



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

# Annual Report

2016



## 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.

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**Cover:** At the 2015 ECSC's AGM we asked our members, what does social inclusion mean to them. The cover image includes their responses.

# Introduction

## A little about how our story started

In 1976, seven ethnic organisations (the Greek Orthodox Community of NSW; Australian Turkish Child Care Co-op Society of NSW; St Francis Pre-School Kindergarten; Macedonian Orthodox Community of Rockdale; Luso-Australian Association; Hungarian House Co-op; and Sorella Radio Child Care) came together with a common purpose to build and operate Long Day Care Centres in Sydney. The first of these ethnic based child care centres in Australia, was the establishment of the Greek Orthodox Community of NSW Child Care Centre in 1979. Whilst it came under the auspices of the Greek Orthodox Community, it was and still is a service for every child, irrespective of their cultural or linguistic background. Lots of learnings came from the establishment of this first service that were shared amongst the collective and prompted to establishment of many other ethnic based child care centres, auspiced by a larger ethno specific organisation. That was the business model that seemed to fit the environment of the time.

It became obvious that in order to build and operate child care services there was a need for an organisation to support these multicultural child care services in NSW. Ethnic Community Services Co-operative Limited (ECSC) or what was then called Ethnic Child Care Development Unit was registered as a Non-Trading Non-Share Co-operative under the Co-operatives Act 1992 (NSW) in 1979. The Board and members included representatives of the original seven organisations and other ethnic communities.


The key activities of support included: researching the child care needs of ethnic communities; providing information and advice to ethnic families including newly arrived immigrants about accessing child care services; advocating to government on the needs of

ethnic children and their families; sourcing capital or supporting ethnic communities' source capital funds for the establishment of child care centres.

It was a fast learning curve for all involved and we came to understand that there was much more to do with respect to access and equity for ethnic communities, beyond child care. Of course we weren't the only registered organisation around that recognised these needs. We knew then as we still know now that we need to collaborate with other like-minded people and organisations to truly make the difference that was required to balance the disadvantages suffered by many culturally and linguistically diverse communities attempting to live a full life in Australia.

## Our story still in the making...

A lot has happened and changed in our organisation over the last 36 years, since what were definitely humble beginnings. We have moved from what was once known as a hut into a specifically designed building at Addison Road Community Centre Organisation (ARCCO), grown in staff numbers, changed and expanded our service offerings and even changed our name a few times. Too much to capture here in an Annual Report. Not unlike other not for profits, we have had to accept that change is inevitable in our sector, especially due to Government reforms and funding changes. We have also had to change in response to the changing needs of the CALD communities, and with the ongoing emergence of new CALD communities in need. At times we have to make difficult choices on what we can and cannot do. What we hope to have kept constant is our commitment to reduce the disadvantages suffered by what are now known as Culturally and Linguistically Diverse (CALD) individuals, because they cannot access the services



they require or because the services cannot provide or do not know how to provide culturally and linguistically appropriate or responsive services.

In 2014 ICON Visual Marketing were asked to review our brand and as part of this act as an independent body engaging with our stakeholders about our values, our branding and the future mission of our organisation. We were pleased with the findings and learnt a lot about ourselves in the process.

Our stakeholders told us that we were:

- A valuable resource of information and support
- An organisation capable of reshaping policy and procedures
- A person centred agency
- Community grounded
- Upholding the belief in human rights at all levels
- A well trusted agency with a lot of heritage
- Supporting and taking pride in diversity
- Positive, proactive, enthusiastic and trustworthy
- Collaborative with other agencies and groups
- Incubator for growth and development for other ethnic communities and organisations
- Credible and legitimate.

## Time for a little more reflection and reinvention in 2015-2016

2015 began with a shortening of our name from Ethnic Child Care, Family and Community Services Co-operative to Ethnic Community Services Co-operative and the launch of our new logo and tag line – *A voice for diversity and inclusion*. With the need to behave more like businesses we have dedicated more time and effort to market our organisation in

2016-2017, to ensure in particular that our prospective clients in need don't miss out on the services that we could provide them.

We also spent the necessary time in 2015-2016 reflecting on the ICON feedback from our stakeholders and identifying where we believed our expertise lies, where we need to build internal capacity, where we should collaborate and how we might best ensure our sustainability. One of the key decisions in relation to the latter was the need to explore PBI/DGR status.

As well in anticipation of key government reforms that have and will continue to impact on three of our key CALD target groups; CALD children 0-12 years of age; CALD people with disabilities and older persons from CALD backgrounds, we spent considerable time focused on getting our strategic plan right for 2016-2018. We are confident that we are putting our efforts in the right goals but are mindful that we will need to be constantly reviewing our internal and external environment and not be afraid to change our strategies and approach, if and where necessary.



Keeping agile  
is our new mantra  
for the future!



# Who we are and what we do

ECSC is one of the lead organisations in NSW promoting and advocating for the needs of culturally and linguistically diverse (CALD) people, developing innovating programs and services to meet specific needs of communities that are not being met by mainstream agencies as well as keeping in touch with CALD communities through our ongoing commitment to grass roots engagement.

## Our key stakeholders

ECSC's programs and its activities now target six main stakeholder groups:

- CALD children from 0-12 years and their families that need support in accessing child care and other services that will assist them to thrive. This work also includes supporting CALD children with disabilities, Refugee children and Aboriginal children as part of our Multicultural Children's services
- CALD people with a disability from 0-65 years and their carers.
- Our work specifically relates to capacity building of CALD people with disabilities about their rights and NDIS; supporting inclusion of CALD people with a disability in the community; advocating and supporting CALD people with a disability access services; providing respite to CALD and other families.
- CALD aging communities from 65 years and older living at home and their carers. We work specifically with the CALD frail aged and their carers wanting to continue to live at home but requiring social and other forms of support.

- Service providers that support or should support these client groups, especially, Children's Services across NSW, Disability Service providers, Aged Care providers assisting older persons continue to live independently, peak CALD organisations and ethno specific services, and other key mainstream services.
- Government bodies that are responsible for legislation and policy in relation to these client groups.
- Our members - in relation to identifying collaborative projects or services where we can best pool our resources and expertise to support current client groups or other CALD individuals and communities. Service providers that support or should support these client groups, especially Government bodies that are responsible for legislation and policy in relation to these client groups.

## Our programs:

- Multicultural Children's Services
- Multicultural Disability Services
- Multicultural Services for Older Persons
- Multicultural Training, Advisory and Resource Service
- Collaboration Projects with ECSC Members and other organisations.

*See table overleaf for more detailed information.*



## Multicultural Children's Services

### Bicultural Support Community

We have a community of 400 bilingual and bicultural support workers that are trained to support the inclusion of children in **Commonwealth funded children's services**, from a CALD, refugee and Indigenous background. This support extends to children with a disability and children that require early intervention support from diverse communities.

*(This service meets the requirements of the Inclusion Support Programme [ISP] of the Department of Education and Training.)*

### Hire a Bicultural Support Worker

(Single, short or longer term placement of workers on a fee for service basis.)

This community of bilingual and bicultural children's services workers is offered to all State funder or private Children's Service, playgroups, ongoing or one off events requiring bicultural/bilingual workers to support children 0-12 years.

### Multicultural Programming Advice and Cultural Competency Training

We offer Advisory Services in Multicultural Programming for all Children's Services. We also offer a range of training courses that support cultural competency of Children's Services workers.

### Multicultural Children's Hub

We assist in the setup and running of bilingual playgroups.

