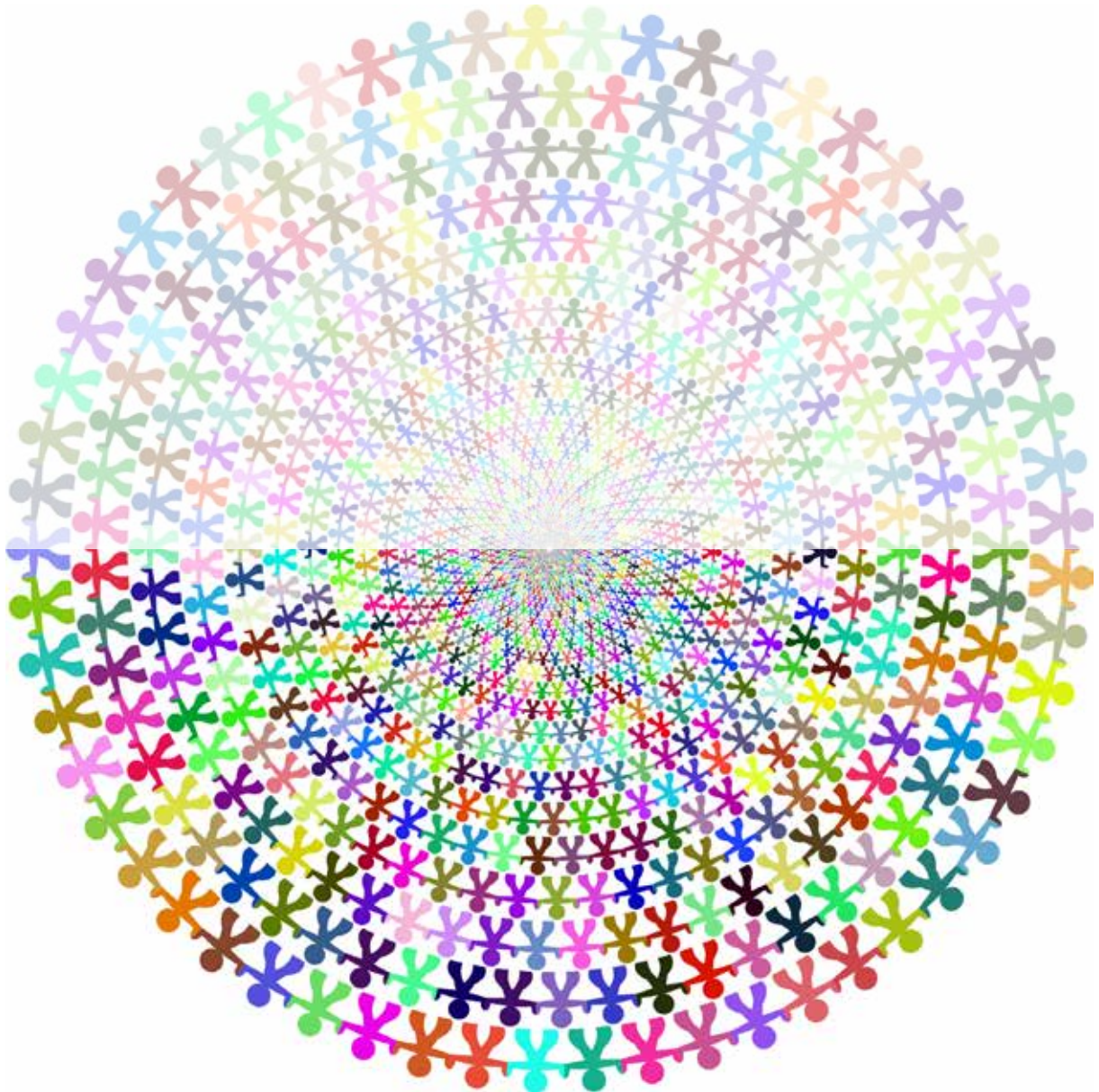


**South Sydney Community Aid**

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Multicultural Neighbourhood Centre



**ANNUAL REPORT**  
**2016-2017**



## SSCAMNC Team FY 2016/2017



*Left to Right: Bill Yan, Laura Kelly, Ellouise Jennison, Angelo Legaspi and Natasha Sitanala*



*Soheir Shehata with Bill Yan*

### **ACKNOWLEDGEMENT OF COUNTRY**

The Gadigal people are one of the 29 Aboriginal clans that make up the Eora Nation which is bounded by the Georges River to the south, the Nepean River to the west and the Hawkesbury River to the north.

In the spirit of reconciliation, South Sydney Community Aid acknowledges the Gadigal people who are the traditional custodians of this land on which this publication has been developed and pay our respects to the elders both past, present and future for they hold the memories, the traditions, the culture and hopes of Aboriginal Australia.

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# Our Objectives

As per the South Sydney Community Aid Coop Ltd Registrar of Co-operatives as at 2nd September 1994.

## THE OBJECTS OF THE SOCIETY SHALL BE:

- a) Primarily, provide social welfare by assisting in the relief of poverty, distress, sickness, suffering, destitution or helplessness
- b) Provide an inquiry, answering and advisory service to assist with the above objects
- c) Co-operate with and assist in the coordination of groups and agencies working in the area
- d) Sponsor and encourage continued research into needs of the community and apply those findings for the development of its' programme
- e) Focus attention on any social needs in the area and enable local residents to meet those needs
- f) Stimulate and provide channels for individual and group participation in the development of services in the area
- g) Stimulate and provide opportunities for the development of Adult Education in the area

## OUR MISSION

**South Sydney Community Aid Multicultural Neighbourhood Centre** seeks to provide support and resources to the residents of South Sydney, to enable them to identify and meet their needs, informed by the principle of social justice. In order to achieve this, the following principles will be addressed:

- ▶ Institutionalised racism
- ▶ Structural disadvantage
- ▶ Communicating an alternative vision of equality
- ▶ Empowerment
- ▶ Need definition
- ▶ Human rights

Residents are encouraged to actively participate in the social and economic opportunities in their community. Through such active participation, residents' skills and capacities will be effectively utilised for the benefit of the community.

# Our People

Members of the Board of Directors of South Sydney Community Aid Co-op Ltd are elected by members. They volunteer their services to support the organisation in responding to the needs of the community. Any person who is a member of the cooperative is eligible to become a member of the Board of Directors.

## BOARD OF DIRECTORS 2016–2017

<b>CHAIRPERSON</b>	▶ Ed Everett – since 05 Apr 2005
<b>SECRETARY</b>	▶ Margery Whitehead – since 28 Feb 2004
<b>TREASURER</b>	▶ Paul Mallam – since 31 May 2010
<b>GENERAL DIRECTOR</b>	▶ Edith Olivares – since 02 Aug 2011
<b>GENERAL DIRECTOR</b>	▶ Audrey Lee – since 02 Aug 2011
<b>GENERAL DIRECTOR</b>	▶ Tury To – since 21 Oct 2015
<b>GENERAL DIRECTOR</b>	▶ Geoff Turnbull * – since 13 Oct 2016

*\* Replacing Carolyn Hammond*

The South Sydney Community Aid staff team works wonderfully together in delivering services to the local community. Each of them bring a unique background and experience to the team and the support they offer each other is hard to find elsewhere.

## STAFF TEAM 2016–2017

<b>EXECUTIVE OFFICER</b>	▶ Bill Yan <b>June 2009–Current</b>
<b>BOOK KEEPER/ADMIN</b>	▶ Soheir Shehata * <b>Dec 1994–Nov 2016</b>
<b>COMMUNITY DEVELOPMENT</b>	▶ Laura Kelly <b>Sept 2009 - Current</b>
<b>COMMUNITY DEVELOPMENT</b>	▶ Natasha Sitanala <b>July 2010 - Current</b>
<b>COMMUNITY DEVELOPMENT</b>	▶ Angelo Legaspi <b>Nov 2014 - Current</b>
<b>OUTREACH WORKER</b>	▶ Ellouise Jennison <b>May 2012 - Current</b>

*\* Retiring after 22 years of service*

## CASUAL & CONTRACTED STAFF 2016–2017

<b>AUDITOR</b>	▶ Alex Whitehead
<b>ACCOUNTANT</b>	▶ John Ferguson*
<b>PAINTING TUTOR - OUTREACH</b>	▶ Charlie Aarons

*\* Taking over from Soheir*

# A Word From Our Chairperson

I would like to start by thanking our staff; Bill, Natasha, Laura, Soheir, John, Angelo and Ellouise for their great work in 2016/2017.

The Factory Community Centre and South Sydney Community Aid (SSCA) announced that from 1st May 2017, the two organisations have officially merged to form Counterpoint Community Services Inc. (CCS). Our centre at Alexandria Town Hall will be known as Counterpoint Multicultural in the interim.

We are grateful for the assistance received from Justice Connect, which provided pro-bono legal support from DLA Piper and Carroll & O'Dea, and all other stakeholders' inputs into the process. As a new entity, we will be exploring on how our combined

resources can grow and service other communities. However, we will continue to serve the need and appreciate the support from our diverse local residents. As the newly combined organisations, we have over 90 years of experience in the area. This is just the next step our journey.

Again, we would like to thank our funders, supporters, partner organisations, our volunteers and members for your invaluable service and assistance. Finally, I would like to thank my fellow board members for their commitment and professionalism.



**Ed Everett**  
**Chairperson**



*All photos from our Events and Activities 2016/2017*

# Executive Officer's Report

*"Without change, there is no innovation, creativity, or incentive for improvement. Those who initiate change will have a better opportunity to manage the change that is inevitable." ~ William Polard*

The end of this financial year has been about change and a great opportunity for us at South Sydney Community Aid; now Counterpoint Multicultural.

I would like to start here by thanking my committed team. We have once again achieved the impossible and the annual report this financial year is yet another testament to our determination and hard work in 2016/2017.

This will also be my last report as SSCA's Executive Officer as we reinvent ourselves as part of the Counterpoint Community Services Inc. family. I will be the new Operations Manager and Michael Shreenan will be the overall Executive Officer for the group.

In 2016/2017, we continued to deliver several dynamic projects internally and through great partnerships like-minded organisations in the area. We also work continuously with our community and partner organisations in both the government and non-government sector within the Neighbourhood Advisory Board action groups' framework, especially in Waterloo Estate Precinct Redevelopment under the Central to Eveleigh, Urban Transformation and Transport Program. We expect to be very busy in the next few years as the redevelopment project progress.

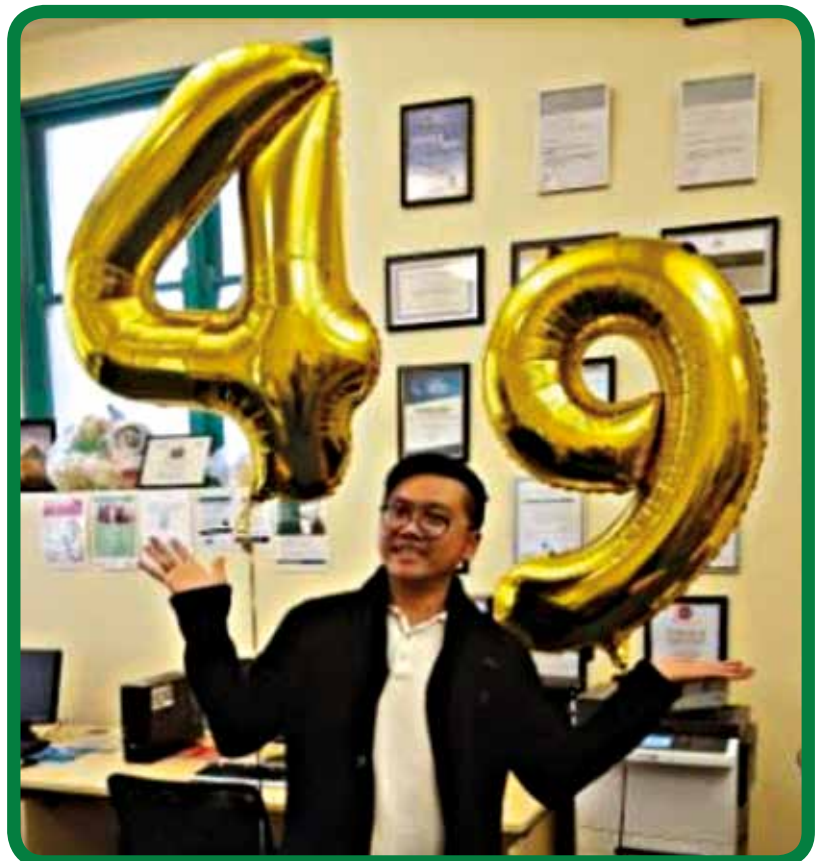
This financial year, we have been especially busy with the amalgamation processes with

Counterpoint Community Services Inc. In the same time, we were also reviewing and realigning some of our services as the NSW State is preparing the sector to transitioning into the Targeted Early Intervention and Prevention program reform.

Again, we have since officially merged our accounts with Counterpoint Community Services INC on 1st May 2017. Now, the team is working on the strategic missions of our services in the coming months in order to provide more services in line with our mission and TEIP reform. All these will be guiding us to continue improving our services to all in our community.

Finally, a big thank you to our board of directors, staff, our volunteers, students on placements, our partners, funders' organisations and clients for making my work more colourful and fulfilling.

**Bill Yan**  
**Executive Officer**





# Volunteers

The work of volunteers at South Sydney Community Aid Multicultural Neighbourhood Centre is very highly regarded. Without the hard work of our volunteers, many of the organisation programs would not be the success that they are. With their help, opportunities are created for people to participate in services communities throughout 2016 - 2017.

## OUR SPECIAL GRATITUDE AND THANKS TO:

Ilda Migridicyan	▶ BUS TRIP COORDINATOR
Sandra Frappi	▶ MULTICULTURAL KNITTING GROUP
Meryanne Frappi	▶ MULTICULTURAL KNITTING GROUP
Robert Lim	▶ PHOTOGRAPHY/ INDONESIAN GROUP
Nancy Yang	▶ TAI CHI CLASSES
Lin Qiao Wu	▶ TAI CHI CLASSES
Lok Wan Cantonese	
Opera & Dancing Group	▶ COMMUNITY PERFORMANCES
Anna Ao	▶ LOK WAN CANTONESE GROUP LEADER
Pan Xiu Duo	▶ LOK WAN CANTONESE GROUP LEADER
Peter Bowmar	▶ CHESS CLUB
Kerrie Fabian	▶ ENGLISH CLASS
Chester Graham	▶ PHONOLOGY CLASS

South Sydney Community Aid Multicultural Neighbourhood Centre would like to acknowledge the following organisations for their generous support throughout the previous financial year. In supporting SSCA-MNC they are building and strengthening our community.

## APPRECIATION LIST

ALL SORTS FITNESS	DAMIEN MINTON
COUNTERPOINT COMMUNITY SERVICES	JOBS STATEWIDE
CITY OF SYDNEY COUNCIL	MAX SOLUTIONS
CLUBS NSW	PEOPLEPLUS
CONNECT REDFERN	NSW HEALTH
UNITED WAY	SYDNEY STORY FACTORY
FAMILY AND COMMUNITY SERVICES	ALEXANDRIA PARK COMMUNITY SCHOOL
HOUSING NSW	ANZ CHATSWOOD
SPORTS FUNDAMENTALS	FERN FISH
ETHNIC COMMUNITY SERVICES CO-OP	BARNADOS FAMILY REFERRAL SERVICE
SAVE THE CHILDREN MOBILE PLAYBUS	SDN POET'S CORNER PROJECT
THE DELI WOMEN AND CHILDREN'S CENTRE	ACTION KIDS
ACCESS SYDNEY	WAYAHEAD and many others...



2016 - 2017 has seen SSCA-MNC delivering some new events creating awareness and taking notice of the Waterloo redevelopment. SSCA-MNC has only been MNC has only been able to achieve more through working in partnership with local agencies and taking a collaborative approach to our our community development processes and services.

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CHINESE COMMUNITY NEWS  
【社区新闻】

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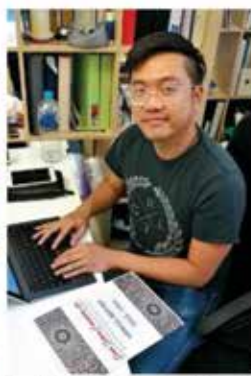
■ 文/图 本报记者 徐晨略

# 社区发展中心 移民的“好管家”

作为一个多元文化国家，澳洲有各种机构为来自不同文化背景的移民提供服务。从议员办公室到各地区警察局均有负责多元文化事务的工作人员，帮助移民融入当地社会。除官方机构外，还有许多非政府、非营利的社区组织，例如“社区发展中心”，他们深入移民社区了解问题，提供解决方案，是社区居民的“好管家”。南悉尼多元文化中心（South Sydney Community Aid Multicultural Neighbourhood Centre，简称SSCA）就是这样一组织。本报记者为此专访了SSCA的总经理Bill Yan，解读社区发展中心在移民社区扮演的重要角色。



■ 居民可免费使用该中心的电脑、电话、打印机等设备。



■ Bill Yan在SSCA已经工作了8年。

### 社工与社区发展有何区别？

Bill Yan，马来西亚华裔，来澳洲12年，在SSCA工作8年，目前任SSCA总经理。他对记者介绍：

“一些新移民可能分不清社工（Social Worker）和社区发展（Community Development）的区别。总的来说，社工主要是为居

民提供一对一的个案管理服务。比如运用社会上的不同服务与机构帮某位老年居民购物、为某个有残疾的居民做家政服务等等。社区发展的主要工作是，关注整个社区共同的问题，或者从单个居民的反响那里收集信息，发现共同点，然后替社区发声，向有关部门反映问题，并提出相应的解决措施。

“比如，某位居民收到了停车罚单，觉得不公平想申诉，那么我们会帮他联络相关部门来解决。但如果某个社区有十几位居民都遇到了这个问题，那我们就

会向有关部门写报告，申请资金组织专门的活动，给居民讲解停车的相关规定。再比如，交通部要在这个区域建一个新的火车站，或福利署要出一套新的系统，我们就会给这些部门提供相关建议，告诉他们居民真正需要的是

等。该中心的服务范围内大约有3万居民，约25%-30%为华裔，包括大陆、香港和东南亚裔。该区域有60多个社区服务中心，职能各不相同，如原住民服务中心、儿童福利中心、老年人服务中心、家庭问题中心等，而SSCA的主要职能就是促进多元文化社区发展，帮助不同文化背景的人更加和谐地相处、更加包容。

这样的中心通常是自下而上成立，但也有自上而下的。

“如 Alexandria 和 Waterloo 这两个区，历史非常悠久。这里的居民觉得需要一个专门解决多元文化问题的中心，因此选举了一个理事会，理事长向州政府提出申请。得到政府批准和资金以后，理事会就面向社会招聘工作人员。但比如 Zetland 和 Green Square 两区就比较新，政府觉得需要在那里成立一个社区中心。于是政府就会‘招标’，比如提供2个工作人员，和每年15万的资金。有兴趣的个人和团体向政府递交计划，若政府满意，就签订合同。”

Bill 举例称：“其实可以简单理解为，政府购买我们的服务。就好比一个保洁公司，为政府提供清洁办公楼的业务，那么我们就为政府提供服务某一片社区居民的业务。”

### 社区发展中心的资金来源

SSCA的所有资金中，州政府每年的固定拨款占15%，这部分资金主要用在常规工作上，例如定期组织社区小型活动、水电费、工资、购买设备等。中心的电脑、电话、打印机等，都是给居民免费使

