

A photograph of two women dancing at night. The woman in the foreground is wearing a black long-sleeved shirt with white floral patterns on the sleeves and a colorful patterned headband. She is smiling and has her arms raised. The woman behind her is also smiling and has her arms raised. The background is dark with some blurred lights.

Annual Report

2017/2018

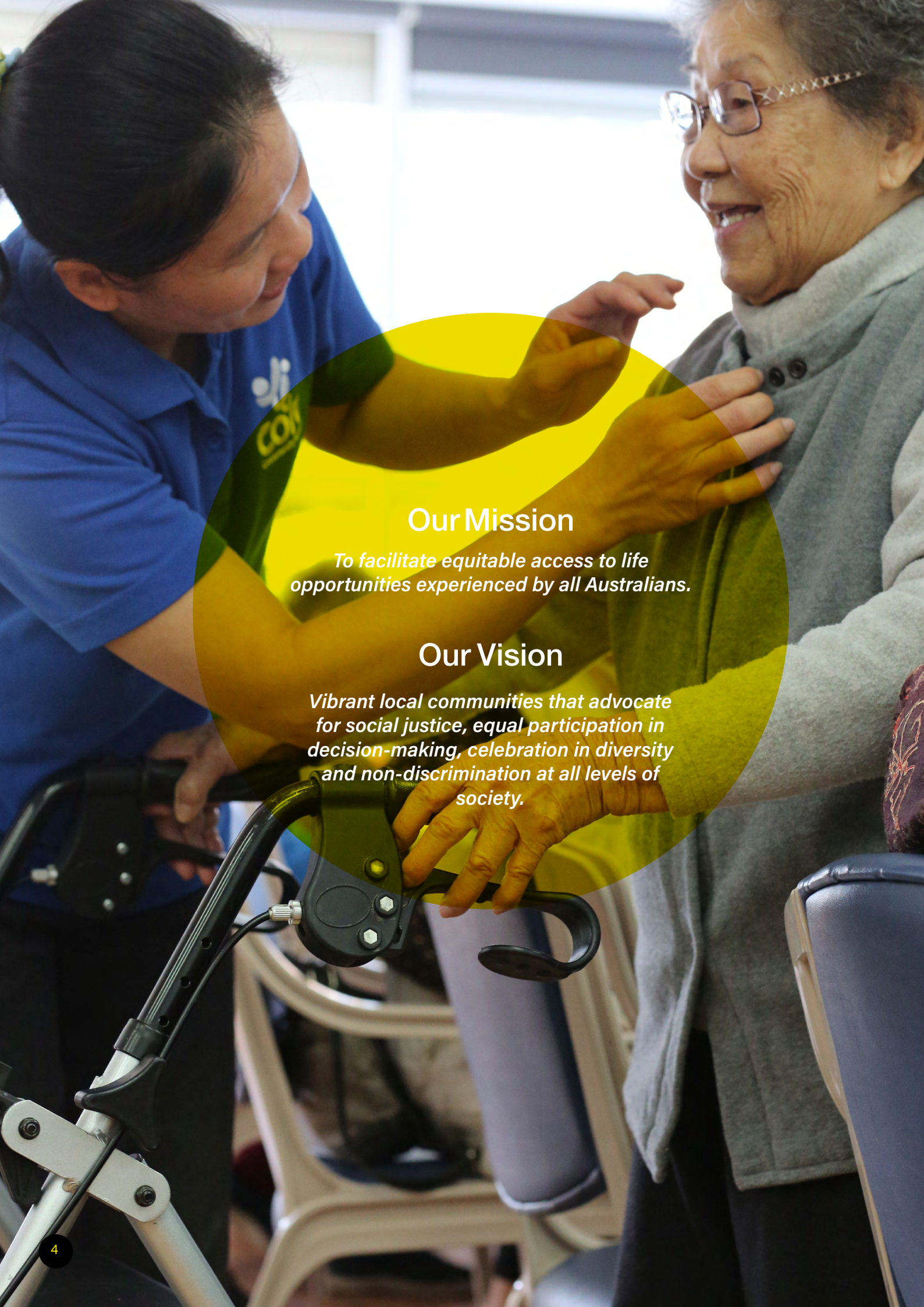


Acknowledgement of land

We acknowledge the traditional custodians of the lands on which we work, and we pay our respects to the elders past, present and future, for they hold the memories, the culture and dreams of the Aboriginal and Torres Strait Islander people. We recognise and respect their cultural heritage, beliefs and continual relationship with the land and we recognise the importance of the young people who are the future leaders.

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Our Mission

To facilitate equitable access to life opportunities experienced by all Australians.

Our Vision

Vibrant local communities that advocate for social justice, equal participation in decision-making, celebration in diversity and non-discrimination at all levels of society.

ABOUT US

CORE Community Services, established in 1979, is a not for profit organisation serving the communities of South West Sydney.

We are dedicated to delivering evidence-based, integrated services that create powerful and sustainable change in people's lives. In 2017/18 we continued to support the people of South West Sydney with services in five key areas:

Children Services

Our preschool provides the safe, healthy and nurturing environment that parents want and children deserve. Our multilingual educators work collaboratively with parents to support each child's intellectual and language development and provide a solid foundation for life-long learning.

Youth Services

Our services for young people include casework support for those from a refugee background, drug and alcohol counselling, a child youth and family program and awareness education to schools and local communities. Our Upfront Youth Homelessness service provides youth refuges, early intervention and prevention, and intensive support services to assist young people experiencing homelessness and those at risk of homelessness.

Multicultural Communities

We support newly arrived migrants, humanitarian entrants and refugees within their first five years of arriving in Australia. Taking a human rights and social justice approach, and working in close partnership with other organisations, we provide housing support services, employment, training and education services and assistance to victims of domestic and family violence.

Community Engagement

Through our community centres in South West Sydney we provide local residents with a range of opportunities to explore, learn, connect with others and engage with their community. Computer lessons, yoga, art and craft classes, training courses and excursions are just some of the activities on offer.

Aged and Disability Care

We provide individual, targeted and flexible care for the ageing and people with a disability, empowering them to overcome the challenges they face and achieve their goals. We specialise in bilingual care for the culturally diverse communities of South West Sydney.

Chairperson's Report



This has been an incredibly busy year for CORE Community Services. We have come to the end of our three year strategic plan 2015 to 2018, having achieved the goals we set for the organisation. It has also been a year of new opportunities and growth for the organisation, establishing new programs and new partnerships.

This year we also developed our new strategic plan 2019 to 2021 which will be officially launched at our Annual General Meeting in October.

This gave us a wonderful opportunity to reflect on the last three years and to review what we have accomplished as an organisation providing services in South West Sydney, one of the most culturally diverse areas in NSW.

Three years ago we set ourselves six key goals:

- Work towards social justice through access and equity
- Have strong governance and service management
- Provide high quality services through skilled staff
- Have efficient internal systems
- Strengthen our branding and relationships with other agencies
- Focus on compliance and service improvement

We have achieved these goals by expanding and diversifying the services we deliver, such as employment services, have formed new consortiums, and deliver new programs in new geographical areas such as Miller.

We are now a company limited by guarantee and have a board that is skilled based. We have embedded planning, accountability and evaluations systems across the organisation.

We also undertook an enormous rebranding exercise and change of name to reflect who we are as an organisation.

The last three years has seen an incredible transformation of our organisation and we look forward with the help of our amazing staff and volunteers and our wonderful board members to continue on this journey to ensure we have a positive impact in the lives of our community members.

A special thanks to our CEO Juana Reinoso for her excellent leadership and Operations Manager David Ham for quietly taking on many extra challenges throughout the year.

Thank you to our partners and funding bodies for their support, we anticipate that these strong relationships will continue in the future for the benefit of our communities.

Yvonne Santalucia
Chairperson

Our Board



Alejandro Arvelo

A senior lawyer with extensive in-house and private practice experience in the insurance industry and over 10 years experience in Law.



Jasvinder Pal Kaur

A Senior project manager at PricewaterhouseCoopers (PwC) with industry experience that spans over 25 years on a national and international level.



Karina Santolin

Over 20 years experience in senior management roles helping to guide organisations through strategy and transformation. She has a Bachelor of Arts in Internet Communications.



Ali Mokhtar

An Associate at Marsdens and has extensive experience in Parenting, Property, Interim and Spousal Maintenance Law in NSW and QLD.



Naomi Knight

Passionate about social justice and creating communities that nurture human rights. She holds a Master of Organisational Leadership and a Graduate Diploma in Public Affairs.



Katina Varelis

Over 30 years experience in the multicultural sector (both government and non-government) coupled with a Bachelor of Arts degree, majoring in Sociology, Psychology and Anthropology.



CEO's Report



CORE Community Services is committed to the long term welfare of South West Sydney communities. We are embedded in the communities we work with and determined to deliver the best possible outcomes for these communities through excellence in our work.

