

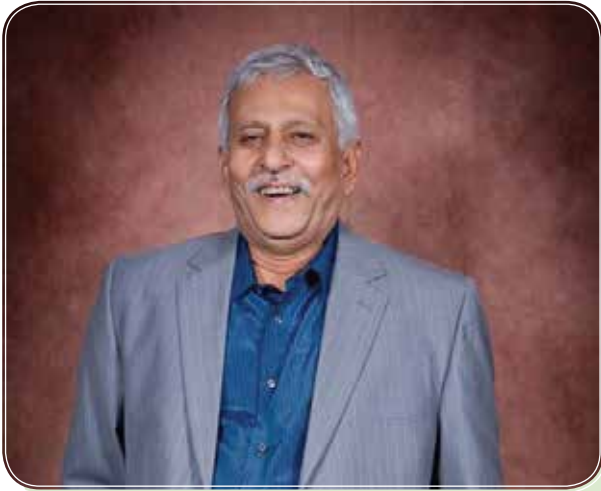
ADS_{inc}
AUBURN DIVERSITY SERVICES



ANNUAL REPORT 2017-2018

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On behalf of the Board of Directors, Management and staff of the Auburn Diversity Services Incorporated (ADSi), I present you the Annual Report 2017/2018 of the organisation.

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

I would like to thank our funding bodies, lead agencies, partners, clients, community leaders, Cumberland Council, and other stakeholders for their support and confidence in the organisation's capability to deliver quality services. Special thanks to the Department of Social Services (DSS), NSW Department of Family and Community Services (FACS), Department of Health (DOH), Settlement Services International (SSI), Community Migrant Resources Centre (CMRC), Dooley's Lidcombe Catholic Club and Multicultural NSW (MNSW), for the support in the last 12 months.

ADSi operates from a strength based approach to ensure clients are involved in making positive changes to their lives. Based on this principle, the organisation continually focuses on outcomes, rather than outputs.

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

The Board is confident that ADSi is well prepared to respond to challenges which are also opportunities in the community sector in recent years. As a leading community services organisation in Central Western Sydney, ADSi values partnerships and works on integrated service models to ensure clients are provided with the best possible services.

The Board is also pleased that ADSi maintains a stronger than ever financial position which enables the organisation to invest further on our clients, infrastructures, internal systems, staff and volunteers, with an aim to improve our service quality and outcomes.

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

It has been an honour and privilege to serve as the Chairperson on the Board of Directors from November 2015. I would like to thank my fellow board members, CEO, Management, staff, and volunteers. I would also like to congratulate dozens of students who completed their placement with the organisation in the past 12 months.

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

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

Jayaraman Guruswami JP, OAM, JP, GAICD
Chairperson



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

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

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

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

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



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

In the last 12 months, the organisation

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



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

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

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

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

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

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

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

I would also like to thank our clients and local communities. ADSi is endeavouring to work with and support you in the future, a commitment from the first day this organisation was established.

Finally, I would like to take this opportunity to thank our funding bodies, lead agencies and service partners for their support in the last 12 months. ADSi is in gratitude for the opportunities, and ready to negotiate and contribute to innovative ideas.

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

Frank Zheng
CEO







● ■ ■ **Aged & Disability** ■ ■ ●

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

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

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

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

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

Jennifer Yuan
Manager



← TOWN SQUARE
← LEVEL G2

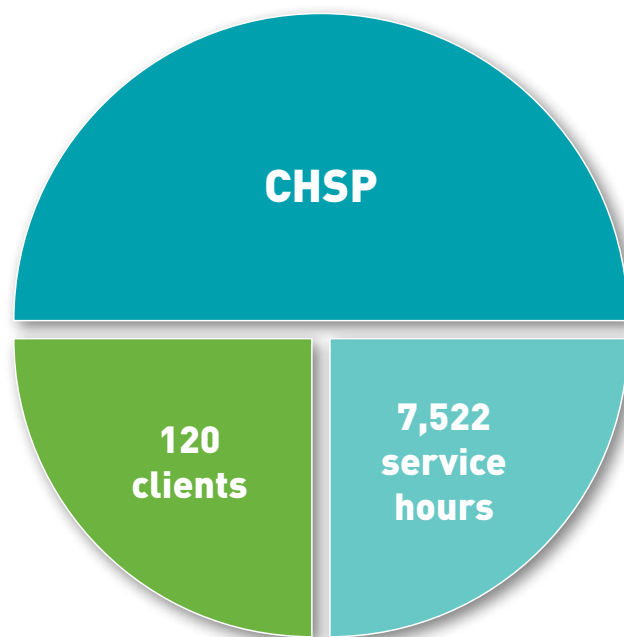
MEAT MASTER

EXIT



Commonwealth Home Support Program (CHSP)

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



Testimonial

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



Community Care Support Program (CCSP)

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



Home Care Package (HCP)