用的。常规工作之外，如果中心要组织别的服务，就需要申请额外的款项。有时是向市议会申请，有时向州政府某些特定部门申请，也有来自企业和社会的捐款。例如中国农历新年活动，或是10月份的精神健康月，就要额外申请拨款。

SSCA的办公楼是悉尼市议会提供给该中心免费使用的。这些历史建筑是人民的财产，非政府组织在这些建筑里办公，服务社会。如果不使用，这些建筑就会慢慢荒废，有人使用，就有人维护修缮，是一种双赢的做法。

Bill 总结称：“其实我们也是一个企业，我们要遵守的规章制度和所有企业都是一样的，比如在成立之前提交商业计划，汇报每年的收入、交税等。我们也有KPI（关键业绩指标），比如我们一年要服务多少人，要组织多少场大小活动，等等。只有政府对我们的工作满意，我们才能拿到钱。”

### 语言、技术和家庭暴力

在社区发展中心工作8年，Bill 对华人社区的问题可谓了如指掌。据他了解，华人移民的最大问题就是语言障碍，从事社区工作的华裔也并不是很多，会说普通话的就更少了。对老年移民

来说，则是技术+语言双重障碍。“现在一切的服务几乎都在网上进行，对于老年人来说，读屏的英文本来就很难理解了，还要在那么多的信息中间寻找他们需要的，更是难上加难。电脑操作对他们来说也绝非易事。”

华人社区内还有一个严重但经常被忽略的问题——家庭暴力。说起家暴，大多数人会想到丈夫虐待妻子，父母虐待孩子，但华人家庭有一个特别的现象，即成年子女虐待老人。许多老年人为了子女漂洋过海来澳洲，却不一定能得到善待，而仅仅被当成照顾孙辈的保姆。但华人的传统是“家丑不可外扬”，再加上这种形式的家暴通常是精神暴力和语言暴力，因此很难为外人察觉。

Bill 称：“一些年轻人经常对自己年迈的父母恶言相向，比如‘去死吧，你就是浪费我的米饭’。再比如，一家人出去玩不带上父母，甚至连礼物都不给老人带一份。还有一些人则有严重的赌博、酗酒、吸毒等问题。他们不择手段向父母要钱，而父母无法狠下心将他们送往戒毒所等机构，甚至断绝经济来源都做不到，比如剪掉信用卡。然而几乎没有老年人会主动来跟我们沟通，我们也不知道该怎么帮助他们。”

### “对自己的工作很满意”

SSCA 有许多志愿者，既有年轻学生，也有退休人士；有西人，也有华裔。他们献出自己的业余时间，为这样的社会组织提供义务服务，而且乐此不疲。

为什么那么多澳洲人热衷于义工服务？Bill 解释称：“我认为首先是因为澳洲有一个很健全的非营利非政府组织的行业。虽然我们这一行不对GDP做出直接的贡献，但据我的了解，好像这个行业是澳洲几大支柱产业之一。很多从事社会服务的人都是志愿者，他们提供的服务是完全免费的。”

另一个原因就是，澳洲社会就有这种助人为乐的文化氛围，如果你可以帮助别人，让别人的生活更加美好，何乐而不为？比如我自己刚来澳洲上学的时候，我得到了许多帮助，帮我适应生活，融入社会，所以我在毕业后，也希望可以回报社会。我的专业是心理学和人力资源，如果毕业后从事本专业工作，那么工资会比现在高得多。但我还是选择了现在这份工作，我感到很满足。”



■ 中心定期举办小规模的社区活动，如语言课、太极拳、麻将等。

# International Delegations to South Sydney Community Aid

On the 20th July 2016, a six members delegation from **Chongqing NGO Administration Bureau** visited the South Sydney Community Aid Multicultural Neighbourhood Centre. The group was led by Ms LIU Yunqiu, Director General of Chongqing Non-Government Organization Administration Bureau. The delegation asked

questions regarding the Australian NGO sector.

Ms Liu also reported about the NGO and not-for-profit organisations movement in China and will use the insights from this meeting to further develop their NGO sector in Chongqing.



On 1st September 2016, 4 members delegation led by the Deputy Secretary-General, Mr Wei YU, from **Shanghai Volunteer Association** visited South Sydney Community Aid Multicultural Neighbourhood Centre. Both parties spent over 1 hour sharing information

and framework principles on volunteer services and the NGO sector between the 2 countries. Mr Yu was impressed with the variety of volunteer works that the Australian communities participated in and also how we celebrate the volunteers' achievements and contributions.



On 7th September 2016, another 11 members delegation from the **Civil Administration of Linzi District, Zibo City, Shandong Province** in China visited South Sydney Community Aid. We spent an hour sharing information and practices

about aged-care services in both countries. They were most interested in the NGO and NFP sector providing services to the elderly. They also like the idea of NFP framework in reinvesting all their profits into their services.







On 27th September, Mr Sukyong Shin, City Bureau Director-General, **Dongjak-gu Office, Seoul Metropolitan Government, Republic of Korea** led an 8 member delegation to visit SSCA as part of their study trip to Australia and New Zealand. The planning team members were interested to learn and share

our experiences in urban regeneration projects; the Administrative system, how to utilise local assets to maximise urban regeneration effects and operation of social or community centre. The group spent an hour touring our centre and sharing experiences on gentrification and its impact on local residents.



On 31st October, we hosted a 6 member delegation from the **Ethnic and Religious Affairs Commission of Yunnan Province** from The People's Republic of China led by Mr Li Siming, the Director-General of the Commission. We spent over an hour sharing

social and community development services and practices for CALD communities. The Commission oversees the social and financial development of the 56 minorities group in China headquarters in the Yunnan Province.



On the 17th of November, Ms Tong Hui, Vice Chairman of **Guangzhou Federation of Literary and Art Circles**, and 5 of her colleagues visited us as part of her visit to Australia and New Zealand. The group spent about 2 hours discussing

multicultural events and activity coordination. Ms Tong is most impressed by the volunteers' spirit in Australia; more specifically, how creative social activities led by volunteers in preserving cultural identity.

# International Delegations to South Sydney Community Aid Continued

On 17th January 2017, we also hosted 6 member delegation from the **Department of Ageing, Hefei City, An Hui** province in China led by Mr Zhang Wen Da, Deputy Secretary of the department. The group spent an hour discussing

aged-care practices in both countries. They are intrigued in the NGO and NFP sector providing services to seniors in the community. They were also fascinated with the NDIS and person-centred framework in our approach.



Mr Xiong Yuping, Deputy Director General and his 4-member delegation from **Fuzhou City Human Resources and Social Security Bureau** arriving on Friday, 24th Feb 2017. The delegates discussed the different social security systems between the two countries. The group reported

that China is looking and learning from NGO and NFP organisations in different developed countries. They were once again impressed with our independence and the different roles that a community centre can have in delivering services to the local community.



On the 1st of June 2017, we again hosted a 14 member delegation from the led by **Director Chan from Department of Welfare and Policy, Dongjak City Council, Seoul, Rep. of Korea.**

They were most interested in our objectives and our work with the local communities and were impressed with how participatory most of our activities and events were.



All nine (9) delegations were once again fascinated by our independence and our Australians welfare system. They were most impressed with our work with the local communities especially

the Neighbourhood Advisory Boards. They were trying to get more involved in their own community and our programs gave them a few practical ideas in community engagement.



# Indonesian Multicultural Organ and Tissue Donation Community Awareness Program 9th August 2016



On the 9th of August 2016, the Indonesian Multicultural Organ and Tissue Donation Community Awareness Program took place at Alexandria Town Hall. The government-sponsored program was the third of four information sessions planned about organ and tissue donations during Donate Life Week 2016.

SSCA co-hosted the event with IndoCare Community Group with around 45 Indonesian community members listening to a panel made up of a transplant recipient, a representative from the Organ and Tissue Donation Authority and religious leaders from the Islamic, Christian and Hindu faith.

With Indonesian, English speakers and translators, the panel encouraged people nearing the end of their lives and on life support, to consider registering to become an organ donor, so that their organs and tissue can be given to people on transplant waiting lists.

The speakers emphasised that organ and tissue donation is both life improving and life prolonging for recipients. To conclude the information session, there was a traditional Indonesian dance, followed by an authentic Indonesian lunch.

👂 the panel encouraged people nearing the end of their lives and on life support, to consider registering to become an organ donor 👂

***Reported by Seen Leung and Tammy Huang; students-on-placement.***



# Redfern .. Waterloo Photo Project

Gary Bonner's "Redfern .. Waterloo" is a series of monochromatic photographs capturing the changing landscapes and communities of Redfern and Waterloo. Pictures are always said worth a thousand words, and these photos project a social documentary in response to the major redevelopment proposals and gentrification of the Inner City area.

Taking over 450 hours to complete, the photo project not only seizes the natural and built environment of Redfern and Waterloo, but it also shines a light on the people who transform the land into a lively community. Gary professes that there were speed bumps along the way. In attempting to capture the community spirit, Gary attracted some resistance from some members of the community. In order to build trust, Gary spent time sitting, chatting and building relationships with the members of the community. This is why Gary says that each of his photos had a story.

The members of the City of Sydney benefitted greatly from Gary's work. The exhibition attracted over 40 members of the community at each opening nights at Project 107, Redfern and The Orchard Gallery, Waterloo. From the volunteer team to the attendees, the exhibitions brought together the diverse members of the community and enabled passionate discussions around redevelopment and gentrification and

its impacts on current and future community.

For Gary, this project was not just a task photographing the suburbs, but rather, it was an opportunity to understand, and to share his understanding of the evolving landscapes of the area and to share this with the audience and the wider community. Gary's project addresses the major redevelopment plans for the Redfern and Waterloo community, which has important implications for the future of the

community. With photographs of buildings being torn down, the social housing being sold, heritage buildings being turned into cafes and shops to suit the contemporary community, Gary's series of photographs intentionally provokes a community discourse about the past and future gentrification of the community as a result of redevelopment.

**“ the ...project not only seizes the natural and built environment of Redfern and Waterloo, but it also shines a light on the people who transform the land into a lively community ”**

Gary's "Redfern .. Waterloo" is a contribution to both culture and history. His work captures the contemporary cultural life of Redfern and Waterloo as we know today whilst being a historical archive and tool for future reflection as the City of Sydney looks back and responds to the imminent redevelopment that will change its landscape and community forever.

**This program is funded through the City of Sydney's Matching Grant.**



# Message from the Lord Mayor for the opening of Redfern Waterloo Photo Project



THE LORD MAYOR OF SYDNEY  
CLOVER MOORE

## Message from the Lord Mayor

On behalf of the City of Sydney, I am pleased to welcome you all to the opening of the Redfern .. Waterloo Photo Exhibition.

I congratulate Gary Bonner on his stunning images of the Redfern and Waterloo communities. He has captured the everyday street life and built environment in a series of images which will stand as a wonderful historical record of the area.

I commend South Sydney Community Aid (SSCA) on hosting this event. I appreciate your commitment to community development and the celebration of the city's diversity through artistic expression.

The City of Sydney is proud to support the exhibition through our Matching Grant program. Sydney is one of the country's most diverse cities and we value all members of our local communities. I appreciate the contribution of SSCA to the City's goals set out in our *Sustainable Sydney 2030* vision and in our *Social Sustainability Policy* for an inclusive and connected city.

I wish you all a wonderful evening and hope that you enjoy the exhibition.

Yours sincerely

A handwritten signature in black ink that reads "Clover Moore".

Clover Moore  
Lord Mayor of Sydney



# South Sydney Herald October 2016

## South Sydney Herald

HOME NEWS FEATURES OPINION REVIEW SPORT ABOUT ADVERTISING CONTACT Search

ARTS - GALLERY - REVIEW

### Decisive moments: Redwater in transition

Catherine Sagger and Bill Yan - Sunday, October 9, 2016 - Leave a Comment

Facebook Twitter LinkedIn

A South Sydney Community Aid (SSCA) initiative, Redfern... Waterloo by photographer Gary Bonner, was exhibited at 107 Projects, Redfern from August 23 to 26 and will be exhibited at the Orchard Gallery, Waterloo from October 8 to November 10.



Download SSH news items as a PDF here.

TAG YOUR INSTAGRAM PIC'S #SSHIPHOTOS AND LOOK FOR FIVE OF THE BEST PHOTOS FROM ALL SUBURBS IN SOUTH SYDNEY IN THE PRINT ISSUE EACH MONTH.

**EMAIL UPDATES**  
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In opening the August show Bill Yan, Executive Officer for the SSCA, quoted French master photographer Henri Cartier-Bresson, who pioneered the genre of street photography and for whom photography was the art of capturing "decisive moments". "There is a creative fraction of a second," Cartier-Bresson said, "when you are taking a picture. Your eye must see a composition or an expression that life itself offers you, and must know with intuition when to click the camera." Yan praised Bonner for capturing such "decisive moments" in the life of Redfern and Waterloo as the community is faced with the prospect of significant structural and social change as a consequence of government plans for renewal and development.

Bonner started taking photos of the area in July 2015 with the aim of preserving the history of the area for future generations. After 350 hours of photo taking and over 3,000 photos, the 30 black and white photos selected for the exhibition tell stories about the loss of an older community, the emergence of a new "hipster-yuppie" lifestyle, and indicate a future "universal-style" environment. They are all of uniform size, 220mm by 250mm and all powder toner on satin paper.

The photographs referencing the destruction of the past while elegiac in mood are at the same time celebratory. In his introductory talk Bonner said that in the process of photographing the Waterloo estate he became more and more aware of the locality's strong and caring community life. Several of the exhibits feature the "infamous" high rises, demonised by the sensation seeking media, but Bonner endows them with dignity. In his photos they become the "towers of strength" they were intended to represent to the destitute and elderly and invite viewers to question the government's valorisation of real estate over homes. Shown from many perspectives, it is easy to appreciate how the buildings serve as a landmark and have become inextricably connected with the identity of this historic working class suburb. Once they, and the many homes they contain, are demolished Bonner's "decisive moments" will remain as testimony to a unique way of life.

Juxtaposed to the often recurring images of walking sticks and shopping bags, are the equally prominent images of bicycles and café culture. There is a lovely satisfaction in recognising a familiar place or object and many of the viewers at the opening were heard excitedly picking out the Tudor Hotel with a characteristically Redfern tableau outside its imposing doors, the Bean and Berry, Tea, Coffee and Me, Tapco and the quirky mannequin of Chapter Five Espresso. While depicting a lively emergent socio-economic group – on their mobiles or walking quickly with take-away cups – Bonner's social commentary is evident. An elderly café patron, reading a magazine with the title "Bulles" references the government's high-handed plans to displace the elderly, and the transitory nature of Redfern is indicated by a figure wearing casual à la mode and reclining in a doorway alongside a shop advertising itself as "Designer Outer".

The story ends with series of photographs showing new "global village" developments near McEvoy Street. Clean, white high rises with box-like economically sized units, waving palms and other water-conserving plants, straight footpaths and eternal sunshine are destined to replace the present haphazard and interesting mix of communities. However, Bonner's interrogative style encourages viewers to question the future. Will there be a place for the ubiquitous Lister and other occasional graffitiists? What will happen to the Rabbitts? Will they find a new, upwardly mobile set of supporters as is suggested by an up-market car photographed in juxtaposition to the familiar logo cleverly reflected in the rear mirror?

Bonner's "decisive moments" in the life of Redfern and Waterloo is intended not only as an archive but also as a challenge to the stakeholders, those who live and work in the locality. What would they like to see preserved of the customs, culture and community character that make up its unique expression so marvelously captured by Bonner's photography?

CATEGORY: ARTS, GALLERY, REVIEW TAGS: 107 PROJECTS, GARY BONNER, LOCAL LANDMARKS, LOCALS IN JEOPARDY, PRESERVING HISTORY, REDFERN AND WATERLOO, SOUTH SYDNEY COMMUNITY AID, SOCIAL RETENTIVE



### Redfern

August 23 – August 26  
Opening Tuesday August 23  
6pm – 7:30pm  
Project 107  
107 Redfern St,  
Redfern NSW 2016



### Waterloo

October 08 – November 10  
Opening Saturday October 8  
5pm – 6:30pm  
The Orchard Gallery  
56a Raglan St,  
Waterloo NSW 2017

Redfern .. Waterloo is a series of art photographs by street photographer Gary Bonner of the current landscape illuminating the changing faces of the suburbs of Waterloo and Redfern.

The project aims to capture and document the built environment as well as the communities currently living in the area as we are aware that gentrification and the proposed redevelopment may change the facets of the area forever.

The project is funded through the City of Sydney's Matching Grant under the auspices of South Sydney Community Aid.

All proceeds from the sale of the artworks will be donated to South Sydney Community Aid.

We would like to take this opportunity to thank Gary Bonner, Tury To (Project Coordinator), Bill Yan (Volunteer Coordinator) and all our volunteers for the project.



This project is funded through the City of Sydney's Matching Grant Program



# Turning Towers

In late March, an ensemble comprising experienced actors alongside tenants of the Waterloo housing community staged an original play entitled *Turning Towers*. Workshopped over two months, the shows at South Sydney Uniting Church (March 30) and Redfern Town Hall (March 31) were produced by Milk Crate Theatre in partnerships with Counterpoint Community Services and South Sydney Community Aid.

*Turning Towers* explores plans to redevelop the Waterloo estate, and the impact on a diverse community of up to 4,000 people. We see the condescending actions of a government minister and staffer, an overwhelmed community worker, bewildered and anxious residents fighting to maintain friendships and a sense of control and purpose amid dramatic change. There is humour too, most notably in the figure of Miss Information and her Dance of the Seven Towers – various veils symbolising bureaucratic jargon and ideological spin. Tenants ask questions, resisting the charms of an ill-defined “Long-term Project” involving “Relocation”, “Social Housing” and “Social Mix”.

The performances are committed and compelling.

An interactive component of the show is skilfully led by Milk Crate directors/jokers Goldele Rayment and Jonnie Swift. “Spectators” consider means of empowering an oppressed group – advocacy, intervention, organisation – then take the stage as scenes are replayed.

What emerges is a keen appreciation for what residents are enduring, as well as their considerable

strengths and determination. In the wake of a Q&A session that follows the performance at Redfern Town Hall (hosted by Dr Michael Darcy from the University of Western Sydney), consensus regarding an ideal scenario takes shape: the redevelopment ought to be staged to allow all public housing tenants the option of staying in Waterloo with no temporary out-of-area relocations.

**As reported, “Let our people stay!” in the South Sydney Herald by Andrew Collis – April 2017 edition**



**Miss Information performs her Dance of the Seven Towers at Redfern Town Hall, March 31  
(Photo: Andrew Collis)**



# Newly arrived International Student Workshop at Taylor College

On the 24th April 2017, our Executive Officer was invited to give a workshop to a batch of around 120 newly arrived international students at Taylor College.

Bill was asked to present on the topic; Companion Animal; Roles and Responsibilities of Pet Ownership in New South Wales.

Responsible pet ownership is vital information for these students as they may not be aware of the penalty if they mistreat their pets or their pets misbehave in public.

Bill gave a good overview of dogs and cats' ownerships and the requirements needed to care for these animals as a pet. Bill also briefed on the Companion Animals Act and the Prevention of Cruelty to Animals Act.

He also highlighted the offences and possible penalties if a pet owner is found guilty of different offences.

