



# ANNUAL REPORT

2016/2017



CORE Community Services previously known as Cabramatta Community Centre has been providing services to the community since 1979. We are a not-for-profit community based organisation that celebrates our vibrant communities and rejoices in their diversity, at the core of our organisation are the local people enriching our local communities

# Annual Report

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## CORE Community Services

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*“We celebrate our vibrant communities and rejoice in their diversity – at the core of our organisation are the local people enriching our local communities. We are a place you can visit to ask advice, to feel safe and supported, a place that will understand your challenges and help you connect with other people.”*

We are a not-for-profit community organisation which has been operating in South West Sydney for over 35 years. We were previously known as Cabramatta Community Centre, but due to growth and the far reaching nature of our services, we rebranded in 2015 to CORE Community Services to highlight our dedication to all local communities in South West Sydney.

## Our Mission

*To facilitate equitable access to life opportunities experienced by all Australians.*

## Our Vision

*We support vibrant local communities that advocate for social justice, equal participation in decision-making, celebration in diversity and non-discrimination in all levels of society.*

### Our Values

#### ***We cultivate Social Justice, Inclusion, Participation, Access and Equity***

So that all people feel valued, their differences are respected, and their basic needs are met

We endorse equal rights and the opportunity to participate in all aspects of community life and decision making

Both for our clients, and internally, we continually strive for fairness and impartiality

We seek and create opportunities for participation in local communities, and promote leadership by providing a process for residents to enrich and enact decisions, as well as enable access to opportunities

#### ***We are Client-centred, Competent and Accountable***

Our clients are at the centre of everything we do, and we have the skills, knowledge and ability to work with them effectively

We provide programs and services that are accessible, fair and responsive to the needs of local community residents, and we have accountability structures to ensure transparency

We take responsibility for our decisions and we are transparent in our efforts and use of resources

#### ***We value Diversity and Unity***

We accept and respect individuality and difference, and rather than simply tolerating, we embrace and celebrate difference and cultures living together

We strive to work together internally and to appreciate our role within local communities and beyond

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# A Message from the Chair

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## Yvonne Santalucia

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We have reached the end of another remarkable year and it is inspiring to see everyone coming together supporting each other from a culture of empowering to achieve the best possible outcomes for our clients and the broader community. This is not an easy undertaking considering all of the challenges we faced; the competitive nature of government funding, accreditation requirements, corporate responsibilities and delivering quality services.

I am fortunate in being able to rely on a stable and committed Board. This year long standing board member, Adrian Wong stepped down from the board. We have been fortunate to be able to recruit two new Board members. Karina Santolin brings many years of experience as a senior executive in the information technology and manufacturing sectors. Naomi Knight brings 20 years' experience in advocacy, lobbying, public policy, politics and political processes, stakeholder and community engagement and government administration.

I would like to thank everyone who continuously makes our work at CORE possible, this includes; volunteers, Board members, workers and stakeholders.

We are looking forward to another year of challenges and achievements to fulfil our mission, *'To facilitate equitable access to life opportunities experienced by all Australians.'*

***It is with great pleasure that I present the 2017 Annual Report.***



“Each member has stepped up to the challenges associated with our core tasks, strategic direction and governance.”



**SECRETARY**

## **Alejandro Arvelo**

Alejandro is a senior lawyer with extensive in-house and private practice experience in the insurance industry and 10 years experience in law.



**DIRECTOR**

## **Jasvinder Pal Kaur**

Jasvinder is a senior project manager at PricewaterhouseCoopers(PwC) with industry experience that spans over 25 years on a national and international level.



**DIRECTOR**

## **Ali Mokhtar**

Ali is an Associate at Marsdens and has extensive experience in Parenting, Property, Interim and Spousal Maintenance Law in NSW and QLD.



**DIRECTOR**

## **Naomi Knight**

Naomi is passionate about social justice and creating communities that nurture human rights. She has a Master of Organisational Leadership and a Graduate Diploma in Public Affairs.



**DIRECTOR**

## **Karina Santolin**

Karina has over 20 years experience in senior management roles helping to guide organisations through strategy and transformation. She has a Bachelor of Arts in Internet Communications.



**DIRECTOR**

## **Katina Varelis**

Katina has a Bachelor of Arts Degree, majoring in Sociology, Psychology and Anthropology coupled with over 30 years experience in the multicultural sector (both government & non-government).

***‘Supporting those who are vulnerable and require assistance as they reach their twilight years. This has always been at the core of our mission. No matter what stage in a person’s life we want to ensure that each individual, no matter what challenges they have, still has access to the life opportunities experienced by all Australians.’***





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## Message from the CEO

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### Juana Reinoso

CORE Community Services has been working with the communities of South West Sydney for the past 38 years. We have strived to make meaningful and significant impact into the lives of the clients we serve. Whether it be through our Children's services, supporting families to have the right support in the early years of development, or through our Youth services supporting families through the often-challenging years of adolescents. Supporting families who are new to the country and must start new lives and integrate into a new society and assisting those who are isolated but have so much to give to our communities and want to engage with us. Supporting those who are vulnerable and require assistance as they reach their twilight years. This has always been at the core of our mission - no matter what stage in a person's life we want to ensure that each individual, no matter what challenges they have, still has access to the life opportunities experienced by all Australians.

To fulfil this mission we have continued to succeed in delivering programs that have long-term impact and positive change in our client's lives. In this report, you will find details of our five main streams of service delivery with some testimonials of how our services have made a difference for community members of South West Sydney.

This year we welcome two new members to the management team. David Ham has joined our organisation in the role of Operations Manager, and Shama Pande in the role of Multicultural Communities Manager. We look forward to working with them and wish them success in their roles.

This year we also had the great pleasure of joining our Chairperson Yvonne Santalucia when she received the Zest Hall of Fame Award for her passion and commitment to the community sector, especially in multicultural communities. She is an inspiration to us all and we are very privileged to have her on our board.

# Our Services



Left to Right:  
Shama Pande, David Ham, Belinda Pellicano, Nhu Tran, Juana Reinoso, Estela Torredimare, Thuy-Vi Le and Debra Rose



Nhu Tran



Debra Rose



Thuy-Vi Le

## Aged and Disability Care Service

*We are innovative when providing personalised care, we work together with our clients to achieve their goals and passions.*

## Children's Services

*We offer quality educational programs to cater for children and families in South West Sydney.*

## Youth Services

*We provide young people with opportunities to be the best they can be.*



Belinda Pellicano



David Ham

Corporate Services

*Increasing CORE's organisational efficiency ultimately benefits our clients, while also improving the day to day work environment for our staff*

***Working towards  
bridging gaps,  
through care,  
opportunities,  
respect and  
empowerment.***



Shama Pande



Estela Torredimare

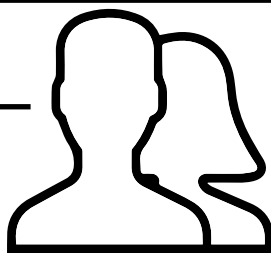
Multicultural Communities

*We provide assistance to newly arrived migrants and refugees in South West Sydney and continue to work with and advocate for our communities.*

Community Engagement

*We provide services, programs and activities that build stronger local communities.*

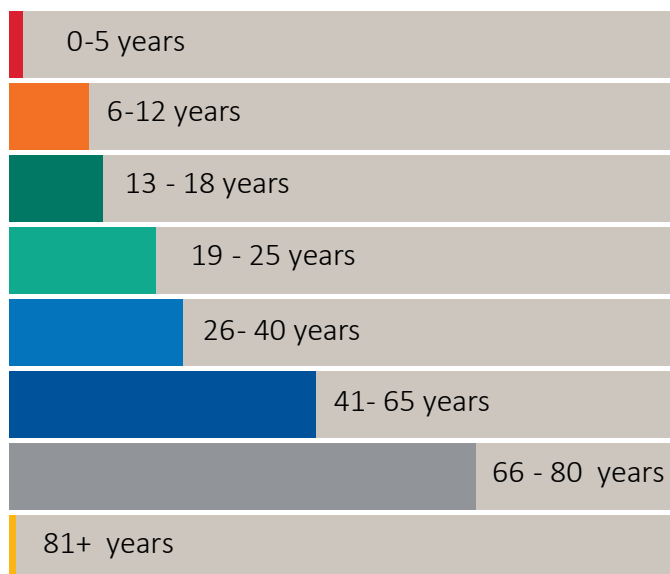
## At a Glance



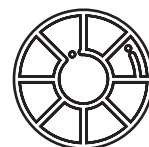
# 60,215

Clients reached 2016/17

### Client Age Distribution



# 119



Groups Supported

# 2,427

Sessions Provided



# 30,648

People connected to Information



1,436  
Aged Care  
Clients



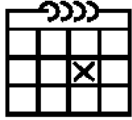
808  
Youth Homelessness  
Support Clients



