

Annual Report

2022/2023





Acknowledgement of Country

We would like to acknowledge and pay respects to the Traditional Owners of the Land on which we meet, live, work and learn.

We pay respect to the Elders of each Nation - Past, Present and Future - and promote the continuation of the cultural, spiritual, and educational practices of Aboriginal and Torres Strait Islander Peoples.

CONTENTS

Our Vision, Mission, and Values	4
Chairperson's Report	5
Celebrating Our Board	6
Celebrating Our People	8
CEO's Report	11
A Year In Review	12
Making A Real Difference	13
Celebrating Our Clients	16
Promoting Diversity & Facilitating Inclusion	18
Using Our Experience	19
Thought Leadership Based on Experience	25
Broadcasting Our Experience	31
Children's Services	34
Multicultural Communities	37
Aged & Disability Care Services	40
Youth Services	43
Being Recognised	46

About us

CORE is a place-based organisation that has been embedded in the Southwest Sydney community for over 40 years. Our vision is for a resilient and thriving community, where we cultivate social justice, inclusion, participation, access, and equity.

As a client-centred organisation, our mission is to provide tailored and diverse services that empower our community to live independent lives and make choices aligned to their aspirations and wellbeing goals.

With deep expertise supporting culturally and linguistically diverse individuals and families we offer services that focus on ageing & disability; children's services; multicultural services; youth services and community centres.



Our Values

We cultivate Social Justice, Inclusion, Participation, Access, and Equity.



Our Mission

To provide tailored and diverse services that empower our community to live independent lives and make choices aligned to their aspirations and wellbeing goals.



Our Vision

Our community is resilient and thriving.

Chairperson Report

As the relaxation of COVID-19 restrictions occurred across South Western Sydney during 2022/23, the work of CORE Community Services swung back to intensively supporting families and individuals as they emerged from lockdowns.

It was an extremely busy time, and one where many people were readjusting and connecting with others after months of isolation.

During this transition, the plight of many in the community was compounded by increasing challenges with employment, housing and rising cost pressures – all of which placed a significant workload on CORE to deliver services and support to those in need.

I am extremely proud of the way that the entire team at CORE managed during one of the most difficult times we have experienced, and then rose to the challenge to get people back on their feet and in the community, once that was possible. At the same time, CORE significantly expanded its reach across the community, strengthening partnerships with NGOs, community organisations and government agencies to work collaboratively to help people at risk of falling through the gaps. I extend my appreciation to all those bodies that have made this possible.

This 2022/23 Annual Report has a particular focus on the theme, 'experience', and it is something that was evident in abundance over this period.

So many of the demands and challenges were unique – there was no precedent nor text book response. Everyone had to rely on their knowledge, experience and adaptability to cater to an unfolding and unpredictable situation.

It was in this environment where the decades of accumulated experience of the entire CORE team really delivered. My appreciation goes to Chief Executive Officer, Juana Reinoso, her leadership group and the entire CORE team for the way they responded with professionalism and agility.



Yvonne Santalucia
Chairperson

It was also a real pleasure to see CORE engage in so many community activities – raising its profile, engaging in important community-wide discussions and conferences, taking a well-earned leadership role in public debate, and making its voice heard to government and policy makers on important issues.

Meanwhile, CORE is investing directly in the community it serves, continuing to acquire strategic assets and examine opportunities to expand its services in areas that are critical to the communities we serve.

"I extend my utmost thanks to members of the Board of CORE Community Services, who volunteer their services and provide advice, expertise and deep knowledge across a diverse range of disciplines that helps to guide us in our mission."

I know that the coming period will continue to throw up challenges as we strive to deliver services to so many people in need. The issue of homelessness has emerged as a significant problem in recent times, affecting people across all cohorts.

I am very confident that we are in a strong position to continue to work constructively in the community and extend our reach.

With a passionate and dedicated staff, a committed Board, and great partners, CORE will keep its focus on serving its communities, and ensuring that those who need help are supported in ways that enable them to succeed and flourish.

Celebrating Our Board



Yvonne Santalucia
Chair



Jasvinder Pal Kaur
Director



Ali Mokhtar
Secretary



Amanda Salama
Director



Zafirah Akbar
Director



Jimmy Mtashar
Director



Cristina Le
Director



Thang Ngo
Director

CORE's governance structure is underpinned by the following principles: accountability, transparency and openness, integrity, stewardship, efficiency, and leadership. As a not-for-profit community organisation, CORE has elected a well-qualified Board from diverse, professional and cultural backgrounds. We thank the Board for their time and commitment to the sector in 2022-2023.

The following table sets out the number of Directors' meetings (including meetings of Board committees) held during the year ended 30 June 2023 and the number of meetings attended by each Director.

DIRECTORS	Directors Meeting (Inc. Special Board/AGM Meetings)		Committee Meetings			
	Board Meetings		Governance Meeting		Financial & Risk Meeting	
	HELD	ATTENDEED	HELD	ATTENDEED	HELD	# ATTENDEED
Yvonne Santalucia	7	7	5	5	-	-
Ali Mokhtar	7	4	5	4	-	-
Jasvinder Pal Kaur	7	4	-	-	6	6
Amanda Salama	7	7	-	-	6	5
Zafirah Akbar	7	7	5	5	-	-
Christina Le	7	7	-	-	5	4
Jimmy Mtashar	7	7	5	4	-	-

Achieving through our Executive Management Team

The mission of the Executive Management Team team is to:

- Build trust and respect internally across all services and programs and externally with our community and stakeholders
- Collaborate with staff to assess changing needs and ensure best practice
- Provide support, enable and empower staff to accomplish their work
- Exercise excellence in stewardship practices that embodies the responsible planning and management of resources



Juana Reinoso
Chief Executive Officer



Shama Pande
Multicultural Community Service Manager



Joanne Roberston
Strategy and Analytics Manager



Melissa Wise
Youth Service Manager



Matthew Harden
Operations Manager



Debra Rose
Childrens Service Manager



Fiona Bryant
People and Culture Manager



Nhu Tran
Aged and Disability Care Service Manager



Natalia Kirillova
CORE College Manager

Celebrating Our People

Our staff made a significant contribution to the support of our clients and the success of our services over the past year. The cultural diversity of our workforce reflects our deep commitment to building cultural understanding and community connectedness in South West Sydney.