Bill also presented the 10 Commandments of responsible pet ownerships adapted from [www.AnimalsAustralia.org](http://www.AnimalsAustralia.org). These serve as good guidelines for these international students if they chose to own a pet while they are here in Australia.

Bill also presented a case study to help students to understand the possible severe penalties if they were to be found guilty of mistreating their pet.

We look forward to other opportunities to do different workshops with Taylor College and to welcome the newly arrived international students to Australia.



**“ Responsible pet ownerships is vital information for these students as they may not be aware of the penalty if they mistreated their pet or their pet misbehaved in public ”**





# Weekly Groups And Activities

In 2016 - 2017 SSCA-MNC's, weekly groups and activities delivered at Alexandria Town Hall. There are currently around 72 participation drop-ins weekly to our neighbourhood centre to access our numerous groups' activities.

In 2016 - 2017, we have had 348 groups' activities in Alexandria Town Hall; with 3470 clients attending various weekly social activities in the centre. These activities included the Lok Wan Cantonese Opera and Dancing group, Chess group, Tai Chi classes, Mah-jong classes, Indonesian groups, Mandarin classes, knitting groups and English classes just to name a few.

These groups continued to serve as a platform for information sharing while providing a safe and comfortable setting for cross-cultural and

social-mixed interactions between participants and within groups leading to community strengthening. Being a community hub, we

are delighted to report such active involvements from a diverse group of people in our community and to see them coming together in enhancing social understanding and cohesion, alleviating social isolation especially for those who are financially and socially disadvantaged.

It is always inspiring to see an assorted mix of community members in our activities

reflecting not only the diversity of people living in our community, but also representing the rich culture of our community.

We are looking forward to continuingly provide cultural and healthy social-based weekly activities in the next financial year.

**“ It is always inspiring to see an assorted mix of community members in our activities ”**



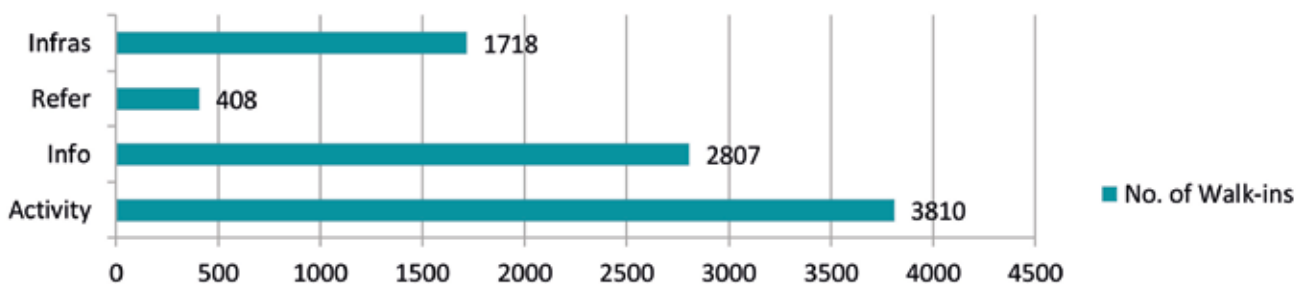
# Quantitative Data: Walk-Ins for Services 2016-2017

## WALK-INS

In the financial year 2016 - 2017, there were 8743 walk-ins accounting for 4450 clients (a decrease from 2015/2016) to South Sydney Community Aid Multicultural Neighbourhood Centre (SSCA-MNC) main office at the Alexandria Town Hall. Most of these walk-ins

were involved in the four purposes, namely; social activity, getting information, getting a referral to other services, and/or using of SSCA-MNC's infrastructure such as telephone, computer, fax and photocopier.

### NUMBER OF WALK-INS

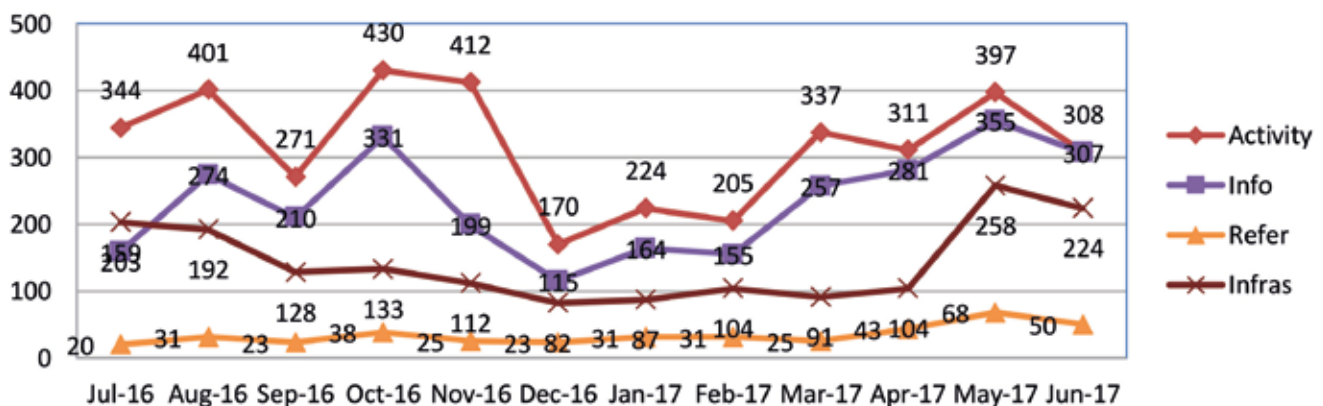


## WALK-INS BY MONTH

The graph above indicated that the majority of SSCA-MNC's walk-ins have participated in SSCA-MNC's social activity programs such as health programs, cultural programs and social programs and the next majority of walk-ins had

come into the office for information. The graph also shows that 408 referrals were made (a decrease from 2015/2016) to other services, such as social benefits, housing, legal aid and health services during the same period.

### 2016/2017 WALK-INS BY MONTH





# Quantitative Data: Walk-Ins for Services Continued

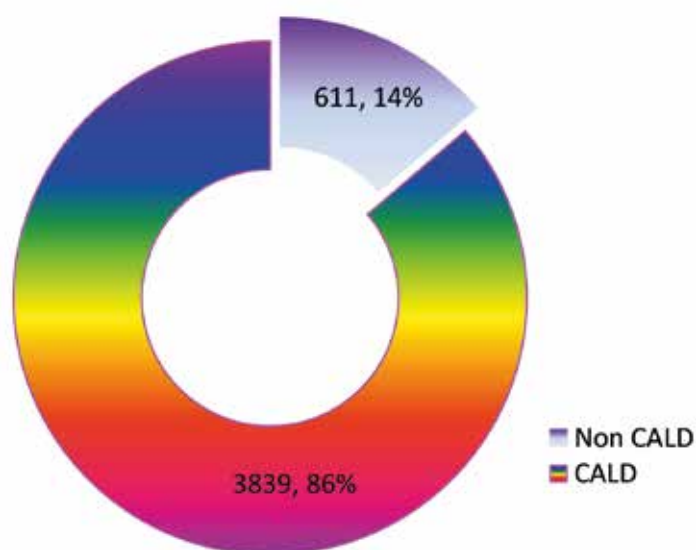
The graph bottom page 20 shows the monthly walk-ins to SSCA-MNC for 2016/2017. From the graph, we can see the walk-ins were 'seasonal'. It is shown that there were a large number of walk-ins for the month of August, October and November 2016 for activity; this is due to the fact that we celebrated the different event

in those months (see Events). Also, a spike in March 2017, was due to our Multicultural march celebration. Smaller numbers were reflected in the holiday's period of December 2016 and January 2017. Overall, 2016/2017 has smaller monthly walk-ins as compared to 2015/2016 – a trend that we will monitor in 2017/2018.

## CLIENTS BY ETHNICITY

The graph above indicated that there were 3839 walk-in clients (out of 4450 clients) from a culturally and linguistically diverse (CALD including ATSI) background. This accounted for approximately 86% of SSCA-MNC's total walk-in clients. The remainder of 611 (or approximately 14%) of our walk-in clients accounted as not-CALD clients.

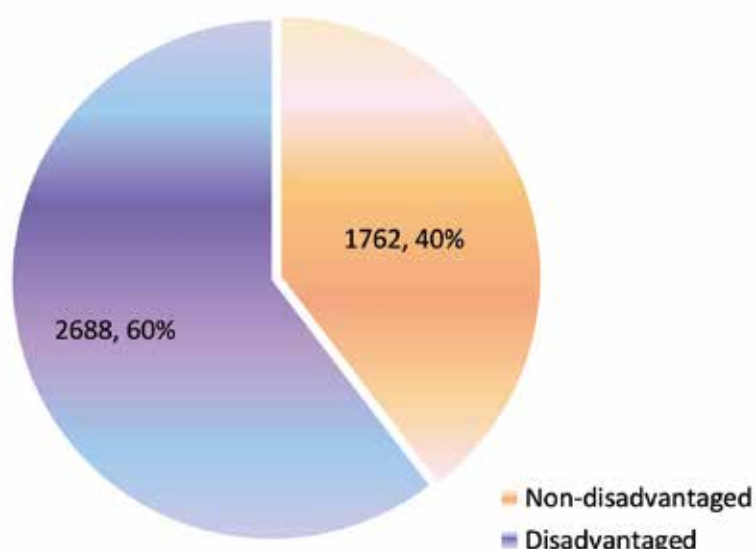
### CLIENTS BY ETHNICITY



## CLIENTS BY SOCIOECONOMY

From the graph, we can see that there were 2688 walk in clients from a disadvantaged background, which was approximately 60% of SSCA-MNC's total walk-in clients for the 2016 - 2017 financial year compared to 1762 (40%) clients from the non-disadvantaged background. Most of these clients are welfare beneficiaries and living in the local public housing estate. As shown, most of our clients in the area needed support and assistance.

### CLIENTS BY SOCIO-ECONOMY



# Housing Communities Program @ The Factory Community Centre

## THIS YEAR'S HIGHLIGHTS

Laura Kelly continued for a fifth year in the Redfern Waterloo Housing Communities Program community development role, based at the Factory Community Centre under Counterpoint Community Services. It has been a very busy year for the local public housing communities and the HCP programme. In the past twelve months, we have worked closely with the local community, state government, and established new partnerships following the announcement of the Waterloo Redevelopment in December 2015.

This has created additional workload however nevertheless we sustained the agreed service plan which oversees both the Redfern and Waterloo Neighbourhood Advisory Boards and their associated Action Groups that coordinate community projects, events, programs, and social enterprise groups. These groups focus on community safety and well-being, local volunteering opportunities, community events, and community-based adult learning activities, as well as providing opportunities for local forums that enable tenants to raise community concerns and receive community updates from Government and Non-Government agencies.

There have been many highlights over the past year - **see box on right.**

We are happy to report that the Housing Communities Program will continue until June 2018 and will focus on building the capacities of the two Neighbourhood Advisory Boards and developing local projects. Laura Kelly HCP worker

We are happy to report that the Housing Communities Program will continue until June 2018 and will focus on building the capacities of the two Neighbourhood Advisory Boards and developing local projects.

**Laura Kelly HCP worker**



- ▶ **Secured resources from NSW Land and Housing Corporation in relation to the Waterloo Redevelopment Project and the establishment of the Waterloo Redevelopment Group supported by new workers.**
- ▶ **Reactivation of community rooms on Waterloo estate, including cleaning bees, sourcing furniture, gathering resources and literature from NAB partner agencies, and new social activities happening.**
- ▶ **118 individual volunteer and community groups celebrated in 11th Year Redfern and Waterloo Volunteer Awards, presented by local dignitaries.**
- ▶ **First Redfern Waterloo Pet Day on Waterloo Green in partnership with City of Sydney Council: 111 dogs and 55 cats receiving vaccinations, microchipping, appointments for desexing and health checks.**
- ▶ **Partnering with Milk Crate Theatre on Turning Towers community theatre project on the Waterloo Redevelopment Project; two community performances, Q&A panel, reaching over 140 people.**
- ▶ **These HCP highlights and other successes have resulted in 95% of tenants surveyed reporting they feel better connected with their neighbours and the local community, 92% of tenants surveyed more willing to use services if they need them, 97% tenants surveyed would recommend HCP community events to other people in the community.**

## REDFERN & WATERLOO HOUSING COMMUNITIES PROGRAM 2016 - 2017

**Service Description:** The Housing Communities Program is a Housing NSW initiative aiming to enhance social cohesion and community wellbeing within key NSW locations affected by significant social, economic, environmental and/or housing change.

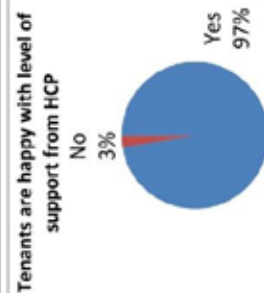
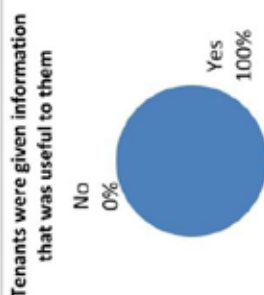
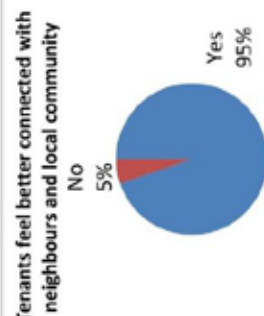
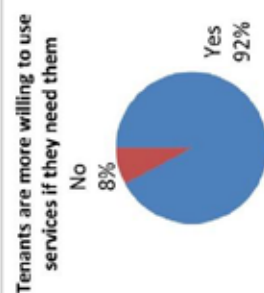


**DEFINED SERVICE USERS:** Social housing tenant communities living within Redfern and Waterloo

### HEADLINE PERFORMANCE MEASURES RELATING TO CORE AREAS OF WORK & OUTCOMES

1. % Tenants that know more about other services or community facilities
2. % Tenants more willing to use other services or community facilities
3. % Tenants feeling better connected with their neighbours and local community
4. % Tenants reporting satisfaction with the level of support they receive from HCP
5. % Tenants reporting they would recommend activity/event
6. % Tenants that are engaged in volunteering opportunities

### HOW ARE WE DOING? – Sample data of 200 participants accessing HCP related activities in Redfern & Waterloo (breakdown data detailed in report)



### STORY BEHIND THE BASELINE

**2009 – 2016:** HCP established new initiatives and provided opportunities for tenants to participate in their communities, build community capacity and contribute towards social cohesion, including reviewing the Neighbourhood Advisory Board structures in Redfern and Waterloo and associated Action Groups and social enterprise groups.

**2015 – 2016:** HCP aimed to sustain and enhance existing projects, at the commencement of this period the challenges were:

- Increased HCP workload in response to Governments announcement of Waterloo Redevelopment project, uncertainty and lack of information leading to increased community anxiety and frustration also
- High turnover of State Government and Local Government staff on both NAB's, including the local teams, affecting current NAB structure including Action Groups
- Reshuffle of the three FACS districts and chain of command in resolving issues

### WHAT ARE WE GOING TO DO IN THE NEXT 12 MONTHS?

1. Lobby Sydney Local Health District for resources to address community health issues
2. Support Groundswell to develop training and capacity building activities for tenants
3. Develop Community Welcome Packs in Redfern
4. Support masterplanning activities on the Waterloo Redevelopment project

### HIGHLIGHTS OF 2015 – 2016

- Secured resources from LAHC in relation to the Waterloo Redevelopment Project, and the establishment of the Waterloo Redevelopment Group supported by new workers.
- Reactivation of community rooms on Waterloo estate, including cleaning bees, sourcing furniture, gathering resources and literature from NAB partner agencies, new social activities
- 118 volunteers and groups celebrated in 11<sup>th</sup> Year Redfern and Waterloo Volunteer Awards
- First Redfern Waterloo Pet Day on Waterloo Green: 111 dogs and 55 cats of tenants receiving vaccinations, microchipping, appointments for desexing, and health checks
- Turning Towers community theatre project on Waterloo Redevelopment Project; two performances; Q&A Panel with stakeholders; reaching over 140 people

**PARTNERS WORKING WITH HCP :** FACS Housing, City of Sydney, Redfern LAC, Sydney Local Health District, NSW Land and Housing Corp, Inner Sydney Voice, South Sydney Community Aid, UNSW CDP, Milk Crate Theatre, ADHC, St. Vincent's Hospital, Connect Redfern, Ability Links, Mental Health Recovery Network, Save the Children, Redfern Community Centre, Sydney Story Factory, REDWatch, Access Sydney, South Sydney Herald, Partners in Recovery, Centre for Volunteering, Clubs Ltd NSW, WEAVE, Redfern Legal Centre, Waterloo Connect, RedLink, Newtown Electorate Office, Heffron Electorate Office, SGCH, Bridge Housing, Transport NSW, Urban Growth, Sydney Metro, and others



# SSCA Lok Wan Cantonese Opera and Dancing Group

The Lok Wan Cantonese Opera and Dancing Group have had another active and busy year in 2016/2017.

The group has kept their rehearsals every Monday at Alexandria Town Hall from 10 am to 3 pm religiously. This year like previous

years, the group has been invited to perform at numerous community events and hosted a concert for the community. The group performed at Family Culture Day, Summer on the Green, and Multicultural March.

In October 2016, the group hosted a concert with over 90 people attended the Lok Wan Cantonese Opera and Dancing Group's concert for Mental Health Month.

Participants of the program have stated that this program has given them a safe place to meet with friends from a similar background. They were happy to be able to practice and showcase their cultural identity in Australia especially for the wider Australian and given back to their community that they love.

They were also grateful that the State government and people from a different background have been receptive and supportive of their work, which allows them to spread the traditional Cantonese culture and fostering cohesion.

The leader of the group; Ms Anna said; "I am so happy when people come to see us performing and said how beautiful our costumes look. I am very proud of the whole team."

They also always receive good feedback from their audiences. Some of the feedback includes; "They are amazing", "It is great to see Cantonese Opera alive in Australia", "I thought I won't be able to hear Cantonese Opera live again but thank you for doing this", "They are a good example of growing old gracefully" "They are so colourful and I like what they are doing".

**This program is supported by  
Housing NSW and ClubsNSW**





# Indocare Group At Alexandria Town Hall

Indocare Group is one of the Indonesian Aged care groups operating as a non for profit organisation.

Established in 2003 run by volunteers and private contributions.

We provide lunch at Erskineville Townhall for our members.

The weekly meetings are at Erskineville Townhall every Monday from 10 am to 3 pm and Tuesday at Alexandria Town Hall in partnership with South Sydney Community Aid and the City of Sydney Council.

Two times per year we organise outings for our group members to different places. The tours are Non-profit and financed by the members themselves.



**Mandarin Class**



## THE SERVICE INCLUDES:

- ▶ English classes
- ▶ Angklung traditional music group
- ▶ Mandarin Classes
- ▶ Tai Chi classes
- ▶ Mah-jong classes
- ▶ Knitting
- ▶ Line dance
- ▶ Table tennis

## INDOCARE HAS BEEN SUPPORTED BY THE FOLLOWING ORGANISATIONS:

- ▶ Indonesian Consulate General of the Republic of Indonesia
- ▶ Indonesian Association of NSW
- ▶ South Sydney Community Aid
- ▶ Ethnic Community Services Co-operative
- ▶ Sydney City Council
- ▶ Multicultural HIV and Hepatitis services (MHAHS)
- ▶ Donate life program
- ▶ UPF Federation (Universal Peace Federation)

## SOME OF THE TOURS IN THE PAST HAVE BEEN TO:

- ▶ Tulip show Bowral NSW
- ▶ Harbour cruise Sydney
- ▶ Cherry picking Young
- ▶ Pelican visit at Port Stephen
- ▶ Blowhole at Kiama

## Indocare Group continued

Indocare participated in the Donatlife week funded by Organ and Tissue Authority 2016 Clinic screening and blood test of hepatitis B and organised by MHAHS (Multicultural HIV and Hepatitis services) joint with RPA Hospital

Angklung music band. A traditional Indonesian music instrument. Performances can be viewed on YouTube (Indocare Angklung).



