

Annual Report



**Ethnic Community
Services Co-operative**
A voice for diversity and inclusion

(Formerly known as Ethnic Child Care, Family and Community Services Co-operative)

Acknowledgment of Country

Ethnic Community Services Co-operative would like to acknowledge the Cadigal Wanggal clans of the Eora Nation as the traditional custodians of the land on which we work and pay our respects to Elders both past and present.

Contents

Message from the Chairperson	3
2015 Board Members	4
Executive Director's Report	7
Programs Manager Report	9
Children's Services – Bicultural Support	12
Disability Services – Ethnic People with Disabilities Program (EPDP)	16
Disability Services – Ability Links	18
Disability Services – Multicultural Respite Services (MRS)	19
Incorporating: Partners Program, Multicultural Respite Options and Vacation Care	19
Disability Services – CALD Capacity Building Project	22
Aged Care Services – Inner West Multicultural Access Project (IWMAP)	24
Aged Care Services – Eastern Sydney Multicultural Access Project (ESMAP)	28
Our Training	33
Financial Statements for the Year Ended 30 June 2015	34
Statements for the Year Ended 30 June 2015	36

Message from the Chairperson



It has been another year to be proud of. As always the staff and Board of Ethnic Community Services Co-operative (ECSC) rise to the challenges that many not for profit agencies face – the uncertainty of government funding whilst at the same time having to respond to the ongoing and consistent if not

rising demand and need for our services. Advocacy and support cannot be put on hold whilst we attempt to ensure funding of existing or new programs in response to the needs of our clients. The report provides a summary of our achievements for 2014-2015.

Change is not easy for any organisation. One of the first changes that we embraced in this financial year was a change in name. We consulted both formally and informally with our members about this change as we did with our staff and clients. We feel that the change in name will assist in ensuring that we hold our space in the not for profit multicultural service industry. Our shorter name should assist in clearer recognition and articulation and our new logo is an indication of our even greater motivation and energy as we move forward and face head on the industry changes that await us.

We foresee that in 2015-2016, ECSC will have many new programs on offer especially in supporting CALD clients with a disability. We have always been person centred in our approach to service delivery so the change should not faze us. We do however wish to ensure that our communities have the capacity to be able to negotiate the type of services that they need and their choices and wishes will not be compromised or limited by an insensitivity to diversity. We know diversity makes

good business sense and we see that the government is promoting this to the sector, however we believe strongly that there is still a long road to be travelled before CALD people with a disability will receive the quality of services that they so desire and have a right to. We will no doubt be advocating for government to be encouraging and monitoring systemic changes in organisations to ensure that they are responsive to diversity in their practice in a true and transparent way. We also believe that still much effort and attention needs to be placed on the capacity building of vulnerable CALD and other communities and that the government recognise that this work needs to be undertaken by both the larger and smaller not for profit grass roots organisations, with government support.

We continue to welcome our members' views on how we might support our key target CALD segments – children and their families; people with disabilities and the aging CALD population living at home. We are also as per our history, still willing to work co-operatively with other organisations in joint research projects, developing innovative or new models of service delivery to meet the gaps, delivering services together or advocating on behalf of vulnerable and disadvantaged communities.

Mirella Di Genua
Chairperson

2015 Board Members



Mirella De Genua

Chairperson

Mirella joined as a Board member in 2009 and has been the Chairperson since 2013. She has run her own consulting company over the last 7 years specialising in change management, facilitation, organisational reform, coaching and team building stakeholder engagement and mediation. Prior to running her own consulting company, Mirella worked in the government, private and not for profit sectors in senior management roles. She brings to ECSC a wealth of knowledge on establishing new projects and businesses; the importance of internal and external stakeholder engagement to an organisation's sustainability; and visioning and business planning. Having spent a few years at ECSC early in her career as the Co-ordinator of the Ethnic People with Disabilities Program, Mirella makes a very passionate Board member who is committed to seeing the organisation prosper.



Lina Cabaero

Vice Chairperson

Lina is the Coordinator of Asian Women at Work Inc, a community organisation that assists, empowers and unites migrant women workers in low paid employment in collective action for their rights at work. She worked extensively with national, regional and international student bodies when she was in the regional Secretariat of Asian Students Association based in Hong Kong. Before migrating to Australia in 1998 she also worked with migrant women workers based in Hong Kong. Lina is also a musician.



Rosanna Barbero

Secretary

Rosanna joined the Board of Directors after Emceeding ECSC's 35th anniversary celebration. Rosanna has over 20 years' experience working in the global justice movement, based in Asia and the Middle East. She has extensive involvement in managing poverty and human rights organisations at national, regional and global levels and on strengthening civil society NGOs at a regional level, particularly addressing the areas of governance and programming. Rosanna has also worked with multilateral donors and social movements. She has authored and supervised research papers on the World Trade Organisation, International Monetary Fund and World Bank's impacts on poverty and exploitation, as well as on gender, trade and globalisation. Rosanna is currently the General Manager of the Addison Road Community Centre Organisation in Marrickville.



Samantha Damoulakis

Treasurer

Samantha is an Early Childhood Teacher who has been working in children's services for 18 years. She has been the Director of the Greek Orthodox Community of New South Wales' Child Care Centre (the first ethnic child care centre, and one of the few remaining bilingual centres, in NSW) for 12 years. As Director, Samantha leads, guides and supports a team dedicated to providing high quality Early Education and Care to children. She has extensive experience in developing positive relationships with families, building effective networks with community organisations and government, and ensuring compliance with legislation, policy and governance procedures. Samantha is particularly interested in the Anti-Bias Curriculum approach to early learning and in developing an environment that supports inclusive practices.



Khedra Cloud

Director

Khedra has been with the board since February 2015. Following his passion, Khedra decided to leave a successful career in marketing to found Future Unity. The Sydney based not-for-profit now develops and delivers programs that engage young people in need to ensure they receive every chance to reach their full potential, find their passion and to live happy, healthy and prosperous lives. Khedra brings this same passion for community and youth development to the ECSC Board.



Jane Corpuz-Brock

Director

Jane has a Masters Degree in Development Studies from the University of Geneva in Switzerland. She has been the Executive Officer of the Immigrant Women's Speakout Association (IWSA) since 2002. In addition to this, Jane has been an active member of Migrante Australia, an organisation that strives to provide essential support services to Filipino migrants in Australia.



Vivi Germanos-Koutsounadis

Director

Vivi is the Executive Director of Ethnic Community Services Co-operative (ECSC). She has received a number of national awards including: Order of Australia Medal (1983), the Human Rights Medal (1998) and in 1999 and 2003 she received the UNSW Alumni Award. In 2012, she was appointed as one of the people of Australia Ambassadors by the Australian Multicultural Council. She participates in various government and community advisory committees advocating on behalf of culturally and linguistically diverse individuals and communities.

"We foresee that in 2015-2016, ECSC will have many new programs on offer especially in supporting CALD clients with a disability."

Executive Director's Report

The year 2015 has been one of restructuring, reflection of our work practices and evaluation of all aspects of the operations of Ethnic Community Services Co-operative Ltd, in order to meet the challenges and opportunities of government portfolio changes and reforms. We support the move towards 'choice and control' for people with disabilities and the aged however we also advocate that in order for this transfer of focus to occur attention needs to still be on capacity building in these consumer segments.

ECSC during this year has been actively involved in government and other committees making input into the proposed changes. The great work of the various programs of the Co-operative are documented in the reports of Shikha Chowdhary Programs Manager and the specific Project reports.

Innovation in models of service delivery, responding to the varying needs of CALD people and communities and advocating for CALD people's human rights, their inclusion and participation in the community as equal citizens, has been a trademark of ECSC. Over the years many best practice models were developed by the Co-operative. These have been recognised by the government and service providers in the aged, disability and child sectors. One that has endured over the years is the hands on resource of the Bicultural Support Program which has contributed to the inclusion of CALD children into children's services by providing cultural and linguistic support to the child and the children's services. We hope that this Program will continue to be funded into the future and that we will be able to continue building on this model.

The ECSC supports the NDIS whereby people with disabilities will be able to access funds to decide what services they need and purchase them from various providers. However we are still concerned that a large number of people with disabilities will not qualify for NDIS and may continue to be disadvantaged. These people have typically been assisted by small local community NGOs with funding from government. These grass roots bodies which were often run by people with disabilities are likely to not be able to survive when NDIS is fully operational. It will be a great loss to the community and to the people who need these services. There should be long term not temporary funding provided for these services to operate to assist those people who will be ineligible for NDIS.

It takes many years to develop community capacity building and engage people to become involved, to be empowered to advocate for themselves and become self-sufficient and feel that they belong, especially vulnerable people. Therefore, careful consideration needs to be given by the government when they are defunding these bodies which will leave people in a vacuum and feeling abandoned.

