



Celebrating our 40 year anniversary

## Acknowledgement of Country

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

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

## About us

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

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

We are proud to have an inclusive, culturally diverse and bilingual workforce who are sensitive to the languages, cultures and individual needs of the communities they work with and support.

## Our vision and mission

We believe everyone has the right to live with dignity and confidence and to achieve this often means helping people remove the roadblocks that make life harder than it needs to be.

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

Since 1985, we have been intertwined with our community, creating pathways that make it possible for people to live more enriched lives.

Day to day, we are persistent with our **mission**, delivering quality services that meet diverse needs to maximise individual and community outcomes.

## Our values

We are bound by and driven from our five values:

- **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
- **Connection:** we build and strengthening connections across the community and in everything we do
- **Integrity:** we commit to delivering quality, trusted outcomes at all times
- **Quality:** we maintain excellence in all our work, driven by clear policies and processes

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# Celebrating 40 Years of Community Connection

**2025 marks a momentous milestone for SydWest Multicultural Services; our 40th anniversary of working with and supporting diverse communities.**

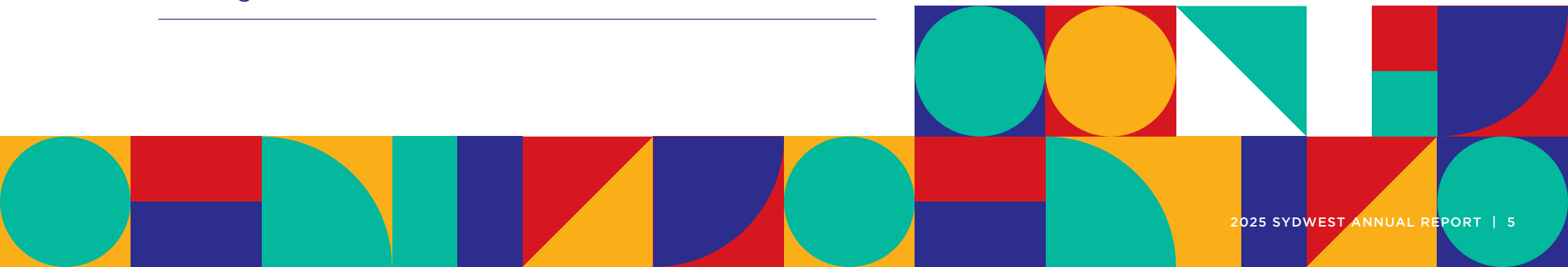
Since opening our doors in December of 1985 as the Blacktown Migrant Resource Centre, we have proudly supported refugees and migrants through settlement and grassroots community programs. Over the decades, we have evolved into SydWest Multicultural Services, expanding our offerings to include aged care, disability support, and a range of programs that reflect the needs of our community.

2025 is especially significant as we welcome Riverlink Disability Services into the SydWest family. This integration strengthens our expertise even more in disability support and deepens our commitment to inclusive, person-centred care. With evolution comes reflection and in 2025 we embarked on a journey to explore our identity; our people and our brand, to ensure that SydWest continues to be a place where all service users, staff, and stakeholders feel connected to. A place where the community belongs.

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This milestone is not just a celebration of our 40-year journey - it's a reaffirmation of our commitment to building an even more inclusive and connected tomorrow.

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# Chair's Report

It is an honour to be the Chair of SydWest Multicultural as we celebrate our 40-year anniversary. It is not a small thing for an organisation that began as a small migrant resource centre to not only be here, but to be thriving.



**Angela Tsoukatos**  
Chair

Today, clients are more discerning and have choice, stakeholders expect their interests to be understood and respected, and funding bodies not only require excellent services but demand that organisations demonstrate value for money. Like clients, employees have choice and attracting and retaining capable people cannot be taken for granted.

SydWest has adapted to these demands, initially offering settlement services for migrants to providing services for seniors, for people with a disability, young people, and families and their intersectoral needs. In March this year, SydWest merged with Riverlink Disability Services, another values-driven and client focused organisation. It is a privilege to partner with another like-minded organisation and to build on our collective strengths.

It is early days in our transformation, but a strengths and values driven mindset continue to guide our journey as does a realistic approach to managing risk, transforming systems and processes and most importantly, ensuring we go on the journey with clients, families, and staff. I am grateful to our CEO, the leadership team and Director colleagues for how they have leant into these challenges with wisdom, kindness and by keeping our values of Choice, Celebration, Connection, Integrity and Quality front and centre.

Through our transformation, we continue to enjoy positive feedback from clients and families, sound financial results and staff engagement scores that would be the envy of most organisations. We have also stood up to the test of scrutiny through audits required by the NDIS Quality and Safeguards Commission and the Aged Care Quality and Safety Commission. With increasing standards, these reviews help us learn and improve and position us for reforms in the aged care and disability sectors.

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During the year, SydWest became the lead agency in the Western Sydney Region Settlement Consortium, delivering settlement services to refugees and humanitarian entrants in Greater Western Sydney.

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We are grateful to the Federal Government for entrusting us with this contract and to our partners – Accessible Diversity Services Initiative, Community Migrant Resource Centre, and Western Sydney Migrant Resource Centre for the collaboration.

Thank you to outgoing Director, Dr Peter Zelas for your commitment to clinical governance, your insights, and humility. I am pleased that Brent Pitts joined our Board. Brent chairs the Board Finance and Audit and Risk Committee and brings tremendous financial and commercial skills to SydWest.

My gratitude to our esteemed CEO, Elfa Moraitakis who leads SydWest with vision and integrity, underpinned by deep sector knowledge, respectful relationships, and a can-do attitude and growth mindset.

Thank you to Director colleagues, the Executive and Leadership team, all staff, volunteers, and members for your belief in SydWest, for applying your skills and for having our clients at the heart of what you do. Only with you, can our vision to create an inclusive society where all people have equal opportunities to grow and thrive become a reality. Words that resonated 40 years ago and now more than ever.

# Our Board



**Angela Tsoukatos**  
Chair



**Dr Chandrika Subramaniyan**  
Director and SydWest  
Ambassador



**Peter Zangari**  
Director



**Sandra Casinader**  
Director



**Kim Heng**  
Director



**Brent Pitts**  
Director

# CEO Report

## With Gratitude and Vision into the future

This year marks a profound milestone in the life of SydWest Multicultural Services; 40 years of service, leadership, and community impact.

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**Elfa Moraitakis**  
CEO

What began as a small settlement organisation providing support to newly arrived refugees in Blacktown has grown into a trusted, multi-service provider at the heart of one of Australia's most diverse regions.

Over four decades, we have walked alongside people from all walks of life; from newly arrived families and young people to seniors and people living with disability. We have expanded and diversified our services to meet the evolving needs of our communities, from aged care and disability supports to housing, settlement, women and families, employment and youth programs. Through it all, we have remained grounded in our values and connected cultures and built community to support a better life in Western Sydney.

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**This anniversary is not only a time to reflect on our achievements, but also to honour the people who have shaped SydWest's journey.**

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To all our dedicated staff and our frontline workers, thank you for your deep commitment to delivering culturally responsive, person-centred care. Your true connection and understanding with the communities we serve is what makes our work truly impactful.