Dr Yayan Mulyana -Con-Gen of the Republic of Indonesia for NSW, QLD and SA & wife Mrs Irene Mulyana visited Indocare and Celebrate the end of the year.





# Psychology Service

“AT Full Potential” Psychology Service commenced operating in 2013 out of the Counterpoint Community Service in Waterloo. In October 2014 it opened its services to South Sydney Community Aid Coop Ltd.

At the end of 2015 “AT Full Potential Psychology” had changed names to Rebecca Rose Psychology. The service continued to operate out of Counterpoint Community Services and South Sydney Community Aide.

The service had many changes since 2014. It began with one psychologist and has now increased to four psychologists due to the community needs and agency collaboration.

Elle Jennison; Kate Smart and Lucia Brandao (Administration Officer at Counterpoint Community, Practice Manager, and Administration Assistant SSCA) had also joined the team.

The therapists include Rebecca Rose, (Psychologist/Director), Rina Setiabudi (Psychologist), Rachael Haynes (Psychologist)

and Anneke Reijmerink (Psychologist).

Rebecca Rose Psychology service had maintained regular referrals, which are encouraging response from the community and local health services.

Psychology can change people’s lives and Rebecca and her team of therapists are

passionate about making a difference through this service.

On the 18th of April 2017, Rebecca Rose Psychology will no longer be available until further notice. We are saddened by this decision but I know we will be back in the near future.

I would like to “thank you” for all your support and contributions to my psychologists and myself over the years.

I have been filled with many rewarding experiences and memorable clients.

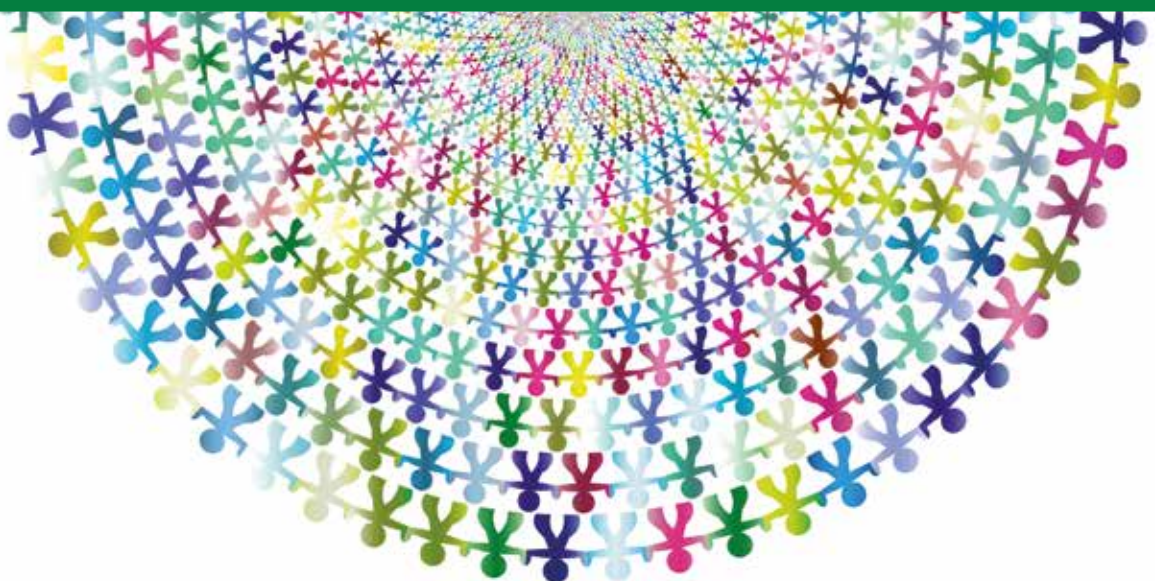
Thank you for all your support. Best wishes and I will return one day in the near future.

**Rebecca Rose, Director/Psychologist**

REBECCA ROSE PSYCHOLOGY

ABN: 8460 9838 262

**“ Psychology can  
change people’s lives and  
Rebecca and her team of  
therapists are passionate  
about making a difference  
through this service ”**





# Indonesian Welfare Association City Group



**Outing with other IWA Groups' members**



**Fun celebration of IWA members' birthday**

**Seminar Ability**



**IWA celebrated Lunar Year 2017**

Indonesian Welfare Association Inc. (IWA) has been providing services for Indonesian community in the city of Sydney LGA for the last 9 years through different Community Grants Program specified by the City of Sydney.

IWA's program aimed at promoting multiculturalism by inspiring other communities to work together towards a harmonious community that values differences and tolerance.

IWA has continued to work with different community's organisations to deliver and implement those important programs during 2016-17.

Some of the projects implemented successfully at Alexandria Town Hall such as 2B Active & Fit, Mental Health Awareness, Singing/Karaoke, Outing, Active Living Seminar; in addition to the weekly activities of English conversational classes, Arts & Craft Workshops, Painting and Line Dancing. IWA City Group participated in Harmony Day events, Volunteers Award 2017. We were invited and presented dance performances at Rouse Hill, West Ryde, Punchbowl multicultural events.

Moreover, by being located at Alexandria Town Hall, IWA City Group has had the opportunity to work in collaboration with South Sydney Community Aid (SSCA) and to participate in several events organised by SSCA Co-op Ltd.

**Alexandria Town Hall**  
**FRIDAYS**  
**11.00 am – 2.30 pm**

Find us on 



IWA would like to thank the City of Sydney Council for their continued support to the IWA City Group.

We would like to thank SSCA team, Bill Yan and Natasha Sitanala for their generous support and assistance.

We would also like to express our great appreciation to our ever-loyal volunteers and supporters, who have shown their commitment, their countless efforts and hard work contributed to IWA City Group's programs. We look forward to more productive years ahead and new inspiring projects.

***IWA City Group Officer  
Indonesian Welfare Association Inc.***

**Eastwood Harmony Day**



**2B Active & Fit – line dancing**

**It's Yellow Day – “Go NANAS, bring a BANANA”**



**[www.indonesianwelfare.org.au](http://www.indonesianwelfare.org.au)**



# Bilingual Community Development Worker's Report 2016 – 2017

Another year has passed, another year of challenges for growth.

This past year has flown by so fast; it feels like it was just last week I was writing last year's report! As always, we have all been very busy.

Continuing with our Work for the Dole programs, this year has been interesting. We always get a mix of participants, coming from all different backgrounds, skills and attitudes; some work ready, and others needing more time and skills to make the transition.

This program, I decided to use a different approach as we had a majority of younger participants. I decided to focus on collaborative skills such as teamwork through friendly games of basketball. This allowed us to get fresh air and be active.

It was quite enjoyable, some participants had never played basketball before, and it was great to see them all helping one another, being supportive and friendly, while also showing some healthy competitiveness.

This year has definitely been a challenging

**“ It was quite enjoyable, some participants had never played basketball before, and it was great to see them all helping one another, being supportive and friendly, while also showing some healthy competitiveness ”**

one for me. I was presented with many unique challenges and situations, but I am grateful for the opportunities to learn from these experiences and continue to grow.

I would like to thank all my Work for Dole volunteers; you are all an interesting bunch and have kept me on my toes. It has been great getting to know you all, assisting you all with your journey to finding stable employment.

Thank you to all our clients and community members. It is always fulfilling knowing I can help you with tasks, especially the “simple” tasks that always surprises me with how appreciative and grateful you are.

And to all the staff here at SSCA and Counterpoint, it has been a crazy year.

Thanks for all the guidance, support, friendship and showing faith in me. I look forward to what the future holds.

**Angelo Legaspi, Community Development  
Worker, Work for the Dole Supervisor**





# Waterloo Redevelopment: Community Perception

## EXECUTIVE SUMMARY

### INTRODUCTION

Waterloo has been marked for redevelopment into a vibrant new community by Sydney Metro, FACS and Urban Growth NSW together with more public housing and a new Metro station (FACs, 2016a). Tenants who live between Phillip and McEvoy Streets to the north and south, and Pitt and Cope Streets to the east and west will need to move from the middle of 2017 in several stages (FACs, 2016a). Key messages delivered from the government included; existing tenants will have the right to return to Waterloo estate; the planning process for the renewal is now commencing and will be progressed over the next 18 months; renewal will be staged over the next 18 months; renewal will be staged over the next 15-20 years. The first tenants will not be relocated until at least mid 2018, and then relocations will occur in stages over the next 15-20 years renewal time frame; tenants will be given at least 6-month notice prior to moving; while some tenants may need to relocate on an interim basis into other housing in the local area, many will be able to move directly into the new social housing as the site is renewed; each tenant will be allocated a relocation officer and given one on one assistance; relocation cost will be covered by FACS (FACs, 2016b).

“In late 2010 the New South Wales government announced that this would enable Redfern and Waterloo to be redeveloped to provide approximately 7,000 social, affordable, and private housing dwellings” (Morgan, 2012: 211). It is cited in Morgan (2012) that the aim of NSW government is to achieve a mix of 60% private and affordable housing dwellings and 40% social housing (Redfern-Waterloo Authority, 2010). However, the proportion of public housing in total housing supply was as low as 4.5% by 2010 (Jacobs et al., 2010) while 75 percent of newly assisted social housing tenants were those in greatest need (AIHW, 2011). AIHW (2011)

**The suburb of Waterloo is to undergo a renewal project, which includes a new Waterloo Metro station and offering more social housing meeting more tenants’ needs. A qualitative research was conducted based on twenty (20) interviews exploring Waterloo tenants’ perception of the redevelopment project. The aims of this report is to investigate Waterloo tenants’ perception to the Waterloo redevelopment project and explore whether they are mentally and/or physically ready if they are asked to relocate in the near future (first stage, possibly mid-2018). The results indicated that the majority of tenants were passively waiting for the moving notice from the government with limited requests/concerns. The report found that the tenants would collaborate with the government even though they have great reluctance. It is recommended that the government need to respect tenants and inform about the redevelopment progress in a timely manner throughout the different stages, while the tenants should empower themselves to speak out about their own rights.**

also stated that about twenty percent of public housing tenants were older than 65 in 2009-10.

This report is set to examine the possible issue faced by the Waterloo tenants’; their understanding and thoughts toward the redevelopment project. The purpose is to use interview questions, to explore tenants’ awareness about the redevelopment project and provide tenants with ideas about what aspects that could be considered once the government start the relocation process.

# Waterloo Redevelopment: Community Perception Continued

## METHODS

These report findings were based on data collected from semi-structured in-depth interviews, in order to investigate tenants' perceptions to the redevelopment decision made by the government and to collect tenants' concerns and thoughts. A total of 20 interviews were conducted with Waterloo tenants who visited South Sydney Community Aid and playgroups at Alexandria, all of whom are current public housing tenants of Waterloo. The interviews were conducted between July 2016 and November 2016.

## RESULTS

### The interviewees' profiles in detail are as follows:

Among all interviewees, 4 out of 20 were born in either Australia or New Zealand, 11 in 20 were originally from China, and the remainder 5 interviewees were from other Asian countries. One interviewee was under 40 years old, 4 of them were between 40 and 50, another 4 were between 51 to 60, while the majority of the group (6 interviewees) was between 61 to 70 years, and the rest were over 70 years old. 5 interviewees were English native speakers, 4 others can communicate well in English, while the majorities (11 out of 20) of the interviews were done in either Mandarin or Cantonese.

All interviewees had been living in Australia for more than 20 years while the majority (14 out of 20) had been living in Waterloo public housing for more than 6 years. 80% (16/20) of the interviewees lived alone while 90% (18/20) of them still have family in Australia. However, 35% of the 18 interviewees (6/18) said that they almost never meet with their family in Australia due to different reasons. In terms of how the interviewees collect information (if any) about the Waterloo renewal project can be divided into four categories; word of mouth – including from local neighbourhood

centre (all 20), flyer/newspaper/TV (15/20), attending meetings (9/20), and from to the housing office (3/20).

Most of the interviewees (14 out of 20) were satisfied with the current living condition. When asked about their “wish list”; most frequently mentioned requirement was “moving to somewhere near the current location” (7/20) and “somewhere has convenient transportation and is accessible to everywhere” (7/20), following issues were good neighbours (6/20) together with other regular requirements such as more bedrooms, higher/lower

floor and north-west facing living room to enjoy sunshine. However, there was 1 interviewee did not think about it yet, and another one has absolutely no wish list.

While 95% (19/20) of the interviewees were reluctant to move, one interviewee said he was looking for some change and would like to move out from the area. 11 of them supported the redevelopment project, and 2 of the interviewees did not care about it at all.

**“ Generally, the tenants were happy with their current living conditions in Waterloo ”**

## APPENDIX: INTERVIEW QUESTIONS

Amongst the 7 people who did not support the redevelopment project, none of them involved in any protest. When asked about if they would like any help when moving is required, only 7 interviewees thought they will need help. Amongst these 7 people, 1 brought up specific law assistance requirement while the other 6 were over 60 years old, therefore they need physical support. “When to move” (35%) and “where to move” (30%) were asked most by the interviewees as the information they wanted to know from the government. Another four raised transparency of information (release on timely manner and all-around), detailed information (e.g. how many stages are there in the redevelopment project), what kind of apartment/unit can be offered, and how would the government help tenants with other human services (listen to them, care for them) once they are moved. Still, 3 out of 20 interviewees expressed high emotional distress by answering the question with “I don’t want any information; I just don’t want to move”.

**“ The majority of those interviewed were reluctant to be relocated and move back, but still supported the governments’ redevelopment project ”**

- 1) **Age? How long have you been here in Australia/ Waterloo?**
- 2) **Do you know anything about Waterloo redevelopment program? How much?**
- 3) **Do you live with any families? If yes, who are they? If not, where do they live?**
- 4) **Do you use any local services nearby (e.g. Train and bus, hospital, shopping centre)? Like our community centre, do you use any centres like us? (e.g. Redfern community centre, the factory)**
- 5) **How do you feel your current living condition (scale 1-5)? Secure? Space? (how many bedrooms do you have)**
- 6) **If you are asked to move, have you thought about the condition of the unit you are moving to?**
- 7) **What do you think about the change lead by the government?**
- 8) **If you are asked to move, do you have any concerns, what are they?**
- 9) **If you are asked to move, do you have any people to seek help? (remind families and local support)**
- 10) **What information do you need to know about the changes?**

## CONCLUSION

Generally, the tenants were happy with their current living conditions in Waterloo. The majority of those interviewed were reluctant to be relocated and move back, but still supported the governments’ redevelopment project. Almost all the tenants wanted detailed information, while the lack of information led to anxiety due to uncertainty.

**Amy Mi Zhou, December 2016**



# Weekly External Programs

**SSCA-MNC's Outreaches have remained a key feature of our weekly service to our local communities in partnership with Connect Redfern and Housing NSW. Our 2 playgroups at Alexandria Park Community School provided services to 818 families for School Readiness Playgroup and 1213 for Multicultural Playgroup and in Redfern, our 2 outreach programs (BINGO and Art) reached around 700 participations at 'Our Place' community room for 2016 - 2017.**

## PLAYGROUPS COORDINATOR'S REPORT

This will be my last AGM report as South Sydney Community Aid Multicultural Neighbourhood Centre staff member as we finally amalgamated with The Factory Community Centre and together rebrand ourselves as Counterpoint Community Services Inc. This report also marked my 7th years working with SSCA-MNC. People said it's the Lucky Number Seven! I have grown so much personally and professionally since I joined SSCA-MNC. I believe the reason why I lasted so long in this job, besides for I enjoy what I do, is because of SSCA-MNC has been a very supporting team, I have a super approachable board of directors, manager and colleagues. I have learned a lot from Bill, Michael and some of the BOD the nitty-gritty of an amalgamation, the challenges

we had, the reasons behind it and the vision we have for this organisation in a long run. And I am excited to do more with Counterpoint Community Services Inc.

Both Multicultural Transitional to School and Playgroups has been continuously evolving to be a better program. Playgroups in The Park has picked up more support from many other local services and it's been a great indication of good change is happening. However, this year my projects have been challenged here and there too. Working under a lot of pressure and major changes. Though, I felt lucky to be put into such situations which moulded me into a better worker, to be more professional in handling work challenges and not to mix my personal opinion in it. I also have been very occupied by supervising Social Work students from UNSW and Sydney University. They reminded me a lot of my younger self as a worker and I am very happy and proud to see where my students ended up after their graduations. Having to supervise Social Work students for the past 4 years, I can say that these students also teach me a lot of new things during their placement.

To sum up my personal report this year, I am ready and very excited to work as Counterpoint Community Services Inc. staff member and will treasure all the good memories and lesson learnt from South Sydney Community Aid Multicultural Neighbourhood Centre close to my heart.

***Natasha Sitanala, Bilingual Community Development Worker/Playgroups Coordinator***



# PLAYGROUPS REPORT 2016/2017

Both School Readiness Program and Multicultural Playgroups has been performing great this year. We have some hiccups in these programs due to some misunderstanding between staff and parents, which leads to some untrue and negative writing published about our Multicultural Playgroup. However, many supported us. Parents who still accessing the programs, parents who used to access the programs, other workers from various services whom we worked in partnership with running it, and many others supported Jo and me and cleared the air regarding the availability of these Playgroups. We have learned a lot from this experience and have moved on from it.

As we have 4 terms running between 2016/2017, it is very clear that in the warmer months, families access our services more than the colder ones. We have had increased numbers in comparison to the last two terms of the year for both playgroups.

However, as for our School Readiness Program, we notice that parents are more relying on these programs on the second last two terms of the year because it is closer to the day their children attending school as kindergarten students. As seen below, we have increased in numbers in Term 3 and 4 2016 compared to Term 1 and 2 2017. On top of that, Sydney had a severe wet weather on term 1 2017 which caused damage in our front playroom. This affected the programs severely due to families cannot access any programs on that week. However, families always

attended regardless of wet weather and having to turn them away after they braving the storm was not great but very necessary for WH&S. This is why we have no families accessing the program on week 2 and 7 of Term 1 2017. Our School Readiness Program playgroup runs every Wednesday from 9AM-11:30 AM during

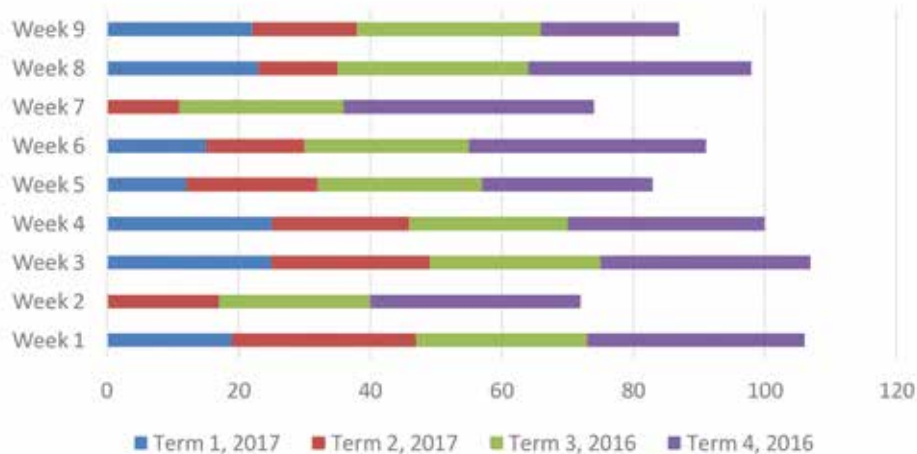
school terms in Alexandria Park Community Centre playrooms and this is a joint initiative between Alexandria Park Community Centre, Connect Redfern and Counterpoint Multicultural.