Aged & Disability Care
Support Workers

88%

*staff identified from
CALD background*



CORE Community
Services Preschool

9%

*staff with
5 years service*



CORE Community
Services Reception

30+

*languages our
staff can speak*



19.5%
*staff with
10 years service*



Vivienne's journey at CORE Community Services is a shining example of the importance of growth and career development in the aged care sector. Over the course of her remarkable 14 year tenure, Vivienne has proven to be a true asset.

Vivienne's continuous growth is a testament to the supportive environment and opportunities for advancement that is required across the aged care sector to enhance the provision of skills and to allow staff to be empowered for growth, but also continue to positively impact our aged care workforce."

Vivienne
Aged & Disability Care Employee



Vivienne Gammie-Chang

179
*total number
of staff*

Mandatory Staff Training:



Manual Handling and
Duty of Care Training



NDIS Worker Screening Check



Work, Health and Safety
Awareness Training



Criminal Records Checks



Working with Children &
Vulnerable Persons Checks



COVID-19 Vaccinated



Diversity and Inclusion Training



Youth Worker
in discussion



Yvonne Santalucia
Award presented to 2023
recipient, Jacqueline Astles



**Rewarding
Performance and
Experience**
to empower our staff

CEO Report

The past financial year has been one of significant expansion of services, growing community need, and a deliberate effort by CORE Community Services to utilise its vast experience to better shape the policy and program environment for the benefit of CORE's clients.

For the community and the clients we serve, 2022/23 was a time when conditions began to return to something more normal – away from the onerous and challenging environment that prevailed during the COVID-19 pandemic when South Western Sydney bore a heavy load.

Nevertheless, it remained a challenging time for many in the community, with issues such as housing and cost-of-living causing real hardship.

I am very proud of the work that CORE was able to do across all of its operations to help those most in need and ensure that they are given the best chance of success.

Whether it was newly arrived migrants, refugees, youth at-risk, older members of the community, children, those with disability, the homeless, or people facing the scourge of family or domestic violence, it has been a watershed year in delivering services that have made a real difference to so many.

My heartfelt thanks go to the incredible team at CORE who perform remarkable work in the most professional and dedicated way, often in challenging and confronting circumstances. They bring decades of experience and knowledge to their roles.

“We know that as a place-based organisation with a deep history, we are in a unique position to engage with peak bodies and government agencies to ensure that the best advice is utilised to shape the world in which we operate, for the benefit of our clients.”



Juana Reinoso
Chief Executive Officer

As we have stepped up the tempo of service delivery, we have also built deeper partnerships with agencies, community organisations and other stakeholders who have all had to work closely to ensure services are getting to those who most need them.

We have taken steps to engage more fully at a strategic level to shape the operating environment, by lodging formal submissions, making policy recommendations, and telling our story to those in government – bringing their attention to the expertise and knowledge that CORE has to share. My immense appreciation goes to the Board, whose expert knowledge, wide experience and insight helps every day in enabling CORE to meet its obligations and serve the community.

CORE will begin work soon on a new strategic plan that will be in place for 2024 – part of an exercise that aims to modernise and streamline financial and management systems for the future.

Work continues on the establishment of a Registered Training Organisation (RTO) that will provide an important new element to assist talent acquisition in critical areas of the organisation, at a time of widespread skills shortages.

CORE will also look closely at where gaps in service delivery may be addressed through expansion in vital areas of need.

And we will continue to work with all those in the sector to ensure that the welfare, health, safety and prosperity of the community in which we live is our number one priority.

A Year In Review

Children's Services



41

NEW FAMILIES
CONNECTED TO
THE PRE-SCHOOL



9,000

HOURS OF CARE
AND SUPPORT TO
CHILDREN



150+

ENQUIRIES
RECEIVED FOR
EARLY CHILDHOOD
CARE & SUPPORT



50

CHILDREN
IDENTIFIED
FROM CALD
BACKGROUND



4

LOCAL PUBLIC
SCHOOL
PARTNERSHIPS

Multicultural Services

33,268

HOURS OF SERVICE



44,665

ENQUIRIES
RECEIVED AT THE
MILLER HUB



1,510

HOUSEHOLDS
SUPPORTED BY
EMERGENCY
RELIEF PROGRAMS



3,104

TOTAL ACTIVE
SETS CLIENTS



93%

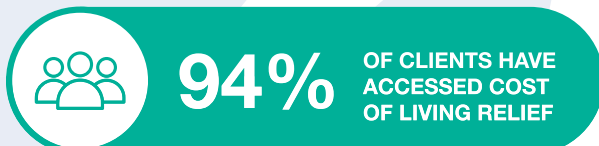
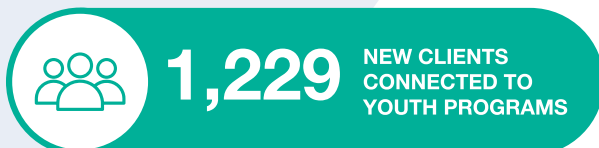
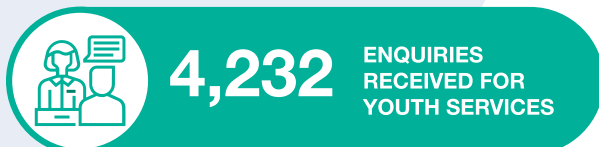
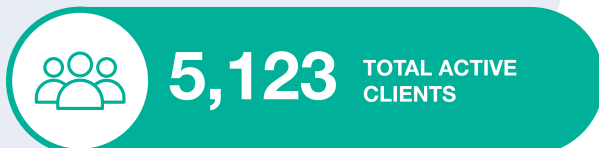
CLIENT
SATISFACTION



