



**ANNUAL REPORT 2015 - 2016**



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On behalf of the Board of Directors, Management and staff of the Auburn Diversity Services Incorporated (ADSi), I present to you the Annual Report 2015/2016 of the organisation.

I would like to acknowledge the traditional owners of the land on which ADSi is based, and pay my respects to their elders, past and present.

I would like to thank ADSi clients, the Cumberland Council, local community leaders, and other not-for-profit organisations for their support and confidence in the organisation's capability to deliver quality services. Special thanks to the Department of Social Services (DSS), NSW Department of Family and Community Services (FACS), Department of Health (DOH), Settlement Services International (SSI), Community Migrant Resource Centre (CMRC), Dooley's Lidcombe Catholic Club and Scanlon Foundation for the support in the last 12 months.

ADSi operates from a strength based approach to ensure clients are involved in making a difference in their lives. The organisation focuses more on positive outcomes, rather than outputs.

The Board is confident that ADSi is in a good position to respond to recent challenges which are also opportunities in the community sector. As a leading community services organisation in Central Western Sydney, ADSi values partnerships and works on integrated service models to ensure clients are provided with the best possible services.

The Board continues to strive for opportunities to ensure that the best interest of the local community is first and foremost on par with the welfare of staff. As an organisation accredited against the QIP Health and Community Services Standards and the NSW Disability Service Standards, ADSi is committed to clear and transparent governance.

It has been an honour and privilege to serve as the Chairperson on the Board of Directors from November 2015. I would like to thank my fellow board members, the hard-working staff and our volunteers. We as a team always support and celebrate the work that you all contribute and hope you would continue to work with us in influencing future changes.

The ADSi Board, Management and staff look forward to 2016 and the fruitfulness it brings.

**Jayaraman Guruswami JP**

Chairperson



## No doubt 2015-2016 is a Year of Change!

In the last 12 months, ADSi continually improved its service delivery outputs & outcomes, internal risk & quality control mechanisms, and external relationships.

### Let's look back at some key dates:

- In July 2015, ADSi started to deliver the Settlement Services Program (SSP) assisting people from refugee/humanitarian backgrounds, under the NSW Settlement Partnership (NSP) led by the Settlement Services International (SSI).
- In November 2015, ADSi started to assist our clients of culturally and linguistically diverse (CALD) backgrounds aged 65+ under the new Commonwealth Home Support Program (CHSP), as a part of the national reform on Ageing and Aged Care services.
- In November 2015, ADSi had a newly elected Board of Directors which is focusing more on governance and organisational improvements.
- In January 2016, ADSi started to deliver the Youth Transition Support Program (YTSP) to

assist young people aged 15-25 from refugee/humanitarian backgrounds in employment, education and social participation, in partnership with the lead agency Community Migrant Resource Centre (CMRC) and SydWest Multicultural Services.

- In April 2016, the former ADSi CEO Tia Roko stepped down and I was appointed by the Board to the top position to ensure least impact on the organisation during a fast changing period in the community sector.
- In April 2016, ADSi had its 20th anniversary.
- In May 2016, the former Auburn City Council merged into the new Cumberland Council, as a part of the NSW government's reform on local governments.
- In June 2016, ADSi upgraded its infrastructure including security, communications and information technology for better cost effective administration of the organisation.
- In June 2016, ADSi started to migrate to an electronic data management system for most of its frontline services, with an aim at efficiency, standards, evaluations and outcomes.

Firstly, I would like to thank the Board and all staff for their support during the leadership transition and support to myself as the new CEO. The Board continued to work closely with the Management and staff in our growth and development. I would like to thank specially the Chairperson - Mr Jayaraman Guruswami JP, Vice Chair Mr Sellaiah Velupillai, and Treasurer Mr Sarjoh Bah.

Secondly, everyone at ADSi understands that service, especially service to CALD communities is always the core of the organisation. In the last 20 years, ADSi gradually expanded from settlement services to multiple areas, including children & families, aged care, housing and disability services. We supported and will continue to support clients of all ages from all backgrounds, especially women, young people, families, the elderly, and people who are homeless or at the risk of homelessness. We will also continue our commitments to work with local community groups and community leaders.

The community services sector went through some changes and is facing more overhauls, a trend which has not been seen in decades. These inevitably affected ADSi and we are in a stage where most of our services are switching quickly from outputs to outcome focused. The ADSi Board, Management and staff worked hard to ensure our services, structure and infrastructure are always well designed, properly maintained and continuously improved to cope with these changes.

One of the major challenges and also a rare opportunity for the organisation is the change from block funding model to fee for services, which is being seen in the disability and aged care sector.

- From July 2016, the National Disability Insurance Scheme (NDIS) started to roll out in Western Sydney, where ADSi is based.
- From February 2017, the Home Care Packages Programme (HCPP) under the Ageing and Aged Care will be delivered in a free and competitive market.

The organisation invested considerable resources based on the belief that we can continually provide quality services to our clients, especially those of CALD backgrounds, under the fee for services model, where clients are playing a much more important role in decision making and ADSi needs to compete with other service providers for quality of services and money for value.

At the time of writing, ADSi has been approved by the National Disability Insurance Agency (NDIA) as a disability service provider under the NDIS. The organisation also applied to be an Approved Aged Care Provider to deliver Home Care services to our clients in the local community.

Finally, I would like to take this opportunity to thank our funding bodies, lead agencies and service partners for their support in the last 12 months. ADSi is in gratitude for the opportunities, and ready to negotiate and contribute to innovative ideas.

