



**SydWest**  
MULTICULTURAL SERVICES

**Participate  
Australia**

**Annual  
Report**

**2024**





# Acknowledgement of Country

In the spirit of reconciliation, SydWest Multicultural Services acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, sea and community.

We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

## About us

SydWest Multicultural Services is a leading organisation for cultural diversity issues, responding to community needs and opportunities throughout Western Sydney, the Inner West and Inner Sydney for almost 40 years.

We help people of all ages and backgrounds live a better life through services including aged care; disability support; housing assistance; and programs for women, youth and families. Helping migrants and refugees settle into our community is a big part of what we do.

We are proud to have an inclusive, ethnically diverse and bilingual workforce sensitive to the languages, cultures and individual needs of the communities they service and support.

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It's our goal to ensure everyone feels at home in our community.

## Our mission

Our organisational mission is to deliver quality services meeting diverse needs to maximise individual and community outcomes.

## Our vision

Our vision is to create an inclusive society where all people have equal opportunities to grow and thrive.



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## Our values

Choice | Connection | Celebration | Integrity | Quality



# Chair's report

It is an honour to be the Chair of SydWest Multicultural Services and see the organisation go from strength to strength.



**Angela Tsoukatos**  
Chair

In May 2023 SydWest merged with Participate Australia, a disability provider, which like SydWest has served clients for over 40 years. The merger was inspired by similar values and an aspiration to strengthen access to the NDIA for culturally and linguistically diverse communities. It is rewarding to see the merger achieve our ambitious growth, efficiency and staff engagement targets.

We also took the opportunity to refresh our Strategy, Risk Management Framework, and performance reporting. Our strategic goals for 2024–2027 focus on post-merger consolidation; planning for reforms in aged care and NDIS; and growing sustainably. Through this change, SydWest continues to have positive client and staff satisfaction results, healthy financials and supportive stakeholder relationships.

Thank you to outgoing Directors, Naveen Jayavarapu and Matt Pancino, for your invaluable contributions. SydWest operates in a highly competitive environment, where high performance and innovation is the norm. It is, therefore, very pleasing to have welcomed Kim Heng and Sandra Cassinader onto the Board.

My gratitude to our dedicated CEO, Elfa Moraitakis for leading SydWest with purpose, integrity and with a collaborative spirit.

Thank you to Director colleagues, the Executive, all staff, volunteers, and members for always going above and beyond and putting our clients first.

# Board members



**Angela Tsoukatos**  
Chair



**Dr Chandrika Subramaniyan**  
Director and SydWest  
Ambassador



**Emeritus Professor  
Peter Zelas OAM**  
Director



**Peter Zangari**  
Director



**Sandra Casinader**  
Director (incoming)



**Kim Heng**  
Director (incoming)



**Matt Pancino**  
Director (outgoing)



**Naveen Jayavarapu**  
Director (outgoing)

*"Thank you to outgoing  
directors Naveen  
and Matt for your  
invaluable contributions."*



# CEO's report



**Elfa Moraitakis**  
CEO

As I reflect on 2023, I am filled with immense pride in presenting this annual report to our members, service users and the broader community. This year has been one of growth, strategic partnerships and meaningful action.

## **A year of impact and progress**

During this year, we deepened our commitment to advocacy, collaboration and internal capacity building, positioning our organisation for a sustainable, impactful future.

## **Advocacy and representation**

A key highlight of this year was our representation to the NSW Parliament on the escalating cost of living crisis. Following community consultation at the WEXPO event in Western Sydney, we presented the lived experiences of our communities and made recommendations to policymakers. Western Sydney, home to many multicultural and vulnerable communities, has been disproportionately affected by this crisis. Our advocacy emphasised the urgent need for tailored support and resources, and we remain dedicated in ensuring that the voices of our communities are heard at every level of government.

Our participation in the 2023 Social Impact Summit also marked a pivotal moment. On this national platform, we emphasised the critical importance of delivering culturally sensitive services. Shaping policies that truly reflect the diversity of Australia is essential and we are committed to leading this conversation to ensure that inclusivity remains at the heart of public service delivery.

At the Voice to Parliament panel, hosted by the Western Sydney Community Forum, we continued our advocacy for the inclusion of Indigenous voices in policymaking. We are proud to stand alongside other leaders to bring change and we remain dedicated to supporting Indigenous rights and leadership.

Finally, our engagement at the first NSW Government Community Cabinet in Penrith reaffirmed our position as a trusted voice in the social services sector. This opportunity allowed us to advocate for the needs of Western Sydney communities and continue our collaborative work with government leaders.



# CEO's report

## Strategic partnerships and collaboration

In alignment with State Government priorities, we are forging new partnerships with the Western Sydney Local Health District. This collaboration is focused on addressing health disparities within our communities, with a particular focus on improving health literacy in culturally appropriate ways. Our partnership with the N8 Prison Project has been instrumental in enhancing our understanding of the Pacifika communities we serve. Through this collaboration, we are addressing urgent and real needs, ensuring that we deliver impactful support to one of the most underserved groups in our region.

## Internal capacity building and organisational development

Following our merger last year, 2023 has been a year of reflection and renewal. We undertook a comprehensive assessment of

our leadership team's strengths to ensure that we are fully equipped to meet the challenges and opportunities of the future. At the same time, we revisited and refreshed our organisational values, which continue to guide our behaviours and interactions with clients, stakeholders and each other. Our core values of Choice, Celebration, Connection, Integrity and Quality remain the foundation of our work, ensuring that we stay aligned with our mission.

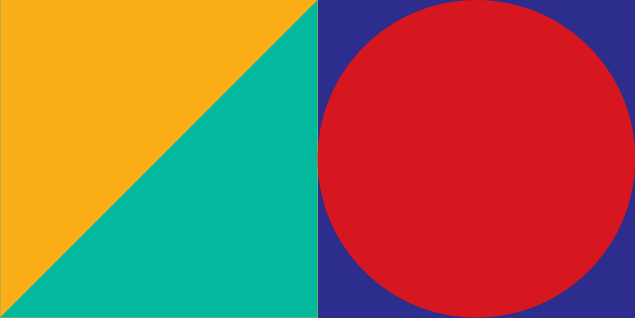
## New strategy and risk framework

Looking ahead, we have developed a forward-thinking strategy that prioritises planning and growth. The merger with Participate Australia prompted a thorough review of our risk framework, ensuring that it now aligns with the expanded complexity of our operations. This enhanced framework will guide our decision-making, helping us navigate the reforms with resilience and adaptability, ensuring that we continue to thrive in the years to come.



SydWest staff and stakeholders with Member for Blacktown Stephen Bali MP at the Interfaith Domestic and Family Violence Forum.





## Innovation in service delivery

After nine successful years of being an integral part of the leading NSW NSP Consortium led by SSI, we are now leading the new Western Sydney Region Settlement Consortium. This partnership builds on our legacy of innovation in service delivery, ensuring that we remain at the forefront of settlement services for refugees and migrants across our region. Our approach continues to be deeply rooted in community engagement, ensuring that we remain responsive and proactive in meeting the evolving needs of those we serve.

We have also established a partnership with ELDAC, which is enabling us to better support our clients with palliative care and advance care planning in a culturally safe manner. This collaboration has put us ahead of recent Federal Government priorities, as our Advance Care Plan draft is already in progress. This project demonstrates

our ongoing commitment to delivering compassionate and culturally respectful care to the most vulnerable in our communities.

