

# ANNUAL REPORT

## 2020-2021



SETTLEMENT | INCLUSION | AGED CARE | DISABILITY | RESPITE CARE







Lectrum

  
Randwick City  
Council  
a sense of community



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# COMPANY PROFILE

## MISSION

Sydney Multicultural Community Services Ltd. 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

Compassing and valuing diversity.

### Inclusiveness and Social Equity

Respecting other views, 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

2021 – 2025

## 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. Implement and maintain a targeted marketing strategy to increase the number of clients.
- 1.3. Continue to invest in community engagement and development to increase awareness, address access issues and create referral pathways.
- 1.4. Review and evolve the model for group-based services, including 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 increase 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.

## 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 on behalf of the needs of 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



**"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."**

As Chairperson of Sydney Multicultural Community Services, it gives me great pleasure to present this report to the 2020 Annual General Meeting. SMCS has had an extremely busy year continuing to adapt to the changes demanded of us, while maintaining the levels of excellence that has enabled us to service the community for 40 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. We proudly continue the tradition of strong advocacy and building and maintaining solid partnerships.

SMCS is committed to providing a culturally safe environment by ensuring our services meet the diverse needs of a diverse range of groups including the frail aged CALD community and people with a disability. Harmony Day 2021 was a testimony to the quality of the relationships SMCS has built with the communities they are a part of. The team continually strove to find creative ways to connect with and support the communities during the long periods of lockdown. For example, the virtual art classes which were a huge success.

SMCS's NDIS/disability services have gone from strength to strength since receiving 100% NDIS certification; we can all feel proud of our service. As we close out another monumental year, we look ahead to a new year full of different change and challenge.

**SMCS is ready to meet all challenges, head on, again.**

The Board of Directors continues to develop its role in evolving Sydney MCS's strategic direction in collaboration with the Chief Executive Officer, Rosa Loria and of course, the 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 will not change.

SMCS is very grateful to staff. While the Board and management does our utmost to provide the best working environment possible, we understand the challenges of the work and the sector. It's the staff that make or break an organisation; SMCS is privileged to have staff who are both committed and who continually strive for excellence. The staff continue to navigate 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**

Chief Executive Officer

# CEO'S REPORT

**"The main focus of our Vision is to help disadvantaged Migrants and Refugees, old and new (CALD)."**

The changing world of neoliberalism, where client need is being translated into profit and money making, exercised for the private sector and for profit organisations; our taxes are increasing the income of the shareholders while the quality of services for the client are depleted.

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

We expect an increase in demand 100 fold and over in the next few years. To date, we have seen that in the limited number of CALD population, most do not know about the changes and how to apply for assistance. Policies favour the elderly to be assisted at home and yet resources are limited; waiting lists are becoming longer.

SMCS is continuously strategising to cope with the market changes and to keep up with the best service quality standards. The 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 the Board is constituted, establishing a skills based Board. New Programs implemented this year have driven the organisation to a business model, thus recruiting skilled employees; aligning 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 has increased substantially this year. New programs were implemented, and former programs have seen increases across the board. Whilst working with the community, we have supported several community driven events and continued to work in partnerships to deliver the range and breath of services that is **SYDNEY MULTICULTURAL COMMUNITY SERVICES** - all to resounding 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 we need to grow and further develop the programs and their profiles to meet the growing changes in the market and the growing needs of our community.

For certain areas, we need to focus more into the future - young people, employment pathways, housing, domestic violence are just a few key areas that need our attention. Lack of funding prevents us doing more. We have updated our profile and are promoting various aspects of our work and raising our social media presence by employing a Communications and Marketing officer.

SMCS also represented the views of the community to Government in response to the Citizenship, Humanitarian Program discussion paper and the inquiry on Settlement.

We continue to take any opportunities to represent and champion the views of our 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 over 40 years. Our range of services and programs covers the Sydney South East, Sydney City, Inner West, Lower North Shore and North Sydney region.

Sydney MCS was founded as a result of the recommendations of the Galbally report by then Federal Minister for Immigration and Multicultural Affairs, Mr. Ian MacPhee. This led to a new framework for migrant settlement. Since its inception in 1981, Sydney MCS has supported thousands of new arrivals and migrants in settling in the region, and has been a key stakeholder of many community celebrations and activities. We are proud to celebrate 40 years of community service and we are grateful for everyone who made our organisation a success.

Sydney MCS prides itself on providing high quality services which caters to the Culturally and Linguistically Diverse people. Our Staff speaks a total of over 20 languages with almost all of staff being bi-lingual/bi-cultural and many being tri-lingual.

During 2020/2021 period, the organisation has continued to strengthen our partnerships with local communities whilst providing assistance which enabled their wellbeing and capacities through our services. Despite the challenges posed by the Covid-19 pandemic, SMCS continued to find ways to reach those most vulnerable