The decision by the government to take 12,000 Syrian and Iraqi refugees is to be commended. However, their decision to keep children, women and people with disabilities and men who seek asylum in indefinite detention offshore in Christmas Island, Nauru and Manus Islands in unsafe, unhealthy, isolated conditions is deplorable. The Australian Human Rights Commissions Inquiry into the Detention of Asylum Seeking Children was released this year. The

report "The Forgotten Children", which was tabled in Parliament has disturbing evidence that children are being traumatized psychologically, physically and clearly demonstrates that children should not be in detention and should be brought to onshore with their families. There is no justification whatsoever, in keeping these children and families in conditions which are inhumane, and contravene the various UN conventions such as the Convention on the Rights of the Child, CEDAW, Human Rights and UNHCR guidelines on refugees. The government should include these children, women and families in the intake of humanitarian entrants quota for 2016.

People leave their homes because of war, persecution, climate changes and risk their lives to seek asylum to find a safe haven for their families. Many lost their lives in doing so. We must remember that they are human being and they should be treated as such with respect, compassion, care and support. The UN needs to look at this human exodus which is one of the largest since WWII. Countries need to agree to take a proportion of these asylum seekers and assist them until such times they are able to return to their homes. We cannot ignore these people by hiding them away offshore and forget about them or put up barbed wire to keep them out.

All of these achievements of ECSC for the year would not have been possible without the commitment, dedication, passion and contribution of all the staff of the Co-operative. We have an excellent team which worked together all year to achieve many successful outcomes for their consumers of CALD and made a difference in their lives. I thank you all for your contribution. To the BOD thank you for your leadership, advice, support and contribution to provide an effective governance for the operation of the organisation. Thank you to the members of the Co-operative for your support during the year.

The Co-operative wishes to thank the funding bodies. The departments of NSW Ageing Disability and Home Care, NSW Department of Community Services, NSW Department of Education and Communities, Children's Services Central and Community Child Care Co-operative, the Commonwealth Departments of Social Services and Department of Human Services. The various Municipal Councils: Randwick, Marrickville, Canterbury, Burwood, Leichhardt, Ashfield and Strathfield. Thank you to the various Clubs for their community grant funding which made it possible to organise various activities for CALD consumers from diverse backgrounds of the various programs operated by the Co-operative during the year.

My special thank you to Abdul Zahra OAM, the Manager of Tripoli and Mena, who resigned from the BOD in this financial year. He has been an invaluable member of the BOD of the Co-operative for some 30 years for his loyalty, his advice on various issues, his support and promotion of social justice and multiculturalism, his sound judgement, the leadership he provided to Tripoli and Mena to become a multifaceted organisation providing many services to the Arabic speaking community in Sydney which holds him in high esteem and his many years of dedication and voluntary contribution to his community and the Australian community as a whole.

Programs Manager Report

Throughout 35 years of its existence, the Ethnic Community Services Co-operative (ECSC) has been on the cutting edge of responding to the needs of Culturally And Linguistically Diverse (CALD) communities. Despite many challenges that we face on a daily basis, along with other small not for profit organisations, we have been able to successfully deliver services to create greater opportunities for CALD communities due to a dedicated team of workers and their commitment to human rights.

ECSC touches many people's lives through its work in the children's, disability and aged care spaces by:

- Strategically positioning itself within government, agencies and the not for profit sector at various levels to advocate for the needs of CALD individuals and communities in regards to access and quality services and where appropriate the need for ethno-specific products and services
- Outreaching and working with CALD communities at a grassroots level to build their capacity in exercising their rights and understanding of their responsibilities
- Responding to government policy proposals or reforms to ensure that the needs of the CALD communities are taken into consideration in the policy and planning process to meet their diverse needs
- Developing cultural resources and providing training on cultural competence for inclusive practices.

One of the highlights of this calendar year, and one that we all are proud of, is the conference on 'The Keys to Inclusive Practice: Celebrating Diversity'. It reflects our ongoing commitment to supporting the sector to become inclusive in its every day practices. It was

successfully convened for early childhood educators to reflect on their practices in adopting inclusive practice and embracing diversity, through the panels of experienced practitioners and keynote speakers. The Bicultural Support Team of ECSC has aside from this conference also been active in producing new resources and updating existing resources in response to the needs of the sector. The latest resource 'The Keys to Inclusive Practice' received an overwhelmingly positive response from the educators to support their practices on inclusion.

This year we had also have taken on a three year contract to support Feros Care as one of their contractors of the Regional Assessment Services (RAS). RAS is about conducting face-to-face assessments of older people needing entry-level support at home through the Commonwealth Home Support Programme (CHSP). The service is being provided to the local residents of Eastern Sydney, St George and Sutherland Shire regions. As there has been major changes in the aged care sector, we welcomed the opportunity to provide RAS with the provision of bilingual workers where appropriate. We are still in the initial stage of the project and currently looking into recruiting more bilingual workers to be trained to meet the needs of the CALD people living in the targeted region.

The CALD Consumers Capacity Building Project (CCBP) completed its two years in October and it has been extended for another year to outreach CALD communities to build their capacity to move towards the person centred approach. It is pleasing to receive recognition that the project work through CCBP adds enormous value to NDIS in preparing CALD communities for the NDIS journey.

Ethnic People with Disability Program (EPDP) continues its work with a greater focus on ensuring that culturally and linguistically appropriate access to services by CALD people with disabilities is top of mind to policy makers and funding providers. This part of EPDP's advocacy work is conducted through various submissions to policy proposals and in its participation in many consultations held by various government departments.

In 2014, ECSC received funding from UnitingCare for a Senior Ability Linker's position. This model of support is a new way to assist people with disability, their families and carers to have their needs met within their local communities. We aim to provide specialist leadership and expertise on CALD issues to Ability Link staff across UnitingCare so that they can successfully outreach and effectively engage children with disability from CALD backgrounds aged 9 to 15 years. We welcome the opportunity in improving access to services by CALD children with disability in their local area.

In 2015, ECSC also received funding from Settlement Services International for a Senior Ability Linker to work in the Sydney Metropolitan South region. Through this position we aim to provide support to the Ability Linkers in the targeted areas to facilitate access opportunities to local services of their interests by CALD children with disabilities.

Multicultural Respite Services (MRS) continued to provide services to people with disability through appropriate recreational activities. This year, for the first time, we were able to offer drama lessons to some of our participants with low to moderate disability in addition to regular recreational activities. MRS is preparing to move towards a person centred approach by participating in various relevant consultations and with support from NDS. We aim to provide appropriate support to our clients in the transition period by preparing them for the changes in service provision.

Inner West Multicultural Access Project (IWMAP) and Eastern Sydney Multicultural Access Project (ESMAP) continue with a greater focus of support to CALD Aged target population during the transition period to Commonwealth Home Support program (CHSP). We made many submissions expressing our concerns in regards to the changes in the aged care sector and their impacts on CALD communities. There has been minimal support for our clients as part of the transition to the My Aged Care model of service delivery. The Multicultural Access Projects of ECSC have been instrumental in building relationship with CALD clients through a community development model in supporting Commonwealth's aged care programs. We would like to ensure that the CALD clients' access to services with the changes in the aged care is supported for quality and equality.

Last year a 'Quality Committee' was set up to focus on good governance and ongoing improvements in the way we conduct our business. The Committee's primary role is identify the overall organisational as well as program specific issues to comply with various legislations and make recommendations on how the organisation should best address these issues. The committee is comprised of Coordinators, Programs Manager, Executive Director and a Board member. The Quality committee continues to monitor various quality issues including regular updates of policies and procedures, complaints register, governance issues and reviewing quality assurance database for continuous quality improvement.

We responded to various policy proposals expressing our concerns across the disability, aged care and children's services sectors to ensure appropriate access opportunities to services by CALD communities. During this reporting period the ECSC made 18 submissions to various government and non-government organisations advocating on behalf of the needs of CALD communities. Some of these include: 'Quality and Safeguards in the NDIS', 'NSW Disability Inclusion Plan', 'NSW Social



housing discussion paper', 'ILC Policy Framework', 'Good Practice Guide – Commonwealth Home Support Programme, Review of Commonwealth Aged Care Advocacy Services', 'Regulation Impact Statement (RIS) – Child Care Assistance Package', 'Australia's Humanitarian Programme 2015-16 and Beyond', and many more.

The main challenge that we are facing currently is the uncertainty of the future of Bicultural Support program beyond June 2016. The ECSC has been providing this support to migrant, refugee and Aboriginal children and their families in their initial settlement process over a period of 34 years under different funding arrangements. We would like to see a commitment by the Commonwealth to continue supporting children's services in settling in CALD children with linguistic and cultural support.

We are also aware that the challenge for Multicultural Respite Services' clients will increase without appropriate advocacy program in the transition period to NDIS.

