



2025

ANNUAL REPORT

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FROM OUR CHAIR



On behalf of the Board of Directors of the Accessible Diversity Services Initiative Limited (ADSI), I am pleased to present the organisation's Annual Report 2024/2025.

I acknowledge the traditional custodians of the land on which ADSI is based and operates, and pay my respects to Elders past and present.

The Board extends its thanks to all funding bodies, lead agencies, partners, clients, community leaders, Cumberland Council, and other stakeholders for their confidence in ADSI. In particular, we acknowledge the continued support of the Department of Social Services, Department of Communities and Justice, Department of Home Affairs, Department of Health and Aged Care, SydWest Multicultural Services, Community Migrant Resource Centre, Mission Australia and Western Sydney Migrant Resource Centre. Their partnership has enabled ADSI to strengthen its services and expand its impact.

The 2024/25 year has been one of both achievement and resilience.

The Board has worked closely with the CEO to navigate the ongoing reforms in aged care and disability, manage compliance obligations, and ensure the wellbeing of our staff and clients. We are pleased to note continued financial sustainability, with fee-for-service growth

balancing grant funding and reinforcing ADSI's long-term resilience. These outcomes reflect careful stewardship and the dedication of our workforce.

ADSI continues to operate from a strength-based approach, involving clients in decision-making, focusing on outcomes over outputs, valuing partnerships, and embedding integrated service models. These principles remain at the heart of our strategy, governance, and operations.

It has been an honour to serve as Chair of the Board. I wish to thank my fellow Directors, the CEO, management, staff, volunteers, and students. Your efforts, passion, and commitment are the foundation of ADSI's success.

The Board is confident that ADSI is well positioned to respond to unexpected challenges and to continue investing in people, systems, and communities for long-term sustainability and growth. We remain committed to transparent governance and smooth succession, ensuring the organisation remains strong and future-focused.

The Board looks forward to 2026 with optimism that ADSI will continue to grow as a trusted and leading organisation in Central Western Sydney.

Sarjoh Bah GAICD
Chair, the Board of Directors



FROM OUR CEO



As I sit down to write this report, I am marking my first full year at ADSI. I want to begin by sincerely thanking our team, the Board, our funders, our community, our consortium partners, and the wider sector for the warm welcome and generous support. Your commitment has made this an inspiring and rewarding year.

ADSI continues to grow in strength and purpose. This year we achieved our CALD specialisation in Aged Care services, reaffirming our commitment to delivering culturally respectful care for our diverse communities. We also successfully completed our second audit against the Australian Service Excellence Standards, underscoring our focus on high-quality service delivery across every program and area of operation.

The 2025 financial year was also our first as a member of the Western Sydney Region Settlement Consortium. It has been an exciting opportunity to be part of a partnership that combines the scale and reach of a regional consortium with the responsiveness of local, place-based service delivery. We acknowledge the leadership of Sydwest in Settlement services and are proud to take on the role of lead agency in Emergency Relief delivery across Western Sydney.

Closer to home, we continue to deliver a wide range of much-needed services in the Cumberland region. Over the past year, we provided more than 30,000 hours of care through our Aged Care programs, while also supporting

the community with settlement services, youth employment initiatives, emergency relief and housing support, parenting programs, and community education. We brought people together through events such as International Women's Day and Refugee Week, creating spaces for celebration, dialogue, and the sharing of art and culture.

Like many organisations in our sector, we have been working against a challenging backdrop. The cost-of-living crisis has driven record numbers of people to our doors, seeking support and access to our services. At the same time, global conflicts—in Gaza, Ukraine, Syria, and Sudan—continue to weigh heavily on the communities we serve, reminding us daily of the importance of safety, dignity, and belonging.

As we move into 2026 and the final year of our current strategic plan, our focus will be on consolidation, deepening our understanding of community needs, and preparing for the future. A key priority will be delivering our new Emergency Relief program in partnership with the consortium, ensuring that vulnerable households across Western Sydney receive timely and effective support. We will also be preparing for the next phase of aged care reform, positioning ADSI to grow in ways that are sustainable, responsive, and inclusive.

I remain optimistic about what lies ahead. With the dedication of our staff, the leadership of our Board, the trust of our funders, and the resilience of our community, ADSI is well-placed to continue making a meaningful difference in people's lives. I want to finish by extending my heartfelt thanks to the incredible team at ADSI—none of what we achieve would be possible without your commitment, care, and passion.

Joanna Matthew
Chief Executive Officer

AGED & DISABILITY SERVICE



ADSI continues to deliver a wide range of services supporting the community:

- Home Care Packages (HCP)
- Commonwealth Home Support Program (CHSP)
- Aged Care Volunteer Visitors Scheme (ACVVS)
- National Disability Insurance Scheme (NDIS)

Our approach is guided by the principle of Access, Development, Support and Independence, ensuring clients are placed at the centre of care, empowered to make choices, and supported with respect and dignity.



Key Highlights

- ADSI was sad to farewell Tina Tung as Manager Aged Care and Disability who returns to her clinical roots in Physiotherapy
- We are pleased to confirm the appointment of Ajith Jacob (AJ) as Manager, Aged Care & Disability Services
- Introduction of new NDIS Coordinator and Team Leaders with strong clinical and NDIS expertise
- Ongoing investment in staff capability, enabling case workers to manage complex needs with confidence and skill
- Proactive preparations underway for aged care reforms and NDIS audit readiness

Strengthening Our Team

At year end Ajith Jacob (AJ) was appointed to lead the Aged Care & Disability team, bringing extensive leadership experience across public and private health sectors. Our team was further strengthened with a dedicated NDIS Coordinator and Team Leader, both with strong clinical and NDIS expertise. Alongside last year's recruits now fully embedded and delivering results, our workforce is more skilled, cohesive, and capable than ever.

