



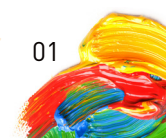
Accessible Diversity
Services Initiative Limited

ANNUAL REPORT 2022 | 2023



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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 2022/2023.

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, the 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 and Justice, Department of Health and Aged Care, Settlement Services International, Community Migrant Resources Centre, and Dooley's Lidcombe Catholic Club.

Looking at a holistic level, ADSI faced increased compliance and quality requirements across all services in 2022/2023, and experienced other challenges such as severe staff shortage and soared cost of operations. The organisation subsequently implemented a range of plans covering governance to operations, following a staged approach to maintain sustainability leading to growth. Examples include switch from a community-based board to a skilled board for

better governance, enhancements of its systems, and continuous investments on its workforce.

During the transformation process, the Board worked closely with the CEO in risk mitigation with the wellbeing and safety of employees and clients being the priority.

The Board acknowledges the efforts and achievements made by the workforce led by the CEO and is pleased that ADSI again achieved a high surplus in 2022/2023, where revenue from fee for services exceeded that from block funding for the first time in the organisation's history.

As a lead not-for-profit organisation in Central Western Sydney, ADSI continually operated following a strength-based approach to ensure it involves clients in the decision-making process, focus on outcomes rather than outputs, value partnerships, and work on integrated service models for the best possible services.

It has been an honour and privilege to serve as the Chair of the Board. I would like to thank my fellow directors, including new Directors Chris Martin and Steven Gal, retired Directors Irene Simms and Jayaraman Guruswamy, and long-term colleague Hamed Turay. I would like to thank the CEO, management, staff, volunteers, and students.

The Board is confident that ADSI is well prepared for unexpected changes and ready to invest further on clients, people, and systems to ensure long-term sustainability and growth, which ultimately benefits people and communities we are working in/with.

The Board is also committed to transparent governance and smooth successions.

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 2024 and hopes it is a better and easier year for all.

Sarjoh Bah GAICD
Chair, Board of Directors

CEO Report



2022-2023 is the first full year that ADSI resumed its operations in a “traditional” way post-lockdown/pandemic.

Facing unprecedented external challenges such as stricter compliance, severe staff shortage and soared cost of operations, ADSI implemented a range of transformation measures from governance to operations to ensure that the organisation was well-planned and positioned.

Meanwhile, ADSI continually encouraged internal efforts in the areas of system enhancements, staff development, community engagement, partnerships, advocacy and promotions.

It is a pleasure to report that the Company once again made significant achievements in

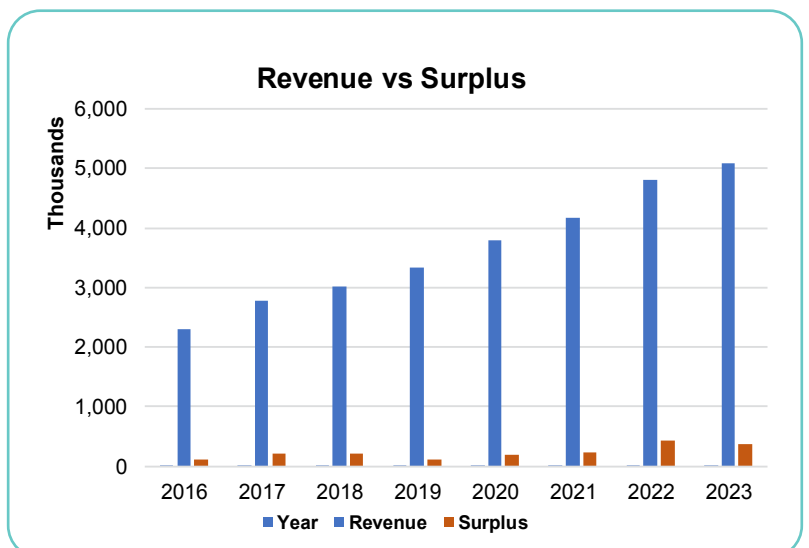
2022/2023. Examples include:

1. Implementation of AlayaCare for its aged & disability services from September 2022,
2. Integration of internal systems for better productivity and less workload, involving accounting, people & culture, case management, payroll and a mixture of such,
3. Change of governance and management structure to align with increased governance and service delivery requirements for continual and sustainable growth,
4. Investments on the workforce including support, development and training in conjunction with a hybrid working model to maintain motivation and encourage contributions, and
5. Achievement of another 6-digit surplus for the ninth year in a row with net asset over \$2.4m as at 30/06/2023.

It is worth noting that revenue from fee for services exceeded that from block funding for the first time in history during the report period, reaching to a level close to 50%. This is an outstanding achievement made during a difficult period, leading to stronger financial sustainability and making further investments on staff systems and infrastructure possible. ADSI won't be able to achieve what was achieved without everyone's contributions.

Holding the belief that sustainability is critical in terms of governance and operations, ADSI maintained its sustainability track record in the last 12 months, outlined in the below table / chart.

Year	Revenue	Surplus
2016	\$2,304,616	\$117,836
2017	\$2,770,636	\$210,844
2018	\$3,022,329	\$211,820
2019	\$3,329,710	\$103,583
2020	\$3,796,173	\$181,655
2021	\$4,173,399	\$221,665
2022	\$4,805,076	\$424,767
2023	\$5,079,340	\$372,557



CEO Report

It has been an ADSI strategy to switch to a skill-based organisation, following a top-down approach bringing everyone at different levels together. In the last 12 months. ADSI

- Continued implementation of its Strategic Plan for the period of 2021-2023 and started the process for the 2024-2026 period, where skills, quality, growth, and identity remain focused areas but in different order due to design differences,
- Implemented changes to its governing body by appointing skilled board members, aligning with legislated requirements especially those in the aged care space,
- Revised management and service structures based on needs, service delivery focus taking into consideration targeted outcomes, and
- Provided a range of professional training and development to its workforce and volunteers.

