



ANNUAL REPORT 2018-2019

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Chairperson's Report



On behalf of the Board of Directors of the Auburn Diversity Services Incorporated (ADSi), I present you the Annual Report 2018/2019 of the organisation.

We acknowledge the traditional custodians of the land. We pay respect to the elders past, present and future of all Aboriginal nations. As Australia's first people, they have an important role to play in shaping the identity of our country. Multiculturalism plays an important role and has made an enormous contribution to the future strength and success of our nation. Our cultural diversity is an asset we value, enriching us all through unity, understanding, mutual respect and harmony among our communities.

I would like to thank our funding bodies, lead agencies, partners, clients, community leaders, Cumberland Council, and other stakeholders for their supports and confidence in the organisation's capability to deliver quality services. Special thanks to the Department of Social Services (DSS), 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 (Dooley's) and Multicultural NSW (MNSW).

ADSi continues to embrace change and agility as the sector faces many challenges and opportunities. I am very proud of the work we do and congratulate everyone that have walked with us through this journey in the past 12 months. ADSI continues to grow its client numbers, our financial position, community representation, image and services. We hold ourselves accountable to the core values of ADSI and our purpose to build and maintain cohesive and harmonious multicultural services that enrich

the lives of migrants, refugees, humanitarian entrants, and people with disabilities, children, youth and our seniors.

ADSi has expanded its services and we want to congratulate the CEO for his leadership and the entire staff members for their contribution. As a leading community service organisation in the sector, we believe in working with people to help understand their challenges and co-design a pathway using strength-based approach to ensure clients are involved in making positive changes to their lives, focus on outcomes rather than outputs, value partnerships, and work on integrated service models to ensure clients are provided with the best possible services.

It has been an honour and privilege to serve as the Chairperson on the Board of Directors since December 2018. I would like to thank my predecessor Mr Jayaraman Guruswami JP OAM GAICD and fellow board members, CEO, Management, staff, volunteers and students. Special thanks to Mr Sellaiah Velupillai who retired from the Board and we thank him for his service.

The Board is confident that ADSi is well prepared to respond to challenges which are also opportunities in the community sector in recent years.

The Board is ready to invest further on our clients, people and systems to ensure long-term financial sustainability, as a result of community anticipation and business needs.

The Board is also committed to clear and transparent governance and contemplating alternative pathways leading to strengthened position in this aspect.

I have strong belief that the Board support and celebrate the work that you all conduct and hope you will continue to contribute to the organisation in the future.

The Board, CEO and management are focused on developing appropriate strategies to take ADSI forward and build upon our strengths. Our commitment to social justice, access and equity, and mutual respect is our driving force and we thank everyone for their contributions.

Sarjoh Bah GAICD
Chairperson



In the financial year 2018-2019, we saw tremendous changes within Auburn Diversity Services Inc (ADSi), which affect the organisation in the areas of finance, service provision, human resources, risk management and compliance. Some major changes include

1. More than 300% increase in revenue from Home Care Packages (HCP) compared with the previous year, and creation of 4 casual positions
2. More than 20% increase in revenue from National Disability Insurance Scheme (NDIS) compared with 2017/2018
3. Going through a comprehensive certification process to maintain the organisation's status of registered disability service provider, following establishment of the NDIS Quality and Safeguard Commission with a full set of new standards
4. Complying with the Aged Care Quality Standards administered by the Aged Care Quality Commission, as a Commonwealth Home Support Program (CHSP) as well as HCP service provider.
5. New funding for Emergency Relief (ER) and Community Visitor Scheme (CVS) from January 2019, and creation of 0.6 FTE
6. Almost 30% funding loss following the transition from Settlement Services Program (SSP) to Settlement Engagement and Transition Support (SETS) from January 2019, and loss of 3 full time equivalent (FTE)
7. Nearly 25% funding loss in our Youth Transition Support Program (YTSP) on a year-on-year basis, and loss of 0.6 FTE

It is obvious that the organisation's traditional core business in the last 20 years, i.e. settlement services were hit hard in the last 12 months, as a result of mixed reasons such as more rural and regional rather than metropolitan settlement allocations, and a revised funding model based on initial arrivals rather than second migration.

Though there was dramatical reduction in block funding, we observed increased responsibilities as a frontline service provider as a result of



transition from output to outcome focused in our daily work, where service provision must be able to demonstrate it actually makes a positive change to people's lives, or at least help to do so.

For example, under the new SETS service model, caseworkers must assess a client's situation, categorise and then provide differentiated services accordingly, with a special focus on EEET (English, Education, Employment and Training).

On the other hand, it is also evident that fee for services became much more important in terms of revenue, employee headcount, growth speed and ultimately financial sustainability for the whole organisation. However, the fee for services model requires the organisation to have robust systems in finance, human resources, compliance, risk management, and service delivery, and ability to consolidate all such systems to provide a solution package to clients, in a free market where not-for-profits, commercial companies, individuals are competing for service quality and value for money to attract and retain clients.

The Board and Management fully understand the fact that a successful organisation depends on capable workforce in conjunction with efficient systems, and any transition process would be difficult and painful, as it involves cultural changes, operational overhaul, staff turnover, community engagement, and

significant investments of time and money.

Though we lost several positions from block funding reduction, the organisation managed to create more positions within the Aged & Disability Team following increase in its fee for services arm. At the time of writing, the organisation employs over 40 employees on full time, part time and casual positions, where 19 of them are from the Aged & Disability Team.

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 Leader's Roundtables, Dad's 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 foundation of the organisation
3. Provided a range of training to staff, including First Aid, Community Engagement, Core Concept - Migration and Settlement, and Narrative Therapy to equip staff with up-to-date knowledge to enhance their skills in a fast-changing community sector
4. Improved internal service delivery quality control and risk management mechanism, to meet new requirements for aged, disability, families & children and settlement services, such as child protection and prevention of neglect & abuse
5. Strengthened strategic relationships with key stakeholders including government and non-government organisations

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.

There was also a change of Board of Directors at the 2017/2018 Annual General Meeting, where Mr Sarjoh Bah GAICD became the new Chairperson for the next 3 years, replacing Mr Jayaraman Guruswami JP OAM GAICD. We also farewelled Mr Sellaiah Velupillai, the former Vice Chair and welcomed Mr Paramasamy Panchadcharam as a new board member.

