

SydWest

Caring & Supporting Communities since 1985

ANNUAL **REPORT** 2026



Acknowledgement of Country

In the spirit of reconciliation, SydWest 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 is a leading organisation for diverse needs, responding to community issues and opportunities throughout Western Sydney, the Inner West and Inner Sydney. SydWest supports people to settle, age well, live independently with disability, and belong in their community.

Our team is bilingual, our offices are local, and our services are shaped by the people who use them. We support people through services including aged care, disability support, settlement, housing assistance and programs for women, youth and families.

In 2023, Participate Australia joined SydWest, and in 2025, Riverlink joined SydWest, bringing together three long-established not-for-profits and a combined history that goes back to the 1980's.

Over the decades SydWest has grown alongside the communities it walks alongside. By listening to our community's stories, situations and goals, SydWest has remained relevant and trusted in the Greater Western and Inner Western Sydney regions.

SydWest is grounded in its commitment to cultural responsiveness, seeking knowledge where it does not yet exist and partnering with communities and stakeholders to create solutions and programs.

Our vision and mission

At SydWest, we believe everyone should live with dignity, confidence and a sense of belonging.

We help reduce barriers, strengthen connection and support safer, self-determined lives.

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

Our mission is to meet people's diverse needs to maximise individual and community outcomes.

Our values

We are bound by, driven from and reminded of our five values.

- **Quality:** we maintain excellence in all our work, driven by clear policies and processes
- **Connection:** we build and strengthen connections across the community and in everything we do
- **Choice:** consumer choice is the top priority in our work with clients and the community
- **Celebration:** we celebrate everyone's achievements as we collectively build a more inclusive society
- **Integrity:** we commit to delivering quality and trusted outcomes at all times

Contents

4	A Chapter Closed, a New Era Begins
5	Chair's Report
7	Our Board
8	CEO Report
11	Support Worker Reports
12	Community Voices
14	Milestones and Moments
16	Our Diversity, Outputs and Outcomes
18	Impact, Partnerships and Submissions
21	Advocacy and Communications
22	Chief Services Officer's Report
24	Aged Care
27	Aged Care Case Studies
32	Disability Support
35	Disability Support Case Study
37	Settlement & Multicultural Services
39	Settlement & Multicultural Services Case Studies
44	Corporate Services
46	Our Events
49	Financial Statements
50	Funding Bodies and Partners

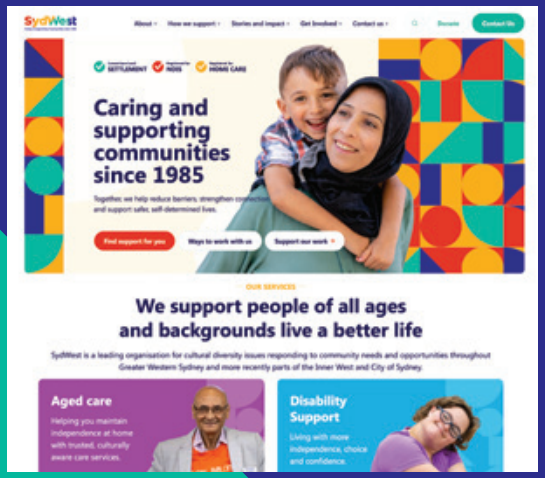
A Chapter Closed, a New Era Begins

2026 marked a moment of reflection and renewal for SydWest.

With new Board and Leadership Team appointments strengthening governance, strategic direction and operational strategy, SydWest enters the year ahead with focus and confidence in the path forward.

As SydWest looks ahead, it does so with gratitude for the chapters that have shaped it and confidence in the one now beginning.

With stronger foundations, a shared identity and bolstered leadership, SydWest is ready to continue growing alongside the communities it supports.



Head of NDIS (Disability Support) appointed

SydWest welcomed Associate Professor **Patricia (Trish) Bradd** to the Board of Directors

Riverlink Disability Services closed its chapter and continued its story under SydWest

Appointment of Chief Services Officer

SydWest Multicultural Services united more people and services under one organisational brand, SydWest: Caring & Supporting Communities Since 1985, honouring its history while embracing a new chapter

Head of Impact & Growth role created and appointed

SydWest

Caring & Supporting Communities since 1985

Chair's Report



Angela Tsoukatos
Chair

It is a privilege to be the Chair of SydWest and present the Chair's Report for the 2026 Annual Report. As we enter the final year of our current strategy, we honour what SydWest has built over many years while positioning the organisation for a bright and successful future.

In November 2025, we proudly commemorated SydWest's 40th anniversary, bringing together SydWest alumni, members, partners, stakeholders, staff, and volunteers. It was not only a joyous celebration of decades of service and impact, but an opportunity to reaffirm our commitment to SydWest's vision – to create an inclusive society where all people have equal opportunities to grow and thrive.

We also launched a new brand, reflecting SydWest's transformation from an organisation focused primarily on settlement services to one providing a range of life-changing services, including aged care, disability, family, and community services. Informed by front-line service delivery, client voices, and deep community connections, we have championed policies that advance equity, social justice, and social cohesion. Examples include our contributions to The Multicultural Framework Review and Aged Care Accessibility Reforms.

Throughout the year, we continued our post-merger transformation work, successfully implementing new systems for aged care, risk management and disability on time and within budget. These systems will support our staff to deliver more consistent and positive experiences for clients.

Following the end of the reporting period, Riverlink and SydWest fully unified under one name, brand, and operating structure in July 2026. We continued to experience significant cost pressures during the year, with some programs receiving no indexation for several years. Despite these pressures, our financial position remains strong.



Customer satisfaction across key programs is positive, with ratings of 90%. Employee satisfaction was also very high, reaching 89% among office-based staff and 86% among frontline staff. These results reflect strong leadership, the commitment of our people and the strength of SydWest's organisational culture.

I am pleased to welcome Associate Professor Trish Bradd to the Board. Associate Professor Bradd's expertise in clinical governance, healthcare leadership, organisational effectiveness, and change will bring significant value to SydWest as service expectations and corporate governance standards continue to evolve.

The Board is immensely proud of our Chief Executive Officer, Elfa Moraitakis. It has been pleasing to see Elfa's tireless work, advocacy and dedication to social equity recognised through two significant honours: Blacktown City Woman of the Year and NSW Local Woman of the Year. Elfa's inclusion in the Daily Telegraph's Western Sydney Most Powerful List further recognised her leadership and impact. I am confident that Elfa's, values-driven leadership will continue to guide SydWest into its next chapter.

On behalf of the Board, I extend my heartfelt gratitude to everyone involved with SydWest: our CEO and executive team, Director colleagues, our dedicated staff and volunteers, our members, corporate and government partners and the clients and families who place their trust in us each day.

Together, we look forward to SydWest's next exciting chapter as we continue to expand our reach, strengthen our influence and increase our positive impact for the communities we serve.

Our Board



Angela Tsoukatos
Chair



Dr Chandrika Subramaniyan
Director and SydWest Ambassador



Peter Zangari
Director



Sandra Casinader
Director



Kim Heng
Director



Brent Pitts
Director



Adjunct Associate Professor Patricia (Trish) Bradd
Director

CEO Report



Elfa Moraitakis
CEO

The past year has been one of significant achievement, transformation and growth for SydWest. It has also been a year that demonstrated the resilience, commitment and values of our people.

Throughout a period of considerable organisational change, our staff continued to place community at the centre of everything they do, ensuring that thousands of individuals and families received high quality, culturally responsive support when they needed it most.