With Multicultural Playgroup, at the last

2 school terms in 2016, we noticed that the number is getting significantly bigger and from the casual feedback we're getting from the parents we identify that our Playgroup has a really spacious and clean room with varied options of educational toys and art and crafts which are very appealing to parents. As workers, we realize that we cannot service and cater to over 75 people with 3 workers only so we are very happy that Social Work students on placement from University of Sydney and University of New South Wales were joining us through the year, assisting us with ensuring that this playgroup runs smoothly regardless of how

**“ Social Work students  
...were joining us through  
the year, assisting us with  
ensuring that this playgroup  
runs smoothly ”**

## SCHOOL READINESS PROGRAM



## PLAYGROUPS REPORT 2016/2017 CONTINUED

many people attending while getting their working experience in having first point contact with clients regularly while building their relationship with them.

However, with the hiccups we had with Sydney storm in term 1 2017, the number dropped a little, making the playgroup has a comfortable number for families and workers to work with in term 1 and 2 2017. We also have various other service providers came and assist us periodically such as Leonie, a social worker from The RPA Hospital came once every fortnight to speak to the parents. We notice in having a social worker on site assist us tremendously in getting early intervention done as soon as possible and getting the families referred to the appropriate services. We are also lucky to have the Early Childhood Nurse sharing working space with us, which makes it easier for us to ensure that the parents are comfortable and familiar with the health practitioners if ever something worrying is happening to their children.

Multicultural Playgroup is running every Thursday from 10 AM – 12:30 PM at Alexandria Park Community Centre and is a joint initiative between Counterpoint Multicultural and Connect Redfern.

### Multicultural Playgroup



Having two successful programs for children below school age running in a school ground has assisted many local families with the smoothness of their children transitioning to school. Unfortunately, with the exciting changes to Alexandria Park Community School building, where The Department of Education is currently in process of redeveloping the school to be able to cater to more children, we also have to adjust to the changes which are we will have to either be moved or changing our programs in near future. Nothing is set just yet but we will keep everyone in the loop of what is happening next and where we are going to be. Our aim this 2017/2018 is not to stop any programs but to make it accessible and organized during the redevelopment.

**These Playgroups are proudly supported by City of Sydney RSL, City Tattersalls Club and Bowlers Club**





# Family & Children Services Needs Consultation

## EXECUTIVE SUMMARY

The following report is a families and children's needs assessment, aiming to identify the needs of families and children living in the Inner City of Sydney. By finding and recognizing the needs of the community, the community's needs can then be addressed. This, in turn, addresses social justice by meeting the needs of the most vulnerable and builds social cohesion through the many networking opportunities community services can provide.

The findings of this report are derived from the survey responses of 95 participants at

the Playgroups in the Park event held on 3rd of September 2016. "Playgroups in the Park" (PGitP) is a families and children's event, aimed at reaching out to the families and children living in the City of Sydney LGA. Being held at Redfern Park, PGitP specifically invites families and children living in Redfern and surrounding suburbs, such as Alexandria, Eveleigh, Redfern, Waterloo and Zetland. With entertaining events for children and information stalls about community services for parents, the event attracts around 700 people on average each year.

### Summary of Key Findings

- ▶ 77% of participants resided in the City of Sydney
- ▶ Over the past 4 years, residents of Alexandria, Eveleigh, Redfern, Waterloo and Zetland have represented over half of all PGitP participants
- ▶ 65% of PGitP participants living in the City of Sydney used community services in the past year
- ▶ The most popular service used were children's playgroups
- ▶ 17% of community service users had difficulties accessing services
- ▶ There need for children's playgroups and programs which build social cohesion

### Summary of Recommendations

- ▶ That PGitP continues to run as it is a valuable event for families living in the Inner City of Sydney
- ▶ That children's playgroups run at different times of the day, in addition to being run in the morning
- ▶ That community services be more flexible in meeting clients at a location more convenient to the client as well as being open outside of normal business hours
- ▶ That more events should aim to break down social isolation

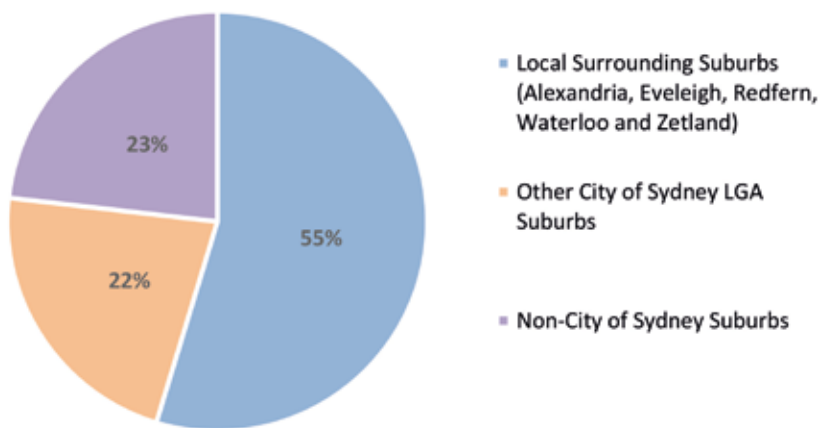
# Family and Children Services Needs Consultation Findings

## WHERE DO PLAYGROUPS IN THE PARK PARTICIPANTS RESIDE?

For the September PGitP, 77% of participants resided in the City of Sydney Local Government Area (LGA) while 23% resided beyond the City of Sydney LGA. Of the participants that resided within the City of Sydney, 55% lived in “local surrounding suburbs” which is defined in this report as Alexandria, Eveleigh, Redfern, Waterloo and Zetland, while 22% lived in other City of Sydney LGA suburbs. This information is illustrated in the graph below.

The strong presence of participants residing in local surrounding suburbs or within the City of Sydney LGA is a positive finding. This information means that the target audience of the event, which are families and children residing in the City of Sydney, is being reached.

### WHERE DO PARTICIPANTS RESIDE?



### Popularity of PGitP among Local Residents

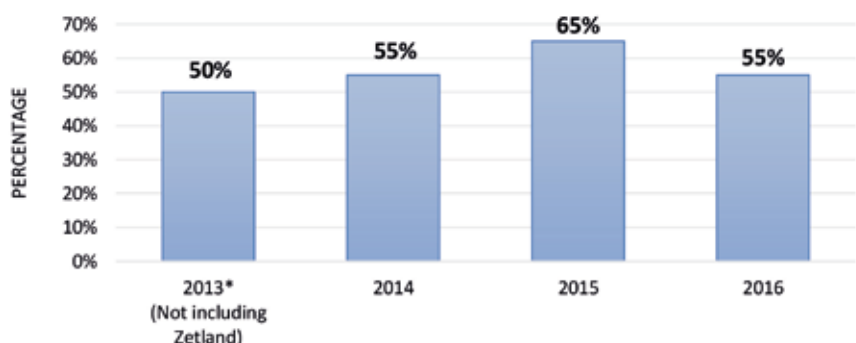
The high showing of PGitP participants who reside in local surrounding suburbs has been consistent over the past 4 years. In 2013, it was recorded that 50% were from local surrounding suburbs.

However, in the 2013 PGitP needs assessment survey, Zetland was not considered to be a local surrounding suburb so this number is likely to be higher if Zetland was included.

## PERCENTAGE OF PLAYGROUPS IN THE PARK ATTENDEES FROM LOCAL SURROUNDING SUBURBS 2013-2015

Over the past 4 years, residents living in local surrounding suburb have consistently represented over half PGitP participants. This is a strong indicator that the PGitP event is a valuable event for families and children living in local surrounding suburbs of Redfern.

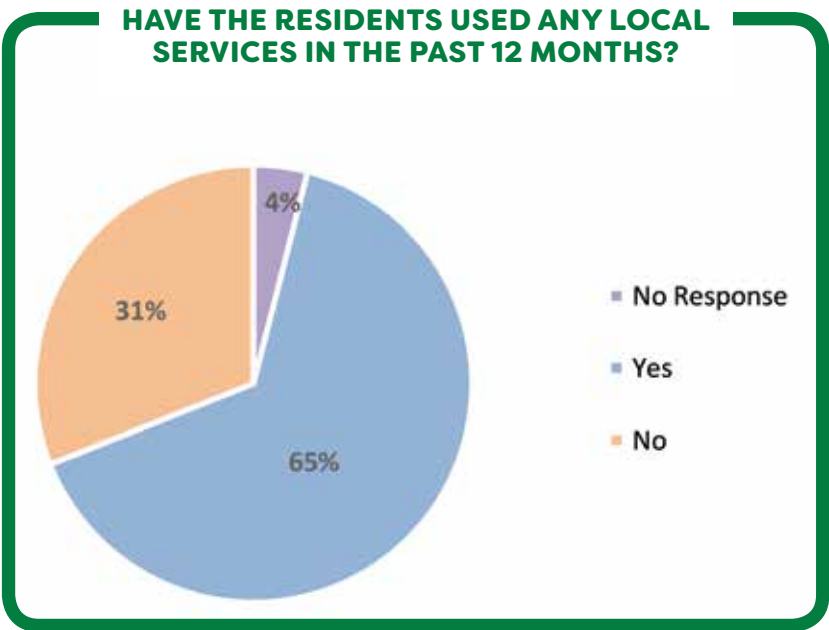
### % OF PLAYGROUPS IN THE PARK ATTENDEES FROM LOCAL SURROUNDING SUBURBS 2013-16



# SERVICE USAGE OF CITY OF SYDNEY LGA RESIDENTS

As the purpose of this needs analysis is to find the needs of the City of Sydney community, rather than the needs of all PGitP participants, the following data addressing service usage is collated from the responses of City of Sydney residents only. There were 74 City of Sydney residents.

When asked if they used any local community services in the past 12 months, 65% participants had used at least 1 community service, 31% did not and 4% did not provide a response to the question. This information is illustrated below.



## WHICH SERVICES WERE USED?

The most popular service used by PGitP participants living in the City of Sydney LGA in the past 12 months was the Transition and Multicultural Playgroups at Alexandria Park Community Centre with 66% reporting that they used the service.

The next most popular service was South Sydney Community Aid which had 11% reporting that they used the service. 5% had used services from The Factory.

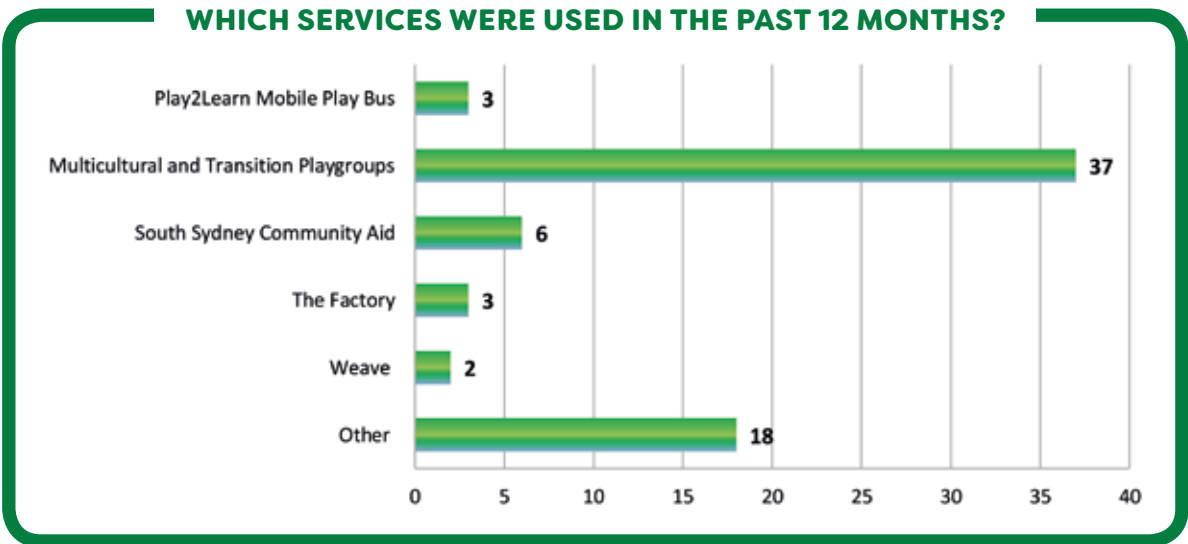
Another 5% had used the Inner City Play2Learn Mobile Play Bus from Save the Children and 4% had used Weave Youth & Community Services.

There were many services where only 1 out of 47 respondents had used the service, and these services were put into the category of “other”

services. 32% of responses were put into this category.

From 47 respondents who used local community services in the past 12 months, there were 69 responses to the question asking which service they had used as a number of respondents chose to name more than 1 service.

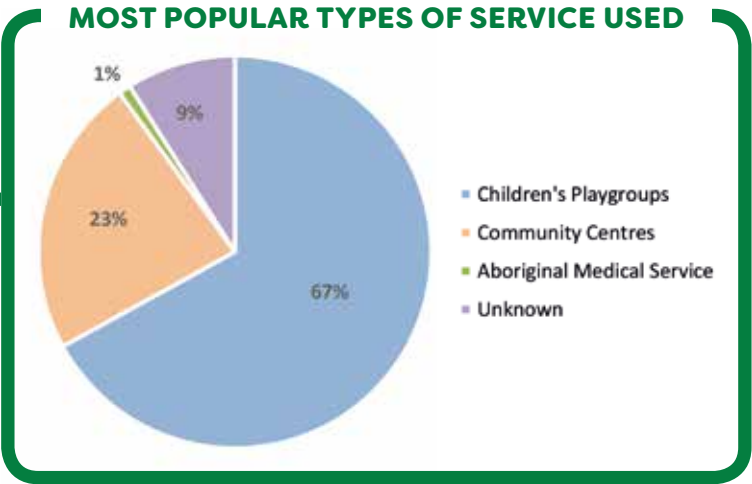
At least 17 different services were used between the 47 respondents. The exact number of different services used is not known because a number of respondents chose not identify the service they used.





# MOST POPULAR TYPES OF SERVICE

For PGitP participants who lived in the City of Sydney, the two most popular types of services were children’s playgroups and community centres. Forty-six (46) or two-thirds of their reported service usage were at 8 different children’s playgroups groups. 8 community centres were used between 16 respondents, representing 23% of reported service use. One respondent had used an Aboriginal medical service and 6 respondents chose not to name the service they had used.



It is clear that the majority of services used by PGitP participants living in the City of Sydney were children’s services. This result was expected as PGitP is an event for families and their children.

# ACCESSIBILITY OF SERVICES

When asked if City of Sydney residents had trouble accessing services, 76% said that they did not, while 17% said that they did while 7% did not answer. For those who said that they did have trouble accessing services (13 people), transport to and from services made accessing services difficult for 5 people.

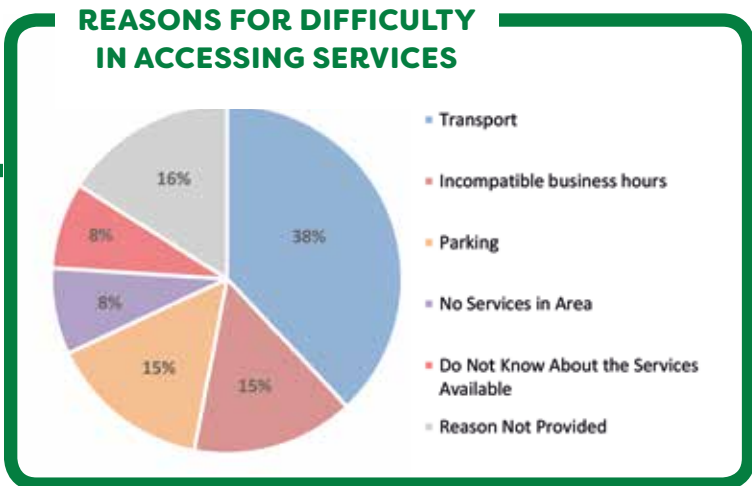
Incompatible business hours was the reason for 2 people, no parking was a reason for 2 people, 1 person said that they did not have services in their area and 1 person said that they did not know about the services available. Three people did not provide a reason why they found it difficult to access services.

# REASONS FOR DIFFICULTY IN ACCESSING SERVICES

Transport may be the most common issue for a variety of reasons and number of inferences can be made.

Transport may be an issue for some people as there may not be enough community services in their area, forcing people to travel long distances to reach service centres. Another reason maybe that public transport is infrequent or unreliable.

For those that said that incompatible business hours was their reason for their difficulty in



accessing services, it is likely that these people are busy with work, childcare or another activity, during the day.

# SERVICES FAMILIES WOULD LIKE MORE OF

When families were asked if there were any services they would like more of, 21 different types of services were mentioned.

Playgroups for children were the most popular suggestion with 13 people saying that they would like more playgroups.

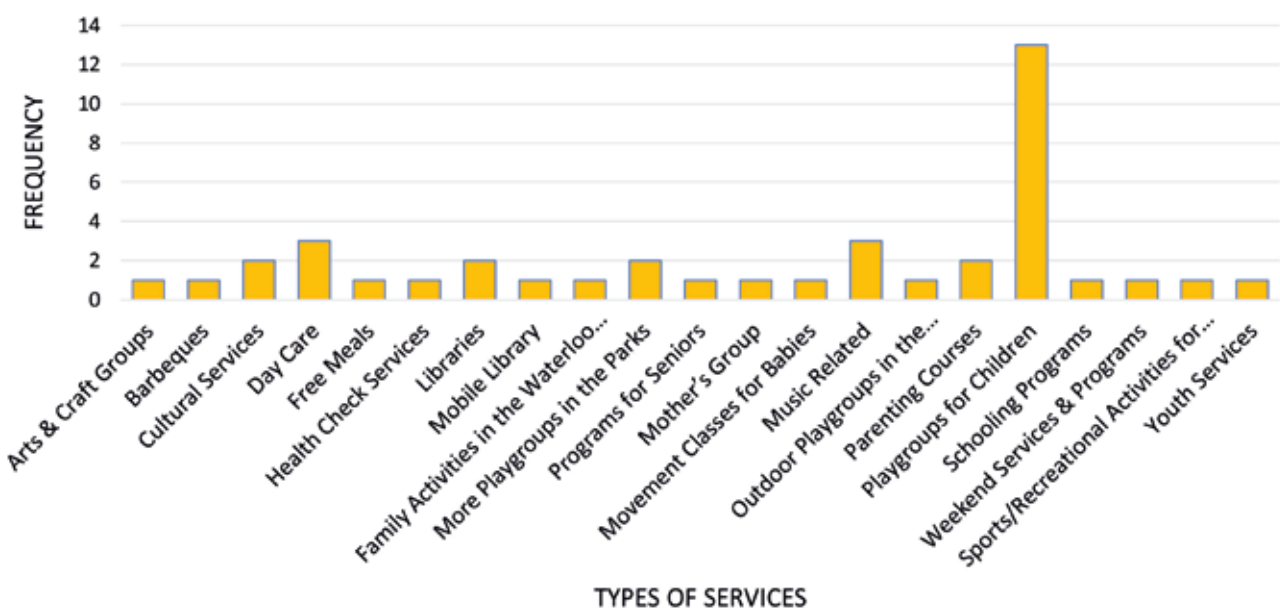
This is followed by “Day Care” services and “Music Related” programs with 3 people wanting more of these services. As expected, most of the services families would like more of are child related.

