

Sydney Multicultural Community Services

Annual Report
2018-2019



**sydney
mcs**
sydney multicultural
community services

SETTLEMENT | INCLUSION | AGED CARE | DISABILITY | PARENTSNEXT



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■ Mission

Sydney Multicultural Community Services Inc. is a not-profit organisation committed to the direct relief of suffering among people in Culturally and Linguistically Diverse Communities, who, because of barriers such as language, poverty, isolation and disability are not able to enjoy the advantages of this society.

■ Vision

Sydney MCS is committed to help disadvantaged and marginalised people in Culturally and Linguistically Diverse Communities to participate in and be appreciated by Australian society while maintaining their cultural identity.

■ Values

Respect

Compassion and valuing diversity.

Inclusiveness and Social Equity

Respecting other views, culture, choice, freedom and social justice.

Integrity

Honesty and congruence between what we say and what we do.

Openness

Professionalism, transparency and the development of a learning culture.

Creativity and Compassion

Flexibility, adaptability to change and capacity for innovation in order to incorporate and represent Culturally and Linguistically Diverse (CALD) specific needs.

STRATEGIC PRIORITIES

2018-2021

Priority 1: Increase our impact in communities

Strategies

- 1.1. Create a clear articulation of who we are and what we do – ‘our difference’.
- 1.2. Develop and implement a targeted marketing strategy to increase the number of clients.
- 1.3. Continue to invest in community engagement and development to increase awareness.
- 1.4. Review and evolve the model for group-based services, including introducing Diversional Therapy Groups.
- 1.5. Continue to develop our model of person-centred care with high quality assessment, care planning and reviews.
- 1.6. Continue to look for other revenue streams, including Government funding, grants and brokerage.

Priority 2: Strengthen our systems and processes to provide a strong foundation for growth

Strategies

- 2.1. Scope and implement technology solutions to reduce double handling and allow staff real time access to data.
- 2.2. Undertake a review of current work flows and procedures to identify opportunities.
- 2.3. Review and update policies and procedure manuals to ensure they reflect best practice in person-centred care.
- 2.4. Create internal systems to track client data and proactively use this data to monitor and follow up referrals.

Priority 3: Recruit, retain and develop quality, language specific staff to meet the needs of clients

Strategies

- 3.1. Standardise the staff induction process and create a video resource to reduce face-to-face time.
- 3.2. Improve internal communication about roles and vacancies and encourage staff to recruit via word of mouth.
- 3.3. Continue to develop relationships with TAFE and education centres to attract trainees.
- 3.4. Create and implement a targeted marketing strategy utilising online, social and print media.
- 3.5. Apply for subsidies for the RTO as soon as funding becomes available and establish it with a marketing strategy.

Priority 4: Continue to position ourselves externally as experts in CALD specific services to attract funding and support.

Strategies

- 4.1. Continue to liaise with Government, peak bodies and policy makers to advocate for CALD communities needs.
- 4.2. Scope the viability of alternative income streams such as venue hire, speaking, workshops and training.
- 4.3. Continue to network with organisations and funders to build partnerships and referral pathways.
- 4.4. Attend external meetings and events to promote our work.
- 4.5. Increase brokerage services.
- 4.6. Scope the viability of client contributions as a revenue stream.



CHAIRPERSON'S REPORT

As Chairperson of Sydney Multicultural Community Services, it gives me great pleasure to present this report to the 2019 Annual General Meeting.

SMCS had an extremely busy year trying to adapt to the changes all around us while maintaining the same levels of excellence that has enabled us to service the community for 39 years. While the world continues to change around us, in ways that often seem counter to the stated aims of a given program, we continue to work to meet the needs of migrant communities in meaningful and authentic ways.

SMCS continues to produce work of high quality and effectiveness, the client survey results saw clients rate services as very good or good, a solid achievement. SMCS has also maintained high levels of financial accountability for example, the service is fully compliant with the Home Care Price Transparency Policy. Under careful stewardship, the organisation's financial position and continued to improve; we may be small, but we are solid. We proudly continue the tradition of strong advocacy, building and maintaining solid partnerships, improving.

SMCS is committed to providing a culturally safe environment with services that meet the diverse needs of new migrants, refugees, the frail aged CALD community and people with a disability. Although SMCS is new to NDIS/disability services, we underwent an NDIS audit in early 2019 and received 100% NDIS certification; we can all feel proud of our service. Hence it has been yet another year of growth and development as the Centre continues to welcome new staff, services (e.g., ParentsNext), projects, community groups and programs covering new areas.

As we close out another monumental year, we look ahead to a new year full of different change and challenge. Rest assured SMCS will be ready to meet that head on, again.

The Board of Directors continues to develop its role in evolving Sydney MCS's strategic direction, more than able lead by the Chief Executive Officer, Rosa Loria and excellent staff.

We have continued to enhance our governance strategies to keep pace with new initiatives and programs and building on our existing partnerships such as with Settlement Services International.

A big thank you to everyone, as I said, it has been a challenging year, and it looks as though that trend will not change. SMCS is very grateful to staff, while we do our utmost to provide the best and working environment possible, we understand the challenges of the work and the sector. The staff of an organisation make or break it; SMCS is privileged to have staff who are both committed and who continually strive for excellence. The staff have navigated these changing times with humour and dedication. We see your work and say thank you on behalf of your collective beneficiaries.

And last but not least I wish to give a big thanks to SMCS Chief Executive Officer, Rosa Loria. Rosa is a powerhouse who continues to lead with professionalism in management and coordination of all services at Sydney Multicultural Community Services.

Antonietta Natoli

Chairperson



CEO'S REPORT

'Our main focus of our Vision is to help disadvantaged and marginalised CALD people.'

The changing world of neoliberalism WHERE THE CLIENT need is been translated into profit and money making exercised for the private sector and for profit organisations, and our Taxes increasing the income of the shareholders while quality of services for the client are depleted.

Poor wages for staff, limited training and limited resources in the area of languages and cultural skill especially in the Aged Care industry where the baby boomers as well as the Migrants who arrived in the country in the 50 and 60 are getting older and in need of specialised services.

We expect an increase in demand 100 fold and over in the next few years. To date we are seen a limited number of CALD, most do not know about the changes and how to apply for needing assistance. Policy favour the elderlies to be assisted at home and yet resources are limited, and waiting list becoming longer.

SMCS continuously strategise to cope with the market changes and to keep with the service quality standards.

Our main focus of our Vision is to help disadvantaged and marginalised CALD people to complement existing services and partnerships with new opportunities.

Looking at the future, the organisation is changing the way of the Board is constituted, establishing a skills based Board. New Program implemented this year is driven the organisation to a business model thus recruiting to skills and aligned to the strategic needs is becoming the norm.

In reflection of the year passed I am humbled by the contribution made by the organisation, through its Board, Volunteers but most important its Staff.