One of the most significant milestones of the year was the completion of the full integration of Riverlink Disability Services into SydWest.

This achievement brought together people, systems, participants and operations under one organisation and one shared vision. These changes are about far more than structure. They are about creating a stronger, more sustainable organisation capable of delivering greater impact for our communities well into the future.

Across our services, demand remained strong. Our Settlement and Multicultural Services teams continued to deliver outstanding results across Western Sydney while exceeding several key performance targets and improving settlement outcomes for newly arrived communities. Our Disability Supports teams remained focused on supporting participants to achieve their goals, independence and inclusion, while our Family and Community Services team continued to respond to emerging community needs with compassion and professionalism.

In Aged Care, the year was marked by one of the most significant reforms the sector has seen in decades.

The final transition from Home Care Packages to the new Support at Home model that required extensive planning, redesign and preparation. Our teams worked tirelessly to ensure older people remained supported throughout the reform process while adapting systems, processes and service models to meet new requirements. Their dedication ensured continuity of care, minimal disruption for clients and readiness for the future.

The professionalism, flexibility and commitment shown by our Aged Care team during this period has been nothing short of extraordinary.

This year we also strengthened our voice as a leader within the multicultural and social cohesion sectors. Through our advocacy, partnerships and stakeholder engagement, we continued contributing to important policy discussions. The Think Social Cohesion Summit was a particular highlight, bringing together leaders from government, academia, business and community organisations to explore practical solutions to strengthening connection and belonging in Australia. The Summit reinforced SydWest's position as a trusted convenor and demonstrated the important role community organisations play in shaping national conversations.

Internally, we continued investing in the systems and capabilities that will support our future success. Significant progress was made in aligning technology platforms, strengthening quality and risk management systems, enhancing workforce capability and embedding a more consistent organisational culture. These investments provide stronger foundations for decision-making, accountability and service excellence.

None of these achievements would have been possible without the dedication of our staff, our volunteers and our leadership team. Your work strengthens communities, changes lives and creates opportunities for people to participate, belong and thrive. Thank you.



Thank you to our Board of Directors and particularly our Chair Angela Tsoukatos, for your guidance, stewardship and commitment throughout the year. Your leadership and governance have helped navigate significant change while ensuring our organisation remains focused on its purpose, accountable to its communities, and positioned for a strong future.

While the pressures facing our communities and the broader sector continue to grow, I remain optimistic about our future. Financial constraints, increasing service demand and complex social challenges require us to make disciplined and sometimes difficult decisions. However, SydWest has never been stronger in its sense of purpose. We will remain focused on our mission, connected to our values and guided by the voices of the communities we serve. We will continue to advocate, innovate and respond to emerging needs with courage and integrity. Most importantly, we will continue elevating the experiences and aspirations of our communities, ensuring they remain at the centre of the decisions that shape our future.

Together, we will navigate challenges, seize opportunities and continue building a more inclusive, connected and cohesive society for all.







Support Worker Reports



Moses's Story

(Disability Support Worker)

Making a difference, one day at a time

To me, being a Support Worker means service to humanity. Working with SydWest has given me the right environment to use my skills, experience and compassion to support people with disability.

The past year as a SydWest Support Worker has been defined by the quiet, meaningful moments that make this work rewarding. Every day I spend with my participants is memorable in its own way. Seeing them smile, and knowing they feel safe and comfortable around me, brings me great joy.

"I am grateful to be part of a generation where opportunities exist to support and empower people with disability.''

For me, support work is more than a job. It is about building trust, creating opportunities and helping people live with dignity, confidence and independence. Sometimes the difference we make may seem small, such as helping someone feel heard, achieve a goal or simply have a good day, but those moments can have a lasting impact.

''The successes and achievements of yesterday inspire me to do more today."



Mimma's Story

(Aged Care Support Worker)

Approach with patience and respect

Reflecting on my 20 years as a Support Worker, I am amazed by how fast time has flown. My most memorable experience continues to be supporting Seniors to live comfortably in their own homes, ensuring they receive the quality care and dignity they deserve every day.

To me, support work is about offering a helping hand with tasks our clients can no longer perform on their own due to aging or illness. It is also about offering companionship, and ensuring every person feels valued and respected.

Looking ahead, I am driven to expand my own skills through ongoing education, training, and learning, allowing SydWest to continuously improve and make a meaningful impact each day.

"Love what you do. Always approach your work with patience, empathy and kindness. We are caring for human beings who deserve the same warmth and respect that we would hope for ourselves."

Support workers are truly the salt of the earth. The work we do empowers clients with choice and independence.





Community Voices

Aged Care Client

"Back in the villages of Punjab, old people used to gather under trees to talk about everyday matters. These community hubs are called 'sath' or 'chaupal' in Hindi. For me, this [SydWest] group is my very own sath; a place of belonging, joy, and togetherness. Thank you everyone for your support."

Settlement & Multicultural Services Client (SETS)

"At 75 years old, navigating the citizenship process on my own was very difficult. SydWest's Settlement Services supported me with my application. My case worker contacted the Jordanian Embassy to help me understand the police check process. Thank you SydWest and thank you to my case worker for her patience, kindness and for being there for people like me who have no one else to turn to."

Disability Support – Participant

"I am the sister and Guardian of Thomas. I am so happy with the care and professional ways from Lily Djumadi. From Lily I can see how a person in her role should be. And Aadrash, Thomas's new carer, is how all carers should be. He is so caring and Thomas is so pleased he takes him to church twice a week, not once a week. He understands what makes Thomas happy."

Support Worker

"Olivia's ability to wait calmly in long lines, order independently, and manage money represented significant progress from where she had started."

YourLink

"SydWest demonstrates genuine care, patience, and sensitivity when engaging with members of the community groups. Their approach has been respectful, inclusive, and kind to the varying confidence levels, language backgrounds, and lived experiences of the seniors."

Following a visit to our SIL Home

"Overall, the residence was found to be well-maintained, safe, and supportive. Staff demonstrated good practices in care delivery, documentation, and household management."

Gillian Dunn, Board Secretary Enable Women Africa (EWA)

"On behalf of the board, I'd love to extend my heartfelt thanks for your ongoing support from the beginning and toward our most ambitious project to date. It's through belief and support from people like yourself that enable change to happen."

Department of Communities and Justice: Sam Borka, Community Liaison Officer

On behalf of DCJ, we wanted to extend a sincere thank you for your insightful presentation at the DCJ Refugee Humanitarian Employment Program session yesterday the 15th of December 2025. Your contribution sparked meaningful discussion and gave our stakeholders a deeper understanding of the challenges and opportunities in supporting refugee employment."

Participant's parents

"Paige loves Fridays, going out and accessing the community with her support worker Joyce. Each week is filled with activities that Paige enjoys. Joyce provides dedicated support to Paige and has truly brought out the best in her."

Settlement & Multicultural Services Client (Family Safety Support)

"I was going through a lot and didn't really know where to turn. The SydWest domestic violence worker took the time to listen to me and understand my situation. She helped me find the right services and explained things in a way I could understand. I'm grateful for the support and encouragement they gave me."