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



Testimonial

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

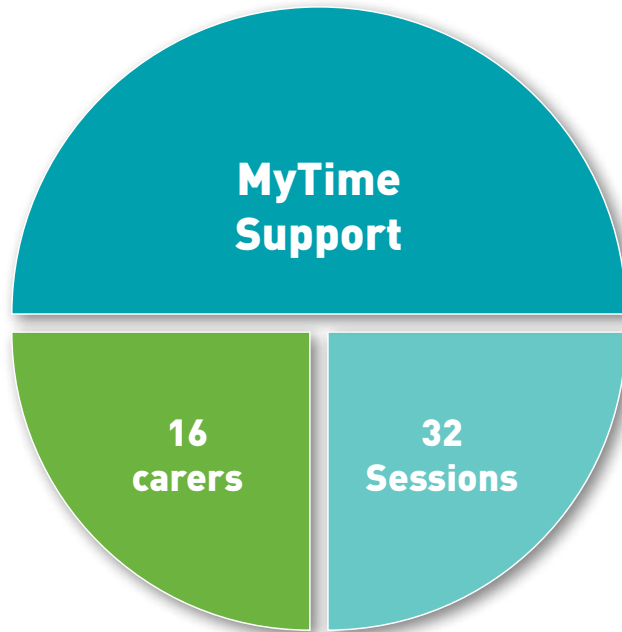






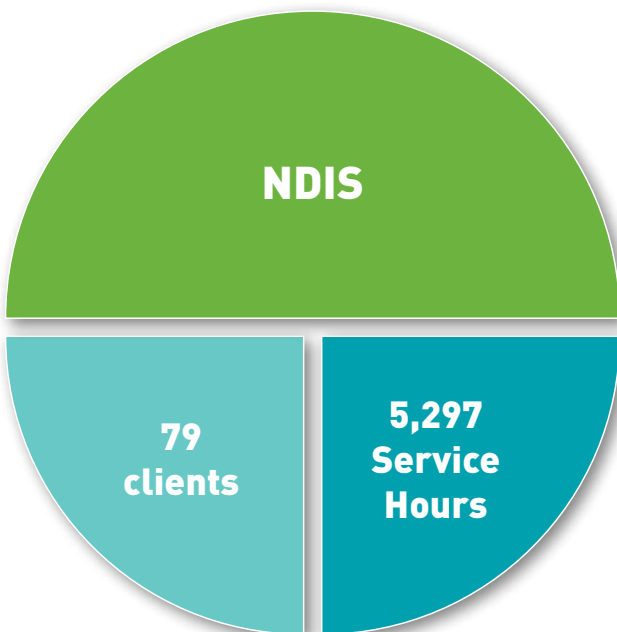
MyTime Support Group

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



National Disability Insurance Scheme (NDIS)

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



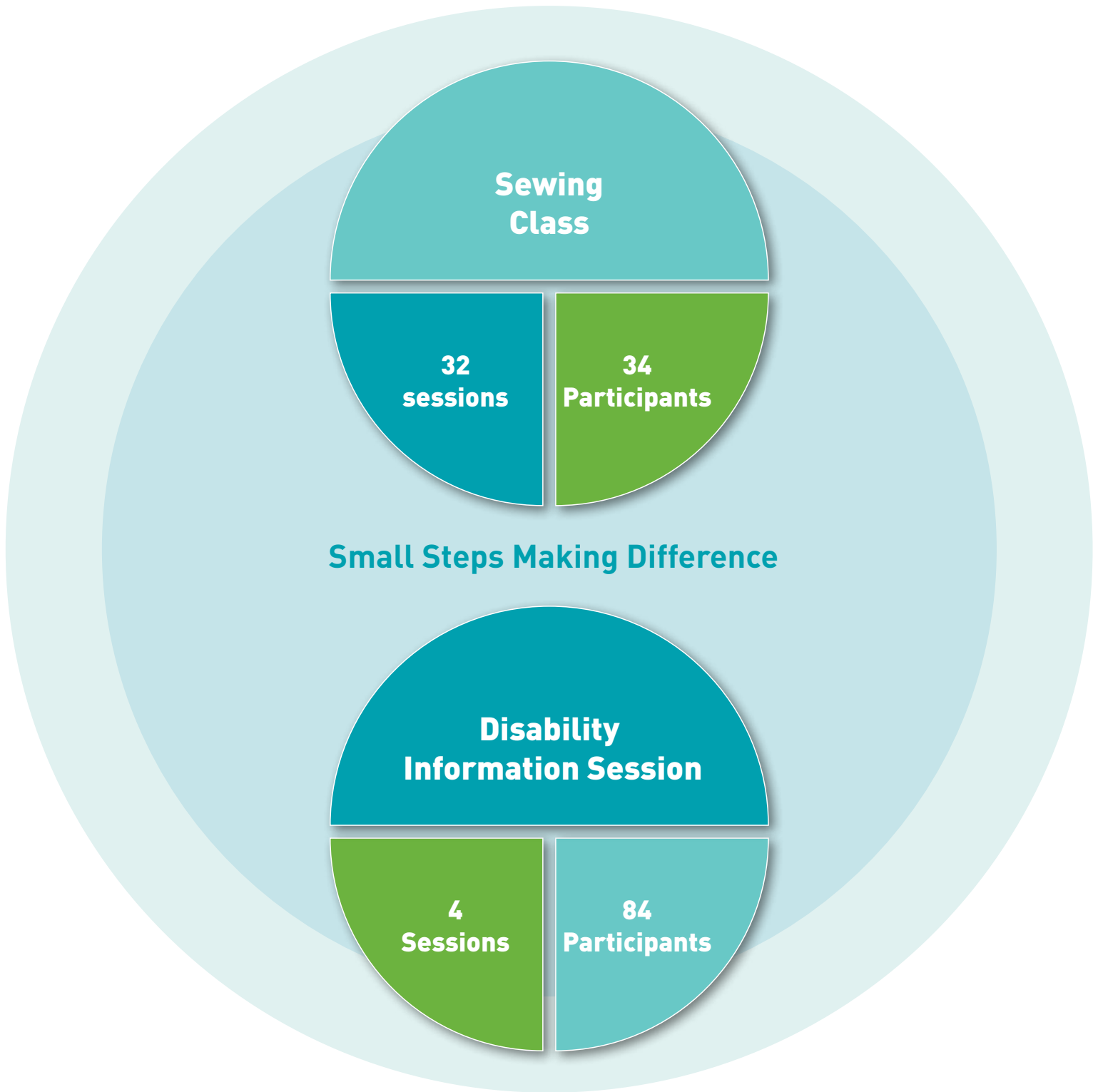
Testimonial

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



Small Steps Making Difference

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



Small Steps Making Difference







Community Services

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

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

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

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

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

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

Justin Han

Manager



Settlement Services Program (SSP)