Despite playgroups being the most used service, playgroups are also the most requested service by families. This signifies a clear need for more playgroups, or for playgroups to be

more accessible. The need for playgroups to be run more often and on different days is further supported by “Outdoor Playgroups in the Afternoon” and “Weekend Services & Programs” being suggested by respondents. Other significant services include “Free Meals” and “Health Check Services”. The fact that “Free Meals” and “Health Check Services” were mentioned suggests that the basic needs of some families were not being met.

“Arts and Craft Groups,” “Barbeques” and “Mother’s Group,” among others, are social activities which suggest a desire from families within the community to build friendships and networks with other families.

## SERVICES FAMILIES WOULD LIKE MORE OF



# Family and Children Services Needs Consultation Findings Continued...

## RECOMMENDATIONS

### 1) **CONTINUE TO RUN PLAYGROUPS IN THE PARK:**

With 77% of participants residing within the City of Sydney and 55% residing in Alexandria, Eveleigh, Redfern, Waterloo and Zetland alone, it is clear that PitP is benefitting the local community. Over the past 4 years, residents of Alexandria, Eveleigh, Redfern, Waterloo and Zetland have represented over half of all PitP participants. This trend means that PitP is valued and supported by the local community.

### 2) **RUN CHILDREN'S PLAYGROUPS AT MORE/DIFFERENT TIMES OF THE WEEK:**

Children's playgroups are the most popular service used but are also the most needed service by the community. Playgroups need to be more accessible for parents, as this suggested by parents requesting "Outdoor Playgroups in the Afternoon" and "Weekend Services & Programs".

Playgroups can be made more accessible if they were run at different times of the day, such as the morning and afternoon.

Given that there are playgroups which run at the same time and on the same day, a coordination between playgroup facilitators to ensure that parents have access to 1 playgroup in their area every day of the week, would improve accessibility significantly. This would also be a better allocation of resources.

### 3) **INCREASED FLEXIBILITY OF COMMUNITY SERVICE PROVIDERS:**

Transport was a hurdle for most people when needing to access community services. This means that the service people require cannot be obtained over the phone or via email. When people are unable to access community services due to transport difficulties or incompatible business hours, this suggests that community services need to be more flexible in meeting clients at a more convenient location for the client or be open to appointments being made outside of normal business hours.

### 4) **MORE EVENTS AIMED AT BREAKING DOWN SOCIAL ISOLATION:**

Community events which encourage participants to socialise and build relationships with others in the community was a popular suggestion by survey respondents regarding which programs they wanted more of.

This suggests that the current programs aimed breaking down social isolation are not reaching these people and that there needs to be more variety in the social events people can choose to participate in.

*Report completed by: Seen Leung and Yahan Huang*



# Outreach Programs Coordinator's Report

My fifth year in the role of Outreach Program Coordinator has been again another rewarding one. The two weekly groups, Multicultural Art Group and BINGO are run every Thursday in Our Place Community Room at Poets Corner, Morehead Street Redfern.

Our Thursday mornings start off from 10:30 – 12:30 pm with the Art Group. Each week with the help of our experienced art teacher Charlie Aarons the students get together and work on projects that she has designed. It is really wonderful to see how much the group has grown in confidence over the years, not only with their art work but with themselves and each other. They have joined other activities together outside of the group.

At 2 pm we play BINGO! A mixture of young and old and both men and women drop in to play 8 games. Some of the ladies have been coming for as long as I can remember. It is a fun afternoon, with many jokes to be told and a lot of laughter can be heard. Both the Art and Bingo programs play such an important social role in many people's lives, both are safe environments where friends and neighbours get together each week to have a chat and a cuppa. I thank the funders for their support and we hope the groups continue to thrive.

**Ellouise Jennison, Outreach  
Program Coordinator**



# Groups @ Our Place; Poet's Corner

## B.I.N.G.O @ Our Place

Bingo – the Breaking Isolation and Growing Opportunity group averages on 15-20 participants each week.

There is no cost involved to attend, although the ladies like to bring along cakes and biscuits for an afternoon treat. There are 8 prizes consisting of food and household items up for grabs for the winners. The group meets on Thursday afternoons for a coffee a chat and a lot of laughs, and of course to play Bingo. It is such a friendly and fun afternoon we have had participants donate prizes so we that we can play an extra game or two. We have participants of this group that have been attending every Thursday for the last 4 years; it is a very important part of their week where they can meet up with their neighbours in a safe and supportive environment.



Word of mouth is now spreading and we are getting a lot of new younger faces joining us which is terrific. \*A total of 432 participations from July 2016 to May 2017



## Multicultural Art Group @ Our Place

This is an established Social Group that meets Thursday mornings from 10:30 am – 12:30 pm.

Although the participants come together to create art, it is also a safe place for a discussion of a range of issues and or problems that anyone may be facing. Positive feedback and suggestions are then often provided by the rest of the group. With participants commenting “that this group is the

only group they have every really felt comfortable with and able to be themselves.” This group is very much an art therapy group.

In the last 5 years, I have really witnessed this group grow in confidence with their art work and with themselves. It is lovely how they welcome anyone into the group, the laughter and singing can usually be heard outside the Community Room so people are always dropping in to have a look and join in.

This year has been a very busy one for the artists, from making animal stencils of local pets and wildlife then spray painting them onto the steps outside of Our Place Community Room. We have also been involved in two art exhibitions at The Orchard Gallery. The most recent one being “Through the Communities Eyes”, that was a collaboration of Poets Corner Art Group and Waterloo residents using various methods from collage to storytelling and photography.

I would like to say a big thank you to Charlie our experienced art teacher for her amazing efforts. Each week she comes in with new ideas to inspire and challenge the students. \*A total of 264 participations from July 2016 to May 2017



## Eyewitness accounts of community

**Gianna Ann**  
**WATERLOO:** A wonderful group exhibition, *Through the Communities Eyes*, opened on Saturday May 27 at the Orchard Gallery in Ryland Street. The event, hosted by the South Sydney Uniting Church and sponsored by Family and Community Services, was organised by Co-ordinator Community Services and the Waterloo Neighbourhood Advisory Board.

Contributors were invited to create visual and literary works which “reflect something that has meaning, whether it be a place, a moment or memory” in regards to Ryland and Waterloo. Facilitator Charlie Annis, a teacher at the Poets Art Group at Poets Corner, said: “Some people joined the project or came to the Poets art class because they seek a safe place to spend time with others. Others came because they enjoy the classes, activities and events on offer through services like The Factory and South Sydney Community Aid.

“Some people are long-time residents and others are relatively new ... These communities (Ryland and Waterloo) are facing rapid redevelopment so it’s important to capture stories of them as they currently exist.”

As requested and I was to be the supporting of talent, I would meet go further and say it was missing. I could feel that this exhibition brought new life into the gallery and displayed the community’s genuine love. The exhibition expressed the actual connectivity people have with neighbourhoods - their streets, their homes, parks, public spaces, clubs and so forth ... and most of all the love they have for their neighbourhoods.

Although I am not currently a local resident, I felt I would like to return to this village in the middle of the busy city, which seems to reduce the entry of the diverse local population, from the lovely proximity to the vibrant local public, the elegance to the new residents.

Various diverse works are on display, including a collage of the Waterloo area people (see below), such as a work depicting the city skyline in a dark shade.

**Poet John Morris “My Ryland,”** beautifully painted and bound, includes narrative from “Love (Love Ryland) cycle past ... Homeless at an hour ... I hope to be laughing ... The Murrumbidgee river was Sydney River Factory ... Endless Markets’ origin with local produce ... Now, crowds, as down with and pedestrian space ... Along with awareness and deliver all you together to make up an all-encompassing Ryland.”

I express the whole story very much and with all the spirit the very best as they continue to witness and give reputation to their local community.

South Sydney Herald June 2017 edition

These programs have been proudly supported by Housing NSW.



# Events 2016 – 2017

**SSCA-MNC hosted a number of different community events across Sydney, representing a wide range of community groups and topical issues. The following The following reports have been listed in chronological order from July 2016.**

## Waterloo Redfern NABs Events Coordination Group

From July 2016 to June 2017, the NABs Events Coordination group chaired by South Sydney Community Aid has again successfully provided and supported numerous community events in both Redfern and Waterloo. The past 12 months, the group has organised 25 events for the area; these include the usual Mental Health Month, Family Culture Days, four NAB Open Days, Redfern Neighbourhood Day, World Wednesday, Volunteer Award 2016, CDAT Harm Reduction Week and new events such as the Redfern Waterloo Photo Project and Turning Towers with partner organisations both from the government and NGOs sector within the local area. As the Chair, we would like to take this opportunity to thank all the NABs tenants and precincts representatives, partner organisations including but not limited to Counterpoint Community Services, Inner Sydney Voice, Inner City Working Group for Mental Health Recovery, Ability Links, Partners in Recovery, Mobile Playbus, Connect Redfern, Alexandria Park Community School, City of Sydney Council, MilkCrate Theater, DrugHealth NSW, IndoCare,



Indonesian Welfare Association, Housing NSW, and many others for making all the events in 2016/2017 possible.

**The Waterloo Redfern NABs Events Coordination Group is a community effort, working in collaboration within the framework of Neighbourhood Advisory Board in Redfern and Waterloo and supported by partner organisations from both government and non-government sector.**





# Working with Interpreter Training Workshop

On the 16th August 2016, South Sydney Community Aid co-hosted the Working with Interpreter Training Workshop with Ethnic Community Services Co-operative. The workshop is held in Alexandria Town Hall.

The facilitator of this training program is Eva Hussein. She is an accredited NAATI translator and interpreter. Eva is often called to present and to lecture at universities and training institutions. She is also a founder of Polaron Language service. This training was around 3 hours between 12:30 pm to 4 pm.

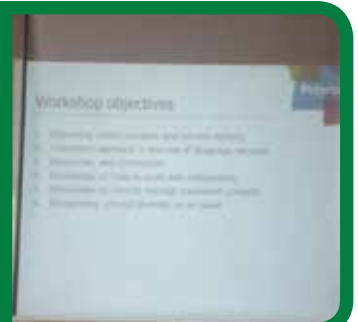
Lunch was provided before the workshop. Around 37 people attended, many of them were from human services background and they were to develop and refresh their working practices when working with an interpreter or translator.

Eva started the workshop with the definition of CALD (culturally and linguistically diverse communities). Then she moved to more specific information such as the barriers between workers and clients, the impact of diversity on practice and tips for engagement with families. She also

The flyer is for a professional development workshop titled "Working Effectively with Interpreters". It is organized by the Ethnic Community Services Co-operative and South Sydney Community Aid. The workshop is for CHSP, CCSF, Disability and Health services providers. It aims to improve the effective use of interpreters in a working environment. The training includes topics such as Cultural Diversity, the role and limitations of interpreters, identification of good and poor interpreting practice, communicating with CALD audiences, and best practice when working with an interpreter. The workshop is held on Tuesday 16th August from 12.30pm to 4pm at Alexandria Town Hall, 73 Garden St, Alexandria NSW 2015. The presenter is Eva Hussein, Executive Director of Polaron Language Services. To confirm attendance, contact Ellen on 9700 8872 or email ellen.g@ecsc.org.au. The workshop is a free training with refreshment provided. It is supported by financial assistance from the Australian Government and NSW Department of Family and Community Services, Ageing, Disability and Home Care.

did a role-play where she contrasted what a professional interpreter does and what a poor interpreter does. This workshop was very helpful and I learned a lot of new skills. I learned how to interview a client in a professional manner and improved my understanding of the translation and interpretation needs of the CALD population. At the end of the workshop, all of the attendees received a working with interpreter training certificate.

**This program is co-hosted by Ethnic Community Services Co-operative.**



# Cantonese Opera Concert for Mental Health Month

As part of the Mental Health Month celebration 2016, our Lok Wan Cantonese Opera and Dancing group hosted another Cantonese Opera Concert on 10th October at Alexandria Town Hall.

Again, our students on placement gave a short speech on how cultural activities playing a vital role in our mental health well-being. They emphasised the importance of cultural identity especially for elderly migrant and the real mental health impact of a culture shock for the migrants' community.

There were over 90 participants on the day being serenaded with 7 Cantonese opera presentations over 3 hours. The participants enjoyed the concert with overall great feedback. Overall, most were pleased to be able to enjoy their culture and applauded the efforts of the Lok Wan Cantonese Opera and Dancing group in keeping the tradition



alive for them to enjoy and reminiscence. They also feel less lonely being surrounded by people from the same cultural background.

**This program is supported by  
Housing NSW and ClubsNSW**





# 4th Go Nanas, Bring a Banana Mental Health Event

On the 28th October 2016, we hosted our 4th “Go Nanas, Bring a Banana” Mental Health event. A Mental Health Month celebration with the community, over 100 people especially those from the Indonesian community ‘party’ hard with South Sydney Community Aid Co-op Ltd Multicultural Neighbourhood Centre and Indonesian Welfare Association Inc - IWA at Alexandria Town Hall. Speeches, workshops, and positive ageing activities throughout the day breaking isolation and building inclusiveness and creating awareness of our mental health well-being. Speaker Prema Smith told his story and how today and every day is the best day of our life. Thank you to WayAhead - Mental Health Association NSW for a small grant making this day possible. We received plenty of positive

feedback from the event. The attendees enjoyed the event. They said it was insightful, enjoyable and they loved the community atmosphere/vibe. They were grateful for being educated on the importance of mental health well-being and positive ageing. They enjoyed the opportunity to be outside of their homes and meet new people, to socialise and make friends.

Our short term/immediate goals were to inform attendees of various ways to enhance positive mental health and general well-being whilst bridging the gap and overcoming the barrier

of social isolation through community engagement events.

Our long term goals included increasing mental health awareness within the community to promote the use of mental health organisation and facilities.

We believe we have achieved our short-term goals; providing fun, enjoyable and inclusive community events, and the long-term goals are still on-going as attendees seek facilities and mental health support more often.



**This program is supported by WayAhead.**





# SSCA-MNC AGM and EOY Party

On Thursday, 13th October 2016, approximately 60 South Sydney Community Aid members, volunteers and staff gathered at 5 PM to attend our 49th Annual General Meeting. The meeting was held in Alexandria Town Hall where our office located and ended in approximately an hour. Our EO, Bill Yan, reported the busy and productive year we had to the Board of Directors and members. He thanked the City of Sydney for the generous accommodation grants, FACS, Clubs NSW, and other funding bodies for their continuous support for our centre to be able to deliver our service that year.

Our Chairperson, Ed Everett, then congratulated all staff and volunteers on another year accomplishment of servicing the community. The re-election of Board of Directors went smoothly. We also paid tribute to Ross Smith, our comrades and active member who also was our Returning Officer, who passed away earlier this month. The meeting feels different without him being present. Right after the AGM, everyone moved to the 'Big Hall' for our End of Year Celebrations. We decorated the room with a rainbow balloon arches which made the room looks so much brighter and colourful. We also provided a photo booth for everyone to take their picture taken and took the prints home as a memento.

With some upbeat music played by Brian in the background, everyone enjoyed the dinner served by Catering by Design, the lasagne was amazing! Once most attendants finished their meal, they burned it off again by dancing along to some more great songs. It was a night full of community feels.



**We thank the City of Sydney for providing Alexandria Town Hall as our gathering place, Catering by Design for providing the great meal and our students on placement, Amy Zhou, Seen Leung and Tammy Huang for their assistance all through the day.**



# Summer on the Green



## South Sydney Herald

HOME NEWS FEATURES OPINION REVIEW SPORT ABOUT ADVERTISING CONTACT

COMMUNITY GROUPS NEWS

### Perfect day for community celebration

2:44 AM Thursday March 2, 2017 Leave a Comment

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**WATERLOO:** Friday February 3 marked the 10<sup>th</sup> Summer on the Green on Waterloo Green – what a fantastic day it was! It keeps getting bigger and better!

Doing Tai Chi at the Summer on the Green. Photo: Audrey Asghar

All the performers, activities and catering went down a treat! Approximately 800 people were in attendance throughout the day and the feedback from the day has been wonderful. One parent messaged us after the event to say, "Thanks everyone it was an enjoyable afternoon... you know it's a great event when it's time for families to go home and all you hear are screaming kids not wanting to leave coz they having too much fun and they are all dirty from ice cream, sauce, and are wet (waterside)... always enjoy the community events."

On behalf of the Redfern and Waterloo N4S Events Group we would like to thank all the staff and volunteers on the day who worked hard from beginning to end: the Counterpoint and South Sydney Community Aid bump in and out team, Terry Olsen for being such a wonderful MC, and Jenny Leong MP for opening the event and offering continued support to the Waterloo community.

Thanks to our wonderful Chinese New Year performers: The Lok Wan Cantonese and Opera Dancing Group, North West Chinese Group, and Mr Wu's Tai Chi group, and to our fantastic God of Prosperity, Mason, who shared good fortune with the local community. Thanks to Jo Fletcher at Connect Redfern and South Sydney Community Aid for the wonderful face painting and temporary tattoos, as well as all the agencies that generously donated to the show bags – South Sydney Community Aid, Connect Redfern, Barnardos, and Oodjiberrin.

We would like to thank our sponsors who make this event possible through their small grants schemes and kind donations. Family and Community Services through their Housing Small Grants Scheme and Clubs NSW Community Grants. And to the City of Sydney for once again providing a fantastic barbecue, and all the stall holders for their information brochures and giveaways!

Mr On (performer) Li (Duo Wu) and Nancy (Tang). Photo: Audrey Asghar

Laura Kelly, Housing Communities Program (HCP), Redfern Waterloo Community Development Worker, Counterpoint Community Services

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# The World Wednesday 2017

Celebrating Diversity in Harmony; A community concert and lunch for around 140 participants and local cultural performances groups was held on the 8th March 2017.

“World Wednesday celebration is about sharing cultural performances and enhancing the understanding of cultural diversity in our community today. Special thanks to Leanne and the Alex Park Community School Choir, the Lok Wan Cantonese Opera and Dancing group, the Dong Bei Cultural Multicultural Tai Chi group led by Mr Wu and Ms Nancy, Liu the by Mr Wu and Ms Nancy, Liu the er -hu (Chinese violin) player, Indonesian Welfare Association dancing group led by Yoppy, and Nikolaj on violin.

The event was really participatory; there were a lot of people who lived in the area. “World Wednesday” was the celebration of Harmony Day part Multicultural March. It aimed to celebrate the cultural diversity in our



community. The event was held successfully, everyone found this event worthwhile according to the questionnaire they filled in.

Again, there were approximately 130 people took part in the event, including the local residents, some agency representative representatives and the staffs from organization.

At the beginning of event, Bill welcomed everyone and acknowledged country. There were a lot of performances during the event





# The World Wednesday 2017 Continued...

in order to achieve the goal of the event. The event commenced with the Alexandria Park Community School choir singing the Australian national anthem. They also performed two other songs and soloist playing Australian national anthem. They also performed two other songs and two soloist playing musical instruments.