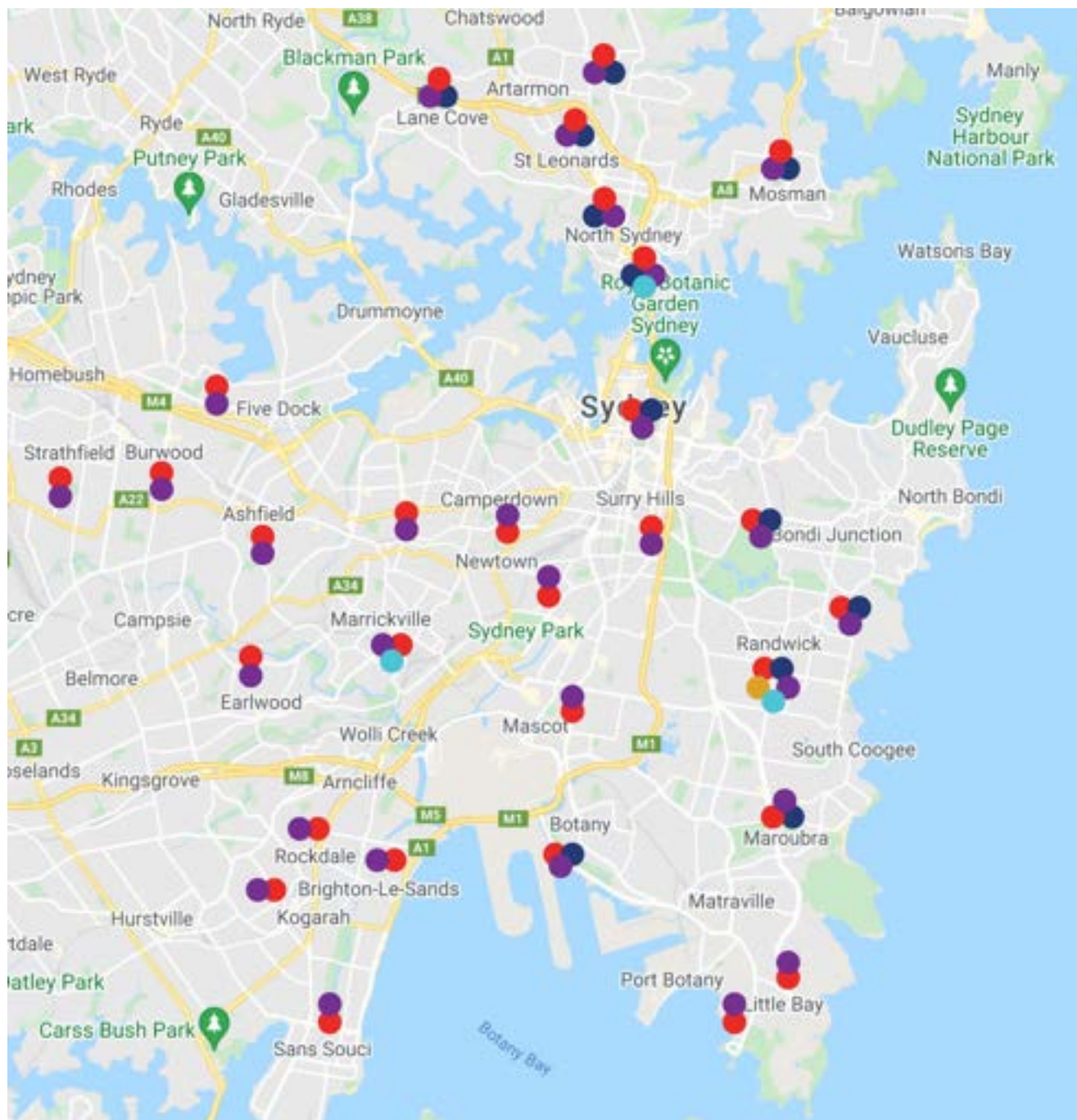
## ■ OUR SERVICES

- Multicultural Home Care Packages (MHCP)
- National Disability Insurance Scheme (NDIS)
- Brokerage Services
- Centre-Based Respite Care
- Social Support Groups Program
- Community Visitors Scheme (CVS)
- Settlement Engagement and Transition Support Program (SETS)
- Multicultural Generalist Case Work
- Energy Account Payment Assistance (EAPA) Scheme
- OzHarvest Food packages
- Migration Agent
- Tax Help
- NILs (No Interest Loans)
- STARTTS Counsellor



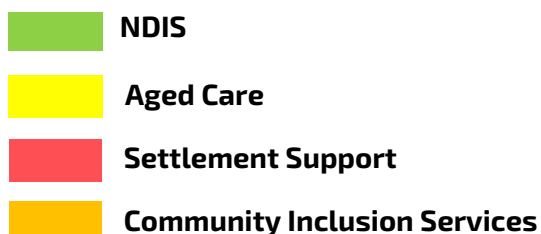
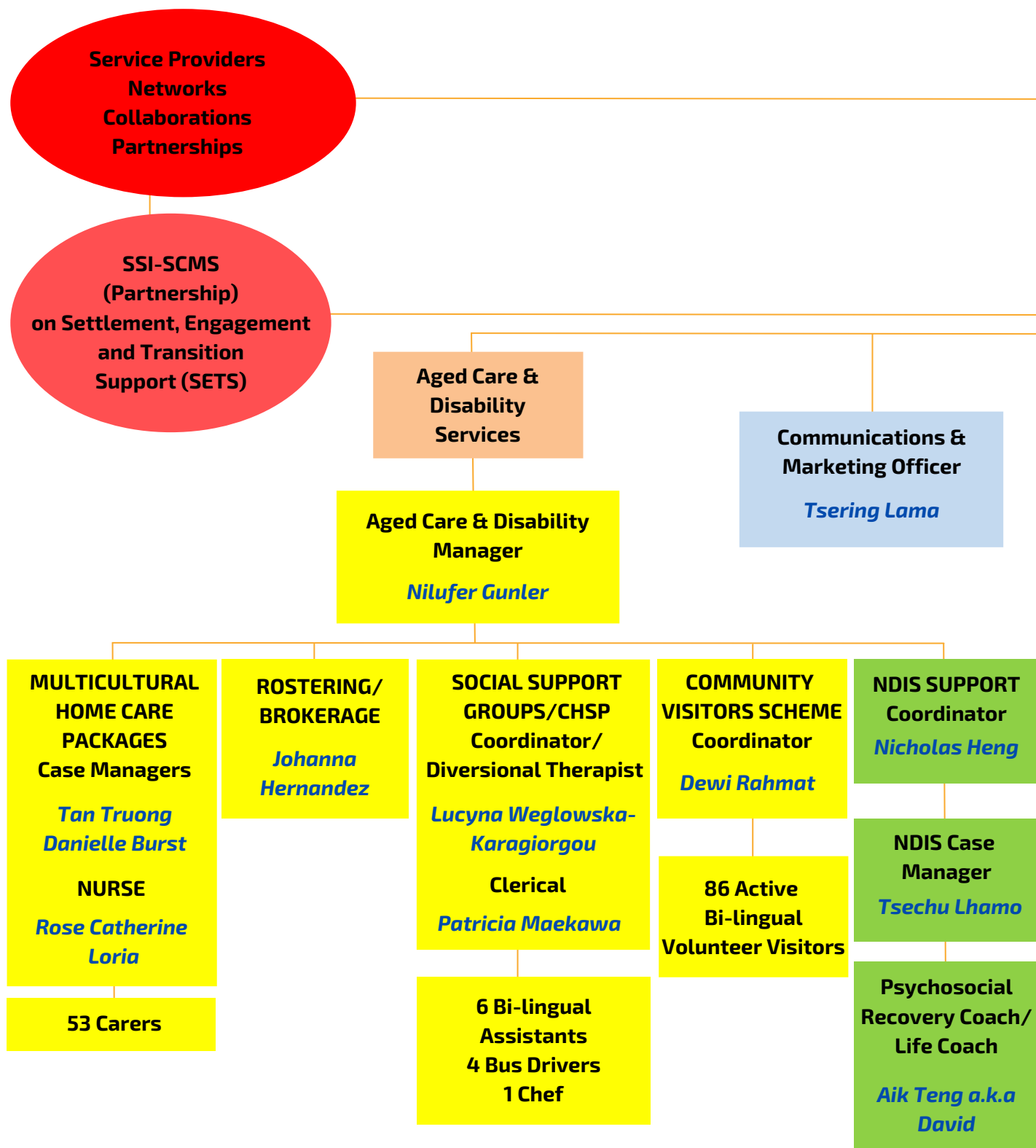
# LOCALITIES

