



Accessible Diversity
Services Initiative Limited

ANNUAL REPORT 2021 – 2022



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Chairperson's Report



On behalf of the Board of Directors of the Accessible Diversity Services Initiative Limited (ADSI), I present to you the organisation's Annual Report 2021/2022.

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 all funding bodies, lead agencies, partners, clients, community leaders, Cumberland Council, and other stakeholders for their support and confidence in ADSI's capability to deliver quality services. Special thanks to the Department of Social Services, Department of Communities and Justice, Department of Health and Aged Care, Settlement Services International, Community Migrant Resources Centre, and Dooley's Lidcombe Catholic Club.

Starting with a lockdown affecting eight local government areas including Cumberland where ADSI operates, 2021/2022 is not an easy one. Days before Christmas 2021, most restriction measures were lifted in NSW in weeks leading to disrupted operations, which worsened in February/March 2022, where historical floods put additional pressure on ADSI to maintain optimum operations. We are now facing the cost-of-living issue unseen for decades, as a result of interrupted supply chains, the Ukraine War and workforce shortage.

The Board worked closely with the CEO in risk management with the wellbeing and safety of our employees and clients being the priority.

The Board understands service delivery difficulties in the last financial year, especially during the 4-month lockdown where most

services had to be delivered virtually, except NDIS and home care. The Board acknowledges the efforts and achievements made by the workforce, especially our aged care and disability support workers who could not work from home and continued to provide essential services to the most vulnerable in the community.

The Board is pleased that ADSI once again achieved the highest surplus in 2021/2022, and revenue from fee for services were close to that of block funding, leading to strengthened financial sustainability for the future.

As a lead not-for-profit organisation in Central Western Sydney, ADSI continually operated following a strength-based approach to ensure we involve clients in the decision-making process, focus on outcomes rather than outputs, value partnerships, and work on integrated service models for the best possible services.

It has been an honour and privilege to serve as the Chair of the Board. I would like to thank my fellow directors, CEO, management, staff, volunteers, and students.

The Board is confident that ADSI is well prepared for unexpected changes and ready to invest further on our clients, people, and systems to ensure long-term sustainability, which ultimately benefits people and communities we are working in/with.

The Board is also committed to transparent governance and preparing a smooth succession.

It's a unanimous understanding of the Board to support and celebrate the work that you all conduct and expect your continual contributions in the future.

The Board looks forward to 2023 and hopes it is a better and easier year for all.

Sarjoh Bah GAICD
Chair, Board of Directors

CEO Report



ADSI operated in the COVID-19 pandemic for another full year in the last 12 months, starting with a 4-month NSW-wide lockdown. It is a challenging, stressful, and anxious experience for everyone.

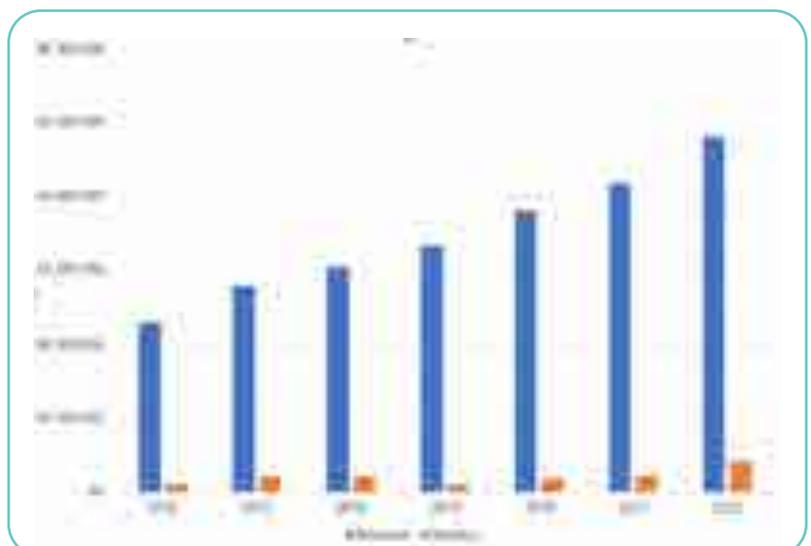
Keeping everyone safe remains the priority. ADSI closely monitored physical and mental health of its workforce, and constantly provided support such as advice, peer support, employee assistance program, and flexi for healthy work life balance.

It is a pleasure to report that the Company once again made significant achievements in 2021/2022. Examples include:

1. Passed the full audit for its aged care services in November 2021, under the new standards introduced after the report released by the Royal Commission into Aged Care,

2. Obtained ASES (Australian Service Excellence Standards) accreditation in April 2022 for its SHS (Specialist Homelessness Services), a prerequisite for ongoing funding,
3. Completed the 3-year NDIS recertification with "All Met" in April 2022,
4. Achieved historical surplus for the second year and maintained a 6-digit surplus for the eighth year in a row with net asset now sitting above \$2m,
5. Expanded Commonwealth Home Support Program (CHSP) to domestic assistance and doubled funding from the next financial year,
6. Invested significantly in IT infrastructure including modern case management, information management, HR and payroll systems, and
7. Rolled out clinical governance framework to ensure above-standard due diligence, care and support to its aged and disability clients.
8. It is worth noting that revenue from home care services exceeded that from settlement, becoming the largest business for the first time since ADSI was established in 1996. This is an outstanding achievement in a difficult period, resulting in stronger financial sustainability for the organisation, and further investments on our staff and systems for the future.

| Year | Revenue | Surplus |
|------|-------------|-----------|
| 2016 | \$2,304,616 | \$117,836 |
| 2017 | \$2,770,636 | \$210,844 |
| 2018 | \$3,022,329 | \$211,820 |
| 2019 | \$3,329,710 | \$103,583 |
| 2020 | \$3,796,173 | \$181,655 |
| 2021 | \$4,173,399 | \$221,665 |
| 2022 | \$4,805,076 | \$424,767 |



CEO Report

On the other hand, we observed more staff actively working in/with the community, educating clients, providing information and essential services, partnering with stakeholders, advocating for clients' needs, and promoting our values during the Pandemic including lockdown.

It is an ADSI strategy to switch to a skill-based organisation, following a top-down approach. In the last 12 months. ADSI

- Continued implementation of its Strategic Plan for the period of 2021-2023, where skills, quality, growth, and identity are four pillars leading to sustainability and success,
- Planned its governing body succession by appointing an independent chair to the Governance and Nomination Committee under the Board,
- Reviewed and revised its management structure based on needs, with a focus on service delivery, and
- Provided professional training and development on a range of areas to its workforce and members of the governing body.

As a lead CALD not-for-profit organisation, ADSI endeavours to

- Assist clients and communities to the maximum possible level,
- Maintain a healthy financial position for long term sustainability,
- Develop a professional and diversified workforce, and
- Ensure permanent footprints on the land we were established and operate.

ADSI applied and will continue to apply people-centred, needs-based, and outcome-focused principles for best possible changes to clients and local communities, in a positive way.

As the CEO, I would like to thank board directors, Mr Sarjoh Bah, Mr Hamed Turay, Ms

Irene Simms, and Mr Jayaraman Guruswami, for their ongoing support in a critical whilst difficult year.

I would like to thank the management and staff for their support and efforts, and recognise their achievements in service delivery, community engagement and partnerships, in particular,

- Aged & Disability employees for the impressive outcome and overall compliance in an operational environment full of changes and challenges,
- Settlement employees who worked hard to achieve KPIs during a period when the Australian border closed, creating unprecedented barriers to services,
- Community services employees who worked through major service barriers and outperformed most peer organisations, and
- Back-office employees who assisted the CEO and management keeping the organisation compliant and organised.

The Company won't be able to achieve what was achieved without everyone's contributions.

I also would 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 future innovative ideas.

With the Board and staff, I am looking forward to 2022-2023 and wish everyone is safe and well!