## Looking ahead

2023 has been another year of remarkable achievement, and none of it would have been possible without the dedication of our staff, partners, volunteers and stakeholders. I would like to thank my Leadership Team for their ongoing commitment, my Chair Angela Tsoukatos for her support and guidance and all my Directors for the trust they place in our team's leadership. As we look to the future, our focus remains on expanding our impact. Our renewed values, strengthened leadership and forward-thinking strategy will continue to guide us as we aim to make a lasting difference in the lives of our communities. Together, we are building a future where every individual, regardless of background, has the opportunity to grow and thrive.

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*Our approach continues to be deeply rooted in community engagement, ensuring that we remain responsive and proactive in meeting the evolving needs of those we serve.*



The Hon. Stephen Kamper MP, Minister for Multiculturalism with SydWest Elfa Moraitakis at WEXPO.

# At a glance



## AGED CARE

Total hours of service delivered	174,514
Number of clients who received services	2,335
Number of social support and centre-based respite groups	28
Number of group activities delivered to social support and centre-based respite clients	1,506



## HOUSING

Total clients	105
Helped into a home	53
Helped to stay at home	52
Women supported with housing	31
Youth helped into a home	10



## SETTLEMENT

Total clients	683
Number of times clients accessed one-on-one services	1,740
Social group activities/sessions/classes	216
People who obtained driver's licences or learner's permits	149
People who obtained citizenship or passed the citizenship test	147
Job support and placement	237
Clients who accessed Justice of the Peace services	207



## WOMEN AND FAMILIES

Total clients	2,310
No clients attending playgroup sessions	651
Number of clients attending women's support groups	633
Number of clients receiving support for domestic and family violence	91



## STAFF

Frontline staff	277
Office staff	91
Volunteers	31



## YOUTH

Total clients	216
Clients aged 12-17	97
Clients aged 18-25	119
Individual and group client sessions	364
Youth in sporting activities	117
Youth attending study centre	69
Training certificates obtained	12
Clients attending free driving classes	13



## DISABILITY

### NDIS Support Coordination

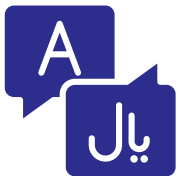
Hours of service delivered	21,076
Number of participants	492

### NDIS Individual Core Support

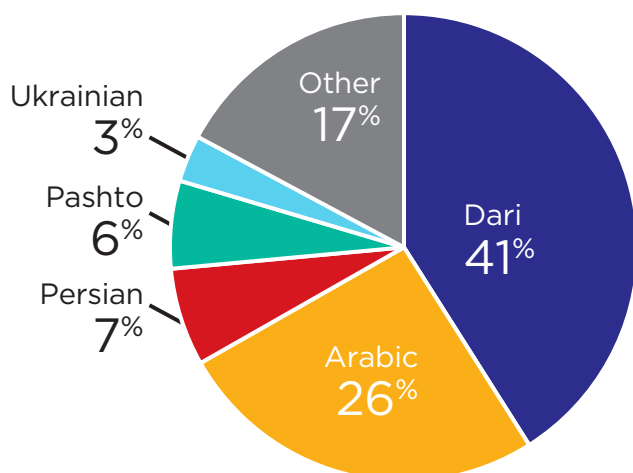
Hours of service delivered	206,908
Number of participants	174

### NDIS Group Support

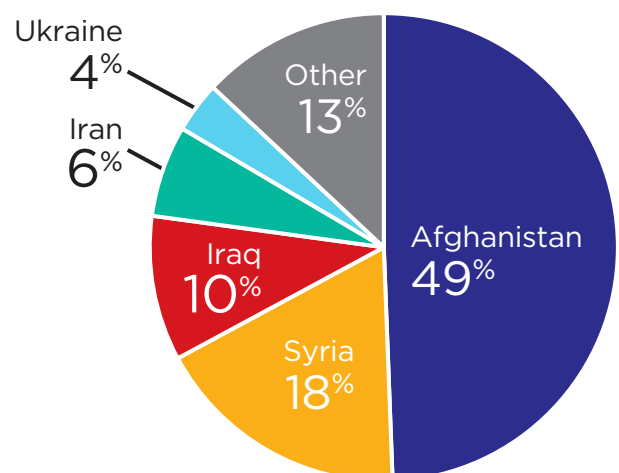
Hours of service delivered	129,470
Number of participants	164



## TOP 5 CLIENT LANGUAGES



## TOP 5 COUNTRIES OF BIRTH







Aged Care Services Manager Mereline Murimwa-Rarami pictured with a local senior as part of the Heatwise campaign.

# Aged care services



**Murimwa-Rarami**

Aged Care Services Manager

We provide quality, approved aged care services to help seniors live independently both at home and in the community. We specialise in supporting people from culturally diverse backgrounds.

We are proud to report that this year was one of our best so far in terms of performance, quality service delivery and client satisfaction.

Our services across Greater Western Sydney grew, while our aged care clients reported satisfaction rates of over 95 per cent, giving us a record number of compliments.

We also underwent an Aged Care Quality Audit, conducted by the Aged Care Quality and Safety Commission, in which all standards were met.

Despite national workforce shortages we have continued to attract workers through initiatives including the Employment Accelerator program (see pages 28 & 30) and by recruiting care workers with good quality base skills, then supporting them to build on their aged care qualifications. For example, we put 12 of our care workers through a Certificate III in Individual Support (Ageing). We do however, continue to experience workforce shortages in certain languages and geographical areas.

Apart from our usual business of delivering services to seniors, the aged care team was

kept busy with a range of proactive initiatives designed to contribute to positive ageing and support for seniors in the community. These initiatives included:

- establishing the Consumer Advisory Committee and the Quality Care Advisory Body in line with governance reforms.
- hosting the Employment Accelerator Program in partnership with SSI's Home Care Workforce Support Program to boost home care worker recruitment
- working collaboratively with the Cancer Council NSW on a Perpetual Grant Project (Unmet Needs Survey) which seeks to understand and address the unmet needs of CALD communities affected by cancer.
- recruiting a Team Leader with a clinical background to enhance our delivery of clinical services
- confirmed as partners, at the invitation of the National Ageing Research Institute (NARI), on the Mind Care Project, which aims to raise self-efficacy, health literacy and improve knowledge of lifestyle factors that can reduce the risk of developing dementia among CALD communities.



## End of Life Directions for Aged Care

No-one wants to talk about death or dying, but as we age there may come a time when we are not capable of communicating our wishes to family or medical professionals.

That's where advance care planning becomes important as it helps people think through their values, beliefs and wishes about the health care they may like to have, or to refuse, if they could not make their own decisions.

This year we embarked on the End-of-Life Directions for Aged Care (ELDAC) project which equipped us to better support our clients with palliative care and advance care planning to improve their care. This resulted in the development of an Advance Care Plan version specifically for culturally and linguistically diverse communities. The prototype plan was developed by our Clinical Care Managers through comprehensive research and consultation with the community.

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*We presented our prototype plan at the ELDAC Linkages Program 2024 Showcase in Canberra, receiving widespread acclaim for our work so far.*





## Heat-Wise in Western Sydney

We've been involved in the Heat-Wise Communities campaign where multicultural leaders speak out about rising temperatures and their impact on our communities. Western Sydney is expected to experience up to 46 extreme heat days by 2090, yet 37% of culturally and linguistically diverse residents have said they do not have enough information to keep themselves and their families safe in the heat.

