ADSI
Accessible Diversity
Services Initiative

30 Years
Supporting
Community

2026

ANNUAL REPORT



Acknowledgement of Country

In the spirit of reconciliation, Accessible Diversity Services Initiative (ADSI) acknowledges the Traditional Custodians of Country throughout Australia and recognises their continuing connection to land, waters, and community.

We acknowledge the Darug Nation and People as the Traditional Owners of the land on which our office is located in Auburn.

We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander people.

About us

Accessible Diversity Services Initiative (ADSI) is a community-based, non-profit organisation committed to promoting multiculturalism, access, equity, and social justice.

Since 1996, we have worked alongside diverse communities, responding to changing needs and supporting people from all backgrounds, particularly migrants, refugees, and individuals with additional or complex needs.

Established as a grassroots migrant resource centre in Auburn, ADSI has grown into a multi-service organisation supporting communities across Greater Sydney, with a service footprint extending from the Inner West to the Blue Mountains.

We partner with individuals, families, and communities from diverse cultural, linguistic, and ability backgrounds, helping people participate fully in community life with dignity and confidence.

Our approach is grounded in respect, cultural understanding, and genuine community engagement. With a diverse, multilingual workforce, we deliver accessible, culturally responsive services that empower individuals and strengthen communities.

Our Vision

- Diverse communities have equality and achieve their aspirations.

Our Values

- Inclusion and respect for all cultures
- Community-led and person-centred approaches
- Professionalism and trustworthiness
- Empathy, warmth, and empowerment

Contents Page

Chair's Report 5

CEO's Report 6

2025-2026 in Numbers 7

Our People 9

Client Testimonials 10

Our Services 11

Aged Care Services 12

NDIS 14

Settlement Services 15

Western Sydney Settlement Consortium 18

Community Services 19

Corporate Services 23

Our Funding Bodies & Partners 24

Financial Report 25











Chair’s Report



This year has been an important one for ADSI: a year of growth, renewal and preparation for the future.

As we marked 30 years of service to the community, the Board had the opportunity to reflect on how far the organisation has come since its establishment in 1996.

ADSI has grown from its beginnings as a local settlement organisation into a diverse community service provider supporting people and families across aged care, disability, settlement, emergency relief, family and children’s services, homelessness, youth and community development.

That growth brings both opportunity and responsibility. Throughout the year, the Board has remained focused on ensuring that ADSI continues to grow sustainably, maintains strong governance and quality systems, and remains firmly connected to the communities we exist to serve.

A key focus has been developing ADSI’s Strategic Plan 2026–2029. This work has given us an opportunity to look beyond individual programs and consider the broader impact we want to achieve. At the heart of the new strategy is a commitment to helping culturally and linguistically diverse communities overcome the barriers that can contribute to poorer health, housing instability, social isolation, financial insecurity and difficulty navigating complex service systems.

The Board has also continued to strengthen ADSI’s governance, risk and quality frameworks. During the year we maintained our ASES Service Excellence accreditation, as well as our NDIS accreditation, continued to enhance our organisational policies and systems, and invested in improvements to technology, cyber security, data management and organisational infrastructure. These investments are critical to ensuring ADSI remains a strong, contemporary and trusted organisation.

Financial sustainability has remained a key priority. ADSI continued to grow during the year while operating in an environment of increasing costs, significant regulatory reform and changing funding models. The Board has worked closely with management to balance investment in future capability with careful financial stewardship and a commitment to maintaining appropriate reserves.

We also welcomed opportunities to expand our impact. Existing programs continued to develop; we secured new funding for emergency relief, expanded outreach by self-funding a Domestic and Family Violence program, and continued building partnerships across government, community organisations, and other service providers.

Looking ahead, the environment in which ADSI operates will continue to change. Aged care reform, changes within the disability sector, increasing demand for emergency and housing support, workforce pressures and the rapid development of new technologies will all shape our work.

Our new strategic plan gives us a strong framework through which to respond. Over the coming years, we will focus not simply on delivering more services, but on demonstrating the difference those services make. We will strengthen our ability to measure outcomes, use evidence and technology intelligently, advocate for the communities we serve, and continue to build services that are culturally safe, accessible and responsive.

On behalf of the Board, I thank our CEO, leadership team and staff for their commitment and professionalism throughout the year. I also acknowledge our volunteers, partners, funders and community members whose support makes our work possible.

Most importantly, I thank the people and communities who trust ADSI. After 30 years, our purpose remains grounded in that trust, and the Board looks forward to supporting ADSI into its next chapter.

Steven Gal
Chair, the Board of Directors

CEO’s Report



The 2026 financial year has been another year of change and growth for ADSI. It's been about much more than just getting bigger. We have strengthened programs, expanded into new areas, invested in our people and systems, and spent considerable time thinking about what the next stage of ADSI should look like.

This year also marked ADSI’s 30th anniversary. It was a wonderful opportunity to celebrate our history, but for me, it was also a chance to think about our future.

Thirty years ago, ADSI was created to meet the needs of diverse communities in Western Sydney and support new arrivals. Those communities have changed enormously since 1996, the service system has changed enormously, and ADSI has evolved with them.

What has not changed is our commitment to listening to our community and responding in practical ways to the barriers they experience.