To our Leaders, thank you for leading with integrity and care, even through times of reform and uncertainty. To our Board members, past and present, your wisdom and governance have guided us with strength and vision. And to our local political leaders, we are deeply grateful for your continued support and advocacy. Your recognition of SydWest's role in strengthening the social fabric of the region has been instrumental in helping us grow and thrive.

In recent years, SydWest has entered a new era of growth, joining forces with like-minded organisations such as Participate Australia and Riverlink Disability Services. These partnerships have strengthened our platform for delivering services, advocating for systemic change, and building inclusive communities where everyone belongs.

This progress has been made possible thanks to the trust and support of our Chair, Angela Tsoukatos, and our current Board of Directors, who govern with mission and compassion at heart. Their leadership marked by courage, accountability, and a commitment to keep asking the tough questions has guided us through complex compliance landscapes and positioned us for long-term sustainability.

As we look to the future, we are excited to formally roll out a refreshed brand identity in 2026. This identity will symbolise both our proud history and our bold future, one where we continue to innovate, lead, and respond to the complex realities of today's world.

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Thank you to all for being part of the SydWest story in the past, present and into the future. Together, we will carry this legacy forward into the years to come, ensuring that our city remains a place of opportunity, cohesion and belonging for all.

# SydWest

**Caring and Supporting Communities since 1985**

Refreshed Brand Identity





Elfa and team at WSRSC Consortium

# Our 40 Year Journey

## 1990s–2000s



- From a small community initiative into a regional provider of settlement services
- Introduced aged care, youth programs and women's support services for multicultural communities

## 2020s



- Formed partnership with John Holland and TAFE NSW
- Merged with Participate Australia
- Led the establishment of the Western Sydney Region Settlement Consortium (WSRSC)
- Merged with Riverlink

## 1980s



- SydWest was established in 1985 as Blacktown Migrant Resource Centre
- Participate Australia was established in 1983 as FRANS
- Riverlink Disability Services was established in 1987

## 2010s



- Launched NDIS support programs, employment readiness initiatives, and housing assistance
- Formed partnerships with SSI, Macquarie College and many organisations

# 40 Year Legacy

## Estela: Inaugural Staff Member and Community Hero

In 1985, a spirited 43-year-old woman named Estela responded to a small newspaper ad calling for Spanish-speaking community members to join a new initiative: the Blacktown Migrant Resource Centre, now known as SydWest Multicultural Services.

It was here at the Blacktown Migrant Resource Centre that Estela became a founding member of the Spanish Seniors Social Support Group (SSSG), a vibrant community that would grow to represent Spanish-speaking residents from Latin America.

Born in Argentina, Estela arrived in Australia in 1974, spending her first six months at Villawood Hostel before settling in Auburn and eventually making Blacktown her home. Her early years were marked by dedication working in a chemist and assisting with office duties such as payroll at SydWest.

Before government funding shaped aged care services, Estela and her husband, who drove the Council-loaned bus for group outings, helped build the Spanish Seniors Social Support Group from the ground up. Weekly meetings, held both during the day and in the evenings, became a lifeline for many in the community, offering connection, culture, and comfort.



Estela



Estela and members of the Spanish Seniors Social Support Group



Now in her eighties, Estela remains the heart of the group. Her commitment has never wavered; even when she lived on the Central Coast for some time, she found ways to attend the weekly social support group meetings. Now living back in Sydney, her husband and friends still help her with transport, ensuring she stays connected to the community she helped create alongside her longtime friend, Iris. Both Estela and Iris still regularly attend the group and SydWest remains their safe place. The place where connection to their community happens.

The Spanish Seniors Social Support Group also includes long-serving members like Cecilia, who has been involved for 30 years, and Maria-Theresa, who calls the group her family and now volunteers by teaching Spanish to others in her senior years. Today, the group continues to thrive, welcoming new members each month.

We thank Estela for her vision and her loyalty, and we look forward to Estela and the members of the group continuing their community legacy for many years to come.



Estela and Spanish group at lunch



Estela and Spanish group at lunch



# Messages of Community Appreciation

“SydWest has given me life. The doctors had told me that I may never walk again but now I am walking, thanks to the activities organised by SydWest.”

**Aged Care Client**

“I was able to get my life back. I took control of my finances, my day to day living and my daily choices. My challenges were very personal and what made it possible to overcome was Participate Australia’s support. I can finally wake up and smile and look forward to my day and my life thanks to Tahlia.”

**Disability Support Participant**

“Congratulations to SydWest Multicultural Services on 40 incredible years! Their commitment to supporting communities and addressing real-world challenges continues to inspire. Through their work and partnership with RMIT University, our humanitarian engineering students learn to design with empathy and create meaningful impact. SydWest, and especially their CEO Elfa Moraitakis, exemplify dedication to diverse people and community in truly remarkable ways!”

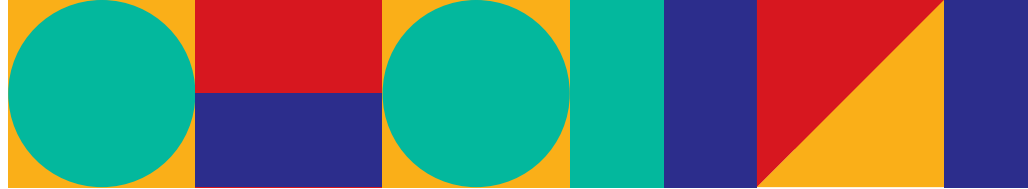
**Dr Spyros Schismenos**, Humanitarian Engineering  
RMIT University

“It’s a privilege for SSI to work hand in hand with SydWest - from collaborating on refugee settlement to teaming up on the HERCULES co-design project with RMIT University, helping engineering students and diverse communities build real-world innovations together. We have built a relationship defined by shared values, mutual trust, and a commitment to lasting impact.”

**Violet Roumeliotis AM**  
CEO, Settlement Services International

“Sydwest MS is the best because it provides accessible, culturally appropriate and community-centred services.”

**Abulla Agwa**, Multicultural Health Program Officer -  
African Communities, Western Sydney Local Health District



“I extend my warmest congratulations to SydWest Multicultural Services for 40 years of dedicated service to the community.

Over the decades, SydWest has supported the Greater Western Sydney community, ensuring that people from diverse cultural backgrounds feel welcomed, supported and valued.

Multicultural NSW is especially proud to have your CEO, Elfa Moraitakis, contributing her leadership and insights as a valued member of our Advisory Board. Her commitment reflects the dedication and vision that SydWest brings to our multicultural society.

SydWest’s work embodies the very essence of multiculturalism in New South Wales - celebrating diversity while building an inclusive society. I commend your commitment, resilience, and dedication to service, and I look forward to continuing our shared journey of fostering a stronger, more inclusive future for all. Congratulations on this remarkable milestone.”

**Joseph La Posta**, CEO, Multicultural NSW

“At TAFE NSW, we take great pride in our longstanding partnership with SydWest Multicultural Services, collaborating on a diverse range of innovative programs and initiatives. Together, we’ve opened doors through job readiness and digital literacy programs that genuinely empower individuals and strengthen communities. We look forward to continuing this meaningful work alongside SydWest, supporting multicultural communities for many more years to come.”

