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ANNUAL REPORT

2015-2016



*Nào bạn • Kon nichiwa • Haad
• Marhaban • Ní hǎo • néih
hóu • nóng hō • Hello • Salut
• Hola • Hallo • Ciao • Ahoj
• Ya su • Bok • Hallo • Hej •
Czesc • Hola • Annyeonghasey
• Shalom • Sawasdee Krab
• Sawasdee Ka • Merhaba •
Marhaba • Hujambo • Olá •
ssalam ū 'lekum • Shl'am lak •
Sh'l'am lek • Parev • nômoshk
• Slamalikum • Zdravo • min-
ga-la-ba • Hej • Hallo • Bula
• Terve • namaste • Sillaw •
Merhaba • Hawh • Kia ora •*

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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.

Chair's Report



Unveiling new branding



Yvonne Santalucia
Chair

“This opens up a new direction for the organisation where we need to market our services differently to how it was done in the past.”

This has been our first year working under a new governance structure as we moved from an Association to a Company Limited by Guarantee. The change has introduced a skilled-based board with expertise in areas of governance, risk management, finance, legal frameworks and service delivery. This has positioned the board to be able to lead the organisation to achieve its mission, vision and goals.

The 2015/2016 year saw us accomplishing the last phase of the amalgamation of LYACC and Medley into CORE with Lotus House having joined us the previous financial year. This was a major part of the work done by the board members, ensuring we met with our contractual obligations with our funding bodies.

These are challenging times for the not-for-profit sector. Government funding reform means that more than ever we need to be flexible and responsive to these changes. The current trends are for government to tender out more and more of the social services to not-for-profit organisations and opening up the field to the for-profit organisations.

CORE, through its strategic planning, is preparing and anticipating the changes that are required for us to be competitive in this new era of reform, ensuring our organisation maintains its ability to be responsive to community needs but be efficient through a low cost structure in delivering quality services.

Our Aged and Disability Care Service has seen the biggest changes in the last year as its moved to individualise funding through the Consumer Directed Care and NDIS. These subsidies provided to the consumer should lead to more choice for our clients and presents new challenges for us as an organisation.

This opens up a new direction for the organisation where we need to market our services differently to how it was done in the past. Organisations such as ours that operate in one of NSW's most disadvantaged areas have invested

very little in marketing our services as demand has always outweighed service capacity. The Board however has recognised that we need to make changes to remain competitive and have invested in a marketing and communications role for the organisation.

This year we welcomed two new members to the board, Jasvinder Pal Kaur and Alejandro Arvelo. Jasvinder's background is in financial management but has specialised in IT project management. Alejandro has a legal background and has solid knowledge of risk management and corporate governance. These two new members have been a valuable addition to our board. The whole board has worked harmoniously and effectively throughout the year, putting attention to detail in every task. I would like to thank all the board members for their critical input.

I would also like to thank every member of the staff for their hard work and dedication, every little extra effort makes a difference to achieve the best outcome for our clients. Thank you to our CEO, Juana for her commitment to excellence, it has inspired others.

On behalf of the board I would like to wish you all a safe and prosperous festive season. I am looking forward to another productive and challenging year ahead.

Our Board



Yvonne Santalucia
Chair



Adrian Wong
Secretary



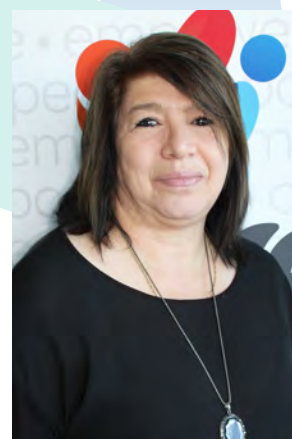
Alejandro Arvelo
Director



Jasvinder Pal Kaur
Director



Ali Mokhtar
Director



Katina Varelis
Director

CEO's Report

core
Community Services

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Service Managers



Juana Reinoso
Chief Executive
Officer

At our last Annual General Meeting we launched our new name “CORE” which stands for ‘Care Oppportunity Respect Empowerment’. When we set out to rebrand the organisation we consulted extensively with our staff, clients, service users and other stakeholders. Through these consultations what kept resonating was the name should represent what we stand for and what we do - a challenge given how vast our service offerings are! However, these four words kept coming up in all the workshops and consultations and I feel they truly do embed the nature of what we do and how we aim deliver of our services.

It has taken time for everyone to adjust to the new name, as well as the new organisational restructure that came with rebranding and aiming to position ourselves as a leader in the local community services sector. Sometimes we still find ourselves slipping and referring to the old name - after 37 years of operation, we can be forgiven!

The new structure of CORE sees the Services merged into five main streams:

- Aged and Disability Care
- Children’s Services
- Community Engagement
- Multicultural Communities
- Youth Services

Our Aged and Disability Care now oversees Home Care Packages, Respite, Social Support, Individual Packages and Home Maintenance and Modification Services. We also have added a user pay service and we continue our brokerage contracts with various other providers.

Our Children’s service operates a preschool from our Cabramatta head office, it was with great sadness that we made the decision to close down the After School Care Service after years of subsidising it.

“I would like to thank all the service users and participants for trusting us to provide them with services to meet their needs and wants.”

Community Engagement now encompasses three projects that previously were under different divisions. We have brought together the Neighbourhood Centres, the Multilingual Outreach Service and the Multicultural Aged Resource Service. This provides us the opportunity to run activities and programs from four key locations in the Fairfield Local Government Area, these are: Fairfield, Cabramatta, Mt Pritchard and Canley Heights. We see this as an area of expansion in future years.

Multicultural Communities, previously known as the Fairfield Migrant Resource Centre, has been restructured with key roles to focus on housing, employment, education and training, family and domestic violence and policy and advocacy. We have also introduced a team leader to support our settlement support staff to ensure they provide effective case work and community development with targeted communities.

Youth Services has several programs that are funded by various Government Departments focusing on multicultural youth, drug and alcohol awareness programs, young families and children and our homeless service. The homeless service is made up of three different teams: Early Intervention, Intensive Support and Refuges.

This year has presented us with the opportunity to prepare for the NDIS, as an organisation we have worked towards accreditation through Third Party Verification which we achieved earlier this year. The process allowed us to reflect on our practices and identify the areas where we want to improve to ensure our services are up to the quality standards that will have the most affect in our client's lives.

I would like to thank all the service users and participants for trusting us to provide them with services to meet their needs and wants. As you can see from the map, we deliver services to a large coverage area and in a very competitive market, the number of people we reach every year and the fact we have a loyal client base, shows that the community values our service.

I also need to thank our exceptional staff for their dedication and commitment to our clients, without them we would not maintain our high standards of service, the Board of Directors for giving their time and valuable support in taking CORE forward and our partner agencies for continuing to work with us through this exciting time of change.

I look forward to the year to come and envisage it will bring with it strong results for our local community and brand.

Service Coverage Area



Finance Report

In the Financial Year 2015-2016, CORE has had another successful year. We experienced growth in revenue and judicious control over expenditure while continuing to provide exemplary service to community. CORE has added a few new projects and programs and has also seen growth in the existing projects and programs.

The revenue has gone up from \$12.52 million to \$13.23 million in the financial year 2015-2016 as compared to the last financial year showing a growth of 6% over the last financial year. This healthy growth in revenue can be attributed to the growth in programs and projects as well as to the addition of new programs and projects. The growth and a requirement from the Office of Fair Trading had made it important for us to move from being an incorporated association to being a Company Limited by Guarantee. From this financial year we have been a Company Limited by Guarantee.

There has been an increase in the Employee expense from \$6.89 million to \$7.50 million as new roles were added in the financial year 2015-2016 which was required to improve services provided to clients due to the new projects and programs. The increase also includes increase in pay due to CPI (Consumer Price Index) increases and SACS (Social and Community Awards) ERO (Equal Remuneration Order) implementation increases. The Employee expense accounts for 57% of the total revenue received and 63% of all expenditure.