The last three years have seen significant changes to our organisation through our growth, restructure and rebranding. We have focused on building a strong and resilient organisation that has the capacity to change and adapt to various reforms in the sector. We have worked with government through the various reforms that have affected our aged care services, our homelessness program for young people, disability services and our Community Builders programs. These changes have strengthened our resolve to continue to provide services that are client centred, reflect our values and allow us to be sustainable.

In the last year we have delivered services with a client centred focus through our five service streams. Programs are developed and delivered as a response to the needs in our community, and in collaboration with our partners, funders and clients.

Our achievements and our stories are highlighted in this report, and reflect the hard work of our staff and volunteers throughout the year.

Our growth this year has been through our expansion of community centres, with the commencement of services at the Hub at Miller, funded by NSW Health, where we are delivering a range of activities and programs with a focus on health and wellbeing. Although it's in its infancy, the centre is already having real impact in the Miller community.

The Refugee Youth Peer Mentoring Program is an addition to our expanding youth programs. This is a pilot program funded by NSW Family and Community Services. CORE is the lead agency in this consortium partnering with Wagga Wagga Multicultural Council, Illawarra Multicultural Services and Western Sydney Migrant Resource Centre.

As a long standing organisation in South West Sydney, CORE has led many initiatives with our partner organisations to address the issues affecting our communities.

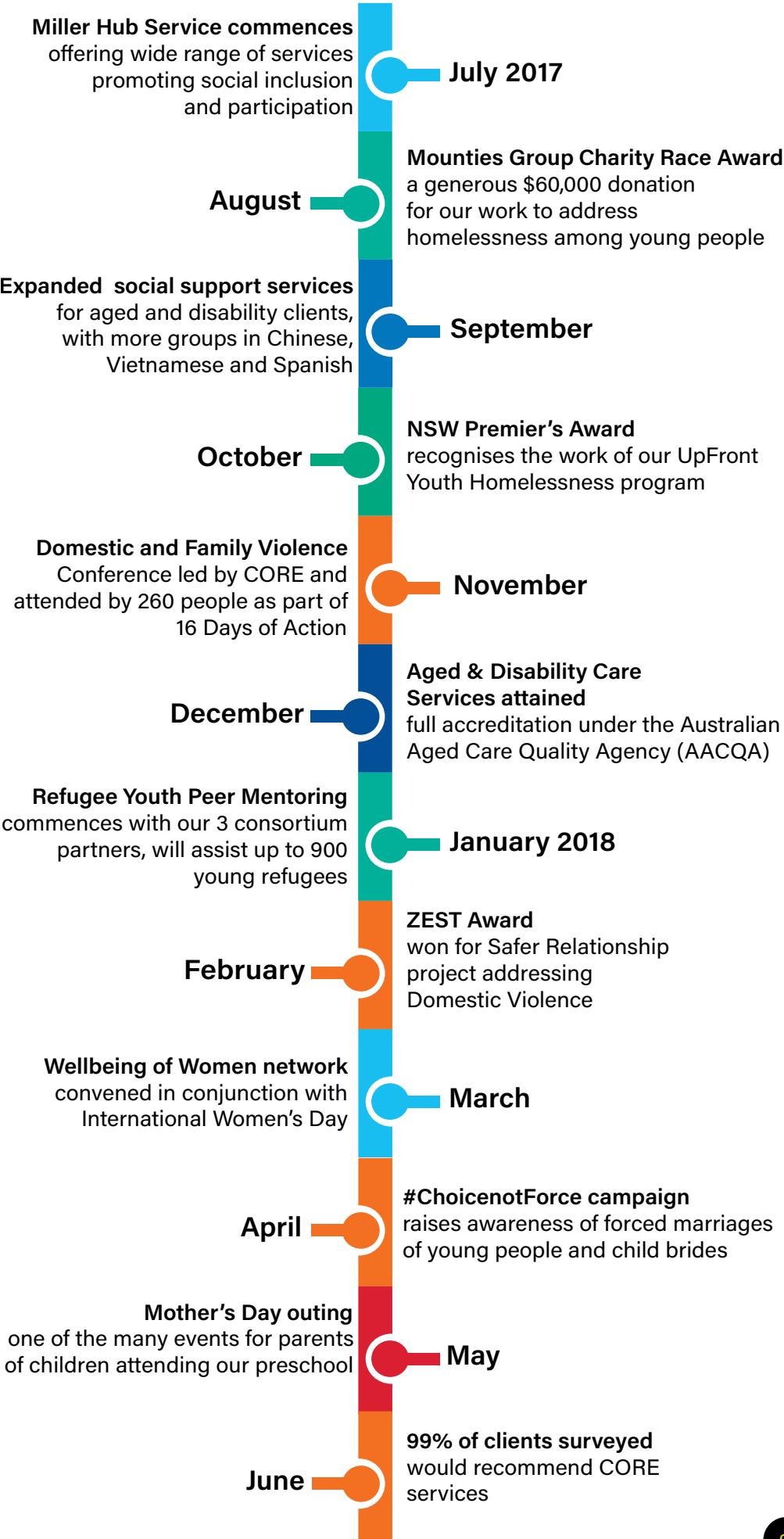
The Fairfield City Settlement Action Plan has been an exemplary work of collaboration between nineteen government and non-government organisations working towards maximising settlement outcomes for refugees and humanitarian entrants. The commitment from our partners has ensured the success of this initiative.

Our partnerships have also provided us the opportunity to advocate on behalf of women affected by domestic violence. This year the 'Bigger Picture' conference brought together various organisations with the aim of improving the support women receive.

In closing I would like to acknowledge the commitment and outstanding work our staff and volunteers do for our community; without their dedication and passion we would not have such wonderful outcomes. I would also like to thank our Chairperson Yvonne Santalucia and board directors for their support, guidance and commitment to CORE.

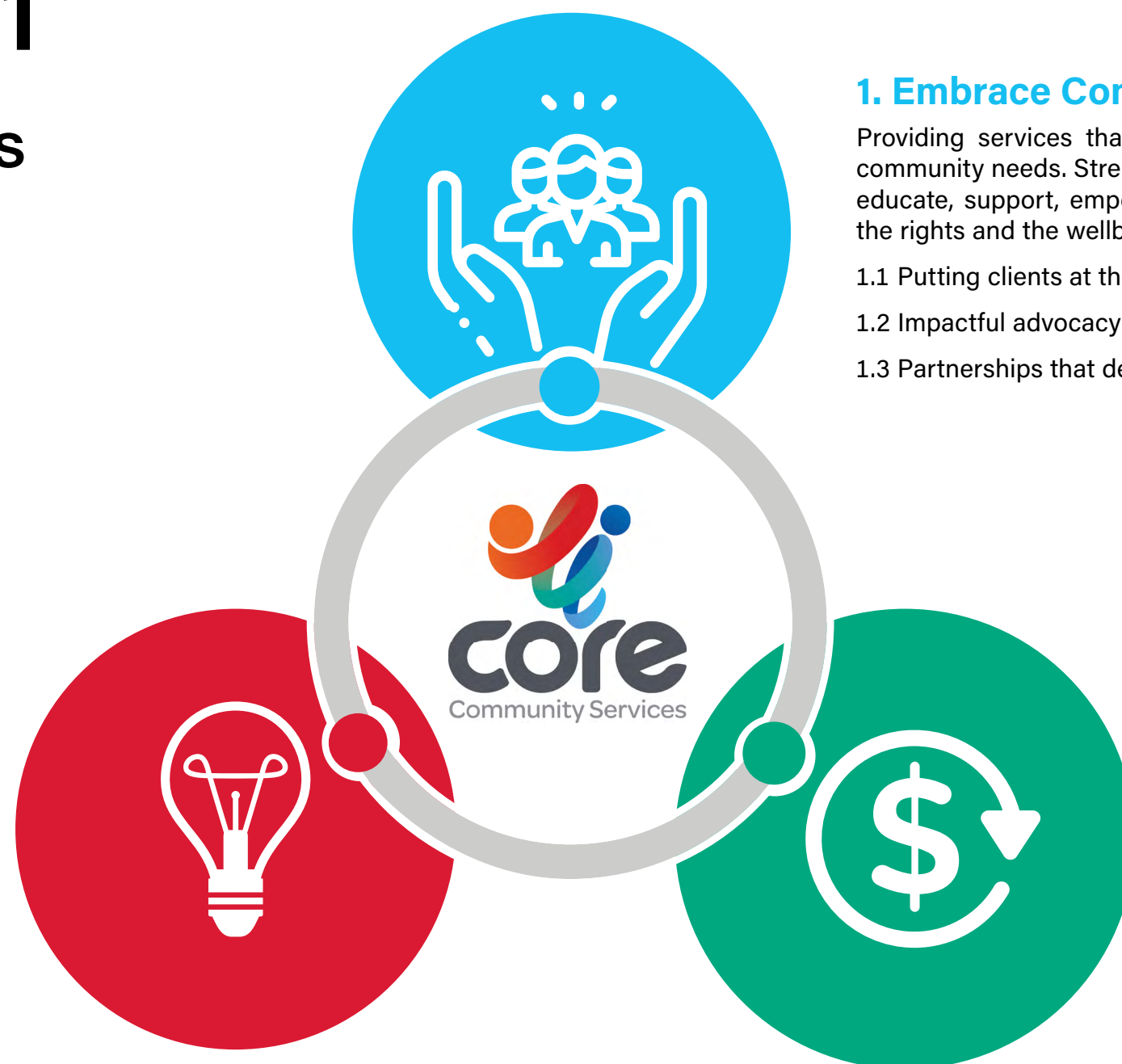
Juana Reinoso
Chief Executive Officer

Highlights



STRATEGIC PLAN 2019-2021

Our Objectives



2. Capable & Ready

Ensuring we have the capability and the capacity within our organisation to deliver high-quality services efficiently and effectively, ensuring that we are a preferred provider and employer.

