



sydney multicultural  
community services

# ANNUAL REPORT 2025

[WWW.SYDNEYMCS.ORG.AU](http://WWW.SYDNEYMCS.ORG.AU)

SETTLEMENT | INCLUSION | AGED CARE | NDIS DISABILITY | VOLUNTEER

A Year of Impact  
& Innovation





# TABLE OF CONTENT

01 - Organisation	1
02 - SMCS - A Legacy of CALD Services in Sydney	2
03 - Strategic Priorities	3
04 - Chairperson's Report	5
05 - CEO's Report	6
06 - Summary and Overview	8
07 - Localities	10
08 - Organisational Chart	12
09 - Board Members	13
10 - Our Services	15
11 - Support at Home Program	16

# TABLE OF CONTENT

12 - Disability Services	18
13 - Brokerage Services	21
14 - Social Support Groups	24
15 - Centre-Based Respite Program	29
16 - Community Visitors Scheme	32
17 - Settlement Services	35
18 - Our Non-Funded Programs	48
19 - Multicultural Arc	52
20 - Revenue Analysis	53
21 - Acknowledgements	54
22 - Connect with Us	56

# ORGANISATION

**Sydney Multicultural Community Services** is a not for profit organisation. With more than 45 years of services and experience, we have helped **Culturally and Linguistically Diverse (CALD)** communities, including the aged, newly arrived migrants and refugees and those in crisis, suffering from language barriers, isolation, disability, poverty, disadvantage, and helplessness.

## Mission

Committed to the direct relief of suffering among people who, because of barriers such as language, poverty, isolation, and disability, are not able to enjoy the advantages of this society.

## Vision

help disadvantaged and marginalized migrants and refugees to be involved in and appreciated by Australian society while maintaining their cultural identity.



The first office of Sydney MCS, located in Eastlakes Shopping Centre in 1982. Prior to this location, Botany MRC was housed at the Eastlakes Community Centre.

## Our Values



### RESPECT

Embracing and valuing diversity



### OPENNESS

Professionalism, transparency and the development of a learning culture



### INCLUSIVENESS AND SOCIAL EQUITY

Respecting diverse perspectives, individual choices, freedom, and social justice.



### INTEGRITY

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



### CREATIVITY AND COMPASSION

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

# SMCS - A Legacy of CALD Services in Sydney

1981

Botany Migrant Resources Centre was initiated as part of MRC program. The centre was working in the Botany LGA during a period of significant refugee and humanitarian entry.



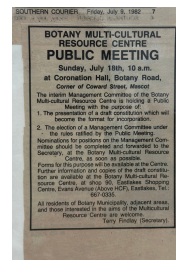
1982

The Centre was renamed to Botany Multicultural Resource Centre and under the first Constitution. The Centre started the Youth Support Services and later on initiated the Skill Share Employment Services.



1983

The Botany Multicultural Resource Centre was incorporated under an elected local committee, with the representatives of local government and the Immigration Department. It was developing its initial strategy - to identify and respond to needs of individuals especially newly arrived migrants, to undertake community development initiatives to help the older migrants. We worked together with NSW Family Planning Association once a week to provide a clinic for women migrants and refugees. We also worked with UNIFAM that provided bilingual counsellors.



2004

The Centre lost its core grant for settlement. Sydney Multicultural Community Services (SMCS) was kept open throughout Aged Care Services and settlement services provided by volunteers.



2003

The Centre established a community café, called the "Roundabout Café" to help generating money for more services.



1999

The Centre successfully obtained Multicultural Aged Care Packages in 7 languages in 2000. The following year, The Centre secured the funding for the Day Care for Frail and Dementia specific and transport.



1988

The Centre was relocated to the Public Housing in Daceyville and subsidised by the state government. The same year together with other MRCs, we founded NSW MRC Association and later became SSI.



2017

SMCS was approved to be NDIS providers for NDIS Support Coordination and Disability Services. Settlement Support Program (SSP) started their support services in North Shore. A new office space was provided by North Sydney Council.



2023

We moved from our North Sydney office to our new SMCS Chatswood office. SMCS celebrated 42nd Anniversary on 11th November 2023.



2025

Today, Settlement, NDIS and Aged Care remain our main focus to help the disadvantaged and marginalized culturally and linguistically diverse communities.



# STRATEGIC PRIORITIES (2021 - 2025)

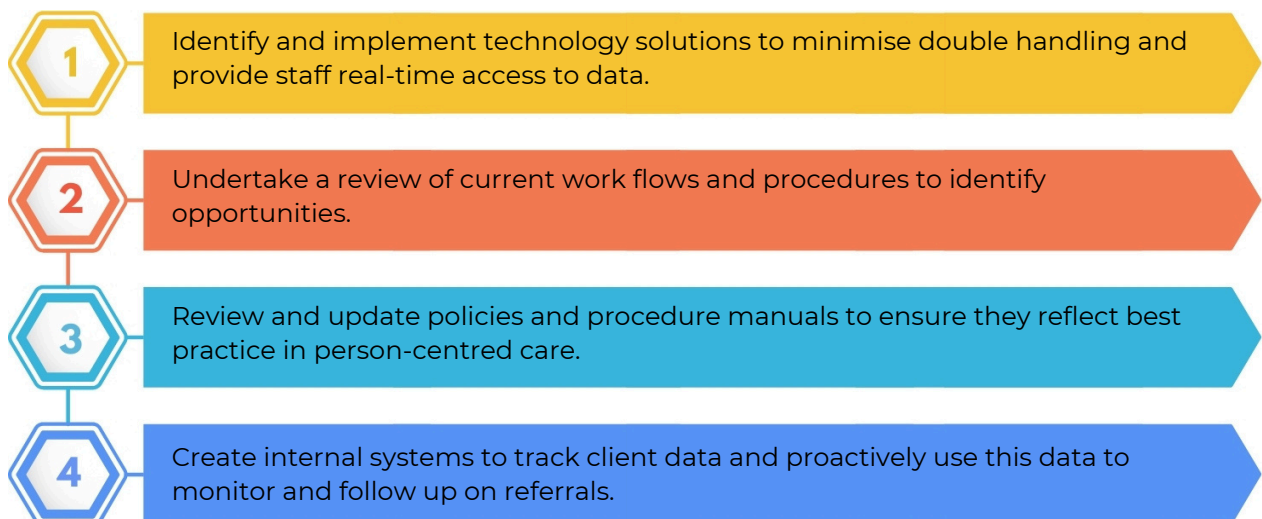
## Priority 1: increase our impact in communities

### Strategies



## Priority 2: strengthen our systems and processes to provide foundation for growth

### Strategies





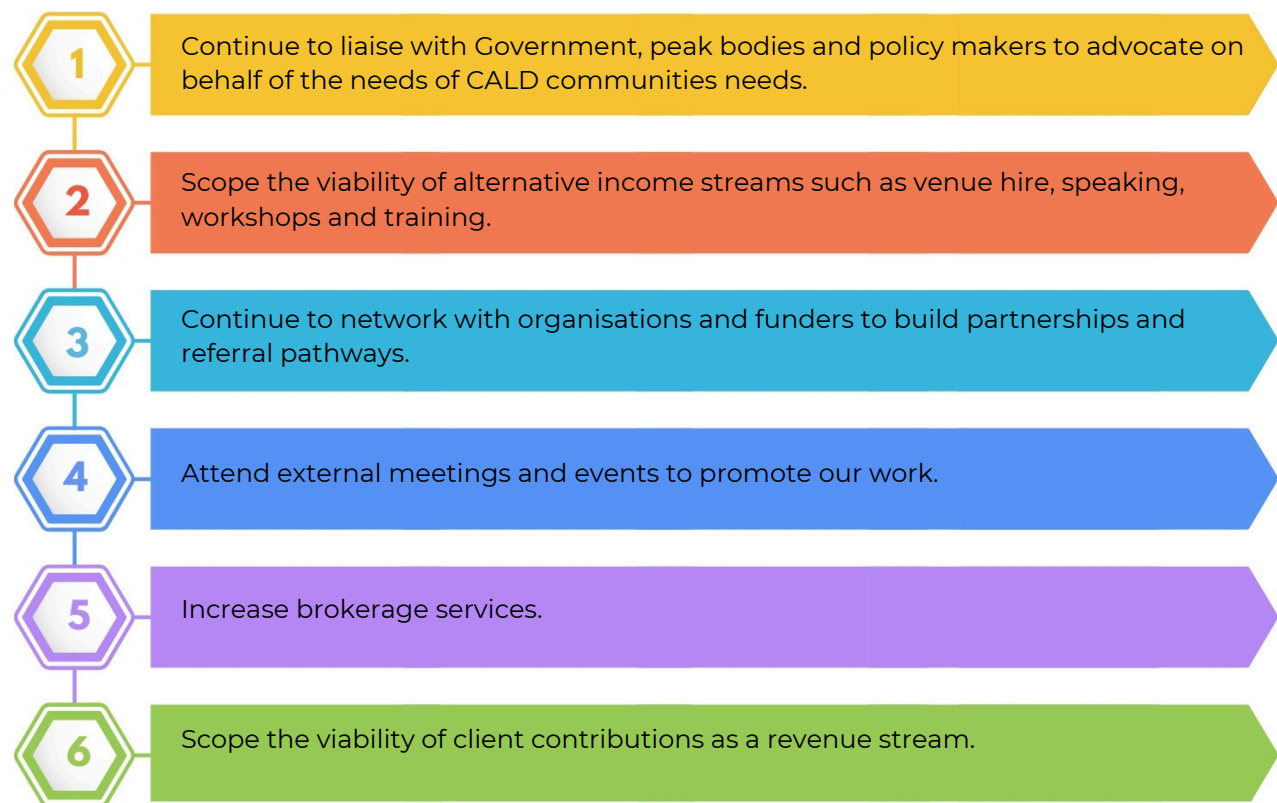
## Priority 3: recruit, retain and develop quality language specific staff to meet the needs of clients

### Strategies



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

### Strategies



# CHAIRPERSON'S REPORT

Dear Members, Partners, and Friends,

It is with great pleasure that I present the Chairman's Report for Sydney Multicultural Community Services (SMCS) for the year 2025.

This year has been one of renewal, growth, and continued commitment to our mission—to empower and support culturally and linguistically diverse (CALD) communities across Sydney. As we reflect on our achievements, I am proud of the resilience and dedication demonstrated by our staff, volunteers, and board members in delivering inclusive, high-quality services to those who need them most.

