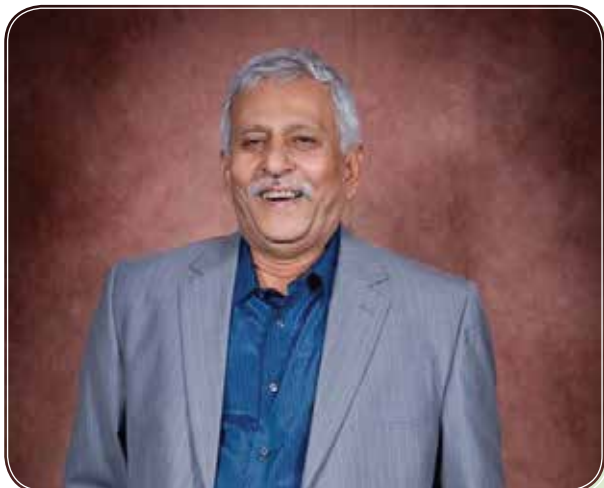




# ANNUAL REPORT 2017-2018



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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 2017/2018 of the organisation.

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

I would like to thank our funding bodies, lead agencies, partners, clients, community leaders, Cumberland Council, and other stakeholders 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 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 positive changes to their lives. Based on this principle, the organisation continually focuses on outcomes, rather than outputs.

2017/2018 is another year full of changes at ADSi, such as completion of transition to the National Disability Insurance Scheme (NDIS), expansion of Home Care Packages (HCP) services and establishment of Disability Employment Services (DES). The Board worked diligently with Management and staff to go through the processes together and we are glad that these services are fully operational with continuous improvements.

The Board is confident that ADSi is well prepared to respond to challenges which are also opportunities in the community sector in recent years. 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 is also pleased that ADSi maintains a stronger than ever financial position which enables the organisation to invest further on our clients, infrastructures, internal systems, staff and volunteers, with an aim to improve our service quality and outcomes.

The Board continues to strive for opportunities to ensure that the best interests of the local community is first and foremost on par with the welfare of staff. As an organisation governed by a series of legislations and audited against the QIC Health and Community Services Standards, NSW Disability Service Standards and Home Care Standards as set out in the Quality of Care Principles, ADSi is committed to clear and transparent governance at all times.

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, CEO, Management, staff, and volunteers. I would also like to congratulate dozens of students who completed their placement with the organisation in the past 12 months.

This is the last year for the current Board of Directors and an election will be held at the organisation's annual general meeting for a new board, with a term from 2018 to 2021. I have full confidence that the new board elected will continually support and celebrate the work that you all contribute and hope you will continue to work with the organisation in the future.

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

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

2017-2018 is a year of improvement at Auburn Diversity Services Inc (ADSi) where we saw a range of changes introduced into the organisation to ensure quality services are provisioned to eligible clients and community members, with a special focus on fee for services and outcome based block funding. These include

- Improvement of our aged care home care services which successfully met all requirements during the Aged Care Quality Review conducted by the Australian Aged Care Quality Agency (AACQA) in December 2017
- Finalisation of disability services operational procedures which went through smoothly in a random audit conducted by the National Disability Insurance Agency (NDIA) in April 2018
- Investment to establish the new Disability Employment Services (DES) Employment Support Service (ESS) in June 2018 with services starting from July 2018, a 5-year contract based on outcomes or performance.

Different from traditional block funding where funds are allocated for certain outputs, services based on the fee for services model requires the organisation to have robust systems in finance, human resources, service delivery, etc., and ability to consolidate all these systems together to provide packages to clients, in a market where not-for-profits, commercial companies, individuals are competing for service quality and value for money to attract and retain clients.

Similarly, outcome based block funding focuses on outcomes rather than outputs, where service provision must be able to demonstrate it actually makes a change to people's lives, or at least help to do so.

ADSi board and management fully understand any transition process is difficult and



sometimes painful, as it involves cultural changes, operational overhaul, staff education, redeployment and redundancy, community education and engagement, and significant investments.

In the last 12 months, the organisation

1. Led, participated and hosted a range of community activities, such as the International Women's Day, Writing Competition, Music Event, Community Leadership Roundtables, Dads' Breakfast, Youth Awards, Youth Summit, Auburn Reading Day to ensure our footprints and influences as a lead community organisation in the local area remain strong.
2. Invested further into disability, aged care and employment services based on the perception that these are the future of the organisation, in a situation where ADSi's traditional core business - settlement services might go through significant changes facing huge uncertainties in politics and policies.
3. Provided a range of training to staff, including child protection, WHS and Efficiency in the Workplace to ensure our staff are equipped with up-to-date knowledge and skills in a fast changing community sector.

4. Generated 10 times the revenue from fee for services including aged care and disability services, in a highly competitive market, compared with the previous year.
5. Redeployed several staff across different service arms to provide staff with maximum job security and development opportunities.
6. Secured long term leases of both sites for stability and upgraded the centre's infrastructure to ensure up-to-standard environment for both staff and clients
7. Improved internal service delivery quality control and risk management mechanism, such as upgrading of case management systems, creation/amendments of operational workflows, protocols, and templates, and revision of the organisation's Policies and Procedures Manual.
8. Strengthened strategic relationships with some key community organisation including my board membership with the Settlement Services International (SSI).