I would also like to thank our clients and local communities. ADSi is endeavouring to work with and support you in the future, a commitment from the first day this organisation was established.

**Frank Zheng**  
CEO



## Settlement

Justin Han, Capacity Building Manager



# Settlement Services Program (SSP)

2015-2016 marked the first year of the new Settlement Services Program (SSP) for newly arrived refugees, humanitarian entrants, and family stream arrivals and dependents with low English proficiency. Funded by the Department of Social Services (DSS), SSP is delivered across NSW by a 22-member consortium - NSW Settlement Partnership (NSP) led by Settlement Service International (SSI).

As an active NSP member, ADSi continued to provide quality services to target groups living in Central Western Sydney, assisting clients becoming self-reliant, and promoting social cohesion, participation and diversity in the Australian society.

Through our dedicated Settlement Service Team, ADSi once again delivered what we promised.

## Casework Services to Individual SSP Clients

Categories	Number
New Clients	1,285
Occasions of Casework Services	2,378
Referrals	1,385

## Community Services to Local Communities

Categories	Number	Participants
Information Sessions	142	1,700
Workshops/Training/Group Activities	564	7,990
Events	15	2,500

## Top 5 Countries of Birth - SSP Clients

Countries	Percentage
Afghanistan	42%
China	21%
Iraq	19%
Myanmar	11%
Iran	7%

## Top 10 Issues Affecting SSP Clients

Document Help
Language Barriers
Financial Hardship
Housing and Accommodation
Employment
Family Relationship
Immigration Related Matters/Citizenship
Education and Training
Health
Legal



### SSP Client Geographic Distribution by Suburbs

Ashfield	Castle Hill	Green Valley	Mount Druitt	Smithfield
Auburn	Casula	Greystanes	Mount Pritchard	South Wentworthville
Avalon Beach	Chester Hill	Griffith	North Ryde	St Ives
Bankstown	Chiswick	Guildford	Orange	Strathfield
Bass Hill	Clyde	Homebush	Padstow	Surry Hills
Beecroft	Colyton	Homebush West	Parramatta	Telopea
Belmore	Condell Park	Hornsby	Pennant Hills	The Ponds
Berala	Denistone	Hornsby Heights	Prestons	Toongabbie
Birrong	Doonside	Hurstville	Punchbowl	Villawood
Blacktown	Ermington	Kellyville Ridge	Regents Park	Warwick Farm
Bossley Park	Fairfield	Kogarah	Riverwood	Waterloo
Bowraville	Flemington	Lakemba	Rooty Hill	Wentworth Point
Burwood	Georges Hall	Lemon Tree Passage	Rosehill	Wentworthville
Busby	Girraween	Leumeah	Rutherford	Westmead
Cabramatta	Glenmore	Lidcombe	Rydalmere	Winston Hills
Campbelltown	Glendenning	Liverpool	Sefton	Woodpark
Canley Vale	Granville	Merrylands	Seven Hills	Yagoona
Carlingford	Greenacre	Minto	Silverwater	Yennora

While many reasons exist to call the past year a tremendous one, the priority measurement of success remains client and community centred.



*"ADSi gave me a lot of support and encouragement, always listened to me when I needed help. I would like to thank everyone for ongoing support. I will never forget ADSi." - Ellen, a SSP client*

## Tailored Services

We helped clients deal with all sorts of issues in their settlement journeys through tailored one-on-one casework, information sessions, workshops, and referrals to mainstream services.

In the last 12 months, ADSi workers

- Provided **2,378** clients from **43** countries who are living in **90** Sydney suburbs with casework services.
- Made **1,385** referrals for clients to get access to appropriate mainstream services.
- Assisted **293** clients in Immigration Assistance and **70** clients in Family Law Clinic services through the LegalAid NSW outreach services at ADSi.
- Delivered **142** information sessions for **1,700** participants and increased their knowledge and understanding of Australian systems, legal norms, and how to become independent.
- Conducted **40** immigration sessions and Citizenship Test Preparation workshops and helped **96** clients pass the Test and better understand Australian values.

## Client Education

We educated clients and helped them obtain necessary knowledge and skills through workshops, training, and classes.

In the last 12 months,

- **1,984** clients attended **121** English Class sessions, improved English proficiency and built much more confidence in communicating with others.
- **375** clients attended **34** employment workshops and/or training and became more prepared for employment, through better knowledge of the employment market, developed skills in job searching, resume writing and interview, and increased confidence.
- **397** clients attended **38** Computer Class sessions and developed essential computer skills for higher likelihood of accessing and maintaining employment and education.
- **230** clients attended **32** of Sewing Class sessions and some of them are considering starting their own sewing businesses.
- **339** clients attended **38** Driving Knowledge Test classes, and **70%** participants obtained the Learner's Permit.
- **87** clients participated in Driving School Program to get on-road driving experience and a number of them passed the Road Test and obtained the red provisional driver's license.

## Community Connections



We connected clients with communities through support groups on a weekly or fortnightly basis, in a safe, friendly and supportive environment.

Participants raised awareness of settlement issues, shared experiences, obtained useful information, and enjoyed cultural and recreational activities. All of these encouraged clients' participations, helped break isolations, reduced stress level, and built a sense of belonging.

In the last 12 months, our workers continually ran 10 Support Groups with a focus on Afghan, Arabic, Chinese communities and women, in line with the local demographic profile.