Milestones and Moments

July 2025

JouJou Faulkner appointed Chief Services Officer



September 2025



Thom Calma appointed Head of Impact & Growth

November 2025

SydWest Multicultural Services celebrates 40th anniversary celebratory AGM



December 2025



SydWest Multicultural Services all-staff Christmas celebration

February 2026

Adjunct Associate Professor Patricia (Trish) Bradd appointed to board of directors





Aged Care team continues partnership with RMIT engineering students

March 2026

April 2026

Nazia Ahmed appointed Head of NDIS (Disability Support) division



May 2026



CEO Elfa Moraitakis named in Telegraph's 'most powerful people in Western Sydney'

SydWest Multicultural Services submits recommendation to Royal Commission and provides evidence that highlights real experiences of diverse communities


SydWest
MULTICULTURAL SERVICES
Submission of SydWest Multicultural Services
To the Royal Commission into Antisemitism and Social Cohesion
Acknowledgement of Country

June 2026

Our Diversity, Outputs and Outcomes

Aged care

1,927
Number of clients who received services

30
Number of social support and centre-based respite groups

Housing

108
Secured stable and safe housing

46
Women we supported with housing

Settlement

778
Total clients

72
People who obtained Australian citizenship

135
EAPA - Energy Account Payment Assistance

199
People who obtained driver's licences or learner's permits

38
Jobs secured

120
Employment pathway/training

Youth

181
Clients aged 12-25 years

148
Youth attending sporting activities

79
Youth attending study centre

6
Training certificates obtained

Women and families

3,626
Total clients

1,788
Number of women attending group activities

9
Number of clients receiving unfunded support for domestic and family violence

Disability support

190
Individual Support participants

19
SIL/Respite participants

139
Group Support participants

522
Support Coordination participants

Total staff

272
Frontline staff total numbers

116
Office staff total numbers

388
Total staff as at 30 June 2025

19
Volunteers total numbers

Settlement & Multicultural Services

Top 5 Client Languages

Dari, Arabic, Pashto, Kurdish, Other (i.e., Persian, Burmese Tamil)

Top 5 Countries of Birth

Afghanistan, Syria, Gaza Strip, Iraq, Sudan

Aged Care

Top 5 Client Languages

Hindi, Tagalog, Arabic, Indonesian, Mandarin

Top 5 Countries of Birth

India, Phillipines, Fiji, China, Indonesia



Settlement Engagement & Transition Support (SETS) Services

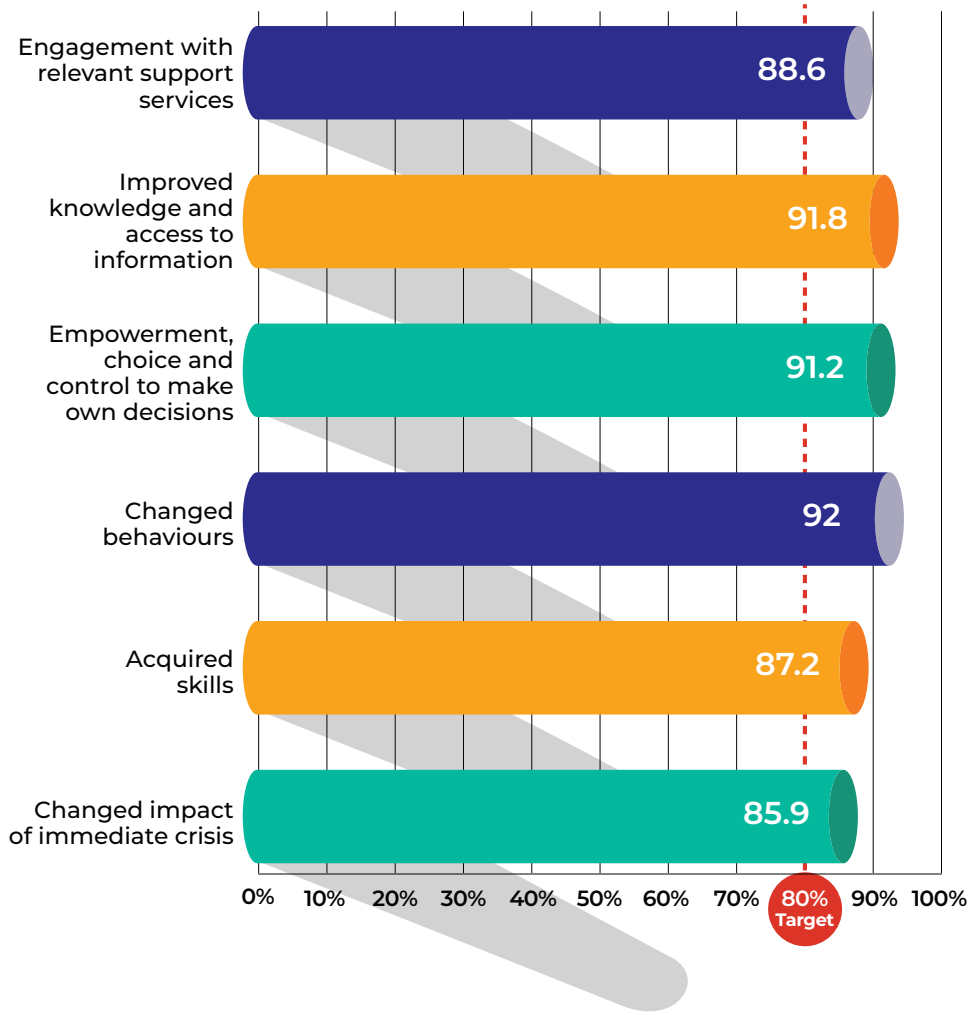
Outcomes achieved

A positive outcome was recorded when a client recorded an increase in score year on year as well as achieving a satisfaction score of 4 or 5 on a five-point scale.

In FY2025–26, 565 clients were assessed against their identified goals, with 91.2% reporting positive progress, exceeding the 80% target set.

These findings demonstrate that SETS services are helping clients successfully navigate life in Australia and achieve greater independence.

FY25/26 Client Goals–Positive Outcomes



Impact, Partnerships and Submissions

Impact and Growth

Over the past year, SydWest has taken important steps towards becoming more deliberate about how we understand, measure and communicate our impact. The recreation of the Head of Impact & Growth role, along with the appointment of Thom Calma, has provided dedicated capacity to build this approach and create stronger foundations for learning, accountability and future decision-making.

Theory of Change

A key milestone was the development of SydWest's first organisation-wide Theory of Change, providing a shared framework for how our services contribute to the outcomes we want to see for individuals, families and communities. We also began developing impact measurement frameworks across our programs, establishing a more consistent approach to understanding what is changing, for whom, and how we know.



Strategic Partnerships

Our partnerships with tertiary students have brought valuable skills, ideas and additional capacity into SydWest. Over the year, 30 students from six institutions including UNSW, UTS, Western Sydney University, Australian Catholic University, ACAP, Excelsia University College and TAFE NSW, contributed across a range of areas, including direct work with participants, community projects, advocacy, service design, research and organisational development. One UNSW Master of Public Health student worked alongside our Aged Care team to pilot an impact measurement approach for social support groups, helping develop evidence-based tools and practical learnings that will inform future work across SydWest.

Strategic partnerships have also extended our expertise and ability to respond to community priorities. Through the UNSW Business School's ImpactMaker program, 'Walking Together in Western Sydney: Strengthening CALD–First Nations Connections' we are exploring culturally safe and community-led approaches to building relationships and shared understanding between culturally and linguistically diverse communities and Aboriginal and Torres Strait Islander communities. The project represents an important step in SydWest's reconciliation journey and will provide practical insights to guide our future work. Further to this, SydWest continued to play an active sector role through its partnership with Sydney Community Forum's Greater Western Sydney Sector Support & Advocacy Leadership Group.

