



Accessible Diversity  
Services Initiative Limited

**ANNUAL REPORT 2019-2020**



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# Chairperson's Report



On behalf of the Board of Directors of the Accessible Diversity Services Initiative Limited (ADSI), I present to you the organisation's Annual Report 2019/2020.

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 Home Affairs, Department of Social Services, Department of Communities & Justice, Department of Health, Settlement Services International, Community Migrant Resource Centre, and Dooley's Lidcombe Catholic Club.

The organisation changed from Auburn Diversity Services Incorporated, an association to a company limited by guarantee (CLG) - Accessible Diversity Services Initiative Limited (ADSI or the Company) on 31/03/2020. The Company is registered with the Australian Securities & Investments Commission (ASIC) under the Corporation Act 2001 (cth). It's a huge honour that I was elected as the inaugural Chair of the Board of Directors (the Board) of the Company.

2019/20 is extremely difficult following the COVID-19 outbreak. The Board worked closely with the CEO in risk management with the wellbeing and safety of employees and clients being the first priority.

The Board understands the extra difficulty in service delivery, such as the traditional core

business - Settlement Services following border closure. The Board acknowledges the efforts and achievements made by our workers, especially Aged & Disability support workers who continued to provide critical services to the most vulnerable during the period other staff were working from home.

The Board is satisfied with the fact that the Company is not eligible for the government's JobKeeper scheme, a clear indication of sustainability in the Company's services and finance. The Board is also pleased to understand that the Company further stepped into the fee for services businesses, which led to another 10%+ growth in total revenue in 2019/20.

As a leading community services organisation in Central Western Sydney, the Company continually operates from a strength-based approach to ensure clients are involved in making positive changes to their lives, focuses on outcomes rather than outputs, values partnerships, and works on integrated service models to ensure clients are provided with the best possible services.

It has been an honour and privilege to serve as the Chair on the Board. I would like to thank my fellow directors, CEO, Management, staff, volunteers and students. Special thanks to Mr Paramasamy Panchadcharam who departed from the Board during the incorporation transition.

The Board is confident that ADSI is well prepared to respond to the COVID-19 and other challenges and ready to invest further on our clients, people and systems to ensure long-term sustainability, which ultimately benefits clients, communities and employees.

The Board is also committed to transparent governance, and preparing a strategic planning session for the Company in future years.

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

The Board looks forward to 2021, a challenging year for sure with opportunities.

**Sarjoh Bah** GAICD  
Chair, Board of Directors

I believe most of us share the same view that 2020 will be a year in history!

The organisation transitioned from an incorporated association to a company limited by guarantee (CLG) on 31/03/2020, registered with the Australian Securities & Investments Commission (ASIC) under the Corporation Act 2001 (cth), with the company name - Accessible Diversity Services Initiative Limited (ADSI or the Company).

Mr Sarjoh Bah GAICD was elected as the Company's inaugural chair and myself appointed as the first Company Secretary. Mr Paramasamy Panchadcharam left the Board after the transition, and I wish him well in the future.

This change is in line with ADSI's strategy to switch to a skill-based organisation, following a top-down approach. The Board and CEO fully understand that a successful service organisation requires capable workforce in conjunction with efficient systems, and any transition process would be difficult and painful, as it involves cultural changes, operational overhaul, staff turnover, stakeholder relationship, and significant investments of time and money. However, it is critical for ADSI to maintain competitive for the future of the organisation and majority of its employees.

In 2019/2020, the Company once again saw major changes and growth across the organisation, such as

- Completion of transition to the Targeted Early Intervention Program (TEIP) with a 5-year contract with the Department of Communities and Justice (DCJ)
- Extension of the Commonwealth Home Support Programme (CHSP) with the Department of Health (DoH)
- Extension of the Children & Parenting Support (CAPS) with the Department of Social Services (DSS)
- 100%+ increase in revenue from the Home Care Packages (HCP) and 20%+ increase from National Disability Insurance Scheme (NDIS) compared with 2018/19, creating a much stronger base for the future



- Transition of the Aged & Disability services to a cloud-based case management system which streamlines and simplifies service delivery and financial management
- Finalisation of a Case Management Standards for a range of services for better quality control, performance monitoring and compliance

Everything was managed and progressed well until the COVID-19 outbreak which changed not only the world, but inevitably the way we work, in a very short time.

ADSI immediately activated its crisis management plan with the safety and wellbeing of its staff and clients as the first priority. Measures taken include

- A Team A/B structure in conjunction with working from home (WFH) arrangements, based on satisfactory work health & safety (WHS) self-inspection taking into consideration of business continuity
- IT changes including infrastructure upgrade, universal remote access, and equipment/resources purchases
- Operational changes, education, information, personal protective equipment (PPE) to staff, together with a daily check-up mechanism
- Regular monitoring of the situation and adjustments in terms of service delivery and operational arrangements

The Company still needs to maintain its contractual obligations during such a difficult time, i.e. service delivery.

Our core business in the last 20+ years, i.e. settlement services were hit hard following the government border closure decision in March 2020. This means less and less eligible clients and workers had to work harder to provide services in a completely different way. Other block funded programs were also negatively affected to different levels.

Fee for services once again indicated its importance in terms of revenue, employee headcount, growth and ultimately financial sustainability for the whole organisation. Though a decline in March/April 2020, services gradually resumed to the normal level in the following months. The Company invested significantly on compliance and risk management during the COVID-19 period, including welfare check on clients, PPE equipment for staff and so on. We aim to provide a solution package to clients in a free market, where not-for-profits, commercial companies, individuals are competing for service quality and value for money to attract and retain clients.

We are proud of our ineligibility for the government's JobKeeper scheme, and regard the pandemic an opportunity to test our financial robustness and service diversification.

As a lead CALD community organisation, we endeavour to

- Assist clients in need and communities to the maximum level
- Maintain a healthy financial situation to ensure sustainability
- Develop a professional and diversified workforce
- Ensure permanent footprint on the land we were established

The organisation applied and will continue to apply people-centred, needs-based and outcome-focused approaches to ensure best possible positive changes made to clients and local communities.

I would like to take this opportunity to sincerely thank our Aged & Disability support workers who continued to provide critical services throughout the whole year, especially during the period when all office-based staff were working from home. Their contributions are well recognised by the Board and CEO.

I would like to thank board directors, Mr Sarjoh Bah, Mr Hamed Turay, Ms Irene Simms, and Mr Jayaraman Guruswami.

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

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

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

With the Board and staff, I am looking forward to 2020-2021, another challenging year for sure and wish everyone is safe and well!

**Frank Zheng** GAICD  
CEO









## AGED & DISABILITY SERVICES

# Aged & Disability Services

ADSI provides a range of aged care and disability services through the Commonwealth Home Support Program (CHSP), Home Care Packages (HCP), Community Visitor Scheme (CVS) and National Disability Insurance Scheme (NDIS).

In the past 12 months, we saw growth in both aged care and disability services. In response to the expansion, ADSI invested in a new client management system to enhance efficiency and service monitoring. All services offered by ADSI focus on capacity building, reablement and empowerment. The team embraces a positive work culture that enhances the service quality and effectiveness. The integrity of our service builds the awareness and reputation of the organisation.

The CVS program engaged more residential care partners and volunteers to provide friendship and companionship to elderly people in aged care homes. Social interactive activities not only reduce social isolation, but also benefit residents' overall wellbeing. The sub-contracted MyTime program continues to facilitate peer support among parents who care for children with special needs. It is highlighted that the social connectedness is the key to overcome life obstacles.

The world has been in a time of turbulence since the outbreak of COVID-19, which threatened people's safety and created an enormous sense of fear and uncertainty. The service team follows the organisational safety measures and latest health advice to protect everyone's wellbeing and safety. These include

flexible service delivery and changed contact methods. It is important to acknowledge and thank the valuable services provided by health professionals and care workers including our very own aged care and disability services team. Their commitments lead to stability and continuity of service delivery. At the same time, their genuine care and supports reduce clients' anxiety level when coping with challenges as a result of the pandemic.

I would also like to extend our sincere thanks and gratitude to our volunteers and partners. Their contributions enable our services to serve more people in the community.

Finally, I would like to thank our CEO and Board for ongoing leadership, guidance and support.

