

Annual Report

2014/2015

ADS_{inc}

AUBURN DIVERSITY SERVICES





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.

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 the ADSi website: www.adsi.org.au

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Chairperson's Report



It is with great pleasure, I present you the 2014-2015 Annual Report for the Auburn Diversity Services Inc (ADSi). On behalf of the Board of Directors, CEO and all staff, I would like to acknowledge the traditional owners of the land in which we live and work, and pay my respect to their elders past and present.

It has been an honour and privilege to serve as the Chairperson of the ADSi Board of Directors. I would like to acknowledge ADSi's clients and our partners for their support and confidence in our ability to deliver services they need. ADSi operates on a strength based approach to ensure clients are involved in making a difference in their lives and communities.

I would like to thank continuous funding support from the Commonwealth Department of Social Services (DSS), Community Services (DoCS) and Ageing, Disability and Home Care (ADHC) of the NSW Department of Family and Community Services (FACS), Multicultural NSW and the Dooleys Lidcombe Catholic Club. I would also like to thank other not-for-profit organisations,

the Auburn City Council, local community leaders, and most importantly our clients for the great outcomes we achieved together in the past year.

During the past financial year, ADSi has been working with the Quality Innovation Performance (QIP) to ensure the organisation is ready to be accredited for provision of disability services. As a result, the organisation has introduced a series of changes which include a new Policies and Procedures Manual expected to be implemented in 2015-2016.

As a leading community organisation in the Central Western Sydney, ADSi values partnerships and endeavours to make sure our clients are provided with the best possible opportunities to participate during the service provision processes. The organisation continues to move forward and becomes stronger.

The ADSi Board of Directors continues to seek strategic opportunities to ensure that the best interests of the communities are the first and foremost in par with the welfares of our staff. With a strong Leadership Team and a supportive Board of Directors, I am full of confidence that ADSi is able to cope with future challenges in the community sector.

Finally, I would like to thank my fellow board members, the dedicated staff and the volunteers for their contributions to the organisation throughout the year. The ADSi Board of Directors, CEO and staff look forward to 2015-2016 and the fruitfulness it brings.

Sarjoh Bah

Chairperson, Board of Directors

CEO's Report

What an amazing year it has been!

Firstly, my deepest thanks to the Board of Directors and all staff for their continued support to make it a truly amazing year. The Chairperson Sarjoh Bah has continued to walk with us in our growth and development and I would like to mention that his leadership has indeed been exemplary in supporting my leadership of the organisation.

I would like to spend a moment reflecting on the organisational vision. Most of this year, I have been focused on training and learning. Being in the training room specifically for the transformational learnings I have been, through has allowed my Leadership Team and I to:

- Revisit our overall organisational professional practices to ensure best settlement and life outcomes are achieved for our client base.
- Revisit our communication practices internally to ensure that what we communicate to each other clearly and what we communicate to our clients will shift them to a space whereby they are enabled being the bus drivers of their own destiny.
- Lead using emotional intelligence and mindful leadership frameworks to enable our leadership team to practice this approach in their daily work interactions.



How does this translate to organisational changes? It is a transformational change from the leadership towards staff. The transformation is impacted through our project service delivery and in fine tuning the operational and back end support of the organisation. This is what transformational leadership is all about - using emotional intelligence to affect impact and influence meaningful changes. Organisationally we are shifting towards developing thoughtful leaders of change in the workplace and also the sector. When we change everything around us changes, and what an exciting journey this has been.

Our external relationships are equally important. I would like to thank our long standing partners who continue to support us in our work locally and regionally. The Auburn City Council has been instrumental in supporting our work as well as the Dooleys Lidcombe Catholic Club. I thank my local, state and federal funding bodies for the continued support each and every one of them provide to the ADSi Team. It has helped us in securing funding in areas we are beginning to venture into, such as disabilities and specialist family casework. Strengthening our relationships, coupled with internal alignments operationally has enabled us to see what our significant achievements have been in the last 12 months:

- New Specialist Homelessness Service (SHS) funding for a full time position.
- New DSS Families & Children funding for the first time in ADSi's history.
- New DSS Multicultural Festival Funding.
- Given the competitive climate of funding, ADSi entered into a contractual agreement with the Settlement Services International as a consortium member for the delivery of Settlement Services.
- Improved governance and compliance throughout the organisation and accordingly through the amendment of our Policies and Procedures, and ongoing work in our Disability Services Accreditation process.