Future Readiness

The aged care and disability sectors are entering a period of major changes. ADSI is:

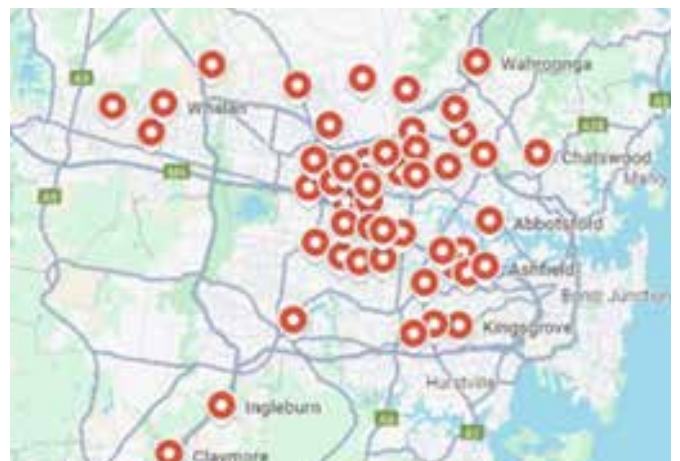
- Preparing for upcoming reforms including the Support at Home Model (2025), the new Aged Care Act, and updated compliance requirements
- Progressing NDIS audit preparations, with systems and processes in place to ensure full compliance and best-practice delivery

This forward-looking approach ensures that services remain responsive, accessible, and of highest quality.

Acknowledgements

We sincerely thank the board, CEO, all staff, volunteers and partners for their dedication and leadership. Together, we are creating meaningful impact in the lives of our clients and communities.

Aged Care Service Areas





ASSISTANCE
WITH DAILY
LIVING

HOME CARE

We
ndis



Home Care Packages (HCP)

Home Care Packages, funded by the Australian Government, provide older Australians with the support they need to remain independent in their own homes. Each package is tailored to individual needs, offering personalised care that promotes wellbeing, autonomy, and community connection.

We work closely with clients to select services that are both suitable and cost-effective, ensuring they can make the most of their package to enjoy a safe, independent, and fulfilling life.

Our support ranges from domestic assistance, meal preparation, and personal care to shopping, transport, accompanied appointments, and social engagement. Every service is delivered by dedicated staff who prioritise safety, quality, and dignity.

Impact

HCP Clients **126**

Total Hours of Care Delivered **18,700.33**

"I am deeply grateful for the exceptional care and support provided by ADSI. My case manager, Ozge, has shown outstanding communication, attention to detail, and a genuine commitment to my wellbeing. The person-centred approach and responsiveness of the team give me great comfort, and their dedication has truly made a positive difference in my life."

"We are incredibly grateful for the outstanding care provided to my parents by their Case Manager, Figen Kilic."

"My mother especially values being able to communicate freely in her own language, which has helped her feel fully understood and supported."

"Figen provides both practical assistance and emotional encouragement — becoming a trusted source of comfort for my mum."

"Since Figen took over their care, my parents feel safe, heard, and fully supported — a true credit to her professionalism and commitment."

"I am an older person living alone and do not speak English very well. Johnny has always been helpful in providing me with Home Care Package information, which allows me to manage my life better and make my own decisions with confidence."



Commonwealth Home Support Program (CHSP)

The Commonwealth Home Support Program (CHSP) provides entry-level assistance for older people who require a little extra help to continue living independently at home. At ADSI, our services include Social Support (Individual) and Domestic Assistance, tailored to meet day-to-day needs while encouraging independence.

We recognise the importance of staying socially connected for overall health and wellbeing, and our supports enable clients to remain active and engaged in their communities. Through domestic assistance, we also provide practical help with household tasks such as cleaning, washing, and general upkeep, making daily living safer and more manageable.

Impact in 2024

CHSP Clients **64**

Total Hours of Support Delivered **7,140**

"Thank you to ADSI and the staff for your wonderful support. I really enjoy the weekly activities and spending time with my friends. It helps me feel less lonely and more connected."

"The exercises keep me active, and the dancing is



both fun and good for my health. I also enjoy the information sessions, which help me learn and keep my mind sharp. Morning tea with friends is always peaceful, and the outings are exciting—I love discovering new places. Thank you for everything.”

“I truly appreciate the support and care we received when my wife had a serious fall. It was a very difficult time, and ADSI stepped in immediately, arranging an OT assessment, wheelchair, and shower chair without delay. The follow-up on her Home Care Package subsidy was handled so professionally and efficiently. Your dedication and care meant so much to us during that challenging period.”

Aged Care Volunteer Visitors Scheme (ACVVS)

The Aged Care Volunteer Visitors Scheme (ACVVS), funded by the Department of Health and Aged Care, provides regular companionship and social connection for older people living in residential facilities or at home in the community. Volunteers are carefully matched with participants to build meaningful relationships that reduce isolation and enhance wellbeing.