Next, although the Chinese dance only lasted for a few minutes, dancers prepared Chinese dance only lasted for a few minutes, dancers prepared long time to do makeup and dressing in order to show the best dance to people. Their dance was so amazing and it was applauded enthusiastically by the participants. The atmosphere of the whole event comes alive with the Indonesian dance. People started to shake their hands and bodies while the music started. There were also other performances,

such as Tai Chi, Er hu performance, and a violinist. The lunch was provided during the event ring the event while Nikolaj was playing the violin on stage. People ate food in a happy mood. Participants told us that the event was amazing and food so delicious. People left

with satisfaction and they appreciated the celebration.

The whole event was permeated with happiness. This event was a good opportunity for people from different background to get together to experience different cultures and celebrates the multiculturalism of community. It also allowed people to meet new friends

create a stronger community. and build their network with each other therefore create a stronger community..

***Reported by Betty Gou,  
students-on-placement.***

**This program is supported by Housing NSW.**



# Redfern and Waterloo Volunteer Award 2016

Wednesday 24th May 2017 marked the 11th Redfern Waterloo Volunteer Awards - what a fantastic day it was!! South Sydney Community Aid co-hosted the Annual Volunteers Awards Day.

Over 118 awards were given out at the awards ceremony to local community groups, our hardworking and dedicated tenant representatives, as well as individual volunteers associated with local community centres and projects. This is a staggering number and a true testament to the wonderful communities we live and work in.

This year the Founders Choice Award present by our EO Mike Shreenan was given to Richard Weeks, chairperson of the Waterloo Public Housing Action Group, for his outstanding volunteer contributions to the Waterloo community. On behalf of Redfern and Waterloo NAB Events Group there are a few thank you's that cannot go unsaid; Uncle Allen Madden for a wonderful Welcome to Country, Gemma Rygate CEO

for The Centre for Volunteering, our wonderful presenters Redfern LAC Police Commander Luke Freudenstein, Margaret McCrae FACS Housing, and City of Sydney Councillor Jess Scully, and of course our esteemed MC Michael Modder for FACS.

A big thank you to our main sponsor FACS Housing for funding the event through their Small Grants program. All of our supporters who contributed to the show bags for the volunteers including Connect Redfern, Waterloo Salvation Army, Sydney Story Factory, and Barnardos.

Also to all the local business who donated fantastic prizes for our raffle which raised nearly \$300 that will go towards future Redfern Waterloo Events organised by the NAB.

But most of all, to all our hardworking volunteers who make our communities such a joy to be a part of!!!



**This program is supported by Housing NSW and local businesses.**





# Playgroups In The Park 2016

**We have had 3 Playgroups in the Park for 2016/2017.**

At this event we invited many local services to do some information table such as Aboriginal Woman & Children's Service, Alexandria Childcare Centre, Lifestart, Catholic Care, Sydney Story Factory, Family Relationship Australia, Barnardos Family Referral Service, Benevolent Society, Family Day Care, SDN Early Childhood Needs, Ability Links, Kurrunalla, Warringabaiya, Gymbaroo, SDN Brighter Future, Sing & Grow, The Green Elephant, Weave, CASS, Save The Children and Botany and Randwick Children Service along with the lead agencies of the event; South Sydney Community Aid, Counterpoint Community Services and Connect Redfern. .

We had on average approximately 700 people attending these events and received feedback

of how we need to provide more activities was a little overwhelming. The families found that having the information tables still very helpful as these services provide new programs and groups that they weren't aware before and from this event, they get to access this information. We also had many new parents in the area came out with their babies to get to know their neighbour. Despite the fact that their children were too young to do activities, these parents still feel that they learnt a lot from the information stall and also from other parents they met and becoming friends with.

We also did a simple questionnaire on Playgroups in The Park to gather some data about the local community needs as below:

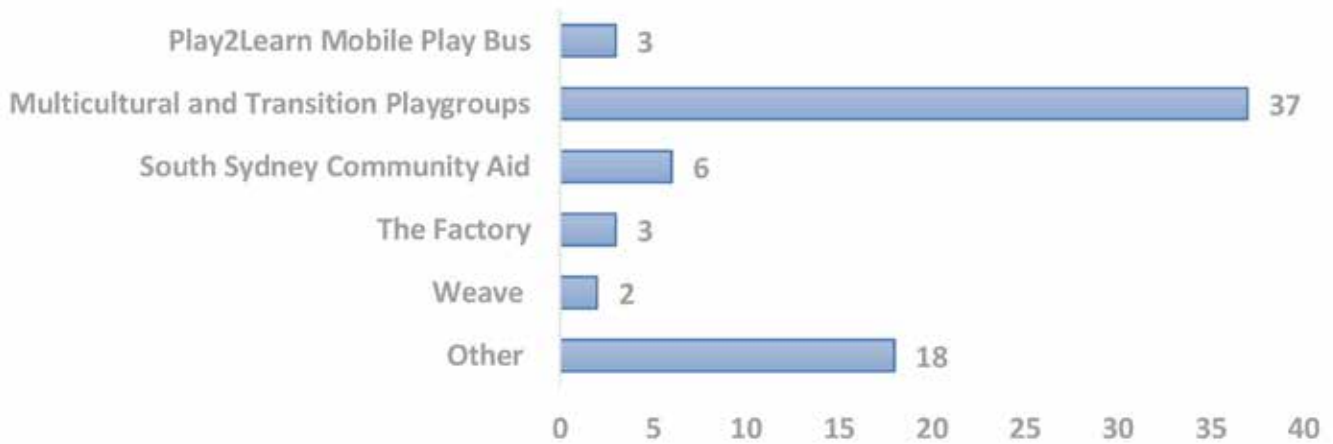
## WHICH SERVICES WERE USED?

The most popular service used by PitP participants living in the City of Sydney LGA in the past 12 months were the RAW Playgroups at Alexandria Park Community Centre (formerly known as Multicultural and Transitional Playgroup) with 66% reporting that they used the service. The next most popular service was Counterpoint Multicultural part of Counterpoint Community Services Inc. (formerly known as South Sydney Community Aid) which had 11% reporting that they used the service. 5% had





## WHICH SERVICES WERE USED IN THE PAST 12 MONTHS



used services from Counterpoint Community Services Inc. (formerly known as The Factory Community Centre). Another 5% had used the Inner City Play2Learn Mobile Play Bus from Save the Children and 4% had used Weave Youth &

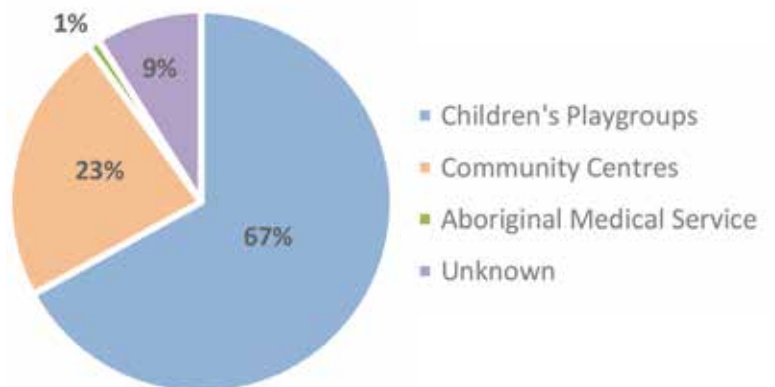
Community Services. There were many services where only 1 out of 47 respondents had used the service, and these services were put into the category of “other” services. 32% of responses were put into this category.

## MOST POPULAR TYPES OF SERVICE

For Playgroups participants who lived in the City of Sydney, the two most popular types of services were children’s playgroups and community centres.

It is clear that the majority of services used by Playgroups participants living in the City of Sydney were children’s services which are expected as the majority of our respondents are parents and or carer.

## MOST POPULAR TYPES OF SERVICE USED



# SERVICES FAMILIES WOULD LIKE MORE OF

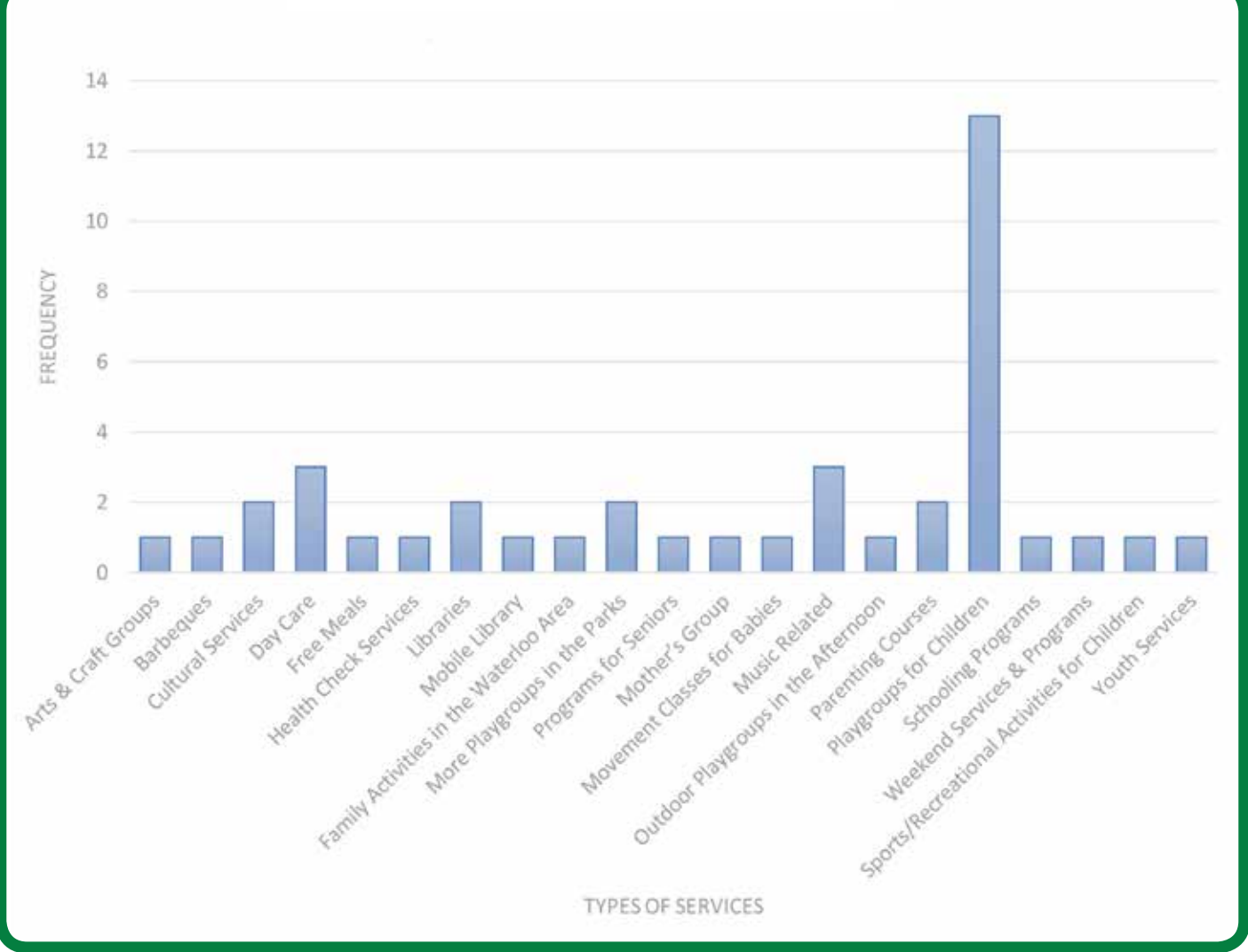
Another interesting finding, we found as follows: when families were asked if there were any services they would like more of, 21 different types of services were mentioned. Playgroups for children was the most popular suggestion. This is followed by “Day Care” services and “Music Related” programs with. As expected, most of the services families would like more of are child related.

Despite playgroups being the most used service, playgroups are also the most requested service by families. This signifies a clear need for more playgroups, or for playgroups to be more accessible. The need for playgroups to be run more often and on different days is further supported by “Outdoor Playgroups in the Afternoon” and “Weekend Services & Programs” being suggested by respondents.

Other significant services include “Free Meals” and “Health Check Services”. The fact that “Free Meals” and “Health Check Services” were mentioned suggests that the basic needs of some families were not being met.

“Arts and Craft Groups,” “Barbeques” and “Mother’s Group,” among others, are social activities which suggest a desire from families within the community to build friendships and networks with other families. From running these Playgroups and also Playgroups in The Park event, as workers we found that there is so much gap and needs to be notified in our local area and that we need to continue working together and providing these children services for the family to respond to their needs.

SERVICES FAMILIES WOULD LIKE MORE OF



These programs are supported by Counterpoint Community Services, Action Kids, Housing NSW, and Clubs NSW.

# Students On Placement

In 2016 - 2017 SSCA-MNC provided 6 field education placements to students studying at Sydney colleges and universities. Every student successfully completed their at Sydney colleges and universities. Every student successfully completed their placement and we would like to take the opportunity to thank them for their hard work and wish them well in their future studies and careers

**My name is Vincent Tam** and I am a third-year social research and policy student from University of New South Wales. I had completed my first placement at South Sydney Community Aid Multicultural Neighbourhood Centre.

During my time at SSCA, I have researched the program 'Work for the Dole' and I have managed to distinguish the general outlook of the people that return to the organisation. I developed the observation skills which observe of the unemployed, their treatment, the offered work, and outcomes defined the negative results of the program. Also, I especially enjoyed the interview with the participants who join the program that I can clearly know the participants need and how to improve or change the program based on their

information to be more successful in the future.

I was so grateful to my supervisor Bill, and Work for the Dole supervisor Angelo who made my experience complete through sharing of their knowledge, skills, experience and time throughout my placement. It was a great pleasure to work in this centre. This placement has improved my personal and communication skills. Thanks for the wonderful staff and the great memories in this centre.



**My name is Tammy (Yahan Huang).** I am a student of the University of Sydney, undertaking my social work placement at South Sydney Community Aid, as a part of a requisite for the social work degree I am taking. My placement experience has completely exceeded my expectations of

what I thought I would learn here. Working here gave me an opportunity to grow both

as an individual and as a future social worker.

During my time with the SSCA team, I have been actively involved various community activities, seminars and workshops. For example, Team Marble Challenge, Multicultural Playgroups, Playgroups in the park, and Mindfulness senior group. I have been dealing with individuals from different cultural backgrounds and age groups, worked one-on-one clients who seek help with the SSCA. It is very lucky to have my first placement in SSCA; the co-workers and supervisors are very helpful and the experiences here are amazing.



## Students On Placement Continued...



**My name is Michael Su,** and I am a fourth-year social research and policy student from University of New South Wales.

During my placement at South Sydney Community Aid Multicultural

Neighborhood Center, I have researched the task “Environment Policy” using the skills I’ve learned in my degree. From the research task, I’ve developed my critical thinking and research skills by performing research in the organization. Also, I particularly enjoyed my supervision time with Bill where I’ve learned professional knowledge and skills such as conducting policy presentation in a professional manner and research techniques,

more than that, I’ve developed my communication and interpersonal skills during my placement at SSCA by assisting and communicating with people from different cultural and social backgrounds.

I’m very grateful to my supervisor Bill Yan, Angelo and Natasha who helped me to accomplish my placement by sharing their skills, experiences, time and knowledge throughout my placement, and assisted me to accomplish my professional and personal goals. It was a great pleasure to work with everyone in SSCA, and I’ve enjoyed every moment in this centre.

This work placement experience has improved both my professional and soft skills, and I’ve developed knowledge that I will never learn in the University. Thanks for all the help from the wonderful people, and the unforgettable memories in SSCA.

**My name is Mi Zhou** and I am a social work student from the University of Sydney who had been here to complete the first placement.

During my placement with South Sydney Community Aid (SSCA), I have generated a report to investigate how Waterloo tenants understand the Waterloo redevelopment project through 20 semi-structured face-to-face interviews. Apart from that, I assisted co-workers with daily tasks to help incoming clients as well as facilitate various activities. I gained vast social work knowledge and practical interview skills from the placement, especially from all co-workers- Bill, Natasha, Angelo and those who work for the factory. They are so resourceful, knowledgeable and helpful that my views have been dramatically

broadened in the social work area. They helped me mock interviews, taught me how to communicate with clients, brought me to observe community meetings, and provided me opportunities to involve in numerous activities including playgroup.

As a freshman in the social work sector, every attempt of practice is challenging and meaningful. It is a great journey to work with South Sydney Community Aid (SSCA). I am very lucky to have SSCA as my first placement and have all these wonderful co-workers.





**My name is Seen Leung** and I'm a social work student from the University of Sydney. Last year from August to November, I had the privilege of undergoing my

first social work placement at SSCA. This placement gave me the opportunity to engage in conversations with members of the community and partake in community development work. I had the chance to contribute to the everyday operations of the centre and be involved in the events SSCA host and participate in.

Over the course of the placement, the majority of the time was spent at the neighbourhood centre. It was at the neighbourhood centre that culturally and linguistically diverse members

of the community trusted me to help them understand the letters they have received in English, filling out forms and making phone calls on their behalf. The few times I ran the English classes were one of the most enjoyable experiences, alongside the Redfern Waterloo Photo Exhibition and practising for the Team Marble Challenge.

I also had the pleasure of representing SSCA outside of the centre and in the wider community. Involvement in the weekly Playgroups program, and the September Playgroups in the Park event gave me the perfect excuse to be a child again and play with the children of the community. Attending the Redfern and Waterloo neighbourhood days, interagency meetings and public forums, opened my eyes to the spirit and activism of the members of the community to fight for the betterment of their community.

**Hi, my name is Betty Gao**, I am a third-year social work student.

I had a lot of worries about my placement before I started. However, the skills and experience I gained during placement were far beyond my expectations. I did a lot of tasks, and these tasks helped me maximise my personal and professional skills. I became more confident in helping clients and my colleagues. The work experience helped me to apply social theories into practice and helped me recognise my social work professionalism. It also enhanced the importance of keeping boundaries with my clients. It also enhanced critical thinking. I gained an understanding of the barriers that people may face from non-English speaking backgrounds, and the bigger context, system influences people's lives. My learning cannot be improved without my colleagues. My learning cannot be

improved without my colleagues.