**Veronica Keating**, R/Director Engagement Partnerships & Growth, TAFE NSW, Student Support & Community Group

The Refugee Council of Australia (RCOA) congratulates SydWest on celebrating its 40th anniversary and its four decades of providing vital services to the community.

Your support for key initiatives such as Refugee Week has helped raise awareness about issues affecting refugees, enabling the wider public to better understand the refugee experience. We look forward to many more years of working together.

**Adama Kamara**, Deputy CEO, Refugee Council of Australia

SydWest has provided invaluable service particularly for refugees and new migrants, many coming from non-English speaking backgrounds and having lived through traumatic circumstances. SydWest has provided vital support for people to rise and make valuable contribution to our community. My father Charlie was on the foundation Board, and I had the pleasure to serve as well around 1999-2004. Congratulations on 40 wonderful years of service to the community.

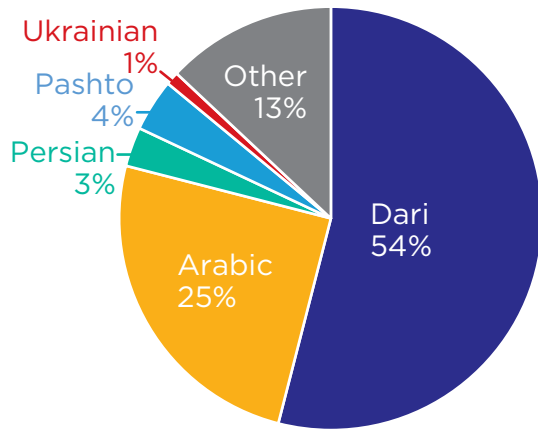
**Stephen Bali** MP, State Member for Blacktown and Member of the Legislative Assembly

# Staff, Client and Participant Diversity

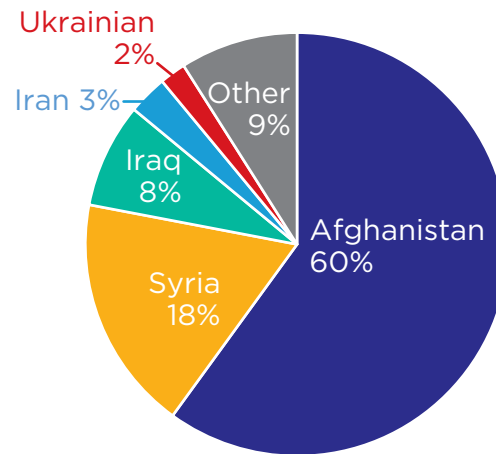
## TOTAL STAFF

Frontline staff total numbers	278
Office staff total numbers	120
Total staff as at 30 June 2025	398
Volunteer total numbers	37

## TOP CLIENT LANGUAGES



## TOP CLIENT COUNTRIES OF BIRTH



## AGED CARE



Total hours of service delivered	171,515
Number of clients who received services	1,798
Number of social support and centre-based respite groups	29
Number of group activities delivered to social support and centre-based respite clients	1,751

## HOUSING



Total clients	102
Help into a home	50
Help to stay at home	52
Women supported with housing	66
Youth helped into a home	7

## SETTLEMENT



Total clients	643
Number of times clients accessed one-on-one services	1,469
Social group activities/sessions/classes	225
People who obtained driver's licences or learner's permits	137
People who obtained citizenship	64
Citizenship test passed	53
Job	25
Employment pathway/training	78
Clients who accessed Justice of the Peace services	100
EAPA - Energy Account Payment Assistance	192

## WOMEN AND FAMILIES



Total clients	3,893
No clients attending playgroup sessions	570
Number of clients attending women's support groups	1,528
Number of clients receiving support for domestic and family violence	33

## YOUTH



Total clients	209
Clients aged 12-17 years	98
Clients aged 18-25 years	111
Individual and group client sessions	412
Youth attending sporting activities	119
Youth attending study centre	49
Training certificates obtained	8
Clients attending free driving classes	12

## DISABILITY



Total Core Support participants	293
Total Core Support Individual Support hours	235,667
Total Group Support hours	195,426
Total Group Support participants	166
Total Support Coordination hours	18,450
Total Support Coordination participants	548
Total SIL Supports participants	8
Total SIL Supports hours	39,154
Total Children's Respite participants	18
Total Children's Respite Support hours	14,300



# Aged Care

## Enriching Lives: Celebrating diversity and connection in Aged Care

This year, we saw our aged care programs blossom into something truly special. It was a year defined by new connections, heartfelt moments, and a commitment to supporting our Senior clients to live vibrant and independent lives.



**Mereline Murimwa-Rarami**  
Manager, Aged Care Services

Across our Commonwealth Home Support Programs (CHSP) and Home Care Packages (HCP) we had the honour of delivering 171,515 hours of culturally inclusive support to our Seniors, including 1,751 group-based activities. Our team was delighted to witness the joy on our clients' faces and the meaningful conversations that have fostered a strong sense of community.

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**Our work is more than just providing care—  
it's about facilitating people to write their  
own stories.**

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And nothing proves this more than the wonderful feedback we received from our clients and their families, and their inspirational tales of transformation.

Our clients' words and experiences are the best reminder that the trust and relationships our frontline staff and coordinators build are what matter.



Seniors Week brings a smile to everyone's face



Seniors Christmas is for everyone!

We were thrilled to host a series of memorable events in 2025:

- On **National Grandparents' Day**, we saw generations connect, laugh, and celebrate together. Over 230 seniors and their families enjoyed performances and activities in a beautiful and heartwarming show of love and family bonds.
- Our Inaugural **Celebration of Life** was a deeply touching and meaningful new tradition. It gave us all a quiet, sacred moment to remember, and honour loved ones, with many people sharing their memories on a "Memory Tree" that shone brightly with notes of cherished moments.
- **Seniors Week** and the **Timeless Talents Showcase** were a powerful and inspiring reminder of the incredible creativity, vitality, and cultural richness within our older community. Over 350 people came to cheer on 25 performances that beautifully challenged stereotypes and celebrated the ageless spirit of our seniors.
- **Mother's Day** and **Aged Care Workers' Appreciation Day** gave us the chance to say a heartfelt "thank you" to the mothers and caregivers who give so much of themselves every day, reinforcing the value of intergenerational support and professional dedication.

We were incredibly proud to strengthen our community this year through strategic partnerships:

- With **Cancer Council NSW** we continued the Unmet Supportive Care Needs Survey, amplifying the voices of Arabic and Hindi-speaking communities in Greater Western Sydney by helping to recruit survey participants and facilitating survey completion.
- Through the *Mind Care Project* with **La Trobe University**, we helped deliver dementia risk reduction workshops tailored to Culturally & Linguistically Diverse communities, starting with two workshops for Hindi and Greek communities.
- And our collaboration with **RMIT University** was a special one, as we connected students with our Seniors to co-design aged care solutions grounded in lived experience, helping the students better align their ideas with real community perspectives and needs.



Timeless Talents



Maltese Seniors Social Support Group



Blacktown Indian Fijian Group at Bowling

This year also marked a huge step forward with the successful launch of our new CRM system on July 1st. A modern platform that ensures we can continue to deliver responsive and seamless care for years to come.