Parenting workshops around matters of interest to CALD families/carers.

Educators and Parents/Carers can borrow from our multicultural library of books and other resources. We have also resources that ECSC has developed to support educators in their work.

## Multicultural Disability Services

### Service Access and Support

(Includes Ethnic People with Disabilities Program and Multicultural Support Service.) This service provides CALD individuals with a disability and their carers with information and support in accessing services. Where necessary we will advocate on the individual's behalf.

We also run carers support groups according to need, undertake community development projects to empower CALD people with disability and their families with information and skills to access and negotiate quality services and supports.

This service continues to provide policy advice and support to government agencies and practical advice to service providers on being culturally responsive.

### CALD Capacity Building Project

Our CALD Capacity Building Project is currently focused on outreach and community education about the rights of people with disability and how to get ready for the National Disability Insurance Scheme.

We facilitate sessions across Sydney and NSW in collaboration with community partners and in a range of community languages.

### Linker Practice Coaches

Our Linker Practice Coach Team provides advice, mentoring coaching and engagement support to SSI, St Vincent De Paul and Uniting's Ability Linkers that support children with disability from CALD backgrounds aged 9-18 years in their inclusion in the wider community.

### Multicultural Respite Service (MRS)

The MRS Program provides a range of community access support and respite options to families with children or adults with disabilities from CALD backgrounds who live in the Marrickville and Canterbury areas. MRS provides respite whilst also providing social inclusion and community access to the individual with a disability who are not able to access the community without support.

**Multicultural Respite Options** provides 1:1 support for people with disabilities with high support needs. **Partners Program** offers social and community access for children and adults who live with a mild to moderate intellectual and/or physical disability. **Vacation Care program** is open to children aged 5-17 with intellectual and/or physical disabilities living in the Inner West. It is a group oriented that offers a range of outdoor and indoor activities enhancing social skills and community participation.

## Multicultural Services for Older Persons

### Multicultural Support Services (MSS) - Eastern Sydney Service and Inner West Service

These services offer social support in two geographical areas for people 65 years or older, living at home that need to feel and be part of the community. We provide individual support or link into our various group activities. We work with our participants to provide meaningful and valued social support that is culturally and linguistically sensitive.

### Multicultural Access Projects - Eastern Sydney Project and Inner West project

These two projects support CHSP and Community Care Support Programme (CCSP) funded services and foster collaborations so that the sector is culturally and linguistically responsive to the needs of CALD older persons. We support the sector to achieve equality of access, utilisation, quality of care and outcomes for CALD older persons.

### Regional Assessment Service

We are a Regional Assessment Service (RAS) subcontractor, conducting face-to-face assessments for older people seeking entry level support at home. We have a community of bilingual/bicultural RAS assessors.

## Multicultural Training, Advisory and Resource Service

### Training

We have a range of training packages that focus on various aspects of cultural competency for managers and practitioners in the Children's Services, Disability and Aged Persons Sectors.

These are offered as part of a public training calendar or can be customised and offered in-house to organisations.

### Advisory Services

We advise on how organisations can access CALD communities and how their services can best provide culturally appropriate service offerings.

### Resources

We have developed a range of resources that assist practitioners, individuals and carers on a range of matters. Please ask for our resource listings within the key service areas: Disability, Aged Care and Children's Services.

ECSC has a history of working with CALD Communities in assisting them set up specific services to meet the needs of their communities.

We continue to share our expertise to assist smaller organisations in their start up.

We also collaborate with other like-minded organisations in research projects or in developing and delivering services for CALD communities.

## How we work!

- We value the rights of CALD people and will ensure to our best abilities that they can have the choice and control in their dealings with ECSC.
- We are committed to empowering communities to identify and negotiate their own needs - to find their own voice.
- We will be compassionate at all times with all our clients and other stakeholders.
- We will show the passion we have in doing the best work possible in supporting our vision for every Australian.
- At times it is necessary for us to be bold in order to make change happen for CALD communities.
- We trust that the people we work with both within and outside of ECSC have the best intentions.
- We are always willing to consider different ways of planning and doing things.
- We hold as our key priority to be current in our understanding of CALD communities' needs in relation to children's services, disability services, services for older people. We do this through community development, community engagement, research and partnerships with other organisations.
- We aim for COLLABORATION with all levels of government, services providers (big and small), other ethno specific organisations, communities and individuals! We believe a collaborative approach is the most efficient and effective way to ensure change occurs; to avoid the duplication of efforts; and to minimise the gaps in service provision for CALD and other communities.
- We maintain an agile organisational culture and structure so that we can cater for the changing needs of CALD communities and at times use and share our expertise to support Australia's other diverse communities, when we are able or required.

- We are an organisation that will continue to transform as the needs of our communities arise and we feel we are best placed to advocate on their behalf and or provide a short or long term service.

## Our dedicated team of staff and volunteers

We currently have 11 full-time and 23 part-time positions and have a casual pool of 28 respite workers and 400 bilingual support workers across NSW representing 110 languages. We also have volunteers supporting some of our work. We are proud of our multilingual and multicultural workforce.

## Our leadership team

- **Vivi Germanos-Koutsounadis** - Executive Director
- **Shikha Chowdhary** - Programs Manager
- **Mirella Di Genua** - Business Development and Growth
- **Meni Tsambouniaris** - Manager of Multicultural Children's Services
- **Ingrid Boland** - Manager of Multicultural Disability Services
- **Bharat Rai** - Co-ordinator of Multicultural Support Services, Inner West
- **Ellen Gore** - Co-ordinator of Multicultural Support Services, Eastern Sydney
- **Marika Janis** - Team Leader of Regional Assessment Service
- **Keeley Ray** - Co-ordinator, Multicultural Respite Services



## Our Board



**Rosanna Barbero**  
Chairperson

Rosanna joined the Board of Directors in 2014. Rosanna has over 20 years' experience working in the global justice movement, based in Asia and the Middle East. Rosanna is currently the General Manager of the Addison Road Community Centre Organisation in Marrickville.



**Samantha Damoulakis**  
Treasurer

Samantha has been with the Board since February 2015. She has been working in children's services for 18 years and has been the Director of the Greek Orthodox Community of New South Wales' Child Care Centre for 12 years. Samantha is particularly interested in the Anti-Bias Curriculum approach to early learning and in developing an environment that supports inclusive practices.



**Khedra Cloud**  
Vice Chairperson

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, a Sydney based not-for profit that delivered programs that engage young people in need. He has since returned to his career in Marketing and brings all of his passion for services to support youth development to ECSC.



**Jane Corpuz-Brock**  
Secretary

Jane has been on the Board of ECSC since July 2002. She has been the Executive Officer of the Immigrant Women's Speakout Association (IWSA) since 2002. Jane is also an active member of Migrante Australia, an organisation that strives to provide essential support services to Filipino migrants in Australia.



**Lina Cabaero**

Director

Lina has been on the Board since February 2015. She 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.



**Denise Goktas**

Director

Denise was elected onto the Board in 2015 and retired mid-2016 to take on a paid position at ECSC. Denise has early childhood qualifications as well as being the primary carer of an elderly person from CALD background. During her short time on the Board she provided valuable insights on the issues affecting carers of CALD older persons.



**Vivi Germanos-Koutsounadis**

Director

Vivi is the Executive Director of 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.



**Susana Laguna**

Director

Susan was elected on ECSC's Board in 2015. Susan has worked for many years at Multicultural Disability Advocacy Association (MDAA), the peak body for all people in NSW with disability and their families and carers, with a particular focus on those from a culturally and linguistically diverse/non English Speaking background with disability. She was recently appointed as the Executive Director of this organisation and we welcome the new collaborations that have come from this relationship.