Our Clients are always at the Centre of all our work.

The number of clients have increased this year substantially. New programs implemented as well as the former programs has seen an increase across the board as well.

Working with the community we have supported several community driven events, we have continued to work in partnership to deliver the range and breath of services that is SYDNEY MULTICULTURAL COMMUNITY SERVICES Inc. all to resound success in reach and impact.

This year in undertaking the formulation of the Strategic Business plan we reaffirmed the value of our existing services but needing to grow and develop further the program and its profile to meet the growing changes in the market and the growing need of our community.

For certain area, we need to focus more into the future i.e. young people, employment pathway, etc. just to mention a few. Lack of funding prevent us to do more.

We have updated our profile and promoting various aspects of our work, by employing a Marketing person.

SMCS also represented the communities views to Government in response to discussion paper related to Citizenship, Humanitarian program, and the inquire on Settlement.

We continue to take the opportunity to present the communities view on policy and process that affect the community.

Rosa Loria

Chief Executive Officer

SUMMARY AND OVERVIEW

Sydney Multicultural Community Services (Sydney MCS) is a not-for-profit organisation, has been serving our communities for almost 40 years. Our range of services and programs covers the Sydney South East, Sydney City, Inner West and Lower North Shore.

Sydney MCS prides itself on providing high quality services which specialized to Cultural and Linguistic Diverse communities. Our staffs speak a total of 27 community languages with all most all of staffs are bi-lingual/ bi-cultural and many are tri-lingual.

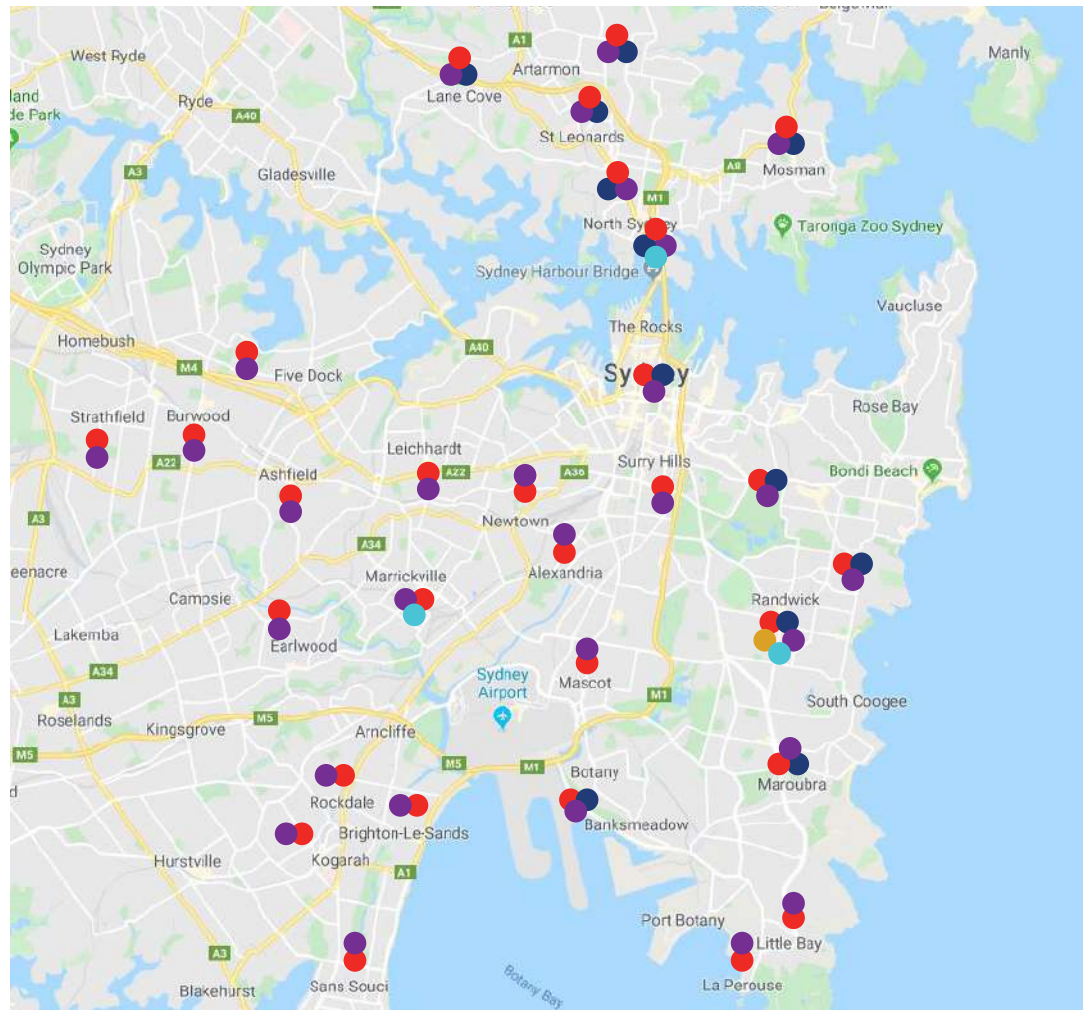
During 2018/2019 the organisation has continued to strengthen our partnerships with local communities whilst providing assistance which enabling their wellbeing and capacities through our services.

■ Our Services

- Multicultural Home Care Packages (MHCP)
- Social Support Groups Program
- Community Visitors Scheme (CVS)
- Settlement Engagement and Transition Support Program (SETS)
- National Disability Insurance Scheme (NDIS)
- ParentsNext
- Energy Account Payment Assistance (EAPA) Scheme
- Emergency Relief Program
- Oz Harvest Food packages
- Migration Agent
- Tax Help