Frank Zheng GAICD
CEO

Senior Manager's Report

The past year is a year of “New Normal”, where hybrid working model reshaped service design and delivery. As an organisation, we built staff capacity in technology based remote services, and upgraded IT systems to meet soared demands.

It was full of challenges. Our teams not only responded to the Pandemic but severe weather conditions, which both created chaos to our lives and work. However, we held on to our vision, mission, and values, and successfully maintained quality care and supports to the most vulnerable people and communities.

Internally, I am proud of our staff for their demonstrated commitment, dedication, and resilience. Their innovation, creativity and resourcefulness were important to help clients achieve best possible outcomes. Our frontline aged and disability support workers stayed on their roles during the lockdown, and kept vulnerable people remain safe at home without sacrificing their health and wellbeing.

Externally, we collaborated with partners and other stakeholders via established networks in a collectively way, to respond to emerging service needs because of COVID-19 waves. Examples include coordinated supports to Afghan evacuees, solutions for service gaps and issues in resettlement, unemployment, child protection, domestic and family violence, and housing, which are main barriers faced by many community members.

We were true to ourselves as a not-for-profit organisation for the best interest of our clients and communities, through targeted service design in conjunction with flexible delivery. With joint efforts, we managed to achieve all outcomes under tough circumstances.

Highlights include

1. COVID-19 Support & Emergency Relief

- a) Led a series of community consultations for more effective COVID-19 communications, education, and coordination.
- b) Partnered with Settlement Council of Australia (SCOA) on COVID-19 urgent health messaging and reached 1,666 individuals via phone calls, text messages, emails, and social media, covering topics such as COVID-19 restrictions, tests, vaccination, and available services for enhanced awareness in mental health, physical health, or financial hardship.
- c) Delivered the COVID-19 Partnership Grant funded by the Department of Communities and Justice to support 262 people, who were in self-isolation with difficulty to access necessities and services, via food, daily essentials, school suppliers and referrals to health and other mainstream services.
- d) Received additional funding from the Department of Social Services for our Emergency Relief Program to meet increased demands of financial assistance, especially those experienced income and/or job loss after the Pandemic.
- e) Offered targeted support to families with school age children to cope with home study via information, parenting resources and linkage to schools.
- f) Supported St Mary's Ethiopian Women Association's video on “The Kids' Thoughts on COVID-19 Vaccination”, to encourage improved community understanding of COVID-19 via young people.

Senior Manager's Report

2. Growth & Expansion

- a) Began to deliver Domestic Assistance under the Commonwealth Home Support Program (CHSP), funded by Department of Health and Aged Care.
- b) Expanded Domestic & Family Violence to our Settlement Engagement and Transition Support (SETS) Program through NSW Settlement Partnership led by Settlement Services International, with funding from the Department of Home Affairs.

3. Service Audit & Accreditation

- a) Achieved full compliance in audit under the new Aged Care Quality Standards.
- b) Accredited against ASES (Australian Service Excellence Standards) at a Certificate Level.

4. Rewards

- a) The Paint Auburn ReAD Project nominated for the "Exceptional Community Partnership" of the ZEST Awards 2022.
- b) One YTSP client nominated the Finalist at the 7 News Young Achievers Awards 2022.
- c) Kristina Ho and Linda Lin elected Staff

of the Year 2022 for their outstanding performance.

5. Key Events

- a) International Women's Day (IWD) - a live stream event watched by hundreds of females to celebrate and recognise women's achievements.
- b) Refugee Week 2021 attended by over 100 participants in person, to celebrate and acknowledge settlement experiences, journey and achievements of those who came to Australia as refugees. Inspiring life stories of Ms Aidah Al Aazzal and Mr Irfan Ali Nasiri touched many others who had similar experiences.

I would like to take this opportunity to thank the Board and CEO for their invaluable support and guidance.

I would also like to thank our staff who always work to embrace challenges and strive to meet the needs.

I look forward to new opportunities for growth and improvement of service delivery.

Jennifer Yuan

Senior Manager - Service Delivery







AGED & DISABILITY SERVICES



Aged & Disability Services

ADSI provides a range of aged care and disability services, including

- Home Care Packages (HCP),
- Commonwealth Home Support Programs (CHSP),
- Community Visitor Scheme (CVS),
- National Disability Insurance Scheme (NDIS), and
- MyTime Peer Support Group.

In the last 12 months, the Aged & Disability Team continued to embrace the organisation's "Access, Development, Support and Independence" principle. Team members provided quality care and supports to our NDIS and aged care clients during the Pandemic and demonstrated resilience and commitment to work duties.

Continual growth in service delivery validated that ADSI is a reliable and caring provider to its clients and the local community, and expanded the team eventually, allowing ADSI to maintain a diverse workforce to provide culturally appropriate care. A spiral upward that we are excited about.

The new domestic assistance component to our CHSP services is much needed in the local area. We appreciated the additional resources from the Department of Health and Aged Care, enabling us to support people with different needs.

Other than home based services, the team also used phone calls and other virtual methods to help vulnerable persons to overcome social loneliness and isolation, and connect people affected by COVID-19 with mainstream services.

We would like to thank each staff member for their commitment, efforts, and contributions to maintain quality essential services

We also would like to thank each volunteer and partner, who supported ADSI to make positive changes to our clients and communities.

Finally, we would like to thank the Board and CEO for their ongoing leadership and guidance.

Jennifer Yuan
Senior Manager

Ziba Gulzari
Manager

Service Demographics

| | | | |
|--------------------|-----------------|----------------------|-----------------|
| Abbotsford | Ashfield | Auburn | Bankstown |
| Belmore | Berala | Blacktown | Bexley |
| Burwood | Campsie | Carlingford | Castle Hill |
| Chatswood | Chester Hill | Claymore | Colebee |
| Colyton | Croydon Park | Dundas | Dundas Valley |
| Enfield | Ermington | Glenwood | Granville |
| Greystanes | Greenacre | Guildford | Harris Park |
| Ingleburn | Kingsgrove | Lidcombe | Marsfield |
| Merrylands | Moorebank | North Epping | North Fairfield |
| North Parramatta | North Ryde | Oatlands | Parramatta |
| Pendle Hill | Regents Park | Riverwood | Roselands |
| Rydalmere | South Granville | South Wentworthville | Strathfield |
| Villawood | Wahroonga | Wentworthville | Werrington |
| West Pennant Hills | West Ryde | West-mead | Whalan |
| Winston Hills | | | |



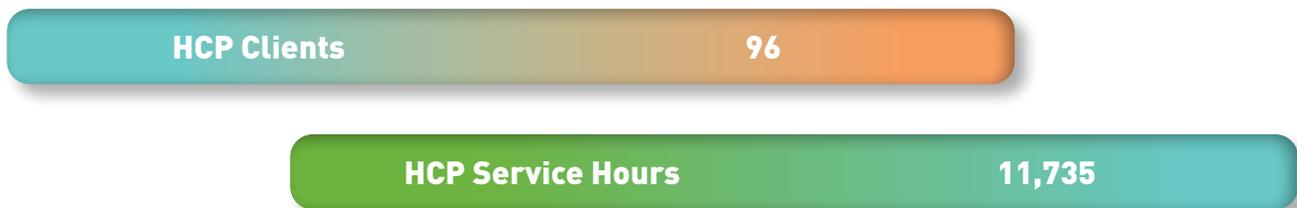
Home Care Package (HCP)

HCP is a government subsidised program helping older people to live at home longer, by providing personalised care and supports, following the “Consumer Directed Care” or CDC principle.

We worked with consumers to choose appropriate whilst affordable services and plan with them on how to best utilise their packages for a quality life in the community. During the process, consumers had full control over services around frequency, price, allocated workers and others, so that their packages are flexible and tailored to personal needs and preferences.

Our services assist clients with tasks ranging from household cleaning, meal preparation, personal care to grocery shopping, as well as accompanied appointments and other social activities.