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The year was truly topped off in August when our Aged Care Team was honoured with an award at the **Ageing Australia ACE Awards**.

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This recognition for our group-based services isn't just an award - it's a testament to the incredible passion, compassion, and professionalism that every member of our team brings to their work.

Looking ahead, we're enthusiastic about the future. Our team has shown remarkable resilience and adaptability, getting ready for the new Support at Home program. We'll continue to work hand-in-hand with our clients, their families, and all our partners, making sure that dignity, inclusion, and meaningful moments remain the heart of everything we do.



Staff and Students of RMIT Hercules Project



Aged Care Team wins ACED Award for Consumer Focus and Care for their outstanding work in our CHSP Group Based Program (Centre-Based Respite & Seniors Social Support Group)

## Aged Care: Growth Stories

# Reclaiming independence through creativity

### Centre Based Respite program

In 2022, Arron (pseudonym) joined SydWest’s Centre Based Respite program following a stroke that left him with significant mobility challenges. Initially reliant on a walking stick and limited in his ability to use his arm and hand, Arron’s journey with Centre Based Respite has been nothing short of transformative.

Through regular participation in tailored activities including physiotherapy, movement therapy, laughing therapy, tai chi, art classes, and excursions, Arron began to experience steady improvements in both his physical and mental wellbeing. The safe, supportive, and culturally inclusive environment of Centre Based Respite allowed him to progress at his own pace, surrounded by encouragement and care.

One of the most powerful markers of his progress was his journey through art therapy. In his first session, Arron struggled to hold and control a paintbrush. By his third session, he was painting confidently, demonstrating improved dexterity and self-assurance. His mobility also improved to the point where he no longer required a walking stick; an achievement that brought immense pride to both him and his wife.

Activities like cookie decorating and creative workshops helped Arron move from relying on assistance to completing tasks independently. These moments of success not only boosted his confidence but also brought joy and renewed connection to his family life.

His wife shared how meaningful this progress has been, describing it as a return of joy and hope to their daily routine.

This case is a testament to the impact of SydWest’s Centre Based Respite program—not just in terms of physical recovery, but in restoring independence, dignity, and emotional wellbeing. It also highlights the dedication of our staff, whose commitment and encouragement make such transformations possible.

As we often say at SydWest: “We are the soul who does not wait for happiness, but we all create happiness with the power of generous and interconnected hearts.”





# Disability Support

## Supporting People with Disability: Celebrating Independence and Determination

This year, our disability teams began a truly inspiring journey of growth and connection. In March 2025, we were proud to formally welcome the Riverlink community into the SydWest family.



**Thom Calma**  
Executive Manager, Disability Supports

This wasn't just a strategic move; it was a heartfelt decision to expand our ability to support people with a disability across Sydney. We've been deeply honoured to carry on the legacy of Riverlink, which was founded in 1987 by parents who recognised the need for quality respite care for children. By joining forces, we can now reach and support more families, guided by a shared belief that every individual deserves a life of dignity, belonging, and choice.

Through this evolution, our team has shown incredible resilience and an unwavering passion for their work. I am so proud of how they've embraced every challenge, ensuring our governance and strategy remain strong and our focus stays firmly on the participants and families we support.





Art Without Limits exhibition



Core Supports Workshop

We are pleased to share some of our proudest accomplishments:

- **Moments of Connection:** We had the privilege of providing over 449,000 hours of heartfelt support this year. Each hour was a valuable opportunity to truly connect with our participants, listen to their stories, and help them take meaningful steps toward a more independent and fulfilling life. These hours weren't just a number; they represent shared laughter, personal achievements, and the building of a trusting relationship.
- **Our Commitment to Quality:** We were incredibly proud to successfully pass the NDIS Surveillance Audit, meeting every single Quality & Safeguard Practice Standard. This result isn't just about compliance; it's a powerful reflection of our team's remarkable commitment to providing the highest standard of care and support, ensuring the safety and well-being of every person we serve.
- **A Voice for the Community:** It was an honourable experience to be able to contribute to the inaugural NDIS First Nations Strategy. This work was a humbling chance to stand with First Nations people with disability and help ensure their voices and unique needs are not just heard, but respected and acted upon at a national level. It was a step toward building a more inclusive and equitable system, and a powerful reminder of the importance of listening to and learning from the community.

We've seen our programs celebrate and support our participants in meaningful ways:

- **Empowering Independence:** We've seen wonderful growth in our Core Support programs, with more participants enjoying our Day Options and weekend Community Engagement activities. A truly exciting new chapter began with our Independent Living Options program, facilitating participants to take a significant step toward living the life they choose.
- **Art Without Limits:** We partnered with Inner West Council for a magical inaugural event that showcased the stunning work of 10 local artists, eight of whom live with a disability. It strengthened community engagement, and it was a beautiful reminder that creativity knows no bounds.
- A **Celebration of Pride:** Our Pride Disco Mardi Gras Celebration, funded by ACON, was an unforgettable night, celebrating the joy of LGBTQIA+ identity and allyship with over 50 people dancing and connecting.



Our participants enjoy adventuring outdoors

Important partnerships have helped strengthen our community:

- **Support Coordination Referral Pathways:** We expanded referral networks with key health and government agencies, including DCJ, NDIS Complex Planning Team, and hospitals such as Westmead, Concord, and Liverpool. These partnerships have enabled more participants to access the NDIS and receive timely support.
- **Cooking Up Confidence:** Our partnership with Canterbury Leagues Club on a hands-on cooking program was a huge success. We saw two groups of students who have a disability not only learn to cook in a commercial kitchen but also grow in confidence and independence.

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### This year was a true journey of evolution.

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During the merging of our operations we ensured that the legacy of our people-first approach remains at the heart of everything we do. Every achievement, from our successful audit to the joy seen at our inclusive arts and community events, is a testament to the trust and partnership of the people we support and our dedicated team. We are filled with renewed purpose as we look to the future, committed to working with participants and their families to ensure every person we work with can live a life filled with dignity, independence, and opportunity.



# Disability Support: Growth Stories

## Two stories of resilience

### From severe hardship to incredible stability

Facing homelessness and severe malnutrition, Jim (pseudonym) was facing extreme hardship. His health was so poor that he was hospitalised with scurvy and extreme weight loss. After being connected with support services, his support coordinator helped him secure stable housing and reliable access to food through community programs.

Over the past year, he has made remarkable progress. Jim now has a consistent support system, including a dietitian, a behaviour support practitioner, and two trusted support workers. With their help, he's begun to engage with the community, trying new activities like playing pool and attending social events.

This journey has been one of significant transformation. Jim has not only improved his physical health and nutrition but also developed healthier coping mechanisms, replacing verbal aggression with clear communication.

He is now able to communicate his feelings by stating when he feels "frustrated" or "annoyed," which is a major step forward in self-regulation. Despite a history of trauma, he has shown incredible resilience and a growing ability to trust, moving confidently toward a more stable and connected life.

### A journey toward independence and self-expression

After an extended period in crisis accommodation, Oliver (pseudonym) achieved a significant milestone: securing his own home. This was made possible through a collaborative effort with the Department of Communities and Justice and MacKillop Family Services, which helped him gain increased NDIS funding for daily support.