Service delivery expense decreased from \$2.75 million to \$2.16 million without affecting the quality and extent of service delivered to the client by the various programs and projects run during the financial year 2015-2016. These savings were achieved by having wise, sensible and judicious use of the funds available.

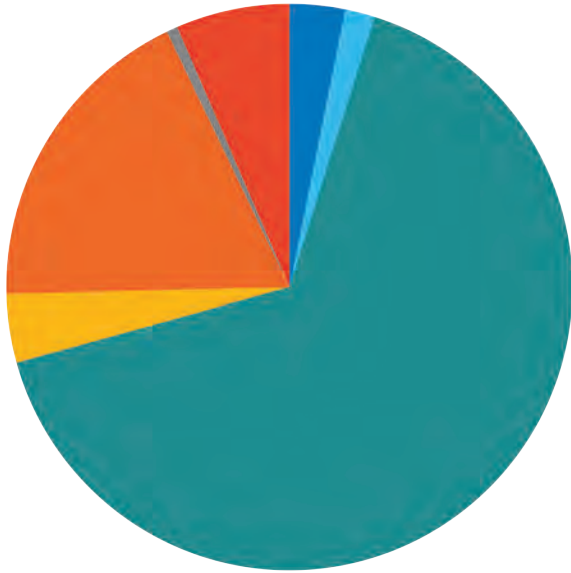
There was no compromise made in the standard and dimension of various services provided in the current financial year as compared to the last financial. The savings were achieved by smart negotiations with suppliers, utilising the benefit of large scale operations, having the work done and managed in house as opposed to sub-contracting and many more cost saving methods.

The increase in revenue and the net decrease in expenditure resulted in the Net Surplus increasing from \$0.74 million to \$1.35 million, a 82% increase in Net surplus as compared to last financial year.

As a direct result of this Net Surplus the Total Current Assets have gone up by from \$3.85 million to \$5.31 million which now accounts for 73% of the Total Assets. The Total Current Assets are more than adequate to cover the Total Liabilities, Provisions and Employee Entitlement Provisions which amount to \$2.44 million giving us a Current Ratio of more than two. The Retained Surplus had gone up from \$3.41 million to \$4.77 million as compared to last year.

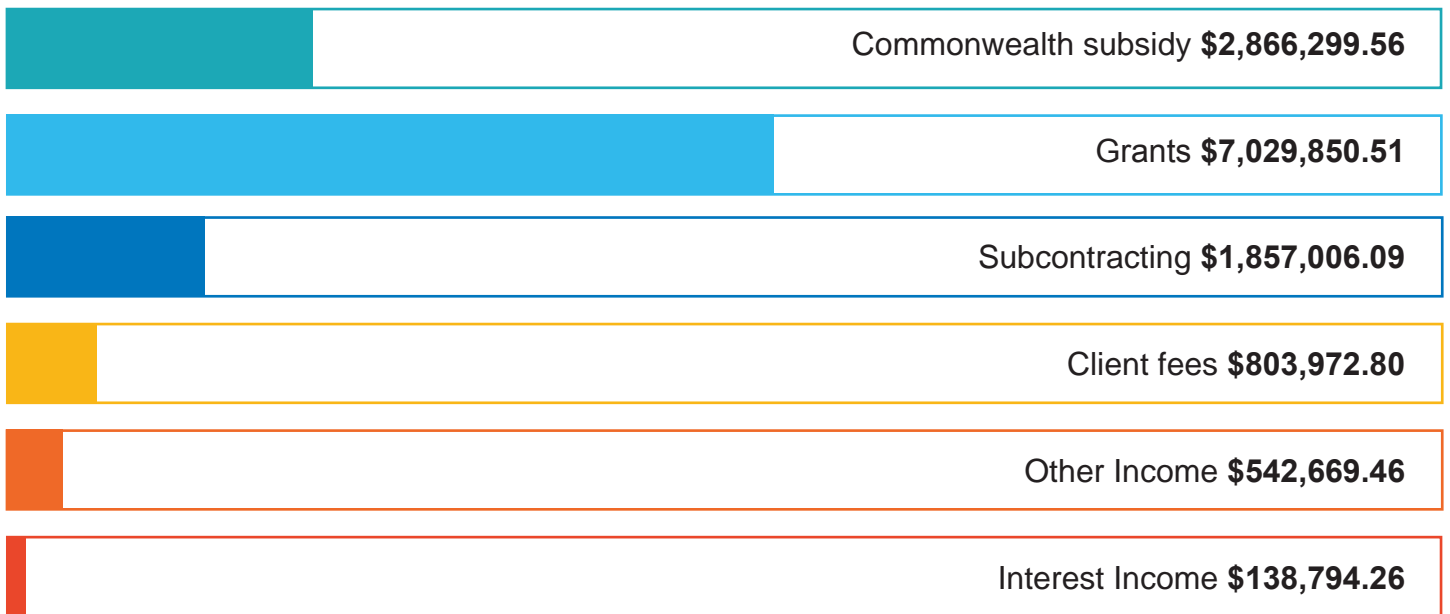
This very healthy financial position has set a launching pad for the future horizontal and vertical expansion and growth of our organisation to venture into new services, programs, projects, fields and territories.

EXPENDITURE



Accommodation expense	\$403,947.70
Depreciation expense	\$184,430.37
Employee expense	\$7,747,796.96
Insurance expense	\$30,053.77
Administration expense	\$502,030.50
Service delivery expense	\$2,165,815.76
Motor Vehicle expense	\$79,152.77
Other expenses	\$766,180.78

INCOME



Commonwealth subsidy **\$2,866,299.56**

Grants **\$7,029,850.51**

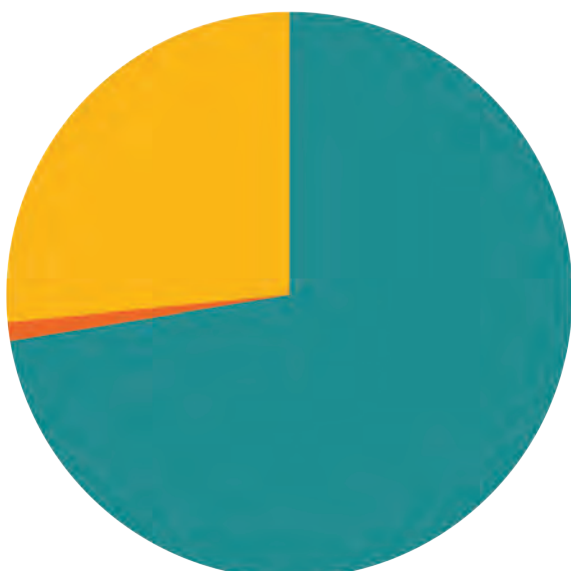
Subcontracting **\$1,857,006.09**

Client fees **\$803,972.80**

Other Income **\$542,669.46**

Interest Income **\$138,794.26**

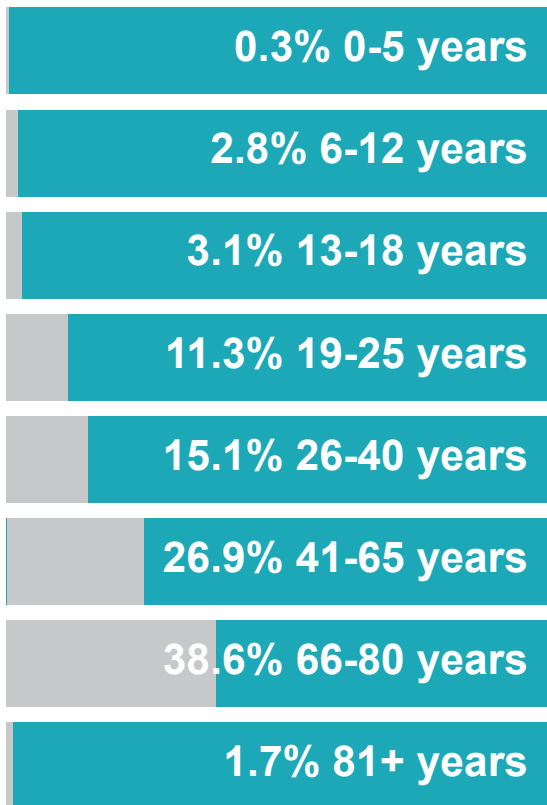
ASSETS



Cash and cash equivalents	\$5,232,459.87
Trade and other receivables	\$81,484.06
Property, plant and equipment	\$1,908,039.87

Achievements

CLIENT AGE DISTRIBUTION.