I would like to take this opportunity to thank the previous and current board members, Mr Sarjoh Bah, Mr Jayaraman Guruswami, Mr Hamed Turay, Ms Irene Simms, Mr Paramasamy Panchadcharam and Mr Sellaiah Velupillai. The Board continues 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 the Board and staff, I am looking forward to 2019-2020, another challenging year full of opportunities.

Frank Zheng GAICD
CEO







Aged & Disability

As an aged care and disability services provider, ADSi values the opportunities to share the journey with our clients in achieving a best quality of life in their own ways. We feel privileged to be chosen and have the chance to support their independence, preserve their dignity and fulfil their potentials. Our Aged Care and Disability Services team is driven by the values of dignity, respect and commitment. The care and support services are provided to maximise the ability of individuals and enable them to have equal participation in their local community and be a respected valuable member of society.

In the past 12 months, we have focused on strengthening our capacity and expertise. This include ensuring we have a strong system and process in place for service operation. As a result, we were successfully approved by the NDIS Quality and Safeguards Commission against the new NDIS Quality Standards as a registered provider. We have excellent governance and a work culture that supports continued improvement through obtaining feedback from our consumers, workers and stakeholders. As of July 2019, the new Aged Care Quality Standards are now in effect, which set up what good care look like for older Australians. ADSi is refining the internal process and work practices to align with new Aged Care Quality Standards. As the aged care and disability sectors continue to change, we will endeavour to meet the requirement of the compliance and regulations.

In addition to the existing services, ADSi successfully gained funding from the Department of Health to deliver the Community Visitor Scheme (CVS) in 2019. This new addition extended our service delivery to residential care homes. Through this program, new partnerships were established with aged care providers. The local volunteer visitors have given their free time to visit residents in nursing homes. This truly shows the community spirit and selfless act of reaching out to people who are in need. Furthermore, ADSi also received grants from Multicultural NSW to assist older people becoming more familiar with digital devices and provide social activities to children with disabilities and their carers.

While both aged care and disability sectors have increased the focus on quality outcomes

for consumers, it is necessary to point out that the access to NDIS and Aged Care remains a challenge to many who need support, especially those who have lack of knowledge of available services and people who have limited English language skills. It is a great advancement that now both older people and people with disabilities have more control and choice in negotiating on services and planning supports for themselves. At the same time, the NDIS and Aged Care can be extremely daunting and difficult concepts to understand such as choosing own providers, managing plan and budget. It places greater responsibility on us as providers, to ensure our service participants are heard, informed, respected and protected. For that, ADSi can proudly say that we have been working closely with our clients and their representatives to identify the goals they wish to accomplish and help them to live the life they choose. Our care and support coordinators are always working on capacity building and self-realisation. We continue to focus on people we support and aim to achieve a well-balanced approach between delivering quality of service and a businesslike operation. In the coming year, we are looking forward to further business growth and service expansion.

The Aged Care and Disability Services Team has been bringing exceptional care support services to people's homes or in the community by using trained, qualified staff who build trust and make positive impact. I thank the dedicated team members for their contribution not only to ADSi, but also to the lives of our clients. I would also like to acknowledge the valuable support given by our volunteers; their help allowed us to reach out and serve more people in the community. Finally, I would like to thank Frank Zheng, our CEO and Board of Directors for their leadership and support to the organisation.

Jennifer Yuan
Manager



Commonwealth Home Support Program (CHSP)

The Commonwealth Home Support Programme (CHSP) is an entry-level of support services to help seniors live independently and safely at home.

ADSi provides CHSP individual social support to help our consumers live actively and maintain their involvement in the community. We understand that social support has direct impact on older people's health and wellbeing. With help from the support workers, consumers can continue enjoying their social lives and satisfy their needs through accompanied activities, phone calls and contacts through digital devices. Furthermore, ADSi collaborated with health services and other providers to provide information on safety, health promotion and fall prevention to our clients.



Testimonial

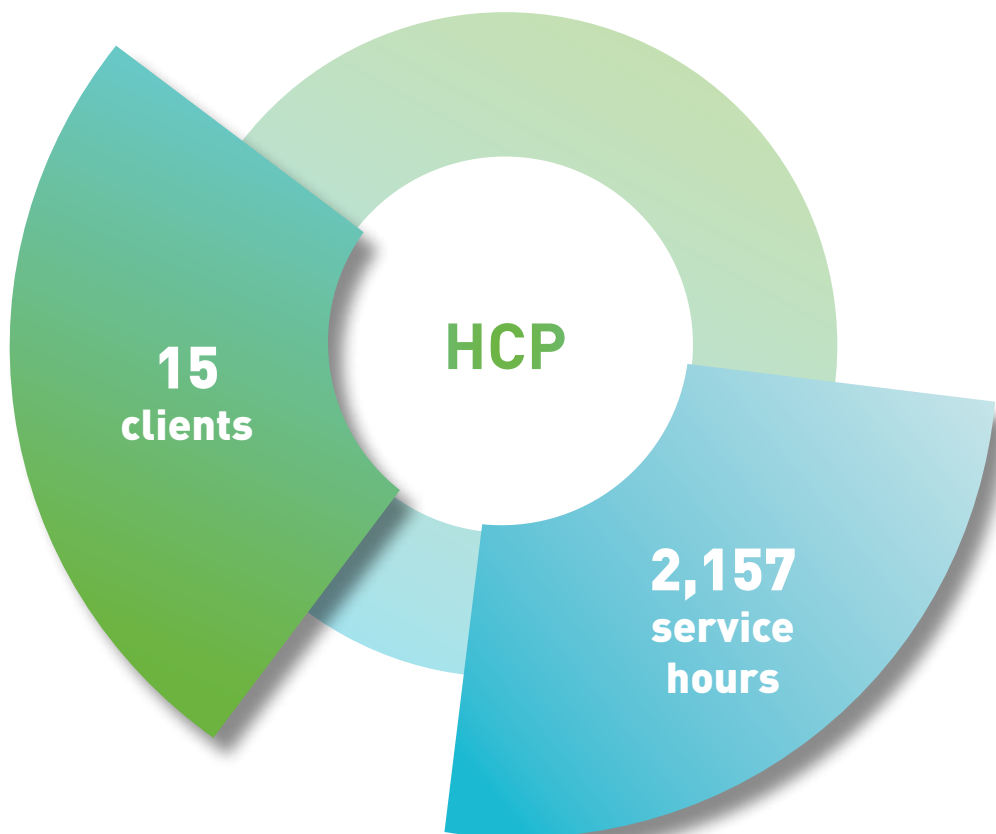
"Happy that the worker is able to help with many of my issues. They very helpful and always willing to come and help. The activities organised by them help me better look after my health." - **CHSP Client**



Home Care Package (HCP)

Home Care Package is a government subsidised program to help older people access affordable care services while they live at home.