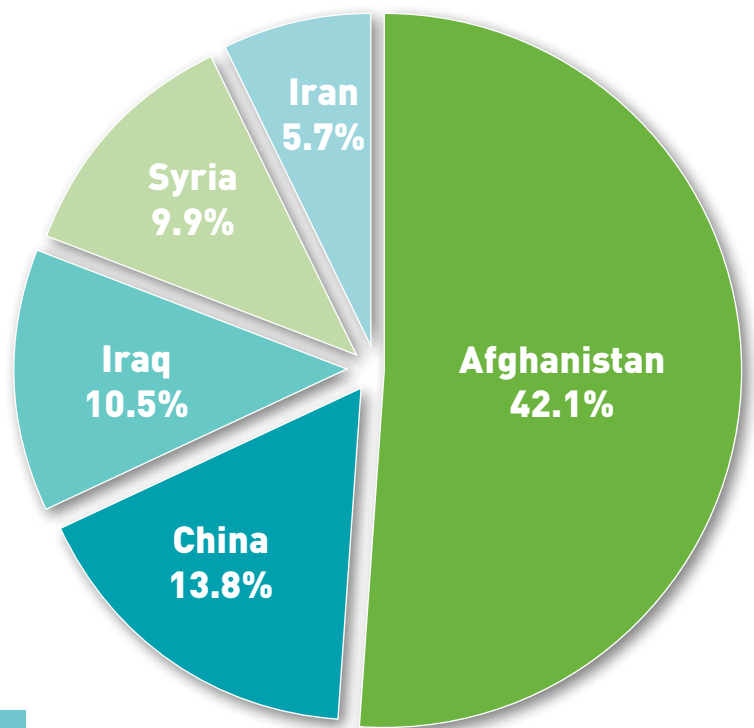
Funded by the Federal Department of Social Services (DSS) through NSW Settlement Partnership (NSP) led by Settlement Services International (SSI), SSP provides services to refugees, humanitarian entrants and other vulnerable migrants as well as new and emerging communities.

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

SSP Highlights

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

Top 5 Countries of Birth



Top 10 Issues Dealt with

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

Top 5 Assistance Types

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

Success Stories

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

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

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







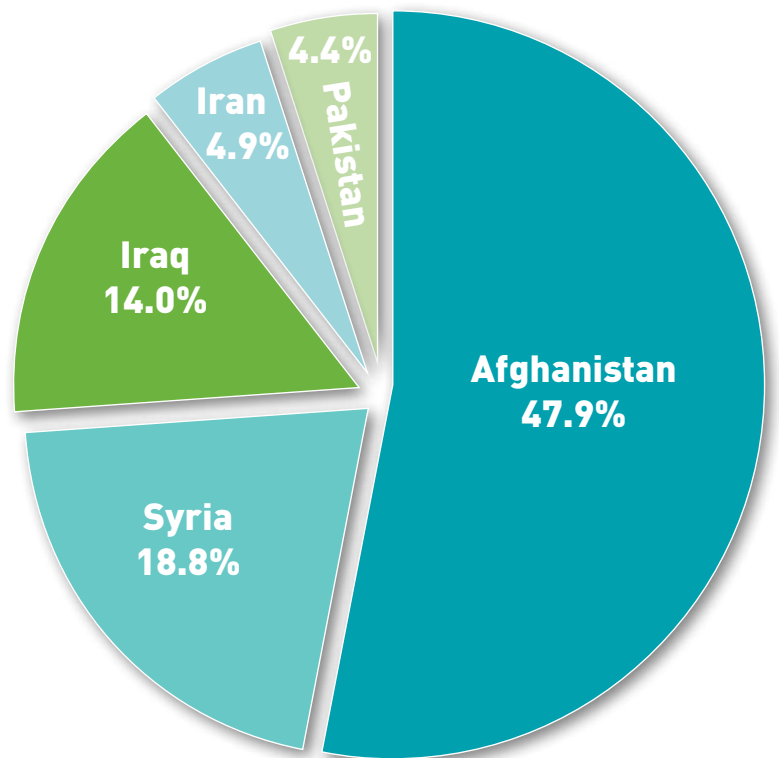
Youth Transition Support Program (YTSP)