The group brings together leaders from across the community sector to address emerging challenges and contribute to coordinated responses on issues affecting communities across Western Sydney.

Other partnerships delivered practical outcomes across Western Sydney. A Job Readiness Initiative with John Holland, Blacktown TAFE and Glascott supported participants into employment and further study, while our Multicultural Road Safety Initiative with Advance Diversity Services and Metro Assist delivered 28 workshops to more than 400 community members in Blacktown. SydWest also continued contributing to A Place-to-Go, a multi-agency initiative coordinating support for young people engaged with the justice system.

We also continued to invest in the quality and consistency of our practice. In partnership with Cultural Works, SydWest commenced an organisation-wide Cultural Intelligence Project designed to build on the experience of our diverse workforce and support a clearer, more consistent approach to culturally responsive practice. The project is helping create shared language, practical tools and greater alignment across the organisation.



Submissions

In June, SydWest made a submission to the Royal Commission outlining recommendations to strengthen social cohesion, combat discrimination, and build more inclusive communities. These included:

- Establishing a National Social Cohesion and Democratic Resilience Framework
- Strengthening cultural capability and community engagement standards across frontline systems including policing and health
- Strengthening education settings at places where people respect and intercultural understanding are built from an early age

SydWest CEO Elfa Moraitakis gave evidence to the commission to highlight the real experiences of diverse communities we hear every day.

Extended Funding for Families

Securing continuity for key programs remained an important part of sustainable growth.

The Youth in Transition arrangement with CMRC was extended for a further year, maintaining support for newly arrived young people from humanitarian backgrounds. SydWest also successfully transitioned from Targeted Early Intervention to the Communities and Family Support funding through to 2031, providing longer-term certainty for important family support programs.



Advocacy and Communications


MELBOURNE INSIDER

HOME FOOD & DRINK EVENTS WHATS ON LOCAL GUIDE ESCAPES FASHION SPORT

NEWS

Parramatta summit maps national social cohesion action



In 2025–26, SydWest strengthened its voice for diverse and multicultural communities..

SydWest advocated for stronger investment in multicultural services through Federal and NSW State Budget responses and met with our local State and Federal MPs to champion Western Sydney migrant communities.

SydWest welcomed investment in domestic and family violence prevention, workforce participation and essential services, while calling for equitable, culturally responsive access across aged care and the NDIS.

A highlight of 2026 was the Think Social Cohesion Summit that SydWest led with SSI and SCOA, bringing together government, media, academia and community leaders to explore belonging, inclusion and public narratives, including Ed Husic MP's reminder: "Multiculturalism was never a fluke. It was built deliberately because Australia needed it."

SydWest expanded its digital and media presence over the year, achieving growth across website engagement (+11.6%)*, social media audiences, and media coverage, with SydWest making a concerted effort to issue more statements.

Through advocacy, media engagement and online storytelling, SydWest amplified community voices and championed a more inclusive society.

*Source: Google Analytics

Chief Services Officer's Report



JouJou Faulkner
Chief Services Officer



FY26 was the year we began changing how SydWest works together. Following the mergers, our focus shifted from bringing our organisations together on paper to building One SydWest in practice through connecting our people, aligning the way we work and bringing together the knowledge, experience and capability that exists across the organisation.

The purpose is simple: wherever someone interacts with SydWest, they should experience consistent, high quality, person-centred, culturally responsive support and the benefit of everything our organisation has to offer.

A significant part of the year was spent laying the foundations for this. The Riverlink transition was completed by the end of the financial year, while work commenced towards the integration of Participate Australia. At the same time, our people increasingly came together across services to solve common challenges, share expertise and make better use of our collective capability.



We also started looking end-to-end at how people experience SydWest. Client journeys, processes and workflows were reviewed to identify where different ways of working could be simplified and aligned, giving our people greater clarity and our clients greater consistency, regardless of which service they access. This work is also informing our approach to technology, ensuring our systems support the way we want to work and the quality of service we want to deliver.

This work continues to take place against a backdrop of significant sector change, with Aged Care entering a new reform environment, the NDIS continuing to face regulatory and financial pressures, and our Settlement & Multicultural Services teams responding to increasing complexity across settlement, housing, family and youth needs. Through this, our priority remained the same: maintaining high-quality, culturally responsive services while strengthening our operating model for the future.

This work is not yet finished. FY26 was about starting to lay the foundations, while FY27 will be about embedding them as we continue to bring our people and services together, strengthen quality and safeguarding, build the capability of our people and create simpler, more consistent ways of working.

The progress we have made towards One SydWest looks different across each of our service divisions, which is reflected in the following divisional reports. The intent is to bring some of this work to life through the outcomes achieved across Aged Care, Disability Support and Settlement & Multicultural Services and most importantly the impact for the people and communities we support.

None of this happens without our people. We couldn't do what we do without our people. Thank you to our teams who continued to show up for our clients and communities while navigating considerable change themselves. Their knowledge, commitment and willingness to work differently are what will ultimately make One SydWest a reality.

Our priority remained the same: maintaining high-quality, culturally responsive services while strengthening our operating model for the future.

We couldn't do what we do without our people.

Aged Care

Supporting seniors to live with dignity at home and in the community

Throughout 2025-26, SydWest's Aged Care team continued to support multicultural seniors to live well, stay connected, and maintain their independence within their communities.



Amid significant sector reform and the transition to the new Support at Home program, the team demonstrated resilience, adaptability, and a strong commitment to person-centred care.

Creating opportunities for meaningful connection remained at the heart of our work. Seniors participated in a vibrant calendar of cultural celebrations, community outings, wellbeing activities, and information sessions that fostered belonging and reduced social isolation. Highlights included:

- 15-year anniversary of the Glenwood Social Support Group
- Celebrations of Diwali, Lunar New Year and Christmas
- Our annual Celebration of Life event, which brought together families, care workers and staff to honour clients who had passed away during the year
- Health, Wellness & Community Engagements
- Support at Home Info Sessions

As the aged care landscape evolved, SydWest worked closely with clients and families to help them navigate sector reforms. Information sessions on the new Support at Home program and changes to aged care legislation ensured clients remained informed and supported. Our Case Coordination team played a critical role in identifying and supporting eligible clients to transition into ongoing services, contributing to approximately 7% client growth, strong client retention, and continuity of care.



Digital inclusion remained a priority through our partnership with YourLink and support from the Be Connected Capacity Building Grant. Approximately 25 staff, volunteers and community members completed Digital Mentor training, strengthening our capacity to support seniors in an increasingly digital world.

Internally, the One Team Project, developed through the Rewire Leadership Program, strengthened collaboration across Aged Care teams and resulted in the creation of the Aged Care Team Manifesto, reinforcing a shared commitment to teamwork, integrity, and positive client outcomes.

The quality and impact of our work were recognised through several significant achievements.

- SydWest successfully transitioned to the new Support at Home program
- Ageing Australia Certificate of Excellence for outstanding CHSP group-based services
- Ageing Australia ACE Award in the Consumer Focus and Care category
- Support at Home Thin Markets Grant
- Our Digital Literacy Program, delivered in partnership with YourLink, was also recognised as a finalist in the 2026 ZEST Awards

Partnerships continued to play a vital role in achieving positive outcomes for our clients and communities. Collaborations with the following partners strengthened digital inclusion, dementia awareness, intergenerational learning, and community engagement.