Our staff are there to support consumers to stay independent with services tailored to their needs. As everyone's care needs are different, the care managers would work with consumers, their representatives and their family members to coordinate services that are most relevant to their needs and help them live the way they want. We aim to keep consumers safe, well, independent and connected with the community. These are achieved through quality services such as domestic assistance, home and yard maintenance, accompanied activities, social support, food preparation, personal care, allied health needs, nursing care and more.



Testimonial

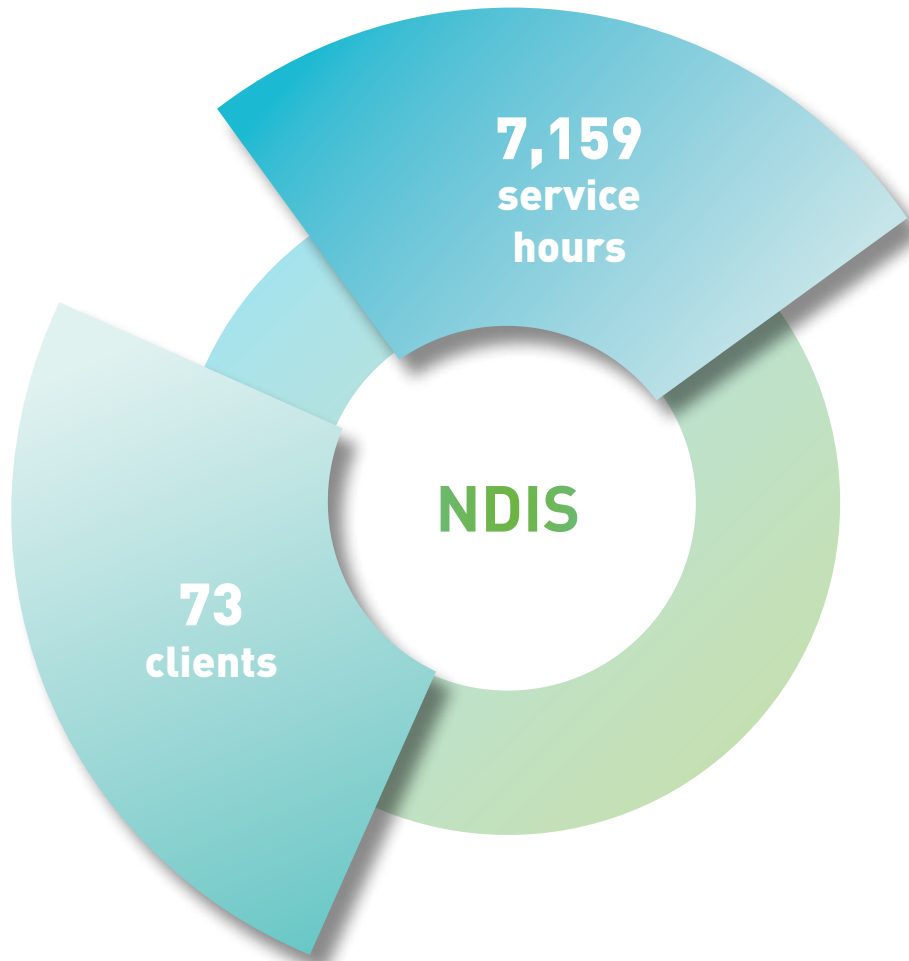
"I live far away from my mother, it takes more than 1 hour to travel and I am not able to visit her regularly. Since she started using home care services, I feel much relieved. It is because I know there would be worker helping her with shopping, cooking and appointments. It means I do not have to worry about her being isolated or not able to shop or cook for herself. I appreciate the provider always communicate with me about my mother's condition." - **HCP Client**

"I wished I found your service earlier, the help I am receiving makes my life so much better. I cannot imagine going back to the time without these help" - **HCP Client**

"The worker has been helping me with learning English and use of computer, I am more confident now when I speak on the phone and using computer." - **HCP Client**



As an approved registered provider under the National Disability Insurance Scheme, ADSi provides support coordination, plan management and direct care activities. These include assistance in daily living and community participation. Our dedicated staff are committed to supporting their participants to achieve their full potential while enjoying their lives as all other citizens.



Testimonial

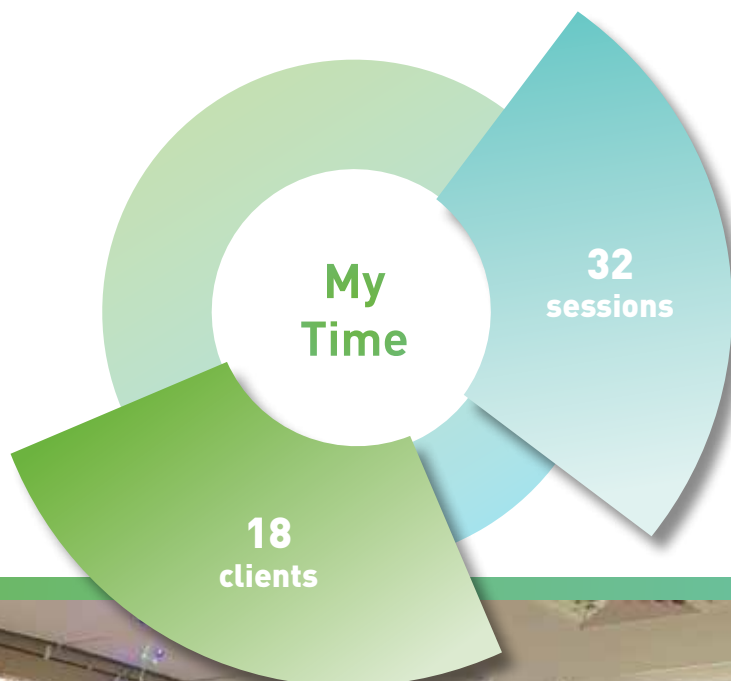
"When first received the NDIS plan, we had no idea what do with it. It was a difficult time as my wife had just had the stroke and we were still trying to wrap our minds around the sudden change. With the help of our support coordinator, we were able to link my wife to therapist and other support workers which has our quality of life. My wife now has a more positive outlook in life and is more active and willing to try new things. We are grateful to the support we received from our support coordinator." - **NDIS Client**

"I lived in a temporary housing accommodation for 8 months due to my disability. I was always stressed about the possibility of becoming homeless. With my support coordinator's support, I have now moved into a brand-new unit through NDIS. She has also linked me with local mainstream supports that have benefitted my health and welling. I finally live stress free and enjoy my days." - **NDIS Client**

MyTime Support Group (MyTime)

This Project is free for parents of children with disabilities which is sub-contracted from Playgroup NSW.