Our Aged Care Services Manager Mereline Murimwa-Rarami says she was pleased to contribute to the campaign with an aged care focus. "As a community we need to be on high alert with our seniors who are vulnerable in the heat due to respiratory conditions, medications and cognitive impairments which can be especially affected during high temperatures."

The Heat-Wise campaign was initiated by the Multicultural Leadership Initiative, in partnership with Sweltering Cities and Asian Australians for Climate Solutions.

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*"Sometimes seniors living in the community are only checked on by their support workers a few times a week, so it's important for the community to be aware and help look out for our older residents"*



## Intergenerational Art Project wins an award

We are thrilled to have won the Outstanding Community Arts and Culture category at the annual Zest Awards, hosted by the Western Sydney Community Forum.

The award was for the innovative Intergenerational Art Program, Connection through Creativity, which pairs seniors with young people to create art and help address isolation.

Good Neighbours Australia, who designed and ran the program with SydWest, found almost 90% of those who took part were 'very satisfied' with the art sessions, with every participant describing their interactions as excellent (67%) or good (33%).

The program was funded by the NSW Department of Communities and Justice. Other supporters included Inner West Library, Australian Catholic University and the Philippine Australian Society for Senior Citizens.

SydWest supported the program by hosting the art sessions at our Blacktown premises. They were designed to address loneliness and social isolation among seniors, help develop new skills and confidence among all participants and bridge the generational divide.

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*"Thanks for caring about the lives of the elderly and (giving) us art classes to enrich our lives."  
- Client*





### Future outlook

Over the coming year SydWest will be preparing to deliver changes that will result from the new Aged Care Act, the new Support at Home Program and any other reforms being delivered by the government to improve the quality of aged care.

### Conclusion

Our success would not be possible without the expertise, dedication and commitment of our SydWest staff and meaningful collaboration with sector leaders, community partners and the local community. We look forward to another exciting year bringing quality aged care to our seniors and their families, as we strive to meet the evolving needs of the diverse communities we serve in our diverse community.



One of our many Seniors Social Support groups pictured at an aviation museum.



# Aged care services

## CASE STUDY

### A friendship blossoms – how our social support groups make a difference

Our social support groups for seniors help address social isolation through social outings, information sessions and group sharing. The number of groups is rapidly growing as local seniors realise the benefits of the social gatherings and appreciate the opportunity to meet with others who speak their language.

Two of the newest members of our Blacktown multicultural senior social support group, Mr Wahib and Mr Soane, have formed a remarkable friendship since joining the group, which has brought joy and positive change to both their lives.

At first, Mr Wahib hesitated to join the group. He wasn't sure if it was right for him, and worried about stepping out of his comfort zone. Meanwhile Mr Soane, who admitted to being a bit of a home-body, was reluctant to take part in activities and often didn't want to go out. But something magical happened once they both gave it a chance. After attending a few group outings, Mr Soane and Mr Wahib began to connect. They quickly bonded over shared experiences, and soon they were inseparable. Whether it's attending our group outing or our face-to-face activities, now they always ask about each other and ensure the other is doing well.

Their newfound friendship has not only brought them happiness but also revitalised their spirits. Both are now active participants in all of our outings, embracing each opportunity with enthusiasm and joy. This beautiful friendship is a shining example of how our social support group can bring people together and make a meaningful difference in their lives. It reminds us all that sometimes, taking that first step can lead to unexpected and wonderful connections.



Mr Soane (left) and Mr Wahib have become firm friends through our social support group.

## Keeping our seniors safe and well in their own homes

What makes our service different is the tailored, compassionate care we provide to our aged care clients. One of our clients is 90, with significant challenges due to a traumatic past, ongoing health conditions including dementia and a severe hearing impairment. Having lived alone for many years, over time his home had become unsafe with a number of hazards identified.

Yet his wish was to remain in his home and not move into an aged care facility. So we began with a comprehensive risk assessment of his home, which led to a home clean-up, electrical repairs and pest control services. We had our client's hearing assessed, leading to a new hearing aid and a dramatic improvement in his ability to communicate. This helped reduce his feelings of isolation. We also arranged for an occupational therapist to assess his home which led to the removal of fall risks and other concerns.

His home is now safe and comfortable. Our client is happy and his family is thrilled to see such a positive impact on their loved one's life.

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*This story is just one example of our commitment to exceptional care, and ensuring clients have the choice to age in their own homes with dignity.*



We had our client's hearing assessed, leading to a new hearing aid.

Disability services participant Luke  
(see story page 24).





# Disability support services



**Thom Calma**

Executive Manager, Disability Support & Business Growth

We support people with disability to live independently and achieve their life goals. We provide in-home and community support, as well as support co-ordination.

We are a registered provider of NDIS services for communities in Western Sydney, the Inner West and Inner Sydney.

Our disability team, run by Participate Australia, has had a strong year. Participant engagement levels have increased, we are attracting skilled staff and our satisfaction ratings are high. However, we have also faced challenges at local levels and across the sector. With significant reforms on the horizon due to the NDIS review, there is uncertainty for the disability sector and for NDIS participants. We are committed to working with the NDIA, our participants and families to deliver good outcomes, build trust and navigate this change together.

Despite having a number of changes in the Support Coordination area, the team has provided continuous support to our participants with minimal disruption and strengthened our relationships with important partners, such as the Department of Communities and Justice, creating new pathways for collaboration and referrals.

Our Core Support team has gone from strength to strength this year, with growth across all programs. This growth was possible due to the teams' tireless efforts to help achieve some big goals. We were able to

find a third housemate for Canterbury House, a Supported Independent Living (SIL) house for women. We increased our supports for young people and teens by renewing our school holiday activities and creating a Social Circle support group for teens. The refreshed Croydon Centre allowed us to grow our Day Options and Skills for Life programs, and we continued to provide individualised in-home and community support for people with disability.

Our impact reaches beyond the direct supports we provide to NDIS participants in Sydney. This year, we delivered two exciting projects that focused on the creation of accessible educational video resources for people with disability in Australia. The first, a video series on the 2023 Referendum on the Voice to Parliament, helped people learn about referendums, voting and the proposed changes to the constitution. The second was a video series funded by the Council for Intellectual Disability's My Rights Matter grants, on how to provide supported decision making for people with disability around sexuality, relationships and identity. Both video series aim to improve the knowledge of people with disability in relation to their rights and improve the practice of disability support workers.

# Disability support services

After a successful year, we are excited about our roadmap for the coming 12 months. We will be reviewing services to understand how we can provide better outcomes and improve the experience for our participants and families. We will continue to develop relationships with our partners and collaborators. And we will continue to grow our capability in accessible resource development, to deepen our impact for our community.

Finally, and most importantly, we would like to thank and acknowledge the trust afforded to us by our participants and families, who have chosen us as a provider. Similarly, our gratitude goes out to each and every member of our team for their dedication and commitment. We look forward to what the next 12 months brings.



Some of our participants getting ready for the annual Mardi Gras parade.



## Disability services participants learn about advocacy

This year we supported 5 disability services participants to attend the Have a Say conference hosted by Victorian disability advocacy group, VALID for people with intellectual disability to learn self-advocacy skills, and to celebrate ability and achievement.

