



Annual Report

2012 / 2013



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

The organisation is responsible for developing strategies which address the needs of local migrants and focuses on recent arrivals, emerging communities and special needs groups including humanitarian entrants, refugees, women, youth, children, aged and the unemployed - all of CALD backgrounds.

ADSi designs and delivers services that aim to build capacity and improve outcomes for disadvantaged people and families. A focus of service delivery has been on providing high quality case management and community development for migrants, humanitarian entrants and refugees who have settled in Auburn and the Central West Sydney to build self reliance and resource individuals / groups to become valued and active community members.

ADSi is committed to promoting and developing a multicultural society through the delivery of settlement and community development services that aim to ensure equitable access and outcomes, as well as participation, for all migrants and refugees clients and communities.

All programs and projects of the organisation are underpinned by the principle that everybody should be able to maintain their culture without prejudice or disadvantage and should be encouraged to understand and embrace other cultures.

This report is also available on ADSi's website: www.auburndiversity.org.au

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Chairperson's Report

It is with great pleasure on behalf of the Board of Directors, CEO and staff of Auburn Diversity Services that I present to you, the Chairpersons Report for 2012/13.

From November 2012, ADSi has been currently operating under our new Constitution. This work commenced in early 2012 and was finalized at a Special General meeting held in November 2012. I am pleased to announce that our organisation in responding to changes in public policy is now fully compliant and the Board operating according to our governance framework.

On behalf of the Board of Directors, I would like to thank the staff at ADSi for their patience and support for the Board, allowing us to make some critical decisions that enable us as an organisation to keep moving forward in the next few years.

The Board of Directors consists of individual and organisational members that come from diverse backgrounds offering expertise in ensuring that we support the CEO in her role over time. We have been met with a few challenges during the year but we continue to move forward from strength to strength as the multicultural lead organisation in the Local Government Area. We as a board continue to strive for opportunities to ensure that the best interest of the community is first and foremost in par with the welfare of our staff. We are committed to ensuring clear and transparent leadership and the professional development of our staff.

I am pleased that the organisation has managed to produce a strategic plan to guide us through to many frontiers for the next three years. I am pleased that the current leadership team is visionary and focused on growing the business, harnessing our specialist expertise in the area of settlements services, families and seniors and disabilities. I am pleased that our service branding truly encapsulates the work that we do: [Access](#) | [Development](#) | [Strength](#) | [Independence](#)

I am confident of our growth in the following years under the governance of the current Board of Directors and we aim to continuously seek advice expertise in the community sector to ensure stability in the future years.

I would like to thank my fellow committee members, the dedicated staff and the volunteers for their support throughout the year. We, as a team support and celebrate the work that you all contribute to this organisation and hope that you will continue to work with ADSi, in influencing future changes.

Thank you also to our funding bodies and partners that continue to support the work of ADSi. Your continued support is fundamental to our growth and development. We look forward to 2014 and to the fruitfulness it brings.



Sarjoh Bah
Chairperson

CEO's Report



There is a story I would like to tell. One morning in the middle of winter, a well-dressed woman stood at the front gate of our centre prior to opening. I so happened to come in early that particular morning and saw her at the ADSi gates waiting for staff. She was waiting on this chilly morning, with her suitcases and I could see she was not dressed warmly. As I opened the gate I said to her, it's a cold morning isn't it? Her response was, with what I am going through right now, I cannot feel the cold. That profound statement continues to remind me about our clients and the burden they carry, when they arrive at our doors. The things we complain about or take for granted each day mean nothing to them. It's a constant reminder of our purpose and why we exist as an organisation and this moment will be placed in my memory as a reminder of the 'why' when I think about the work we do.

During this period, my team and I knew that this would be the year that the organisation would move into a period of clarity. Increased clarity about the work that we do, increased clarity

in relation to governance and how it impacts on change management. Clarity in understanding that project work needs planning and precision to enable a more proficient service delivery to the community that we service.

In the backdrop, the organisation also had to respond to the changes and shifts in the arena of national public policy. Coupled with this, is world conflict at our doorsteps that impacts on our current client base - moreover, newly arrived clients. What occurs in the community sector and the world affects our daily business. This behoves us to contemplate our approach and engagement with clients, community and our partners. To that end, accordingly our funding bodies have been most receptive to the shifts in direction of the organisation, using a savvier approach to the way that we conduct our business.

The ADSi Constitution was finalised in November 2012. The Board of Directors made a strong commitment to maintain rigid frameworks of governance beginning with this document and had done so thoughtfully with the future of the organisation in mind. During three months from January to March, the Board of Directors and I walked together through a tumultuous and challenging period. I take this opportunity to thank them especially the Chairperson Sarjoh Bah in maintaining his leadership and being a strong arm of support during this period. We managed to get through collectively as a team. The staff at ADSi and my leadership team have been most supportive throughout this period of difficulty and we all managed to focus on the greater work that we are all here to do. I would like to take this opportunity to especially thank the team for the unequivocal support and leadership. Continuing business as usual and not faltering when the challenges have come our way. Financially ADSi is also in a well placed to continue to deliver Settlement grants programs in the next year. This also includes project delivery in the Families and Seniors and Disability Services.

In May 2013, the Board of Directors and I decided that the organisation needed a Strategic Plan in moving forward. A Strategic Planning day was conducted and here in this document is the vision and mission set including our branding. ADSi rolls out this strategy from November 2013 into 2016.

Finally, I would like to take this opportunity to thank our partners and funding agencies for their continued support throughout the year. We are always in gratitude for their support and advice they provide to our organisation, always willing to negotiate and listening to our new and creative ideas as astounding as it sounds! Thank you also to our local government partners for your constant engagement with ADSi. And a wholeheartedly thank you to our clients and communities for trusting us to do the work that we do.

Tia Roko
CEO

Vision

Diverse communities are continuously valued and supported

Mission

- ◇ Enhance leadership through quality service provision
- ◇ Lead strategic partnerships
- ◇ Build community capacity
- ◇ Encourage active participation and,
- ◇ Access for communities in the Central Western Sydney area

Brand

Access | Development | Strength | Independence

Strategic Plan 2013-2016

- ◇ Community capacity is enhanced, enabled and celebrated to encourage social cohesion and to achieve independence during settlement periods for clients
- ◇ A comfortable and safe work environment with a diversified professional workforce that is skilled and job satisfied
- ◇ ADSi resources are utilised optimally to meet the needs of community groups and is able to collaborate, build and leverage sustainable partnerships throughout government and the community sector
- ◇ ADSi is compliant, transparent, and accountable and reflects an equitable governance framework



Organisational Structure

As at 30 June 2013

Board of Directors



Mr Sarjoh Bah
Chairperson



Mr Jayrayman Guruswami JP
Vice Chair



Ms Patricia Frost
Treasurer



Mr Hamad Mustapha Turay
Secretary



Ms Rahat Chowdhury
Public Officer



Mr Kuranda Seyfettin Seyit
Member

Staff

Ahmad Ali

Ali Sadat

Alyssa Wang

Aynalem Tessema

Daniel Thein Tha Nya

Eh Paw Hla

Emine Turkmen

Frank Zheng

Jade-Gia Nhu Tat

Jennifer Yuan

Justin Han

Lilia Tolentino

Malathy Uthayachandran

Mesepa Lafaialii-Paul

Monica Grace Owen

Nasren Nasrat

Nazifa Ali

Afghan Project Officer

Afghan Youth Project Officer

Humanitarian Project Officer

Bilingual Project Officer

Karen / Burmese Youth Project Officer

Karen / Burmese Group Facilitator

HACC Turkish Project Officer

Centre Manager & Business Services Manager

HACC Multicultural Project Officer

Family Services Manager

Settlement Services Manager

Administration Officer

Tamil Group Facilitator

Seniors & Disabilities Services Manager

Female Youth Worker

Hazara Project Officer

Dari Speaking Perinatal Project Officer / Afghan Project Officer

Nuha Abdul Razaq	SGP & HACC Arabic Project Officer
Qin Lucia Yan	Chinese Perinatal Project Officer
Salwa Alhag	Immigration Assistance Project Officer & African & Women Project Officer
Selvi Balasubramani	SGP Housing Project Officer & Refugee Women Housing Project Officer
Shaista Ali	Iraqi Youth Worker
Shamili Kugathas	Tamil Youth Project Officer
Sher Banu Oomatia	Early Intervention Project Officer
Tia Roko	CEO
Waheeda Naurozi	Information & Referral Officer

During the year, ADSi welcomed Ali Sadat, Alyssa Wang, Avanithah Selvarajah, Daniel Thein Tha Nya, Melina Matthia, Monica Grace Owen, Selvi Balasubramani, Shaista Ali, Shamili Kugathas and Sivayogam Murugesu.

ADSi farewelled Avanithan Selvarajah, Beatrice Sesay, Cigdem Cetin, Himali Wettasinghe, Julia Ghedeleda, Melina Matthia, Michael McGill, Mohammed Shobaki, Patrick Obeid and Sivayogam Murugesu. The organisation wishes them well in future.

Sessional / Outreach Workers

Elizabeth Philipsz	Burmese Worker from the Community Migrant Resource Centre
Daniel Apat	Sudanese Worker from Anglicare

There are also 9 Settlement Services International (SSI) staff based at ADSi during the financial year 2012-2013, under the HSS project. They are,

Achol Majier Gai	Team Leader
Blaise Bulea Kubuya	Local Area Case Manager
Iman Biady	Local Area Case Manager
Jawed Gebrael	Local Area Case Manager
Mojdeh Zamani	Local Area Case Manager
Nadia Karim	Local Area Case Manager
Naima Wissi	Local Area Case Manager
Najeeba Wazefadost	Local Area Case Manager
Sajeeda Naurozi	Local Area Case Manager

Student Placement & Volunteers

ADSi would like to congratulate all students who have completed their placement with us.

ADSi would like to thank all volunteers for their valuable contributions. We hope to have your continuous support in the future.