- La Trobe University – designed and delivered the Mind4Care dementia risk reduction program supporting health self-efficacy among Hindi- and Punjabi-speaking women aged 40–60
- RMIT University – working with engineering students to find solutions to identified community problems
- Blacktown City Council – co-facilitating 18 community education sessions
- Transport for NSW – delivering road-safety presentations covering licensing and pedestrian safety for seniors

As we look ahead, we remain focused on working collaboratively with clients, families, partners and stakeholders to strengthen service quality, governance and innovation.

Guided by the new Aged Care Act and strengthened quality standards, we will continue to deliver inclusive, culturally responsive services that support multicultural seniors to live connected, meaningful and fulfilling lives.





Aged Care Case Studies

Living at Home: Delivering Safe Care at Home

Supporting safe and dignified lives at home for Seniors



Supporting Safe Care Through Infection Control

When Mrs Margaret Doyle tested positive for rhinovirus, the situation presented significant risks for both her and her daughter Colleen, who was immunocompromised following cancer treatment. Despite these challenges, personal care services remained essential.

The SydWest team quickly coordinated a safe response.

- Clinical guidance was provided by the Registered Nurse, while the Case Coordinator, Team Leader and Rostering Coordinator worked together to identify a suitable care worker willing to provide support under strict infection control measures
- Detailed protocols were implemented, including the use of full personal protective equipment, rigorous hand hygiene practices and scheduling the service as the worker's final visit of the day to minimise risk to other clients
- The team provided Colleen (Margaret's daughter) with infection prevention information and access to local testing services, enabling ongoing monitoring and communication

Outcomes:

- All infection control measures were successfully implemented
- No known transmission occurred
- Client was able to continue living at home independently and with dignity
- Her daughter was assured that her ongoing care would be monitored

Aged Care Case Studies

Building Trust to Improve Health Outcomes

Following a hospital discharge, one client was living with severely infected leg wounds and a significant fungal infection affecting both feet. Due to previous negative experiences with healthcare services, the client declined recommended daily wound treatment and was reluctant to engage with nursing support, placing her at risk of serious complications and hospital readmission.

SydWest applied a person-centred, culturally responsive and collaborative approach:

- Recognising the barriers, SydWest engaged a nurse who spoke the client's preferred language
- Through regular visits, culturally responsive communication and a patient, relationship-centred approach, the nurse gradually built trust and established a strong therapeutic relationship
- Working collaboratively with family members, the SydWest Case Coordinator and the broader care team, the nurse delivered consistent wound management in the client's home

Outcomes:

- By meeting the client where she felt safest and providing care in a culturally appropriate way, the team improved engagement, achieved substantial wound healing and reduced the risk of further complications and hospitalisation
- Over time, the client became more comfortable receiving care and actively participated in her treatment
- Her wounds improved significantly and are now almost fully healed, while specialist support was also arranged to address the fungal infection

Clinical Care That Restored Independence

Mr Farag, who lives alone, faced a series of significant health challenges after suffering a suspected stroke. During his recovery, severe infections developed in both lower legs, resulting in extensive open wounds. Following a period in hospital and respite care, he returned home with declining mobility, ongoing pain and wounds that had continued to deteriorate.

The SydWest team responded immediately. Understanding that Mr Farag became highly distressed when hospital treatment was discussed, the team worked with the client and his family to develop an alternative care plan that respected his wishes while addressing his clinical needs.

A coordinated, culturally responsive and person-centred approach was established involving:

- weekday in-home nursing visits delivered by a nurse who spoke Mr Farag's language
- alongside support from his son to assist with medical reviews
- wound monitoring on weekends

This ensured treatment continued consistently and effectively within the home environment.

Outcomes:

- Within five weeks, Mr Farag's wounds had healed completely
- His pain reduced significantly and mobility improved
- He regained the ability to undertake his normal daily activities independently

By bringing specialised clinical care into the home and tailoring services to the client's preferences, SydWest helped prevent further health deterioration, supported recovery and restored independence.



Digital Inclusion: From Uncertainty to Confidence

Improving access and participation for Seniors in the community

Context and Situation

As more services, information and everyday communication move online, digital confidence plays an increasingly important role in maintaining independence and community participation. For many older people, however, including this SydWest client, technology can feel unfamiliar or difficult to navigate.

Our clients have shared concerns about keeping up with technological change (feeling left behind) and experiencing exclusion from everyday communication.

Digital inclusion, particularly mobile phone literacy, is critical for many of our older clients to maintain regular communication with their family and friends, both in Australia and oversees. But it also plays an important role in maintaining independence, helping people to manage appointments, book services and stay safe from scammers.

This client joined the Bridging the Digital Divide: Empowering Multicultural Seniors Through Technology program, a partnership between SydWest and YourLink, to build her knowledge, confidence and understanding of technology, and to learn how to use her mobile phone more effectively. While she was motivated to learn, she informed SydWest that she approached technology with uncertainty. She had limited confidence using technology and had great hesitation towards certain digital tools and applications.





Intervention, Support & Engagement

This Bridging the Digital Divide program provides ongoing opportunities to develop practical digital skills in a supportive and accessible environment.

The sessions focused on everyday technology tasks, including:

- Managing contacts and notifications
- Understanding messaging functions and symbols
- Using text messaging and various communication apps
- Saving photos received through messages
- Managing and deleting messages
- Understanding privacy and blocking functions
- Revisiting and practising previously learned skills

A key factor in the client's progress was SydWest's supportive learning approach. We partnered with digital inclusion gurus, YourLink, to integrate a digital confidence program into our regular social support groups. Rather than a one-off workshop, integrating the digital inclusion program provided ongoing opportunities to learn, practise and build confidence over time. Over the course of the year, the program has run 88 sessions across 17 different language or cultural groups, supporting approximately 800 seniors improve their skills and build their confidence.

The program offers more than just communication skills. Safety is another key component. SydWest partnered with Services Australia and Services NSW on sessions that focused on staying safe online, recognising scams and how to respond if you believe you were a victim of a scam.

The client actively engaged in the sessions and demonstrated a strong commitment to continuing her learning journey.

The client highlighted the patience and encouragement provided by the facilitator, creating an environment where she felt comfortable learning at her own pace.

After just two sessions, she reported that she had already learned a significant amount. By the following month, she described the experience as transforming not only her knowledge of technology but also the way she thought about it. This shift reflected growing confidence, curiosity and willingness to engage with digital tools that previously felt less familiar.

Outcomes Achieved

Through ongoing participation in SydWest's technology sessions, the client achieved:

- Increased digital confidence and capability
- Improved knowledge and understanding of technology
- Greater confidence using communication apps and mobile phone functions
- Increased willingness to continue learning and engaging with technology
- Most importantly, the client's perception of technology shifted from uncertainty to opportunity, demonstrating the value of accessible learning environments that empower older people to continue developing new skills.

Client Voice & Feedback

> *"I'm learning so much, it's transforming my knowledge and how I view technology now."*

Disability Support

Supporting people with disability celebrate independence and self-determination



This year has been one of significant transition, growth and opportunity, including the successful integration of Riverlink Disability Services into SydWest and preparations for the future transition of Participate Australia.

A key focus has been bringing together systems, processes and teams while strengthening quality, compliance and operational practices. Throughout this work, our priority has remained clear: ensuring participants and their families continue to receive high-quality, person-centred supports.