As a result, we saw roughly 10% decrease in revenue from block funding in the last 12 months, whilst over 10 times increase in revenue from Aged and Disability Services, special thanks to Ms Jennifer Yuan, Community Services Manager.

For traditional services such as settlement, families and children and housing, ADSi continually worked closely with funding bodies and other partners in program reforms and evaluations.

As a lead CALD community organisation, ADSi endeavours to assist clients in need and communities to the maximum level, maintain a healthy financial situation to ensure the organisation's long-term sustainability, and develop a professional and diversified workforce. The organisation focused on

people centred, needs based and outcome focused approaches to ensure best possible positive changes made to clients and local communities, special thanks to Mr Justin Han, Capacity Building Manager.

This is the final year for the current Board of Directors and an election for the new board will be held at the end of 2018. I would like to take this opportunity to thank the Board - Chairperson Mr Jayaraman Guruswami JP OAM GAICD, Vice Chair Mr Sellaiah Velupillai, Treasure Mr Sarjoh Bah GAICD, Secretary Mr Hamed Turay, and our newest board member Ms Irene Simms who joined the board in March 2018. The Board continued to work closely with me as the CEO in governance, as well as innovation and growth.

I would like to thank the management team and staff for their support, appreciate their efforts to work as a team considering high diversity, and congratulate their achievements in service delivery, community engagement and partnerships.

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.

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.

With all above said, ADSi is well prepared for another challenging year ahead.

**Frank Zheng**  
CEO













● ● ■ Aged & Disability ■ ● ●



ADSi has a strong focus on providing the best outcomes for our clients while supporting them to achieve personal goals. Our Aged and Disability Services team is passionately dedicated to our service users to ensure they are treated with respect, dignity and sensitivity. We understand there are many challenges faced by older people, people with disabilities and their carers due to their age and disability. We are driven to enhance our clients' lives and independence through the adoption of person centred practice approach and Consumer Directed Care. Our service users, their representatives and carers are encouraged and supported to take part in making choices for service planning and implementation.

2017-2018 was a year of refinement after initial setup of our NDIS disability services. There were a number of challenges faced by many providers in relation to pricing, the NDIA Portal, and workforce shortages. As a provider, we see it as a learning opportunity to further improve internal process and by working closely with NDIA team and service partners to mitigate some of these issues. We recognise that our work is more than simply providing services; rather it is to enable people making positive changes and maximising their personal significance. We believe NDIS opens many opportunities to people with disability and in order to maximise the benefits for participants, we must work in a way that is efficient and financially sustainable. This includes utilising electronic data management system to better manage service information and payment claim. With our Aged Care Services, we constantly promote positive aging and independence through provision of individually tailored services to meet clients' needs. The ultimate goal is to support older

people to maintain a healthy life in their homes and stay active in the community. Our approach is culturally sensitive and inclusive. The clients' preferences and interests are considered and integrated into care arrangement. It has been a busy year for our team as we enhance our internal practices, and actively promote our services to raise our profile. The ongoing reforms in aged care and disability services mean that there remains much more to learn and we are looking forward to the next phase of growth.

Our achievement is not a stand-alone success. We would like to thank our partners, community stakeholders and volunteers for their valuable contributions to enable us to provide high quality services. Furthermore, to Frank, the CEO and the Board of Directors, through their leadership and guidance we were able to establish new services in a competitive space. Most importantly, thanks go to the devoted team members of our aged care and disability services for their hard work and dedication enabling us to accomplish such a success.

Our Aged Care and Disability Services provide a range of services to support and assist the frail aged, people with disability or conditions that affect their daily living, and their carers. Services were delivered at people's homes and in the community with an emphasis on improving capacity and participation in all areas of life.

**Jennifer Yuan**  
Manager





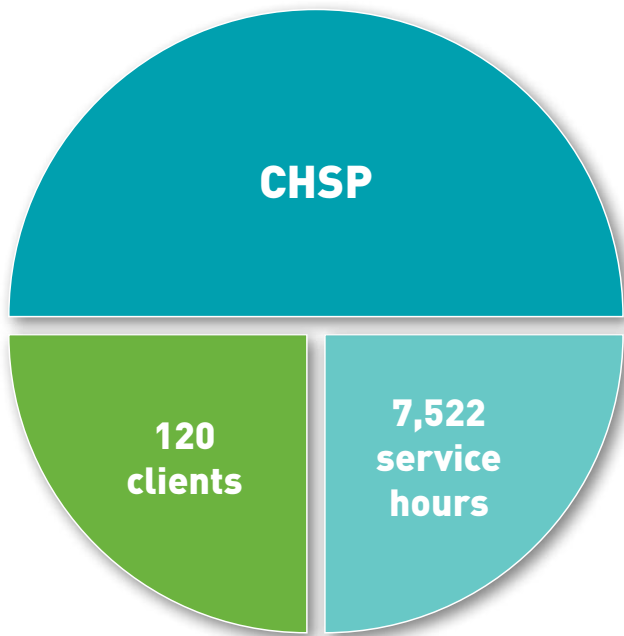
← TOWN SQUARE  
← LEVEL G2

MEAT MASTER

EXIT



Social support plays an integral role in health outcomes for older people. With friendly visits at their homes, or helping them to access activities in the community, it creates multiple benefits to their well-being. The practical assistance and comfort provided by friendly support workers and volunteers enable aged people to remain socially active and to maintain their connections with other people and their communities. The support can be provided on a continual basis or as needed. This includes accompanied shopping on an individual basis as well as a variety of social activities such as outings, information sessions and community events. In addition, ADSi also collaborated with local services to raise awareness on important matters such as elder abuse, health promotion and disease prevention programs.