Settlement Services

Continuing to build on the foundations that have been established during the previous 10 years, the ADSi Settlement Services Team witnessed another success over the past 12 months in providing assistance to newly arrived migrants, particularly refugees and humanitarian entrants from Culturally and Linguistically Diverse (CALD) background living in the Central Western Sydney area, under the Settlement Grants Program (SGP) funded by the Commonwealth Department of Immigration and Citizenship (DIAC).

With casework, community coordination and development, youth settlement, immigration assistance and housing support remained as basic service areas, we have taken Tamil community, Karen community, Iraqi youth and Afghan youth into our new target groups. New bilingual workers were recruited to reflect the diversity and provide corresponding services.

Looking to the future, whilst further developing strategies to meet the settlement needs of new migrants and help them solve issues and problems during settlement, we will make more efforts to work on team building. A professional team and high quality services are the targets of Settlement Services Team development.

Settlement Services in a Glance

Service Performance in 2012-2013

DIAC Funding Streams	5
Funded Projects	16
Settlement Service Caseworkers	15
Clients Served at the Front Desk	15,928
Total Clients for Casework	1,763
New Clients for Casework	1,373
Information / Workshop / Training	346
Other Sessions	241
Attendance	8,345
Excursions	22
Camps	4
Soccer Ball Tournament	3
Settlement Support / Recreational Groups	8
Community Consultations	9
Youth Summit	1
Western Sydney Refugee Youth Awards	1
Community / Cultural Events *	4

Client Visa Sub Class	%
Refugee / Protection	57%
Family	25%
Skilled	1%
Other	5%
Unknown	12%

Client Country of Birth	%
Afghanistan	37%
China	15%
Iraq	10%
Iran	7%
Sri Lanka	6%
Burma	5%
Pakistan	3%
Ethiopia	3%
Sudan	3%
Other	11%

* Including the International Women's Day, Harmony Day, Refugee Week, and the Chinese New Year Celebrations

Top 10 issues noticed through SGP casework	
Document Help	Language
Housing / Accommodation	Health
Education & Training	Financial / Material Assistance
Employment	Family & Relationships
Migration Related Client Services	Legal



Afghan Men

Ahmad Ali



The project provides settlement services to Afghan male migrants from humanitarian or refugee backgrounds settling in the Central Western Sydney Area, through provision of casework, information and referral, engagement in the community and advocacy.

During last funding year, **300** new clients and **600** returned clients benefitted from ongoing casework, information and referral through face to face and phone consultations, as well as group activities.

The project constantly held formal and informal consultations with clients and community groups to identify needs and issues that impact on their settlement. Some of these activities are listed below,

Activities	Sessions	Attendance
Navitas Presentation	2	50
Australian Legal System	1	35
Law and Order with NSW Police	1	52
Understanding Australian School System	1	60
Immigration Sessions	2	35
GP After Hour	1	40
Driving Knowledge	26	280
Road Safety	1	22
Citizenship	6	70
Centrelink	1	38
Employment	1	14
Health Session	1	35
Housing Session	1	35
Aging Strategy Workshop	1	35
Orientation ADSi Services	1	17
Afghan Group Consultation	1	26
Respect and Responsibility Session	1	8



Other sessions, events and training the project involved and attended in this period include,

Car Maintenance / Second-hand Mobiles & Appliances	Save Energy Session
Mental Health, Ageing & Disability	Afghan Integration Day (600 attended)
Exhibition of Artwork	Oral Health Sessions
Community Info Sessions	Child Protection
Refugee Week Celebration	Nawruz Celebration
UNHCR F/T Charity Fundraisers Employment Info Session	DoCS, Police, School and Parents Info Sessions
FICT Sessions (10 attended)	International Women's Day
FICT Sessions for Afghan Hazara Women (16 attended)	Trainings
NSW Health New Policy Info Session for Older Afghans	Excursions
Afghan Cultural Workshops (150 attended)	Staff Training & Development
Family Budgeting Info Session	Strategic Planning

The Afghan Men's Group consisting of **47** active members continued to meet fortnightly. The Afghan Project Advisory Committee was also facilitated by the project officer on a bimonthly basis.

Another major achievement is the successful registration of the Afghan Cultural Group, supported and assisted by the project.

Afghan Youth

Ali Sadat



Started in October 2012, the project focuses on newly arrived young Afghan refugees, migrants and humanitarian entrants aged 14 to 25 years living in Central Western Sydney area. The project facilitated the settlement process of young clients through provision of casework, educational, recreational, sporting activities and other services, with an aim to help increase knowledge, independence and ability to navigate and access mainstream services in the community.

During the funding period, the project provided **115** casework services to clients. Furthermore, the project worker organised and held a number of information sessions, workshops, sporting and recreational activities, and actively involved with a Youth Camp and Youth Summit.

It is clear that young Afghan clients developed better awareness of life, social, cultural and legal issues in Australia, and became more self-reliant, as a result of service provision of the project.

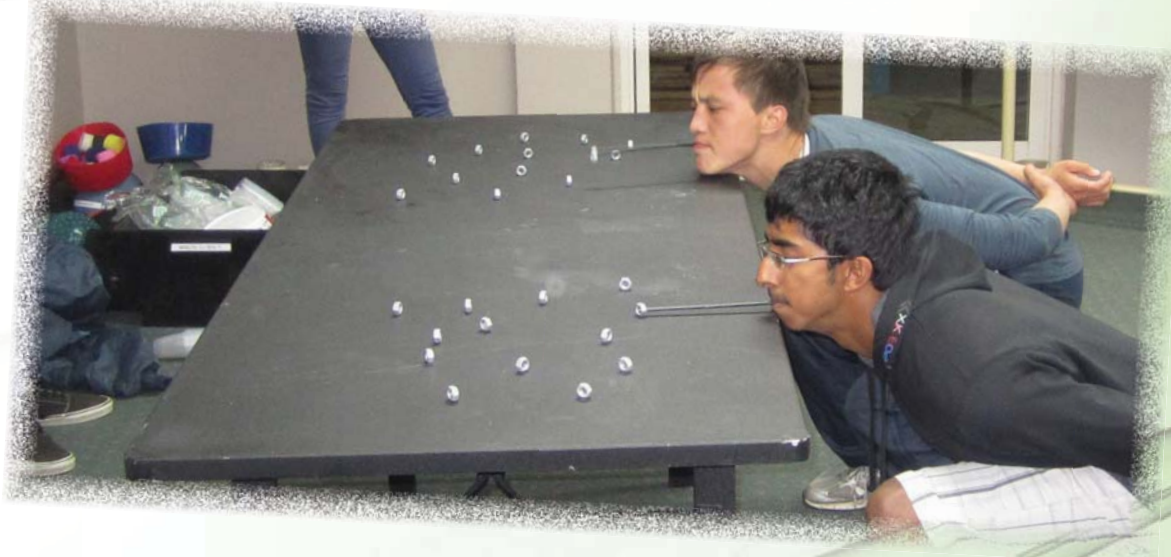
In addition, clients also benefited from specialised information sessions such as Housing and Tenancy. These sessions not only raised clients' awareness and knowledge of rights, but also enhanced understanding of the local housing market, tenant responsibilities and available social housing services.

The project worker noticed two major concerns - language and employment, were raised by many clients during service delivery. According to clients, these issues, if remain unresolved, significantly hinder the settlement process and make it an unpleasant experience.

It is viable to mention that among other highlights of the Afghan Youth project this year, the Youth Camp is the one to be noted here. Led by the Afghan Youth Project Officer, it was the first ever camping activity planned by ADSi youth workers. The project worker, in collaboration with other youth workers, organised the camping on a weekend and attracted **30** young participants.

A summary of sessions and activities provided in 2012-2013 is listed below,

Activities	Sessions	Attendance
Health Info Session	1	15
Group Info Sessions – Orientation	2	56
Youth Summit	1	100
Youth Camp	1	30
Promotional Activities	2	70
Housing and Tenancy Info Sessions	3	41
Immigration Info Sessions	2	13
Sporting Activities	4	172
Employment Activities	3	36
Total	19	533





Afghan Women

Nazifa Ali

My role as the Afghan Female Project Officer is to provide settlement services to newly arrived Afghan female refugee, migrants and humanitarian entrants in Central Western Sydney and meet their settlement needs. Services were provided through casework, information and referrals, and community engagement activities. I also worked closely with other service providers to assist Afghan women and their families to gain access to valuable services in the local community.

The following statistics outline the services the project provided over the last funding year,

Client Type	Number
New	130
Returned	112
Telephone	90

Groups	Frequency	Attendance
Afghan Parental Group	Weekly	70
New Mothers Group	Monthly	18
Afghan Women's Support Group	Fortnightly	100
Consultation Group	Quarterly	37

Clients comes from the following suburbs		
Auburn	Castle Hill	Chester Hill
Granville	Guildford	Holroyd
Lidcombe	Merrylands	Parramatta





I also attended a range of training sessions, including areas such as WH&S, case management, health and nutrition, counselling, community development, child protection and humanitarian settlement.

When client issues could not be resolved at ADSi, I endeavoured to help them get access to other service providers.

Programs organised by the project provided clients with straightforward information which benefited them daily, and many clients achieved their settlement goals and consolidated self-esteem.



I attended the Shape program; we all loved it. It was good for me, but also for my family as I was able to learn new ways of cooking in more healthy style, and I am certain that the food I am making is good for both my children's health and my husband's, who has high blood sugar. During the legal aid session, I understood that not only physical abuse is against the law, but also emotional abuse and financial abuse.

- From an Afghan female client



Afghan Hazara

Nasren Nasrat



The project aims to facilitate and support client independence, knowledge and ability to navigate and access mainstream services. This was done through individual casework, advocacy, information and referral, community consultation, community engagement, developing and facilitating client settlement support groups and social groups.

During the year **77** new clients accessed to the service and more than **100** individual casework were provided.