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

SSP YTSP Highlights

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

Top 5 Country of Birth



Main Issues Dealt with

Lack of knowledge of Australian employment and education systems

Lack of knowledge of Australian work culture

Lack of information about available services

No appropriate qualifications, work experience or required skills

Language barriers

Having no driver licence

Lack of opportunities for social participation and network



Success Stories

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

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

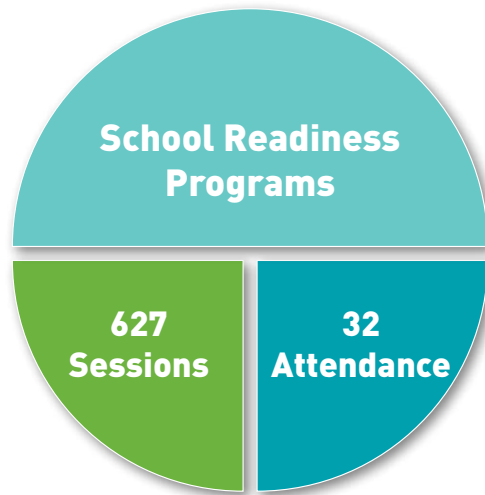
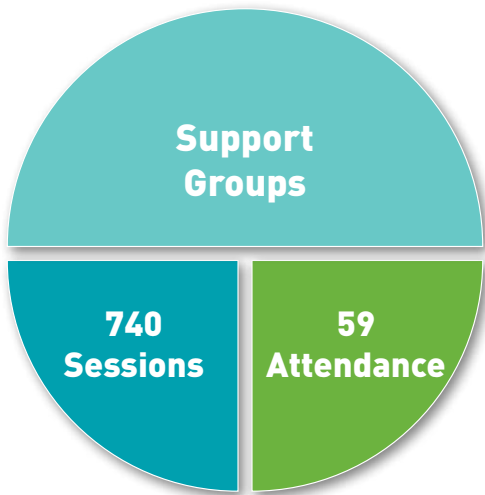
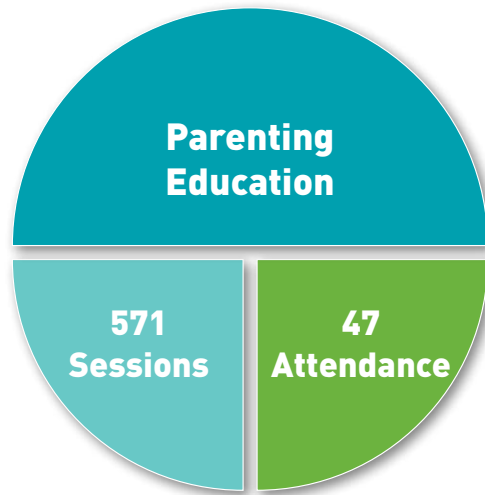
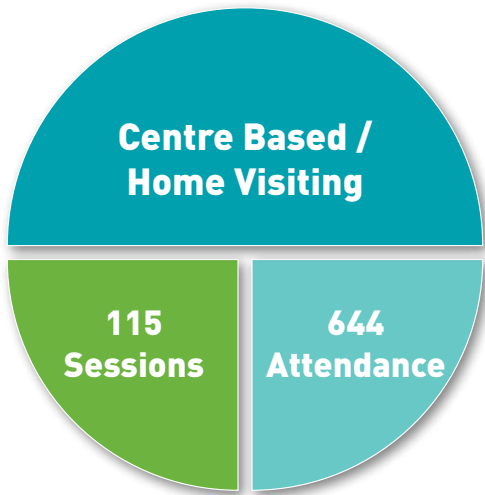
Category	Individual Performance	Cultural Performance	Group Performance
First Place	Terry from Granville Youth Centre	Afghan Girls Group from ADSi	Band KYS
Second Place	Tenzien from Dee Why	Syria Youth from Cabramatta IEC	
Third Place	Kenny from the Holroyd High School	Band KYS	



Children and Parenting Support Program (CAPS)

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

CAPS Highlights





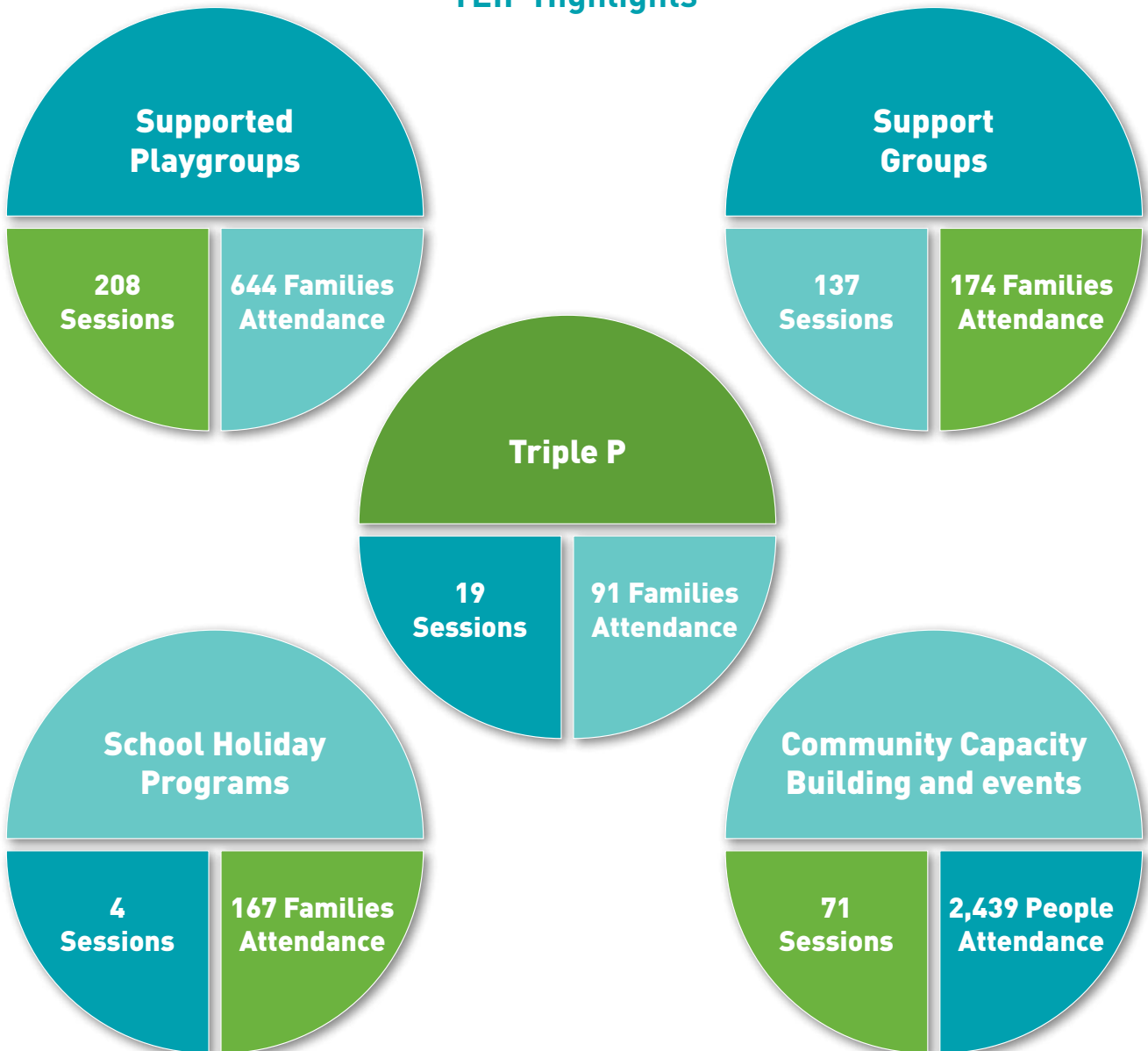
Targeted Early Intervention Program (TEIP)