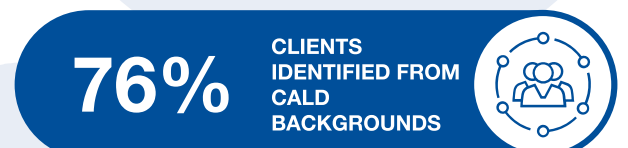
Children Service's
educator, Aneta with
child at Preschool



Youth Services



Aged & Disability Services



Youth Service Worker,
Amanda with young
women's mentoring client



Making a Real Difference *in our community*

Michael Bradford and wife
Aged & Disability Care, Home Modifications & Maintenance Client



“

In recent months, my health and mobility has deteriorated to such an extent that I realised I needed some modifications to my home. CORE Community Services were suggested to me. From my initial contact with them and then through their assessment process, I found them to be very courteous and professional. The modifications suggested were well suited to my needs and their installation was of a high quality. I am extremely pleased with the end result and would recommend them to anyone in similar circumstances.

Michael Bradford
Aged & Disability Care
Home Modifications and Maintenance Client

”

Celebrating our Clients

Our impact

As part of our commitment to continuous quality improvement, we engage with all of our clients to identify areas of unmet need through annual surveys and collating feedback from individual consumer reviews.

This is an important part of the client relationship process that helps improve our quality of service.



The Intensive Support Program has always supported me in achieving my goals through case management and always checking in. I have managed my own tenancy for over a year and a half, completed a Certificate IV in Real Estate Course, achieved getting my license, and have gained employment while being supported in the program.

Steven
Youth Services Client



I arrived in Australia in February 2020, through CORE's help I was able to pass the OET exam successfully. I got a job with SWSLHD as a cultural support worker which I am very excited about, and I am still working on my medical degree to be a registered doctor in Australia. I am grateful for all the support I received and the great help from the CORE team that put me on the track to achieving my goal.

Tiba
Settlement Services Client

I am Ivan's mum. I have received the clothes from school. They are all really nice and necessary. Thank you very much for your support. Ivan is an autism kid. I understand how hard to teach him. All the teachers are really nice and hardworking. All work with heart Thank you so much for all your help.

Ivan's Mum
Children's Services Client

Our clients
make up:

41% Asia
19% Australia
18% Europe
22% Middle East



Ivan and his mum

Promoting Diversity & Facilitating Inclusion

Our culturally appropriate service delivery models aim to cater to all our clients.

With a wealth of knowledge and experience, we have developed and delivered innovative and targeted group programs across Southwest Sydney. These programs promote physical and mental wellbeing, prevent social isolation and empower people from multicultural communities to participate in community life and exercise choice.

Whilst there are barriers we face as an organisation when it comes to engaging with multicultural communities, our team facilitate communication through translated materials and most importantly by identifying bilingual Community Leaders, whose responsibility is to advocate for the needs of their cultural group.

87

diverse community groups supported



Harmony Dinner 2023



Community Leaders Panel
Harmony Dinner 2023



International Women's Day Event 2023

20+

local ethno specific organisations we work with

A woman with glasses and a black sleeveless top is speaking at a podium. She is wearing a watch and a ring. The podium has a microphone and a gold emblem. In the background, an audience is seated at tables in a well-lit room with chandeliers.

***Using our
Experience***
to connect and collaborate

CEO, Juana Reinoso speaking at Harmony Dinner 2023

Services Australia

Pilot Partnership

CORE's community partnership with Services Australia was about finding grass-root solutions for people in already tough situations to feel supported and confident to interact with the government.

The presence of a dedicated CPSOs within CORE's organisation meant we could provide additional support to our clients in a familiar setting. The outcome for vulnerable clients in Greater Western Sydney was not only improved access to government payments and services, but access to other community services, such as accommodation and legal aid.

One of our remarkable success stories involves our Vietnamese Settlement Worker, Tan Nguyen.

Tan recently assisted a client who had escaped an abusive marriage and was navigating the challenging process of transitioning from a sponsored spouse visa to permanent residency. This client was unaware of the support services available and, due to fear, hesitated to report the abuse she had endured. Such circumstances often leave vulnerable individuals susceptible to exploitation and servitude.

With Tan's compassionate and person-centered approach, she quickly identified the overwhelming stress her client was facing, which hindered her ability to work. The client's ex-husband also posed a threat by disrupting their daughter's school routine. Understanding the urgency, Tan reached out to Phonethip from Services Australia, who is part of the pilot program operating at CORE's Cabramatta offices.

Through their combined efforts, emergency funding such as rental assistance was arranged, and crucial connections to social workers and support services were established. These actions ensured the client and her child could secure safe accommodation.

Stories like these exemplify the profound impact that partnerships can have on individuals' lives, providing them with the necessary support and resources to overcome adversity and build a brighter future.

The work being done so far highlights the substantial outcomes we have achieved over a short period of time and the ongoing work we will continue to deliver over the remaining months.

This partnership service helped our clients with the following concerns:

66%

Homeless
or housing issues

73%

Financial
Hardship

50%

Family and
Domestic Violence

26%

Language Barrier



The Black Box Project

Arabic Mental Health Project

CORE's Fear and Shame project was an adaptation of a successful Macedonian health literacy program. This creative process applied theatre as the medium to improve mental health literacy for the Arabic community living in Western Sydney. The sold-out play aimed to reduce stigma associated with mental illness and encouraged early treatment and uptake of relevant support services.

CORE's Fear and Shame project was nominated for a Zest Award and The Black Box was nominated as finalist for Mental Health Matters Awards this year in recognition.



