



CORE COMMUNITY SERVICES

2021 ANNUAL REPORT

MISSION & VISION

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.

OUR VALUES

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

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

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

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

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

ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the traditional custodians of the lands on which we work and we pay our respects to the Elders past, present and emerging, for they hold the memories, the culture and dreams of the Aboriginal and Torres Strait Islander people.

We recognise and respect their cultural heritage, beliefs and continued relationship with the land and we recognise the importance of the young people who are the future leaders.

Our community is resilient and thriving.

We are Client-centred, Competent and Accountable

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

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

We value Diversity and Unity

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

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

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



CHAIRPERSON'S REPORT

As a community we have once again faced a difficult year in the grip of the COVID pandemic, with the CORE Community Services team responding by supporting local individuals and groups with great skill and compassion.

The impact on Sydney's south-west has been unprecedented, with many people experiencing significant challenges across all areas of their lives – their physical and mental health, financial and employment security, sense of safety and overall wellbeing.

There have been many barriers to providing effective support to our community but our staff have been flexible and creative in their approach and have really 'reached in' to maximise the impact of our work. Our programs have thrived despite increased demand for support and our usual methods of service delivery being limited by COVID restrictions.

Among the crisis response we have continued to provide our core services and strengthen our business operations. We have improved our self-assessment and improvement systems to ensure quality and accountability. We have also prioritised assessment and reflection to meet our current and future goals.

We have focussed on our workforce and ways that we can ensure sustainability over time. Increasing IT security has also been on the agenda, knowing that cyber risks are an ongoing consideration for every business.

Financially we are in a good position with our Board looking at investment opportunities and ways of diversifying into new areas. Making our organisation as efficient and productive as possible is something that remains on our agenda, knowing that there are always ways to maximise our efforts for the benefit of our community.

Looking to the future there is a lot to be optimistic about. We know that the pandemic will create ongoing challenges but we are planning ahead and will be here to continue our important work. We have plans to extend training and education of staff, explore new premises to bring our community back together and invest back into our community as we collectively rebuild our strength.

I would like to sincerely thank the CORE staff and Board for their incredible efforts in such an unusual period in our long history. Our staff have never been scared of branching out and their innovation and creativity has lifted us through the challenges of 2020 and 2021. Our Board members give their time with passion and dedication and our robust discussions bring many ideas and experience to the table for the benefit of our CORE community.

Special thanks to Katina Varelis who resigned from the Board in late 2020 after six years of valued service. We appreciate her commitment and contribution greatly.

I would also like to thank our clients for your trust and resilience. CORE is an organisation that is built around our community, valuing diversity and inclusion above all else. We will continue to be here for you as a hand to hold, an open ear and a stepping stone to a brighter future.

Yvonne Santalucia
Chairperson, CORE Community Services



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BOARD PROFILES



CHAIR

Yvonne Santalucia

Yvonne holds a Bachelor of Adult Education and has over 33 years' experience working in multicultural health. Yvonne joined CORE in 2012 as a member of the Board and has also been involved with many community groups for the last 40 years in a volunteer capacity working across access and equity issues.

The founder of the only residential facility for Spanish-speaking elderly in Australia, Yvonne has also initiated the first research and community education programs for people living with dementia from culturally and linguistically diverse (CALD) backgrounds. Yvonne was awarded the 1993 NSW Senior Citizens Award and was awarded the 2013 Australian Hispanic Women Business Network award – Outstanding Hispanic Woman Achiever and in 2017 was inducted into Zest Awards Hall of Fame.

Yvonne has been on the CORE Board since 2012. Her passion and commitment to social justice and strong interest in helping people from CALD backgrounds make her a valued asset the organisation.



SECRETARY

Ali Mokhtar

Ali is a principal at AMG Law Firm and specialises in Family Law.

He attained a Bachelor of Business (e-Business) and a Bachelor of Law from Western Sydney University. Ali's continued involvement in community service is well recognised through his family law experience and voluntary work in community services.

Ali joined the CORE Board in 2014 and provides valued guidance on the future direction of the organisation and support to the community of South-West Sydney.



DIRECTOR OF BOARD

Miro Lojanica

Miro Lojanica is a Manager, Coach and Mentor with experience in training, performance management, business consulting and coaching and recruiting.

He has worked for National Employment Services Association (NESA), CoAct Ltd, MTC Australia and is currently a Consultant at Expert Stream Pty Ltd.

Miro is a valued member of the CORE Board due to his passion, creativity and outcomes driven approach.



DIRECTOR OF BOARD

Jasvinder Pal Kaur

Jasvinder is a Senior Project Manager at PricewaterhouseCoopers(PwC), with industry experience that spans over 25 years on a national and international level.

A seasoned Project Manager with IT and Financials background, Jasvinder has been a valued asset to the CORE Board since 2005.

Jasvinder holds strong community values, which combined with her expertise make her a valued Board member.



DIRECTOR OF BOARD

Zafirah Akbar

Zafirah holds a Bachelor of Arts (Social Inquiry) and Honours in Humanities from the Western Sydney University. She also holds a Masters of Social Change and Development from the University of Newcastle.

She worked at CORE Community Services for over 11 years and has since worked across multiple other not-for profit organisations in the Western Sydney region. She is now a TAFE NSW Teacher in Community Services at the Wetherill Park and Bankstown Campuses and has also been involved with Fairfield City Council and the Gambling Harm Minimisation project this year

Zafirah's experience and compassion bring a valued perspective to the CORE Board.