Our support workers are dedicated to their roles to ensure safe and quality services and offered consumers with COVID-19 safety information, and assistance to access test and vaccination.



Testimonial

“When my health started deteriorating, ADSI aged care staff assisted me with the application for a Home Care Package. Once I received the package, I was allocated a support worker and a caseworker. The support worker helped me a lot over years, from assisting with household cleaning to accompanying me to multiple medical appointments. The caseworker assisted me with organising shifts, contacting relevant companies for services I needed, as well as frequent wellbeing checks to ensure I am alright.”

Lili*, HCP Client

“I was talking to my daughter the other night and we were saying how Sevda was our biggest saviour. Whoever we had an issue, she was the first person we called and always found a solution for us.”

Asli*, HCP Client

“Kristina is a warm-hearted worker. When we asked for assistance, she always said “no problem”. She meant what she said, and we could see that she works with compassion and be responsible to her job. She genuinely cares for older people and always be kind to people.”

Mr & Mrs Li*, HCP Clients



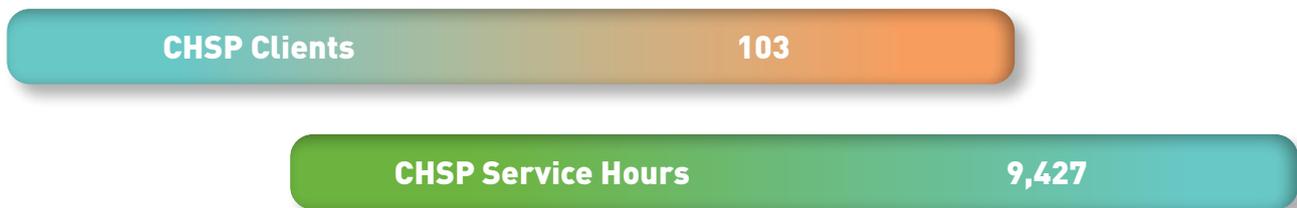
Commonwealth Home Support Program (CHSP)

The Commonwealth Home Support Programme (CHSP) is an entry-level service for older people needing some help or lower care to live at home independently. Services provided by ADSI include Social Support Individual and Domestic Assistance.

Our staff understands that social connection is vital to health and wellbeing and provided supports to help older people be actively involved in community participation.

On the other side, domestic assistance is a service providing support with everyday household tasks, such as cleaning, washing and tidy-up.

Throughout the Pandemic, we maintained regular contacts with clients to reduce their social isolation and support them to access essential services.



Testimonial

"During the pandemic lockdown, there was high risk of infection. Staff Natalie took the risk and helped us with shopping. She first checked what was needed and then helped with purchases and delivery. She also helped us applying for NSW Government vouchers and aged care assessments. She is always friendly and responds to our needs quickly."

Yun*, CHSP client

"Thank you for being my carer, you wait for me at the doctors and took me to the shops. You always have a smile on your face. Thanks a million."

Mary*, CHSP client



Community Visitor Scheme (CVS)

The Community Visitor Scheme (CVS) is funded by the Department of Health and Aged Care to engage with volunteers to visit older people in residential care.

When the face-to-face visits were suspended due COVID-19 restrictions such as lockdown, our volunteers reached out to residents via phone calls or other preferred contact methods, permitted under then restrictive rules.

We appreciated ongoing contributions of volunteers to maintain contacts with aged care residents during a challenging time, which did relieve much stress of those residents.



Testimonial

May is a new CVS volunteer visiting a nursing home regularly. She sang and talked with residents and often made them laugh. She made friends with residents, kept them less isolated, and encouraged them to look at life changes from a positive perspective. Residents were very happy every time she visited and looked forward to seeing her.

May*, CVS Volunteer

National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (NDIS) provides individualised funding plan to allow people with a permanent and significant disability to access assistance that help a person in their daily life and enable them to continue participating in the community.

As a registered provider, ADSI delivers services both at homes and in the community. Our workers provided person-centred supports based on the type of disability participants have and assisted them in social, cultural, and economic activities.

A strength-based approach was embedded within service delivery to increase participants' wellbeing, independence and employment opportunities.

During COVID-19 pandemic, participants were supported to access practice information regarding health and safety, online schooling, financial assistance, COVID restriction and vaccination.

NDIS Clients

61

NDIS Service Hours

10,701



Testimonial

"I would like to thank my son's support coordinator. With her help, my son connected with a suitable provider for School Leaver Employment Support (SLES) after finished high school. He also linked to social programs which supported him to build new skills and structured routines."

Alice*, Client's Representative

"A NDIS participant lives by himself after his wife passed away. I helped him setup his digital device so he can contact his family or friends on his own. I am happy that my work made positive impact and he benefited from my services."

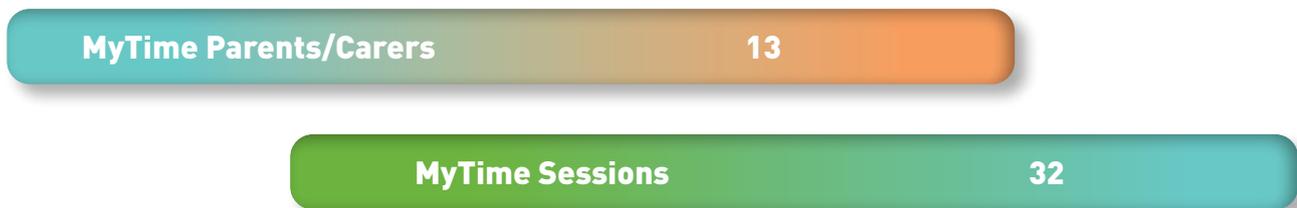
Ruby*, NDIS Support Worker

MyTime Support Group (MyTime)

MyTime is a free peer support group for parents and carers of children with a disability, developmental delay, or chronic medical condition, sub-contracted by Playgroup NSW.

MyTime provided a friendly space for participants to share ideas and life experiences with others, who understand what looks like to have a child with a disability. Sessions are delivered by a skilled group facilitator who provided information such as that of mainstream services.

During the Pandemic, online sessions were offered when it was not realistic to have face to face contacts.



Testimonial

"The family activity to do 3D object at Cabramatta library was very interesting for both parents and children. We did together object design and saw how 3D printer worked. It was fun and enjoyable to do the activities with others. We all learnt something new too."

Yang*, MyTime Parent

"We enjoyed the LEGO sessions, seeing how computer software can build LEGOs digitally is fascinating. A good activity helped us bond with our children because children and young people like technology."

Amy*, MyTime Parent





COMMUNITY SERVICES



Community Services

Lucia Daluz Diaz - Team Leader Community Services

Children and Parenting Support (CAPS)

Funded by the Department of Social Services, it was the 7th year that we delivered CAPS, which has a focus on families with children aged 0-12 and provides supports to children and families following an early intervention and prevention approach.