Testimonial

“Attending the senior social activities allowed me to make new friends and learn simple English. It has assisted me to be part of the Australian society. Having speakers from the health and legal services to give us information relevant to our needs helped us better understand our situation so we can better protect ourselves.” - **Fatima\***, CHSP Client







## Community Care Support Program (CCSP)

In between July to Dec 2017, the team continued assisting people with disability to transition under NDIS. They were provided with information about rollout and supported to navigate and access the new scheme.



## Home Care Package (HCP)

The Home Care Package helps older people access support while still living at home. We offer a range of support services personalised to suit the needs of different individuals. These include domestic and household assistance, home and yard maintenance, accompanied activities, social support, food preparation, personal care, allied health needs, nursing care and more. Our care coordinators work with consumers, their representatives and their family members to plan how to best utilise the funding for necessary care and supports.



Testimonial

“Thank you for your service and care provided to my father. It was a great relief to me, my siblings and mother. It allowed us to have some break so we can come back with more energy to care for my father.” - **David\***, HCP Client













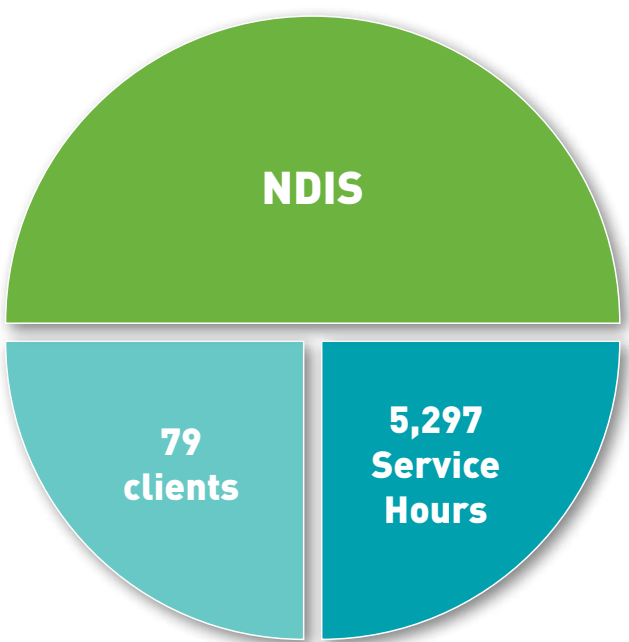
## MyTime Support Group

This support group is sub-contracted from Playgroup NSW to provide social activities and support to parents who care for a child with a disability under 16 years. It is a place where parents and carers can share their experiences relating to disability. The group helps facilitate peer support amongst parents and children.



## National Disability Insurance Scheme (NDIS )

ADSi provides support coordination, plan management and direct care activities under NDIS. These include assistance in daily living and community participation. Our support workers are committed to create best experiences for participants. The participants and their family members are supported to have choice and control over the received services.