103  
Disability Care  
Clients



1,154  
Energy Account Clients

**9,665** people attended **95**  Events



**7,064**

Settlement Support Clients



**639**

Employment and Training



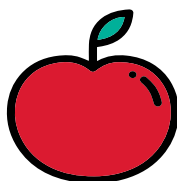
**103**

Home Modifications & Maintenance Clients



**211**

Domestic & Family Violence Support

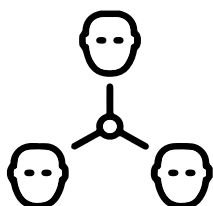


**64**

Early Childhood Education

**1,154**

Clients provided with Financial Assistance

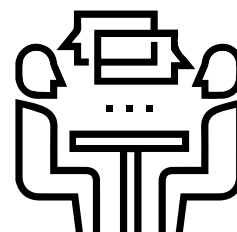


**5,139**

Referrals to other Services

**6,855**

Clients Provided with Case Work



#### Board Member Attendance

Directors	Directors Meeting		Committee Meetings			
			Governance Meeting		Finance and Risk	
	Number Eligible to Attend	Number Attended	Number Eligible to Attend	Number Attended	Number Eligible to Attend	Number Attended
Yvonne Santalucia	6	6			4	3
Alejandro Arvelo	6	5	6	4		
Ali Mokhtar	6	4	6	5		
Katina Varelis	6	6	6	5		
Jasvinder Pal Kaur	6	5			6	5
Karina Santolin	5	5	3	1		
Naomi Knight	5	4			4	2

# Highlights 2016- 2017

WHITE RIBBON DAY MARCH



PCYC - NEIGHBOURHOOD WATCH



WOMEN IN HARMONY



SETTLEMENT SYMPOSIUM



DOMESTIC AND FAMILY VIOLENCE CONFERENCE



STAFF CHRISTMAS PARTY



## JULY 2016

PRESCHOOL DAY OUT



SENIORS ART EXHIBITION



POLICE ENGAGEMENT DAY



HARMONY DAY



MOON FESTIVAL



ZEST AWARDS



NEIGHBOURHOOD DAY



BIGGEST MORNING TEA



MOTHERS DAY IN NEW PLAYGROUND



PREMIER'S DINNER



REFUGEE WEEK



BRING IT ON



PIRATE DAY



JUNE 2017

WORLD'S GREATEST SHAVE



EMPLOYMENT EXPO MAY



SELF-CARE EVENT



INTERNATIONAL WOMENS DAY



SENIOR'S WEEK



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# Aged & Disability Care

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**Aged and Disability Care (ADC) have faced a number of changes within the industry. In response to meeting the increased consumer choices and legislative changes focus has been on workplace recruitment, planning, training and retention.**

Significant changes at ADC have included the review of the Case Manager's role with the outcome of reinstating the Rostering Officer's role. This has provided Case Managers more time and opportunities to focus on consumers and engage with them. Case Managers also provide a lot of information and education to the Culturally and Linguistically Diverse community to help them understand the process for accessing home care assistance, to make informed choices about the care and services available to them, monitor and review care plans, consumer goals and budgets. Building trusting and effective relationships with consumers and their carers is essential. The Administration team has been increased to assist with managing the new and increased administration duties relating to home care packages.

The change of Support Workers no longer requiring to complete a paper timesheet has brought about efficiencies in the workplace. The role of Rostering Officer has assisted with streamlining the rostering process and onboarding of new staff.

Most of the consumers live in 3 multicultural local government areas. Recruiting, training and retaining a diverse skilled bilingual workforce is essential as the older people receiving care greatly value having staff who speak their language and understand their culture.

The training program for staff has been extensive and is ongoing.

The restructure within the workforce enables each staff member to focus on their particular role and together as a dynamic team we are able to provide CORE consumers with individual and quality services.

Opportunities present themselves as the office location is easily accessible to the public and many walk in to enquire about the services available. A great benefit to the Home Care Package Program has been the transition of consumers previously receiving services from the ADC Commonwealth Home Support Program. Their positive experience and familiarity with services provided by CORE has impacted on their choice to receive a Home Care Package from CORE when they are assigned one.

Networks with other service providers have been established to increase services and options for consumers. These include podiatry services, dietician services, cleaning services and transport services. Competitive fees have been negotiated.

The future for the Home Care Package program is exciting with many opportunities presenting themselves. It has proven to be flexible and relevant in adapting to the changes in the aged care sector and consumer choices. The outcomes have delivered countless benefits for the consumers and their carers. The team is looking forward to making a greater impact in the community and building on the already well laid foundation of Care, Opportunity, Respect and Empowerment.

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## Clients



- **Brokerage** we work alongside many partnerships to better utilise the collaborative organisation we are. We broker services to better assist the community.
- **Aged Care** remains the priority for the aged and disability care service. We recognise the changes

within the federal Aged Care system, and that consumers have more choice with the move to funding models.

- **Disability Care** continues to be a small but an important part of our service

## Home Modification & Maintenance

The Home Modification and Maintenance (HMM) program is provided by Aged & Disability Care Services, delivering affordable and quality home modification and maintenance services for frail aged and people with a disability to provide a safer and more independent lifestyle.

CORE receives funding from the Department of Health to assist with a subsidy on the cost of the recommended modifications or maintenance for all eligible consumers.

During the past year 316 consumers were assessed by the HMM Occupational Therapist with 713 modifications, 320 maintenance works and a subsidised lawnmowing service for 336 consumers provided.

### Billie

Billie was referred to CORE Home Modification and Maintenance by My Aged Care as she was having difficulty carrying her oxygen concentrator down her steps and was unable to hang the washing out or access her car to attend medical appointments or social activities.

The HMM Occupational Therapist, Jo Mortimer, visited Billie and during her assessment discussed the option of building a wheelchair accessible ramp to replace the steps, however due to the height of the steps and the slope of the yard this would have dramatically increased the distance she would need to walk and given Billie's medical condition this was not an option.

Following a case conference between the Occupational Therapist, Builder and Coordinator it was agreed the safest and most cost effective option for Billie would be to install a platform lift which would allow Billie direct access to her backyard and car.

A quote was obtained, specifications provided and the HMM Builder completed all necessary modifications prior to the lift installation. This involved raising the back verandah to create level access into the house, removing part of the existing veranda balustrading and installing a reinforced concrete slab for the platform lift. A new pathway was also constructed from the base of the lift to meet up with driveway and the path to the clothesline.

Billie has had the platform lift for a few weeks now and is very happy with the outcome. It is working well as she no longer has to drag her oxygen machine up and down the steps and has less distance



to walk to the car and clothesline. She has also adapted her washing trolley to move her groceries from the car to the house.

Billie said she now feels confident that she can continue to stay safe and independent in her own home and couldn't be happier with the way it has all worked out.

## Home Care Package Program

CORE Community Services Home Care Program continues to deliver quality services in response to the Consumer Directed Care approach and key legislative changes introduced in February 2017.

The Consumer Directed Care is an approach to the planning and management of care which allows consumers and carers:

More choice and flexibility
Support to access relevant information and make informed decisions on the care that is best for them
A partnership approach and better quality participation
Wellness and reablement
Greater Transparency

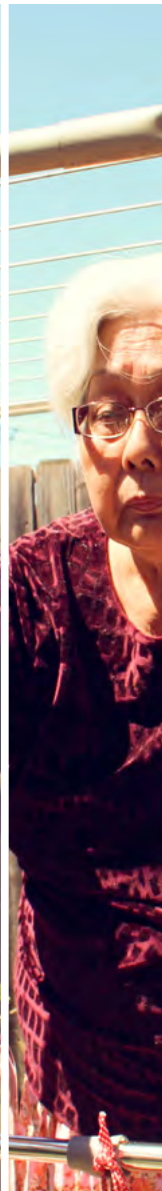
Providers are required to:

- Have conversations about their consumer's needs and goals
- Co-produce care plans
- Provide greater transparency to consumers about what funding is available under their package of care and how those funds are spent
- Agree with the consumer the level of involvement they will have in managing their package
- Conduct ongoing monitoring and a formal reassessment to ensure that the package continues to be appropriate for them

Further changes for home care packages were introduced for new and existing consumers from February 27 2017. The changes included:

- Home care package funding will stay with the consumer, making it easier for consumers to change providers. Previously, home care places were allocated straight to approved providers.
- A national system has been set up by My Aged Care that prioritises users depending on their needs and how long they have been waiting for care. This is designed to allow home care packages to be distributed more equally throughout Australia.
- The process for becoming a home care provider was also streamlined, with aged care and community care providers able to "opt in" to provide home care, rather than going through a full application process.

The change has enabled more providers to deliver services and created more competition. In response to meeting the increased consumer choices and legislative changes focus has been key on workplace recruitment, planning, training and retention.



“My goal was to reduce my weight to better manage my diabetic condition, CORE Community Services, was able to provide me support by introducing a healthy diet and regular walking exercise with my support worker.”

— Ramzia

## Social Support

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It has been an exciting year for the social support program which has catered for the social needs of aged consumers and also younger consumers with a disability. The social support service is delivered in a group environment and one to one basis.



The most challenging part of the program was transferring the younger consumers to the NDIS by July 1 2017. Language specific NDIS information sessions were organised for the consumers and another for the support workers so they could assist. Additional support was available to consumers with little family support during the transition. All consumers transferred successfully to NDIS.

Another focus this year has been to assist home care package consumers to achieve their social goals by inviting them to the group. Currently, 4 home care package level 2 consumers utilise their package funds to participate in the group. This is also supporting the existing CHSP group members to move to Home Care Package if their care needs increase.

Two goals of social support groups are they would like to increase their community access as well as know how to make future plans for themselves. Two outings have been organised this year. At the Japanese Gardens, Mr Anthony Do expressed his appreciation and happiness. He said he felt like he was surrounded by all his family.

Some members visited the Vivid light festival in May with the support of South West Community Transport. The monthly SWCT outing calendar is given to members who wish more frequent outings. Guest Speakers topics were: Update of Aged Pension, NBN, Opal Cards and safe living in the community. One group participated in the yearly state event called "The Awareness of Elderly abuse". This information has empowered consumers to make good future planning.

The program also supports consumers to achieve individual goals.

The social support program has provided every possible opportunity for its consumers to reduce their social isolation, increase their social contact, and importantly to achieve their life goal.