At the Victorian event they learned about their rights, took part in various workshops and got to hear and share different views, opinions and experiences.

Included in the day were a range of 'come and try' activities designed to push participants out of their comfort zone, including a ride on a Harley Davidson motorbike!

One attendee, Genny, said she learned 'how to make a complaint and how to have a voice, choice and control about decisions in my life'. Another, Tara, said that while being away from family was hard, making new friends was the best memory of the trip.

The conference, the largest for people with disability in Australia, is an important event in the disability team's calendar. It provides our disability services participants a chance to practice independent living skills and build confidence and self-esteem.



Front row: Diana, Charlene, Tara, Genny  
Back row: Izabela, Rohan, Margaret.

# Disability support services

## CASE STUDY

### Continued support helps Luke thrive

Luke is a man in his late 30s. He is social, funny and a trivia master. He has regularly attended Participate Australia for some 15 years, where he enjoys making friends, cooking clubs, community outings and more. Post-pandemic, Luke's mental health took a turn, and he became isolated, withdrawn and unlike himself. Recognising the need for action, Luke's family and Participate Australia collaborated to help get Luke back to his old self. Working together, we developed a plan, tailored to Luke's needs and preference, to help Luke work through his mental health challenges and get back on the right track.

We knew that Luke's passion for trivia, boardgames, drama and cooking would be key to his recovery. Through partnering with Luke's family, and by providing reliable and consistent support workers, our dedicated team assisted Luke to reconnect with his interests and rebuild his social connections. This collaboration between Luke, his family and Participate Australia was instrumental in Luke's journey towards recovery and personal growth.

Today, Luke is doing great. He is happier and more active, attending our Croydon Centre throughout the week to help prepare a meal, play a game of scrabble and see his friends.

"The continuity of support made a world of difference because we knew Luke before COVID affected our lives so negatively," his mother said.

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*"We truly appreciate the commitment of Participate Australia to improving the quality of life of Luke and those closest to him."*



Luke enjoys making friends, cooking club and community outings.



## This job changed my life, says disability support worker

Manisha Solanki recently celebrated five years with us and says her role as a Disability Support Worker changed her life.

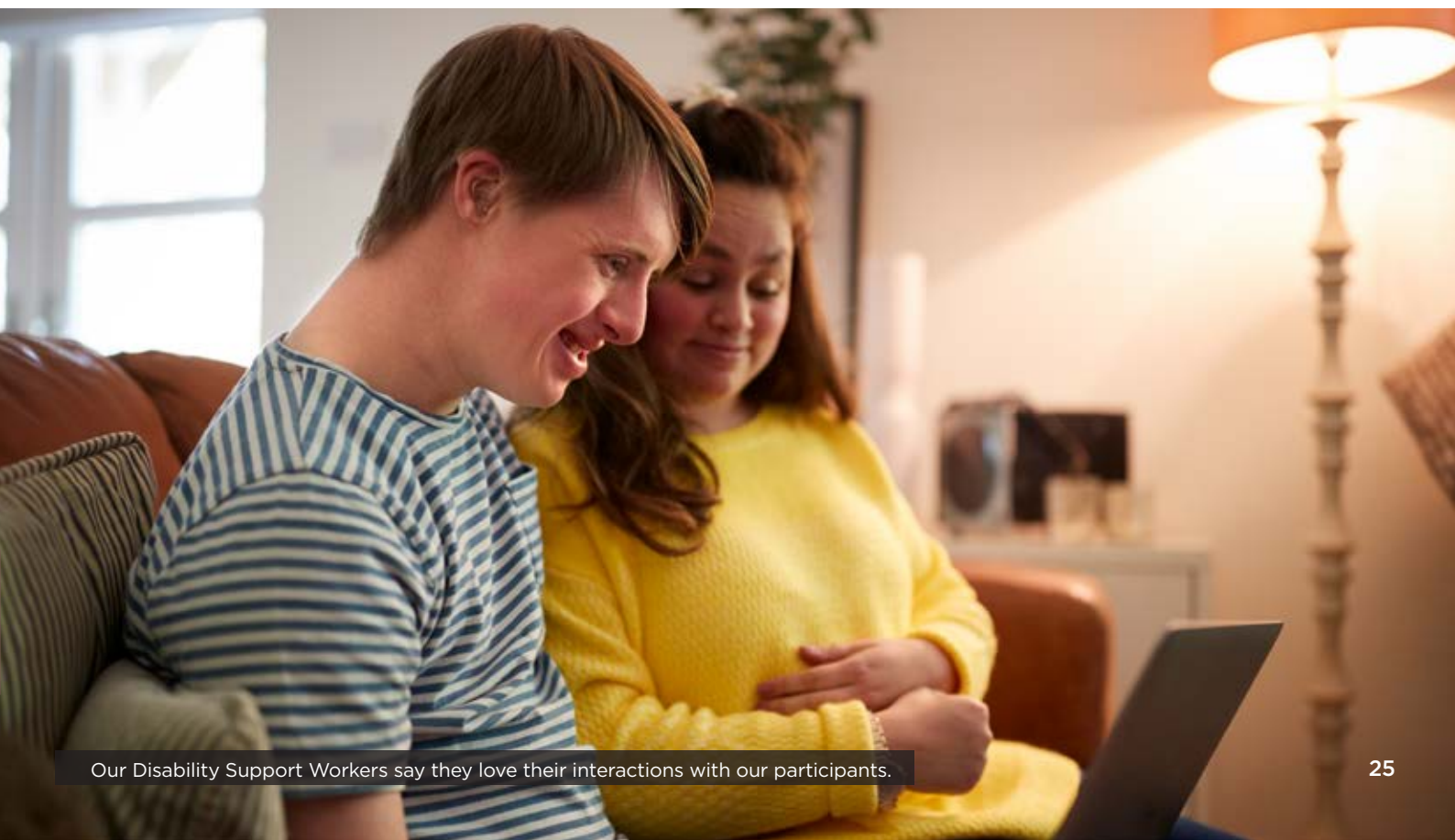
Manisha's first job was in customer service for a firm selling secondhand white goods, but she longed for a more challenging role where she could contribute to people's lives.

A migrant from India, Manisha was introduced to the idea of working in disability support through the mother's support group at SydWest Multicultural Services. She completed a Certificate IV, with a placement at a retirement village, before obtaining her current role. As her job title suggests, Manisha supports people with disability who live independently with everyday activities such as doctors' appointments and shopping. She also organises activities such as cooking and family gatherings like birthday parties.

As the mother of two boys, one in primary and the other in high school, Manisha enjoys the flexibility her job gives her and the chance to meet people from many different cultures.

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*"This job changed my life," Manisha said. "I feel good I am doing something for someone else. Every day is a blessing."*







# Community engagement services



**Clement Meru**

Settlement and Community Services Manager

We support members of our community to live a better life, with a specific focus on settlement services, women and families, youth and housing support.

As well as aged care and disability support services, we provide a range of services for those in our community who come from culturally and linguistically diverse backgrounds. This year has been one of significant successes and challenges. The establishment of the new Western Sydney Region Settlement Consortium is an opportunity for SydWest and its partners to demonstrate collaboration across Greater Western Sydney.