One of our most important priorities this year has been developing our Strategic Plan 2026–2029. Through this process, we have challenged ourselves to think beyond individual programs and funding streams and focus more deliberately on impact. Increasingly, we want to answer a simple question: Is a person better off because ADSI was involved in their life?

Our emerging strategic framework focuses on cultural safety, health and wellbeing, housing, social connection, economic security, and people’s ability to understand and navigate the systems around them. Over the next three years, we will strengthen how we measure progress in these areas and use that information to continuously improve the support we provide.

Operationally, 2026 has also been a year of significant growth and development. Our aged care program has continued to expand, supported by our CALD specialisation and strong community demand, while the team worked through one of the most significant periods of aged care reform in many years. We continued to develop our NDIS services and invest in building a stronger and more sustainable disability program.

Across our grant-funded services, we also continued to respond to emerging needs in Western Sydney. ADSI secured significant additional funding for Emergency Relief and led this work across the Western Sydney Region Settlement Consortium. This has enabled us to expand our reach and strengthen the support available to individuals and families experiencing financial hardship.

We also decided to self-fund a domestic and family violence program in response to a need we could clearly see within our community. For me, this reflects something fundamental about ADSI: while funding is important, our starting point should always be the needs of the communities we serve. Where we identify a significant gap, we should be prepared to consider how we can respond.

During the year, ADSI completed both our ASES and NDIS audits, providing external assurance around the quality and maturity of our services and organisational systems. We also completed a comprehensive cyber security audit and began implementing a program of work to strengthen our cyber security maturity and meet recognised standards. As our services become increasingly digital and we hold more information across different systems, protecting client, staff and organisational data is an increasingly important part of providing safe and trusted services.

Behind the scenes, we have invested significantly in strengthening the organisation itself. Our new leadership structure saw April Pan promoted to Deputy CEO, while Ajith Jacob took responsibility for overseeing our client-facing service delivery. We also expanded our financial management capability by appointing Victoria Leremia. We have upgraded technology, introduced improved learning and organisational systems, strengthened quality and governance processes, and undertaken a major refurbishment of our Auburn office. These achievements are not always the most visible, but they lay the foundations that support our team and allow good community services to grow safely and sustainably.

None of this happens without our people. I remain enormously grateful to the staff across ADSI who bring skill, compassion, humour, and determination to their work every day. Whether they work directly with clients, manage programs, support our corporate functions, keep our systems running, develop new initiatives, or ensure that we meet increasingly complex regulatory requirements, every part of the organisation contributes to the impact we achieve.

I also want to thank our Board for its support and challenge, our partners and funders for their confidence in us, and—above all—the clients and communities who continue to trust ADSI.

Joanna Matthew
Chief Executive Officer

2025-2026 in Numbers



During 2025-2026 reporting period, we have held

275 **Immunisation Education sessions**



Our Aged Care Team delievered

42,975 **hours of service**



Our Community team delivered parenting education sessions to

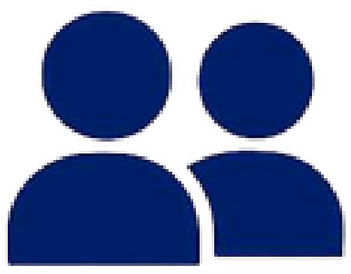
458 **Clients**



Our Specialist Homelessness Services supported

151 **Clients**

excedding their annual target by 174%



Since its introduction in April 2026, PACE has had

215 **Case Sessions**

across 17 clients



Since commencing last October, our Emergency Relief program has delivered

1099 **Support sessions**

Last year our SETS team completed

1,751 **Casework sessions**

and delivered

375 **Education sessions**

2025-2026 in Numbers

Settlement Services

Total number of clients: **687**

No. of client sessions held: **1751**

No. of clients who got their Learners License: **46**

No. of lients who got their red Ps: **28**

No. of clients who got their citizenship certificates: **8**

No. of clients who passed their citizenship test awaiting swearing in ceremony: **15**

Aged Care

Total hours of service delivered : **42975**

No. of clients who receive service: **266**

No. of social and center-based respite groups : **7**

No. of group activities delivered to social and centered based respite groups : **194**