## Our Impact

Throughout the year, SMCS has continued to provide a broad range of programs including aged care support, settlement assistance, community development initiatives, and volunteering opportunities. These programs not only address immediate needs but also strengthen social connection, belonging, and cultural harmony across our city.

Our aged care team continues to provide compassionate, culturally appropriate care to our seniors, ensuring they remain connected to their communities. Meanwhile, our settlement programs have supported newly arrived migrants and refugees as they navigate housing, employment, and language barriers, helping them to build confident and independent lives in Australia.

## Resilience and Innovation

In an ever-changing social and economic landscape, SMCS has embraced innovation and adaptability. We have invested in digital tools to improve service delivery and broaden our community reach. Importantly, we have continued to listen to our clients and partners, ensuring our services evolve in line with the diverse needs of Sydney's multicultural population.

## Our People

None of our achievements would be possible without our dedicated staff, volunteers, and management team including hard work of our CEO Rosa Loria. Their compassion, professionalism, and cultural insight are at the heart of everything we do. I also wish to express my gratitude to our Board of Directors for their strong governance and strategic leadership, ensuring that SMCS remains a trusted and sustainable organisation.

## Acknowledgements

We extend our sincere thanks to our funding bodies, government partners, local councils, and community organisations who have continued to support our mission. Your trust and collaboration enable us to make a meaningful difference in people's lives every day.

## Looking Ahead

As we look to the future, SMCS remains steadfast in our commitment to building an inclusive Sydney where everyone—regardless of background—feels valued, supported, and empowered to thrive. We will continue to advocate for the rights and wellbeing of CALD communities, strengthen partnerships, and expand our impact through sustainable growth and innovation.

On behalf of the Board, I thank you all for your continued support and engagement. Together, we will continue to make Sydney a stronger, more connected, and truly multicultural community.

Warm regards,

**Sam Rahman**  
Chairperson



# CEO'S REPORT

The last financial year has been one of significant consolidation of SMCS's services and location. Chatswood offices has given us of foot print in the North Shore LGA's. This year Pyrmont office was established for disability services and SETS Program.

Growing needs of new arrivals in the region has also contribute to the successful SET'S application for funding for the next 3 years. SMCS's experience and dedication to our multicultural family has also contributed to shape better policy and programs for our cohorts in Eastern, City of Sydney, Inner West and North Shore LGA's.

New staff and programs have further expanded the services we offer.

Policy changes in the space of Aged Care providers has increased demands for small to medium non-profit organisation like ours, particularly in the assessment process that parallel residential Aged Care. The expectation placed on Suppot at Home Care providers often mirror of residential facilities.

The removal of care management fees furthers compound our ability to maintain high quality care while managing extensive administrative task and the excessive paperwork diverts our attention from providing the best Care to our cultural and linguistic Clients.

## Understand the CALD Communities

The needs of CALD's community seem to be insufficiently understood within the current framework. The majority of our clients come from diverse background and require tailored approaches that reflect their cultural needs. The existing one-size-fits-all model fails to accommodate these essential differences. Despite this challenges we remain committed to the highest quality of Care.

Ambiguities and confusion are prevalent on the quality Website and when seeking clarification. Balancing safety and risk-taking among the elderly is challenging, yet the policy often contradicts its own objectives, leading to a paternalistic approach.

Our clients are capable individuals of diverse cultures that can make their own decisions, we can encourage them but cannot force them into actions against their will.

## Thank you to our staff and supporters

SMCS's busy and harmonious environment is a result of the our professional staff, who are proud to be part of the organization. I would like to thank all my staff for their professionalism, commitment, and dedication in providing services to new arrivals, the elderly, women, and individuals of all ages.

I would like to thank the Board for their continued support as we work together towards our shared goals. In addition, we recruited a nurse as our clinical member to strengthen compliance with the new Aged Care reforms.



Our 42 years celebration has reinvigorated expanded the connection in the community and among other services providers. We had 350 people attending the event. For the 42 Anniversary, SMCS commissioned a book to record the history of Multiculturalism in Australia since 1972 -1975 (Whitlam initiate this process of inclusion). The Book was launched during the Event and the title of it “Multicultural ARC - Making Multicultural Australia: Past, Present and Future” November 2023. My thanks also goes to Federal of State Ministers, Local Gov. Area Counselors and Distinguished Guests all for honoring the organization with their presence at the event. It was an outstanding Celebration.



**Rosa Loria**  
CEO

## **Rosa Loria** CEO

Rosa Loria is a passionate advocate for culturally and linguistically diverse (CALD) communities, with over 40 years of leadership in multicultural service delivery and policy contribution. As the founder and CEO of Sydney Multicultural Community Services, she has championed equity, dignity, and inclusion for migrants, refugees, seniors, and people with disabilities. Rosa has helped establish numerous community organisations and programs, including Youth Support Scheme, Community Employment Support Scheme, SLASA Latino American Association, Killara Women's Refuge, Settlement Council of Australia, Settlement Services International, Portuguese Welfare Association. She serves on the ACNC Advisory Board, Randwick Council Multicultural Committee, City of Sydney Multicultural Committee, and Electoral Commission of New South Wales Multicultural Committee. Her visionary leadership has grown SMCS into a vital, multilingual service provider across Sydney, empowering thousands through care, connection, opportunity, and tireless advocacy.

**“Our clients are always at the centre of all our work.”**

# SUMMARY AND OVERVIEW

Sydney Multicultural Community Services (Sydney MCS) is a not-for-profit that has supported our communities for more than 44 years. We deliver programs across Sydney's South East, City, Inner West, Lower North Shore and North Sydney.

Sydney Multicultural Community Services (SMCS) has proudly supported culturally and linguistically diverse (CALD) communities for over 45 years, including helping seniors and disabilities live independently and with dignity. Our person-centred approach includes culturally matched care teams, ensuring services are respectful and responsive to each client's background. Through our Home Care Packages, we promote healthy, connected, and active ageing. In preparation for the Aged Care Reforms commencing 1 November 2025, we are aligning systems and policies, strengthening governance, and supporting staff through training.

SMCS also provides tailored disability support services, offering both government-subsidised and private care options. Delivered by qualified, bilingual staff, our services ensure high-quality, culturally sensitive care that promotes independent living. Our Brokerage Services match clients with suitable care workers and maintain transparent communication with partners, enabling flexible and efficient service delivery.

Under the Commonwealth Home Support Program (CHSP), our Social Support Groups and Centre-Based Respite Program offer seniors a welcoming space to engage in group activities, socialise, and enhance their physical, emotional, and social wellbeing. These programs also provide meaningful respite for carers.

The Community Visitors Scheme (CVS) connects volunteers with socially isolated older adults, particularly those from CALD backgrounds. Volunteers are matched based on language and cultural heritage, helping reduce isolation and improve quality of life.

Through the Settlement Engagement and Transition Support (SETS) Program, SMCS empowers humanitarian entrants and migrants to overcome settlement challenges. With funding secured through 2027, we provide services across multiple regions in Sydney, guiding clients toward self-reliance and social integration.

Our Multicultural Generalist Case Work supports migrants not eligible for mainstream services, offering advocacy, referrals, and practical assistance. From housing and legal support to aged care access, our case workers help improve wellbeing and ensure equitable access to essential services.



Photo above: Art-for-wellbeing group



Photo above: Sydney MCS and MP Collaborate to Enhance Community Service

Pictured from right to left: The Hon Zali Steggall MP, SMCS CEO Rosa Loria, and SMCS Community Development Officer Michael Xie.



Photo above: Harmony Day Event

Pictured from right to left: SMCS CEO Rosa Loria and The Hon Matt Thistlethwaite MP.