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

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

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

TEIP Highlights





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

SHS Highlights

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

Success Stories

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

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







CLIENT DEMOGRAPHIC DISTRIBUTION

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



ADSi has built a reputation as a lead CALD community organisation in the local area working with diverse range of government and non-government partners including individuals to achieve mutual goals.

Effective partnerships and close community relationships enhance our organisation profile and assist us in efforts to influence public policy and research.

We would like to thank the Commonwealth Department of Social Services (DSS), NSW Department of Family and Community Services (FACS), Commonwealth Department of Health, Multicultural NSW (MNSW), National Disability Insurance Agency (NDIA) and Dooleys Lidcombe Catholic Club (Dooleys).

We would like to thank the Settlement Services International (SSI) and Community Migrant Resources Centre (CMRC).

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

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





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

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

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

In 2017/2018, ADSi further reviewed its internal financial processes, made necessary enhancements, and increased the capacity of the organisation to address all aspects of its financial management responsibilities.

The Management prepared monthly financial reports including real-time information on liquidity and material variances in cost centres. Increased information on performance of each project also led to greater knowledge of the administrative resources required. Improvements in the quality and timeliness of financial data provided critical assistance to the Board and Management, as to the likely impacts of funding and policy changes on the financial position of ADSi.

As ADSi remains committed to investing in evidence-based programs in the last 12 months, the organisation was able to deliver new or expand existing services. Continued progress in this regard enabled the organisation to adopt a sustainable cost structure and offer



the community significant value for money in delivering improved social outcomes, under a transparent and accountable structure.

Whilst ADSi considers itself to be economically dependent on revenues received from both Commonwealth and NSW governments in the format of block funding, the organisation will continue to explore options for its financial suitability in the coming years, such as plans to engage with more clients with approved individualised packages, especially those people from culturally and linguistically diverse (CALD) backgrounds. The organisation's revenue from packages was 17% of its total revenue (2% in 2016/2017).

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

Sarjoh Bah Sarjoh Bah,
Treasurer

AUBURN DIVERSITY SERVICES INCORPORATED

ABN 43 504 682 209

FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2018

The Board of Directors (the Board) presents the operating report of the Auburn Diversity Services Incorporated (the Association) for the year ending 30 June 2018 and reports as follows:

Names of Board Members

The names and positions of the Board Members who held office during the year were;

Name	Position Held	Start/Finish
Jayaraman Guruswami JP OAM	Chairperson	Elected 27/11/2015
Sellaiah Velupillai	Vice Chair	Elected 27/11/2015
Sarjoh Bah	Treasurer	Elected 27/11/2015
Hamed Mustapha Turay	Secretary	Appointed 12/04/2016
Frank Zheng	Board Member	Appointed 01/04/2016
Irene Simms JP	Board Member	Appointed 21/03/2018

The above Board Members were in office for the whole of the financial year unless otherwise stated.

Principle Activities

The principal activities are detailed in the annual report provided to all members of the Association prior to the Annual General Meeting.

The Association provides support to communities in the Cumberland LGA and other areas in the Central and Western Sydney, covering a range of services for children & families, the elderly, people with disabilities, people who are homeless or at the risk of homelessness, and people from humanitarian and/or refugee backgrounds. These services include casework, individual support/assistance, playgroups, support groups, sports, entertainment, celebrations, training, information sessions, excursions, camping, multicultural celebrations and community capacity building.

The Association delivers its services via grants from federal/state governments, subcontracts with other non government organisations, contributions, donations and individualised packages.

There has been no significant change in the nature of the Association's principal activities from the previous year.

Operating Result

The operating result of the Association for the financial year was an operation surplus of **\$211,820.08** (2017: \$210,844.37).

Significant Changes in State of Affairs

There were no significant changes in the state of affairs of the Association during the financial year.

