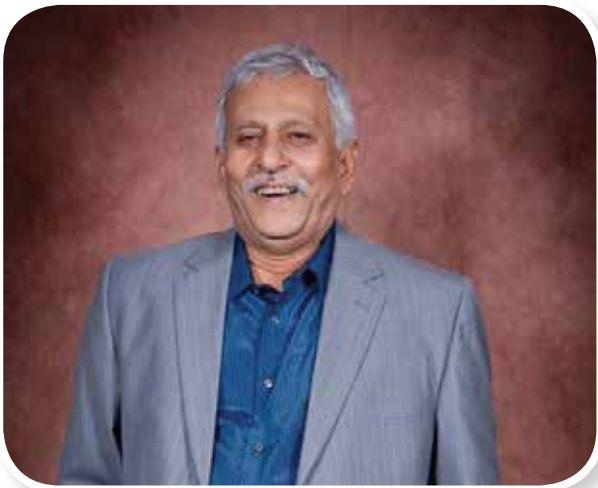




**ANNUAL REPORT 2016-2017**



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On behalf of the Board of Directors, Management and staff of the Auburn Diversity Services Incorporated (ADSi), I present you the Annual Report 2016/2017 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, local community leaders, our partners, the Cumberland Council, and other community 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 Resources Centre (CMRC), Dooley's Lidcombe Catholic Club (Dooleys) and Multicultural NSW (MNSW), 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.

2016/2017 is a year full of changes at ADSi, such as transition to the National Disability Insurance Scheme (NDIS), and the newly established Home Care Packages (HCP) services. The Board worked with the Management and staff

to go through the transition process together and we are glad that these services have been successfully established and fully operational.

The Board is confident that ADSi is well prepared 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 best possible services.

The Board is also confident that ADSi is able to maintain a stronger than ever financial position which enables the organisation to invest more to make positive changes to people in need.

The Board continues to strive for opportunities to ensure that the best interests of the local community are first and foremost on par with the welfare of staff. As an organisation governed by a series of legislations and accredited against the QIC 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, excellent Management team, hardworking staff, and invaluable volunteers. I would also like to congratulate dozens of students who completed their placement with the organisation in the past 12 months.

The Board as a team always supports and celebrates the work that you all contribute and hope you would continue to work with ADSi in the future.

The ADSi Board, Management and staff look forward to 2018 and the fruitfulness it brings.

**Jayaraman Guruswami** JP, OAM, JP, GAICD  
Chairperson



There is no doubt that the community sector has been going through some unprecedented changes, and ADSi is inevitably affected.

ADSi acknowledges the fact that these changes are challenging, but prefers to look at them as opportunities. With an aim at expanding service range, broadening coverage and improving outcomes, the Board, Management and staff worked hard together to make improvements at different levels, so that our service delivery, financial health and professional workforce are always maintained at a higher-than-standard level.

Everyone at ADSi understands that services, especially those to the culturally and linguistically (CALD) communities are always the core of the organisation. ADSi supported and will continue to support clients at all ages from all backgrounds, especially women, young people, families, the elderly, people with disabilities, and people who are homeless or at the risk of homelessness.

In the last 12 months, ADSi started to deliver disability and aged care services under individualised models where clients/

consumers have the full right to decide their service providers, service frequency, delivery methods, finance and so on. This approach is new to the community and not-for-profit sector, and the organisation managed to go through the transition process and establish fully operational services during the period.

For example, ADSi started to deliver disability services to clients with approved packages from the National Disability Insurance Agency (NDIA) from July 2016. As at 30/06/2017, the organisation signed up and delivered services to 30 clients, based on individual needs and preferences.

ADSi also started to deliver aged care services to clients with approved packages from the Commonwealth Department of Health, under Home Care Packages (HCP) from June 2017. The organisation signed a Level 2 agreement by the end of financial year, in just 2 weeks.