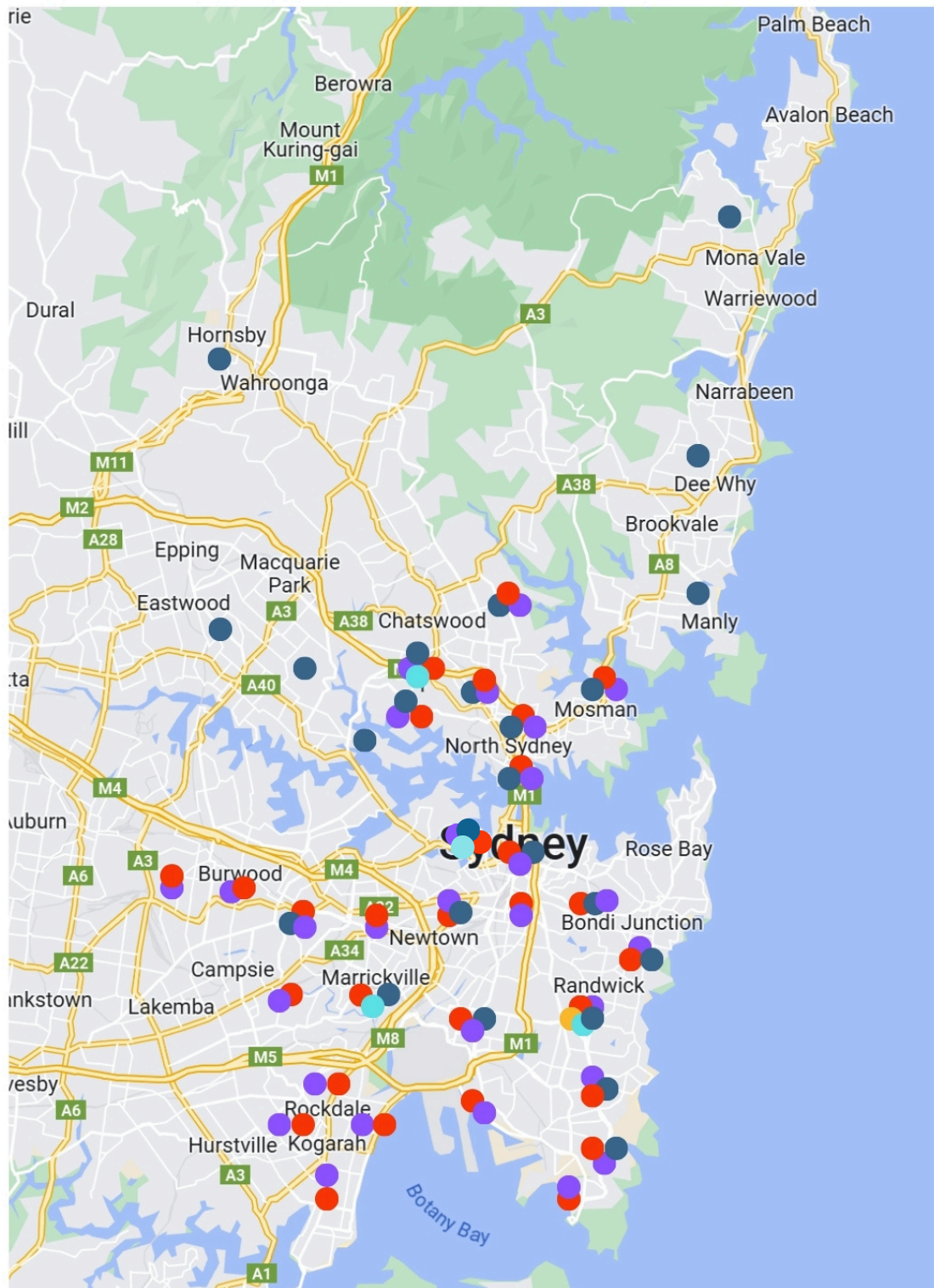




**SMCS IS DEVOTED TO SERVING MIGRANTS AND REFUGEES SINCE 1981.  
OUR HEART REMAINS UNCHANGED.**



# LOCALITIES

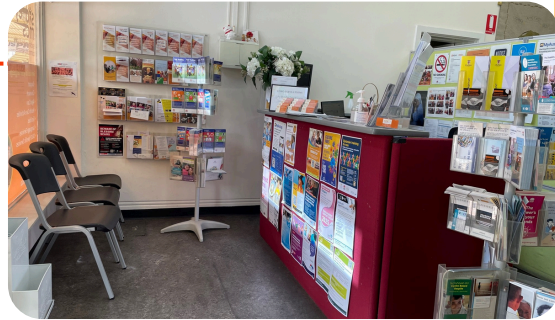


- Aged Care
- Settlement
- Disability Services

- SMCS Head Office
- SMCS Offices

# OFFICES

## Deceyville Office Head Office



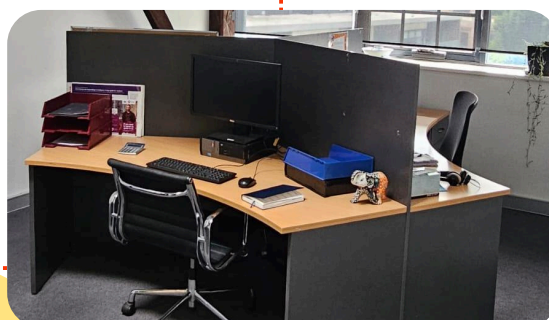
## St Peters Office



## Chatswood Office

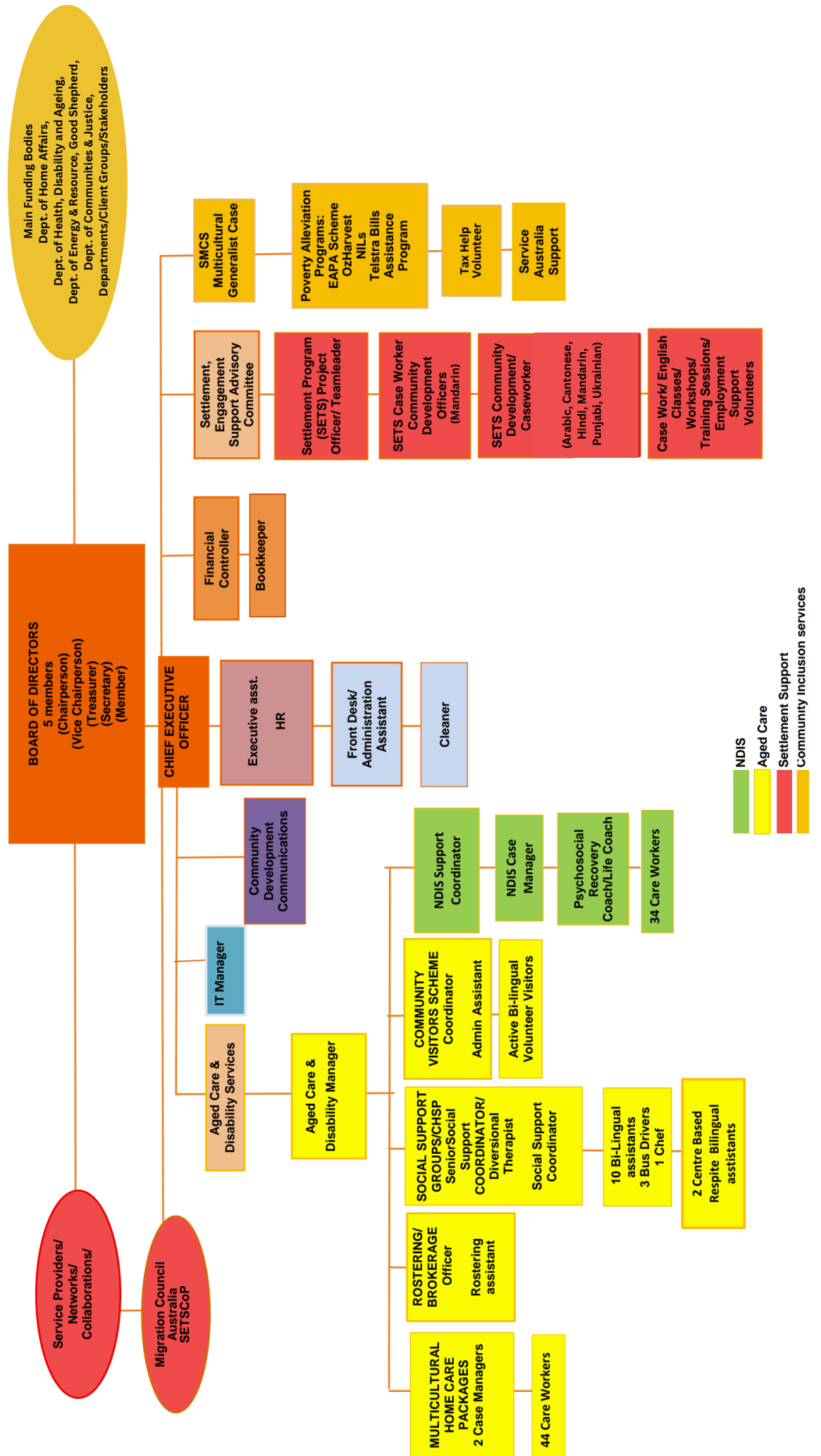


## Pyrmont Office





# ORGANISATION CHART



# BOARD MEMBERS

## **Sam Rahman**

Chair

Sam Rahman has been working as an accountant for a group of companies, where he provides leadership and expertise in accounting and financial legal governance. Throughout his career as an office manager and accountant, Sam has mastered skills in problem-solving, negotiation, and people management.

## **Rene Marcos Molina**

Treasurer

Rene Marcos Molina did his Degree in Sport Science, Recreation and Physical Education. He has completed PD in Primary Motor Development and Psychomotor Development from Universidad de Chile, Universidad Metropolitana de Ciencias de la Education, Santiago Chile. He also holds a degree in Actividad Fisica Y Estetica, NSCA CC (NIEF, Galicia, Espana, Inder, Cuba). He has National and International experience as a player and Coach. He worked for 10 years as a Lecturer in Primary Motor Development at DEFDER, University of Catolica, University De Chile and Comite Olimpico De Chile.

He co-founded the Coogee Beach Volleyball Association in 1994 and served as its President for about 12 years. He received an award from Randwick Council for Services to the Community 2021. Currently, he is the head coach of CBVA and the State NSW Volleyball Association. Marcos also worked as a PD/H/PE Teacher at St Felix Primary School.

# BOARD MEMBERS

**Aijun (Alice) Ling**

Secretary

Aijun (Alice) Ling holds a Bachelor Degree of Arts, Major in French Language from Sun Yat-Sen University in China. She has also earned a Certificate IV in Ageing Support, Certificate III in Individual Supports, Diploma of Early Childhood Education and Care, Diploma of Community Service, Advanced Diploma of Leadership and Management, Advanced Diploma of Business, and Diploma of Vocational Education and Training in Australia.

Alice is the director, educator assistant, and tutor at Victory Education Pty Ltd, where she oversees general management and marketing development. She is also a trainer in First Aid training, Childcare courses, Individual Support courses, Ageing Care training, English courses, and business courses. With extensive experience in business management, candidate recruitment, and course organization, Alice brings a wealth of knowledge and expertise to her roles.

**Sharmila Rai**

Member – Clinical Care

Sharmila Rai holds a Master Degree in Clinical Nursing (Clinical Nursing and Teaching), a Bachelor Degree in Nursing with Professional Honors, and a Graduate Certificate in Acute Care Nursing. She is currently working as a part-time Registered Nurse at both Hurstville Private Hospital and St. Bede's Residential Aged Care.

With several years of experience as an Assistant in Nursing (AIN) and Registered Nurse (RN) in both hospital and aged care settings, Sharmila utilizes evidence-based clinical expertise, skills, and experiences to enhance continuous quality nursing care. She is adept at identifying hazards and risks, and implementing risk management strategies to maintain a safe clinical working environment. Sharmila has actively participated in reviewing policies and procedures, providing comprehensive older person-centered care, and ensuring quality standards in care.



# OUR SERVICES

## Funded Services

- Multicultural Home Care Packages (MHCP)
- National Disability Insurance Scheme (NDIS)
- Brokerage Services
- Centre-Based Respite Care
- Social Support Groups Program
- Settlement Engagement and Transition Support Program (SETS)

## Non-Funded Programs

- Multicultural Generalist Case Work
- Community Visitors Scheme (CVS)
- Energy Account Payment Assistance (EAPA) Scheme
- OzHarvest Food Packages
- Tax Help
- No Interest Loans (NILS)
- DV Workers



Phot above: Herbal Appreciation themed activity from our Centre-based Respite Care Program.

Photo left: The official launch of the Settlement Engagement and Transition Support (SETS)

# SUPPORT AT HOME PROGRAM

For more than 25 years, **Sydney MCS** has been committed to empowering individuals from culturally and linguistically diverse (CALD) backgrounds to live independently and with dignity in their own homes. Our deep understanding of cultural identity and community ties ensures that our services remain person-centred, respectful, and responsive to our clients' unique needs and preferences.

A cornerstone of our approach is the use of **culturally specific care teams**. Our Aged Care Managers, Case Managers, and Carers are thoughtfully matched to clients based on shared language and cultural heritage—a model that proves particularly impactful in Southeast and Inner West Sydney, where cultural diversity is at its highest.

Our Support@Home Packages are designed to promote independence, dignity, and

Sydney MCS Home Care Case Manager Tan Truong engaging with her client during a home care visit



positive ageing, with support activities that help clients stay healthy, socially connected, and active in their communities. As we navigate a changing aged care landscape and shifting consumer expectations, we continue to deliver flexible, personalised services that uphold the highest standards of care.