Sydney Multicultural Community Services currently covers 29 local government areas.



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

# ORGANISATIONAL CHART



## BOARD OF DIRECTORS

*Antonietta Natoli* (Chairperson)  
*Alberto Solfrini* (Vice Chairperson)  
*Marcos Molina* (Treasurer)  
*Josep Rustam* (Secretary)  
*Russel Byrnes* (Member)

## Main Funding Bodies:

Department of Health, Dept. of Home Affairs,  
Dept. of Energy & Resources, Good Shepherd,  
Dept. of Communities & Justice, Settlement  
Council of Australia (SCOA),  
Departments/Client Groups/  
Stakeholders

### CHIEF EXECUTIVE OFFICER

*Rosa Loria*

Personal Assistant  
WHS & HR Volunteers

*Neil Wakely*  
*Gabriella Loria*

Front Desk/  
Administration  
Assistant

*Aisooda Mokhtari*

Cleaner

*Basima Eisho*

### Finance Committee

*Marcos Molina*

Accountant

*Daria Marlia*

Bookkeeper

*Angela Raco*

### Settlement, Engagement Support Advisory Committee

Settlement Program  
(SETS) Senior  
Community  
Development Officer

*Basudha Karki*

SETS Case Worker/  
Youth Community  
Development Officer

*Rigzin Yuthok*

SETS Community  
Development/  
Caseworker North  
Sydney Office

*Noel Zihabamwe*

SMCS Case Work/  
English Classes/  
Workshops/ Training  
Sessions/ Employment  
Support

### Multicultural Generalist Case Worker

*Ranju Bala*

Poverty Alleviation  
Programs:  
EAPA Scheme  
OzHarvest NILs Telstra  
Bills Assistance  
Program

(STARTTS)

*Counsellor*

Tax Help

*Volunteer*

# AGED CARE SERVICES

Here at **Sydney MCS**, we specialise in the provision of aged care services for people from Culturally and Linguistically Diverse backgrounds (CALD). We recognise and value that people from CALD backgrounds have their own unique needs when it comes to in-home personal care.

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, provide facilities, premises and support.

We provide six programs to aged people across the North Sydney region, Inner West and South East Sydney. Currently, the Aged Care department has 53 Carers and 92 clients.



*SMCS Care Worker Selma Fonseca with SSG clients*

## Our Programs:

- Home Care Packages
- Brokerage Services
- Disability Services
- Centre-Based Respite Care
- 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.

We service clients from a range of locations including South East, North, West, Inner West and South West Sydney. Our home care packages program is continuously growing and adapting to not only the changing consumer requirements but also regulatory requirements.

## 2020-2021 Key Achievements

- Consistently high consumer feedback received via various forms including surveys and feedback forms.
- Consistently adapting policies and procedures to meet regulatory requirements.
- Maintained a high level of care and safe delivery of services during a pandemic
- Consistently self-auditing against the aged care quality standards.
- Increasing consumer numbers and total package numbers.
- Consistently met home care transparency requirements.
- High level of training provided to all staff including our care workers.
- Ongoing commitment and preparations for an aged care quality audit.

# BROKERAGE SERVICES

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 the smooth delivery of services and timely response to service requests from our brokerage providers.

We provide assistance to our brokerage partners on either a permanent, one-off or short-term basis. We have supported clients ranging from Aged Care Packages Level 1 to Level 4 and CHSP clients. During this time, we have continuously received praise reports about our care workers and services delivered to our Brokerage Partners. We have also continued to renew our existing brokerage agreements on an ongoing basis. Currently, SMCS Brokerage has 30 clients.

## Our Brokerage services include:

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



## 2020-2021 Key Achievements

- Engaged in brokerage agreements with new Home Care Providers
- Serviced our brokerage partners without stopping any services for the duration of the pandemic
- Maintained a high standard of care and services during a pandemic
- Increased brokerage service delivery hours

## Some of the excellent feedback we continue to receive from our Brokerage Partners:

### PAWA Community Care Inc

*"I would like to let you know that I have met Vanessa yesterday in Mrs Sabljak's home. She is lovely and a good worker. Client's carer is happy from the assistance."*

### Advance Diversity Services

*"Afternoon Johanna! I just wanted to let you know that we got some positive feedback from Mr Rajaa and his wife about Natalia. Thank you and your Team again."*

### Bankstown City Aged Care

*"Dear Team! I have spoken to Mr Bush today and he mentioned that CW Thi Thu from SMCS is a very nice lady. He mentioned that Thu cleans very well. And that when she finished her job, but still have time, she finds something else to do to assist Mr and Mrs Bush. I must say Mr Daher loves her too. I met her once and she's the one who suggested changing Mr Daher's shower chair because it's a safety issue."*

# SOCIAL SUPPORT GROUPS

## Senior, Frail Aged & Mild Dementia CALD Residents

SMCS Social Support Groups Program delivers 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), the 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.