### Testimonial

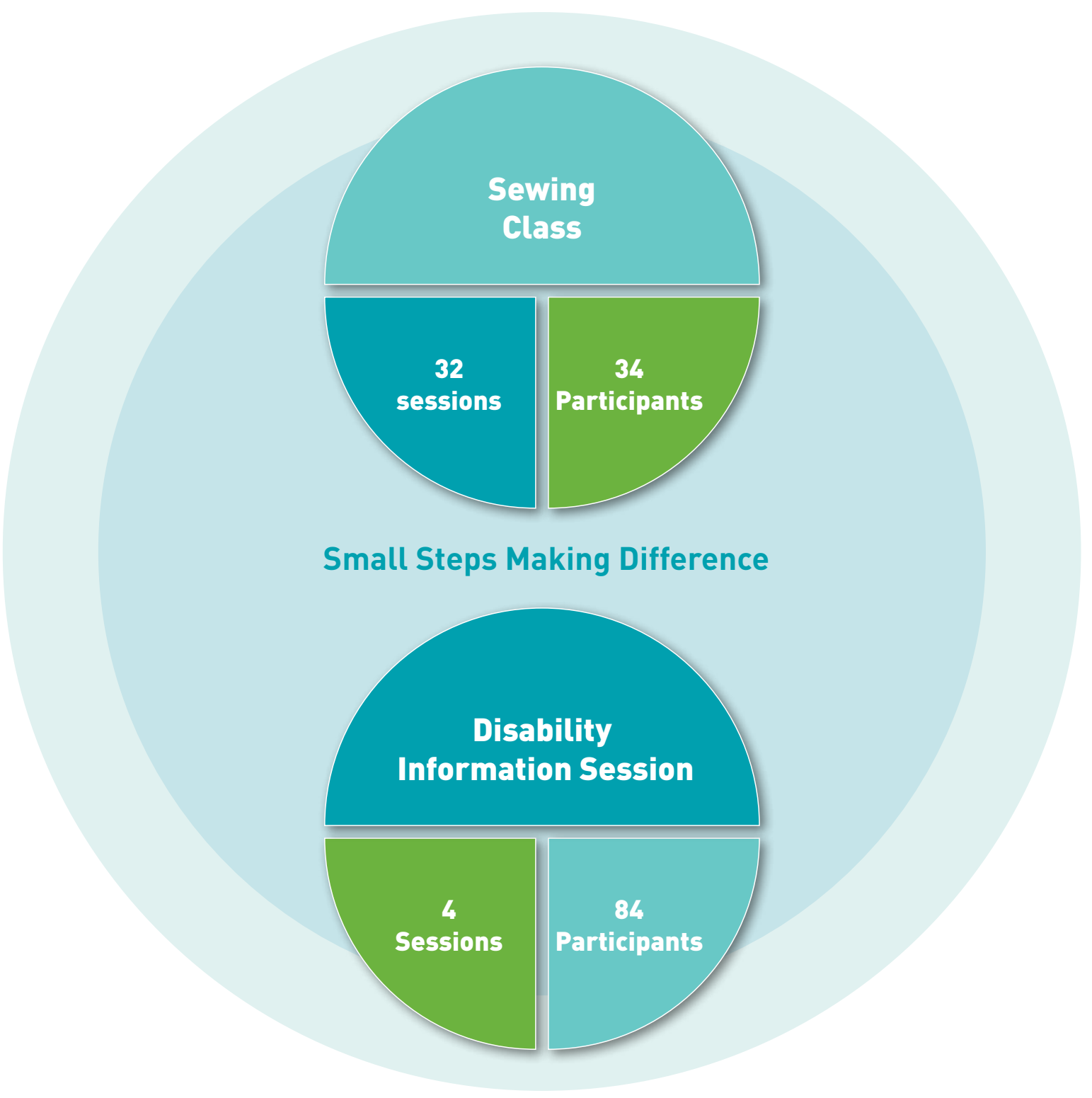
“Before we engage your service, we were very confused with NDIS. We approached few providers but they were not responding to our enquiry. We really appreciate that you spent time and helped us better understand how to use NDIS funding to purchase services for my son.” - **Siva\***, NDIS Client







The program was funded by Multicultural NSW to support women of refugee/humanitarian entrant backgrounds to develop skills in sewing and clothing alteration, which enable them to explore the possibility of starting their own small business or work in that industry. In addition, the program also provided information support to people with disability regarding access to mainstream and employment services.















Community Services

In 2017-2018, Settlement Service Team and Family and Children Service Team made great efforts in building capacity of individuals, vulnerable people, families and the local community as a whole through the following federal and state government funded programs:

- Children and Parenting Support Program (CAPS)
- Settlement Services Program (SSP)
- Specialist Homelessness Support Program (SHS)
- Targeted Early Intervention Program (TEIP)
- Youth Transition Support Program (YTSP)

We believe that equipping individuals and families with knowledge, skills and ability to access information and services is crucial for them to be independent and become fully functioning members of society. Empowering communities, especially new and emerging communities with capability to develop information networks and maximise social inclusion and participation will enable them to become self-sustaining and perform effectively.

In 2017-2018, we also enhanced capacity building in individuals and communities through hosting the Community Leadership Roundtable meetings and Auburn Housing Working Group meetings, and through facilitating partnership programs with local organisations by using other sources of funding, including

- Alternative Ways to Work with Next Generations project funding by the Premier's Fund for Social Cohesion
- Auburn Homework Help Mentoring Program and Western Sydney Refugee Youth Summit 2018 both funded by DOOLEYS Lidcombe Catholic Club
- Western Sydney Refugee Awards 2018 in partnership with local schools and youth service providers
- Generational Leaders program in partnership with The Future Leaders Group
- One Step Walk program in partnership with OneStep Walk Group
- Outreach legal services at ADSi in partnership with Legal Aid NSW
- Emergency Relief program in partnership with Thread Together and the One Box Group

ADSi continued to help people experiencing a short term financial crisis or emergency to pay their electricity or natural gas bills through the Energy Accounts Payment Assistance (EAPA) Scheme. Over 311 clients received EAPA vouchers to the value of **\$57,650** in the last **12 months**.

**Justin Han**

Manager







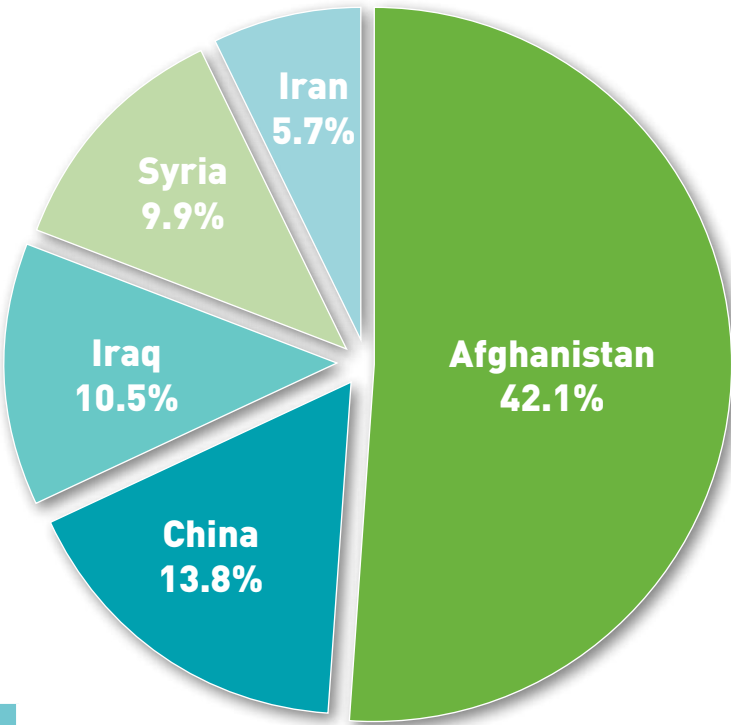
Funded by the Federal Department of Social Services (DSS) through NSW Settlement Partnership (NSP) led by Settlement Services International (SSI), SSP provides services to refugees, humanitarian entrants and other vulnerable migrants as well as new and emerging communities.