- 2.1 Working better together
- 2.2 Strengthening our position, profile and presence
- 2.3 Working smarter

1. Embrace Community

Providing services that reflect the changing community needs. Strengthening our ability to educate, support, empower and advocate for the rights and the wellbeing of all.

- 1.1 Putting clients at the centre
- 1.2 Impactful advocacy
- 1.3 Partnerships that deliver better outcomes

3. Financial Sustainability

Fostering a financially sustainable and resilient organisation that continually delivers value through leveraging funding sources, diversifying income streams and optimising investments.

- 3.1 Diversify income and investments
- 3.2 Leverage funding opportunities

Our Focus

Over the next 3 years we will focus on:

Growth

Build on our position, profile and presence in the community to open up new opportunities for the continued sustainability and growth of the organisation

Innovation

Leverage innovation and technology to work smarter and continually improve

Improve existing services, and design new services to ensure we meet the changing needs of the community and the health and welfare of our clients

Increase flexibility to be agile and responsive to maximise new opportunities and respond to emerging threats

Consolidation

Improve collaboration and communication across the organisation to work better together

Improve staff engagement and retention

Position the organisation as a leader in service provision for culturally and linguistically diverse communities by investing in our profile and position in the market

Improving measurement and reporting skills

Collaboration

Leverage strategic partnerships to ensure we are delivering positive impact in the most effective way possible

Evolution

Listen to and embrace our diverse and wonderful communities ensuring everything we do is for the betterment of our clients

ACHIEVEMENTS

KEY PROGRAMS

HIGHLIGHTS

Children Services

- Preschool 3-5 years
- Early Childhood Education
- Parent Support Workshops
- Children's Workshops

106
children educated

210
parents supported

66,550 hours
education, care & support

56 workshops attended by 30 children & supporting 40 parents
30 information sessions attended by 30 parents (e.g. Transition to School, Autism)
6,060 hours of workshops and information session
(e.g. Embracing Culture, Importance of Routines, Child Development)

Youth Services

- Child Youth and Families
- Youth Settlement Program
- Multicultural Youth Support
- Drug and Alcohol Service
- Newly Arrived Refugee Youth Program
- Refugee Youth Peer Mentoring
- UpFront Youth Homelessness Program

816
young people received casework support

2,443
young people involved in group activities

758
young people assisted through UpFront Youth Homelessness Program

128 clients receive drug & alcohol counselling/ casework
141 young women accessed Child Youth & Families program
24 mentors
55 mentees matched with mentors

Multicultural Communities

- Settlement Services
- Housing Support Services
- Employment, Education & Training
- Integrated Domestic & Family Violence

3,669
clients received casework support

4,550
clients referred to support services

2,946
clients attended 243 group sessions

320 clients received housing support
72 group sessions attended by 1,156 clients (e.g. Australia's legal system, health issues, tenants' rights & responsibilities)
61 employment, education & training workshops/sessions attended by 950 clients
80 social connection sessions attended by 670 clients
30 life skills sessions attended by 170 clients (e.g. exercise classes)
45 leaders of community & ethno-specific organisations received mentoring and advice

Community Engagement

- Educational, Recreational, Cultural & Social Activities
- Community Centres
Cabramatta, Fairfield, Canley Heights, Mt Pritchard
- The Hub at Miller
- Multicultural Outreach Service
- Multicultural Aged Resource Service

11,886
clients accessed services

2,702
food hampers

5,581
people attended 18 community events

6,923 referred to support services
4,578 people assisted at Miller Hub
155 workshops and information sessions (eg. health, housing, parenting, domestic violence, nutrition, budgeting)
88 groups supported (eg. carers support group, seniors group, Arabic group, etc)

Aged & Disability Care

- Home Care Packages
- Social Support
- Carer's Respite
- Home Modifications & Maintenance

1,528
aged & disability clients

58,027
direct care hours provided

224,961 km
travelled to deliver care

4,560 hours client case management
407 Occupational Therapist assessments completed
\$564,015 spent on home modifications and maintenance
75 direct care staff and contractors

A GOOD START

Research shows us that a person's success in life, including their health and emotional wellbeing, have their roots in early childhood. We know that if we get it right in the early years, we can expect to see children thrive throughout school and their adult lives.

Caring and supportive environments that promote optimal early childhood development greatly increase a child's chance of a successful transition to school. This in turn leads to better learning outcomes while at school and greater success in education, employment and health after they have left school.

This is the model that underpins CORE's Preschool and early childhood services.

New skills, knowledge and attitudes

Ibrahim came to the CORE Preschool as a very timid 4 year old boy, having never previously been in any type of education or care service. For his parents, who had migrated to Australia from Pakistan, it was important that Ibrahim develop his ability to interact with other children before starting kindergarten.

As educators, we provide our children with experiences and opportunities that encourage them to acquire new skills, knowledge, attitudes and sensitivities that will help them to reach their full potential, and over time become constructive members of their family, school and the larger community.

Ibrahim is a unique individual, with a positive sense of self. He has become a sophisticated communicator who can ask complex questions, tell his own stories and talk at great length about topics that interest him. He uses these skills to negotiate interactions with his peer group and when he needs to achieve his goals.

With the support of our educators, Ibrahim has developed the social interaction skills his parents had hoped for, becoming a confident fun-loving boy who is ready to take on the challenge of starting Kindergarten in 2019.



Skilled and committed staff

The skills, training and commitment of our childhood educators is critical to the success of our early childhood services.

Fook (Saofok) Hoang, of Cambodian descent and a first generation immigrant, first came to the CORE Preschool almost 9 years ago as a work experience student. Through studying a Certificate III in Children's Services and her work experiences, Fook realised her passion for educating young minds. She later decided to further her studies completing a Diploma and Degree in Early Childhood Education.

Today Fook is the Early Childhood Teacher, responsible for children aged from 3 to 5 years. Her work day involves extensive liaising with the service manager and other educators to determine the curriculum. This involves developing suitable program activities that build on the children's skills, informed by developmental stages, program evaluation and the input of parents.

Each week Fook also facilitates a fine-motor skills workshop for the local community, and a parent conversation group.

"I believe in empowering children by setting individual goals, developing their skills and building on their strengths. I have been lucky to witness many children who have developed through their time in the Preschool".

Engaging parents and families



Actively involving parents in the educational experience is an important feature of our early childhood service.

When Usma enrolled her only son in our Preschool, she was not expecting to become so actively involved in the service itself. It was clear to our educators that Usma wanted to be a support to both her child and the service. She engages in many conversations about her parenting style, and seeks support from our professional staff when she is faced with a problem. Sometimes she just wants to share experiences she has with her son.

Originally from Pakistan and with no extended family in Australia, Usma has at times felt isolated and alone. Through her active involvement in the Preschool and her son's education she feels supported in laying the foundations

for her son's life. Usma also feels that her cultural values and beliefs are respected, and has stated how inclusive the Preschool is. Our educators benefit from this level of interaction with parents by gaining valuable insights in to the children they work with and greater understanding of the parenting practices and cultural beliefs of their families.

***"I am so blessed that my child learns from this Preschool and is surrounded by such caring and inclusive educators."* - Usma**



INSPIRING CHANGE FOR YOUNG PEOPLE

Our work with young people living in South Western Sydney helps them feel safe and supported, get advice and assistance, and connect with other people and community. We recognise the unique values and needs of each young person and empower them to take control of their own lives and achieve positive change.



More than one in three people living in South West Sydney, the largest and fastest growing area in metropolitan Sydney, are aged under 24.

CORE's youth services team are experienced in meeting the challenges faced by children, young people and their families in the area, providing a range of programs and supports that incorporate the principles of self-determination and meet the broad social needs and issues.