## Our members

As of 30 June, 2016 ECSC had 46 members. ECSC take great pride in collaborating with our members of various submissions to government, as well as in aiming to secure joint funding for innovative projects. We are also committed to sitting on the Boards of our member organisations as a means of sharing our learnings and identifying gaps in the sector that could be best filled through collaborations in the NFP sector.

A person or entity qualifies for membership of the co-operative if the person or entity is able to use or contribute to the services of the co-operative and is:

- (a) a body corporate or other body from one or more CALD communities which provide childcare, disability, aged care and other community services to one or more CALD communities, or
- (b) an individual from a CALD community provided that the number of such members accepted as qualified by the board must not be greater than one third of the number of bodies corporate which are members.

## What we are working towards

### Our vision

ECSC's vision is that all people from culturally and linguistically diverse backgrounds have the opportunity to participate fully in Australian society and receive services that are relevant and appropriate to their needs.

As we cannot achieve this on our own, our mission is:

- to continue to advance access and equity to all services and social inclusion within Australian society for people from culturally and linguistically diverse backgrounds through our community development, direct service provision, systemic advocacy and in working in collaboration with like-minded organisations

- to continue to value the knowledge, energy and passion of our workers and volunteers and provide a workplace where people can learn, innovate and grow.

### Our strategic goals for 2016-2018

**Goal 1** - Facilitate the voice of CALD clients through engagement and capacity building with CALD communities and the agencies that support them.

**Goal 2** - Enhance ECSC's existing CALD programs/ services and ensure that they deliver consistent quality and efficient outcomes.

**Goal 3** - Diversify and expand existing range of programs/services through funding, partnerships and new technologies that meet the current or anticipated gaps in service delivery for CALD client groups and support ECSC's sustainability.

**Goal 4** - Grow ECSC's research, training and resource capacity to support our sustainability and support the needs of our CALD clients.

**Goal 5** - Enhance ECSC's governance and operations to ensure an effective, dynamic and innovative organisation that delivers quality services to our client and other stakeholders.

**Goal 6** - Influence the strategic direction of governments and other decision-makers on the needs of CALD communities.

# Message from the Chairperson



This last year will be remembered by me as the year of developing innovative strategies and managing transitions in the approach and delivery of ECSC programs, largely in a response to new government reforms that have altered the funding dynamics. For ECSC it

was critical to understand the contextual analyses of the government changes to funding in the sectors the ECSC is committed to, plus those that we are exploring as possible new terrains to work in. Exciting and innovative approaches have been developed and also explored with government and we hope that in 2017-2018 there will be new programs in the area of multicultural youth and new partnerships formed.

ECSC vision is to work towards an Australia where all people from a culturally and linguistically diverse backgrounds have the opportunities and the rights to participate fully in society and receive services that are relevant and appropriate for their needs to achieve self-determination, independence dignity and decision making. This is the Australia we imagine, it is the fuel that sustains us and the passion that drives us. We have never worked harder, bolder or asked of our staff, management and Board to animate and lead to engender this vision through stormy and uncharted waters. The challenge has been enormous but everyone rose and continues to rise to the task. Staff and volunteers, should never think you have gone unnoticed by your Board. I personally acknowledge and salute you all! The pages of this annual report are filled with the impact of the extraordinary changes and result that the staff and management of the ECSC have achieved to prepare us to be robust and flexible to meet the challenges this next journey will bring. Each project has its own story and all of these stories are entwined

and provide momentum for a larger story created by ECSC's work alone and with our partners to foster, fuel and harness innovation to reach CALD children, CALD families, CALD elderly and CALD people with disabilities and to ensure their needs and access to services have been met. The examples in this report are testimony to the achievements and impact the work of the ECSC has had on these communities. Our advocacy work often conducted out of hours and unfunded comes from our passion and commitment to see better lives for disadvantaged CALD children, humane treatment for refugees and ending violence against women. We have had to develop and implement new strategies, these include our communications and marketing strategy and the pursuit of changing the Constitution to obtain PBI and DGR status. There is also another story to tell of our constant drive to become an ever-more innovative and efficient organisation, making the best use we can of all the resources entrusted to us and finding new pathways and windows of opportunities.

I will end with a quote from Arundhati Roy that never fails to inspire me:

*"Another world is not only possible,  
she is on her way. On a quiet day,  
I can hear her breathing."*

*Arundhati Roy*

Rosanna Barbero  
Chairperson, ECSC

# Executive Director's Message

This 37th year of the ECSC's story has been one of expansion, changes to our structure, operations, financial management and governance to meet the challenges presented by government reforms. We are definitely committed to the reform driver of a 'person centred' approach, as it clearly sits with our own value of acknowledging and embracing the diversity of people, communities, organisations and society. It should also as a consequence encourage the diversity of ideas, thoughts and skills, across all cohorts in our society and especially the service industry sectors that support our client groups. No two individuals have the same needs! The CALD community is not one entity! The Australian community is actually made up of many individuals, with many strengths and abilities that should be nurtured and celebrated.

We stand for the empowerment of individuals, encouraging children to celebrate their diversity from their early years so that they become adults that are proud of their cultural, linguistic, religious, sexual or other specific identity that they wish to embrace. We too want to ensure that this new world of 'person centred' principles gives people and communities that have been historically disadvantaged, more control over their lives!

We know that this approach brings with it many challenges to the way we, ECSC, will have to shape our business. It has already done so. We cannot take anything for granted. However what matters is that we (in the generic sense) can continue to provide leadership and/or support to those people or communities that are still finding their way in what can feel like constant change and disruption.

I am proud of the way we, our Board, leadership team, staff and volunteers are dealing with this new world of operating. I am confident that we have the talent, enthusiasm, skills and commitment to move forward and continue to support current and future clients.



We know that our journey needs to also continue in collaboration with other organisations, including Government and the private sector. We have new skills to learn in this more competitive environment. We hope however this will not distract us too much from our reason for being.

We would like to thank the departments and organisations that have funded us this last year including, Commonwealth Department of Social Services, Commonwealth Department of Health, NSW Department of Family and Community Services, Ageing, Disability and Home Care, Commonwealth Department of Education and Training, NSW Department of Education, Uniting Care, Settlement Services International and Children's Services Central.

Finally, my sincere thank you to all the dedicated, committed staff of ECSC, to the Board members for providing leadership and support for effective governance, to our members, volunteers and supporters.

Vivi Germanos-Koutsounadis  
*Executive Director, ECSC*

"We stand for the empowerment of individuals, encouraging children to celebrate their diversity..."



# Programs Manager's Report

Despite all the challenges to deliver services like many other non-government organisations with the changes in legislations as well as funding arrangements, I take enormous pride to highlight some of our key improvements, challenges and achievements over the past year.

ECSC's work with direct service provision and non-direct service provision of information provision, linkages, capacity building and responding to government's policy proposal make ECSC a unique organisation and keep us focused.

In the past year we identified a number of key areas to focus on to meet the strategic goals of ECSC in ensuring that we adapt to the changing needs of the communities and as a result we went through a major restructure of our service delivery strategies and our best to consolidate our activities and projects to be more effective and efficient. As a result we have established five Program areas:

1. Multicultural Children's Services
2. Multicultural Disability Services
3. Multicultural Services for Older Persons
4. Multicultural Training, Advisory and Resource Service
5. Collaboration Projects with ECSC Members and other organisations

In 2016, we were successful in our tender with the NSW Department of Education under the Sector Development Program for one off funding. This gave us the opportunity to provide the cultural and linguistic support to 76 State funded pre-schools across NSW. The feedback received from the services strongly

endorses the need for such a program to meet the diverse needs of the children who need additional support for inclusion.