The support group is a platform for parents to unwind, talk about their experiences and enjoy social activities with their children. Through sharing their experiences, parents and carers not only understand better daily challenges, but also enhance them a sense of belonging and support.



Community Visitor Scheme (CVS)

Funded by Department of Health, the Community Visitor Scheme (CVS) creates great opportunities for community members to contribute to the quality of life of elderly people.

ADSi matches volunteers to residents who live in aged care homes, based on their languages, personal interests and preference. For our lovely volunteers, we provide them with orientation, training and mentoring. They have regular catch-ups with the CVS coordinator to ensure the quality of services, and build a support network among volunteer visitors.

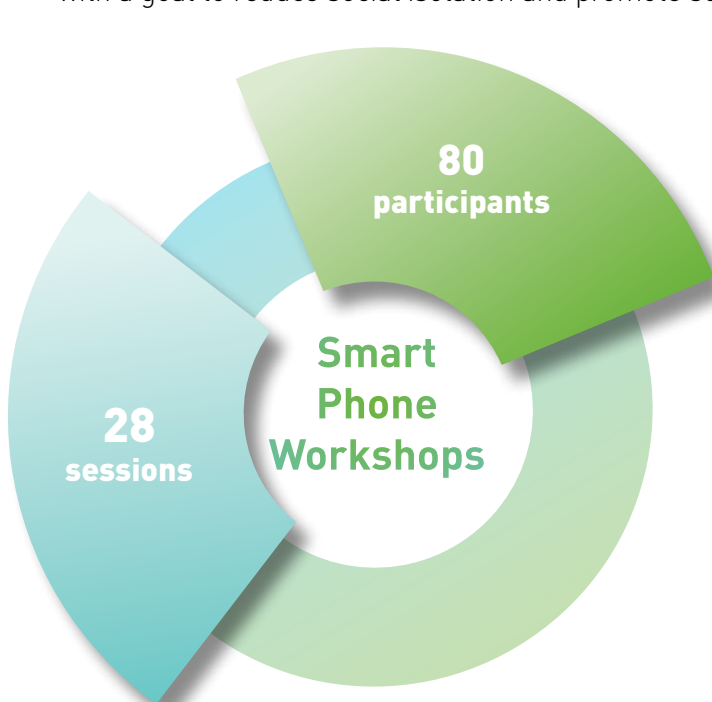


Never Left Behind

The Project was funded by Multicultural NSW to support people from Culturally and Linguistically Diverse (CALD) with disability and aged care needs.

For older people, the Project taught them how to use digital devices in order to access online information, with an aim to help them stay independent as well as boost confidence in living in a digitalised world.

For children with disability and their carers, the Project helped them participate in community activities, with a goal to reduce social isolation and promote social inclusion.







Community Services

Community Services

In the past year, ADSi community services have continued to focus on the primary purpose to empower clients and communities to meet their full potential and enable the development of a strong and inclusive community.

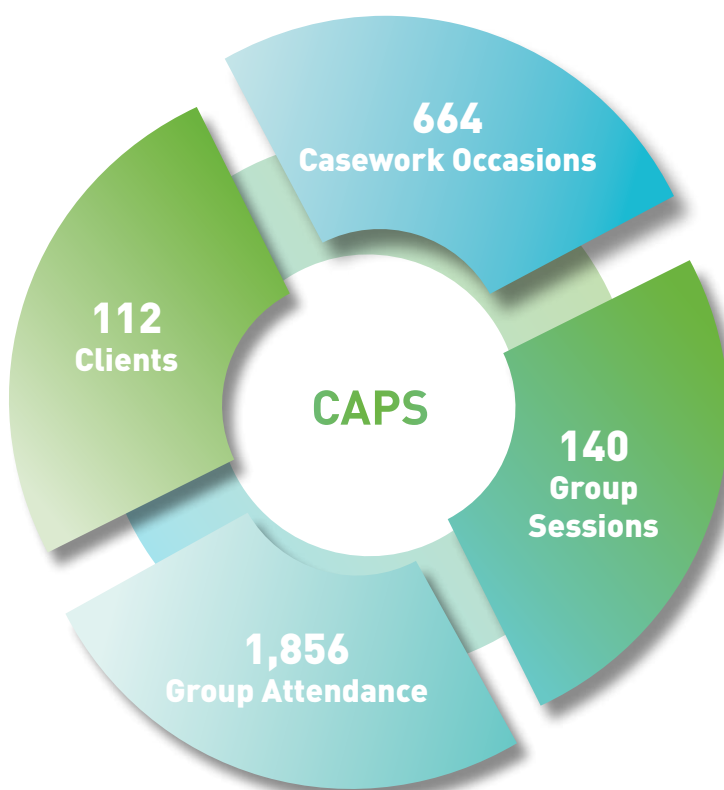
We did this by delivering a range of client focused services to the most vulnerable people and small and emerging communities from CALD backgrounds, and continued to perform well against a number of strategic objectives and priorities during 2018-19 and made the following key achievements:

- Continued transition toward full implementation of the Targeted Early Intervention Program (TEIP); Completed TEIP Activity Mapping which has laid solid foundation for service delivery in the future;

- Supported children and young families based on an early intervention and prevention approach and enhanced their learning and development;
- Commenced new funding programs of Disability Employment Services and Emergency Relief to expand ADSi community services to new areas;
- Tackled homelessness and the factors that contribute to it and found solutions to meet the needs of vulnerable people who were homeless or at risk of becoming homeless.

Justin Han
Manager

Children and Parenting Support (CAPS)



ADSi CAPS program entered its 4th year of implementation during 2018-2019. Funded by the Department of Social Services (DSS) under the Families and Communities Program, the CAPS program has a primary focus on families with children aged 0-12 and provides support to children and families based on an early intervention and prevention approach. During the year, CAPS delivered its service outcomes through center-based and home visiting casework services, parent education program, peer support group and school readiness program. Parents reported that, by attending these services, they developed their parenting skills, felt more confident in dealing with children and family issues, and became more comfortable in accessing local services and participating in community activities. Positive parenting practices are being used in more and more families.