As a lead CALD not-for-profit organisation, ADSI endeavours to

- Assist clients and communities to the maximum possible level,
- Maintain a healthy financial position for long term sustainability,
- Develop a professional and diversified workforce, and
- Ensure permanent footprints on the land we were established and operate.

ADSI applied and will continue to apply people-centred, needs-based, and outcome-focused principles for best possible changes to clients and local communities, in a positive way.

As the CEO, I would like to thank board directors for their support in the last 12 months, including

- Ms Irene Simms and Mr Jayaraman Guruswamy who retired December 2022,
- Mr Sarjoh Bah and Mr Hamed Turay who remained on the Board, and
- Mr Chris Martin and Mr Steven Gal who joined December 2022.

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

- Aged & Disability employees for the impressive outcomes and overall compliance,
- Settlement employees who worked hard to achieve unexpected KPI hikes,
- Community employees who continued their excellent work, and
- Back-office employees who assisted the CEO and Management.

I would like to acknowledge contributions of the long-term employee Ms Jennifer Yuan, who left the position of Senior Manager - Service Delivery in May 2023 to pursue her personal interests.

I also would 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 future innovative ideas.

With the Board and staff, I am looking forward to 2023-2024 and wish everyone well!

Frank Zheng GAICD
CEO







AGED & DISABILITY SERVICES

Aged & Disability Services

ADSI provides a range of aged care and disability services, including

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

In the last 12 months, the Aged & Disability Services Team continued to embrace the organisation's "Access, Development, Support and Independence" principle.

As an approved provider for Aged Care and NDIS services, ADSI continually provided support and services for the elderly, people with a disability whilst ensuring clients' needs were considered by placing them at the centre of everything and working collaboratively with them to deliver the appropriate care based on individual needs.

ADSI maintained its focus to offer high quality care and supports, empower clients to make their own choices and ensure services accessibility and cultural appropriateness.

Meanwhile, ADSI expanded its workforce and upskilled employee competence via supportive

workplace culture, sector competitive rewards for employee attraction and retention. Some examples include,

- Full-time Rostering and Administration Support for responsive and accurate shifts, and
- Extra Full-time caseworker to deal with increased home care clients.

All caseworkers were trained to provide assessments and follow a care focused approach to meet clients' individual needs, in a transparent way leading to informed care decision.

Residue COVID-19 restrictions did not prevent ADSI from continual growth and improvement in terms of service provision.

I would like to thank every employee for their commitment, efforts, and contributions, which made us stronger and better.

I also would like to thank every volunteer and partner, who supported ADSI to make positive changes to clients and communities.

Finally, I would like to thank the Board and CEO for their ongoing leadership and guidance.

Tina Tung
Manager

Service Demographics

Abbotsford	Ashfield	Auburn	Bankstown
Belmore	Berala	Blacktown	Bexley
Burwood	Campsie	Carlingford	Castle Hill
Chatswood	Chester Hill	Claymore	Colebee
Colyton	Croydon Park	Dundas	Dundas Valley
Enfield	Ermington	Glenwood	Granville
Greystanes	Greenacre	Guildford	Harris Park
Ingleburn	Kingsgrove	Lidcombe	Marsfield
Merrylands	Moorebank	North Epping	North Fairfield
North Parramatta	North Ryde	Oatlands	Parramatta
Pendle Hill	Regents Park	Riverwood	Roselands
Rydalmere	South Granville	South Wentworthville	Strathfield
Villawood	Wahroonga	Wentworthville	Werrington
West Pennant Hills	West Ryde	Westmead	Whalan
Winston Hills			



Home Care Packages (HCP)

HCP is a government subsidised program helping older people to live at home longer, by providing personalised care and supports, following the “Consumer Directed Care” or CDC principle, with an aim to maintain independence at-home to the maximum possible level.

Packages are designed based on individual’s needs, where every client is provided with personalised care services to maintain wellbeing, autonomy and connections to communities.

ADSI worked with consumers to choose appropriate whilst affordable services and plan with them on how to best utilise their packages for an independent, safe and quality life in the community.

ADSI provided care and support services including but not limited to household cleaning, meal preparations, personal care, grocery shopping, transport, as well as accompanied appointments or other social activities.

ADSI ensured that all support workers were dedicated to their roles to provide safe and quality care/support to care recipients.

HCP Clients

114

HCP Service Hours

15,680

Testimonial

“My husband and I transferred to Accessible Diversity Services Initiative Limited from a different HCP provider. The support worker allocated to my husband, and I have been given with an excellent service. She is observant to our needs, and will sometimes raise concerns that we might not notice. A couple of months ago, I had a health check and was not in a good place mentally. My caseworker organised for a volunteer to talk to me often and for the support worker to take us out. This helped to lift my mood and kept my mind off thinking about my health.” - Fatima, HCP Client*

“I would like to express my great gratuities to my case worker and support worker who help me every time I need assistance with. I was feeling lonely and isolated in the past before joining ADSI Home Care services. ADSI Home Care services team has changed my life and positively influence me every day. I enjoy my social outings with the support worker every week and to get to know people in the community. I feel I am alive again and I feel happy.” - Rulin, HCP Client*