Supporting Independence and Growth

Providing opportunities for participants to build confidence and independence is a cornerstone of our services. Participants demonstrated growth in:

- emotional regulation
- budgeting and managing money
- overcoming anxieties that had previously limited their involvement

Participants continued to build skills in:

- ordering meals
- navigating public transport
- making choices and engaging confidently in unfamiliar environments

These small everyday steps had a meaningful impact on participants' quality of life.

Caring and Supporting Goal Development

Through our Supported Independent Living (SIL) accommodation, we supported participants to achieve their individual goals, including incorporating day programs into their routines to foster greater independence.

At our Children's Respite accommodation in Rooty Hill, university students from UTS volunteered their time to refresh the cottage, painting and enhancing key spaces to create a more welcoming, engaging and comfortable environment for children.

Creating Connection and Belonging

Social connection remained at the heart of our programs. Through initiatives such as the Croydon Social Club, Saturday Social Circle, cooking groups and school holiday programs, participants expanded social networks. Activities throughout the year ranged from local community outings and sporting activities to larger excursions, including concerts, whale watching, theme parks and city adventures.

These experiences encouraged participants to explore new interests and create lasting memories.









Events, Partnerships and Evolution

The year was also marked by a range of successful events, partnerships and service improvements.

- A new vehicle in July 2025 increased transport capacity, giving the team greater flexibility for community access, group activities and new participant experiences
- The Halloween Disco Night on 31 October 2025 welcomed 33 participants, staff, external support workers and carers, creating an event that encouraged several participants to join group activities for the first time
- Partnerships strengthened, with five ACU students completing placements and positive feedback from ACU following a Croydon Centre risk assessment. Engagement with Arc Training graduates also supported future recruitment pathways

A Volunteer Who Makes a Difference

One of the highlights of the year was celebrating the contribution of our volunteer, Maggie, who has enriched the lives of participants for years.

What began as a simple request to help with baking has grown into a meaningful part of our community.

Through baking activities, Maggie creates opportunities for participants to learn skills, build confidence and enjoy genuine connection. Her approach is centred on ensuring everyone feels valued and capable.

Participants work alongside Maggie to select recipes, prepare ingredients and share in the joy of creating something together. This year, Maggie's remarkable contribution was recognised through her nomination for Senior Volunteer of the Year and the presentation of a Certificate of Appreciation.

Pathways to Greater Independence

Our team also continued to advocate for participants and families, helping navigate funding and pathways and ensuring access to services that improved independence and quality of life.

Looking Ahead

As we move forward, our focus remains on embedding consistent practices across services. Most importantly, we remain committed to working alongside participants, families, volunteers and staff to create opportunities, foster independence and build stronger communities.

Disability Support Case Study

Jackson's Journey: Building Independent Living

Supporting self-determined lives at home for NDIS participants

Context and Situation

Jackson is a man in his 20s with intellectual disability, who lives with his family. He loves bowling, live music, dancing and getting out into the community. Jackson joined SydWest, with the goals to increase his independence, develop everyday living skills to build self-belief and enhance his quality of life.



When he joined SydWest, approximately one year ago, Jackon's routine tasks such as preparing food and completing household chores required significant prompting and support from other people. He also needed reminders to do routine tasks around the house, like cleaning up his plate at the table, and needed help at the store to find out what groceries he required.

All of this weighed on Jackson; it impacted his confidence and his feeling of independence. It also impacted his capacity to exercise choice and control in the day-to-day aspects of life. Whenever other people performed his duties, he had less chances to feel responsible, to prove himself or to feel he is an active member in his family and community.

Intervention, Support & Engagement

Committed to help him achieves his goals, SydWest developed a program of support for Jackson from the ground up, applying a person-centred approach, rather than generic instruction.

Through building a strong positive rapport, tailored teaching, clear visual education (e.g., YouTube videos) and prompts, repeated opportunities to practise, and adapted learning, the SydWest Disability Support team created an environment where Jackson could build confidence while learning new skills, at a pace that worked for him.

Support focused on building Jackson's practical skills and confidence to become more independent in everyday life. This included developing daily living skills, taking greater responsibility for household tasks, participating in community activities, and practising independence in real-world settings such as shopping, preparing meals and getting out into the community.

Disability Support Case Study

Jackson embraced these opportunities and participated actively in building new skills both at home and in the community. His willingness to try new things, take on responsibilities and practise what he was learning contributed to growing confidence and greater independence in his day-to-day life. For example, he now follows cooking tutorials himself.

Outcomes Achieved

Jackson's growing confidence has rippled outwards. Jackson now navigates shopping trips with far greater independence, locating items using visual prompts, selecting products from the shelves, and using self-checkout with minimal assistance. Each skill has built on the last skill: cooking confidence at home translated into competence and comfort out in the community, showing how one small win creates the foundation for the next.



This is where the value of social and community participation support truly shows itself. It's not just about completing a task, it's about Jackson feeling capable, included, and at ease navigating everyday life alongside everyone else.

Jackson now speaks about the food he would like to prepare, taking an active role in planning his activity. He now proudly shows his developing cooking skills to members of his family.

Funding that supports this kind of real-world skill building doesn't just teach a task; it opens the door to genuine belonging and quality of life, and its impact compounds over time.

Participant Voice & Feedback

One of Jackson's proudest milestones has been developing a love of cooking. This progress was celebrated in a special way when his younger brother created a personalised café sign, "Jacky Boy's Great Food Cafe," inspired by the family's travels. Jackson proudly prepared food beneath the sign, highlighting not only the practical skills he has developed but also the confidence and sense of achievement that have come with them.

This moment captures something important; Jackson's progress isn't happening in isolation. His family and Support Team are walking alongside him, celebrating every step, reinforcing his confidence, and helping the ripple effects of his new skills reach every part of his life — from the kitchen to the community, to his sense of himself.

Settlement & Multicultural Services

Engaging with our multicultural community to create pathways for a settled life





SydWest's Evolution in 2026

This year, SydWest continued to respond to the evolving needs of multicultural communities through innovative programs, strong partnerships and a commitment to creating pathways to safety, belonging and participation.

The year saw SydWest's Blacktown Employment Accelerator program recognised with a Community Project Award for its contribution to improving economic participation for refugees and migrants.

The transition from Targeted Early Intervention (TEI) to Communities and Family Support (CAFS) was successfully completed, with SydWest securing funding through to 2031. This ensures the continuation of vital family support initiatives, including mothers' groups and multicultural playgroups that strengthen wellbeing, connection and resilience.

SydWest advanced its commitment to family safety by piloting a culturally responsive Men's Behaviour Change Program. The uniqueness of this program is that it acknowledges the needs of multicultural men, therefore reducing recidivism and keeping women and children safe.

SydWest continued to support young people through the:

- New Way Forward program which provides critical support to young people of African and Pasifika background who are at risk of engaging in the criminal justice system
- A Place to Go, the multi-agency initiative, which delivered case management work in custody allowing more young people the opportunity to engage with these services

Housing affordability and homelessness remained significant challenges across Western Sydney. SydWest exceeded its target, supporting 104 individuals and families through housing services.

The extension of the Homelessness Outreach Prevention and Rapid Rehousing Service (HOPARRS) partnership through to 2030 ensures residents from multicultural backgrounds will continue to receive support to secure safe and affordable housing. This continuation of these services demonstrates the strong partnership SydWest has with Mission Australia and the Specialist Homelessness Service.

The Western Sydney Backswing initiative received a further funding extension as the new Disability Peer Support Connectors program was announced. The initiative continued to support people with disabilities from CALD backgrounds develop core skills that improved their employability. Some of the participants secured employment, while others enrolled in Barista and Community Services courses.