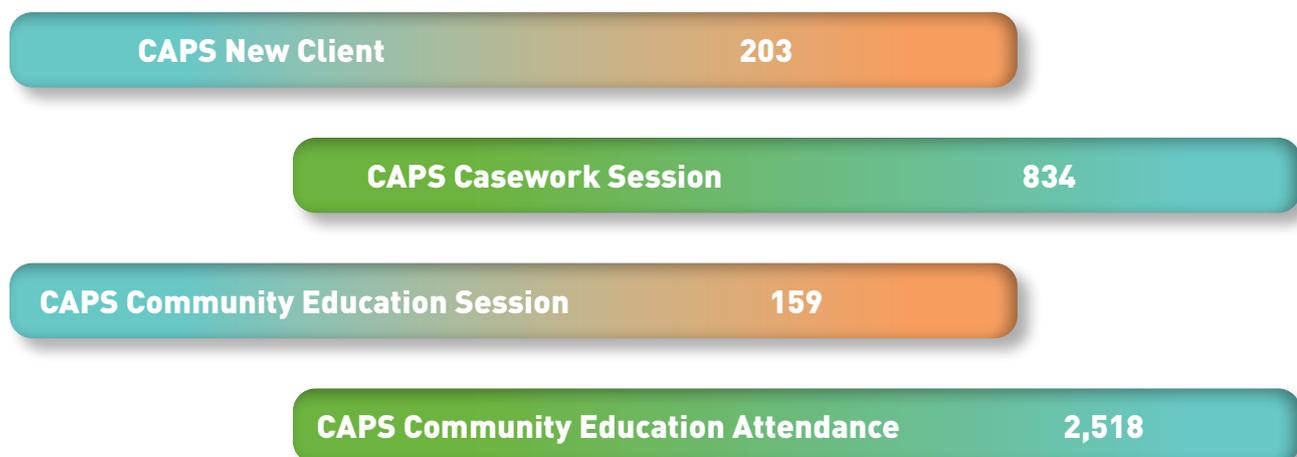
ADSI delivered CAPS through peer support groups, parenting education programs, school readiness programs and casework services.

During the period, flexibility of workers and service users allowed CAPS continually to provide supports to families. Innovation in service delivery increased accessibility and promoted the person-centred approach. In addition to face-to-face contacts, phone and virtual services were offered to minimise gaps in service delivery.

Our parenting programs focused on building family's communication capacity and understanding children's emotional, social, and behavioural development, wellbeing and needs. Children were supported in transition to kindergarten and high school. CAPS also organised child focused groups during the lockdown to maximise children's socialisation and enhance community connections when learning from home.

CAPS collaborated with health services, local organisations, and schools to deliver services and linked families to resources. CAPS also collaborated with local organisations via the Linker's Network, such as Auburn Hospital based 'Hand-in-hand: Growing together Every Day' program which functioned as an outreach service to link expectant parents to services and community resources whilst attending medical appointments. This program was nominated for the People's Choice Award at the Western Sydney Local Health District Quality Awards.

Through a range of programs and services, parents' confidence in accessing services and their parenting capacity were built and family relationships were improved. Children and parents were continuously supported through various activities and subsequently minimised the risk of isolation amongst families, as they attended programs targeting wellbeing and allowing them to stay connected to the community.



Testimonial

Tamani contacted CAPS when her child went into Out of Home Care. The worker linked her to legal and mental health services, through which the client was supported to understand her situation and navigate various systems. The worker also liaised with DCJ and other services to advocate for the family's needs. The client received casework support through the process of having her child removed, maintained contacts with the child and supported in readjusting once the child returned to her care.*

"[My caseworker] has been an amazing help. She had gone out of her way to help me with matters [I] struggled with or did not know of how to get help. She helped me with parenting classes, helping my child, and provided us with necessities. She helped me with paying bills and offered vouchers for groceries. I am very grateful and appreciate her efforts."

Tamani*, CAPS Client



Targeting Early Intervention (TEI)

Through TEI, we continued to provide services to meet the needs of local families with young children, focusing on effective prevention and early intervention especially amongst families with children aged 0-3 years, young parents under 20 and those from culturally and linguistically diverse (CALD) backgrounds.

In the last 12 months TEI became an adaptable whilst reliable service, and provided much needed stability to a local children, families and communities.

Service activities included supported playgroups, parents' support groups, parenting education, school readiness activities and community events, with an aim to deliver flexible supports to vulnerable or at-risk children, young people, and families. TEI delivered such activities to construct/maintain healthy family relationships, support parents to confidently manage their children's behaviour, and create shared family experiences. Parents were upskilled and empowered to transition into parenting, into the work field, or into further education.

To increase accessibility and maintain community connections, TEI also delivered services through a variety of settings including in person, phone, online platforms and at times, hybrid service delivery. During the lockdown, TEI maintained digital connections with families and sent them e-packages in relation to activities, information, and resources.

TEI worked closely with local schools to readapt the services effectively and safely once these transitioned back into school grounds.

TEI also partnered with early childhood centres, schools, community organisations and health services to deliver information and services to local families, including Paint Auburn REaD - Reading Day 2021, Dad's Breakfast, Children's Week events, and Families Week events.

Families also benefited from TEI casework support and linked to relevant services and community resources.



Paint Auburn REaD – 2021

Lead by ADSI in partnership with local organisations and 7 childcare providers, the 12th Paint Auburn Read (Auburn Reading Day) event took place in November 2021, and subsequently nominated for the Zest Award under the Exceptional Community Partnership.

The event is a community literacy initiative, aiming to raise awareness of the importance of reading to children and encourage everyone especially parents to regularly sing, read and rhyme with their children from the time they are born.

This year the event was delivered by Zoom during state lockdown, under the theme “Aboriginal Culture”.



Testimonial

“Really, I want to thank you for your big effort in each playgroup. Always you try to keep our kids happy and comfortable...playgroups are great, and my kids had a good time. They learned many things and the important basics before schools. Your activities are suitable and useful. Finally, we as parents are very satisfied and appreciate every specific thing you did.”

Sam*, TEI Client

Specialist Homelessness Support (SHS)

Specialist Homelessness Service (SHS) is funded by the Department of Communities & Justice via a consortium led by Mission Australia.

SHS provides casework support to individuals and families who were homeless or at risk of homelessness, including information and advice on social housing, private rental accommodation, and specialist housing support services. They are also assisted through information sharing, advocacy, documents assistance, and support to access Housing NSW.

In addition, SHS supported individuals and families with complex needs by linking them with housing providers as well as employment, health, finance, and social support services.

Where possible, SHS aimed at helping people secure long-term accommodation. Brokerage services were also offered to help clients purchase essential household items, especially for those in transition periods.

ADSI continued to lead quarterly Auburn Housing Working Group interagency meetings and work in collaboration with other providers to address homelessness related issues at the local level.

In April 2022, SHS was accredited for the Australian Service Excellence Standards (ASES), through which it received positive feedback from service users as well as partner organisations.

SHS Client

117

Testimonial

A vulnerable woman, who experienced domestic violence, contacted SHS for assistance to herself and her children, aiming to be out of a toxic home environment and move. The SHS caseworker assisted the client in finding a suitable private rental place, i.e., a two-bedroom unit. The client and her child were also supported to obtain a rental bond through Housing NSW, access white goods and other financial supports, receive safety planning, and have a list crisis contact numbers at hand. Through our work, the client was able to secure safe accommodation and now she is focusing on the future of herself and her children.

Anonymous, SHS Client



NSW Partnership Grant

Funded by the Department of Community Justice, ADSI delivered COVID-19 Partnership Support Grant program in between October and December 2021, to vulnerable people and diverse communities, including those in isolation and/or impacted by COVID-19.

ADSI supported people with identified needs with material aid, including groceries, household essentials, mobile data, baby products, school supplies, clothes, transportation, and hundreds of household packages.

ADSI also provided social, and wellbeing supports, such as connections to other services at ADSI and those within the community, to vulnerable people including bridging visa holders, people living in temporary accommodation, isolated due to COVID-19, experiencing loss of earnings due to the lockdown, home schooling, people affected by domestic violence, and people who were homeless or living in shelter homes.