“I contacted Accessible Diversity Services Initiative Limited early 2022 to have services when My Aged Care informed that I was assigned with HCP Level 1. A Case Worker visited me, assessed and monitored my care needs and listened my expectations. Since then, I have been provided with a great care service. Six months ago, I have been diagnosed with lung cancer. The case worker arranged the support worker for doctor appointments, provided emotional support and visited me frequently during this intense period at my home and at the hospital. Her support was a fantastic during the period. She helped me to upgrade HCP level. Now I have HCP Level 3 in place which allowed me to have more services to support my deteriorating health issues and increasing care needs. My case worker still visits me regularly and monitors my physical, mental and emotional needs and provides a great service.” - Russ, HCP Client*



Commonwealth Home Support Program (CHSP)

The Commonwealth Home Support Programme (CHSP) is an entry-level service for older people needing some help or lower care to live at home independently. Services provided by ADSI include Social Support Individual and Domestic Assistance.

By ensuring staff understanding of the fact that social connections are vital to health and wellbeing, ADSI provided supports to the elderly people to be actively involved in community participations.

At the same time, ADSI started to provide domestic assistance under CHSP, a service type involving in daily household tasks, such as cleaning, washing and tidy-up.

CHSP Clients

62

CHSP Service Hours

6,833

Testimonial

"CHSP social individual service inspired me that I have more to achieve and contribute in my life. The exercise group has unlocked my potentials. I felt I regained my power and strength by participating in the regular group exercise ADSI has arranged for us. I felt young in my heart and I enjoyed guiding my friends I met in the community to do exercises with me together in the local park" - Asli, CHSP client*

"I am still waiting for HCP funding. I am grateful I can access CHSP domestic assistance in the meantime. I am thankful for the support worker who cleaned my house so nicely. She also helped me to regain my confidence to socialise with people. I enjoyed doing tasks with my support worker together." - Lilin, CHSP client*





Community Visitor Scheme (CVS)

The Community Visitor Scheme (CVS) is funded by the Department of Health and Aged Care to engage with volunteers to visit older people in residential care.

ADSI recruited and retained a pool of experienced volunteers for its CVS services and highly valued and respected their commitments and contributions to maintain regular contacts with residents in aged care facilities.

CVS Volunteers

6

CVS Visits

780

Testimonial

"Being a volunteer is a remarkable journey in my life. I am currently studying a Master of Social Work. It helps me to understand more about the community needs. I found myself communicate better with residents over the time. This is an important skill for me to be a social worker later. Thanks, ADSI for providing me an opportunity to become a volunteer." - **Ruth*, CVS Volunteer**

"I used to hide myself at home since I retired. Now I feel I am alive again. Being a volunteer, I feel myself I can still contribute more to the community. I am still a useful person. The community still needs me. I am happy and enjoy visiting the residents, sharing stories and news with them."
- **Yun*, CVS Volunteer**



MyTime Support Group (MyTime)

MyTime is a free peer support group for parents and carers of children with a disability, developmental delay, or chronic medical condition, sub-contracted by Playgroup NSW.

MyTime provided friendly spaces for participants to share ideas and life experiences with others, who also have children with a disability. Sessions were delivered by a skilled group facilitator with information such as that of mainstream services.

Parents and carers were satisfied with the outcome and actively spread relevant information with other parents in the community.

MyTime Parents/Carers

94

MyTime Sessions

20

Testimonial

"I enjoyed the information session provided by MyTime support worker. It was always good to know more about NDIS information and get to know others. The online sessions made me easily to access that I could attend from my home while looking after my kids" - **Alice***, MyTime Parent

"It's amazing to see how much my kid grew and learnt through participating in MyTime sessions. The Saturday session is a good time for my kid to attend outside the school hours" - **Chong***, MyTime Parent



National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (NDIS) provides individualised plans to allow people with a permanent and significant disability to access assistance that help such a person in their daily life and participate in the community, where possible.

As an approved NDIS provider, ADSI delivered services both at homes and in the community, where caseworkers and support workers provided personalised supports, based on the type of disabilities, and assisted them in social and appropriate activities.

ADSI embedded a strength-based approach in its service delivery to increase participants' wellbeing, independence and employment opportunities.

In March 2023, ADSI launched a range of various NDIS social support groups, where NDIS participants enjoyed going out with others from similar cultural backgrounds and/or with similar interests, through which participants strengthened interpersonal skills and confidence in socialising.

NDIS Clients

60

NDIS Service Hours

9,608

Testimonial

"I am thankful for my case worker who has been helping me to connect with the services I need. She has been very patient to listen to my needs. It is not easy to find someone who can speak my language and understand my cultural needs." - **May***, NDIS Participant

"The beautiful support worker has been caring for my son for a long period of time. Because of her, I could have some break to do my own things. It was not easy to look after an Autism kid. ADIS support worker and case worker have a great experience of looking after Autism children. I am thankful they share knowledge and experience with me and connect me with the group of parents who have similar experience" - **Chow***, NDIS Participant's Parent





A love



of learning

COMMUNITY SERVICES



Community Services

Lucia Daluz Diaz - Team Leader Community Services

Children and Parenting Support (CAPS)

It was the 8th year that ADSI delivered the CAPS program, funded by Commonwealth Department of Social Services (DSS) with a focus on families with children aged 0-12 and services were delivered to children and families based on an early intervention and prevention approach, in the format of peer support groups, parenting education programs, school readiness programs and casework services.

In the last 12 months, a large number of families were hit hard by increased cost of living which further led to tense family relationships, safety and other concerns to children's health and development. CAPS remained a reliable and flexible service that local families can rely upon for these issues. In addition to traditional face-to-face contacts, phone and virtual services were offered to increase accessibility and flexibility.