Settling in a new country comes with lots of challenges especially for clients from a non-English speaking background (NESB). This brings along other issues such as physical and mental health, feelings of isolation, anxiety and depression. In order to address such issues faced by the target group, some activities were developed in consultation with client group, including:

- **3** Health Info Sessions in partnership with Women's Health Services. **60** Afghan / Hazara women benefited these sessions. Apart from raising awareness on health & wellbeing among Afghan women, the activity also increased clients' knowledge of health services and built confidence to follow up with annual health check-up independently.
- **29 August 2012** - Excursion to Blue Mountains. **49** Afghan women from different ethnic backgrounds. The activity increased participant's awareness of Australian history and encouraged social integration and participation.
- **8-10 March 2013** - Cultural Exchange Program to Ulladulla. **10** Afghan women participated the program which was established to bring together women from different cultural background to enjoy a weekend together and share stories, experience and traditional foods.
- **10-12 May 2013** - Youth Camp at Collaroy Centre. During camping, **2** workshops were facilitated on Building confidence and Youth issues. These workshop facilitated by the project officers involved in the youth camp.
- Afghan Friendship Group - Meeting every second Wednesday of each month, the group attracted **49** Afghan women, increased **100%** from last year.

The project set structures to continuously empower and foster resilience building amongst the Afghan Hazara Community with positive results. However, the project success may not have been achieved without the support of partners such as cultural group, agencies, mainstream services and other community organisations. The project highly acknowledges the support that all partners and ADSi colleagues offered to achieve immensely this year.

African & Women

Salwa Alhag

The African and Women project is a part of Settlement Grant Program (SGP) to provide settlement services specifically to African and women in and around the suburbs of Auburn LGA.

In this funding period, **16** information sessions and workshops were delivered to clients, with topics on health, budgeting, job opportunities and energy, drive knowledge, employment and immigration.

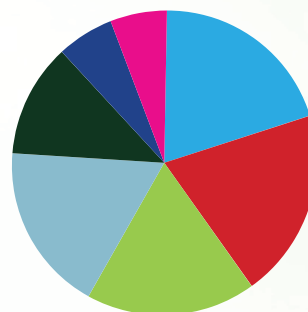
Information sessions and workshops were organised in partnership with other mainstream services such as Sydney West Health Area, Auburn City Council, Inner West Skill Centre, Energy Waster ombudsman NSW and Ethnic Community Council NSW. Also the project worked in partnership with other projects within ADSi with an aim to enable all ADSi clients to access services and gain a better understanding of the Australian systems.

Services were provided to **173** clients through casework, referral and information. Majority of clients who accessed the services faced issues such as housing, employment, family relationship and material assistance (EAPA vouchers), as illustrated in the chart.

Many clients were referred to different mainstream service providers in the community.

Cultural awareness sessions about different African communities were also organised for government agencies and **2** presentations were successfully delivered at Centrelink Auburn.

Nalifa participated in drive knowledge Workshop. She tried to get her Learner Driver's Licence three times but failed. After finishing all the workshops, she did her test and got her licence successfully. She came back to ADSi and stated that those workshops helped her a lot to get her licences and found it much easier than before.



Housing
Employment
Family Relationship
Material Assistance
Centrelink
Document Help
Others



Arabic

Nuha Abdul Razaq



The Arabic Project successfully achieved its objectives during the second year of implementation through casework, information sessions and community development strategies.



Activities	Sessions	Attendance
Health Session Carer and Pensioner Session	1	14
Volunteer Training Workshops	4	56
Immigration Session	1	36
Health Info Sessions	8	71
Police Talk	1	22
Orientation to Navitas	2	45
ANZAC Day / Movie Day	1	15
Saving Power	1	22
Child Protection and Family Law	2	11
Transculture Mental Health	3	36
Law Access	1	19
Legal Aid and Family Law	3	47
Cake Decorating	2	48
Computer Classes	10	90
English Classes	23	604
Community Health Workshops	6	58
Consultation Meeting for Iraqi Community	2	13
Excursions	9	160
Relationships Australia	1	16
Cancer Awareness	1	26
Group Meeting	2	17
International Women's Day	1	14
Harmony Day	1	11
Refugee Day	1	12
Kids Show	1	53
Swimming Classes	9	360
Art and Craft	3	32

The project identified and involved skilled and experienced volunteers in help with English teaching, sewing classes, Citizenship training and computer classes. 4 volunteers were employed after volunteer training.

The project promoted its services and activities through orientation to students of Navitas Auburn and at live radio interviews, and participated actively in International Women's Day, Refugee Week, and Harmony Day Auburn Welcomes

You celebrations.

During the 2012-2013 funding year, the project addressed the needs of **167** new clients, with a total of **411** clients contacted in this period and assisted. Over **112** referrals were made to relevant and appropriate services. **1,911** newly and recently arrived migrants participated in support groups and other activities organised by the project worker.

The Iraqi community is one of the largest communities in the Auburn LGA and surrounding areas. There were a number of issues identified and addressed through casework and group activities. These issues include low English proficiency; lack of affordable and appropriate housing; gaps in education; employment; unrecognised overseas qualifications; legal issues; safety and violence prevention; lack of family budgeting skills and financial assistance; not understanding Australian culture and systems; difficult family relationships; intergenerational conflict; isolation; parenting and child abuse; and accessing mainstream services and activities.

To address these challenges and issues, the project continued keeping close relationships with the Arabic community. Meetings and consultation sessions were held with Arabic community leaders, community workers and service providers to design and implement strategies.

The project significantly increased social participation and reduced isolation amongst the Arabic community, through group activities, educational classes and training. Excursions were warmly welcomed by clients as many of them did not have a chance to visit magnificent places in Australia due to financial hardships.



Capacity Building

Tia Roko & Justin Han



During 2012-2013, the Capacity Building Project continued its success in mentoring and supporting members of newly arrived communities to establish their own support associations and to build their capacity to successfully operate and meet governance requirements.

The project provided assistance to the Islamic Afghan Khorasan Association in the process of setting up and applying for association through research and provision of relevant information on public liability insurance and other governance requirements. The project also gave advice and mentoring through meetings and discussions to a group of Chinese community members who were planning to establish a hobby group and further to develop it into an association. The Afghan Project Advisory Committee which has been supported by this project continuously played an important role through its 12-14 core members in community consultation, identification of community needs, implementation of Afghan projects and development of Afghan communities. Other groups that received support and help include Ethiopian Community Association, Sierra Leone Youth Association, SRI OM Care / SRI OM Foundation, Noor Association, Arabic (Iraqi) Project Advisory Group, etc. A major highlight for the project is the Afghan Cultural Group which was an initiative of Afghan Project Advisory Committee and this project with objectives to enhance Afghan culture development and maintain Afghan culture heritage. As a result of great efforts of this project and the Cultural Group members, the group has successfully registered with Fair Trading Office NSW as an association.

Community leadership development is one of the objectives of the project. Over the last year, the project provided leadership training to identified members of newly arrived communities to enable them to effectively advocate on behalf of their community and to assist community members. The project ran a 4-day Volunteer Training Program for Migrants and Refugees in partnership with Anglicare with 16 attendees from different communities. The participants learned about community organisations, governance, management structures, role of volunteers in community organisations, etc. Training was also organised for members of small organisations on funding application writing and financial management to enable them to successfully apply for funding for their organisations and to develop their financial management skills.

The project continued to conduct welcome events for newly arrived SGP target group to enable them to connect and integrate with people from their own ethnic community. During the past year, the project organised 4 welcome to Australia events to welcome community members from Afghanistan, African countries, Burma and Sri Lanka (Tamil). Activities were well attended and received. On 01/04/2013 the Welcome to Australia and Volleyball Competition was successfully organised in collaboration with Tamil project and in partnership with Anjali Tamil Society. 93 Tamil migrants attended and participated and watched. They were exposed to Australian mainstream culture and were given an opportunity to meet other members of the Tamil community.

The two-year funding for the Capacity Building Project has come to its end. However, the benefits of the project and its positive impact on the community capacity will continue. The project would like to thank the communities, the community leaders and project partners for their valuable support throughout its implementation during the last two years.

Family and Humanitarian Entrants

Alyssa Wang

In 2012-2013, the project addressed the needs of **361** clients from culturally diverse backgrounds and **201** newly arrived families were assisted through casework, educational sessions and social support groups. There were a large number of information sessions delivered on women's health, child protection, Australian legal systems, education and training, accommodation, understanding Australian culture, employment, financial management, health services, road safety, social housing, Centrelink benefits for aged people, household management, language barriers, citizenship, etc.

The project also initiated, facilitated, organised, participated or involved in **114** information sessions and forums.

Based on the success of the first and second year implementation, the project continued to carry out community engagement and client participation. It developed several strategies to achieve development goals. Frequent consultations



were undertaken through casework interviews, information sessions and group activities throughout the year. In addition, the project undertook **8** formal and informal community surveys and consultations with Chinese, Arabic and Afghan communities to obtain feedback on the services provision, as well as identify further needs for service improvement. The following table lists major activities and events that the project initiated, organised or participated in 2012-2013:

Activities	Sessions	Attendance
2013 Refugee Week	1	155
Auburn Exercise Dancing Group	40	765
Australia Visa Information Session	1	8
Centrelink Benefits Workshop	3	138
Chinese Computer Classes	8	50
Chinese New Year Celebration	1	73
Chinese Perinatal Support	44	585
Chinese Settlement Support Group	41	956
Domestic Violence	1	12
Energy Saving and Family Budgeting	4	96
Excursion / School Holiday Programs	4	216
Family Fundamental Workshop	2	25
Harmony Day	1	100



Health Information Sessions	8	163
How to Start a Small Business	1	9
International Women's Day	1	184
Legal Aid Sessions	3	61
Moon Festival Celebration	1	90
Multicultural Support Group	41	449
Police Talk	1	22
Road Safety	1	28
Social Housing	3	54
TAFE Computer Class	31	426
TAFE Sewing Class	31	490
Tai Chi Group	40	462
Trip P Parenting Classes	5	66
Women's Health Sessions	2	43
Total	320	5,726

Meanwhile, a number of issues were identified and addressed. These issues include English proficiency, employment barriers, housing issues, legal issues, isolation, Medicare benefits, family and domestic violence, knowledge of Australian culture and accessing mainstream community services.