Looking forward, we are aware of our situation as a smaller community based organisation and need to be mindful of having a clear, realistic strategic direction.

I would firstly like to thank the casual Respite Workers and the Bicultural Support Workers for their commitment and dedication in making a difference in the lives of countless people who access our programs. I would also like to thank all the ECSC staff members, our consultants and trainers who make my job easier and enjoyable.

Finally, I would like to thank all Board members who volunteer their time to support this organisation's work and our Executive Director.

We are grateful to be able to provide quality services for equality with funding from various government departments, and we hope to continue doing so in the coming years.

Children's Services – Bicultural Support

ECSC has a history in advocating for the needs of CALD children to have access and equity to Children's Services. This year we continue to network and advocate to government, the not for profit and private sectors involved in delivering health, education and other forms of support to children. Whilst our focus has been on the needs of CALD Children, we are also active in supporting the rights of all children, including Refugee children, Children with Aboriginal and Indigenous backgrounds, children with disabilities and other children with particular needs. We do this mainly through our representation on key committees and our support of established networks that focus on Children's rights.

Our key program to support children is the Bicultural Support Program. Bicultural Support has approximately 400 casual Bicultural Support Workers across NSW representing 110 different languages, including Indigenous languages.

The Program represents 58 unique countries of origin, 110 unique languages/dialects which include languages from every continent of the world – refer Map 1.

Bicultural Support Workers and Consultants aim to educate, inform and empower Children's Services staff to become better informed in supporting CALD and Indigenous children and families in their care, by providing hands on language support, supporting staff in planning, implementing and modelling appropriate cultural activities and programs, providing children's services staff with resources, information and professional development on Inclusive Practices.

This unique, multi-layered resource and support model of good Inclusive practice program, continued to deliver time limited, linguistic and cultural support to the Children's Services sector in 2014/2015.

MAP 1: Bicultural Support – the Languages we speak



The Program supported:

- 1200 children from culturally and linguistically diverse, refugee and Indigenous backgrounds;
- 1200 Children's Services;
- and provided 1200 employment opportunities to Bicultural Support Workers.

1200 requests for Bicultural Support have been received, of which 95% have resulted in Bicultural Support Workers being placed. Where Bicultural Support is unable to meet requests due to unavailability of Bicultural Support Worker who speak the language, services are offered through other means including interim support via Consultants including: provision of practical resources, programming ideas, telephone, email, Skype support, Professional Development of staff in service etc.



A child's comment about their
Bicultural Support Worker:

"I want you to be here
with me all the time.
I feel good when you
are here...."



Hornsby Campus Children's Service

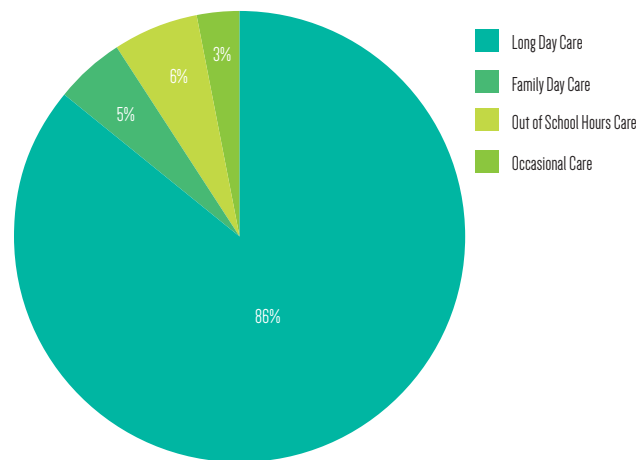
Ongoing support mechanisms that were in place for Bicultural Support Workers include:

- Professional Development opportunities. The following Workshops were delivered in 2014/2015: Getting To Know The Early Years Learning Framework (EYLF), Supporting Culturally Inclusive Practices In Children’s Services, Bilingualism & Home Language Maintenance – A Speech Pathologist’s Perspective, Child Protection – Identifying & Responding To Risk Of Harm, Working Effectively With Refugee Children & Families, Bicultural Support Workers & the NQF, Redirecting Behaviour In A Positive Manner, Communicating Effectively With Culturally Children and Families, Cultural Competence, Disability in A Cultural Context, Bicultural Support Working Across the Different Children’s Service Types, Observations and Programming for Bicultural Support Workers, Practical Multicultural Resource Making.
- Access to ECSC/Bicultural Support Multicultural Resource Library, telephone support, Centre support/mentor visits & buddy system to support new recruits, the Bicultural Supporter Newsletter, Sydney Metropolitan & Regional Bicultural Support Worker Meetings (with Guest Speakers covering a wide range of topics).

85% of our statewide Bicultural Support Workers accessed Professional Development, the Multicultural Resource Library and the Bicultural Support Resources this year.

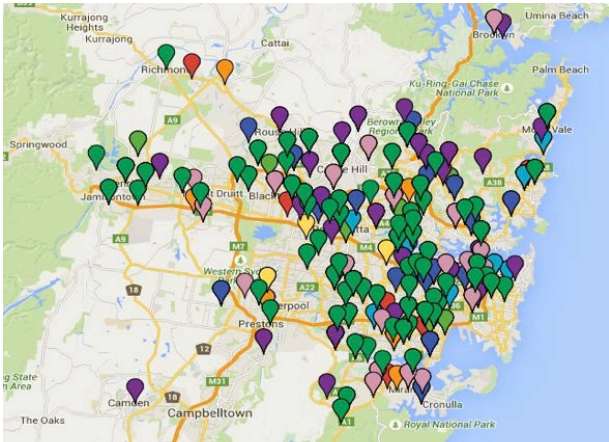
- Access to Bicultural Support Program by Children’s Service Type:
 - Long Day Care: 86%
 - Out Of School Hours Care: 6%
 - Family Day Care: 5%
 - Occasional Care: 3%

FIGURE I: Bicultural Support Allocation by Children’s Service Type – July 2014-July 2015



- 39% of Chinese Bicultural Support Workers (dialects include: Cantonese, Mandarin, Triechau, Hakka, Shanghainese) were allocated through Bicultural Support.
- ISA Regions 1, 2, 3, 4, 5, 6, 7 and 18, were the highest accessing ISA Regions of Bicultural Support.
- 18 Bicultural Support & ISA Plans Of Action were developed.
- The 8000th and 9000th Bicultural Support Request were achieved and celebrated!

MAP 2: Bicultural Support in the Sydney Metropolitan area July 2014-June 2015



Other Bicultural Support Achievements

- In 2014, Bicultural Support revisited the outcomes and recommendations from the First National Bilingualism Conference, and ran several regional Bilingualism Forums on *Does Learning 2 Languages in Early Childhood result in Language Development Delay or Disorder?* Feedback received was outstanding.
- Bicultural Support developed new resources in 2014/2015 including the updates of the Survival Words Booklet and CD and the Multicultural Resources Guide. The Greek, Mandarin and Arabic Survival words are now available online on the ECSC website. *The Keys to Inclusive Practice* resource was also developed and launched at the *Keys to Inclusive Practice: Celebrating Diversity Conference*, held in October 2015 (An Ethnic Community Services Co-operative, Children's Services Central and Community Child Care Co-operative). A big congratulations and thank you to the Bicultural Support Team who were primarily responsible for organising and hosting this Inclusion Conference.

"1200 requests for Bicultural Support have been received, of which 95% have resulted in Bicultural Support Workers being placed."

Disability Services – Ethnic People with Disabilities Program (EPDP)

The Ethnic People with Disabilities Program aims to promote the rights of people with a disability from Culturally and Linguistically Diverse (CALD) backgrounds. We work with people with a disability from CALD backgrounds, their families, carers and communities to provide culturally appropriate advocacy, information and referral. We also work with service providers and policy makers to address the barriers to access and participation for people with disabilities from CALD backgrounds.

Highlights

From 1 July 2014 to 30 June 2015, the Ethnic People with Disabilities Program:

- Provided Individual Advocacy and Information support to 27 people with a disability from CALD backgrounds, their families and carers
- Collaborated with partner organisations to hold 13 community consultations and information sessions, with a total of 480 participants from CALD communities
- Contributed to preparing 10 policy submissions highlighting issues affecting people with a disability from CALD backgrounds
- Provided advice and feedback to 13 service providers on how to engage with and be responsive to the needs of CALD communities
- Contributed to the working party for GroovABILITY 2014, a celebration of the International Day of

People with a Disability, attended by around 400 people

- Achieved Third Party Verification against the NSW Disability Services Standards on 10th December 2014.

Key issues

In the context of rapid and significant changes taking place in the disability sector, people with a disability from CALD backgrounds continue to experience multiple barriers to accessing services, participating in the community, and living the lives they choose. Throughout 2014-2015, we worked with people with a disability from CALD backgrounds and their families to address barriers to accessing mainstream services, such as affordable housing, education support and health care. We also worked with people with a disability and their families to address barriers to accessing disability services. A common theme to emerge was the ongoing need for community education about the rights of people with a disability and their families, including the right to make complaints and to receive services which respect cultural and religious diversity. We will continue advocating at individual and systemic levels to ensure that these issues are taken into account in the design and implementation of the NDIS, and in the delivery of mainstream services.