**Jennifer Yuan**

Manager

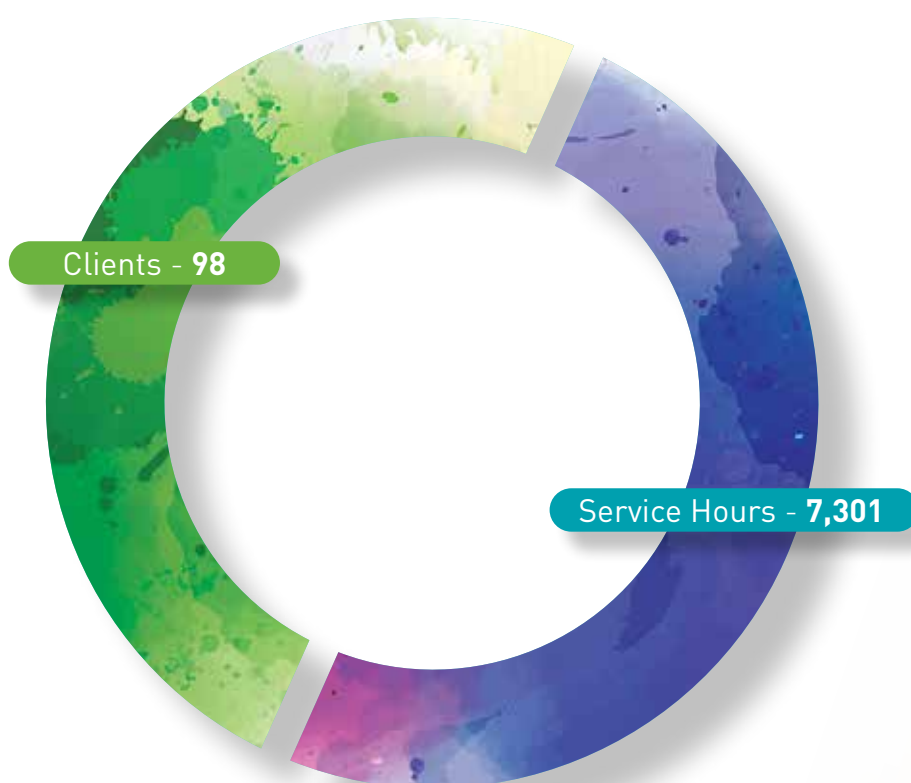


## Commonwealth Home Support Program (CHSP)

The Commonwealth Home Support Program (CHSP) is an entry-level of support service for elderly people who need some help or lower care to stay home safely.

ADSI provides CHSP individual social support to help our clients stay connected in the community for healthy ageing. Social connectedness not only benefits the health conditions, but also reduces isolation and depression.

During the pandemic, our workers and volunteers support older people through accompanied activities, phone calls and web contacts. Services also include updating clients on the development of COVID-19 and government health advice.



### Testimonial

"I have been attending ADSI activities for many years. They have been providing excellent services throughout the years from organising trips to providing information sessions to accompany us to appointments. During this difficult period in time ADSI have still been providing excellent services to us. Through conversations with friends I know that ADSI workers are working very hard at keeping the elderly safe and making sure our needs are met. Thank you ADSI for your hard work." - **Marsa\***, CHSP Client



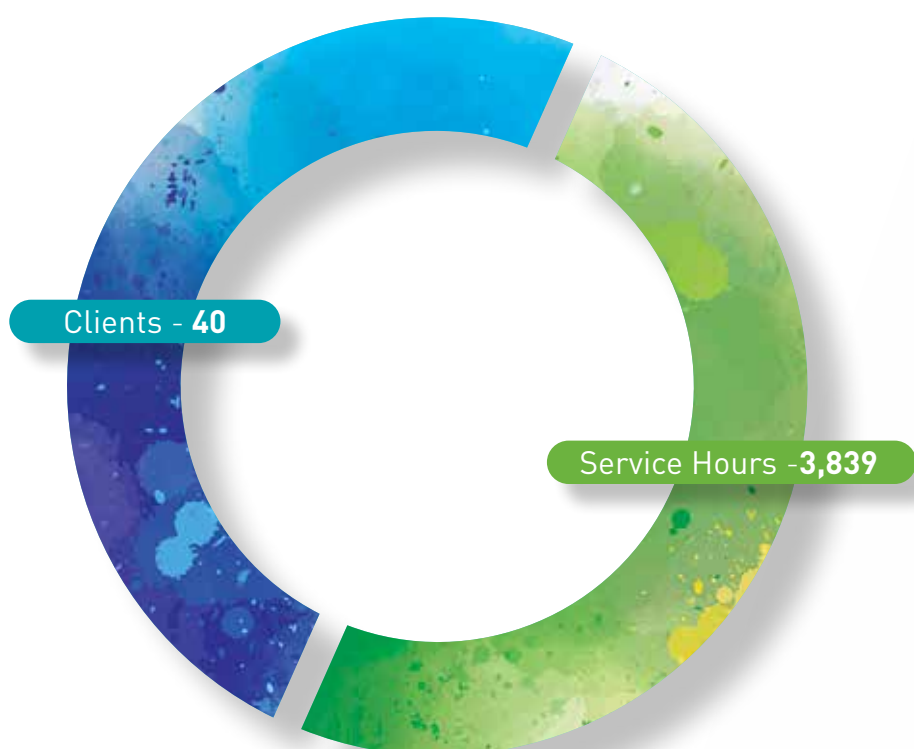
## Home Care Package (HCP)

Home Care Package is a government subsidised program to enable older people accessing essential support to continue to live independently at home.

ADSI works with consumers to select the appropriate services and best utilise their package to achieve their goals. Consumer directed care gives consumers a voice and have services tailored to their specific needs and preferences.

Depending on individual care plans, services may include domestic assistance, home and yard maintenance, accompanied activities, social support, food preparation, personal care, allied health services and nursing care.

Despite significant challenges as a result of COVID-19, our dedicated staff are committed to their roles to ensure safe and quality services are maintained during this difficult time.



### Testimonial

**Jiao\*** and **Song\*** both receive subsidy from Home Care Package. **Jiao\*** rarely goes out as she has difficulties managing the stairs. She was emotionally down as she could not go out and has pain over the whole body due to osteoporosis. **Song\*** is the carer of **Jiao\***, who also has some health problem.

With the support from the Home Care Packages, **Jiao\*** can access to the allied health support regularly, which reduce her pain. She is able to access the community more than before. **Jiao\*** is happier than before. Domestic assistance relieved the household tasks from **Song\***, who also reduce some pain from his arms.

During the COVID-19 pandemic, the couple could not buy masks due to communication barrier; the manager sent 10 masks to the couple and they were touched.

"Thanks the government for such good support to seniors who have health conditions, thanks ADSI not only the management, case manager, but also the care worker to provide continued and detailed supports with caring, we really appreciate."

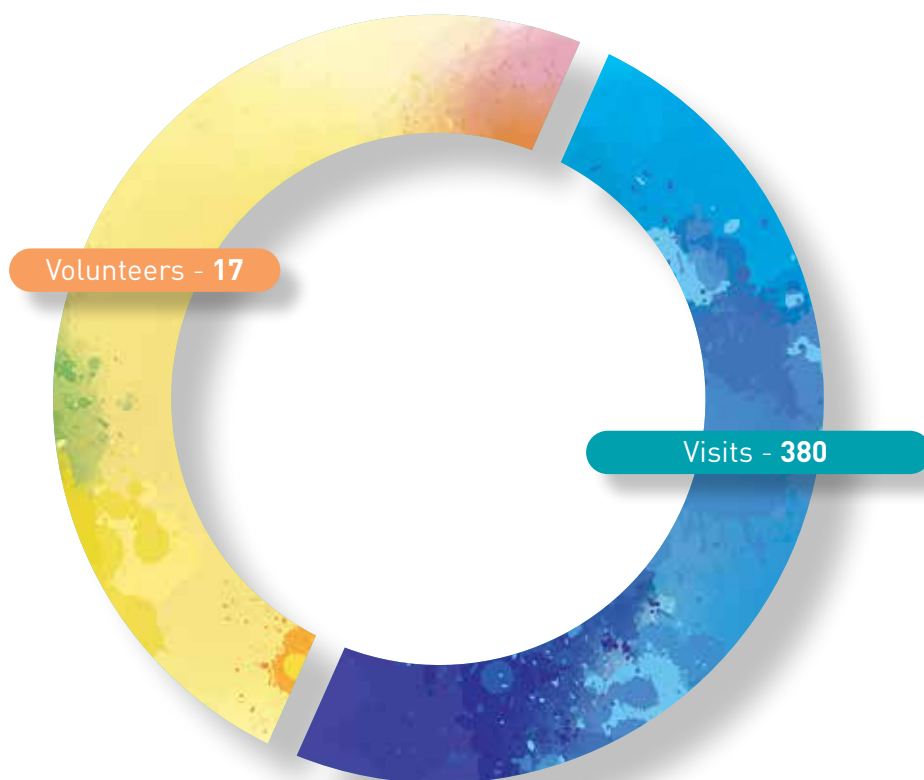


## Community Visitor Scheme (CVS)

Funded by Department of Health, the Community Visitor Scheme (CVS) allows community members to take part in contributing to the quality of life of elderly people in aged care homes.