South West Sydney has the greatest number of young people from diverse ethnicities and cultures in all of Australia, and much of our work targets this group.

The Youth Settlement Program helps newly arrived young people aged 15 to 24 from refugee, humanitarian entrant or migrant backgrounds living in the Fairfield LGA.

The Multicultural Youth Support Project supports young people aged 12 to 18 years from culturally and linguistically diverse backgrounds, in particular newly arrived and refugee youth.

Through our after school and school holiday programs, young people engage with peers in a positive, supervised environment where they can learn about themselves, develop new skills and enjoy new experiences. This builds self-esteem and connections with other young people.

Support services include one to one advocacy and information, referrals and linking with appropriate services, and access to an in-house child psychologist for counselling.

The Drug and Alcohol Project provides specialist counselling and casework support as well as early interventions and prevention to young people aged 12 to 24.

The Child, Youth and Families Project works with young women aged 12 to 18 'at risk' and/or marginalised. This includes young mothers who have children under the age of 13, and families with children between the ages of 0 to 18 years. Clients receive case management to improve their access to services and supports, early intervention and prevention strategies and links to broader health, welfare, child protection and alcohol and other drugs service systems in Fairfield and Liverpool.

Through these services in 2017/2018 we provided 816 young people with case work support and involved 2,443 young people in group activities. An additional 758 young people were supported by the UpFront Youth Homelessness Program.

Addressing Homelessness

The UpFront Youth Program provides accommodation and support to young people under 24 years of age who are homeless or at risk of homelessness across South West Sydney, with an emphasis on young people aged 12-18 years. There are three services within the UpFront Youth program: Early Intervention, Intensive Support and the Upfront Crisis Refuge.

Working collaboratively with other service providers, we use a strengths-based approach to address challenges in a young person's life. This leads to improved relationships, better work and education results and enhanced personal confidence and mental wellbeing.

David was in his early twenties and had a long history of recurrent homelessness when he first came to CORE over two years ago. A 6 month stay in one of our Crisis Refuges allowed him to develop foundational living skills, and build meaningful and supportive relationships with staff. With the assistance of the Intensive Support Team, David then moved into transitional accommodation, where he lived in a bed-sit connected to the team's office.

Over the next 2 years, refuge staff and intensive support case managers worked closely with David to build his overall capacity to live independently and connect with others. By working with David's strengths, case managers helped identify goals that were meaningful to him, and make a plan of how these could be achieved. Through hard work and dedication, David began to make positive changes in his life, and grow his confidence in social interactions.

David has now moved in to a Housing NSW property, continuing to regularly check in with CORE case managers and also attend our music and gym program. He recently enrolled in TAFE to complete further study and become a tradesman in his chosen field.

Through commitment and perseverance, David is now living independently in the community and engaging in things that bring meaning to his life. He exudes confidence and is making proactive decisions in order to steer his life.



Refugee Youth Peer Mentoring



The Refugee Youth Peer Mentoring Program commenced in early 2018. As the lead agency, CORE will be over-seeing the two-year pilot program in Fairfield, Liverpool, Illawarra and Wagga Wagga with our consortium partners Western Sydney Migrant Resource Centre, Illawarra Multicultural Services and Wagga Wagga Multicultural Council.

The Refugee Youth Peer Mentoring Program provides the opportunity for young people from refugee backgrounds to be paired with a peer mentor and explore goals around education, employment, access to services, building connections in their community and participating in community life and the wider Australian society.

The program was co-designed by young people and other stakeholders in the youth refugee space. To maintain this collaborative and youth focussed approach, there are three Advisory Groups made up from young people aged 17-25 years from a refugee background. These young people are also mentees and mentors in the program.

Manwel has been paired with Anji Samano, who will assist him to adapt to education and explore other opportunities. Manwel and his family escaped to

Jordan from ISIS and the civil war in Syria, waiting for two years and four months until they could come to Australia. Adjusting to life in Australia and also learning ways to understand and deal with what is happening in his home country were two of the reasons why Manwel chose to participate in the Refugee Youth Mentoring Program.

"I know by joining this program Anji and other mentors can help me, I am still young and I need guidance and help to get where I want to be".

Being able to participate in another young person's journey by sharing experiences, skills and knowledge, can be a rewarding part of their life.

Anji, an advocate for refugees and an avid public speaker, is currently studying primary school teaching at Western Sydney University. As a peer mentor she wants to be able to help young refugees like herself get involved in Australian society and show them that it is 'possible to achieve your dreams'.

Across the life of the Refugee Youth Peer Mentoring Program 900 young people will be paired with mentors.

Agent of social change



Having worked in social work for over 4 years, Hayley Murti joined CORE in 2017 as an Early Intervention Program case manager.

Early Intervention assists homeless young people to access support, maintain contacts with first to know agencies, schools and health services, and promotes awareness about youth homelessness. Early Intervention also assists young people who are experiencing risk factors for homelessness such as family conflict, overcrowding, lack of income, or disengagement from education.

Activities such as Breakfast Club, Tuning into Teens, Boxing into Action, Rock and Water and Love Bites (Wollondilly) are just some of the ways the team support young people, empowering them through increased self-awareness, self-confidence, knowledge and hands on experience.

For Hayley every day is different, offering new learning experiences. The connections formed with colleagues and clients have had an immense positive impact on her professional and personal development.

"My colleagues are always supportive and nurturing... there are highs and lows, but we work together to achieve the best outcomes for our clients. I wanted to be an agent of social change...I have seen many success stories through the work that I do and am proud to say I was able to play a part in supporting the young person and developing their strengths to help them achieve their best."

Building independence

Sammy was referred to the Early Intervention Program by the Department of Family and Community Services for concerns around physical harm within his family home and his mental wellbeing.

When we first met Sammy he was a shy, quietly spoken young person, yet engaging and friendly. He told us he didn't need any help and minimised concerns for any abuse in the home. Although he declined initial support, he did take up the offer of attending Jamie Oliver's cooking classes, which he ended up thoroughly enjoying.

Contact with Sammy was haphazard, but eventually after several meetings Sammy disclosed emotional and physical abuse in the home and the impact it had on his mental health, especially on his self-esteem. He was able to access CORE's on-site psychologist, which helped him to gain confidence as well as recognise his strengths and coping abilities.

The next time a critical incident occurred at home, Sammy had the courage to contact police. This resulted in an AVO being granted to protect him from further harm. During this time CORE provided family mediation support to try and repair the conflict between Sammy and his mother.

As time went on, Sammy's relationship with his mother improved and things settled down, so Sammy's case file was closed. Months passed, but when his relationship with his mother deteriorated and his mental health declined, Sammy again reached out for support.

With ongoing help from CORE Sammy continued to work through his family relationship breakdown, mental health issues, financial pressures and education. Two years on and with a new outlook on life, his relationship with his mother has greatly improved, he is now doing well at school and is still working part-time. Sammy is now an advocate for others facing similar struggles and this helps him support his friends when they are down. We're proud of his achievements and moves towards independence.



A NEW WAY OF LIFE

From our earliest beginnings teaching English to Vietnamese people arriving in Cabramatta, CORE has helped thousands of migrants and refugees to establish a new life in Australia and build strong multicultural communities.

This year we continued to support the large numbers of Syrians and Iraqis settling in the Fairfield Local Government Area under the Australian Government's humanitarian program. While one to one case work support is the main entry point for most clients, CORE also works with a range of stakeholders to deliver practical and targeted projects addressing specific needs of clients, all with the aim of maximising opportunity and independence.

Licenced to thrive



Learn to Drive, which provides training and support to obtain a driver's licence, was designed in consultation with a group of women who had recently arrived from Iraq and Syria. The project was built on evidence that newly arrived women from refugee backgrounds, compared to newly arrived men, typically wait longer to obtain their driver's license. The ability to drive greatly increase access to services, employment, training, and social and community participation, particularly in parts of South West Sydney where public transport is limited.

This year more than 50 women from different cultural backgrounds participated in the Learn to Drive program.

"On the morning of my first lesson, I was very nervous, scared and anxious. However, when I found out my instructor was a female and spoke Arabic it made me very comfortable, and boosted my confidence and determination."

Two months after her first lesson Nadia confidently booked herself in for the final driving test and passed. She now is looking for part-time work, and feeling much more self-sufficient in her ability to provide for her family.

Shared language and culture



Tan Thu Nguyen has worked at CORE for over 3 years as the Vietnamese Settlement Worker. Settlement Workers provide settlement services to newly arrived migrants and refugees, addressing their particular settlement needs and helping them to access services and develop skills, confidence and independence.

Tan migrated to Australia in 1994. In Vietnam she had worked in a post office. In Australia she found similar work but chose to pursue TAFE studies in accounting, administration and then a Diploma of Community Services. This led to a number of roles, including volunteer work with CORE's aged and disability care service. Tan then worked for three years as the Vietnamese Settlement Worker with Vietnamese Community in Australia, before joining CORE in the same role in 2015.