**Jue Zhen (Sue) Huang**  
**Social Support Officer**

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## Flexible Respite Program

The Respite program was successful in transitioning all of its consumers with a disability under the age of 65 years to the NDIS scheme as at the 30 June 2017. This great outcome was achieved through the ongoing support of the Respite Service Officer, the Social Support Service Officer and the Home Support Coordinator.

Commencing in 2016, various information sessions were held with those consumers and their carers to explain the process and the philosophy. The bilingual support workers who normally worked with these consumers were brought in to assist with the interpreting of information in the various languages. Home visits with qualified interpreters commenced for each individual consumer in September 2016 to walk them through the steps.

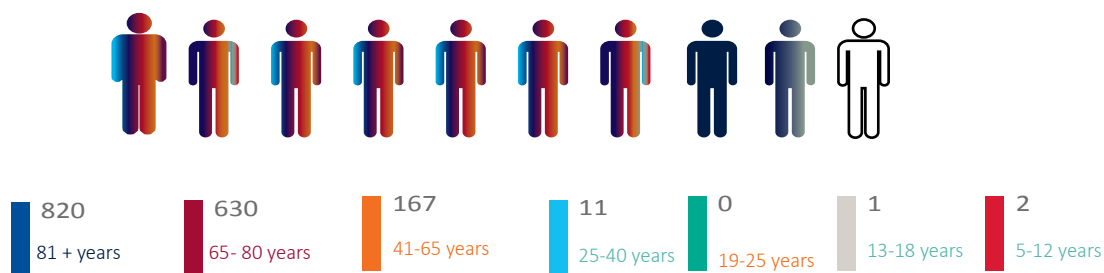


CORE kept in regular contact with these consumers and their carers to identify when applications were sent, when letters were received, when support planning sessions occurred and the receipt of the support plan. Then came the linking with services. CORE has not yet registered with the NDIA although it was very successful in the Third Party verification process. Therefore information was provided to the carers regarding who could provide the services depending on whether there were plan managers approved, or service coordination or whether the plan was being

managed by the NDIA. 8 consumers stayed with CORE ADC due to self-management or plan management or through them ensuring that the service provider they chose would broker CORE ADC staff. CORE staff worked with other service providers in the training of staff to ensure a smooth transition.

Christina Mylonas  
Home Support /QA Coordinator

### Clients



240

Clients Case Managed

316

Allied Health Clients

500

Clients reached



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# Children's Services

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***“What a great place for children to play, all the children look happy.”***



**This year the focus for CORE Community Children's Services was the completion of our Backyard Makeover. Some time ago it was decided that in our best interests that the two very tall native trees would need to be removed as they had become diseased.**

This was a huge loss for the preschool. ‘What would we do for shade in the backyard?’ How would we meet our compliance regulations? Parents were asking the same questions, educators were unsure how to respond. The operations manager met with educators and we discussed the possibility of stretching the budget to finance the makeover. This was not possible so we were on the hunt for funding opportunities. Within several weeks, the Community Building Partnership grants opened up for services to apply. We were successful in applying for the grant so the makeover begun.

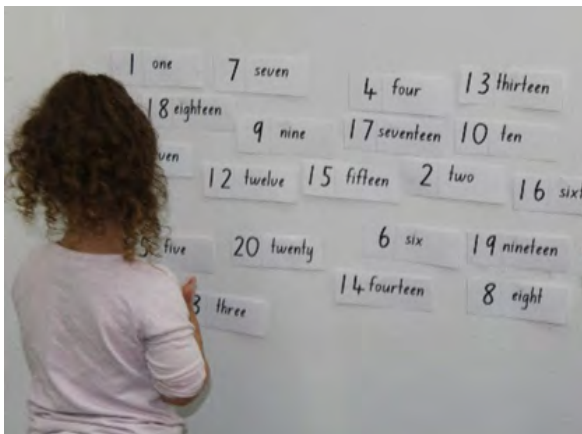
Once the new synthetic grass went down, the children came outside to see what had changed and some of the children had to bend down to feel the new surface. The children gave the seal of approval to it so the construction of the natural play space begun.

Both the staff and Volunteers from **Habitat for Humanity** worked together to create an inviting natural play space where our children will explore, discover and learn how to take care of our environment. Natural elements in the outdoor space include large rocks for the children to climb on, bark, native grasses to run through and a wonderful stage area to read books, or just sit in a quiet space. The outdoor area is a wonderful place where our children want to be.

CORE Community Services Preschool's reputation as a high quality education and care service saw many parents wanting to enrol their children into the preschool program. This started to become a problem for many parents who were unable to access an educational program for their child before going off to kindergarten, as our service can only enrol 20 children per day and we were operating at our full capacity. So after lots of discussion about what we could do to support the families sitting on our waiting list, who have not been able to access any type of education and care service



it was decided that we would begin workshops where 4 year old children could access some type of Early childhood education before Kindergarten.



These workshops have proved to be very popular. It was expected to run for approximately 8 weeks but with overwhelming feedback we have continued and will continue running the workshops until the end of the year. The workshops are run by a degree trained Early Childhood Teacher and she is assisted by a Diploma trained Educator. Both Staff members are enjoying the workshops and will work with the children until the end of the year.

## Nutrition Program

Children's Services held a nutrition program in partnership with the child, youth and family support worker from CORE Youth Services. This program ran for four weeks and provided many young families with strategies to encourage their young children to eat healthier. It focused on helping parents make healthy food choices, as these are essential for the active growth and development that takes place in the younger years. Parents actively contributed to discussions about portion sizes for children, the effects of too much processed food and the benefits of fresh foods. We then talked about preparing food safely, reinforcing the need for cleanliness. Making sure you wash your hands before handling foods, trying not to cross contaminate other foods etc. Other topics included the safe storage of foods and safety with milk products. This program proved to be very successful and appreciated by the families involved.



164

Total clients supported

30

Workshops and  
Info Sessions

100

Connected with Information

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# Community Engagement

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The Community Engagement Service (CES) continues to grow and from July 2017 extended its services to the Miller area. We are pleased and excited to have been selected as the successful tenderer for the operation of The Hub at Miller. We acknowledge The Hub's history and the important role it plays in the local community.

The CES team will focus on providing local residents with opportunities to explore different options that could have positive outcomes in their day to day quality of life. The CES team is currently researching a broad range of services that are educational, recreational, cultural and socially minded to enable us to work side by side with Miller residents and provide tailor-made activities based on their needs and likes.

Our current services at Cabramatta, Fairfield, Mt Pritchard and Canley Heights continued during this year, providing local residents with opportunities to attend a vast range of services including educational, recreational, hobby, cultural and social activities. The local community responded positively to the opportunity to work in collaboration with workers and volunteers to make their initiatives a reality. This resulted in many new programs and activities such as Calligraphy classes, evening Yoga classes and Ceramic art.

The Multicultural Outreach Service team work with four of the most prominent languages in Fairfield City to create a place where those communities can come together to seek information and referral and to socialise by participating in many of the language specific group provided. The purpose is for them to feel empowered and supported through information programs and collaborations with other community organisations and services providers.

The Reaching the Heights Project provided social and recreational options for the local community to participate, make new friends and strengthen their networks of support. A large range of healthy lifestyle activities and programs including Yoga and Gentle Exercise were implemented so the community could make healthy educated choices to maintain and improve their health. Computer classes and language classes including Spanish and Chinese provided an opportunity for adults to continue learning and socialising. The Art classes for children was very successful this year as a fun activity that promotes confidence, visual learning and encouraged the development of fine motor skills.

*I want to  
learn Spanish  
to give  
back to the  
community*

Paula Oponda

56

Events Held

26,820

People Connected with  
Information

39,167

Clients Reached

The MARS project continued working with the well-aged multicultural community and in partnership developed a variety of classes and activities that promote good physical, emotional and mental health. Seniors enjoyed Aqua classes, computer classes and a variety of hobby classes including knitting, ceramics and arts and crafts. The service provided seniors the opportunity to participate in specific language groups that includes, Spanish, Arabic, Assyrian, Chinese, Italian and Russian-Chinese.

## Community Hub

Responding to community interest the CES team explored ideas of engaging in collaborative partnerships, this includes TAFE NSW and Sydney Community College to provide diverse options for learning.

The past year the CES team worked towards connecting with the local community by:

- Focusing on the community assets and strengths
- Embracing multiculturalism and lead as an inclusive service

- Promoting a holistic neighbourhood engagement
- Fostering an environment of opportunities for ongoing learning

Every day our meeting rooms and local community halls are filled with a diverse array of groups from the Neighbourhood Watch to the Computer Classes to Playgroups and Seniors Social Groups that come together to share and address through dialogue common issues and learn from each other.

We were impressed with the level of community involvement of carers in our programs and activities during this past year. These were developed to ensure that what they deliver was well-matched to carer's priorities and capacities and well-positioned to help the broad carer's community to meet their identified needs. Feedback from carer's participants was encouraging and rewarding for all involved.

Paula Oponda is a retired registered nurse residing at West Hoxton. Paula became involved at CORE Canley Heights when she saw an advertisement for Tai Chi and decided to come along and join the class where she enjoyed both the interaction with other participants as well as the Tai Chi.

Paula had always wanted to give back to the community when she retired and after a discussion with a friend she registered as a volunteer at the Liverpool Volunteers Resource Centre. At the time there were no volunteer positions available close to home so Paula contacted the Scalabrini Village where she had worked on a part time basis to offer her services as a volunteer. The Scalabrini Village immediately offered Paula a paid position, which she declined as she really felt she could make a difference as a volunteer to the residents of the village.