Our CVS coordinator liaises between volunteers and aged care homes to identify suitable matches for residents, based on language, personal interests and preference. It was very encouraging to see that more people from the community were willing to volunteer through phone support during the pandemic.

Meanwhile, ADSI highly appreciates the assistance offered by aged care homes to maintain the continuity of the service.



### Testimonial

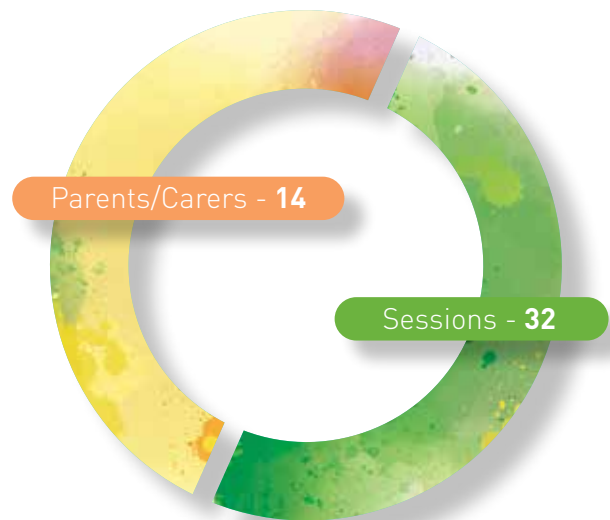
"Thanks to the volunteer, it has been observed by family and nurses that there has been a change in **Tom\***. He has gone from someone that is reluctant to participate in activities to someone who is willing to try new things. Always happy to see the volunteer and he is always smiling when she is visiting him. H is communicating with others more and relearning how to write Chinese again is always fun." **Louise\*, Residential Care Facility Representative**





MyTime is a sub-contracted program with Playgroup NSW providing free support group services to parents and carers of children with disabilities, developmental delay or chronic medical condition.

This service offers a friendly and safe platform for parents and carers to share experiences and enjoy social activities with children. The service also provides information and enhances social connections by creating opportunities for participants to meet with other parents who understand the challenges and offer reassurance.

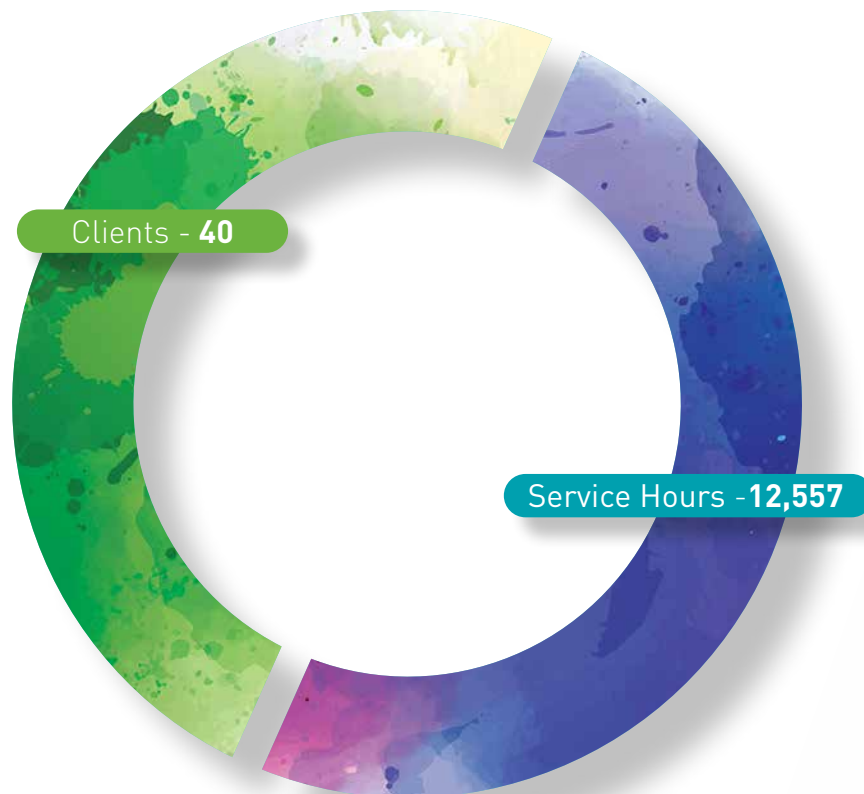


### Testimonial

"We do not attend MyTime often, but when we do attend my son is always having a great time. MyTime has helped me it has given me platform to share my experiences and questions with my fellow peers. After attend one of the activities that was organised by ADSI, my son has gained an interest in cooking and has even volunteered to baking some desserts that following week." - **Liu\***, MyTime Parent

## National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (NDIS) provides individualised funding plans to allow people with a permanent and significant disability to access targeted supports that align with their needs. As a registered provider, ADSI provides support coordination, plan management and direct care at home or in the community. Our workers are aspired to support NDIS participants to enjoy an equal access and full participation in all areas of life. The strength-based approach is embedded within service delivery to strengthen participants' capacity and independence.



### Testimonial

"I have seen many improvements with A since starting services with ADSI. He has built up his self-esteem and confidence through the hard work of the support workers. Previously, he was unwilling to talk or communicate with strangers but now he is able to have a conversation with worker about topics that interest him. He still needs some prompting when conversation has started but definitely there has been a big improvement. The worker has taught Andrew some problem-solving skills as well as looking at issues from an alternate perspective. With some prompting he is now able to associate feelings with experiences or issues. Many thanks to staff at ADSI." - **Fatima\***, NDIS Client

"This is the first year of my wife's NDIS plan. My support coordinator supports us to understand what is NDIS plan and how it can get support us. My support coordinator also linked a really good psychologist for my wife and she improves a lot. It is the first time in a while that I wife and my daughters are laughing and playing together." - **Mao\***, NDIS Client







# COMMUNITY SERVICES

# Community Services

The unprecedented COVID-19 pandemic has caused far-reaching impact across the community and on ADSI community service delivery in 2020.

In response to the pandemic, we developed contingency plans for all programs to adapt to the changed operating environment, minimise service disruption, and ensure the safety of everyone involved. As an essential service provider, ADSI created strategies to ensure service continuity to the maximum level that we could. With restrictions to face-to-face contact, we provided services and communicated with clients through phone, message, email, and other digital platforms, such as Zoom, Skype, etc. All team members worked hard and creatively to address the specific needs of our clients and prioritised on those negatively impacted vulnerable people, including 'at risk' families, parents in violent relationships, people living with financial hardships, and people with disabilities and mental health conditions etc.

ADSI also played a crucial role in providing support, information and advice to community members to help them cope and keep safe throughout the COVID-19 outbreak.

Despite the adverse impact of COVID-19 pandemic, ADSI community services continued to focus on the primary purpose to empower clients and communities to meet their full potential and enable the development of a strong and inclusive community during the whole year. We successfully delivered a range of client focused services to the most vulnerable people and small and emerging communities from CALD backgrounds, and continued to perform well against a number of strategic objectives and priorities during 2019-20.

**Justin Han**  
Manager

## Clients Geographic Distribution

Ashfield	Croydon Park	Mays Hill	Punchbowl
Auburn	Ermington	Merrylands	Regents Park
Bass Hill	Fairfield	Miller	Rose Hill
Berala	Girraween	North Parramatta	Sefton
Birrong	Granville	North Ryde	Silverwater
Blacktown	Greystanes	Oatlands	Smithfield
Bossley Park	Guildford	Old Guildford	South Granville
Burwood	Guildford West	Olympic Park	South Wentworthville
Busby	Harris Park	Padstow	Surry Hills
Cabramatta	Homebush	Parramatta	Telopea
Canley Vale	Killara	Pemulwuy	Villawood
Carlingford	Lidcombe	Pendle Hill	Yagoona
Croydon	Liverpool	Petersham	

## Country of Birth - Top 5

TEIP	India, Pakistan, Afghanistan, Sri Lanka, China
CAPS	Australia, India, Afghanistan, Pakistan, Iraq
SHS	Afghanistan, Turkey, Iraq, Australia, China



## Children and Parenting Support (CAPS)

Funded by the Department of Social Services (DSS) under the Families and Communities Program, ADSI CAPS program saw its 5th year of implementation during 2019-2020. The CAPS program has a primary focus on families with children aged 0-12 and provides support to children and families based on an early intervention and prevention approach.

During this funding year, the delivery of CAPS program was strongly challenged by the COVID-19 pandemic. However, in response to the crisis, we developed innovative strategies which ensured the continuity of services and support to children and families. These strategies were based on an early intervention and prevention approach to enhance their learning and development.

We continued to deliver service outcomes through center-based and home visiting casework services, parent education program, peer support groups and school readiness programs, although these services had to be moved online or provided through telephone or other methods to cope with the COVID-19 pandemic.

Throughout the year 2019-2020, ADSI CAPS program provided

- **703** tailored one-on-one casework services to 110 parents,
- **85** home visit sessions, and
- **45** appointment at schools.