Housing

Total number of client: **151**

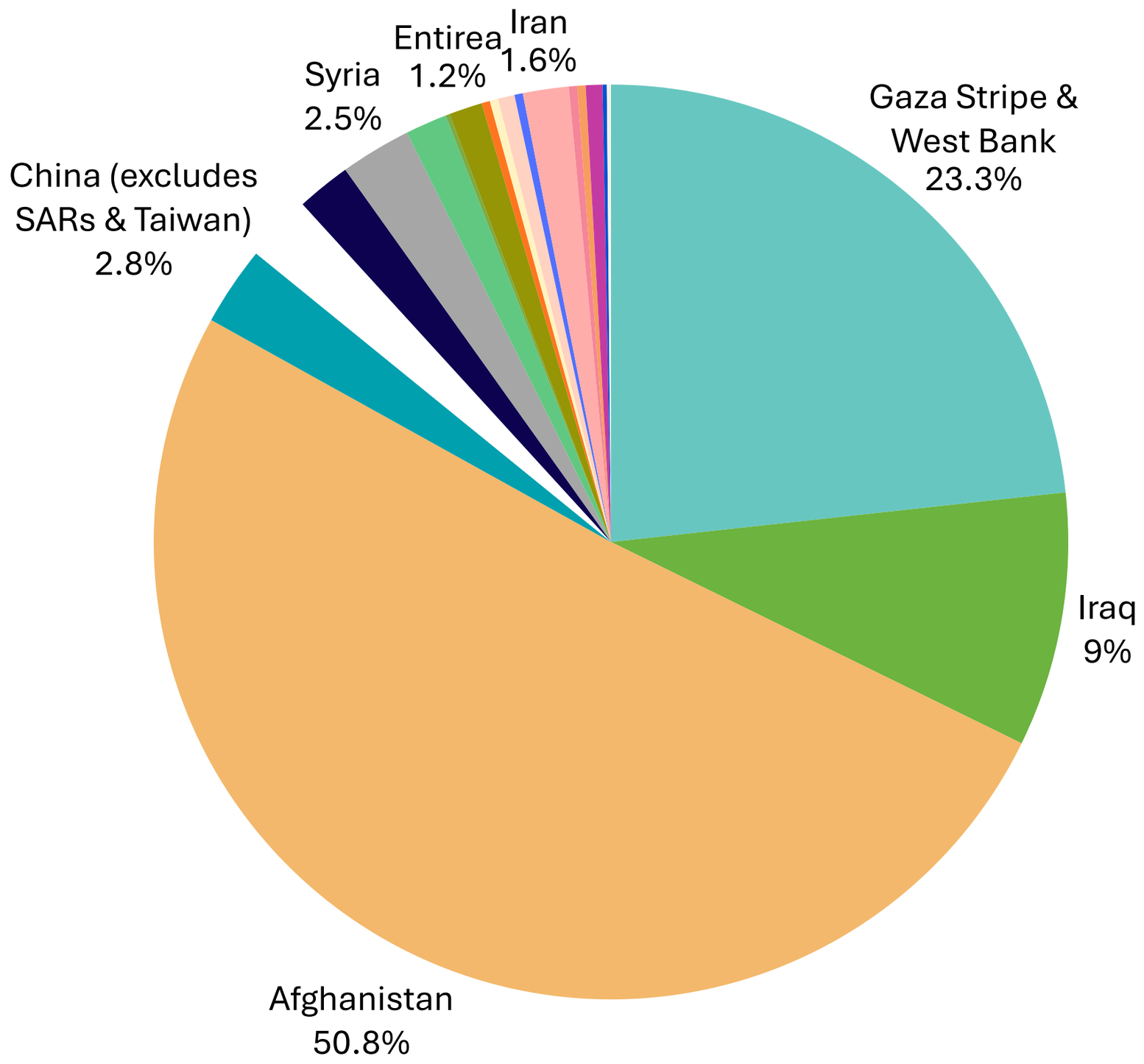
Women supported with housing: **58**

Men supported with housing: **58**

Youth helped into a home: **3**

Client Country of Birth

Total number of clients in SETS: **478**



Our People

We are proud of our very diverse workforce:

88

staff members

as of 2025

22

countries and regions

represented in our team

19

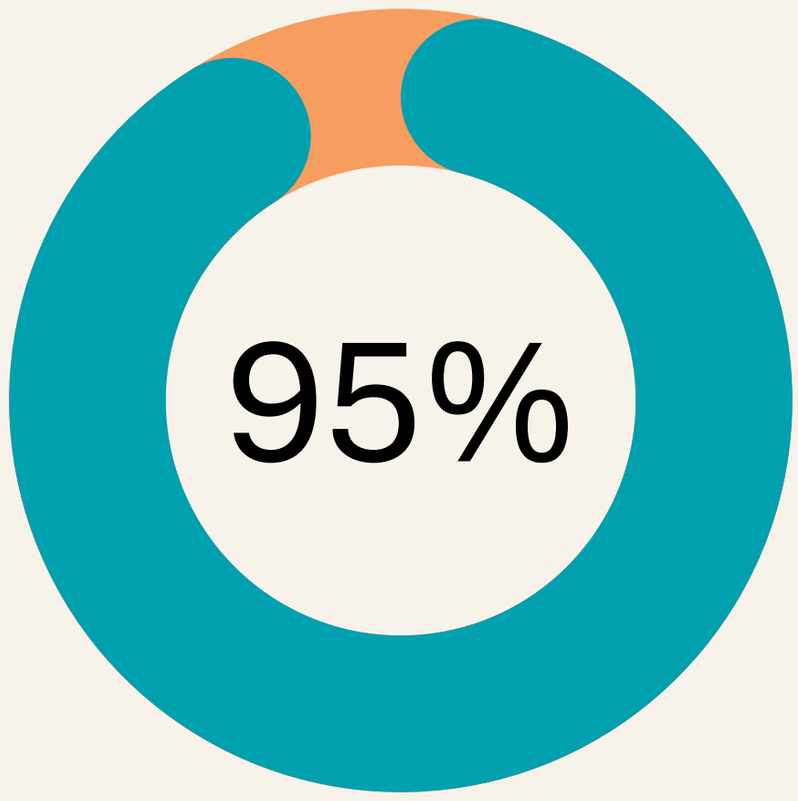
languages spoken

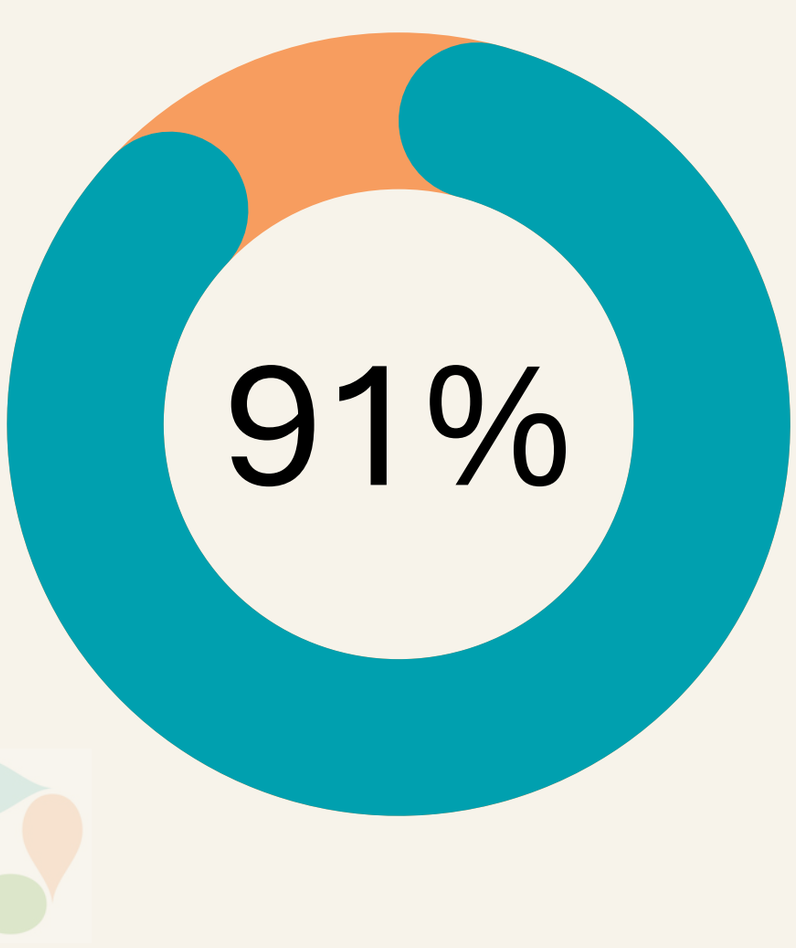
across the organisation

Staff Satisfaction

Top rated areas:

- had confidence in ADSI's leadership
- were satisfied with their pay & professional development opportunities





- of staff would recommend ADSI as a great place to work

Client Testimonials

Our experience with the playgroup has been incredibly positive. From the very first session, we felt welcomed and supported by the facilitators and other families. The activities are thoughtfully planned, engaging, and age-appropriate, helping my child develop social skills, confidence, and creativity in a fun and safe environment. I've noticed a real improvement in my child's ability to interact with others, share, and express themselves.What stands out most is how much my child looks forward to attending each week, it's become a highlight for both of us. As a parent, I've also gained valuable insights, support, and a sense of community by connecting with others. This playgroup is not just a place for children to play, but a nurturing space where they truly learn and grow.
-Fouzia



I would like to express my sincere appreciation to our Activity Group Leader. She is extremely thorough and professional when supporting us with the assessment process. She has the knowledge and ability to guide us in achieving high-level funding outcomes for our clients.

-CHSP Participant



"Mei is very supportive and helps with prompt replies to my questions. And her team has a really warm heart and takes care of participants. Also, she has professional knowledge and an attitude that helps her understand my situations and daily life. I really appreciate and am grateful. Thank you for being my support coordinator.'

-NDIS client

"I am very happy with the support I receive from ADSI. The Care Partners and Support Workers are kind, respectful and caring, and their support helps me remain independent in my own home. I also really enjoy attending social activities and going out into the community, as it gives me the opportunity to meet people, have a chat and enjoy myself.
I am very grateful to ADSI and the Aged Care Team for their ongoing support. They help me feel safe, connected and confident in my daily life."
- SAH Participant





Our Services



2025/26 has been a year of strong growth, achievement and continued development across ADSI's service delivery portfolio. Across our programs, our focus has remained on delivering high-quality, culturally responsive services while building a strong foundation for sustainable growth.

Aged Care has continued to be one of our strongest areas of growth, with client numbers increasing significantly throughout the year. This has been supported by strengthening our leadership, workforce capacity and operational processes, allowing us to grow while maintaining quality and personalised care.

NDIS has also continued to develop, with a focus on sustainable growth, community engagement, networking and building new referral pathways, including new group-based opportunities for clients.

Across our Settlement, Emergency Relief, Homelessness, Family, Youth and Community programs, ADSI has continued to deliver strong outcomes and meet funding requirements. We successfully secured and extended funding across several programs, achieved key targets and strengthened our ability to respond to growing community need. ER expanded its reach across multiple locations, while SETS secured funding through to 2028.

Our community presence has continued to grow through events such as Refugee Week and through stronger relationships with community organisations, government agencies, consortium partners and other service providers. These partnerships have strengthened collaboration, referral pathways and our ability to reach the communities we serve.

Importantly, our focus has not only been on growth, but on building an organisation capable of sustaining it. Strong financial and operational performance has enabled continued investment in our people through workforce development, training, staff support and a positive workplace culture.

As Head of Service Delivery, I am proud of the progress made across our portfolio this year. We have grown our services, strengthened our funding position, expanded our community presence and continued building the systems, partnerships and people required for ADSI's next stage of development.