52,736

PEOPLE REACHED BY CORE IN 2015/16

7,434 PEOPLE ATTENDED THE **49** EVENTS WE WERE APART OF *INCLUDING:*



RED LINE DRAMA



EMPLOYMENT EXPO



REFUGEE WEEK



MOON FESTIVAL



YOUTH SOCCER TOURNAMENT



HARMONY DAY



7,927
CLIENTS PROVIDED WITH CASE WORK



848
CLIENTS PROVIDED WITH CASE MANAGEMENT



4,396 PEOPLE
REFERRED
TO OTHER
SERVICES

21173
PEOPLE PROVIDED
WITH INFORMATION



69

SOCIAL
GROUPS
SUPPORTED

113

WORKSHOPS
& INFORMATION
SESSIONS HELD



2,268

GROUP
SESSIONS
ORGANISED



250

EDUCATION
AND TRAINING
SESSIONS



1784

... AGED CARE CLIENTS

145

... DISABILITY CLIENTS

2778

... SETTLEMENT CLIENTS

438

... FAMILY SUPPORT CLIENTS

257

... BROKERAGE CLIENTS

1125

... FINANCIAL CLIENTS

334

... ALLIED HEALTH
(OCCUPATIONAL THERAPIST)
CLIENTS

120

... COUNSELLING CLIENTS

746

... EMPLOYMENT & TRAINING
CLIENTS

Aged and Disability Care



CONSUMER DIRECTED CARE MODEL

Since the introduction of Consumer Directed Care Model, which was first introduced by the Federal Government in August 2013, many consumers who are receiving Home Care Package services through the CORE Community Services Aged and Disability Care team, have reaped the benefits and are maximising their quality of life.

One such beneficiary is Mrs Nhung Lim (*pictured right*) who has been receiving a Level 2 Home Care Package service from us since 2002 after experiencing a stroke. Assistance is provided with personal care, meal preparation, housekeeping and transport to appointments. Regular support from Mrs Lim's family, combined with our services, enables Mrs Lim to continue to live safely at home and enjoy a good quality of life.

As a result of the stroke, Mrs Lim has paralysis to the left side of her body and experienced contracture (shortening of the muscle) resulting in her left leg shortening and, over time, becoming shorter than her right leg. The delivery of Home Care services, based on the Consumer Directed Care model, has given Mrs Lim options to explore how best to use the Home Care Package funds to meet her immediate and long term support needs.

Together with her Case Manager, Claire Stephens, they discussed and worked out a support plan to meet the daily essential care needs with a goal to purchase a brace and specially made shoes to help with balancing. Transport services were provided for Mrs Lim to go to appointments for measuring and fitting the shoes. Within 11 months, Mrs Lim was able to purchase the shoes (*which are worth more than \$1,200!*), whilst still receiving the essential daily care.

Mrs Lim now enjoys an improved quality of life thanks to her new shoes and our service, and has gained increased enablement and independence. Her concerns about personal safety have also reduced. With her increased



Nhu Tran
*Aged and Disability
Care Manager*

“Ongoing legislative changes have been the drivers for Aged Care Service providers to adapt their workforce, systems and services.”

confidence, Mrs Lim is now able to use a taxi service and go out to social places and events without any hesitation.

Mrs Lim's story is just one of many that has been made possible thanks to the implementation of the Consumer Directed Care model. This model is changing how the elderly in our community receive care, giving them more power to dictate how and what services they get. Commendation must also be given to our Aged and Disability Care team who have successfully adapted to the changing aged care landscape and continue to deliver high quality services which benefit people like Mrs Lim.



Ongoing legislative changes have been the drivers for Aged Care Service providers to adapt their workforce, systems and services to comply with the changing landscape and remain relevant within the sector. With this in mind we have been working to position ourselves as an integral community brand, attractive to new clients because of our high standards. Our work continues in:

- Equipping staff with the skills to have conversations about enablement and building capacity with consumers and their next of kin
- Equipping staff to implement care arrangements that are meaningful for the consumer and sustainable in regard to funding and other available resources.
- Building networks with other service providers to increase the information and opportunities for consumers to consider and access when making decisions regarding the best use of the home care package funds for them.

The transition to Consumer Directed Care has impacted almost every aspect of home care services and every role within the service. We have established secure foundations to deliver the CDC model and are excited to imagine what future possibilities will present themselves for consumers and staff. It is an incredible time to be working in the Aged Care Sector.

INDIVIDUAL FUNDING PACKAGES PROGRAM

Individual Support Packages are funds allocated to a person to meet their disability-related support needs. The funds may be used to buy a range of disability-related supports chosen by the person to assist them to achieve their goals. CORE has worked with a number of disabled people to support their life choices, one such client who has achieved great things with us through the Individual Funding Package is Omar.

Omar (*pictured right*) is a man with great potential and has done really well to achieve some of his goals. In August, for example, he was able to purchase an exercise bike with the savings in his package to help him achieve his goal to lose weight. The bike has kickstarted his weight loss journey, he loves being able to exercise in his own home.



Omar's other goals this year were to find a "mate" he could converse with, which he now does weekly with one of our male workers, and to achieve independence, which he is able to do with one of our support workers who takes him to the shops and movies.

A strong characteristic in Omar is that he is very creative - he makes piñatas! He has been making them for several months now even has clientele. He makes teapots for a party supply shop and all sorts of other shapes for including numbers and animals.

HOME MODIFICATION AND HOME MAINTENANCE

Our Home Modification and Maintenance service (HMM) is funded through the Home Community Support Program and supports clients to modify their homes with rails, ramps and other modifications to make it safe for them to remain living independently.

The HMM service also ensures that our clients are supported in keeping their lawns tidy, smoke detectors functional and any upkeep needed to make their homes safe is performed.

Below is a success story from one of our grateful clients, Donald.

“Anna, a Occupational Therapist from Bankstown hospital, organised for CORE Community Services to install some handrails on my back steps and the bathroom. She also wanted me to have some work done to the front yard as my block is very steep and I had no safe way to access the street.

At first I was a bit unsure and was reluctant to have anything done, so I agreed to just the back steps and the bathroom. I was very pleased with the HMM staff, Roger and Mark, and their workmanship, and how much more confident the handrails to my back steps made me feel, so I rang the office and asked them if they could send a builder out to look at what they could do to fix my very steep front yard.

I was so impressed with Roger (the builder’s) ideas and the plan he showed me, especially his adaptability to make the steps fit in between my large gum trees, so much so that I agreed to go ahead with the work straight away. Luck would have it, rain slowed the process, but it was definitely worth the wait as now I have a great set of concrete steps to the front of my house.

I wish I had done it years ago, it’s so much easier to get to the street and I can now have other services help me with my appointments and shopping.

Roger and Mark did an amazing job and the quality of their work was outstanding. My steps have definitely been life changing and have made me the envy of all my neighbours.”

- Donald W, Padstow Heights



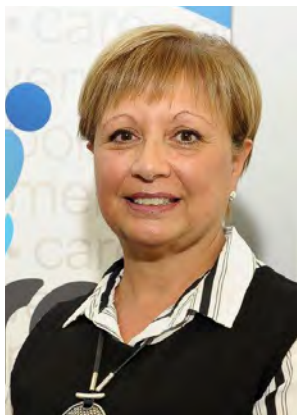
“I was very pleased with HMM staff, Roger and Mark, and their workmanship, and how much more confident the handrails to my back steps made me feel...”