Targeted Early Intervention Program (TEIP)

The transition to full implementation of TEIP continued during the year 2018-19 along with the reform process carried out by our funding body NSW Department of Family and Community Services (FACS). Various services were delivered to meet the needs of families with young children, especially those with children 0-3 years old, young parents under 20 and those from CALD backgrounds.

Throughout the year, we ran 6 Supported Playgroups and 4 Support Groups in partnership with local public schools. We were also glad to start a new Supported Playgroup on the campus of Auburn West Public School which further enhanced the accessibility of local communities to TEIP services.

We successfully delivered 19 sessions of Positive Parenting Program to help parents build strong, healthy relationships with their children, confidently manage their children's behavior and prevent problems developing. For the first time this year, we also ran an Enhanced PPP Program for the Dari Support Group which gave the participants strategies to do relaxing exercises and positive thinking when they become angry with their children's misbehavior.

Other services we provided included casework, transition to school program, school holiday programs, Paint Auburn REaD Reading Day, Breakfast for Dads and other events, etc.

These services 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.

Together with FACS, we completed TEIP Activity Mapping which has laid solid foundation for service delivery in the future.





Paint Auburn REaD - Auburn Reading Day

Led by ADSi, the ninth Paint Auburn REaD - Auburn Reading Day was successfully held on 1st November 2018. The objectives of the event were to raise the awareness of the importance about early literacy development by engaging the whole of the community in reading activities to support and nurture reading practices for children 0-5, encourage parents to increase the frequency of accessing local libraries and reading books with their children, and improve community participation.

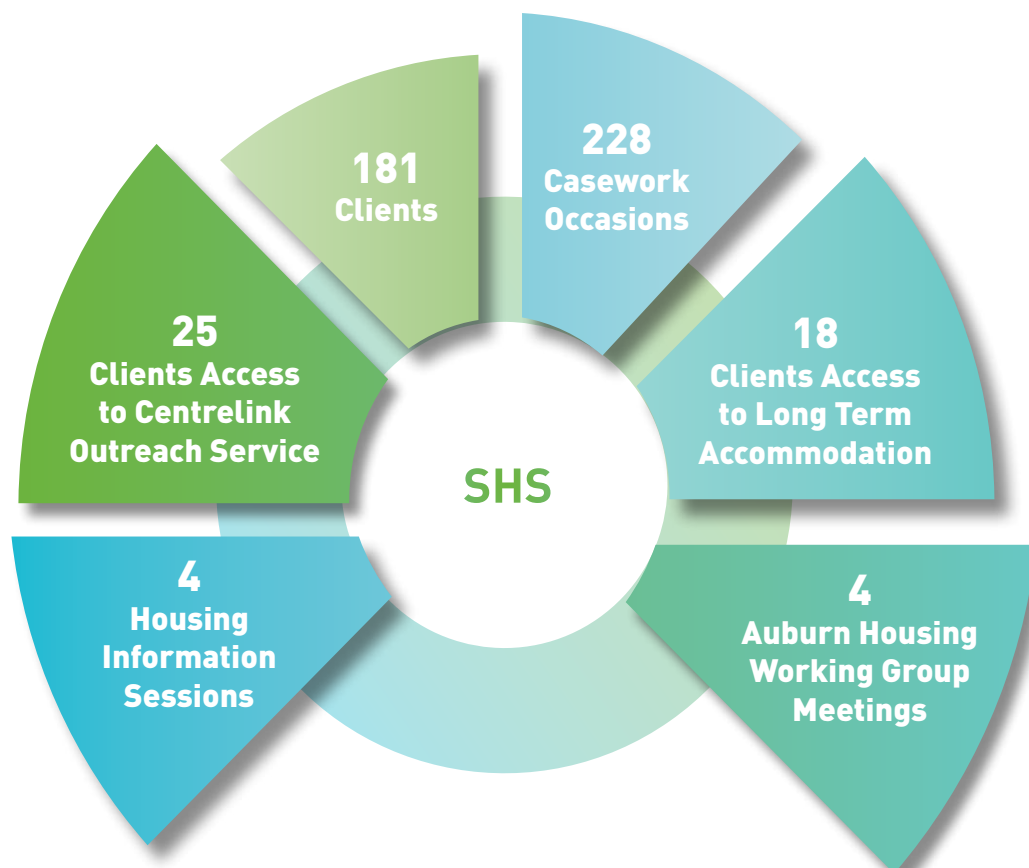
More than 300 children and their parents/carers attended the event including groups from local childcare centres such as Love and Care Childcare Centre, Early Education Childcare Centre, and Barnardos Long Day Care Centre. The participants enjoyed the day full of entertaining reading, interesting and interactive shows and performances.

The event was supported by local organisations, service providers and schools, including: Cumberland Council, Cumberland Council Library Services, Settlement Services International, NSW Police, Auburn Girls High School, Auburn West Public School, Auburn North Public School, Auburn Public School, The Smith Family, and Early Education. It was also supported by 16 local businesses along the Auburn Road which participated in this initiative.

Dooley's Lidcombe Catholic Club sponsored this excellent event.

Specialist Homelessness Support (SHS)

In 2018-2019, the SHS caseworker delivered casework support to young people, men, women and families who were homeless or at risk of homelessness. The worker provided information and advice on social housing, private rental accommodation and specialist housing support services, and assisted in accessing secure and affordable housing by linking clients with housing providers as well as employment, health, finance and social support services. Furthermore, the SHS worker continued to convene the quarterly Auburn Housing Working Group interagency meetings to work in collaboration with housing service providers to address homelessness related issues at the local level.





Disability Employment Services (DES)

2018-2019 also saw the commencement of the Disability Employment Services which enabled ADSi to extend its services in a new area of employment. Funded by Australian Government, DES assists people, aged between 14-65, with a permanent disability, injury or health condition to find work and keep a job. ADSi provided DES through a consortium led by Settlement Service International. During the year, the employment consultant provided tailored services to 31 clients to help them match jobs, apply for employment, create resumes, engage in training and work experience.