Sharing the language and culture of the client group, together with her own experience as a refugee, means Tan is ideally suited to helping newly arrived migrants. Having raised a family in the Cabramatta area gives Tan local knowledge which is invaluable to newly arrived clients.

Since working for CORE Tan has developed new knowledge and skills both personally and professionally, and this has made her more effective in supporting clients and colleagues. Tan also values the acceptance provided within CORE's diverse workforce.

"There have been many occasions where I have been able to share my culture and its practices within the workplace without fear of judgment. I have been able to grow my speaking and writing skills with the guidance and support of my colleagues. I feel great warmth working at CORE due to the teamwork that we have."

My Voice, Our Journey



My Voice, Our Journey was a first of its kind project in South West Sydney. This year long project, developed and run by our Multicultural Communities team, enabled adult refugees to engage with others and share their story through art and theatre. Most of the refugees who participated had never been on stage before.

Payam Gouya, an Iranian refugee came to Australia in 2016 via Malaysia. For Payam and his wife Mahnaz, theatre has always been an important part of their life. My Voice, Our Journey has been a great way for them to meet and form friendships with people from other cultures, and share their stories about being a refugee and coming to Australia. The project also helped participants develop their English skills, build confidence and engage with community. The project culminated in a public performance at Casula Powerhouse which received a standing ovation from the audience.

"When we came to Australia my wife, Mahnaz and I were alone. This group has been a good experience, it's been good to share our story on stage. English is my second language, so it has been good to learn English from other people."

- Payam Gouya

Helping others like me



Falah Abbo, who arrived in Australia from Iraq in 2014, approached CORE after he had been assisted by the settlement program, wanting to share his knowledge and use his skill of teaching. Falah had worked for a long time as a physics teacher and had also studied English prior to coming to Australia.

Falah has now been volunteering at CORE for two years, working closely with Iraqi Settlement Worker Murshid Amer in running the Citizenship Course. The course helps migrants who want to become an Australian citizen, including preparation for the Australian Citizenship test.

This is the second year that CORE has run the citizenship course with 20-25 participants starting every 6 weeks.

"It is important that refugees understand what makes Australia, and through this work I can help the community. Through my experience with CORE, I can really see they are helping people, and they are so helpful. Through volunteering I feel satisfaction and inner peace."

PATHWAYS TO EMPLOYMENT

Gaining employment is an immediate goal for many newly arrived migrants and refugees, and one of the biggest contributors to a happy and independent life. As part of its settlement services CORE actively supports clients to access vocational education and training and secure employment.

New insights and understandings



Through its own volunteer program CORE promotes understanding of the challenges faced by refugees.

Sanshi was studying a Certificate IV in Youth Work when she joined CORE as a volunteer in 2017. She remembers watching a video shown during class which deeply touched her, triggering memories about her family's experience as refugees settling in South West Sydney.

Sanshi set out to find out more about the refugee experience of today, especially the large influx following the crisis in Syria. While at TAFE she learnt of CORE's work with refugee families and children and approached us about volunteering. Working with CORE has provided her with much greater awareness and understanding of the plight of refugees, the challenges they face and the services and support they need. Having completed her studies, Sanshi continues to volunteer with CORE.

"The working culture at CORE absolutely mirrors its values of Care, Opportunity, Respect and Empowerment. I get to broaden my horizons and I'm loving every shift I get to spend at CORE. I especially value the meaningful conversations I have with all the workers, hearing their story, and seeing how their work supports the community."

The learnings and understanding about community services in general; how every agency and not for profit organisation fits into the picture; and knowing that the work I did as a volunteer did help in the function and delivery of many public community events - they were the three main aspects that were the most rewarding to me, and why I continue to volunteer."

Professional skills recognition

Many refugees arrive with professional skills and experience but struggle to recommence their overseas profession due to complexity of the system, high costs and lack of planned support.

Rahoul arrived in Australia in 2014 on a humanitarian visa, having escaped war in his home country of Iraq where he was a qualified dentist.

Arriving in Australia with no family, Rahoul felt overwhelmed, with no clear directions on whether to start a new career in Australia or build on his medical career. He knew that to get his dental qualification recognised in Australia was an extremely complex and expensive process. His employment service provider wanted him to take up a cleaning or factory role or face the cancellation of his Newstart Allowance.

As the situation became more challenging, Rahoul felt more confused and indecisive. When he initially accessed CORE's Emergency Relief program in late 2015, he was referred to our Employment and Training services. Rahoul was supported with the challenge of managing his daily living expenses and benefited from structured goal setting. Referrals to external support led to improvement in his English language skills and financial assistance to have his qualifications recognised. We also helped him apply for various scholarships and linked him up with medical practitioners for practical work experience.

After several attempts, Rahoul successfully completed all the prescribed theoretical and practical assessments, and in May 2018 his qualifications were officially recognised by the Australian Health Practitioner's Regulation Agency. After several years of uncertainty Rahoul is proud to be called Doctor again. Through our support and recommendation Rahoul then obtained a full-time dentist position at a public dental clinic in regional NSW.

*Name has been changed for privacy reasons

Engaging business



Engaging businesses and employers is vital to the success of refugee employment initiatives.

In 2018 CORE led the Fairfield Emerging Communities Action Partnership (FECAP) employment working group to organise the first Business Breakfast under the 'place-based' Fairfield Settlement Action Plan. The event brought together over 90 people representing businesses, employers and other organisations to highlight the untapped strengths and opportunities that refugee and migrant communities bring to the area.

The breakfast provided a forum for discussion on topics including:

- the number and background of refugees settling in Fairfield City
- new opportunities in the labour market
- settlement challenges that new emerging communities face, particularly in the area of employment
- current local initiatives aimed at supporting refugees in the area of employment, entitlements and training programs.

Keynote speakers included Member for Prospect Dr Hugh McDermott MP and Sue Ismail, a successful migrant business woman. Other contributors included STARTTS, Assyrian Resource Centre, TAFE NSW, Fairfield City Council, Fairfield Chamber of Commerce, settlement service providers and Cabra-Vale Diggers who as our key corporate partner hosted the event.

The breakfast was effective in raising corporate sector awareness of refugee settlement issues and the role of businesses in supporting refugee employment outcomes.

A PLACE FOR ALL

Across South West Sydney, including our centres in Cabramatta, Fairfield, Mt Pritchard, Canley Heights and Miller, we provide activities that bring people together and help them learn and explore new and interesting things. This reduces social isolation, promotes healthy lifestyles and builds stronger communities. People who are socially isolated or disadvantaged in other ways, as well as older people and people from culturally and linguistically diverse backgrounds are among those who benefit from our community engagement services.

Creating Connections



Art and craft is a popular activity for many seniors attending our community centres; it brings people together and provides a creative outlet.

Thelma Peacock is a long term Smithfield resident, having lived in the area for 55 years. After retiring from her job as a packer at Helena Rubenstein cosmetics, Thelma was looking to get involved in activities, gain some new skills and connect to her community.

A friend who was attending classes at the community centre introduced Thelma to the decorative painting class. That was back in 1999, and ever since then Thelma

has participated in many of our classes, numerous bus trips and other events. That makes her one of our long-standing clients, with many others like Thelma returning year after year to take part in group activities.

Thelma finds painting relaxes her and gives her a sense of achievement; over the years she has accomplished many different forms of artwork including landscapes, still life, flora and fauna. Thelma is currently painting place mats to give away as gifts to family and friends.

Language, culture and community



With its huge multicultural mix, many residents of South West Sydney want to connect with people from their own language and cultural background.

Thi Lanh Vuong has been a Cabramatta resident for over ten years. Five years ago Lanh retired from her position as a shop assistant where she had worked for more than 16 years. After retiring Lanh was looking to do some volunteer work and join some new activities. She came to see Kim Hong, CORE's Vietnamese worker in the Multicultural Outreach Service (MOS).

The MOS program provides casework and referral assistance to people who are disadvantaged by language and cultural barriers, specifically Vietnamese, Arabic, Assyrian, Farcy and Chinese. MOS also has a community development component, in which workers participate in the running of support groups, get involved in community

activities, campaigns and liaise with other workers in the community to provide clients with education and information sessions.

Kim invited Lanh to join in the local Moon festival activities as a volunteer demonstrating origami. Since then Lanh has participated in many group activities at our Cabramatta and Canley Heights centres.

Last year Lanh joined the crochet and knitting group and is now sharing the skills she has learnt and is teaching crochet to Vietnamese speakers at Cabramatta. This has given Lanh more confidence; she enjoys helping people and connecting with other members of her community.

Breaking down isolation



Samira, who is originally from Iraq, approached our centre at Cabramatta. She was concerned about her 80 year old mother Nahla who suffers from mental illness because of the persecution they suffered in their home country. Samira was trying to get her mum some help as she had no other family or friends in Australia, wasn't socialising much and her mental condition was getting worse.