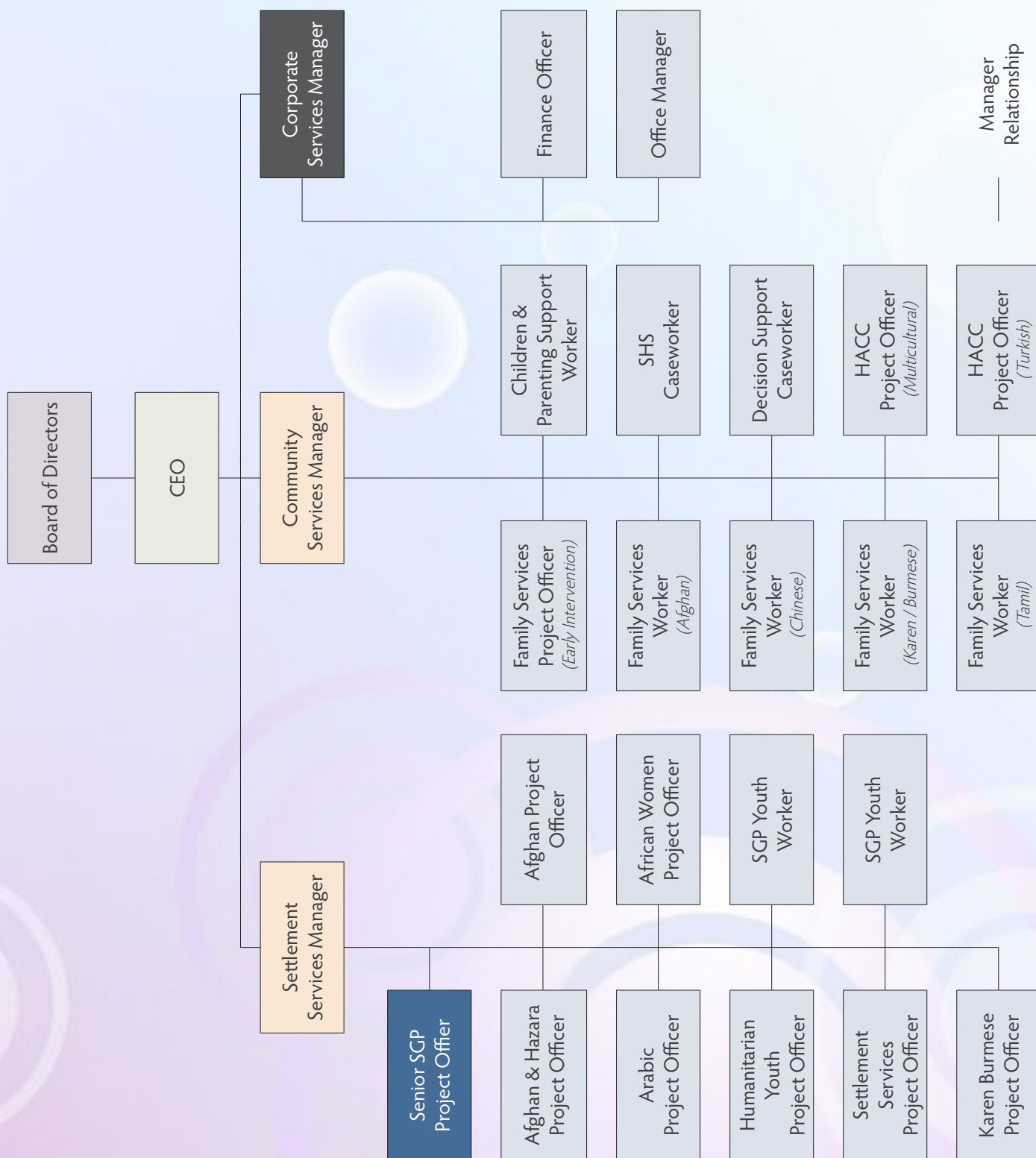
- Negotiated funding with ADHC for the Ready Together Growth Decision Support Project - the first disabilities casework project for the organisation.
- Continuing to focus on key signature events for ADSi, such as the Western Sydney Refugee Youth Awards, Refugee Week and International Women's Day Celebrations, with all events drawing in people across the Central Western Sydney areas.
- Increased networking opportunities for ADSi within the government and private sector. Networking politicians at state and federal levels to attend ADSi, including invitations to the Prime Minister and Governor General of Australia functions.
- Implementing the expert streamlined financial management mechanism, e.g. Xero and internal Charter of Accounts, resolution of historical acquittals taking ADSi into a greater positive position than it has ever been before.
- Increased centre surplus from \$10K in 2012-2013 to nearly \$150K in the past financial year. That is up 1,400%.
- Improved HR system, e.g. Working with Children Check, National Police Record Check and full Award / National Employment Standard (NES) compliance
- Efficient internal operations and administration, e.g. standardised service workflows, settlement service case management etc.
- ADSi Leadership Team in particular the Corporate Services Manager, Frank Zheng - providing expert support to explore potential funding, increase networking and positioning ADSi within the Multicultural sector as an organisation that is compliant, dynamic and open not only for multicultural communities but also mainstream communities in the Central Western Sydney.

As you can see it truly has been an amazing year at all frontiers of the organisation. I thank our membership and volunteers for their support and I trust that you will all continue to walk with us in our future learnings and endeavours.

With immense gratitude, I present to you ADSi's 2014-15 Annual Report.

Tia Roko
CEO





Board of Directors

As at 30 June 2015

Position	Name
Chairperson	Mr Sarjoh Bah
Vice Chairperson	Mr Jayaraman Guruswami JP
Secretary	Mr Hamed Mustapha Turay
Treasurer	Ms Bing Mai
Ordinary Member	Ms Juliana Nkrumah Am
Ordinary Member	Mr Sellaiah Velupillai
Ex-Officio	Ms Irene Simms

Staff

As at 30 June 2015

Position	Name
Afghan & Hazara Project Officer	Ahmad Ali
Settlement Services Project Officer	Alyssa Wang (<i>Maternity Leave</i>)
Senior SGP Project Officer	Aynalem Tessema
Office Manager	Dalia Hamad
Karen Burmese Project Officer	Daniel Thein Tha Nya
Family Support Worker	Eh Paw Hla
HACC Turkish Project Officer	Emine Turkmen
Corporate Services Manager	Frank Zheng
SGP Youth Worker	Hengameh Atabaki (<i>Maternity Leave</i>)
Decision Support Caseworker	Jade-Gia Nhu Tat
Community Services Manager	Jennifer Yuan
Children & Parenting Support Worker	Joanne El-Chami
Humanitarian Youth Project Officer	John Garang Kon
Settlement Services Manager	Justin Han
Family Support Worker	Malathy Uthayachandran
Afghan Project Officer	Nazifa Ali
Arabic Project Officer	Nuha Abdul Razaq
Finance Officer	Selena Wang
SHS Caseworker	Selvi Balasubramani
Early Intervention Project Officer	Sher Banu Oomatia
CEO	Tia Roko
Family Support Worker	Yaoying Peng
Settlement Services Worker	Ying Zhang

Staff listed above are employed on a non casual basis.

ADSi also hired several casual workers during the year and we would like to thank their valuable inputs and hard work.

Sessionals

Position	Name
Burmese Worker	Elizabeth Philips
Financial Counsellor	Bernadette Nakad

There are also 6 Settlement Services International (SSI) staff members based at ADSi during the financial year 2014-2015, under the Humanitarian Settlement Services (HSS) Project. They are,

Position	Name
HSS Team Leader	Achol Majier Gai
HSS Local Area Case Manager	Mojdeh Zamani
HSS Local Area Case Manager	Nadia Karim
HSS Local Area Case Manager	Naima Wissi
HSS Local Area Case Manager	Najeeba Wazefadost
HSS Local Area Case Manager	Sajeeda Naurozi

During the year, ADSi welcomed Faduma Geddi, Hassan Hussein, Joanne El-Chami, Yaoying Peng and Ying Zhang.