Community Engagement



Moon Festival



Estela Torredimare
*Community
Engagement Manager*

As part of CORE’s recent organisational restructure, three existing projects with a similar focus and objectives were combined to create the Community Engagement Service (CES). The newly formed service allows us to provide a more comprehensive, client centred and dynamic approach to addressing the needs of local residents and community groups.

The three projects combined to make CES were Reaching the Heights, the Multilingual Outreach Service and the Multicultural Aged Resource Service. These three services, and now CES, are funded by Family and Community Services under Community Builders.

This year the CES team completed a year of growth and development by participating in team development training that contributed to the successful delivery of high quality services, programs and activities. We provide services from Mt Pritchard, Canley Heights, Fairfield and Cabramatta, and outreach to a number of places according to the needs and demand for services. The CES team also worked as a cross-functional team providing community engagement opportunities across all CORE services by sourcing a diversity of experience, expertise and knowledge.

The CES team unified efforts and committed to provide local residents with opportunities to improve their quality of life by offering services that were educational, recreational, cultural and socially minded. Our aim is to empower local residents by increasing advice, information and opportunities for consultation that allows us to work collaboratively in developing programs and activities responding to new initiatives.

CES aims to ensure that all sections and ages within the Fairfield LGA community have a voice and access to decision-making to promote social inclusion at all levels. The CES team have worked tirelessly to provide an innovative range of services and activities to the local community. Some of the work done by CES this year is documented on the following pages.

“The CES team unified efforts and committed to provide local residents with opportunities to improve their quality of life.”

COMMUNITY HUB

Linking communities Collaborating Supporting

We aim to build communities and foster social inclusion and connection in all we do. Current programs connect local people with the services and resources they need to enable them to be more resourceful and self reliant. We engage in conversations with community members to find out how we can be more mindful about our work and how best we can offer assistance when needed. This assists us to become aware of emerging community needs and desires, as well as gain a sense of the changing reality for community members so that we can respond in real time and create plans for the future. Our programs are designed to meet the diverse needs of our community and range from self-help and support for people with specific needs, to training/education programs and social activities. A number of services are coordinated through the hub and they include The Tax Help program, The Mt Pritchard Neighbourhood Watch, public computer access and Carers support groups. This year the Neighbourhood Watch conducted a series of “Home safe home” seminars in five different languages and developed a brochure that was distributed to over 4,000 local households. A Justice of the Peace service is also available Mt Pritchard and Canley Heights thanks to our volunteer, John Tucker.

VOLUNTEERS

Involvement Participation Commitment

Volunteers are the backbone of our organisation. Their untiring work can be seen in office administration and reception, assisting with the food relief program, running programs and helping at events. National Volunteer Week was a great opportunity to recognise, reward and celebrate our volunteers and more than 20 volunteers participated in this event. The CE team gains much through the involvement of volunteers and they are similarly rewarded through being actively involved in their community, developing their skills and building friendships. Another way we highlight the success of our volunteers is through a volunteers newsletter which is distributed bi monthly.

Spanish Seniors



PARTNERSHIPS & NETWORKS

Community Working Together Innovating Growing

The Community Builders funding helps us deliver quality services and programs with select partners to ensure we remain the pivotal hub of our community. New partnerships this year included the Sydney Community College, who delivered a range of innovative courses designed to assist in job seeking and seniors computer training and NSW Multicultural Health, who delivered “The Stepping On Program for Spanish Speakers”, designed to minimise risk of falls for the over 65’s. Community Engagement 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 & Neighbourhood Week. We foster relationships to partner with service clubs, government and non-government organisations and philanthropic foundations. Our workers are part of the Fairfield Seniors Network, Seniors Service Interagency and Immigrant & Refugee Women’s Network. Meetings are held monthly and the Networks work in partnership to run large scale community events such as Seniors Week, Seniors End of year concert, International Women’s Day, Refugee Week & 16 Days of Action.

COMMUNITY SKILLS DEVELOPMENT

Learning Opportunities Skills Education

The service responded to the community need for computer training by conducting courses from beginners to advance. Many courses were provided in different languages to facilitate the learning of CALD background seniors, including in Spanish, Vietnamese, Arabic and Chinese. Conversational English classes were also conducted at all our locations at beginner and intermediate levels. Healthy eating and nutritional cooking classes targeting various communities, including the Vietnamese and Spanish, were conducted where seniors learnt to cook cultural dishes and parents learnt how to make nutritional snacks. Mentoring sessions to senior group leaders run through productive learning conversations style which aimed to provide the tools required to address the most common situations confronted by groups.

COMMUNITY CAPACITY BUILDING

Participation Strength Ability

We aim to give people the opportunity to participate fully in society. It's about connecting with local communities, family and friends to build relationships and networks, addressing isolation and exclusion by supporting people who may be unable to help themselves. We provide an entry way for individuals to expand their life opportunities through life skills, lifelong learning and by building social networks. This year community members attended a large number of social inclusion programs which included lifestyle activities such as Zumba, Tai Chi, ballroom dancing, singing, line dancing and gentle exercise classes. Skill development classes included art classes, language classes and computer classes. Social activities included the community restaurant, BBQ outings, day trips and community events. Two social assistance programs were also run from the Mt Pritchard site. This year an increasing number of community members accessed the fortnightly Food Relief Program and local seniors and people with disabilities accessed the Seniors Easy Loans Service - a non interest loan service. The service also works in collaboration with other local agencies conducting and resourcing activities that promote social inclusion, this

includes Tango classes at NSW SLASA and Craft activities at the Vietnamese Volunteers Association.

The CES team organised a range of small community events including, Volunteers Week, Carers Week and Grandparents Days attended by 40 to 90 people and has been part of working parties which organised large community events including, Seniors Week, Fairfield Seniors Concert, Refugee Week and 16 Days of Action attended by 100 to 800 people. The service regularly produces an eight page quarterly newsletter of which 12,000 copies are distributed via a letter box drop, through our three services and snail mail.

Actively Caring Through Sharing

A carer is someone who provides unpaid care and support to a family member or friend who is ill, disabled or older and in need of care. Often carers will have no training for their role. Many family members and friends who provide significant amounts of care for loved ones do not see themselves as carers. Many of these people therefore remain hidden to support services and get no help.



Stories from the Community Engagement Team



The “Actively Caring Through Sharing” project was funded by Club Grants to strengthen the inclusion, opportunity, support and wellbeing of carers through activities of self care, coping skills and a day off from their caring duties. Earlier this year, project participants did a workshop called ‘Boxwars’, where they created The Ephemeral City as part of the Sydney Festival. Carers worked in conjunction with French artist, Olivier Grossetête to use boxes and tape to construct a sky-high temporary city before witnessing its exciting demolition on Australia Day. This was an entertaining day out for the carers and a good break from their daily duties. They found themselves in awe as the box city developed around them and they managed to finish one of the towers for the city, which was a major achievement. After the workshop, carers were treated to a well deserved lunch at the local community centre at The Rocks.

- Lidia Luna

The Canley Heights Centre has a social singing group of seniors led by a volunteer and supported by our workers. The group is often invited to perform at community events and recently performed at a local nursing home. We received a letter of thanks from the facility congratulating the group on their song choices, the way they engaged with the audience and, in particular, how they engaged with two of the socially isolated residents. It was a great outcome for our singing stars, some of who have also been socially isolated themselves and have boosted their self esteem and confidence through these positive experiences.

- Julie Watton



Outings are a popular activity for our seniors as they provide opportunities to visit places of interest. A trip to Penrith this year included visiting the local market, having lunch at the local RSL and finishing up at The Rock Lookout. Surprisingly, many Vietnamese seniors who reside in Fairfield had never been to Penrith and were very happy with the fantastic views of the Nepean river from The Rock Lookout. Participants also mentioned that the outing assisted them to make new friends and share life experiences. The friendships made led to some people inviting each other over to see their gardens.