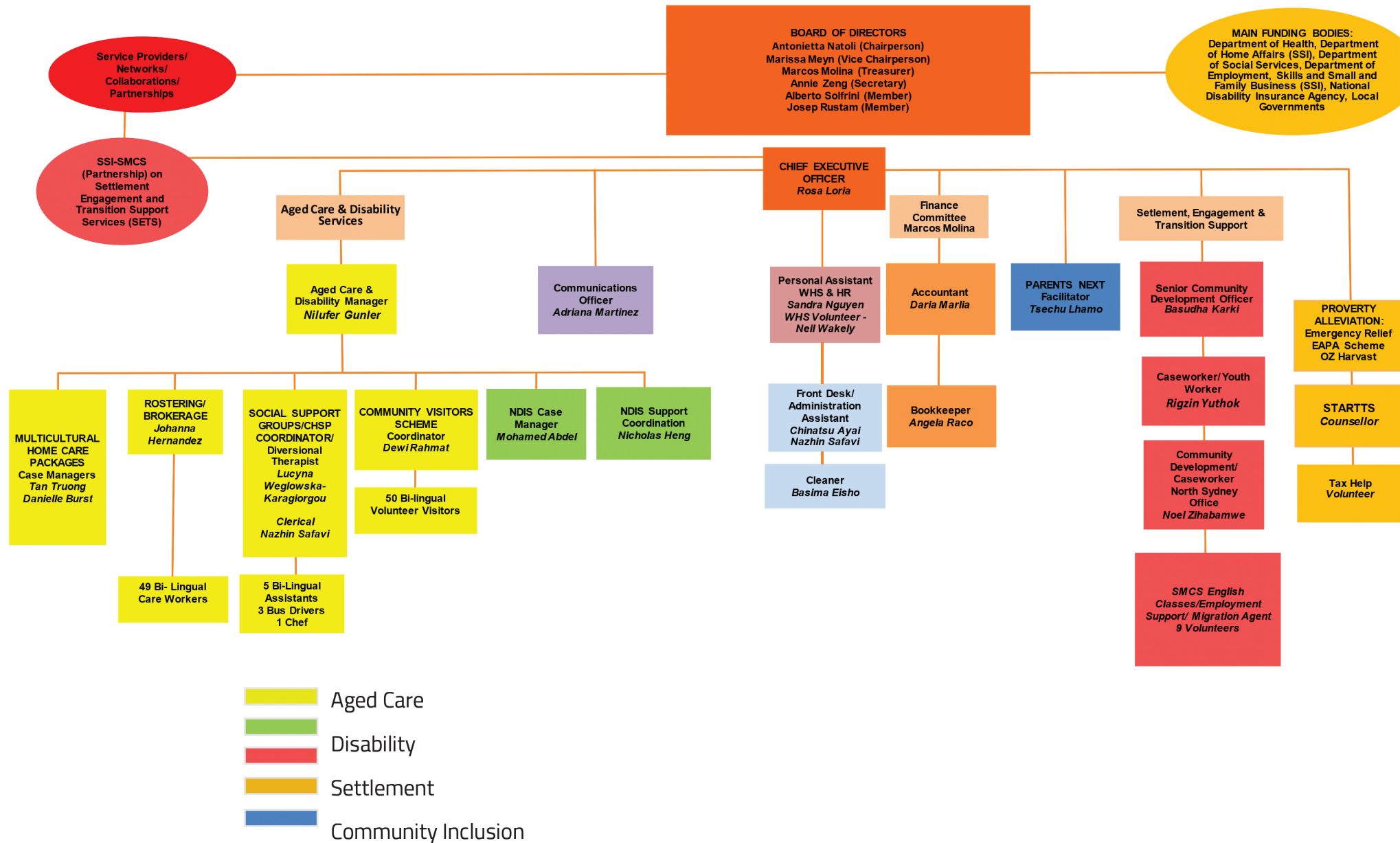
LOCALITIES

Sydney Multicultural Community Services currently covers 29 local government areas.



- Aged Care
- Settlement
- Disability Services
- SMCS Head Office
- SMCS Offices

ORGANISATIONAL CHART





AGED CARE SERVICES

Aged people from non-English speaking backgrounds represent a significant proportion of the aged population in our area.

We are committed to meeting their special needs by helping to resource their activities, providing facilities, premises and support.

We provide four programs to aged people across the North Sydney, Inner West and South East Sydney.

Our programs:

- Home Care Packages
- Brokerage Services
- Social Support Groups
- Community Visitors Scheme

HOME CARE PACKAGES

For more than 25 years, Sydney MCS has been supporting people from culturally and linguistically diverse backgrounds to live in their own homes. We understand how important it is to put a person's cultural needs and values at the centre of their care. Most of our clients share one thing in common: they want to live independently in their own homes for as long as possible. We are passionate about working with our clients and their families to find ways of achieving that whilst meeting their diverse cultural and linguistic needs.

Sydney MCS's culturally tailored services are designed to promote independence and positive ageing. We encourage support activities that keep our clients happy, healthy and connected to their communities.

South East & Inner West Sydney is one of most culturally diverse region in Australia, and Culturally and Linguistically Diverse (CALD) clients have a higher representation in home care for varied reasons. To provide quality care to CALD clients, Sydney MCS has culturally specific teams where the Aged Care Manager, Case Manager, Carers and Clients are matched in prominent cultural groups.

2019 Key Achievements



Our client survey results indicated that all of our clients rated our services as either Good or Very Good. Sydney MCS proud itself with these outcomes and will continue to deliver quality services at this standard in 2020.



We have successfully complied with the Home Care Pricing Transparency policy that came into effect on July 1, 2019. This Commonwealth Government policy reform allows consumers to compare the cost of Home Care services from all approved Home Care Package providers.



SMCS is reviewing their policies, practices and service delivery in order to met the new Aged Care Quality Standards, introduced last July 2019. We will now be assessed and accredited under the same standards as residential aged care, which focus on quality outcomes for the consumer as well as improved reporting, quality monitoring and feed-back processes that ensure that risks and issues are identified early, and resolved quickly.



We have developed a staff training portal, which provides a range of ongoing learning, development and education opportunities to ensure we can provide care and services to our consumers in a holistic, person centred approach. Via our learning platform our staff can access comprehensive online learning modules that feature a vast range of clinical, leadership, health and safety and professional development topics. We are proud of our staff efforts, they have worked hard to update their skills, knowledge and understanding of new standards, new technologies and approaches to care and services.

BROKERAGE

Sydney MCS Brokerage Services continues to offer our bi-lingual care worker expertise to other home care providers to ensure culturally and linguistically appropriate services are delivered to their clients from CALD backgrounds. SMCS has a Brokerage and Rostering Officer to ensure smooth delivery of services and timely response to service requests from our brokerage providers.

Our care workers have provided assistance on either a permanent basis, one off service or short notice requests. We have supported clients ranging from a Level 1 to a Level 4.

Our services:

- Personal Care
- Domestic Cleaning
- Transportation
- Meal Preparation
- Social Support



Whilst we have maintained a good relationship with the current home care providers, we have also initiated three new brokerage agreements with:

- Care Connect
- Bankstown City Aged Care
- Home Care Assistance South East

We look forward to working with these providers more closely in the coming year.

We received great feedback from our current brokerage providers and we look forward to delivering the same standard of service to future home care providers.



SOCIAL SUPPORT GROUPS

Senior, frail aged & mild dementia
CALD residents

■ Social, Recreational and Respite Support

SMCS Social Support Groups Program continues to deliver excellent social, recreational and respite support for senior, frail aged and mild dementia CALD residents in South East Sydney.

Funded by the Department of Health through the Commonwealth Home Support Program (CHSP), our program is run by bi-lingual professionals who offer a wide range of activities which assist the participants with their emotional, mental and physical wellbeing.



SMCS continues offering specific CALD Social Support groups for seniors including Chinese, Spanish, Polish, Maltese and Arabic groups. Frail aged/dementia groups run daily, from Monday to Friday and this year we enriched our groups with 3 new languages. Also, a new bus has been purchased to better accommodate the participants.