In preparation for the Aged Care Reforms commencing 1 November 2025, we have already begun aligning our systems, policies, and service delivery models to meet the upcoming legislative and quality requirements. This includes strengthening our governance, reviewing client engagement strategies, and ensuring staff are trained and supported through the transition.

We proudly serve clients across Southeast, North, West, Inner West, and Southwest Sydney, and we remain focused on **continuous improvement, innovation, and culturally responsive care**.



Sydney MCS Home Care Case Manager Danielle Burst with her 101-year-old client, enjoying time together.

# SUPPORT AT HOME PROGRAM

## Key Highlights



### High Consumer Satisfaction

Strong and consistent client feedback via surveys and direct engagement reflects our commitment to quality and care excellence.



### Positive Care Worker Experience

Feedback from care workers highlights a positive, well-supported work environment.



### Regulatory Alignment

Successfully adapted policies and procedures to remain compliant with evolving aged care legislation.



### Reform Preparation

Active preparation underway for the 1 November 2025 Aged Care Reforms, including staff training, process audits, and care model adjustments.



### Sustained High Standards

Continued delivery of safe, high-quality services grounded in respect and cultural understanding.



### Proactive Self-Auditing

Ongoing internal audits aligned with the Aged Care Quality Standards to ensure continuous quality improvement.



### Client & Package Fluctuation

While experiencing a decline due to client relocation, transitions to residential care, and natural attrition, we have launched a targeted marketing strategy to increase package uptake.



### Transparency Compliance

Consistent fulfilment of home care transparency and reporting requirements.



### Enhanced Staff Training

Continued training across all staff levels via our CompliLearn platform, increasing capability and confidence.



### Digital Integration

Full utilisation of the Visual Care platform which has improved efficiency and care coordination. Family onboarding to the platform is also progressing well.

**These accomplishments highlight our dedication to providing high-quality, culturally attuned care while consistently enhancing our services to address the needs of our clients and the evolving regulatory landscape.**



# DISABILITY SERVICES



## NDIS at Sydney MCS

Since becoming a registered NDIS provider on 1 July 2017, **Sydney MCS** has delivered culturally responsive, person-centred services that support independence, empowerment, and social inclusion for people living with disability.

## Our Commitment

Our commitment lies in offering **tailored services that honour personal preferences, cultural values, and community connections**. With bilingual staff and a CALD-focused model, we address significant gaps in access for communities often overlooked in mainstream disability services.

## Sydney MCS's NDIS Services Offered

- Support Coordination
- Case Management
- Direct Support: including domestic assistance, personal care, transport, social support, and meal preparation

Sydney MCS offers a comprehensive range of support services to individuals with disabilities, helping them live independently in their own homes. Our services are available to those eligible for government-subsidised care as well as those seeking private services. We provide affordable, flexible care delivered by qualified, bilingual staff, ensuring high-quality, culturally sensitive support.

We recognise that people from culturally and linguistically diverse (CALD) backgrounds, along with their families and carers, often face barriers in accessing information and services.

Despite one in four Australians with disability coming from a CALD background, NDIS engagement remains disproportionately low. Sydney MCS plays a vital role in bridging that gap, not only through **direct support services** but also through **education, advocacy, and trust-building**.



An NDIS client experiences the joy of fishing for the first time, catching a beautiful fish.

# DISABILITY SERVICES

## Key Highlights



### Support Coordination Growth

Expansion of our client base and improved service responsiveness.



### SIL and SDA Approvals

A high number of Supported Independent Living and Specialist Disability Accommodation approvals successfully obtained.



### Stable Case Management

Despite client movement into SIL facilities and some natural attrition, we have implemented marketing strategies to attract new participants.



### Strong Participant Relationships

Long-standing clients often describe staff as "like family", highlighting the warmth and connection we foster.



### Diverse, Compassionate Care

Staff go beyond tasks to form meaningful, trust-based relationships, improving outcomes and client satisfaction.



### Legislative Compliance

Full adherence to all NDIS requirements, including worker screening and sole worker risk protocols.



### Mid-Term Audit Success

Passed our NDIS Mid-Term Audit in December 2024, confirming service quality and compliance.



### Staff Development

Comprehensive staff training delivered via CompliLearn, enhancing professionalism and capacity.

# DISABILITY SERVICES

## Support Coordination – Impact Highlights

**Our Support Coordination services have significantly evolved, with increased activity in client interactions through visits, calls, and check-ups. This proactive approach has led to:**



### Empowered Clients

Participants are increasingly active in their support planning, including pursuing employment and reducing dependency on assistive technologies.



### Client Recovery Milestone

One participant, previously reliant on a wheelchair, is now walking up to 10 metres independently after consistent therapy and support.



### Enhanced Social Engagement

More clients are participating in social and therapeutic activities, leading to improved mental and emotional well-being.



### Team Collaboration

Support Coordinators, Case Workers, and other departments are working in unison to provide holistic, wraparound care.



### Referral Growth

Despite reduced funding from the NDIS, client referrals through our established networks continue to grow steadily.

## Looking Ahead: 2026

As we enter a pivotal year marked by substantial **Aged Care Reform**, Sydney MCS remains focused, agile, and committed to continuous improvement. Our preparations for the **1 November 2025 reforms** are well underway, with staff training, system updates, and communication strategies aligned to support a seamless transition for both clients and teams.

In disability services, we aim to further close the gap for CALD participants through targeted outreach, high-quality support coordination, and deeper community partnerships.

We thank our clients, families, staff, and partners for their continued trust and collaboration, and we look forward to another year of delivering **compassionate, expert, and culturally responsive care**.



# BROKERAGE SERVICES

**Sydney MCS Brokerage Services are committed to delivering high-quality support tailored to the needs of our culturally and linguistically diverse (CALD) clients. We carefully match each client with the most suitable care worker based on their individual requirements.**

We maintain consistent and transparent communication with our brokerage partners, ensuring efficient delivery of services, as well as flexible responses to new or changing needs. This collaborative approach has led to a growing number of brokerage partnerships and increased demand for our services.

Our team upholds both our own rigorous standards and those of our partners, ensuring clients receive the highest standard of care. Our proven track record includes the successful provision of ongoing services, one-off support, and urgent short-notice care—supporting clients across all levels.

Our services include but are not limited to:

- Personal Care
- Domestic Assistance
- Transportation
- Meal Preparation
- Social Support:



Personal Care



Domestic Assistance



Transportation



Meal Preparation



Social Support

At her home, an HCP client being interviewed about her services with Sydney MCS.



# BROKERAGE SERVICES

## Key Achievements



### **Consistently Positive Client Feedback**

We frequently receive commendations from our brokerage partners, highlighting the strength and effectiveness of our collaborative relationships.



### **Growing Network of Partners**

The number of brokerage partners we support—and the clients we serve—reflecting the trust placed in our services.



### **Valuable Care Worker Insights**

Our care workers regularly share positive and constructive feedback, demonstrating their commitment to compassionate, high-quality client care.



### **Flexible and Responsive Processes**

We maintain high operational standards while adapting to evolving brokerage requirements, showcasing our flexibility and open, solution-focused communication.



### **Commitment to Quality Care**

We are unwavering in our dedication to delivering safe, high-quality, and client-centred care across all partnerships.



### **Ongoing Staff Development**

All staff, especially care workers, receive comprehensive training to ensure their skills remain current, effective, and aligned with best practices.

The 2025 year has demonstrated our commitment to delivering high-quality care services, ensuring the best possible outcomes for our brokerage partner's CALD clients. We look forward to building on this progress in the coming year.





# CARNIVALE 2025

Photos above: Sydney MCS hosted another successful Multicultural Seniors Carnivale in March 2025 to coincide with the NSW Seniors Week. We have been hosting this event for fifteen years in a row and this year couldn't have been more fun and entertaining for the elders in our community. Every attendee enjoyed great entertainment and food. Special thank to Randwick City Council for sponsoring this event.



# SOCIAL SUPPORT GROUPS

## Program Overview

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**For almost 25 years, Sydney MCS has delivered caring social, recreational, and respite support for elderly, frail, and culturally and linguistically diverse (CALD) community members with mild dementia across Southeast Sydney.**

Under the Commonwealth Home Support Program (CHSP), funded by the Department of Health, our Social Support Groups are led by bilingual specialists. We offer diverse activities that nurture physical, mental, and emotional wellbeing. Our team recognises each person's strengths, respects their independence, and empowers them to make choices that suit their needs.

Our Multicultural group organises outings to local attractions, parks, community events, shopping trips, and more.





# SOCIAL SUPPORT GROUPS

## Program Highlights

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### Daily Programs

From Monday to Friday, we provide tailored programs for frail elderly individuals with dementia, ensuring consistent support, engagement, and meaningful activities.

### Weekly CALD Social Support Groups

We offer weekly social support groups for seniors in Chinese, Spanish, Polish, Maltese, and Arabic. These groups provide a culturally sensitive environment where members can enjoy activities designed to reflect their preferences and cultural backgrounds.

### Activities and Wellbeing

Our diverse range of scheduled activities enhances quality of life and contributes significantly to the health and wellbeing of our clients. These engaging experiences play a crucial role in enriching the overall participant experience.

### Highly Skilled Staff

Our multi-lingual staff are consistently acknowledged by clients for their dedication, collaboration, resilience, and passion for their work.



Sydney MCS Assisted Independent Group  
in Balmain Cove

# SOCIAL SUPPORT GROUPS

## Key Achievements



### **New Multicultural Outing Group**

An exciting addition to our existing programs, providing clients with trips to various attractions and destinations.



### **Transition to the Support at Home Program**

Implementation is currently in progress, aligning our services with the new framework.

Please see below Social Support Groups language statistics for 2025



### **Frail Aged / Dementia Group Clients**

- Italian
- Portuguese
- Spanish
- Arabic
- Chinese
- Maltese
- Polish
- English
- Vietnamese
- Croatian
- Greek
- Fijian

More languages included



### **Senior Group / Language Specific Clients**

- Spanish
- Chinese
- Maltese
- Arabic
- Polish

More languages included



### **Multicultural Group clients**

- Spanish
- Arabic
- Maltese
- Portuguese
- Chinese
- Polish
- Italian
- Vietnamese

More languages included

Please see below the Social Support Groups staff list for 2025

- Coordinators
- Bi-lingual assistants
- Bus drivers
- Chef











# CENTRE-BASED RESPITE PROGRAM

## Program Overview

Funded through the Commonwealth Home Support Programme (CHSP), the Sydney MCS Centre-Based Respite Program offers seniors from culturally and linguistically diverse (CALD) communities a welcoming space to join group activities, socialise, and enjoy time together. The program supports physical, social, and emotional wellbeing, while giving carers meaningful respite.