- Kim Hong

Thi Loi came to CORE as an isolated housewife who spent her days doing house work and cooking for her children. While she loved tending to her family, Thi felt despondent not having anyone she could befriend socially. So Thi joined the Vietnamese Community Group at our Mt Pritchard community centre and since then has taken full advantage of all the activities on offer - she even now facilitates the Vietnamese cooking class and loves being able to help other people. Thi says she feels empowered by the information gained through attending a range of different workshops and information sessions through CORE, including: the New Healthy Women Program, the Healthy Eating program, Diabetes Awareness information sessions, the ballroom dancing group, the self defence group and participating in community outings. Thi comments that she is appreciative of the opportunities provided by CORE.

- Nu Tran



Spanish Seniors

Fulltime carer, Penny spent years trying to convince her 90 year old parents to attend community activities and break the lonely cycle they were in of spending their days watching television. They resisted her attempts though, saying that the language barrier would be too hard to overcome. It came as a refreshing surprise to Penny when, one day, she was speaking to CORE about needing assistance to fill out a form and found out that we also offer community activities for specific cultural groups. She couldn't wait to tell her parents and, after a little convincing, she managed to get them to agree to attend an outing CORE had organised for the Chinese community. Suffice to say, her parents enjoyed every minute of the outing and loved being able to converse with other people in a language they understood. Penny's Mum even came up to me at the end and said "thank you and please let me know when the next outing is as I enjoyed this one very much!" Penny's parents have since attended our community restaurant and other activities organised for Chinese community members.

- Qiao

CORE helps people from all different life situations, including one such person named Mary who appeared at our centre one day looking extremely forlorn and depressed. She asked to speak to a bilingual worker who could speak her native language, Arabic. I was assigned to speak to Mary and soon found out that she was in desperate need of accommodation after her nephew's wife kicked her out. She had lived with her nephew's family since coming to Australia and had no other friends or relatives she could stay with. I immediately made a number of phone calls and managed to organise a spot for her at a local women's refuge. Mary was so relieved knowing she had a safe place to spend a few nights. Later that week, Mary came back to CORE's head office to tell me the good news that she had ongoing shared accommodation and was being placed on a priority list to find a permanent home. Like others we've helped, Mary was so grateful and happy with the assistance we provided for her during her crisis.

- Carolen Lazard

Last year the CORE Community Engagement team continuously organised computer classes for Spanish, Assyrian, Chinese, Vietnamese, Arabic and other language-speaking people, including many multicultural classes. More than 350 seniors attended 127 classes. This year we have been awarded a Club GRANT to organise eight classes in different languages.

- Filip Vukovic



Jewellery making class

Children's Services



Debra Rose
*Children's Services
Manager*

*“CORE
Community
Services
Preschool
recognises the
importance
of engaging
children in a
program that
facilitates
learning.”*

Our focus during the last 12 months was on increasing the effectiveness of our service to the community and ensuring the successful implementation of our programs for children. Providing a stimulating early childhood program that encourages children's engagement with activities and materials that enhances their development is one important aspect of a quality children's service.

CORE Community Services Preschool recognises the importance of engaging children in a program that facilitates learning. Families are looking at us to see that we have the skills knowledge to know how to help bring out the best in their child.

We currently have on staff one fulltime early childhood Teacher, two permanent part time diploma trained educators, one casual Diploma trained educator and one casual Certificate III educator. Our newest member on the team is Melissa Grasso, she is our permanent part time Diploma trainee.

Effective programming relies on the ability of care givers to use their observation skills to understand children's development, identify children's needs and develop programs accordingly. Research suggests that one of the characteristics of a high quality early childhood program is a daily planned program that exposes children to language and ideas.

It also provides many play based opportunities for interactions with peers, exploration of the environment experimentation and problem solving. Other research has found that the children's development is enhanced when educators are trained and encouraged to reflect on their own practice. When we show a genuine interest in getting to know each child and their family as individuals we create a sense of belonging and of partnership.

At CORE, our preschool staff exhibit characteristics and values that distinguish a quality service and encapsulate the principles of the EYLF: “belonging, being and becoming”, by welcoming all children and families,

respecting and valuing children's abilities and enriching opportunities for children's learning. This is particularly important given the diversity of CORE's local community.

Our preschool is rich in positive and meaningful relationships. A high number of children with additional needs and from culturally and linguistically diverse backgrounds attend the service.

The committed and dedicated team place children and families central to all that they do.

The preschool is highly regarded within the local community and the staff maintain networks to support the children and families.

This year we have engaged the children and their families in many preschool activities and celebrations, these included Mothers day, Harmony day, Library visits, 2016 Olympics, Fathers day and an excursion to Darling Harbour.

Harmony day was celebrated by dressing up in cultural clothing, eating and sharing cultural foods and doing cultural crafts, while the 2016 Rio Olympics were celebrated with a Mini Olympics, held in Cabra vale park, where children, parents and staff competed for Gold, Silver and Bronze medals.

The most exciting event for the year by far was our visit to the Sea Life Aquarium at Darling Harbour. All children were accompanied by one parent or grandparent which made supervision for the educators easier. The children got to learn about sea life such as sharks, dugongs, fish, stingrays, jellyfish and octopus's. They touched star fish, coral and shark eggs and teeth which proved to be a valuable learning experience for everyone.

As the year 2015/2016 comes to an end, the Children's Services staff looks forward to new experiences with our children and their families. At this time I would like to thank all the Children's Services staff and other CORE staff for working with our service and supporting the Children's Services Team.

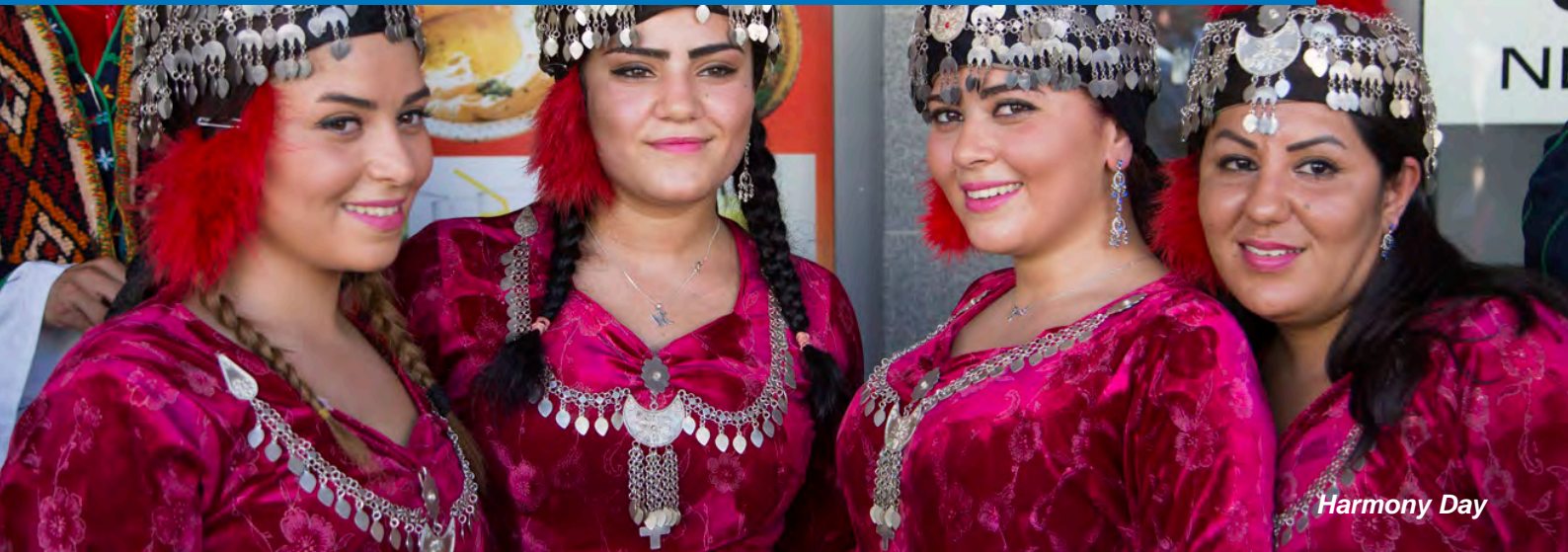
"I feel that Emilia is very content and developing wonderfully. I really enjoy coming to drop her off and integrating with the children (which most call me ABUELA – grandmother in Spanish) and the teachers which will do just about anything to accommodate the children and parents-grandparents".