Casework services resulted in positive outcomes to families. Parents reported that they felt much more confident in dealing with children and family issues, and became more comfortable and willing to attend parenting programs, access local services and participate in community activities.

Positive parenting practices have been used in more and more families.

- **98.2%** CAPS clients were recorded with SCORE\* in the DEX\*
- **98.9%** clients reported a positive change in circumstance
- **97.3%** clients reported a positive change in goals

**SCORE - Standard Client/Community Outcomes Reporting**

**DEX - DSS Data Exchange**

### Testimonial

"I was a domestic violence victim and my baby was being removed by DCJ due to a wrong decision. Then I was referred to Lucia from Burwood court services.

At that time, I was severely depressed, frustrated and distressed due to loss of baby and trauma from past experience.

Lucia has helped our family to get back together. Saying thank you to Lucia is not enough for her tremendous supports and help.

Thank you." - **Suzy\***, CAPS Client





## Disability Employment Services (DES)

ADSI continued to implement the DES program during the year 2019-2020 under the consortium led by Settlement Service International.

Funded by the Department of Social Services, this service assists people aged between 14-65 with a permanent disability, injury or health condition to find work and keep the job. Throughout the year, the employment consultant provided tailored services to 36 clients to help them match jobs, apply for employment, create resumes, engage in training and work experience.



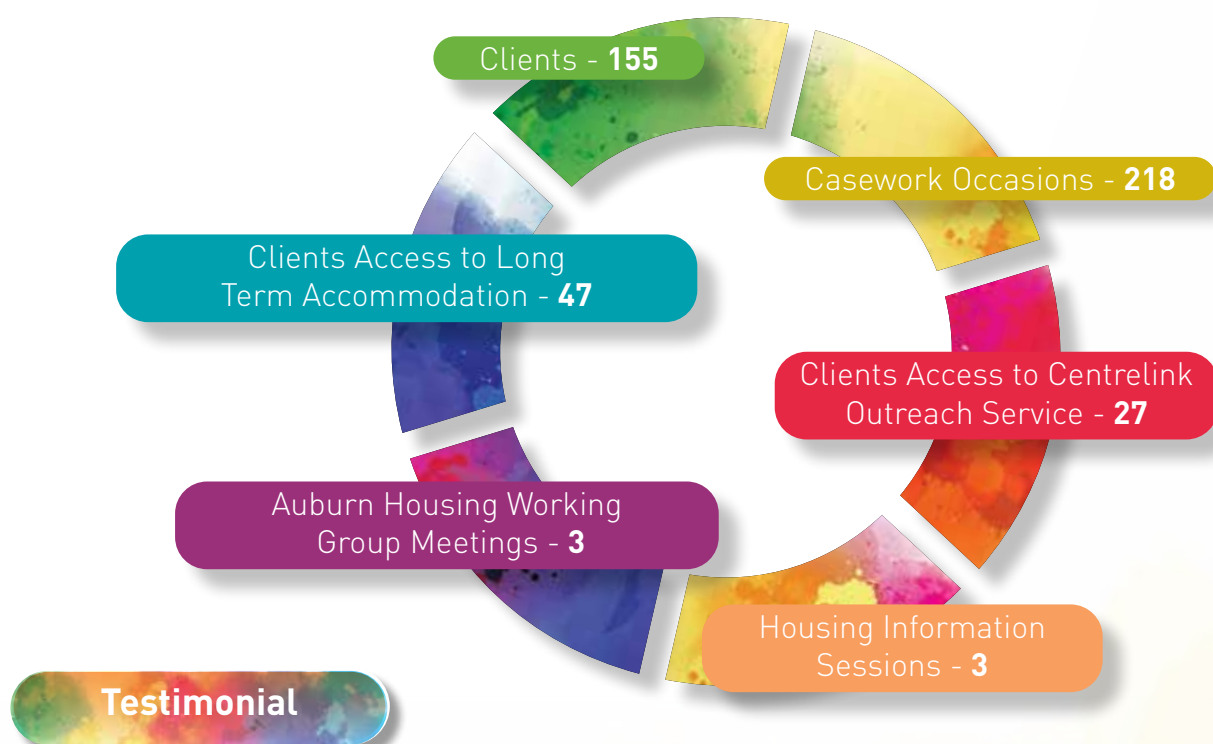


## Specialist Homelessness Support (SHS)

In 2019-20, the SHS program continued to provide support and services even during the COVID-19 pandemic, tackled homelessness and the contributing factors, and found solutions to meet the needs of vulnerable people who were homeless or at risk of becoming homeless.

Our SHS worker successfully helped 47 clients access long term accommodation. The worker provided information and advice on social housing, private rental accommodation and specialist housing support services, and assisted in accessing secure and affordable housing by linking clients with housing providers as well as employment, health, finance and social support services.

Further, the worker continued to convene the quarterly Auburn Housing Working Group interagency meetings to work in collaboration with other service providers to address homelessness related issues at the local level.



**Nancy\*** is a single mum of 5 children, who does not speak English was referred to ADSI by DFV (Domestic and Family Violence) service for housing and other support. She went through many services and was unable to attain ongoing support to secure a place. The ADSI SHS worker took over her case and started to assist her from scratch.

The worker negotiated with Nancy's previous landlord to get a stay extension which allowed her to stay until she establishes a new tenancy. The worker also arranged for her safety from her ex-husband by providing safety advice and crisis contact numbers. Following this, the worker applied for DCJ (Department of Communities and Justice) Housing NSW and provided intensive assistance in searching for a rental property.

A 3-bedroom house was found and the client was assisted to attain a rental bond loan with DCJ. The worker advocated on her behalf and secured 2-week rent in advance from DCJ to help manage for costs with shifting houses. The worker visited Nancy's home, assisted with the condition report, activated utility services and confirmed that everything in place was safe for herself and her 5 children.

In addition, the worker referred the client to English classes and her children to youth services for further support. Nancy and children are now in a secured accommodation and looking forward to their future.



## Targeted Early Intervention Program (TEIP)

ADSI successfully completed the TEIP transition in 2019-20 and will start its full implementation from 2020-21. We are very satisfied to secure with NSW Department of Communities and Justice (DCJ) a 5-year funding contract, which enables us to deliver the much-needed service sustainably in the foreseeable future.

In the last 12 months, we continued to provide services to meet the needs of families with young children, especially those with children 0-3 years, young parents under 20 and those from CALD backgrounds, though a number of activities and community events had been disrupted, postponed or cancelled due to the COVID-19 pandemic, including

- **6** Supported Playgroups
- **4** Support Groups in partnership with Auburn Public School, Auburn West Public School, Regents Park Public School, St John's Primary School Auburn.

In response to COVID-19 pandemic, we moved group activities online by using digital platforms so as to keep children and families connected and engaged during the crises.

We successfully delivered **18** Triple P (Positive Parenting Programs) sessions to help parents build strong, healthy relationships with their children, confidently manage their children's behavior and prevent problems developing and escalating.

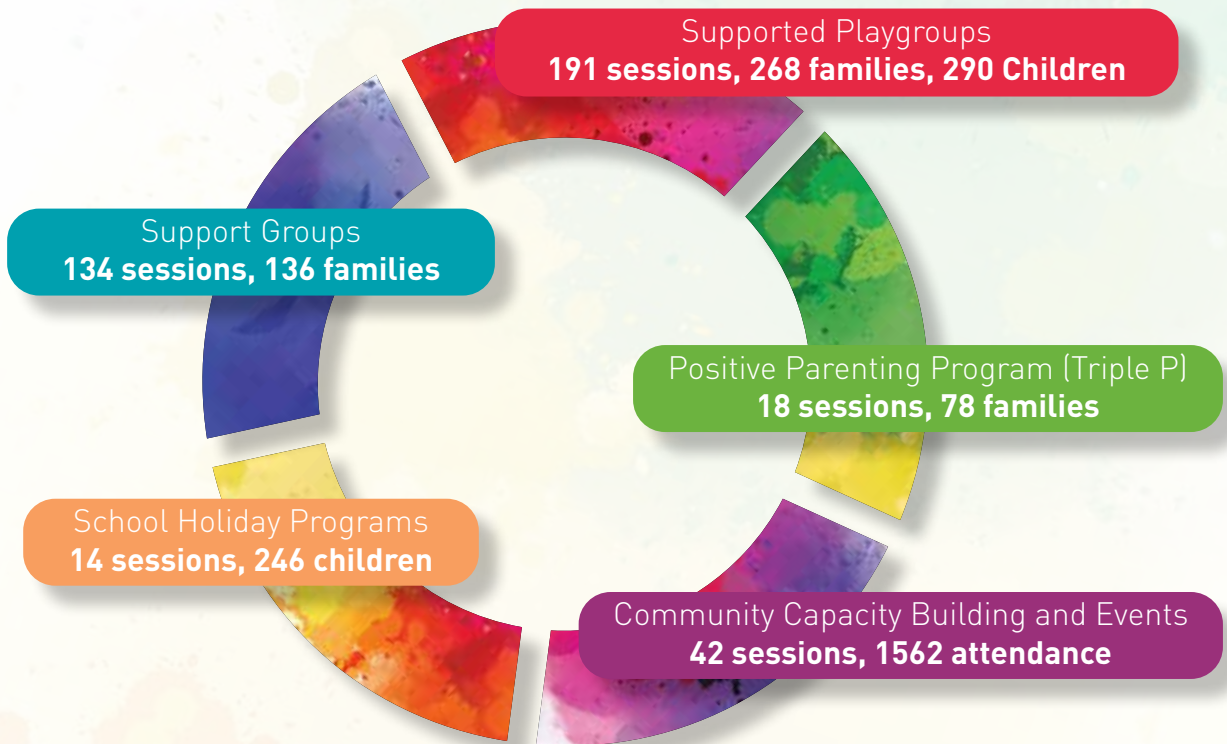
Other services we provided include casework, transition to school program, school holiday programs, Paint Auburn REaD, Dad's Breakfast, Children's Week Event, and Families Week Events.