Meanwhile, ADSI collaborated with health services, local organisations, and schools for better service delivery and local linkage. Examples include,

- Delivered parenting programs focusing on children's emotional, social, and behavioural development and wellbeing, and families' communications capacity,
- Conducted weekly support groups for parents in schools, communities or via digital either during business hours or after hours for maximum reach-out,
- Continued group-based programs for parents to have opportunities to connect, upskill and empower,
- Supported children in transition to kindergarten and high school in partnership with local schools during school holiday periods,
- Maintained popular school holiday programs within the community and encouraged socialisation, cohesion, and all-around family fun among participating families,

Once again, ADSI's CAPS service enhanced parents' capacity and confidence in accessing services with improved family relationships, and supported children through various programs throughout the year.

CAPS New Client

208

CAPS Casework Session

818

CAPS Community Education Session

157

CAPS Community Education Attendance

2,433

Testimonial

Client X and her child had been affected by domestic violence but felt hopeless as they were not permanent resident, had no income or Medicare and had no family or friends in Australia. With the support of the CAPS caseworker the client is now living independently with her daughter, has been granted her permanent residency, has a steady income and most important of all is safe and looking forward to the future.

"[My caseworker] is an excellent social worker. She is a good listener and understands her client's needs. She has provided me with relevant information and detailed updates. I felt involved and taken care of. The support I received was thorough and professional. I am greatly satisfied and impressed with the job she has done". - Anonymous CAPS Client



Targeting Early Intervention (TEI)

During the reporting period, ADSI continued its TEI services to provide services to meet the needs of local families with young children 0-3, young parents under 20, and those from culturally and linguistically diverse (CALD) backgrounds, following an effective prevention and early intervention strategy.

Service activities included,

- Supported Playgroups where ADSI workers supported families in the area of pre-school and kindergarten transition, with a design aim to develop children in social, emotional, numeracy and literacy skills, and opportunities for parents to interact with their children in a facilitated group setting,
- Parent Support Groups where skill development remained a focus for participating parents to consider or design their own plans along with the growth of their children, in the areas of vocational training or employment options,
- Casework where families were linked to relevant services and community resources for better support,
- Interagency Platforms where ADSI actively advocated for clients and community needs at the Linkers' Network, Cumberland Child protection interagency and DCJ Multicultural Advisory Committee, and
- Community Events where ADSI partnered with early childhood centres, schools, community organisations and health services for calibrated information and services.

ADSI also delivered a range of activities under TEI, including but not limited to Paint Auburn REaD - Reading Day 2022, Dad's Breakfast, Children's Week and Families Week Events. To raise broader awareness within communities, in relation to child development and family wellbeing.





Paint Auburn REaD – Auburn Reading Day 2022

in November 2022, ADSI in partnership with local organisations delivered the 13th Paint Auburn REaD event, 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 their children from birth.

This year ADSI partnered with Auburn Police and Auburn Central Shopping Centre to deliver the event at both premises, involving a range of guest speakers and activities, with an aim to motivate participating children and families, and raise awareness about the importance of early literacy.

TEI Community Education - Playgroup sessions **220**

TEI Community Education - Playgroup Attendance **6,638**

TEI Community Education - Support Group sessions **145**

TEI Community Education - Support Group Attendance **1,778**

Testimonial

"My Daughter enjoys attending playgroup and looks forward to it every week, she enjoys the interaction with the teachers and stays engaged throughout sensory play activities. My daughter has improved so much since joining playgroup. I know my child is in good hands and this program will better prepare her for preschool." - **Anonymous TEI Client**

'I am very thankful and grateful for the embroidery classes and painting classes as it has been very useful for me and a very good mindfulness activity, it also gives me some 'Me Time' as it helps me to focus and get some pleasure in doing it. Thank you for tapping and bringing out my potential. Appreciate all that ADSi does for the community' - **Anonymous TEI Client**

Specialist Homelessness Support (SHS)

The Specialist Homelessness Service (SHS) is funded by the Department of Communities & Justice (DCJ) via a consortium led by Mission Australia. This is a wraparound service addressing the root cause of homelessness, and mitigating risk of homelessness.

Due to cost of living and rental crisis, ADSI saw quickly increased individuals and families needing SHS support in the last 12 months.

Through SHS, ADSI provided casework support to individuals and families who were homeless or at risk of homelessness, including information, advocacy, documents assistance, Housing NSW access, and referrals to other service providers for people with complex needs, such as domestic and family violence, employment, health, finance, and social support.

ADSI continued to lead the quarterly Auburn Housing Working Group interagency meetings, either in person or in a digital format, where ADSI worked in collaboration with other service providers to address homelessness related issues at a local level.

SHS Clients

118

Auburn Housing Working group interagency meetings

4

Testimonial

Client who had recently lost her job, was facing various health concerns and had been evicted from her home and was sleeping on the street was supported in accessing emergency accommodation. The client was provided with hygiene items and some necessities and material support during her transition period. After being linked to emergency accommodation the client secured private rental and was able to become financially stable. - Tom, SHS Client*

"My caseworker provided amazing services and support for me. She is very respectful and kind." - Ayse, SHS Client*







SETTLEMENT SERVICES

Settlement Services

Amadu Bah - Team Leader Settlement Services

Settlement Engagement & Transition Support (SETS)

SETS is for refugees and humanitarian entrants arrived in Australia in the last 5 years, including casework, group activities/sessions and advocacy, covering Client Services and Community Capacity Building.