Now that he has stable housing and consistent support, Oliver can continue his TAFE studies and pursue his goal of working with animals. He has already completed his Higher School Certificate, developed strong independent living skills, and built a strong network of friends and community connections.

To celebrate his journey, he created a powerful piece of art titled "Tracks of Strength." This artwork symbolises his resilience and the promising future ahead, and it will be a constant reminder of how far he has come. His story is a powerful example of how collaboration and support can help young people achieve their goals.





# Settlement and Community Engagement

## Engaging with our Multicultural Community: Creating Pathways for a Settled Life

This past year was defined by a powerful sense of purpose. It was a year where we proudly stood up for our communities, worked deeply with our partners, and delivered on our promise to create a better future.



**Clement Meru**  
Manager, Settlement & Community Engagement

Over 3,200 activities, exam passes, citizenship tests, and support programs were delivered—each one representing a person’s journey toward a new beginning.

Our team not only strengthened our collective voice through the new Western Sydney Region Settlement Consortium (WSRSC), but we also made a real difference in people’s lives. We secured crucial funding that kept our newer programs running, forged new friendships with partners who share our vision, and continued to offer high-quality support.

This year’s achievements are stories of hope and resilience.

- Our Housing Services team went above and beyond, helping **102 culturally diverse individuals** who were at risk of homelessness find safe and stable homes. We didn’t just find them a place to live; we gave them a haven where they could start to rebuild their lives and feel secure again.
- We were thrilled to secure 12 months of funding from Multicultural NSW for the **New Way Forward (NWF)** program, which means we can continue our critical work supporting young people as they navigate their own paths. This funding is a vote of confidence in our ability to nurture the potential and dreams of the next generation.



Children always enjoy activities at our big community events such as Harmony Day



Minister Julian Hill speaking at the launch of the WSRSC

- With a two-year funding extension for the **Multicultural Bridges Connection Program (MBCP)**, we can continue to be a consistent source of support for vulnerable communities, building relationships and trust for years to come.
- Thanks to a two-year Commonwealth funding grant, we've been able to implement a new program specifically for **African and Pacific Islander youth**. This program isn't just about avoiding a path toward the criminal justice system; it's about providing a positive, supportive space where they can feel valued, seen, and empowered to find their true calling.
- The extension of our **Targeted Earlier Intervention (TEI) program** is a testament to its continued success and importance in helping families and children connect and thrive together to build a rich family relationships and lives.

None of this would be possible without our partners who stand with us.

- Our **Job Readiness partnership with TAFE Nirimba and John Holland** is a powerful example of what's possible when we work together. We've had the privilege of empowering individuals to rediscover their potential, giving them not just skills, but the confidence and courage to find meaningful work and build a brighter future for themselves and their families.

- Working alongside our **Consortium partners**, we co-hosted the successful Refugee Week forum and the Pasifika Forum, creating a space for important conversations and shared experiences. It was a beautiful reminder that our communities are bound together by shared experiences, stories and a common hope.
- Our ongoing collaboration with **Digital Sisters** has been truly transformative. This partnership has been crucial in equipping women with the digital skills they need to connect with the world and pursue new opportunities. More than just technical training, we've helped them unlock their independence and feel a powerful sense of empowerment.

What an amazing year it was for the Western Sydney Region Settlement Consortium (WSRSC). As a collective of four organisations led by SydWest, we've seen firsthand how powerful we can be when we work together. We're so proud that our clients felt a deep sense of satisfaction, with a 96.6% satisfaction rate - a true reflection of our shared commitment. The consortium's official launch by Minister Julian Hill gave us a stronger, unified voice, and the recent visit from the Department of Home Affairs (DHA) was a powerful reminder that our collective impact is being recognised and heard.



Ultimately, our work is about people. Every milestone we've reached and every program we've delivered is a testament to the courage and resilience of the people we have the privilege of working with.

As we close this year we extend our deepest gratitude to our dedicated team, invaluable partners, and the entire community for trusting us with their journey.

We are inspired by your strength and look forward to continuing this work together, building a future where everyone belongs.



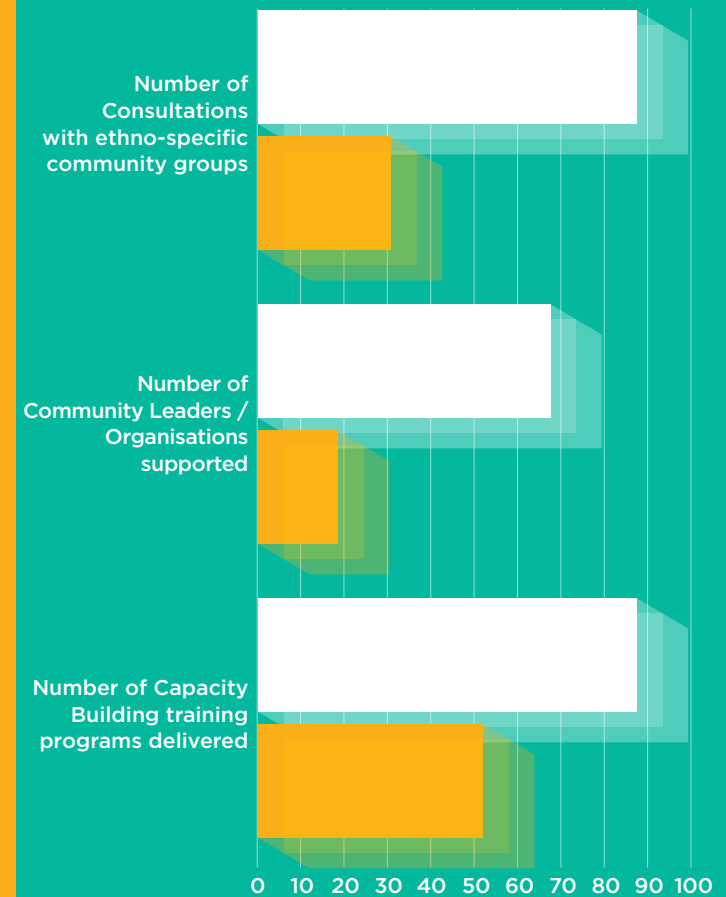
Blacktown Mayor Brad Bunting at our WSRSC 2025 Refugee Week event

### Homelessness and Stable Housing Support Services -Results after the program concluded



### Western Sydney Region Settlement Consortium: This Years Outcomes

■ FY24/25 Results  
■ FY24/25 Targets



# Settlement and Community Engagement: Growth Stories

## A Journey to citizenship and reconnection

Anya (pseudonym) from Iraq, arrived in Australia on a spouse visa. After settling in Western Sydney, she experienced domestic and family violence, which led to separation from her husband. With no extended family and two young children to support, Anya struggled with housing and emotional isolation.

In 2020, Anya connected with SydWest for a range of culturally responsive settlement services. She was supported through rental applications, employment support assistance, and community programs. As Anya began to rebuild her life, she also enrolled in SydWest’s citizenship preparation sessions, attending regularly and completing mock tests and oral support activities.

Anya passed her citizenship exam and formally became an Australian citizen. This milestone allowed her to begin the process of sponsoring her mother and siblings to join her in Australia. When speaking of SydWest, Anya said: “They helped me understand how things work here, and I felt I could rely on them when in need.”