- Margaret



Photos (L-R): Harmony day, Mother's Day, Darling Harbour excursion

Multicultural Communities



Harmony Day

RESTRUCTURE AND REBRANDING

As part of CORE's rebranding, and after more than 35 years of service delivery to the Fairfield community, the Fairfield Migrant Resource Centre was renamed to Multicultural Communities. This new name is more relevant to the work our service does in the multicultural space and the vision it has to be more responsive to the needs of the community it serves.

The new structure has ensured that the key areas of need in the community are met through specialist roles which are consistent with the government's priorities: Employment, Education and Training, Housing, Policy, Domestic and Family Violence. The restructure has also meant that we have a team leader role for staff providing direct settlement support with a focus on Women, Families and Iraqi, Vietnamese, Burmese and African communities.

The Employment, Education and Training role which is under the Settlement Services Programme (SSP) through the NSW Settlement Partnership (NSP) has established important partnerships with South West Sydney Institute (TAFE), Bright Hospitality and Cabra-Vale Diggers to provide opportunities for training and work experience in the hospitality industry. The Women's Settlement and Families Settlement roles respectively provide assistance to newly arrived women from refugee and humanitarian entrant background to establish community connectives and become active participants.

SETTLEMENT SERVICES

- **1,507** newly arrived refugees & humanitarian entrants provided with casework support
- **56** education and training sessions accessed by 5,086 settlers
- **507** settlers accessed career development and employment pathways initiatives
- **6** cases received Complex Case Support



Clement Meru
*Multicultural
Communities Manager*

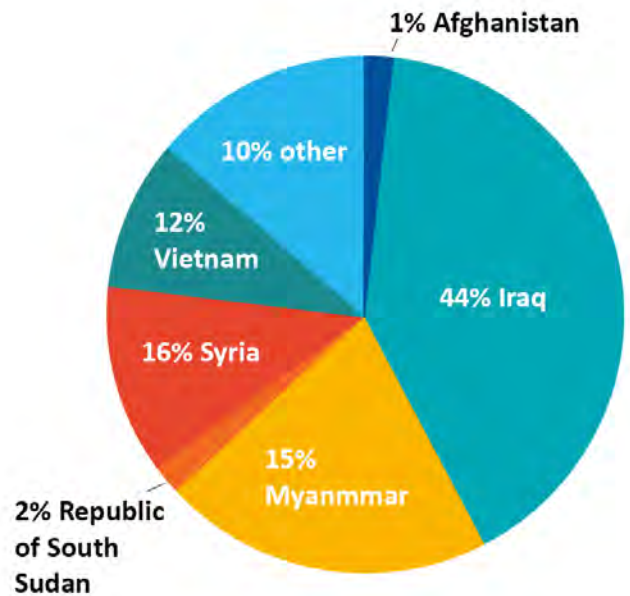
“After more than 35 years of service delivery to the Fairfield community, the Fairfield Migrant Resource Centre was renamed to Multicultural Communities.”

FAIRFIELD SECTOR BRIEFING

In December 2015, CORE's Multicultural Communities team organised a refugee sector briefing which aimed to gauge the preparedness of services ahead of the arrivals of refugees from Syria and Iraq. The forum generated good discussions around available resources for refugee communities, gaps in services, ways of addressing these gaps and the importance of collaboration between and amongst service providers in the area.

The sector briefing attracted 55 representatives from over 30 organisations (including local schools), Fairfield City Council and local members of parliament from federal and state levels.

The initiative resulted in stronger ties between CORE and local schools as well as with local members of parliament. Also, the activity served as a catalyst for work on a Fairfield Settlement Action Plan, which is aimed at fostering effective collaboration among services and improved settlement outcomes for refugees and migrants in Fairfield Local Government Area (LGA).



Most Common Countries of Birth of SSP clients serviced

REFUGEES AS ASSETS PROJECT

In the past year Multicultural Communities and Fairfield City Council have worked closely to explore ways of assisting migrants and asylum seekers in the area of employment, which is a massive challenge for many within such communities. This engagement resulted in the development of the 'Refugees as Assets' project. The scope of the partnership expanded to include Fairfield Parents Cafe-Fairfield Inc and MTC Australia.

The project, which is auspice by CORE through the Multicultural Communities team, will use a training and case management model to support participants to transition into work. The project received funding from Multicultural NSW to run as a pilot for six months. CORE and Fairfield City Council also invested some financial resources to implement the project with in-kind support from the other partners to deliver the project.

The project is a good example of collaboration amongst service providers working together to address a key community issue.



ARABIC MEN'S GROUP

The Arabic Men's Group was established by the Iraqi and Arabic Settlement project in August 2015 to address gaps in services for men (aged 25 and above from refugee and migrant backgrounds) in the Fairfield and Liverpool LGAs. Since its establishment, the Group has held regular weekly meetings. It comprises 30 members, from Arabic speaking backgrounds (largely from Iraq and Syria) living in the Fairfield and Liverpool LGAs. Some of the members came to Australia with academic qualifications and years of professional experience in their various fields and have been in Australia for less than five years.

The key issues that Multicultural Communities is seeking to achieve with the group includes, but is not limited to:

- Building understanding of how to navigate the Australian systems in particular in regards to Australian laws and justice system;
- Developing understanding of the Australian labour market, employment pathways and strategies of accessing such pathways;
- Breaking social isolation by creating opportunities for members to interact with others outside of their families and to enable them build social connections that will enhance their active participation in the affairs of their new country;
- Strengthening their understanding of key services in the Fairfield and Liverpool LGAs, and building their confidence to access such services.

“Before I come to the group, I was isolated and I always complained about everything at home. I was in constant pain and stress but after I became engaged in the [Arabic] men’s group, I have found likeminded people with whom I have become friends. In the group we are provided with sessions on health that has helped me to understand things in detail. I feel very comfortable in the group”.

- Arabic Men's Group participant



DOMESTIC AND FAMILY VIOLENCE

*Ms Nguyen** is a 38 year old woman who arrived in Australia from Vietnam in December 2015 under a spouse visa. She came to Australia leaving behind a 16 year-old daughter and a 7 year-old son from a previous marriage and is currently pregnant from her Iraqi partner.

Ms Nguyen was subjected to emotional, financial and physical abuse by her husband five months after arriving in Australia. Due to a physical incident, *Ms Nguyen* sought safety was referred to our Domestic Violence Service by the NSW Police.

Ms Nguyen spoke no English, has no income due to her temporary visa status and was suffering from constant anxiety.

The Domestic Violence Worker provided her with case management support and brokerage to assist with crisis accommodation and food vouchers. She was supported to apply for an Apprehended Violence Order (AVO) and was referred to the NSW Legal Aid Service to apply for a permanent visa.

Due to her visa status, *Ms Nguyen* had no access to Centrelink payments. She was secured accommodation in a refuge and plans are in place to secure welfare payments once her permanent visa has been approved and she delivers the baby.

Ms Nguyen received approval for a final AVO and is currently accessing a psychologist. She feels safe and confident thanks to the domestic violence service we were able to offer and set her up with and plans to study English and become a hairdresser. She also plans to bring her two children to Australia.

**name changed*

The Domestic Violence project continued to provide the needed support to victims of domestic and family violence and the children in the Fairfield LGA. The project case managed a total of 357 clients and supported a total of 627 children in 2015/16. The support provided to victims included referrals case management, crisis accommodation, referrals to refuges and immigration solicitors. One of the service gaps that continue to present a challenge to the service is the lack of support to victims who are on spouse visas.

The Domestic Violence project partnered with key stakeholders locally to run support groups that ensure victims develop the necessary skills to live independently, boost self-confidence and improve their parenting social skills:

- The partnership with Bonnie Refuge ran monthly sessions for the Vietnamese Women DV Victims' Support Group attracting 15-20 women.
- We partnered with the Khmer Community, CAWC, and Fairfield Community Health to organise and run monthly sessions for the Khmer Women DV Victim's Support Group (25 participants).