## Program Details

Our multicultural groups in Chatswood offer a range of enjoyable activities, along with complimentary lunch and morning/afternoon tea, for seniors aged 65 and over from the Northern Sydney area. The program is designed to enhance participants' physical, social, and emotional well-being while providing valuable respite for their carers.

Sydney MCS Centre-Based Respite Program – Chatswood Office



# CENTRE-BASED RESPITE PROGRAM

## Key Achievements



### **Program Expansion**

The program now runs 3 times per week, every Monday, Wednesday and Friday.



### **Growth and Community Engagement**

The program's location, combined with our professional and dedicated staff, has driven significant growth. Increased attendance reflects its success, with more clients joining and actively encouraging their friends to participate.

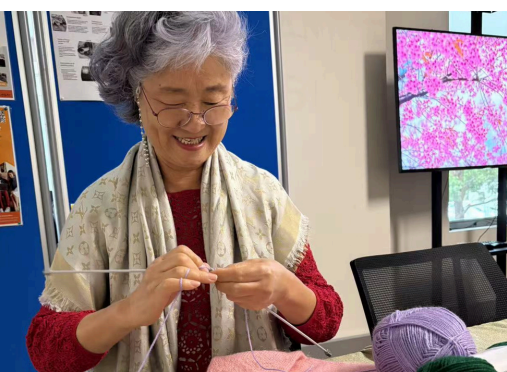
We already have a number of clients participating who speak the following languages:

- Chinese
- Spanish
- Indonesian
- Hindi
- Ukranian

Please see below the Centre Based Respite staff list for 2025

- Coordinators
- Bi-lingual assistants







# COMMUNITY VISITORS SCHEME

**The Community Visitors Scheme (CVS) is a nationwide initiative in Australia, established by the Department of Social Services over 30 years ago. This program serves recipients of Australian Government-Subsidised Residential Aged Care Services or Home Care Packages, as well as any socially isolated older individuals.**

## **Focus on Culturally and Linguistically Diverse (CALD) Communities**

At Sydney MCS, we specialise in supporting elderly individuals from CALD communities. We are dedicated to helping older adults who have limited family and social support, addressing their risk of isolation. Our goal is to meet their social and emotional needs to enhance their quality of life. We connect volunteers and recipients based on language, cultural background, and other interests.

## **Diverse Volunteer Base**

Our volunteers come from varied cultural, social, and economic backgrounds, embodying our core value of inclusion. They speak over 20 different languages and serve residents across multiple regions including Northern Sydney, Western Sydney, Inner West, Southwest Sydney, and Southeast Sydney.

## **Future Prospects**

We are experiencing a steady influx of volunteer applications from multiple platforms, indicating a promising future for the expansion of our program. An application for a Federal Grant was submitted, and we should receive the outcome by the end of the year. A positive Grant outcome would secure the expansion and stability of the program for a minimum of 5 years.



Our volunteer with the recipient in the nursing home

# COMMUNITY VISITORS SCHEME

## 2024-2025 Key Achievements



### Events

We participated in notable local events, the Waverley Volunteer Expo at Bondi Pavilion, and the Volunteer Expo at Randwick City Town Hall.



### New Volunteers

We welcomed several new volunteers, despite parting ways with some volunteers.



### Recognition

We participated in the national-state-based award nominations, acknowledging our volunteers and enhancing our community presence.



### Training

Ongoing face-to-face and online training sessions are provided for our volunteers to ensure continued development.



### Positive Feedback

We consistently receive positive feedback from both volunteers and recipients, validating the impact of our work.

Sydney MCS is proud to announce that our CVS volunteer, Ngan Nguyen, received the NSW Volunteer of the Year Award for Western Sydney in the Adult Volunteer category.







Sydney MCS staff and clients with Willoughby Mayor Tanya Taylor at the Welcome to Willoughby Event



# SETTLEMENT SERVICES

**The Settlement Engagement and Transition Support (SETS) Program is designed to empower humanitarian entrants, permanent migrants, and their communities by addressing their settlement needs. The program provides tailored services to support clients in overcoming challenges they face during their settlement journey. As these challenges evolve across different locations, cohorts, and life stages, SETS adapts its support to meet the diverse needs of its participants. SMCS has secured three-year funding 2024-2027 to provide Settlement services in the region including Eastern Suburbs, City and Inner South, Inner West, Chatswood, Lane Cove, North Sydney, Ryde, Hornsby, Mosman, Hunters Hill and Northern Beaches.**

Our primary goal is to guide clients toward short-term outcomes of immediate settlement support and long-term outcomes of self-reliance, social integration, and equitable participation in Australian society. Through a comprehensive casework model, referral services, and educational initiatives, SETS empowers newly arrived migrants to navigate Australian society, enhancing their knowledge and independence.

## Settlement Cohorts

Throughout the year, SMCS SETS team provided one-on-one casework support to clients from 30 different countries. The majority of these clients were of working age, with nearly three-quarters identifying as female. Clients sought assistance in areas such as education, employment, housing, and community participation. To address these needs, SETS delivered both individual and group support, ensuring tailored guidance that could effectively address personal and community-level challenges. This diverse and inclusive approach enabled clients to gain the resources and confidence needed to navigate their settlement journey successfully.

The SETS team continues to support the growing number of migrants from China, particularly the elderly who face challenges related to literacy, English language proficiency, understanding the Australian system, and social support. Our bilingual caseworkers run age-specific support programs related to community participation such as volunteer-run English classes, dance groups and singing groups, as well as facilitating specific educational sessions related to aged care services, healthy relationships, healthy lifestyle, and Australian systems.

There has been a steady number of humanitarian entrants settling in our local area from Europe, South Asia, the Middle East, and South America. Most notably is the high number of Ukrainian refugees settling in Eastern and Northern Sydney, and there has been a rise in the number of refugees arriving from Iran and Palestine who have been accessing our services for settlement support. The biggest need in these cohorts is employment, and our SETS team has provided tailored assistance to help our clients find suitable employment, and this also includes relevant support for language, housing, driving, and relief services such as EAPA vouchers, Centrelink, and Oz Harvest food bags to support refugees in their settlement and integration.

Sydney MCS is committed to fostering inclusive employment opportunities for newly arrived migrants and refugees. We provide training that enables our staff to support others in the community, drawing on their professional expertise and native language skills to assist individuals in their settlement journey while gaining confidence in the Australian workplace. In July this year, Sydney MCS SETS team welcomed a Ukrainian caseworker, and a Palestinian caseworker. Our new staff have quickly applied their skills and experience to support other new arrivals, demonstrating professionalism, dedication, and strong work ethic. Their contributions have already had a meaningful impact within their local communities, and Sydney MCS deeply values the knowledge, perspectives, and commitment they bring to the organization and the wider community.



# SETTLEMENT SERVICES

## Program Objectives and Achievements

**The SETS Program aims to equip clients and communities with the tools and support necessary to address their settlement needs and achieve long-term self-reliance and integration. Below are the key areas of focus and the outcomes we have achieved in the past year:**

### One-on-One Case work

Bilingual caseworkers support can range from low-intensity to medium-intensity support. Supports including basic settlement related information, assistance and referral for one-off issues, or multiple/complex issues are identified. Key issues that present in our clients are employment, housing, learning English, and social support.

### Employment and education

Thanks to our dedicated volunteers that assist with resume and interview preparation and that run English classes which have significantly improved clients' employability and language proficiency. Additionally, clients have acquired driving licenses through our discounted driving lesson program with On Road driving school, specifically targeted to help women gain independence and increase employment prospects. Our Chatswood office organises an annual Multicultural Women at Work workshop and the topic this year focused on Careers in Aged Care Sector encouraging women to get back into the workforce and providing training and information on how to enter the sector.



Photos above: SETS Program Launch

## Community participation and Justice

Sydney MCS partnered with local stakeholders to promote civic participation and justice, including information sessions on Knowing the Police in NSW, Gender Equality and Women's Rights, Employment Law, Racial Discrimination Law and Tenant's Rights with Kingsford Legal Centre and Marrickville Legal Centre, and participating in Community Safety Consultations with Eastern Beaches Police Command Area.

## Basic needs and welfare

Refugees have received weekly essential food bags donated by Oz Harvest as well as EAPA vouchers to address essential needs. We provide our clients access to Centrelink and Medicare support from a Multicultural Service officer from Services Australia, ensuring they receive the necessary financial assistance onsite at SMCS.

## Citizenship and legal support

Several clients have successfully obtained citizenship, reflecting their increased stability and long-term integration. Thanks to our dedicated volunteer's support to our clients from learning English to Citizenship test preparation.

## Housing and Financial Assistance

Support with housing has enabled clients to find safe and stable living arrangements. Applications for Good Shepherd (NILs) interest-free loans and EAPA vouchers has alleviated financial stress for many clients.

## Health and wellbeing

Our SETS program promotes positive mental health and wellbeing through a regular Art for Wellbeing group, Senior Art Model and Performance group, Senior Dance group, and Meditation classes, as well as facilitating educational sessions on mental health, healthy lifestyle, and access to health services. This year Sydney MCS Daceyville office organised a women's health week event during September which included information from the South East Sydney Local Health District and participatory activities such as yoga and sound healing to promote rest and rejuvenation for our clients. In October, for mental health month, our Chatswood office partnered with Mission Australia to hold a women's health information session on health equity and access to bridge some of the gaps in primary healthcare access for individuals from multicultural communities.

Sydney MCS SETS Team







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KEITH T. SMITH  
*Memorial*

**sydney  
mcs**  
sydney multicultural  
community services

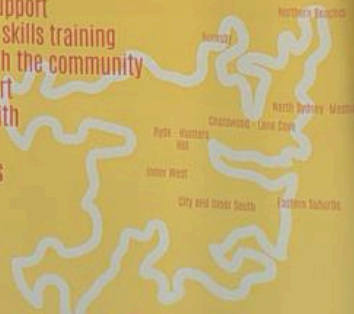


## Settlement Engagement and Transition Support Program

Empower refugees and newly arrived migrants by providing essential services to support their journey toward independence and community integration.