Our focus moving forward is clear: to grow sustainably, strengthen service quality and ensure our growth translates into better outcomes for our clients, communities and people.

I would like to thank our dedicated staff, managers and team leaders for their commitment throughout the year, and our CEO, Senior Leadership Team and Board for their continued support.

Ajith Jacob
Head of Service Delivery





Aged Care



Support at Home (SAH)

During 2025/26, the ADSI Aged Care Team continued to grow, providing person-centered, culturally responsive care to older people from diverse cultural and linguistic backgrounds.





- This year's major milestone was successfully guiding participants through the transition to the new Support at Home (SAH) program. Care Partners worked closely with participants, families, and service providers to complete assessments, Care Plans, Service Agreements, and Budget Plans.
- CHSP officers also guided clients through the ACAT assessment and funding process, helping many achieve high-level SAH classifications (including Classification 8).
- ADSI’s diverse workforce remains a core strength. Throughout the year, 52 Support Workers delivered services in Arabic, Cantonese, Chinese, Mandarin, Turkish, and other languages, ensuring effective communication and culturally appropriate support.
- To meet growing community needs, the team expanded this year by welcoming two new members: a Chinese-speaking Team Leader and a Turkish-speaking Care Partner, alongside four additional care participants recruited through successful SAH transitions.
- Community outreach was further strengthened through information sessions delivered by Community Engagement Manager Sevda Yuksel, helping community members better understand available aged care options.

Commonwealth Home Support Program (CHSP)







ADSI's regular indoor and outdoor group activities and exercise programs—tailored for Chinese- and Turkish-speaking communities across both CHSP and SAH programs—continue to thrive.

- Regular exercise, movement, and activity sessions encourage participants to remain active, maintain physical strength and mobility, and build confidence in a safe, supportive environment.
- Attendance at weekly indoor groups and monthly community outings has steadily increased. For many older participants, these programs provide a vital reason to leave home, make new friends, and combat social isolation.
- The CHSP Activity Group has built a strong reputation in the community, and many older adults view participation as a valued goal. The deep trust and sense of belonging our team fosters continue to drive organic growth through word-of-mouth and external referrals.





NDIS



During the year, the ADSI NDIS Team experienced a rewarding year of growth, expanding its reach to support 58 participants through Support Coordination and Support Worker Services. This growth reflects the deep trust participants and their families place in ADSI's commitment to person-centred, responsive support that helps individuals achieve their goals and live meaningful lives.



- A standout success this year involved supporting two young participants through graduation and into adulthood. Through dedicated advocacy, planning, and coordination, the team helped them secure additional NDIS funding to build greater independence as they enter the next stage of their lives.
- The team played a critical role in supporting participants during hospital admissions and transitions. By collaborating closely with participants, families, hospital staff, and community providers, the team ensured safe, coordinated discharges and seamless support back into the community.
- To foster deeper social connection, the team introduced engaging new programs, including the Saturday Outing Program and Parenting Coffee Catch-ups.
- ADSI successfully participated in the Sydney Disability Expo, connecting with new families, collaborating with service providers, and significantly raising the organisation’s visibility within the disability services sector.



The NDIS Team looks forward to launching further initiatives in the coming year. These efforts will continue to create vital opportunities for community engagement, stronger relationships, and enhanced independence for ADSI's diverse multicultural participants.

Settlement Services



In 2025/26, ADSI continued delivering the Settlement Engagement and Transition Support (SETS) program to refugee and humanitarian entrants who arrived in Australia within the past five years. Through culturally responsive, strengths-based casework, workshops, and community engagement across Central Western Sydney, ADSI helped newly arrived individuals and families build independence, navigate Australian systems, and participate meaningfully in community life.



- ADSI supported clients to confidently access essential mainstream services (healthcare, housing, education, employment, and transport) through 476 client engagements and 1,751 casework sessions. The program emphasised capacity-building over long-term reliance, equipping clients with the strategies they needed to navigate systems independently.
- English, Education, Employment, and Training (EEET): EEET activities focused on foundational skills, including everyday English communication, digital literacy, Australian education and employment pathways, driving knowledge, and health literacy. These initiatives reduced settlement stress and enabled clients to better support their families and engage with local services.





Settlement Engagement and Transition Support (SETS)

- ADSI delivered capacity-building initiatives for diverse CALD communities (including African, Afghan, Arabic, Nepalese, and Southeast Asian groups). Training focused on leadership, project planning, governance awareness, service navigation, and advocacy, empowering emerging leaders and community organisations to support their members sustainably.
- ADSI strengthened strategic networks across mental health, housing, and emergency services. This included facilitating quarterly Central Western Sydney Multicultural Interagency (CMI) meetings, promoting co-case management, and improving referral pathways for clients with complex needs. Notably, the St Mary's Ethiopian Women's Association recognised ADSI Auburn's eight years of ongoing support in community development.
- ADSI facilitated Cumberland LGA consultations, bringing together over 30 organizations to address local settlement challenges. Major community highlights included:
  - International Women's Day 2026: Partnered with the Western Sydney Region Settlement Consortium (WSRSC) and Settlement Services International (SSI) at the Park Royal Hotel, Parramatta. Held under the theme *"From Silence to Power: Amplifying Voices for Justice,"* it featured the book launch of Amera, a young Yezidi woman who survived ISIS captivity and resettled in Australia.
  - Refugee Week 2026: Celebrated under the theme *"A million stories. One community"* with over 250 attendees, recognising the resilience, journeys, and contributions of refugees.