Paula had noticed in our Connecting Communities newsletter that we were running a Spanish Class and as she had learnt Spanish in High School and College she thought if she could brush up on her skills she would be able to work with Spanish Speaking residents of the Village which Paula has now been doing for the past two months and is enjoying very much.



## Community Skills Development

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This year the CES team provided over 14 computer classes with many participants motivated to pursue further courses at TAFE. This highlights the need for courses to be taught at community centres as it provides a soft entry point for participants to be encouraged to continue learning. Healthy Cooking classes provided participants with motivation to cook easy, healthy and tasty dishes to promote good physical and mental health. More than 50 Information sessions were conducted across the service including Hepatitis B, New Women's health, Antenatal support, Diabetes Awareness, First Aid for Mental health and the Stepping On program which was facilitated in several languages.

## Partnerships & Networks

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Over the year the CES partnered with different organisations who had a shared vision and are interested in fostering positive social change through community initiatives. New partnerships this year included the NSW Multicultural Health who delivered "The Stepping On" Program for Spanish Speakers, designed to minimise risk of falls for the over 65's and the renewal of a very successful partnership with Sydney Community College who delivered a range of innovative courses designed to assist in job seeking and providing opportunities to pursuing further for training. Another successful partnership project is the Mobile assisted Playgroup with Save the children, which provides early learning opportunities for children. The CES team also worked in partnerships to run community events such as International Womens's Day, 16 Days of Action, Seniors Week, Elderly Abuse Awareness Day, White Ribbon Day and Neighbourhood Week, Harmony Day, Refugee Week, Police & Community Engagement Day, Volunteer Week & Carers Week. We foster relationships to partner with service clubs, government and non-government organisations and philanthropic foundations that allows the realization of community initiatives. CES workers are part of the Fairfield Seniors Network, Seniors Service Interagency and Immigrant Women's Health. Meetings are held monthly and the networks, which are formed by local organisations, work to run large scale community events that attract hundreds of participants.

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MARS project ran seven computer classes during the year. Four computer classes are language specific such as Spanish and Chinese. The remaining three computer classes are delivered in English to CALD communities including Assyrian, Vietnamese, Croatian, Serbian, and Italian. Computer classes have been designed to skill seniors on their better use of computer and have been one of the most attended and enjoyable activity for seniors this year. Seniors have learned to value the content delivered but also teacher's time invested to deliver the content.

John, a 70-year-old man that has been attending computer classes for three consecutive years. John said, "after all these years I feel confident to be able to use my computer. I am also able to Skype my family overseas as well. Another good thing is that we can bring our computer problems to the teacher and I know those problems will be solved in class. I would be lost without this class". Yoke has been attending computer classes for two years. "I also like that we can share our knowledge with other group members" she said. Daniel said, "I am very happy, I can manage my computer now and I am able to recognise different programs. I hope I can continue learning a little bit more in the future".



## Community Capacity Building

During this past year the Community Engagement team has strived to provide a vast range of services, community-based courses and activities. In the past year, 7 community workers developed, planned and delivered over 1800 activities, courses and other, engaging in excess of 21,600 participants. In addition, 30,633 community members accessed our information and referral service. More than 5,858 attended the many outings, events and community gatherings organised by the CE team, which partner with other organisations to make events bigger and better. The result has been amazing highlighting that collaboration is the key to success.

This past year the CE team continue to expand its efforts to reach out to the local well aged seniors communities including newly retirees. Through projects, events, courses and volunteering opportunities engaged seniors added a tremendous value and drove the success in classrooms by their participation in various



activities ranging from engaging in learning projects to volunteering to help meet the needs of communities through our Food Relief Project.

The outcome of many activities illustrates the achievement of the CES goal that is creating strong reciprocal partnerships in order to foster social change and contribute positively to the development of communities that are resourceful, creative and willing to work together in social harmony.

## Volunteers

***“I’ve definitely met a lot of beautiful people that I wouldn’t have otherwise. It has helped me to be more outgoing with people and learn about many other cultures. It has educated me on ways to be helpful to the community. Volunteering is a rewarding experience that I recommend to all.”***

**- Francisco G.**

The power of volunteering assisted the CE service to reach new audiences our volunteers are informal ambassadors by using their connections to spread the word of the benefits of attending the many services and activities provided at our centres.

Our volunteer’s care and they try to make a positive impact in our community. Volunteering opportunities

also provided students and job seekers with a valuable real-work skills, and the community in turns benefits.

hat couldn’t happen without the help of volunteers is the Food Relief Project where an average of 8 volunteers assists workers with the preparation of over 90 fortnightly food parcels to assist families and individuals experiencing financial hardship.

## Drawing upon lessons learned

This upcoming year will bring new possibilities for our team to increase community engagement throughout the different target areas. We are working with several communities to foster community development and create cultural events.

The efforts facilitated in the Community Engagement Service would not be possible without the support from our staff, volunteers and community partners. Many thanks to those who have played a role and continue to guide our work.

***Communities and individuals benefit from this work, we will continue to strive to create more opportunities for community engagement.***

# Multicultural Communities

*'We celebrate diversity and work in partnership with local communities and other organisations to work towards realising a vision of equality and unification.'*

Multicultural Communities (MC) had an extremely busy year in 2016/17 due to the large influx of Syrian and Iraqi people settling down in Fairfield LGA under the Humanitarian Program. Over 6,000 refugees came to Fairfield City between January 2016 and June 2017. This represented a 50 per cent increase to the annual refugee settlement in Fairfield City. The intake of 12,000 humanitarian places was in addition to Australia's Humanitarian Programme, which totalled 13,750 places for 2015/16 financial year. To provide support for additional clients resulting from the increased intake of refugees, MC was allocated additional Settlement Services Programme Funding from NSW Settlement Partnership (NSP). The enhancement funding employed two full time and one-part time Iraqi and Arabic settlement project workers till June 2018 and one full-time Youth Settlement Worker till June 2017.

## Employment, Training & Education Project

The Employment, Training & Education specialist project had engaged in key initiatives aiming at unlocking some of the key barriers that newly arrived refugees and migrants face in accessing training and employment opportunities.

The project knowledge and awareness on the overseas skills & experience recognition processes in Australia. It planned and organized over 33 tailored up-skilling and career development training in various employability industries with work experiences component which were attended by more than 600 clients.

A remarkable and successful intervention was placing refugees' jobseekers into volunteering at CORE; this exercise offered an opportunity for over 50 volunteers last financial year to gain local work experience and half have moved on into job or further studies.

Pathways to Employment has been another key achievements of the project; this activity has provided a local forum for migrant job-seekers to be inspired, encouraged and informed regarding employment and training opportunities open to them and enabled to take

## Refugees get helping hand

Pilot program will give migrants a stepping stone through training and Aussie work experience



Michael Foullkes from Cabra-Vale Diggers and Simon Sogora from Core Community Services. Picture: Robert Pozo Right: Iraqi displaced families, who fled violence in Mosul. Picture: Samir Hamad

Frances Sacco

HELPING refugees build a new life is at the heart of a pilot program about to be trialled by Cabra-Vale Diggers and Core Community Services.

Under the program, Cabra-Vale Diggers will provide work experience for refugees living near the club, helping them get a foot in the door of the Australian employment market.

Core Community Services' Simon Sogora said having work experience in Australia was a big help to new migrants.

"Gaining local work ex-

### Looking ahead

In the next 12 months, more than 10,000 refugees will come to NSW, including an extra 6000 fleeing conflict in Iraq and Syria. The NSW will spend \$146 million over four years to resettle them.

Co-ordinator-general for Refugee Resettlement Peter Shergold called on businesses, NGOs and government agencies to welcome the migrants.

experience is something we are trying to look at providing for our clients and they will get good experience from Cabra-Vale Diggers," he said. "It's a good example of how a business is trying to help."

Core Community Services works with Bright Hospitality to provide training for migrants.

Under the pilot program, they would receive six to eight weeks of training, then go to Cabra-Vale Diggers for work experience.

Cabra-Vale Diggers Group general manager Michael Foullkes said he was excited about the program.

"We're at the preliminary stage in how we can make it work properly and safely for everyone," Mr Foullkes said. "We are looking at this as a pilot program for Cabra-Vale Diggers."

"If it is successful we'd like to see it roll out further to other clubs and businesses." The refugee and migrant work experience program would be in addition to Cabra-Vale Diggers' existing work with high schools.

"We're running a local program supporting students in Years 10, 11 and 12 doing work placements in hospitality, both in the front of house areas, like the restaurant, and the back of house areas, like the kitchen," Mr Foullkes said.

Co-ordinator-general for Refugee Resettlement Peter Shergold recently revealed so. The Advance that he hoped getting refugees into employment more quickly would change the way Australians felt about refugees.

the next step(s) towards achieving their employment goals. Iraqi and Arabic Settlement Project in partnership with South Western Sydney TAFE-Liverpool College, organised the Men's barbering course to provide clients with the skills and knowledge to safely operate as a Barber, specialising in men's haircutting, beard design & face shaving. This course was designed to provide employment pathways for newly arrived job seeker. 12 clients attended the course and three clients were successful in securing fulltime/part time job in the barber shop.

Another key focus the project is actively engaging is building and strengthening relationships with the key stakeholders including the department of employment, Job active providers & other mainstream and private

service and vocational training providers.

The project in the first half of this financial year has continued to establish and consolidate working relationships with the local businesses, clubs and

hotels which have shown great support in addressing the refugees' settlement issues, with a focus on offering work experience and job opportunities to the job seekers from refugee background.