*Social Support Coordinators with Consul General of Malta  
Lawrence Buhagiar and Staff Member Rita O'Dwyer*

Our team is focusing on individual strengths and resources, recognising clients' autonomy and empowering them to make choices and design solutions that are best for them. SMCS continues offering specific CALD Social Support Groups for seniors on a weekly basis, including Chinese, Spanish, Polish, Maltese and Arabic groups. Frail Aged/Dementia groups run daily, from Monday to Friday and always reach full capacity.

The past year was very challenging for everyone, clients, their families and our staff but we successfully managed to support all our clients through social support groups and individual phone social support during the lockdown. We are also proud to being able to support the most vulnerable clients by delivering freshly cooked meals to their doors through the cooperation with Oz Harvest. Although we experienced many restrictions, this year our diversional therapy program has been busy delivering variety of appropriate activities in a safe manner. All of 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.

# SOCIAL, RECREATIONAL AND RESPITE SUPPORT

Each of our groups continues to accommodate clients to its full capacity, following COVID-19 Safety Plan and so during 2021 existing and new clients, and their families benefited from our Social Support Groups Program. Currently, Social Support Groups has 173 clients.



Our CEO, Rosa Loria, with our Chinese Social Support Group

## SOCIAL SUPPORT GROUPS STATISTICS FOR 2021

Percentages indicated include both categories.

### Frail Aged/ Dementia Clients:

- Greek (2.9%)
- Italian (3.5%)
- Chinese (26%)
- Portuguese (3.5%)
- Spanish (23.1%)
- Egyptian (1.7%)
- Maltese (15%)
- Arabic (15.6%)
- Polish (6.4%)
- Fijian (0.6%)
- Armenian (0.6%)
- Russian (0.6%)
- Indonesian (0.6%)



### Senior Clients:

- Chinese
- Spanish
- Maltese
- Arabic
- Polish



# CENTRE BASED RESPITE SERVICES

Sydney MCS has been granted funding to provide services under the Commonwealth Home Support Program Centre Based Respite Services. The aim of this program is to provide an opportunity for seniors from CALD backgrounds to gather in groups to undergo some activities and spend quality time to enhance their physical, social, and emotional wellbeing. This program also helps to provide relief to carers from caring for these seniors throughout the day.

Sydney MCS has a vast schedule in plan, eagerly waiting to implement all the creative ideas for the seniors joining the groups. Due to the lockdowns and government restrictions in 2021, Sydney MCS has had to pause the implementation of these activities. However, Sydney MCS looks forward to a jam-packed 2022 with exciting plans ahead for the Centre Based Respite program.

**Sydney Multicultural Community Services** is proud to announce our new **Respite Care/ Social Support Group** program for the **Indian community (Hindi Speaking)** in **Crows Nest**. Morning tea and food will be provided. Attendees can expect a fun packed day of socialising and culturally sensitive activities **FREE** of charge.



Those who are **over the age of 65** or already **registered with My Aged Care** for Centre Based Respite are eligible. If you are not registered with my Aged Care, we can help you obtain registration.

**Sydney Multicultural Community Services** is proud to announce our new **Respite Care/ Social Support Group** program for the **Multicultural Community** in **Lane Cove**. Morning tea and food will be provided. Attendees can expect a fun packed day of socialising and culturally sensitive activities **FREE** of charge.



Those who are **over the age of 65** or already **registered with My Aged Care** for Centre Based Respite are eligible. If you are not registered with my Aged Care, we can help you obtain registration.

# COMMUNITY VISITORS SCHEME



## ABOUT THE PROGRAM

The **Community Visitors Scheme (CVS)** is an Australian Government funded program that identifies isolated seniors living in their own home or an aged care facility. Sydney MCS recruits, trains and supports volunteers to visit with an eligible resident either in an aged care or at home.

The CVS Coordinator matches people who would like to be visited with a volunteer who shares similar interests. Visitors and clients share activities such as outings; practise computer or English skills, play card games, look after plants, peruse photo albums etc.

A community visitor will regularly visit the person they are matched with at least once a fortnight. Often a relationship forms which brings happiness and joy to both client and visitor alike. Despite the challenges posed by the COVID-19 pandemic, CVS had a successful 2020/2021 Financial year. We have more than 45 providers and organisations (Relationship Australia, Catholic Care, Anglicare, Southern Cross, Jesmond Group, Advance Diversity Services, NSW Health, Estia, Redleaf Manor, etc) who are collaborating with us.

Currently, we have **89 clients/recipients/residents** and **170 volunteers** but only **86** of them are **active volunteers**. Home visitation and placement is **55**; and residential visitation and placement is **37**. The total **Residential** and **Home visitation** and **placement** is **92**.





## CONGRATULATIONS TO OUR VOLUNTEERS

Our **CVS volunteers** have been receiving acknowledgement and award for their outstanding contributions to the community. Sydney MCS volunteers have been front and centre during this pandemic in visiting the elderly and reducing their isolation and loneliness.

Social isolation is a big issue in the ageing community, but even bigger for seniors from a cultural and linguistic diverse background. For various reasons frail elderly withdraw from their local community and have minimal or no interaction with people.

During the 2021 lockdown, SMCS Volunteers have dedicated more than **700** hours in face to face visits and more than **200** hours in virtual visits.

Each of our volunteer possess valuable skills and training to help the vulnerable members in our community. They have a calm and practical approach to assisting those in need.

For her contribution and teamwork, **CVS volunteer Angelica Castaneda** received an award from the **Inner West Council** for her work with Sydney MCS. Well done Angela and thank you for making the trek from Umina Beach to visit the elderly in Lilyfield for many months.