DIRECTOR OF BOARD

Amanda Salama

Amanda is a senior lawyer and human resources professional and is currently the Head of Legal, Compliance and Human Resources at Salcorp Civil, a premier civil contracting business she co-founded.

She has also held roles within prestigious mid and top-tier law firms, as well as for the Commonwealth Bank of Australia and has earned qualifications in Economics and Law, including a Master of Laws from the University of Sydney.

Amanda is motivated by her own diverse cultural heritage and passion for social justice to use her skills and knowledge to elevate the strategic direction of CORE Community Services.

BOARD ATTENDANCE

CORE BOARD AND BOARD COMMITTEES

**Held During Year Ended 30 June 2021
and number of meetings attended by
each Director**

*The following table sets out the number
of Directors' meetings (including
meetings of Board committees) held
during the year ended 30 June 2021 and
the number of meetings attended by
each Director.*



DIRECTORS
MEETING
(Inc. Special Board/
AGM Meetings)

COMMITTEE
MEETINGS

	BOARD MEETINGS		GOVERNANCE MEETING		FIANANCE AND RISK MEETING	
	HELD	ATTENDED	HELD	ATTENDED	HELD	ATTENDED
Yvonne Santalucia	10	9			5	5
Ali Mokhtar	10	7	5	5		
Jasvinder Pal Kaur	10	8			5	4
Amanda Salama	10	9	5	4		
Miro Lojanica	10	8			5	5
Zafirah Akbar	10	10	5	5		
Katina Varelis Resigned - 28\10\2020	5	4	2	2		

HELD - NUMBER OF MEETINGS HELD DURING THE TIME DIRECTOR HELD OFFICE



Throughout this turbulent period we have stayed true to our Vision and Values, focussing on being flexible and adaptable to meet the needs of our community with a strong focus on providing support and increasing wellbeing within vulnerable groups.

CEO'S REPORT

I am exceptionally proud of the positive difference that CORE Community Services has made to many people in our community this year despite the ongoing challenges and uncertainty that the COVID-19 pandemic has created.

CORE Community Services has been operating since 1979, growing from the small neighbourhood centre in Fairfield providing English classes to the multi-faceted organisation we are today, helping 8,063 people per year.

Reflecting on this rich history, there is no doubt that 2020 and 2021 have been the most challenging years for CORE, reflected in the struggles of our whole community and communities across the globe.

Throughout this turbulent period we have stayed true to our Vision and Values, focussing on being flexible and adaptable to meet the needs of our community with a strong focus on providing support and increasing wellbeing within vulnerable groups.

The unique nature and demographics of our community have presented some specific challenges during the 2021 COVID-19 outbreak, including:

- » Cultural and linguistic diversity has impacted the level of understanding and adherence to health advice
- » Increased numbers of multigenerational family units living together has exacerbated the risk of virus transmission
- » A highly casualised workforce with concentration in sectors most affected by restrictions has left a greater proportion of families in the community financially vulnerable

Our staff have rallied behind our community and the vulnerable groups we serve in conjunction with other not-for-profit organisations, our local health district and local council, balancing our capacity to help those in need with the safety of our staff.

Our long-standing reputation for having the best interests of our community at heart has placed us in an important position as a trusted local information source.

I am exceptionally proud of staff for the resilience they have shown through this difficult time. Their creativity and compassion have shone through and provided immeasurable benefits to our community which has been hit particularly hard during this pandemic.

Looking ahead I am focussing on continuing our important work and fully meeting the expectations of the Government within our funding contracts. Our Board has been extremely sympathetic to the challenges we have faced as an organisation for this second consecutive year and have extended our Strategic Plan to 2022.

I intend to lead the charge to continue to improve some internal systems and enhance our key areas of service development. We will also be continuing to support the community with ongoing challenges and advocate on their behalf, including reconnecting after the lockdown period, nurturing positive mental health, helping people get back into the workforce and helping those affected by domestic violence.

I would like to take this opportunity to thank our Board for their invaluable and unwavering support and guidance. I would also like to give a very heartfelt thanks and recognition to our staff. Nothing I have asked of them has been too difficult and they have continually identified needs and applied their incredible, knowledge, skills and passion to meet these needs.

I have never felt prouder to lead this organisation and I look to the future with renewed hope and optimism.

Juana Reinoso
CEO, CORE Community Services

HIGHLIGHTS



The CORE Community Services response to the COVID pandemic has been outstanding. Staff have worked hard to identify individuals and groups in need and have applied flexibility and creativity to offer much-needed support.

COVID CARE AND SUPPORT

The CORE Community Services response to the COVID pandemic has been outstanding. Staff have worked hard to identify individuals and groups in need and have applied flexibility and creativity to offer much-needed support.

The establishment of a food relief program in conjunction with other local services has been very well-received by locals struggling to access food due to financial insecurity and isolation. We have helped many families to stay connected, redefining our business operations and training technologically reluctant community members so we could connect virtually.

We participated in the pilot of the Ask the Expert Series in conjunction with Fairfield Emerging Communities Action Partnership (FECAP) which a great success and helped our community immeasurably during the uncertainty of the pandemic. We have also been working closely with young people who have found themselves out of work due to the pandemic and are upskilling them and providing future opportunities in the digital space.