Emergency Relief Program (ER)

ADSi was successful in securing this new funding from DSS to provide Emergency Relief service under the Financial Crisis and Material Aid - Emergency Relief program. This service assists people to deal with their immediate crisis situation by providing financial or material aid, with a focus on those who are unable to pay their bills, or at imminent risk of not being able to do so. Starting from January 2019, ADSi was able to assist residents in the following six suburbs: Auburn - Central, Auburn - North, Auburn - South, Berala, Lidcombe, and Regents Park. The services were delivered in a way that maintain the dignity of the individual and families and encourages greater self-reliance. Partnership programs were utilised to deliver the outcomes of the service, including the Thread Together Project in partnership with Thread Together Sydney which donates new clothes to clients in need, and the One Box Project in partnership with The Fruit Box Group which provides free and fresh fruits and milk to families.









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ADS Inc
AUBURN DIVERSITY SERVICES
independent

Settlement Services

Settlement Services

With more than 20 years experience in the settlement space, ADSi once again delivered outstanding settlement services to newly arrived refugees and/or humanitarian entrants, as a member under the consortia led by Settlement Services International (SSI) and Community Migrant Resources Centre (CMRC).

- Completed transition from Settlement Services Program (SSP) to Settlement Engagement and Transition Support (SETS) and accomplished all SSP and SETS service targets, under a difficult situation where we saw significant funding and staff cut;
- Facilitated English, employment, education and training pathways (EEET) to improve clients' employability and

career development, following the new requirements for settlement services;

- Facilitated community conversations and capacity built communities through a series of Community Leadership Roundtables and consultations;
- Enhanced community engagement and civic participation through successfully organising a number of social and community events, including the International Women's Day Celebration 2019;
- Acknowledged and awarded refugee youth for their outstanding performance in the Western Sydney Refugee Youth Awards 2019;

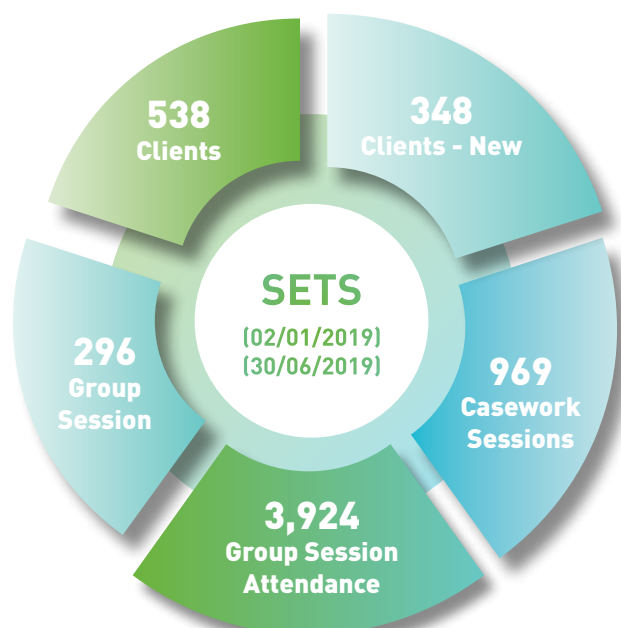
Settlement Services Program (SSP) Settlement Engagement & Transition Support Program (SETS)

2018-2019 has seen the transition of settlement services from SSP to SETS with services more focused on pathways and outcomes for eligible clients in employment, English acquisition, education and training.

During the year, the Settlement Services Team conducted to have:

- Delivered 34 employment sessions, with 347 attendance
- Delivered 161 English learning sessions with 1,773 attendance
- Assisted 30 clients to find paid jobs

In addition, we successfully delivered the "Starting from Education - Educational Program for Ethiopian Community" program in partnership with Tayitu Cultural and Educational Centre by using the Settlement Innovation Fund.





Top 5 Countries of Birth

Afghanistan

China (exclude SARs and Taiwan)

Iraq

Syria

Iran

Top 10 Issues Dealt with

Education and Training

Community participation

Employment

Language barriers

Housing

Material support

Family relationship

Financial hardships

Health

Legal

Top 10 Assistance

Casework

Document support

English acquisition facilitation

Employment pathways

Education and training facilitation

Social connections and civic participation

Community capacity building

Legal services

Information provision

Referrals



Western Sydney Refugee Youth Awards 2019

35 young people from refugee background were awarded for their outstanding achievements in Academic Performance, Community Leadership, Creative and Performance Arts, and Sports, and as well as in the Essay and Art Competitions at ADSi 15th Western Sydney Refugee Youth Awards held on 20th June 2019.

"I will use this as stepping stone to more achievements to come." an award recipient said.

ADSi initiated the Western Sydney Refugee Youth Awards in 2005 with the aim to recognise and acknowledge the outstanding achievements within the refugee youth community in the categories of Academic Achievement, Community Leadership, Creative and Performance Arts, and Sports. It has become an epic annual event organised by ADSi. Since 2005, the Awards program has awarded 374 refugee young people for their achievements. This year, the Essay and Art Competitions were added to the event to demonstrate diverse talents that the CALD youth have.

The Awards has been supported by local schools, youth service providers and government agencies.

List of Awards - Western Sydney Refugee Youth Awards 2019

Academic Achievement

First Place	Mohammad Ayman Al Tibi
Second Place	Mohammad Al Aabdullah
Third Place	Mehidi Hussaini
Highly Commended	Merna Jamal Yalda
	Zahira Yosufi
Special Prize	Karla Yousif

Community Leadership

First Place	Batool Mohammad Hussein
Second Place	Ramsina Oshana
Third Place	Abdallah Altibi
Highly Commended	Jesus Funez Porras
	Eisha Yawarish
	Marko Chiba
Special Prize	Atina Silwa



Creative Performance and Arts

First Place	Maykil Moshi
Second Place	Taitisi Korosaya
Third Place	Fatima Mohammad Hussein
Highly Commended	Toba Esmaeli
Special Prize	Shahla Baksh
	Fereshteh Mirzaie

Sports

First Place	Vinujan Vijayathas
Second Place	Mohammad Karimi
Third Place	Mohammad Reza Ramazani
Highly Commended	Maung Khi Win
	Boima Dennis
	Atina Silwa

Essay Competition

First Place	Shaiokh Zaman
Second Place	Diluxan Ramanan
Third Place	Zimraan Anjum
Fourth Place	Neelab Haidari

Art Competition

First Place	Neelab Haidari
Second Place	Maykil Moshi
Third Place	Mahboba Mayobi
Highly Commended	Toba Esmaeli



Settlement Client Geography Distribution

In 2018-2019, ADSi provides services to clients from 134 suburbs across Sydney.

