



Accessible Diversity
Services Initiative Limited

ANNUAL REPORT 2020 – 2021





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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 2020/21.

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

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

2020/21 is the first year ADSI ever operates in a pandemic, and as a company limited by guarantee (CLG). The Board worked closely with the CEO in risk management with the wellbeing and safety of employees and clients being the first priority, and strategic directions leading to a better, more sustainable and diversified future of ADSI.

On the other side, the Board finalised the Strategic Plan 2021-2023 for the Company and approved revised management structure to ensure the CEO is well supported in his role.

The Board understands the difficulty in service delivery in the last 12 months, especially

our traditional core business - Settlement Services following an unexpected 16-month border closure from March 2020. The Board acknowledges the efforts and achievements made by our workers, especially aged care and disability support workers who could not work from home and continued to provide critical services to the most vulnerable in our communities.

The Board is pleased that the Company achieved the highest surplus in its history for 2020/21, as a result of further expansion into the fee for services businesses, especially home care packages which doubled its revenue for the period. In addition, there were 2 occasions that the Company's monthly revenue from fee for services exceeded that of block funding in 2020/21.

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.

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

The Board is also committed to transparent governance, and preparing a strategic plan 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 2022 and hopes it is a year of recovery for all.

Sarjoh Bah GAICD
Chair, Board of Directors

The Company operated in the COVID-19 pandemic in the last 12 months. For everyone, it was a challenging, stressful and anxious experience to working in such a way for so long.

Like many others, the Company assumed that the pandemic would have finished by the end of 2020/21, however it ended up with a lengthy lockdown following the Delta outbreak. When looking back, the Company gradually returned to normal in 2020/21 and then suddenly switched back to a remote work pattern at the end of the reporting period.

Keeping everyone safe is the top priority of the Company at all times. The Company is closely monitoring the physical and mental health of its workforce, and constantly providing advice such as peer support, employee assistance program, work life balance to its employees.

It is a pleasure to advise that the Company once again made significant achievements in 2020/2021. Some examples include:

- Exceeding \$4m in revenue and a historical surplus, contributed mainly to the Aged and Disability Services Team;
- 100%+ increase in revenue from the Home Care Packages (HCP) compared with 2019/20, creating a much stronger base for the future;
- Success to expand the Commonwealth Home Support Program (CHSP) to the domestic assistance (DA) subcategory;
- Securing extra Social Sector Transformation Fund (SSTF) to upgrade its core IT infrastructure and case management systems;
- Introduction of employee assistance program (EAP) with an aim to provide better employment satisfaction to all employees;
- Implementation of a human resource management software (HRMS) - ELMO for key HR areas such as compliance;
- 3-year extension of Specialist Homelessness Services (SHS) with a prerequisite to be accredited against the Australian Service Excellence Standards (ASES).



It is a Company's strategy to switch to a skill-based organisation, following a top-down approach. In the last 12 months. This said, the Company

- Finalised its Strategic Plan for the period of 2021-2023, where skills, quality, growth and identity are 4 pillars leading to sustainability and success;
- Reviewed and revised its management structure based on needs analyses conducted by an external consultant, where two senior managers are assisting the CEO in service delivery and corporate services, respectively;
- Educated its workforce the Company's history, purposes, mission, and future directions.

As a lead CALD community organisation, the Company endeavours 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.

As the 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, in particular,

- Aged & Disability employees for their impressive outcome and overall compliance in an operational environment with massive compliance changes;
- Settlement employees who worked extremely hard to achieve their KPIs during a period when the Australian border was closed which impacted their services in a negative way;
- Community services employees who worked through major service overhauls and achieved one of the best among peer organisations;

- Back-office employees who assisted the CEO and Management keeping the organisation compliance and organised;
- Management team members, Ms Jennifer Yuan (Senior Manager - Service Delivery), Ms Ziba Gulzari (Manager - Aged & Disability) and Ms Aynalem Tessema (Manager - Community & Inclusion).

The Company won't be able to achieve what it has achieved without contribution of everyone's hard work.

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 2021-2022, likely a year of recovery 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

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

In the last 12 months, the aged and disability team demonstrated its dedication to most vulnerable people in the community through service continuity and quality of care in the midst of the COVID-19 pandemic. It is admirable that our frontline staff committed to support clients in the community while there were potential risks to their safety.

The values ADSI holds as a service provider are embedded in service delivery, with a focus on equal access, personal development, tailored supports and building independence.

A team expansion in response to increased service demands enabled ADSI to welcome new staff who contributed to our positive work culture, service quality and effectiveness.

During the pandemic, our staff and volunteers worked to support people with disability and vulnerable persons to overcome the sense of loneliness and social isolation.

Friendly phone calls and wellbeing checks were key methods to ensure those with limited support network remained connected to others. Social connectedness and community driven resilience are essential to recovery and our staff felt privileged to be in a position assisting people going through this challenging time.

A text message from an aged care client thanked us for supporting him during pandemic, and reminded us about self-care including our own wellbeing. Such encouragement provides some motivation of our work.

For their valuable services, we thank health professionals and frontline workers including our very own aged care and disability services team. Their commitment ensures the stability and continuity of essential services.

We express our sincere appreciation and gratitude to our volunteers and partners whose contributions enable the company to serve more people in the community.

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

Jennifer Yuan
Senior Manager

Ziba Gulzari
Manager

Client Demographic

Abbotsford	Ashfield	Auburn	Bankstown
Baulkham Hills	Belmore	Berala	Blacktown
Cabramatta	Campsie	Carlingford	Castle Hill
Chatswood	Chester Hill	Claymore	Colebee
Croydon Park	Dulwich Hill	Dundas Valley	Enfield
Ermington	Granville	Greenacre	Guildford
Harris Park	Lidcombe	Marsfield	Merrylands
Merrylands West	Moorebank	North Epping	North Parramatta
North Ryde	Old Guildford	Parramatta	Pendle Hill
Regents Park	Riverwood	Roselands	Rydalmere
Schofields	South Granville	Strathfield	Telopea
Villawood	Wahroonga	Wentworthville	Werrington
West Pennant Hills	West Ryde	Westmead	Whalan
Winston Hills			



Community Visitor Scheme (CVS)

The Community Visitor Scheme (CVS) is funded by Department of Health to engage with volunteers to visit older people in residential aged care homes, and provide friendships and companionship through their visits and other methods of contacts.

During the COVID-19 lockdown when the face-to-face visits were suspended, our volunteers reached out to residents through letters, phone and video calls.

We highly appreciated the valuable contribution from volunteers to maintain their contacts with residents during pandemic.



Testimonial

"I decided to join the CVS program as "something to pass time." Over time I discovered that it gave me purpose, seeing the gradual changes in the resident has made me feel proud. From not participating or responding to responding and participating in activities gives me a sense of accomplishment. Hope I can continue to make changes in people's lives."