The project also worked closely with others during strategy implementation for better service provision results.

It is worth mentioning that the Housing Info Session was a new and successful innovation. It provided clients with a new avenue for referral services. Clients became the conduit for improved and expanded housing service casework from the project which complimented the Housing project. As a result, many clients successfully applied priority housing and moved on from crisis circumstances.

Another major highlight is the new Healthy Women sessions and Breast Cancer Focus groups. These sessions provided education and essential medical referrals, as well as improved self-monitoring of symptoms for early diagnosis and prevention. Many female clients followed breast and cervical screening checks after attending our sessions.

The project would like to thank support and cooperation received internally at ADSi and from external service providers and government agencies.



Housing

Selvi Balasubraman



In 2012-2013, the project delivered **7** Social Housing Info Sessions and **1** Tenancy Info Session to **115** ADSi clients, and **1** Housing Forum to **18** local community workers. Sessions were provided to ADSi clients and local community workers through guest speakers from the Department of Housing, Community Housing and Western Sydney Tenancy Advice & Advocacy service professionals.

ADSi clients better understood housing pathways, tenancy rights, and how to access services from the service providers.

Both clients and local community workers benefited from proper and accurate information about housing assistance application process, tenancy rights and responsibilities. They also had chances to ask own questions to clarify confusions about housing assistance in NSW from the experts.

During the year, the project provided support and assistance to **95** clients via **202** occasions of casework services. Most clients were assisted to apply for social housing and private rental properties.

"ADSi is The Heaven for us and you are the angels who help around there!"

- Hina

Project casework, including document help, increased and improved ADSi clients' access to Department of Housing, as almost all clients don't understand housing assistance pathways, lack of English writing skills and are unable to fill appropriate and lengthy application forms.

ADSi's new initiatives made clients motivated and confident to independently look for private housing and sharing accommodation alternatives, through online websites and / or local newspapers.

The Auburn Housing Working Group (AHWG) continued its excellence. Since re-establishment in 2011, the project has been running successfully and attracted attention from various government and non-government agencies. Though I joined this project in October 2012, I managed to consolidate the network to assist my clients.

The AHWG provided a platform for the community to share and update information collected, obtain resources relevant to housing issues, and exchange views and ideas to enhance skills to assist clients more professionally and efficiently.

Issues I observed during the year include difficulty to secure a suitable and affordable rental accommodation due to low housing stock and affordability. It is extremely hard for a single person new to this country without rental history, skills or income to access or sustain a tenancy in the market.

There are increased referrals from Housing NSW Parramatta / Bankstown offices and other service providers. Most clients appreciated our services and referred friends and family members.

I have a client who was separated from her husband and was homeless. She used to live around in her friends' houses. She came to me and asked for assistance. I helped her apply for public housing and advocated for her to be put in priority housing program. She was approved but her name listed on the waiting list. She was extremely depressed and upset. I referred her to counselling service, but she was still worried. I spoke to housing NSW Parramatta and arranged

for her temporary accommodation and her housing needs. She was accommodated for one month in the temporary accommodation and finally she got a two bedroom unit at Telopea. Now she is happy and very thankful.

Humanitarian Entrants

Aynalem Tessema



In 2012-2013, the project continued its success to work with humanitarian entrants, their families and communities, with special focus on strong, respectful and reciprocal relationships, for sustainable community development.

Orientation - For SSI clients	Legal and DV Workshop - For the Iraqi community
Feedback and Orientation Program - Generic	Employment Info Session - Generic
Connecting Health in Local Community - Generic	Harmony Day Celebration - Generic
Celebration the ADWA event - For the Ethiopian Community	Transition to School Seminar Program - For youth
Chinese New Year Celebration - For the Chinese community	Excursion to Katoomba - For the Afghan community
Legal Workshop - For Burmese / Karen communities	Autumn School Holiday Activity Kids Show - For youth
Organise Legal Aid Workshop - For the Afghan community	Family Day Care Info Session - Generic
3 Counselling Workshops - For African communities	Family Low Workshop - For the Iraqi community
Employment Info Session - For generic new arrivals	Health Advisory Group - For African communities
Orientation - For AMEP students at Auburn ACL	Navitas Orientation - For Afghan and Chinese community
Civil Law and Legal Aid Service - For Chinese community	Health Consultation on Hepatitis B Diseases - Generic
International Women's Day Celebration - For all females	Age Pension and Planning Your Retirement - For aged people
Ethiopian Cultural Event - For the Ethiopian community	Immigration Info Session - For African communities



The project organising a wide range of activities with an aim to bring families and children from different communities together, to help break isolation and connect with service providers in the area.

The accredited course was proven to be a great success. Computer classes, sewing classes and cultural groups were also provided through community development programs. The project also provided income and financial support through the EAPA voucher scheme.

In addition, 4 people worked for the project on a voluntary basis and contributed their skills, time and spirit to ADSi's English classes, Tai Chi classes, and group activities.

Participants in info sessions, workshops, consultations, cultural celebrations and excursion programs	1,425
Participants who completed Computer, English, Sewing and Tai Chi classes	180
Recipients of EAPA Voucher and other financial / material supports	345



Promotion

During last year, more than 1,400 flyers were distributed via email, fax and post to service providers, community organisations, churches and Mosques. Project was also promoted through various interagency meetings.

Networking

The project also attended the following network / interagency meetings and conferences,



Meeting with Ethiopian community members for cultural events planning
ADSi Strategic Planning Day
Employment Working Group Meeting to identify areas of need in particular industries, professions and communities, and also identify strategies for government to assist in addressing skill shortages
Multiculturalism and the Future of CALD Community Organisations Conference to discuss how social policy changes affect the sustainability of CALD community organisations
Auburn Interagency meeting on the settlement needs of new arrivals and top priorities for settlement/ community needs and service gaps

I would like to thank the ADSi Management for understanding and ongoing support. The centre has given me a lifetime worth of experience and countless opportunities to improve my skills. I would like to thank Managers and colleagues from the bottom of my heart finishing some of the work that I had to leave behind and for taking care of my clients while I was on leave.



Humanitarian Youth

Michael McGill

The Humanitarian Youth Project provides support to newly arrived young refugee's to facilitate their orientation and integration into the broader Australian community, and improve access to mainstream services, education and training.

Comprehensive and appropriate casework, information sessions, workshop and referrals were provided to foster client orientation, settlement and integration process and linkage to mainstream services and networks.

The project accessed and supported **93** new clients and made **136** formal and informal referrals to mainstream, youth and specialized services to support clients in the area of accommodation search to reduce risk of homelessness, employment pathway and volunteering, conflict resolution and family mediation, and family reunion; and encouraged participation in other activities that continue to build young people of migrant and refugee background resilience and confidence to access or refer friends and family to mainstream or specialised services to assist them through settlement into their new home Australia.

3 community consultations were held with project target group to identify issues and strategies to address diverse needs of clients. Recommendation from the consultation resulted in developing and delivering **5** workshops including sexual health, self-defence, Police Talk (Crime Prevention), Lifeguard (Beach Safety) and Team of Life. All topics covered provided opportunity and increased young people knowledge and awareness of health, legal, community safety and role of the Police in Australia.

Homework Help

Thanks to the Auburn City Council for securing funding through the NSW Office of Communities to work in partnership with ADSi Humanitarian Youth Project to hire and train **6** tutors to deliver Homework Support to high school students in the Auburn LGA. These tutors started in February 2013 and conducted regular homework help session every Wednesdays 4:00pm-6:00pm during school term. **19** students registered with total **200** attendance from 13 March 2013. Students benefited from extra academic and curricular support, goal setting and individual assistance during the year. On the other side, **14** parents provided constant support to their kids, ranging from dropping and picking up for homework and providing feedback to tutors regarding kids' academic improvement.



The program capacity was strengthened as a result of paid tutors. Tutors identified and addressed significant areas of academic weakness and enriched students' educational goals and outcomes in their everyday schooling.

KICKSTART – Youth Mentoring

10 young people from refugee and migrant background received extra curriculum support, career pathways and employment support which continue to build confidence, resilience, personal strength, independence, and increase their ability to making responsible decision around career and work choices and function in the broader Australian community through the KICKSTART - Youth Mentoring Program.

Additionally, **9** young people were supported to volunteer with ADSi Humanitarian Youth Project in the capacity of student placement and work experience as a result of referral from Granville TAFE, University of Western Sydney and the community.

Attended **5** Auburn Youth Interagency Network and sat on the convenors committee and attended two Youth Employment Training Initiative (YETI) and three Refugee Youth Network (RYI) meetings aimed at working collaboratively to advocate, support, design, plan and implement youth activities and programs in the Auburn and Holroyd area.

Drumbeat

240 young people benefited from Drumbeat program this financial year. This therapeutic relationship building activity provided participants opportunities to identify relationship barriers and developed strategies to building and maintaining healthy relationship in every area of their lives through music.

School holiday programs was organise during this year,

Activities	Sessions	Attendance
July 2012	7	281
October 2012	1	65
January 2013	10	108
April 2013	2	40



Breakfast Club

Another significant achievement was the initiative of the "Breakfast Club" at Monday and Wednesday 8:00am-8:50am weekly during school term. An average of **20** students attended in groups of 2-5 and had approximately **35** students on some busy days. Students had a choice of cereal (donated by Kelloggs), milk, pancakes, bread role with cheese and fried rice. Majority of the student ate rice as they come from a background where rice is their staple food which makes rice an important element of their breakfast.