EMPOWERING COMMUNITIES

We have successfully advocated for temporary visa holders who were unable to access Government assistance to receive a support package. This support of one of the most vulnerable groups in our community has been much-needed and, in many cases, life-changing.

We also supported temporary visa holders by forming an important partnership with Mentoring Men to create the Settlement Men's Group. This mentoring program helps refugees to speak about their past trauma and forms important connections to benefit these new residents in establishing a new life in Australia.

Figures by NSW Liquor & Gaming show that \$1.57 million is lost every day in Fairfield Local Government Area through its 3861 poker machines. By partnering with local religious leaders, CORE is aiming to play an important role in educating our community about the dangers of gambling addiction and supporting those affected.

HIGHLIGHTS



EVENTS SUCCESS

Despite the restrictions over the year, CORE was involved in some important events, including the Domestic and Family Violence conference 'Coming Back Stronger'.

We held face-to-face groups where possible and when we couldn't meet in person, we ensured that we found communication methods that were effective for each group.

Refugee Week was another event we were able to participate in to showcase our support programs.

We very much look forward to increasing our connections with people and causes more as COVID restrictions allow.



We will be continuing to work with TAFE NSW to pilot programs to benefit the future prospects of vulnerable groups in our community.

POWERFUL PARTNERSHIPS

Bunnings store managers from across South-West Sydney were invited to tour CORE services to bring greater awareness and connection and to foster future partnerships.

We have also been working with Australian manufacturing companies in South-West Sydney to pilot a program to support refugees and local businesses to thrive. The Career Pathways for Refugees in Manufacturing Program is a TAFE NSW and CORE Community Services led initiative and a collaboration between industry and community organisations.

We will be continuing to work with TAFE NSW to pilot programs to benefit the future prospects of vulnerable groups in our community.



HIGHLIGHTS

EXPANDING AND EVOLVING SERVICES

CORE has established new culture-specific respite groups and supports for children under 18 years with an NDIS Plan. This has been an important development for this group needing support and guidance to reach their goals.

Our South-West Sports Connect program has also begun, to bring sporting opportunities to those who are usually have issues accessing sport activities. CORE is working with local sporting groups and councils to bring this program to fruition and help young people to lead more active lives.

Stay-at-home activity packs were provided to children in our community to help reduce the negative impact of the lockdown period. There was an emphasis on resources and advice on improving mental health. A youth song-writing competition was also held, 'Express Yourself', with CORE staff working with the local refugee-run community studio to produce songs by young people.

RECOGNISING OUR PEOPLE

A priority focus for CORE Community Services continues to be recognising the ongoing commitment of our staff. A high percentage of staff have been with the organisation for more than five years, including our CEO, Juana Reinoso who has worked at CORE for 25 years. We have appointed a new People and Culture Manager in recent years and have begun to recognise these important achievements.

We have a strong and diverse workforce to support our culturally appropriate service approach and delivery. As we bring on new staff this brings new opportunities to pivot and we are excited about the future possibilities.

Congratulations to Graeme Riddell, our Youth Service Manager, who was admitted to the NSW Youth Work Hall of Fame for his excellent work with young people.



KEY SERVICE AREAS



AGED AND DISABILITY SERVICE

51,150

51,150 direct support hours

42

Helped clients originating from 42 different countries

1,332

1332 aged care clients



CHILDREN'S SERVICES

100

Provided care for 100 pre-school aged children

70%

70% of children from a non-English speaking household

TOTAL CLIENTS SUPPORTED

9,395



MULTICULTURAL COMMUNITIES

6,400

Provided services for over 6400 people this year

1,255

Telephone support was provided on 1255 occasions

x4

Domestic violence incidences have quadrupled in the past year



YOUTH SERVICES

1,300

Worked with over 1300 youth

42

High percentage experiencing homelessness, mental health issues or family breakdown

7,904

Over 7904 occasions of service in targeted early interventions such as school-based workshops and school holiday programs

AGED AND DISABILITY SERVICE



The Aged and Disability Service has a long-established presence in the local community and continues to successfully support older people and people with disabilities through a variety of programs.

Our service has embedded wellness into all its programs to improve function, independence and quality of life for older people and people with disabilities. We use a Person-Centred Approach that ensures the individual is central to all planning conversations.

Our programs and activities reflect the rich cultural diversity of our community and are designed to encourage social involvement, promote independence, improve emotional and physical health and connectedness to the community. Feedback from clients, family/carers and staff demonstrate that the impact of our programs in our clients is profound. Our programs help them feel valued and useful, giving them a voice, including a sense of purpose in their daily life and in their community.

Our programs are supported by compassionate and adept bilingual staff who are committed to supporting older people and people with disabilities to maintain personal autonomy and self-determination in how they receive their supports and services. Staff do this by embracing the philosophy of 'do with, rather than for'. The outcomes of this approach have significantly improved the resilience and quality of life of our clients.

The Aged and Disability road map to developing a high performing and an engaged team started early in 2019 with a shared goal of creating a happy workplace that staff want to come to. This has included effective staff support and ensuring each staff member's uniqueness, skills and attributes are respected and valued. In turn, this has increased productivity and created a dynamic and creative workplace environment.

The 2021 lockdown presented a number of challenges for our clients, our workforce and service delivery. We moved quickly to reprioritise our work and direct resources to ensure continuity of care for clients, in particular those with higher levels of vulnerability.