310+
Attendees

85% 

Attendees felt more confident in seeking out mental health support after watching the play

Theatre project at Casula Powerhouse



Wayahead's Mental Health Matters Award finalists:
Dr. Yaser Mohammad, Henry Lim, Rowena Assaad & Tessa Bayrante

16 Days of Activism

Domestic & Family Violence Commitments

The 16 Days of Action Against Gender Based Violence is an annual international campaign that kicks off on 25 November to 10 December. To support the system-wide campaign and build public engagement, CORE's involvement included:

- Hosting the Annual SWSDVC Conference
- Attending Dowry Abuse Report Launch and Forum
- Marching against domestic violence in Cabramatta
- Hosting a self-care event for victims and survivors of gender-based violence
- Co-convening Fairfield Domestic Violence Committee

CORE convened the 2022 South West Sydney Domestic Violence Committee (SWSDVC) in hosting the Domestic & Family Violence Conference to build public awareness on trauma informed practices.

With an exceptional line-up of guest speakers, the conference was extremely valuable in drawing attention to better prevention planning, education and enhanced safety for victims.



Jess Hill at 6th Annual Domestic & Family Violence Conference: Trauma-Informed Practice 2022



CORE Community Services at the annual March Against Domestic Violence in Cabramatta 2022

280+

Attendees



97%

Would recommend the conference to a colleague or friend and found it useful in their line of work

Our Pledge for Food Relief

Increasing Supply and Demand

At CORE Community Services, we recognise that accessibility to food relief is a crucial gap that needs to be addressed.

Our partnership with SecondBite and Ozharvest means we're committed to increasing our food relief program, providing culturally appropriate food to individuals and families experiencing financial hardship or other challenges in accessing food.

7,560 
Hampers delivered



Charishma Kaliyanda MP,
Member for Liverpool at
Miller Food Relief



Mount Pritchard Food Relief with Brett Martin,
Vice president for United Nations, NSW division

Reconciliation

Working Towards a Better Future

As part of our ongoing commitment to reconciliation, we launched our newly accredited Reconciliation Action Plan (RAP) which outlines our goals, strategies, and actions to foster stronger connections, promote inclusivity, and advance reconciliation efforts within our community.

CORE's RAP reflects our dedication to creating meaningful change and embracing Aboriginal and Torres Strait Islander cultures. By implementing the core pillars of relationships, respect, and opportunities, we aim to make a positive and lasting impact.

With our accredited RAP, CORE Community Services can strategically and sustainably take meaningful action to advance reconciliation.

You can view or download a full copy of our RAP at: www.reconciliation.org.au



Internal RAP launch with interactive
artwork collaboration



RAP launched internally





(L-R) Western Sydney Wanderer's CEO, Scott Hudson, Western Sydney University's Manager, Strategy and Delivery, Tom Nance, CORE Aged & Disability Care Manager, Nhu Tran, CORE CEO, Juana Reinoso, CORE Multicultural Communities Manager, Shama Pande.



Thought Leadership
based on experience



Highlighting the Cost of Living Crisis

Spotlight story on A Current Affair

The cost-of-living pressures and the ongoing impact of COVID 19 have indicated a rise in significant issues our clients will face over the coming years.

Channel 9's A Current Affair reached out to CORE to discuss these concerns at a grass roots level and had the opportunity to meet clients to hear first hand, how the increased cost of living effects their day-to-day livelihood.

884,000 
average audience reach
per episode



Nat Wallace reporting Cost-of-Living Crisis segment on A Current Affair from Mount Pritchard with CORE clients October 2022

Refugee Week 2023

#FreedomwithCORE Campaign Initiative

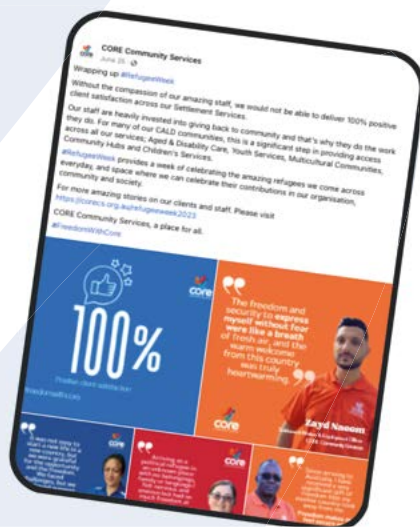
During 'Refugee Week', CORE introduced #FreedomWithCORE, an organisational campaign that highlighted the incredible stories of refugees who have found freedom, security, and a sense of belonging with the help of our services. Through #FreedomWithCORE, our aim was to amplify the voices of those who have overcome adversity and celebrate their achievements.



92,170+
people reached



448
post likes



3,468



Migrant and
Refugees Support

627



Education and
Training Sessions

491



English Learning
Pathways

Advocating for our Community

Hosting a Roundtable Discussion

Many of the most pressing issues for people facing a housing crisis were addressed at a housing forum CORE hosted with senior government, legal, Indigenous and other community representatives.

The housing forum was requested by the Labor candidate for the state seat of Liverpool, Charishma Kaliyanda, and attended by the Shadow Minister for Water, Housing and Homelessness, the Hon Rose Jackson MLC.

The roundtable highlighted critical issues affecting the community – the cost of housing, homelessness, surging rents, evictions, waiting lists, safety and security, and the need for more low cost and social housing.



Attendees of the Housing Roundtable Discussion at Miller

Increasing our Stakeholder Engagement

Meeting Southwest Sydney's MPs

CORE was proactive in establishing important relationships with our newly elected representatives in South West Sydney.

In the last year, we increased our stakeholder engagement substantially through outward-facing initiatives and showcased our achievements through a Snapshot Report for 2023. Connecting directly with our representatives has allowed CORE to establish an open dialogue, build relationships and showcase transparency across a diverse range of community issues.



Meeting with The Hon Chris Bowen MP and Hon Andrew Giles MP



Meeting Tina Ayaad MP, Member for Holsworthy



Meeting with Charishma Kaylinda MP, Member for Liverpool



CEO Juana Reinoso with Greg Warren MP, Member for Campbelltown

9 
meetings held with
Ministers and Councillors



Meeting with Tri Vo MP, Member for Cabramatta



Meeting with David Saliba MP, Member for Fairfield

CORE Webinars

Discussing Community Issues

To continue our experience of thought leadership, we also launched a series of CORE webinars bringing together a panel of esteemed contributors to discuss important topics relating to housing affordability, cost of living, mental health, homelessness and drug and alcohol. These were initiated from our Roundtable Discussion which aimed to deliver valuable insights and grass-root solutions for anyone navigating community issues.