Services include one-on-one casework and community capacity building strategies which equip and empower eligible clients, young people, and new/emerging communities to enable them to address their settlement needs, and improved social participation, economic well-being, independence, personal well-being and community connectedness.

### SSP Highlights

- **2,058** Clients received Casework Services
- **1,310** New Clients
- **3,148** Casework Sessions
- **733** Group Sessions
- **10,653** Session Attendance
- **37** volunteers involved in SSP services

Top 5 Countries of Birth



Top 10 Issues Dealt with

Document Support
Material Wellbeing
Employment
Education and Training
Legal / Migration
Community Participation
Family Relationship
Housing and Accommodation
Health
Language Barriers

Top 5 Assistance Types

Information/Advice/Referral
Education and Skills Training
Social Participation
Community Capacity Building
Facilitate Employment Pathways



## Success Stories

*A male client, came to Australia with his family in 2016, had two younger siblings and provided support and assistance to his father who has a disability and his mother who is a fulltime carer with language barriers. He was not enrolled in school and was not earning an income outside of his family's government benefits. The client had also been struggling with mental health issues before his move to Sydney and during the move, some personal issues negatively affected his health and his ability to engage socially with his new community.*

*Utilising strength based approach, ADSi caseworker supported the client with attention to his strengths and areas of improvement. The caseworker helped enrol the client to Granville South Creative and Performance Arts School as the client proved to be a very creative individual and was involved in many creative projects previously. However, the client later decided to pursue a course at TAFE as he was slightly older than other students at school. The caseworker made a plan with the client to identify strengths and interests and assisted the client to enrol in Certificate III in dental assistance. Meanwhile, the caseworker also helped the client apply for a job with Uber Eats so that he could financially support his family. The client was also referred to a trauma counselling provider to improve commitment with education and employment.*

*The client has created a healthier mental health environment by being engaged and keeping busy. "I am happy with the support I have received from ADSi. I feel secure and confident about my future." the client said.*













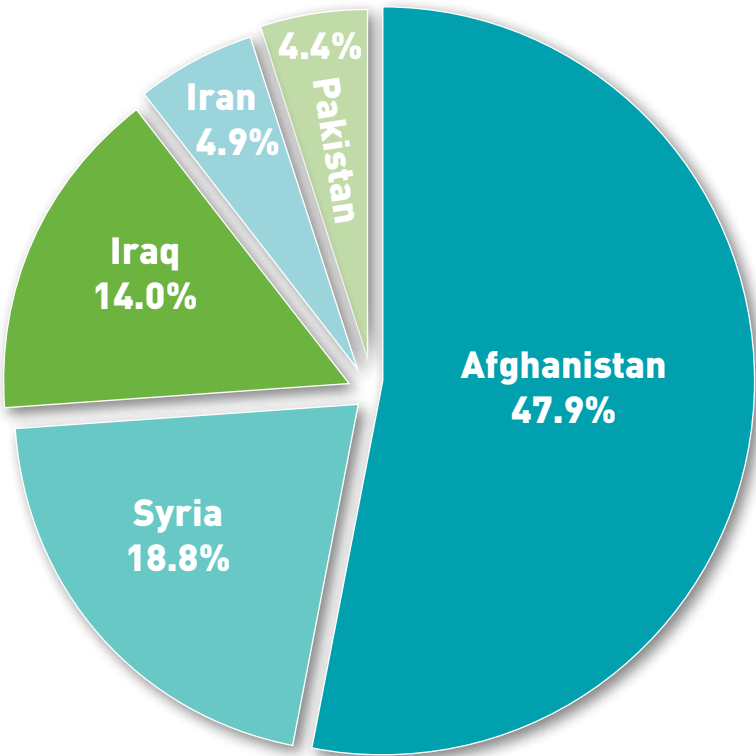
Funded by DSS through a consortium led by the Community Migrant Resource Centre (CMRC), YTSP provides services to young people aged 14-25 years from migrant and refugee backgrounds, connects them to employment

SSP YTSP Highlights

- 451 clients received casework services
- 302 new clients
- 813 casework sessions
- 196 sessions of information, workshops, training, classes, events
- 2,381 Session Attendance
- 17 clients found jobs

Main Issues Dealt with
Lack of knowledge of Australian employment and education systems
Lack of knowledge of Australian work culture
Lack of information about available services
No appropriate qualifications, work experience or required skills
Language barriers
Having no driver licence
Lack of opportunities for social participation and network

Top 5 Country of Birth





## Success Stories

Auburn Diversity Services Inc (ADSi) successfully organised the 'Young People with Music' event on 02/12/2017 at the Granville Town Hall, in partnership with Auburn Youth Centre, Barnardos Australia, Navitas English, SafeWork NSW, Cumberland Multicultural Community Services, STARTTS, Granville Youth Centre and Settlement Services International's Youth@Work Initiative. More than 100 young talents across Sydney attended the event.