Samira was referred to Carolen Lazar, Bilingual Outreach Worker for the Arabic community. Carolen introduced Samira to her Arabic and Assyrian Women's Group, and both mother and daughter soon started to get involved in group activities. They were overwhelmed with the

welcoming and acceptance they experienced when they joined the group of women from the same background and culture. Through the group they have made a number of friends which helps them feel less isolated. Carolen also connected them with other services that provide mental health support, and this has made a big difference in their life as well.

Samira and Nahla are now active members of the group, participating in most of the activities and outings. They have shown their gratitude for all the support and help they have got from CORE which has changed their lives and helped them feel much more settled in their new life in Australia.

Leading by example



Many of our activities depend on the generosity and commitment of our volunteers. Their work inspires others to get involved and keep active and engaged in the community.

John has been volunteering with CORE for close on four years. He started at The Heights as a volunteer English teacher, teaching English to the local communities.

All his life John has been involved in helping people. He started up the Scouts in Cabramatta and then did scouting for over 30 years, traveling to a number of countries to share his scouting abilities and skills, and also supporting the Fijian Police Department, teaching them skills in abseiling.

Upon receiving his pension last year, rather than stay at home, John decided to continue volunteering two days of his time at CORE as Justice of Peace for Canley Heights and Mount Pritchard and also assisting in other ways wherever he can.

"I always had the philosophy if you lead by example, especially to the younger generation, they will appreciate what I can do. If I can do it, you can do it, that type of attitude. I like to meet new people, making good friends with people, and making myself useful as much as I can."

The Hub at Miller



Our commitment to working with and empowering communities was recognised this year when we were selected by the NSW Department of Health as the successful tenderer to operate The Hub at Miller. Using our strong community development approach we have worked with the community to understand local needs and together design a range of social and community services that promote inclusion and participation.

The Hub provides a central meeting place where local residents can access information and referral, and participate in a variety of educational, recreational and social activities to improve their quality of life. Throughout the year we ran arts and crafts groups, children's play groups, homework support clubs, conversational English classes, and computer lessons. Promoting healthy lifestyles and wellbeing is a particular focus, with activities including Zumba, yoga, aqua aerobics and healthy cooking classes. The Hub also hosts

specialist services such as legal advice, tenancy advocacy, bilingual Justice of Peace, and speech pathology. Weekly community markets, a community food van and food parcel services attract large numbers of Miller locals to The Hub.

Working closely with partner organisations on day to day services and special events has been central to our success. For the end of year celebration we collaborated with Mission Australia, Community 2168 Project, STaR, Budyari, Miller Community Health Centre, Borderless Community and South West Youth Peer Education. Over 250 local residents participated in face painting, line dancing and carols singalong, with music by local DJ Enrique. Santa made an appearance and distributed hundreds of toys and food hampers to children and families. The glowing feedback provided by clients at this and other activities shows the positive impact CORE is having in strengthening the community and improving lives.

CARE FOR OLDER PEOPLE

Quality holistic care provided by our Aged and Disability Care service puts choice in the hands of the consumer and helps them to stay physically and mentally active, and engaged in their community.

Flexibility as needs change



A goal for many people as they age is to continue to live independently in their own home. CORE's Home Care Package service makes this possible, providing a range of flexible services tailored to meet the older person's requirements and preferences as they change over time. Services can include help with personal care, meal and food preparation, transport, allied health, domestic assistance, or home modifications.

Mrs Le has been assisted by CORE since 2010. During her care plan review she expressed that she wanted to have a real shower, as she has been receiving sponge baths due to her osteoporosis pain. She also spoke about her love for reading and literature; she was missing her ability to read due to a decline in her eyesight and had only been able to listen to audiobooks.

An occupational therapist was organised to make an assessment of Mrs Le's bathroom and recommend improvements. A grab rail and a bath board were provided, and with this she was able to have a daily shower with the assistance of a support worker. To

further support this goal a physiotherapist created a personalised exercise plan to help maintain Mrs Le's mobility.

To address Mrs. Le's eyesight declining corrective reading glasses were provided through her home care package, allowing her to again enjoy reading. As part of her care package CORE also arranged for the home library service to visit her once a month with a selection of her favourite Vietnamese books, magazines and newspapers.

"Having new material to read each month is a luxury for me", said Mrs Le.

CORE also provides Mrs Le with domestic assistance, purchasing personal care items, medication assistance, social support and visits from the registered nurse. She is currently working with her case manager on her new goal to move to a ground floor apartment so that she can go out for everyday activities.

Person centred care



Our case managers are skilled at getting to know the client and providing person centred care. This means understanding their needs and goals and what is important to them, and putting in place the most appropriate service solutions.

Sharon Holliday joined CORE in 2017. Having worked in residential and community aged care for 18 years, Sharon is passionate about helping people maximise their independence and quality of life in their own homes and community until their end of life.

"My work with ageing and multicultural communities is extremely varied and the reward is phenomenal. It means getting to know real life stories coming from people that had suffered adversity in the community or disadvantage and injustice. Partly we support these experiences by providing clinical consistency with bi-lingual support workers from the person's own community and who they feel safe with."

It can be hard for a client and their family to self-manage all aspects of aged care at home, especially given the complexity of the Australian health care system. Case managers assist people by providing information to empower and equip them so they can be in charge of their own health.

"I support the person and their family in many ways, whether it's understanding a tricky bit of information or trying to navigate the hospital system with a new diagnosis, I can be there to support them."

The goals of clients vary widely. Some are based on physical care needs such as assistance with personal care, while others might be about participating in the community or continuing hobbies. This might involve supporting the client to go to the library or their favourite café, or assistance to maintain a beautiful garden that they can no longer manage by themselves.

"We can work with the client and any fluctuating needs to support them to continue doing as much as possible of what they have always done".

Caring for carers



Our support workers work directly with clients in their own homes, providing services such as personal care, transport, respite and meal preparation.

Coming from diverse backgrounds and speaking the main languages of our client communities, CORE support workers share a deep commitment to helping others.

Sam Barbrian joined CORE in 2012. Growing up, Sam was the youngest of six children, and when time came to care for his aging parents and mentally challenged older brother, the responsibility fell to him.

Sam and his wife migrated to Australia from Syria over 25 years ago, with nothing but a hard work ethic and the dream of building a good life for themselves and their future family. Their early experiences of being accepted in Australia made them want to give back.

"It even surprised us how caring and helpful the Australian culture and community were, and it is help that we have never taken for granted. Working at CORE, and helping the community is just one of the ways I thank and appreciate the support my wife and I received those many years ago."

CORE is a great place to work, not just for the care services that we provide to the many people who need and appreciate it, but because of how diverse it is. CORE not only accepts diversity, but celebrates it, no matter what background or religion. The most important thing is providing care to those who need it and having a positive impact on people's lives. Being of multicultural background, working in a diverse and inclusive organisation makes me extremely happy and appreciative."

I enjoy being a support worker, I know just by walking into their homes I can uplift the mood and always bring a smile to my client's faces. That is especially why I love working at CORE for allowing me to make a difference in my clients' lives."

LEADERSHIP & ADVOCACY

Backed by our frontline work with the people of South West Sydney and our own evidence and research, we advocate for positive change in policy and take a leadership role to maximise coordination of services across the sector.

Improving services for victims of domestic violence

Domestic and family violence occurs across all cultures, communities, and socio-economic groups. With funding from Fairfield City Council and NSW Department of Justice, CORE supports the victims of domestic and family violence and their accompanied children in the Fairfield local government area. This year we assisted 86 adults and 138 children with case management/ coordination, crisis counselling, referral to other services, and group activities.

Raising awareness of domestic violence in the community and working with others in the sector to improve services is an important part of our work. For the second year running, CORE hosted The Bigger Picture conference on Domestic Violence, in partnership with NSW Department of Justice, Department of Human Services, Legal Aid NSW, Bonnie Support Services, Drug and Alcohol Multicultural Education Centre (DAMEC), Fairfield Council and Cabravale Diggers Club.

Organised as part of the '16 days of action' against gender based violence campaign, the conference explored aspects of domestic violence that often go unrepresented. Topics included elder and disability abuse, domestic violence and LGBTQI people within multicultural communities, and e-Safety and the increasing use of technology in domestic violence. Drawing on the latest research, government policy, and practitioner experience, the conference provided practical advice for workers in the field, such as engaging men and boys in the prevention of gender based violence and how to get an AVO. Keynote speakers included Moo Baulch from Domestic Violence NSW and White Ribbon Ambassador Danny Mikati.

The conference was attended by over 260 community workers, government officials and academics and was successful in building understanding and skills of those responding to domestic violence.