Impact in 2024

ACVVS Volunteers

10

Total Visits Conducted

350

We deeply value the dedication and generosity of our volunteers, whose contributions make a lasting difference in the lives of the people they visit.

"I am an older person living in a residential aged care home. My volunteer always gives me quality time — having a chat and doing some exercise together makes me feel much better."

"Our nursing home appreciates ADSI's service. Phone calls and follow-ups are always handled promptly and efficiently, and we are very satisfied with the support provided."

"As an older person living on my own, I find the volunteer visits so helpful. Their company makes me feel happy, less lonely, and I always look forward to seeing them."





National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (NDIS) provides individualised funding to support people with permanent and significant disability in their daily lives, while enabling continued participation in the community.

As a registered NDIS provider, ADSI delivers services in both home and community settings. Our team tailors support to each participant's needs, assisting with daily living, community engagement, and cultural activities. A strength-based, holistic approach underpins our work, promoting wellbeing, independence, and opportunities for personal growth and employment.

This year, we also facilitated several social support group activities, giving participants the chance to connect with peers, build friendships, and strengthen interpersonal skills. Families have expressed high levels of satisfaction with these programs, noting the positive impact on confidence, independence, and community connection.

"We are deeply grateful for the support of our care coordinator. Without her guidance, our grandchild would not have the right supports in place to make such progress. It is wonderful to see her becoming

Impact in 2024

NDIS Clients

59

Service Hours
Delivered

6,200

more confident, independent, and capable of managing her own NDIS goals."

"I am a single mother of two children with disabilities, and I am grateful for the support I receive through NDIS with ADSI. My English is not strong, so having a care coordinator who speaks my language and patiently helps me has been such a blessing. She does everything she can to ease my difficulties, and I sincerely thank ADSI's NDIS services for their support."

"I am really happy being a support worker for ADSI, as my voice is heard especially when I face any issue during my working hours and also after hours if needed comparing to my other job"

SETTLEMENT SERVICES



Settlement Engagement & Transition Support (SETS)

In the past year, ADSI's Settlement Engagement and Transition Support (SETS) program has empowered refugee and humanitarian entrants arrived within the last five years to build independence and thrive in Central Western Sydney.

Delivered by dedicated bilingual caseworkers, our client services included one-on-one casework, workshops, group sessions, and referrals to essential mainstream services. Support was tailored to each client's unique needs, with a strong focus on fostering self-reliance, social participation, and cultural inclusion.

Our core EEET (English, Education, Employment and Training) activities were central to settlement outcomes. Clients were supported to improve digital literacy and driving knowledge, two key enablers of independence. Through training sessions, clients learned to communicate confidently with doctors, schools, and employers,

and manage everyday tasks like school pickups, job access, and appointments.

In addition to reducing stress and dependency, these programs laid the groundwork for stronger wellbeing, community cohesion, and long-term integration into Australian society.

Empowering Communities, Building Futures

Accessible Diversity Services Initiative Limited (ADSI) has delivered series of community capacity-building programs to empower CALD (Culturally and Linguistically Diverse) communities including African, Afghan, Arabic, Nepalese and Southeast Asian groups. These initiatives focused on increasing service awareness, identifying barriers, developing leadership, and fostering collaboration across community organisations, churches, mosques, and service providers.

Through training in community engagement,

organisation registration, project writing, and leadership, ADSI helped local groups gain the skills and tools needed to support their communities effectively. ADSI also facilitated partnerships and created referral pathways to critical services including mental health, addiction support, housing, education, employment, and healthcare while advocating for community rights with government bodies.

ADSI hosted community consultations across Cumberland LGA, boosting SETS clients' access to council services and infrastructure. With participation from more than 20 local organisations and government agencies, our programs encouraged creativity, inclusion, and cultural vibrancy especially for women, youth, people with disabilities, and older community members.

Key highlights:

- International Women's Day 2025: Celebrated with over 200 attendees and 14 partner organisations, this event recognised women's achievements and called for action under the theme "Accelerate Action."
- Refugee Week 2025: The Borders, Bonds and Belonging exhibition and Youth & Community Awards honoured the journeys and contributions of refugees. With 250+ attendees, the event celebrated leadership, education, arts, and resilience.
- Central Western Sydney Multicultural Interagency (CMI): A dynamic platform for service providers to collaborate, raise refugee issues, and build shared solutions.

By working together, members improved outcomes for SETS clients across health, housing, education, and employment.

- Through strong partnerships, culturally responsive services, and community-led initiatives, ADSI continues to empower new arrivals to thrive and lead in their communities.

SETS CS Client **416**

SETS CS Casework Session **1,744**

SETS CS Community Education Session **311**

SETS CS Community Education Attendance **1,914**

SETS CCB Community Education Session **30**

SETS CCB Community Education Attendance **145**

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
	Lebanon		Turkey
	Nepal		Somalia
	Myanmar		Sudan
			Tunga
			Syria
			Iraq
			Lebanon
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		
	Canley Vale		
	Chester Hill		
	Yagoona		
	Bass Hill		
	Bankstown		
	Lakemba		
	Greystanes		



Resilience

Lina, her husband, and their two young children arrived in Australia as refugees a year ago from Myanmar. At the time, her children were just six and four years old. Like many newly arrived families, they faced significant challenges adjusting to life in a new country.

Lina is currently attending the Adult Migrant English Program (AMEP) at TAFE Granville. She came to ADSI seeking support with her education pathway and assistance in securing private rental housing. During her conversation with the ADSI caseworker, Lina shared her strong interest in pursuing a career in pharmacy and her dream of becoming a pharmacist in Australia.