These services greatly enhanced the development of children in social, emotional, numeracy and literacy skills, and also provided additional opportunities for parents to interact with their children in a structured group setting.

### Testimonial

"Thank you for your continued cooperation and support for Auburn Public School. Kindergarten transition program and Triple P programs were great and very informative. All participants described the programs as beneficial. We appreciate your effort in these programs and would like to be part of more programs like this with you." - CLO, Auburn Public School

'My child really enjoys singing and dancing with other children during playgroup music time, and I feel really comfortable when I come to the group. I am so happy that my child has enjoyed the playgroup and has learnt and developed so much. This service is very useful for me and my child. My son has increased in his literacy and social skills.' - **Seval\*, a mum attended playgroup**



## Paint Auburn REaD - Auburn Reading Day 2019

ADSI, in partnership with local child service providers, government agencies and schools, successfully organised the 10th Paint Auburn REaD Auburn Reading Day on 16th October 2019.

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

Mr Justin Han, Capacity Building Manager of ADSI welcomed everyone attending the event and said that ADSI as a community based not-for-profit organisation is committed to actively raising the quality of life of every child and help all children to achieve their full potentials.

A total number of **329** children and their parents

from local communities, kindergartens and child care centres attended this educational and enjoyable event this year. They enjoyed interesting storytelling and rhyme reading, interactive games, "Story Walk" along Auburn Road, and exciting performances and entertainment.

Mr Jayaraman Guruswami - ADSI Board member, Mr Greg Cummings - Councillor of Cumberland Council, and Ms Valentina Hazell - A/Manager and Ms Kristen Vine - Commissioning and Planning Officer from NSW Department of Communities and Justice also attended and contributed to the event.

ADSI would like to thank Dooley's Lidcombe Catholic Club for sponsoring this excellent event and our partners for their valuable contributions.











**SSI**   
settlement services  
intern

W. ww

# SETTLEMENT SERVICES

# Settlement Services

## Service Delivery in a Glance

Service Data	SETS	YTSP	ER
<b>New Clients</b>	734	217	609
<b>Casework Sessions</b>	2,423	1,115	1,031
<b>Group Sessions</b>	586	242	13
<b>Country of Birth</b>	<ul style="list-style-type: none"> <li>• Afghanistan</li> <li>• Iraq</li> <li>• Iran</li> <li>• Syria</li> <li>• Pakistan</li> </ul>	<ul style="list-style-type: none"> <li>• Afghanistan</li> <li>• Iraq</li> <li>• Pakistan</li> </ul>	<ul style="list-style-type: none"> <li>• Afghanistan</li> <li>• Iraq</li> <li>• Nepal</li> <li>• Sri Lanka</li> <li>• India</li> </ul>
<b>Top Issues</b>	<ul style="list-style-type: none"> <li>• Employment</li> <li>• Language</li> <li>• Document Help</li> <li>• Financial/Material Assistance</li> <li>• Education Pathways</li> <li>• Citizenship</li> <li>• Affordable Housing</li> <li>• General Health/Mental Health</li> <li>• Legal/Migration</li> <li>• Social Connection/Isolation</li> </ul>		
<b>Major Assistance</b>	<ul style="list-style-type: none"> <li>• Form Filling/Document Assistance</li> <li>• Employment Pathways</li> <li>• Financial and Material Assistance</li> <li>• Education/Training</li> <li>• Social Connection</li> <li>• Affordable Housing</li> </ul>		
<b>Major Suburbs</b>	<ul style="list-style-type: none"> <li>• Auburn</li> <li>• Berala</li> <li>• Granville</li> <li>• Regents Park</li> <li>• Merrylands</li> <li>• Guildford</li> <li>• Liverpool</li> <li>• Fairfield</li> </ul>		

**Aynalem Tessema**  
Manager



## Settlement Engagement and Transition Support (SETS)

ADSI aims to create a safe, comfortable and supportive environment for newly arrived Refugee and Humanitarian entrants. Most of our SETS workers came as refugees; they have firsthand experience of what it means to flee their home country and begin the settlement process in another. Workers have a personal and professional commitment to ensure that people are assisted and empowered in starting their lives in this country, and that they have a space where they are able to connect with their community and maintain their culture.

ADSI gives workers the opportunity to work and to give back what they have received and to serve this country. ADSI is a strengths-based workplace with workers that have a strong standing within the community. ADSI provides its workers with updated technology and knowledge and training constantly. Government guidelines and information are circulated in many different languages. This is beneficial for program delivery by workers particularly during COVID-19 when clients too, are faced with many challenges.

ADSI has developed strategies to educate religious leaders and community leaders to maintain healthy bonds with their communities around social isolation, mental health and general support.



### Testimonial

In September 2019, a Chinese client who lived with her husband in rural NSW decided to leave her home and moved to Auburn with her young child. She was socially isolated in the country and financially controlled by her husband and experiencing a lot of verbal abuse and was threatened with physical abuse by the man.

The ADSI Caseworker supported this client in terms of applying for the Centrelink Parenting benefit and provided emergency relief assistance such as food vouchers, food boxes and other material needs. The Caseworker also referred her to legal support in the process of separating from her husband and sponsoring her mother to Australia.

The client was a nurse in China and expressed her interest in working in aged care. Our Caseworker linked her with further education and other training courses such as English and driving, and encouraged her to participate as a volunteer for more experience.

By the end of June 2020, there was a noticeable improvement in the client's situation and she is working towards a better life for herself and her child.



## Youth Transition Support Program (YTSP)

This program is established for youth to have a safe space to increase their skills, make friends and engage in programs that help in their journey of resettlement in Australia including accessing education and training and gaining employment.

Ongoing support to clients is given in all sorts of areas such as Employment, Education and Financial advice. Our workers have supported clients in applications for Centrelink support, Scholarships for university and free TAFE Online studies due to COVID-19.

In working with Penny Appeal, 200+ meals were handed out to needy clients such as students who have no access to financial support and come from families with low income.

The Youth Transition Support Program and the positive impact of the YTSP caseworkers on their clients' lives are widely acknowledged by clients who have engaged with the service.

A client recently informed me that she is the recipient of the Fatma Yassine Scholarship at WSU (Western Sydney University) of \$7,500/year for 3 years. I helped her complete the application in February 2020.

Another swimming teacher and university student, comments on receiving the Ali Yassine Equity Scholarship (\$22,500) at WSU.



### Testimonial

"We did this together. I would not get it without you. Thank you for your support and continuous help. I'm happy and delighted that I have you. I owe you."

ADSI clients are the recipients of both of these important refugee scholarships at WSU."

"I really appreciated your support and assistance for helping me getting out of the bad situation. Now I receive regular payments from Centrelink and I feel I am secured. With more education and skill training, I will gain more confidence in employment. I will also like to be more engaged with community work and become an active community leader. I feel I have hope following the group of people like you and your organisation."





## Emergency Relief (ER)

ADSI is providing Emergency Relief services under the Financial Crisis and Material Aid - Emergency Relief program, funded by the Australian Government. This service assists people who are unable to pay their bills or at imminent risk of not being able to do so.

People accessing Emergency Relief typically have low or no income, making them vulnerable to financial shock such as high utility bills. Others need support as a result of an unforeseen or life changing event such as illness or family violence.

Since the occurrence of the pandemic, ADSI has faced many challenges but we have listened and learned to strengthen and streamline our methods on how we engage with communities.

We have documented a rise in the number of people now out of work and those on bridging visas who do not get much financial support from the Government. The number of people seeking rental assistance is much higher as is the number of domestic violence issues.