ADSI caseworkers delivered SETS Client Services (CS) to clients to improve their situations, via intake, case plan and provision of agreed services, with a focus on EEET (English, Education, Employment and Training), health and wellbeing, during the reporting period.

Through training sessions, ADSI worked with clients to

- Improve their digital literacy, needed more often in today's market and daily lives,
- Learn driving, a basic skill for employment, appointments, and school kids, and
- Contact GPs, friends, children, families and other services confidently to become independent and capable of solving own problems, reducing reliance and stress.

SETS continually hosted the Central Western Sydney Multicultural Interagency (CMI), a platform to discuss issues affecting refugees/migrants and to find practical solutions, in the area of health, employment, gambling and education to the community.

At the end of June 2023, CMI has increased their footprints in the Cumberland LGA and attracted more agencies in Western Sydney, including Navitas English, Settlement Services International (SSI), Western Sydney Local Health District (WSLHD), One Door, STARTTS, Services Australia, Auburn Police, Youth of the Streets, Legal Aid, Parramatta Women's Shelter, St Mary's Ethiopian Women's Association, Housing NSW, and South Sydney Local Health District (SSLHD), and GambleAware.

On 23/06/2023 ADSI hosted during the Refugee Week, the 2023 Youth Awards for young people from refugee and/or humanitarian entrant backgrounds, who struggled and worked hard to get themselves out of obstacles, with an aim of recognition, encouragement and appreciation leading to better settlement in the future, in the categories of Sport, Academic Achievement, Community Leadership, and Art & Performance. 12 young talents in total (3 each category) won the Award from dozens of nominations.

ADSI also delivered SETS Community Capacity Building (CCB) to leaders and unincorporated associations from new or emerging communities in the local area.

Service included workshops, training, education, and intensive support to identified individuals or groups, who enhanced their own skills and capacity to better support their own communities.

SETS CS Client 550

SETS CS Casework Session 2,270

SETS CS Community Education Session 645

SETS CS Community Education Attendance 3,662

SETS CCB Community Education Session 84

SETS CS Community Education Attendance 391



Service Demographics

SERVICE DATA	SETS	YTSP	ER
COUNTRY OF BIRTH	Afghanistan	Afghanistan	Afghanistan
	Iraq	Iraq	Nepal
	Syria	Iran	Siri Lanka
	Pakistan		India
	Iran		Pakistan
	China		China
			Turkey
			Somalia
			Sudan
			Tunga
TOP ISSUES	Employment		
	Affordable Housing		
	Financial/material Assistance		
	Language		
	Education pathways		
	Citizenship		
	Legal/Migration		
	Document Help		
	General Health/ Mental Health		
	Social Connection/Isolation		
MAJOR ASSISTANCE	Financial and Material Assistance		
	Form fillings/Document Assistance		
	Legal/Migration		
	Affordable Housing		
	Employment Pathways		
	Education/Training		
	Social connection		
MAJOR SUBURBS	Auburn		
	Berala		
	Regents Park		
	Lidcombe		
	Merrylands		
	Guildford		
	Granville		
	Fairfield		
	Liverpool		
	Greystanes		



Service Focus

Auburn Homework Help Mentoring

This is a project sponsored by Dooleys Lidcombe Catholic Club to support children and young people from refugee and migrant backgrounds in homework and provide mentoring support.

Many students think that homework is not beneficial. However, without homework people wouldn't remember what they learned in class. Homework gives kids the chance to prove what they have learned. Our Homework program is helping students to have the habit in accepting homework as a key factor in their learning journey.

Tutor and youth worker also helped young people to find education and vocational training options that align with their goals.

Homework Help Students

120

Testimonial

"I adore your services. It helps me greatly when I am not able to get help at home with homework. The tutor was great at simplifying the subject. I will use the service again. You are very kind and helpful, Sahar you made me feel accomplished in my writing" - **Karimi*, Homework Help Student**

"Wow my tutor went step by step through my homework and made every problem seem easy." - **Algal*, Homework Help Student**

"My tutoring session went very well. I was pleased with all of the tips and personalized information given to help my specific needs." - **Farzad*, Homework Help Student**

Road Ready

Driving licence is in high demand among new arrivals. Consultation, planning together with clients to address their pressing needs are crucial. Driving knowledge classes are a start of the program to secure their Learners licence. We provide them with five hours with a Professional Driving Instructor to teach them the road rules and improve their driving skills for a test drive with Road Transport Authority to obtain their P Licence to enable them to drive independently. It is also an ID which can be used to apply for housing, passport, Medicare, and may be utilised for any other official use. It is very important for our clients especially parents who pickup and drop off their children and those looking for employment to have their driving licence.

Testimonial

"The Driving Knowledge teacher taught us very practical skills. The teacher was impressed by all participants to learn in a short period of time.

The Driving Instructor was amazing he taught us all the tricks that RTA officials are looking for during the driving test program. "We are so appreciative of ADSI for providing us with a such a wonderful program that makes us live independently by driving ourselves wherever we want to go." - **Fatima*, SETS Client**

Service Focus

Empowerment

Art Therapy is an innovative program where art is used as a form of therapy for our clients. During these classes participants learn how to expand their artistic skills. Clients can find new ways to express their thoughts, emotions, and perceptions of themselves by handling their trauma and past experiences. It provides a safe, non-judgemental, and controlled environment where they can begin to grow and heal.

Testimonial

"This was a very interesting workshop. It was my first-time trying art and I enjoyed it a lot." - Hama*, SETS Client

"The session helped me to be able to talk more with other people and get the confidence to express myself." - Yasa*, SETS Client

"The instructor was very engaging and was very good in getting everyone to participate." - Feedback from a SETS Group.