Our clients expressed significantly higher levels of anxieties and fears about COVID as the pandemic has progressed. Many have felt increasingly isolated and lonely as they have not been able to see their family, friends, attend social groups or even the simple everyday things such as going to the shops to get their groceries or go to the bank.

Many clients have been fearful of catching the COVID-19 virus and have experienced concerns with having workers visit their home. Additionally, many have experienced confusion about government information and distrust of authorities and the many health messages being promoted.

Despite the many challenges in balancing our clients' needs with the safety and wellbeing of staff, we've been able to continue to deliver quality services to our consumers. Thanks to technology, we've been able to maintain regular face-to-face contact through Microsoft Teams and Zoom, providing much-needed support and new skills to clients who were not previously used to communicating online. We have also prioritised attending AlayaCare meetings to develop an overarching database for our teams.

Our programs are supported by compassionate and adept bilingual staff . . . embracing the philosophy of ‘do with, rather than for’. Significantly improving the resilience and quality of life of our clients.

Our clients have been extremely appreciative and grateful for the ongoing support they have received from CORE Community Services during lockdown, many expressing that the support has made such an immeasurable difference to them during such a lonely, scary and uncertain time.

Understandably, a portion of support workers took leave during the COVID-19 outbreak from their usual work due to family commitments and personal choices which resulted in new staff being introduced into our teams during this year. Many clients are usually reluctant to change their care team, but we managed the team changes well. New staff have been positively received and it is beneficial to have an expanded team.

Supports and services provided during the year and modified for the lockdown period include:

- » Personal care
- » Domestic assistance (general household cleaning)
- » Transport (trips to essential medical and vaccination appointments)
- » Nursing care and occupational therapy
- » Personal shopping to allow for those most vulnerable to stay at home
- » Welfare checks/telephone contact (offering more opportunities to connect with people in a manner that ensures clients feel safe and comfortable)
- » Home safety risk assessments and modifications
- » Home maintenance (such gardening and repairs to ensure health, safety and security of clients)
- » Social support (phone and online-based services only)

In fast moving and uncertain times, our teams have kept our focus on the vulnerable and helping those most in need. Our support workers and office staff have not only faced these challenges with strength, determination and confidence but they have done it with a sense of pride and professionalism.



YVONNE (AGED & DISABILITY CARE SERVICES)

Yvonne and her son and advocate, Brett, struggled to get the help they needed when Yvonne needed an urgent OT assessment for bathroom modifications.

Elderly and with high-care needs, Yvonne’s aged care package did not have the funding to cover the assistance she needed to be safe in her home. Brett was getting increasingly frustrated trying to get the right support for his mother.

After a three-way call with My Aged Care, a modifications referral code was generated and accepted by the CORE Home Modifications and Maintenance Team. An assessment was carried out and a builder assigned to install bathroom grabrails and a shower water retention barrier.

Yvonne and Brett were most appreciative for the prompt action to connect them to much-needed assistance and services.

CHILDREN'S SERVICES

Our service delivery provides parents with the knowledge that their child is reaching their full potential and developing skills needed at home, school and in the community.

CORE Community Services Preschool has a team of passionate and qualified educators who follow our Centre's philosophy when educating and caring for children - teaching through a variety of experiences that are fun, educational, creative and open-ended, where children are able to achieve and build confidence.

We focus on ensuring children embrace learning under any circumstances and our high-quality program focusses on empowering children to feel accepted for who they are, no matter what their background or abilities. We provide an environment with friends and responsive adults, place emphasis on being emotionally and physically comfortable and the explore fun, interesting and engaging activities.

Our service delivery provides parents with the knowledge that their child is reaching their full potential and developing skills needed at home, school and in the community.

CORE Community Services Preschool has worked hard to change service delivery due to the restraints forced by the COVID pandemic, resulting in the innovative online delivery of our educational program. This was complemented by the creation of take-home learning packs which extended our commitment to learning into each child's home.

In early 2021, in partnership with the Community Connections Program, we organised and ran a First Aid for Kids workshop in conjunction with the Community Connections Program. This initiative came from an identified need in the community as many of our children in the Cabramatta area are cared for by aging grandparents or elderly carers, increasing the chances of children being present during a medical emergency.

Learning basic CPR and how to call emergency services were the main skills children were taught at this workshop. The feedback from parents was overwhelmingly positive and we have future plans to continue this important education for children and families.

Our Parent Morning tea sessions were also a success in 2021, each focussing on a different topic relevant to parenting and early education. The most popular topic was nutrition, with many families appreciating the advice on creating a balanced diet for their children. All parents knew of the importance of a balanced diet for developmental growth and overall health but appreciated the tips and tricks of how to incorporate this into a busy lifestyle.



We value our relationship with each child and family and support every family's right to respectful relationships with educators. Educators support each parent's role in enhancing inclusion, learning, and wellbeing.

We are proud of the achievements of our team this year despite the many challenges and as a proactive team of Educators we look forward to the many opportunities and experiences for children and families in 2022.

MULTICULTURAL COMMUNITIES

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

Multicultural Communities is a service of CORE Community Services with values embodying human rights and social justice principles. We provide a range of services, including supporting newly arrived migrants, humanitarian entrants and refugees within their first five years of arriving in Australia.

We celebrate diversity in partnership with our local community and other organisations to work towards realising a vision of equality and unification. We have been providing assistance to culturally and linguistically diverse communities in South West Sydney since 1986.