Feedback about our work

The Ethnic People with Disabilities Program received feedback from families, communities and service providers throughout 2014-2015.

From a service provider: "I just wanted to thank you again for your feedback on our NDIS resources – it will definitely contribute to making the resources as accessible and clear as possible, and will increase their reach to CALD communities, which is very important."

From a community workshop participant: "I just wanted to thank you for yesterday's workshop which was informative, practical and beneficial... The presentation was informative and gave me a good insight of what we parents can prepare for our son with disabilities..."

From a carer accessing our Individual Advocacy program: "At first I did not know I could make a complaint [about another service provider], my husband and I were scared the services will end if we say anything negative about them. When EPDP explained to me that I have the right to make a complaint if I am unhappy with the service I am receiving, and the feedback can be used to improve the service, now I feel more comfortable making a complaint."

Disability Services – Ability Links

Ability Links NSW supports people with disability, their families and carers to live the life they want, as valued members of their community. This is done by providing facilitated support to people with disability aged 9-64 to their local community and working with community groups, local businesses and other providers to help create inclusive communities.

Ability Links launched on July 1, 2014 and is funded by NSW Government's Department of Family and Community Services – Ageing, Disability and Home Care and operated in partnership by a number of non-government providers. There are currently more than 200 locally based 'Linkers' working across the state and ADHC has worked hard to embed cultural competency into the Ability Links program, engaging with CALD communities to provide feedback and providing training for staff. ECSC has also been engaged to provide support to staff and management to work in a culturally responsive way and particularly to focus on issues impacting on children aged 9-15 and their families.

In March 2015, ECSC appointed Young-Ju Han as a Senior Ability Linker to work with the Ability Links team from UnitingCare and Settlement Services International across the Sydney Metropolitan North and Southern NSW regions. Young's role has been to provide advice and support for staff and management to engage effectively in providing services and outreaching to CALD communities as well as raising issues that impact on access and quality of service to children with disability and their families and carers.

In the initial stage of this project we consulted with key stakeholders and developed a strategy and resources for supporting Linkers. With the announcement of

early implementation of the NDIS in the Nepean – Blue Mountains region (July 1, 2015), Ability Links has been busy helping to prepare for the transition by raising awareness amongst CALD communities and supporting the adoption of inclusive practices amongst the local communities in Sydney's West. This has been particularly challenging in areas like the Nepean – Blue Mountains region which have smaller CALD populations meaning that CALD engagement could be seen as being less of a priority.

In October 2015, ECSC appointed Grace Schisas to the role of Senior Ability Linker to work in the Sydney Metropolitan South region. Grace will add her considerable experience and knowledge of providing services to people with disability from CALD background to our organisation and the program.

Disability Services – Multicultural Respite Services (MRS)

Incorporating: Partners Program, Multicultural Respite Options and Vacation Care

Multicultural Respite Services (MRS) provides a variety of respite options for families from Culturally and Linguistically Diverse (CALD) backgrounds who live in the Murrumbidgee/Canterbury Local Government Areas. MRS has been supporting children, adolescents and adults with disabilities and their carers/families for more than 20 years.

Outcomes for 2014/2015 – 40 families received respite services through MRS. A total of 23 adults and 19 children and adolescents regularly accessed the program, enjoying the community access outings and attending festivals and community events. During this year, 3 participants left the program, 2 turned 18 and 1 relocated to another area. We also welcomed 4 new children, two sets of siblings, onto the programs.

Partners Program

The Partners Program offers recreational respite and peer support to children and adults who have mild to moderate intellectual disabilities. The Children and Adults Saturday Program run alternately while the Adult's Thursday Night Social group meets weekly. During the past year, 18 families were provided with recreational respite: 13 adults and 5 children participated.

MRS is committed to providing person centred services, in line with this philosophy the recreational activities provided by MRS were planned in consultation with the participants and their families and were designed to give the participants a range of experiences

as well as opportunities for social interaction, physical activity and skill development.

Multicultural Respite Options

The Multicultural Respite Options program offers one to one support for people with intellectual disabilities who have high support needs. Families are offered flexible respite options which include:

- Participating in the Partners recreational group programs, offering social interaction with peers in the community
- In-home respite
- Individual community access outings planned around the individual's goals and aspirations, offering choice and control within a person centred and strengths based approach to service provision.

The participants and families accessing the MRO program choose the respite options that are most appropriate for, and suitable to, their needs. A total of 24 participants took part in the MRO program: 10 adults and 14 children

Vacation Care

The MRS Vacation Care Program is open to children aged 5-17 with intellectual and/or physical disabilities living in the Inner West. It offers a range of outdoor and indoor activities which focus on providing fun and interactive outings for children on school

holidays, while enhancing social skills and community participation.

In 2014/2015, Vacation Care activities included: bowling, swimming, movies, picnics, ball games, arts and craft, music days, farm visits, and much more.

Fifteen children participated in Vacation care throughout the year. Eleven participants have high support needs, requiring 1:1 care, the other four participants have mild to moderate support needs. MRS Vacation Care provides an invaluable service for families who often find school holidays an extremely stressful time. By accessing this service many carers are able to continue working through school holiday periods, while others have the opportunity to spend quality time with other children in the family who often share in the caring role for siblings with disabilities.

Dance Workshop

The MRS Dance workshops continued in the second half of 2014, with the participants performing at our 35 years celebrations on 25th November 2014, and also at the GroovAbility Festival on 4th December for International Day of People with Disability. Liliana Carroll, the dance teacher, facilitated the performances and brought her energy and expertise to the events. The MRS Dancers were a huge success at both performances.

MRS is committed to fostering and encouraging sustainable outcomes. Due to participants being introduced to Liliana's dances classes, many have now moved into attending the classes independently without needing the assistance of a disability service. This is a great outcome, and has resulted in a sustainable social interaction from a one off funding grant.

Drama Classes

In 2015 we were able to offer drama workshops to people on our Partners program. Working within a person centred and strengths based perspective, MRS are committed to supporting people to have new experiences that help them to make lifestyle choices that fulfil their goals and aspirations.

We are very lucky to have the opportunity of working with Caroline Downs, a trained performer and accredited drama teacher. Caroline has 20 years experience working with People with Disabilities and the Arts. She has produced, directed and written numerous theatre productions, and in 2010 she helped facilitate an important program for actors with disabilities with professional theatre company Back to Back and Ever After Theatre in association with the Australia Council for the Arts and Sydney Theatre Company. More recently she directed Ever After Theatre in Social Network Stories sponsored by Arts NSW.

This is a new venture and we look forward to reporting on outcomes next year.

Support Workers

At present, MRS employs 28 casual support workers from various linguistic backgrounds including Chinese, Spanish, Nepalese, Vietnamese, Filipino, Korean, French, Teo-chew and Italian. During the year the support workers provided a high level of culturally appropriate services to people on MRS programs. We also have two bus drivers and are able to provide transport services to and from respite for our clients. Access to transport is a critical issue in respite provision and we are delighted as a project to be able to bring this extra service to our clients.

Training, Information and Resources

In 2015 the MRS support workers attended training on Behaviours of Concern, Manual Handling, and Communication with Clients and Families. Support workers meetings are held quarterly to discuss various issues concerning the program, offer support and brainstorm ideas for program improvement.

In 2015 MRS carers and participants were invited to attend two workshops held at ECSC aimed at explaining the changes to disabilities due to the NDIS and also individual planning. The workshops offered were in the daytime and also evening to provide times that a range of people would be able to attend.

Funding and Reporting

MRS fulfilled all of its funding and reporting requirements 2014-2015 including the NRCF Progressive Report and the MDS reporting requirements.

We are thankful to the NSW Family & Community Services – Ageing, Disability and Home Care, Commonwealth Department of Social Services and NSW Department of Education and Communities for providing funding and support to MRS.



Disability Services – CALD Capacity Building Project

The CALD Capacity Building Project commenced as a two-year pilot in October 2013 with the aim to build the capacity of culturally and linguistically diverse (CALD) communities to understand the changes taking place in the disability system and to live a good life.

The project, funded by the *Living Life My Way* initiative of the NSW Department of Family and Community Services – Ageing, Disability and Homecare – outreaches CALD families who face significant barriers to accessing disability supports and are often unrepresented as service users. The project works with target communities and local organisations to raise awareness about disability rights in Australia and develop the skills and confidence required to exercise greater choice and control in accessing disability support. The initial focus on new and emerging communities has been expanded to include all CALD communities.