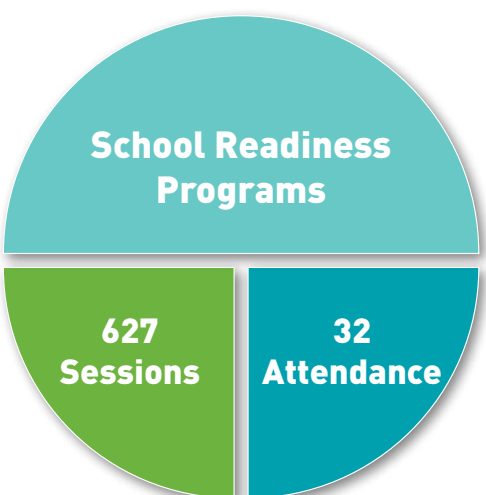
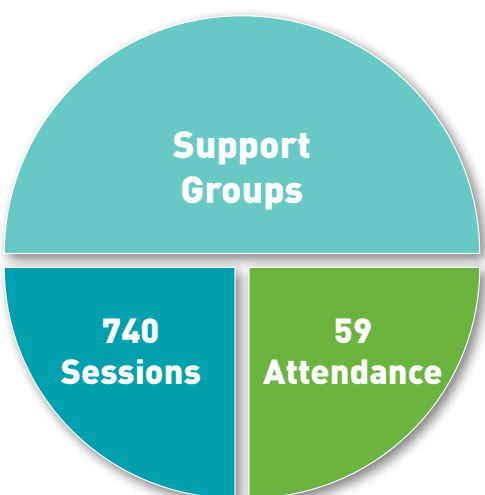
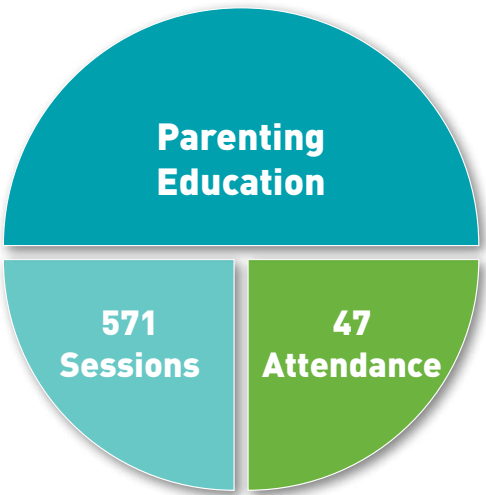
The event successfully invited young people from culturally and linguistically diverse backgrounds to showcase their talents through music and dance, under 3 categories being Individual Performances, Cultural Performance and Group Performance. Young people referred by the Holroyd High, Cabramatta IEC, local youth centres, the Tibetan community in Dee Why, Youth@Work and other youth based organisations participated in the competition. The following performers were awarded for their outstanding performance:

Category	Individual Performance	Cultural Performance	Group Performance
First Place	Terry from Granville Youth Centre	Afghan Girls Group from ADSi	Band KYS
Second Place	Tenzien from Dee Why	Syria Youth from Cabramatta IEC	
Third Place	Kenny from the Holroyd High School	Band KYS	



Funded by Commonwealth Department of Social Services, CAPS used person centred and strength based approach to support parents and families with children 0-12 in the Auburn area and helped parents establish confidence in parenting practices and build capacity in broadening social connections and participation. The program also developed children’s essential skills to meet their physical, social and emotional development needs.