*"The Multicultural Women Support Group taught me what true personality is and helped me determine my strengths and abilities." - Sima, a SSP client*



## Participation in Harmony

We promoted community participation and social harmony through events, functions, festivals, and celebrations.

Held on 16th March 2016 at the Salvation Army Auburn, the **International Women's Day 2016 Celebration - "Pledge for Parity"** once again provided a platform for over **300** women. Besides music, dance and performance, this year an Art Gallery was organised to showcase paintings and photographs from ADSi female clients who successfully established their own art businesses.

Held on 15th June 2016 at the Auburn Town Hall, the **Refugee Week 2016 Event** celebrated achievements of refugees, encouraged positive community attitudes, and acknowledged the skills and energy refugees brought to the country. The event consisted of Volunteer Awards, music, dance, art work display, information booths and market stalls from diverse community groups. Mr Luke Foley MP, Leader of the NSW Opposition and Member for Auburn attended the event together with more than 250 clients and local community members.

Held in partnership with the Strathfield Council on 19th March 2016, the **Harmony Day 2016 Event** celebrated Australia's cultural diversity and called for inclusiveness, respect and a sense of belonging. The Hon Craig Laundy MP, Federal Member for Reid and Assistant Minister for Multicultural Affairs attended the event.

Convened by Mr Luke Foley MP at ADSi on 14th August 2015, the **Fire Safety Community Education 2016 Session** raised awareness of the need for greater fire safety at home. More than 70 local residents including community leaders from Afghan, Hazara, Arabic, Karen, Chinese, Tamil, and Ethiopian communities attended and learned from Fire and Rescue NSW about fire safety precautions in winter.



## Community Capacity Building

We built capacity of local communities, smaller community organisations and groups, and community leaders.

ADSi successfully applied the **SSI Settlement Innovation Fund** to support the Australian Afghan Hassanian Youth Association (AAHYA) in implementing the Auburn Afghan Community Capacity Building Project to empower local Afghan youth and increase community participations.

In the last 12 months, more than **50** community leaders and organisational representatives attended the quarterly **Community Leadership Roundtable Series**, an initiative of ADSi to provide smaller and emerging community organisations and community leaders with a platform for community development strategies discussions, training and to work in collaboration towards a better and united society.

Further, ADSi designed and delivered the **African Women's Parenting Training Program** which attracted **50** women from African backgrounds to identify specific challenges caused by cultural differences and develop parenting skills.



## Volunteer Engagement

We identified, trained and recruited over **20** volunteers in settlement services to gain practical work



*"I started to be a volunteer with ADSi in 2014 and received a lot of help from ADSi. I was very excited because that was my first job experience in Australia. Thank you ADSi!" - Hassan, a former ADSi volunteer and a SSI Youth Worker now.*



experience. Volunteers played an important role in helping SSP workers in daily service provision and enhanced their own skills and confidence for future paid employment. Among them, **10** received the ADSi Volunteer Award 2016.

### Community Consultations

We listened to our clients and communities of their concerns and ideas to better identify issues, problems and needs, and capture inputs on project proposals, plans, suggestions, advice, and priorities.

The **ADSi Afghan Community Advisory Group** assisted our Dari/Farsi speaking workers in identifying specific community issues, needs and anticipations, and developing strategies accordingly.

ADSi held **13 Community Consultations** with local African, Afghan/Hazara, Iraqi, Chinese, Karen/Burmese, and Persian communities with a focus on women to better resolve issues.

ADSi conducted surveys and collected feedback during casework services and group sessions, evaluated effectiveness of our services, and fine-tuned our strategies accordingly.



### Youth

We delivered Youth Settlement Services to refugee and humanitarian youth aged 15-24 years to meet their special needs in a targeted service delivery approach.

ADSi delivered **309** occasions of services to **258** youth clients, made **103** referrals to other specialist services, conducted **14** information sessions to young clients. All resulted in better clients' understanding of youth related education, employment and housing issues, and available police and legal aid services.

### Education and Employment

In terms of education and employment pathways, ADSi

- Participated in the **Auburn Career Expo 2016**, in partnership with Auburn City Council and other organisations on 19th May 2016 with more than **300** participants.

- Delivered 3 x Employment and Education sessions with **56** youth attendance.
- Arranged programs for 3 school holidays, such as the Sydney Tower Tour, Rock Climbing, BBQ, employment and career workshops, movies, Taronga Zoo Day Trip, girls specific workshops, and soccer.
- Organised Multicultural Youth Camp at the YMCA Yarramundi Camp with **22** participants.

Leadership mentoring support is crucial to young people. ADSi set up a **Young Leaders Group** in 2015-2016 and offered leadership opportunities to **4** young people in

- Young Delegate at GRYC by UNHCR (Geneva, June 2016)
- Youth Representative at Auburn PCYC Board Committee
- MYAN Youth Ambassadors
- Young Leaders in organising the Youth Summit 2016 as young advocates and MC.