Ashcroft	Edensor Park	Marayong	Rooty Hill
Ashfield	Epping	Marrickville	Rouse Hill
Auburn	Ermington	Marsfield	Rydalmere
Bankstown	Fairfield	Mays Hill	Ryde
Bass Hill	Fairfield East	Merrylands	Sefton
Berala	Fairfield Heights	Merrylands West	Silverwater
Bexley North	Fairfield West	Middleton Grange	Smithfield
Bidwill	Georges Hall	Minchinbury	South Granville
Blackett	Girraween	Moorebank	South Turramurra
Blacktown	Glendenning	Mortdale	South Wentworthville
Bonnyrigg	Glenfield	Mount Adrah	St Ives
Bossley Park	Gordon	Mount Druitt	St Johns Park
Burwood	Granville	Mount Pritchard	Strathfield
Cabramatta	Greenacre	Newington	Surry Hills
Campbelltown	Greenfield Park	North Parramatta	Sydney
Campsie	Greystanes	North Ryde	Telopea
Canley Heights	Guildford	Northmead	Toongabbie
Canley Vale	Guildford West	Oakhurst	Villawood
Carlingford	Harrington Park	Oatlands	Waitara
Carramar	Harris Park	Old Guildford	Wentworth
Cartwright	Holroyd	Padstow	Wentworth Falls
Castle Hill	Homebush	Parramatta	Wentworthville
Catherine Field	Homebush West	Peakhurst	West Ryde
Cecil Hills	Hornsby	Pendle Hill	Westleigh
Cherrybrook	Hoxton Park	Pennant Hills	Westmead
Chester Hill	Kellyville	Petersham	Wetherill Park
Croydon	Killara	Plumpton	Whalan
Croydon Park	Kingswood	Prestons	Wiley Park
Darlington	Lakemba	Prospect	Winston Hills
Doonside	Lidcombe	Punchbowl	Wollongong
Dulwich Hill	Lindfield	Redfern	Wollongong West
Dundas	Liverpool	Regents Park	Woodpark
Dundas Valley	Lurnea	Riverview	Yagoona
Eastwood	Macquarie Fields	Riverwood	Zetland



Youth Transition Support Program (YTSP)

In 2018-19, YTSP workers continued to provide various services tailored to meet individual youth client needs. The implementation of the Department of Social Services (DSS) funded YTSP has helped youth clients aged 15-25 from CALD background engage with education, transition into employment and participate in sporting activities to overcome isolation and build social connections.





Top 5 Countries of Birth

Afghanistan

Iraq

Syria

Iran

Pakistan

Top 10 Issues Dealt with

Resume preparation

Job search

Job application

Job interview preparation

Career planning and pathways

Community engagement

Pathways to education

Vocational training

Australian education and employment systems

Language barriers

Wholistic Learn to Swim Partnership Program

Started the pilot program in October 2018, ADSi first provided 40 refugee women and men aged 15-25 with free swimming lessons through partnerships with Belgravia Leisure, Reclink, Auburn Aquatic Centre and Royal Surf Life Saving Australia. The Program was designed to be a place where newly arrived CALD young people could develop their life skills, make friendships and build a sense of community and to provide work experience opportunities and employment.

Since October 2018, 100 young people have accessed swimming lessons, 10 of them have completed fully funded Austswim Teacher of Swimming and Water Safety training, 2 were offered jobs and a further 15 are to complete Lifeguard training who will receive work experience and employment offers upon completion due to our partnership with Belgravia Leisure.

This program demonstrates the success of engaging youth through sport and using this as a platform to support them through training and into employment. Participants developed friendships, increased fitness, gained confidence and felt supported and valued. Collaborative partnerships were a key success factor for this program and showed what could be achieved when we work together to support young people.



Dooley's Lidcombe Catholic Club

In 2018-2019, Dooley's Lidcombe Catholic Club sponsored ADSi in implementing three projects which greatly enhanced ADSi in community service delivery and benefited more wider local communities.

- **Paint Auburn REaD Reading Day 2018** was a great community initiative that motivated all levels of community in raising awareness of early literacy development, and provided opportunities to engage both children and their carers in early learning activities.
- **Dooley's Western Sydney Youth Summit 2019** provided a platform for participants to discuss education and employment challenges and issues confronted by CALD and refugee youth, and explored possible solutions and pathways to help this group in their journey of transition into education and employment.
- **Auburn Homework Help & Mentoring Program for Refugee & Humanitarian Youth 2018-19** greatly benefited local students and young people, especially those from refugee and humanitarian backgrounds who have improved their academic performance at schools and received mentoring support in terms of goal setting, confidence building and problem-solving skills.

We would like to express our sincere thanks to Dooley's Lidcombe Catholic Club for its continued support during the last year.

Settlement Services International

ADSi provided the Settlement Services Program (SSP), Settlement Engagement & Transition Support Program (SETS) and Disability Employment Services (DES) as a member of the consortia led by Settlement Services International (SSI).

In addition, ADSi received 74 clients from SSI during 2018-2019 and is working with them closely centred on the needs and experiences of these clients.

Energy Accounts Payment Assistance

Energy Accounts Payment Assistance (EAPA) is a NSW Government Scheme designed to help people who are having trouble paying their home electricity and/or gas bills because of a crisis or emergency situation. The Scheme is aimed to help people in these situations to stay connected. During 2018-2019, ADSi provided EAPA vouchers to 300 clients valued up to \$10,050.

In addition, we were able to provide clients with the knowledge that will enable them to independently manage their energy account and ultimately reach a situation in which they no longer need our support in this regard. The case workers at ADSi work as a bridge between service providers and clients to attain the best possible result for our clients.

ADSi plays an important role in fulfilling the needs of newly arrived migrants and refugees. This program helps clients to achieve what they want and improve their self-esteem and confidence through increased knowledge.

The program organised through the project include information sessions, and workshops. They provide clients with straightforward information which benefit them in their day-to-day activities.

ADSi is committed to enriching the lives of our clients by holistic service delivery through provision of information, referral services and community capacity building opportunities.

We thank our partner organisations, community leaders, stakeholders and volunteers for their valuable support and contribution to our quality service deliveries to local communities. Thanks also extended to our dedicated and hard-working team members who enthusiastically deliver the services which improve the wellbeing of community members and the community as a whole. We are grateful to our CEO Frank Zheng and board members for their leadership and guidance.

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.