120+
registrations



4.5/5
satisfaction rate





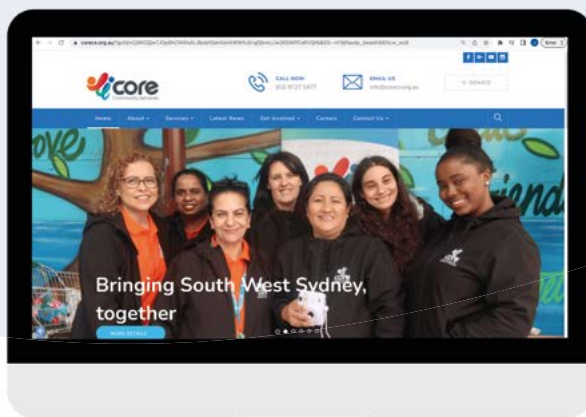
Broadcasting our Experience

to expand our digital reach

Making Information Accessible

Website, E-newsletters and Media Releases

CORE Community Services has scaled its digital marketing and communication as the trend continues that more people are finding information and connecting online. Connecting with our audience online has allowed us to share important updates instantaneously and engage with clients and stakeholders directly.



97K



25% website traffic growth

1,071



Google ads clicks to website



2,420



e-newsletter subscribers

42%



Increase in subscriber growth

31



e-newsletters sent out

42%



click-through rate



17



compilation of media releases

Increasing Digital Engagement

Social Media

The CORE social media platforms include Facebook, Instagram and LinkedIn. Our social media following grew rapidly over the course of the year resulting in increased engagement and brand awareness. These platforms allow CORE Community Services to stay connected and highlight important organisational updates to our target audience which includes clients, partners, staff and more.



2.6



fans (increase
of 35%)

396k



page reach
(5.6% increase)



769



followers
(15.7% increase)

697k



profile
impressions
(292% increase)



1k



followers
(29% increase)

7.9k

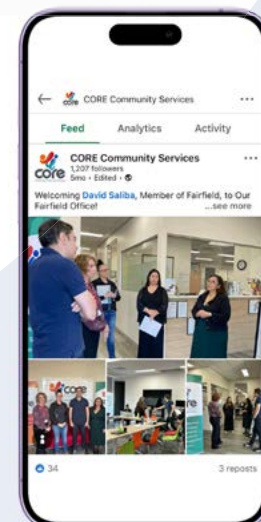
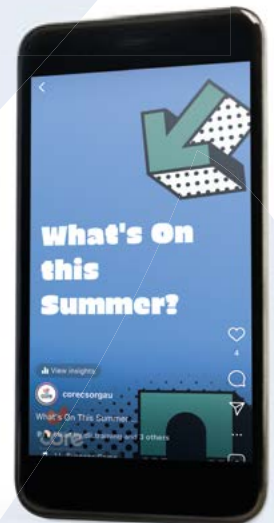
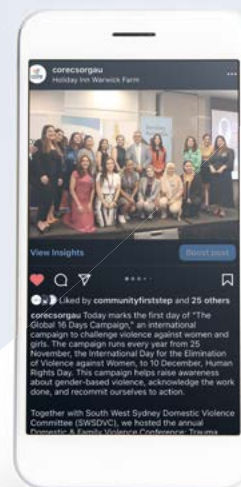


clicks
(86.3% increase)

1.9k



Engagements





Children's Services

*Connecting to learn,
play and explore*

Children Services' Manager, Debra Rose reading to child

Children's Services

The delivery of early childhood education and care is a critically important element in CORE's service offerings, since it is among the youngest members of the community that lasting skills, knowledge and experiences are formed.

While Children's Services is a relatively small part of CORE's overall operations, it serves as a critical link with the community. Unlike many community services that were curtailed during the COVID-19 pandemic, Children's Services continued to operate.

"Many of our families are quite young, and they look to us as educators because we have the experience, information and the knowledge base to support them as parents. Having that experience really makes a difference".

The Children's Services team was able to maintain the important connections with children and their families through phone call servicing, 'park and pick-up', the provision of education packs, and online videos and reading. While a challenging situation, it facilitated the vital link with children and their families and was a source of comfort when many facets of life were upended.

"We had to think outside the square very quickly in order to keep the service operational, and the good thing was that we were given the autonomy by CORE to do what we needed if we thought that would benefit our families," Debbie says.

The Children's Services team services 50 families each year from its facility in the heart of Cabramatta. There is strong local demand for services, but because of the physical size of the premises, a limit on available numbers and, hence, a waiting list.

CORE understand the keen demand for places and is hopeful that in the future, it may be able to cater to this need. Where CORE can't meet immediate needs, it works with partners and agencies to help find other places.

With some 40 years in the childcare sector, Debbie knows that what is delivered in the early years of life has enormous intergenerational impacts – something that explains the valued connections CORE has with families of all ages right across the community.

One of the important pieces of work for the team is gearing up for the new National Quality Framework version 2 that has been established to set quality standards for children's education and care.

"It's important for us, as an organisation, to ensure that all our staff are well trained and ready for these changes, and that we are sufficiently flexible to meet those needs, because compliance is critically important for us."

Experience is the key. Among the team are three long-serving members who bring a wealth of knowledge and practical experience. Among newer members, there is an emphasis on mentoring from more experienced Educators to ensure that skills, knowledge and the culture of the organisation is passed on and renewed.

Like in many industries facing skills shortages, recruitment is a challenge, meaning that staff development and retention takes on added importance.

“One day per term, we close the doors to the families and the children and we devote it to staff development, where we undertake training, we explore ways of bonding within the team and look at staff welfare,”

It is all part of a process of ensuring that everyone is able to do their best to nurture the next generation.