For traditional services such as settlement, families & children and housing, ADSi worked closely with funding bodies and other partners in program reforms and evaluations. These included active involvements in transition of Families NSW program to the Targeted Early Intervention Program (TEIP), and national evaluations of the settlement services program.

Meanwhile, ADSi further reviewed its internal systems, revised service standards, and improved case management systems, with an aim that frontline workers can concentrate more on service provision, in the format of casework, group work and other meaningful activities leading to positive outcomes. The organisation invested significantly to improve efficiency and cost effectiveness of its services. Some examples included,



- Transitioned all services to electronic case management platforms
- Revised service standards on a regular basis for continuous improvements
- Provided a range of training and development opportunities to staff

The organisation follows people centred, need based and outcome focused approaches to ensure best possible positive changes made to clients and local communities. In 2016-2017, ADSi

- Arranged a series of community consultations with clients, community members and community leaders on critical policy changes
- Hosted quarterly community leaders roundtables to capacity build local community leaders, especially those from small and emerging communities
- Worked with our sponsor and partners to deliver the annual Youth Summit to tackle youth employment issues in Western Sydney
- Celebrated the International Women's Day where hundreds of females participated in a street parade for gender equality, harmony relationships and equal opportunities
- Delivered the Senior's Week event with hundreds of elderly people to promote meaningful community participation and healthy life styles
- Organised Dad's Breakfast and Paint Auburn Read activities to encourage positive parenting, closer parent/children relationships and child development
- Involved in a range of local interagency

platforms and established several new partnerships based on win-win principles

For the backend support, ADSi further streamlined workflows to better integrate frontline and backend functions. This approach not only increased productivity, but also resulted in clearer accountability, more professional workforce and stronger financial position.

These achievements were made by all team members as a whole, consisting of the Board, Management and all staff. I would like to thank the Board and all staff for their support in the previous year. The Board continued to work closely with the CEO, Management and staff in governance, as well as innovation and growth. I would like to thank specially the Chairperson - Mr Jayaraman Guruswami, and Treasurer Mr Sarjoh Bah.

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 new 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 Services



2016-2017 witnessed another remarkable success of ADSi in its settlement services to newly arrived refugees, humanitarian entrants and other eligible migrants. These services were funded by Commonwealth Department of Social Services and delivered through the Settlement Service Program (SSP) under the NSW Settlement Partnership (NSP) consortium led by Settlement Service International (SSI), and the Youth Transition Support Program (YTSP) in partnership with Community Migrant Resources Centre and SydWest Multicultural Services.

During the period, our settlement programs not only met or exceeded quantitative targets, but also moved to an outcome based service delivery model, with more attention focused on positive changes to people's lives, improvement of the whole community, services quality, availability and usage.

As a result, ADSi made tremendous efforts to develop clients' skills and job readiness. Some examples included more much needed classes to improve clients' English efficiency, more assistance to get access to education, more vocational training for employability, and more resources to capacity build local communities. According to **208** completed feedback forms collected in the last two quarters of the year, **83%** attendants reported that their time spent at these sessions were worthwhile and would refer others to participate.



### The Three ONE Strategy

To strengthen community engagement and capacity building, ADSi also implemented the Three ONE strategy, which encouraged every settlement worker to establish ONE new work relationship with community organisations/groups, conduct ONE new community consultation and develop ONE innovative initiative to fill service gaps and address identified issues.

### The Better Life Better Auburn Project

Sponsored by the Scanlon Foundation, this project was one of our initiatives to encourage target groups to make social connections, participate in community activities, empower capacities, and raise awareness of diverse cultural heritage.

A key outcome is the Multicultural Cookbook which included recipes and historical stories prepared by members from **10** communities. The Cookbook provided a source for ordinary community members from diverse backgrounds to share with others their identities, cultures and stories.

In addition, we continued to celebrate the International Women's Day with a new feature of a multicultural parade in the Auburn CBD, and the Refugee Week characterised by Volunteer Awards, music, dance, artwork display and information/market stalls from diverse community groups.