ADSi farewelled Faduma Geddi, Hassan Hussein, John Kon, Lilia Tolentino, Monica Owen, Salwa Alhag, and Shamili Kugathas.

Students & 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

Justin Han

In 2014-2015, the ADSi Settlement Service Team continued to deliver services to newly arrived migrants, refugees and humanitarian entrants (clients) via three core service types - Casework and Delivery of Services, Community Coordination and Development, and Youth Settlement Services. These services were funded by the Commonwealth Department of Social Services (DSS) through the Settlement Grant Program (SGP) with an aim to help clients become self-reliant, and participate equitably in the Australian society as soon as possible after arrival.

Service Outcomes

The ADSi Settlement Service Team successfully achieved or exceeded all service targets outlined in the annual work program for 2014-2015. Throughout this year, our workers addressed needs of and provided information and settlement advice to clients through **2,923** occasions of casework services, assisted **1,234** new clients and made **1,466** referrals to other relevant and appropriate services. ADSi front counter had a total of **11,476** enquiries in regards to settlement services. More than **700** group sessions and activities (including information sessions, workshops, classes, consultations, support groups, excursions, sports and recreational activities and etc.) were delivered and with **10,800** recorded attendance. ADSi workers also organised or involved in organising **14** events including celebrations, which were participated by **2,300** clients and a number of government and non-government organisations and agencies.

The overall delivery of settlement services achieved its expectations and resulted in satisfactory outcomes. The feedback forms collected from clients and communities indicate a high level of satisfaction of casework services and community development strategies implemented by our workers.



Settlement in a Glance

Categories	Number
New Clients	1,234
Occasions of Casework Services	2,329
Referrals	1,466
Settlement Services Contacts	11,476
Group Sessions / Activities	700
Sessions Activities Participants	10,800
Events	14
Event Attendants	2,300

'Before I came to Australia, I did not expect that I could receive so much help and assistance. I am really grateful for ADSi which helped me a lot in solving my settlement issues and coping with frustrations. I am very satisfied with the services provided by ADSi and I enjoy the activities organised by the Chinese worker.'

Lily*, Chinese Client

Casework and Delivery of Services

Throughout 2014-15, ADSi workers responded to clients' needs through a variety of service channels, including face-to-face casework and meetings, telephone discussions, group information sessions and workshops, and supported **2,329** CALD clients who were from more than **20** countries and lived in the Central Western Sydney Areas.

ADSi workers worked closely with clients and understood the complex issues they face when settling into Australia.





Client's Background

Top 10 Clients' Countries of Birth
Afghanistan
China
Iraq
Burma
Sri Lanka
Iran
Syria
Pakistan
Ethiopian
Sierra Leon

Top 10 Clients' Ethnical Background
Afghan
Chinese
Iraqi
Karen
Hazara
Tamil
Burmese
Syrian
Iranian
Pakistani

Top 10 Issues Affecting Clients
Difficulty with Documents
Language Barriers
Financial Hardships
Employment
Education & Training
Health Issues
Housing
Legal
Citizenship
Social Participation

In addition to casework support, ADSi workers assisted clients address issues by providing direct tailored group information sessions and workshops on settlement related topics, including orientation on mainstream services, Australian values, Centrelink assistance, Fair Trading services, financial management, Australian legal and social norms, health issues, housing / accommodation systems, education, employment, immigration related information, and others. During the year, **152** sessions and workshops were organised with **2,851** attendance. Clients were also referred and assisted to access mainstream services enabling them to be independent, active and valuable members of the community. A total of **1,466** referrals were made in the past 12 months.





Community Coordination and Development

Community Coordination and Development involves providing assistance to clients in making social connections, participation with the broader mainstream community and enhance their economic development and personal wellbeing. To this end, ADSi Settlement Service Team actively worked on achieving positive outcomes in regards to key settlement issues for clients and emerging communities through educational, social, recreational and community development programmes.

In 2014-2015, ADSi Settlement Service Team also initiated and offered the following:

Settlement Support Groups - Developed social support networks, reduced isolation, and promoted integration with broader groups, communities and services.

ADSi workers facilitated **10** ongoing support groups during the year, running on weekly, fortnightly or monthly basis. They are:

1. Afghan Advisory Group
2. Afghan Cultural Group
3. Afghan Men's Group
4. Afghan Women Support Group
5. Arabic Speaking Women Support Group
6. Chinese Perinatal Support Group
7. Chinese Settlement Support Group
8. Karen Support Group
9. Multicultural Women (DV) Support Group
10. Social Network Group

Have Your Say

"I am passionate to teach basic computer skills to those who need them. I like to share all my knowledge with other people, and this sharing makes me feel happy and fulfilled. This is also an opportunity for me to improve because sometimes students may ask questions that I was not sure about the answer. To find the answers enables me to acquire more knowledge."

Susan, Computer Class Volunteer*

"We appreciate the chance to discuss community issues with ADSi. We are happy that our voice can be heard."

Naima, Afghan Community Advisory Group*

These support groups assisted new migrants to learn about many facets of Australian life in a safe, friendly and supportive environment. Group members gathered together to hear from guest speakers on a range of topics ranging from employment, legal system and policing to family harmony, domestic violence and health and wellbeing. They also organised various outdoor activities including outings, excursions and camps. These groups allowed newly arrived migrants to make important social connections, share settlement experiences and discuss issues affecting them for possible solutions and improvements.



"I arrived in Australia in 2009 with 7 members of my family. We did not speak English at all and did not know where to get support. I attended orientation and other information sessions at ADSi and learned about services provided by Centrelink, Housing and other governments. The worker even helped me make doctor's appointment. Through the assistance of ADSi, all my family members have become Australian citizens. Some of my children started working. We are enjoying the freedom in Australia."