**We love our volunteers!**



# DISABILITY SERVICES



Sydney MCS is a registered NDIS service provider since 1st July 2017. We take a 'lifetime approach' to support all Australians with a disability and ensure they get the peace of mind in receiving the care and support they need.

## 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.

Sydney MCS provides 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 a high standard of culturally sensitive care.

We recognise that people from culturally and linguistically diverse backgrounds, as well as their families and carers, face several 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.



# NATIONAL DISABILITY INSURANCE SCHEME (NDIS) PROVIDER

Sydney MCS 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. 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.

## 2020-2021 Key Achievements

- Drastically increased Support Coordinator clientele over the last 1.5 years.
- High level of Supported Independent Living (SIL) and Specialist Disability Accommodation (SDA) approvals achieved by Support Coordinator.
- Ability to support a vast variety of participants with various support needs and preferences.
- Successfully passed the NDIS Mid-Term Audit, with high praise reports from the auditor.
- Successfully complied with all regulatory legislative changes including workers screening clearance check and sole worker risk requirements.
- Providing safe and effective services during a pandemic period
- Adding a new positive of Life Coach/ Psychosocial Recovery Coach to expand the scope of disability services provided.
- High level of training provided to all staff including our care workers.
- We have increased number of clients. Currently, our NDIS Case Manager has 43 clients, Support Coordinator has 53 clients and our Psychosocial Recovery Coach has 8 clients.



### Feedback from SMCS NDIS Clients:

#### Louise Cahill

*"I am writing to tell you how much I appreciate the excellent service I get from Tsechu Lhamo, my Co-ordinator. She is kind, patient and supportive."*

#### Ms Tupou Sailosi

*"I am very happy with my Case Manager Tsechu Lhamo. She is very kind, looks after me and if I ask for help, she straightaway helps me. All the Carers she sent to me are very good. I especially really like Carer Thi Thu. She is very good and caring."*

#### Richard Latouff

*"I have known my Case Manager Tsechu Lhamo for the past 2 years and she has always been very helpful and supportive. Whether I call her on weekdays or weekends, she always answers and arranges the services as per my request and the best is she listens and cares."*

# SETTLEMENT SERVICES

The Settlement Engagement and Transition Support Program (SETS) commenced from 2019. The program is a consortium of 11 Migrant Resource Centres including Settlement Services International and 10 community organisations, based on the NSW Settlement Partnership model. SETS 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.



*Participants of English Class on Excursion*

SETS continues to provide settlement support services to migrants and refugees in Eastern Suburbs, Inner West and North Sydney promoting social, economic, and personal wellbeing, independence, and community connectedness.

Our SETS Staff have been helping the community with various needs ranging from welfare income support, employment, education and training, accommodation, family, and relationships (including domestic and family violence), document help, social participation, legal aid, migration advice to health.

Despite the difficulties caused by Covid-19, SETS continued to assist newly arrived refugees and migrants find work, educational opportunities, English classes and one on one case work on issues like domestic violence, accommodation, financial issues and qualification recognition.

# OUR SERVICES

- **Case Work:** One on 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 case work and capacity building programs to be very informative and supportive. The programs were facilitated to them in securing employment. **Multicultural Youth Employment Program** was held this year in partnership with **Hon. Matt Thistlethwaite**, Federal MP for Kingsford Smith NSW.
- **Employment Support Program:** SMCS SETS program supports clients for employment readiness, resume writing, guidance on looking for suitable positions and applying for jobs online, tips on interview skills, role plays in responding to possible interview questions, developing appropriate questions to ask during the interview and dealing with online interviews. Our tailored employment mentoring programs and sessions are aimed at reducing barriers; and providing practical training, skills, knowledge and empowering clients to assist them to gain employment.
- **Information Sessions/Workshops:** Throughout the year, in partnership with various other local organisations and institutes, SMCS conducts group information sessions to newly arrived community in different languages such as Chinese, Bengali, Assyrian, Bahasa Indonesian etc.  
  
Group based activities including but not limited to information sessions, workshops (e.g. Art for Health and Wellbeing, Mindfulness and Yoga), employment consultation support and English classes were 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.
- **Citizenship Test Preparation Classes:** Citizenship Test Preparation classes helps to prepare one for the Australian Citizenship test.
- **Driving Lessons:** Drive 2 Success program helps people on Humanitarian visas gain confidence behind the wheel. The program provides English driving support and professional driving lessons. The program has supported 10 people for 10 lessons since the start of the program in March 2021.
- **English Classes:** Covid-19 has not stopped our English conversation group from learning virtually. 50 English classes were conducted for new migrants and refugees in Eastern suburb and North Sydney. The purpose of the English classes is to support CALD community in building social connections, improving their English, strengthening skillsets and capacity building whilst reducing risks of isolation. The participants reported increased confidence in their conversation skills, improved vocabularies and better understanding of their local services.



# EVENTS

**Sydney MCS** organises many events throughout the year. The events promotes intercultural understanding, community harmony and social inclusion. Our events such as **International Women's Day, Harmony Week, Multicultural Seniors Carnivale** and **Refugee Week** celebrates cultural diversity and can lead the way to social harmony by engendering positive interactions amongst people from all kinds of backgrounds.



## Harmony Week

**Harmony Week** celebrates **Australia's cultural diversity**. It's about inclusiveness, respect, and a sense of belonging for everyone. To promote social cohesion, in partnership with **Multicultural NSW**, **free Community BBQ** was held during Harmony Week. 200 community members were present to celebrate the occasion. An African Head wrap workshop kick started the event where the crowd was fascinated by the colours and patterns of Africa. The **Enggang (hornbill) dance**, a dance of the Dayak Kenyah Tribe of East Kalimantan (Borneo), and **Tor Tor Tandok** from North Sumatra was a fun, open and soulful journey through the paddy fields of Indonesia. The high-spirited energy of the **Japanese taiko drum** immediately transported the audiences to Japan.