This year presented some unique challenges due to the COVID pandemic. Connecting with the multicultural community has been difficult but essential to increase their wellbeing. We had an overload of referrals for services with cases having to be prioritised to manage demand.

CORE played an important role during the COVID pandemic of being a conduit of information from the Government to the community. There was a high level of unease in many community sectors and official information was overwhelming at times. Many clients appreciated the trusted connection with CORE to help them decipher the importance of messages and advice on how to keep their family safe.

The lockdowns have put an enormous strain on many families, affecting their physical and mental health, financial security and sense of safety. CORE staff worked hard to provide some help to families including food relief programs, one-on-one support and crisis help for victims of domestic violence.

We are aiming to increase our funding to deal with domestic violence in the future. There is a clear need in our community and this issue is ongoing. We strive to provide services and advocacy as well as raising awareness of mental health issues and domestic violence and providing vital training for our staff.

It was also a challenging time for staff as they strived to help other families while often facing difficulties themselves. Working from home and adhering to COVID restrictions was frustrating for staff who are used to connecting to people in person and bringing groups together. Our service is usually so reliant on volunteers and their involvement had to be significantly scaled back due to restrictions.

One of the positives to come from this year has been increased collaboration and connections with other local groups, not-for-profit organisations and local government. It was important to ensure our support efforts were coordinated and from this came strengthened relationships that will benefit our community in the future.

We played an important role in some events which were held outside the COVID restriction period including International Women's Day, Harmony Day, Refugee Week, Lunar New Year, Community Leaders' Dinner and the Faith Leaders Forum on Gambling Harm.

Involvement in advocacy and research remains a priority. We are a voice for the community and there are many ways we can speak out for greater understanding and support. We have a trusted reputation over many decades and we embrace the opportunity to use our position to create better opportunities for multicultural groups in the future.

We are looking forward to the future with optimism, knowing that there will continue to be challenges but opportunities to do great work as well. We will continue to connect with our multicultural community with compassion and flexibility and use the wisdom from our experience to improve their experiences in daily life.

MANAL (YOUTH SETTLEMENT EMPLOYMENT PROGRAM)

Full of enthusiasm and determination, Manal is definitely a rising star to watch.

Originally from Syria, Manal and her family arrived from war-torn Syria in 2018. She had been in the middle of studying a finance degree and found herself lacking the direction and support to pursue a career in finance in her new homeland.

She enrolled in a Certificate III in Accounts Administration and a Certificate IV in Bookkeeping and Accounting and connected with Yathavan, her case worker through the CORE Youth Settlement Program. She soon joined 'Kick Start' to help her get experience to launch into the workforce.

Kick-Start was the perfect platform for Manal, where she jumped into every task enthusiastically. She learnt new skills, volunteered at local events and worked at the Wetherill Park trailer. Through this experience she was also able to improve her English by liaising with customers and further developed her skills by completing a Certificate III in Hospitality.

Whilst Manal really enjoyed working in hospitality, finance remained her true passion. It was difficult to secure an accounting role without practical work experience, so she was assisted to obtain a six-month internship where she has been involved in archiving, invoicing and shadowing other staff members with a finance team.

Manal is feeling confident and optimistic for the future in a career she loves.

TIBA (EMPLOYMENT PATHWAYS – SETTLEMENT)

Tiba arrived in Australia in February 2020, holding a Bachelor Degree in Medicine and General Surgery from her home country, Iraq. She set about transferring her skills and qualifications to be relevant to become a doctor in Australia with the help of CORE Community Services.

Her CORE Case Manager enrolled her in an online course to help her improve her English and pass the English exam which is mandatory to get a job as a doctor. She was also encouraged to complete her Certificate III in Community Service at Granville TAFE and is also currently studying a Diploma of Community Service to enhance her skills.

She recently obtained a job as a Cultural Support Worker in the Health system while she is still working on her medical degree to be a registered doctor in Australia. She is extremely grateful for all the support she has received to achieve her dream.

MARY (DOMESTIC AND FAMILY VIOLENCE SERVICE)

Mary accessed the CORE Domestic and Family Violence Service for emotional support and advice on her circumstances in an abusive marriage.

To help empower Mary and increase her self-confidence and independence, she accessed free training courses delivered by CORE Community Services and was able to develop transferable skills and knowledge towards employment prospects.

Once Mary was comfortable leaving her marriage, the CORE team helped in a variety of ways. She began receiving temporary financial support and transitional accommodation was arranged. She was assisted to pack her belongings and relocate.

Mary now lives in her own property with her son. She is studying to be a trainer and she participates in the CORE Domestic Violence Support Group, where she shares her experience with hopes of empowering other women to take charge of their lives away from abusive relationships.

YOUTH SERVICES

Our Youth Services team provides a range of services for young people aged 12 to 25 years living in South Western Sydney. Services range from supporting young people from refugee backgrounds with casework support to providing drug and alcohol counselling and awareness education to schools and the local community.

The Alcohol and Other Drugs team facilitated various workshops throughout the 2020/2021 financial year, recording 601 participants at workshops in local schools and online. 160 individuals participated in Case Work with the counsellors, with more young people participating in outreach activities.

The Targeted Early Intervention (TEI) program facilitated individual programs across the Fairfield, Liverpool and Campbelltown LGAs, including over 7904 occasions of service in programs such as school-based workshops, school holiday programs, capacity building programs, youth consultation and events.