In the beginning of this year, ECSC expanded its single service of Bicultural Support in the children's services space to Multicultural Children's Services (MCS) with an aim to provide multi layered support to the children/ their families and the ECEC services in building their capacity to support their inclusion agenda.

This year, the Bicultural Support, one of ECSC's most innovative programs since its inception funded by Commonwealth over the years, has gone through some significant changes under the new Inclusion Support Programme, Innovative Solutions. We are facing many challenges to provide the invaluable support under the new funding arrangement. But we can assure that we are working collaboratively with all key stakeholders to address these issues and hope to continue our support to remove barriers to access by Culturally and Linguistically Diverse (CALD), Aboriginal and Refugee children.

As we all are aware, the past year has seen many changes in the My Aged Care system. We embraced the changes for the CALD communities to have a smooth transition to My Aged Care through our Multicultural Support Services funded under Commonwealth Home Support Programme (CHSP). We also continued to provide support and assistance to CHSP service providers through our Multicultural Access Projects (MAPs) funded under Sector Support and Development and responded to various policy proposals with the aim of ensuring that the access issues pertaining to CALD communities are taken into consideration in planning services by government departments.

Transitioning our clients and services to National Disability Insurance Scheme (NDIS) has been quite a challenging time. We have established our strategic direction to position ECSC with its experience and expertise in providing what we believe will be the necessary services for CALD communities. During the past year our primary focus was on building the capacity of people with a disability and their carers from CALD backgrounds as they prepare for the transition to NDIS. This was done through the provision of information, advocacy, linkage, respite care through various disability projects of ECSC including Ethnic People with Disability Program (EPDP), CALD Capacity Building Project (CCBP), Linkers Practice Coach and Multicultural Respite Services. We were very pleased to have had the CALD Capacity Building Project extended to 2018 to support in building capacity of CALD communities across NSW.

In our aim to remove barriers faced by CALD communities in accessing appropriate services, the staff members at ECSC work above and beyond their duties. This is evident from the activities reported in the individual reports on our diverse services.

I would like to take this opportunity to thank everyone at ECSC including 28 respite workers and 400 bilingual workers across the State for their contribution in making ECSC a remarkable organisation in supporting human rights. We are committed to doing even more in 2017 to meet our strategic goals.

I truly appreciate the commitment of all the Board members for their guidance and support in achieving our goals.

I would also like to welcome 14 new staff members who joined this year and wish all the best to a few staff members who left us this year to pursue their interest elsewhere.

Shikha Chowdhary  
Programs Manager, ECSC



"In the past year we identified a number of key areas to focus on to meet the strategic goals of ECSC..."



# Multicultural Children's Services Report

June 30, 2016 marked the end of a wonderful 10 year program of support, known as the Bicultural Support Program that came under the Commonwealth's Inclusion and Professional Support Program (IPSP). There was much to consolidate and celebrate about the last 10 years over 2015-2016 and we were active and committed to ensuring that this last year did not go by unnoticed. We are very proud of the learnings and enthusiasm shared by all speakers and participants at our successful *Inclusion Conference - Celebrating Diversity: Keys to Inclusive Practice*, held in October 2015.

There were also many challenges to address as we wound-down the Bicultural Support Program and transitioned to the Commonwealth's new Inclusion Support Programme (ISP) which required us to develop a new business of supporting CALD children, with the pressures of a new competitive and fee for service environment.

The ISP will assist early childhood and child care (ECCC) services to include children with additional needs by providing tailored inclusion advice and support from contracted inclusion specialists, as well as funding to support more challenging inclusion barriers.

## Our challenges and achievements in 2015-2016

### Bicultural Support Program that came under the Commonwealth's Inclusion and Professional Support Program (IPSP)

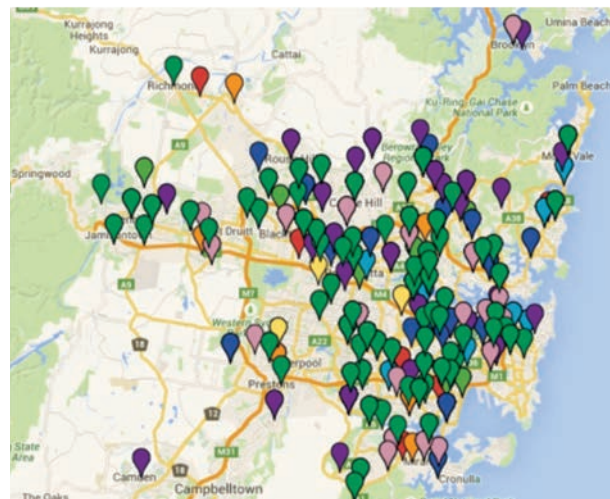
Between 1 July 2015 – 30 June 2016, 1000 Bicultural Support requests were received and allocated. This means that in essence, 1000 and more children, Educators and Services were supported, and our Bicultural Support workforce received 1000 employment opportunities. Approximately 40% of these requests were for Chinese dialects

including: Cantonese, Mandarin, Triechau, Hakka and Shanghainese.

The highest accessing ISA Regions of Bicultural Support were Regions - Inner Sydney, Cumberland-Blacktown, St George-Sutherland, Sydney Central-North, NSW-South-West, Richmond-Tweed and Hunter.

Long Day Care Centres were the highest accessing Services of Bicultural Support, followed by Family Day Care and Out Of School Hours Care.

260 Bicultural Support Workers across NSW received professional development support through meetings and workshops pertaining to their role.



Map showing Bicultural workers services across NSW in 2015-2016. Each balloon represents multiple support visits in particular regions. The different colours represent the various months.

## Inclusion Conference – Celebrating Diversity: Keys to Inclusive Practice

The *Inclusion Conference: Celebrating Diversity – Keys to Inclusive Practice* (organised in collaboration with Community Child Care and Children's Services Central) was held on 29 October 2015 at Le Montage. It was an outstanding success, attended by over 280 Children's Services Educators and other sector professionals with an interest in Inclusion. The Inclusion Conference focused on the different perspectives of Inclusion and Inclusion across the different Children's Service types. It featured discussions with sector leaders, academics, service providers, educators, Inclusion Support Agencies and parents – each with their unique story to tell. There was a specific focus on the following areas of inclusion which was symbolised in the "Keys to Inclusive Practice" resource strategically launched on the day: CALD, Aboriginal and Torres Strait Islander, Disability, Gender, Refugee and Social.

*"I was very inspired and re-invigorated by the day. The calibre of the presenters was exceptional. I walked away with so much from the conference, knowledge, ideas, inspiration, contacts and renewed passion. Thank you."*



## Bicultural Support for CALD children with disabilities

In 2016, we trained a cohort of our Sydney metropolitan workforce to deliver culturally and linguistically appropriate and relevant support to children with disabilities and their families. Bicultural Support provides the missing communication link between children, families and Educators to remove the barriers to inclusion of this double disadvantaged community. Key disability agencies including Early Childhood Intervention Australia, Autism Australia, Learning Links, Down Syndrome NSW, Cerebral Palsy Alliance, Royal Institute for Deaf and Blind Children, Koorana, Plumtree, FRANS, Multicultural Disability Advocacy Association, SDN, ECSC and STARTTS.