Masuma, Afghan Client*

Volunteering Activities - Involved establishing and developing a volunteer group drawn from the community, assisted them to gain skills and support through ADSi services, and empowered them to seek employment independently. During the year, ADSi workers identified, recruited and supervised 11 volunteers. These volunteers were involved in various activities under the settlement service program, including English classes, dancing groups, driving knowledge courses, computer classes, community events, and homework help, etc. Engaging new migrants in meaningful volunteer work in settlement service programs is one of the key strategies of capacity building for our clients and emerging communities. It assists clients in developing capacity and skills in a workplace, build stronger confidence in looking for jobs and increase their ability to serve communities. To acknowledge volunteers' contributions to ADSi services and local communities, ADSi awarded many of them at the Refugee Week Celebration 2015.



Cultural Awareness Activities - Raised awareness and understanding of diverse cultures and enhanced social harmony. This was done partially through organising target groups to participate community events, functions, festivals, school activities. This was also achieved through training and / or information sessions to provide information to government agencies / interagencies on how to connect with culturally and linguistically diverse (CALD) new and emerging communities and individuals.

In the last 12 months, ADSi workers organised **18** cultural awareness sessions and activities which were attended by more than **1,000** CALD clients and a number of government and non-government organisations and service providers. Activities included the Ethiopian Community 25th Anniversary Celebration, Ethiopian New Year's Celebration, Australian Culture Research, Families in Cultural Transition Program, Chinese Moon Festival Celebration, Ramadan Iftar, and etc. In partnership with the NSW Health and other organisations, ADSi also developed and widely distributed the African Community Health Awareness Calendar to raise awareness of African cultures and health issues confronted by African communities.



Community Consultation - Consulted with the community, developed and implemented strategies to address identified interests, needs and goals and empowered community to address its needs independently.

In 2014-2015, ADSi workers facilitated **9** formal community consultations with Afghan / Hazara, Afghan, Arab and Chinese communities. Our workers also organised clients to participate in community consultations with Mr Craig Laundry MP, Federal Member for Reid and the Refugee Council of Australia (RCOA). Community consultations were also undertaken in other formats, such as during provision of casework, through information sessions, and telephone interviews. Through these consultations, ADSi workers raised awareness of issues confronted by various communities and identified their needs. Some of those needs had been included accordingly within our work programs. The popular Driving School Program is a typical example of positive outcomes from these consultations with over **30** clients participated, and more currently on the waiting list.



Recreational Activities - Assisted new arrivals with their settlement, broke isolations, and encouraged community members to become volunteers to contribute.

These objectives were achieved via the Tai Chi Class, Auburn Exercise Dancing Group, sport activities and excursions. With the help of 2 volunteers, the Tai Chi class and Auburn Exercise Dancing Group continued to attract high attendance during the year, because of entertaining and fitness keeping features. In addition, **70** Karen / Burmese clients attended the Fishing and Hunting Workshop organised in partnership with the Game Licensing Unit, Department of Primary Industries in September 2014. In total, over **600** clients enjoyed **15** excursions organised by ADSi throughout the year.



Educational Activities - Conducted educational activities such as English conversation practice and introductory computer training to encourage clients for social support and develop English, computer and other critical skills, with an aim to enhance integration to the mainstream society.

The English Conversation Group for multicultural clients was run by volunteers every Tuesday and Friday with an average of **15** attendees per session. A total of **50** sessions were conducted during the year. Short term English learning classes specifically tailored for certain communities and groups were organised as well, including those for Afghan women, Karen and Chinese clients.

The serial Basic Computer Classes for Chinese clients were conducted every Tuesday throughout the year with **10** classes per series with **331** total recorded attendance during the year.

The Australian Citizenship Classes were delivered to Afghan and Hazara communities every Thursday. This popular class covers Australian parliament and government systems, and Australian values, history and culture. It helped clients get ready for the citizenship test. A number of clients have since passed their citizenship tests after learning in the course.



"I have worked at ADS as a volunteer English teacher for the past five years. I enjoy teaching students at pre-intermediate and intermediate levels. Students come from a wide variety of ethnic backgrounds - Afghans, Syrians, Chinese, Turkish, Iraqi, Indian and Sri Lankans. I'm grateful to the staff at the Auburn Diversity Services for their generous support and encouragement facilitating the work I do here. It has been and continues to be a privilege to work in this Centre."

Beverly, Volunteer English Teacher



Driver Education - Assisted new migrants in gaining increased understanding of road safety, the role of police, the Australian law, insurance, license renewal and car maintenance. In 2014-2015, ADSi workers organised **39** sessions of Drivers Knowledge Test Training classes with a total of **371** attendances. An 8-session class for Afghan women was run between December 2014 and March 2015. **100** Afghan women attended the class and **68** of them got their L licences.

From March 2015, a Driving School Program was initiated in partnership with local driving schools to provide low cost road drive training to those financially disadvantaged new migrants. By the end of June 2015, a total number of **32** clients were enrolled in the program and each of them received **5** sessions of training provided by accredited instructors.

Employment Activities - Assisted clients to understand Australian employment system and workplaces, develop skills, gain job seeking skills and find job independently. In the past 12 months, ADSi workers delivered Job Seeking Workshops, Commercial Enterprise Development Workshop (With Granville TAFE), Social Enterprise Training (With IDMAN Family Day Care Service), Sewing Classes, and Computer Skills Classes. In addition, our workers also referred **20** Afghan and Hazara clients to chicken factory, builders and butchery for employment, and helped one client open his own building company.

Networking and Advocacy - Networked and built strong relationships with mainstream agencies and service providers to promote and represent client needs through participation at interagency, advisory, consultative meetings and forums.

ADSi workers joined various network and interagency and regularly attended their meetings, including the African Community Advisory Group, Arranged / Forced Marriage Network, Auburn Community Sector Networking Forum, Auburn Employment Working Group, Auburn Housing Working Group, Auburn Youth Interagency, Refugee Support Network, Settlement Services Coalition, Small Business Forum for CALD Communities, Stop Domestic Violence Action Group, Western Sydney Chinese Workers Network and Youth Collective.





Youth Settlement

Youth Settlement Services aim to provide support to eligible young migrants and refugees with a focus on those aged 12 to 24 years, to engage and develop their leadership skills and to assist them to settle and actively participate in the Australian society. Our youth workers engaged young migrants and refugees through youth specific information sessions, workshops, camps and sporting activities, and supported them to become involved in mainstream activities and to be active members of local communities.