Debra Rose
Childrens Service



Child modelling playdough



Early Educator at Preschool exploring shapes



Exploring with watercolour



Child exploring outdoor play with educator



Multicultural Communities

*Bridging access
and equality*

Afghan performance at CORE Community Services' Harmony Dinner 2023

Multicultural Communities

The team from CORE Community Services that manages Multicultural Communities possibly feared the worst as the local community emerged from COVID-19 lockdowns, perhaps not appreciating just how adaptable people had become.

Across staff and clients, there were significant concerns, but many of these fears were eased once it became clear that most people had found new ways to cope.

“COVID-19, in a way, taught us to be more vigilant and resilient, and to have perseverance, but also to be tactful in finding creative ways to work with each other,” Shama says.

For some in the local multicultural community, mental health issues were something that only fully came into the open once lockdowns ended and people began to re-engage.

This was one area where CORE’s Multicultural Communities team needed to work collaboratively with other agencies to provide the right support to restore mental health and wellbeing.

“Our Multicultural Communities services are very outward focussed, which means that we work extremely well in partnership,” Shama says.

“We’ve worked with many of our partners and stakeholders for more than 25 years, and we still enjoy really strong partnership, especially in Fairfield area.”

CORE’s Multicultural Services team delivers Settlement Services which support newly arrived migrants, refugees and humanitarian entrants who have been in Australia for less than five years.

“Settlement Service is our flagship program. It assists through services including social group activities, English conversation classes, skills workshops, education, training and employment programs, often provided in partnership with other organisations,” Shama says.

After hitting rock bottom during the height of COVID-19, the number of clients requiring settlement support has bounced back and is growing steadily.

A key area of focus is family and domestic violence. Last November, CORE hosted its annual Domestic and Family Violence Conference, which saw around 250 people comprising frontline workers, clinicians, academics and experts examining the best client experience for victims and survivors.

CORE’s Domestic and Family Violence Service program is supported by both the NSW Department of Communities and Justice and the Commonwealth Department of Home Affairs. It provides integrated and coordinated responses to domestic and family violence for adult and child victims.

For Shama, the work of CORE’s Multicultural Services team comprises three key elements – belonging, connection, and safety.

“Our first goal is ‘belonging’. How we make our newly emerging community and our established diasporic communities feel belonged.”

“The second goal is connectedness – how we bring the various providers together so that physical health, mental health, nursing, occupational therapy and speech therapy deliver a suite of services and build connection with the community, especially with disadvantaged and vulnerable people.

“And from a family and domestic violence perspective, our main focus is safety – how we create safe spaces where people can grow and be confident without fear of harm and abuse.”

When it comes to the topic of experience, the Multicultural Communities team has a wealth of both deep understanding and connection to the local community. Most have more than a decade’s experience.

“Staff retention is quite high, and I think that’s partly because people are working in a space where they’re really passionate about the impact they are having,” Shama says.

“We have extraordinary people, some from the same background in the migrant or refugee community, and there is something about giving back. You can see just what a difference it makes and the pride everyone has at what’s being achieved.”

Shama emphasises that success would not be possible without a collaborative effort that stretches across many partners – Commonwealth and State government, Multicultural NSW, local council, ethnic community organisations, New South Wales Settlement Partnership (NSP) and a web of NGOs.

It’s a partnership that continues to deliver as thousands of new arrivals get the best start to their new lives in Australia.

Shama Pande
Multicultural Communities Manager



Food relief at Miller Hub



Multicultural Communities worker with client



Aged & Disability Care Services

Providing care to loved ones

Support Worker & Social Support Client

Aged & Disability Care Services

The delivery of critically important services to the majority of CORE's aged and disability clients has begun to return to more normal conditions, following the isolation that accompanied the COVID-19 pandemic.

Where support for aged care clients had been largely focused on people in the home, most are now happy to be mixing in the community and enjoying the social support that comes from connecting with friends and family.

It is a refreshing and welcome change that is raising morale and confidence among the CORE's aged care clients.

Nevertheless, there is still around 40 per cent of clients who remain largely in the home environment, and this has brought both new challenges and opportunities, including the use of technology to support those people who need connection to services and communities.

Among disability clients, there continues to be strong connections with the community and real demand for services, such as group tours where people are able to mix and enjoy social outings and events.

CORE's aged care and disability services have grown over the past 12 months as more people become aware of the scope of the services that are available and the difference that this support makes to peoples' lives.

CORE is seeing many more people coming to its centres seeking services, both because of rising demand, and growing awareness of the full range of support that CORE provides, from childhood to aged care.

The experience that CORE has gained in aged and disability care over some 30 years is vital in the part that it plays in the community.

"Across our team, the knowledge and practical experience accumulated over decades gives us the capability to both look after our clients, and the confidence to deal with the unexpected – something that came to the fore during the COVID-19 pandemic."

"For those people, CORE has always been there. We have to be ready to work with the local community to ensure that they are well prepared, because when it comes to change, you've got to be prepared and really understand what's happening and how it's impacting people.

"Being with CORE and working in aged care is really about compassion – putting yourself in your clients' shoes and thinking how I would respond and what I would want if it were happening to my family, my mum or my dad,".

However, at times, clients may be reluctant to seek help, being worried about things such as privacy, use of personal details or even about dealing with government.

"Our job is to help explain to people what they are entitled to and how it can help in important ways, for example by allowing someone to stay at home, and out of aged care, for longer,".

“We are extraordinarily fortunate to have a dedicated team with the knowledge, experience and the cultural background to support clients on this journey. We have team members who have been with CORE for more than 15 years, providing direct care in the home, seven days a week.”

Nhu says the team prides itself on the dedication, compassion and comprehensive training that go to delivering services that enable thousands of people to lead better lives.

She stresses that the team could not perform its work without the valued relationships that have been established with local partner agencies, subcontractors and stakeholders.

In turn, the knowledge and expertise that CORE has built over generations is widely recognised and now makes CORE a first point of contact for those in need.