The Capacity Building Project encompasses four key phases. The 2013-2014 financial year was focused on planning, research and development. ECSC hired a Project Coordinator, collected data on target CALD communities, established a network of stakeholder organisations, and ran consultations with CALD community leaders and families. During the 2014-2015 financial year the project progressed to the implementation phase. Resources were compiled and developed – including information presentations and pre-planning worksheets – and workshops were carried out with CALD communities across Sydney and in Newcastle and Wagga Wagga. The workshops cover content on disability in a cultural context, disability rights, disability in Australia, and the changes taking place in the disability support system. Information is also provided on the National Disability Insurance

Scheme (NDIS) including eligibility, the planning process for participants, and strategies and resources to help people start preparing now.

Our approach

ECSC leverages off partnerships with organisations that have existing trust relationships with target communities, including bilingual workers, settlement services, migrant resource centres, multicultural organisations, refugee health workers, advocacy groups and disability service providers. One particular highlight has been ECSC's role in establishing the CALD Engagement Working Committee in the Hunter NDIS trial site. The Committee includes representatives from NSW Department of Family and Community Services, the National Disability Insurance Agency, Multicultural Disability Advocacy Association, Ability Links NSW, Northern Settlement Services, Northcott Disability, NSW Health, and others. ECSC shared expertise from the CALD Capacity Building project, including methods for culturally and linguistically appropriate community outreach. ECSC ran a number of consultations with CALD community leaders, and assisted in developing an NDIS CALD Engagement Plan for the Hunter region.

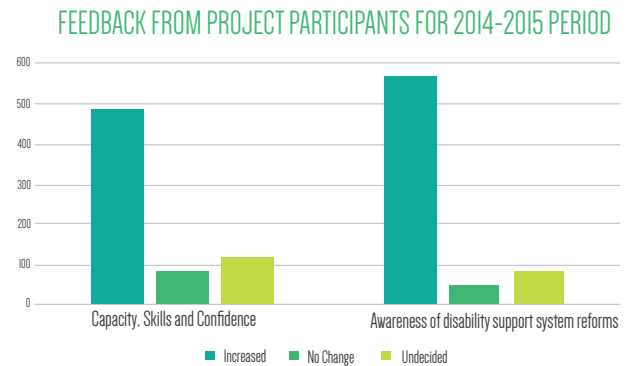
ECSC continues to work closely with our funding partner and like-minded organisations to collaborate where appropriate and promote best practice in project delivery. With NSW committed to a full-NDIS roll out by 2018, there remains significant work to be done to ensure that the 25% of people with disability who come from CALD backgrounds are adequately informed, prepared, and empowered to receive quality outcomes. ECSC continues to share project learnings and promote the needs of CALD people with disability through sector support and systemic advocacy.

"ECSC continues to work closely with our funding partner and like-minded organisations to collaborate where appropriate and promote best practice in project delivery."

Issues being addressed

Many people we outreach have a limited understanding of disability rights and the disability support system, and face the double disadvantage of disability and systemic cultural/language barriers to accessing information and services. We tailor our approach to each community and each individual. For example, in Wagga Wagga we ran capacity building workshops with individual families from newly arrived refugee backgrounds that had a child with disabilities. Partnering with the Multicultural Council of Wagga Wagga was essential in the success of these workshops. MCWW helped to identify key families, encourage them to attend, organise an appropriate interpreter, and have their case worker attend the session. The case workers are a familiar face for the families and will assist them in their planning process over the next 12 months. As such, we also ran a broader information session with staff to discuss disability, the NDIS, and common access barriers experienced by CALD communities. We linked the case worker staff with local disability services, and provided them with key resources that CALD clients can use in preparing for individualised supports. This will ensure a long term, sustainable impact for these families beyond the length of the project.

Our results



The next year

In June 2015, ECSC was delighted to secure an expansion and extension of the project for the upcoming 2015-2016 financial year. This funding will allow us to hire an additional team member and continue our work to reduce the access gap faced by people with disability from CALD backgrounds.

Aged Care Services – Inner West Multicultural Access Project (IWMAP)

Funded by Australian Government under the Commonwealth Home and Community Care (HACC) Program and NSW Department of Family and Community Services: Ageing, Disability and Home Care, the Inner West Multicultural Access Project (IWMAP) has been continuing to enhance the capacity and competence of HACC Service Providers to be more responsive to the needs of the Culturally and Linguistically Diverse (CALD) HACC target population. The Project has also been supporting to build the capacity of the CALD HACC target population to access HACC Services that suit their individual needs.

The IWMAP carried out a number of projects and activities during the fiscal year 2014/15. The summary of achievements and issues during the reporting period are listed below:

Highlights:

Support to HACC and HACC-Like Services

During the reporting period, IWMAP collaborated with 51 HACC and HACC-like, and Health related Service Providers. The supports included outreaching various communities from CALD backgrounds and linking them to relevant Service Providers, providing statistics of the Commonwealth HACC eligible clients (Older people, people with disabilities and their carers) residing in Inner West Sydney region based on 2011 census, disseminating updated list of CALD Senior and Carers Support Groups of the Inner West Sydney region to service providers, supporting HACC services

in developing culturally and linguistically appropriate materials, distributing Translating and Interpreting Services (TIS) cards in 10 languages and encouraging both service providers and service users to use them, delivering training sessions on Working Effectively with Interpreters and Cultural Briefings for staff/volunteers of HACC service providers, providing training to Interpreters on Home and Community Care (HACC) and Disability Sector, and identifying the service access issues through consultation, focus group discussion and information sessions and sharing with relevant HACC service providers.

Training/workshops

The project partnered with Anglicare, Australian Nursing Home Foundation (ANHF) and Australian Korean Welfare Association (AKWA) and delivered training sessions/workshop on Working effectively with Interpreters for staff members, HACC and Disability Sector for interpreters and cultural briefings on Korean, South Asian and Vietnamese Communities for service providers. A total of 71 staff members from different organisations attended the sessions and were well received.

Survey/Research/Consultation

The Project consulted with Sydney Turkish Speaking Communities regarding awareness of NDIS in partnership with Ethnic People with Disabilities Program (EPDP) and prepared a conference paper. The paper titled 'Mapping a community: NDIS outreach in

the Turkish community – A Case Study' was presented in the conference organised by Carers NSW. The broad implications included:

- Engaging with the 'Good Life' message
- Transition from problem focus to goal focus
- Need for community development approach
- Partnerships invaluable
- Repetition and follow up

Information Sessions

A total of 22 Information Sessions were conducted involving 11 service providers targeting communities from Arabic, Cantonese, Greek, Italian, Korean, Mandarin, Multicultural, Turkish and Vietnamese Speaking backgrounds. Over 420 participants benefited from these sessions.

Promotion of Services

The following major activities were carried out in an effort share more information on Commonwealth Home Support Program (CHSP) and HACC, Charter of Rights and Responsibilities for Community Care, Multicultural Access Project (MAP), My Aged Care (MAC) Services, and TIS:

- Participated in Inner West Community A Fair organised on a monthly basis in Marrickville and distributed information to more than 225 visitors from different backgrounds
- Participated in the beyondblue National Roadshow Multicultural Community Health Expo and information provided to more than 50 visitors from different backgrounds
- Participated in Marrickville Sr. Week Expo and provided information to more than 75 visitors from different backgrounds

- Articles on MAP services and MAC published in FECCA NCAN News, and Diversity in Action Newsletter
- Information disseminated during the information session on HACC and HACC like services
- Information on services also promoted through organisation's website.

Special Projects

Inner West Multicultural Dementia Forum

In partnership with Burwood, Canterbury, Leichardt and Marrickville Councils and other organisations such as ANHF, CASS, Co.As.It. Home and Community Podiatry Service, Inner West HACC Development Project, Newtown Neighbourhood Centre, Sydney Local Health District and Wesley Mission, the IWMAP organised Multicultural Dementia Forum in 5 Languages (English, Arabic, Cantonese, Mandarin, Greek and Italian). More than 350 people attended and benefitted from these sessions.





Carers Week Event

In partnership with Ashfield, Burwood, Canada Bay, Canterbury, Leichhardt, Marrickville and Strathfield Councils and other service providers such as Carers Assist, Multicultural Aged Care and Sydney Local Health District, IWMAP organised Carers Week Event 2014 with bus outing to Campbelltown Japanese Gardens and Teahouse. 80 carers from different backgrounds attended this event.

Some of the comments of carers include:

- A most enjoyable day, great day
- Well and beautifully organised, it is welcomed and appreciated
- The Carer Advocate/Coordinator has been a great support to our group
- Provide contact number/s of organising staff on the day (in case of something happens)
- Thank you so much for this most generous and enjoyable outing
- This was great because many people had trouble walking and the walks were short and flat

- Much better organisation at start of the day than in previous years
- I appreciate the organising committee for organising the trip and raffle tickets. I win the raffle
- Big Thank you to all our group representatives. They are very special people
- Thanks for a lovely day, much appreciated
- Maybe better communication when we do the booking
- Excellent day out, thank you for "Caring" for us. I feel "cared for"
- Morning tea should have been served, as many carers have diabetes
- We are happy and satisfied.