More and more clients from various service providers are seeking our services, with the majority of them being referred to us by "word of mouth" which is very rewarding for our team as we strive to deliver the best care for our clients.

This year, we also managed to assist a significant number of clients with My Aged Care registration including all grandfathered clients who had difficulties with the registration.

Sydney MCS welcomes and supports the Department of Social Services’ announcement for the 2020-2022 CHSP grant extension as we recognise and advocate for the importance of CHSP services remaining in place and available to seniors throughout Eastern & Inner West Sydney.

We also recognise that the SSG program under CHSP will now be audited against the New Aged Care Quality Standards. Sydney MCS welcomes this new change and endeavours to fulfil the new requirements of the standards.



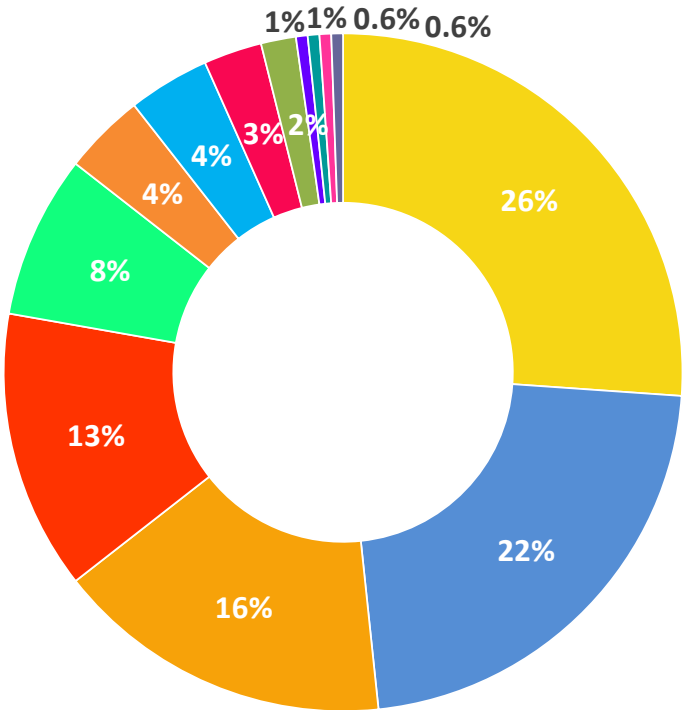
According to client surveys and requests, this year our diversional therapy program has been boosted with new activities and a rich variety of information sessions for all the groups provided in relevant languages.

All these positive leisure experiences contribute significantly to health and well-being of our clients as the benefits of leisure participation enhance individual’s quality of life outcomes.

Each of our groups continues to accommodate clients to its full capacity and so during 2019 over 300 local residents, including their extended families, benefited from our Social Support Groups Program.

Social Support Groups Statistics

- Chinese
- Spanish
- Maltese
- Arabic
- Polish
- Greek
- Italian
- Portuguese
- Egyptian
- Fijian
- Armenian
- Russian
- Indonesian



COMMUNITY VISITORS SCHEME

The 2018/2019 Financial Year was a successful year for volunteering. We welcomed many new volunteers to the program who are from culturally and linguistically diverse backgrounds. The current number of volunteers at SMCS currently sits at 50, with this number expected to grow in the coming new year.

The CVS Coordinator matches people who would like to be visited with a volunteer who shares similar interests. Our 45 clients this year include 13 people with special needs. Visitors and clients share activities such as outings; practise computer or English skills, play card games, look after plants, peruse photo albums etc. Often a relationship forms which gives happiness to both client and visitor.

We have matched volunteers across Newtown, Maroubra, Matraville, Kingsford, Redfern, Hillsdale and Daceyville for 32 clients in residential aged care and 28 in home care.

We have targeted languages including:

- English
- Spanish
- Portuguese
- Italian
- Fijian
- Cantonese
- Mandarin
- German
- Persian





DISABILITY SERVICES

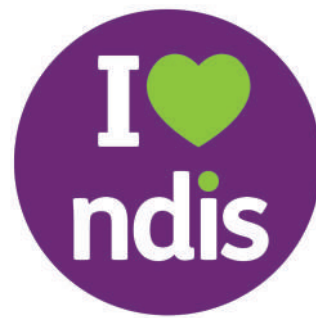
Sydney MCS is a NDIS registered service provider from 1st July 2017. As part of NDIS, we would take a 'lifetime approach' to support all Australians who have a loved one with a disability and ensure you get peace of mind in receiving relevant care and support.

What is NDIS?

The National Disability Insurance Scheme (NDIS) is a government funded scheme that helps Australians aged under 65, who have permanent and significant disability with funding for supports and services.

DISABILITY

National Disability Insurance
Scheme (NDIS) Provider



We provide support services to people with a disability so they can continue to live independently in their own homes. We assist people who are eligible for Government funded subsidised care, as well as those who wish to access services privately. Our disability services are affordable, flexible and are delivered by qualified, bilingual staff who deliver outstanding, culture-based care.

We recognise that people from culturally and linguistically diverse backgrounds, as well as their families and carers, face a number of barriers when it comes to accessing information, support and services. One in four Australians living with a disability is from a culturally and linguistically diverse (CALD) background, yet barely more than 2,000 people from CALD backgrounds are currently accessing the NDIS scheme. This is far below expected levels, and mostly due to cultural and language barriers. SMCS targets these CALD individuals with various barriers and delivers services in Support Coordination and also provides bilingual care workers for domestic assistance, personal care, transportation, social support, overnight assistance and meal preparation services.

28 clients received support coordination and were assisted with:

- transitioning into supported independent living
- receiving Assistive Technology to greatly facilitate independence in the community
- connecting to other services

Sydney MCS looks forward to the new challenges and opportunities of the 2019-2020 Financial Year and endeavours to increase their client base. SMCS will continue to provide expert person centred and culturally competent supports to seniors, people with disabilities and their families.

Participant Success Story

One of Sydney MCS's client for Support Coordination suffered two severe episodes of stroke which has impacted his daily living. This event has also affected his two elderly parents which has also has their own health challenges. Our Support Coordinator has supporting this family since the beginning of 2019 and witness the change in this family due to this event. As his plan was coming to an end, the Support Coordinator collaborated with the OT and physio which they suggested for a motorised wheelchair.

Our Support Coordinator wrote a report on how that motorised wheelchair will highly impact our client in a positive way where he can access community and go out and about with his carer. Plan review came by and submitted to NDIS for approval with all the relevant documents, LAC told that possibility of it being declined is high, but we press on and ask to submit it anyways knowing that our chances were 50-50. A week later NDIS emailed Sydney MCS Support Coordinator and said that the motorised wheelchair has been APPROVED! This was life changing event in our client's and families life this year. This meant that our client can now be accessing the community safely and a lot of carer burden has been lifted off the family's shoulders.