In response to her goals, the caseworker worked closely with Lina and supported her to enrol in a subsidised Certificate III in Community Pharmacy. Lina expressed her sincere gratitude to the

caseworker, saying the support was instrumental in helping her take the first step toward her dream career. She is now continuing her course and feels hopeful about her future.

Lina also shared her distress about housing. She explained the difficulty of securing private rental accommodation due to her lack of rental history in Australia a common barrier faced by newly arrived migrants and refugees. The caseworker provided Lina with a support letter outlining her circumstances, which helped her strengthen her rental applications.

"I am truly grateful to Sumina my caseworker for guiding me to enrol in this course. This is exactly what I was looking for, and being accepted has opened up new opportunities for both my personal and professional growth in Australia. Thank you for your guidance and continuous support."





Reunification Journey

Khudadad arrived in Australia from Indonesia on a humanitarian visa, carrying the heavy burden of separation from his loved ones. His wife and four children remained in Afghanistan, and he had not seen them for over 12 years. The emotional toll of this separation, compounded by his struggles with depression, anxiety, and physical health conditions including heart disease, diabetes, and memory loss deeply affected his daily life.

During his settlement journey, Khudadad shared his concerns with his case worker, Lida. Recognising the urgency and complexity of his situation, Lida referred Khudadad to the Refugee Advice and Casework Service (RACS) for legal assistance in lodging a humanitarian application for his immediate family.

RACS worked closely with Khudadad and his case worker to prepare and submit the application. With great relief, the application was approved by the Department of Home Affairs, giving Khudadad hope after many years of hardship.

Due to Khudadad's limited English and the challenges involved in coordinating the next steps, Lida played a crucial role in liaising with RACS and the DHA. She supported the family overseas to relocate to Iran, where they were able to complete their biometric appointments in line with immigration requirements. Lida also assisted the family in filling out forms, attending appointments, and submitting all necessary documents and correspondence to ensure the process remained on track.

Once the visas were granted, Lida continued her dedicated support by coordinating with Settlement Services International (SSI) to ensure that Khudadad's family to receive essential



settlement support upon arrival in Australia. She helped facilitate their transition and ensured all key services were in place.

Thanks to the tireless efforts of his case worker, Khudadad was successfully reunited with his wife and four children in New South Wales. What once seemed like an impossible dream became a reality through collaboration, compassion, and determination. The family is now receiving their initial 12-month settlement support from the Humanitarian Settlement Program and beginning their new life together in safety.

This outcome not only changed the life of Khudadad and his family but also stands as a testament to the commitment and impact of dedicated casework in humanitarian settlement.



Journey to Citizenship

Sayed arrived in Australia from Afghanistan on a humanitarian visa in November 2019, determined to build a new life and give back to his new community. From day one, he was focused on becoming an Australian citizen.

He joined citizenship preparation classes at our centre. He was a dedicated and enthusiastic learner. With the support of his case worker, Sayed studied hard, learning about Australian laws, values, and responsibilities.

ADSI staff guided him every step of the way, helping with practice tests, one-on-one sessions, and the citizenship application process. When the time came, Sayed was ready and passed the citizenship test on his first attempt.

Now waiting for his citizenship ceremony, Sayed is proud to call Australia home. He's grateful for the support he received and excited to continue contributing to his community as a future Australian citizen.

From Kabul to Opportunity

Born in Kabul in 2005, I grew up dreaming of a safer, brighter future. Life in Afghanistan was tough, but I held onto hope. That hope brought me to Australia on 18 November 2021 a new beginning filled with opportunity, but also many challenges.

Everything was unfamiliar at first language, culture, even daily life. But I stayed focused. I began learning English in high school, then continued at TAFE, completing three levels. This journey built my confidence and independence.

Driven by my passion for business, I completed a Certificate III in Accounts Administration and now plan to study a Diploma of Leadership and Management. My dream? To start a small business maybe in fashion or beauty where I can express creativity and help others feel confident.

ADSI has been a key part of my journey, supporting me with driving lessons, business advice, and connections that are helping me build a strong future. With their guidance, I'm finding my place in this new country.

Australia has given me safety, freedom, and the chance to grow. There are still challenges, but I'm taking it step by step working hard to become independent, give back to my community, and support others starting their own journeys.

Lina Noori.



From Hope to Home

Ismael, from Iraq, arrived in Australia on a humanitarian visa after fleeing war and personal trauma. Separated from his family since 2014, gaining Australian citizenship became his goal which would give him the freedom to travel and reconnect with loved ones.

Despite struggling with English and the effects of trauma, Ismael was determined. He reached out to his ADSI case worker for help preparing for the citizenship test.

Using simple language and bilingual resources, the case worker, Aghasan provided tailored support, helping Ismael build his confidence and understanding over several sessions.

With persistence and guidance, Ismael passed the citizenship test and was overjoyed. "Without case worker's effort, I could not have passed," he shared.

Now, Ismael is one step closer to reuniting with his family and building a secure future in Australia.



Struggle to Strength

Mariam arrived from Lebanon on a Partner visa, facing language barriers and unaware of the support services available to her. Isolated and uncertain, she believed she wasn't eligible for Centrelink and had no connection to a GP, making it difficult to find work or access medical care.