"The Refugee Week celebration is a gathering of all communities in Auburn and surrounding areas to acknowledge the courage, skills and energy refugees bring to Australia celebrate refugees' positive contributions and call for unity and action for a fairer society." - Frank Zheng, ADSi CEO





## Dooleys' Western Sydney Youth Summit 2017

Sponsored by the Dooley's Lidcombe Catholic Club, ADSi once again hosted the Summit in April 2017, in partnership with other service providers. With the theme "Youth Transitioning into Employment", the Summit attracted over 100 young people aged 17-25 from diverse refugee/humanitarian backgrounds across Western Sydney.

Ms Julie Milsom, Dooleys' Community Relations Manager noted that Youth Summit is the right direction for tackling youth unemployment and Dooleys as a lead local business, is always opening its doors for such ventures. Other guest speakers also shared their experiences and called on young people to be steadfast on their studies, careers and goals. A range of presentations and workshops were held during the Summit, including goal setting, resume writing, job search, networking and interviewing skills. 95% surveyed participants were very positive and happy with the Youth Summit contents and effectiveness.

## Western Sydney Refugee Youth Awards 2017

The year's Awards acknowledged 65 nominees from 19 different schools and service providers for their outstanding achievements in Community Leadership, Academic Achievement, Sports, and Creative and Performance Arts. 32 of them won the Awards.

"These awards as much as celebrating the success of refugees in our schools and our diverse communities in Western Sydney, are also a chance for us to say thank you to our services such as ADSi and other settlement services" - Luke Foley MP, Leader of the Opposition, Shadow Minister for Western Sydney, and State Member for Auburn





### Homework Help Program

Also sponsored by the Dooley's Lidcombe Catholic Club through ClubGrants, the Auburn Homework Help & Mentoring Program continually improved participating students' academic performance, through 360 attendances in 32 weekly sessions. In addition, the program was proven to be of help in confidence/resilience building and goal setting,

"I find the homework help very useful for my children. In the beginning they were weak in maths. After coming to the homework help they started showing enthusiasm and motivation for the subject. The teachers helped them improve their mathematical skills and now they do their maths work confidently and independently. They also get good results in Maths in their classes. Homework does not only help my children with homework only but provides them with their social skills. It is an excellent initiative and I would like to see this program continuing" - Johana, Mother of 2 Participating Students





## Soccer Cup

It is our tradition to have a Soccer Cup Competition every year for CALD young people, the last year is not an exception. We welcomed 7 community teams from Sierra Leone, Nepal, Afghanistan, Burma, Tibet, and Karen backgrounds for this annual signature event.

The Sierra Leone team won the Cup for the second time in a row by defeating the Nepal team 1-0, and the Afghan team took the third place.

To summarise, we are proud of our success in the last 12 months to make positive changes to our clients through casework, group activities, and capacity building, and we are committed to improve our service standards and outcomes continuously.

## Justin Han

Capacity Building Manager

## Service Provision at a Glance

### Settlement Service Program

- **2,040** clients received casework services, including **1,316** new clients
- **642** information sessions, workshops, classes, support groups and events with **10,201** attendance
- **14** community consultations and **4** community leader meetings
- **27** volunteers involved in SSP services
- **31** clients found paid jobs



### Youth Settlement Services

- **151** clients received casework services, including **126** new clients
- **81** information sessions, workshops, classes, support groups and events with **1,587** attendance
- **3** volunteers involved in services
- **8** clients found paid jobs

### Youth Transition Support Program

- 391 clients received casework services, including 331 new clients
- 192 information sessions, workshops, classes, support groups and events with 2,090 attendance
- 35 clients found paid jobs and 5 clients offered scholarships and study opportunities at universities

### Other Useful Data

#### How Well We Are Doing

- **85%** clients reported that their individual casework services achieved the outcomes
- **83%** clients reported that time spent at group sessions were worthwhile and would refer others