Naima*, CVS Volunteer

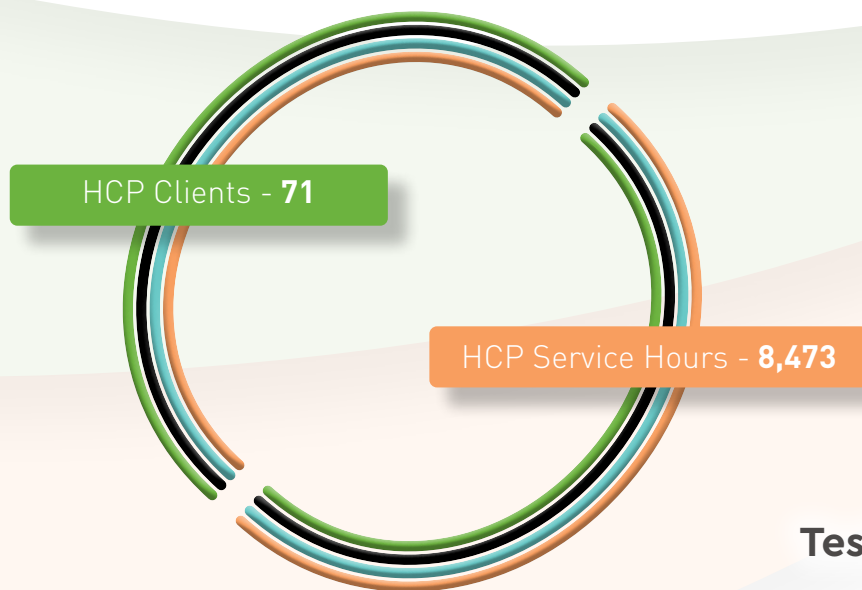
Home Care Package (HCP)

HCP is a government subsidised program helping older people to remain at home to the maximum possible period.

Following the principle of consumer directed care in HCP, we work with consumers to choose the right services and co-plan on how to best utilise their packages to achieve their goals. Consumers have full control over personalised care, where the use of their packages is flexible and tailored to their needs and preferences.

Our services assist clients with a wide range of tasks from household cleaning, meal preparation, personal care to grocery shopping and accompanying them to appointments and social activities.

Our dedicated staff are committed to their roles to ensure safe and quality service during the COVID-19 pandemic. Consumers were offered COVID safety information to help them stay healthy, as well as, assistance to support them with access to COVID testing and vaccination.



Testimonial

"Thank you for everything. I don't have children or any relatives in Australia, and with your services I am very happy and not scared of dying alone because I have all of you."

Luby*, HCP Client

"Thank you for helping me at home. My children do not live with me and it is very helpful that you look after me, do the cleaning and update me about the news."

Tom*, HCP Client

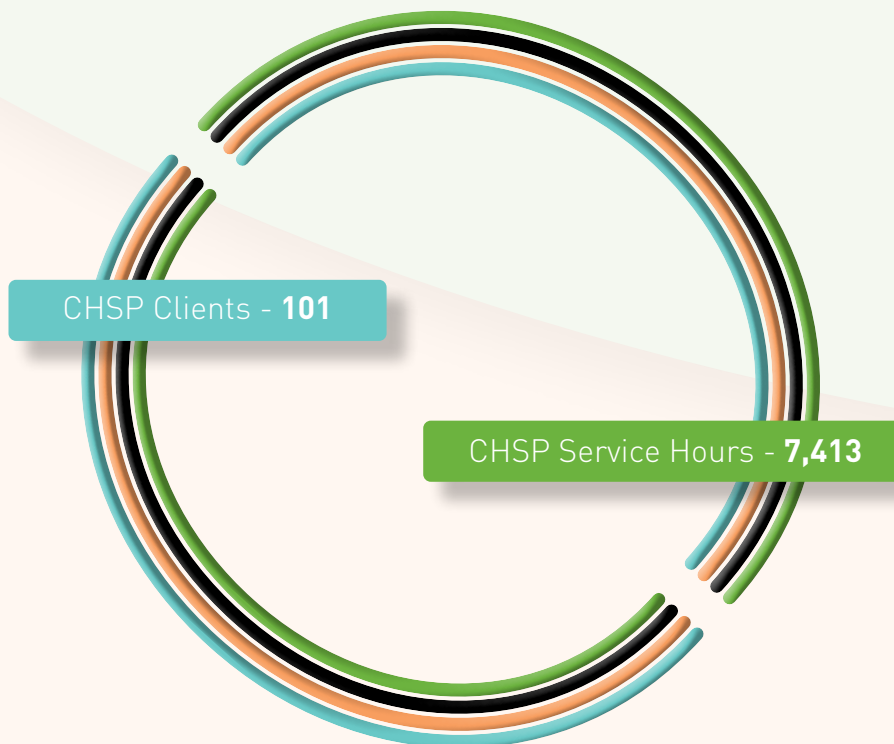
This couple have been using our services more than 2 years and are very satisfied with the services provided by our case manager and care workers.

The wife mentioned to the case manager that she was depressed due to the deterioration of her health condition after a car accident. The husband has his own health issues and he is the carer for his wife.

The wife said *"After using the services, I become more optimistic. I have a good relationship with the care workers who can take me out, provide domestic assistance and relieve the heavy workload from my husband. The care workers talk to us to reduce the isolation. They also provide some general massage to relieve the pain on my feet. I am not only emotional relieved, but also pain relieved. We enjoyed spending time with the care workers. Also the case manager always helps us to resolve daily living issues and provide good suggestion when dealing with different services. Now, due to COVID pandemic, we spend all our time at home, but we are happy living at home."*

Commonwealth Home Support Program (CHSP)

The Commonwealth Home Support Programme (CHSP) is an entry-level of support services for older people who need some help or lower care needs to stay home independently. ADSI provides CHSP social support individuals to assist our clients remain connected in the community. Social connection is crucial to positive ageing and wellbeing. It helps older people maintain the sense of belonging, which benefits their health, wellness and quality of life. Our workers and volunteers support older people through accompanied activities, phone calls and web contacts. During COVID-19 outbreak, we provided information about COVID restriction rules and vaccination. Staff conducted regular wellbeing checks on clients to reduce the chance of social isolation and supported them to access essential services.