Youth Settlement Services include casework, referrals, group information sessions / workshops, the Auburn Youth Summit, youth camp, sporting & recreational activities, employment activities, the Western Sydney Refugee Youth Awards, homework help, school holiday activities, outreach school based activities, youth settlement support groups, and capacity building.





Youth Settlement in a Glance

Categories	Number
New Clients	202
Occasions of Casework Services	570
Referrals	310
Group Sessions / Activities	27
Sessions Activities Participants	449
Sport Activities	8
School Holidays Activities	7

ADSi Soccer Cup

Started from a soccer match of 2 teams in 2013, the ADSi Soccer Cup has grown up and become an ADSi annual sport event. This year's Soccer Cup was successfully organised in June 2015 at the Yennora Knight Park. **8** teams with **64** players from Karen, Burmese, African and Afghan youth communities participated in the game. ADSi is glad to see 2 female teams playing on the field, the first time ever in our history.

Auburn Homework Help Program - Facilitated by ADSi with the support from the Auburn City Council to assist high school students with homework to improve performances. It targets students from Year 7 to 12 predominantly from CALD backgrounds in the Auburn Local Government Area (LGA). It also assists students to connect and maintain connections to education, training and employment to improve educational outcomes and reduce antisocial behaviour.

The program was successfully run during the last 12 months with the crucial funding support from the Dooleys Lidcombe Catholic Club. Participating students and young people received high quality help from both paid and volunteer tutors.

The recent "Literacy and Homework Help Research" undertaken by the Auburn City Council through consultants strongly recommends this program and highlights that "*ADSi Homework Help model should be replicated*" due to its quality and the quality of the tutors.



Multicultural Youth Camp

A 3-day Multicultural Youth Camp was organised at the Point Wollstonecraft in Lake Macquarie 28-30th November 2014. **25** young people from multicultural backgrounds attended the Camp. The youth enjoyed different activities including soccer, swimming, rock climbing, giant swing, basketball, tennis balls and importantly socialising with peers.

Dooleys CALD Youth Summit 2015

The CALD Youth Summit 2015 was held on 15th April 2015. More than **100** CALD youth and information stall holders attended. Mr Craig Laundry MP was also present and delivered a speech. Young people from CALD got a chance to listen to professional guest speakers, talk to various education institutions, find out education and training options and explore employment pathways that can lead to career development in a wide variety of industries. The event was organised by ADSi, in partnership with the Community Migrant Resource Centre, SydWest Multicultural Services, Auburn City Council, Navitas, Barnardo's, STARTTS, Multicultural Youth NSW, and TAFE SW/Sl. This event was sponsored by the Dooleys Lidcombe Catholic Club.

"We are proud to be part of this important local event. This event offers a broad range of experience and information to young people to help them understand the many training and career options available to them" - Mr David Mantle, Dooleys' CEO.



Western Sydney Refugee Youth Awards

On 13th June 2015, the ADSi led Western Sydney Refugee Youth Awards acknowledged another **16** wonderful youth from refugee background for their great achievements in Community Leadership, Academic, Sports, Creative and Performance Arts.

These winners were selected from **43** nominees who had been nominated by **15** high schools, colleges and organisations in the Western Sydney. Congratulations to all winners and nominees.

ADSi would like to thank to these schools, colleges and organisations for nominations and participation.

ADSi would also like to thank our award presenters - Sarjoh Bah, Chairperson of ADSi; Dr Renu Narchal, Senior Lecturer and Director of Engagement and International, School of Social Sciences and Psychology, University of Western Sydney; and Tony Basha, Technical Director, Australasian Soccer Academy. ADSi would also like to express our appreciation to the Selection Panel members - Mary-Ann Murphy, EO, Auburn Youth Centre; Lina Ishu, Senior Youth Project Officer, STARTTS; and Rachna Malik, Multicultural Community Liaison Officer, Flemington Local Area Command, NSW Police Force.

Western Sydney Refugee Youth Awards 2015 Winners List

Name	Category	Place	School
Hani Abdile	Outstanding Achievement		Bankstown Senior College IEC
Clementine Kayungu	Community Leadership	First Place	Cabramatta High School
Ali Abbas Haidari	Community Leadership	Second Place	Holroyd High School
Muhannad Al Nadaf	Community Leadership	Third Place	Holroyd High School
Fatimah Al Gharbawi	Community Leadership	Third Place	Auburn Girls High School
Nasrin Bakhtyari	Academic Achievement	First Place	Holroyd High School
Shariq Waseem	Academic Achievement	Second Place	Birrong Boys High School
Mahdia Zahidi	Academic Achievement	Third place	Holroyd High School
Yulia Kiflu	Academic Achievement	Third place	Merrylands High School
Yassamin Arya	Creative & Performing Arts	First Place	Auburn Girls High School
Sultan Mir	Creative & Performing Arts	Second Place	Strathfield South High School
Jonathan Williams	Creative & Performing Arts	Third Place	Strathfield South High School
Tikiko Niuvou	Creative & Performing Arts	Third place	Merrylands High School
Feda Sarwari	Sporting Achievement	First Place	STARTTS
Vinny Mbula Ekamba	Sporting Achievement	Second Place	Holroyd High School
Mokhtar Nawrozi	Sporting Achievement	Third Place	Strathfield South High School



ANZAC Day Writing Competition

Following the success of last year's ANZAC Day Commemoration Ceremony and Writing Competition, ADSi conducted the program the second time this year, in partnership with the Auburn Girls High School. Over **300** students and teachers and a number of veterans attended the Commemoration Ceremony on 24th April 2015. The **6** Writing Competition winners were presented with awards at the Ceremony. ADSi would like to express gratitude to the Multicultural NSW for funding the event through the Unity Grant.



Other Events and Celebrations

In 2014-2015, the ADSi Settlement Service Team took the lead in organising the following events:

The **Auburn Standing Together** Campaign was held on 24th February 2015 in partnership with various organisations, community groups and community leaders. The Campaign aimed to send a strong message of unity and cohesion to local communities. This was the first event of this kind organised by ADSi and it was warmly welcome by communities and stakeholders.