Nhu Tran

Aged & Disability Care Services Manager



Client, Kevin with his Disability Coordinator, Luana



Client Sophon with Support Worker, Trang



Youth Services

*Connecting to
empower young people*

Youth Service Worker with client

Youth Services

Demand for CORE's Youth Services programs has grown significantly across the board, as more young people are reaching out for support, and as CORE's expertise and offerings have become widely recognised across the community.

During the financial year, the relatively small team was called on to provide assistance for many more people, as issues such as homelessness and cost-of-living brought added pressures and saw many more young people placed at risk.

Core's Youth Frontiers is an early intervention youth mentoring program that supports girls aged 10-17 years who have been in contact with the justice and child protection systems.

The UpFront Youth Homelessness Service is a partnership program between community-based organisations, led by CORE's Youth Service, which provides accommodation and support to homeless and at-risk young people aged under 25 across the South West Sydney.

The Drug and Alcohol program helps young people aged 12 to 24 in the Fairfield and Liverpool areas to overcome drug addiction and alcoholism in order to get their lives back on track.

In all, Youth Services is responsible for six programs conducted across the Fairfield, Liverpool and Campbelltown, including activities for homeless youth, and assistance with food and education.

Throughout 2022, the team had requests for some 300 education packs, which assist young people on their path through the school or tertiary education system. Demand then soared to 1000 packs for a six-month period, and it has stayed at that level ever since.

"That reflects the needs of the community, as well as our desire to support young people on their education journey, because we know that there are really positive outcomes for young people who continue and succeed in their education".

It has been a similar trend with other assistance provided by CORE through hygiene packs, food hampers and the food bank, where demand has been growing.

"It's about having all of these services to be able to support the young people and the community more widely, because we don't just service youth, we effectively support the whole family, and if we're not supporting them, we're linking them with other services to be able to support their specific needs."

Most of the Youth Services programs support young people aged between 16 and 25, but there is also a younger cohort, often with more complex needs, which is an increasing priority.

Youth Services also manages two youth refuges and early intervention programs for young people.

For much of the 2022-23 period, the refuges have been at capacity and there has been a waitlist.

"Quite often the young people that come to our refuges have a myriad of complexities – they may have been involved in juvenile justice, and there may have been drug and alcohol or behavioural issues, which means they aren't able to go home and they can end up in quite a dire situation,".

“In the last 12 months, the complexity of the cases that we’re working with has significantly increased, including many more young people with significant mental health issues”.

Part of the Youth Services’ approach centres on the dedication and experience of the small team that delivers the service, and the entrenched relationships with other agencies and service providers.

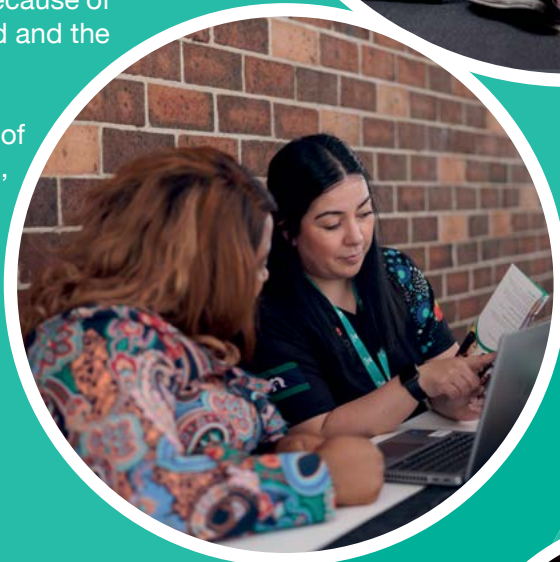
“It’s a real care team approach because of the relationship that we’ve forged and the service that we provide,”.

“That is really important in terms of the integrity of the organisation, but it’s also vitally important when you’re working with young people who have experienced trauma because they need to know that they can trust you.”

Melissa Wise
Youth Services Manager



Young mum and children consultation with Youth Services Intensive Support Program staff



Youth worker at home visit



Young Women's Mentoring program and staff



Being Recognised
*for our experience
and success*

Premiers Harmony Dinner

Awards and Recognition



Liverpool Council
Grants Award
Ceremony

- 2022 South West Connect Mini Seek A Skill Award
- 2022 Golden Fit Award
- 2023 Munch and Move Excellence Award
- Anne Stanley MP for Werriwa Hansard 2023
- Charishma Kaliyanda MP for Liverpool Hansard 2023
- 2023 Zest Awards
– Nominated for Community Partnership
- 2023 Zest Awards
– Nominated for Outstanding Community Project
- 2023 Zest Awards
– Nominated for Outstanding Project
- 2023 Zest Awards
– Nominated for Outstanding Voluntary Leader
- 2023 Zest Awards
– Nominated for Outstanding Community Sector Leader



Zest Awards 2023



Pemulwuy Prize Luncheon

Accreditations



- Australian Children's Education & Care Quality Authority (ACECQA)
- Australian Charities and Not-for-profits Commission(ACNC)
- National Disability Insurance Scheme (NDIS) Registered Provider
- Quality Innovation Performance (QIP) Quality Health and Community Services Standards (QID Standards)
- Reconciliation Australia

Our Partners

Afaq Culture
Afghan Fajar Association
Afghan Peace Foundation
African Australian Advocacy Centre
Al Ahwazi Community
Al-Khrbur Village People
Antiochian Orthodox Archdiocese of Australia,
New Zealand and the Philippines
Arts & Sports Association
Ashcroft High School
Asian Women at Work
Assyrian Resource Centre
Assyrian Women's Organisation in Australia
Australia Post
Australian Arab Cultural Forum
Australian Mandaean Sports Club
Australian Red Cross
Australian Retailers Associations
Australian Taxation office
Babylon Chaldean Sports Club
Bonnyrigg High School
Bonnyrigg Khmer School
Bonnyrigg Public School
Borderless Community
Bossley Park High School
Budyari Community Health
Bunnings Villawood
Bunnings Yennora
Cambodian – Australian Welfare Council of
NSW Inc.
Canley Heights Public School,
Canley Vale High School
Canley Vale Public School
Centre Cabramatta High School – Intensive
English
Chaldean Association Chaldean Australian
Society
Chaldean Australian Society
Chaldean League NSW
Chaldean Youth Union
City East Community College
Commonwealth Bank
Community Corporate
Community First Step
Community Links
Community Migrant Resource Centre

