

One Vision, Many Voices

Our Strategy in Action

1

“A community supported at their point of need”



Connected infrastructure

This year, operations focused on improving client connections through a new phone system that tracks service demand in real time.

By better understanding where support is needed, CORE can allocate resources effectively.

This investment is part of our commitment to building better connected systems that strengthen service delivery and improve outcomes for our community.

Driving measurable impact

The Amplify Our Sector project enhanced CORE's capacity to interpret TEI Program data, strengthening our focus on investing in outcomes.

It provided deeper insights into service delivery and client needs, building staff capability and supporting evidence-based decisions that improve service effectiveness.



36,982
Client engagements through the TEI Program



83%
Of participants identified as CALD

Advocating for our young people



18
Young people supported each year



6
Studio units built with ensuite and kitchenette

With HIF Funding, CORE's Youth Specialist Homelessness Service is transforming an existing social housing property to deliver better outcomes for young people experiencing homelessness.

This initiative strengthens CORE's advocacy for youth housing reform, promoting a hybrid model that combines the flexibility of a refuge with the stability of transitional accommodation.

Shaping the sector's future



Over 20
Community leaders attended, leading institutions included Whitlam Institute, UWS, Diplomacy Training Institute and Western Sydney Community Forum

CORE's IDERD Symposium brought together sector leadership across community, institutional, and professional networks, creating a powerful platform to influence positive outcomes in anti-racism education and practice.

By convening experts, advocates, community leaders, and institutions, the event demonstrated CORE's capacity to lead cross-sector collaboration and drive meaningful change.

Growing services through skills development



100%
Satisfaction rate



Over 377
Students enrolled

CORE College is a registered training organisation (RTO), approved by the Australian Skills Quality Authority (ASQA).

Since launching at the end of 2024, CORE College has become a key driver of service growth, delivering in-house training for CORE staff and external organisations.

These programs strengthen workforce capability, enhance productivity, and build pathways for professional development across our services.

Delivering real outcomes for children

Being rated Exceeding the National Quality Standard (NQS) reflects CORE Preschool's commitment to quality and excellence.

Through individualised learning programs, strong family and community connections, and a whole-child approach, we ensure every child feels connected, valued, and safe.

This achievement demonstrates CORE's strength as an organisation that delivers on its commitments and influences positive outcomes.

2

“A workforce empowered to deliver excellence”



Building a future-ready workforce



111
Individual Training plans



19
Training modules

The introduction of the Individual Training Plan within CORE Central supports workforce agility by formalising staff development and continuous learning.

The plan identifies training gaps, including cultural awareness and emerging community needs, ensuring staff are equipped with the skills and knowledge to adapt and deliver best practice.

This investment in our people enhances capability, retention, and succession planning — strengthening CORE's ability to respond effectively in a changing environment.

Inclusive care powered by local and CALD communities

CORE empowers its staff through regular training, mentoring, and supervision to ensure high-quality care.

Training covers communication, clinical reporting, cultural awareness, and WHS. New staff receive mentorship during induction, and flexible work options support workforce wellbeing.

Wherever possible, clients and staff are culturally matched to enhance connection and service quality.



Over 80%
Of CORE CALD workers were born overseas



90%
Of staff speak a second language

Volunteering with purpose and heart

During the year, CORE celebrated its volunteers through events that recognised their vital contribution to the community and strengthened support for their ongoing engagement.

These initiatives reflect CORE's values and commitment to building a skilled, connected, and empowered workforce that delivers excellence.



10
New volunteers recruited



24
Active volunteers