## International Women's Day 2021

Sydney MCS held two separate events to mark International Women's Day this year. The centre celebrated the day with morning tea, Henna art, chair Yoga and card making workshop followed by the viewing of an uplifting documentary, 'On Her Shoulders', commissioned by UN Women Australia.

A dinner for migrant businesswomen was hosted in partnership with Migrant Women's Business Network and the Novotel Sydney Brighton Beach to mark IWD. 35 entrepreneurs had an opportunity to hear inspiring stories from migrant women and their journey towards setting up their businesses.





# COMMUNITY EVENTS

## Refugee Week

A very special edition of our Covid-19 virtual Refugee Week celebration. Some amazing women participated in our first virtual Refugee Week celebration. These inspiring women shared their journey of strength and resilience from war torn countries to Australia. Their journey of learning English, finding a space in this society and using their gifts and skills to work hard and empower other refugees, especially women.



## Bayside Council Grant

Sydney MCS would like to thank Bayside Council for Bayside Community Grant 2021. Our CEO, Rosa Loria, and our Senior Community Development Officer, Basudha Karki, were pleased to receive the grant at a ceremony. SMCS received the grant for Art for Wellbeing workshops to create a safe and friendly space for new migrants, refugees and CALD seniors living in Bayside.

## Community Consultations

A number of community consultations have been conducted with community leaders such as Asia Australian Alliance. We conduct regular community consultation with various ethnic communities such as the Bangla community. Many community consultations were conducted this year to promote Covid-19 vaccinations.

## Public Art Mural

A new public art mural "A Tapestry of Growth" has been installed at 96 Banks Street, North Sydney. It was a wonderful collaboration between ART of NICO, the artist, and North Sydney Council, Sydney MCS and the Council's Family Day Care. The purpose of this mural is to create a vibrant public art mural that is contemporary and celebrates multiculturalism.



# WORKSHOPS



*Bangladeshi Mothers' group from Matraville Public school enjoying summer picnic organised by Sydney MCS*

## Art for Health and Wellbeing

Sydney MCS successfully received Bayside Community Grant 2021 to run 3 Art for Wellbeing workshops. A 10-week free Art Workshop for CALD community living in Bayside was held twice during the year.

The world is fighting two invisible enemies: COVID-19 and mental health challenges due to unmitigated stress and trauma as we follow directions to avoid the spread of the virus. To address the mental health challenges posed by Covid-19, art therapy is offered as a tool to support individuals during periods of isolation. Art therapy is a wonderful self-care activity that can benefit individuals throughout the lifespan.



## Beginners Yoga Class and other activities

Sydney MCS hosts **Beginners Yoga class** on a regular basis throughout the year. Our Yoga class is popular and classes fill up very quickly. Our **Thai Group** (see photo) was thrilled to meet in person for the first time in months for an information session and Yoga. Online Yoga classes were held every Monday from 11am -- 12pm.

Sydney MCS hosted various fun online activities to keep the community engaged during the lockdown such as **Japanese Tea Art**.

In conjunction with the **Australian Red Cross**, SMCS has conducted a series of workshops targeted at women. The topics covered during the workshops will enable women to find work and financial independence.





# SETS EMPLOYMENT



## Multicultural Youth Employment Program 2021

Sydney MCS' 4th Annual Multicultural Youth Employment Program 12-15th April was attended by 8 young people from Bangladeshi, Indian, Assyrian & Indonesian backgrounds. The participants and their parents are clients of Settlement Program at Sydney MCS. Guest speakers included Hon. Matt Thistlethwaite (Federal MP for Kingsford Smith NSW), Rosa Loria (CEO of Sydney MCS), Fiona Duane (Solicitor & Clinical Supervisor, Kingsford Legal Centre) and Rita Matti, (Psychology student at university and an ex-participant of Sydney MCS Leadership and Youth Employment Program).



Topics covered in the program included employability skills, discussion on contract jobs, minimum wage, creating tax file number, importance of good resume, cover letter and referees, where to look for job, what employees are looking for in a young person, strengths, weaknesses, overcoming fear before and during interview.

Participants made presentations to the group and interaction with Matt and Rosa.

## Impact and Interview Workshop

In partnership with Dress for Success, Sydney MCS organised Impact and Interview workshop for women who are seeking job. The two hour workshop is for women to build confidence and employability skills.

The first hour was followed by an hour of styling session where the clients were helped to find an appropriate dress and accessories for interviews which were later gifted to them. The workshop is designed to empower women to find a job and become financially independent.



*Dress for Success Participants*

# WORKPLACE SUPPORT FOR STUDENTS

One of the main focuses of Sydney MCS is to find employment opportunities, whether its upskilling or reskilling, and to help people obtain recognition of their qualifications. SMCS has been helping many students gain the relevant industry experience which helps propel them into the path of their chosen career.

Student placement support supervision has been provided to many students from TAFE and Universities. SETS Senior Case Worker, **Rigzin Yuthok**, has helped many students from TAFE's Adult Migrant English Program (AMEP) find work experience. Recently, two newly arrived migrants have been able to complete their work placement of 40 hours each with SETS.



## Student Profile: Nivedita Sen

I started my work placement with Sydney Multicultural Community Services from April 2021. It has been a great learning experience for me. At SMCS, I got the opportunity to get involved in projects that dealt with people from various cultural backgrounds.

I was given the chance to deal with clients, organise client meetings and be part of group discussions. I also got the opportunity to be part of various workshops organised by SMCS. As a new migrant and Community Services student, SMCS has been the best start for my new career that I could have hoped for.

Meet **Phoebe**, who recently finished her placement with us as a **student (UNSW) Social Worker** in the Settlement team. Phoebe thoroughly enjoyed her placement and felt that she learned a lot.

### 1. What are you currently studying?

A Bachelor of Social Work (Hons) and Bachelor of Criminology & Criminal Justice

### 2. Why do you want to become a social worker?

To support those who are less fortunate than me.

### 3. What was the biggest challenge during this placement?

Adapting to a new environment and juggling placement alongside my university classes.

### 4. What was your biggest achievement during this placement?

Completing a New Arrival's Kit online e-book.