Issues

IWMAP provides a crucial role in providing a link between CALD communities and service providers through a community development approach. The following issues were faced during the fiscal year 2014/15:

- **Future funding arrangement:** Due to uncertainty of the future funding arrangement of the Multicultural Access Projects, the following issues have been faced by IWMAP:
 - The planning process for joint projects with other service providers have been affected
 - Uncertainty of employment to continue with the project has been an issue to retain competent and experienced staff members
- **Promotion of My Aged Care (MAC) to CALD clients:** As the significant changes were happening in the aged care sector, it was imperative for a project like the IWMAP to disseminate information for CALD

clients. However, the staff members did not get clear and complete information regarding changes till end of 2014/15 fiscal year. While several information sessions were provided, still many CALD clients were confused between MAC and NDIS. Not only the MAC accessing process but also the concepts like reablement, restorative and wellness approaches were very hard for many CALD clients to understand. In our experience, it is evident that there is a need for information to be repeated for CALD clients due to various barriers that they face, including linguistic, cultural and lack of understanding of the current changes in the system.

- **Face-to-Face Interpreting Services:** Many clients prefer face-to-face interpreting services over telephone interpreting service which is not readily available. Many older people are likely to have loss

of hearing, which makes communication over the phone much more difficult, thus makes telephone interpreting services not an inclusive service for some consumers.

- **Lack of adequate Resources:** There are limited resources on service information in languages other than English, especially for those languages from New and Emerging Communities (NEC). Information in English also needs to be written in simple language so that clients with limited English can understand easily. Similarly, when translated, literacy level of many consumers needs to be considered.

The Inner West Multicultural Access Project (IWMAP) is supported by funding from the Australian Government under the Commonwealth HACC Program and NSW Department of Family and Community Services: Ageing, Disability and Home Care.



Aged Care Services – Eastern Sydney Multicultural Access Project (ESMAP)

In 2014 – 2015 fiscal year the Eastern Sydney Multicultural Access Project (ESMAP) continued to enhance the capacity and competence of Home and Community Care (HACC) Service Providers to be more responsive to the needs of the Culturally and Linguistically Diverse (CALD) HACC target population, and supported them to build the capacity of the CALD HACC target population to access HACC Services that suit their individual needs.

We have achieved some wonderful results by caring out the following activities:

Support to HACC, Health and HACC-Like Services

ESMAP worked with and supported 52 HACC, Health, Disability and HACC like service providers by:

- Informing HACC service providers on unmet needs and gaps in accessing HACC services by CALD HACC target population. These issues were identified by ESMAP through community consultations, focus groups, survey, research, workshops and information sessions conducted with consumers from CALD background.
- Outreaching established and emerging CALD communities, promoting HACC services and linking relevant HACC service providers into CALD HACC target population.
- Providing advice and information on multicultural issues, statistics on the Commonwealth CALD HACC

target population in South Eastern Sydney, translated materials and other resources produced by ESMAP.

- Assisting HACC and Health services in developing, translating and disseminating culturally and linguistically appropriate materials to CALD HACC target population.
- Providing training sessions on Cultural Awareness, Working effectively with Interpreters and Cultural Briefings on various cultures to HACC, Disability, Health service providers, students and volunteers.
- ESMAP has also updated “A List of social support groups for elderly people” and “A List of CALD social support groups for carers – parents of children with disability from CALD background” in Eastern Sydney. We shared a number of good practice models and research papers on multicultural issues through our networks.
- ESMAP conducted a number of consultations, focus groups and individual interviews with consumers from CALD background on unmet needs and discussed the findings at HACC Forum CALD Working Party meetings and with HACC service providers.

Training/workshops

A talk on Cultural Awareness, training session on Working Effectively with Interpreters and Cultural Briefings on Korean, Vietnamese, and South Asian Cultures were organised and delivered in partnership with Australian Chinese Nursing Home Foundation,



4820 hours of culturally and linguistically appropriate counselling, advocacy, support and information were delivered to 906 consumers from various CALD background

Polaron Language Services, The Factory Community Centre, Australian Korean Welfare Association, Myanmar Student Society UNSW South Sydney Community Aid, and Multicultural Neighbourhood Centre, and Community and Cultural Connections Inc. The sessions were attended by 45 HACC, Disability and Health services providers, 14 volunteers and 36 students.

Survey/Research/Consultation

ESMAP has conducted a number of consultations and surveys with consumers from 17 different CALD backgrounds on the current use of HACC services. The findings have been compiled in the report "Analysis of the current use of HCSP by consumers from CALD background".

Promotion of My Aged Care

In 2014 - 2015 ESMAP started a new project "My Aged Care - supporting you to live better", aimed to increase awareness of My Aged Care in CALD communities. Workshops and information sessions on MAC were delivered to CALD HACC target population and translated information on MAC was disseminated.

The following feedback from the participants of workshops on My Aged Care was recorded:

- Participants found it difficult to understand the concepts of website (especially for those who were computer illiterate); reablement and wellness approach. Therefore they requested to repeat the information sessions on MAC.
- Participants also stated that they prefer face-to-face communication with both service providers and interpreters due to the cultural issues, limited English, hearing loss, and inability to use computers.
- Limited resources on community services in languages other than English, especially for some new and emerging communities.

- Using simple English for consumers with limited English skills.
- Consideration of various literacy levels of consumers.
- Despite various issues faced by staff members, the project continues to deliver its planned activities as per agreement.

Information Sessions

ESMAP organised and delivered 58 information sessions and workshops, linking Armenian, Burmese, Bangladeshi, Chinese (Cantonese and Mandarin), Greek, Italian, Egyptian born, Indonesian, Iranian, Malaysian, Spanish speaking, Russian speaking, Polish, Filipino, Samoan, Thai, Tongan, Ukrainian and Vietnamese and other CALD communities with 14 HACC, Disability and Health service providers.



Workshops and information sessions were well attended by more than 2000 participants from 17 CALD backgrounds in total.

413 seniors and their carers had the opportunity to participate in 23 social bus outings organised in partnership with Randwick Waverley Community Transport and South East Sydney Community Transport to a variety of exciting destinations.

4820 hours of culturally and linguistically appropriate counselling, advocacy, support and information were delivered to 906 consumers from various CALD background.

Promotion of HACC Services

ESMAP participated in and organised many events to promote HACC services throughout the year.

Special Projects

An annual event *"Flavours from around the world"* was held at Randwick Town Hall on August 21, 2014. This event celebrated Eastern Sydney's diverse multicultural community and was organised and delivered in partnership with Care Connect, Randwick Waverley Community Transport and Eastern Sydney HACC services. The event was attended by the Minister of Ageing and Disability, John Ajaka, the Mayor of Randwick, more than 250 elderly people, people with disabilities, elderly people and their carers, people who are socially isolated/or financially disadvantaged and their families from CALD background, HACC, Disability and Health service providers. Information EXPO with participation of HACC, Disability and Health services was organised.

The South-eastern Asian Cultural Festival was organised and delivered on the 7th of April by ESMAP and Myanmar Student Society UNSW, supported by Randwick City Council, South Sydney Community Aid, Multicultural Neighbourhood Centre, Indocare Group Ltd, Community and Cultural Connections Inc., Social support group for asylum seekers from Asian



background, Inner Sydney regional Council for Social Development and Carers NSW. The event reflected and validated upon more than 150 years of the South-eastern Asian migration. 257 elderly people, people with disabilities, their carers, and younger people from diverse cultural and linguistic background, HACC and Disability service providers attended the event. Information EXPO with participation of HACC, Disability and Health services was organised.

Carers Week Celebration - Multicultural celebration was organised for 61 older carers from the South East Asian background at Alexandria Town Hall on the 27th of October 2014 in partnership with the City of Sydney and South Sydney Multicultural Aid, Neighbourhood Centre.

Physical Activity & CALD Senior Project - Research evidence clearly demonstrates that participating in regular physical activity provides many health benefits for older people. However, people from CALD

backgrounds are at greater risk of physical inactivity due to their higher rates of sedentary behaviour. To address this issue ESMAP introduced a culturally appropriate physical activity program and involved 317 older people from CALD backgrounds. Feedback from participants was extremely positive, many of attendees stated that "not only their psychical, but psychological health has improved due to this program".

A sustainable plan to enhance physical activity for CALD seniors in Eastern Sydney was also developed.



"413 seniors and their carers had the opportunity to participate in 23 social bus outings..."