The ER model continues to be an effective model in supporting communities and clients, and ADSI feels a sense of belonging and cohesion within the partnership. We value the opportunities to share, collaborate and learn from one another to enhance service delivery standards and outcomes.

ADSI is able to assist residents in the suburbs of Central Auburn, North Auburn, South Auburn, Berala, Lidcombe and Regents Park.



### Testimonial

“Thank you so much for this service. Even just talking to you I feel better. You are like a bright shining light” - **Ali\***, ER Client



# Acknowledgement

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

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

We would like to thank the Department of Social Services (DSS), Department of Communities and Justice (DCJ), Department of Health (DOH), Multicultural NSW (MNSW), National Disability Insurance Agency (NDIA) and Dooley's Lidcombe Catholic Club (Dooleys).

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

We would like to thank 180 Degree Disability & Mental Health Services, Acacia Group Pty Ltd, Ace Assist Australia, ADS Care, Alpha Omega Management, Alpha RK, Anna Kindergarten, Auburn Community Health Centre, Auburn Girls High School, Auburn Hospital, Auburn Library, Auburn Long Day Care Centre, Auburn North Public School, Auburn Police, Auburn Public School, Auburn West Public School, Australian Anatolian Community Services, Autism Spectrum Australia, Barnardos Australia, Barnardos Long Day Care Centre, Bilingual Cultural Education, Benevolent Society, Berala Public School, Bridges Care Services, C3 Church, Campsie Physio Studio, Canberra Nursing Home, Cancer Council, Cello Paper, Centrelink Auburn, Centrelink Merrylands, Cerebral Palsy Alliance, Child Abuse Prevention Services, Concord Hospital, Consulting Pty Ltd, Creating Links, Cumberland Council, Cumberland Multicultural Community Services, Customizer Kitchens, Dandelion Support Network, Disability Services Australia, Eastside Speech Solutions, Enhance Health Services, Everyday Independence, Evolve Housing, Flourish Australia, Fort Healthcare,

GoTone Speech Pathology, Granville Boys High School, Granville Multicultural Community Centre, Guide Dogs, HireUp, Home Care Heroes, House of Welcome, Ignite Ability, Immigrant Women's Speakout, Inala Disability Services, Independent Living Specialist Australia, Information and Cultural Exchange, Integricare Childcare Centre, Jasmin 1, Jim's Mowing, Kids Early Education Centre, Kidsafe NSW, Koorana Child & Family Services Inc, Legal Aid, Lidcombe Library, Lidcombe Public School, Lidcombe Shopping Centre, Link2home, Little Athletics, Love and Care Childcare Centre, Multicultural Disability Advocacy Association of NSW, Merrylands Community Health Centre, Mission Australia, Moving 4 Health, Multicultural Counselling & Consulting Practice, Multicultural Health NSW, My Plan Manager, New Vision Psychologist, Northcott, Nutrition Australia, Olive Tree Therapy, One Door Mental Health, One Dream Community, ORS Group, Parramatta Women's Domestic Violence Court Advocacy Services, Plan Partner, Refugee Advice & Casework Service, Recreation Sports and Aquatics Club, Red Cross, Regents Park Library, Regents Park Public School, Relationships Australia, Riverlink Interchange Inc, Salvation Army, SDN Children's Services, Share the Dignity, South Western Sydney Local Health District, Speechify, SRI OM Foundation, St George and Sutherland Community College, St John of God Social Outreach Service, St Johns Catholic School, St Vincent De Paul, STARTTS, Starson Therapy, Sunnyfield Disability Services, Sydney Mobile Podiatry, TAFE, The Haven - Nepean Women's Shelter, Smith Family, University of Sydney, Transcultural Mental Health, Trinity Catholic College, Unioasis Therapy, Uniting, University of New South Wales, Victims Services, Vision Australia, Wesley Mission, Western Sydney Family Referral Service, Western Sydney Local Health, Western Sydney University, Westmead Hospital,

In the financial year ending 30 June 2020, the income of the Accessible Diversity Services Initiative Limited (ADSI or the Company) exceeded expenditure by \$181,655, compared to a surplus of \$103,583 in 2018/19.

This resulted in accumulated funds of \$1,433,289 at the end of financial year (\$1,251,082 in 2018/19). ADSI maintains a healthy financial position with cash holdings at the end of year totalling \$2,107,814 (\$1,698,590 in 2018/19).

In 2019/2020, the revenue from block funding was \$2,131,657 or 56%, compared with 2,136,325 or 64% in 2018/19. This was a result following transition from the Settlement Services Program (SSP) to the Settlement Engagement & Transition Support (SETS) in January 2019, which ADSI lost nearly 30% in its settlement grants. There was 100% SETS funding in 2019/20, versus 50% SSP and 50% SETS in 2018/19. The Company secured additional block funding such as the Emergency Relief (ER) and Community Visitor Scheme (CVS) programs, which offset such loss to a certain level.

On the other hand, the Company continually generated more revenue from its fee for services during the same period, namely the National Disability Insurance Scheme (NDIS), Home Care Packages (HCP) and Disability Employment Services (DES). This resulted in \$1,464,204 or 39% of total revenue, compared with \$980,606 or 29% in 2018/19.

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

The Management prepared monthly financial reports including real-time information on liquidity and material variances in cost centres. Increased information on performance of each project also led to greater knowledge of the operational resources required. Improvements



in the quality and timeliness of financial data provided critical assistance to the Board and Management, as to the likely impacts of funding and policy changes on the financial position of the Company.

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

I commend Management and staff for their efforts in ensuring that the organisation continues to deliver high quality services over the past 12 months, in the face of changes to the funding environment and service delivery models, and the unexpected COVID-19 outbreak.

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

# ACCESSIBLE DIVERSITY SERVICES INITIATIVE LIMITED

(FORMERLY AUBURN DIVERSITY SERVICES INCORPORATED)

ABN 43 504 682 209  
ACN 639 992 788  
NAPS 7110

FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2020

# The Board of Directors' Report

The Board of Directors (the Board) presents the financial report of the Accessible Diversity Services Initiative Limited (the Company), formerly Auburn Diversity Services Incorporated, for the year ending 30 June 2020 and reports as follows:

## 1. NAMES OF BOARD MEMBERS/DIRECTORS

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

## 2. AUBURN DIVERSITY SERVICES INCORPORATED TILL 30/03/2020

Name	Position
Sarjoh Bah GAICD	Chairperson
Irene Simms JP	Vice Chair
Guruswami Jayaraman JP OAM GAICD	Treasurer
Hamed Mustapha Turay	Secretary
Paramasamy Panchadcharam	Board Member
Frank Zheng GAICD	Board Member

## 3. ACCESSIBLE DIVERSITY SERVICES INITIATIVE LIMITED FROM 31/03/2020

Name	Position
Sarjoh Bah GAICD	Director (Chair of the Board)
Irene Simms JP	Director
Guruswami Jayaraman JP OAM GAICD	Director
Hamed Mustapha Turay	Director

Frank Zheng GAICD is the Company Secretary of the Company.

## 4. PRINCIPAL ACTIVITIES

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

The Company provides support to communities, 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 and care, playgroups, support groups, sports, entertainment, celebrations, training, information sessions, excursions, multicultural celebrations and community capacity building.

The Company delivers its services via grants from federal and state governments, subcontracts with other non government organisations, contributions, donations and individual contracts with clients and consumers.

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

## 5. OPERATING RESULT

The operating result of the Company for the financial year was an operation surplus of **\$181,655.14** (2019: \$103,582.58).