We were successful in securing funding from the DSS under the Building Safe Communities for Women and Children to build the knowledge and skills of Middle Eastern and African men in countering gender stereotyping (the funding comes into effect from 1 July 2016 for two years). Additional funds sourced through the Settlement Innovation Fund will ensure men of African and Middle Eastern backgrounds in and around the Fairfield LGA can be empowered to step into their communities with the knowledge and resources to combat gender inequality and other drivers of Domestic and Family violence.

Acknowledgement

The success achieved could not be possible without the hard work of the staff and the strong external partnerships that exist. I would like to extend my gratitude to all the staff of the Multicultural Communities team in particular and senior management at CORE Community Services. I would also like to acknowledge support from the Advisory Group members as well as the Board.

Youth Services



Thuy-Vi Le
Youth Services
Manager

The Youth Service has had an exciting year in 2015/16 which included changes in the Upfront Homelessness program. With the recent organisational restructure, the year also saw three organisations that were previously part of a consortium, with a long history of delivering youth homeless programs across south west Sydney, amalgamate to form the CORE Youth Service.

Our Service offers several programs for young people in the local area between the ages of 12 and 25 years. These programs range from supporting young people from refugee backgrounds with casework support, to providing drug and alcohol awareness education to schools and the local community.

The Service has undergone various changes over the years with different youth programs being withdrawn or introduced based on the changing needs of the community and of course funding availability. The current changes has seen the Youth and Homelessness service providing a broader range of programs and support to young people which include a brokerage program 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.

Following on are summaries of the various programs the Youth Service team delivered this past year.

“Our Service offers several programs for young people in the local area between the ages of 12 and 25 years.”

GENERALIST YOUTH TEAM

The Generalist Youth Service team provides a range of flexible programs and support services to children, young people, their families and communities across the Fairfield and Liverpool Local Government Areas (LGA's). The following pages includes summaries of the positive outcomes across the different programs delivered by the Generalist Youth Services Team in 2015-2016.

DRUG AND ALCOHOL PROJECT

This project works with Young People 12-24 years old living, studying or residing in the Fairfield and Liverpool (LGA). The project provides clients with individual counselling and compliments this with practical case management support. Some of the highlights for this project includes the following:

- **211** Young People from various local High Schools participated with psycho-educational workshops regarding mental health awareness, enhancing their coping and stress management skills and creating awareness about the adverse affects and consequences of alcohol and other substances.
- **105** Young People were provided with case management and counselling support.

MULTICULTURAL YOUTH SUPPORT PROJECT

This project supports young people 12-18 years old from various cultural and ethnic backgrounds that reside or study in the Fairfield and Liverpool LGA's. Services are provided around individual casework support, recreational opportunities and educational group work sessions covering issues such as anxiety, mental health, body image, self esteem and anger management and personal hygiene.

This project has achieved the following:

- **326** Young People participated with School Holiday Program activities.
- **500** Young People from Cabramatta High School participated with the White Ribbon Day Ceremony and Domestic Violence awareness workshops in November 2015, in partnership with the CHILD, YOUTH and FAMILIES Project and the NSW Police.
- **150** Young People participated with the "It Starts with Us" Youth Week Event in April 2016 to celebrate the start of Youth Week in partnership with the CHILD, YOUTH and FAMILIES Project.
- **40** Male Young People in Years 7-10 from local schools were supported with their transition into high school.
- **10** Young People with backgrounds as refugees from Syria and Iraq participated in an interactive sessions about Aboriginal Culture and history with the Koori Kinnections Aboriginal Education Program during the July 2016 school holiday period.

The Drug and Alcohol Project assisted many young people through the year, including Luke. Luke was a 17 year old male student who came to us with mental health concerns and learning difficulties. He engaged in the chronic use of cannabis and was disengaged from school. He had recently been charged with a criminal offense and was placed on house arrest when the school counsellor referred him to our project.

Counselling sessions were arranged with Luke and they took place at his school. Additionally, through collaborative co-case management with the school, the Department of Juvenile Justice and Mission Australia, we were able to explore and address Luke's holistic needs. He began to attend school every day, participated actively in programs and fostered healthier relationships with both family and friends. He even stopped using cannabis altogether! More importantly though, he has a clear career ambition of becoming a chef. Luke plans to complete school while gaining industry experience in Retail and Hospitality.



The Youth Settlement Project has been successful in empowering young refugees and humanitarian entrants such as Sam. Sam is 18 years old and is a refugee from Syria who arrived to Australia with his family in 2015. In establishing a relationship with Sam, it was discovered that employment opportunities were of paramount importance as being unable to find meaningful employment impacted on his self-esteem and confidence. It was identified that his interest was in Building and Construction, so we helped Sam obtain information on the different pathways to enter the industry due to the limited schooling he had received.

Thanks to our advice, Sam is currently working full time in the Building and Construction industry and is considering studying to obtain further qualifications in order to move up the employment ladder.

CHILD, YOUTH AND FAMILIES

This project provides casework support services to children and young people aged 0 to 18 years old and their carers and families in the Fairfield and Liverpool LGA's. Casework support services consists of home visits where practical advice is provided around parenting practices, routines for children and young people, managing difficult behaviours, healthy eating and sleeping routines etc. Group work programs and sessions have also been delivered to clients on parenting, anger management, self esteem, protective behaviours and mental health.

Some of the highlights for this project include the following:

- **200** children, young people and their families (clients) provided with Casework Support.
- **145** clients provided with advocacy and practical support when interacting with government agencies such as NSW Juvenile Justice, NSW Housing, Centrelink, and NSW Health and Mental Health services.
- **80** young people participated in workshops on nutrition, mentoring, and the Renegotiating Angry and Guilty Emotions (RAGE) Program.

YOUTH SETTLEMENT

The Youth Settlement Project caters for newly arrived young people from a refugee, humanitarian entrant or migrant backgrounds to support and empower them with their integration into local communities.

This project has achieved the following:

- **258** young people 15-24 years old supported through holistic casework support.
- **301** referrals made to government and non-government agencies.
- **65** young people assisted for employment opportunities through information, training and pathways.
- **600** young people participated with the Employment Expo in partnership with FECAP (Fairfield Emergency Communities Action Partnership).
- **800** young people were involved with a soccer tournament organised in partnership with the Chaldean League Association with the aim of breaking down cultural barriers between young people of various ethnic and cultural backgrounds
- **260** young people attended sporting activities consisting of swimming, ice-skating, rock climbing and the Street Workout program.



THE UPFRONT YOUTH HOMELESSNESS PROGRAM

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 program: The Early Intervention team, the Intensive Support team and the Crisis Refuge team. 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.

The Early Intervention team has had many highlights over the past year and supported 562 young people. This included developing strategies for individual young people that addressed their presenting issues and supporting young people to develop new skills and perspectives and increase their engagement in education, employment, training and community activities.

Young person (17) was having conflict with his father for not attending school and hanging around the streets all night with friends that were identified as being involved in anti-social activities. The young person's father identified that he was concerned that his son's confidence was decreasing and he was becoming isolated. Our staff discussed goals with the young person and referred the young person to volunteer for a community program providing cheap groceries to families in need. The volunteer supervisor and young person's father noted significant improvement in young person's confidence. Our staff then referred the young person to a Hospitality Certificate III, which he completed. The young person is now seeking employment in the hospitality industry.

The UpFront Youth Program was also involved in a number of events which helped promote awareness of youth homelessness in the local community. This included involvement in the 'Macarthur Homeless Hub' which took place on the 30th of October 2015 and the 27th of May 2016. The Hub is a local, one-stop access point to government & non-government services that supports people who are homeless or are at risk of homelessness and gives them access to essential services, resources and supports that reduce distress, reduce the length of time that someone is homeless or at risk of homelessness and foster resilience and psychosocial stability.