The TEI team was successful in obtaining funding to facilitate a Youth Week event, 'The Future is YOUth', focusing on life in a post-COVID world. Stalls included education and employment assistance, housing assistance, financial assistance, music and drumming workshops and links to local youth providers to address underlying needs of local youth. Working in conjunction with Uniting NSW and Youth off the Streets, they also provided young people at risk of homelessness with food hampers and other case work support.

The Early Intervention and Prevention (EIP) team accepted 166 referrals for young people during the year with 45% of these referrals being identified as being at risk of significant harm.

The EIP team facilitated employment workshops, music lessons (face-to-face and online), boot camps, breakfast clubs and art therapy.

They held a number of community information sessions at local shopping centres for Child

Protection Week and Youth Week, providing outreach services, activities for young people and running competitions to increase the presence of CORE Community Services in the local region.

They also participated in a number of large community events providing young people with information and advice, merchandise and assisting with referrals to local services.

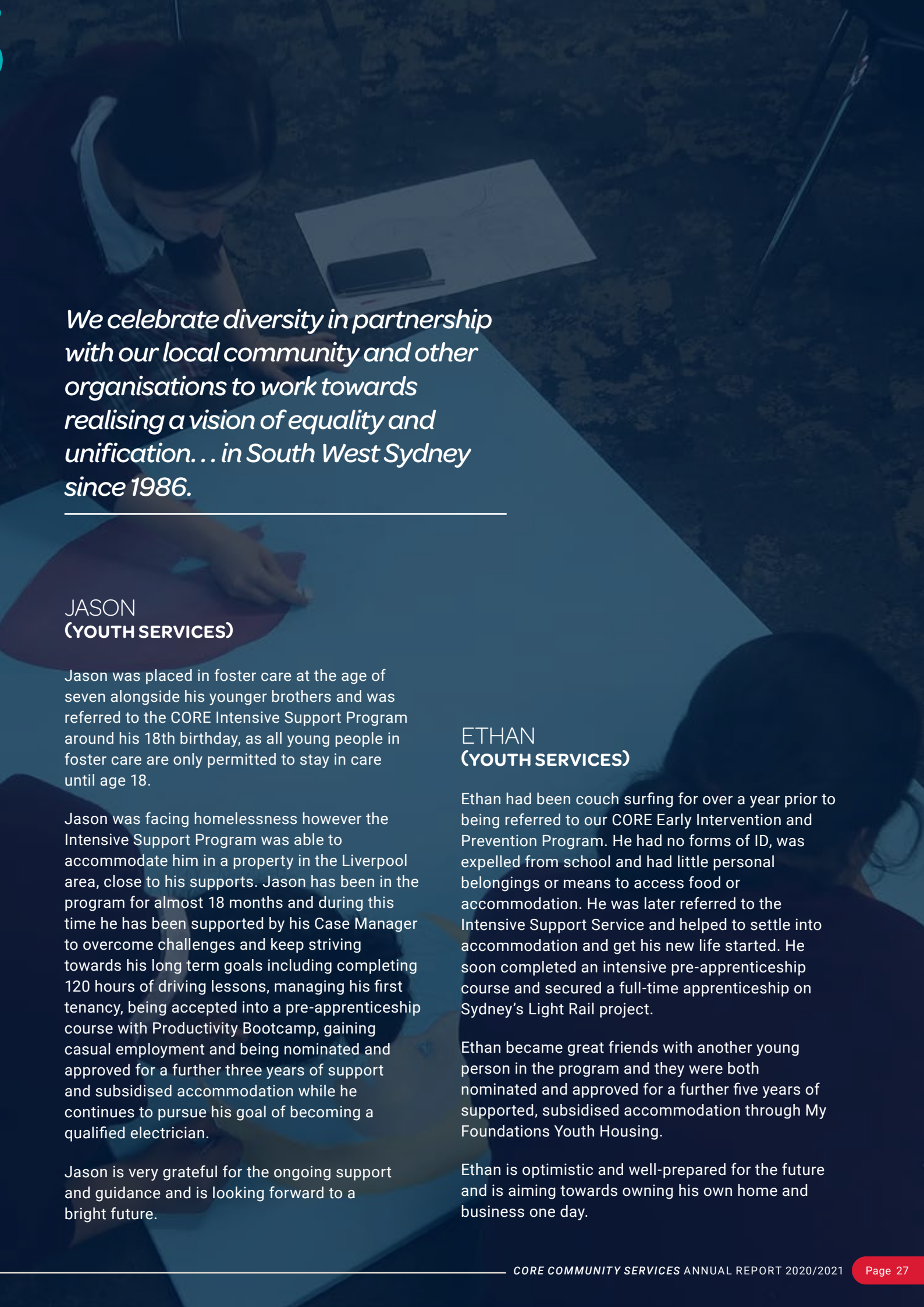
The COVID-19 pandemic has been a challenging time for all services but particularly for the 24/7 crisis refuge. As well as dealing with the logistics of keeping young people safe in these facilities, the refuge has also incorporated multi-dimensional approaches to engage and maintain positive relationships with young people, including creating safe social spaces, encouraging creative expression, including young people in decision-making, celebrating cultural diversity, collaborating with a range of other specialist services and focusing on resilience.

CORE partnered with FLYGHT to provide fun and educational programs to the refuge clients to promote a healthy routine and establish a positive relationship with their local health services.