Mariam came to us for help. Her caseworker, Aghasan provided vital information in her language, linking her to Centrelink, healthcare services, and important community sessions including cervical screening and visa rights.

Through ADSI's support, Mariam accessed income support, received necessary medical treatment, and learned about her eligibility for a permanent visa. With our support to help her prepare a resume and look for work, she was also able to secure a casual job at a local restaurant.

Mariam shared, "Without ADSI, I would have stayed at home, feeling useless. No one helped me not even my husband."

Today, Mariam is more informed, independent, and empowered ready to build a better life in Australia.





Independence

Rahman, a 23-year-old from Afghanistan, began his journey with ADSI in February 2024 with limited English and no local work experience. Determined to build a better future, he enrolled in a TAFE course with support from his caseworker, Sahar, who also guided him through the Australian job market.

Despite repeated job rejections and family pressure to take on labouring work, Rahman stayed focused on long-term goals. He was determined not to follow the same physically demanding path as his father.

Through personalised support, career planning, and encouragement to avoid unstable cash-in-hand jobs, Rahman gained the confidence to pursue sustainable employment. His persistence paid off as he landed a casual role at Harvey Norman, later moving into independent living and this year he was promoted to team leader.

Rahman's journey is a powerful example of resilience, informed choice, and the impact of targeted support.

Road to Success

Saida, a 62-year-old woman from Afghanistan, arrived in Australia in April 2024. She soon set several goals for herself: to get her Learner licence, manage her health and build social connections.

With guidance from Sahar her caseworker, Saida was linked to vital services including STARTTS for family and mental health support and connected with culturally appropriate healthcare providers. She also began preparing for the Driver Knowledge Test (DKT).

At first, Saida was hesitant to attend DKT classes due to distance and scheduling conflicts. But with encouragement from Sahar and the program's flexible support, she eventually committed herself to the program. After four months of hard work, she proudly passed her test and obtained her Learner licence, a major step towards independence.

Now enrolled in ADSI's practical driving program, Saida is building confidence behind the wheel while continuing to work toward a more empowered and connected life in Australia.

Youth Transition Support Program (YTSP)

The Youth Transition Support Program (YTSP) supports young people from refugee and humanitarian backgrounds to build the skills and confidence needed for meaningful employment, education, and community engagement.

Many of these youth face disrupted education and limited work experience, creating extra barriers to their success in Australia. ADSI recognises youth employment and education as critical priorities and responded with targeted, strengths-based support.

Over the past 12 months, YTSP has:

- Provided tailored, ongoing casework to help young people stay in school, complete training, or remain in employment
- Worked collaboratively with partners to deliver a “no wrong door” model, ensuring young people access the right support at the right time
- Helped clients navigate education pathways, including high school enrolment, university scholarships, and free TAFE courses
- Supported employment readiness through resume help, job applications, tax file number registration, and superannuation

- Facilitated mentoring and skills-building activities, boosting confidence and community connection

YTSP has empowered young people to gain accredited qualifications, build work experience, and take real steps toward long-term independence and success.

YTSP New Client 61

YTSP Casework Session 136

YTSP Community Education Session 35

YTSP Community Education Attendance 111



Rebuilding a Career in a New Country

25-year-old Zahara Haidari from Iran arrived in Australia in 2022 on a permanent partner visa, eager to rebuild her life and career. Despite having completed Year 12 and gained health sector experience in Iran, she faced challenges navigating Australia's education and employment systems.

Referred to the Youth Transition Support Program (YTSP), she sought guidance from us. Through one-on-one support, she received help with job applications, understanding local employment pathways, exploring further study, and accessing training opportunities.

Having already completed certified English courses, she showed strong commitment to her goals. With our support and her own determination, she is now actively exploring study options in the healthcare sector and engaging with employment services confidently towards a future in her chosen field.

Client words:

"Saira is always supporting and encouraging me. She has been patient, kind, and helped me work toward my goals."





Empowered to thrive

Shokofa Karimi, a 24-year-old Afghan woman arrived in Australia in 2023 on a Humanitarian Visa, bringing with her a strong educational background but facing language and settlement challenges. She was referred to our Youth Transition Support Program (YTSP) to rebuild her career path.

Through one-on-one support from our dedicated youth worker Saira, she received guidance in enrolling in high school, applying for scholarships, preparing job applications, and exploring vocational training.

Her commitment and proactive attitude paid off as she successfully enrolled in school, secured a job at a local café, and is now working with a recruitment agency towards her dream career in pathology.

Client's words:

"I'm grateful for the support and the helpful courses like the free makeup classes that continue to help me grow. Thank you, Saira, for always listening to my needs."

Road Ready

Mohammad arrived in Australia from Afghanistan in November 2023 under a humanitarian visa. Upon arrival, he experienced significant challenges adjusting to the Australian environment, particularly due to cultural differences, language barriers, and a lack of local driving experience, which limited his ability to secure employment.

Through the Youth Transition Support Program (YTSP), Mohammad was supported by our caseworker Sumina who helped him access free driving lessons and referred him to an external provider for additional support. As a result, Mohammad successfully passed his driving test and obtained his licence, significantly increasing his confidence and ability to pursue job opportunities.

"Thank you Sumina for assisting and arranging driving lessons for me. I have passed my driving test and now have my licence. This has opened more opportunities for me to find work."