CAPS Highlights





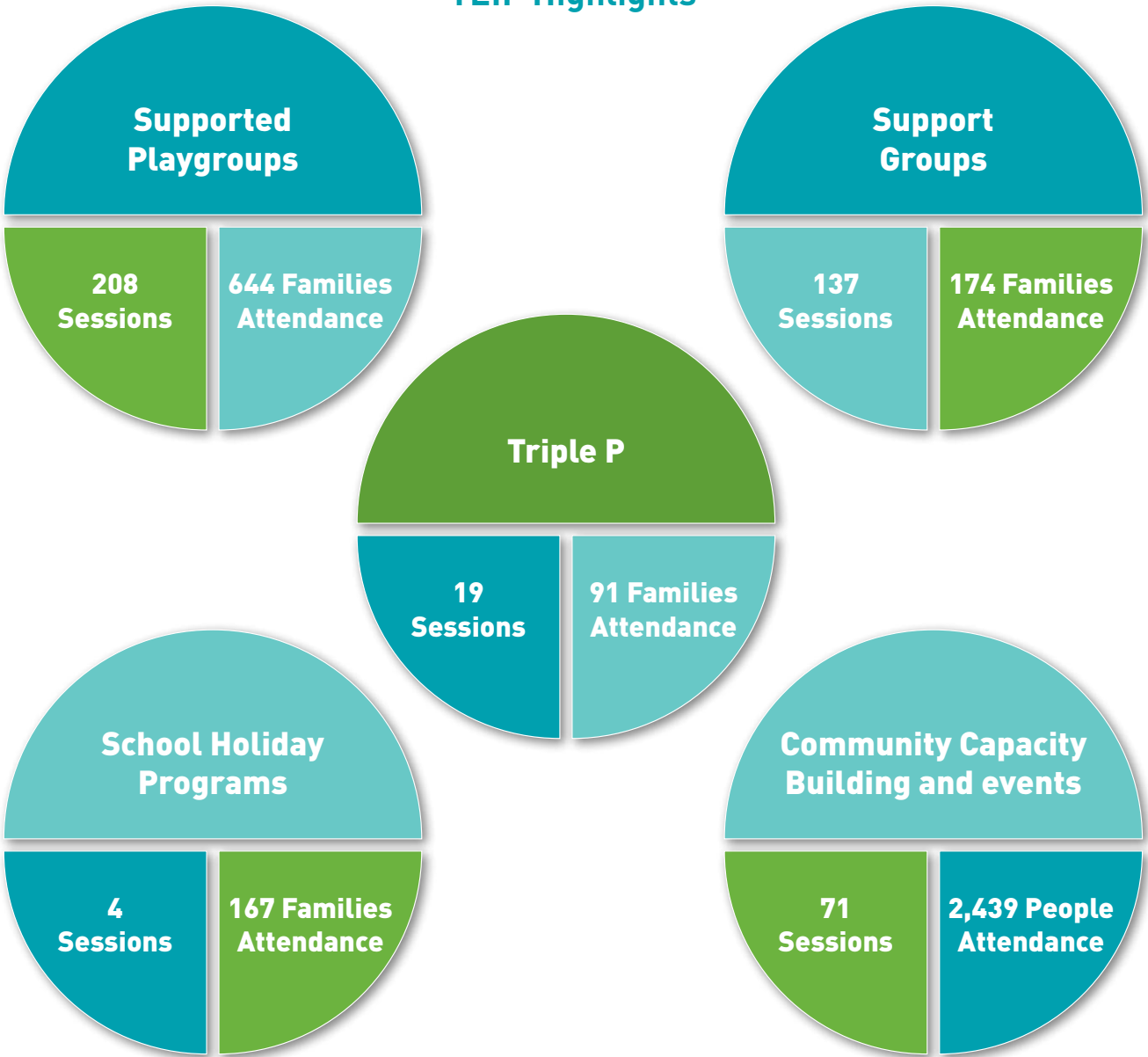


Funded by the Community Services, NSW Department of Family and Community Services (FACS), TEIP was in its transition period from the former FamiliesNSW program during the whole year.

To meet the requirements of the reform and address the needs of local communities, this service extended its coverage to additional areas such as Regents Park, and provided a range of services to support families with young children, with a special focus on children 0-3, young parents under 20, and vulnerable communities such as families from newly arrived refugee/humanitarian and/or culturally and linguistically diverse (CALD) backgrounds.

Services provided strengthened the capacity of parents and families in positive parenting practices, family relationships, child protection and children’s development through early intervention and perinatal support, supported playgroups, home visits, support groups, Positive Parenting Program (Triple P), community capacity building, and a variety of cultural and community events such as the Paint Auburn REaD initiative.

TEIP Highlights









Funded by FACS under a regional package led by Mission Australia, SHS works in partnership with housing services and other service providers to deliver a range of services to assist people who were at risk of homelessness or facing unstable accommodation or housing to stay housed, and help people experiencing homeless or escaping domestic and family violence to find and keep a home. Furthermore, this program helps clients build their capacity and re-establish their confidence in life.

### SHS Highlights

- **215** Clients received Support via 298 occasions of services
- **37** Clients secured Long-term Accommodation
- **5** Clients entered the Labour Market
- **42** Clients accessed the Centrelink Outreach Service
- **4** ADSi Auburn Housing Working Group Meetings
- **2** Housing Information Sessions

### Success Stories

*A senior couple were evicted as they could not afford to pay their rent and were given one month to vacate the property. The husband had been diagnosed with brain tumour and the wife had been suffering from back injuries. They were referred to SHS caseworker for help.*

*The case worker assisted the couple to search for cheaper accommodation according to their affordability whilst helping them apply for social housing and Cumberland Council's senior self-care unit. The worker also advocated with the Council and followed up the application closely with the property officer. Eventually, with great efforts made by the caseworker, the senior unit application was approved and the couple gained access to a ground floor unit which was the most convenient due to their health and ageing. The couple were very grateful for the support*