Students accessing the Breakfast Club were exhibiting positive changes in increase in concentration in class, feeling a sense of belonging and sense of community and connectedness. Breakfast club became a part of the student's weekly routine and a mini homework centre as students brought their homework and assignments for assistance.

Finally, thanks go to our volunteers and students placement that devoted time and commitment to making positive impact on the ADSi Humanitarian Youth Project.

Immigration Assistance

Salwa Alhag



The project provides services to newly arrived refugees and humanitarian entrance through casework, referral and information services, document help and advice on visa options.

Services were provided to clients with different visa categories, refugees, humanitarian entrance and asylum seekers with overwhelming majority of them coming from Afghanistan, Sudan, Pakistan, Iraq, South Sudan, China and Ethiopian.

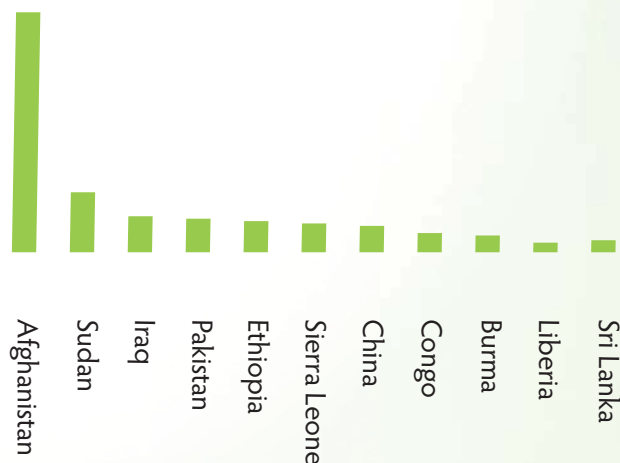
During this funding year, services were provided to **84** clients through casework, referral and information.

The key issue for clients was sponsoring family member(s) who was left behind either in their countries of origin or other countries of asylum. The project succeeded in providing information on different visa options and how the system would work in regards to sponsoring anyone to Australia.

The project also worked in collaboration with other services such as Immigration section at the Hon John Murphy MP's office - Burwood, Iranian Community Centre at Harris Park to provide more assistance to our clients. The project also worked in partnership with different projects at ADSi and Settlement Services International (SSI).

Over the period, **11** information sessions were delivered to different communities, with **224** clients participated in those sessions, and different issues in relation to migration were discussed according to the needs of each community. The sessions were delivered to communities including Sierra Leonean, Ethiopian, South Sudanese, Chinese, Afghan, Burmese and Tamil.

The project came to an end and it achieved all its aims and outcomes but this wouldn't happen without the support of others. I would like to take this opportunity to thank all those who helped make this project a success. Special thanks go to Mr Abulla S. Ali (external migration agent) who provided ADSi clients weekly free advice and facilitated information sessions to different community groups (**14** sessions). Also thanks go to all ADSi and Settlement Services International (SSI) staff for referring clients and organising information sessions for their target groups.



Fatima applied to sponsor her daughter as the last remaining family member but her application was rejected. The client appealed and the decision was positive, but the process in the country where the daughter lived was complicate. The client felt sick and depressed because this situation had been for a while and she wasn't able to speed the process. She did not know where to go for help. Then she accessed this service. The project provided her with support letter, advocacy, liaising with different government agencies and finally the process in the country where the daughter lived was speeded up, and in a few weeks the daughter arrived in Australia.

Iraqi Youth

Shaista Ali



The Iraqi Youth Project provides settlement support and ongoing help to Iraqi youth of refugee and humanitarian backgrounds aged 12-24. The project officer worked with Iraqi young people and helped them get better understanding

of their potentials and encouraged them to participate in community through individual casework and referrals, workshops, information sessions and events throughout the year.

During the last year, the project organised and involved in Western Sydney Refugee Youth Awards, Homework Help Program, Breakfast Club at Chester Hill High School, Refugee Week Celebration, Eid Celebration, Youth Summit and Youth Camp. The project also ran information sessions, workshops, sporting activities, excursions, etc. to meet the settlement needs of young people and help them involve in Australian society.

The project was proudly involved in the 2013 Western Sydney Refugee Youth Awards on 22/06/2013 which was a great success. **24** young people were nominated and more than **80** attended, including friends, family members and teachers.

One of the highlights of achievements of the project is the outdoor movie at Auburn Centre for Community organised in partnership with the Auburn City Council for young people and their families on 08/02/2013. This event attracted around **60** young people and family members.

Over this period, the project assisted **39** young clients through one-on-one casework services, information provision and referrals. **7** young Iraqi men were referred to the Job Network for further assistance, and **3** girls volunteered in social events organised by this project.



Karen / Burmese

Daniel Thein Tha Nya

The project provides settlement services for Karen / Burmese community members who are new arrivals, refugees and humanitarian entrants living in Central West Sydney area, with an aim to increase clients' independence, knowledge, self-awareness, assist in community development, and enhance clients' capacity to access mainstream services. The project also works closely with other service providers to identify the settlement issues and needs, as well as advocating on behalf of clients.

Activities	Participants
Housing Assistance Information Session	13
Health Information for Karen Young Women	17
Legal Information Session	18
Alcohol and Other Drug Information Session (AOD) FLYHS	32
Lunar New Year Celebration	12
Harmony Day Celebration	28
Karen Youth Settlement Workshop	34
Immigration Information Session	28
Torture and Trauma Consultation	12
Police Information Session	30
Refugee Week Celebration	13



Driving Education Information Session	15
School Holiday Activities for Students	19
Employment Information Session	23
Soccer Education Information Session	32
Karen Women Knitting Group	8
Welcome to Australia Activity Excursion	26
Soccer Friendly Game with Pendle Hill High School	19
Small Business Information	10
Soccer Friendly Game with Canberra Multicultural Youth Service	37
Families in Cultural transition	13
Karen New Year Celebration	300



The Karen / Burmese project has provided casework for **205** clients, of whom **69** were new clients, **83** returned clients. In addition, **109** clients attended information sessions organised by the project worker, in partnership with other projects.

The majority of the clients presented complex needs, with many of them reporting language difficulties, financial hardships, interrupted education, health problems and legal issues and housing difficulties. Other challenges included Australian work experience and recognition of prior experience. These hardships are preventing them from entering the workforce.

Contribution and Achievement

Women's Knitting Group

The project worker recruited a female volunteer instructor to give training in knitting to the Karen Women Group. After 9 weeks of training, the group members were able to knit hats, gloves, scarves and other garments. Due to her hard work and dedication to the group during her time as a volunteer, the instructor was selected as a nominee for the Volunteer Award.

Karen Soccer Team

Initially, those who were interested were asked to attend an information session and everyone was enthusiastic to form a proper soccer team. Then other services were consulted including Fairfield MRC, STARTTS, Community MRC, FLYHS and CDAT. Eventually the team was formed and received donation of \$420 from Community MRC and \$1,200 from Community Drug Action Team to buy uniforms. Now the Karen Community Soccer Team frequently plays with teams from other CALD communities.

The project worker has organised various recreational activities such as BBQ, excursions, School Holiday activities for youth,



families and children. For soccer activities, Karen Community have had a friendly game with Merrylands High School, Pendle Hill High School, Football United and Assyrian Community Fairfield as well as the Canberra Multicultural Youth Service Group. Everyone had fun and enjoyed the activities. The project officer found that these kinds of activities helped reduce client concerns about torture and trauma they had experienced.



The project is pleased to support the Australian Karen Organisation (AKO) to identify their goals and the need of their community. This included making contributions to the Karen community in helping organise the Karen New Year. This year, the project worker also participated actively in various cultural events, ceremonies and community fundraising events which provided opportunities for the worker to directly consult with the community regarding their issues, concerns and needs.

I would like to express my sincere appreciation to all members of the Auburn Diversity Services Inc. A special thanks to my colleagues and my manager Justin Han for wonderful and continuous support. I would also like to extend my appreciation to all the partner organisations, guest speakers and interpreters that I have worked with during the year. I would especially like to thank Karen Community for their support.

Tamil

Shamili Kugathas

The Tamil Project focuses on providing essential services which cater the needs of newly arrived Tamil migrants. This includes a range of services such as individual case work, information sessions and workshops which are designed to empower clients so they can function, independently in mainstream society.



The project organised a variety of activities and events during the year, including

- Computer and Employment Classes
- English and Education Classes
- DKT Knowledge Preparation
- Immigration Info Session
- Education Pathways Info Session
- Road Safety info Seminar
- Police Safety info Session
- Drivers Education Workshop
- Volley Ball Competition
- Soccer Competition
- Employment Workshop
- Education Pathways Workshop



The project provided support to refugees and migrants of Tamil background who have arrived within the last 5 years.



Number of clients assisted over the period, is as follows:

- **50** clients were provided with direct casework services
- **105** client contacts
- **150** migrants benefited workshops and seminars
- **15** workshops / classes / courses
- **134** simple referrals
- **26** formal, assisted referrals

As a result of our workshops and classes, clients functioned with more confidence and gained knowledge in services which existed in mainstream society. Through the service, clients gained knowledge, jobs, licenses and improved their English substantially.

The project noticed that there is a need for a reliable relationship with employment agencies, specifically in apprenticeship and traineeship. When asked, our clients indicated that they were particularly interested in activities relevant to employment and driving. More support and information is needed regarding employment (e.g. Resume, cover letter writing, opportunities, career and education advice). Due to the great influx of Tamil Youth, there is also a great demand

to address issues relevant to them. Services which looked to engage the clients and gain input from them in order to successfully run the sessions were better received by clients.