Mohammad, YTSP client

COMMUNITY SERVICES



Children and Parenting Support (CAPS)

ADSI's Children and Parenting Support (CAPS) program is funded by Commonwealth Department of Social Services (DSS) with a focus on supporting families with children aged 0-12 to strengthen family relationships, improve children's wellbeing. Over the past 12 months, many families faced significant challenges due to rising living costs, housing instability and limited access to resources, resulting in strained relationships and concerns around children's safety and development.

ADSI's CAPS program provided flexible,

responsive support through a combination of one-on-one caseworker and group-based activities for parents, children and families.

In collaboration with health services, local organisations, and schools, the year saw ADSI strengthen service delivery and deepen community connections. ADSI's CAPS key activities included:

- Delivering one-on-one casework to support parents with complex needs and parenting concerns.
- Facilitating parenting program focused on children's emotional, social, and



behavioural development, and improving family communication.

- Running weekly parent support groups in different schools and community venues to maximise accessibility for parents.
- Offering group-based sessions that encourage connection, skill-building and self-empowerment for parents.
- Supporting children's transitions into school through information sessions and workshops with parents

Key Achievement:

CAPS Client 128

CAPS Casework Session 595

CAPS Community Education Session 122

CAPS Community Education Attendance 1,865

Success Story:

We supported a family of three on a bridging visa, awaiting the outcome of their Protection Visa application. The father, the sole income earner, had recently lost his job, leaving the family with two weeks' rental arrears. Due to their temporary visa status, they were ineligible for Centrelink or Housing support, placing them at high risk of homelessness.

Our case manager provided the family with a range of support, which included:

- Emergency relief for essential bills.
- Referral to other emergency relief programs for further rental arrears support.
- Information and referrals for free counselling and community programs for their young daughter, including a supported playgroup to enhance social and emotional wellbeing.
- Liaising with the real estate agent to negotiate payment plan options for their rent.
- Referral for further legal assistance regarding their tenancy and arrears.

As a result, the family's application for rental arrears support was approved by a not-for-profit organisation. A manageable payment plan was negotiated with the real estate, allowing the family to remain in their home and avoid homelessness.



Targeted Earlier Intervention (TEI)

ADSI's Targeted Earlier Intervention (TEI) program is funded by the Department of Community and Justice (DCJ), aiming to support local families with young children aged 0-3, young parents under 20, and families from culturally and linguistically diverse (CALD) backgrounds through prevention and early intervention. In 2024/25 ADSI provided different key activities, which included:

- Supported Playgroups, Early Literacy & Numeracy, and Transition to School: Delivered daily supported playgroup sessions to foster children's social, emotional, and literacy skills while strengthening parent-child engagement. Provided information sessions and workshops to help parents support their children's smooth transition into preschool and kindergarten.
- Parent Support Groups: Facilitated information sessions to build parenting skills and develop safety and wellbeing in children, alongside vocational training information, employment pathways, and weekly social activity groups to enhance community connection and belonging.
- Casework: Offered support in linking families with essential services, community resources, and tailored assistance based on individual needs.
- Interagency Collaboration: Represented



community needs through participation in key interagency networks, including the Cumberland Linkers' Network, Cumberland Child Protection Interagency, and DCJ Multicultural Advisory Committee.

- Community Events: Partnered with local organisations to deliver inclusive events and information opportunities, including Paint Auburn REaD – Reading Day 2024, and Breakfast for Dads.

Key Achievement:

TEI Community Education -
Playgroup sessions **191**

TEI Community Education -
Playgroup Attendance **5,378**

TEI Community Education -
Support Group sessions **119**

TEI Community Education -
Support Group Attendance **1,169**

Success Stories:

"PPP has empowered me to understand the difference between punishment and discipline. I have gained confidence in dealing positively with my children at home. I used to force my children to do their homework, but by using different positive strategies, homework time has become smoother and easier." – Parent, Positive Parenting Program (PPP)

"The sewing, embroidery, and traditional dressmaking activities in the women's support group have helped me learn and develop new skills. They have also given me a way to express my emotions through learning an art." – Participant, Sewing Support Group

"The Healthy Lunchbox Ideas activity allowed my children to explore a wide variety of fruits and vegetables. I used to find it difficult to buy food they liked, and they would repeatedly demand certain snacks for school. Now, I teach them the difference between healthy and unhealthy foods. When I go shopping, I write a list and talk with them about healthy choices, cutting out the unhealthy ones." – Parent, Healthy Lunchbox Information Session

"I found out about this playgroup when I was dropping my older child at school. After joining, I connected with different services that helped me when I needed support. Thank you to the ADSI facilitator." – Parent, Supported Playgroup

Specialist Homelessness Services (SHS)

ADSI's Specialist Homelessness Services (SHS) is funded by the Department of Communities & Justice (DCJ) via a consortium led by Mission Australia. Over the past year, ADSI has experienced a significant increase in individuals and families seeking SHS, driven largely by the cost-of-living pressures and the ongoing rental crisis.

Through SHS, ADSI delivered comprehensive casework services to people experiencing, or at risk of, homelessness. ADSI's SHS provided various support, which included:

- Providing information, advocacy, and assistance with documentation.
- Offering intensive, goal-focused casework

to develop individualised support plans to assist clients achieving long-term, stable housing while addressing any underlying issues impacting their wellbeing.