SydWest continued to respond to significant needs of disadvantaged members of the community due to several factors including

the cost-of-living crisis, and maintain high quality services despite reduced capacity due to funding shortages.

Our greatest challenges have been the short-term nature of our contracts and a reduced government funding allocation. Losing funds for some of our key programs led to the loss of a number of passionate and experienced staff in the areas of youth justice and domestic and family violence who had developed strong relationships with community. SydWest will continue to advocate for improved funding arrangements to ensure vital services remain accessible to the community.

## Our Settlement services

We work with refugees, humanitarian entrants and other newly arrived families to support them settle into the Australian way of life. Western Sydney continues to settle the majority (65%) of new arrivals to Australia so our settlement services are a critical service to support successful transitions.

This year, following reforms to the Settlement Engagement and Transition Support (SETS) program, SydWest established the **Western Sydney Regional Settlement Consortium** with 3 other organisations and successfully secured funding for the next 3 years.

SydWest, Accessible Diversity Services Initiative Limited, Community Migrant Resource Centre, and Western Sydney Migrant Resource Centre have 120 years of collective expertise supporting new arrivals develop independence and participate in the broader Australia community.

The consortium's establishment provides an opportunity to collaborate across strategic areas of service, including employment, youth, and domestic and family violence.



# Community engagement services

It will also ensure best practice strategies and consistency in the quality of settlement support to newly arrived humanitarian entrants and eligible migrants across Western Sydney. Our role as a consortium lead also affirms SydWest's reputation as a leader in the NSW settlement sector.

In another development, this year the Federal Government introduced the **Pacific Engagement Visa program**, which is a new, permanent pathway to Australia for those from participating countries across the Pacific and Timor Leste. Many of the new arrivals are expected to settle in Western Sydney, with 23,460 of Blacktown residents originating from the Pacific region - the third largest population of Pasifika communities nationally.

In preparation, SydWest took steps to build its capacity to support the new cohort, organising 4 hours of Pasifika cultural training for our staff through the Pacific Islands Mt Druiitt Action Network (PIMDAN). We also

employed two staff from Pacific Islander backgrounds to coordinate project activities and guide us in culturally appropriate engagement. Diana Curuenavuli and Itirere Agbefe facilitated connections with leaders from the Pasifika, including NSWPCP, to identify potential gaps in services and the social capital to support newcomers. We are confident that our engagement strategy has been inclusive and respectful.

Economic participation was another big area of focus with employment a key factor in successful settlement for individuals and families. We refined our **Employment Accelerator program** this year, adding a focus on filling jobs in the Home Care sector, where there are national staff shortages. Funded by SSI through the Home Care Workforce Support Program and supported by Local Jobs Australia and the Sydney Greater West CALD and Migrant Working Group, we hosted 6 Employment Accelerator events.



Members of PIMDAN run cultural awareness training for SydWest staff.



The events were held across locations in Blacktown, Mt Druitt, St Marys and Parramatta, engaging a total of 525 job seekers who had direct contact with 49 employers and training organisations. As a result, 100 job seekers went on to secure jobs in Home Care and logistics.

In another innovative partnership, SydWest collaborated with TAFE NSW and the John Holland Group to find employment for refugees in the construction industry. This initiative builds on the recommendations of the report, *Migrating from Settlement to Prosperity*, which acknowledges the challenges faced by overseas qualified engineers in re-entering the construction industry in Australia. A 9-week course funded through TAFE NSW offered entry level technical skills, safety awareness and job readiness training to 14 participants, with 79% of participants securing employment with John Holland or another construction company. John Holland received a Corporate

Medal in the Business Excellence Award at the Premier's Harmony Dinner 2024 in recognition of its role in helping create job opportunities for refugees. A second course is being planned for later in 2024 and will build on the learnings from the first program.

Our **Western Sydney Backswing program** is designed to support people living with disability from culturally diverse backgrounds to develop employment skills and gain hands-on work experience, so they are better placed to get a job. This year we supported 20 participants across Blacktown and Mt Druitt areas, with 10 going on to secure a job or going onto further education. After finishing the program, the Backswing staff kept in contact to provide continued support. The project also supported participants to gain voluntary work which helped boost confidence and employability. Due to these successes the project will continue for another 12 months to June 2025.

*SydWest collaborated with TAFE and the John Holland Group to find employment for refugees in the construction industry.*



Participants from our Backswing program.



# Community engagement services

## CASE STUDY

### Employment Accelerator a great time saver in jobsearch

Navigating the jobs market is difficult enough today, but if you're new to the country and English isn't your first language, it's much harder. The Employment Accelerator initiative began in 2018 and was the brainchild of SydWest Settlement and Community Programs Manager Clement Meru.

At in-person events, jobseekers can talk to several businesses at once about opportunities and even apply on the spot, bypassing a lengthy recruitment process. They can also learn about training and qualifications, and support offered by employment service providers, all in the same location. The in-person forums are an effective and time efficient way to match candidates with employers.

Riddhi, from Blacktown, and a client of SydWest, was among the attendees at an event this year focused on home care jobs, which was funded by SSI. Riddhi was in the midst of finishing her Certificate III course in Aged Care and was keen to get a head start on finding work.

"The Employment Accelerator events are a really good idea and a great timesaver," she said. "It's a really helpful way to find job opportunities for people like me. I'm finishing my course soon and keen to jump into a job as soon as I can to start helping people."

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*"Having everything in the one place helps me get more information about job opportunities and other training and assess a range of employees at the same time."*



SydWest staff talking to job seekers at one of our Employment Accelerator events.



# Community engagement services

## Our women and family services

Our women and families team provides support to refugee and migrant women who are newly arrived to Australia with children up to age 8, to facilitate the smooth transition to the Australian way of life and help them raise happy and healthy families.

This year we involved local families in consultations to ascertain understanding and awareness within the community of the benefits of childcare and child protection measures. We surveyed couples with children, sole parents and families living intergenerationally, and those who were Australian citizens, permanent residents and those on temporary or work visas. While some participants understood that children have a right to education, healthcare and safety, many were unaware of the role of child protection organisations. There was also significant fear and apprehension around the term child protection, underscoring the

need for more community education and engagement that was culturally appropriate and tailored.

We also work in domestic and family violence prevention and support.

As domestic and family violence prevailed in our society, SydWest continued to play a vital role in implementing a number of strategies including direct support for women and children seeking safe and healthy lives as well as running preventative programs.



The Hon. Michelle Rowland MP, Minister for Communications and Member for Greenway was our special guest at our IWD lunch.

# Community engagement services

## 16 days of activism against gender-based violence

In November 2023, more than 70 community members walked through the Blacktown CBD to raise awareness of domestic and family violence and to say no to violence in all of its forms. The gathering was part of the international campaign, 16 days of Activism Against Gender-based Violence, organised locally by the Outer West Domestic Violence Network.

Along with SydWest Multicultural Services, representatives at the walk included Mt Druitt and Blacktown police, Blacktown Council, The WASH House, the Harman Foundation, DV West, the Women's Domestic Violence Court Assistance Service, Catholic Care, Workers Lifestyle Group and other community groups.

Bilingual domestic violence support workers remained at the Village Green to provide information and support to community members.



More than 70 people joined the walk to end violence against women and girls in Blacktown.