The needs of children with disabilities and their families in the context of culture can now be addressed through this new layer 'in language, hands on' Bicultural Support both in Children's Services and to families going through the NDIS process, in building their capacity to become NDIS ready.

*"One of my preschoolers really blossomed from the Bicultural Support experience. She became more confident with her educators. She spoke more English, where previously she wouldn't even say 'hello'. She now helps pack away and has started expanding her preschool program. It was lovely to sit and watch the children smile when our Bicultural Support Worker read her story in English and Chinese."*

Narwee Preschool

*"The first day our Bicultural Support Worker came, we had a new Cantonese speaking child begin preschool who was very upset in being left here, but was soon playing happily due to our Bicultural Support Worker."*

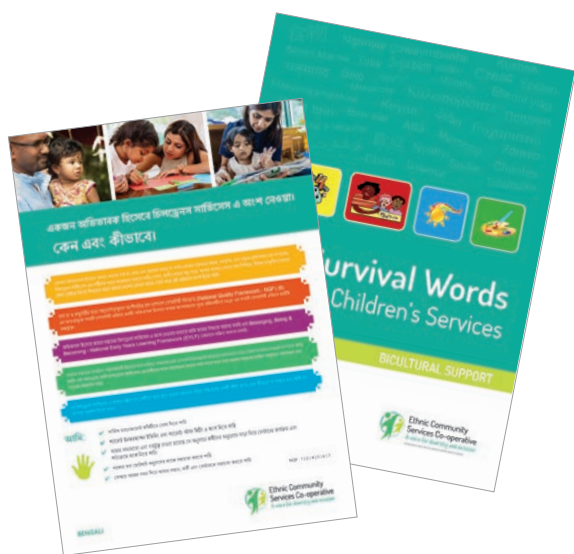
Uniting Care, Wesley Preschool

## CALD Inclusive and Bilingualism Resources for the sector

2016 saw the update of our best-selling *Survival Words in Children's Services* booklet, which now features 70 different languages and two CDs. In addition the translated *Parent Participation in Children's Services* pack is now available in 17 different languages. The *Keys to Inclusive Practice* DVD was also developed as a complement to the *Keys to Inclusive Practice Resource*.

MCS also participated on the Australian Human Rights Commission's 'Building, Belonging' Reference Group, in advising on the development of an exciting new toolkit for early childhood educators on cultural diversity and responding to prejudice.

We were also excited this year to have worked closely with NSW Sydney Local Health District in producing translated Fussy Eating resources and running focus groups to ensure the resources developed were culturally and linguistically appropriate.



## Papers, newsletter contributions and CALD representation on NSW children's services committees

Papers written include:

- Early Childhood Australia - *Cultural Considerations* - quarterly contributions
- FECCA - *Mosaic* - Supporting the Inclusion of CALD children with disabilities and their families in Children's Services
- Community Child Care Co-operative - *Rattler*.

Committee representation:

- NSW Department of Education - Inner West Virtual Community of Practice Advisory Group
- NCOSS - NSW Children's Services Forum

## Special Tribute to Bicultural Support Workers

Bicultural Support is a big state-wide family, and in 2016 we lost some very special Bicultural Support Workers who sadly passed away. We would like to pay a special tribute to **Sandra Grant** from NSW Mid North Coast, **Coco Hamel** from Richmond Tweed and **Estella Torreta** from Sydney Metropolitan, for their dedicated, invaluable contribution to our Program over the years, and for being such strong ambassadors of Bicultural Support, Inclusion and Bilingualism in their regions. You will never be forgotten.



As well, a very big thank you to **Muberra Topcu** who retired from the Bicultural Support Program in 2016 after 10 years of invaluable Service.

## Looking forward

As of 1 July, 2016 all of ECSC's activities and projects focused on children have come under the Program - Multicultural Children's Services (MCS).

MCS aims to provide support largely to the Early Childhood and Children's Services sector in meeting their multicultural children's services' needs, and help build their capacity to better engage and promote the inclusion and participation of CALD, refugee and Aboriginal children and families in their Services.

MCS will do this through the delivery of the 'hands on' bilingual child care i.e. our new Bicultural Support that has many years of experience behind it, developing CALD Inclusive resources and delivering training to promote cultural competence of Educators.

MCS will also ensure that the inclusion of CALD children and families always remain on the agenda of Government Departments in their planning, policies and program delivery, through ongoing representation on the NSW Children's Services Forum and Advisory Committees such as the NSW Department of Education's - Inner West Virtual Community of Practice and other various committees.

We will also continue to share our expertise by contributing to various Industry Newsletters, presentations at Conferences and other related forums.

Some of our new or revamped offerings under the Multicultural Children's Services Program in 2016-2017 will include:

- **Bicultural Support for Commonwealth Services through the Inclusion Support Programme (Innovative Solutions)**

Our state wide program consists of a 400-strong group of Bicultural Support Workers and Consultants, all qualified and trained in Children's Services, that represent over 110 different cultures and languages, including Indigenous languages.



- **Hire a Bicultural Support Worker**

Services that are not funded by the government to receive Bicultural/Bilingual Support have the option to access a Bicultural Support Worker for a fee. This may include: community-based preschools, hospitals and health centres, migrant resource centres, community organisations, non-profit and government organisations requiring bilingual childcare for the duration of classes, workshops or information sessions, and many others.

- **Multicultural Children's Services Hub**

This will become a one stop shop for the sector on all things relating to CALD children and their families and a place for CALD families to seek information and resources related to children and children's services.

Meni Tsambouniaris  
*Manager Multicultural Children's Services, ECSC*

# Multicultural Services for Older Persons

## CHSP transitioning

On 1 July 2015, the transition period for the Commonwealth Home Support Programme (CHSP) commenced. The CHSP consolidated the Commonwealth Home and Community Care (HACC), planned respite from the National Respite for Carers

Program (NRCP), Day Therapy Centres (DTC) Program and the Assistance with Care and Housing for the Aged Program (ACHA) into a single streamlined programme that aimed to provide entry level support to over 550,000 frail older Australians annually.

Our CHSP services on offer to CALD older persons transitioned to the following:

Programs in transition	The rebranded programs from 1 November 2015
<b>Eastern Sydney CALD HACC Information and Referral Service</b>	CHSP, Social Support - Individual (Eastern Sydney) CHSP, Social Support - Group (Eastern Sydney)
<b>Inner West Multicultural CALD HACC Information</b>	CHSP, Social Support - Individual (Eastern Sydney) CHSP, Social Support - Group (Inner West)
<b>Inner West Multicultural Access Project</b>	CHSP, Sector Support and Development (Inner West), still referred to as 'Multicultural Access Project - Inner West'
<b>Eastern Sydney Multicultural Access Project</b>	CHSP, Sector Support and Development (Eastern Sydney), still referred to as 'Multicultural Access Project - Eastern Sydney'
<b>Multicultural Respite Options</b>	Flexible Respite, Centre Based Respite (Inner West)  Currently providing services to people with a disability under 65 years of age and their carers and in the transition process of targeting people 65 years and over under CHSP.

## Staffing changes

The Program would like to thank Ms Keun-Sook Chai and Ms Wanda Annesse, Project Officers, who retired after serving for more than a decade in our Program.

## Our challenges and achievements in 2015-2016

### Our Commonwealth Home Support Programme (CHSP) funded services

These revamped offerings were launched on 1 November 2015. The quality review completed by Australian Aged Care Quality Agency of ECSC in January 2016, confirmed that our CHSP services meet 18 out of 18 outcomes of the Home Care Standards.