The **2015 International Women's Day** was celebrated on 11th March 2015 at the Salvation Army Auburn. As one of iconic events in Auburn, this year's celebration once again provided an opportunity for all women in the local area to reflect on the achievements, challenges and barriers in their lives. Approximately **450** women, with a majority of them from CALD backgrounds gathered together for music, dance and fun.

The **2015 Refugee Week Celebration**, another ADSi signature event was held on 13th June 2015. **12** volunteers from CALD backgrounds were acknowledged and awarded for their contributions to local communities and the organisation. Community groups also demonstrated their diverse cultures and expressed their hopes through cultural performances, music, and artwork displays. Around **300** community members attended the event and **15** community groups and organisations set up community and information stalls. Ms Julie Owens MP, Federal Member for Parramatta attended and celebrated the event with communities.



Energy Accounts Payment Assistance (EAPA)

ADSi continually assisted clients through the Energy Accounts Payment Assistance (EAPA) Scheme, a NSW Government initiative to aid people who are financially disadvantaged. In the last 12 months, ADSi helped over **400** clients with EAPA vouchers in the value of **\$40,500**.

In closing, I would like to thank ADSi Settlement Services Team members for your support and partnership during the whole year.



Families & Children

Jennifer Yuan

ADSi Families & Children Services receive funding from both federal and state governments to provide a range of support services to families with children under 12, who reside in the Auburn LGA). This include CALD Early Intervention and Family Support Service funded by Community Services (DoCS), the NSW Department Family and Community Services (FaCS), and the Children and Parenting Support Service funded by the Commonwealth Department of Social Services (DSS). ADSi Family Support staff work with parents to support their children's development and wellbeing, focusing on positive parenting and family interaction. As a key family early intervention support service in Auburn, our programs provide local families with a range of options for culturally responsive support in times of need.

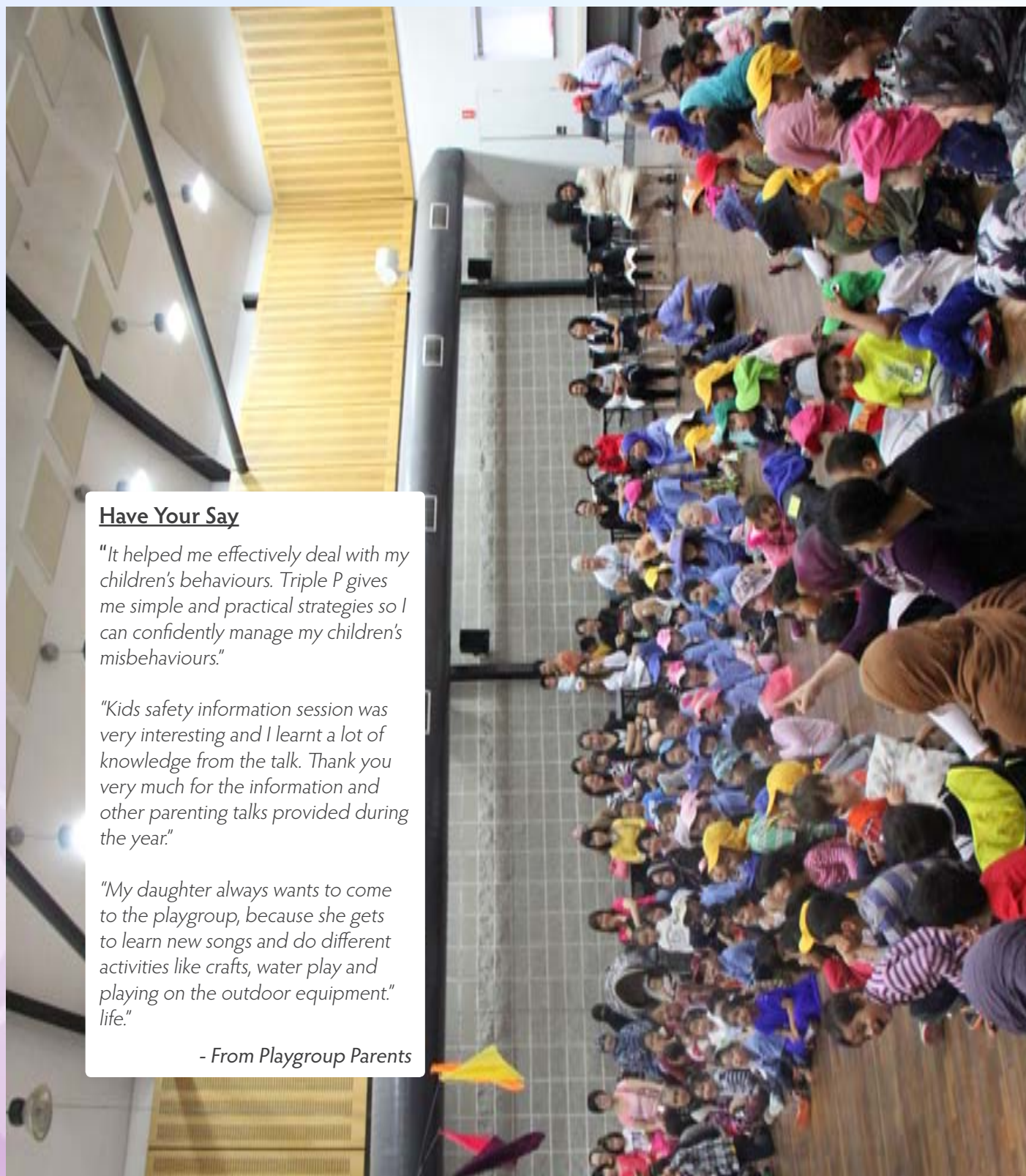
Have Your Say

"It helped me effectively deal with my children's behaviours. Triple P gives me simple and practical strategies so I can confidently manage my children's misbehaviours."

"Kids safety information session was very interesting and I learnt a lot of knowledge from the talk. Thank you very much for the information and other parenting talks provided during the year."

"My daughter always wants to come to the playgroup, because she gets to learn new songs and do different activities like crafts, water play and playing on the outdoor equipment." life."