#### Top 5 Countries of Birth of Clients

Afghanistan	48%
China	21%
Iraq	13%
Syria	10%
Iran	7%

#### Most Common Languages Spoken at Home

Dari	42%
Arabic	26%
Mandarin	21%
Persian	7%
Karen	4%

#### Age Groups

12 or Less	2%
13-19	7%
20-39	47%
40-64	34%
65 or Above	10%

### Top 10 Issues Affecting Settlement Clients

12 or Less	2%
13-19	7%
20-39	47%
40-64	34%
65 or Above	10%

### Top 10 Issues Affecting Settlement Clients

Document help  
 Language barriers  
 Financial hardship for utility bills  
 Housing and accommodation  
 Employment  
 Family relationship  
 Immigration related issues / citizenship  
 Education and training  
 Health issues  
 Legal issues



## Success Stories

### #1

With no family members, limited social connections but English, a 35yo homeless female who arrived in Australia in 2015 approached ADSi. At that time, she was facing significant challenges including

- Experiencing ongoing violence and abuse from the partner
- Being financially, psychologically and emotionally controlled since arrival in Australia
- Limited social and community support
- Homelessness
- Lack of knowledge and information about the legal system in Australia

After comprehensive assessments on the client's specific situations, our SSP caseworker provided the client with a support package, which included referrals to

- Our specialist homelessness service (SHS) through which she was provided with short term emergency accommodation
- A women support group for peer support and confidence building
- Attend workshops on how to deal with family situations and abusive relationship
- Mental health professionals and DV counsellors for ongoing support and assessment
- LegalAid Family Law Clinic at ADSi for legal advice

The caseworker also developed a realistic plan together with the client, including

- Short term goals including stable accommodation, DV support, financial assistance, and community connections, as well as
- Long term goals including tertiary studies, employment for financial independence, and permanent residency.

At the time of writing, these set goals progressed well and the client's wellbeing improved significantly.

*"I would like to say thank you very much for all your support and assistance since 2015. At the beginning, I was not aware of how to start my life in Australia or where to go to seek help especially for education and employment, but you assisted me gradually and patiently. Now I am graduated from TAFE for hairdressing and got a part time job in a beauty salon which I really love it. I would like to say a big thank you to ADSi as well, as it trained such caring and responsible case workers." - Shanaz, SSP client*



**#2**

A Chinese client in legal battles with her ex-husband found her isolated from the community, as a direct result of pressure and depression arising from ill family relationships.

Our SSP caseworker assessed the client's individual situations, and

- Referred her to the outreach LegalAid services at ADSi through which she resolved her long term legal matters
- Linked the client to our social networking group, excursions and English classes for broader community connections
- Assisted in employment through which the client eventually found a factory job

*"I can't remember when the last time I travelled was. I haven't been so happy for so long." - Shi, SSP client*

**#3**

A young Arabic speaking client who newly arrived in Australia would like to further his interrupted study in a university.

Our YTSP caseworker assessed the client's situations against his needs, and

- Assisted him to enrol in the IELTS English test
- Wrote support letter to universities demonstrating his skills, strengths, and prior overseas studies

With assistance, Hasan is now studying Engineering fulltime at University. This case indicates effectiveness and outcomes of strength based approach in frontline service delivery

**Feedback****#1**

*"The Employment session was an eye opener for me. I was not aware that there were organisations that could help in resume writing and also aligned clients with job networks. I applauded ADSi for having this initiative. I promised to come in to the organisation for assistance whenever I need." - Ali, YTSP client*

**#2**

*"This is my first course in Australia since I came to Australia. This course gives me more ideas and confidence to communicate with the people. It boosts my communication skills. I met different people from different background. This training course is a pathway for further studies in TAFE. All the units were very useful to deal with diverse clients, build relationships with clients and partners/stakeholders. I got the chance to make some friends in this training course." - Eh, SSP Youth Settlement Client*



























## Families & Children Services



In 2016-2017, ADSi family services delivered tremendous outcomes through the Children and Parenting Support Program (CAPS) funded by Commonwealth Department of Social Services (DSS), and through the CALD Early Intervention Family Support Project funded by NSW Department Family and Community Services (FACS) under the Families NSW Program (FNSW).