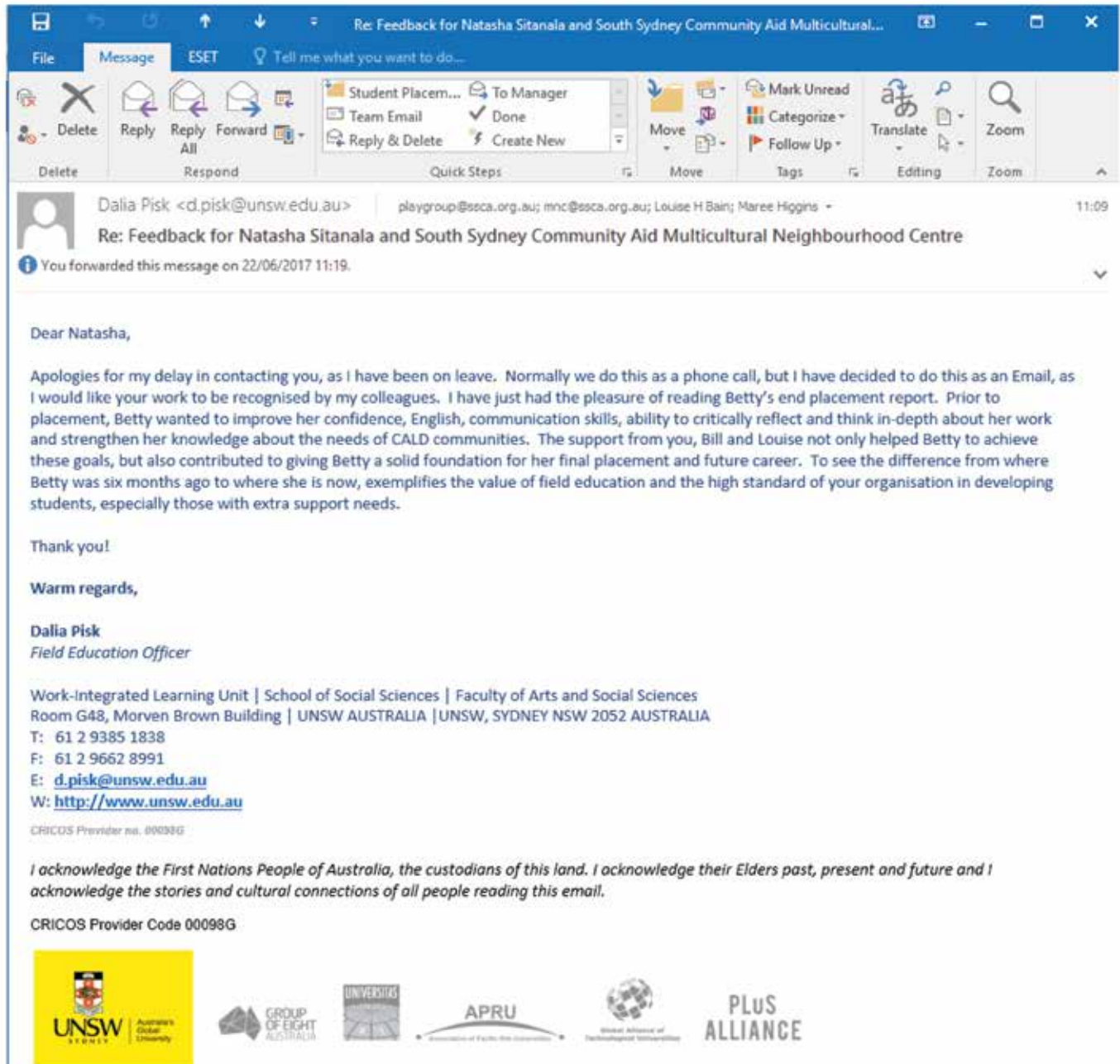
I sincerely appreciate the support from team of SSCA. With the assistance of Natasha, Bill and Angelo, I was able to overcome the difficulties of placement.

Even when they were busy, whenever I felt overwhelmed, they were always there to give me advice and communicate with me to guide me on the right track.

I remembered how supportive they were when I needed them. I hope I could keep progressing in the future to appreciate their assistance these past few months. I really enjoyed this placement more than can say.



# Feedback from UNSW; Students on Placement Program @ SSCA





# Work for the Dole Programs

South Sydney Community Aid (SSCA) has an ongoing partnership with Job Service providers in providing work and life experience to Job Seekers, looking to make the transition back into the workforce. Due to changes in the Work for Dole System, we chose to change our lead provider to PeoplePlus to manage all our activities. This period, we chose do 3 individual activities: Admin, Community Development and IT assistance.

The activity failed to deliver intended outputs as provided in the proposal, largely due to an inconsistent influx of WfD participants. However, several outcomes were not achieved. This program, I decided to use a different approach as we had majority of younger job ready participants. I decided to focus on collaborative skills such as teamwork through friendly games of basketball. This allowed us to get fresh air and be active. It was quite enjoyable, some participants had never played basketball before, and it It was great to see them all helping one another, being supportive and friendly, while also showing some healthy competitiveness. It allowed me to see how participants responded to new ideas and their open mindedness.

We consider this activity to be a success, our participants also considered it as success.

The participants gained valuable work and life experience. They were exposed to many different situations and were provided with many opportunities to grow and develop their skills, whilst learning and fine-tuning transferable skills to support their

job seeking endeavours. They were willing, able to adapt and learn from each other and experienced staff.

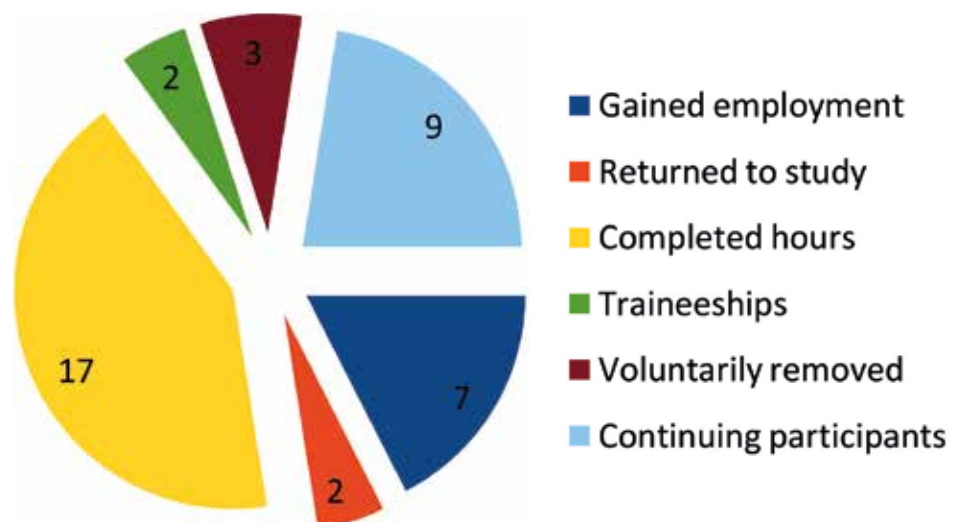
The hurdles of the project were primarily due to the willingness of the WfD clients. The past activities proved to be more difficult than previous years. A large factor was due to the attitudes. Most would fold at the sign of any complex task, and there were not many being pro-active and showing initiative and really requires intense supervision and babysitting.

The Individual activity covered office duties and daily tasks; the admin aspects of the office. They

helped us out with paperwork, forms, creating flyers, helping clients, answering phone calls, sending faxes, and also helping out at events.

Over the course of the program, we received 40 WfD Individual participants, in which 7 gained employment, 2 returned to full-time study, 17 completed pre-determined hours, and 2 commenced Traineeships/Workshop activities. 3 Participants also voluntarily removed themselves from the system altogether.

**“ The participants gained valuable work and life experience. They were exposed to many different situations and were provided with many opportunities to grow and develop their skills ”**



## INDIVIDUAL ACTIVITY PARTICIPANTS

During this activity, the participants were able to develop, enhance and hone their skills, whilst learning new transferable skills. These included interpersonal skills, communication skills, both verbal and written and also working on phone manner/etiquette and punctuality. The participants were also able to give back to the community, to take part in rewarding and fulfilling work and gaining confidence.

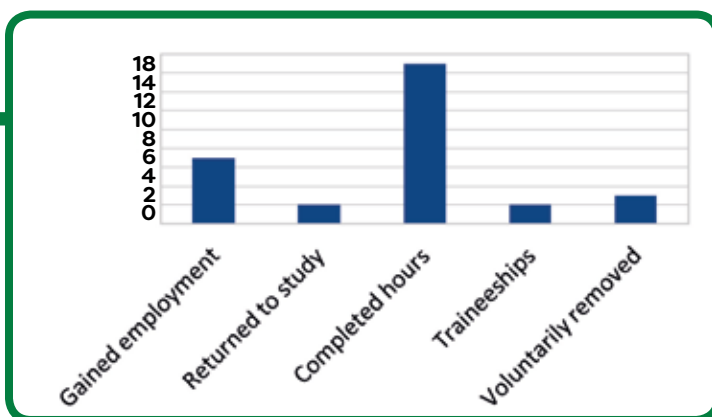
We would like to thank all Job Service Providers for their cooperation during this program, especially our Lead Providers in A4E (now known as People plus) and MTC. We wish you all the best look forward to working with you in the future.

## WORK FOR THE DOLE: A RESEARCH

Work for the Dole program was proposed for the first time during the late 1980s and was first implemented by the government in 1997. The purpose of the program is to provide the unemployed who receive welfare money from the government with paid work. People who have not had any job for more than 8 months have to partake in 'Work for the Dole' in order to learn new skills and serve the community (Farnsworth 1997). No matter how good the idea may have sounded at first, there are controversial opinions on the efficiency of the program. The 'Work for the Dole' program was inefficient for Australia due to its negative social outcomes and relatively small positive economic outcome, so the government policies towards the unemployed should be reformed through changing the principles of the 'Work for the Dole' program, such as low pay and bad working conditions.

## LITERATURE REVIEW

There have been a number of publications on the topic of either efficiency or inefficiency of the 'Work for the Dole' program since the program was implemented. It has been running for almost 20 years, and this amount of time is



enough to receive evidence in order to be able to make a judgment about the work of the program. Thus, the following paper is based on the analysis of the articles, which appeared in Australian media resources (The Sydney Morning Herald, ABC News, Warwick Daily News, The Border Mail, New Matilda) as well as from the media sources outside of Australia (The New York Times, The Guardian, The Conversation). The paper was also supported by the Australian government reports, the data from the 'South Sydney Community Aid Centre', scholarly articles and YouTube videos, which illustrate the attitude of the society towards the 'Work for the Dole' program. This paper attempts to reflect both sides of the issues.

## RATIONALE

The following paper explores the claim of the inefficiency of the 'Work for the Dole' program for Australia, using the data from several types of sources and covering all aspects of the political, social, and economic issues. The results of the research can be used in reforming the Australian government's policies towards the unemployed in a way that it would be a success for the nation in general. The research is looking for the answers to the following questions

- 1 Was it inefficient?
- 2 What aspects of the 'Work for the Dole' program can be improved?
- 3 Is it possible to make the program a success for the participants?
- 4 What steps should be taken in order to make the program efficient?

## METHODOLOGY

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During the study, there were several methods of research applied. First of all, it was the gathering of the information. We proceeded to collect data from several kinds of sources and make sure that they would reflect both sides of the issues, concentrating more on the sources that showed the social aspect of the effect of 'Work for the Dole' program. Considering that one of the suggestions was that the program caused the biggest amount of damage particularly in the social sector, one of the most important sources were the results of the questionnaire conducted with 15 Work for Dole participants at 'South Sydney Community Aid Centre'.

The second method that was used was the analysis of the information gathered. As a result of the research process, there was a large amount of data collected. Thus, considering that we collected the documents with the arguments that support both points of view, only the critical analysis would truly show whether the suggestions regarding the efficiency of the program were right from the beginning or it's trying to prove a wrong hypothesis.

The last method to conduct the research was putting the information in order and making connections. It was necessary in order to show how some of the arguments are supported by different sources, which proves their accuracy. Moreover, putting the information in order allowed for creating a flow of the paper and finds a proper order for the arguments in order to prove the thesis statement.

## ANALYSIS OF LITERATURE

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The research showed that the 'Work for the Dole' program was inefficient in several aspects: economic, political, and most importantly, social.

## ECONOMIC ASPECT

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One of the aims of the program was to give the unemployed opportunities to learn important new skills that they would need in their future in order to find a stable job. The main motive for starting the program was the fact that a huge

number of Australian citizens did not have a job and received welfare support, which was harmful for the economy because the amount of money allocated towards welfare was fairly substantial, and there was no return. Thus, the government decided to create a program, which would allow the unemployed to serve the community as well, and get the skills, which would help them find a job later. Thus, the outcome should be reflected in the increase of the job employment rate, but, as the recent research has shown in The Guardian (2015: 1) showed that 'Work for the dole programs have led to just a 2% increase in the number of participants securing full-time employment'. This number is not overly great, and there could have been more effective after running the program for 19 years. These outcomes motivated the government to change the amount of time of the unemployment from 6 months to 12 months in order to lower the number of people who are obliged to participate in the program (Department of Employment 2016a). Thus, the research showed that the 'Work for the Dole' program may not be beneficial in the sense of the economy.

## POLITICAL ASPECT

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In Australia politics, the program may not bring much of a positive outcome either. There is a tendency that if a controversial topic appears, the political powers are usually the ones that drive the argument. In this case, the Greens in Australia became the political party that became an opposition to the government in the process of discussing the need for the 'Work for the Dole' program (Australian Greens 2016). The degree of the arguments can be seen in the videos of the live discussions on the topic (The Australian Greens 2014), (The Australian Greens 2016), (McNamara 2014). These videos show the real reactions of politicians and average everyday people towards the 'Work for the Dole' program, and the arguments both sides use to support their position. The last video clearly illustrates how the spectators react to the arguments of the representative of the Ministry of Employment, and these reactions are disrespectful and of disbelief.



## SOCIAL ASPECT

The biggest outcome of the 'Work for the Dole' program lies in the social sphere. The issue is the majority of people are not satisfied with the program at all. Some of them agree that through participation, it has strengthened their so-called 'soft skills', however, there are basically no other positive results. Instead, the list of the negative results is rather long. Here, a Work for the Dole Supervisor, says that:

***'There are several job seekers who feel comfortable on the dole; feel fine not working and just attending 'Work for the Dole' activities to meet their requirements so they continue to receive their welfare benefits. These activities and programs can't change all attitudes'***

The data illustrates that the program does not serve its main purpose, thus, it may not be efficient.

The official website of the Ministry of Employment says that the purpose of the 'Work for the Dole' program is to help the job seekers to:

***'Develop the skill that employers want, show they are ready to start work, meet new people and make new contacts who could be a referee, get involved in their local community' (Department of Employment 2016b).'***

The reality is slightly different though. Participation in 'Work for the Dole' does not show that someone is ready to work; instead, it shows that a person is forced to work. Moreover, even the name of the program contains the word 'work' instead of 'job', which means that people would have to do some work that no one else agrees to do, and it would not help this person to find the job later.

The social disapproval of the program is also supported by the unhealthy working conditions, which lead to the accidents, which sometimes occur in the workplace. The example of such disapproval is the campaign to make the working conditions better, which was started by the Australian Unemployed Workers' Union president Owen Bennett (The Australian Unemployed Workers' Union 2016) after the accidental death of an 18-year old Josh Park-Fing. He was doing his 'Work for the Dole' tasks when he fell from the surface and was killed by a tractor (Patty 2015).

Moreover, the unemployed people who do 'Work for the Dole' have to attend their 'work' 25 hours per week, and the amount of money they receive is rather little. Moreover, the skills that people get during 'Work for the Dole' do not really help them to find a stable job, so they have to complete these social works over and over again,

***'While the unemployed are obliged to look for work, the Federal Government is equally obliged – in the interests of moving welfare recipients from 'welfare to work' – to give the unemployed the opportunity to find work' (Martyn: 2006 p. 14).'***

## FINDINGS AND DISCUSSION

The quantity results that were received during this research support the ideas that: 'Work for the Dole' does not provide the outcome it was supposed to, instead, it makes several groups of people (the unemployed, the opposition politicians, regular Australian citizens) complain and look for ways to improve the program. However, The Australian Greens suggest that 'Work for the Dole' should be cancelled, while this research proposes to simply reform it. The reason for the current research is not to support cancelling the program at all, despite all the people who are not satisfied with the program. The analysis of the data from the 'South Sydney Community Aid Centre' showed that 8 out of 15 participants, which is over 50 percent, actually support the program. For example, 'Work for the Dole' participant 2 says that '[the program is] efficient because it helps to gain skills to find employment to show to potential employers'. Moreover, participant 3, supports the idea 'I can do something work and feel comfortable, like [...] and I can work with other people. [...] I don't think this program has disadvantage'.

Even though it has a long list of disadvantages, the potential advantages can be seen as well. We would like to divide the suggestion for the reform into two groups: the first group would be based on the negative feedbacks of the program participants, and the second group would be author's personal propositions, supported by the articles and researchers by other authors.

Firstly, it would be great to analyse the participants' concerns and suggest the ways

to overcome them. Several feedbacks were connected to the actual work conditions. Participant 2 and 10 said that 'there was not enough space for everyone, or the places were too crowded'. The solution of this issue is obvious – the supervisors should make sure that every participant gets enough space to work in. In addition, 3 out of 15 participants also feedback that the supervisor should be more attentive as sometimes they do not feel they know how to complete the task in the right way. The last feedback, which was frequently said, is the fact that the skills that people get while participating in the program are sometimes helpful in real life, but they do not help to find real jobs. The solution for this issue would be discussed in the following paragraph.

Secondly, there are more issues, which follow the program and were not mentioned by the participants. One of the issues is simply the fact that government makes people do the job they sometimes do not want to do or have no experience in (Borland 2014). Sometimes when people cannot work due to their health

conditions, they are still forced to participate in 'Work for Dole' because 'the Government renews its push to move people off welfare' (Barlow 2014). The only way to solve this issue is to change the features that make a person to participate in the 'Work for Dole', for example, to extend the time of unemployment from 12 months to 18 months. The other way out of this situation would be lowering the demands for the health condition checks, which would allow truly disabled people to not be obliged to participate in the program.

The other issues are the fact that the majority of the work people do while participating in the program is the low-paid jobs, so even after completing the program it is impossible for the participants to find a well-paid job which would require the skills they attained (Aston 2016), (Eltham 2014). Thus, the program should offer more opportunities to work, regarding previous experience or education of each particular person. It would be much more effective to develop the skills that people already have than trying to teach them something absolutely new.

## CONCLUSION & RECOMMENDATIONS

**The current research is different from the previous studies on the topic because it explained the negative outcomes of the 'Work for the Dole' program for three aspects of society. It has also examined the survey conducted at 'South Sydney Community Aid Centre' and analysed the YouTube videos on the topic in order to focus on the reactions of the average people, both participants and non-participants of the program.**

**During the research, we examined and analysed a list of articles, videos, government documents in order to discover whether or not the 'Work for the Dole' program met its initial goals and needs, and find the reasons for both of the possible answers. It turned out, that on a larger scale; the program was inefficient for Australia, as it had more negative than positive outcomes. The analysis of the questionnaire conducted at 'South Sydney Community Aid Centre' showed that some people are not**

**satisfied with the program, while a big number of participants noted that they feel fulfilled by the program in general, however, have some concerns. Based on these feedbacks, it was suggested several ways to make the program more successful for both the participants and for the government.**

**Some of these suggestions are: extend the period of unemployment that a person should be unemployed before being forced to participate in the program, raise the amount of money the participants get per hour, simplify the process of receiving a medical assurance of the disability, and provide well-paid work during the program. Moreover, the working conditions, in general, should be better. All these measures would help to lower the number of negative feedbacks through increasing the efficiency of the program. [\(References available\)](#)**

***Vincent Ka Chun TAM***

# Highlights of SSCAMNC 2016-17

**696 Contacts, 2 Outreach Activities  
at Our Place, Poet's Corner**

**8743 Walk-Ins (4450 clients)  
Alexandria Town Hall**

**Lord Mayor Office Commendation letter  
Redfern .. Waterloo Photo Project**

**RWNAB Events Group, 13 Individuals & 4 Groups  
Awards, Redfern & Waterloo Volunteer Award 2017**

**International Delegations  
7 from P.R. China 2 from Korea**

**2031 Families Contacts, 2 Playgroups  
at Alexandria Park Community School**

**Australian New Express Daily, Feature about our  
centre and services, February 2017**







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