## Discovery Bus Tours

Establishment of social groups has been important in supporting newly arrived refugees and humanitarian entrants establish social connectives. In August 2016, Multicultural Communities with support from Fairfield City Council- Families NSW Facilitation Project led the "Discovery Bus Tour" initiative. The first two tours were organised in partnership with the Settlement Services International. The Discovery Bus Tour project involved orientation, access and soft entry point opportunities into early intervention child and family support services for newly arrived refugees, specifically the additional newly arrived humanitarian entrants from Syria and Iraq that have been settled in the Fairfield LGA. It aimed to strengthen humanitarian families' knowledge and experience regarding early

intervention (child and family) services. Families with children under 5 years of age were invited to participate on a bus tour of child and family services in the Fairfield LGA. Parents and children had the opportunity to experience play at a local supported playgroup, join other children in a morning snack at a local childcare centre, visit a parent/family support service, and enjoy a family lunch at a child and family health centre where they met with a variety of child/family health and welfare professionals. Visits to the ambulance unit, fire and police stations are currently being explored. 50 new families have participated in the project so far and visited more than 15 children and family services in Fairfield including supported playgroup.

## Integrated Domestic & Family Violence Service

The Integrated Domestic and Family Violence Service (IDFVS) continued to provide the needed support to victims of domestic and family violence along with their accompanied children in the Fairfield LGA. By identifying the needs of the victims and providing the most appropriate response, the project has been successful in placing victims and their children in a safer and healthier environment. The project case managed 85 clients and supported 126 accompanied children in 2016/17. The support provided to victims included- case management/ case coordination, crisis counselling, brokerage support and educational activities. The project also partnered with local stakeholders such as Bonnie Support Services and Khmer Community of NSW to run 22 group sessions on domestic violence, self-confidence, parenting skills etc. 27 community workshops on domestic violence were successfully organised by the project.

### Domestic Violence Conference 'We Can Help'

As part of the 16 days of activism against gender based violence, CORE Community Services as a lead agency hosted a successful Inaugural Domestic Violence Conference "We Can Help". The conference was organised in collaboration NSW Justice, Legal Aid, Department of Human Services, Bonnies Support Services, DAMEC and Mission Australia with the aim to inform community workers about the services available for victims of domestic violence within different organisations. Over 160 people attended this conference.

### Reinvent Yourself- Self Care Event

This year IDFVS in partnership with Women Settlement project successfully organised the self-care event "Reinvent yourself." The main objective of the event was to highlight the importance of taking care of ourselves and our mental/emotional wellbeing's. 60 women attended the event. One of the highlights from the event was the key note speaker, a domestic violence survivor who shared her story. She has now opened her own beauty company, and provides vouchers to services who help victims of domestic violence. This was an inspirational story for the audience who attended this event. Participants were also given gift bags, yoga session, free facial, drumming therapy and a session on various strategies of self-care.

*'It felt great to receive something for myself without worrying about the financial costs; something as minor as perfume or a facial mask lifted my spirits. I felt inspired by the survivor's story. I am now working in a new role where I feel respected and appreciated.'*

*- Vanessa*

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# Settlement Action Plan

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In September 2015, the Australian Government announced that Australia will receive an additional 12,000 refugees from Iraq and Syria under its Humanitarian Program. The Fairfield Settlement Action Plan (the Plan), which is a two-year Plan, was developed as a response to this increasing number of refugees coming to Fairfield City and the need to maximise outcomes for such communities through better coordination, co-operation and collaboration between and among service providers.

The Plan was developed through a participatory process led by Fairfield City Council and CORE Community Services in collaboration with a range of government and non-government organisations, community organisations and community leaders in and around Fairfield City. It was designed through a 12-month consultative process (June 2016 – June 2017).

A key activity in the design of the Plan was the Fairfield Settlement Symposium, which attracted over 90 participants representing a wide range of government and non-government organisations. They discussed

*'We as local service providers in Fairfield, thought this was the right time to come together and explore ways to collaborate and coordinate our services to meet the needs of those settling in Fairfield.'*

*- Clement Meru*

8 key identified thematic areas namely, physical and mental health and wellbeing; people with disability; safe and responsible communities, opportunities for meaningful engagement and integration within local communities; volunteerism in relation to supporting refugee and other vulnerable migrant communities; housing accessibility; and evidence-based advocacy. In addition to the Fairfield Settlement Symposium, a working party met regularly to draft the Plan.

In June 2017, the Plan was launched at Fairfield. The launch attracted the media and high profile people including Professor Peter Shergold, NSW Government Refugee Coordinator-General and Fairfield City Mayor Frank Carbone. The Plan was widely acclaimed and endorsed by Professor Shergold. The level of collaborative engagement in the design of the Plan was also commended and cited as a good example of stakeholders working together to address community challenges.

The implementation of the Plan has commenced with Fairfield City Council and CORE Community Services playing a lead role in driving the process. It is anticipated that, when implemented, the Plan will benefit refugees and other vulnerable migrant communities, service providers and the wider Fairfield City community.

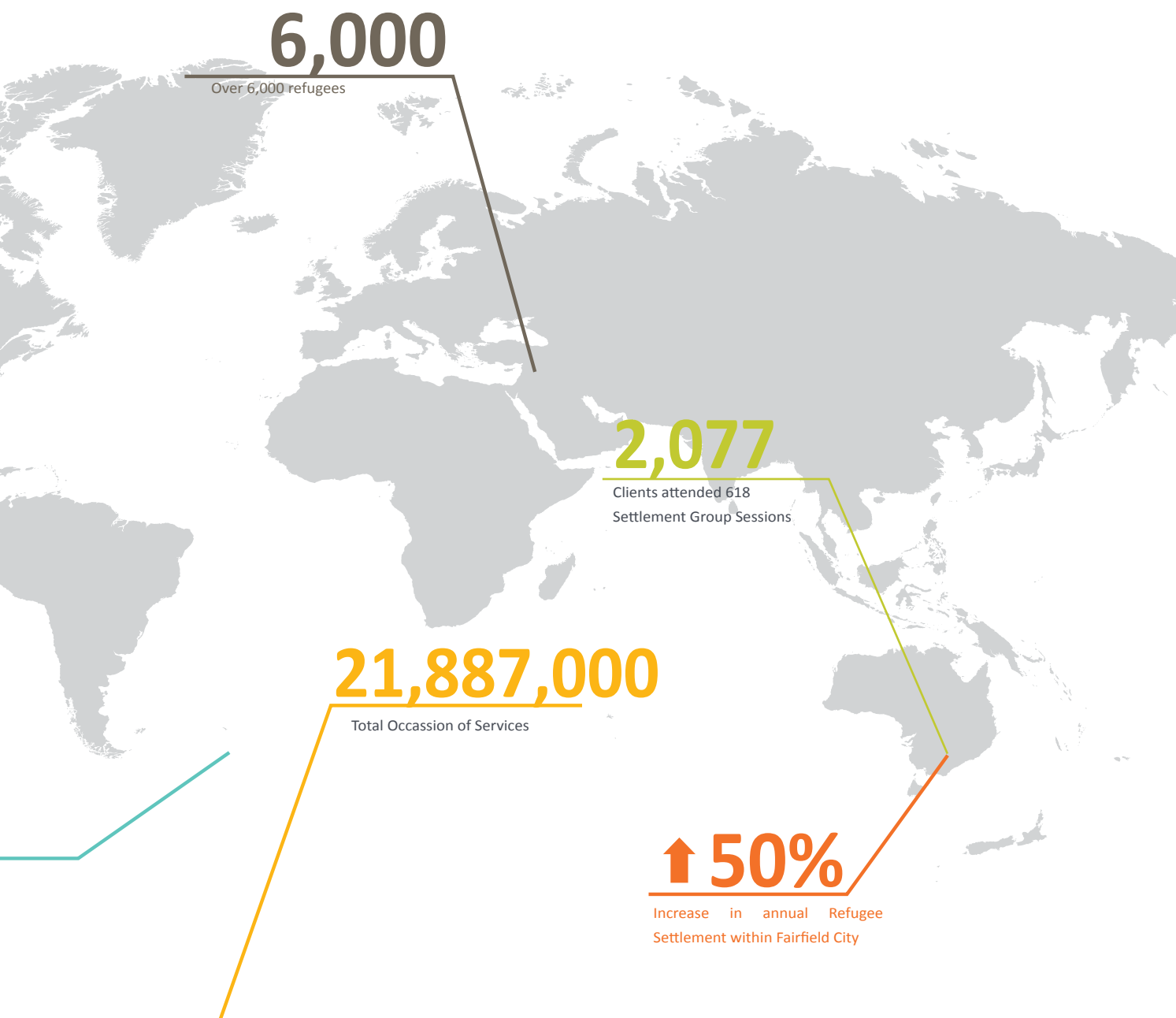


## 5,139

Clients referred to other services

# Frontline Settlement Team & Specialist Team

- Over 6,000 refugees came to Fairfield City between January 2016 and June 2017.
- 50% increase in Annual Refugee and Humanitarian Settlement within Fairfield City.
- 5,139 clients referred to other services
- 2,077 clients attended 618 Settlement Group Sessions
- 21,887,000 Total Occasion of Services



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## Women in Harmony

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The Women in Harmony Project is a unique music program that was delivered in the Fairfield LGA. The project was funded by the NSW Settlement Services Partnership (NSP), Settlement Innovation Fund. CORE Community Services was the lead agency and partnered with Sirens Big Band an all-women's Jazz Band. Women in Harmony project used music as an instrument to empower women from refugee backgrounds. The aim of the project was to create a safe space for refugee women from diverse cultural backgrounds to interact, share their stories, build social contacts outside of their families, and learn from each other. Throughout the sessions, women explored and developed their knowledge and learnt different music skills as well as developed new friendships.