SydWest remained active in sector leadership and community engagement through

- The SCOA National Conference, which attracted 80 delegates
- Our Refugee Week event, under the theme ‘A Million Stories’
- Harmony Week with our “Stronger Together,” event attracting over 240 participants

Despite ongoing challenges and uncertainty, this year delivered significant achievements. We thank our staff, partners, the SydWest Leadership Team and Board for their commitment, collaboration and guidance in helping SydWest create meaningful and lasting community impact.

Western Sydney Region Settlement Consortium (WSRSC)

Through the WSRSC, SydWest and partner organisations delivered the second year of the Settlement Engagement and Transition Support (SETS) program across Western Sydney.

Together, the Consortium supported 4,309 clients from 72 countries, representing a 15% increase on the previous year.

Client outcomes were strong:

93.9%	95.0%	96.6%
reported improved circumstances	made progress towards their goals	expressed satisfaction with services received

The WSRSC also helped amplify refugee voices, supporting Gazan arrivals to visit Australian Parliament House and participate in discussions with government representatives about challenges facing separated families.



Amina's Journey to Safety and Independence

Supporting healthy minds and lives for women



Context and Situation

During 2023-24, the Australian Federal Police received 382 reports of suspected modern slavery, the highest number reported to date. Human trafficking and forced marriage were the most reported forms of modern slavery. These figures point to a wider national issue, but they also highlight the importance of local, culturally responsive services that can recognise risk, build trust and connect people to safety.

Modern slavery happens in Australia and can affect people across all parts of society, often intersecting with violence, control, isolation and limited knowledge of local systems. Amina's story shows how these vulnerabilities can converge, and how the right support can help someone move from crisis towards safety and independence.

Amina (pseudonym) arrived in Australia from Syria on a Partner visa in early 2025, with limited English, no local family supports, and little understanding of Australian systems. Soon after her arrival and marriage, she experienced domestic and family violence, coercive control, financial abuse, social isolation, and exploitation within her husband's family home. Her visa status was used to threaten and control her, while restrictions on attending English classes and building social connections left her highly dependent on others. After an incident, Amina fled the home with no belongings and sought temporary refuge with a friend.

Settlement & Multicultural Services Case Studies

Intervention, Support & Engagement

Amina was referred to SydWest's Settlement Engagement and Transition Support (SETS) Program and received culturally responsive, trauma-informed support in her preferred language through bilingual staff and interpreters.

A critical factor in Amina's journey was the trusted relationship she developed with her SydWest case manager: through a deep understanding of both domestic and family violence dynamics and the settlement challenges experienced by newly arrived migrants, support was tailored to Amina's individual circumstances.

Viewing her situation through an intersectional lens enabled the SydWest case manager to address not only safety concerns but also the barriers that kept her trapped.

Through our SETS program, we supported Amina to strengthen her immediate safety and stability while planning for greater independence. This included responding to ongoing threatening contact from a family member, connecting her with specialist domestic and family violence services, coordinating support across agencies, and helping her access emergency financial assistance and essential needs. We also linked Amina with legal and migration advice, counselling and healthcare, and advocated for emergency housing that reflected her preference for independent accommodation.

Amina engaged actively in the support process, attending key appointments and making decisions about her future. She enrolled in English classes, applied for work and became more confident navigating services, understanding her options and making informed choices for herself and her family.

Outcomes Achieved

Through coordinated settlement and family violence support, Amina moved from crisis and dependency towards safety and independence. Outcomes achieved included:

- Securing safe accommodation with a trusted friend
- Accessing specialist legal and migration advice
- Receiving emergency financial assistance
- Gaining a stronger understanding of her rights and available protections
- Securing part-time employment and beginning her journey towards financial independence
- Enrolling in TAFE English classes
- Building confidence to make informed decisions about her future
- Establishing connections with essential services and support networks

Today, Amina is employed, studying English, connected to key support services, and building an independent life in Australia.

Client Voice

> *"I did not know I was allowed to say no. Now I know I have rights, and I am not alone. SydWest has helped me a lot."*

Rediscovering Strength and Purpose

Growing capability, strengthening pathways and opportunities



Context and Situation

For people with severe or profound disability in Australia, employment outcomes are poor. Just 24% were employed, compared with 56% of people with other disabilities and 80% of people without disability. Despite growing awareness of inclusive employment, people with disability continue to face significant barriers to workforce participation in Australia.

A woman participant (of SydWest) in her mid-50s, from a culturally and linguistically diverse background, joined SydWest's Backswing program seeking support to re-engage with employment and community life. She was experiencing multiple barriers and complex challenges that affected her employment prospects and wellbeing, including physical and psychosocial disabilities, social isolation, limited digital literacy, low confidence, concerns about age discrimination, and the impacts of domestic and family violence. All this contributed to her having significant concerns about re-entering the workforce later in life.

Intervention, Support & Engagement

This participant received tailored support through the SydWest Western Sydney Backswing program. Backswing's unique 18-week program delivers employment-ready knowledge and skills for multicultural participants living with any disability, with inclusion and cultural responsiveness at its core, focusing on empowerment and career pathways, not just tactical 'fix-it' services.

Settlement & Multicultural Services Case Studies

This participant in this particular case, received:

- job readiness training
- assistance with resume and cover letter development
- education on workplace rights and safety, and
- referrals to community support services

She also benefited from guest speaker sessions and one-on-one guidance designed to build her confidence, strengthen her skills, and identify realistic pathways to employment.

Throughout the program, she actively engaged in training sessions, workshops, and personalised coaching. By participating in group activities and connecting with peers, she gradually rebuilt her confidence, developed new skills, and strengthened her sense of belonging within the community.

Outcomes Achieved

With ongoing support and determination, the participant successfully secured part-time employment in a warehouse role. This achievement:

- strengthened her financial independence
- increased her confidence, and
- restored her sense of purpose

Employment also provided valuable opportunities for social connection and personal growth.

Participant Voice & Feedback

The participant remains actively involved in the Backswing community and expressed her appreciation for the personalised support she received throughout her journey. She credited the program with helping her recognise her strengths, overcome barriers, and achieve an outcome she once believed was beyond reach. Her experience highlights the impact of holistic, participant-centred support in creating pathways to employment, independence, and community participation.




SydWest
Caring & Supporting Communities since 1985

Corporate Services



Frank Zheng
Chief of Corporate Services

Maintaining financial sustainability, a motivated workforce and compliance frameworks

Corporate Services act as our ‘engine room’, partnering with service teams in a fast-changing, heavily competitive, and highly regulated service environment. It has maintained financial sustainability, a motivated workforce, and risk-mitigated quality and compliance frameworks.

Continual System Consolidation and Efficiency in Utilisation

Following last year’s achievements in transitioning five systems (accounting, people and culture, payroll, aged care, and the quality management system) to modern platforms in 2026, Corporate Services continually enhanced utilisation and customisation, contributing heavily to the NDIS system transition, retention, and consolidation.

Riverlink Disability Services - Full Merger

The Group achieved its structural strategy of fully merging with Riverlink Disability Services Ltd as of 30th June 2026, bringing in staff, participants, networks, infrastructure through a staged approach with contributions from everyone involved.

Growth - Transformation

Corporate Services balances the importance of financial sustainability, with the care of our people, which is at the core of the human services sector we operate in. Initiatives include:

1. Recruitment: a core focus amid nationwide frontline staff shortages in aged and disability services, particularly for bilingual workers.