- Supporting with access to Housing NSW and other housing pathways.
- Referrals to specialist services for complex needs, including domestic and family violence, employment, health, financial hardship, and social support.
- In addition to direct client support, ADSI led the quarterly Auburn Housing Working Group meetings. These meetings bring together local service providers to share knowledge, coordinate responses, and



strengthen community capacity to address housing affordability and homelessness challenges in Auburn and surrounding areas.

Key Achievement:

SHS Clients **146**

Auburn Housing Working
group interagency meetings **4**



Success Story:

Ms H, a mother of four, approached our service after fleeing a long-term domestic violence relationship that had placed her and her children at serious risk. Despite limited support and pressure from her family to remain in the relationship, she made the courageous decision to leave for the safety of her children.

Our team provided immediate assistance through the SHS program, including crisis support, advocacy, and practical help to stabilise her situation. We contacted Homes NSW and assisted Ms H to apply for the Start Safely program for rental subsidy support for client experiencing domestic violence, assisted Ms H in searching for safe and affordable private rental options, and supported her successful application for the Escaping Domestic Violence Payment, which included financial assistance and vouchers for essential household items.

As a result, Ms H was approved for a private rental property and was able to set up a safe, stable home for her family. She was able to utilise the support from Escaping Domestic Violence to get the essential household items for her and her children. She expressed deep gratitude for the support received, noting that SHS program played a crucial role in addressing her immediate needs—such as safe shelter, food, and essential household goods—while also supporting her long-term goals of stability and independence. Ms H and her children are now safe, secure, and rebuilding their lives with renewed hope. This case highlights the significant impact of the SHS program in providing practical, responsive, and life-changing support to vulnerable families escaping domestic violence.

Emergency Relief (ER)

ADSI's Emergency Relief (ER) program is funded by the Department of Social Services (DSS) to help people who are at risk of a financial crisis. Over the past year, ADSI's ER program has been a lifeline for many during the ongoing cost-of-living pressures.

We provide food vouchers to support clients with increased cost of living. This year, we also introduced a non-voucher support option to help with different areas like rental arrears, prescriptions, school fees, uniforms, and essential household items like white goods.

Our team also connects clients with other organisations for extra assistance, including the Salvation Army, St Vincent de Paul Society, Wesley Mission, and Anglicare.

In addition, we offer the Energy Accounts Payment Assistance (EAPA) program, funded by the NSW Government, to help people manage their electricity and gas bills during tough times.



Key Achievement:

ER Client **503**

ER Casework Session **993**

Success Story:

Ms. K came to ADSI during a difficult time, facing rent arrears, no steady income, and mounting stress. We assisted with rent arrears payments and provided a food voucher, easing immediate pressure. Days later, the client and her husband visited to express their gratitude, sharing how the support had lifted their spirits. This shows how even small acts of help can make a big difference for families in crisis."

"Ms. E received a \$100 Woolworths voucher through ADSI, which allowed her to buy groceries for family during that struggling week of extra unexpected expenses. Beyond meeting an essential need, the support made her feel seen and cared for during a stressful time. She shared that this help meant more than words could express and was truly appreciated by her family.

MyTime Support Group (MyTime)

ADSI's MyTime Support Group is funded by the Parenting Research Centre Incorporated (PRC), in partnership with Playgroup NSW. The program supports families and carers of children under 18 with a disability, developmental delay, or chronic medical condition through peer support groups.

ADSI's MyTime peer support group provides a welcoming space for parents and carers to share experiences, exchange ideas, and connect with others facing similar challenges. Each session is led by a skilled facilitator and includes information on services including disability support, health, income support, parenting skills

and many more.

Participants consistently report high satisfaction with the program and actively share knowledge and resources within their community, strengthening broader support networks.

Key Achievement:

MyTime Attendance **135**

MyTime Sessions **20**

Success Stories:

Ms. N was very concerned about her young son, who was extremely quiet and rarely spoke — not with other children at playgroup, his siblings, or even at home.

After regularly attending the MyTime group, she noticed positive changes. Her son slowly began using words like “sorry,” “please,” and “thank you,” and started joining in group activities such as colouring and cutting.

Through the program, she also connects with other parents and accesses local support services when needed to help her son's development. She continues to attend the group regularly and feels encouraged by the progress her child is making.



Our funding bodies and partners

In Year 2024/2025 we received funding from the following departments and organisations. We sincerely thank them for their trust and support:

SydWest Multicultural Services
Federal Department of Social Services
Federal Department of Health and Aged Care
NSW Department of Communities and Justice
Community Migrant Resource Centre
Mission Australia
Cumberland City Council
Playgroup NSW
Australian Chinese Charity Foundation
Multicultural NSW

Our partners play a crucial role in all our programs and services

A

Alevi Federation
Arzum Market
Auburn Central
Auburn Community Health Centre
Auburn Girls High School
Auburn Health Care Centre
Auburn Hospital
Auburn North Public School
Auburn Police
Auburn Public School
Auburn West Public School
Australian Afghan Hassanian Youth Association
Australian Afghan Khorasan Association Incorporated
Australian College of Applied Psychology
Australian Taxation Office
Auburn Youth Centre

B

Bankstown Senior College
Barnardos
Berala Public School
Boronia Multicultural Services

C

Cancer Institute NSW
Chester Hill High School

Cumberland Women's DV Court Advocacy Service
Cumberland Hospital
Cumberland Women's Health

D

Dandelion
Dr Ozme(GP)

E

Evolve Housing

G

Gamble Aware
Ghan Fashion
Granville Multicultural Community Services
Granville TAFE