### Children and Parenting Support Program

This program provided timely and intensive support to parents with children 0-12 in the former Auburn LGA, through home/centre based visiting, parenting education, peer support groups, and school readiness programs.

Our CAPS caseworker used a person centred and strength based approach in casework services, where parents were encouraged to involve in the whole process from issue identification to problem solving. This helped them realise their inherent strengths and potential skills. For parents facing challenges in caring/parenting children and having difficulties in accessing centre based support, our worker provided home visit services on a case-by-case basis. In the 12-month period, the worker provided one-on-one parenting support to **70** parents through **382** occasions.

In addition, the worker delivered **36** culturally appropriate parenting education sessions with **468** attendances. Participants learnt new skills set and how to apply positive parenting approach to engage with their children within families. Parents also established good connections, formed new friendships and increased confidence through joint learning.

In partnership with local schools and service providers, the worker facilitated **2** weekly



peer support groups, where she provided parenting information and/or advice to parents, helped parents build confident parenting practices, and built capacity of isolated parents in broadening social connections.

Our worker also conducted **37** school readiness activities which attracted **560** attendances. Targeting families with children who were about to start primary or secondary schools, these activities helped children develop essential skills for transition to school, raised parents' awareness of school routines, rules and expectations, increased parents' knowledge of children's social and emotional development needs during the transition period.

### Feedback

*"I have had past experiences with my partner that has caused us to have less communication and not much quality time together. Our support for our children was bad as we would argue. However, ADSi worker has supported us throughout our journey and we have sought particular supports for our marriage and our family now have quality time together." - Fatima*

*"I was having a tough time with my son who has a global delay in speech. My goal with Joanne was to work on making my parenting skills better to support my time with my son. Joanne supported me with Triple P methods of praise and incidental teaching through riding a bike independently. Now, my son and I have great open communication and have strengthened our relationship. Thank you." - Almaz*



## Families NSW Program

Targeting parents expecting a baby and/or families with children up to 8 from CALD backgrounds, this program aims to work with parents to support their children's development and wellbeing through positive parenting and family interaction.

This was achieved through delivery of 5 types of services and activities, including supported playgroups, positive parenting program (Triple P), support groups, casework, community capacity building, and partnership & network.



### Participating Families Increased

To meet the needs of families, our FNSW workers facilitated 6 supported playgroups and 4 parents support groups throughout the year at various locations in Auburn and surrounding areas.

Workers made tremendous efforts to plan and deliver activities appropriate for children at different ages and their parents. These activities greatly enhanced the development of children in social, emotional, numeracy and literacy skills, and also provided additional opportunities for parents to interact with their children in a structured group setting. We are glad to see these tactics attracted an increasing number of families, from 483 the year before to 604 last year.

*"This playgroup is such a caring and friendly atmosphere. I could see how much my child's social skills and knowledge has developed. She is able to play together with others and share toys with them. She also learnt a lot of songs from the group time." - Moo*



### Family Relationships and Community Connections Strengthened

We also strengthened family relationships and community connections through a range of children and family fun activities, community events, celebrations, school holiday programs and community capacity building, and attracted 2,362 attendance.

As some of these activities were delivered in partnership with other government and non-government agencies, participating families were linked with a broader range of services, networks, and opportunities for increased service access and community participation.

### Parents' Positive Parenting Skills Developed

We continually focused on developing parents' positive parenting skills, encouraging using positive parenting practices, and helping establish positive relationships with their children for optimal children development.

This was achieved through delivering weekly parents support groups and conducting a series of Triple P sessions, following a relationship/ behaviour focussed approach.