The project ran on a weekly basis (8 weeks) during 4 terms. A total 20 women attended 31 sessions followed by a concert. The weekly sessions introduced the women to mindfulness, breathing techniques, listening, basic music rhythm notation, keyboard skills. Participants learnt about one another and learnt the concept of collaborative song writing. The sessions included a combination of practical, theory, individual



and group work. By the end of the project, participants learnt a good amount of keyboard and playing skills and wrote three collaborative songs that were performed at the concert. The concert was held at the Fairfield Power House Youth Centre (School of Arts) on 10 December 2016 and was a very big success. The concert attracted 82 audience members ranging from young to senior, male and female, locals and non-locals. The Women in Harmony collaborative work sounded great and very powerful, the women were very excited and very proud of the work they had done.

4,803

Education/Employment & Training

49

Secured Employment

3,004

Provided with Case Work



“

***I was able to find new friends and give back to the community***

**Adeeba**

The women's knitting group met every Thursday from 11am – 1pm at Fairfield Library sharing stories, techniques and skills and creating friendships through knitting.

The group formed through a common interest of knitting and the need to create senior social inclusiveness and a place to reconnect and engage

senior women in a safe place.

Together the group handcrafted over 30 beautiful items. At the end of the project, the women are still knitting and decided to donate the handcrafted items to House of Welcome (the largest housing provider for asylum seekers and refugees in NSW), as they wanted to give back to the community.

**2,077**

Clients Attended 618  
Sessions of settlement groups

**13,362**

Total Multicultural  
Community Clients

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# Youth Services

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**In the financial year of 2016/17, Youth Services implemented new and existing programs which attracted a large number of new and old participants. Our Programs were developed to be more outcomes focused for young people, assisting them in accessing different pathways such as education, vocational training or employment.**

In the last few years our, Youth Service has undergone various changes with different youth programs being withdrawn or introduced based on the changing needs of the community and funding availability. The current changes have seen the Youth Service providing broader ranges of programs and support to young people which include: brokerage programs for young people in case management, two crisis refuges, access to Driving lesson programs, vocational training programs in partnership with local training organisations and counselling.

As with all success stories, the amount of work and support that has gone into making the programs successful is due to the efforts and dedication of the staff and participants involved. The programs and activities in the Youth Services were developed and implemented by the growing team of case managers, counsellors and project workers whose dedication and commitment to the young people has added to the success of the programs. We are also very fortunate to have the support of young people and local services and the community who access our service and work closely with us.

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## Generalist Youth Team

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The Generalist Youth team provides a range of programs and services that support children, young people, their families and communities across the Fairfield and Liverpool LGA.

### Drug & Alcohol Project

1,322

Young people participated in workshops that raised awareness on AOD issues and learning new skills on how to deal with AOD issues and where to get help

The Drug and Alcohol Project includes 2 specialised counsellors who support young people between the ages of 12 to 24 years living in the Fairfield and Liverpool LGA's. The program provides young people with drug and alcohol specific counselling, case work support and awareness and prevention programs and events.

Young people provided with case management and counselling support

197

A new program was developed, this year called 'Quit Cup' which involves a range of engaging activities to educate young people on Cannabis and its effects on young people physically and mentally. Quit Cup was delivered at Cabramatta High School and had approximately 120 students involved. Quit Cup involves sporting activities with weights to show the young people the difficulty of physical activity when your lungs are affected by drugs, a Family Feud quiz activity on facts about Cannabis and a scenarios peer pressure activity looking at options to deal with peer pressure.

### Child, Youth & Families Program

The Child Youth and Families Project provides support to families with children between the ages of 0 to 18 years living in the Fairfield and Liverpool LGA. Support includes case work, parenting programs, recreational family outings, home visiting with practical parenting advice and support, managing difficult behaviours, building healthy living routines and connecting to communities. Group work programs are also delivered that include parenting programs, nutrition programs, support groups and targeted programs that adapt to family's needs such as anger management and mental health programs.

5,448

Young people accessed Youth services 2016/17

## Multicultural Youth Support Project



The project supports young people 12 to 18 years living in the Fairfield and Liverpool LGA from various cultural and ethnic backgrounds. Services are provided through individual assisted referrals, casework support, personal development and education group work, recreational activities and community development. The MYSP team works with schools, community organisations, sporting associations and businesses in order to empower young people to reach their full potential.

140

Young people attended tutoring in Maths, Science & English

1,314

Young people connected with information on helpful programs & services

176

Students from Cabramatta High School participated in Respectful Relationships Program

## Youth Settlement Program

Our Youth Settlement program supports newly arrived young people from refugee, humanitarian entrant or migrant backgrounds through empowering them with integration into local communities. The program supports young people 15-24 years of age living in the Fairfield LGA. Our program is driven by the needs of the young people and helps to advocate for their voices to be heard.

181

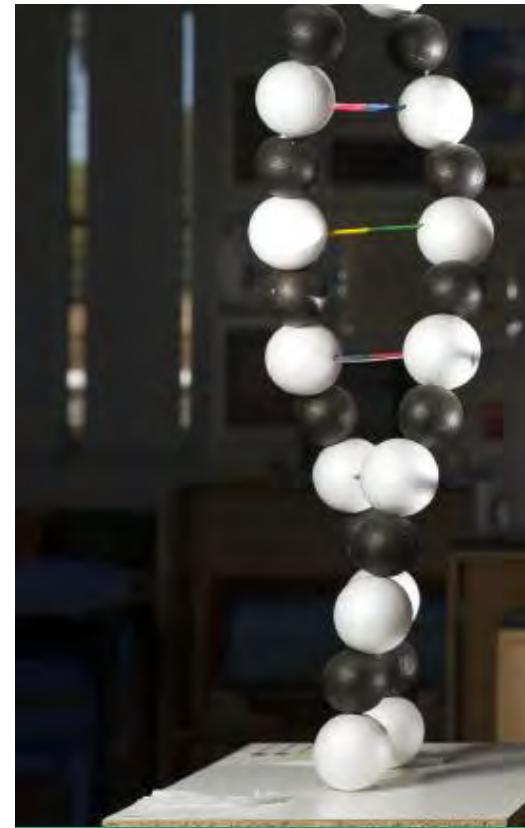
Young people supported through holistic case work Support

545

Young people participated in educational workshops

132

Young people participated in the Street Workout Program



*“I would like to pursue a career in the medical field”*

Maryam



Maryam was forced to flee her Iraqi home town of Bartella near Mosul, when Islamic State forces seized control of the region over 3 years ago. Maryam arrived in Sydney 2 years ago with her parents and younger brothers Miron and Aram. When Maryam arrived in Sydney, she enrolled at St. Narsai Assyrian Christian College in Edensor Park where she excelled in her studies, especially Science. Maryam became a high achieving student, and because of her high achieving marks, Maryam won a scholarship which allowed her to study for the HSC with all expenses paid for.

When Maryam first commenced school in Australia she encountered some difficulties with her studies due to course materials being provided in English. As English was not Maryam's first language she had to translate everything into Arabic first to be able to understand it, then write her own words in Arabic and then translate back to English, which took a very long time. After seeking support from Mariam Mehrabi from Multicultural Youth Support Services she was provided with strategies to overcome this problem and became more proficient in speaking and writing in English.

When Mariam first met Maryam she presented as being an ambitious and determined young woman who would do anything to succeed in life.

When Maryam found out about a science competition run by the Ingham Institute of Applied Medical Science she entered the competition and came first in the state of NSW. Her story made it to the Fairfield local paper, October edition 2016. As a result of winning Maryam gained work experience to work alongside scientists and doctors in a medical research lab at the Ingham Institute of Applied Medical Science. When asked about what her future dreams are, Maryam would like to pursue a career in the medical field.

Maryam, her brothers Miron and Aram and cousins Milad, San and Mariana are part of CORE's Multicultural Youth Support excursions where they find themselves socialising with other students their age, experiencing more of Sydney whilst enjoying the educational component to each outing. Maryam truly is an inspiration to many.

## Upfront Youth Homelessness Program

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The UpFront Youth Program provides accommodation and support to young people under 24 years of age who are homeless or at risk of homelessness across south west Sydney, with an emphasis on young people aged 12-18 years. There are three services within the UpFront Youth program: Early Intervention, Intensive Support and the Upfront Crisis Refuge.

Over the past year, UpFront has engaged with young people in a number of different settings so that they were comfortable and had the opportunity to connect with the service and be provided with assistance.

### Early Intervention

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The Early Intervention Team **supported 554 young people** of which **167 were homeless** and **423 were at risk of being homeless**. There were also **36 families** provided with assistance.

Early Intervention focuses on assisting homeless young people in accessing support, maintaining contacts with first to know agencies, schools and health services, as well as promoting awareness about youth homelessness. Early Intervention also assists young people who are experiencing risk factors for homelessness including under pressure or in crisis due to family conflict, experiencing overcrowding and lack of income, at risk of disengaging with education and any other contributing issues that may result in the young person becoming homeless.

Of the young people supported this past year, 192 people were identified as requiring low level support, 211 medium level support and 187 high level support.

### Upfront Crisis Refuge

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UpFront Crisis Refuge teams have been busy strengthening internal structures and programs to provide stable, nurturing environments for young people. UpFront crisis refuges are continually striving for best practice and maintaining focus to provide a service that is flexible, responsive and client-centred.