- From Playgroup Parents



Community Capacity Building Initiative

ADSi strives to deliver positive outcomes for children and families through a range of collaborative partnerships and community participation and achieved four main objectives:

1. Created Entry Points to the Service System to Suit the Needs of Vulnerable Families

Activities such as sewing groups, school holiday programs and the Family Fun Day were organised to create easier access for vulnerable parents and their children. These reduced the social isolation and encouraged clients to obtain relevant information and / or increase their interests in other community activities.

2. Improved Community Participation and Connectedness

There were over **200** people attended the **Auburn Reading Day 2014** held on 6th November 2014. Children and their carers took a "Story Walk" along main streets in Auburn, where **19** local businesses, displayed on their windows pages of stories, read by the group when they passed by. The Paint Auburn ReAD has become one of the most successful and effective community initiatives in supporting local families and enhancing community unity and capacity. This year **10** organisations including schools and children services participated, another clear indication of level of support within the community.

3. Increased the Access and Engagement of "Hard to Reach" Clients with Local Health Services

"Happy Mum...Happy Family" is a **Postnatal Depression Awareness Week** event, with an aim to provide information to new mothers and help them provide better selfcare and care to their children. The event was held at the Auburn Hospital attended by **65** women from Afghani, Chinese and Turkish backgrounds. This event helped these women gain information about available services at the local health district and community organisations.

Breakfast for Dads is a new initiative designed to support local fathers in raising their children and promote positive father-children interactions. All attendees had opportunities to share experiences and receive information about positive parenting tips.

4. Raised Awareness of What is Important in Families

Activities such as the **National Families Week** and **Children's Week** celebrations were organised to focus the attention of the wider community on what is really important to children and families.

These events were designed to celebrate children's achievements and / or what had been accomplished as a family. Local child and family workers and parents were invited to share their parenting / work experiences with others. Such discussions enabled participants to reflect on their own parenting practices, recognise strengths and weaknesses as parents, and adjust technics in the daily life accordingly.



A group of approximately 15 children of various ages are gathered in a room, possibly a playroom or classroom. They are standing in a loose line or circle, looking towards the left side of the frame. An adult woman with glasses and a patterned top is visible on the left, looking down at the children. The room has wooden walls, a large window, and shelves with toys and books. The children are wearing casual clothing like t-shirts, jeans, and skirts.

Early Intervention Family Support

This service delivers a range of programs to support newly arrived migrant and refugee families with children 0-8 years, with an aim to strengthen parenting skills, family relationships and children's development, through early intervention and perinatal support. ADSi designs activities tailored to engage and meet the needs of CALD families.

Supported Playgroups - Providing structured playing and learning activities to families having limited access to information regarding children's development, health, safety and parenting skills, as a result of language barriers or being new migrants to Australia. These groups helped parents extend their social networks and become more active in the community. All playgroup activities were designed to stimulate children's intellectual growth and support the development of early literacy and numeracy.



Culturally Specific Support Groups - Provided social support and positive parenting information to parents from CALD backgrounds with children aged 0-8. These groups provided a mix of social activities and information sessions to the participants, and created safe environment for participants to socialise and share parenting experiences.

Triple P Parenting Program - Provided parents with strategies to encourage desirable behaviours and manage behavioural problems.

95% participants reported that the program helped them better manage children's misbehaviours and as a result, reduced family conflicts. Participating parents shared experiences and learned appropriate cultural practices and became more aware of gender roles within a family.



Families & Children in a Glance

Session	No. of Session	No. of Attendance
Playgroups	212	348 Parents / Carers and 453 Children
Support Groups	133	168 Parents / Carers
Triple P	13	77 Parents / Carers
School Holiday Activities	7	300 Participants
Events *	3	450 Participants

* Including the National Families Week, the NSW Children's Week and the Auburn Reading Day.





Children & Parenting Support

In March 2015, the Commonwealth Department of Social Services (DSS) awarded ADSi a grant to provide Children and Parenting Support Service in Auburn, under the Families and Communities Programme. The service has a primary focus on children aged 0-12 and provides support to children and families based on an early intervention and prevention approach. It aims to improve the wellbeing of children and families and increasing positive community connectedness. Service activities include Parenting Support, Parents Support Groups, Home Visiting and School Readiness Program. The service commenced in May 2015 and a new parents' support group had been established in Regents Park to support families residing in the neighbouring areas. More project activities will be delivered in the financial year 2015-2016.



"Kids Safety Information Session was very interesting and I learnt a lot. Thank you very much for the information and other parenting techniques provided during the year."

Dah*, Burmese Client



"I am happy that my child is learning a lot through that special one on one time (transition to school program), she always look forward to coming here."

Sajeeda*, Afghan Client

A group of approximately 15 people, mostly seniors and some younger individuals with disabilities, are standing outdoors in a lush garden. They are dressed in casual summer attire, including hats, sunglasses, and patterned clothing. The background features green foliage, trees, and a clear blue sky. The group is arranged in a loose line, smiling for the camera.

Seniors and Disabilities

ADSi Senior and Disabilities Services are funded by the Commonwealth Department of Social Services (DSS) and Ageing, Disability and Home Care (ADHC), NSW Department of Family and Community Services (FaCS) to provide support and assistance to seniors over 65 years and younger people with disabilities. This includes a Social Support Service for seniors and people with disabilities and a Decision Support Program for young people with disabilities in the community.

Social Support

This service aims to reduce social isolation among frail elderly people and younger people with disabilities, and to assist them living independently in their own homes.

The service area covers Auburn, Holroyd and Parramatta LGAs, which all have a high Non English Speaking Background (NESB) population. It is recognised that elderly people from CALD backgrounds are easily at the risk of social isolation and stress, due to the language barriers and lack of knowledge of available services.

This service is delivered by both paid workers and volunteers, in the form of social activities at home or within the community.

ADSi social support groups offer physical, social and intellectual activities for participants to make connections with others, via indoor or outdoor sessions, or a combination of both.



Our **Senior's Week 2015 Celebration** was held to support seniors for a longer healthy life through participation in creative, recreational, and cultural activities. This year participants had an opportunity to hear from the guest speaker Mr Kumar Pereira, the 2011 MasterChef contestant and the 2015 NSW Seniors Week Ambassador, sharing his unique personal experiences of embracing life at an older age.