Youth Transition Support Program (YTSP)

In 2025/26, ADSI continued delivering the Youth Transition Support Program (YTSP) to help young people move toward independence, stability, and meaningful community participation. Through practical, strengths-based casework, mentoring, and person-centred guidance across Central Western Sydney, ADSI supported young people experiencing challenges with housing, education, employment, family relationships, finances, health, or social wellbeing. The program emphasised early intervention and capacity-building, equipping participants with the strategies needed to set achievable goals, build resilience, and take greater responsibility for their future.

- ADSI delivered 50 new client engagements and 116 casework sessions, supporting participants to secure and maintain safe accommodation, build independent living skills, access education and training, prepare for employment, manage finances, and connect with health and community services.
- ADSI delivered 30 education sessions reaching 100 attendees, focusing on foundational life skills, decision-making, and personal development to reduce social isolation and disengagement.
- ADSI collaborated with families, schools, employers, housing providers, and specialist services to create coordinated pathways, reducing barriers to a successful transition and long-term disadvantage.

Major program highlights included:

- Youth Leadership Workshops 2026: Partnered with local educational and community networks to deliver interactive sessions focused on personal growth, advocacy, and employment readiness.
- Youth Achievement Showcase 2026: Brought together community members and partners to celebrate the milestones, resilience, and positive contributions of program participants.









Western Sydney Region Settlement Consortium

ADSI is proud to be part of the Western Sydney Region Settlement Consortium (WSRSC) since 2024. The WSRSC is a newly established group of four (4) Migrant Resource Centres and multicultural community organisations – SydWest as the lead, ADSI, Community Migrant Resource Centre and Western Sydney Migrant Resource Centre. Together, our services cover the majority of western Sydney.

WESTERN SYDNEY REGION SETTLEMENT CONSORTIUM

Since 2024, this new settlement partnership for Western Sydney has provided services to thousands of newly arrived refugees and humanitarian entrants through the Settlement Engagement and Transition Support (SETS) program, supporting clients to become self-reliant and a part of the broader Australian community



The partnership has also taken the organisations to other opportunities and services. Currently, ADSI is leading the consortium to deliver the federal government's Emergency Relief program.



Children and Parenting Support (CAPS) Program



During 2025/26, the CAPS Program provided early intervention and practical support to 560 children, parents, carers, and families. With a strong focus on CALD communities and families experiencing disadvantage across the Cumberland LGA (including Auburn, Merrylands, Guildford, Lidcombe, Regents Park, and Berala), the program helped participants build essential life skills, confidence, and long-term family wellbeing.



- ADSI supported 43 families through 105 face-to-face casework sessions. Services included holistic case management, advocacy, EAPA assistance, emergency relief, material aid (baby and children's items), housing support, and targeted referrals for domestic and family violence (DFV), legal needs, and face-to-face counselling via STARTTS.
- The team delivered 34 parenting and information sessions with 458 total attendances. Activities ranged from Triple P group programs and seminars to workshops on child development, child protection, health, nutrition, and oral health, empowering parents with practical skills and confidence.
- To combat social isolation and build local networks, we delivered 57 peer support sessions, with 581 people attending. Activities included sewing, yoga, henna, mindfulness, arts and crafts, computer classes, and nutrition workshops.



- 21 sessions supported 573 attendances, focusing on early literacy and numeracy, kindergarten readiness, and engaging school holiday activities to help children develop social and early learning skills.
- CAPS collaborated with local schools (such as Auburn Public, Auburn West, Berala, and Regents Park Public Schools), NSW Health, Services Australia, DCJ, local legal centres, Startts, Cumberland Council, and community partners like St Vincent de Paul and the Dandelion Support Network.

Community and Family Support (CAFS) Program



From January 2026, the Targeted Early Intervention (TEI) program transitioned to the Community and Family Support Program (CAFS) under the Department of Communities and Justice, updating program structures and key performance indicators.

Through a diverse range of support groups, capacity-building initiatives, education classes, and community events, ADSI empowered parents, children, and families to build resilience, enhance social inclusion, and strengthen community connections.



- CAFS delivered 56 support group sessions to 646 clients featuring multicultural sewing and parenting classes, English instruction, and wellbeing activities (yoga, Zumba, cooking, and child protection workshops) at local partner schools, successfully reducing social isolation and building informal support networks.
- The team facilitated 22 capacity-building sessions (184 clients) and 22 community engagement events (664 individuals)—highlighting initiatives like Paint Auburn Read, Children's Week, Child Protection Week, Breakfast for Dads, and Father's Day—while strengthening interagency networks such as the Multicultural Advisory Committee and Cumberland Child Protection Interagency.
- In partnership with MTC FutureReady, ADSI delivered 9 digital literacy sessions for 114 women, enabling participants to independently manage online correspondence, access school portals, and build technological confidence.
- ADSI facilitated 9 early literacy and numeracy sessions engaging children aged 1 to 5 and their parents to boost school readiness, early language skills, and home-learning strategies.
- In partnership with TAFE at Berala Public School, ADSI held 14 English language classes supporting 126 clients to improve communication, social participation, and employment pathways.
- ADSI delivered 12 transition-to-school sessions to 63 clients across Auburn, Auburn West, Berala, and Regents Park Public Schools to establish early learning routines and confidence.
- Under the updated CAFS framework, ADSI delivered 23 additional support group sessions to 191 clients across Auburn Public School, Auburn West, and ADSI, featuring sewing, yoga, henna art, and craft activities to foster continued social connection and wellbeing.