Young Women

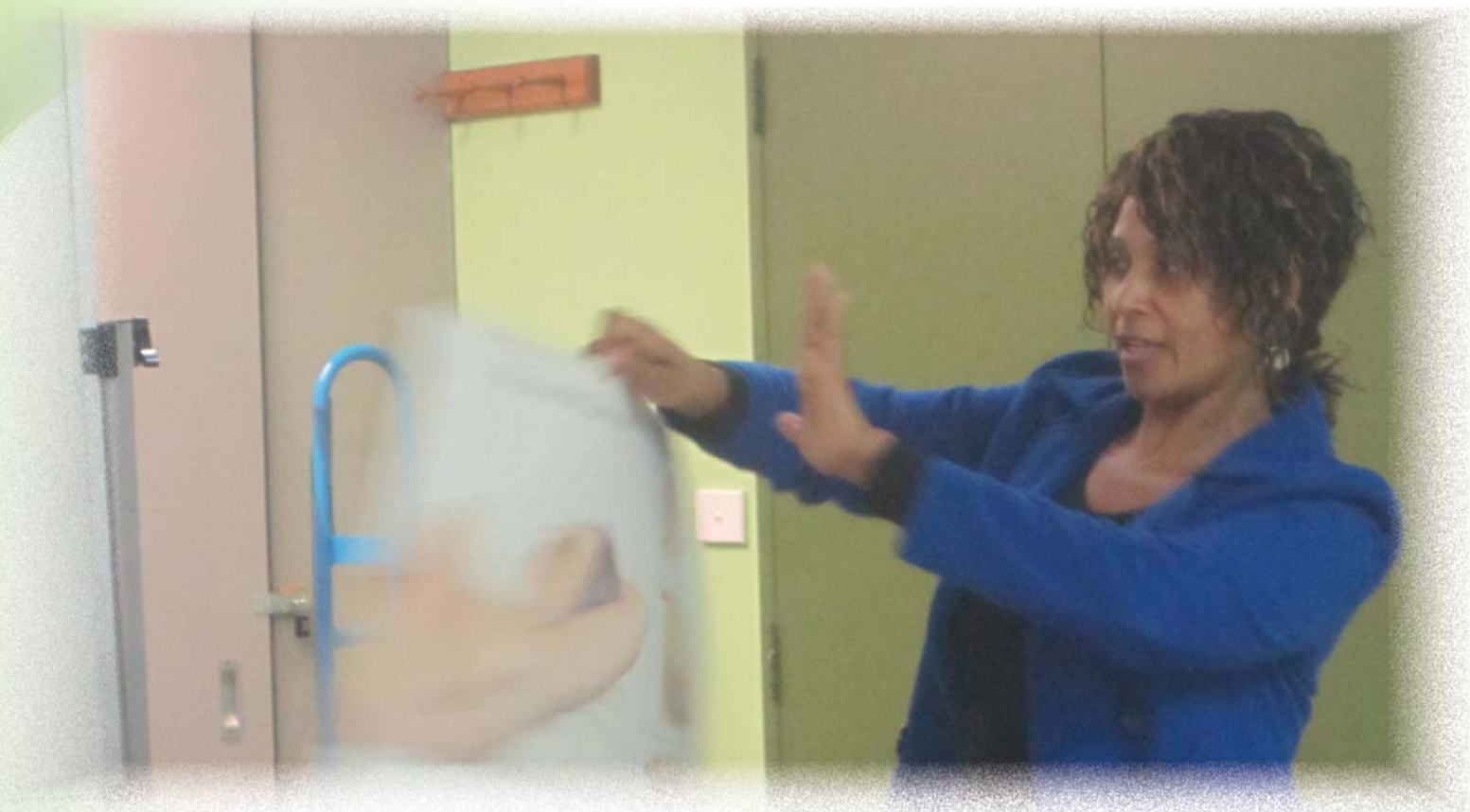
Monica Owen

This project aims to empower young women, encourage them, and give them the appropriate tools and knowledge to become active women of tomorrow and make positive contributions to Australian society. This is accomplished by providing casework, advocacy and referrals, information and orientation sessions, employment and training sessions, Youth targeted activities (e.g. camps, excursions, and social activities).

Activities and Events

- Makeup / Skincare Workshops
- Talk About It! Radio Project
- Police Info Session
- Oral Health Info Session
- Information, Orientation and Employment Sessions
- School Holiday Excursion at Luna Park
- International Women's Day Celebration
- Harmony Day Celebration
- Orientation Session
- Nutrition and Women's Body Health Info Sessions and Workshops
- Refugee Week Celebration
- Western Sydney Refugee Youth Awards

The project continues to help all female youths between the ages of 12-24 from refugee and humanitarian entrants' background. Most of our client base comes from Afghan, African and Tamil backgrounds. Over the last funding year we have seen over **30** new clients and over **50** returning clients. As well as this, we have great success in the number of people attending group information sessions. We have had **20** attendees in the Makeup workshop alone.



As a result of our partnership with Sydney West Area Health Service, we raised important awareness about Women's Health in the Auburn Area, and this is something we are interested in continuing. Previously, there was little to no communication on such topics; this is something we are trying to eradicate.

There is a need for homework help and other after school activities. When asked, our clients indicated that they were particularly interested in First Aid, music, dancing and cooking.

More support and information is needed regarding employment, such as resume and cover letter writing, apprenticeship and traineeship opportunities, higher education and career advice.

It was noticed that many young people in the area are unaware about many services available to them.





Jennifer Yuan, Sher Banu Oomatia, Eh Paw Hla, Malathy Uthayachandran, Nazifa Ali and Qin Lucia Yan

ADSi Family Services Project provides early intervention and perinatal support to newly arrived migrants and refugee families with children 0-8 years within Auburn LGA and surrounding area. The project aims to improve parenting skills, family relationships and support child development and early year learning through numerous programs. These include multicultural playgroups, Perinatal supported playgroup, home visit perinatal support, culturally specific support group, Positive Parenting Program (Triple P), community education program, cultural and community events.

Multicultural Supported Playgroup



The Supported Playgroups are held at a number of locations within Auburn LGA for migrant and refugee parents and carers that have children aged 0-5 years. The playgroups are facilitated by trained and bilingual staff. Each group session follows a structured program including free play, activity station, craft activities, circle time, transition to school station and healthy morning tea. The Supported Playgroups provide a friendly environment where both parents/carers and children can easily engage and participate. The group facilitators designed specific activities to support children in different ages, and ensure each attending child have opportunity to further develop their skills and gain new experiences. For parents and carers, the Supported Playgroups create a comfortable space where they can obtain information, share experiences, establish new social networks and receive support and referrals. Other than general playgroup activities, playgroup holds various cultural celebrations such as Eid, Diwali and Easter, and provides information about women and children's health, schooling, library services and parenting. ADSi Multicultural Supported Playgroup plays a significant role in the local community; the services provision empowers individual families as well as building the strength within the community.

In 2012-2013, a pilot program was established within the Supported Playgroups through the partnership with Auburn Community Heath. A GP Liaison Nurse visits both ADSi and Berala Playgroups bi-monthly and provides parents and carers with information about blue book, early childhood health, immunisation and referrals. This approach connects families to their local primary health care services and to improve child health and wellbeing.

This year, ADSi proudly supported and participated in two research projects. The Australian Children Wellbeing Project



was set to look at the wellbeing of children in Australia. There were **20** children between ages 8-14 years participated in the research activities organised by the University of NSW and ADSi. The children were given opportunities to share their view of what "A Good Life" means to them through art, group discussion and individual interview activities while the Immunisation research focus groups were aim to identify the barriers of lower immunisation rate in Auburn area.

The Supported Playgroups held at Berala Public School and St John Primary school provide support to isolated families and helping children become school ready. The school based Supported Playgroup is many children and families' first contact of school. It aims to increase children's early literacy skills, social confidence and becoming familiar with school environment. As a result, both parents and children are more likely to have a smooth transition into Kindergarten.

Over the last 12 months approximately **393** families participated in the **5** Supported Playgroups there were delivered in Auburn and Berala.



Perinatal Support Group and Supported Playgroup



The Perinatal Supported Playgroup has an emphasis on supporting families have children aged 0-2 years. All group activities are designed for younger children, parents and carers are strongly encouraged to participate and interact with their children during the circle time.

The Chinese Perinatal Supported Playgroup provides support to newly arrived Chinese parents and grandparents who are socially isolated or may face other challenges in their settlement period. The group provides them with a place where they can meet and support each other. The bilingual group facilitator conducts the group activities in both Mandarin and English, both carers and children have opportunities to experience learning and interaction in a bilingual environment. Each week families were given information about various topics related to children and family such as routine, parenting, nutrition, children services, dental care, children health and immunisation.

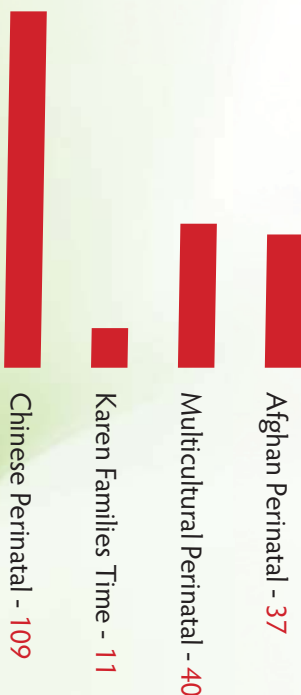
This year Multicultural Perinatal Support Group provides participants training on English, sewing, and fabric painting. A Karen Family Playtime group is on trial and held at STARTTS Carramar centre.

This group aims to reach Karen and

Burmese families especially carers who may have language barrier and are not familiar with mainstream early childhood services. In addition to general playgroup activities, a music therapist from STARTTS sometimes conducts a music session within the group.

The Afghan Perinatal Support Group aims to provide information and support to Afghan mothers including Afghan Hazara women. In the past year, participants had received information about women health, self-care and parenting in Australia through Bilingual Community Education Program. The regular meeting reduces the social isolation and increase participants' self-confidence. Home visit and referral services were provided to mothers who were experiencing anxiety and stress after giving birth or during pregnancy.

In the past year approximately **193** families participated in the perinatal support programs.