## 6. SIGNIFICANT CHANGES IN STATE OF AFFAIRS

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

# Statement of Surplus or Deficit and other Comprehensive Income

FOR THE YEAR ENDED 30 JUNE 2020

		<b>2020</b>	<b>2019</b>
		<b>\$</b>	<b>\$</b>
<b>Income</b>			
Grants	<b>2</b>	2,131,657	2,136,325
Interests		23,712	19,167
Contributions		2,386	2,614
Donations		3,970	7,595
Hosting & Venue Hire		155,198	156,047
Fees	<b>3</b>	1,465,201	981,062
Other Income		14,050	26,900
<b>Total Income</b>		<b>3,796,173</b>	<b>3,329,710</b>
<b>Expenditure</b>			
<b>Employee Related</b>			
Probity Checks		427	798
Recruitment		710	200
Salaries & Wages		2,242,559	1,946,536
Staff Entitlements		61,129	87,391
Superannuation		207,740	180,668
Training & Development		8,562	10,678
Travel Mileage		5,003	2,605
Workers' Compensation		75,783	61,282
		<b>2,601,912</b>	<b>2,290,157</b>
<b>Operations</b>			
Consulting & Planning		15,136	26,273
Depreciation		22,776	20,202
Facilities		192,245	193,034
Finance Management		11,672	15,288
Insurance		8,855	8,171
IT & Software		18,407	10,807
Miscellaneous		5,950	4,988
Motor Vehicle		4,318	4,212
Office Expenses		12,413	23,161
Utilities		22,715	33,271
		<b>314,488</b>	<b>339,406</b>
<b>Service Provision</b>			
Brokerage Cost		310,520	316,349
Catering		19,342	29,350
Equipment & Resources		210,262	89,382
Marketing & Promotion		34,745	25,847
Other Program Costs		45,935	58,962
Translating & Interpreting		5,109	2,964
Travel		14,688	23,523
Venue Hire		57,518	50,187
		<b>698,118</b>	<b>596,564</b>
<b>Total Expenditures</b>		<b>3,614,518</b>	<b>3,226,127</b>
<b>Current Year Surplus / (Deficit)</b>		<b>181,655</b>	<b>103,583</b>

The accompanying notes form part of these financial statements



# Statement of Financial Position

FOR THE YEAR ENDED 30 JUNE 2020

		2020 \$	2019 \$
<b>Assets</b>			
<b>Current Assets</b>			
Cash & Cash Equivalent	4	2,107,814	1,698,590
Lease Right to Use	5	155,130	0
Prepayments		80,168	12,651
Trade and Other Receivables	6	161,056	661,795
<b>Total Current Assets</b>		<b><u>2,504,168</u></b>	<b><u>2,373,036</u></b>
<b>Non Current Assets</b>			
Intellectual Property	7	1,315	0
Lease Right to Use	5	303,247	0
Property, Plant & Equipment	8	41,336	56,501
<b>Total Non Current Assets</b>		<b><u>345,897</u></b>	<b><u>56,501</u></b>
<b>Total Assets</b>		<b><u>2,850,065</u></b>	<b><u>2,429,536</u></b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
GST		4,752	55,442
Insurance Recovery		399	0
Lease Liability	5	155,130	0
Provisions	9	169,893	169,106
Trade & Other Payables	10	98,385	102,872
Unearned Income		304,133	576,650
<b>Total Current Liabilities</b>		<b><u>732,692</u></b>	<b><u>904,070</u></b>
<b>Non Current Liabilities</b>			
Lease Liability	5	303,247	0
Provisions	9	380,838	274,384
<b>Total Non Current Liabilities</b>		<b><u>684,085</u></b>	<b><u>274,384</u></b>
<b>Total Liabilities</b>		<b><u>1,416,776</u></b>	<b><u>1,178,454</u></b>
<b>Net Assets</b>		<b><u>1,433,289</u></b>	<b><u>1,251,082</u></b>
<b>Member's Funds</b>			
Current Year Earnings		181,655	103,583
Prior Years Adjustments		-1,137	-1,689
<b>Retained Earnings</b>		<b><u>1,079,362</u></b>	<b><u>996,276</u></b>
<b>Reserves</b>			
Reserve - HR Risk Management	13	53,409	32,912
Reserve - Premise Change	13	100,000	100,000
Reserve - Vehicle Replacement	13	20,000	20,000
<b>Total Reserves</b>		<b><u>173,409</u></b>	<b><u>152,912</u></b>
<b>Total Member's Funds</b>		<b><u>1,433,289</u></b>	<b><u>1,251,082</u></b>

The accompanying notes form part of these financial statements

# Statement of Changes in Equity

FOR THE YEAR ENDED 30 JUNE 2020

	Retained Earnings	General Reserve	HR Risk Management	Premise Change	Vehicle Replacement	Total
	\$	\$	\$	\$	\$	\$
<b>Balance at 30 June 2017</b>	<b>783,433</b>	<b>-1,409</b>	<b>38,620</b>	<b>100,000</b>	<b>16,000</b>	<b>936,644</b>
Surplus 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
<b>Balance at 30 June 2018</b>	<b>1,002,840</b>	<b>-1,428</b>	<b>27,032</b>	<b>100,000</b>	<b>20,000</b>	<b>1,148,444</b>
Surplus Attributable to Member's Funds	103,583	0	0	0	0	103,583
Prior Year Adjustment	0	-945	0	0	0	-945
Reserve Allocation	-5,136	-744	5,879	0	0	0
<b>Balance at 30 June 2019</b>	<b>1,101,287</b>	<b>-3,117</b>	<b>32,912</b>	<b>100,000</b>	<b>20,000</b>	<b>1,251,082</b>
Surplus Attributable to Member's Funds	181,655	0	0	0	0	181,655
Prior Year Adjustment	0	552	0	0	0	552
Reserve Allocation	-18,808	-1,689	20,497	0	0	0
<b>Balance at 30 June 2020</b>	<b>1,264,134</b>	<b>-4,254</b>	<b>53,409</b>	<b>100,000</b>	<b>20,000</b>	<b>1,433,289</b>

The accompanying notes form part of these financial statements

# Statement of Cash Flow

FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
<b>Cash Flows from Operating Activities</b>		
Receipts from customers	3,834,233	3,312,948
Payments to suppliers and employees	-3,651,820	-3,244,597
Cash receipts from other operating activities	33,861	43,376
<b>Total Cash Flows from Operating Activities</b>	<b><u>216,274</u></b>	<b><u>111,727</u></b>
<b>Cash Flows from Investing Activities</b>		
Proceeds from sale of property, plant and equipment	0	300
Payment for property, plant and equipment	-7,612	-44,211
Other cash items from investing activities	-527,208	-11,492
<b>Total Cash Flows from Investing Activities</b>	<b><u>-534,820</u></b>	<b><u>-55,402</u></b>
<b>Cash Flows from Financing Activities</b>		
Other cash items from financing activities	727,770	149,106
<b>Total Cash Flows from Financing Activities</b>	<b><u>727,770</u></b>	<b><u>149,106</u></b>
<b>Net Cash Flows</b>	<b><u>409,224</u></b>	<b><u>205,430</u></b>
<b>Cash Balances</b>		
Cash and cash equivalents at beginning of period	1,698,590	1,493,160
Cash and cash equivalents at end of period	2,107,814	1,698,590
<b>Net change in cash for period</b>	<b><u>409,224</u></b>	<b><u>205,430</u></b>

The accompanying notes form part of these financial statements

# Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

The financial report includes the financial statements and notes of Accessible Diversity Services Initiative Limited (the Company), formerly Auburn Diversity Services Incorporated (the Association).

Auburn Diversity Services Incorporated was an association under the Associations Incorporation Act 2009 and transferred its incorporation to a company limited by guarantee as Accessible Diversity Services Initiative Limited on 31/03/2020, registered with the Australian Securities & Investments Commission under the Corporation Act 2001 (cth). Accordingly, the Association's incorporation was cancelled and its name removed from the Register of Incorporated Associations.

## 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

### 1.1. Basis of Preparation

The Company 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 are General Purpose - Reduced Disclosure financial statements that have been prepared in accordance with AASB 1053 - Application of Tiers of Australian Accounting Standards, AASB 2010-2 - Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements, and the Corporation Act 2001 (cth).

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 liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

The following new accounting standards were adopted by the Company to prepare this financial report,

- AASB 15 *Revenue from Contracts with Customers*
- AASB 16 *Leases*
- AASB 1058 *Income of Not-for-profit Entities*

### 1.2. Accounting Policies

The principal accounting policies adopted in the preparation of the financial report are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

#### 1.2.1. Income Tax

The Company is exempted from Income Tax under Division 50 of the Income Tax Assessment Acts 1997 and has Deductible Gift Recipient (DGR) status.

#### 1.2.2. 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.

#### 1.2.3. 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.

#### 1.2.4. Revenue Recognition

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

##### Rendering of Services

Revenue from fee for services is recognised when the service is provided.

##### Grants

Grants received on the condition that specified services are delivered, or conditions are fulfilled, are considered reciprocal. These grants are initially recognised as a liability and revenue is recognised as services are performed or conditions fulfilled. Revenue from non-reciprocal grants is recognised when the Company obtains control of the funds.

## Interest 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

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

All revenue is stated net of the amount of GST.

### **1.2.5. Trade and Other Receivables**

Trade and Other Receivables 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.

### **1.2.6. 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 PPE is depreciated over the useful lives of the assets to the Company commencing from the time the asset is held ready for use. The Company applies the following depreciation rates regarding corresponding asset types,

<u>Categories</u>	<u>Depreciation Rate</u>
Computers and Printers	30%
Furniture and Fittings	15%
Office Equipment	10%
Motor Vehicles	20%-30%

Other asset types are depreciated against certain timeframes when appropriate.

### **1.2.7. 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.

### **1.2.8. Employee Benefits**

Provision is made for the Company'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.

Superannuation guarantee contributions by the Company are charged as expenses when incurred.

### **1.2.9. Provisions**

Provisions are recognised when the Company 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 Company decided not to use the net present value for provisions based on historical experience and reasonable assumptions for the durations of future grants.