*Arash Bordbar was selected as an Australian representative by the Refugee Council of Australia (RCOA) and Multicultural Youth Advocacy Network (MYAN) to represent the nation at the Global Refugee Youth Consultations held by UNHCR in Geneva, Switzerland in June 2016.*

*Originally from Iran, this 22-year old arrived in Sydney in May 2015 after 5 years in Malaysia as an asylum seeker. During this period, Arash volunteered for 2 years as an interpreter for other Iranian and Afghan asylum seekers and provided them with one-on-one support.*

*After arrival in Australia as a refugee, Arash spent most of his time looking for jobs and found it hard due to lack of local employment and work experience.*

*Arash was referred to ADSi in September 2015 for casework and support services. ADSi youth worker sought every opportunity to help Arash achieve his goals, and supported him holistically throughout every process with a quick response to his needs.*

*When identified that Arash has a genuine interest in continuing to support refugee youth and being an active agent for social changes, the ADSi youth worker helped develop his skills in advocacy and community leadership, encouraged him to be an ADSi Youth Advocate, and supported him to apply to be an Australian representative to the Global Refugee Youth Consultation (GRYC) 2016.*

## Youth Connections

Solely sponsored by the Dooleys Lidcombe Catholic Club, ADSi successfully organised the **United Western Sydney - Dooleys Youth Summit 2016** on 30th March 2016, in partnership with Auburn City Council, AYC, CMRC and Liverpool Migrant Resource Centre (LMRC).

More than **150** young people aged 15-25 from diverse backgrounds, as well as teachers and representatives from other organisations attended the Summit, which provided young people with skills, knowledge and understanding of the current global humanitarian crisis. It also opened dialogues among young people on their concerns, experiences, ideas, and pathways to work together in developing a vibrant and unified multicultural society in Western Sydney.

The Summit was launched by the Hon. Craig Laundy, Mr Luke Foley MP, Ms Julie Milsom (Community Relations Manager, DOOLEYS Lidcombe Catholic Club) and Ms Najeeba Wazefadost (President of Hazara Women of Australia). ADSi would like to sincerely thank the **17** participating schools across Sydney for their support and cooperation.



*"Learnt a lot and exposed to a variety of different cultures that I wouldn't be exposed to in Eastern Sydney." - a Participating Student*

## Homework Help

Via the Auburn Homework Help & Mentoring Program sponsored by the Dooley's Lidcombe Catholic Club through ClubGrants, ADSi further provided structured learning & development support to **193** high school students, improved their academic performance, and helped these students in confidence and resilience building and goal setting.



“The ADSi Homework Help Program had the highest number of attendees and the longest duration of attendance during the researcher’s visit of all services visited.” - Auburn City Literacy and Homework Help Research Report 2015



## Sports and Recreations

Held on 28th May 2016 at the Yennora Sporting Ground, the **ADSi Soccer Cup 2016** attracted **9** teams from Burmese, Karen, Tibetan, Sierra Leonean, Vietnamese, and Nepalese communities. The Bankstown Community Soccer Club representing the Sierra Leonean community won the Cup.

ADSi was very excited to have a Canberra based multicultural team attend this year. The Cup not only helped foster stronger relationships among young people, but attracted a number of spectators from communities.

ADSi arranged other activities, including 2 x **Youth Community BBQs** with over **100** youth attendance, a



*“I felt so grateful to ADSi for bringing these young people under one umbrella to foster harmony through sports.” - A local community leader*

**Fishing & Safety Workshop** for clients in partnership with STARTTS, Core Community Services, CMRC and NSW Department of Primary Industries, and youth activities at the **2016 Auburn Youth Fest**.

## Awards and Recognition

Held on 18th June 2016, the **Western Sydney Refugee Youth Awards 2016** recognised the outstanding achievements of young refugees in the area of Community Leadership, Academic, Sports, Creative and Performance Arts. The event attracted more than **100** local youth, including dignitaries, students, teachers, parents and the public in general.

Mr Luke Foley MP spoke at the Awards and commended ADSi for organising this signature event, noting that it would help boost students' morale and increase their motivations to do better in communities.

There were **43** nominations from **14** schools and service providers. **23** winners were awarded for their outstanding achievements. ADSi would like to thank all partners for their nominations and congratulate all participating students.





## Arts

ADSi organised **10** x sessions “**MY CITY: Through Art and Thought**” **Photography Workshops**, funded by Multicultural NSW through its Unity Grant.

Targeting CALD young people who are interested in photography and/or considering photography as a future career, these workshops were facilitated by a professional photographer on techniques such as layout, composition and photography, event management and curation.

The concept further led to a **Camera Club** which aims to use photography as another pathway for employment and/or self-development.

In addition, workshop participants were provided a rare opportunity to share their artworks with the community through an **Art Exhibition** held on 14-15th March 2016 at ADSi. Artworks were also displayed at the International Women’s Day Celebration 2016 and the Western Sydney Refugee Youth Awards 2016.



## Writing on Values

Following the success of the last year’s ANZAC Day Commemoration Ceremony and Writing Competition, this time ADSi organised the **ANZAC Day 2016 Writing Competition** in partnership with the Holroyd High School for students from diverse backgrounds to write down their understanding of traditions and spirit of the ANZAC Day. **6** students won the Competition.

## Advocacy & Representation

We widely promoted settlement services and represented clients/community needs through active involvement and advocacy at conferences, interagency meetings, advisory committees, consultations, and forums.

These include the Refugee Support Network, Auburn Multicultural Interagency, Domestic Violence Action Working Party, Western Sydney Chinese Workers Network, SSI LAC, NSP, HSS Advisory Committee, Multicultural NSW Consultation, Auburn Employment Working Group, Mental Health Interagency, Refugee Women Support Network, Western Sydney Housing Group, Anti-Slavery Project Network, South West Sydney Domestic Violence Action Group, Advancing Community Cohesion Conference, Sustainable Refugee Settlement Conference, SCOA Settlement and Citizenship in Civil Society Conference.