This year our refuges accommodated 14 young people who were homeless and 17 young people

who were at risk of being homeless. All young people assisted this year were identified as clients requiring high effort support needs. Ex residents have been re-engaging with the refuges when they need support and also recounting their experiences to new residents coming into the refuges as a positive one.

## Intensive Support

The Intensive Support Team has continued to go from strength to strength by effectively managing the delivery of transitional housing support services for young people who are homeless or at risk of homelessness, including the delivery of supported accommodation services, case management support, developing and implementing case plans, educational and training support and developing and implementing the Living Skills Program.

Further support is provided by working with young people in developing an exit pathway to stable and long term accommodation whilst building capacity for independent living skills and options for providing education, training and employment.

The Intensive Support Team has worked closely with our crisis refuge staff in Fairfield to provide transitional accommodation for clients in our Liverpool facility. The Intensive Support Team also partner with Hume Community Housing, My Foundations and FACS Housing to provide quality housing and case management for disadvantaged young people in South West Sydney.

187

Provided with  
Case Management

33

Individuals had children  
in their care

Enhanced service and engagement with clients through commencing programs such as:

- Art therapy
- Client outings and activities
- Music lessons
- Living Skills Training
- Regular house meetings
- Tailored personal fitness classes

### Kylie

Kylie is due to exit our program this year. Kylie is a single mother to her son James. Her relationship with her baby's father ended a short time after she had her son, and yet despite having to bring up her newborn son on her own, Kylie has demonstrated a vast amount of resilience and determination in being a great mother to her son. Each time I have attended the family home, Kylie is besotted by her son, and their connection is beautiful to see. Kylie is very hands on and ensures that she seeks medical advice when her son is unwell. Recently, James had to be admitted to hospital following seizures. When Kylie noticed that something was not right, she immediately contacted an ambulance. Kylie was able to put money together to pay for follow up paediatrician appointments, scans etc. Parenthood has enabled Kylie to consider following a career in nursing/midwifery, as she feels that she has the potential to do this and enjoys learning about her son's development.

Kylie has an older sister who is also a paediatric nurse, so she looks up to her sister and hopes to follow in her footsteps.

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# Our People

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*Human Resources (HR) plays an instrumental role in supporting the vision and values of CORE and our people"*

HR works closely with all services to create an environment where employees can thrive and are encouraged and supported to achieve their own goals and the goals of our client's.

Training, learning and development remains an important investment for CORE. This year has seen our ongoing commitment to the development of our staff by building the capabilities of managers and staff and accelerating new opportunities and work satisfaction for employees. This is shown through our commitment to ongoing training for all our employees. It was an exciting year for training for us, with the investment in Cultural Awareness training. It was a successful training experience for CORE and the team. It concretises our commitment to cultural awareness, equality and respect. The year has seen employees achieve new opportunities and career progression. CORE has continuously invested internally and from that, our employees have achieved their career aspirations and new opportunities. In return CORE has retained skilled and committed employees.

We thrive on diversity, it is our identity and we know it will be imperative to our long-term success. Our teams are built around people with different backgrounds, education, skills and experiences. When we reflect on the cultural background of our employees, we have a wonderful mix from all around the world.

The image of the tree on the cover represents only some of our employees. The image was taken at our successful event "Harmony Day" celebrating and embracing our diverse organisation with cuisine from all around the world and staff dressing in their traditional clothes.



***We are committed  
to the health and  
wellbeing of our  
employees***

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59%

5 Years and less

20%

5 Years- 10 Years

21%

10 Years +



During the year, we continued our commitment to the health and wellbeing of our employees, through our Employee Assistance Program.

This program is an independent, confidential and free professional counselling service and is provided by external, registered psychologists with clinical experience. We encourage our staff to utilize this service throughout the year.

## ***Looking ahead to 2017/18***

- Focus on how to acknowledge and show appreciation to our staff, through reward and recognition of our employees
- Continued commitment to the health including mental health and wellbeing of our employees
- Committed to continually improve our systems and streamline our human resources processes
- Attracting, recruiting and selecting the best people to join CORE and retaining these skills and experience to contribute to CORE's success and ensuring a positive customer experience for our clients.

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# Operations

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The Operations team supports service delivery across CORE through professional services in the key areas of Finance, Information Technology, Facilities Management, Administration, Risk Management and Quality Assurance.

## Technology Upgrade

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This year saw a major upgrade of our information technology platform. This enabled us to improve our systems for server and network management, including virus protection, back up, and file sharing. System performance and reliability has been greatly improved across all sites, making it easier for our staff to access and share information. Progressive upgrades to our desktop hardware, including a new digital phone system, and a wireless network upgrade have also contributed to a better user experience for staff. This investment in our IT infrastructure is expected to lead to greater productivity, effectiveness and innovation as CORE continues to grow and develop.

## Marketing & Communications

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The creation of a new marketing role has dramatically lifted the organisation's capacity to market and promote our services and communicate our vision to the community. This has become increasingly important in the competitive non-profit marketplace in which we operate, particularly for those services where clients can choose between a number of service providers. The marketing and communications role will also help us to maximise our online presence, including social media, and ensure that our new CORE branding is fully integrated in to all our external messaging.

## Increasing Efficiency

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The Operations team plays an important role in improving the organisation's efficiency and helping it to maintain its strong financial position. As the organisation has grown our purchasing power has increased. By negotiating better arrangements with our some of our major suppliers of goods and services, CORE has freed up valuable resources that can be applied to direct service delivery, which ultimately benefits our clients. We have also continued to improve the day to day work environment for staff through streamlined processes and systems.



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# Finance Report

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In the Financial Year 2016-2017, CORE has had another successful year in which we experienced growth in revenue and judicious control over expenditure while continuing to provide exemplary service to the community. CORE has grown with new projects and programs being delivered and has also seen growth in the existing projects and programs.

Revenue has increased from \$13.23 million to \$14.43 million in the financial year 2016/17, showing a growth of 9% over the last financial year. This healthy growth in revenue can be largely attributed to the growth in programs and projects as well as to the addition of new programs and projects.

There has been an increase in the Employee Benefit expense from \$7.50 million to \$9.1 million as new jobs were added to support healthy growth and to improve services provided to clients. The increase also includes increase in pay due to SACS (Social and Community Awards) ERO (Equal Remuneration Order) and CPI (Consumer Price Index) increases. The employee benefit expense accounts for 63% of the total revenue received.

The organisation has focused this year on achieving prudent functional and judicious use of the funds available. Savings were achieved in service delivery expenses by effective negotiations with suppliers and switching to more cost effective suppliers. Diligent management of expenses, utilising the benefits of large-scale operations, consolidating purchases of

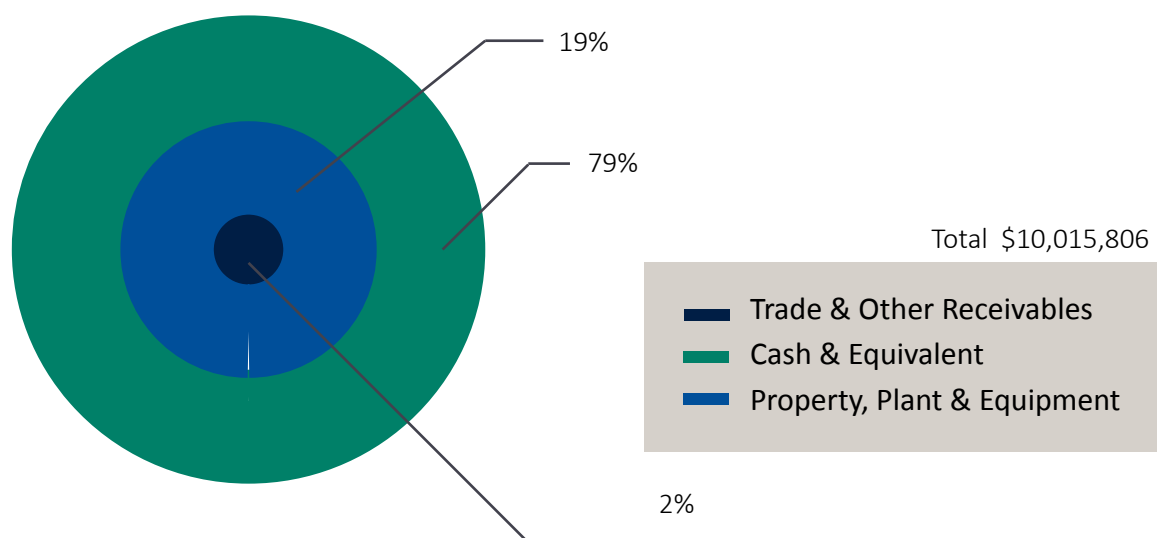
goods and services, not purchasing in bulk when not required, utilising existing goods and services before purchasing new ones, having the work done and managed in house as opposed to sub-contracting also contributed. This led to a decrease from \$2.16 million to \$1.67 million in this financial year.