STATEMENT OF SURPLUS OR DEFICIT AND OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2018

		2018 \$	2017 \$
Income			
Grants	2	2,323,689	2,539,779
Interests		20,155	16,066
Contributions		3,191	13,931
Donations & Bequests		13,759	14,765
Hosting & Venue Hire		130,356	121,163
Packages	3	515,745	58,611
Other Income		15,434	6,320
Total Income		<u>3,022,329</u>	<u>2,770,636</u>
Expenditure			
Employee Related			
Probity Checks		890	286
Recruitment		2,570	270
Salaries & Wages		1,697,676	1,629,815
Staff Entitlements		124,886	65,129
Superannuation		156,643	145,923
Training & Development		14,825	6,325
Travel Mileage		1,895	3,684
Workers' Compensation		36,369	26,451
		<u>2,035,753</u>	<u>1,877,883</u>
Operations			
Consulting & Planning		6,669	45,375
Depreciation		20,932	21,890
Facilities		171,735	168,003
Finance Management		12,476	10,652
Insurance		7,209	7,473
IT & Software		12,702	10,620
Miscellaneous		5,987	5,119
Motor Vehicle		3,444	4,784
Office Expenses		18,920	17,404
Utilities		31,533	33,321
		<u>291,608</u>	<u>324,639</u>
Service Provision			
Brokerage Cost		194,993	18,405
Catering		42,259	40,507
Equipment & Resources		62,682	63,326
Marketing & Promotion		30,743	45,234
Other Program Costs		59,652	84,335
Translating & Interpreting		1,361	1,012
Travel		23,200	33,403
Venue Hire		68,258	71,048
		<u>483,148</u>	<u>357,269</u>
Total Expenditures		<u>2,810,509</u>	<u>2,559,791</u>
Current Year Surplus / (Deficit)		<u>211,820</u>	<u>210,844</u>

The accompanying notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION

FOR THE YEAR ENDED 30 JUNE 2018

		2018	2017
		\$	\$
Assets			
Current Assets			
Cash & Cash Equivalent	4	1,493,160	1,164,093
Accounts Receivable & Current Assets	5	82,108	39,674
Prepayments		659	1,792
Total Current Assets		<u>1,575,927</u>	<u>1,205,558</u>
Non Current Assets			
Property, Plant & Equipment	6	36,941	49,016
Total Non Current Assets		<u>36,941</u>	<u>49,016</u>
Total Assets		<u>1,612,867</u>	<u>1,254,574</u>
Liabilities			
Current Liabilities			
Trade & Other Payables	7	84,771	66,996
Grants Received in Advance		17,652	11,566
GST		8,403	12,805
Provisions	8	148,490	137,531
Total Current Liabilities		<u>259,316</u>	<u>228,898</u>
Non Current Liabilities			
Provisions	8	205,107	89,032
Total Non Current Liabilities		<u>205,107</u>	<u>89,032</u>
Total Liabilities		<u>464,423</u>	<u>317,930</u>
Net Assets		<u>1,148,444</u>	<u>936,644</u>
Member's Funds			
Current Year Earnings		211,820	210,844
Prior Years Adjustments		-744	-724
Retained Earnings		790,335	571,904
Reserves			
HR Risk Management		27,032	38,620
Premise Change		100,000	100,000
Vehicle Replacement		20,000	16,000
Total Reserves		<u>147,032</u>	<u>154,620</u>
Total Member's Funds		<u>1,148,444</u>	<u>936,644</u>

The accompanying notes form part of these financial statements

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2018

	Retained Earnings	General Reserve	HR Risk Management	Premise Change	Vehicle Replacement	Total
	\$	\$	\$	\$	\$	\$
Profit Attributable to Member's Funds	117,836	0	0	0	0	117,836
Prior Year Adjustment	0	-1,096	0	0	0	-1,096
Reserve Allocation	-31,272	0	7,272	25,000	4,000	0
Balance at 30 June 2016	606,111	-685	34,097	75,000	12,000	726,524
Profit Attributable to Member's Funds	210,844	0	0	0	0	210,844
Prior Year Adjustment	0	-724	0	0	0	-724
Reserve Allocation	-33,522	0	4,522	25,000	4,000	0
Balance at 30 June 2017	783,433	-1,409	38,620	100,000	16,000	936,644
Profit Attributable to Member's Funds	211,820	0	0	0	0	211,820
Prior Year Adjustment	0	-20	0	0	0	-20
Reserve Allocation	7,587	0	-11,587	0	4,000	0
Balance at 30 June 2018	1,002,840	-1,428	27,032	100,000	20,000	1,148,444

The accompanying notes form part of these financial statements

STATEMENT OF CASH FLOW

FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
Operating Activities		
Receipts from customers	3,001,241	2,767,102
Payments to suppliers and employees	-2,814,506	-2,572,219
Cash receipts from other operating activities	26,263	38,482
Net Cash Flows from Operating Activities	<u>212,998</u>	<u>233,365</u>
Investing Activities		
Proceeds from sale of property, plant and equipment	0	59,098
Payment for property, plant and equipment	-19,507	-83,314
Other cash items from investing activities	1,132	18,685
Net Cash Flows from Investing Activities	<u>-18,374</u>	<u>-5,531</u>
Financing Activities		
Other cash items from financing activities	134,443	-4,430
Net Cash Flows from Financing Activities	<u>134,443</u>	<u>-4,430</u>
Net Cash Flows	<u>329,067</u>	<u>223,404</u>
Cash and Cash Equivalents		
Cash and cash equivalents at beginning of period	1,164,093	940,689
Cash and cash equivalents at end of period	1,493,160	1,164,093
Net change in cash for period	<u>329,067</u>	<u>223,404</u>

The accompanying notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2018

The financial statements cover the Auburn Diversity Services Incorporated (the Association) as an individual entity. Auburn Diversity Services Incorporated is an association incorporated in NSW under the Associations Incorporation Act 2009.