### **1.2.10. Trade & Other Payables**

Trade & Other Payables represent the liability outstanding at the end of the reporting period for goods and services received by the Company 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.

# Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

<b>2. GRANTS</b>	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
Federal	\$1,694,475	\$1,700,676
Non Government	\$24,920	\$29,024
State	\$412,262	\$406,625
<b>Total Grants</b>	<b>\$2,131,657</b>	<b>\$2,136,325</b>

<b>3. FEES</b>	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
Disability Employment Services	\$122,631	\$55,153
Home Care Packages	\$440,802	\$194,677
National Disability Insurance Scheme	\$901,768	\$731,232
<b>Total Fees</b>	<b>\$1,465,201</b>	<b>\$981,062</b>

<b>4. CASH &amp; CASH EQUIVALENT</b>	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
Cash at Bank	2,104,414	1,695,190
Petty Cash	3,400	3,400
<b>Total Cash &amp; Cash Equivalent</b>	<b>2,107,814</b>	<b>1,698,590</b>

<b>5. LEASE</b>	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
<b>Assets</b>		
Lease Right to Use	<b>458,376</b>	<b>0</b>
<b>Liabilities</b>		
Lease Liability	<b>458,376</b>	<b>0</b>
<b>Net</b>	<b>0</b>	<b>0</b>
<b>Analysis of Lease Right to Use</b>		
Current	155,130	0
Non Current	303,247	0
<b>Total Provisions</b>	<b>458,376</b>	<b>0</b>
<b>Analysis of Lease Liability</b>		
Current	155,130	0
Non Current	303,247	0
<b>Total Provisions</b>	<b>458,376</b>	<b>0</b>

<b>6. TRADE AND OTHER RECEIVABLES</b>	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
Accounts Receivable	161,056	661,795
<b>Total Trade and Other Receivable</b>	<b>161,056</b>	<b>661,795</b>

<b>7. INTELLECTUAL PROPERTY</b>	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
<b>Intellectual Property</b>		
Software & License At Cost	1,972	0
Software & License - Amortisation	-657	0
<b>Total Intellectual Property</b>	<b>1,315</b>	<b>0</b>

# Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

<b>8. PROPERTY, PLANT &amp; EQUIPMENT</b>	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
<b>Furniture and Fittings</b>		
Furniture and Fittings - At Cost	2,680	2,680
Less: Accumulated Depreciation	-2,418	-2,260
	<b><u>263</u></b>	<b><u>420</u></b>
<b>IT &amp; Communications</b>		
IT & Communications - At Cost	51,778	45,467
Less: Accumulated Depreciation	-39,919	-31,936
	<b><u>11,859</u></b>	<b><u>13,531</u></b>
<b>Motor Vehicles</b>		
Motor Vehicles - At Cost	38,684	38,684
Less: Accumulated Depreciation	-19,228	-9,540
	<b><u>19,456</u></b>	<b><u>29,144</u></b>
<b>Office Equipment</b>		
Office Equipment - At Cost	3,554	3,554
Less: Accumulated Depreciation	-2,817	-2,461
Total Office Equipment	737	1,092
<b>Office Refurbishment</b>		
Office Refurbishment - At Cost	14,316	14,316
Less: Accumulated Depreciation	-5,295	-2,003
	<b><u>9,021</u></b>	<b><u>12,314</u></b>
<b>Total Property, Plant and Equipment</b>	<b><u><u>41,336</u></u></b>	<b><u><u>56,501</u></u></b>
<b>9. PROVISIONS</b>	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
Provision for A/L	169,069	164,395
Provision for Amenity	569	491
Provision for Doubtful Debts	254	4,221
Provision for LSL	96,574	87,120
Provision for Other	284,264	187,264
<b>Total Provisions</b>	<b><u><u>550,731</u></u></b>	<b><u><u>443,491</u></u></b>
<b>Analysis of Provisions</b>		
Current	169,893	169,106
Non Current	380,838	274,384
<b>Total Provisions</b>	<b><u><u>550,731</u></u></b>	<b><u><u>443,491</u></u></b>
<b>10. TRADE &amp; OTHER PAYABLES</b>	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
Accrued Expenses	0	20
Payroll Liabilities	61,525	53,114
Room Hire Key Deposit	200	600
Trade Creditors	36,660	46,832
Rounding	0	0
Suspense	0	2,306
<b>Total Trade &amp; Other Payables</b>	<b><u><u>98,385</u></u></b>	<b><u><u>102,872</u></u></b>

# Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

<b>11. RENUMERATION OF KEY MANAGEMENT PERSONNEL</b>	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
Total Remuneration	307,002	274,721
	<b>307,002</b>	<b>274,721</b>

## 12. RELATED PARTY'S TRANSACTIONS

There are related party's transactions for the reporting period, including

### 12.1. Brokerage

This involves SRI OM Foundation Limited (SRI OM). Mr Guruswami Jayaraman from SRI OM was on the Company's Board within the reporting period.

### 12.2. Subcontract, Hosting and Contribution

This involves Settlement Services International (SSI). Mr Frank Zheng from the Company was on the SSI Board within the reporting period.

		<b>2020</b>	<b>2019</b>
		<b>\$</b>	<b>\$</b>
Home Care Packages	SRI OM	13,152	702
National Disability Insurance Scheme	SRI OM	144,006	130,621
<b>Subtotal</b>		<b>157,158</b>	<b>131,323</b>
Settlement Services Program	SSI	0	663,659
Settlement Engagement & Transition Support	SSI	1,078,129	472,952
Disability Employment Services	SSI	118,288	55,153
Contributions	SSI	273	182
Hosting - Humanitarian Settlement	SSI	73,832	73,832
Hosting - Ability Links	SSI	1,561	4,682
Hosting - Other	SSI	7,575	10,500
<b>Subtotal</b>		<b>1,279,658</b>	<b>1,280,959</b>
<b>Total Related Party Transactions</b>		<b>1,436,816</b>	<b>1,412,281</b>

## 13. RESERVES

### 13.1. General Reserve

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

### 13.2. HR Risk Management Reserve

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

### 13.3. Premise Change Reserve:

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

### 13.4. Vehicle Replacement Reserve

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

## 14. SUBSEQUENT EVENTS

The following matter or circumstance has arisen since the year end of the financial year which significantly affected or may affect the operations of the Company, the result of those operations, or the state of affairs of the Company in the future.

The Company received a notice on 16/07/2020 from the solicitor representing SSI, to terminate the DES subcontract by a 28-day notice, with the last day being 14/08/2020.

## 15. CONTINGENT LIABILITIES

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



# Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

## 16. MORTGAGES AND CHARGES

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

## 17. ECONOMIC DEPENDENCE

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

			2020	2019
	\$	%	\$	%
Grants	2,131,657	56%	2,136,325	64%
Fees (Government)	1,464,204	39%	980,606	29%
	<b>3,595,861</b>	<b>95%</b>	<b>3,116,931</b>	<b>94%</b>

## 18. COMPANY DETAILS

The registered office of the Company is:

**Accessible Diversity Services Initiative Limited**

17 Macquarie Road, AUBURN NSW 2144

## Statement by Members of the Board of Directors

The Board of Directors (the Board) has determined that Accessible Diversity Services Initiative Limited (the Company) is not a reporting entity and that this General Purpose - Reduced Disclosure 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 1 to 11:

1. Presents a true and fair view of the financial position of the Accessible Diversity Services Initiative Limited as at 30 June 2020 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 Accessible Diversity Services Initiative Limited will be able to pay its debts 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:

Sarjoh Bah  
Director

[Signature]  
Signature

GURUSWAMY JAYARAMAN  
Director

[Signature]  
Signature

Dated the 7th day of August 2020

# Independent Auditor's Report

TO THE MEMBERS OF ACCESSIBLE DIVERSITY SERVICES INITIATIVE LIMITED

I have audited the accompanying financial report, being a General Purpose - Reduced Disclosure financial report of Accessible Diversity Services Initiative Limited (the Company), which comprises the Assets and Liabilities Statement as at 30 June 2020, 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 Company.

## 1. BOARD'S RESPONSIBILITY FOR THE FINANCIAL REPORT

The Board of Directors of the Company 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 Corporation Act 2001 (cth) 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.

## 2. 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.

## 3. OPINION

In my opinion, the financial report presents fairly, in all material aspects, the financial position of the Accessible Diversity Services Initiative Limited as at June 2020 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 Corporation Act 2001 (cth).

## 4. 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 Accessible Diversity Services Initiative Limited to meet the requirements of the Corporation Act 2001 (cth). As a result, the financial report may not be suitable for another purpose.




John E Cross CPA JP

7<sup>th</sup> September 2020



Accessible Diversity  
Services Initiative Limited



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

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

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ABN:	43 504 682 209