- The two Multicultural Access Projects (Inner West and Eastern Sydney) focus on building the capacity of CHSP providers to deliver entry-level community and aged care services and respond to the needs of CALD communities.
- The two Multicultural Support Services (Inner West and Eastern Sydney) provide group and individual social support to assist frail, older people from CALD backgrounds to participate in community life and feel socially included through meeting their needs for social contact and group based activities.

#### Key achievements:

- Twenty information sessions were organised for more than 500 existing and prospective service users including older people from Arabic, Greek, Indonesian (Bahasa), Italian, Korean, Portuguese, Russian, Turkish, and Vietnamese speaking backgrounds.
- From these sessions, many of these participants were able to develop their understanding of My Aged Care (MAC), Translating and Interpreting



Services (TIS) and other CHSP services. As a result, these older people have started accessing MAC and utilising TIS and CHSP Services.

- On top of regular direct individual help such as shopping assistance, telephone support, and other accompanying activities, many of these participants were also engaged in group activities. Eleven structured activities have been offered including yoga, relaxation, falls prevention and excursion sessions which helped physical and mental wellbeing.
- We also partnered with other service providers to organise events such as Granma Festivals, Community A Fair and Celebrating Cultural Diversity and involved more than 100 senior people. Through these activities, 'self-worth' of the older people assured and promoted as participants were acknowledged for their contribution to the communities.

**Case Study** - A woman, aged 75 from Turkish background lost her son suddenly 18 months ago. Her husband and another son passed away some time ago. This untimely death of her only remaining family member impacted her very deeply. She stopped going outside and barred herself from meeting other people. She had even changed her telephone number. After knowing her condition from one of the group members, the MSS staff tried to contact her. However, it was informed that she was no longer interested attending group activities or meeting people. It was also told that she was leaving Australia for good as she had no relatives or close friends here. With continued efforts the staff managed to meet and offer her support. She was also encouraged to participate in the activities. Through constant face-to-face meetings and telephone support we started noticing a little change in her. She started joining the group and interacting with other members. Gradually, she also attended bus outings to different locations. Now, she decided to stay in Australia. In our last meeting, she said, "Although, my pain is still with me, I am trying to be happy. Thank you for your support when I needed it in a crucial time and trying to help me to bring my life back."



## Multicultural Access Projects – Inner West and Eastern Sydney

During the past year more than 30 CHSP in Inner West and Eastern Sydney areas benefitted from Multicultural Access Projects (MAPs). The support provided include implementing joint projects to outreach, engage and mobilise CALD communities; developing strategies regarding utilisation of CALD volunteers; sharing CALD related resources; and advising on cultural issues.

While 50 staff members and volunteers of CHSP service providers were trained on topics such as Cultural Diversity, Working Effectively with Interpreters, and Cultural Briefings; 20 interpreters were able to develop understanding on CHSP through workshop which helped them to interpret effectively when dealing with aged care clients.

MAP workers contributed to prepare factsheet on *Get to know the Australian Aged Care System 2016*, which was developed by Multicultural Access Projects Network. This highly useful resource has been translated into 15 community languages and distributed widely. The projects also promoted MAC and TIS information to CALD communities. Over 400 prospective and existing CALD clients were not only informed and helped to access MAC and TIS but also an article on *Accessing My Aged Care Services: Experiences of Clients from CALD Backgrounds* was prepared which was based on the survey of 55 CALD clients, and published on 'Diversity in Action' newsletters. The key findings were also shared with CHSP service providers and Department of Social Service, Sydney.

## Introducing a new service – RAS!

Service referrals through My Aged Care started in July 2015 (except in Western Australia and Victoria) along with the establishment of the new My Aged Care Regional Assessment Service (RAS).

ECSC negotiated with FEROS CARE to be one of its subcontractors in the Sydney Region from early to mid-2015 and began after the Board's approval of start-up funds to recruit and train casual staff to become Regional Assessors. Through these first six months we were quickly reminded of the challenges in establishing a new service. This was particularly different for us as the business model was not one that we were necessarily familiar with. Twelve months in and we have definitely been on steep learning curve. We have undertaken two rounds of recruitment and training of Regional Assessors, undertaken numerous assessments and strengthened our policies and procedures to fit with this new way of doing business.

Over 2015-2016 financial year we undertook 222 assessments.

ECSC expects in the next financial year 2016-2017 to undertake more assessments and as a consequence indirectly support carers and families of persons 65 years of age and over.

Bharat Rai and Ellen Gore  
*Co-ordinators Multicultural Services  
for Older Persons, ECSC*



Over the  
2015-2016 financial  
year, we undertook  
222 assessments.



# Multicultural Disability Services

Over the past year, the disability sector has been undergoing radical transformation which has impacted the lives of CALD people with disability, their families and carers, as well as the organisations which provide them with support and advocacy. ECSC has been engaging with these changes to ensure that we can continue to be a strong voice for diversity and inclusion of CALD people with disability. This has been reflected in our grassroots work with individuals and communities; our systemic advocacy in raising the issues affecting CALD people with disability; and in reviews of our own structures and systems to maximize new opportunities.

In April 2016, we implemented a substantial restructure of our disability services to better align with new opportunities and provide a more streamlined experience for our clients. Our Multicultural Disability Services stream now encompasses four teams working across individual service access and support; community outreach and development; sector support; and respite services.

## Our challenges and achievements in 2015-2016

### Issues affecting CALD people with disability


As the NDIS has been rolled out in the Hunter region, Nepean Blue Mountains and more recently in West and South Western Sydney, CALD people with disability, their families and carers continue to experience additional barriers to accessing services and participating in the community. A key issue of concern is the delay in the NDIA releasing their CALD Strategy and Action Plan, which will guide engagement with CALD communities and the development of culturally responsive services. Without the Strategy in place, the needs of CALD communities are not being routinely

considered in the design and delivery of the NDIS. We have been strongly advocating for an NDIS which meets the needs of all Australians with disability.

Another emerging issue is the barriers created by concepts and terminology in the rapidly changing disability services sector, which are not always understood by CALD communities. For example, terms such as "person centred", "goals" and "carer" may have no equivalents in particular languages, or may not be understood due to differing understandings of disability and the role of family in particular cultures. People who have been isolated from the service system in the past have the additional barrier that these terms may be completely new, and processes such as setting goals for the year or identifying what supports are required may be unfamiliar. We have been working to address these barriers through our community education sessions and individual support, however more work needs to be done to ensure that language and terminology do not become barriers to CALD people with disability accessing services on an equitable basis with others.

Aside from the NDIS, CALD people with disability continue to face a range of barriers to accessing mainstream services such as housing, education and health care. ECSC welcomed the renewed commitment of the Disability Reform Council of COAG to the National Disability Strategy and we have been working with local Councils to develop and implement their Disability Inclusion Action Plans.

Finally, the lack of certainty regarding future funding for specialised, local services which support CALD people with disability continues to be a concern. Many of these providers are small organisations for whom the transition to the NDIS involves significant risk and who may not be able to achieve the margins



of efficiency or larger, more diversified organisations. However, they have a critical role to play in outreaching isolated communities and understanding the issues affecting CALD communities at the grassroots level. We will continue to work with our local partners to explore opportunities and supports available to these organisations to ensure they have a valued place into the future.