# Community engagement services

## CASE STUDY

### Support for new arrival grappling with domestic and family violence

Asha was born in Bangladesh and migrated to Australia in 2023. She came to see SydWest after experiencing physical abuse and coercive control in her marriage. She did not have a job, was financially dependent on her husband, and socially isolated.

SydWest was able to enrol Asha in a financial assistance program to help her address immediate needs and connected her to Legal Aid for further advice about her rights.

Additionally, staff supported her to create a resume and apply for work.

Asha is still grappling with a difficult situation but was grateful there was someone who could support her in a culturally sensitive way.

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*The support enabled her to take proactive steps towards her safety and wellbeing.*



SydWest supports women and children facing domestic and family violence.



# Community engagement services

## Youth services

We support newly arrived young people develop connections and friendships, settle well at school transition to employment. We provide support so they can explore educational and employment pathways.

SydWest established itself as a critical service in youth justice across Western Sydney as juvenile delinquency continued to prevail, impacting on families and the community.

76 CALD youth in juvenile facilities and in the community received various levels of support, including case management, while 120 at-risk young people accessed preventative initiatives.

New Way Forward is an early intervention program for young people at risk of criminal offending.

Through engagement with this program over 50% of the young people receiving support had no ongoing interactions with the criminal justice system.

Highly valued by local families, the program has been credited by some participants with profoundly positive changes to their lives. Based on assumptions relating to value for money, an evaluation of the program found it is highly likely to have saved significant public expenditure on juvenile detention, which almost fully offsets the cost to governments of funding the program.

Initial findings of the program evaluation recommended deeper understanding in the intersectionality of criminogenic factors within refugee and migrant groups. Unfortunately, Commonwealth funding for the program ceased, however SydWest expresses gratitude to the NSW Government for some additional funding and we thank our local MPs for their continued support for the program



We organise regular sporting activities for our local youth including indoor soccer.

# Community engagement services

## CASE STUDY

### Jared says SydWest really cares about local kids

SydWest is an organisation that helps out troubled teens like myself. When the world turns its back on us they have always been there for us, helping us, guiding us and trying to keep us on the straight and narrow.

We are not perfect, far from it, but people (caseworkers) like Ruth and Bronwyn continue to show up for us even when we give them 100 reasons not to.

They are one of the few programs in the community that genuinely cares about us kids. They've helped us with their legal issues, school, employment...you name it, I've called them and whatever I need help with they have always tried their best to help me out. We need to keep people like Bronwyn and Ruth and organisations like SydWest in the community for kids like us.



SydWest really cares about kids, says Jared.



# Community engagement services

## Housing support

Our programs assist those at risk of becoming homeless by linking them with housing support, helping them find suitable and affordable accommodation, understanding their rights as a tenant and addressing issues of mortgage stress.

Australia's ongoing housing crisis has been evident from the number and nature of referrals received by SydWest's housing service, with an increased number of single income families seeking assistance for affordable housing due to multiple rent rises.

Our service assisted clients with rental property and public housing applications and resolved rental issues with rental agents, providing support in tribunal hearings, and helping them access temporary accommodation and household items.

The service was critical in achieving positive housing outcomes through advocacy for CALD clients at risk of homelessness at NSW Housing. SydWest was successful in receiving accreditation under the Australian Service and Excellence Standards (ASES) for the next three years.

Lastly, we would not have been able to achieve these results and meet the needs of our community without the support of our staff and team leaders, the SydWest Leadership Team and from our partners.



The Hon. Ed Husic MP, Minister for Industry and Science and Member for Chifley, hosted local community leaders at Parliament House.

# SydWest welcomes civics grant from NSW Government

Member for Blacktown, Stephen Bali, nominated SydWest to receive a \$30,000 grant from the NSW Government to help build understanding of Australia's political system and decision-making processes.

At Parliament House, Canberra community members were met by Member for Chifley and Minister for Industry and Science, Ed Husic, then toured the parliament and observed Question Time.

At Parliament House, Sydney local MPs including Stephen Bali met the group.

Settlement and Community Services Manager Clement Meru said that leaders and influencers from across 25 different cultural groups in the Blacktown area identified the need for leadership development, which led to this program.

He said when people understand the functions of all of our tiers of government, agencies, departments and courts they can engage more fully and confidently in the Australian community and this will put participants in a great position to be able to advocate and make representations on behalf of themselves or their communities.

Program participant Osman Abdulrahman, who came to Australia from Sudan, is now a permanent resident and preparing to apply for citizenship. He said he found the visit inspiring.

"I saw many different people, from different countries and backgrounds all working together in the one building," he said. "It was easy to see the Prime Minister and other parliamentary members, which is very different from Sudan. It made me feel that anyone can be a member of parliament one day if you want to help other Australians."

Another attendee was Rabia Johini who arrived in Australia 2 years ago from Khabul, Afghanistan. While Rabia trained as a lawyer in her home country, women and girls are now prevented from going to school and to work.

"It was good to see different people, different cultures, and women coming into the parliament," she said. She said it was valuable to see Parliament House and Australian democracy in action.



# Blacktown City Council



# Corporate services



**Frank Zheng**

Chief Operations Officer

Our corporate services division is responsible for the internal operations of SydWest and looks after human resources, risk and compliance, financial management and communications and marketing.

Corporate services enables the SydWest Group to be modern, inclusive and responsive.

This year the team has continued its work to integrate systems at two organisations into one following the May 2023 merger of SydWest and Participate Australia.

Added to this important work, the team has ticked off a number of achievements at a time of unprecedented reform which impacts the Group's core businesses, including aged care, disability and settlement services. This work has taken place with the support of and in consultation with internal and external stakeholders.

During the year we have had two key focus areas.

## **Business consolidation**

A key benefit of merging two organisations is consolidating and streamlining all back of office functions to create greater efficiency, giving us the best foundation to provide quality services, care and support to our clients and communities.

We reviewed and improved our frameworks to support service delivery, ranging from quality assurance, compliance reviews, incident management and other continuous improvements.

We took a people and culture focused approach to attract, retain and develop talents across the Group maintaining high level organisational reputation and service outcomes.

We obtained positive financial outcomes making it more realistic for planned service expansion for the best possible outcomes to clients and communities.

## **Organisation transformation**

We continue to transform our organisation to drive quality service provision and growth.

We rolled out new corporate values to help bring colleagues from different backgrounds together. Our new values are Choice, Celebration, Connection, Integrity and Quality.

Across the SydWest Group we looked at ways to optimise our resources in finance; human resources; quality, risk and compliance; and marketing and communications; for enhanced efficiency and effectiveness.

We also reviewed our practices and systems taking into consideration corporate needs with transition plans to eventually become one organisation.



# Corporate services

## Gold star for audits

This year SydWest took part in two independent audits with excellent results.

In May 2024 we successfully completed an Aged Care quality audit, conducted by the Aged Care Quality and Safety Commission, where we met and exceeded all required standards with full compliance. This achievement underscores our commitment to delivering exceptional care and maintaining the highest levels of quality and compliance in our services. We extend our gratitude to all staff, board and clients for their support and feedback. We look forward to continuing our journey of excellence in aged care and ensuring the highest quality of service for our residents.

In June 2024 we were successful in obtaining accreditation of our homelessness project through the Australian Service Excellence Standards (ASES). This accreditation reflects our dedication to excellence in delivering impactful services and support to individuals

experiencing homelessness. It also highlights our adherence to the rigorous standards set by ASES for social enterprises. We extend our heartfelt thanks to everyone involved in this journey, including our staff, volunteers, partners and beneficiaries.