ADSi supported **Healthy Older People Partnership (HOPP)**, an initiative that sets to help reduce injury and death in our elderly due to falls. ADSi assisted the HOPP project with delivery of 2 Stepping On Program in Auburn and promotion of fall prevention messages. The aim is to encourage older people to be more active, use strength and balance exercises to maintain physical health and mobility.





ADSi relies on volunteers in the social support service provision and we would like to thank all who contributed greatly during the year. In 2014-2015, there were **10,925** direct service hours and **138** group activities provided to **237** clients.



Decision Support

This program provides casework service to children with a disability aged 0-18. This service aims to promote social inclusion by assisting young people with a disability to access local services together with formal and informal supports, reduce support breakdowns, maximise independence and encourage more participation in the community. 12 young people and their families referred to this service received person centred care and support through strength based approach during the year.

In addition, ADSi supported the **Diversity and Disability Alliance** (DDAlliance) to facilitate a NDIS Planning Future Consultation Focus Group in May 2015, to ensure that our CALD clients with disabilities involve directly in future planning and design of culturally appropriate help program.

Specialist Homelessness Service

ADSi's Specialist Homelessness Service (SHS) is funded by Community Services (DoCS), NSW Department of Family & Community Services (FaCS), under a Specialist Homelessness Service (SHS) package led by Mission Australia.

In 2014-2015, the service provided a range of information, support and casework to young people, men, women and families who are homeless or at risk of homelessness. ADSi assisted people accessing secure and affordable housing, by linking them with housing providers as well as employment, health, finance and social support services. This service also provided tenancy support to prevent individuals and families with accompanying children from being homeless.

Furthermore, ADSi continued to convene the quarterly **Auburn Housing Working Group (AHWG)** interagency meetings, to work in collaboration with Housing NSW, community housing providers, local council and community organisation to address homelessness related issues at the local level. AHWG provides a platform where agencies can share resources and develop strategies to support clients and the local communities together.

SHS in a Glance

- 84 clients
- 286 occasions of services
- 15 accessed to accommodation
- 22 sustained accommodation
- 2 enrolled in education
- 1 entered the labour force



Acknowledgement

Auburn Diversity Services Inc. has built a reputation as a lead CALD community organisation in the local area and region 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 Service would like to thank the Commonwealth Department of Social Services (DSS) Multicultural NSW, and the Dooleys Lidcombe Catholic Club.

ADSi would also like to thank: Afghan Weekly Radio, Ahlulbait Radio, Amazing Family Day Care, Attorney General's Office, Auburn City Council, Auburn Community Health, Auburn Community Health Centre, Auburn Girls High School, Auburn Police, Bankstown TAFE, Barnardo's, Cancer Council, Centrelink Auburn, Chester Hill High School, Community Migrant Resource Centre, Domestic Violence Help Line, Fair Trading NSW, Granville South Public School, Granville TAFE, Holroyd High School, Kateb Hazara Association, Legal Aid NSW, NSW Health, Multicultural Youth NSW, Muslim Women's Association, Navitas English Auburn, Office of Craig Laundy MP, Office of Luke Foley MP, Refugee Health Services, Salvation Army Auburn, SBS Radio, Settlement Service International, STARTTS, SydWest Multicultural Services, and the University of Western Sydney.

The Families & Children Service would like to thank Community Services (DoCS), NSW Department of Family and Community Services (FaCS), the Commonwealth Department of Social Services (DSS) and the Dooley's Lidcombe Catholic Club.

ADSi would also like to thank: Ageing, Disability and Home Care, Auburn City Council, Auburn Community Health Centre, Auburn Girls High School, Auburn Holroyd Child Protection Interagency, Auburn Hospital, Auburn School as Community Centres, Auburn West Public School, Berala Public School, Connect Child and Family Services, Early Education, Granville TAFE, Integricare Auburn Christian Preschool, LegalAid NSW, Lidcombe Public School, Regents Park Public School, St John Catholic Primary School, WentWest Medical Local, and the Western Sydney Family Referral Service

The Seniors and Disabilities Service would like to thank the Commonwealth Department of Social Services (DSS) and Ageing, Disability & Home Care (ADHC), NSW Department of Family and Community Services (FaCS).

ADSi would also like to thank: Afghan Association, Asian Women At Work, Auburn Community Health Centre, Australian Chinese Community Association of NSW, Australian Foundation of Disability, Australian Nursing Home Foundation, Centrelink, Cumberland Women's Health Centre, LegalAid NSW, Lidcombe Elderly Group, Mission Australia, Meals on Wheels, Multicultural Problem Gambling Service, NSW Refugee Health Service, STARTTS, Turkish Welfare Association, Western Sydney Local Health District, and the Western Sydney Chinese Worker Network.

The Specialist Homelessness Service would like to thank Community Services (DoCS), NSW Department of Family and Community Services (FaCS) and Mission Australia.

ADSi would also like to thank: Auburn Police, Australian Turkish & Kurdish Community Services, Barnardos' Auburn, Bright Futures, Cardinal Gilroy Retirement Village, Centrelink, Evolve Housing, House of Welcome, Housing NSW, Immigrant Women Speak Out, LegalAid NSW, Merrylands Health Centre, Salvation Army, Settlement Services International, St George Community Housing, St Vincent De Paul Society, Wesley Mission and the Women's Housing Company

During the financial year 2014~15, ADSi received funding from federal & state governments and commercial sector, as below,

- ◇ Commonwealth Department of Social Services (DSS)
- ◇ Community Services NSW (DoCS)
- ◇ Ageing, Disability and Home Care NSW (ADHC)
- ◇ Multicultural NSW (MNSW)
- ◇ Dooleys Lidcombe Catholic Club (Dooleys)

At the end of June 2015, 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 Minders
- ◇ 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

* Clients' names have been changed to protect privacy in this Annual Report.

Design: Frank Zheng

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

Auburn Diversity Services Inc. is a Public Benevolent Institution (PBI) and is endorsed as a Deductible Gift Recipient (DGR).

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