Testimonial

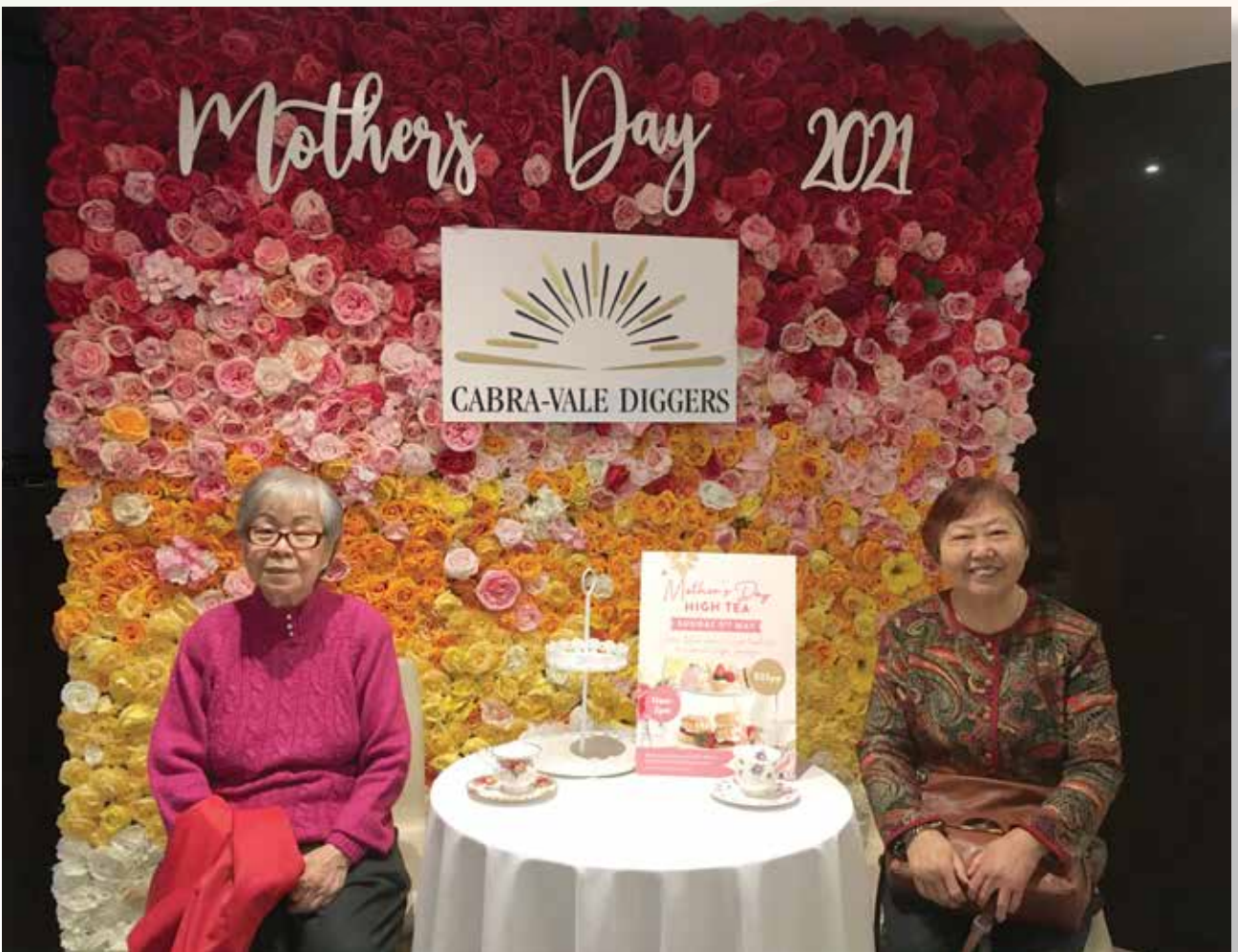
"I am a client of ADSI for a very long time and I am seeing lot of changes in the services that ADSI provides, and I am very satisfied. During COVID-19 lockdown, we have received daily COVID-19 updates, meditation and exercise videos have helped me stay healthy. The WhatsApp group that has been created by Ozge also helped me stay connected with my community people"

Nancy*, CHSP client

"Ms S was very sad due to the loss of her husband, she felt lonely and depressed. We visited and went with her to attend social activities, as well as accompanying her to grocery shopping and appointments. Gradually, she became happier as she felt supported in the midst of grief and loss. Ms S commented that she will recommend her friends to use our service because we helped her a lot." **Story of a CHSP client**





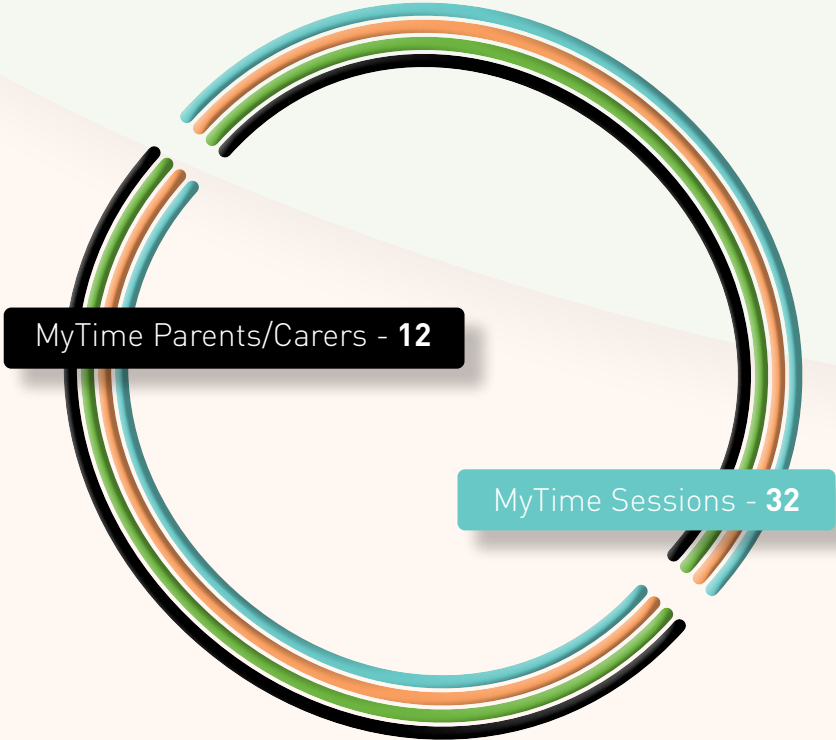


MyTime Support Group (MyTime)

MyTime is a peer support group for parents and carers of children with a disability, developmental delay or chronic medical condition.

The program is free for participants which is sub-contracted from Playgroup NSW. The group provides a warm and friendly space for participants to share life experiences with other parents who understand what is like to have a child with a disability.

A skilled group facilitator provides information about mainstream services. Group activities designed to build friendship, as well as positive child and parent relationship. When the COVID restrictions did not allow face to face activities, group sessions were held online to continue supporting families.



MyTime Parents/Carers - 12

MyTime Sessions - 32

Testimonial

"I have attended MyTime for a couple of years now. I think the best thing about MyTime is that it allows us parent to have discuss our difficulties and provided suggestions on how to solve any issues as well as providing us with information on how we could better support our child. I have seen a great improvement with my child. He has more confidence, will to participate in activities and is more out spoken with his needs and wants. The activities provided during MyTime has given me insight on what is taught at school and how it can be implemented at home.