Anya forged a strong rapport with SydWest staff, who helped her navigate systems that once felt overwhelming. For her, citizenship represents more than a legal status; it is the foundation for family reunification, personal safety, and long-term belonging. Anya now feels part of the community and equipped to build a future for herself and her children.



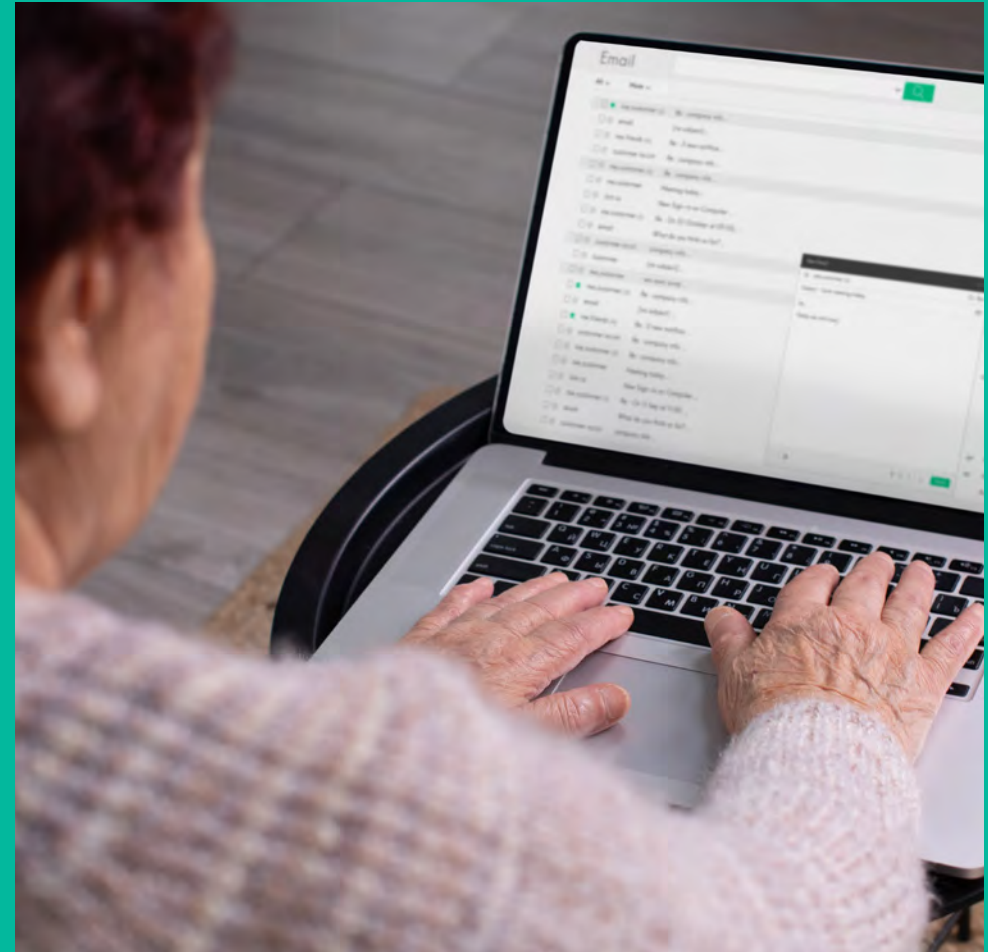
# Digital autonomy and confidence

Sara (pseudonym) arrived in Australia as a single mother under a Women at Risk visa. With minimal English language and no extended family support, she found herself isolated. Managing bills, school communication, and service applications felt overwhelming, especially without digital skills or a clear understanding of local systems.

In 2021, while studying English at TAFE she requested her case be referred to SydWest. Sara participated in the Digital Sisters Program where she received one-on-one assistance in setting up her email, accessing school portals, and using everyday platforms such as WhatsApp, Facebook, and online forms. She also received education through CommBank's financial literacy program. Without these skills, she risked missing important updates from her children's school, government services, or housing providers.

Now Sara has gained confidence to manage most tasks on her own. She can complete online applications, contact agencies directly, and take a more active role in her children's education and wellbeing. Digital and financial literacy sessions gave Sara the ability to stay informed and build a sense of independence, stability and self-reliance in her new life.

"I feel more confident now. I can go out, speak to people, and handle things by myself."



# Corporate Services

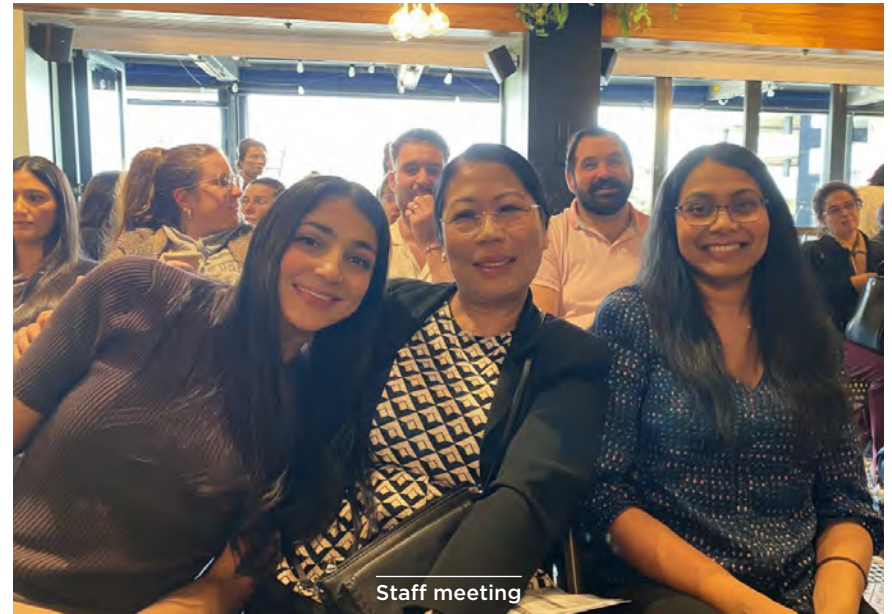
In a fast-moving and increasingly competitive environment, our Corporate Services team has been the quiet force behind SydWest's success — supporting every division with dedication, resilience, and vision.

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**Frank Zheng**  
Chief of Corporate Services

This year, their unwavering commitment to sustainable financial management, a thriving and motivated workforce, and strong quality and compliance frameworks has been nothing short of inspiring. By embracing the three pillars of our 2025-27 Strategic Plan — Consolidation, Plan, and Growth — the team didn't just keep operations running smoothly; they laid the foundation for meaningful transformation. Their work has enabled SydWest to move forward with confidence, and clarity.



## System Integrations

A key highlight for the year was the successful consolidation of our core systems. Within a 12-month period, the team transitioned five major systems, including accounting, payroll, people and culture, aged care, and quality management. This monumental effort has created a unified, future-ready technological backbone for the entire SydWest Group. The merger with Riverlink Disability Services in March 2025 stands as a powerful example of this readiness. Beyond the systems and structures, this journey was about people. Our team grew together, gaining hands-on experience in project management and discovering how thoughtful integration can simplify, empower, and elevate the way we work. It was a year of learning, leading, and laying the groundwork for a more connected future.