Testimonial

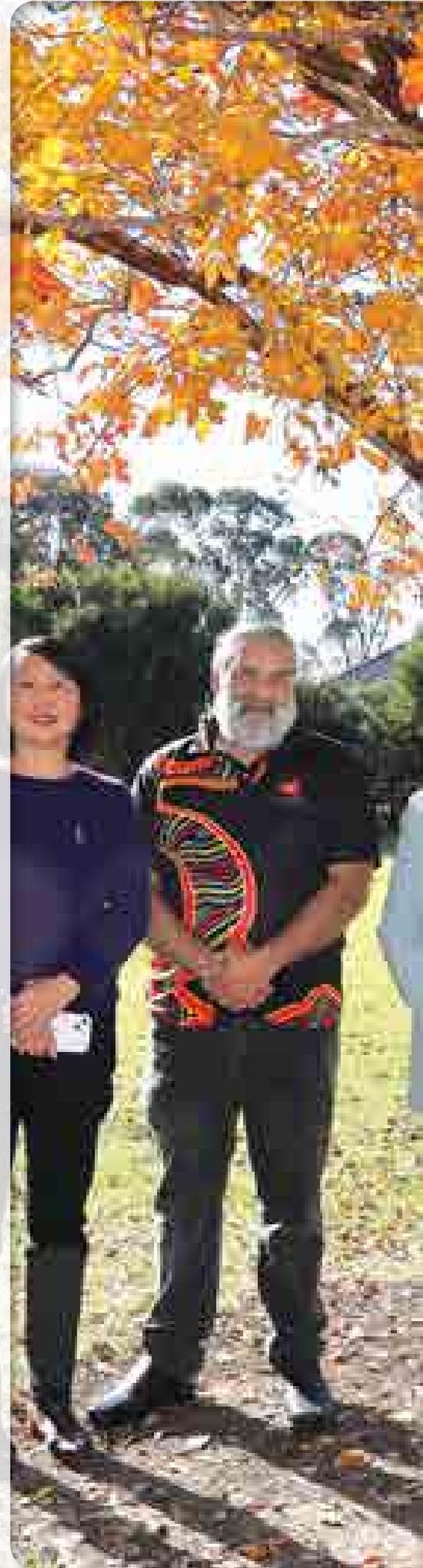
"This support will be profoundly positive impact on Nancy's wellbeing. I can also tell you that it eases the financial burden of grocery shopping. Lastly, it also eases the physical burden of having to walk twice to different grocery stores (as the local IGA closed permanently during COVID lockdown)."*

- Feedback from a partner organisation.

"The groceries provided sustenance to me for several days as I do not have enough money to buy all necessities. They provided the relief and hope."

Tom*, Client





SETTLEMENT SERVICES



Settlement Services

Amadu Bah - Team Leader Settlement Services

Settlement Engagement & Transition Support (SETS)

SETS is for refugee and humanitarian entrants arrived in Australia in the last 5 years. Services include casework, group activities/sessions and advocacy.

Our SETS Client Services (CS) were provided by caseworkers based on needs analysis conducted in the intake process, followed by planning and provision of agreed services. In the past year, SETS CS applied a hybrid delivery model to minimise infection and transmission risks, where casework and activities were provided in person and virtually, with a focus on EEET (English, Education, Employment and Training), health and wellbeing.

SETS staff worked with clients to improve their digital literacy via multiple training sessions to help clients contact service providers via messages and emails. This enabled clients to follow up on their queries with aim to solving their problems and reducing distress and stress.

SETS continually worked on Central Western Sydney Multicultural Interagency (CMI), a platform to discuss issues affecting refugees/migrants and to find practicable solutions.

COVID-19 was a key working area in the last 12 months. CMI developed an English COVID-19 Glossary and distributed translated versions in community languages, in partnership with Dr Holly Corpe and other CMI members. CMI also worked with Western Sydney Health Local District for a tailored session targeting community elders and leaders, on concerns towards vaccines.

During the Afghan evacuation crisis, CMI combined useful resources on family migration and mental health and disseminated to a range of organisations and community leaders.

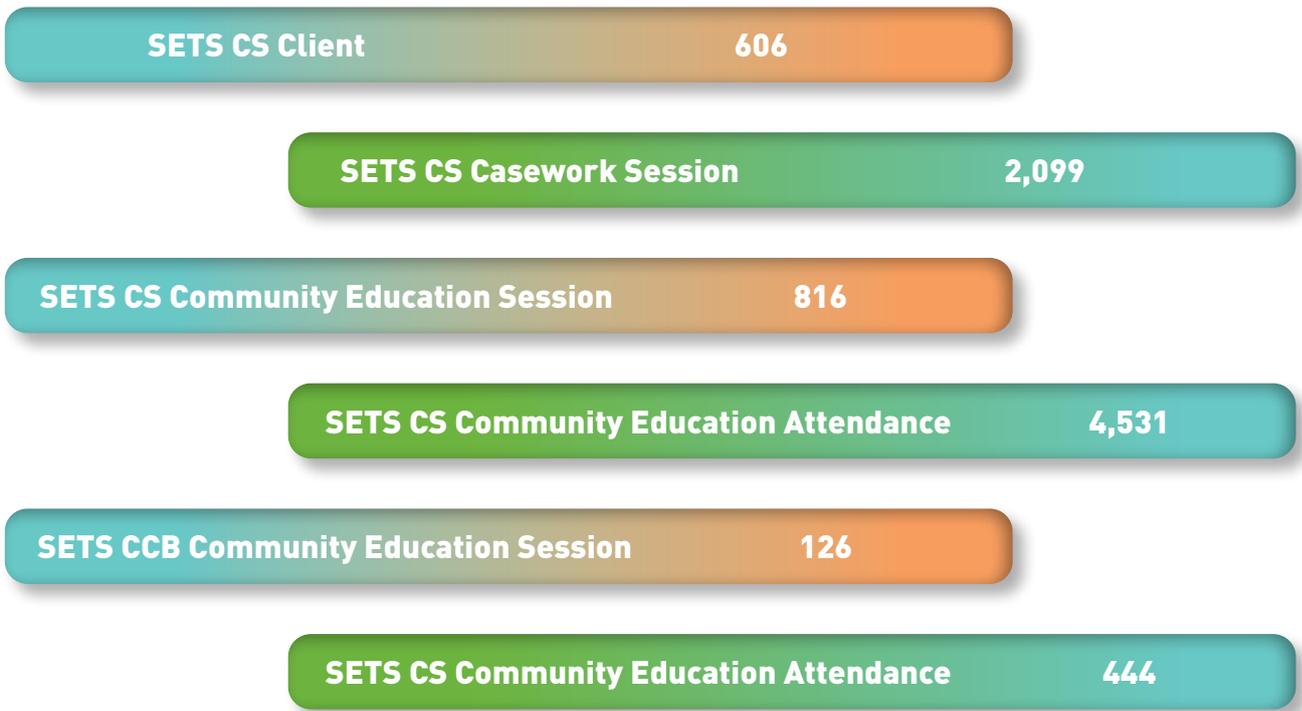
At the end of June 2022, CMI comprises of Navitas English, Settlement Services International (SSI), Western Sydney Local Health District (WSLHD), One Door, STARTTS, Services Australia, Auburn Police, Youth of the Streets, Legal Aid, Paramatta Women's Shelter, St Mary's Ethiopian Women's Association, Housing NSW, and South Sydney Local Health District (SSLHD).



SETS provided iftar dinner packages for over 100 families and 150 individuals during Ramadan 2022 and hundreds of food hampers during the lockdown in late 2021.

SETS also arranged Refugee Week 2022 celebrations to acknowledge life experiences of those coming to Australia as refugees. A typical example is the "Welcome to Australia" event on 14/06/2022, which attracted more than 100 participants, including politicians and other service providers, to promote community harmony.

Meanwhile, our SETS Community Capacity Building (CCB) assisted new and emerging communities, including leaders and unincorporated associations within. SETS CCB delivered workshops and intensive support to enhance the community leadership. Leaders were supported to develop skills and capacity to better support their own communities.