Sunny*, MyTime Parent



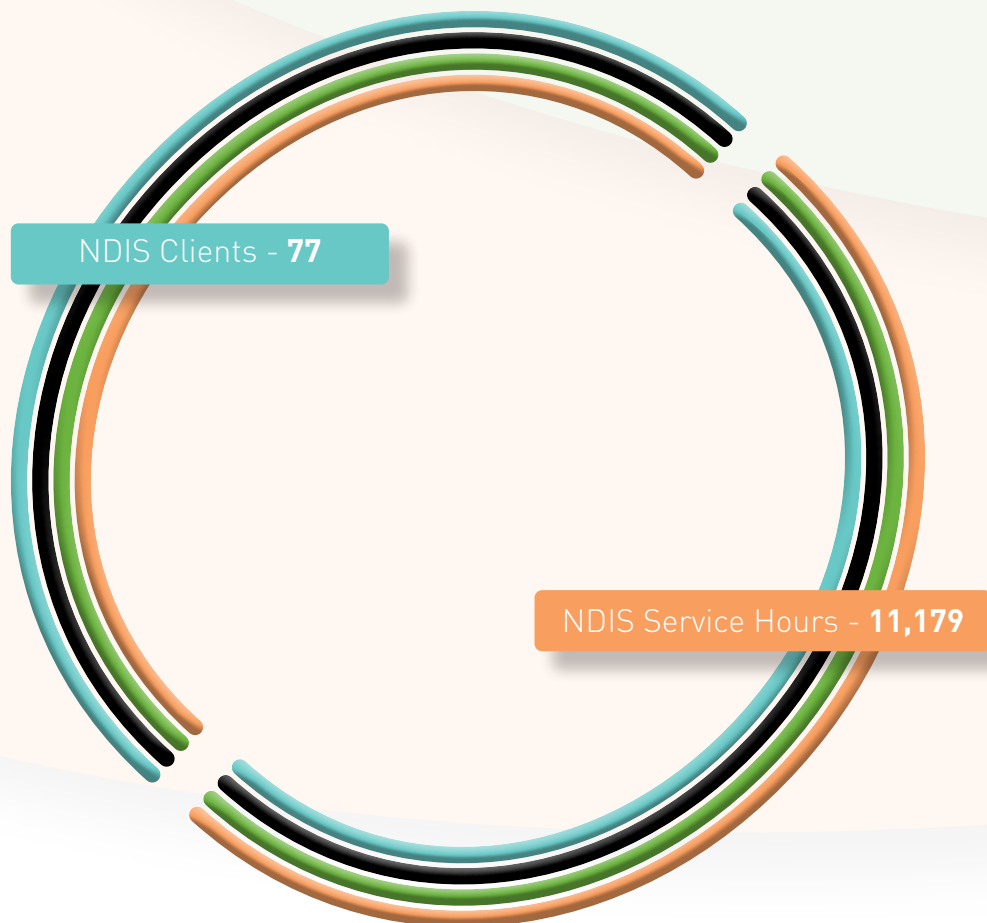
National Disability Insurance Scheme (NDIS)

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

As a registered provider, ADSI provides services both in home and in the community. Our workers provide person-centred supports based on the type of disability participants have and assist them to participate in social, cultural and economic life domains.

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

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





"I would like to thank my son's support coordinator. My son does not like to attend classes online, the support coordinator helped communicating with school teachers, therapist and gave us a lot of practical advice over my son's long-term development and daily life."

Susan*, Support Coordination Client

"I helped an NDIS participant to prepare home cook meals as part of my support. He used to eat a lot of junk food and now he stopped eating junk food. He told me that he enjoyed having conversation with me and he likes my cooking."

Amy*, NDIS Support Worker

"A NDIS participant lost his wife last year and since then he lives alone. His son is not able to visit him due to COVID restriction. He was sad and felt lonely. At each visit, I would have conversation with him while helping him with household tasks. Overtime, he started showing some smiles on his face and thanked for received supports."

Mei*, NDIS Support Worker





COMMUNITY & SETTLEMENT SERVICES





Community & Settlement Services

Jennifer Yuan - Senior Manager | Ziba Gulzari - Manager

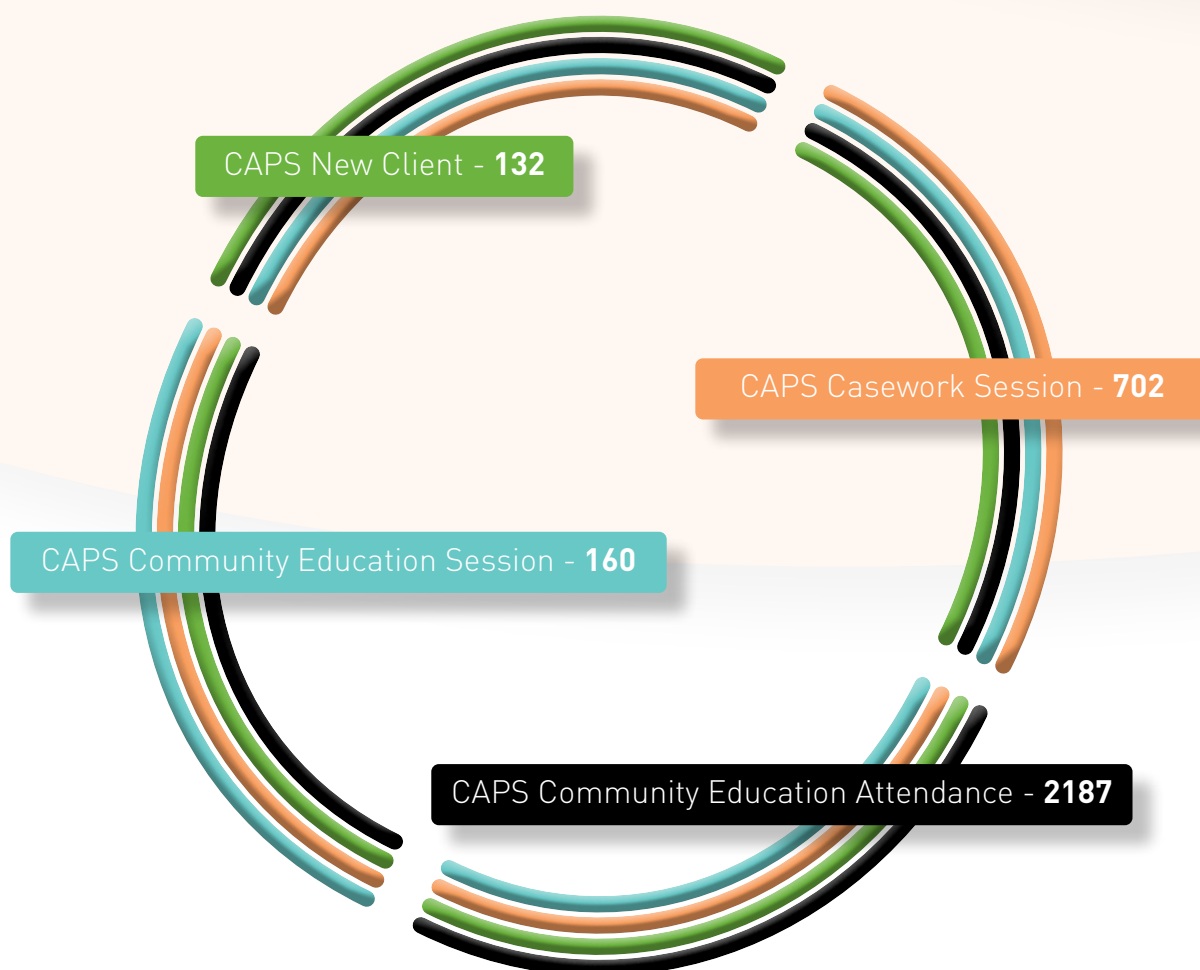
Children and Parenting Support (CAPS)

It was the 6th year that we delivered the CAPS program, which 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 the period, we developed innovative and risk mitigated strategies to ensure service continuity and safety to children and their families. The delivery of casework, parent education programs, peer support groups and school readiness programs were diversified. In addition to face to face contacts, phone and virtual services were offered to minimise the gap of services. Client autonomy and the collaborative approach to casework encouraged capacity building and the development of parent's interpersonal skills. Online group activities were organised to address stress and social isolation caused by COVID-19.

The organisation collaborated with local Health services to promote important message about children's health, women wellbeing during pregnancy. The team also worked with local schools and families to support children in transition, and those who experienced bullying and learning difficulties.

It is an encouragement to hear reports from parents 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. We are also glad to identify more clients are familiar with remote service delivery and obtained certain level of skills and confidence in technology which benefit them in other aspects of their lives.