H

Hazara Women's Association
Hume Housing

K

Kateb Hazara Association
Kidsafe NSW

L

Lead Professional Development Association
Legal Aid NSW



Lidcombe Public School

Link2Home

M

Merrylands Community Health Centre

MTC Australia

N

Navitas

Neami National Merrylands

New South Wales Refugee Health

P

Parenting Research Centre

Parramatta City Council

Parramatta Community Health Centre

Parramatta Holroyd Family Support

Parramatta Women's Shelter

R

Redfern Legal Centre

Refugee Advice & Casework Services

Refugee Council Australia

Regents Park Public School

Ruth Everuss Aquatic Centre

S

Services Australia

Strathfield South High School

STARTTS

St Vincent De Paul Society

Sydney Water

T

TAFE NSW

The Salvation Army

The Smith Family

Transcultural Mental Health Centre

U

University of Sydney

University of Western Sydney

W

Wesley Mission

Western Sydney Chinese Services Network

Western Sydney Community Legal Centre

Western Sydney Local District Health

Western Sydney Migrant Resource Centre

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ACCESSIBLE DIVERSITY SERVICES INITIATIVE LIMITED

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Accessible Diversity Services Initiative Limited, which comprises the statement of financial position as of 30 June 2025, the statement of Surplus or Deficit and Other Comprehensive Income, Statement of Changes in Equity and Statement of cash flow for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the company's declaration.

In our opinion, the accompanying financial report of Accessible Diversity Services Initiative Limited has been prepared in accordance with the Corporations Act 2001, including:

- a) giving a true and fair view of the financial position as at 30 June 2025 and of the financial performance for the year then ended; and
- b) complying with Australian Accounting Standards to the extent described in Note 1 and complying with the Corporations Regulations 2001.

Basis for Opinion

We have conducted the audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's responsibilities for the Audit of the Financial Report section of our report. We are independent of Accessible Diversity Services Initiative Limited in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to my audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

The directors are responsible for the other information. The other information comprises the information included in the company's annual report for the year ended 30 June 2025 but does not include the financial report and our auditor's report thereon. Our opinion on the financial report does not cover the other information and accordingly, we do not express any form of assurance conclusion thereon.

In connection with the audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report, or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Accessible Diversity Services Initiative Limited for the Financial Report

The company is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards, and for such internal control as the company determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the company is responsible for assessing its ability to continue as a going concern, disclosing, as applicable, matters related to going concern, and using the going concern basis of accounting unless the company either intends to liquidate or to cease operations or has no realistic alternative but to do so.

The company is responsible for overseeing its financial reporting processes.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report, as a whole, is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:



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- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the company,
- Conclude on the appropriateness of the Company's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We have communicated with the company regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control identified during the audit.

KENDALLS BEHRENS AUDITS



Charles Behrens BBus, FCA
Partner

Date: 25th September 2025



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ACCESSIBLE DIVERSITY SERVICES INITIATIVE LIMITED
ABN 43 504 682 209
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2025

	2025	2024
Revenue from continuing operations		
Operating grant revenue	6,141,752.28	5,686,228.37
Other	88,268.03	83,193.78
Total revenue from continuing operations	6,230,020.31	5,769,422.15
Other income		
Investment income		
Interest	81,324.91	81,778.40
Total revenue and other income	6,311,345.22	5,851,200.55
Expenditure		
Employee benefits expenses	4,589,588.02	4,306,979.87
Insurance	18,754.56	22,031.82
Administration	499,528.52	553,590.15
Depreciation & Amortisation expenses	181,630.90	28,014.49
Brokerage cost	780,312.15	739,495.10
Other program cost	115,084.60	194,007.03
Total expenditure	6,184,898.75	5,844,118.46
Net surplus for the year	126,446.47	7,082.09
Other Comprehensive income	-	-
Total Comprehensive Income	126,446.47	7,082.09

ACCESSIBLE DIVERSITY SERVICES INITIATIVE LIMITED
ABN 43 504 682 209
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2025

	2025	2024
Assets		
Current assets		
Cash and cash equivalents	3,156,358.50	3,010,058.62
Receivables	473,079.50	443,069.26
Total current assets	<u>3,629,438.00</u>	<u>3,453,127.88</u>
Non-current assets		
Property, plant and equipment	20,990.87	55,422.91
Right of use assets	631,248.04	295,310.01
Total non-current assets	<u>652,238.91</u>	<u>350,732.92</u>
Total assets	<u>4,281,676.91</u>	<u>3,803,860.80</u>
Liabilities		
Current liabilities		
Trade and other payables	331,240.04	403,098.31
Contract liabilities and other revenue received in advance	67,119.46	(11,714.78)
Employee provisions	307,009.28	194,184.76
Lease liability	163,483.80	-
Total current liabilities	<u>868,852.58</u>	<u>585,568.29</u>
Non-current liabilities		
Employee provisions	86,515.61	66,788.40
Other provisions	277,812.33	415,667.50
Lease liability	481,523.32	295,310.01
Total non-current liabilities	<u>845,851.26</u>	<u>777,765.91</u>
Total liabilities	<u>1,714,703.84</u>	<u>1,363,334.20</u>
Net assets	<u>2,566,973.07</u>	<u>2,440,526.60</u>
Funds		
Accumulated funds	2,566,973.07	2,440,526.60
Total funds	<u>2,566,973.07</u>	<u>2,440,526.60</u>