FDV Support

An Afghan mother who experienced domestic violence and financial challenges came to ADSI office for assistance. ADSI DFV Caseworker took up her case and worked through with her by developing a solution focused case plan. Her immediate concern was for housing issue but through the hard work of ADSI staff she was able to find affordable housing and was referred to Department of Housing for the Rent Choice Start Safety program. Additionally, steps were taken to improve her mental well-being through various programs and activities. Despite communication challenges with service agents, the client's situation improved, resulting in a new home and heightened satisfaction.

Client is presently enrolled in TAFE with the help of ADSI staff by studying Certificate III in Community services.

The client's situation improved as she found a new place to live and showed satisfaction with the support she received and her ongoing studies.

Testimonial

"For me to have roof over my head is something I would never ever take for granted, one thing for sure you save my dignity which will ever remain in my heart until I meet my creator". (sic)



Service Focus

Independence

A 25-year-old female arrived in Australia with her two children and husband, two years ago. She has no immediate family in Australia; her children are 4 months and 3 years old. Her husband is working full time since they arrived.

She was distressed by sitting all day at home without engaging in any meaningful activities. Client has no prior education in her country of birth, with very limited English. She was referred by a neighbour who happened to benefit from ADSI services to come and have a conversation with ADSI about her plight.

The client who is a full-time mother wanted to upskill herself in English and later further her education through TAFE. Client was encouraged to attend ADSI English classes program for a start. After three months, the client's English improved immensely and that warranted her caseworker to apply for her at Granville TAFE in their Intensive English Language program.

Client was successful to have a spot. After six months in TAFE client had to enrolled herself in Certificate III Aged care course.

Testimonial

"Thank you, Lida, for be on my side through this journey, I really appreciate you for your patient and understanding."

Resilience

A CALD background homeless female client, age 30, arrived in 2020 with no extended family and has limited social connections, but very good language and communication skills.

She approached ADSI for assistance with underlying issues.

- Experiencing on going family violence and abuse from partner.
- Being financially, psychologically, and emotionally controlled since her arrival in Australia.
- Lack of social community support
- Homelessness
- Lack of knowledge and information about the legal system in Australia.

With the support client received from ADSI, her wellbeing improved a lot

Testimonial

"I would like to say thank you, for the amazing support I received from ADSI especially to my Caseworker, Soghra for her time and energy she put during my trail times was second to known." -- Jaffar, SETS Client*

Service Focus

Survivor

A domestic violence survivor who recently arrived in Australia and suffering from many unattended issues. In Australia she had no knowledge about services that are available out there. She was referred to ADSI by a friend. Client had several issues that are affecting her wellbeing and growth. ADSI DFV caseworker had to go the extra mile in helping her to overcome her nightmare through training programs and activities that could empower her for the long-term; independence and build up her confidence.

The client achieved positive outcomes, including employment, a driver's license, and owning a car and she was so happy about it.

Testimonial

Client expressed her gratitude in helping her overcome her nightmare, "I would be ever grateful for the help I received during my bad times, thank you thank you from the bottom of my heart". -

Hana*, SETS Client



Youth Transition Support Program (YTSP)

YTSP is established for youth from refugee/humanitarian backgrounds to increase their skills for meaningful employment, by providing support in areas such as employment, education, training, and sports.

Youth with a disrupted aspect of life from their country of origin, has created additional barriers in terms of employment and their low level of western education.

ADSI recognised youth employment and opportunities for growth as a critical step in providing more support through training by enhancing their capacities in order to promote their employment capabilities.

Tailored and continuous support by engaging young people, help ensure they complete their qualification or course or stay in employment.

ADSI then worked together with existing services to identify gaps and develop a “no wrong door” or integrated service delivery model, which aimed to ensure that “each young person receive the right programs at the right time.”.

In the last 12 months, YTSP increased clients’ confidence and knowledge in the education system, curriculum, school readiness, as well as employment pathways. Examples include assisting clients to gain accredited qualifications and work experience to be job ready.

YTSP also supported clients in Centrelink applications, university scholarships and free TAFE courses, and partnered with other stakeholders to provide mentoring, applications such as tax file number and superannuation.



Testimonial

“Thank you for always following up with my circumstances. Sometimes I know I message you for assistance then don’t find the time and forget to look at my message, but you don’t give up and keep messaging and calling till I answer and find out where I’m at with my issues. I appreciate the effort and that you haven’t given up” - Faizal, YTSP Client*