SETTLEMENT SERVICES

The SETS program commenced on 1 January 2019. The program aims to equip and empower humanitarian entrants, other eligible permanent migrants and their communities to address their settlement needs, in order to improve social participation, economic well-being, independence, personal well-being and community connectedness.

The new SETS program presents the unique opportunity to articulate settlement outcomes identified in the 9 priorities of the National Settlement Standards through the Client Services and Community Capacity Building streams respectively.

Sydney MCS delivers the SETS program in collaboration with Settlement Services International, which is funded by the Australian Government Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program.



Case Work: One to one case work support can range from low-intensity support, including basic information, assistance and referral for one-off issues, to medium-intensity intervention where multiple or complex issues are identified. Clients that may benefit from a more targeted medium-intensity approach include for example youth, women, people with a disability and the elderly.



Youth Case Work: Youth participants have reported that they have found the case work and capacity building program facilitated to them in securing employment has been very informative and supportive. *A total of 74 case work sessions have been provided to young people in person at Sydney MCS Daceyville outlet office.* Sydney MCS's annual Youth Leadership Program was held in partnership with Local Federal MP.



Employment Support Program: North Sydney supports clients for employment readiness, résumé writing, guidance on looking for suitable positions and applying on-line, tips on interview skills, role plays in responding to possible interview questions, developing appropriate questions to ask during the interview, dealing with Skype interviews. Our tailored employment mentoring programs and sessions are aimed at reducing barriers and to provide practical training, skills, knowledge and empowering clients to assist them to gain employment.



English Classes: SMCS English classes are held at our Head Office and North Sydney branch office. These classes build the confidence and capacity of new and recent arrivals to acquire and practice English. It also gives them information on various services and strategies to address their issues and resolve their problems.



Information Sessions: Throughout the year SMCS in partnership with various other local organisations and institute conducts group information sessions to newly arrived community in different languages for instances: Chinese, Bengali, Assyrian, Bahasa Indonesia etc. Group based activities including but not limited to information sessions, women's group, English spoken group, employment consultation support, or even group of seniors are facilitated depending on the needs of the client groups to facilitate better community connectedness and to beat social isolation or to provide English spoken practice space.



Forums and Consultations: Sydney MCS is extremely grateful to the many partners, volunteers and students who have supported community members of the migrant and refugee community.

- The work of *Lower North Shore Multicultural Network* which helped in conducting Chinese Community forum conducted in partnership to increase the access and engagement with service providers for capacity building initiatives.
- Focused Group discussion with Bangladeshi parents from *Matraville Public School* was conducted to understand the needs of the community. Issues related to health, social participation, employment, etc. were discussed during the session. A need for mother's group emerged during the FGD.
- Kirundi Community Consultation in collaboration with *SBS Kirundi Services*.

EVENTS



International Women's Day 2019



The celebration held at Sydney MCS's head office attracted 65 participants. Five Women from five different nationalities: **Bangladesh, Ethiopia, Iraq, Lebanon and Nepal** shared their experiences and journey to Australia through story-sharing. A day spent honoring everyday hero, acknowledging their hardship and enjoying a relaxing day with food and music.

Refugee Week 2019



Refugee Week Breakfast with **A/Professor Munjed Al Muderis** attracted more than 150 people from all backgrounds to share his extraordinary journey from war torn Iraq to Western Australia's Curtin Detention Centre to one of the world's foremost pioneering surgeons transforming the lives of amputees, and incredibly back to Iraq.

The inspiring story of Dr. Mijed's journey touched many hearts.

For more information [click here](#).



Share a meal: Share a story

80 community members along with **Honorable MP Matt Thistlewaite** and **Randwick Council's mayor Honorable Cr Lindsay Shurey** including refugees families celebrated Harmony Week Event at Kensington Park Community Centre on 21st June with food, music, dance, songs, henna tattoo and heart wrenching story of one of the refugee's journey from Vietnam to the shores of Sydney. The event showcased the journey and dilemmas faced by refugees who journey do not stop after landing on the shores of Australia in fact it is the beginning of the next chapter, a lifelong struggle to make Australia their new home.

Harmony Day 2019

The celebrations held in March 2019 were in partnership with **North Sydney Council** and **Crows Nest** celebrated the central message 'Diversity is our strength' by showcasing a variety of cultural performances, food and music. The event took place in Crows Nest Centre and aimed to encourage and support all individuals and communities to celebrate their rich language, ethnicity and heritage to unite all members of the community regardless of their cultural or religious beliefs/practices demonstrating a united Australia.



A separate event Coffee with Cops in partnership with **Maroubra Police Command** was celebrated on harmony day at our head office. People from all different walks of life came to the centre to celebrate diversity over a coffee, food and music. The community members enjoyed the conversation with the local police unit, discussed about some of the barriers faced by the police and the community members and promoted social cohesion.





Employment Expos

SMCS has participated in several Employment Expos. The first one was held in June 2019 at TAFE Ultimo with the purpose of supporting newly arrived migrants who are work-ready, the event aims to enhance their employability, offering a program of sessions, stalls, résumé checks, mock interviews and presentations.

On the 23rd of October we participated at the Migrant Employment Expo at TAFE St Leonards and the last one was celebrated the 21st of November at TAFE Randwick.

The guide Your Path To Career Success: Tips to find Work is available [here](#).

Youth Leadership Program



The program was facilitated in April during school holiday in partnership with the local federal Member of Parliament.

The aim of the initiative was to help young people to become more aware of the leadership skills, understand the importance of communication and become aware of support and services available for them.

Key Achievements

- ✓ Sydney MCS in collaboration with TAFE co designed a course, "How to Become Volunteer in Australia". 19 eligible clients benefitted from this program that paved a pathway to volunteering in Australia.
- ✓ Between January-June 2019, 7 clients have gained employment as a regular support received from the center.
- ✓ In 2018-2019 the Sydney MCS SETS team supported 548 individual clients.
- ✓ An online booklet and a post card, "Your Path to Career Success: Tips for Migrants and Refugees" to find Work has been developed by the Lower North Shore Multicultural Network with funds from the Willoughby City Council Small Grants Program. The Subcommittee of the LNS MN comprises of:

Antoinette Farrow – TAFE NSW Adult Migrant English Program

Noel Zihabamwe and Valerie - Sydney Multicultural Community Services Inc.

Rita Leung – Willoughby City Council

Sreta Mrkic – Department of Social Services

Eric Poulos – North Sydney Council

Successful Stories

A young Burundi woman who arrived in Sydney with a Humanitarian Visa at the end of 2017, was living in Outer Western Sydney and studying a Certificate in Banking Administration at Bankstown TAFE. She had been looking for work unsuccessfully and learned about the employment support program at North Sydney run by SMCS. She was encouraged to apply for the African Australian Inclusion Program with the NAB Bank.