*"I find that the PPP program has provided me lots of helpful parenting strategies, which support my child's holistic development. Particularly, it provided me specific tips about how to manage my child's behaviour, and develop their competence and resilience. It was also provided useful strategies to take care myself after the birth of my baby. I am learning to deal with my 3 year's old daughter's tantrum very well. This program provided an open forum to discuss my child related concern and express my views without any inhibition." - Taw*

The FNSW program will start to transition into the Targeted Early Intervention Program (TEIP) from 01/07/2017, along with other state funded family/youth programs to jointly tackle increased numbers in the out-of-home and foster care system. ADSi is committed to child safety, protection and development and will continually work with all stakeholders in the area.

### Justin Han

Capacity Building Manager



### Service Provision at a Glance

Service Type (CAPS)	# of Occasions	# of Attendance
Centre Based / Home Visiting	382	70 Clients
Parenting Education	36	468 Families
Support Groups	61	666 Families
School Readiness Programs	37	560 Families

Service Type (FNSW)	# of Occasions	# of Attendance
Supported Playgroups	215	397 Families
Support Groups	135	207 Families
Triple P	19	106 Families
School Holiday Activities	8	404 People
Community Capacity Building Activities	47	1,958 People











Social Housing

1. Evolve Housing

2. Home

3. Bridge

1 - 1395

500

580

665

5720

Phone: 02 8737 5500

Website: ww

Address: 17 Macquarie Rd, Auburn 214

DS inc

UNIVERSITY SERV





## Specialist Homelessness Service (SHS)



This service is funded by NSW Department of Family and Community Services (FACS) under a regional package led by Mission Australia.

In 2016-2017, the service delivered remarkable outcomes through a range of information sessions, casework and assistance to young people, men, women and families who were homeless or at risk of homelessness, with focus on homelessness prevention and rapid rehousing.

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

This service continued to convene the quarterly Auburn Housing Working Group (AHWG) interagency meetings to provide a platform, where agencies could share information and develop strategies together, to supporting clients and the local community.

## Justin Han

Capacity Building Manager

## Service Provision at a Glance

- **172** clients received support via 226 occasions of services
- **47** clients established long-term accommodation
- **125** clients secured existing long-term accommodation
- **2** clients enrolled in education during the period of assistance
- **1** client entered the labour market
- **3** Clients were assisted with brokerage funds to establish a new tenancy
- **38** clients accessed the Centrelink Outreach Service

## Feedback

*"The service I received from the centre was marvellous. My worker was keeping on helping me to resolve my issue with full heart. Life would have been tough without the support of my worker. ADSI brought a big change into my life." - Lakshmi*











## Aged and Disability Services



Providing a range of services to support the frail aged, people with disabilities and their carers either at people's homes or in the community, our aged and disability services experienced a "huge" year in 2016-2017. It was also a year of significant growth and expansion when moving from block funding to individualised packages in aged care and disability services under NDIS.

I am excited to see that the team embraced changes that bring positives to the organisation and the people they are working with. Implementation of a person centred approach not only enabled our workers to support people making right choices for their own lives, but also put consumers/clients in the driver's seat and let them take the lead to service planning and delivery. As a new provider of individualised packages, we achieved what we anticipated in the last 12 months, though there are still a lot more for us to learn.

I would like to thank our partners, community stakeholders and volunteers. Without their contributions, we wouldn't be able to provide high quality services.

I would like to thank our CEO - Frank Zheng and the Board of Directors, for having excellent leadership and vision to lead us through massive service reforms and changes.

I would also like to thank my team members, especially Ying, Tamana, Mohamed and Halime. Without them, we wouldn't be able to reach the level we are now.



### Home Care Packages (HCP)

Supporting frail elderly people to live independently in their homes whilst maintaining life quality, the HCP service is an area we would like to step into for a long time.

We were excited to provide this service after being approved by the Commonwealth Department of Health as a qualified service provider in February 2017, nearly the same time when this service transitioned to a consumer directed care (CDC) model.