### 5. What are your hobbies?

Reading and beach walks

### 6. If you could have one superpower, what could it be?

To fly!



Here is **Phoebe** holding a draft of the **New Arrival's Kit** which she created during her placement and will be of great value to our clients and community members.

**Thank you, Phoebe!**



# SUCCESSFUL STORIES

## AISOODA'S STORY



Our CEO Rosa Loria with Aisooda Mokhtari

Aisooda Mokhtari flew from Iran to Sydney in 2019 to start a good life with her fiancé. However, the relationship did not last and after 37 days of being together, she left her fiancé due to Domestic Violence. She was referred to Salvation Army Women's Refuge by the Police and she lived there for 10 months. Her Case Manager at Salvation Army referred her to SMCS as she was eligible for Settlement Engagement and Transition Support (SETS) services.

SMCS' Case Manager, Rigzin, informed her about an administration position in the organisation which will be perfect for her. Aisooda has obtained her BA and MA in English translation in Iran and she has been an English teacher for more than 14 years. SMCS CEO, Rosa Loria, gave her the administration position after finding her suitable for the position. Aisooda has been through many ups and downs before she got the job. Finding a job was a turning point in her life.

She has been working at SMCS for 5 months when the COVID pandemic forced many businesses to downsize. Unfortunately, she lost her job but she never lost hope. So, she started looking for a job. It took her 6 months to find a job as an Administrative Accountant in Foodco Company. The contract was for 3 months only and on the last week of the contract, Rosa contacted her to offer the same job. Aisooda accepted the job and she has been working at SMCS since June 2021.

Aisooda loves working at SMCS and for this reason, she decided to study Diploma of Community Services at TAFE to become a qualified Case Manager. As a victim of domestic violence, she is keen to help and support other women who are experiencing difficult circumstances in life due to domestic violence. Aisooda believes life always surprises us, but we should always look at the bright side of everything that come to our path of life. We love your bravery and tenacity Aisooda! Thank you for inspiring us with your story.

## SMCS English Teacher receives recognition

Our English Teacher, **Brenda**, was recognised by Hon. Matt Thistlethwaite, Federal MP for Kingsford Smith NSW, for her outstanding dedication towards teaching English to newly arrived migrants and refugees. Brenda has been teaching English at Sydney MCS for 8 years. Thank you Brenda for your amazing contribution. We are very grateful to have you with us.



# POVERTY ALLEVIATION SERVICES



Poverty alleviation services assists vulnerable migrants and refugees who are experiencing financial crisis and hardship and continue to play a vital role in the fulfilment of our centre's mission.

OzHarvest generously delivers cooked meals to our office every Wednesday and food packages (grocery) every Friday for our clients most in need to receive food for their households. These services are needed more than ever since the pandemic started and we cannot thank OzHarvest enough for their continuing support. Every Wednesday, our driver, Peter, delivers cooked meals to the elderly in our community.



*Hon. Matt Thistlethwaite and SMCS CEO, Rosa Loria, packing food hampers*

Our CEO, Rosa Loria, sorts and prepares bags of fresh produce for our lovely clients. She does this with care every Friday. Rosa and the team have been working harder than ever since the lockdown to make sure our community is well looked after in the safest possible way.

The OzHarvest food service is for people who are facing financial hardship, eligibility is assessed by our case workers.

OzHarvest supports 1,462 charities and has helped deliver 180 million meals since its inception in 2004.

Thank you OzHarvest for your unwavering support and your dedication to feeding the most vulnerable in the community.

**Between 2020-2011, SMCS has distributed 6,144 cooked meals and 1,920 food packages including grocery and essential items.**

# OUR PROGRAMS

## Energy Account Payment Assistance (EAPA) Scheme

Our financial assistance program has continued to grow in 2021. EAPA vouchers are issued to members in the community who are experiencing financial crisis. The voucher is issued to people residing in Sydney, Inner City and Eastern suburbs areas.

## 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 cooked food to SMCS Daceyville office every Wednesday and food packages every Friday for our clients who are in need of it. All clients are assessed to determine eligibility and are reassessed by our Case worker periodically to ensure the most needy clients receive assistance.

## NILS (No Interest Loans)

Through Good Shepherd, Sydney MCS provides No Interest Loans (NILs) for individuals and families on low incomes with access to safe, fair and affordable credit.

Loans are available for essential goods and services such as fridges, washing machines, car repairs and medical procedures for up to \$1,500. Repayments are set at an affordable amount over 12 to 18 months. NILs is offered by 170 local community organisations in over 600 locations across Australia.

## Multicultural Generalist Case Work

Since the pandemic first started, we have experienced a dramatic increase in the number of domestic violence cases and people seeking financial assistance. A full-time Case Worker at Sydney MCS will be providing much needed support to migrants who aren't eligible to access certain services and to assist all in our community including youth, seniors and families to improve well-being and their quality of life.

The Multicultural Generalist Case Worker will provide advocacy for Housing NSW applications, resolve Centrelink issues, assist in resolving issues arising from clients being over charged with energy bills, accompany vulnerable clients, attend local courts, liaise with Legal Aid NSW, organise interpreting services; and provide information and referral services.