Our Training/Registered Training Organisation

Ethnic Community Services Co-operative (ECSC) offers training on a variety of topics related to cultural competence to children's, disability and aged care services in order to support the sectors in enhancing their capacity to provide services that are culturally and linguistically appropriate to their clients.

We have a pool of experienced trainers who bring a wealth of knowledge and expertise across the sectors. A variety of training topics addressing diversity, racism and inclusive practices are delivered throughout the year. Some of the topics include:

- Inclusive Practice: Developing and Implementing a Multicultural Policy
- Disability in a Cultural Context
- Saying NO to Racism
- To Celebrate or Not to Celebrate
- Inclusive Practices in Family Day Care
- Inclusive Practices in Out of School Hours Care
- Working Positively with Diversity in the Team
- Building and Managing a Diverse Workforce
- Let's Talk About Race and Culture
- Supporting Culturally Inclusive Practices in Education and Care Services
- Developing Cultural Competence
- Inclusive Practice: Developing and Implementing a Multicultural Policy
- Communicating Effectively with Culturally Diverse Children and Families

- Building Collaborative Partnerships with CALD Children and Families
- Practical Workshop: Building a Diverse and Inclusive Education and Care Environment.

We develop and provide training sessions to support individual needs of services on request. ECSC was also contracted by Children's Services Central to provide 24 sessions on various topics to early childhood educators throughout the calendar year.

In this calendar year ECSC also received many inquiries about private training and so far we delivered 7 sessions.

ECSC currently has two units of competency on its scope of registration as a Registered Training Organisation. The two units of competencies include 'CHCECE001 Develop cultural competence' and 'HLTHIR403C Work effectively with culturally diverse clients and co-workers'. These units are optional electives within a variety of community services training packages.

We look forward to providing ongoing support and strategies to children's, disability and aged care services to outreach CALD communities and making their services culturally and linguistically appropriate. Our training is an essential part of our commitment to capacity building in the sector. Next year we envisage more training to be offered across the Children's Services, Disability and Aged Care Sectors.

Financial Statements for the Year Ended 30 June 2015

Report of the Directors

Your directors present their report on the financial statements of the Co-operative for the year ended 30th June, 2015.

Directors

The following persons hold office as directors at the date of this report:

- **Mirella Di Genua**
Chairperson
- **Abdul Zahra**
Director (Retired 14th April, 2015)
- **Rosanna Barbero**
Secretary
- **Khedra Cloud**
Director
- **Jane Corpuz-Brock**
Director
- **Lina Cabaero**
Vice Chairperson
- **Samantha Damoulakis**
Treasurer
- **Vivi Germanos-Koutsounadis**
Director/Principal Executive Officer

Activities

The aims of the ECSC are:

- To enable the present and future child care, aged care and disability needs of Culturally And Linguistically Diverse (CALD) communities to be met;
- To ensure that Federal, State and Local Governments in their planning policies and funding of children's, disabilities' and aged care services consider the needs of CALD communities;
- To research the needs of CALD communities to obtain information for planning of present and future services;
- To encourage CALD communities to be involved in the policy and planning of children's, aged care and disability services and provide them with information to ensure that they gain equal access;
- To assist the three levels of government and general community organisations to understand the child care, aged care and disability needs of CALD communities;
- To reflect and accommodate diverse cultural child rearing and family life values and practices, aimed at developing a mutual enrichment between communities in the sharing of cultural origins.

Operations for the Year 2014/2015

In 2014/2015, Ethnic Community Services Co-operative Limited (new name that was agreed by the members at last year's AGM) continued to operate its seven programs and meet the aims and objectives

set out in its four year Strategic Plan. It has achieved the outcomes specified by the funding bodies for each of the program as outlined in various funding agreements. A review of ECSC's strategic plan was conducted with all the staff and some of the Board members to strategically position ECSC with the changes in aged care, child care and disability services. Much work is being done to look at the ECSC's operational structure including changing its brand, direction, partnerships with other organisations, become a charitable organisation with PBI status in order to enable it to obtain other funding from the corporate sector to continue its work in the future.

We are confident that ECSC will continue to grow and provide its services to the CALD and other vulnerable people in our community and advocate for and with them with the many issues they are encountering in negotiating the system.

Results

The net surplus from operations \$63,356. ECSC is a non-profit organisation and no income tax is applicable.

Dividends

In view of the non-profit nature of ECSC, the directors recommend that no distribution be made for the current period. No amount has been paid or declared by way of a dividend during the year.

Changes

There have been no significant changes in the state of affairs of ECSC during the year nor have any matters or circumstances arisen since the end of the financial year that have significantly affected or may affect the operations, results or state of affairs of ECSC in the future.

Directors' Benefits

No director since the beginning of the year has received or become entitled to receive a benefit by reason of a contract made by ECSC, or a related corporation, with the director, or with a firm of which the director is a member, or with a company in which the director has a substantial financial interest, other than a fixed salary as a full-time employee of ECSC.

Made and signed in accordance with a resolution of the directors.

Sydney

18th October, 2015

Director: Vivi Germanos-Koutsounadis

Signature:



Director: Rosanna Barbero

Signature:



Statements for the Year Ended 30 June 2015

Director's Declaration

As detailed in Note 1 to the financial statements, ECSC is not a reporting entity because in the opinion of the directors there are unlikely to exist users of the financial report who are unable to command the preparation of reports tailored as to satisfy all of their information needs. Accordingly, this special purpose financial report has been prepared to satisfy the directors' reporting requirements under the Co-operative's Act 1992.

The directors declare that:

- (a) In the directors' opinion, there are reasonable grounds to believe that ECSC will be able to pay its debts as and when they become due and payable; and
- (b) In the directors' opinion, the attached financial statements and notes thereto are in accordance with the Co-operatives Act 1992, including compliance with accounting standards and giving a true and fair view of the financial position and performance of the Co-operative.

Made and signed in accordance with a resolution of the directors.

Sydney

18th October, 2015

Sydney

18th October, 2015

Director: Vivi Germanos-Koutsounadis

Signature:



Director: Rosanna Barbero

Signature:



Statement of Financial Performance for the Year Ending 30 June 2015

		2015	2014
		\$	\$
Revenue from ordinary activities	(Note 2)	2,860,464	2,694,521
Expenses from ordinary activities	(Note 3)	2,797,108	2,743,058
Net surplus/(deficit) for the year		63,356	(48,537)
Retained surplus at beginning of year		1,216,005	1,264,542
Retained surplus at end of year		1,279,361	1,216,005

The accompanying notes form an integral part of these financial statements.

Statement of Change in Members' Equity for the Year Ending 30 June 2015

		2015	2014
		\$	\$
Retained surplus at beginning of year		1,216,005	1,264,542
Net Surplus/ (Deficit) for the year		63,356	(48,537)
Retained surplus at end of year		1,279,361	1,216,005

The accompanying notes form an integral part of these financial statements.

Statement of Financial Performance for the Year Ending 30 June 2015

	2015	2014
	\$	\$
CURRENT ASSETS		
Cash & term deposits	1,882,886	1,746,835
Sundry debtors & prepayments	26,473	8,629
TOTAL CURRENT ASSETS	1,909,359	1,755,464
NON-CURRENT ASSETS		
Investments (Note 5)	10	10
Office equipment, furniture & motor vehicle (Note 6)	47,415	37,444
Leasehold building (Note 6)	324,823	333,519
TOTAL NON-CURRENT ASSETS	372,248	370,973
TOTAL ASSETS	2,281,607	2,126,437
CURRENT LIABILITIES		
Creditors & borrowings (Note 7)	639,959	551,775
Provisions (Note 8)	365,287	358,657
TOTAL CURRENT LIABILITIES	1,002,246	910,432
TOTAL LIABILITIES	1,002,246	910,432
NET ASSETS	1,279,361	1,216,005
MEMBERS' EQUITY		
Retained surplus (Note 9)	1,279,361	1,216,005
TOTAL MEMBERS' EQUITY	1,279,361	1,216,005

The accompanying notes form an integral part of these financial statements.

Statement of Cash Flows for the Year Ending 30 June 2015

	2015	2014
	\$	\$
Net surplus/(Deficit) for year	63,356	(48,537)
Add back non-cash charges		
- Depreciation & amortisation	26,394	29,674
- Provision for employee entitlements	6,630	(31,107)
	96,380	(49,970)
(Increase)/Decrease in sundry debtors & prepayments	(17,844)	12,125
Increase/(Decrease) in creditors & borrowings	85,184	(131,305)
Cash flow from operations	163,720	(169,150)
Purchase motor vehicle & office equipment	(27,669)	(25,604)
Increase/(Decrease) in cash flow for year	136,051	(194,754)
Cash at beginning of year	1,746,835	1,941,589
Cash at end of year	1,882,886	1,746,835

Notes to the Financial Statements for the Year Ending 30 June 2015

I. Accounting Policies

These financial statements are a special purpose financial report prepared for use by directors and members of the Co-operative.