"ADSI is always helping me and my family for the case work services, for example contacting NSW education department for my kids school fees exception application it was great, sometimes I face difficulties to pay my utility bills ADSI also helped me to contact them and arrange for it, and send Medicare renewals application for my whole family. Thanks a lot, ADSI."

Maggie*, CAPS Client

"I express my sincere thanks to ADSi and its staff especially for Lucia for the essential help on time for medical and necessary things. I appreciate all your support and it was very easy to communicate ADSI and I could get quick response with ADSI offered me a great help during this difficulties period."

Mia*, CAPS Client



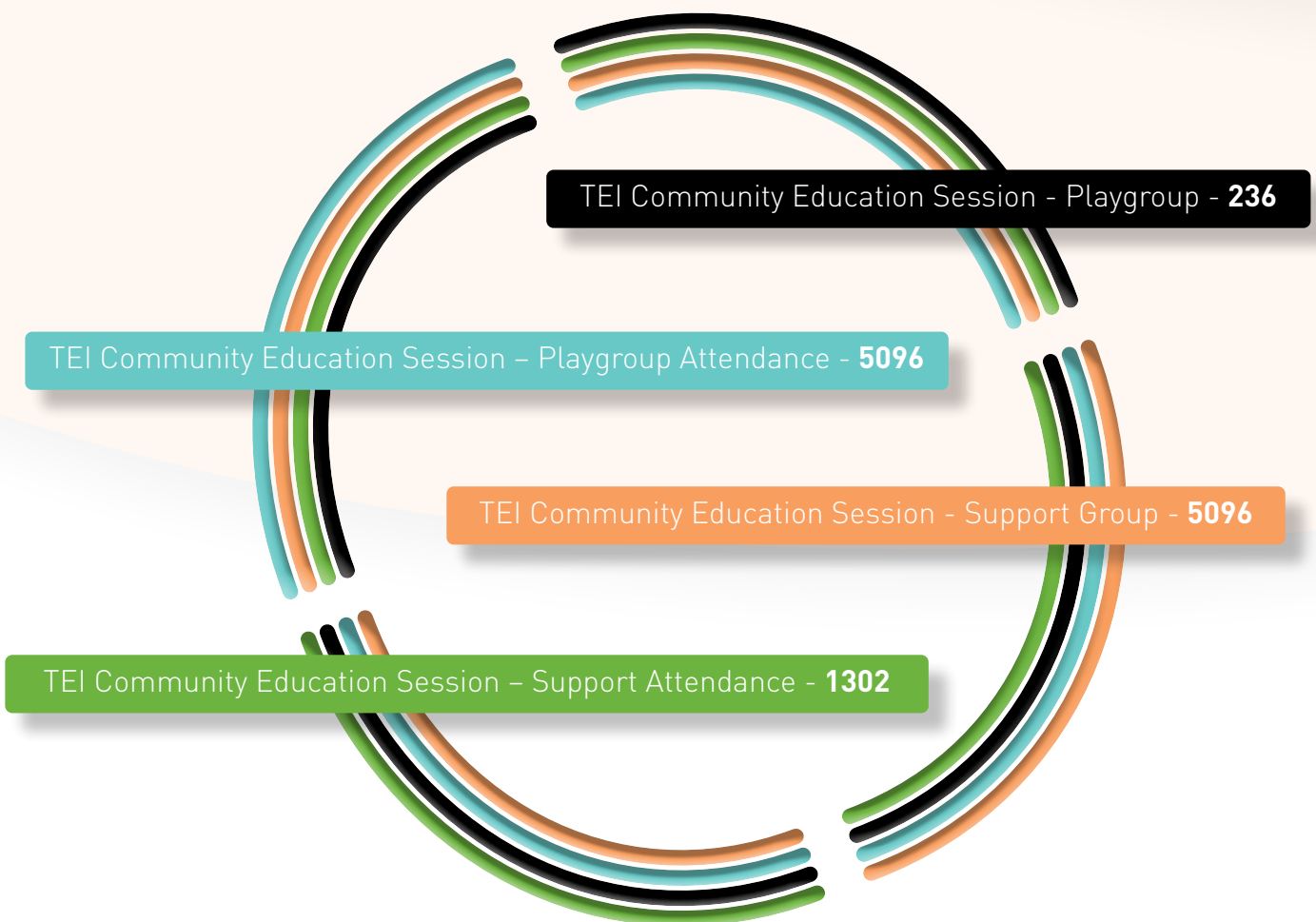
Targeting Early Intervention (TEI)

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 culturally and linguistically diverse (CALD) backgrounds, through a variety of activities and community events. Service activities were designed to deliver flexible support to children, young people, families and communities experiencing or at risk of vulnerability, including supported playgroup, parents' support group, parenting education program, school readiness activities and community events.

In response to COVID-19 pandemic, we moved group activities online by using digital platforms to stay connected with families in need. We partnered with early childhood centres, schools, community organisations and health services to raise awareness of infection prevention and self-care. Both children and parents were supported through structured group activities, practical information and fun activities to enhance positive parent-child interaction.

The team worked with families in life transition, such as starting pre-school and transition to kindergarten. Parents were referred to appropriate support in the community or school liaison personnel. Skill develop group program were also created to enable parents to consider their own transition in life after children grow older, for example engaging vocational training or employment options.

In addition, activities such as Paint Auburn REaD – Reading Day Event, Dad's Breakfast, Children's Week Event, and Families Week Events were used to raise broader awareness amongst community in regards to children development and family wellbeing.



Paint Auburn REaD – Auburn Reading Day 2020



ADSI, in partnership with local child service providers, government agencies and schools, successfully organised the 11th Paint Auburn REaD Auburn Reading Day, 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.

We managed to delivered the Reading Day during the pandemic, which largely changed the way of planning and delivery. The whole team was congratulated and acknowledged for their hard work and great achievements.

Testimonial



“Thanks for sending today’s video via WhatsApp as it is really convenient to watch with two toddlers running around. My daughters enjoy your video and also interact by answering your questions. I really appreciate your effort and looking forward to seeing more videos and activities.”

Cindy*, TEI Client

“Thank you for online kids’ playgroup. My daughter is very excited and happy today.”

Sam*, TEI Client





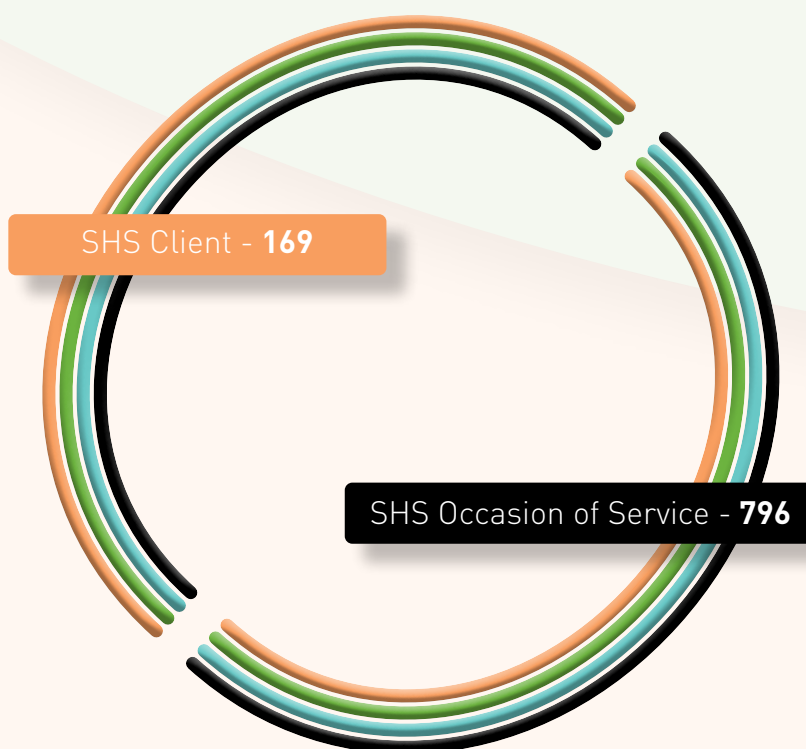


Specialist Homelessness Support (SHS)

We continued to deliver homelessness support and provide solutions to clients under the impact of COVID-19. It has been a very challenging period for those who experienced housing stress, homelessness and at risk of homelessness as a result of the pandemic.

