP network members, Lila Ibrahim, Gosia Cornell, Tammy Wong, Yvonne Santalucia of Multicultural Health, TMN colleagues, Ageing and Disability council workers-Yolanda Encina of Fairfield City Council and DeeDee San Jose of the then Bankstown City Council and our supportive Management committee.

MULTICULTURAL ACCESS & REFERRAL SERVICE (MARS)

Joyce van Akkeren
MARS Coordinator

The Multicultural Network coordinates and administered the MARS project. This project is funded by both the State and Commonwealth Governments and commenced in 2012 as a unique and innovative example of a grass roots ethno specific service to provide advocacy, information and referral. The project targets to meet the needs for frail older people and younger people with disability and their carers from CALD backgrounds. The project brokers seven bilingual bicultural link workers from ethno specific and multicultural organisations who deliver services and activities in SWS. The project thereby strengthens the links and builds capacity between the community care sector and the community.

This year we were fortunate to have both new link workers from the Khmer and Lao community join the project and we welcomed a new link worker for the Vietnamese community.



MARS workers at work

The link workers have been proactive in the face of the new reforms and attended several sessions on the NDIS reforms and a train the trainer workshop on the new Aged Care system. They have delivered workshops to the community on the new Aged care system, which was attended by 465 members from the Macedonian, Assyrian, Lao, Khmer and Vietnamese community. In the wake of the roll out of the NDIS several sessions were conducted to raise awareness of the NDIS and knowledge on how to seek assistance and plan for services in the scheme. The workshops were conducted with the assistance of the Ethnic Community Services Cooperation – CALD Capacity Project and Ana Neal- consultant with over 70 attendees. The sessions were later followed up with a Q & A format of discussion.

Over the last 12 months the link workers have referred over 100 clients to the My Aged Care call centre and supported these clients in their journey to receive the services they required. They reported to have received over 650 calls and visits from potential clients and carers who enquired about service information and how to access these.

We thank our brokered partners: Croatian Welfare, NSW SLASA, Macedonian Australian Welfare Association, Parks Community Network, the Vietnamese Community in Australia NSW Chapter and Cambodian Australian Welfare Council for their continued commitment to the sustainability of this unique and successful project.

Committees, Forums and Working Parties we are members of:

Aboriginal Disability Network Conference – Living My Way	SSDN NETWORK
Aboriginal Disability Network Interagency	HACC Translation Working Group
Arabic Network discrimination issues forum	Leading The Way: Indigenous Youth Leadership Project
Bankstown Council Advisory Committees	Linked-In Bankstown
BCC Proposed Changes to Racial Discrimination ACT	Liverpool Council Advisory Committee
Bilingual Educators- Planning Ahead	Liverpool Migrant Interagency
Broken Time- Bankstown	MAP Network
CALD Disability Inclusion forum Bankstown	MARS Sub committee
Canterbury Bankstown Migrant Interagency Forum	NAIDOC @ Bankstown Fairfield & Liverpool
Community Care Forum	NDS Ageing & Disability Sub-Committee
Community Garden Bankstown	Older Refugees Committee
Disability Information Day – Bankstown- CALD	South West Sydney Ageing and Disability Forum
Elders Olympics	South West Sydney Ageing and Disability Forum Executive committee
FACS NSW Carers Strategy	The NSW Gathering
Fairfield Council Advisory Committee	<i>The Way Life Is</i> radio program
Fairfield Local Aboriginal Advisory (FLAGG)	TMN's HACC Reference Group
Fairfield Migrant Interagency	
Good Service Mob	

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

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

Outreach Services @ TMN

- English Classes for Beginners; SWSI TAFE
- Women's Health Program; SSWAHS
- Older Women's Wellness Centre
- Men's Shed– Chester Hill Neighbourhood Centre Inc.

Thank you also to all the Services and Staff that works closely with our Programs and Projects; to NSW Family and Community Services, Community Builders, ADHC & DSS Social Services Regional Staff for their assistance and support, working together to improve the service system; to our colleagues and in particular to the Health Multicultural Aged Equity Officer, the MAP workers who continue to advocate for better outcomes for people from culturally and linguistically diverse (CALD) communities; to Bilingual Community Educators who so willingly and enthusiastically worked on the training programs; to SWS Ageing and Disability Forum executive who work together so well;; to our partners in access and equity: the TMN HACC Reference Group for their support and guidance.

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



Bankstown Council Mayor Clr Khal Asfour and Wafa Zaim at AGM 2015



Refugee Week 2016 - Ceramics Workshop



Employment Expo.2016



TMN's Chinese Relaxation Group

TMN welcomes a new member of our family, baby Danifa. Congratulations Fatmata!



Fatmata and Danifa



Le, Evon, Roxana, Joyce, Miguel, Danifa, Fatmata and Ronnie