Fairfield City Settlement Action Plan

CORE has been at the forefront of responding to the large influx in to Fairfield City of people displaced by conflicts in Syria and Iraq, following the 2015 Australian Government pledge to make an extra 12,000 humanitarian places available. Fairfield usually welcomes about 1,000 refugees a year into its community. This number increased to about 5,000 refugees in 2016, with a further 3,800 arriving since then.

The Fairfield City Settlement Action Plan was developed through a participatory process led by CORE and Fairfield City Council. It aims to guide the work of and increase collaboration among services in order to maximise settlement outcomes for refugees, humanitarian entrants and vulnerable migrants in Fairfield City.

Launched in June 2017, the Plan focuses on eight action areas including physical and mental health and wellbeing, people with disability, safe and responsible communities, opportunities for meaningful engagement and integration within local communities, and housing accessibility.

The Implementation of the Plan is led by CORE and Fairfield City Council, together with Multicultural NSW which is responsible for coordinating and engaging relevant government agencies.

This year CORE employed a part-time Coordinator to

increase accountability in the delivery of the Plan. The Coordinator actively engages with stakeholders to capture progress made, challenges and lessons learned in quarterly and annual reports.

Perhaps the most significant achievement made so far is the continued level of support and commitment of services to the Plan. In May 2018, over 40 representatives of 19 government and non-government organisations participated at a workshop to gauge progress made in the Plan's first year of implementation. The workshop was attended by the NSW Government Refugee Coordinator-General, Professor Peter Shergold and facilitated by the Department of Premier and Cabinet.

Participants at the workshop said the ongoing implementation of the Plan has resulted in increased collaboration among services. Sharing lessons learnt and the development of tailored initiatives have improved service coordination between a diverse range of stakeholders.

Examples of collaboration include the development of the Fairfield Employment and Community Services Forum which has engaged the Department of Jobs and Innovation, JobActive providers, and local businesses to support job seekers. The forum promotes local enterprise opportunities and also helped to deliver cultural competency workshops to local JobActive services.

OUR TEAM

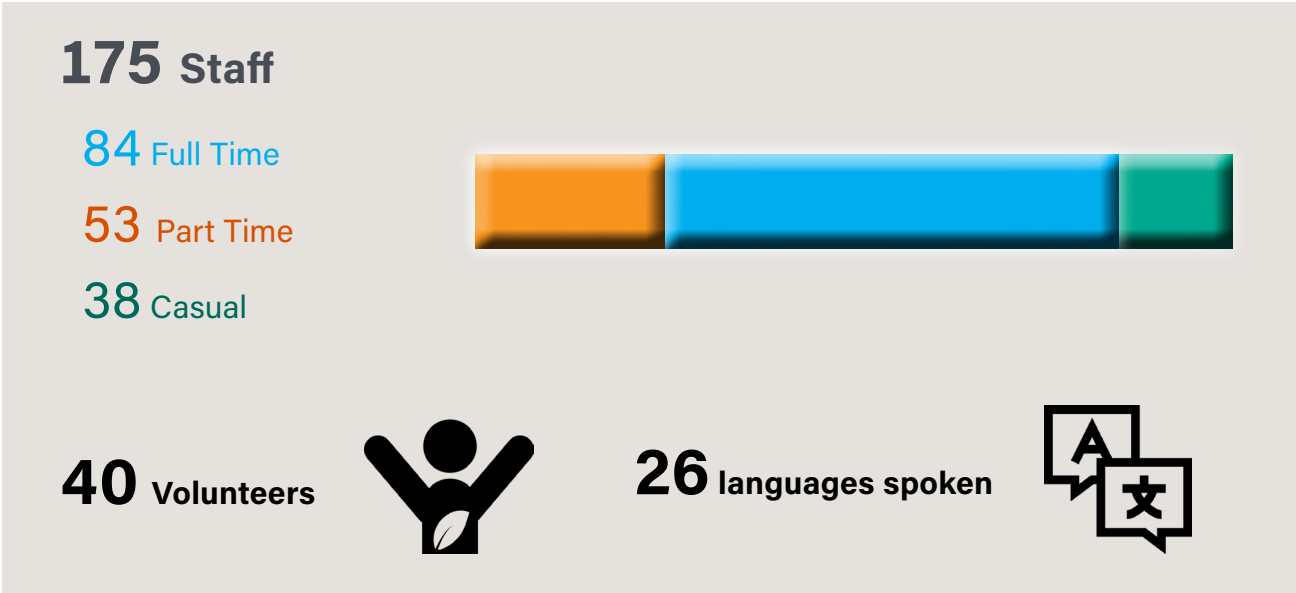


Throughout this report we've shared just a few stories of some of our dedicated staff and volunteers. The diversity of our team reflects the rich cultural and linguistic mix of South West Sydney, and the grassroots beginnings of our organisation working with newly arrived migrants and refugees.

To stay relevant to the communities in which we work and continue to effectively assist our clients we need to maintain our cultural competence. This year we rolled out cultural diversity training for our frontline staff. Enabling team members to share their own life experiences and skills gained while working with our diverse client groups was an important aspect of the learning process.

Developing our new strategic plan provided another opportunity to bring our teams together and get their input on future directions for CORE. Through a series of planning workshops we got wide input in to the changing needs of clients and community and looked at how we can improve our services and ways of working.

A survey of our staff showed high levels of commitment to the CORE vision and the clients we serve. Staff identified many strengths for the organisation to build on, including experience working with diverse clients, our community development approach, and our passionate and skilled multicultural and bilingual team.



Long term commitment

The commitment of our staff is reflected in their long term service with CORE. Over 39% of our staff have been with CORE for over 5 years and 18% have been with us for over 10 years.

Matthew Russell joined CORE in late 2000 as a youth homelessness intake officer, having previously done work experience with the same team. Six months later he moved in to what was then the Generalist Youth Support Project, which later became Multicultural Youth Support.

Working with young people aged 12 years and above, Matthew has helped organise countless activities including school workshops, after school-hours programs, dance parties, youth musicals, multicultural youth events, school holiday programs and youth camps.

In 18 years working for CORE, Matthew has seen many changes and had to adapt to meet new and emerging client needs as different cultural groups have moved in to the area. Programs and staff have come and gone, and new partnerships formed along the way, leading to the youth team of today with it's fresh focus and direction.

"The CORE values, beliefs and focus are what has kept me here all these years. My love for working at CORE knows no bounds, and the future holds great things for those who call CORE their professional home."



Working behind the scenes



Our people who work behind the scenes to keep CORE operations going play just as important a role as our frontline staff.

Hamu Ethel Manning joined CORE in May 2015 after a successful career in the corporate sector, working for major companies such as Ernst and Young and AMP.

Originally from Zambia, Hamu migrated with her family to New Zealand in 2003, before arriving in Australia in 2014.

In her current role as Executive Assistant, Hamu provides day to day support to the CEO and the Board of CORE. This involves ensuring the smooth running of CORE's governance, including regular Board and Committee meetings and the Annual General Meeting. Hamu also works closely with CORE managers, liaises with external stakeholders such as funding bodies, and assists in planning key functions and events for CORE.

Hamu is a passionate hard worker and enjoys the varied nature of her role and the fact she gets to work with people across the organisation. Though she rarely sees clients, Hamu's job gives her an important sense of contributing.

"Having worked for large companies my role at CORE is so rewarding as I get to give back to the community."

OUR FINANCES

2017/2018 was a year of consolidation for CORE, with a modest 2.7% rise in income from \$14.4m in 2016/2017 to \$14.8m this year.

Overall, expenditure increased by 7%. The biggest increase was in service delivery expenses which increased from \$1.7m to \$2.0 million and made up 15% of costs, reflecting our commitment to ensure services are adequately resourced.

Employee costs, the most significant cost to the organisation, increased by 5% from \$9.1m to \$9.6m in 2018 as new jobs were added to improve services provided to clients. This included provision for CPI (Consumer Price Index) increases and increases required under the Social and Community Services Award Equal Remuneration Order (ERO).

While the accrued employee entitlements liability (annual leave & long service leave) marginally increased from \$1.16m to \$1.17m, there have been positive improvements to reduce excessive annual leave balances, with a reduction in the number of staff with balances in excess of 200 hours, and a decrease in the long service leave entitlement liability.

Another area of ongoing management focus has been to ensure grant funding is fully expended so that it is not carried forward in the balance sheet for expenditure in future accounting periods when the service is provided. This resulted in a \$0.6m decline in unexpended funds compared to 2016/2017.