We provided clients with information and advice on social housing, private rental accommodation and specialist housing support services. The services helped them access secure and affordable housing by linking them with housing providers as well as employment, health, finance and social support services. Where possible, we aimed at helping people to secure long-term accommodation. Brokerage services were also offered to help clients purchasing essential household items.

Our 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.



Testimonial

A young couple referred by Centrelink was at risk of homelessness due to unexpected pregnancy and family dispute. With assistance, the couple was able to secure a private rental property. They also received brokerage and emergency relief assistance to help establish the new household. After they moved into the new home, the couple now can focus on employment and the coming of their baby. – SHS Worker





SETTLEMENT SERVICES



Settlement Services

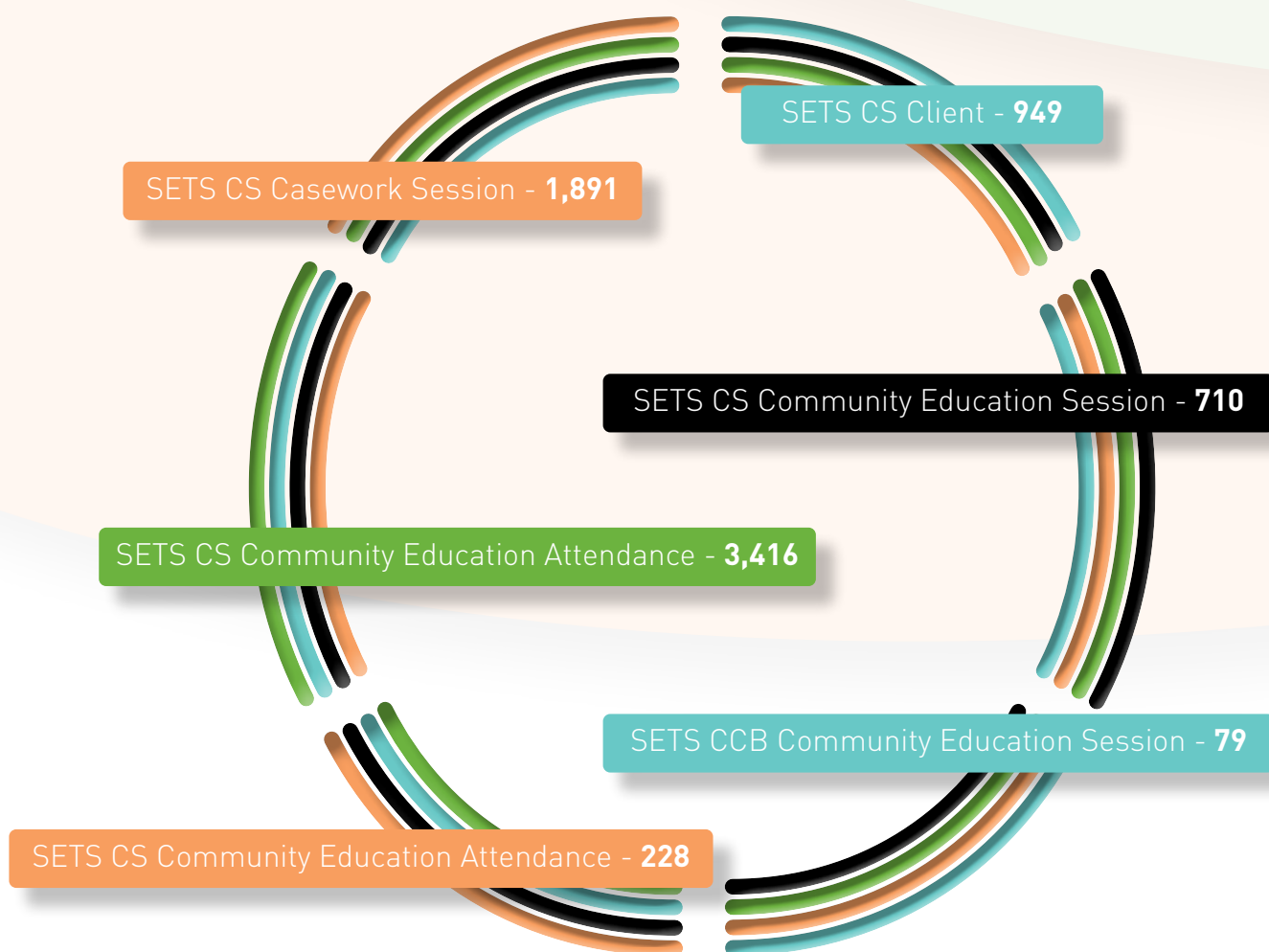
Jennifer Yuan - Senior Manager | Aynalem Tessema - Manager

Settlement Engagement and Transition Support (SETS)

SETS services are limited to permanent residents who arrived in Australia in the last five years, especially those from refugee and humanitarian entrant backgrounds. Services were delivered via casework, group activities/sessions and advocacy.

Our SETS Client Services (CS) increased clients' independence, social participation, and personal wellbeing. Services were provided by our caseworkers based on needs analysis conducted in the intake process, followed by planning and provision of agreed services. In the past year, the program used flexible delivery to minimise the risk of infection transmission. The support and activities were provided both in person and virtual delivery, with focuses on EEET (English, Education, Employment and Training), health and wellbeing.

Our SETS Community Capacity Building (CCB) program assisted new and emerging communities through Asset Based approach. This included identifying the strengths of individuals, associations and institutions that form the community. Workshops and programs were delivered to enhance the leaderships within the communities. These leaders were supported to use their own skills and capacities to further develop community they have represented.



Settlement Innovation Fund (SIF)

In partnership with Tayitu's Educational Centre, we developed a video on COVID-19 protection and distributed it to targeted community members. ADSI also worked with Eritrean and Ethiopian community and youth leaders to establish volunteer groups to provide inputs and guidance on how to best address settlement needs of these communities.

ADSI worked closely with critical community members as they are important people to bring relevant communities together and more influential in these communities than community leaders. ADSI assisted them in identifying community specific needs, sought solutions and kept ownership of these solutions.

Digital Literacy

This is an important skill in today's world and contributes more in our clients' day to day lives, such as job seeking and information search.