Talk to us about:

- one-on-one casework
- employment support
- education and skills training
- connecting with the community
- housing support
- accessing health
- form filling
- family services
- financial aid
- other services



02 9663 3922 **CALL US**



[www.sydneymcs.org.au](http://www.sydneymcs.org.au)



[info@sydneymcs.org.au](mailto:info@sydneymcs.org.au)

### Head Office

3 General Bridges Crescent,  
Daceyville NSW 2032

### Chatswood Office

Suite 11  
809 Pacific Highway,  
Chatswood NSW 2067

### St Peters Office

39 Unwins Bridge Rd,  
Sydenham NSW 2044

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## COMMUNITY ENGAGEMENT AND CAPACITY BUILDING

Community education and capacity building are essential elements of SETS' mission. In the past year, we have delivered a range of workshops and information sessions to enhance clients' knowledge and skills, empowering them to engage more effectively with their new environment.



### Regular Services

- Employment Support  
(Resume & Cover Letter, Digital Literacy, IELTS test, Interview preparation)
- English Classes (Beginners, Advanced, Conversation)
- Driving Lessons Support
- Citizenship Test Preparation Classes
- Technology Tutoring
- Art for Wellbeing
- Senior Dance Group
- Social Connect Group
- Senior Art, Model and Performance Group
- Financial Assistance  
(Food bags, Utility Vouchers, No Interest Loan)
- Services Australia - Centrelink Outreach
- Tax Help



### Regular Outreach

- Ron Williams Community Centre
- Oz Harvest Waterloo Market
- Ashfield Civic Centre
- Ultimo TAFE
- Addi Rd Community Services
- Services Australia



# COMMUNITY ENGAGEMENT AND CAPACITY BUILDING

## Information Sessions

- Aged Care
- Gender-Equality and Women's Rights
- Healthy Lifestyle – Understanding Australian Culture
- Social Support Community Education
- Employment Support
- Multicultural Women at Work
- Services Australia – Aged Care Pension, Social Welfare
- Mental Health – Service Providers and Equal Access
- Mental Health
- Employment Law
- Get Healthy Service
- Women' Health
- Racial Discrimination Law
- Knowing the Police Force in NSW
- Tenant's Rights



Celebrating Lunar New Year 2025  
with dumpling making

## Festival and Celebration Events

- Lunar New Year Celebration
- International Women's Day
- Harmony Day
- SETS Launch
- Refugee Week
- Women's Health Week
- Welcome to Willoughby
- Welcome to Sydney – Multicultural Belonging Day



## Training for Staff

- STARTTS Trauma Informed Care and Culturally Safe Practice
- SETSCoP – Operations, Employment, DFV, CCB, Health and Mental Health, Youth, Housing & Financial Capacity.
- FDV and Financial Support with The Good Shepherd

## BUILDING PARTNERSHIPS AND COLLABORATION

A key strategy for SETS is fostering partnerships with local services, agencies, and stakeholders to expand the reach and impact of the program.



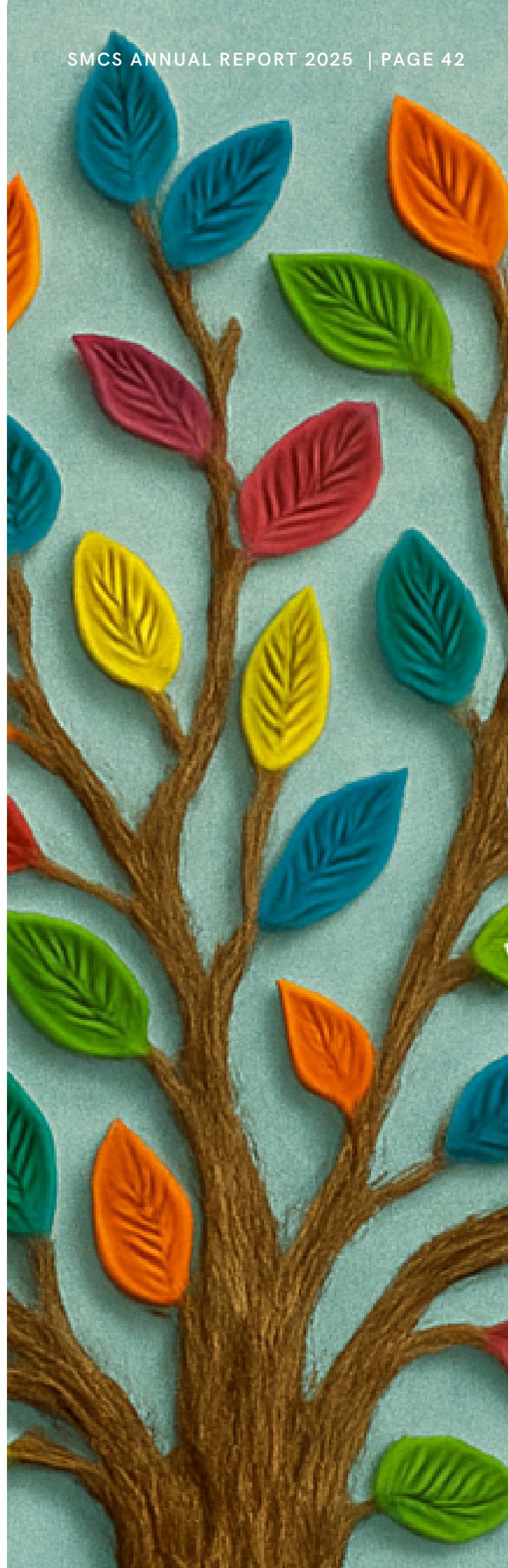
### Local Government and MPs

SETS workers have actively engaged with local political leaders, including MPs and Mayors, to ensure they are aware of the services we are providing. This engagement also serves as a platform for advocacy, bringing attention to the specific needs and challenges faced by SETS clients in their settlement journey.



### Community Networking

SETS has strengthened relationships with other settlement services and mainstream organizations, facilitating greater access to resources and opportunities for clients.



## Client's Successful Stories

### SMCS Community English Class can save life

Vivian who studied in Chatswood English Class learned how to react to emergency situations in English and then was able to use it in real life by calling the ambulance to ensure that her son received required medical treatment on time.

Comments from Vivian Chan - English Class student

(translated) Recently, I had learned in English how to respond to emergency situation at the Sydney MCS Chatswood. Unexpectedly, last week my son had a fever in the middle of the night, and what I learned came in handy. He had a cold and fever at home and took some fever-reducing medicine, but unexpectedly, he had an allergic reaction to the medicine, which was very urgent. I called 000. Normally, I only know the ABCs of English, but fortunately, I remembered what we were taught in the last English class about emergencies and ambulances, as well as how to express our home address. I used all of this at that moment. Here, I am very grateful to the Sydney MCS Chatswood for their help with my English, very grateful. Thank you!

English Class at Sydney MCS Chatswood Office





## Client's Successful Stories

### **Community Capacity building, Seniors from Australia Oriental Dancing Group have a new venue to practice their dancing**

Australia Oriental Dancing Group is a group formed by hundreds of seniors (mainly new migrant grandma group). They have performed in several big multicultural events and they have provided seniors from multicultural community ongoing exercise and networking opportunities, facilitating a healthy lifestyle for seniors. They wanted to find a venue to practice their dancing, however due to a very limited budget, they couldn't find a venue for a long time. Then the representative of the group who is also a settlement client, Ms Qiaoen Li approached Sydney MCS Chatswood office. With SMCS Chatswood office's support the group were able to secure a venue in Chatswood at Help Street Chatswood.

Comments from Ms Qiaoen Li-Settlement client and representative from Australia Oriental Dancing Group

(translated) Hi Michael, we really appreciate that you spend so much time and effort to try to help us find venues. Your connection Tina is very lovely; she has reached agreement with the head of our group and provided a venue for us on every Saturday afternoon from 2:00pm to 5:00pm. The head of our group asked me to thank you and if you need any help in the future, we will make our full effort to support you as well.

### **Employment Support Successful Case**

Sorymar Gonzalez came to Sydney MCS experiencing social isolation and actively seeking employment opportunities. During the support process, Sorymar was referred to our English classes and Art for Wellbeing program, and our caseworker identified a potential job lead through a provider who shared a similar professional background with the client. Sydney MCS facilitated contact between the provider and the client and coordinated an interview. The meeting went well, and the provider recognized the client's skills and enthusiasm. As a result, the client was offered a full-time position and is now successfully employed, thriving in a role well-suited to their experience and interests.



## Client's Successful Stories

### A Journey of Connection and Learning: The Story of a Local Chinese Senior Group

A small group of fifteen senior migrants from the local Chinese community recently began a new chapter of their lives in Sydney. Each had retired in their hometowns before moving to Australia to reunite with their only child.

Here, their days were filled with love and duty — caring for grandchildren, cooking meals, and keeping the household running. “I’m busy from morning to night,” laughed one grandmother, “school drop-offs, cooking, cleaning... there’s no time left for myself!”

Through the support of SMCS Mandarin-speaking caseworker, a group was formed for this community to learn English and to share their experiences. SMCS tailored the classes to the needs of the group with the assistance of a Mandarin-speaking volunteer to make it easier for students to ask questions without the fear of “getting it wrong.”

Learning English at their age was not easy. Many had no chance to practise at home, as their families spoke Mandarin. Progress came slowly, but every new word felt like an achievement.

One grandmother recalled her first big moment:

“I am old now, and I learn slowly, but after attending this English class I am starting to recognise the alphabet and some single words. My classmates help me, and my teacher is patient. I am so grateful to have this learning opportunity.”

Beyond language, SMCS offered information sessions in Mandarin on vital topics — legal rights, healthcare, and local activities — and provided one-on-one help from the bilingual caseworker for consultation, filling out forms, applying for photo cards, or connecting to community resources.

The group’s confidence grew. Some started joining other activities, such as gentle exercise groups and local cultural events. One grandfather proudly shared that he could now take a bus to visit a friend across the suburb — something he had never dared to do before.

For these seniors, SMCS has been more than a service provider; it has been a bridge — linking their world of family responsibilities with the wider Australian community. It has helped them balance their role as loving grandparents with their own journey of learning and independence.

“We may be old, but here, we are not just grandparents. We are students, friends, and part of the community.”

And their journey is far from over. With each class, each conversation, and each small victory, this group continues to prove that it’s never too late to learn, connect, and belong.

## Client Feedback Highlight

"I would like to share my feedback and appreciation for the support I received from Sydney Multicultural Organisation and my social worker. Recently, I was struggling with my domestic violence situation as I'm new migrant women with 2 children. She guided my case very well that made me find my way easier in Australia. She helped me to have shelter in the hard time when I'm nearly being homeless in new country. She guided me to understand the study and work system, helped me with electricity bill and it caused me a lot of stress and worry. I did not know where to start or how to manage the situation. My social worker took the time to listen to me with kindness and understanding, without making me feel judged. She helped me to apply for assistance with my electricity payment, and thanks to her support, my bill was covered. This took away a big burden from my shoulders.