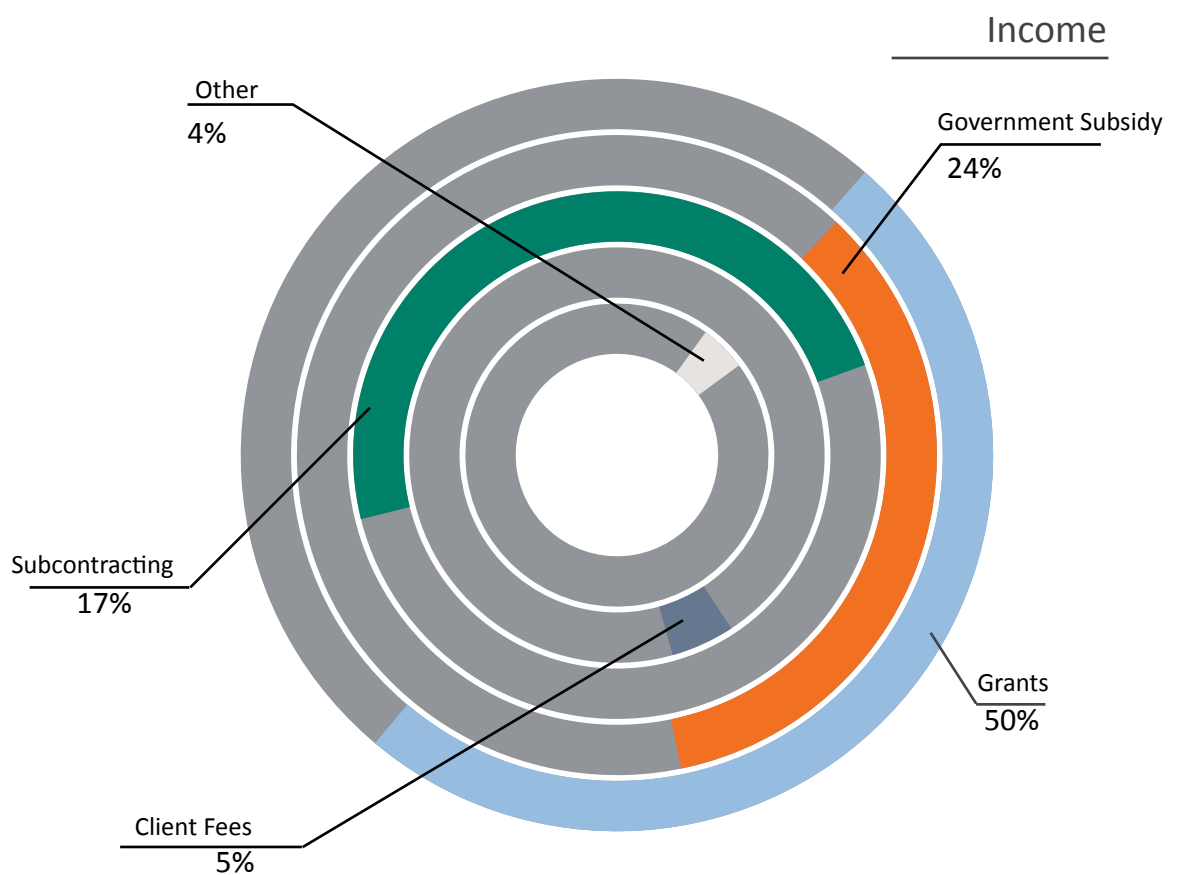
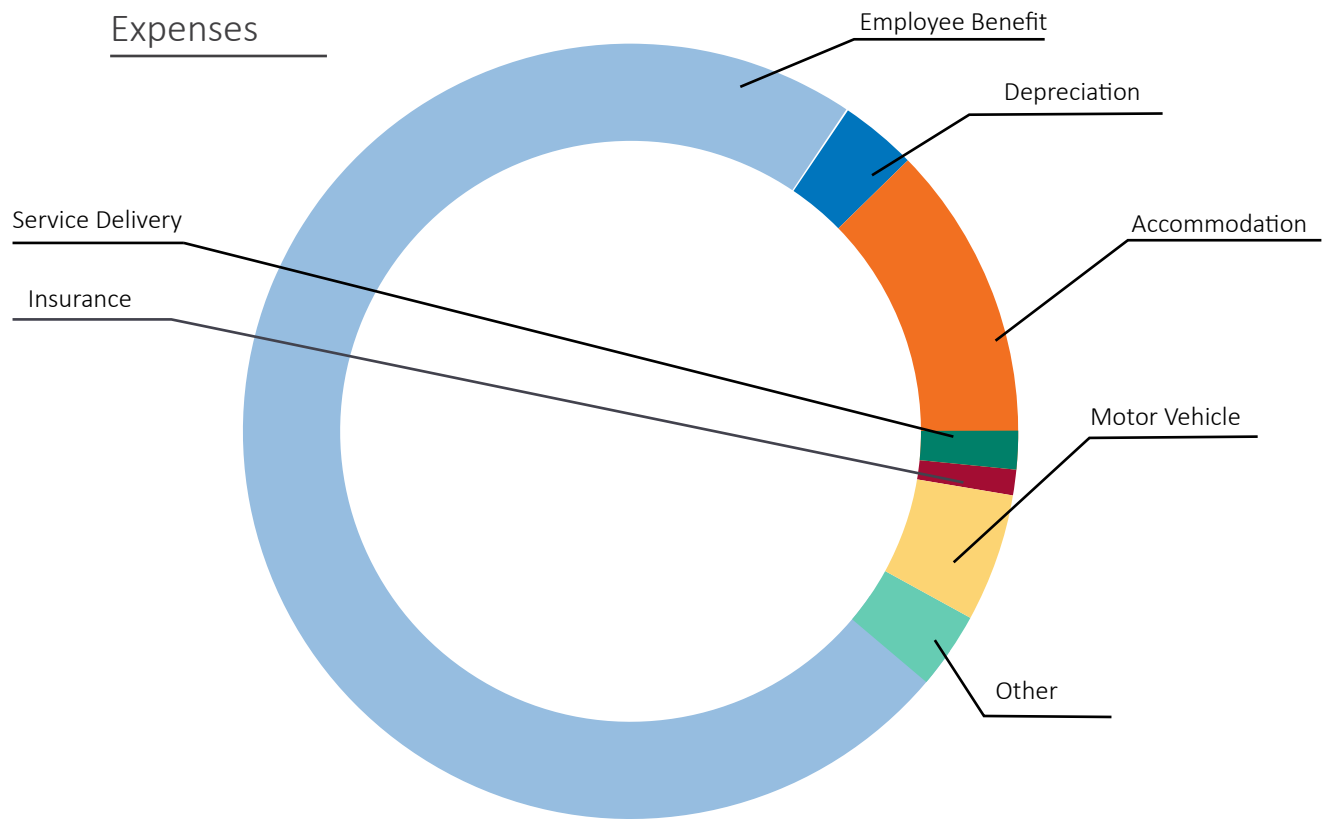
Increase in revenue and the net decrease in expenditure resulted in the net surplus of \$1.45 million. The result of this increase has seen our total current assets increase from \$5.31 million to \$8.13 million. The total current assets are now more than adequate to cover the total liabilities, provisions and employee entitlement provisions, which amount to \$3.78 million giving us a ratio of more than 2:1.

The retained surplus has increased from \$4.77 million to \$6.22 million as compared to last financial year. This is a very healthy financial position and will provide the organisation possible growth in the neediest areas in the community. This will open up new opportunities in new services, programs and projects in new geographical areas.

## Assets

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# Finance Summary

	2016	2017	CHANGE
<b>Income</b>			
Commonwealth subsidy	2,866,300	3,415,684	+19.16%
Grants	7,029,851	7,184,657	+2.2%
Subcontracting	1,857,006	2,384,602	+28.4%
Client Fees	803,973	706,681	-19%
Other	681,464	742,819	+9%
<b>Total Income</b>	<b>13,238,593</b>	<b>14,434,442</b>	<b>+9%</b>

<b>Expenditure</b>			
Accommodation	403,948	424,432	+5%
Depreciation	184,430	194,299	+5%
Employee Benefit	7,501,741	9,133,275	+21%
Motor Vehicles	79,153	106,086	+35%
Service Delivery	2,165,816	1,679,243	-22%
Other	1,544,322	1,446,278	-6%
<b>Total Expenses</b>	<b>11,879,410</b>	<b>11,304,370</b>	<b>-5%</b>

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# Acknowledgements

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CORE Community Services would like to thank the following organisations for their ongoing support and collaboration with our services:

Argyle Housing	Local Community Services Association
Assyrian Resource Centre	Mary Mackillop Catholic College, Wakeley
Bonnie Support Services	Mounties Group
Bonnyrigg High School	Mounties Mekong
Bossley Park High School	MTC Australia
Cabra Vale Diggers	My Foundations
Cabramatta High School – Intensive English Centre	Navitas
Canley Heights RSL	NSW Police (Cabramatta Local Area Command & Fairfield Local Area Command)
Canley Vale High School	NSW Refugee Health Service
Community First Step	Patrician Brothers College, Fairfield
Dandelion Support Network	Police Citizens Youth Club (Fairfield/Cabramatta)
Department of Family and Community Services (FACS)	Refugee Talent
Department of Health	Settlement Services International (SSI)
Department of Human Services	Show Me The Way
Department of Justice NSW	South Western Sydney Local Area Health District (SWSLAHD)
Department of Social Services	St Vincent de Pauls Society
Evolve Housing	St Johns Park Bowling Club
Fairfield City Council	STARTTS
Fairfield High School – Intensive English Centre	Street University
Fairfield Parents Café	TAFE NSW
Great Lakes Agency for Peace & Development International	The Salvation Army
Hume Community Housing	The Smith Family
Immigration Advice and Rights Centre	The Ted Noffs Foundation
Iraqi Australian Graduates Forum	Thrive Refugee Enterprise
Iraqi Women’s League	Ultimate Soccer
Juvenile Justice NSW	Uniting Care
Khmer Association NSW	Western Sydney University
Legal Aid NSW	Whitlam Library Cabramatta
	Youth off the Streets (YOTS)

*A place for all*





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