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

Testimonial

The client was an Iraqi and migrated to Australia through the humanitarian program. The client had been struggling to enrol in a learning institution for a while. His age made him illegible for high school. The client was referred to the organisation by a friend who had previously been assisted by our organisation. He had the same issue and was assisted in securing a spot at Granville TAFE to study construction. The client had no knowledge about educational pathways in Australia. He was desperate to pursue his studies in engineering. The first approach was to calm him down by saying that everything is possible in Australia. He just needed to be patient in order to accomplish his dream. These encouraging words resonated with him very well.

The process started. During the conversation, it was observed that his English language skills was low. He was encouraged to enrol in an intensive English class at Granville TAFE as a start. He also informed that after completing his Intensive English Language course, he would then be able to seek admission in the area of his choice if he met all the requirements. He took the advice and enrolled at Granville TAFE.

Today the client is pursuing his engineering course at the Granville TAFE and expressed his gratitude and satisfaction of the service he received from the organisation. "I am really grateful and blessed for meeting you as a worker who put the interest of your client above all else to have a successful outcome like this. May God bless you and your family"

Ray*, SETS Client

A single mother from refugee background with history of FDV, has no family and friends for support. She is unemployed with very little of English. The client also lives with mental health problems such as anxiety and sleeping disorder. She was first referred to health and mental health services to improve her wellbeing. She was supported to connect with Navitas English and job service providers. With intervention, she improved her overall wellbeing, obtained her driver licence and started working as a carer.

Kelly*, SETS Worker

"I was really grateful with all your help. The English study is very helpful and I'd love to continue. Thank you so much for the opportunities to study the office skills course. Your encouragement has given me a lot confidence."

Dina*, SETS Client









Youth Transition Support Program (YTSP)

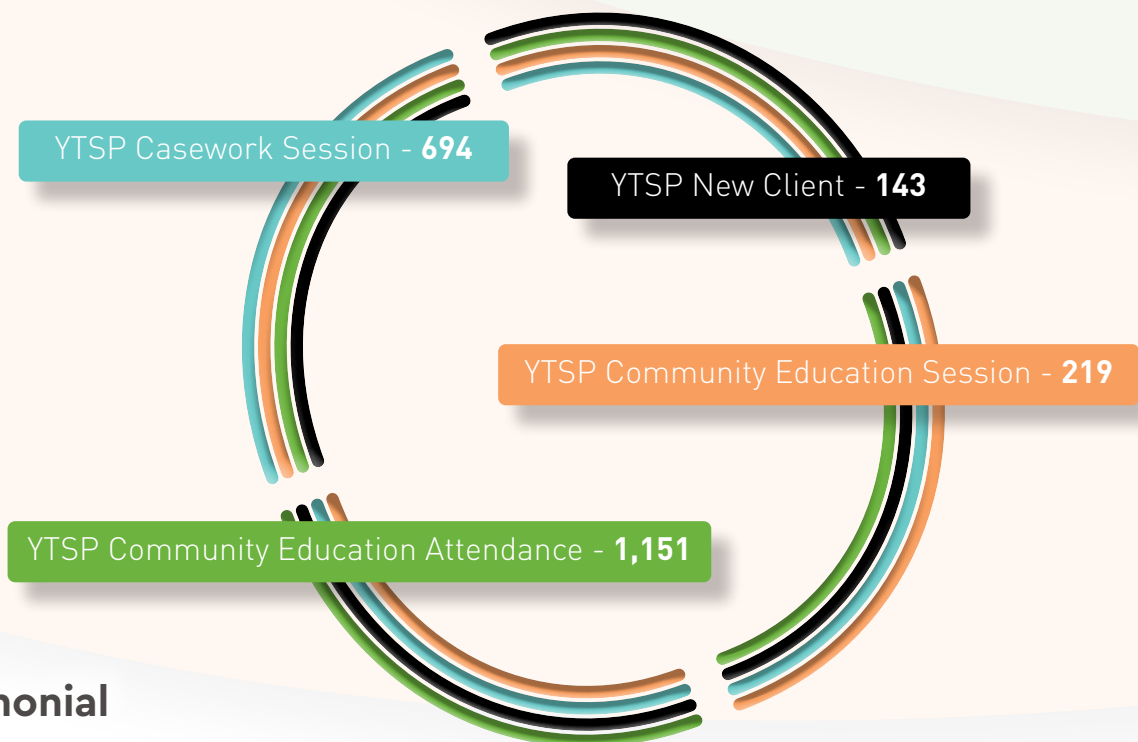
YTSP is established for youth to have a safe space to increase their skills, make friends and engage in programs that help in their journey of resettlement in Australia.

We provide support for clients in areas such as employment, education and financial advice. In addition, our workers supported clients in applications for Centrelink support, university scholarships and free TAFE online studies,

It is our key focus to increase clients' confidence and knowledge to navigate the education system, curriculum, as well as identify employment pathways. We provide clients with opportunities to gain accredited qualifications and work experience to improve their work readiness and employability. For example, some YTSP clients completed work experience and secured employment at an aquatic centre.

We also partnered with TAFE SWSi, Western Sydney University, Dress for Work, Woodville Alliance and PCYC to provide support including mentoring, and supported client to complete some job-related applications such as tax file number and superannuation, and explained taxation in Australia to our clients.

Further, we provided health education sessions including those relevant to COVID-19 to parents to ensure not only our clients but also their family members have sufficient knowledge during the pandemic.



Testimonial

"The Dress for Success workshop has helped me to understand Australian workplace culture and trends as well as interview skills. It has helped me to find my targets and I have been encouraged to take actions to look for job."

Ahmed*, YTSP Client

"I achieved 100% in my citizenship test thanks to the citizenship trivia class."

Lara*, YTSP Client

"This class (Mentoring Program) has allowed me to openly speak and say what I feel and I have been able to share my thoughts without fear."

- Helen*, YTSP Client



Emergency Relief (ER) and Other Emergency Support

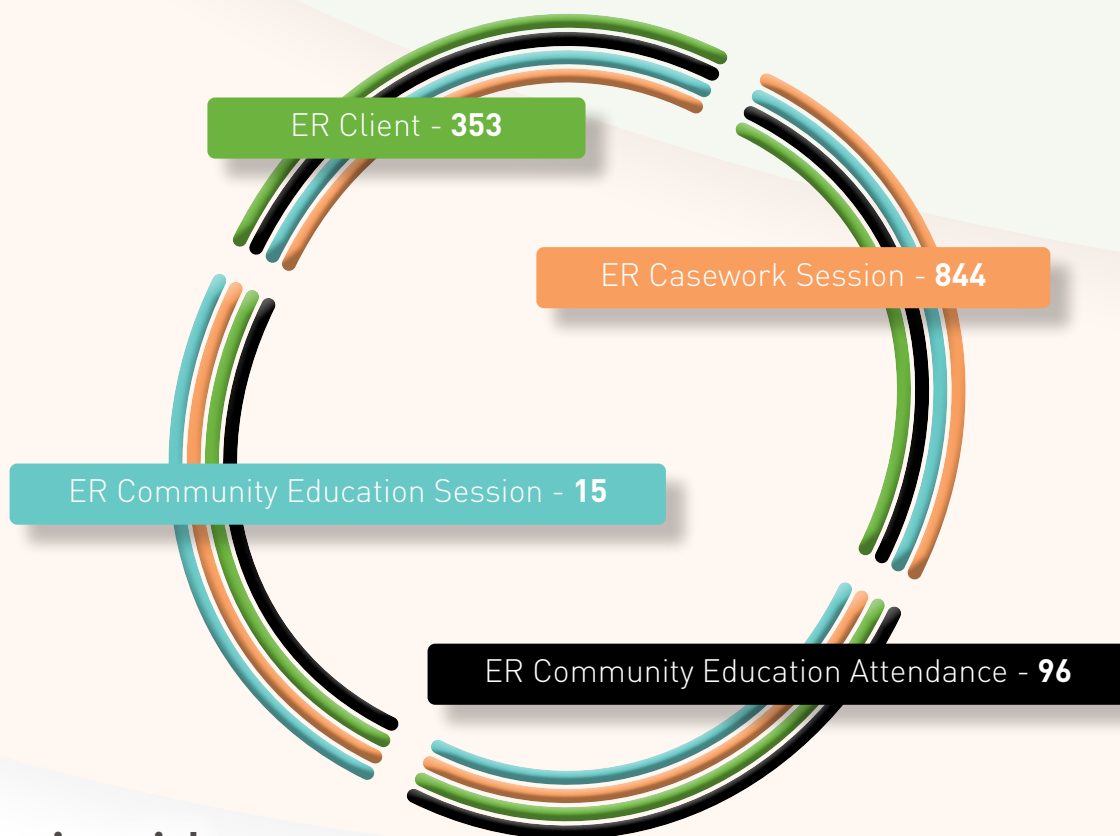
We provided ER services to people who are unable to pay their bills or at imminent risk of not being able to do so, under the Financial Crisis and Material Aid - Emergency Relief program.