Her command of English and her self-confidence were her greatest challenges. A request was made to one of our Volunteers who runs the English Conversation group in North Sydney Office to give her one-on-one English tuition sessions each week. In the meantime her résumé and cover letter were redrafted and discussions took place about applying for suitable positions. She was granted an interview by NAB and we began to prepare her for that as it was likely there would be more than 1 interviewer, which there was.

We were all delighted when she was accepted into the NAB program. Prior to starting her NAB training, she requested another appointment with us to prepare her for the office environment she was about to enter. She has worked really hard to achieve this and accepted all the assistance we offered, even though it meant several lengthy journeys on public transport from Sydney's Outer West to North Sydney. Her positive attitude, willingness to accept feedback and her commitment and dedication have resulted in her success.

Chinatsu's Story

Chinatsu flew from Tokyo to Sydney in 2015. Even though, she studied English in Tokyo for 5 years, she could not understand or speak English when she arrived in Australia.

She could join the free Adult Migrant English Program (AMEP) in 2017 and she obtained the Certificate II in Spoken and Written English. After completing her English studies, she was eligible to receive a free Business Admin course at TAFE. This gave her the opportunity to start a workplacement at Sydney Multicultural Community Services as a Receptionist Assistant. Since January 2019 Chinatsu has been working at SMCS.





PARENTS NEXT

About the program

ParentsNext (PNX) is an Australian Government Initiative program that helps parents with children under 6, to plan and prepare for future study or employment.

Sydney Multicultural Community Services partnered with Settlement Services International (SSI) to assist participants in identifying their education and employment goals and to develop a pathway to achieve these goals and connect with appropriate activities and services.

PARENTS NEXT PROGRAM

Helping parents with young children plan for their futures

■ Our approach

The staff at Sydney MCS will treat participants fairly, with respect and in a culturally sensitive way, assist in identifying education courses that will assist in achieving participant's goals, including completing Year 12 or gaining a Certificate III or higher qualification.

SMCS staff meet with participants regularly to review goals and progress and work with the participants to update their Participation Plan.



PNX Annual Performance Report

From 2018-2019, Sydney MCS ParentsNext provider assisted more than one hundred and twenty participants to improve their work readiness and future employment prospects.

- Majorities of participants are currently undertaking courses such as Cert III, Cert IV and diploma via TAFE onsite and online, a few have enrolled in bachelor's degree online.
- Participants were connected to local community services, including the local library, playgroups, and other parenting programs.
- Assisted in activities that will provide opportunities for skills development and employment.
- Help in identifying participants previous education and work experience, their strengths and any challenges they face to increase their work readiness.



POVERTY ALLEVIATION SERVICES

These services assist vulnerable migrants and refugees who are experiencing financial crisis and hardship and continue to play a vital role in the fulfilment of our centre mission.

In 2019 SMCS has distributed **730** food packages and assisted

340 clients through Emergency Relief including energy

accounts, Telstra bill payments, food & medication.

Our Programs

Emergency Relief Program (ERP)

Funded by the Department of Social Services (D.S.S), this program assists people in financial crisis to deal with their immediate situation in a way that maintains the dignity of the individual and encourages self reliance. Special emphasis is given to financially supporting newly arrived migrants and refugees.

Energy Account Payment Assistance (EAPA) Scheme

Our financial assistance program have continued to grow in 2019. EAPA vouchers were issued to migrants and refugees who were facing a difficult financial situation and people from non-English speaking backgrounds residing in Sydney, Inner City and Eastern suburbs areas, experiencing financial crisis.

Telstra Bill Assistance Program

The Telstra Bill Assistance Program is aimed at assisting people who are expecting financial difficulty and are having problems paying their Telstra bill.

Oz Harvest Food Rescue

Oz Harvest generously delivers food to SMCS Daceyville office every Friday for our most clients to receive a food donation. All clients must be assessed to determine eligibility and are reassessed by our caseworker periodically to ensure the most needy clients receive assistance.



ANNUAL REPORT FINANCIAL SUMMARY

Year Ended 30 June 2019

Statement of Profit & Loss

| Income | 2019 | 2018 | | |
|----------------------------|------------------|------------------|---|--------------|
| Grants Received | 2,972,000 | 2,748,659 | ↑ | 8.13% |
| SSP Services | 239,267 | 90,593 | ↑ | 164.11% |
| NDIS Service Fee | 616,503 | 125,312 | ↑ | 100% |
| Fees Received | 553,855 | 597,288 | ↓ | -7.27% |
| Sundry Income | 2,288 | 6,246 | ↓ | -63.37% |
| Provisions Write Back | 721,150 | 293,937 | ↑ | 145.34% |
| Rental Income | 200 | 19,059 | ↓ | -98.95% |
| Operating Costs Reimbursed | - | 925,546 | ↓ | -100.00% |
| Interest Received | 24,294 | 5,983 | ↑ | 306.05% |
| Total Income | 5,129,557 | 4,812,623 | ↑ | 6.59% |

| Expenditure | 2019 | 2018 | | |
|-------------------------|------------------|------------------|---|---------------|
| Administration | 122,217 | 267,424 | ↓ | -54.30% |
| Employee Provisions | 27,242 | 77,748 | ↓ | -64.96% |
| Office & IT | 96,746 | 163,626 | ↓ | -40.87% |
| Project and Carers | 325,691 | 456,429 | ↓ | -28.64% |
| Provisions | 680,788 | 659,906 | ↑ | 3.16% |
| Rent and Rates | 15,673 | 210,454 | ↓ | -92.55% |
| Motor Vehicles Expenses | 33,542 | 35,760 | ↓ | -6.20% |
| Wages | 3,057,148 | 2,625,457 | ↑ | 16.44% |
| Total Expenses | 4,359,047 | 4,496,804 | ↓ | -3.06% |

| | | | | |
|------------------------------|----------------|----------------|---|----------------|
| Net Surplus (Deficit) | 770,510 | 315,819 | ↑ | 143.97% |
|------------------------------|----------------|----------------|---|----------------|