Community Services

Specialist Homelessness Support (SHS)

The Specialist Homelessness Services program supports individuals and families experiencing or at risk of homelessness in the Cumberland area, including young people, single men, single women, and families. ADSI caseworkers provide intensive, client-centered case management to help clients secure and sustain safe, stable housing.

During the 2025/26 financial year, ADSI significantly exceeded its overall performance targets, supporting 151 clients against an annual target of 87 (representing 174% of target). Of these total clients, 84 were experiencing homelessness and 67 were at risk of homelessness.

- Client Demographics & Diversity: Of the 151 clients supported, 136 clients (90%) were from culturally and linguistically diverse (CALD) backgrounds, and 1 client identified as Aboriginal or Torres Strait Islander.
- Single Men & Women: Both cohorts saw exceptional engagement. ADSI supported 58 single men (276% of target) and 58 single women (242% of target), successfully addressing both homelessness and at-risk needs across these demographics.
- Families & Young People: The team supported 32 families (86% of target) and 3 young people experiencing homelessness, meeting the specific youth homelessness target in full.

Emergency Relief Program

The Emergency Relief Program provides timely, practical, and compassionate support to individuals and families experiencing financial hardship or unexpected crisis. By addressing immediate needs such as food, rent, utilities, medical expenses, and educational costs, the program helps prevent short-term financial pressures from escalating into long-term hardship while linking clients to sustainable, longer-term support networks.

Since last financial year, the Emergency Relief Program has had a significant community impact:

- We have provided vital material aid, including food vouchers, rental support, utility relief, phone and internet assistance, essential medical expenses, and school uniform support for families at the start of the school year.
- We extended emergency assistance to vulnerable individuals experiencing sudden displacement, including supporting families rebuilding after severe natural disasters such as local flooding.
- Beyond immediate financial relief, staff worked closely with clients to offer respectful listening, practical budgeting strategies, and targeted referrals to financial counselling, housing services, and community health networks.



Since commencing in October last year, the program has assisted 751 clients and delivered 1099 support sessions as of 30 June 2026.

Community Services

Priority Populations Immunisation Program

ADSI delivered culturally appropriate immunisation education and outreach through bilingual Community Connectors. The project targeted five CALD communities (Chinese, Afghan, Arabic, Southeast Asian and African), including newly arrived women and families. Delivery followed the approved Immunisation Project Plan, and the project is progressing within budget.

- During the 25/26 reporting period, the project achieved a total direct reach of 970. This included 42 consultation and co-design activities, 275 education sessions, 583 community outreach contacts and 70 community events.
- Outreach covered Chatswood, Gordon, Rhodes, Blacktown, Auburn, Mt Druitt, Merrylands, Lakemba, Whalan and Moorebank, through libraries, mosques, clinics and community centres.
- Translated and multilingual immunisation resources were distributed across the Afghan, Arabic, Chinese and Southeast Asian communities.
- Community Connectors took part in two expos: Merrylands on 7 May 2026 (70 people) and Concord Hospital on 24 June 2026 (25 people).
- Participants reported a better understanding of the National Immunisation Program, childhood, influenza, RSV, pregnancy and catch-up vaccinations, Medicare eligibility and healthcare pathways.

Partnership And Collaborative Engagement

ADSI introduced PACE (Partnership And Collaborative Engagement), a co-designed, multidisciplinary Intensive Family Case Management (IFCM) model for families with children aged 0-17 across the Cumberland, Parramatta and Blacktown Local Government Areas (LGAs). PACE combines intensive case management, therapeutic escalation and coaching for parents and caregivers. It aims to build parental capacity and support children's social and emotional development within safe, strong families and communities.

- The three LGAs are culturally diverse. In Cumberland, 60.3% of residents were born outside Australia, and 73.9% of households speak a non-English language at home. PACE responds through culturally responsive practice and connection to community and cultural mentors.
- Internal qualitative data from 215 case sessions with 17 registered clients over six months showed that parents valued practical, co-designed coaching that built their confidence and gave them usable strategies to support their children's development.
- Demand for the service is strong, with 11 active clients on the Family Case Manager's caseload and 4 on the waiting list, against a full-time capacity of up to 10 clients.
- PACE delivered direct parenting programs, including Triple P (Positive Parenting Program), to build participants' knowledge and coping strategies.
- Through its partnership with the Domestic and Family Violence (DFV) Hub, established by Cumberland Council, and its links with Community of Practice and Blacktown Interagency networks, PACE supports coordinated, earlier access to help for families experiencing violence.



Corporate Services



It is my privilege to take up the Head of Corporate Services and Deputy CEO role this year heading our small but important corporate services operations. The team covers a big portfolio looking after ADSI's administration, policies and procedures, IT, systems and operations, compliance and governance, facilities, work health and safety, risk management, new grant opportunities, HR, and finally marketing and communication.