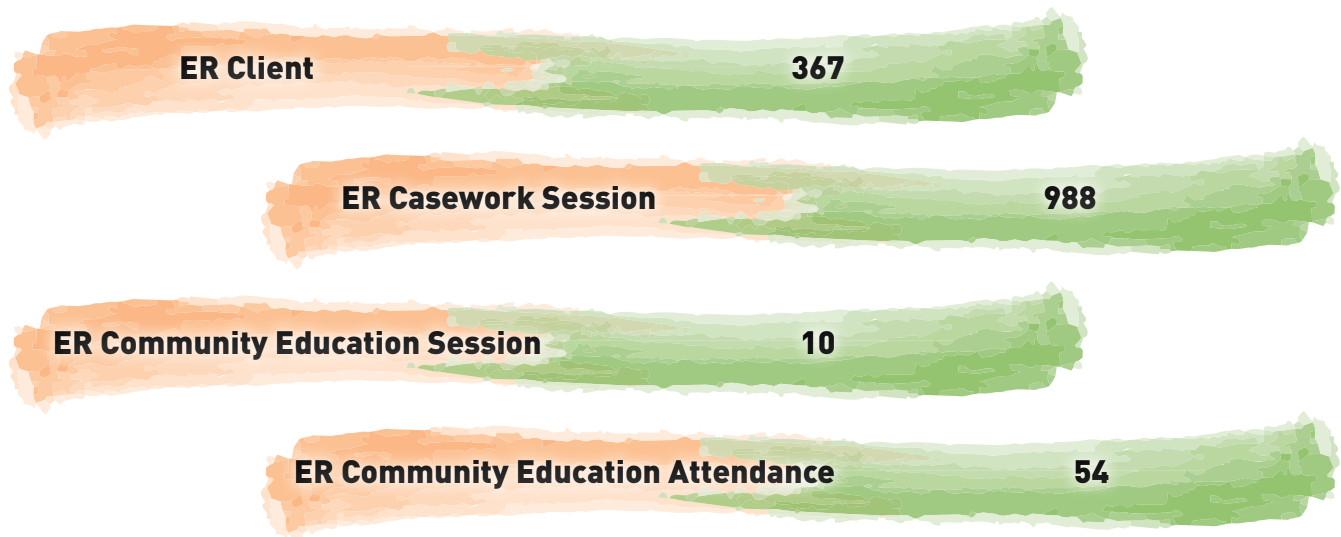
Emergency Relief (ER)

In the last 12 months, ADSI continually provided Emergency Relief 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, which has become critical facing unprecedented cost of living pressure across the country.

The ER team faced increased demands but managed to strengthen and streamline services in a diversified and sustainable way, by providing food vouchers, rent assistance, bill support and other financial and material aid to eligible clients.

ADSI also linked identified vulnerable clients needing extra support to other service providers, including Salvation Army, St Vincent De Paul Society, Wesley Mission, Anglicare, Thread Together, C3 Church, and Food Bank, with a special focus on asylum seekers and overseas students with limited financial support compared with others.

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



Testimonial

"Thank you Amadu for bringing a smile to me and my family; you always boost our spirits when we need it most." - Mary*, ER Client

"It has been an incredible ride these few months. One thing I know for sure, I could not have made it this far without the support of your organisation." - Lu*, 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 and Aged Care (DOHAC), Multicultural NSW (MNSW), and National Disability Insurance Agency (NDIA).

We would like to thank the Settlement Services International (SSI), Community Migrant Resource Centre (CMRC), Mission Australia, Cancer Institute NSW and Dooleys Lidcombe Catholic Club.

We also would like to thank:

ACSA (Afghan Community Support Association), Active Mobility Systems, Afghan Peace Foundation, Afghan Women's Association, Australian Federal Police, African Mental Learning Cycle, Ageing with Grace, AGHAZ (The Youth Voice of Afghan), Aidcare Pty Ltd, AMES Employment, Anglicare, Arthur Philips Highschool, Auburn Central Medical Centre, Auburn Community Health Centre, Auburn Girls High School, Auburn Health Professionals, Auburn Hospital Multicultural Network, Auburn Hospital, Auburn Housing Working Group, Auburn Library, Auburn North Public School, Auburn Police, Auburn Public School, Auburn Ruth Everuss Aquatic Centre, Auburn West Public School, Auburn Westmead Multicultural Health, Auburn Youth Centre, Australian Afghan Hassanian Youth Association, Australian Afghan Khorasan Association Incorporated, Australian Anatolian Community Services CO-OP LTD, Australian Chinese Medical Practitioners Society, Australian Taxation Office, Austswim,

Bankstown Senior College, Bantal Pulaar Community, Barnardos, Barnardos Long Day Care Centre, Belgravia Leisure (Auburn Aquatic Centre, Whitlam Leisure Centre), Berala Public School, Bilingual Cultural Education (BCE), Boronia Multicultural Services, Breastfeeding (ABA Strathfield Group), Brighter Futures, Brightsky, Burundian Community, Burwood Court,

C3 Church, Cab Charge, Cameroonian Community, Cancare Clinic Pty Ltd, Cancer Council, Catholic Care, Centrelink, Cervical Cancer NSW, Chester Hill High School, Child Abuse Prevention Service (CAPS), Chirohaus, Choice Preschool, Colin Biggers Paisley Lawyers (Pro Bono Services), Collective Leisure, Congolese Community, CORE Community Services, Commonwealth Bank, Creating Links,

Creative Vibez, Cumberland Business Chamber, Cumberland City Council, Cumberland Council Aquatic Centres, Cumberland Domestic and Family Violence Reference Group, Cumberland Hospital Multicultural Health, Cumberland Multicultural Community Services, Cumberland Women's DV Court Advocacy Service, Cumberland Women's Health,

Dandelion, Department of Public Housing, Dependable Group Pty Ltd Dr Fahima Bahram, Dr Hamid, Dr. Henry Liang Clinic Pty Ltd, Dr Fatemeh Nazaran, Dr Malalai Safi, Dr Nasrin Mostafa Zadeh, Dress for Success, Dress for Work,

EAPA, E.K. Lawn & Garden Services, Emerson Lewis Lawyers, Empower Healthcare Pty Ltd, Eritrean Community, Ethiopian Community, Evolve Housing,

Family Law, Fatemeh Gholami Life Coach, Fengling Law Firm, Foot Solutions,

Gamble Aware, Ghan Fashion, Global Skills, Granville Boys High School, Granville Masque, Granville Multicultural Community Centre, Granville TAFE, Guildford Public School, Guinean Community, Gynea Community Aid Information Services,