## Promotion and community education

Promoting, educating and engaging our community in our work continues to be an important part of what we do.

We ran a number of key events throughout the year (see page 45–51) which helps engage the community in our mission. For Refugee Week and International Women's Day this year we created videos featuring community members and their stories of inspiration and resilience, which were well received.

We use traditional and digital media including our websites, newsletters and social media channels to showcase services and initiatives.



SydWest staff preparing to serve food at our Refugee Week event.

In addition, we obtained media coverage on a range of important issues including domestic and family violence prevention, the cost-of-living crisis, aged care initiatives and our Employment Accelerator program.

### **Great place to work**

SydWest has always been known as a great place to work, and we continue to strive to ensure we offer good working conditions and a positive workplace culture for our staff.

During the year in addition to our health and wellness program, we extended access to free flu shots to our office staff as well as our

frontline staff. We brought staff together to contribute to determining the new values for our merged organisation and continue to call out and celebrate the great work of our teams through staff awards.

Our staff are our greatest asset. We have a staff of 368 including 277 frontline workers. A large proportion of our staff speak more than one language. In addition, SydWest is lucky to have the support of 31 volunteers who undertake a range of activities which could range from helping new arrivals learn to drive, teaching disability participants how to cook, to organising social activities for our seniors.

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*This all means that we are continuing to keep our community, clients, participants and key stakeholders up to date about our services and initiatives.*



SydWest staff dancing up a storm at our Christmas party.



# Corporate services

## CASE STUDY

### Volunteer of the Year helps navigate driving success

Two hours every week, Bashir Faiz can be found in the passenger seat of the SydWest learner driver car, patiently instructing newly arrived refugees so that they can obtain a NSW drivers' licence.

The qualified driving instructor, who runs his own driving business, has been doing this for 7 years and has now been recognised with SydWest's Volunteer of the Year award.

Bashir's voluntary work with the Learner Driver Mentor Program helps alleviate the cost of driving lessons for new arrivals. Having a driver's licence means greater independence and self-confidence, and greater chances of getting a job. "I am honoured to be making a small contribution to this fantastic organisation" he said.

SydWest caseworker Khatol Ahmadzay said an example of those Bashir is helping include a sole parent from Afghanistan, who could not read or write, and was struggling to get her children to school, or to get to a job. With the dedicated help of Bashir, she was able to obtain her licence, opening up a world of opportunity for her and her family.

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*"His selfless commitment and positive impact on our organisation and community make Bashir a truly deserving candidate for this year's award," said Saurav Shrestha, Settlement Services Team Leader.*



SydWest Board member Prof Peter Zelas OAM (left) with award winner Bashir Faiz and SydWest HR Manager Nicholette Bowen.

# Our people

## CASE STUDY

### Mervat wins Blacktown Council award for most Inspirational Person 2023

Congratulations to our very own Mervat Altarazi, SydWest Settlement Case Manager, who was awarded the 2023 Most Inspirational Person of the Year at the Blacktown City Multicultural Awards.

Mervat arrived in Blacktown in 2009 from Palestine as a refugee. She has worked for SydWest for more than a decade, supporting hundreds of other new arrivals through the settlement process, helping them develop skills, find jobs and housing and gain Australian citizenship.

Mervat leverages her wealth of community connections to provide support to Arabic speaking refugees and migrants and is well respected for her knowledge and service to the community. When she is not working at SydWest, Mervat is a proactive community leader, active in the local Gaza Association which she founded in 2014 and coordinating traditional female Dabkeh dance in the local area. She also runs an Arabic speaking social group, providing opportunities for engagement in events like the Blacktown City Festival and Refugee Week.

Mervat has a Bachelor of Science in Management and Entrepreneurship, a Diploma of Accounting and a Diploma of Community Services Case Management.



Mervat pictured with the local Bishop at a community event.

*Her contributions have had a significant impact on fostering proud and independent citizens of Australia within the Arabic speaking community in Blacktown and surrounds.*



# Our people

## CASE STUDY

### Congratulations on 16 years' service!

This year we congratulated our Aged Care Services Manager Mereline Murimwa-Rarami who has clocked up an impressive 16 years with SydWest!

Mereline was a teacher who migrated from Zimbabwe to Australia in 2001. She worked in a few different roles including casual teaching, but it was her shifts as a care worker in a nursing home that changed the trajectory of her career.

She started at SydWest as a home care project officer, quickly building an impressive career by working her way through the ranks as a care coordinator, team leader, then aged care services manager - a position she has held for almost 4 years.

Mereline says she loves making a difference in the lives of our senior citizens and thoroughly enjoys working for SydWest. 'There are so many cultures represented in our workforce that I felt welcome immediately,' she said.

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*"I love making a difference in people's lives and my new career has been really satisfying."*



Mereline Murimwa-Rarami.

# Key events and forums 2023/2024

Regular engagement with our community and key stakeholders through events, forums, group activities and presentations at key sector conferences keeps us connected and up-to-date about current issues in our community.

*Our events also provide a sense of belonging and community connectedness, promoting and highlighting the benefits of multiculturalism and diversity.*