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 Dooley's 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 Ability Options, Agency for Clinical Innovation, AMES Australia, Anti-Slavery Australia, Auburn Asian Welfare Centre, Auburn Christian PreSchool, Auburn Community Health Centre, Auburn Hospital, Auburn Library, Auburn Long Day Care Centre, Auburn Youth Centre, Australian Afghan Hassanian Youth Association, Australian Anatolian Community Services, Bankstown Road Safety, Bantal Pulaar Community NSW, Barnardos Auburn, Belgravia Leisure, Bilingual Cultural Education, Breastfeeding-ABA Strathfield Group, Bunnings Warehouse, Burwood Community Welfare Services, Cameroonian Community NSW, Canberra Nursing Home, Cancer Council, Cancer Institute NSW, Centrelink (Auburn), Chinese Australian Community Centre, Congolese Community NSW, Connect Child and Families Services, Creating Chances, Cumberland Council, Cumberland Hospital Multicultural Health, Cumberland Multicultural Community Services, Darcy Street Project, Dementia Australia, Disability Services Australia, Dooleys Lidcombe Catholic Club, EAPA Scheme, Eritrean Community NSW, Ethnic Communities Council of NSW, Evolve Housing, Fair Trading NSW, Footprints Early Intervention, Granville TAFE, Hazara Women of Australia, Headspace, Hearing Australia, Hepatitis NSW, House of Welcome, Immigrant Women's Speakout Association, Information and Cultural

Exchange, Integrated and Community Health, Kids Early Education Pre-School, Kidsafe NSW, Lebanese Muslim Association, Legal Aid NSW, Link2home, Little Athletics, Love and Care Childcare Centre, MAX Employment, Merrylands Community Health Centre, Mr. Kong's Driving School, Mt Druitt Community Health, Mt Druitt Ethnic Communities Agency, MTC, Multicultural HIV and Hepatitis Service, Music Connect, Muslim Women's Association, Navitas English, Nepalese Community NSW, Nirimba TAFE, NSW Education Program on FGM, NSW Housing, NSW Police (Auburn & Blacktown), One Box Group, One Door Mental Health, OneStep Walk Group, Opal Glen Lynn - Nursing Home Auburn, Pacific College, Parramatta Actors Center, PCYC Auburn, Red Cross, Refugee Health Service, Relationships Australia, Salvation Army Auburn, SDN Childrens Services, Service NSW, Sierra Leone Community Council NSW, South Sudanese Community NSW, SRI OM Foundation, SSI Youth Collective, St George and Sutherland Community College, St Vincent de Paul Society, STARTTS, Step Together, Sydney University, SydWest Multicultural Services, The Future Leader Group, The Smith Family, Thread Together, Transcend Training Solutions, Transcultural Mental Health Centre, Turkish Welfare Association, Ultimo TAFE, University of NSW, Wesley Mission, Western Sydney Family Referral, Western Sydney LHD Oral Health, Western Sydney Local Health District, Western Sydney Tenants' Service, Western Sydney University, Westmead Hospital, Women's Housing Company, and Woodville Alliance.

We would like to thank Auburn North Public School, Auburn Public School, Auburn West Public School, Berala Public School, Lidcombe Public School, Regents Park Public School, St Johns Catholic Primary School, and St Joachims Primary School.

We would also like to thank Arthur Phillip High, Auburn Girls High, Bankstown Girls High, Bankstown Senior College, Birrong Boys High, Blacktown Girls High, Burwood Girls High, Cabramatta High, Chester Hill Intensive English Centre, Granville Boys High, Holroyd High, Homebush Boys High, and Strathfield South High.



In the financial year ending 30 June 2019, the income of the Auburn Diversity Services Incorporated (ADSi) exceeded expenditure by \$103,583, compared to a surplus of \$211,820 in 2017/2018.

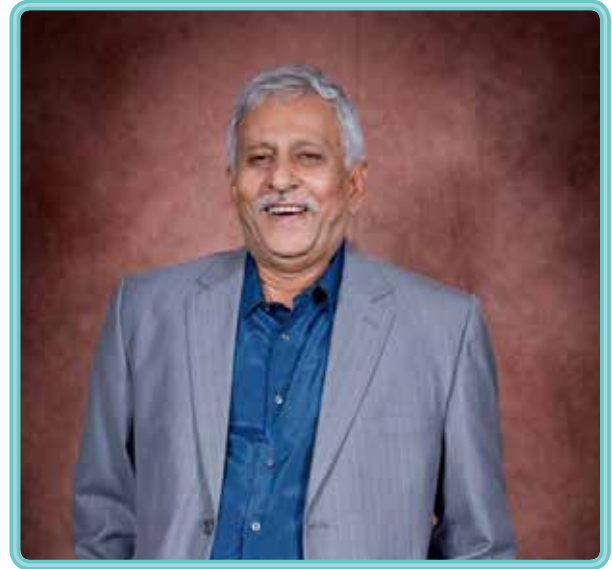
This resulted in accumulated funds of \$1,251,082 at the end of financial year (\$1,148,444 in 2017/2018). ADSi remains in a healthy financial position with cash holdings at the end of year totalling \$1,698,590 (\$1,493,160 in 2017/2018).

In 2018/2019, the revenue from block funding was \$2,136,325 or 64%, compared with \$2,323,689 or 77% in 2017/2018. This was a direct result following transition from the Settlement Services Program (SSP) to the Settlement Engagement & Transition Support (SETS) in January 2019, which ADSi lost nearly 30% in its settlement grants. The organisation managed to get additional block funding such as the Emergency Relief (ER) and Community Visitor Scheme (CVS) programs to cover such a loss to some extent at the same time.

On the other hand, ADSi continually generated more revenue from its fee for services during the same period, namely the National Disability Insurance Scheme (NDIS), Home Care Packages (HCP) and Disability Employment Services (DES). This resulted in \$980,606 or 29% total revenue, compared with \$514,315 or 17% in 2017/2018.

The Board and Management took robust measures to ensure the organisation's accounting and financial system are efficient and effective.

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.



Following the trend of more revenue generated from fee for services, ADSi continually looked at its internal practices as well as marketing and promotional methods for further growth opportunities. As a newcomer in both aged and disability services, remaining competitive against other players in the market is always the key area the Board and Management work on.

I commend Management and staff for their efforts in ensuring that the organisation continues to deliver high quality services over the past 12 months, in the face of significant changes to the funding environment and service delivery models.

Jayaraman Guruswami JP OAM GAICD
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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