Ethno Specific Support Group

There are two Ethno specific support groups – Tamil and Karen Burmese women's support groups. Ethno specific support group aims to reduce isolation caused by language and communication difficulties and lack of understanding of mainstream services. The group provides social activities as well as community education, as the result participants are able to further develop their existing skills and becoming more self-sufficient.

In 2012-2013, Karen Burmese Women's group delivered young women health information session, Citizenship Training, Knitting program, Legal aid session, Domestic violence, Diabetes, Bowel Cancer, parenting Program, Water Safety Workshop and yoga program.

Through the partnership with TAFE, Auburn Council and Tamil Women Association, the Tamil Women Support Group was able to participate in an Art and Craft course. A graduation exhibition was held at Auburn Centre for Community to celebrate participants' achievements. The group participants also had opportunities to attend Driving Knowledge Test and Citizenship courses, the courses helped them to become more independent.

"My child is very happy when he goes to Chinese Perinatal Playgroup. He met lots of friends, and learnt a lot of things from the group facilitator and other children."

"My child has changed so much after we starting attending the Chinese Perinatal Playgroup. My child is happier at the playgroup rather than the childcare."

"I use to only use medication to control my diabetes but after attending Shape program I've learnt to use exercises to maintain my blood sugar level."

"I am a mother of four children, the Shape program changes my life style, because it is so important to remember eating healthy food. I learnt how to make a list of healthy food for shopping. Thank you ADSi for organising the program."

Parenting Program

The Triple P - Positive Parenting Program is an evidence-based parenting program. Each year parents and carers from the playgroup and local community are invited to participate in this informative and practical course. In 2012-2013, there were 2 Triple P seminars and 1 Triple P group provided to the local community.

"Triple P was so interesting and I had thought it can be that simple. I am so happy to learn about parenting strategies, it will make my life much easier. Thank you so much not only for this but also for the lovely programme over the terms."

Triple P Groups	13
Triple P Seminars	64

Community Capacity Building

In addition to group activities and early intervention support, ADSi family services project also actively involved in initiatives that builds community capacity such as Paint Auburn Read, Building inclusive community, skill training courses and community events.

For example, sewing class provided by Lidcombe TAFE is one of most popular courses among women who have interests to work in soft furnishing industry. The entry class allows the participants to practice English as well as building their sewing skills. Some of them had chosen to undertake further study at TAFE and pursuit employment in this area.

Paint Auburn Read is an initiative which aims to raise the awareness about importance of reading to children from birth onwards and early literacy skills development. Each year, Auburn council, local community organisations, schools, children services come together and organise annual reading day with support from the local business. There were more than 200 adults and children participated in the 2012 Annual Ready Day event. Groups of children had a reading session at different local business and took a walk at Auburn Central area with a little flag says "Talk, sing, speak and read with me".

Each year ADSi family services project organises and supports community events in building cross culture social inclusiveness including support families have children with disabilities or special needs. In 2012, an event to celebrate International Day of People with Disability was organised by Auburn Council, ADHC and ADSi. The event was held at Auburn Centre, an open space and had attracted more than 200 participants. The speech given by Abdul-Karim Bouchafaa one of 2012 Ambassadors for Don't DIS



my ABILITY campaign was very inspiring and encouraging.

Other highlights of the year would be National Playgroup Week and National Families Week Celebrations. There were more than **45** parents and **60** children attended the National Playgroup Week celebration at ADSi. Families were entertained by a balloon show and story time. Families were given the message about the importance of learn through play.

On 24 May 2013, there were **48** families including **90** children attended the National Families Week event. There were information stalls provided by ADHC, Auburn Community Health, Family Referral Service Western Sydney. Other activities include disco, face painting and magic show. Parents were invited to write on the posters about things that they enjoy doing with their families. The aim of the event was to encourage parents spending quality time with their families through different activities.

Refugee Women's Housing Project

Selvi Balasubramani



"Before I came to ADSi, I was feeling lost and extremely worried about my children and life in Australia. There were so many questions in my mind, such as how I am going to settle in Australia? How am I going to find a place for my family? The workers at ADSi helped me to move in a transitional housing and motivated me to enrol in an English course. Now I have a permanent home and I can speak in English. I also have more confidence in myself and about the future. Thank you ADSi for all the support and assistance I was given. You helped me to build the confidence, you supported me and motivated me, most importantly that you helped me to regain my life. Now I am very happy and relaxed, and am ready to find a job to support my family."

The Refugee Women's Housing Project is funded by the Community Services, Department of Family and Community Services NSW under the Specialist Homelessness Services program (SHS). This project aims to assist single women and women with accompanying children from refugee backgrounds who were affected by homeless or at risk of homelessness.

In 2012-13, **56** new clients and **7** existing client received assistance via **234** occasions, the services provided include case management, advocacy, tenancy support, document assistance, information and referrals to private housing and specialist homeless services. The most common causes for the homelessness were poverty, unemployment, shortage of affordable housing, family breakdown, domestic abuse and family violence. There were 6 women and their children received transitional housing assistance through partnerships with Women's Housing Company and St. George Community Housing. This program gives those women an opportunity to regain their independency while staying at a safe and affordable accommodation.

Through the partnership with Housing NSW and Community Housing providers, this project was able to provide information sessions to the local community about latest social housing policy and tenant's rights. This collaboration helps ADSi to support its clients more effectively regarding their social housing application.

This year ADSi assisted Western Sydney Housing Coalition in organising the Affordable Housing Faster Forum as well as participating in an evaluation for the roll out of Housing Pathways hosted by Shelter NSW. Meetings as such allow ADSi to

advocate on housing issues that affect migrant and refugee communities. As the lead agency of Auburn Housing Working Group, ADSi organises relevant workshops for the local community workers, and the group itself aims to develop strategies that will support local community in meeting its housing needs.

The project made some significant achievements,

- 3 women finished with the transitional housing program, and were all able to find a paid employment.
- 2 clients obtained long term social housing accommodation via the partnership between ADSi and St George Community Housing. Both clients were thrilled with the offer and thankful for the support provided by ADSi.

Auburn Community Harmony Garden



Auburn Community Harmony Garden is an existing non-funded initiative, coordinated by Auburn Diversity Services Inc. and is supported by the Auburn City Council.

The Harmony Garden is a place where people from different cultures in Auburn come together and enjoy gardening, share skills and knowledge and develop social networks.

This year ADSi and Auburn Council had organised two garden open days in celebrating World Health Day and Auburn Health Week. It has attracted many local residents and their families to visit the garden on both occasions. The gardeners were able to share their pride of the fresh produce from the garden and some family recipes. The worm farming workshop organised by the Auburn City Council Sustainability Team was an eye opening experience for many participants, everyone found the information interesting and useful. The music entertainment and fitness session organised by the Auburn Council Healthy Communities team were much loved by the participants and almost everyone had an enjoyable time at the garden.



Senior Services



Mesepa Lafaialii-Paul

The Senior Services under the Home and Community Care (HACC) framework commenced as a pilot project in 2010 implementing Social Support Services for CALD Senior's aged over 65 years. With the 2012 HACC reforms and transition to commonwealth funding for the over 65 age group, our team successfully embraced these changes while delivering ongoing strong support to seniors. The current project is funded to provide social support to seniors under / over 65 years of age across both Cultural and Linguistically Diverse (CALD) and general communities.

Our key objectives are to

- (1). promote independence and confidence
- (2). reduce social isolation
- (3). build capacity so that seniors are aware of what aged-care services exist and how to access these services

Our overall aim is enable seniors to navigate the challenges they face by strengthening their social networks and knowledge of services available to them.

The HACC project is committed to person centred approaches that enable seniors to remain within their homes for as long as practicable and prevent premature admission to long-term residential care.

ADSi Senior Services consist of the Multicultural Project with seniors from China & Vietnam, the Turkish Project delivering services to the Turkish Seniors as an outreach service based at the Turkish Welfare Association and a new Arabic Senior Project. In addition to our direct service delivery, we also provided support to the Bosnia Senior's community group.

During the financial year, senior clients received over **8,000** direct social support hours.

A range of information sessions were held to increase the awareness and access of seniors to other aged-care services. Referrals were made to a variety of service providers such as Domestic Assistance and Personal Care. Casework, assistance with appointments and shopping were also provided.

The HACC team organised excursions, creative and interest type activities for clients to encourage social and community engagement.

This was exciting as we were supported by ADHC to purchase a 12-seater Van for seniors, and undertook research to understand the perspectives of ageing from CALD seniors. The research will help improve the way we deliver HACC services to communities.





Multicultural

Jade-Gia Nhu Tat

This project provided service to hundreds of Chinese (Mandarin & Cantonese) and Vietnamese seniors.

2012	Clients	2013	Clients
July	225	January	80
August	220	February	Leave
September	205	March	175
October	270	April	120
November	265	May	160
December	175	June	165



Services were provided through activities, events and info sessions. Some of them were,

- **Excursions**

Garden Island, Macquarie Lighthouse, Bondi Beach, Woolwich Dock, Cockatoo Island, McMahon's Point, Museum of Contemporary Art, Wistaria Garden, Warragamba, Kamay Botany Bay, Hunter Valley, Port Stephen and Newcastle

- **Group Activities**

Cantonese, Vietnamese and Mandarin Computer Classes, Gosford and The Entrance (pelican feeding) and Bilpin and Mount Irvine (fruit picking), Chinese Singing, Gentle Exercises and free watch repairing service (thanks Mr. Qian)

- **Sessions**

Housing and Chinese Food Culture, Centrelink / Age Pension Payments & New Changes, Community Care and Personal Safety, Aged Care Service, Aged Care Assessment, Immigration, Fall Prevention, Client Consultation and Feedback

- **Celebrations**

International Women's Day and Senior's Week Celebration



During the year, the project also noticed a number of challenges which affected our senior clients. They were

- **Volunteer Support**

Access to Volunteers is an ongoing challenge. Volunteers are integral to support activities and to assist clients outside of the organised social support activities

- **Waiting Period**

Referrals to Domestic Assistance and Personal Care resulted in lengthy waiting period and frustrated major senior clients

- **High Demand**

Long waiting lists for Computer Classes and access to social support service due to extremely high demand in the area

Mrs Lac is a shy Chinese-Vietnamese lady. At the beginning, she was shy and quite. However, after building rapport with the group and she is now an active member. Now she is one of our projects volunteer. She is not just assisting Cantonese -Vietnamese support group, but also other group activities as well.