## Employment Accelerator







Harmony Day and Seniors Week celebrations







International Women's Day







Refugee Week







Seniors Christmas party







**Penrith Housing Forum**



**SydWest AGM 2023**

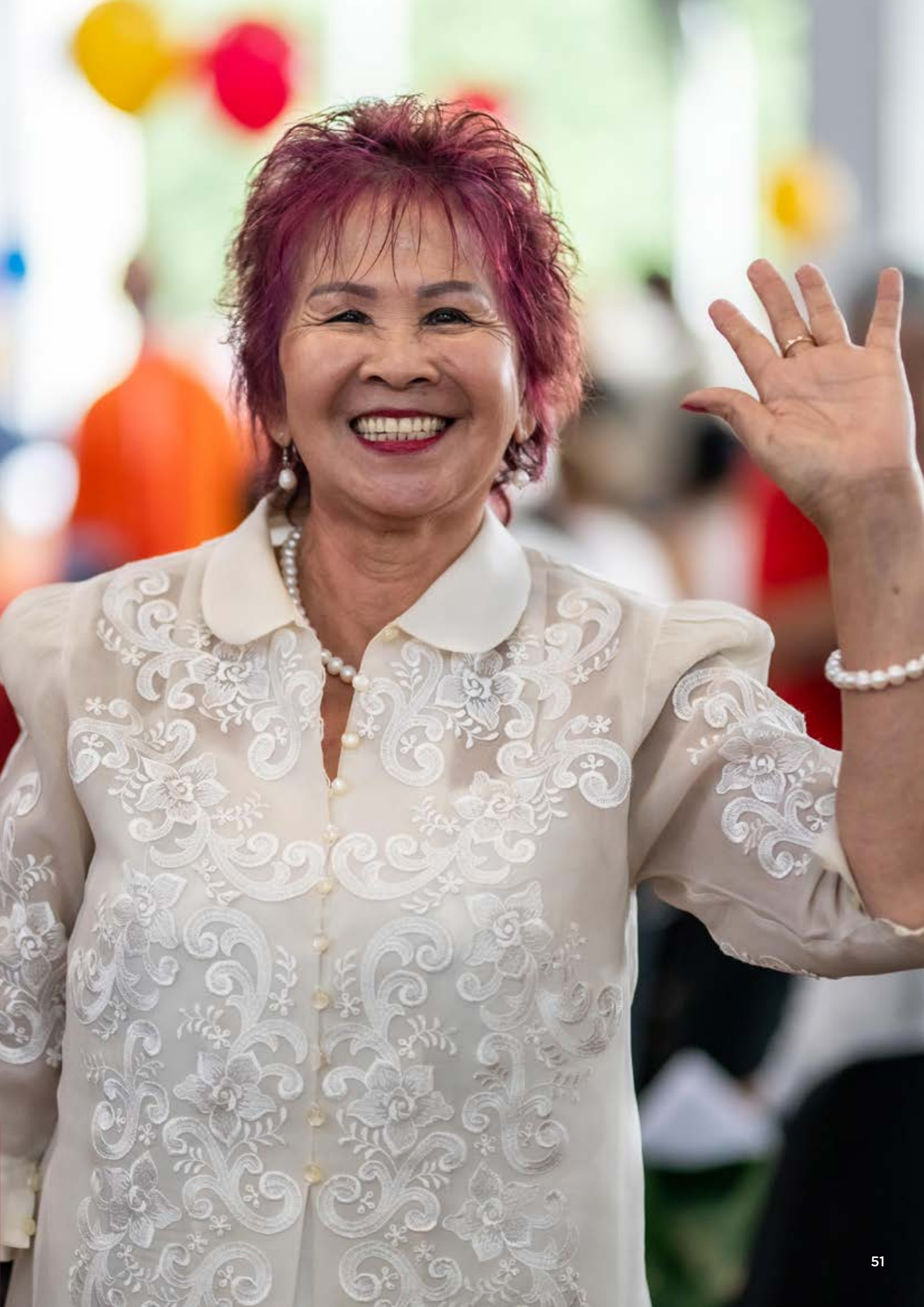


**WEXPO Cost of Living Forum**



**Community leaders visit NSW Parliament**







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# Independent audit report to the members of SydWest Multicultural Services Limited and its Controlled Entity

## Report on the Audit of the Financial Report

### Opinion

We have audited the accompanying financial report of SydWest Multicultural Services Limited and its Controlled Entity (the Group), which comprises the consolidated statement of financial position as at 30 June 2024, the consolidated statement of profit or loss and other comprehensive income, the consolidated statement of changes in equity and the consolidated statement of cash flows for the year then ended, notes to the consolidated financial statements and the Directors' Declaration.

In our opinion, the accompanying financial report of the Group is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:

1. giving a true and fair view of the Group's financial position as at 30 June 2024 and of its financial performance for the year ended; and
2. complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2022*.

## **Basis for Opinion**

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Entity in accordance with the auditor independence requirements of the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (the Code)* that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## **The Board's Responsibility for the Financial Report**

The Board of the Group is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the ACNC Act, and such internal control as the reasonable entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the registered entity's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless the Board either intends to liquidate the Group or to cease operations, or has no realistic alternative but to do so.

The Board is responsible for overseeing the Group's financial reporting process.

## **Auditor's Responsibilities for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.



- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Group's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by responsible entities.
- Conclude on the appropriateness of the Directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

A handwritten signature in black ink, appearing to read "Luke Malone".

**LUKE MALONE**

Director

10 October 2024

Sydney

A handwritten signature in black ink, appearing to read "Prosperity Audit Services".

**PROSPERITY AUDIT SERVICES**

# SydWest Multicultural Services Limited and its Controlled Entity

ABN 70 963 234 638

## Consolidated statement of profit or loss and other comprehensive income

For the Year Ended 30 June 2024

	Note	2024 \$	2023 \$
<b>Income</b>			
Services	4	17,349,575	9,347,088
Grant funding	4	8,095,552	6,309,083
Other income	4	977,275	775,351
<b>Expenditure</b>			
Employee benefit expenses	5	19,306,944	11,366,295
Service delivery expense		3,816,688	3,965,581
Property and utilities expense		273,157	36,649
ROU asset - amortisation expense		437,389	533,134
Depreciation expenses		128,435	112,922
Impairment losses on receivables		91,329	-
Interest lease expense		105,176	40,028
IT expense		584,739	297,391
Travel expenses		423,934	376,688
Loss on merger with Participate Australia Limited		-	326,584
<b>Net surplus/(deficit) for the year</b>		<b>1,254,611</b>	<b>(623,750)</b>
	Note	2024 \$	2023 \$
<b>Profit attributable to:</b>			
Members of the parent entity		1,254,611	(623,750)



# SydWest Multicultural Services Limited and its Controlled Entity

ABN 70 963 234 638

## Consolidated statement of financial position

As at 30 June 2024

	Note	2024 \$	2023 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	6	10,539,070	10,316,197
Trade and other receivables	7	1,342,245	1,846,887
Contract assets		47,805	-
<b>Total current assets</b>		<b>11,929,120</b>	<b>12,163,084</b>
<b>Non-current assets</b>			
Property, plant and equipment	8	261,536	290,128
Right-of-use assets	9	1,469,670	1,173,764
<b>Total non-current assets</b>		<b>1,731,206</b>	<b>1,463,892</b>
<b>Total assets</b>		<b>13,660,326</b>	<b>13,626,976</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	10	2,020,740	3,502,535
Employee benefits	11	1,117,010	1,174,555
Provisions	12	250,500	-
Lease liabilities	9	429,211	487,299
Grants received in advance		73,862	576,963
<b>Total current liabilities</b>		<b>3,891,323</b>	<b>5,741,352</b>
<b>Non-current liabilities</b>			
Employee benefits	11	700,529	452,232
Lease liabilities	9	1,100,813	720,342
<b>Total non-current liabilities</b>		<b>1,801,342</b>	<b>1,172,574</b>
<b>Total liabilities</b>		<b>5,692,665</b>	<b>6,913,926</b>
<b>Net assets</b>		<b>7,967,661</b>	<b>6,713,050</b>
<b>Equity</b>			
Retained earnings		7,967,661	6,713,050

# Our funding bodies and partners

During 2023-2024 we received our core funding from the following entities. We thank you for your support.

## Our funding bodies

Cancer Council NSW

Community Migrant Resource Centre

Federal Department of Health and Aged Care

Federal Department of Industry, Science, Energy and Resources

Federal Department of Social Services

John Holland Group

Mission Australia

NSW Department of Communities and Justice

NSW Premier's Department

Paul Ramsay Foundation

Queensland University of Technology

Settlement Services International

University of Western Sydney

## Our partners include

RMIT

QUT – ELDAC Linkages Project



# Our funding bodies and partners

Every year, selfless individuals and organisations donate money to SydWest that we use to supplement our work with new arrivals settling in Australia. This year we continued to receive funds from a range of small donors.

They include staff at the Homebush West Harvey Norman Offices and students from the University of Notre Dame Society for Equity in Medicine (UNDSEM), who both raised funds as part of their Harmony Day celebrations.

UDNSEM Chair Rebecca Gleeson said:

*"We chose to raise money for SydWest Multicultural Services because your mission really lines up with ours. We can see that you do amazing work helping people from diverse backgrounds integrate into the community."*



Students from the University of Notre raised funds for SydWest.





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