2. An Annual Training and Development Planner supported by an online training library. SydWest employees are also deeply involved in individual opportunities, including attending conferences and skill-specific external programs.
3. Health and Wellbeing Policy: heavy emphasis on psychological safety, aligning with the planned government roadmap to help workers maintain a healthy work-life balance.
4. Continually enhancing workplace safety through our Employee Assistance Program providing counselling to employees and periodic Workplace Health & Safety (WHS) inspections.

Improving the quality of our work

1. Continued investment in the Quality Management System (QMS) meant compliments were shared with relevant staff, while preventive and corrective measures were embedded into incident management.
2. Continued promotion of risk awareness, quality and Work Health and Safety (WHS) contributed to a positive organisational culture.
3. Annual client and staff surveys achieved approximately 90% satisfaction, reflecting strong levels of engagement and service experience while the organisation continued to navigate significant reforms across both Aged Care and Disability Support services.







Our Events



Celebration Of Life


Aged Care Employee Day 2025



Refugee Week 2026 Penrith


Refugee Week 2026



SydWest AGM 2025



SydWest AGM 2025



SETS Camp 2025



Youth Camp 2026



Volunteer Recognition Event 2026



Harmony Day



IFTAR 2026



Staff Christmas Party 2025




BUSINESS
WESTERN
SYDNEY

Financial Statements

SydWest Multicultural Services Limited and its Controlled Entities

ABN 70 963 234 638

Consolidated statement of financial position

As at 30 June 2026

	Note	2026 $	2025 $
Income			
Fee for service	5	24,004,341	23,628,258
Government revenue (including grants)	5	12,956,546	11,959,967
Franking refund		19,914	-
Unrealised gain on investments	5	440,867	477,737
Finance income	5	91,363	195,346
Other income	5	330,777	107,944
Rental income		41,580	41,753
Net gain on disposal		900	58,250
Other income		27,536	57
Reversal of impairment losses on receivables		13,644	-
Expenditure			
Employee benefit expenses	6	26,844,822	25,322,241
Service delivery expense		9,561,937	9,115,178
Property and utilities expense		256,144	328,142
ROU asset - amortisation expense		463,135	441,745
Depreciation expense		117,464	223,312
Impairment (gains)/losses on receivables		8,417	(14,879)
Interest lease expense		179,255	137,627
Loss on merger with Riverlink Disability Services Ltd		-	204,004
IT expense		653,615	596,454
Travel expenses		200,152	109,159
Net (deficit)/surplus for the year		(357,473)	6,329
Surplus attributable to:			
Members of the parent entity		(357,473)	6,329

	Note	2026 $	2025 $
Assets			
Current assets			
Cash and cash equivalents	7	10,180,996	11,234,858
Trade and other receivables	8	1,897,193	1,936,224
Total current assets		12,078,189	13,171,082
Non-current assets			
Property, plant and equipment	9	294,887	249,256
Right-of-use assets	10	1,599,065	2,149,076
Total non-current assets		1,893,952	2,398,332
Total assets		13,972,141	15,569,414
Liabilities			
Current liabilities			
Trade and other payables	11	1,546,841	2,455,792
Employee benefits	12	1,678,307	1,556,575
Provisions	13	228,352	233,950
Lease liabilities	10	438,429	449,519
Grants received in advance		368,778	437,455
Total current liabilities		4,260,707	5,133,291
Non-current liabilities			
Employee benefits	12	591,090	673,821
Lease liabilities	10	1,230,459	1,718,946
Total non-current liabilities		1,821,549	2,392,767
Total liabilities		6,082,256	7,526,058
Net assets		7,889,885	8,043,356
Equity			
Retained earnings		6,869,885	7,023,356
Reserves	18	1,020,000	1,020,000
Total equity	2.a	7,889,885	8,043,356

The Group's financial statements have been prepared in accordance with Australian Accounting Standards - Simplified Disclosures and the Australian Charities and Not-for-profits Commission Act 2012, ensuring transparency, accountability and compliance with regulatory requirements.

Funding Bodies and Partners

During 2025–26 we received our core funding from the following entities. We thank you for your support.

Our Funding Bodies

- Advance Diversity Services
- Community Migrant Resources Centre
- Department of Communities & Justice
- Department of Health and Aged Care
- Department of Home Affairs
- Department of Industry, Science, Energy and Resources
- Department of Social Service
- Mission Australia
- National Disability Insurance Agency (NDIA)
- Rainbow Giving Australia
- Wentworth Health Centre
- Workers Lifestyle Group

Our Partners include:

- 2M Language Services
- A Place-to-Go
- Accessible Diversity Services Initiative ADSi
- ANGLICARE
- ARC Training
- Australian Catholic University
- Australian Iranian Community Organisation
- Australian Traditional Chinese Medicine Promotion Exchange Association (ATCMPEA)
- Blackmores Group
- Blacktown City Council
- Blacktown Hospital (Supportive and Palliative Care Unit)
- Blacktown Women and Girls
- BusFleet Australia
- Catholic Care
- City of Parramatta
- City of Sydney
- Civik People
- Community Migrant Resource Centre
- Cricket Australia
- Downs Syndrome NSW
- Flourish Australia
- Football Federation Australia
- Heartdancers Charity
- Hillsong
- Hume Community Housing
- Inner West Council
- Inner West Disability Forum
- Jesuit Social Services
- John Holland Construction
- La Trobe University
- Lacambra Care
- Lankan Islanders Sports Club
- MacKillop
- Macquarie Community College
- Marist 180
- Muhajirin Association
- Multicultural Disability Advocacy Association
- Multicultural NSW
- My Path
- Nepean Multicultural Access
- Nova Employment
- NSW Health (Multicultural Health, Priority Populations, Integrated & Community Health)
- NSW Police Force
- NSW TAFE
- Palliative Care NSW
- Penrith City Council
- Rainbow Giving Australia
- REACH for Training
- Relationships Australia
- RMIT University
- Salvation Army
- Services Australia
- Services Australia - Blacktown and Rouse Hill Service centre, South East Hub, & Mount Druitt
- Settlement Services International
- St. Vincent de Paul
- SWATHI
- The Rev Bill Crews Foundation
- The Wash House Inc.
- Thrive Refugee Enterprise
- University of New South Wales (UNSW)
- University of NSW Business School
- University of Sydney
- Western Sydney Migrant Resource Centre
- Western Sydney University (Across the Margins project)
- Western Sydney Wanderers
- Wise Employment
- YourLink Pty Ltd
- Yourtown
- Youth Justice


ALPHAFIT
WESTERN SYDNEY
FC
WANDERERS

sydwestms.org.au

SydWest

Caring & Supporting Communities since 1985

Blacktown Head Office
Level 2, 125 Main Street
Blacktown NSW 2148
(02) 9621 6633

Mt Druitt
Level 1, 13 Cleeve Close
Mt Druitt NSW 2770
(02) 9621 6633

Penrith
Level 2, 606 High Street
Penrith NSW 2750
(02) 9621 6633

North Parramatta
101/25 Grose Street,
North Parramatta NSW 2150
(02) 9621 6633

Croydon
113 Edwin Street
North Croydon NSW 2132
PO Box 210
Croydon NSW 2132
(02) 9621 6633

North Strathfield
Level 1, 5 George Street
North Strathfield NSW 2137
(02) 9621 6633

facebook.com/sydwestcares
instagram.com/sydwest_cares/
linkedin.com/company/sydwest/