## Operational Efficiency

Our corporate services division has demonstrated remarkable operational efficiency. Through collaborative and respectful teamwork, we have:

- Maintained a healthy financial position, outperforming our Group budget.
- Achieved full compliance in the interim NDIS audit, thanks to strong inter-team cooperation.
- Led the Readiness Project for the Aged Care Support at Home reform, focusing on business modelling, compliance, and workforce education.
- Standardised key procedures in finance, payroll, and people and culture through tailored training.
- Consolidated major contracts and providers, enhancing overall efficiency.
- Established new practices in high-risk areas like procurement.

This dedication has not only improved our internal processes but has also enhanced confidence, motivation, and inter-team relationships across the entire organisation, contributing to a respectful and inclusive workplace.

### Investing in Our People

Beyond financial sustainability, Corporate Services is committed to fostering growth and well-being across the entire organisation.

Our people are at the heart of the human services sector, and our initiatives reflect this focus on attracting and retaining top talent.

We actively seek feedback from our community through annual client surveys and staff surveys. In 2025, SydWest received an average staff satisfaction rate of 95.7 (out of 100), and an average client satisfaction rate of 94.9. SydWest is proud of these results and continues to explore initiatives to enhance our staff's development and keep clients and participants informed of evolving reforms and critical information.

As we step into the new year, Corporate Services remains deeply committed to driving meaningful progress across the SydWest Group. With a focus on optimising resource allocation, refining systems for greater productivity, and fostering sustainable growth, the team will continue to build on its strong foundations — ensuring that every decision supports not just operational excellence, but the wellbeing and success of the communities we serve.

95.7%

### Staff Satisfaction



#### Top-rated areas:

- Safe & Inclusive Workplace
- Awareness of Policies & Goals
- Sufficient Resources & Support

94.9%

### Client Satisfaction



#### Top-rated areas:

- Organisation Competence & Friendliness
- Staff Skills & Service Quality
- Feeling Safe & Enriched

# Community Connection and Celebration



Harmony Day



Participant Engagement



Disability Support Groups



SENIORS WEEK  
2025  
Seniors Week  
IT'S TIME TO SHINE!

# Landmark Events and Forums

## Bringing People Together: Celebrating Community Through Shared Experiences

Our events in 2025 were powerful catalysts for connection—bringing people together to share, celebrate, and learn.

From forums and group activities to cultural celebrations and sector presentations, each gathering strengthened our ties with the community and key stakeholders. These shared experiences fostered a sense of belonging and highlighted the richness of multiculturalism. They helped us stay informed, be responsive, and be united ensuring that diversity remains at the heart of everything we do.





Harmony Day



Canterbury Cooking Club Graduation



NSW Multicultural Road Safety



Iftar Dinner



John Holland Pre-employment Training Graduation



NSW Parliament Visit



Pride Valentines Day Disco



Penrith Office Open Day



RUOK Day



Seniors Week



Settlement end of year celebration



Seniors Christmas



Participate Australia Open Day



Refugee Week



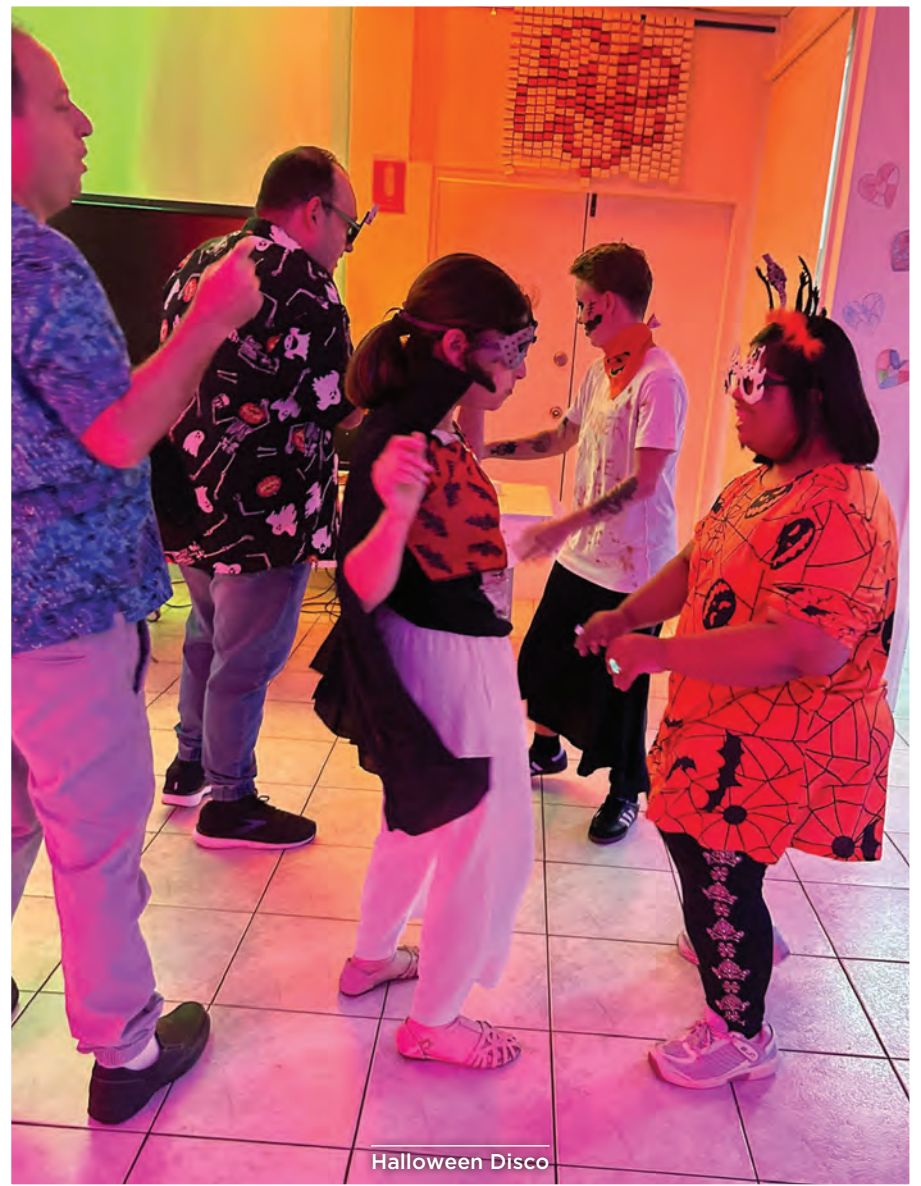
Timeless Talents Seniors Show



Volunteer Recognition celebration event



Youth Week



Halloween Disco

# Financial Reports



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Level 11, 309 Kent Street  
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PO Box 234 Newcastle NSW 2300  
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**Brisbane**  
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Brisbane QLD 4000  
GPO Box 2246 Brisbane QLD 4001  
T 07 3839 1755 F 07 3839 1037

T 1300 795 515  
W [prosperity.com.au](http://prosperity.com.au)

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

### Report on the Audit of the Financial Report

#### Opinion

We have audited the accompanying financial report, being a simplified disclosure financial report of SydWest Multicultural Services Limited and its Controlled Entities (the Group), which comprises the consolidated statement of financial position as at 30 June 2025, the consolidated statement of profit or loss and other comprehensive income, the consolidated statement of changes in equity and the consolidated statement of cash flows for the year then ended, notes to the consolidated financial statements and the directors' declaration.