For us, the 2026 financial year was about laying the foundations for ensuring sustainable growth where client outcomes are centred. We:

- Commenced a major fit-out for our head office to ensure it is fit for purpose and our facilities enhance client outcomes
- Developed new ADSI brand guidelines and toolkit, and a set of corporate marketing materials and collateral.
- Produced an ADSI 30th history book and video, and celebrated our 30th anniversary milestone with our partners and stakeholders
- Streamlined our compliance and risk management through new systems, including payroll, learning management, and compliance
- Introduced a new staff health and wellbeing program
- Reviewed and adopted a new remuneration framework
- Strengthened our quality work across all programs and services

Our annual staff survey highlighted that our team have confidence in our leadership and that ADSI is headed in the right direction, with staff satisfaction and retention significantly increased over prior years.We are proud of these survey outcomes and are confident ADSI is moving in the right direction with a new and strong leadership team.

April Pan
Head of Corporate Services | Deputy CEO



Our funding bodies and partners

We sincerely thank our funding bodies in 2026 for their trust and support:

- SydWest Multicultural Services
- Department of Social Services
- Department of Health and Aged Care
- Department of Home Affairs
- NSW Department of Communities and Justice
- NSW Health
- Community Migrant Resource Centre
- Mission Australia
- Transport for NSW
- Playgroup NSW



Financial Report

Modoras

Accessible Diversity Services Initiative Limited
Independent Auditor's Report to the Members of Accessible Diversity Services Initiative Limited
For the Financial Year Ended 30 June 2026

Opinion
We have audited the financial report of Accessible Diversity Services Initiative Limited (the registered entity), which comprises the statement of financial position as at 30 June 2026, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and the notes to the financial statements, including a summary of material accounting policy information, and the responsible persons' declaration.

In our opinion, the financial report of Accessible Diversity Services Initiative Limited has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act), including:

(a) giving a true and fair view of the registered entity's financial position as at 30 June 2026 and of its financial performance for the year then ended; and

(b) complying with Australian Accounting Standards – Simplified Disclosures and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

Basis for Opinion
We conducted our 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 the registered entity 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 our 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.

Information Other than the Financial Report and Auditor's Report Thereon
The directors are responsible for the other information. The other information is the directors' report accompanying the financial report.

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 our 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.

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Financial Report

Accessible Diversity Services Initiative Limited
Independent Auditor's Report to the Members of Accessible Diversity Services Initiative Limited
For the Financial Year Ended 30 June 2026

Responsible Persons' Responsibility for the Financial Report
The responsible persons of the registered entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards – Simplified Disclosures and the ACNC Act, and for such internal control as the responsible persons determine 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 responsible persons are responsible for assessing the registered entity's 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 responsible persons either intend to liquidate the registered entity or to cease operations or have no realistic alternative but to do so.

The responsible persons are responsible for overseeing the registered entity's financial reporting process.

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.

A further description of our responsibilities for audit of the financial report is located at the Auditing and Assurance Standards Board website at: http://www.auasb.gov.au/. This description forms part of our auditor's report.

Modoras Audit

Modoras Audit

Michael Payne
Partner
7 October 2026
Sydney, New South Wales

Financial Report

Accessible Diversity Services Initiative Limited
Statement of Profit or Loss and Other Comprehensive Income
For the Financial Year Ended 30 June 2026

	Notes	2026 $	2025 $
Revenue			
Revenue from contracts with customers	4	8,322,752	6,144,137
Other income	5	312,673	167,208
Total revenue		**8,635,425**	**6,311,345**
Expenses			
Administration and other operating costs		(1,389,976)	(643,092)
Brokerage costs		(853,800)	(780,312)
Depreciation and amortisation		(172,715)	(181,631)
Employee benefits		(5,535,883)	(4,430,875)
Finance costs		(25,792)	(32,364)
Impairment loss on receivables		-	(1,540)
Other program costs		(477,421)	(115,085)
Total expenses		**(8,455,587)**	**(6,184,899)**
Surplus before income tax		**179,838**	**126,446**
Income tax expense		-	-
Surplus for the year		**179,838**	**126,446**
Other comprehensive income		-	-
Total comprehensive income		**179,838**	**126,446**

The accompanying notes form part of these financial statements.

Financial Report

Accessible Diversity Services Initiative Limited
Statement of Financial Position
As at 30 June 2026

	Notes	2026 $	2025 $
Assets			
Current			
Cash and cash equivalents	6	3,037,554	3,156,359
Trade and other receivables	7	460,351	358,775
Other assets	8	211,822	114,304
Total current assets		**3,709,727**	**3,629,438**
Non-current			
Property, plant and equipment	9	519,514	17,139
Right-of-use assets	10	473,436	631,248
Intangible assets	11	20,294	3,852
Total non-current assets		**1,013,244**	**652,239**
Total assets		**4,722,971**	**4,281,677**
Liabilities			
Current			
Trade and other payables	12	876,004	331,240
Provisions	13	404,768	307,009
Lease liabilities	14	163,484	163,484
Contract liabilities	15	22,930	67,119
Total current liabilities		**1,467,186**	**868,852**
Non-current			
Provisions	13	178,076	364,329
Lease liabilities	14	330,898	481,523
Total non-current liabilities		**508,974**	**845,852**
Total liabilities		**1,976,160**	**1,714,704**
Net assets		**2,746,811**	**2,566,973**
Equity			
Reserves		159,958	159,958
Accumulated funds		2,586,853	2,407,015
Total equity		**2,746,811**	**2,566,973**

The accompanying notes form part of these financial statements.

ADSI
Accessible Diversity Services Initiative

30 Years Supporting Community

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