Hazara Community, Hazara Women's Association, Headspace, Head to Health, Health Service 2 You, Healthstin Allied Health, Hills District Mowing, Himyana Social Services Incorporation, Holroyd High School, Homebush Boys High School, Horizon, House of Welcome, Housing NSW,

Acknowledgement

Immigrant Women's Speak Out, Immigration Advice and Rights Centre (IARC) Information and Cultural Exchange, Integrated Violence Prevention & Response Service (IVPRS), Independent Living Specialists Pty Ltd, Integricare Auburn Preschool, Iraqi Australasian Medical Association (IAMA),

Jesuit Refugee Service, Jim's Mowing,

Karen Haire for Academic English, Kateb Hazara Association, Kids Early Education Pre-school/Long Day Care, Kidsafe NSW,

Lead Training, Legal Aid NSW, Liberian Community, Licences 4 Work, Link2Home, Live Life Alarms, Lite n Easy, Love and Care Childcare Centre,

Macquarie University, Maggie Pan Health Clinic, Mahan Art Centre, Manning Foundation, Mary Aikenhead Psychology & Counselling Clinic, Masoud Foundation Australia, Max Employment, Meals on Wheels Auburn, Merry Hair Design and Beauty, Merrylands Community Aid Centre, Merrylands Community Health Centre, Merrylands Police, Mobile Minders, Multicultural Health (Integrated & Community Health), My Favourite Physio Pty Ltd, MYAN,

Navitas English, Neami National Western Sydney, Nepalese Community, Newington College, New South Wales Refugee Health, Night N Day Comfort, NILS, North-Eastern Chinese Association, Northern Sydney Chinese Services Network, NSW Births, Deaths & Marriages, NSW Health,

Officeworks, One Door Mental Health, One Step Medical Pty Ltd, Older Persons Advocacy Network, OZ Professional Driving School,

Parramatta City Council, Parramatta Community Health Centre, Parramatta Holroyd Family Support, Parramatta Public Housing, Parramatta Women's Shelter, Personal Alarms Australia, Pest Kill, Platinum Health Supply, Playgroup NSW,

Reclink Australia, Red Cross, Redfern Legal Centre, Refugee Advice & Casework Services, Refugee Art Project, Refugee Health Service, Regents Park Library, Regents Park Public School, Relationships Australia, Rwandan Community,

Salvation Army, SDN Children's Services, Seniors Right NSW, Services NSW, Setsco Services, Share the Dignity, Shine Cleaning, Sierra Leone Community, SMS4Dads, South Sudan Community, Somalian Community, Special Olympics Australia, STARTTS, Step by Step Physio, St John's Catholic Primary School, St Vincent De Paul Society, Strathfield South High School, Sudanese Community, Surf Lifesaving NSW, Swan Academy, Sydney Adventist School Auburn, Sydney Mobile Podiatry, Sydney University of Technology, Sydney Water, Sydwest Multicultural Services,

TAFE NSW, TAFE Outreach, Taldumande Youth Services, The Cooking School, The CPAP Clinic Pty Ltd, The Smith Family, The University of Sydney, Transcultural Mental Health Centre, Transcultural Multicultural Mental Health Australia, Turkish Welfare Association,

Ugandan Community, Ultimo TAFE, UNHCR With One Step Walk, Uniting, University of NSW, University of Wollongong,

Variety, Victim's Services, Vital Call,

Walking in Life Pty Ltd, Wesley Institute of Training, Wesley Mission, Western Sydney Chinese Services Network, Western Sydney Community Centre, Western Sydney Family Referral Service, Western Sydney Local District Health, Western Sydney Migrant Resource Centre, Western Sydney Partners in Recovery, Western Sydney University, Westmead Children's Hospital, Westmead Oral Health, WESTS, Women's Legal Centre, Woodville Alliance, Wollongong University,

Xiaohongmao Travel & Culture Association,

Yazidi Australian Association, and Youth Off the Streets.



Board's Financial Report

In the financial year ending 30 June 2023, the income of the Accessible Diversity Services Initiative Limited (ADSI) exceeded expenditure by \$372,557, compared to a surplus of \$424,767 in 2021/2022.

This resulted in accumulated funds of \$2,456,232 at the end of financial year (\$2,083,675 in 2021/2022). ADSI maintained a healthy financial position with cash holdings as at 30/06/2023 in the value of \$3,022,661(\$2,749,875 in 2021/2022).

In 2022/2023, the revenue from block funding was \$2,316,774 or 46%, compared with 2021/2022 in the value of \$2,406,996 or 50%, which included over \$250,000 one-off pandemic related governance assistance.

On the other side, ADSI continually generated more revenue from its fee for services during the reporting period, including the National Disability Insurance Scheme (NDIS) and Home Care Packages (HCP). This resulted in \$2,565,955 or 51% of total revenue, compared with \$2,037,666 or 42% in 2021/2022.

Like all other businesses, the Company faced extra compliance requirements, such as Single Touch Payroll 2.0. The Board and Management took robust measures to ensure the Company's accounting and financial system were 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.

Quality and timeliness of financial data provided critical assistance to the Board of Directors and Management, as to the likely impacts of funding and policy changes on the financial position of the organisation.

It is worth noting that this is the first time in the history that revenue from fee for services exceeds that from block funding, an outcome of continuous improvement and effective marketing and promotions, which the Company will continually work on for further growth.


The Board of Directors commends Management and staff for their efforts in ensuring that the organisation continued to deliver high quality services over the past 12 months, facing stricter compliance, severe staff shortage and soared cost of operations, beyond everyone's expectations.

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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