## Financial Assistance

We extended our helping hands to clients who were in financial hardship.

Over **250** clients received EAPA vouchers from ADSi to the value of **\$416,000** in the last 12 months, under the NSW Government Energy Accounts Payment Assistance (EAPA) Scheme.



## Partnerships

We further strengthened relationships and extended networks with mainstream service providers, government and non-government agencies.

Strong partnership enabled the organisation to expand its capacity and deliver better and more services to clients and communities.

We would like to express our sincere thanks to these organisations for cooperation and support during the last year.

# ■ Youth Transition Support Program (YTSP)

Justin Han, Capacity Building Manager





Led by the Community Migrant Resource Centre (CMRC), ADSi started to deliver the Youth Transition Support Program (YTSP) in Auburn from January 2015.

This new pilot program aims to help young refugees, humanitarian entrants and vulnerable migrants aged 15-25 participate in work and education, through delivery of services that improve workplace readiness, provide access to vocational opportunities, and create strong social connections.

Through **278** occasions of casework services, YTSP workers helped **153** clients access education and employment, provided information and made **180** referrals to other services, within 6 months.

We saw one-on-one casework and referral services increased clients' confidence in and knowledge about employment pathways, and a variety of education and training options led to paid employment. Our sporting and recreational programs also increased clients' participation in the community and created new networks.

### Casework Services to Individual YTSP Clients

Categories	Number
New Clients	153
Occasions of Casework Services	278
Referrals	180

### YTSP Client Demographic Information

Gender	Percentage	Age	Percentage
Male	45%	15-19	36%
Female	55%	20-25	64%

### Top 5 Countries of Birth - YTSP Clients

Countries	Percentage
Afghanistan	58%
Iran	18%
Myanmar, The Republic of the Union of	9%
Somalia	8%
Pakistan	7%

## Top 5 Issues Affecting YTSP Clients

Lack of knowledge about Australian work culture

Lack of knowledge about Australian education system and options available

Lack of information of employment services

Lack of job seeking skills: resume writing, interview, etc.

Not having appropriate or enough qualifications

## Pathways to Employment



Within 6 months, ADSi workers assisted **17** clients into paid employment and/or other work experience opportunities. In addition, our workers

- Contacted and met a number of **Jobactive** providers to promote and raise awareness of YTSP and explore possible ways of cooperation and partnerships.
- Established solid relationships with some Jobactive providers to work collaboratively to find employment and apprenticeship opportunities for clients.
- Were involved in organising the **Auburn Career Expo 2016** and provided one-on-one on-site resume writing assistance.
- Delivered **7** Job Readiness workshops in partnership with Navitas English. These workshops covered resume/cover letter writing, application process, interview skills, work culture, work safety and finance management.
- Arranged a Driving School Program to help **15** clients practise driving.
- Delivered **16** Driver Knowledge Test and Safe Driving workshops.



### Connections to Education

ADSi workers also focused on education which is essential for young people not only to be employed, but also maintain employment. Our workers

- Established partnerships with a range of local high schools, in service planning, delivery and evaluations.
- Were involved in the **RAW (Ready, Arrive, Work) Program** by JobQuest at the Fairfield High School, focusing on employability, the Australian workplace and vocational skills.
- Planned a **Homework Help Program** at the Strathfield South High, in partnership with the Western Sydney University.

### Access to Vocational Training



ADSi workers understand the importance of meeting entry prerequisites for certain industries. Our workers

- Organised a **White Card Training Session** (General Construction WHS Induction in NSW) in June 2016 for **13** eligible clients, in partnership with Granville TAFE and Strathfield South High School.
- Delivered a 10-week **Hair & Makeup Stylist Workshop**, in partnership with Granville TAFE for **16** clients.
- Referred a number of clients to the TAFE's **Smart and Skilled Course**.
- Held a **TAFE Course Information Session** on 22th March 2016, in partnership with the South Western Sydney Institute (SWSi).

## Engagement through Sports

Sport is for fun, health, social participation and self-confidence building. However, it could also be a pathway towards paid employment and further career development. Our workers

- Were involved in the **Youth Week 2016 Soccer Competition**, in partnership with AYC, AAHYA and the Human Care Welfare.
- Were involved in the **ADSi Soccer Cup 2016** in collaboration with community groups and organisations.
- Organised the **YTSP Youth Camp** in May 2016 at the YMCA Youth Camp, Yarramundi with **20** young people attended. A Job readiness workshop and a workshop on goal setting were delivered for participants during the camp.
- Organised an **Excursion to Sydney CBD** on 10th March 2016, **34** clients attended.
- Developed a partnership with Gallipoli Fitness Auburn whereby YTSP clients were able to apply for discounted gym memberships and access group fitness classes.

## Involvements through Participation

Community participation reduces isolation, boosts confidence and creates networks and opportunities. Our workers

- Were involved in planning and organising the **Dooleys Youth Summit 2016**, in partnership with other youth organisations.
- Were involved in planning and organising the **Western Sydney Refugee Youth Awards 2016**, in partnership with other services and organisations.
- Were involved in the planning and facilitation of **International Women's Day Celebration 2016** and **Refugee Week Celebration 2016**.
- Attended the former Auburn City Council's **Auburn Youth Fest**, promoted YTSP services, organised engaging activities and offered advice to young people in terms of employment and education.
- Delivered a series of **Citizenship Test Preparation Workshops** at the Auburn Library in partnership with the Cumberland Council.