### Individual and community

All our work stems from our grassroots engagement with CALD people with disability, their families and carers. In 2015-2016, we:

- Supported 21 people with disability, their families and carers through individual information, advocacy and referral to promote access to education, respite, specialist services, and the community
- Facilitated 24 community education sessions with CALD communities across Sydney and NSW reaching a total of 1189 people with disability, families, carers and other stakeholders, on 'Getting prepared for the NDIS'
- Facilitated 7 community education sessions with Korean, Vietnamese, Italian and Arabic communities on the NSW Disability Services Standards and how to find a good quality service provider
- Worked in partnership with local organisations to outreach communities and promote inclusion and diversity. As part of the Open Marrickville festival, we facilitated a series of film-making workshops with CALD young people with disability resulting in the production of an animated short film which was launched during the festival. We were also a lead contributor to the annual GroovABILITY festival celebrating the International Day of People with disability, attended by around 600 members of the Inner West community.

### Systemic advocacy

Through our work with individuals, families and communities, we identify issues affecting CALD people with disability and take action to ensure that the needs and rights of CALD people with disability are reflected in the policies and initiatives which affect them. Throughout 2015-2016, we:

- Prepared eight policy submissions on a range of topics including the Marrickville Inclusion Action Plan, Reform of Tenancy Law, Review of the National Disability Advocacy Program, and the draft ILC Framework.
- Participated in a range of interagency and advisory groups, including the ADHC Cultural Diversity Expert Advisory Group and the NSW Disability Advocacy Network, where we raised issues affecting CALD people with disability.

### Sector support

Another key part of our work is supporting the disability and multicultural sectors to provide culturally responsive services to CALD people with disability. In 2015-2016, we:

- Provided coaching support to Ability Links NSW teams in working with CALD children and young people, including establishing a series of CALD working groups throughout Northern Sydney and Southern NSW to identify and respond to local issues and opportunities
- Convened the Multicultural Disability Interagency, which brings together stakeholders in the multicultural and disability sectors to explore issues, opportunities and best practice in working with CALD people with disability
- Distributed fortnightly e-news updates to more than 150 subscribers on news, resources and initiatives affecting CALD people with disability.



## Multicultural Respite Services - Incorporating: Partners Program, Multicultural Respite Options and Vacation Care

The Multicultural Respite Services (MRS) provide a range of recreational activities to people with a disability including children, adolescents and adults with a mild to severe disability from CALD backgrounds to participate in the local community activities. We aim to strengthen their community networks, learning and life skills and overall wellbeing while simultaneously providing the carers and family members a break from their caring responsibilities.

MRS is committed to providing person-centred services to ensure that individuals and their families are put in the centre of the MRS planning process by actively engaging them in the consultation process. In 2016, 38 families received MRS and 23 adults and 15 children and adolescents regularly accessed and participated with the MRS activities.

### Partners Program

The Partners Program offers social and community access for children and adults who live with a mild to moderate intellectual and/or physical disability. In the past year three children/adolescents and 13 adults received regular services from the fortnightly Saturday's program whilst seven adults attended the weekly Adult Thursday Night Social Program.

### Multicultural Respite Options (MRO)

The Multicultural Respite Options (MRO) offers one to one support for people living with an intellectual and/or physical disability who have high support needs. A total of 16 participants took part in the MRO including nine adults and seven children with a choice of flexible respite options which included:

- Participating in the Partners Programs which provides participants with an opportunity to partake in social interaction with peers within the local community

- In-home respite
- Individual community access and support planned around the individual's goals, interests, aspirations and needs, offering choice and control within a person-centred approach to service provision.

### Vacation Care

Fifteen children participated in vacation care. Twelve participants had high support needs and required 1:1 support while the other three participants had 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.

## Staffing matters

Twenty eight casual respite support workers from various linguistic backgrounds including Chinese, Spanish, Nepalese, Vietnamese, Filipino, Korean, French, Teo-chew and Italian provided linguistic and cultural support services to MRS participants. In the past year we have experienced challenges in finding bus drivers who also provide disability support. Access to transport seems to be critical issue in respite and community access provision. However, we hope to provide this transport service to our participants who access both Thursday Night and Vacation Care Programs in the coming year.

Respite workers were provided with the opportunity to discuss any concerns and program improvement ideas through quarterly team meetings as well as professional development which focused on 'Maintaining Professional Boundaries with People from Your Own Cultural Background' and 'Cultural Sensitivity'.



## Looking forward

While we identified a number of issues and concerns through our work over the past year, new opportunities have also arisen and we are excited about developing projects to be implemented over the next year. Our CALD Capacity Building Project will expand to include a team working in regions across NSW to support CALD communities in the transition to the NDIS. As part of this work, we will develop a series of community education sessions which will start with an introduction to the rights of people with disability, through to information about how to prepare for the NDIS, as well as a practical skills-building workshop to prepare for the planning process. Our Ability Links Sector Support team is planning to expand to work across Metro Sydney and Southern NSW. We have been developing innovative models of community outreach and development with new projects to be launched in 2016-17.



We have also been developing a range of resources and exploring the potential of new technologies to support communication with our stakeholders. In early 2017 we will be launching a mobile phone app to support people with disability, families and carers to find suitable services in their local area.

We have also been reviewing and developing the Multicultural Disability Interagency with a series of speakers' panels throughout 2016 which explored current issues affecting CALD people with disability from a range of perspectives, and facilitated dialogue between people with disability, service providers and government agencies.

Despite the uncertainty in the sector and amongst communities, we remain committed to being a strong voice for diversity and inclusion, and excited about the opportunities before us to advance this cause.

Multicultural Disability Services thanks the following organisations and agencies for their financial support: NSW Family and Community Services: Ageing, Disability and Home Care; SSI; Uniting; and CCSP of the Department of Health.

Ingrid Boland  
*Manager Multicultural Disability Services, ECSC*



## Quotes and Feedback

"I have attended seven NDIS information sessions provided by different organisations and walked out more confused and learnt nothing, but this one is the best information session I have ever received. It is very easy to understand, very clear and so organised. I have been looking through the participants' folder before the workshop started and I already have questions to ask."

Participant in CALD Capacity Building Project community education workshop

"The film was great and inspiring, would like to see more of this." "Fantastic variety of inspirational films, speeches and entertainment."

Participants at the Open Marrickville film launch event, launching an animated short film by CALD young people with disability

"Before I came to your service, I was not confident to raise any issues with the school. Now I feel confident to ask for a meeting and explain the support that my son needs."

Participant of Service Access and Support Program

# Multicultural Training, Advisory and Resource Service

## Training Services

We made a decision in 2015-2016 to put our energies into our non-accredited training courses, and not register as a Registered Training Organisation.

In 2015-16 we focused on continuing our commitment to deliver training for Early Childhood and Children's Services Educations as part of the Children's Services Central's Training Calendar. We also received many training requests privately from this sector as a response to our training calendar.

However with changes in other Programs and a recognition of the expertise we hold in building cultural competence in organisations, we are underway in revamping current courses and developing new courses for the Aged Care and Disability Sectors as well.

## Advisory Services

Our 37 years of expertise in working with CALD communities and advocating their needs has meant that through some of our Programs we have often advised organisations and individuals on how better to access CALD communities and/or improve organisational practices to ensure relevant and appropriateness for CALD clients. We feel it is our obligation to share this knowledge. However as we invest more of our own reserves and resources in these activities owing to diminishing government funding in the area of information and education, it will be necessary to offer some parts of these advisory services at a fee.

We expect that in 2016-2017 we will have a more detailed suite of advisory service offerings for the sector.