Service Demographics

| SERVICE DATA | SETS | YTSP | ER |
|-------------------------|-----------------------------------|-------------|-------------|
| COUNTRY OF BIRTH | Afghanistan | Afghanistan | Afghanistan |
| | Iraq | Iraq | Nepal |
| | Syria | Iran | Siri Lanka |
| | Pakistan | | India |
| | Iran | | Pakistan |
| | China | | China |
| | | | Turkey |
| TOP ISSUES | Employment | | |
| | Affordable Housing | | |
| | Financial/material Assistance | | |
| | Language | | |
| | Education pathways | | |
| | Citizenship | | |
| | Legal/Migration | | |
| | Document Help | | |
| | General Health/ Mental Health | | |
| | Social Connection/Isolation | | |
| MAJOR ASSISTANCE | Financial and Material Assistance | | |
| | Form fillings/Document Assistance | | |
| | Legal/Migration | | |
| | Affordable Housing | | |
| | Employment Pathways | | |
| | Education/Training | | |
| | Social connection | | |
| MAJOR SUBURBS | Auburn | | |
| | Berala | | |
| | Regents Park | | |
| | Lidcombe | | |
| | Merrylands | | |
| | Guildford | | |
| | Granville | | |
| | Fairfield | | |
| | Liverpool | | |



Service Focus

Employment

Cooking is a passion to Fatima* but turning it to a career seemed to be difficult. Fatima was referred to ADSI by a friend to find out more about education/training and joined our cooking course which gave her an insight on how commercial kitchens operate.

After the initial training, Fatima completed 2-week work experience session with an Italian restaurant in Sydney CBD, after which she was able to secure a job at the restaurant.

"I would like to express my sincere thanks and appreciation to Nuha and all ADSI Staff and Management for this wonderful opportunity. Today I am fully employed, this will never come to reality without the support from ADSI."

Empowerment

ADSI partnered with TAFE NSW to organise English classes, delivered by experienced teachers comfortable to work with people from culturally and linguistically diverse backgrounds (CALD).

The class not only enhanced participants' English skills, but also an opportunity as a group to understand local vocational training pathways. We are pleased to see 5 participants enrol for further studies at TAFE.

"Thank you so much Karen for your support!"



FDV Support

Susan*, a family & domestic violence (FDV) survivor with her 4-year-old son, escaped last year to Sydney from her abusive partner in Melbourne, who prevented her from attending English classes. Susan had no former education, experienced rough childhood, and could not read or write even in her own language.

SETS supported Susan through which she learnt English and participated in a variety of workshops from Art Therapy to Safe & Healthy Relationship. Susan was encouraged to enrol in an online TAFE course, Certificate III in Community Welfare which she successfully completed. Her plan is to further study in at a Diploma level and work in the community sector where she can support and advocate for other FDV survivors.

“Now I felt as a human being with a purpose of life. Thanks to Soghra and now I am living safely with my son and a clearer direction for lives ahead.”

Independence

SETS delivered to dozens of clients who obtained either learner licenses or provisional licenses, which further create employment opportunities whilst building their confidence.

“Today I can take my disabled husband to his appointments with ease, respect, and dignity. Initially we took taxi which costed us a lot of money. Today I can save that money and use it for other essential items. I cannot be where am today if it is not for Nazifa’s work in helping me get my driving license.”

Resilience

Arrived in Australia in 2020, Fadoma has since been staying at home caring for 2 young children. The family relied on the single income of her husband. Due to rising cost of living, Fadoma decided to find job to relieve family financial pressure. She had difficulty in finding a job due to lack of education and skills.

She was enrolled into an ADSI organised beauty course, which enabled her to consider this could be the right direction for her job search. She also found the course useful, not only matched her interests but enjoyable. Upon completion, Fadoma decided to further her education and enrolled for the Diploma Beauty course at TAFE, with a goal to open her own makeup business.

Family Reunion

Mina* recently arrived in Australia from Afghanistan with 3 children. Her 15-year-old son was not accepted due to his name on the visa grant letter being different from the name he presented to the authorities. It was a painful to leave her only son behind.

Mina came to ADSI for assistance. The caseworker worked with Legal Aid to assist Mina to prepare an application which was successful. The boy later arrived in Australia after 7 months separation with the family.

“I do not know what I would do without your help Nazifa. I only hope I can someday give back to you that you have done for me. Thank you does not seem enough to express my thanks. I am so thankful and appreciative for what you have done for me and my family, we are now a family again.”

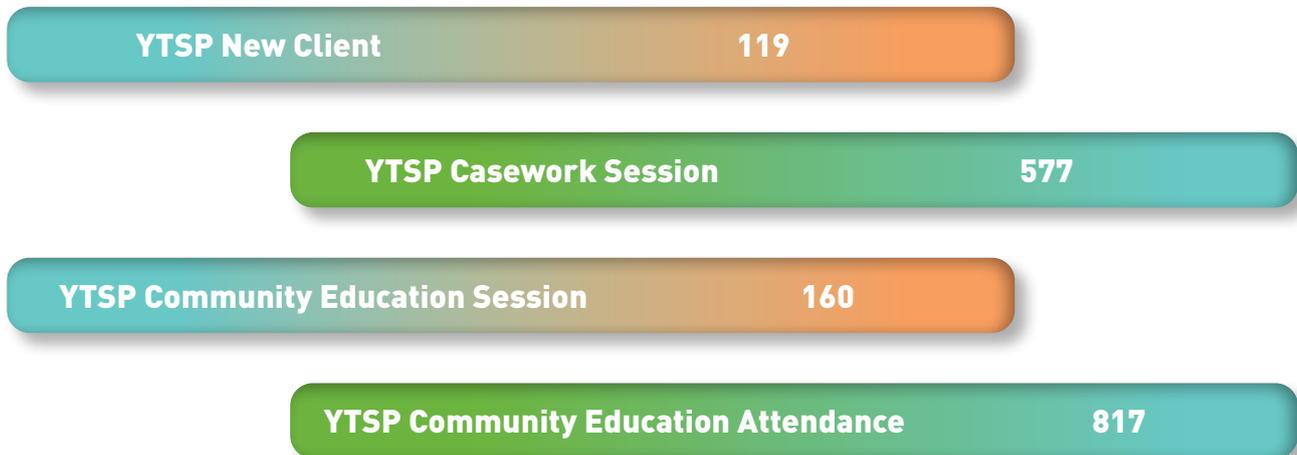
Youth Transition Support Program (YTSP)

YTSP is established for youth from refugee/humanitarian backgrounds to increase their skills for meaningful employment, by providing support in areas such as employment, education, training, and sports.

In the last 12 months, YTSP increased clients' confidence and knowledge in the education system, curriculum, school readiness, as well as employment pathways. Examples include assisting clients gaining accredited qualifications and work experience to be job ready.

YTSP also supported clients in Centrelink applications, university scholarships and free TAFE courses, and partnered with other stakeholders to provide mentoring, applications such as tax file number and superannuation.

Further, YTSP provided value added services such as health education including those relevant to COVID-19 to young parents during the Pandemic.



Testimonial

"The back-to-school packages have really helped me to transit back into face-to-face learning after going through tough times during the lockdown. It encouraged and motivated me to do better in school for a good job in the future".

Hekmatullah*, YTSP client.

"The Dress for Success (DFS) workshop really helped me because I was able to identify the type of work I am interested in as well as understanding the importance of presentation during interview for work. Getting free access to Career Hub by attending the DFS workshop has really helped me with interview skills and now am confident to apply for any job of my choice".

Halima*, YTSP Client.