# REVENUE ANALYSIS

TOTAL REVENUE (Jun 21)

\$523,278

TARGET (Jun 21)

\$520,000

TOTAL REVENUE (Jun 20)

\$510,118

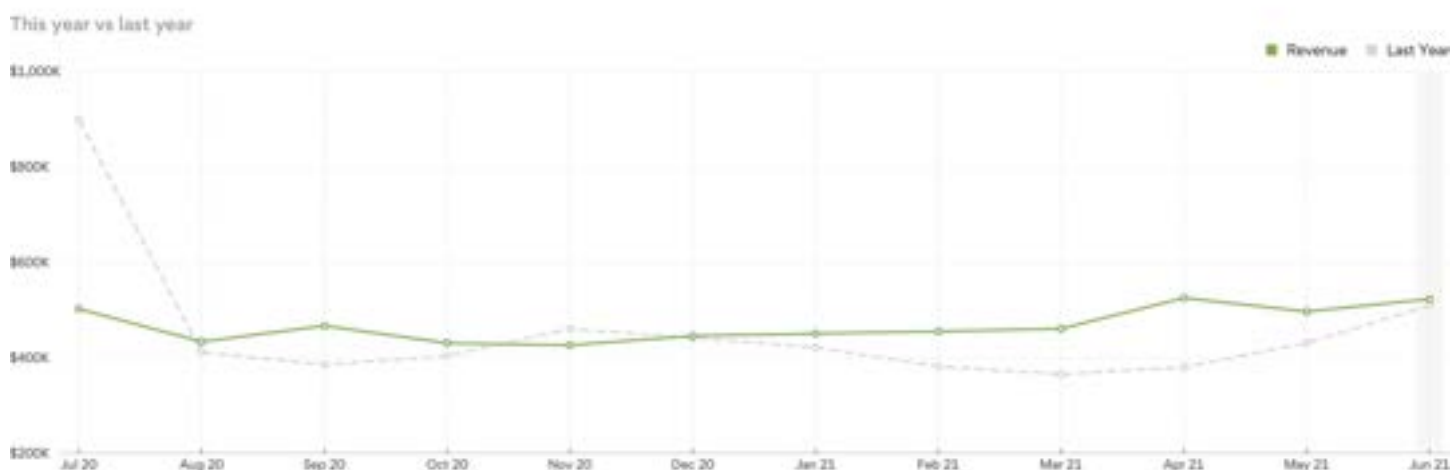
YTD ACTUAL

\$5,673,095

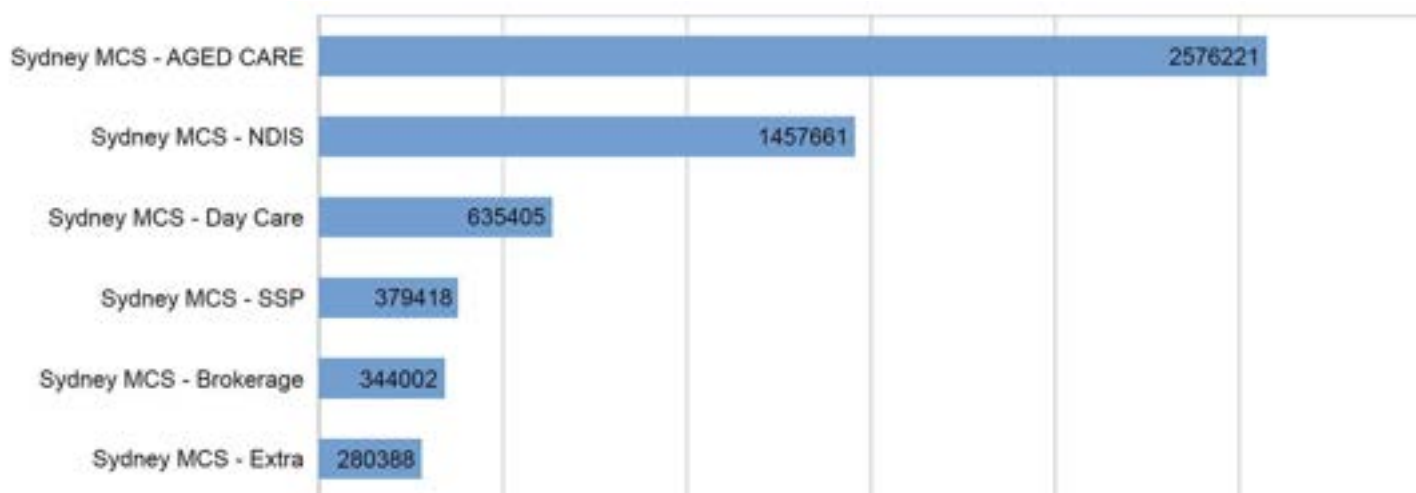
YTD LAST YEAR (2019/2020)

\$5,526,590

## Revenue Charts



## Revenue Breakdown





# ACKNOWLEDGEMENTS

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

Access Sydney Community Transport Ltd  
Advance 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  
Good Shepherd  
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  
Meadowbank TAFE  
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 Communities & Justice  
NSW Department of Housing  
NSW Fair Trading  
NSW Department of Industry, Science, Energy & Resources  
NSW Institute of Languages, UNSW

# ACKNOWLEDGEMENTS

## THANK YOU FOR HELPING MAKE SYDNEY MCS THE MOST SUCCESSFUL CALD MIGRANT RESOURCE CENTRE

NSW Premier's Department  
NSW Refugee Health Service  
Office of Industrial Relations  
OzHarvest  
PCYC Eastern Suburbs  
Polish Welfare  
Prince of Wales Hospital  
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  
Salvation Army  
SBS Radio National Network  
Settlement Council of Australia (SCOA)  
Settlement Services International (SSI)  
STARTTS  
St Vincent de Paul Society  
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'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 Women's & Children's Centre  
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  
Thread Together  
Transcultural Aged Care Service (TACS)  
Transcultural Mental Health Centre  
War Memorial Geriatric Flying Squad  
Waverley Council  
Waverley Mayor Paula Masselos  
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 2022**

# CONNECT WITH US



## SMCS HEAD OFFICE

3 General Bridges Crescent,  
Daceyville, NSW, 2032  
t: (02) 9663 3922  
f: (02) 9662 7627  
e: [info@sydneymcs.org.au](mailto:info@sydneymcs.org.au)

## SMCS North Sydney Office

96 Bank Street,  
North Sydney, NSW, 2060  
t: (02) 9955 3952  
f: (02) 9662 7627  
e: [settlement1@sydneymcs.org.au](mailto:settlement1@sydneymcs.org.au)

## SMCS St Peters Office

39 Unwins Bridge Road,  
Sydenham, NSW, 2044  
t: (02) 9957 6157  
f: (02) 9557 6156  
e: [info@sydneymcs.org.au](mailto:info@sydneymcs.org.au)



## Let's Get Social



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