A range of other educational and vocational activities were offered to enhance knowledge, skills, mental wellbeing and creative outlets as well as targeted activities designed to maximise work prospects for the future. The refuge also continued to support residents to move from crisis accommodation to longer term more sustainable living arrangements.

COVID has caused many programs to be cancelled and has prevented many valuable initiatives from being taken into school environments. The Youth Services team has worked diligently to overcome restrictions by utilising public spaces, online programs and delivering services directly to families.

Staff have shown incredible flexibility and adaptability in providing services for youth and supporting this vulnerable group in a time of unprecedented stress and isolation for our community.



We celebrate diversity in partnership with our local community and other organisations to work towards realising a vision of equality and unification. . . in South West Sydney since 1986.

JASON (YOUTH SERVICES)

Jason was placed in foster care at the age of seven alongside his younger brothers and was referred to the CORE Intensive Support Program around his 18th birthday, as all young people in foster care are only permitted to stay in care until age 18.

Jason was facing homelessness however the Intensive Support Program was able to accommodate him in a property in the Liverpool area, close to his supports. Jason has been in the program for almost 18 months and during this time he has been supported by his Case Manager to overcome challenges and keep striving towards his long term goals including completing 120 hours of driving lessons, managing his first tenancy, being accepted into a pre-apprenticeship course with Productivity Bootcamp, gaining casual employment and being nominated and approved for a further three years of support and subsidised accommodation while he continues to pursue his goal of becoming a qualified electrician.

Jason is very grateful for the ongoing support and guidance and is looking forward to a bright future.

ETHAN (YOUTH SERVICES)

Ethan had been couch surfing for over a year prior to being referred to our CORE Early Intervention and Prevention Program. He had no forms of ID, was expelled from school and had little personal belongings or means to access food or accommodation. He was later referred to the Intensive Support Service and helped to settle into accommodation and get his new life started. He soon completed an intensive pre-apprenticeship course and secured a full-time apprenticeship on Sydney's Light Rail project.

Ethan became great friends with another young person in the program and they were both nominated and approved for a further five years of supported, subsidised accommodation through My Foundations Youth Housing.

Ethan is optimistic and well-prepared for the future and is aiming towards owning his own home and business one day.

OPERATIONS

The CORE Operations team has been effective in transforming systems to better suit the needs of the organisation and clients in the face of the challenges brought on by the COVID pandemic.

THE OPERATIONS TEAMS ARE:

People & Culture – Managed by Fiona Bryant

Risk & Quality Assurance - Alyce St Quintin
HR Administration - Shemonti Atiq
Special Projects - Edward Zafra

Finance – Managed by Rana Sakr

Accountant - Melanie Panergo-Hokin
Payroll - Chau Nguyen
Accounts Payable - Pritika Nandan

Operations – Managed by Matthew Harden

IT Analyst – D’Arcy Lafournaise
Business Development – Jose Brosas
Marketing & Communications – Jenny Liem
Administration – Jacqui Astles

A snapshot of the work undertaken this year includes:

- » Introduced an electronic HR and Payroll system to revolutionise the way that staff records and payments are managed
- » Upgraded IT systems to include a range of cyber security and device management protocols to safeguard information
- » Upgraded computer servers and installed fibre connections
- » Commenced the transition of our Aged & Disability Care client management database to a new cloud-based system
- » Commenced use of Microsoft Teams to enable better communication between geographically-distanced staff – with back-up systems in place
- » Introduced secure electronic software to ensure Board of Directors have a strong flow of information and resources
- » Introduced QR codes and COVID safety plans for all sites across CORE
- » Increased our reach across social media platforms to improve communications with our community
- » Increased our grant revenue and donations

CORE Community Services held our first Service Awards this year in recognition of staff who have dedicated many years of service to the organisation.

In the year ahead we will be looking to push forward with more innovations to deliver effective and efficient administrative services to benefit our organisation and our clients.

STAFF AND VOLUNTEERS

LANGUAGES SPOKEN INCLUDE:

- » Arabic
- » Assyrian
- » Spanish
- » Greek
- » English
- » Serbian
- » Bosnian
- » French
- » Dari
- » Lao
- » Thai
- » Kardish
- » Turkish
- » Persian
- » Dinka
- » Hindi
- » Vietnamese
- » Khmer
- » Swahili

ETHNICITIES WE IDENTIFY AS INCLUDE:

- » Australian
- » Iranian
- » Fijian Indian
- » Vietnamese
- » Lebanese
- » New Zealander
- » Australian
- » Mainland South-East Asian
- » Uruguayan
- » Congolese
- » Chilean
- » Samoan
- » Assyrian
- » Italian
- » Filipino
- » Iraqi
- » Nepalese
- » Bangladeshi
- » South Sudanese
- » Greek
- » Sri Lankan
- » Chinese
- » Armenian
- » Jordanian
- » Khmer
- » Chaldean
- » Peruvian
- » Spanish
- » Native North American Indian
- » Syrian
- » Malawian
- » Ghanaian
- » Egyptian

STAFF



VOLUNTEERS

Service	Number of work placements	Number of Volunteers	Total
Aged and Disability		2	2
Children's Services	1		1
Multicultural Communities	16	39	55
Youth Services	4		4
TOTAL	21	41	62

FINANCE

The COVID-19 pandemic has again caused major disruptions to the operations of CORE Community Services and has had a significant impact on service delivery in 2020 and 2021.