Statement Financial Position

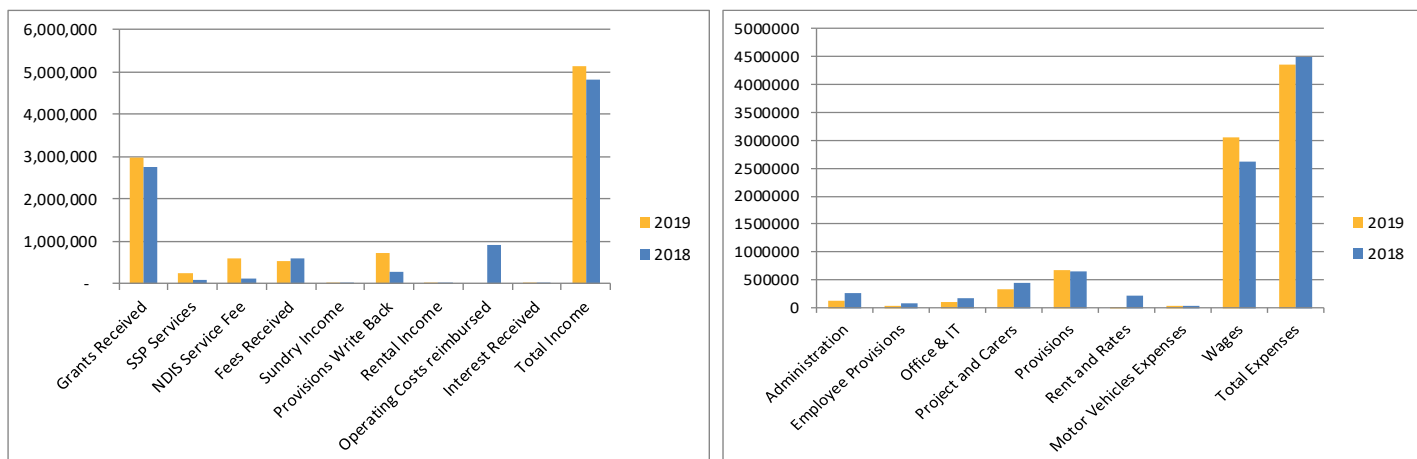
| Assets | 2019 | 2018 | | |
|---------------------|------------------|------------------|---|---------------|
| Current | 3,235,127 | 2,581,945 | ↑ | 25.30% |
| Non-Current | 1,850,796 | 1,740,226 | ↑ | 6.35% |
| Total Assets | 5,085,923 | 4,322,171 | ↑ | 17.67% |

| Liabilities | | | | |
|--------------------------|------------------|------------------|---|---------------|
| Current | 772,591 | 776,101 | ↓ | -0.45% |
| Non-Current | 1,112,916 | 1,116,164 | ↓ | -0.29% |
| Total Liabilities | 1,885,507 | 1,892,265 | ↓ | -0.36% |

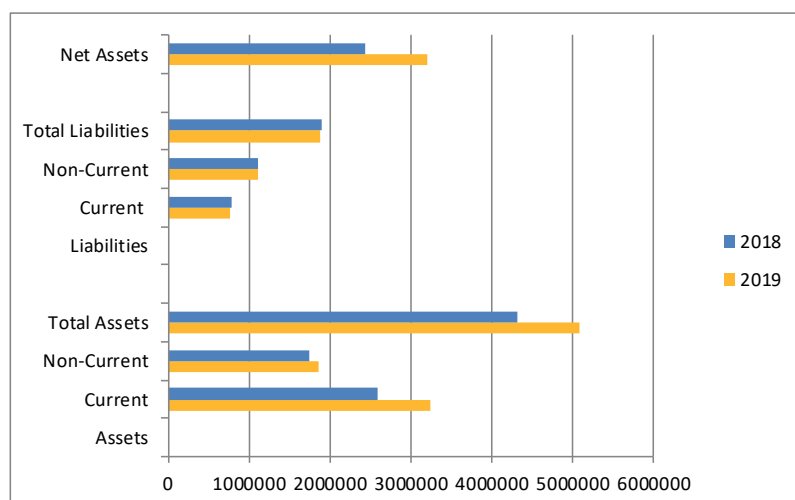
| | | | | |
|-------------------|------------------|------------------|---|---------------|
| Net Assets | 3,200,416 | 2,429,906 | ↑ | 31.71% |
|-------------------|------------------|------------------|---|---------------|

| | | | | |
|--------------------------|------------------|------------------|--|--|
| Accumulated Funds | 3,200,416 | 2,429,906 | | |
|--------------------------|------------------|------------------|--|--|

Profit & Loss



Financial Position



Finance and Governance

👍 **Revenue** \$5,129,559 (Last year \$4,812,623) - Positive trend upwards 6.59%

👍 **Activity Ratio** 1.07 times - Positive trend upwards - Strategies to improve NDIS Services - Achieving a balanced revenue portfolio mix is a strategic priority for SMCS to ensure future financial sustainability, for that we have accrued provision to expand our services.

👍 **Working Capital** - Cash Conversion Cycle 55 days.

👍 **Cash Flow** - Free Cash Flow \$527,492 is positive. After paying its operating expenses and investing for future growth, the business has generate cash.

👍 **Debt** - Net Debt levels have fallen.

👍 **Net Assets** are \$3,200,416, which represent an increase of \$770,510 (31.71% increased).

The Financial outlook for the 2019-2020 remain positive with consolidated incomes.

ACKNOWLEDGEMENTS

Sydney Multicultural Community Services would like to take this opportunity to formally acknowledge and thanks different government departments, service provider networks and stakeholders, whose continual support allows Sydney MCS to meet the needs within the community.

Advanced Diversity Services
Alzheimers Australia NSW
Amnesty International Australia
Annabel House Dementia Day Care Centre
Auburn Diversity Services
Australian Human Rights Commission
Australian Nursing Home Foundation
Bankstown City Aged Care
Bayside Council
Bayside Mayor Joe Awada
Benevolent Society
Beyond Blues
Bourke Street Public School
Burwood Council
Camperdown ACAT
City of Canterbury and Bankstown Council
Canterbury & Bankstown ACAT
Care Connect
Carers NSW
Centrelink – Multicultural Services
Central Intensive English High School- Alexandria
City East Community College
City of Canada Bay Council
City of Sydney Council
City of Sydney Mayor Clover Moore
Co. As. It
Community Migrant Resource Centre
Core Community Services
Cultural Perspectives Group
Daceyville Public School
Department of Human Services
Department of Social Services
Dr Marjorie Spooner O'NEILL, State Member for Coogee
Eastern Sydney Multicultural Access Project
Eastern Area Tenants Service
Eastlakes Public School
Ethnic Communities Council
Families First NSW
Focus Connect (Formerly Macarthur Diversity Services)
Gardeners Road Public School
Holdsworth Community Centre

Hilldale Community Centre
Human Services Network (HSNet)
Immigration Advice and Rights Centre (IARC)
Inner West Council
Inner West Mayor Darcy Byrne
Inner Sydney Voice- Regional Council for Social Development
JJ Cahill High School
Kensington Public School
Kingsford Legal Aid
La Fiamma Newspaper
Lane Cove Council
Little Bay Coast Centre for Seniors
Lower North Shore Multicultural Network
Western Sydney Migrant Resource Centre
Maroubra Police
Mascot Police
Matraville Public School
Mr Michael Daley, MP – State Member for Maroubra
Mr Ron Hoenig – State Member for Heffron
Mr Jamie Parker – State Member for Balmain
Ms Jo Haylen – State Member for Summer Hill
MTC Australia Maroubra & Chatswood
Mosman Council
Multicultural Disability Advocacy Association of NSW (MDAA)
Multicultural Health Unit NSW
Multicultural NSW
NAVITAS
National Disability Insurance Agency
North Sydney council
NSW Department of Family & Community Services
NSW Department of Housing
NSW Fair Trading
NSW Institute of Languages, UNSW
NSW Premier's Department
NSW Refugee Health Service
Office of Industrial Relations
Oz Harvest
PCYC Eastern Suburbs
Polish Welfare
Prince of Wales Hospital