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

1. giving a true and fair view of the Group's financial position as at 30 June 2025 and of its financial performance for the year ended; and
2. complying with Australian Accounting Standards - Simplified Disclosures and the *Australian Charities and Not-for-profits Commission Act 2012*.

Prosperity Advisers Audit Services Pty Ltd ABN 90 147 151 228  
Chartered Accountants - Liability limited by a Scheme approved under the Professional Standards Legislation

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

### Basis for Opinion

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

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

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

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

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

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

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

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

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

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Home.aspx>. This description forms part of our auditor's report.

A stylized signature of Prosperity Audit Services in a cursive font, with the text 'PROSPERITY AUDIT SERVICES' printed below it.A handwritten signature of Luke Malone in black ink.

**LUKE MALONE**

Director

18 September 2025

Sydney

## SydWest Multicultural Services Limited and its Controlled Entities

ABN 70 963 234 638

Consolidated statement of profit or loss and other comprehensive income

For the Year Ended 30 June 2025

	Note	2025 \$	2024 \$
<b>Income</b>			
Services	5	22,275,466	17,349,575
Grant funding	5	8,994,630	8,095,552
Other income	5	881,030	977,275
<b>Expenditure</b>			
Employee benefit expenses	6	25,322,241	19,306,944
Service delivery expense		4,796,992	3,816,688
Property and utilities expense		328,142	273,157
ROU asset - amortisation expense		441,745	437,389
Depreciation expense		223,312	128,435
Impairment (gains)/losses on receivables		(14,879)	91,329
Interest lease expense		137,627	105,176
Loss on merger with Riverlink Disability Services Ltd		204,004	-
IT expense		596,454	584,739
Travel expenses		109,159	423,934
<b>Net surplus for the year</b>		<b>6,329</b>	<b>1,254,611</b>
	Note	2025 \$	2024 \$
<b>Surplus attributable to:</b>			
Members of the parent entity		6,329	1,254,611

## SydWest Multicultural Services Limited and its Controlled Entities

ABN 70 963 234 638

Consolidated statement of financial position

As at 30 June 2025

	Note	2025 \$	2024 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	7	11,234,858	10,539,070
Trade and other receivables	8	1,936,224	1,342,246
Contract assets		-	47,805
<b>Total current assets</b>		<b>13,171,082</b>	<b>11,929,121</b>
<b>Non-current assets</b>			
Property, plant and equipment	9	249,256	261,536
Right-of-use assets	10	2,149,076	1,469,670
<b>Total non-current assets</b>		<b>2,398,332</b>	<b>1,731,206</b>
<b>Total assets</b>		<b>15,569,414</b>	<b>13,660,327</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	11	2,455,792	2,020,740
Employee benefits	12	1,556,575	1,117,010
Provisions	13	233,950	250,500
Lease liabilities	10	449,519	429,211
Grants received in advance		437,455	73,862
<b>Total current liabilities</b>		<b>5,133,291</b>	<b>3,891,323</b>
<b>Non-current liabilities</b>			
Employee benefits	12	673,821	700,529
Lease liabilities	10	1,718,946	1,100,813
<b>Total non-current liabilities</b>		<b>2,392,767</b>	<b>1,801,342</b>
<b>Total liabilities</b>		<b>7,526,058</b>	<b>5,692,665</b>
<b>Net assets</b>		<b>8,043,356</b>	<b>7,967,662</b>
<b>Equity</b>			
Retained earnings		8,043,356	7,967,661

# Our Funding Bodies and Partners

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During 2024-25 we received our core funding from the following entities. We thank you for your support.

## Our Funding Bodies

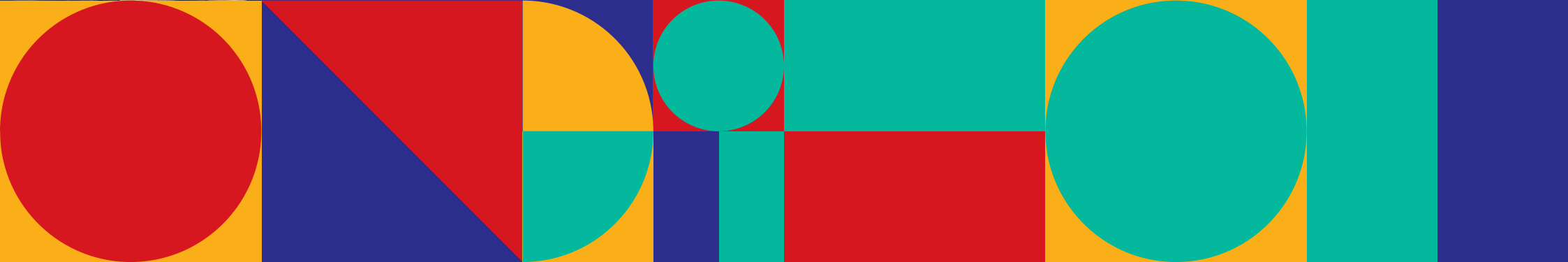
- ACON
- Canterbury League Club
- Community Migrant Resources Centre
- Department of Communities & Justice
- Department of Health and Aged Care
- Department of Home Affairs
- Department of Industries, Science and Resources
- Department of Social Service
- Good Things Foundation
- Inner West Council
- John Holland
- Mission Australia
- Multicultural NSW
- Rainbow Giving Australia
- The Ponds Shopping Centre

## Our Partners include:

- 2M Language Services
- Accessible Diversity Services Initiative ADSI
- Blacktown City Council
- Blacktown Hospital (Supportive and Palliative Care Unit)
- Blacktown Women and Girls
- City of Sydney
- Community Migrant Resource Centre
- GiveOUT
- Inner West Council
- La Trobe University
- Lankan Islanders Sports Club
- Macquarie Community College
- NSW Health (Multicultural Health, Priority Populations, Integrated & Community Health)
- NSW TAFE
- Palliative Care NSW
- Penrith City Council
- Relationships Australia
- RMIT University
- Settlement Services International
- The Wash House Inc.
- Western Sydney Migrant Resource Centre



2024 Job Readiness Civil Construction Program  
Inter... and Generation



# SydWest

Caring and Supporting Communities since 1985



## **Blacktown Head Office**

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

## **Mt Druit**

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Mt Druit NSW 2770  
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## **Penrith**

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## **Parramatta**

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Parramatta NSW 2150  
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## **Croydon**

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North Croydon NSW 2132  
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Croydon NSW 2132  
(02) 9799 4333

## **North Strathfield**

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North Strathfield NSW 2137  
Ph: (02) 9799 4333



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[instagram.com/sydwestmulticulturalservices/](https://instagram.com/sydwestmulticulturalservices/)



[linkedin.com/company/sydwest-multicultural-services/](https://linkedin.com/company/sydwest-multicultural-services/)

[sydwestms.org.au](https://sydwestms.org.au)