Costco, Casula
Dandelion Support Network
Department of Employment and Workplace
Relations
Domestic Violence NSW
Exodus Foundation
Fairfield City Council
Fairfield Heights
Fairfield High School – Intensive English
Centre
Fairfield Hospital
Fairfield Local Court
Fairfield Women's Health Service
Fairfield Public School,
Fairfield West Public School,
Fairvale High School
Fairvale Public School.
Global Skills
Goods360
Great Lakes Agency for Peace and
development
GyMEA Community Aid and Information
Service
Harrington Street Public School
Human Like us
Hume Community Housing
Iraqi Australian University Graduates Forum
Iraqi Women's League Land Council
Jesuit Refugee Services (JRS)
Just Career Training
Justice Support Centre
Lansvale East Public School
Lansvale Public School
Legal Aid
Legal Aid NSW
Les Powell School (Mt Pritchard, only food
relief referrals) – Special disability school
Liverpool City Council
Liverpool Girls High School
Liverpool Boys High School
Liverpool Hospital
Local Community Services Association
Local jobs Program
Mandaean Women's Association
Mandaean Women's Union in Australia
Mary Mackillop Catholic College, Wakeley

Mentoring Men
 Mission Australia
 MTC Australia Multicultural
 MTC Fairfield
 Multicultural Youth Affairs Network
 Navitas
 NSW Council of Social Service
 NSW Department of Communities and Justice
 NSW Health NSW Police (Fairfield and
 Liverpool Police Area Command)
 NSW Multicultural
 NSW National Settlement Partnership
 NSW Refugee Health Service
 NSW Spanish and Latin American Association
 for Social Assistance Inc.
 Officeworks, Wentworthville
 Officeworks, Wetherill Park
 PCYC Miller
 Peter Warren Automotive
 Primo Food
 Programmed Skilled Workforce
 Refugee Council of Australia
 Rotary Liverpool West
 Sabian Mandaean Association in Australia
 Secondbite
 Settlement Services International (SSI)
 Smithfield Public School,
 South West Sydney Local Health District
 St Hurmizd Assyrian Primary School,
 St Johns Park Bowling Club
 St Mary's Church
 St Vincent de Paul's Society
 St Zaia Cathedral Church Services Australia
 Settlement Council of Australia
 St. Hurmizd Assyrian Church of the East
 Cathedral
 St. Mary's Assumption Chaldean Catholic
 Church
 St. Thomas The Apostle Chaldean & Assyrian
 Catholic Church
 STARTTS
 Sydney Thunder
 Sydney University
 TAFE NSW
 Telskuf Association
 The Chaldean League of NSW

The Parks Network
 The Rev Bill Crews Foundation
 The Salvation Army
 The Smith Family
 Thread Together
 Training Services NSW
 Toyota Material Handling Australia
 UNSW School of Business
 Urhi Chaldean Community Language School
 Vietnamese Australian Welfare Association
 Warakirri College
 Welcome Merchant
 Western Sydney Airport
 Western Sydney Community Forum
 Western Sydney MRC
 Western Sydney University
 Westfield High School
 Woodville Alliance
 Woolworths, Cabramatta
 Workskills Australia
 Youth Advocacy Network
 Wrapped With Love
 Zen Tea Lounge

**Our partners have played
 a crucial role in helping us
 achieve great things. Thank
 you for your support and for
 being a valued partner in our
 journey.**

**Many community donors/
 partners choose to remain
 anonymous.**

Our Financials

\$19,366,707

Revenue

\$19,335,012

Expenses

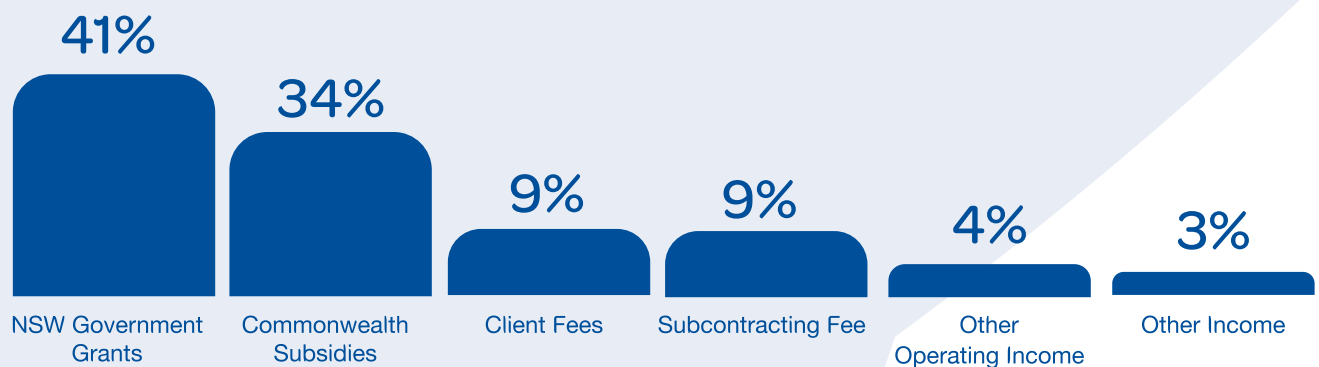
\$31,695

Surplus for
2022/23

\$4,707,728

Cash
Equivalents

Income Categories



To obtain the 2022-2023 CORE Community Services Auditor's Report and the 2022-2023 CORE Community Services Central Financial Statements or to view past reports and statements, please visit the ACNC website at: [acnc.gov.au](https://www.acnc.gov.au) These reports will be available to view online or to download.



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