The directors have determined that the Co-operative is not a reporting entity.

The statements have been prepared in accordance with the following Australian Accounting Standards and other mandatory professional reporting requirements:

AASB 101: Presentation of Financial Statements

AASB 107: Statement of Cash Flows

AASB 108: Accounting Policies, Changes in Accounts, Estimates and Errors

AASB 1031: Materiality

No other applicable Accounting Standards or other mandatory professional reporting requirements have been intentionally applied.

The statements are prepared on an accrual basis. They are also based on historical costs and do not take into account changing money values or, except where specifically stated, current valuations of non-current assets. The accounting policies are consistent with the previous period, unless otherwise stated.

Leasehold Property and Leasehold Commitment

The Co-operative's building at No.3 Addison Road Centre was constructed in the 2002/2003 financial year for a total cost of \$434,700. This investment is being amortised over 50 years corresponding with the existing head lessee's lease from the New South Wales Government. The annual amortisation charge is \$8,696.

A lease was executed between the head lessee The Addison Road Centre for Arts, Culture Community & Environment Ltd and the Co-operative for a term of 42 years, commencing from 27 January 2012 and expiring on 31 December 2053. The initial rent under the lease is \$18,135 per annum and is subject to annual CPI adjustments and rent reviews every 5 years.

2. Revenues from Ordinary Activities

	2015	2014
	\$	\$
Grant income	2,734,141	2,597,824
Interest income	49,856	31,885
Other income	76,467	64,812
	2,860,464	2,694,521

3. Expenses from Ordinary Activities

	2015	2014
	\$	\$
Accounting services of contractor	16,200	18,041
Advertising & publicity	14,010	32,068
Amortisation of leasehold building	8,696	8,696
Audit fees	9,002	9,000
Bank fees	987	1,433
Consultancy	41,044	21,605
Depreciation	17,699	20,975
In-service training	30,906	91,892
Insurance	82,489	79,246
Membership & subscriptions	10,105	12,484
Motor vehicle & transportation	25,469	21,752
Occupancy	57,551	56,853
Postage	6,637	8,192
Printing & photocopying	26,097	60,671
Programme costs	40,622	80,141
Reference materials & resources	13,365	6,497
Repairs & IT expenses	26,225	19,900
Salaries & superannuation	1,615,355	1,401,908
Staff amenities & sundries	22,732	15,317
Stationery & supplies	5,257	12,954
Telephone & internet	23,055	23,853
Translations	22,788	10,845
Travel	93,626	102,818
Wages & superannuation-workers	587,191	625,917
	2,797,108	2,743,058

4. Auditor's Remuneration

	2015	2014
	\$	\$
Remuneration of the auditor of the Co-operative		
Audit fees	9,002	9,000
Other services	-	-

The current auditor Mr E.T. Conrick, Chartered Accountant has provided a declaration of his independence to the board of directors.

5. Investment

	2015	2014
	\$	\$
Share in Co-operative Society	10	10

6. Office Equipment & Furniture

	2015	2014
	\$	\$
Office equipment & furniture, at cost	290,106	287,553
Motor Vehicle, at cost	25,119	22,726
Less: Accumulated depreciation	(267,810)	(272,836)
	47,415	37,443
Leasehold Building, at cost	434,700	434,700
Less: Accumulated amortisation	(109,877)	(101,181)
	324,823	333,519
	372,238	370,962

7. Creditors & Borrowings

	2015	2014
	\$	\$
Accrued expenses	44,413	92,623
Grants and arrears	-	-
Grants received in advance	436,442	355,576
Sundry creditors	156,103	103,576
	636,958	551,775

8. Provisions

	2015	2014
	\$	\$
Annual leave	195,294	195,965
Long service leave	169,994	162,691
	365,288	358,656

9. Retained Surplus

	2015	2014
	\$	\$
Accumulated balance b/d	106,482	106,482
Project related - b/d	400,000	515,668
- current year	(13,351)	(115,668)
Unfunded-b/d	709,523	642,392
- current year	76,707	67,131
	1,279,361	1,216,005

Independent Audit Report of the Ethnic Community Services Co-Operative Limited

Scope

I have audited the financial report, being a special purpose financial report of the Ethnic Community Services Co-operative Limited (the Co-operative) for the year ended 30 June 2015 comprising the Directors' Declaration, Statements of Financial Performance, Financial Position, Changes in Equity and Cash Flows together with the accompanying Notes to the Financial Statements. The Co-operative's directors are responsible for the financial report and have determined that the accounting policies used are consistent with the financial reporting requirements of the Co-operative and are appropriate to meet the needs of the members. I have conducted an independent audit of this financial report in order to express an opinion on it to the members of the Co-operative. No opinion is expressed on whether the accounting policies used and described in Note 1 are appropriate to the needs of the members.

The financial report has been prepared for distribution to members. I disclaim any assumption of responsibility for any reliance on it to any person other than the members, or for any purpose other than that for which it was prepared.

My audit has been conducted in accordance with Australian Auditing Standards. My procedures included examination, on a test basis, of evidence supporting the amounts and disclosures in the financial report and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial report is presented fairly in accordance with accounting policies described in Note 1 to the financial statements. These policies do

not require the application of all accounting standards and other professional reporting requirements.

The audit opinion expressed hereunder has been formed on the above basis.

Audit Opinion

In my opinion, the financial report presents fairly in accordance with the accounting policies described in Note 1 to the financial statements, the financial position of the Co-operative as at 30 June 2015 and the results of its operations and cash flows for the year then ended.



Edward T. Conrick
Chartered Accountant
(Registered Company Auditor 4243)

Bondi Junction
16 September 2015

Edward T. Conrick

CHARTERED ACCOUNTANT
P.O. BOX 1329, BONDI JUNCTION 2022
TEL/FAX: 02 9369 5718

The Directors

Ethnic Community Services Co-operative Limited

I declare under Section 307C of the Corporations Act 2001 that there have been:

- (1) no contraventions of the auditor independence requirements of this Act in relation to the audit; and
- (2) no contraventions of any applicable code of professional conduct in relation to the audit for the year ended 30 June 2015.

Yours faithfully



Bondi Junction
16 September 2015

"Liability limited by a scheme approved under Professional Standards Legislation"

ETHNIC COMMUNITY SERVICES CO-OPERATIVE (ECSC)

BOARD OF DIRECTORS

Mirella Di Genua, Chairperson
Lina Cabaero, Vice Chairperson

Rosanna Barbero, Secretary
Samantha Damoulakis, Treasurer

Khedra Cloud, Director
Jane Corpuz-Brock, Director

Vivi Germanos-Koutsounadis, Director

EXECUTIVE DIRECTOR

Vivi Germanos-Koutsounadis

PROGRAMS MANAGER

Shikha Chowdhary

ACCOUNTS

Accounts Officer – Chris Chai

SECRETARY

Abella Salabao

REGISTERED TRAINING ORGANISATION (RTO)

CO-ORDINATOR

Position Vacant

TRAINING & DEVELOPMENT

CO-ORDINATOR

Ashley Hill

REGIONAL ASSESSMENT SERVICE (RAS)

TEAM LEADER

Tom Hinton

ASSESSOR

Penny Costa

Gianna Di Genua

BICULTURAL SUPPORT

CO-ORDINATOR

Meni Tsambouniaris

PROJECT OFFICERS

Penny Costa

Pam Grammenos

Ashley Hill

Carla Sbezzi

Muberra Topcu

ADMINISTRATIVE ASSISTANT

Divina Cergol

ACCOUNTS

Denis Cala

ETHNIC PEOPLE WITH DISABILITIES PROGRAM (EPDP)

CO-ORDINATOR

Ingrid Boland

PROJECT OFFICERS

Hawanatu Bangura

Joanne Huang

ABILITY LINKS PROGRAM

SENIOR LINKERS

Young-Ju Han

Grace Schisas

INNER WEST MULTICULTURAL ACCESS PROJECT (IWMAP)

CO-ORDINATOR

Bharat Rai

PROJECT OFFICERS

Keun-Sook Chai

Tom Hinton

EASTERN SYDNEY MULTICULTURAL ACCESS PROJECT (ESMAP)

CO-ORDINATOR

Ellen Gore

PROJECT OFFICERS

Wanda Annese

Tuong-Vi Pham

Inna Smetanina

CONSUMER CAPACITY BUILDING PROJECT

CO-ORDINATOR

Stephanie De Lorenzo

PROJECT OFFICER

Lorraine Villaret

MULTICULTURAL RESPITE SERVICES (MRS)

CO-ORDINATOR

Keeley Ray

ADMIN PROJECT OFFICER

Madona Matias

ASSISTANT FIELD PROJECT OFFICER

Lily Ma



Ethnic Community Services Co-operative

Building 3, 142 Addison Rd, Marrickville NSW 2204

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