Since the pandemic, we faced increased demands and challenges in ER service delivery but managed to strengthen and streamline our ER services in a diversified and sustainable way.

We continued to provide food vouchers, rent assistance, and other financial and material aid to eligible clients.

We also linked many clients to other service providers for additional support, including such as Salvation Army, St Vincent De Paul Society, C3 Church, Food Bank and other charities, with a special focus on asylum seekers and overseas students who have limited financial support compared with others, during the pandemic.

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



Testimonial

The food vouchers that were given out during the COVID-19 pandemic made positive differences in the lives of our clients. A mother of two said the food vouchers not only relieved her but she feels less hungry, able to focus and is less stressed because she was able to put food on the table for her kids. "I cannot stop worrying about my family" she said. "I feel extremely happy and grateful when I received the food vouchers" she said.

Pam*, ER Client

One family who received the EAPA vouchers said it empowered him as a father to provide for his own household. Instead of having to worry about his electricity bill payment he will now direct the money to other emergency needs of his family.

Bob*, ER Worker





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), and National Disability Insurance Agency (NDIA).

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

We would like to thank 360 National Behaviour Support, Afghan Community Support Association of NSW, African Mental Learning Cycle, AMES Employment, Anglicare, Ana Kindergarten, Arthur Philip High School, Assyrian Australian Association, Auburn Community Health Centre, Auburn Girls High School, Auburn Hospital, Auburn Library, Auburn North Public School, Auburn Police, Auburn Public School, Australian Afghan Hassanian Youth Association, Australian Afghans Khorasan Association Incorporated, Australian Anatolian Community Services Co-OpLtd, Australian College of Applied Psychology, Australian Department of Human Services, Australian Federal Police, Australian Iranian Community Organisation, Australia Post, Australian Red Cross, Australian Sydney Passport Office, Bantal Pulaar Community Association, Barnardos Australia, Berala Public School, C3 Church, Centrelink, Child Abuse Prevention Service (CAPS), Core Community Services, Creating Links NSW Ltd, Cumberland Business Chamber, Cumberland Council, Cumberland Multicultural Community Services NSW, Department of Home Affairs, Dong Fang Healing Centre, Dooley's Lidcombe Catholic Club, EarlyED, Embassy of The Islamic Republic of Afghanistan, Everyday Independence Pty Ltd, Evolve Housing, Fairfield Hospital, FASS (Family Advocacy and Support Service), Future Leaders of NSW, Granville TAFE, Hazara Women of Australia Inc, Horizon Youth Aftercare Mental Health - Health NSW, House of Welcome, Housing NSW, HTAAS Paramatta Mission, Immigrant Womens Speakout Association, Improve Your Move Physiotherapy Auburn, Independence Australia, Independent Living Specialists, Integricare Auburn Christian Preschool, Jim's Mowing Australia, Kids Early Education Preschool/Long Day Care, Legal Aid NSW, Lidcombe Public School, Like Family, Link2home, Live Life Alarms, Love and Care Childcare Centre, Maggie Pan Health Clinic, Manning Foundation, Max Employment, Merrylands Community Health Centre, Metro Assist, Mission Australia Brighter Futures, Mission Australia Housing, Mobile Minders, MTC Australia, Multicultural Disability Advocacy Association, Multicultural Health WSLHD, Multicultural Youth Affairs Network (MYAN), Muslim Women's Association, My Favourite Physio, My Plan Manager, Navitas, Northcott, NSW Health, NSW Registry of Births Deaths & Marriages, ODPP Witness Assistance Service, Olive Tree Therapy, One Step Walk, OneDoor Mental Health, Our Lady of Consolation Aged Care & Services, Parramatta City Council, Parramatta Community Health Centre, Parramatta Language Centre, Plan Partners, Refugee Council of Australia, Refugee Health Service, Regents Park Public School, Relationships Australia, Salvation Army, Service NSW, Share the Dignity, South Western Sydney Multicultural Health, St George Family Support Services, St John's Catholic Primary School, St Vincent De Paul Society, STARTTS, Starson Therapy, Stott's College, Summer Foundation, Swan Academy, Sydney Adventist School Auburn, SydWest Multicultural Services, The Haven - Nepean Women's Shelter, TIS National, Ultimo TAFE NSW, Uniting, Wesley Mission, Western Sydney Community Legal Centre, Western Sydney Family Referral Service, Western Sydney MRC, Western Sydney Tenants' Service, Western Sydney University, Westmead Hospital, Woodville Alliance, and Youth Off the Streets.



In the financial year ending 30 June 2021, the income of the Accessible Diversity Services Initiative Limited (the Company) exceeded expenditure by \$221,665, compared to a surplus of \$181,655 in 2019/20.

This resulted in accumulated funds of \$1,658,703 at the end of financial year (\$1,433,289 in 2019/20). ADSI maintains a healthy financial position with cash holdings at the end of year totalling \$2,575,987 (\$2,107,814 in 2019/20).

In 2020/2021, the revenue from block funding was \$2,138,463 or 51%, compared with \$2,131,657 or 56% in 2019/20.

On the other side, the Company continually generated more revenue from its fee for services during the same period, mainly the National Disability Insurance Scheme (NDIS) and Home Care Packages (HCP). This resulted in \$1,854,843 or 44% of total revenue, compared with \$1,464,204 or 39% in 2019/20. The Company ceased to provide Disability Employment Services (DES) in August 2020.

Like all others, the Company faced higher uncertainty in its business during the pandemic. The Board and Management took robust measures to ensure the Company's accounting and financial system are efficient and effective.

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



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

There were 2 occasions in the last 12 months that the Company saw its revenue from fee for services exceeded that from block funding. This is an outcome of continuous improvement and effective marketing and promotions, which the Company will continually work on for further growth.

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

Jayaraman Guruswami JP OAM GAICD

Director, on behalf of the Board of Directors



Accessible Diversity
Services Initiative Limited

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

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

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