### National Disability Insurance Scheme (NDIS)

In September 2016, ADSi launched its new disability services under the Scheme, including support coordination and direct care, in particular meeting the needs of disabled people from culturally and linguistically diverse backgrounds.

The service expanded sharply within 9 months and we saw our client base increased from nil to 30 during the period.



### Commonwealth Home Support Program (Social Support Individual)

Helping elderly people maintain an active social life, the service provides eligible clients with home visiting, shopping/medical appointment assistance, and access to support groups and recreational activities.

In service provision, our workers promoted healthy aging to clients and the whole community, through calibrated workshops, community events and volunteer opportunities in community participation.



### MyTime Peer Support Group

Subcontracted by the Playgroup NSW, the program provided group activities to parents caring for children under 16 with disabilities. We managed to provide a safe and friendly space for parents to connect and support each other, on common issues affecting all of them.

### Healthy Ageing Promotion

As a part of April Fall Prevention, we joined the Healthy Older People Partnership (HOPP) program as a partner, and organised accordingly the Healthy Active Ageing Expo in Auburn on 21 April 2017. Nearly **100** people gathered and took part in strength and balance exercises.

### Planning for a Better Future

Funded by Multicultural NSW, this program provided information about the Australian Aged Care system to people aged 60-64. Needs based workshops were designed and delivered to people from CALD backgrounds to be ready for retirement.



## Community Care Support Program (Social Support Individual)

In last 12 months, we continued delivering social support activities to people with disabilities, and assisting them in transition to the new NDIS service model. Participants were provided information about NDIS rollout and comprehensive support to access the Scheme.

Like other service providers, we experienced significant changes in our aged and disability services in the last 12 months. There is no doubt that we faced tons of challenges, but we managed to go through these transitions and have new service models up and fully operational.

We plan to continually expand our aged and disability services, a long term strategic goal of the organisation to move forward to the next level, and look forward to a future where our participants and consumers can maximise the benefits from their packages, with more active choice and control.

### Jennifer Yuan

Community Services Manager

Service Provision at a Glance		
Service Type	# of Attendance	Service Results
Commonwealth Home Support Program	132 Clients	6,891 Service Hours
Community Care Support Program	89 Clients	5,181 Service Hours
MyTime Support Group	18 Carers	32 Sessions
Planning for a Better Future	223 Participants	12 Sessions
National Disability Insurance Scheme	30 Clients	1,182 Service Hours

## Success Story

Referred by My Aged Care for individual social support, Asli has vision impairment and can hardly see. With our worker's companion service, she is capable of shopping with assistance, and really enjoyed the experience.

"I haven't had such pleasant shopping experience for a long time". When they went to a large shopping centre to purchase clothing and accessories, she was so happy and said to the support worker "I feel young when I connected to the fashion and follow the trend, this could not happen without your service." - Asli, CHSP Client

### Feedback

"I started attending the social support group from year 2014, there were always different activities. I have made few life time friends in this group and I always come with a positive energy. The worker organised information sessions cover different topics and I found them very informative and helpful." - Naima, CCSP client

*"Thank you for helping me organise the services for my sister so I can take a break to refresh myself."*  
- Ming, Carer for a NDIS client

"Your support worker has been a great help to my mother at home. She found the worker is reliable and has done a great job. With her help, my mother is able to do more things." - Shahbat, NDIS client











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.

**We would like to thank the Commonwealth Department of Social Services (DSS), NSW Department of Family and Community Services (FACS), Commonwealth Department of Health, Multicultural NSW (MNSW), National Disability Insurance Agency (NDIA) and Dooleys Lidcombe Catholic Club (Dooleys).**

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

We would like to thank Auburn Girls High, Auburn Public, Arthur Phillip High, Bankstown Girls High, Bankstown Senior College, Birrong Girls High, Blacktown Girls High, Cabramatta High, Chester Hill High, Chester Hill Intensive English Centre, Doonside Technology High, Greystanes High, Holroyd High, Holroyd IEC, Macarthur Girls High, Merrylands High, Miller Technology High, Parramatta High, Regent Park Public School, and Wyndham College.