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards requirements (including Australian Accounting Interpretations) and the Associations Incorporation Act 2009 NSW. The Association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards. The financial statements are also prepared to comply with the Australian Charities and Not for Profits Commission Act 2012.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historic costs and modified, where applicable, by the measurement at fair value of selected non current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial statement.

Accounting Policies

a) Income Tax

The Association is presently exempted from Income Tax pursuant to the provisions of the Income Tax Assessment Acts 1936 and 1997.

b) Property, Plant & Equipment (PPE)

Each class of property, plant & equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment losses. The depreciable amount of all PPE is depreciated over the useful lives of the assets to the Association commencing from the time the asset is held ready for use. The Association applies the following depreciation rates regarding corresponding asset types,

Categories	Depreciation Rate
Computers and Printers	30%
Furniture and Fittings	15%
Office Equipment	10%
Motor Vehicles	15%-30%%

Other asset types are depreciated against certain timeframes when appropriate.

c) Impairment of Assets

At the end of each reporting period, the Board of Directors (the Board) reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the Statement of Surplus or Deficit and Other Comprehensive Income.

d) Employee Benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits have been measured at the amounts expected to be paid when the liability is settled.

Contributions made by the Association to selected superannuation funds are charged as expenses when incurred.

**e) Provisions**

Provisions are recognised when the Association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period. The Association decides not to use the net present value for provisions based on historical experience and reasonable assumptions on the durations of future grants.

f) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at-call with banks, and other short-term highly liquid investments.

g) Accounts Receivable and Other Debtors

Accounts receivable and other debtors include amounts due from members, clients, as well as amounts receivable from donors. Receivables expected to be collected within 12 months of the end of the reporting period are classified as Current Assets. All other receivables are classified as Non Current Assets.

h) Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Donation and membership revenue is recognised when the entity obtains control over the funds, which is generally at the time of receipt.

Non reciprocal grant revenue is recognised in the Statement of Surplus or Deficit and Other Comprehensive Income when the Association obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably. If conditions are attached to the grant that must be satisfied before the Association is eligible to receive the contribution, recognition of the grant as revenue will be deferred until those conditions are satisfied.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction. Reciprocal grant revenue is recognised in the Statement of Financial Position as a liability until the service has been delivered to the contributor; otherwise, grant income is recognised on receipt.

Non reciprocal contributions of assets received at zero or a nominal value are recognised at fair value on the date of acquisition in the Statement of Financial Position, with a corresponding amount of income recognised in the Statement of Surplus or Deficit and Other Comprehensive Income.

All revenue is stated net of the amount of goods and services tax (GST).

i) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the assets and liabilities statement.

j) Accounts Payable and Other Payables

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the Association during the reporting period, which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.



NOTE 2: GRANTS

	2018	2017
	\$	\$
Federal	\$1,858,793	\$1,922,624
Non Government	\$27,813	\$103,294
State	\$437,083	\$513,862
Total Grants	<u>\$2,323,689</u>	<u>\$2,539,779</u>

NOTE 3: PACKAGES

	2018	2017
	\$	\$
Home Care Packages	\$50,014	\$1,303
National Disability Insurance Scheme	\$465,731	\$57,308
Total Packages	<u>\$515,745</u>	<u>\$58,611</u>

NOTE 4: CASH & CASH EQUIVALENT

	2018	2017
	\$	\$
Cash at Bank	1,489,960	1,161,593
Petty Cash	3,200	2,500
Total Cash & Cash Equivalent	<u>1,493,160</u>	<u>1,164,093</u>

NOTE 5: ACCOUNTS RECEIVABLE & CURRENT ASSETS

	2018	2017
	\$	\$
Accounts Receivable	81,608	39,174
Deposits Paid	500	500
Total Account Receivable & Current Asset	<u>82,108</u>	<u>39,674</u>

NOTE 6: PROPERTY, PLANT & EQUIPMENT

	2018	2017
	\$	\$
Furniture and Fittings		
Furniture and Fittings - At Cost	3,850	3,850
Less: Accumulated Depreciation	-3,162	-2,585
	688	1,265
IT & Communications		
IT & Communications - At Cost	37,614	37,614
Less: Accumulated Depreciation	-26,467	-18,369
	11,147	19,244
Motor Vehicles		
Motor Vehicles - At Cost	42,331	85,447
Less: Accumulated Depreciation	-18,674	-58,743
	23,658	26,703
Office Equipment		
Office Equipment - At Cost	3,554	3,554
Less: Accumulated Depreciation	-2,106	-1,751
	1,448	1,803
Total Property, Plant & Equipment	<u>36,941</u>	<u>49,016</u>

**NOTE 7: TRADE & OTHER PAYABLES**

	2018	2017
	\$	\$
Payroll Liabilities	42,426	41,083
Room Hire Key Deposit	550	550
Trade Creditors	41,795	25,363
Total Trade and Other Payables	84,771	66,996

NOTE 8: PROVISIONS

	2018	2017
	\$	\$
Provision for A/L	111,224	89,079
Provision for Amenity	411	609
Provision for Doubtful Debts	1,496	0
Provision for LSL	70,583	47,843
Provision for Other	169,882	89,032
Total Provisions	353,597	226,562

Analysis of Provisions

Current	148,490	137,531
Non Current	205,107	89,032
Total Provisions	353,597	226,562

NOTE 9: REMUNERATION OF KEY MANAGEMENT PERSONNEL

	2018	2017
	\$	\$
Total Remuneration	251,923	180,401
	251,923	180,401

NOTE 10: RELATED PARTY'S TRANSACTIONS

There are related party's transactions for the reporting period, in relation to provision of brokerage services under the National Disability Insurance Scheme (NDIS) and Home Care Packages (HCP), based on Memorandum of Understanding between the Association and SRI OM Foundation (SRI OM), which has a representative Mr Jayaraman Guruswami on the Association's Board of Directors as Chairperson. The full board was notified of these transactions which were conducted under the brokerage agreement.