## Teamwork

I would like to thank all Settlement Service Team members for their efforts and contributions towards the remarkable outcomes, for their commitment and hard work, and for their cooperation and support.

Thank you - Ahmad Ali, Alyssa Wang, Amadu Bah, Aynalem Tessema, Daniel Thein Tha Nya, Eva Sanz Orio, Heggie Atabaki, Nazifa Ali, Nuha Abdul Razaq, and Ying Zhang.

Thank you - Ella Sutton, Rohullah Rahimi and Shababa Adneen.

I would also like to thank the Board and Management for their guidance, understanding and encouragement.







Jennifer Yuan, Community Services Manager



The CALD Early Intervention Family Support Project is funded by NSW Department Family and Community Services (FACS) under the Families NSW Program. ADSi provides services to parents expecting a baby and/or families with children up to 8, from CALD backgrounds to raise happy and healthy children.

ADSi believes that families are important building blocks in the society, and stronger families lead to stronger communities. In order to build resilient, vibrant and healthy communities, we must start with strengthening families' wellbeing. Each year ADSi coordinates and collaborates with both government and non-government agencies to enhance community wellbeing. 2015-2016 is not an exception.

### Positive Parenting

With the emphasis on building healthy body and mind, ADSi arranged activities tailored to support children in different age groups in physical, emotional and social development.

### Linking Families to Service Networks

ADSi not only utilised the existing partnerships/networks to link families to other services, but also continuously established new connections to enhance the support networks for service users.

### Sharing Indigenous Culture

As a part of Children's Week Celebration 2016, ADSi provided several Indigenous Culture Workshops to local families of CALD backgrounds, with an aim to increase the sense of community harmony and cohesion. These unique experiences helped participating families gain better understanding about historical and current cultures of indigenous Australians.





## Strengthening Families and Relationships

ADSi regard children's activities, community events and celebrations suitable entry points to connect with vulnerable and/or socially isolated families.

In 2015-2016, we organised a range of activities which reached parents/carers who might not have otherwise sought formal support. These activities also created fun and enjoyable occasions for families to develop broader connections within the local community.

## Services Provision at a Glance

Outlet / Activities	No of Occasions/Sessions	Attendance
Supported Playgroups	213	317 families
Support Groups	118	166 families
School Holiday Activities	9	303 people
Community Capacity Building Activities	15	1,922 people



*My daughter had great time, in the year and a half she was at this playgroup. She learnt so much through different activities. Now we are excited about her starting school next year. The provided information helped us to be more familiar about the transition to school process. “- Su, Supported Playgroup*







## Children and Parenting Support (CAPS)





The Children and Parenting Support (CAPS) Program is funded by Commonwealth Department of Social Services (DSS) to support parents with children 0-12 in the former Auburn LGA, through one-on-one parenting support, home visiting, support groups, and school readiness program.

### One-on-One Parenting Support

ADSi worked closely with parents on their children's development and wellbeing. We focused on positive parenting/interactions within each family, and provided information about available local resources and how to access them, with an aim to minimise escalation of family issues.

### Home Visiting

For parents facing challenges in caring/parenting their children and having difficulties in accessing centre based support, our workers provided home visit services on a case-by-case basis. This service was also provisioned to families with relatively complicated matters.

### Support Groups

ADSi also arranged a variety of parenting education and peer support groups to build capacity of isolated parents on broadening social connections. Some examples include Triple P, Magic 123 and workshops on nutrition, child development, family relationship and parent self-care.

### School Readiness Program

The School Readiness Program targeted families with children who are about to start primary or secondary schools. ADSi designed activities, such as teambuilding, sports and reflective exercises to help children develop essential skills for the transition. At the same time, parents received information about transition preparations.

ADSi understands that transition to school is one of the biggest changes in a child's early life and endeavoured to work with families and children to go through this stage together. We arranged with music therapists to provide parent-child interactive early literacy and numeracy activities.

### Services Provision at a Glance

Service Type	No of Occasions/Sessions	No of People
Centre Based / Home Visiting	177	67
Parenting Education	32	377
Support Groups	49	98
School Readiness Programs	24	170



*"I learnt a new skill of logical consequence of quiet time and have tried it when my child who often refused to cooperate with me. This worked for me and I did not need to shout at him anymore. I would definitely utilise this technique again." - Mata, School Readiness Program*









The Specialist Homelessness Services is funded by the NSW Department of Family and Community Services (FACS), under a regional package led by Mission Australia.

Comprising two major components - "Going Home, Staying Home", this service provides information, support and casework to young people, men, women and families who are homeless or at risk of homelessness.

### Prevention Focused and Services for Complex Needs

In 2015-2016, ADSi consistently focused on homelessness prevention and rapid rehousing. Our worker provided tailored services to individuals to remain in their homes or achieve best outcomes under other circumstances.

In addition, ADSi also connected clients with complex needs to employment, health, financial assistance and other internal and/or external support services.

### Local Platform for Homelessness

ADSi coordinated the quarterly Auburn Housing Working Group (AHWG) Interagency Meeting, a unique platform in the surrounding areas for public and community housing providers and other community organisations, to exchange information and develop strategies to address local homelessness related issues.