In addition, she also gave me very helpful advice on how to better manage my daily life. She explained simple ways to budget my money, organise my household expenses, and look after my wellbeing. This guidance gave me hope and confidence to handle my responsibilities in the future. I am truly grateful for her care, patience, and practical support. Thank you so much for being there for me."

The SETS Program has made significant strides in supporting newly arrived migrants and refugees to navigate their settlement journey. By offering tailored services, building partnerships, and fostering community engagement, SETS plays a vital role in promoting self-reliance and integration into Australian society. We remain committed to empowering our clients, building on the successes of the past year, and continuing to adapt our services to meet emerging needs.



## Client Feedback Highlight

"You help me reduce mental pressure, you provide us venue for exercising (dancing), you help us a lot and we will not forget."

"I have got a job in an aged care company. Thank you so much for helping during the tough time."

"I have been in Australia for a while and feel very lucky to get support and advice from SMCS. I have got business support from SMCS and made social connection with migrants with similar background. The resources which are provided by SMCS help my business and I really appreciate the workers accompany and mentoring from SMCS."

"I would like to express my sincere gratitude to Sydney Multicultural Community Services for their incredible work and the events they organise, which truly help and bring people together. I am especially thankful to Yuliia for her support and assistance during a difficult period in my life. I was searching for a job for several months, and Yuliia was always in touch, providing me with valuable information and guidance. I would also like to thank Jo Busuttil, who gave me a detailed consultation regarding my resume and shared many helpful tips for my job search. Thanks to the support of Yuliia and Jo, I was able to find a full-time position in a job that I truly enjoy. Thank you so much."

The Art-for-Wellbeing group





# OUR NON-FUNDED PROGRAMS

The following programs receive no funding from government but SMCS leverage extra effort and resources to provide these services and address local needs without relying on government funding.

## Energy Account Payment Assistance (EAPA) Scheme

Our financial assistance program has continued to grow in 2023. 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.



## No Interest Loans (NILS)

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 \$2,000 without interest.



## OzHarvest Food Rescue

OzHarvest generously delivered food to SMCS Daceyville every Friday. Grocery services still continues 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 clients with the most needs receive assistance.



Photo below: Every Friday, CEO Rosa Loria packs food from OzHarvest for people in need.





# OUR NON-FUNDED PROGRAMS

## Multicultural Generalist Case Work

A case worker at Sydney MCS provides much needed support to migrants who aren't eligible to access certain services and assists community including youth, seniors and families to improve well-being and their quality of life. The case worker provides advocacy for Housing NSW application, advocates for Centrelink issues, assists in resolving issues regarding over charged energy bill, accompany vulnerable clients, attend local courts, liaise with Legal Aid NSW, organize interpreting services, provide information and referral services and provide assistance to CALD elderlies to access My aged care portal and register their names in order to be assessed for services.

## Accessing aged care services

A significant number of elderly individuals from culturally and linguistically diverse backgrounds continue to require support in accessing aged care services. Due to language barriers, many struggle to understand the information provided through My Aged Care, Leading to confusion and frustration around care plans.

For older migrants without family or support networks, Sydney MCS generalist case workers provide personalised, hand-on-assistance. We guide clients through the My aged Care system, helping them understand their options and access the services they need to live with dignity and independence.



## **Advocating for housing**

Housing affordability remains a significant concern across Australia. In the first quarter of 2025, private rental prices rose by 1.7% nationally, compared with a 2.7% increase in the same period in 2024. Over the past five years, median rents have increased by almost 44%, placing growing pressure on low-income individuals and families.

These rising costs disproportionately affect clients from culturally and linguistically diverse backgrounds. Current application pathways for social and affordable housing—limited to online forms or phone lodgements—create considerable barriers. Older clients often struggle to navigate digital systems due to limited computer access or low technological literacy. For clients who speak little or no English, completing online forms is extremely difficult, and phone-based systems are equally challenging, as automated menus and long wait times make communication nearly impossible without support.

Sydney MCS generalist case workers play a critical role in reducing these barriers. We provide clients with detailed information about local social and affordable housing options, explain eligibility requirements, assist in completing application forms, help gather necessary documentation, and liaise directly with housing authorities to ensure client concerns are heard.

## **Financial assistance**

Language and cultural barriers continue to limit CALD clients' ability to access financial support services. Sydney MCS case worker plays a critical role in helping clients understand and apply for available financial assistance programs, including the No Interest loan Scheme and Energy account Payment Assistance (EAPA). This support enables clients to better manage their financial obligations and avoid crisis situation.

## **Referral to relevant services**

Generalist case worker refers CALD clients to advocacy services that can assist them in understanding their rights, navigating complex housing systems, and addressing issues with government or service providers. When making referrals, case worker ensure that the selected advocacy service either has language-specific workers or provides access to qualified interpreters. This ensures clients can communicate their concerns clearly, receive accurate information, and fully participate in the advocacy process. Providing linguistically and culturally appropriate advocacy support helps empower clients and strengthens their ability to achieve fair and equitable outcomes.

## **Document support**

Completing forms and official documents can be overwhelming particularly for clients with limited English literacy and digital literacy. Sydney MCS case worker assists by explaining each section of the application process, ensuring clients understand what is required and helping them provide accurate information. This support reduces the risk of application errors and increases successful outcomes.



## Case Story: Finding Strength Through Support

**Spanish Background client:** As Client lost his citizenship certificate due to couple separation, he found himself struggling to navigate the complex online systems required to reapply. With limited digital literacy and no support network, client was at risk of being unable to access essential services that required proof of citizenship.

Case worker stepped in to provide personalise, step by step assistance. We helped him to gather the necessary documents, complete the online application for a replacement certificate, and ensure all requirements were met. Once the certificate was reissues, case worker supported him further in applying for his Australian Passport- an important step toward rebuilding his independence

For Client, this was not just about paperwork; it was about restoring a sense of belonging and security. His experience reflects the importance of tailored, human-centred support in empowering individuals during difficult times.

This year has been marked by significant efforts to support individuals facing housing and Centrelink challenges while enhancing the accessibility of age care services for culturally diverse elderly clients. The commitment to improving service delivery remain steadfast, with a focus on overcoming challenges and settling goals for continued growth and outreach.



This year, we focused on supporting individuals facing a range of challenges, while improving access to aged care services for culturally diverse older clients. Our commitment to delivering high-quality, inclusive support remains strong, with clear goals for continued growth and community outreach.



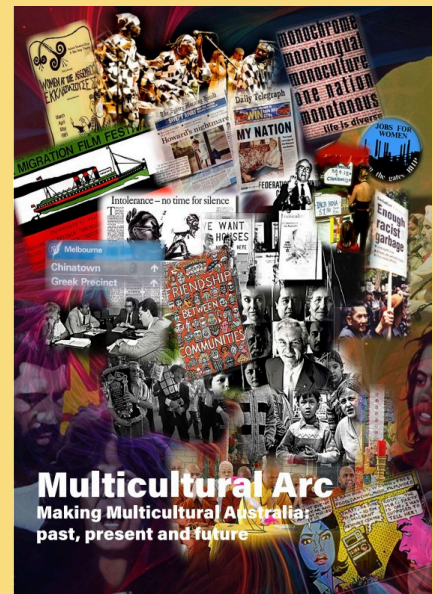
# Multicultural Arc

## Making Multicultural Australia: Past, Present and Future

In early 2023, our CEO Rosa Loria and SMCS commissioned Dr Andrew Jakubowicz to write “Multicultural Arc” and the book was published in late 2023 by Sydney MCS.

Multicultural Australia is at another turning point, two generations out from its “invention” in 1973. Social conflict is widespread around international events, showing up locally as hate speech, fear and high levels of anxiety. While a majority of Australians think cultural diversity has been good for Australia, few know what multiculturalism seeks to achieve or how it thinks about those tasks. What decisions now confront the Australian people in relation to the next generation?

Multicultural Arc is designed to explore these questions and present some of the possible answers.



Dr Andrew Jakubowicz introduced the book at the book launch.

Multicultural Arc describes and analyses a half-century of multicultural action and policy in Australia, as the country changed from being 99.5% European to one of the most diverse societies in the world.

Through examinations of the changes introduced by successive governments, readers follow the twists and turns of ideology and popular attitudes. From the “invention” of Australian multiculturalism through to attacks on its very existence, the affirmation of Australia’s multicultural future now depends on addressing systemic racism and continuing inequalities.

Please scan the QR code to order your copy of Multicultural Arc. Thank you for your support.