		2018	2017
		\$	\$
Home Care Packages	SRI OM	15,071	1,060
National Disability Insurance Scheme	SRI OM	84,483	2,598
Total Related Party Transactions		99,554	3,658

NOTE 11: LEASE COMMITMENTS

	2018	2017
	\$	\$
Operating Lease Commitments		
Being for Rent of Office		
Payable - Minimum Lease Payments		
- Not Later than 12 Months	146,997	137,638
- Between 12 Months and 5 Years	641,441	-
- Greater than 5 Years	-	-
Total Operating Lease Commitments	788,438	137,638



The above operating leases relate to two properties being 101 Northumberland Road, Auburn and 15/17 Macquarie Road, Auburn.

The property leases have a non-cancellation five-year term with expiry in June 2023 and May 2013 respectively, with rent payable monthly in advance, and allow for subletting of all leased areas.

NOTE 12: RESERVES

a) General Reserve

This reserve records funds set aside for future expansion of the Association.

b) HR Risk Management Reserve

This reserve records funds set aside for the potential payment of employee entitlements.

c) Premise Change Reserve:

This reserve **records** funds set aside for the expected additional costs expected to be incurred with the change in premises.

d) Vehicle Replacement Reserve

This reserve records funds set aside for replacing vehicles used by the Association.

NOTE 13: SUBSEQUENT EVENTS

No matters or circumstances has arisen since the year end of the financial year which significantly affected or may affect the operations of the Association, the result of those operations, or the state of affairs of the Association in the future.

NOTE 14: CONTINGENT LIABILITIES

There are no contingent liabilities or contingent assets as at balance date.

NOTE 15: MORTGAGES AND CHARGES

There are no mortgages, charges and securities that affect any of the Association’s property as at the year end.

NOTE 16: ECONOMIC DEPENDENCE

The Association considers that it is economically dependent on funding grants and fess for packages received from governments. The Board believes that this revenue will continue to be made available to the Association for the foreseeable future. The total amounts received from governments during the financial year include

		2018		2017	
	%	\$	%	\$	%
Grants	2,323,689	77%	2,539,779	92%	
Packages (Government)	514,315	17%	57,933	2%	
	2,838,004	94%	2,597,712	94%	

NOTE 17: ASSOCIATION DETAILS

The registered office of the Association is:

Auburn Diversity Services Incorporated
 17 Macquarie Road
 AUBURN NSW 2144


STATEMENT BY MEMBERS OF THE BOARD OF DIRECTORS

The Board of Directors (the Board) has determined that the Association is not a reporting entity and that this general purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board the financial report as set out on pages 3 to 12:

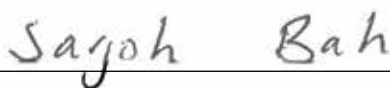
1. Presents a true and fair view of the financial position of the Auburn Diversity Services Incorporated as at 30 June 2018 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that the Auburn Diversity Services Incorporated will be able to pay its debt as and when they fall due.

This Board's Report is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:


- GURURWAMI JAYARAMAN

Chairperson

Signature





Treasurer

Signature

Dated the 3rd day of AUGUST 2018

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF AUBURN DIVERSITY SERVICES INCORPORATED

I have audited the accompanying financial report, being a general purpose (reduced disclosure) financial report, of Auburn Diversity Services Incorporated, which comprises the Assets and Liabilities Statement as at 30 June 2018, the Income and Expenditure Statement for the year then ended, Notes comprising a summary of significant accounting policies and other explanatory information, and the certification by members of the Board of Directors on the annual statements giving a true and fair view of the financial position and performance of the Association.

Board's Responsibility for the Financial Report

The Board of Directors of the Association is responsible for the preparation of the financial report, and has determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Associations Incorporation Act 2009 and the needs of the members. The Board's responsibility also includes such internal control as the Board determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I conducted my audit in accordance with Australian Accounting Standards. Those standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance when the financial report is free from material misstatement.

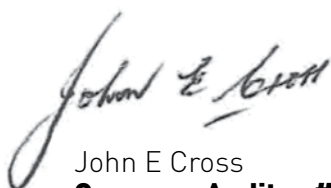
I believe that the audit evidence I have obtained is sufficient to provide a basis for my audit opinion.

Opinion

In my opinion, the financial report presents fairly, in all material aspects, the financial position of the Auburn Diversity Services Incorporated as at June 2018 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the requirements of the Association Incorporate Act 2009 NSW.

Basis of Accounting and Restriction on Distribution

Without modifying my opinion, I draw attention to Note 1 to the financial statements, which describe the basis of accounting. The financial report has been prepared to assist the Auburn Diversity Services Incorporated to meet the requirements of the Association Incorporation Act 2009. As a result, the financial report may not be suitable for another purpose.



John E Cross
Company Auditor # 1490

Dated this day of August 2018



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

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

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