THANK YOU FOR HELPING US MAKE A DIFFERENCE IN OUR COMMUNITY

Refugee Council of Australia (RCOA)
Rainbow Street Public School Randwick
Randwick/Botany ACAT
Randwick Public School
Randwick Council
Randwick Mayor Danny Said
Randwick Girls High School
Randwick Boys High School
Randwick TAFE
Redfern Legal Centre
Royal Hospital for Women
SBS Radio National Network
Settlement Council of Australia (SCOA)
Settlement Services International (SSI)
STARTTS
South Eastern Community Connect
South Sydney Community Aid
Southern Cross Care
South Eastern Sydney Local Health District
South Sydney High School
St George TAFE
St Leonard TAFE
The Factory
St Vincent de Paul
St Vincent's Hospital
Strathfield Municipal Council
Surry Hills Neighbourhood Centre
Swadesh Barta (Bengali Newspaper)
Sydwest Migrant Resource Centre
TAFE Ultimo
The Australian Chinese Community
Association (ACCA)

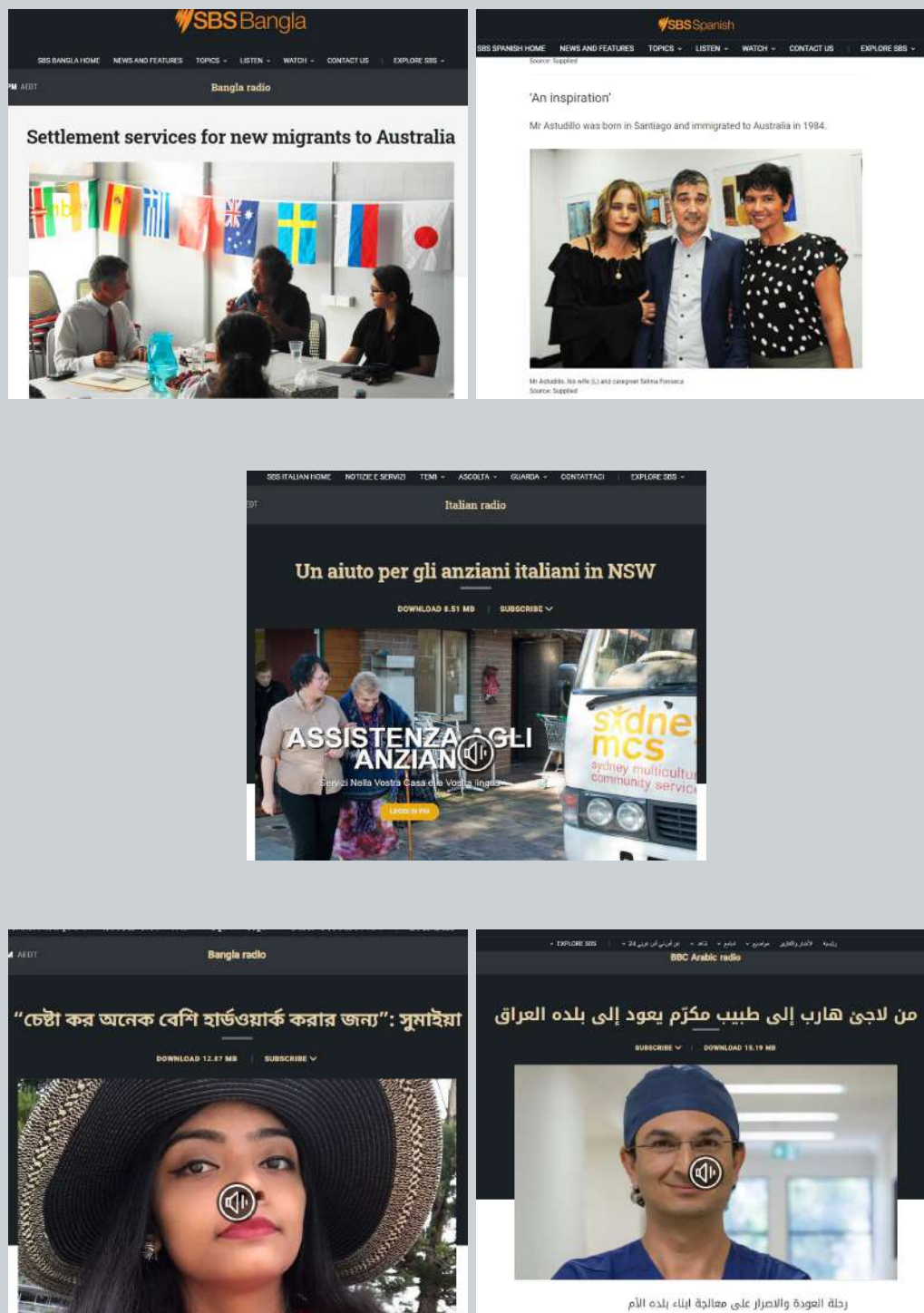
The Deli Womens & Childrens Centre
NSW Department of Housing
The Hon. Matt Thistlethwaite, MP
– Federal Member for Kingsford Smith
The Hon. Dave Sharma, MP – Federal Member for
Wentworth
The Hon. Mr Trent Zimmerman, MP- Federal
Member for North Sydney
Tanya Plibersek, MP – Federal Member for Sydney
Thai Welfare Association NSW
The Indonesian Community Council of NSW
The Junction Neighbourhood Centre
The Maltese Community Council
The NSW Spanish & Latin American Association for
Social Assistance (SLASA)
The Salvation Army
The Senior
The University of NSW – School of Social Work
The University of Sydney
Transcultural Aged Care Service (TACS)
Transcultural Mental Health Centre
War Memorial Geriatric Flying Squad
Waverley Council
Waverley Mayor John Wakefield
Waverley/Woollahra ACAT
Welfare Rights Centre
United Nations
Willoughby council
Women's Information National Network
Woollahra Municipal Council
Work Ventures

WE LOOK FORWARD TO CONTINUING OUR WORK TOGETHER IN 2020

MEDIA

We want to thank the media and the community that helped us share our work.

We are very proud to be able to help give our clients a voice and promote their experiences and achievements.



CONNECT WITH US

Find more about Sydney Multicultural Community Services.

If you would like to know more about employment, volunteering, workplacement then please contact us.

Visit our website, send us an email, follow us in our social media, give us a call or visit our Head Office.



 www.facebook.com/sydney.mcs

 www.twitter.com/CommunitySydney

 www.instagram.com/sydney.mcs

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