The fiscal resilience of CORE is demonstrated by still delivering strong financial results despite the many challenges and barriers.

REVENUE

2020/2021

%

Commonwealth subsidy	5,035,450.00	29%
Government support - COVID-19	1,511,033.00	9%
Grants	7,236,067.00	41%
Subcontracting fees	1,957,279.00	11%
Client fees	1,112,957.00	6%
Other operating revenue	94,562.00	1%
Other income	528,867.00	3%
TOTAL	17,476,215.00	100%

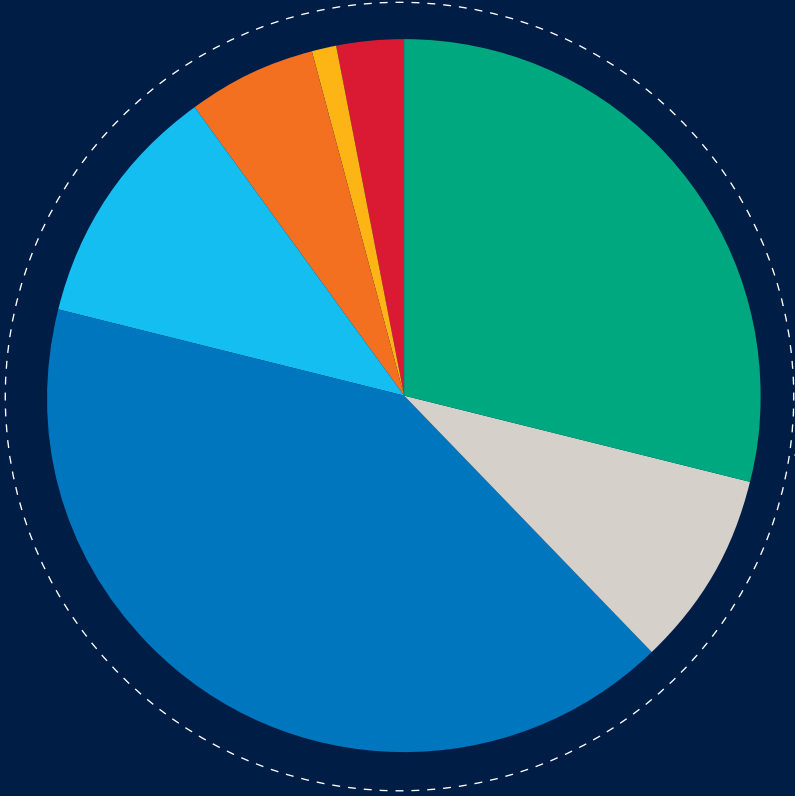
EXPENSES

2020/2021

Accommodation expenses	505,277.00	3%
Administration expenses	992,007.00	6%
Depreciation and amortisation	526,109.00	3%
Employee expense and service delivery costs	13,980,960.00	86%
Other expenses	305,558.00	2%
TOTAL	16,309,911.00	100%

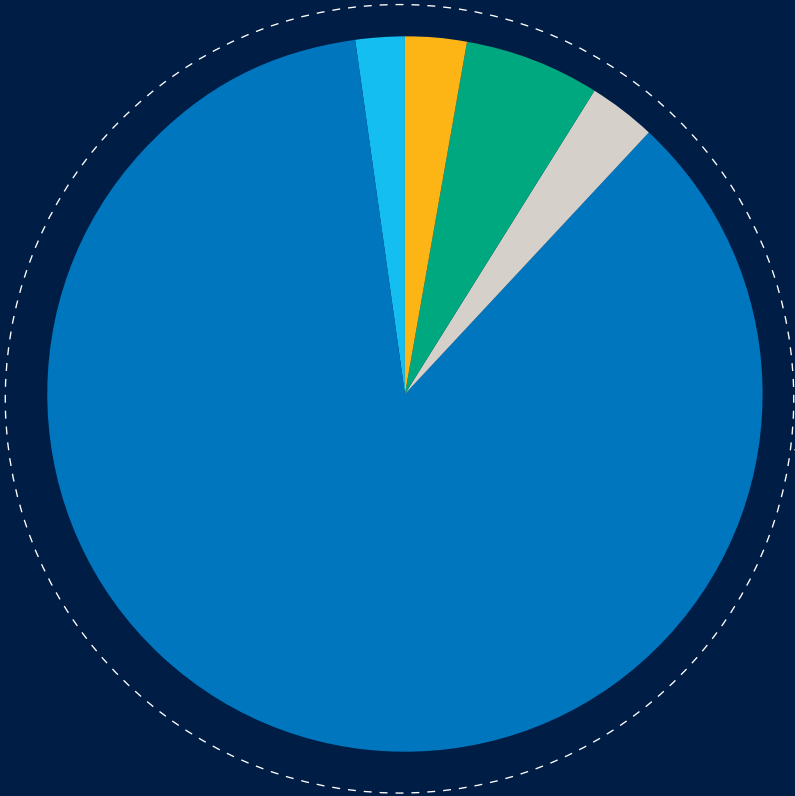
REVENUE 2020/2021

Revenue for the year was \$17.48 million which is similar to last financial year. Revenue from government funding remains our main source of income and is 79% of total income.



EXPENSES 2020/2021

Expenditure for the year was \$16.31 million with service delivery and employee costs accounting for 86% of our total expenditure.



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