The aim of the Homeless Hub is to provide practical supports to people living in the region who are homeless or at risk of homelessness. The range of supports available included: Housing and Centrelink assistance, welfare supports such as: food, petrol, phone and clothes vouchers, transport vouchers, self-care packs, blankets, sleeping swags and free haircuts. The hub also provided access to information and referrals for counseling, gambling treatment, drug and alcohol treatment, mental health assessments and family supports.



THE UPFRONT CRISIS REFUGE

The Upfront Crisis Refuge was initially subcontracted to a local Non-Government Organisation (NGO) who then amalgamated with CORE Youth Service in November 2015. Since we commenced directly operating the crisis refuges, UpFront Crisis refuge teams have been busy strengthening internal structures and programs to provide stable, nurturing environments for young people. It has been a period of great change with the recruitment of new staff and changes to the program to ensure we stay on point and relevant. UpFront Crisis refuges are continually striving for best practice and maintaining focus to provide a service that is flexible, responsive and client-centered. Below is a case study that one of the staff highlighted as one of their many success stories.

Jenny came to our refuge after approximately nine months in an adolescent mental health ward with a severe history of depression, anxiety and years of self harming. Jenny settled well into the refuge, however was very slow to open up to our workers. Slowly, through constant support, Jenny began to open up to staff and staff began to focus on building up the resilience and coping mechanisms of Jenny.*

On one or two occasions within the first few weeks of arriving at the refuge, Jenny self harmed. As time went by though and Jenny became more trusting in staff, if she was having negative thoughts or thinking of self harming, Jenny would come and talk to staff first before any harming was done. This showed tremendous growth in Jenny and showed that our team were successfully building and focusing on Jenny's coping mechanisms.

This then allowed for change and growth in other areas of Jenny's life. Living skills such as cooking began to come into their focus. Looking at future study options started to become conversations as well as the next step in accommodation. It was discussed at length with Jenny how medium-term accommodation was the best option as she would still have that constant support from staff over a long period of time.

The transition to medium-term accommodation was done over several weeks with gradual exposure to ease Jenny into the move. By the time Jenny moved out of our refuge, staff were commenting on how Jenny looked taller and that you could see confidence and a sense of excitement about the future in her.

Jenny thanked staff for showing love and support, but mostly for not treating her like a mental health patient, but as a human being. That was one of the main reasons Jenny was able to grow and achieve, we wish her all the best in the future.

**name changed*

THE INTENSIVE SUPPORT TEAM

The Intensive Support Team was also one of the services that was initially subcontracted to a local NGO until November 2015, when it then came under the Umbrella of CORE Youth Services. Since then the service has continued to go from strength to strength continuing to provide transitional accommodation support to clients with Intensive Support needs. The team has seen a number of complex issues through case management but has also achieved many successes.

Operations Report



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www.corecs.org.au



Paula Chegwidden
Operations Manager

“CORE continues to maintain a strong financial position. Our new Finance and Risk Sub-Committee of the Board are taking an active role in ensuring that CORE utilises our funds in a responsible, ethical manner that works hard to achieve CORE’s vision.”

The role of Operations is to support the service delivery across CORE. We assist with Finance, Information Technology, Administration, Risk Management and Quality Assurance.

2015/2016 was a busy year with the launch of CORE’s new name and new branding. The Operations team are responsible for the rebranding and this is an ongoing process. It is exciting to see our new colorful logo splashed across our buildings, emails and flyers. We have also started negotiations regarding a new website – though this is proving a little more of a challenging process than we initially thought. The new website will be up in the new year.

REPORTING

CORE operated as a Company Limited by Guarantee in this reporting period. Our financial report format was changed in 2014/2015 to be compliant with the reporting requirements for a company, so this year there has been no change to the format of our reporting. Changes made to our internal accounting systems in 2014/2015 are proving valuable. We have been able to provide clearer reports to services and to the Board, who have appreciated the new reporting formats. CORE continues to maintain a strong financial position. Our new Finance and Risk Sub-Committee of the Board are taking an active role in ensuring that CORE utilises our funds in a responsible, ethical manner that works hard to achieve CORE’s vision.

ACCREDITATION

Operations assisted the organisation to be accredited against the NSW Disability Standards. This was a cross service process focused on Children’s Services and Aged and Disability Care. Accreditation against these standards ensures that CORE is ready for the NDIS. We continue to implement a number of strategies and systems to ensure that CORE can provide services through the NDIS including ensuring our workforce planning is in place and our accounting systems.

MOVING FORWARD

The coming year will see further developments in Operations which we hope will benefit the whole of CORE. We plan to employ a Communications/Marketing Officer to assist us in getting our new brand out and to ensure we are well placed for the NDIS and the changes coming in aged care services. Our website will be launched and we are looking at improving our efficiency through investments in improved internet connections and IT linkages across the organisation. Thanks to everyone in the Operations Team for their work throughout the year.

People and Culture



2015 Staff Christmas Party



Belinda Pellicano
Human Resources
Manager

Throughout the period of 2015/16, the Human Resource function across CORE has continued to support and work closely with the Board, management and our employees to contribute to the vision and values of the organisation and encourage growth for our staff.

LEARNING & DEVELOPMENT

During this year each service actively committed to the upskilling of their teams in a range of different courses which has had positive outcomes for the team, the project and in return benefited our clients. Listed are some of the training our staff participated during this period:

Case work and Case management	Master class in Partnership Skills	Mental Health Youth First Aid Training
Project Management	Going Home Staying Home Practitioner Training	Trauma Informed Care for caseworkers
Community Development	Methamphetamines and Young People Training	Home Fire Safety Awareness Training

“Our priority has continually remained focused on the wellbeing of its clients, the same commitment we also place on our employees.”

POLICIES & PROCEDURES

Management and HR over the course of this period have focused on reviewing, editing and creating policies and procedures to ensure our documents are up to date and support the organization, the services and our staff throughout their employment. This year was about reviewing what was in place and working our way up to a comprehensive list of documents. Next financial year this process will continue.

WORK HEALTH & SAFETY & WORKERS COMPENSATION

Our skilled and committed committee throughout the year proactively identified and managed risk. Existing and new committee members have upskilled their skills and have applied these learnings to the improvement of WH&S function.

This year we had some challenging workers compensation claims, however due to our commitment to the wellbeing of the employee and supporting a return to work, the HR team worked closely with specialist practitioners in supporting injured workers. The numbers of claims have substantially reduced and currently we have only one active claim which is commendable considering we do offer services which involve considered effort to avoid injuries and manage hazards.

HEALTH AND WELLBEING COMMITMENT

Our priority has continually remained focused on the wellbeing of its clients, the same commitment we also place on our employees. For several years we have encouraged staff to make a commitment to their wellbeing and have assisted them with this as well. We have invested in the Employee Assistance Program service (EAP) which has been a success. Other services include Money Assist, Manager Assist and Nutrition.

HR FOCUS AREAS FOR 2016/17:

- Continue with the review and implementation of CORE's policies and procedures
- **Rollout the revised CORE induction**
- Continue the commitment to employee compliance documentation
- **Continue to support and encourage our management team and our staff to strive for organisational success**



A Year in Reflection



Harmony Day



Mini Olympics



Employment Expo



Bring It On Festival



Refugee Week



Preschool



Chinese Delegation visit



Flower arrangement class

nōu • nong hō • Hello • Salut
• Hola • Hallo • Ciao • Ahoj
• Ya su • Bok • Hallo • Hej •
Czesc • Hola • Annyeonghasey
• Shalom • Sawasdee Krab
• Sawasdee Ka • Merhaba •
Marhaba • Hujambo • Olá •
ssalam ū 'lekum • Shl'am lak •
Sh'lam lek • Parev • nômoshk
• Slamalikum • Zdravo • min-
ga-la-ba • Hej • Hallo • Bula
• Terve • namaste • Sillaw •
Merheba • Hawn • Kia ora •
dorood • Malō • Zdravo • Is ka
warrin • Habari • Sawubona