## Resources

We have developed a range of new resources in 2015-2016 that assist practitioners, individuals and carers on a range of matters. Please ask for our resource listings within the key Program areas: Multicultural Children Services, Multicultural Disability Services and Multicultural Services for Older Persons.





# Our performance for the year 2015-2016

In 2015-2016, ECSC continued to operate its various 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 deficit from operations \$8,130. 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, 2016

**Director: Vivi Germanos-Koutsounadis**

Signature:

**Director: Rosanna Barbero**

Signature:



# Statement for the year ended 30 June 2016

## 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-operative's 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, 2016

**Director: Vivi Germanos-Koutsounadis**

Signature:



**Director: Rosanna Barbero**

Signature:





# Statement of Financial Position

## as at 30 June 2016

		2016	2015
		\$	\$
Revenue from ordinary activities	(Note 2)	3,200,899	2,860,464
Expenses from ordinary activities	(Note 3)	3,209,029	2,797,108
Net surplus/(deficit) for the year		(8,130)	63,356
Retained surplus at beginning of year		1,279,361	1,216,005
<b>Retained surplus at end of year</b>		<b>1,271,231</b>	<b>1,279,361</b>

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

# Statement of Change in Members' Equity

## for the year ending 30 June 2016

		2016	2015
		\$	\$
Retained surplus at beginning of year		1,279,361	1,216,005
Net Surplus/(Deficit) for the year		(8,130)	63,356
<b>Retained surplus at end of year</b>		<b>1,271,231</b>	<b>1,279,361</b>

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

# Statement of Financial Performance

## for the year ending 30 June 2016

	2016	2015
	\$	\$
<b>CURRENT ASSETS</b>		
Cash and term deposits	3,053,062	1,882,886
Sundry debtors and prepayments	56,053	26,473
<b>TOTAL CURRENT ASSETS</b>	<b>3,109,115</b>	<b>1,909,359</b>
<b>NON-CURRENT ASSETS</b>		
Investments (Note 5)	10	10
Office equipment, furniture and motor vehicle (Note 6)	50,523	47,415
Leasehold building (Note 6)	316,127	324,823
<b>TOTAL NON-CURRENT ASSETS</b>	<b>366,660</b>	<b>372,248</b>
<b>TOTAL ASSETS</b>	<b>3,475,775</b>	<b>2,281,607</b>
<b>CURRENT LIABILITIES</b>		
Creditors and borrowings (Note 7)	1,818,070	636,958
Provisions (Note 8)	386,474	365,288
<b>TOTAL CURRENT LIABILITIES</b>	<b>2,204,544</b>	<b>1,002,246</b>
<b>TOTAL LIABILITIES</b>	<b>2,204,544</b>	<b>1,002,246</b>
<b>NET ASSETS</b>	<b>1,271,231</b>	<b>1,279,361</b>
<b>MEMBERS' EQUITY</b>		
Retained surplus (Note 9)	1,271,231	1,279,361
<b>TOTAL MEMBERS' EQUITY</b>	<b>1,271,231</b>	<b>1,279,361</b>

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



# Statement of Cash Flows

for the year ending 30 June 2016

	2016	2015
	\$	\$
Net surplus/(Deficit) for year	(8,130)	63,356
Add back non-cash charges		
- Depreciation and amortisation	25,031	26,394
- Provision for employee entitlements	21,186	6,630
	38,087	96,380
(Increase)/Decrease in sundry debtors and prepayments	(29,580)	(17,844)
Increase/(Decrease) in creditors and borrowings	1,181,112	85,184
Cash flow from operations	1,189,619	163,720
Purchase of motor vehicle and office equipment	(19,443)	(27,669)
Increase/(Decrease) in cash flow for year	1,170,176	136,051
<b>Cash at beginning of year</b>	<b>1,882,886</b>	<b>1,746,835</b>
<b>Cash at end of year</b>	<b>3,053,062</b>	<b>1,882,886</b>



# Notes to the Financial Statements

for the year ending 30 June 2016

## 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 current annual rent is \$18,084 which is subject to annual CPI adjustments and rent reviews every 5 years.

## 2. Revenues from Ordinary Activities

	2016	2015
	\$	\$
Grant income	2,653,912	2,734,141
Interest income	41,149	49,856
Other income	505,838	76,467
	<b>3,200,899</b>	<b>2,860,464</b>

### 3. Expenses from Ordinary Activities

	2016	2015
	\$	\$
Accounting services of contractor	17,550	16,200
Advertising and publicity	20,804	14,010
Amortisation of leasehold building	8,696	8,696
Audit fees	7,912	9,002
Bank fees	1,088	987
Computer costs	27,639	14,526
Consultancy	81,304	41,044
Depreciation	16,335	17,699
In-service training	75,725	30,906
Insurance	99,692	82,489
Membership and subscriptions	13,358	10,105
Motor vehicle and transportation	47,038	25,469
Occupancy	60,347	57,551
Postage	5,551	6,637
Printing and photocopying	40,137	26,097
Programme costs	111,053	40,622
Reference materials and resources	13,444	13,365
Repairs and maintenance	16,741	8,436
Salaries and superannuation	1,863,454	1,615,355
Staff amenities and sundries	21,421	22,732
Stationery and supplies	6,692	5,257
Telephone and internet	26,111	26,318
Translations	9,382	22,788
Travel	84,559	93,626
Wages and superannuation - workers	532,996	587,191
	<b>3,209,029</b>	<b>2,797,108</b>

#### 4. Auditor's Remuneration

	2016	2015
	\$	\$
Remuneration of the auditor of the Co-operative		
Audit fees	7,912	9,002
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

	2016	2015
	\$	\$
Share in Co-operative Society	10	10

#### 6. Office Equipment and Furniture and Motor Vehicle

	2016	2015
	\$	\$
Office equipment and furniture, at cost	309,549	290,106
Motor vehicle, at cost	25,119	25,119
Less: accumulated depreciation	(284,145)	(267,810)
	50,523	47,415
Leasehold building, at cost	434,700	434,700
Less: accumulated amortisation	(118,573)	(109,877)
	316,127	324,823
	<b>366,650</b>	<b>372,238</b>

## 7. Creditors and Borrowings

	2016	2015
	\$	\$
Accrued expenses	95,724	44,413
Grants received in advance	1,485,898	436,442
Sundry creditors	236,448	156,103
	<b>1,818,070</b>	<b>636,958</b>

## 8. Provisions

	2016	2015
	\$	\$
Annual leave	211,699	195,294
Long service leave	174,775	169,994
	<b>386,474</b>	<b>365,288</b>

## 9. Retained Surplus

	2016	2015
	\$	\$
Accumulated balance b/d	106,482	106,482
Project related - b/d	386,649	400,000
- current year	(8,961)	(13,351)
Unfunded - b/d	786,230	709,523
- current year	831	76,707
	<b>1,271,231</b>	<b>1,279,361</b>



# 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 2016, 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.

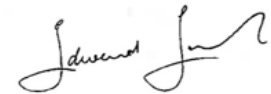
My audit has been conducted in accordance with Australian Auditing Standards. My procedures included examination, on a test basis, of evidence supporting the amounts and disclosures in the financial report and the evaluation of accounting policies and significant

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 2016 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  
3 November 2016





*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 2016.

Yours faithfully



Bondi Junction  
3 November 2016

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







**Ethnic Community Services Co-operative**

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**Ethnic Community  
Services Co-operative**

*A voice for diversity and inclusion*