## CLIENT DEMOGRAPHIC DISTRIBUTION

Abbotsbury	Elmore Vale	North Parramatta
Abbotsford	Emerton	North Ryde
Allambie Heights	Epping	Northmead
Allawah	Ermington	Old Guildford
Arncliffe	Fairfield East	Padstow Heights
Ashcroft	Fairfield Heights	Parramatta
Ashfield	Fairfield West	Pemulwuy
Auburn	Fairfield	Pendle Hill
Bankstown Square	Five Dock	Penrith
Bankstown	Frenchs Forest	Penshurst
Bass Hill	Girraween	Prairiewood
Baulkham Hills	Glendenning	Prospect
Beaumont Hills	Glenfield Park	Punchbowl
Belfield	Granville	Quakers Hill
Belmore	Green Valley	Rand
Berala	Greenacre	Regents Park
Birrong	Greenfield Park	Revesby
Blacktown	Greystanes	Rhodes
Blakehurst	Guildford West	Roselands
Bonnyrigg Heights	Guildford	Ryde
Bonnyrigg	Harris Park	Schofields
Bossley Park	Haymarket	Sefton
Brighton-Le-Sands	Hinchinbrook	Silverwater
Burwood	Holroyd	Silverwater
Busby	Holsworthy	Smithfield
Cabramatta	Homebush West	South Granville
Cambridge Park	Horningsea Park	South Hurstville
Campbelltown	Hornsby	South Penrith
Campsie	Hurstville	South Wentworthville
Candelo	Kellyville Ridge	St Clair
Canley Heights	Kellyville	St Helens Park
Canley Vale	Killara	Stanhope Gardens
Canterbury	Kings Park	Strathfield
Carlingford	Kingsgrove	Telopea
Carramar	Lakemba	Tregear
Cartwright	Lidcombe	Turvey Park
Castle Hill	Liverpool	Villawood
Chatswood	Lurnea	Waitara
Chester Hill		Warwick Farm
Concord West	Marayong	Wentworthville
Condell Park	Marsfield	West Ryde
Connells Point	Mays Hill	Westmead
Croydon Park	Merrylands West	Wetherill Park
Dee Why	Merrylands	Wiley Park
Doonside	Minto	Wolli Creek
Dundas	Mortdale	Woodpark
East Hills	Mount Druitt	Yagoona
Edensor Park	Newtown	Yennora





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 AMES Australia, Arthur Phillip High School, Auburn Christian Preschool, Auburn Community Health Centre, Auburn Girls High School, Auburn Hospital, Auburn Hospital (Women's Health), Auburn Library, Auburn North Public School, Auburn Police, Auburn Public School, Auburn West Public School, Auburn Youth Centre, Australian Afghan Hassaian Youth Association, Australian Anatolian Community Services, Bankstown Girls High School, Bankstown Senior College, Bantal Pulaar Community NSW, Barnardos Auburn, Berala Public School, Birrong Boys High School, Blacktown Police, Blacktown Girls High School, Burwood Girls High School, Cabramatta High School, Cameroonian Community NSW, Cancer Institute NSW, Centrelink, Centrelink Auburn, Chester Hill Intensive English Centre, Chinese Australian Community Centre, Community Migrant Resource Centre, Congolese Community NSW, Connect Child and Families Services,

Cumberland Council, Cumberland Council, Cumberland Hospital, Cumberland Hospital Multicultural Health, Cumberland Multicultural Community Services, Darcy Street Project, Dooleys Lidcombe Catholic Club, Doonside Technology High School, Ethnic Communities' Council of NSW, Evolve Housing, Granville TAFE, Greystanes High School, Hazara Women of Australia, Hearing Aid Australia, Holroyd High School, House of Welcome, Immigrant Women's Speakout Association, Information and cultural exchange, Kids Early Education Pre-School, Kidsafe NSW, Lebanese Muslim Association, Legal Aid NSW, Link2home, Love and Care Childcare Centre, Luke Foley Office, Macarthur Girls High School, Merrylands Community Health Centre, Merrylands High School, Miller Technology High School, Mt Druitt Ethnic Communities Agency, Multicultural HIV and Hepatitis Service, Navitas English, Northmead CAPA High School, NSW Education Program on FGM, NSW Housing, NSW Jewish Board of Deputies, Pacific College, Parramatta High School, PCYC Auburn, Refugee Health Service, Regents Park Public School, Salvation Army Auburn, SDN Children's Services, Settlement Services International, Sierra Leone Community Council NSW, South Sudanese Community NSW, Sri Om Foundation, SSI Youth Collective, St George and Sutherland Community College, St Johns Catholic Primary School, St Vincent de Paul Society, STARTTS, Strathfield South High School, Sydney University, SydWest Multicultural Services, The Smith Family, Thread Together, Turkish Welfare Association, Ultimo TAFE, Wesley Mission, Western Sydney Family Referral, Western Sydney LHD Oral Health, Western Sydney Tenants' Service, Westmead Centre for Oral Health, Women's Housing Company, and Wyndham College.













In the financial year ending 30 June 2018, the income of the Auburn Diversity Services Incorporated (ADSi) exceeded expenditure by \$211,820, compared to a surplus of \$210,844 in 2016/2017.

This resulted in accumulated funds of \$1,148,444 at the end of financial year (\$936,644 in 2016/2017). ADSi remains in a healthy financial position with cash holdings at the end of year totalling \$1,493,160 (\$1,164,093 in 2016/2017).

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

In 2017/2018, 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 or expand existing services. 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 in the coming years, such as plans to engage with more clients with approved individualised packages, especially those people from culturally and linguistically diverse (CALD) backgrounds. The organisation's revenue from packages was 17% of its total revenue (2% in 2016/2017).

I commend 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** Sarjoh Bah,  
Treasurer



# **AUBURN DIVERSITY SERVICES INCORPORATED**

**ABN 43 504 682 209**

**FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2018**





**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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