We would also like to thank African Mental Health Cycle, Asian Women at Work, Australian Karen Organisation (AKO), Australian Asian Cultural Association, Auburn Asian Welfare Centre, Auburn Community Health Centre, Auburn Library, Auburn Police, Auburn Hospital Multicultural Network, Auburn Small Community Organisation Network (ASCON), Auburn Youth Centre, Bantal Pulaar Community

Organisation, Barnado's House of Welcome, Bankstown TAFE, Breast Cancer Screen NSW, Cancer Council, Cancer Institute, Centrelink, Commonwealth Bank, Cumberland Council, Cumberland Women Health Centre, CORE Community Services, Covenant Community Care, Darcy Street Project, Department of Dermatology, Westmead Hospital, Drug and Alcohol Multicultural Education Centre, Ethiopian Community Association in NSW, Ethnic Communities Council of NSW, Evolve Housing, FACS Housing NSW, Gallipoli Fitness Centre, Auburn, Granville TAFE, Granville Multicultural Community Centre, Granville Youth & Community Recreation Centre, HAQ Driving School, Hazara Women Australia, Headspace Parramatta, Integral Energy, Legal Aid NSW, Lebanese Muslim Association (LMA), Link2Home, Luke Foley's Office, Macarthur Diversity Services Initiative, Macquarie Community College, Merrylands Health Centre, Metro Assist, Mission Australia, Multicultural Youth Services (MYS) Canberra, Multicultural Youth Affairs Network NSW (MYAN), Navitas English Auburn, Nazifa Driving School, Northern Beach TAFE, Northern Services Limited, NSW Refugee Health Service, NSW Police Lidcombe, PCYC Auburn, Refugee Talent (Employment), Refugee Council of Australia (RCOA), Safework NSW, Salvation Army Auburn, Settlement Services International (SSI), SSI - Job Active (Campsie), SSI - Youth Collective, STARTTS, Sydney Multicultural Community Services, SydWest Multicultural Services, St Vincent De Paul Society Auburn, Sierra Leone Women Oneworld, South Sudanese Community (NSW), Special Broadcasting Service (SBS), Ultimo TAFE, University of New South Wales, United Nation High Commission for Refugee, Welfare Rights Centre, Wesley Mission, Western Sydney Chinese Workers Association, Western Sydney University, and Woodville Alliance.



In the financial year ending 30 June 2017, the income of the Auburn Diversity Services Incorporated (ADSi) exceeded expenditure by \$210,844, compared to a surplus of \$117,836 in 2015/2016.

This resulted in accumulated funds of \$936,644 at the end of financial year (\$726,524 in 2015/2016). ADSi remains in a healthy financial position with cash holdings at the end of year totalling \$1,164,093, an increase of \$223,404 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 2016/2017, 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 prepared monthly financial reports including real-time information on liquidity and material variances in cost centres. Increased information on performance of each project also led to greater knowledge of the administrative resources required. Improvements in the quality and timeliness of financial data provided critical assistance to the Board and Management, as to the likely impacts of funding and policy changes on the financial position of ADSi.

As ADSi remains committed to investing in evidence-based programs in the last 12 months, the organisation was able to deliver new services, such as individualised packages under the National Disability Insurance Scheme (NDIS) and Home Care Packages (HCP). Continued progress in this regard enabled the organisation to adopt a sustainable cost structure and offer the community significant value for money in delivering improved social outcomes, under a transparent and accountable structure.

Whilst ADSi considers itself to be economically dependent on revenues received from both Commonwealth and NSW governments in the format of block funding, the organisation will continue to explore options for its financial suitability and independence in the coming years, such as plans to engage with more clients with approved individualised packages, especially those from culturally and linguistically diverse (CALD) backgrounds.

I commend the 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 and service delivery models.

## **Sarjoh Bah**

Treasurer





**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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