### Services Provision at a Glance

- 158 clients received support via 223 occasions of services
- 31 clients established long-term accommodation
- 18 clients continued existing long-term accommodation
- 1 client enrolled in education during the period of assistance
- 5 clients entered the labour market (paid employment)
- 40 clients accessed the Centrelink Outreach Service

*At the age of 55, Ali did not have permanent accommodation. Due to severe health conditions and long-term medical treatments, he was unable to continue his electrician business and therefore, did not have regular income for private accommodation. When he first approached the ADSi SHS services, he was couch surfing at his niece's place and also had to pay fines for traffic related offences.*

*In addition, Ali separated from his wife and had a shared care arrangement for their 4-year old daughter. Ali needed to provide safe and stable accommodation when his daughter comes to stay with him.*

*The ADSi SHS caseworker assisted Ali to apply for the Sickness Allowance which gave him a regular income until recovery. His traffic fines were waived after being referred to a financial counselling service. All was done within days.*

*Ali eventually secured private rental housing and was able to have his daughter stay with him 2 days a week. ADSi's timely intervention and support enabled Ali to regain control of his life and move away from homelessness.*







The Commonwealth Home Support Programme is funded by the Department of Health from November 2015, as a part of the national reform on Ageing and Aged Care. This program was a part of the former Home and Community Care (HACC) program.

Under CHSP, ADSi provided social support to people over 65, especially those of CALD backgrounds to maintain social activeness and a better quality of life as they age.

Our workers provided services ranging from home visiting, organised social gatherings, community events, to individual accompanied medical appointments and shopping assistance.

### CALD Appropriate Services

ADSi fully understands the unique needs of our CALD clients who are at higher risk of experiencing social isolation and stress, as a result of language barriers. In 2015-16, our experienced bilingual workers and volunteers provided culturally appropriate services to **170** clients (**6,895** service hours).

### Partnerships for More Participations

In collaboration with the former Auburn City Council and other local organisations, ADSi coordinated the **Seniors Week 2016 Celebration** for local seniors. We later again partnered with the newly established Cumberland Council to organise the **Seniors Creative Showcase 2016**, a platform of music and arts and crafts made by local seniors.

ADSi continued to be an active supporter for the **Healthy Older People Partnership (HOPP)** program, an initiative of the Centre for Population Health to help reduce injuries and death among the elderly due to falls. We arranged for over **50** clients to attend the **Stepping On**, and **Fit and Strong Challenge** programs.

### Volunteer Involvements

Volunteers played a critical role in CHSP service provision. ADSi appreciates the valuable contributions volunteers made, and acknowledges that their assistance was, is and will always be an important element of our services.

ADSi successfully applied to the Department of Social Services (DSS) for the Volunteer Grant 2015 for future development of our volunteers.



*"I really enjoyed doing the strength and balance exercises. They were easy to learn and I practice at home." - Ng, CHSP Client*







The Community Care Supports Program (CCSP) is funded by the NSW Department of Family and Community Services (FACS) to provide social support to people under 65 with light disabilities.

Also a part of the former Home and Community Care (HACC) program, this service remains its focus to reduce the risk of social isolation through provision of home visiting, accompanied activities such as shopping, banking, and medical appointments, as well as small group short outings.

In 2015-2016, **3,200** service hours were provided to **72** clients.

### Client Involvements in Decision Making

ADSi provided CCSP services ranging from indoor, outdoor, information, leisure activities, in consultation with CCSP clients and their carers. Clients were actively involved in choosing activities that would increase their participation in the community.

### Information and Knowledge

ADSi workers also provided a series of information sessions covering health, self-care, home budgeting. Feedback collected indicated that these sessions increased clients' knowledge and enabled them to establish, maintain and strengthen support and social networks outside their homes.

### NDIS and Future Services

Following the NDIS rollout in Western Sydney from 01/07/2016, our CCSP clients will gradually go through individual assessments with NDIA through the Local Area Coordination (LAC) service.

For clients with an approved NDIA package, ADSi will work with them together to provide quality services under NDIS, as an approved service provider.

For clients without NDIA packages, ADSi will continue to provide services to the maximum possible level it can, in collaboration with government and non-government agencies. The organisation is committed to advocate and seek service/support opportunities for these clients.



*"I enjoyed doing gentle exercises with my support worker. We did it in a small group in the park. It was fun and good for my health and I also get to spend time with people from my community."*

*-CCSP Client*





The Ready Together Growth Decision Support (RTDS) program is funded by the NSW Department of Family and Community Services (FACS) to provide case management service to children aged 0-18 with severe disabilities and their families, and more importantly, become ready for the National Disability Insurance Scheme (NDIS) which rolled out in Western Sydney from 01/07/2016.

### One-Off Service for NDIS Readiness

This one-off service focused on capacity building and person centred support to maximise clients' independence and community participation.

In 2015-2016, **483** service hours were provided to **16** eligible clients. Achieved outcomes include

- Improved Learning and Assisted Post School Life Transition
- Reduced Isolation and Increased Community Participation
- Improved Daily Living Skills and Capacity Building
- Enhanced NDIS readiness

Funding for RTDS finished on 30/06/2016. ADSi appreciated the opportunities to work with these clients and their families. ADSi would also like to thank the ADHC Western Sydney District Community Support Team for their mentoring support.

### Continual Services under NDIS

As an NDIA approved disability services provider, ADSi is committed to work with most of our RTDS clients in the new financial year for quality services under the NDIS model.