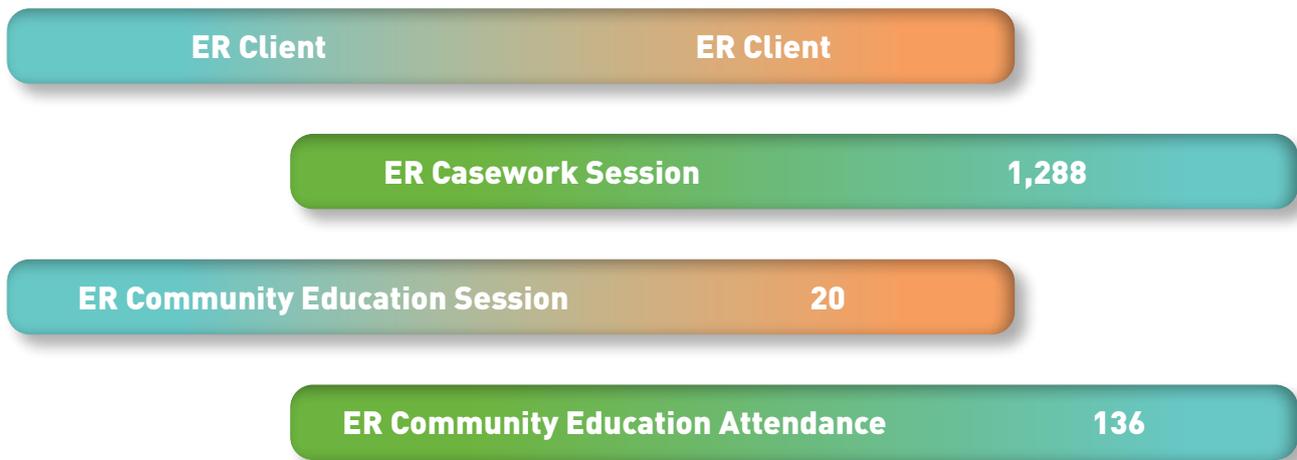
Emergency Relief (ER)

ADSI provided ER services to people who are unable to pay their bills or at imminent risk of not being able to do so, under the Financial Crisis and Material Aid - Emergency Relief program.

Since the Pandemic, ER faced increased demands but managed to maintain quality service delivery, by providing food vouchers, rent assistance, and other financial and material aid to eligible clients.

ER linked clients to other service providers for additional support, including Salvation Army, St Vincent De Paul Society, Thread Together, C3 Church, and Food Bank, with a special focus on asylum seekers and overseas students who have limited financial support compared with others.

ER also provided Energy Accounts Payment Assistance (EAPA), an NSW Government initiative to aid people with financial disadvantage and having trouble in paying their electricity or gas bills.



Testimonial

"This is just amazing I have never cried of joy since the birth of my son, but you have just made my day. Thank you so much Alison,"



Auburn Homework Help Mentoring

This is a project sponsored by Dooleys Lidcombe Catholic Club to support children and young people from refugee and migrant backgrounds in homework and provide mentoring support. Due to the lockdown, most supports were delivered online.

Tutor and youth worker also helped young people to find education and vocational training options that align with their goals.

Homework Help Students **32**

Testimonial

"I would really love you to continue homework help next term. It really helped me. I got my scholarship on 28th Jan 2022." - **Mary***



Live Healthier – Yes We Can

This is a healthy living education program funded by Cancer Institute NSW. Bilingual staff and volunteers provided community education sessions promote healthy living messaging in 5 community languages, include Nepali, Arabic, Dari, Urdu, and Amharic.

The program started from Feb 2022 and will continue to early 2023.

Testimonial

"My plan to healthy lifestyle is going to be more exercise, healthy food and be active"
Sajjid*, Participant

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 Department of Social Services (DSS), Department of Communities and Justice (DCJ), Department of Health and Aged Care (DOHAC), Multicultural NSW (MNSW), and National Disability Insurance Agency (NDIA).

We would like to thank the Settlement Services International (SSI), Community Migrant Resource Centre (CMRC), Cancer Institute NSW and Dooleys Lidcombe Catholic Club.

We also would like to thank:

ACSA Afghan Community Support Association, Afghan Peace Foundation, Afghan Women's Association, AFP NSW Australian Federal Police, African Mental Learning Cycle, AGHAZ (The Youth Voice of Afghan), Alphacrucis University College, AMES Employment, Anglicare, Anna Kindergarten, Arthur Philips Highschool, Auburn Community Health Centre, Auburn Girls High School, Auburn Health Professionals, Auburn Hospital Multicultural Network, Auburn Hospital, Auburn Housing Working Group, Auburn Library, Auburn MP, Auburn North PS, Auburn North Public School, Auburn Police, Auburn Public School, Auburn Ruth Everuss Aquatic Centre, Auburn West Public School, Auburn Westmead Multicultural Health, Auburn Youth Centre, Australian Afghan Hassanian Youth Association, Australian Afghan Khorasan Association Incorporated, Australian Anatolian Community Services CO-OP LTD, Australian Chinese Medical Practitioners Society, Australian Taxation Office, Austswim,

Bankstown Senior College, Bantal Pulaar Community, Barnardos, Barnardos Long Day Care Centre, Belgravia Leisure (Auburn Aquatic Centre, Whitlam Leisure Centre), Berala Public School, Bilingual Cultural Education (BCE), Boronia Multicultural Services, Breastfeeding (ABA Strathfield Group), Brighter Futures, Burundian Community, Burwood Court, C3 Church, Cameroonian Community, Cancer Council, Catholic Care, Centrelink, Cervical Cancer NSW, Chester Hill High School, Child Abuse Prevention Service (CAPS), Choice Preschool, Collective Leisure, Community Housing, Congolese Community, Core Community Services, Creating Links, Creative VibeZ, Cumberland Business Chamber, Cumberland City Council, Cumberland Council Aquatic Centres, Cumberland Domestic and Family Violence Reference Group, Cumberland Hospital Multicultural Health, Cumberland Multicultural Community Services, Cumberland Women's DV Court Advocacy Service, Cumberland Women's Health,

Dandelion, Department of Home Affairs, Department of Public Housing, Dr Fahima Bahram, Dr Hamid, Dr Malalai Safi, Dr Fatemeh Nazaran, Dr Nasrin Mostafa Zadeh, Dress for Success, Dress for Work,

EAPA & ER, Eritrean Community, Ethiopian Community, Evolve Housing,

Family Law, Fatemeh Gholami Life Coach, Fengling Law Firm,

Global Skills, Granville Boys High School, Granville Masque, Granville Multicultural Community Centre, Granville TAFE, Guilford Public School, Guinean Community,

Hazara Community, Hazara Women's Association, Headspace, High Street Youth Health Service, Himyana Social Services Incorporation, Holroyd High School, Homebush Boys High School, Horizon, House of Welcome, Housing NSW,

Immigrant Women's Speak Out, Immigration Advice and Rights Centre (IARC) Information and Cultural Exchange, Integrated Violence Prevention & Response Service (IVPRS), Integricare Auburn Preschool, Iraqi Australasian Medical Association (IAMA),

Karen Haire for Academic English, Kateb Hazara Association, Kids Early Education Pre-School/Long Day Care, Kidsafe NSW,

Lead Training, Legal Aid NSW, Liberian Community, Licences 4 Work, Link2home, Love and Care Childcare Centre,

Macquarie University, Mahan Art Centre, Manning Foundation, Mary Aikenhead Psychology & Counselling Clinic, Masoud Foundation Australia, Max Employment, Merry Hair Design and Beauty, Merrylands Community Aid Centre, Merrylands Community Health Centre, Merrylands Police, Mobile Minders, Multicultural Health (Integrated & Community Health), MYAN,

Navitas, Neami National Western Sydney, Nepalese Community, Newington College, NILS, North-Eastern Chinese Association, Northern Syd Chinese Services Network, NSW Birth, Deaths & Marriage, NSW Health,

Officeworks, One Door Mental Health, OZ Professional Driving School,

Parramatta City Council, Parramatta Community Health Centre, Parramatta Holroyd Family Support, Parramatta MP, Parramatta MRC, Parramatta Public Housing, Parramatta Women's Shelter,

Raging Waters, ReLink Australia, Red Cross, Refugee Advice & Casework Services (RACS), Refugee Art Project, Refugee Health Service, Regents Park Library, Regents Park Public School, Relationships Australia, Rwandan Community, Salvation Army,