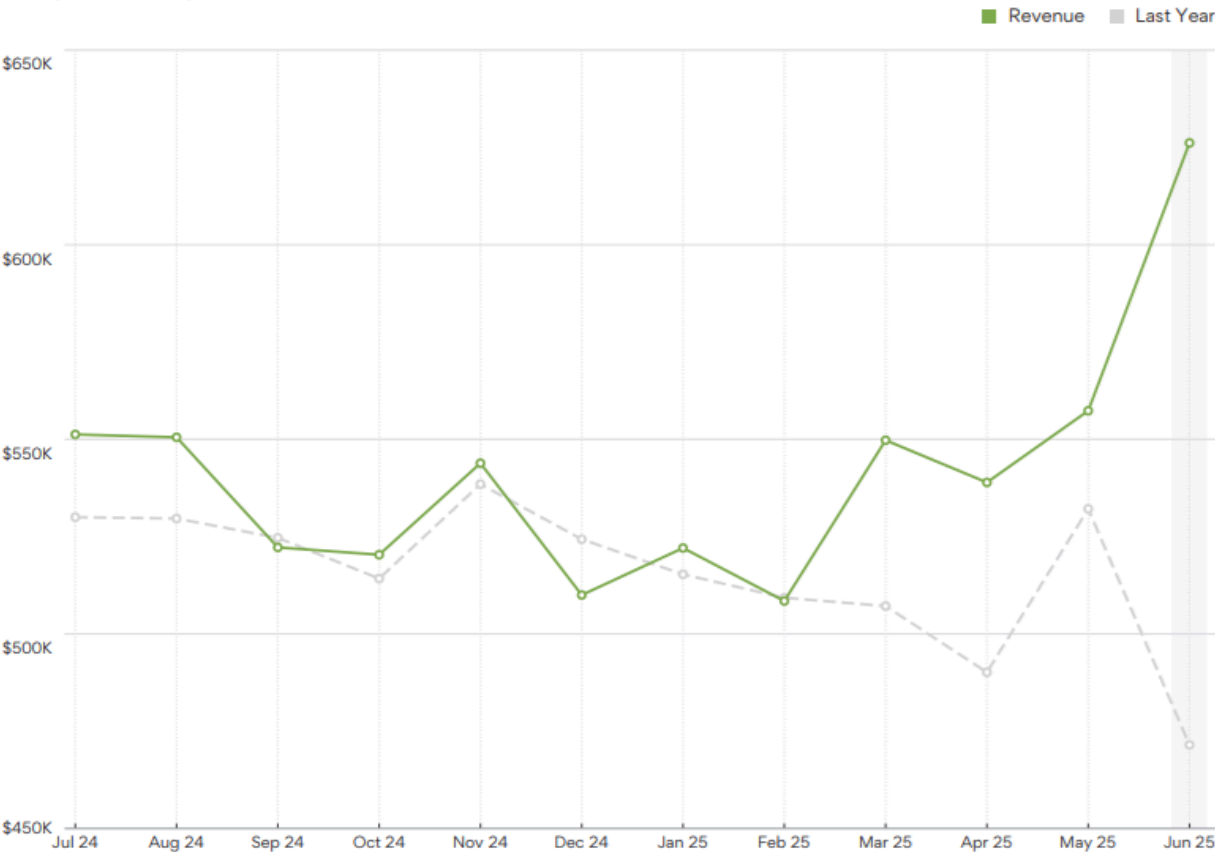




# REVENUE ANALYSIS 2024/2025

TOTAL REVENUE FY	YTD LAST YEAR (2023/2024)
\$6,500,849	\$6,304,613

This year vs last year



## Revenue Charts

Revenue breakdown by Company

	\$0	\$1,000,000	\$2,000,000	\$3,000,000
Sydney MCS - Comm'ty AGED CAR...				\$2,956,423
Sydney MCS - NDIS			\$1,442,496	
Sydney MCS - Day Care			\$1,269,734	
Sydney MCS - DIAC - SPP		\$760,872		
Sydney MCS - EXTRA FUNDING	\$71,324			

# 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.**

## Federal / State Parliamentarians

The Hon. Matt Thistlethwaite, MP  
- Federal Member for Kingsford Smith  
The Hon. Tanya Plibersek, MP  
- Federal Member for Sydney  
Ms Allegra Spender, MP  
- Federal Member for Wentworth  
Ms Kylea Tink, MP  
- Federal Member for North Sydney  
The Hon. (Jo) Joanna Elizabeth Haylen, MP  
- State Member for Summer Hill  
The Hon. Michael Daley, MP  
- State Member for Maroubra  
The Hon. Ron Hoenig, MP  
- State Member for Heffron  
Dr Marjorie Spooner O'NEILL, MP  
- State Member for Coogee  
Mr Michael Regan, MP  
- Independent State Member for Wakehurst  
Mr Tim James, MP  
- State Member for Willoughby

## LGA's Councillors

Mayor Darcy Byrne Inner West  
Mayor Will Nemesh Waverley  
Mayor Ms Tanya Taylor Willoughby Council  
Mayor Zoë Baker North Sydney Council  
Mayor Dylan Parker Randwick City Council  
Mayor Ed McDougall Bayside Council  
Randwick Mayor (09/2023-09/2024) Cr Philippa Veitch  
Deputy Mayor Godfrey Santer North Sydney Council  
Councillor Dr Christina Curry Bayside Council  
Burwood Council  
City of Canada Bay Council  
City of Canterbury and Bankstown Council  
City of Sydney Council  
Hunters Hill Council  
Inner West Council  
Lane Cove Council  
Mosman Council  
North Sydney Council  
Randwick Council  
Strathfield Municipal Council  
Waverley Council  
Willoughby Council  
Woollahra Municipal Council

## Government Departments and Organisations

Single Assessment System (SAS) covering the regions  
Access Sydney Community Transport Ltd  
ACNC Australian Charities and Non-for-profits Commission  
Addison Road Community Organisation  
Advance Diversity Services  
Annabel House Dementia Day Care Centre  
Arab Council Australia  
Auburn Diversity Services  
Australian Human Rights Commission  
Australian Nursing Home Foundation  
Bankstown City Aged Care  
Benevolent Society  
Beyond Blue  
Bourke Street Public School  
Camberaygal High School  
Care Connect Carers NSW  
Central and Eastern Sydney PHN  
Centrelink- Multicultural Services  
Central Intensive English High School Alexandria  
City East Community College  
City of Sydney Mayor Clover Moore  
Co.As.It  
Community Migrant Resource Centre  
Core Community Services  
Cultural Perspectives Group  
Daceyville Public School  
Dementia Australia  
Department of Human Services  
Department of Home Affairs  
Department of Social Services  
Department of Health, Disability and Ageing  
Eastern Suburbs Police Area Command  
Eastern Sydney Multicultural Access Project  
Eastern Area Tenants Service  
Eastlakes Public School  
Ethnic Communities Council  
Ethnic Community Services Co-op  
Families First NSW  
Focus Connect (Formerly Macarthur Diversity Services)  
Gallipoli Turkish Cultural Foundation Limited  
Gardeners Road Public School  
Glow Up Careers  
Good Shepherd  
GyMEA Community Aid & Information Service  
Hermis & Associates



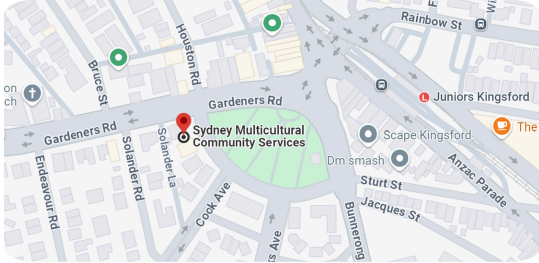
# ACKNOWLEDGEMENTS

**Thank you for helping make Sydney MCS the most successful CALD Migrant Resource Centre. We look forward to continuing our work together in the new year.**

Holdsworth Community Centre  
 Hillsdale Community Centre  
 Human Services Network (HSNet)  
 Immigration Advice and Rights Centre (IARC)  
 Inner Sydney Voice- Regional Council for Social Development  
 Inner West Multicultural Network  
 JJ Cahill High School  
 Kensington Public School  
 Kingsford Legal Aid  
 La Fiamma Newspaper  
 Lane Cove Public School  
 Little Bay Coast Centre for Seniors  
 Lower North Shore Domestic Violence Network  
 Lower North Shore Multicultural Network  
 MAC -Multicultural Advisory Committee-Hornsby, Chatswood & Northern Beaches  
 Maroubra Police  
 Marrickville High School  
 Marrickville Legal Centre  
 Marrickville South Collective  
 Marrickville West Public School  
 Mascot Police  
 Matraville Public School  
 Metro Assist  
 Mission Australia  
 Newtown Neighbourhood Centre  
 NSW Amnesty International Australia  
 NSW Department of Communities & Justice  
 NSW Department of Housing  
 NSW Fair Trading  
 NSW Department of Industry, Science, Energy & Resources  
 MTC Australia Maroubra & Chatswood  
 Multicultural NSW  
 Multicultural Community Voice Network  
 Multicultural Disability Advocacy Association of NSW (MDAA)  
 Multicultural Health Unit NSW  
 Multicultural NSW  
 National Disability Insurance Agency  
 NSW Premier's Department  
 NSW Refugee HealthService  
 Office of Industrial Relations  
 Office of Multicultural Affairs  
 Onroad Driving School  
 OzHarvest  
 PCYC Eastern Suburbs, Central and Eastern Sydney  
 Polish Welfare  
 Prince of Wales Hospital  
 RACS Refugee Advice & Casework Service

Rainbow Street Public School Randwick  
 Randwick Public School  
 Randwick Girls High School  
 Randwick Boys High School  
 Randwick City Council Library  
 Redfern Legal Centre  
 Refugee Council of Australia (RCOA)  
 Ron Williams Community Centre  
 Royal Hospital for Women  
 Salvation Army  
 SBS Radio National Network  
 Schools As Community Centre - Marrickville West  
 Services Australia  
 Settlement Council of Australia (SCOA)  
 Settlement Services International (SSI)  
 STARTTS  
 St George Community Housing  
 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 Vincent's Hospital  
 Surry Hills Neighbourhood Centre  
 Swadesh Barta (Bengali Newspaper)  
 Sydwest Migrant Resource Centre  
 TAFE Ashfield, Hornsby, Meadowbank, Petersham, Randwick, St George, St Leonard, Ultimo  
 Tempe High School  
 Thai Welfare Association NSW  
 The Australian Chinese Community Association (ACCA)  
 The Deli Women & Children's Centre  
 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 University of NSW - School of Social Work  
 The University of Sydney - School of Social Work  
 Thread Together  
 Thrive Refugee Enterprise  
 Together2 Rozelle  
 Transcultural Aged Care Service (TACS)  
 Transcultural Mental Health Centre  
 United Nations  
 War Memorial Geriatric Flying Squad  
 Welfare Rights Centre  
 Western Sydney Migrant Resource Centre

# CONNECT WITH US



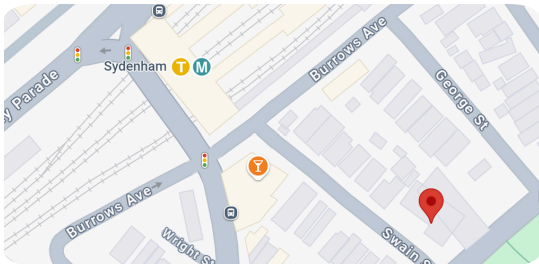
## SMCS Head Office

3 General Bridges Crescent,  
Daceyville, NSW 2032  
(02) 9663 3922  
info@sydney.mcs.org.au



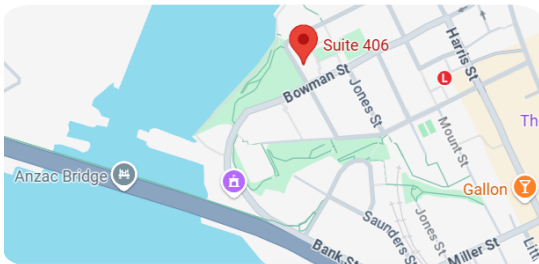
## SMCS Chatswood Office

Suite 11, Level 10, 809 Pacific Highway,  
Chatswood, NSW 2067



## SMCS St Peters Office

39 Unwins Bridge Road,  
Sydneyham, NSW 2044



## SMCS Pyrmont Office

Unit 406/56 Bowman Street,  
Pyrmont NSW 2009



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