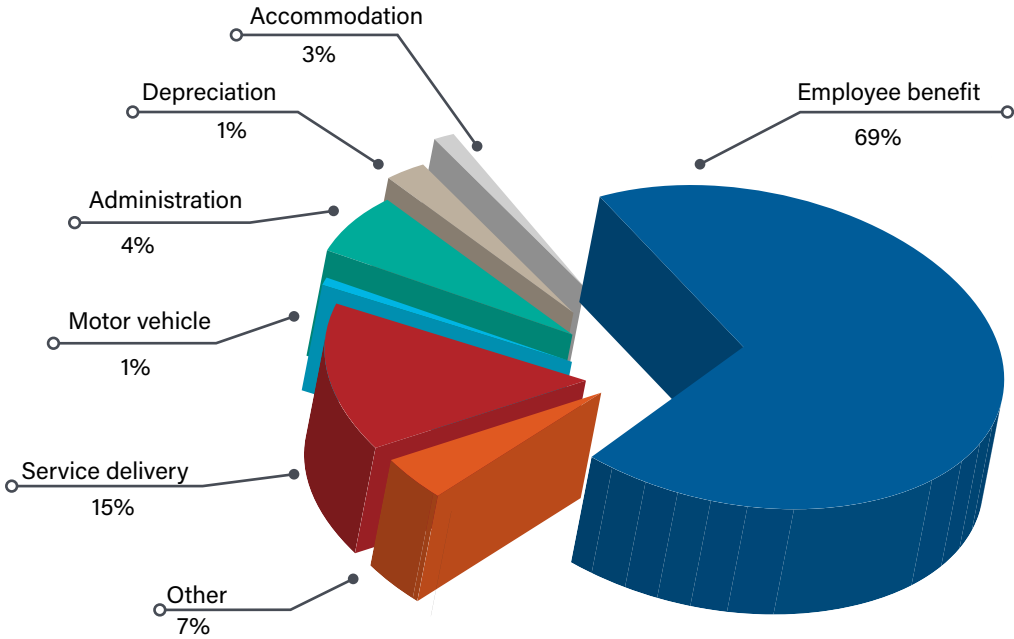
The cash flow from re-occurring operations was positive by \$279,343, with the overall decline in cash being associated with re-investment in capital equipment and leasehold improvements to the tune of \$578,178 (up from \$224,698 in 2016/2017). Leasehold improvements included relocating the Campbelltown site and establishing a new site in the Fairfield CBD which will allow for an expansion in services to clients. This resulted in an increase of Non-Current Assets from \$1.88 million to \$2.26 million.

Our overall result for 2017/2018 was a net surplus of \$984,000. Total current assets are more than adequate to cover total liabilities, provisions and employee entitlement provisions, which amount to \$2.97 million giving us a ratio of more than 2.

The retained surplus has increased from \$6.22 million to \$7.21 million as compared to last financial year. This strong financial position provides a sound footing for the organisation and allows the Board some flexibility when considering the development of new programs and services and other strategic priorities.

A large proportion of the organisation's assets are currently held as cash and cash equivalents, mainly in term deposit accounts. This has prompted the Board to seek professional investment advice and develop an investment policy which will be implemented in the 2019 financial year. This is expected to generate a better return on investment of funds over time to further strengthen CORE's financial sustainability and enable strategic growth of services and development of the organisation.

Expenses

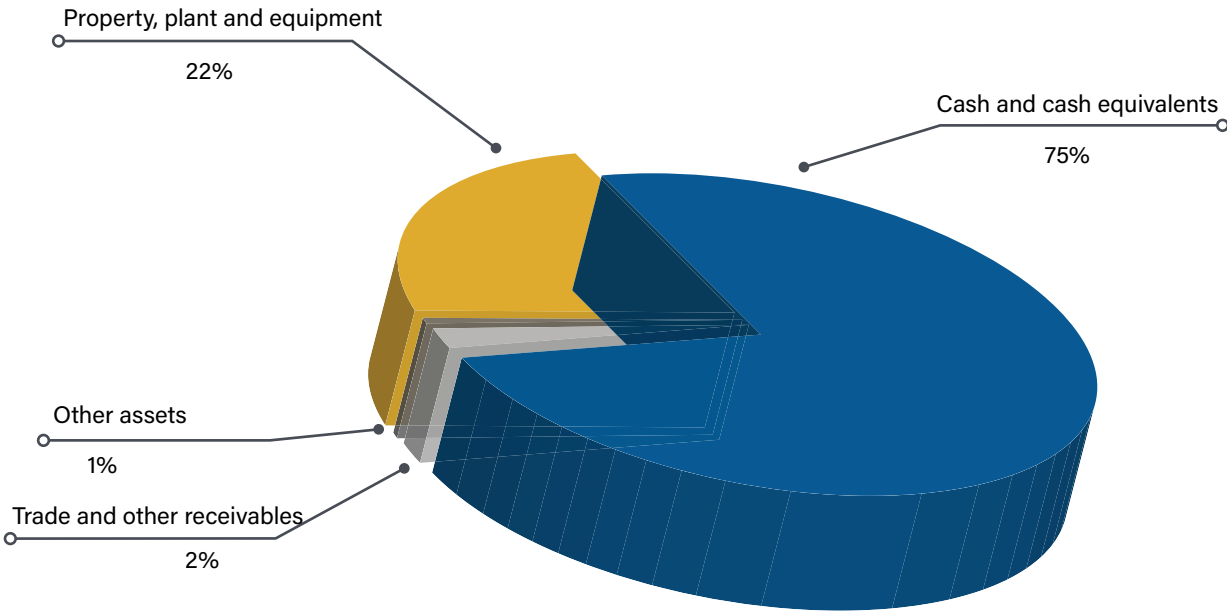


Income and expenditure

	2018	2017	Change
Income			
Grants	\$8,141,717	\$7,184,657	13%
Commonwealth subsidy	\$3,167,479	\$3,415,684	-7%
Subcontracting	\$2,186,484	\$2,384,602	-8%
Client fees	\$734,390	\$706,681	4%
Other Income	\$593,826	\$742,819	-20%
Total Income	\$14,823,897	\$14,434,442	3%

Expenditure			
Employee costs	\$9,562,536	\$9,133,275	5%
Service delivery	\$2,029,051	\$1,679,243	21%
Accommodation	\$417,384	\$424,432	-2%
Motor vehicle expenses	\$125,311	\$106,086	18%
Depreciation	\$174,318	\$194,299	-10%
Insurance	\$30,012	\$28,958	4%
Administration	\$568,347	\$619,576	-8%
Other expenses	\$932,356	\$797,744	17%
Total Expenses	\$13,839,316	\$12,983,614	7%

Assets



ACKNOWLEDGEMENTS

CORE Community Services would like to thank the following organisations for their ongoing support and collaboration with our services:

- Al-Khabur Village People Inc. (Syrian Community Association)

Afaq Culture, Arts & Sports Association

Argyle Housing

Assyrian Resource Centre

Australian Border Force

Australian Iraqi Arts Academy

Bonnie Support Services

Bonnyrigg High School

Borderless Community

Bossley Park High School

Budyari Community Health Centre

Cabra Vale Diggers

Cabramatta High School – Intensive English Centre

Canley Heights RSL

Canley Vale High School

Community First Step

Dandelion Support Network

Department of Family and Community Services NSW

Department of Health

Department of Health NSW

Department of Human Services

Department of Premier and Cabinet NSW

Department of Social Services

Evolve Housing

Exodus Foundation

Fairfield City Council

Fairfield High School

Intensive English Centre

Parents Café Inc

Fairfield Hospital

Fairfield Local Court

Fairvale High School

Great Lakes Agency for Peace & Development

Hume Community Housing

Immigration Advice and Rights Centre

Iraqi Australian Graduates Forum

Iraqi Women’s League

Juvenile Justice NSW

Karitane

Khmer Association NSW

Legal Aid NSW

Liverpool City Council

Liverpool Hospital

Local Community Services Association

Macquarie Community College
- Mandaeen Women’s Union

Mary MacKillop Catholic College, Wakeley

Mission Australia

Mounties Group

Mounties Mekong

MTC Australia

Multicultural NSW

Multicultural Youth Advocacy Network (MYAN) NSW

Nakango Vision Community Care

Navitas

NSW Needle and Syringe Program

NSW Police (Fairfield and Liverpool Police Area Command)

NSW Refugee Health Service

NSW Spanish and Latin American Association for Social Assistance Inc.

One Door Mental Health

One Step Walk

PCYC Miller

PCYC Fairfield Cabramatta

Prairiewood High School

Refugee Talent

Sawaki Group

Settlement Services International (SSI)

Show Me The Way

South Western Sydney Local Area Health District

Southern Districts Football Association

Spark Strategy

St Johns Park Bowling Club

St Vincent de Paul Society

STARTTS

Street University

Sydney Community College

Sydney Thunder

TAFE NSW

TAX Help – ATO

The Community of South Sudan and Other Marginalised Areas Association

The Salvation Army

The Smith Family

The Ted Noffs Foundation

Ultimate Soccer

Uniting Care

Warakirri College

Western Sydney University

Why Documentaries

Youth off the Streets (YOTS)





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