SDN Children's Services, Service NSW, Setsco Services, Share the Dignity, Sierra Leone Community, SMS4Dads, Somalian Community, South Sudan Community, Special Olympics Australia, St John's Catholic Primary School, St Vincent De Paul Society, STARTTS, Strathfield South High School, Sudanese Community, Surf Lifesaving NSW, Swan Academy, Sydney Adventist School Auburn, Sydney University of Technology, Sydwest Multicultural Services,

TAFE NSW, TAFE Outreach, Taldumande Youth Services, The Cooking School, The Smith Family, The University of Sydney, Transcultural Mental Health Centre, Transcultural Multicultural Mental Health Australia,

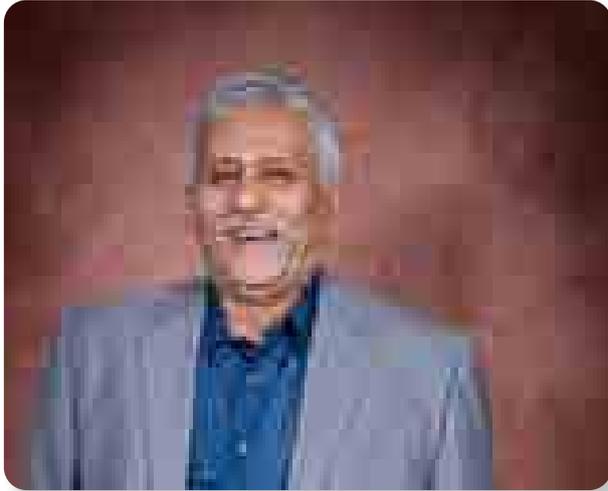
Ugandan Community, Ultimo TAFE, UNHCR With One Step Walk, Uniting, University of NSW, University of Wollongong, Variety, Victim's Services,

Wesley Institute of Training, Wesley Mission, Western Sydney Chinese Services Network, Western Sydney Community Centre, Western Sydney Family Referral Service, Western Sydney LHD, Western Sydney Local District Health, Western Sydney MRC, Western Sydney Partners in Recovery, Western Sydney University, Westmead Children's Hospital, Westmead Oral Health, WESTS, Women's Legal Centre, Woodville Alliance, Wollongong University,

Xiaohongmao Travel & Culture Association,

Yazidi Australian Association, Youth Off the Streets (YOTS).

Board's Financial Report



In the financial year ending 30 June 2022, the income of the Accessible Diversity Services Initiative Limited (ADSI) exceeded expenditure by \$424,767, compared to a surplus of \$221,665 in 2020/2021.

This resulted in accumulated funds of \$2,083,675 at the end of financial year (\$1,658,703 in 2020/2021). ADSI maintains a healthy financial position with cash holdings at the end of year totalling \$2,749,875 (\$2,575,987 in 2020/2021).

In 2021/2022, the revenue from block funding was \$2,406,996 or 50.1%, compared with \$2,138,463 or 51.2% in 2020/2021.

On the other side, ADSI continually generated more revenue from its fee for services during the same period, mainly the National Disability Insurance Scheme (NDIS) and Home Care Packages (HCP). This resulted in \$2,037,666 or 42.4% of total revenue, compared with \$1,840,970 or 44.11% in 2020/2021.

Like all others, the Company faced higher uncertainty in its business during the pandemic. The Board and Management took robust measures to ensure the Company'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 operational 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 the Company.

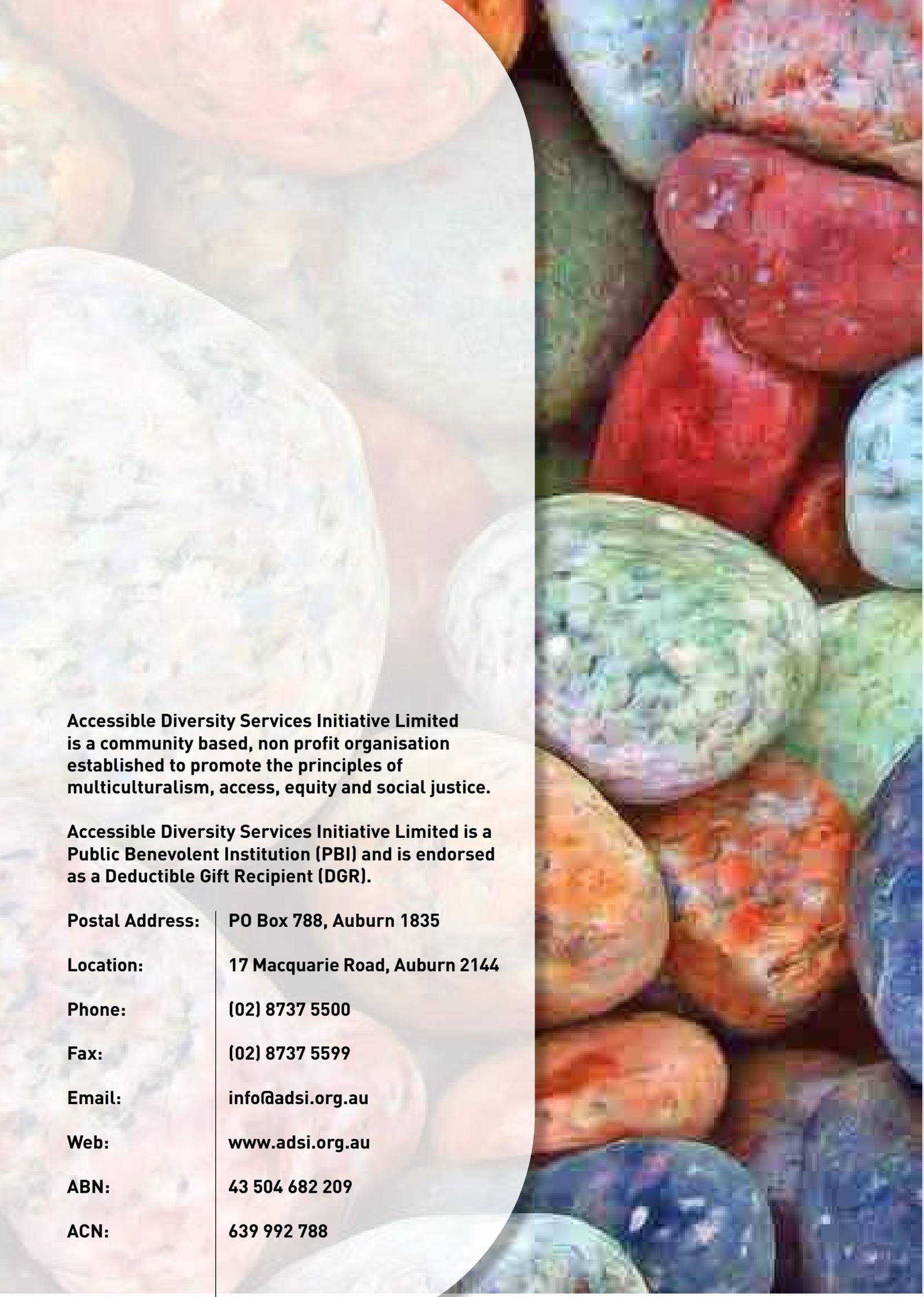
There were multiple occasions in the last 12 months that the Company saw its revenue from fee for services exceeded that from block funding. This is an outcome of continuous improvement and effective marketing and promotions, which the Company will continually work on for further growth.

I commend Management and staff for their efforts in ensuring that the Company continues to deliver high quality services over the past 12 months, facing changed funding environment and service delivery models, and the lengthy pandemic beyond everyone's expectations.

Jayaraman Guruswami JP OAM GAICD
Director, on behalf of the Board of Directors



Accessible Diversity
Services Initiative Limited



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

Accessible Diversity Services Initiative Limited is a
Public Benevolent Institution (PBI) and is endorsed
as a **Deductible Gift Recipient (DGR)**.

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