Mrs Ma is the best student in our computer group. She started with learning basic computer 2 years ago. Now, she has become an excellent support leader and helps to organise the class. She arrives early to assist with the class set up, and helps other members to practise the computer skills.

Ms Ngo says "this is the best group I ever attended. Everyone helps each other. We are now like a family."

"I love to have chit chat with members. I enjoyed going out with the group. Due to my leg problem, my walking is slow. Going out with the group is the good exercise and I love it

- Dangdang



Turkish

Emine Turkmen

The HACC Turkish Project focuses mainly Turkish aged women, in an outreach office located at the Turkish Welfare Association.

2012	Clients	2013	Clients
July	130	January	125
August	15	February	190
September	Leave	March	355
October	35	April	170
November	210	May	190
December	190	June	105



Services were provided through activities, events and info sessions. Some of them were,

- **Excursions**

Gosford Leagues Club, Mount Keira / Wollongong, Blue Mountains, Manly Beach

- **Group Activities**

Gosford and The Entrance (pelican feeding, Bilpin and Mount Irvine (fruit picking) Group Cooking, Movie Watching, Sydney Art Gallery, visit to Turkish seniors at Immigrant Women's Health Service, visit to the Auburn Library, Craft / Design and Painting and Turkish Literacy Classes and Healthy Heart Movement

- **Sessions**

Aged Care, Mental Health, TARS, Fire Safety, Immigration, Nursing Homes, Community Care and Personal Safety, Accommodation Options in Retirement, Age Pension Payments & New Changes and Financial Planning, Shape & Nutrition and Healthy Diet

- **Celebrations**

International Women's Day, Harmony Day, Matured Art Exhibition, Senior's Week

Same as the Multicultural Project, the Turkish Project also faced three major challenges including access to volunteers, long waiting period and extremely high demand for HACC service in the area.



"My parents did not send me to school for study and I always felt something missing inside me. After starting to attend the social group my friends encouraged me to take part in the Turkish Literature Class. At the beginning, I was very shy but now I can read in Turkish simple letters even newspapers and catalogues. I am very happy and thanks to my teacher and the ADSi HACC project."

- Fadime

"For the first time in Australia I went to the cinema to watch movie. It was very exciting. I am ageing and looking forward to meeting others at the social group. I am very happy with all activities, outings, sessions at ADSi. Thank you very much for providing this service to us."

- Selver

Arabic

Nuha Abdul Razaq

The Arabic Senior Women's Group was established in August 2012. The group met weekly with a target to break isolation, share experiences and learn new skills. Since its formation many Arabic women attended and benefited from the social support service. In 2012-2013, **597** Arabic senior clients participated in activities organised by the project,

- **Excursions**

Manly, Wollongong, MCA, The Entrance NSW, Bilpin, Blue Mountains and Art Gallery

- **Group Activities**

Group Meetings and ANZAC Day / Movie Day

- **Sessions**

Community Health, Carer, Pension, Housing, Immigration, Legal Aid & Family Law, Cake Decorating, Art & Craft, Cancer Awareness and Law Access

- **Celebrations**

International Women's Day, Harmony Day and Refugee Week

The project successfully increased social participation & connection amongst the Senior Arabic community. In particular, excursions have encouraged and promoted new experiences for seniors who have not had the opportunity to see and access places in Sydney due to financial hardships.

There were a number of issues identified and addressed through group activities. These included

- English proficiency
- Affordable and appropriate housing
- Legal issues
- Safety and violence prevention
- Family budgeting and financial assistance
- Understanding Australian culture and systems
- Family relationships
- Intergenerational conflict
- Isolation
- Parenting and child abuse
- Accessing mainstream services



Bosnian 'New Life' Seniors

Izeta Zecevic (Volunteer)

The Bosnian community in Auburn is one of small and emerging communities meeting every Tuesday.

ADSi continued its ongoing support to the New Life Bosnia Seniors Group during the whole year.

In 2012, Bosnian seniors formally established an incorporated group called "New Life". This is a significant milestone representing a community committed to advocating and building community capacity to address the distinct needs of Bosnian seniors. The majority of members are from a refugee background after separation from the former Yugoslavia. It is claimed that during the war more than half million people were killed and approximately half of the population displaced from the country. This historic context of war and genocide undoubtedly resulted in experiences of torture and trauma. The New Life Seniors Group symbolically acknowledges the past and then moves forward toward an enabling future. Since formation, there was an increase in the Bosnian community to access and participate in social support activities provided by ADSi

Main challenges faced during the year include transportation to group activities and health appointments, and lack of bilingual services to support large number of people who have issues in access to services for their needs such as reading correspondence, attend GP / specialist appointments.



Acknowledgement



Auburn Diversity Services Inc. has built a reputation as a lead CALD community organisation in the local area working with a diverse range of government and non government partners including individuals to achieve mutual goals. Effective partnerships and close community relationships enhance our organisational profile and assist us in efforts to influence public policy and research.

The Settlement Services Team would like to thank Commonwealth Department of Immigration and Citizenship (DIAC) and the Telstra Foundation.

The team also would like to thank: Abulla S. Ali, Ageing, Disability and Home Care (ADHC), Afghan Advisory Committee, Afghan Association, Afghan Community Support Association, Afghan Cultural Group, Afghan Hazara Association, Afghan Men's Group, Afghan Muslim Male and Female Group, Afghan Weekly News, Afghan Weekly Radio, Afghan Women Group, Ahlulbait Radio, Anglicare, Arab Council of Australia, Area Multicultural Health Unit, Assyrian Community Fairfield, Auburn ACL, Auburn City Council, Auburn Community Health Centre, Auburn Hospital Multicultural Network, Auburn Police, Auburn Youth Centre, Australian Karen Organisation (AKO), Australian Red Cross, Bamyan Association, Barnardos Auburn, Canberra Multicultural Youth Service Group, Cancer Council NSW, Carers NSW, Centrelink, Chester Hill High School, Community Drug Action Team (CDAT), Community Migrant Resource Centre, Consumer Credit Legal Centre (NSW), Cumberland Hospital, Drug and Alcohol Multicultural Education Centre (DAMEC), NSW Department of Family and Community Services (FACS), Dooleys Regents Park Sports Club, Energy Waster Ombudsman NSW, Ethnic Community Council of NSW (ECC), Football United, Granville Multicultural Community Centre (GMCC), Granville TAFE, Granville Youth and Recreational Centre, Hassanain Association, Hazara Council of Australia, Hazara Voice, Hazara Women Association of Australia, High Street Youth Service, Holroyd High School, Housing NSW, Immigration Right and Advice Centre, Inner West Skill Centre, Jawanan Ayna Local Radio, Kateb, Kousar Association, Legal Aid, Lidcombe TAFE, Macquarie Legal Centre (MLC), Merrylands High School, Muslim Women's Association, Nabi Akram Association, Navitas, NSW Department of Attorney General, NSW Health, NSW Refugee Health, Parramatta City Council, Parramatta Community Health Centre, Pendle Hill High School, Refugee Council of Australia (RCOA), Refugee Health Service, Relationship Australia NSW, Salvation Army Auburn NSW, SBS Multicultural Network, Service for the Treatment of Torture and Trauma Survivors (STARTTS), Settlement Council of Australia (SCoA), Settlement Services International (SSI), Shababa Association, St George Community Housing, St Vincent de Paul Society, Sydney Water, Sydney West Area Health Service (SWAHS), Sydwest Multicultural Services, The Centre for Volunteering, University of New South Wales (UNSW), University of Western Sydney (UWS), Welfare Right Centre, Women's Housing Limited, Women's Legal Aid, and Youth Action Policy Association (NSW) Inc. (YAPA).

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The team also would like to thank: Abdul-Karim Bouchafaa, Ageing, Disability and Home Care (ADHC), Auburn City Council, Auburn Community Health, Berala Public School, Family Worker Training + Development (FWTDP), Holroyd Parramatta Mobile Minds, Lidcombe TAFE, Playgroup NSW, Service for the Treatment of Torture and Trauma Survivors (STARTTS), St George Community Housing, St John Primary School, Tamil Women Association, University of New South Wales (UNSW), and Women's Housing Limited.

The HACC Services Team would like to thank Commonwealth Department of Health and Ageing (DoHA) and Ageing, Disability and Home Care (ADHC).

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During the financial year 2012~13, ADSi received funding from federal & state governments and commercial sector, as below,

- ◆ Commonwealth Department of Immigration and Citizenship (DIAC)
- ◆ Commonwealth Department of Health and Ageing (DoHA)
- ◆ Department of Human Services (DoCS)
- ◆ Ageing, Disability and Home Care (ADHC)
- ◆ Telstra Foundation

At the end of June 2013, ADSi is a member of the following peak bodies and community organisations,

- ◆ Council of Social Service of New South Wales (NCOSS)
- ◆ Ethnic Communities' Council of NSW (ECC)
- ◆ Holroyd Parramatta Mobile Minds
- ◆ Macquarie Legal Centre Inc (MLC)
- ◆ Multicultural Disability Advocacy Association of NSW Inc (MDAA)
- ◆ Refugee Council of Australia (RCOA)
- ◆ Settlement Council of Australia (SCOA)
- ◆ Settlement Services International (SSI)
- ◆ The Centre for Volunteering
- ◆ Western Sydney Community Forum (WSCF)
- ◆ Youth Action & Policy Association (NSW) Inc (YAPA)



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 and is endorsed as a Deductible Gift Recipient.

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