*Sam is a boy with severe intellectual disabilities and his carers are from CALD background. Due to the language barrier and lack of support networks, the family was very socially isolated and did not have access to any form of support services, when referred to ADSi. With the support from ADSi, the family was successfully granted Flexible Respite Funding allowing Sam to participate regularly in community and social activities. At the same time, the parents were also linked to community activities and this reduced their level of isolation. Both parents commented that ADSi's services improved the quality of their lives significantly.*

### Teamwork

I would like to thank all Community Services Team members for their efforts and contributions towards the remarkable outcomes, for their commitment and hard work, and for their cooperation and support.

Thank you - Joanne El-Chami, Sher Banu Oomatia, Nazifa Ali, Malathy Uthayachandran, Eh Paw Hla, Yaoying Peng, Kristina Ho, and Melissa Narayan.

Thank you - Selvi Balasubramani, Emine Turkmen, Jade Gia Nhu Tat, Ying Zhang and Tamana Muslih.

I would also like to thank the Board and Management for their guidance, understanding and encouragement.

# Acknowledgement

ADSi has built a reputation as a lead CALD community organisation in the local area working with diverse range of government and non-government partners including individuals to achieve mutual goals.

Effective partnerships and close community relationships enhance our organisation profile and assist us in efforts to influence public policy and research.

**ADSi would like to thank the Commonwealth Department of Social Services (DSS), NSW Department of Family and Community Services (FACS), Commonwealth Department of Health, Dooleys Lidcombe Catholic Club and the Scanlon Foundation.**

**ADSi would like to thank the Settlement Services International (SSI) and Community Migrant Resource Centre (CMRC).**

ADSi would also like to thank Afghan Weekly Radio, Amazing Family Day Care, Attorney General's Office, Auburn Community Health Centre, Auburn Girls High School, Auburn Library, Auburn Police, Auburn Youth Centre, Australian Turkish & Kurdish community services, Barnardos Auburn Children's Family Centre, Cancer Council NSW, Cardinal Gilroy Retirement Village, Centre for Population Health, Centrelink, Chester Hill High School, Cumberland Council, Domestic Violence Help Line, Dr Rawza Veli, Ethnic Communities' Council of NSW, Evolve Housing, Fair Trading NSW, Fire Rescue New South Wales, Former Auburn City Council, Gambling HELP, Granville Multicultural Community Centre, Granville South Public School, Holroyd High School, House of Welcome, Housing NSW, Immigrant Women's Speakout Association, Kateb Hazara Association, Legal Aid NSW, Link2home, Merrylands Health Centre, Mission Australia, Multicultural Mental Health, Multicultural NSW, Multicultural Youth NSW, Muslim Women's Association, Navitas English Auburn, NSW Alzheimer's of Australia, NSW Health, Office of Craig Laundy MP, Office of Luke Foley MP, Refugee Health Services, Salvation Army, SBS Radio, St George Community Housing, St Vincent De Paul Society, STARTTS, Strathfield Council, Surf Live Saving NSW, SydWest Multicultural Services, TAFE Bankstown, TAFE Granville, The Salvation Army Auburn, Transcultural Mental Health Centre WSHLD, Wesley Mission, Western Sydney University, Westmead Breast Screening Institute, and the Women's Housing Company.









In the financial year ending 30 June 2016, the income of the Auburn Diversity Services Incorporated (ADSi) exceeded expenditure by \$117,836, compared to a surplus of \$146,597 in 2014/2015.

This resulted in accumulated funds of \$726,524 at financial year end (\$609,784 in 2014/2015). ADSi remains in a healthy financial position with cash holdings at the end of year totalling \$940,689, an increase of \$206,694 over the previous year.

The ADSi Board and Management took robust measures to ensure the organisation's accounting and financial record keeping systems are efficient and effective.

In 2015/2016, ADSi further reviewed its internal financial processes, made necessary enhancements and increased the capacity of the organisation to address all aspects of its financial management responsibilities.

The Management prepares monthly financial reports including real-time information on liquidity and material variances in cost centres. Increased information on each project has also

led to greater knowledge of the administrative resources required to support each. The improvement in the quality and timeliness of financial data has provided assistance to the Board and Management as to the likely impacts of funding and policy changes on the financial health of ADSi.

As ADSi remains committed to investing in evidence-based programs in the last 12 months, the organisation was able to initiate some new projects. Continued progress in this regard will enable ADSi to adopt a sustainable cost structure, offering the community significant value for money in delivering improved social outcomes at a fair and transparent cost. With these internal improvements, ADSi has become more fiscally sustainable.

While ADSi considers itself to be economically dependent on revenue received from both Commonwealth and NSW government departments with respect to its programs, the organisation will continue to explore alternative options to fund important projects in the coming years.

Planning is underway to engage with clients with disabilities under the new National Disability Insurance Scheme (NDIS) which started to roll out in Western Sydney from 01/07/2016. I commend the ADSi Management and staff for their efforts in ensuring that the organisation continued to deliver high quality services over the past 12 months in the face of significant changes to the funding environment.

**Sarjoh Bah**  
Treasurer

**AUBURN DIVERSITY SERVICES  
INCORPORATED**

**ABN 43 504 682 209**

**FINANCIAL REPORT  
FOR THE YEAR ENDED 30 JUNE 2016**





Auburn Diversity Services Inc. is a community based, non profit organisation established to promote the principles of multiculturalism, access, equity and social justice.

Auburn Diversity Services Inc. is a Public Benevolent Institution (PBI) and is endorsed as a Deductible Gift Recipient (DGR).

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