



Ethnic Community  
Services Co-operative

*A voice for diversity and inclusion*

Annual Report  
**2018**



# Acknowledgment of Country

Ethnic Community Services Co-operative would like to acknowledge the Cadigal Wangal clans of the Eora Nation as the traditional custodians of the land on which we work. We recognise the strength, resilience and capacity of Aboriginal people and pay our respect to Elders past, present and future.

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# Introduction

## 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. We further develop and deliver innovative programs and services to meet specific needs of communities that are not being met by mainstream agencies.

## 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 culturally responsive 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 cultural or linguistic background. Many learnings came from the establishment of this first service that were shared amongst the collective and prompted the establishment of many other ethnic based child care centres, auspiced by a larger ethno-specific organisation.

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.

ECSC's key activities 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 steep learning curve for all involved and ECSC came to understand that there was much more to do with respect to access and equity for ethnic communities, beyond child care. 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 experienced by many culturally and linguistically diverse communities wishing to live a full life in Australia.

## Our story still in the making...

A lot has happened and changed in our organisation and broader society since 1976. As our society has continued to diversify, so has our focus and areas of operation. ECSC now works to foster equity of access and social justice across the children's services, aged care and disability sectors through systemic advocacy and direct service delivery. We focus specifically on issues of access and equity, social justice, human rights and social inclusion for all members of our diverse communities. Over the years, ECSC has grown bigger in size due to increased demand for our services and we are honoured to be one of the leaders in NSW advocating for the needs of CALD communities, including older persons, persons with a disability and children (0-12 years) from culturally and linguistically diverse backgrounds.

## 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, we aim:**

- 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 efforts, 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.



## How we work today

- We design and deliver services that meet the needs of our participants, including their cultural and linguistic needs;
- 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 and wider society;
- 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 key stakeholders

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

- Children from CALD, Aboriginal and refugee backgrounds aged 0-12 years and their families. This work includes supporting families in accessing child care and other services that will assist them to thrive;
- People from CALD backgrounds with a disability from 0-65 years and their carers. We support the inclusion people with a disability in the community through our NDIS services, individual advocacy, outreach and community capacity building programs;
- Senior citizens aged 65 years and older living at home and their carers. We work specifically with the people from CALD backgrounds who are 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 are accessed by people from CALD backgrounds, especially children's services across NSW, disability service providers, aged care providers, as well as peak organisations and multicultural services;
- Government bodies that are responsible for legislation and policy in relation to multiculturalism and the welfare of people with additional support needs;
- 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 dedicated team of staff and volunteers

We currently have 9 full-time and 21 part-time positions and have a casual pool of 38 Disability Support Workers and 150 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 Board



**Khedra Cloud**  
Chairperson

Khedra has been with the board since 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.



**Tony Ovadia**  
Secretary

Tony is a retired Clinical Psychologist and Consultant with a long association with ECSC and multicultural services and has experience in Aboriginal services. She has worked in health, disability, housing and community services as a clinician, case worker, policy officer and service manager as well as on a number of tribunals and complaint bodies. She has previously held board positions for many community organisations.



**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.



**Rosanna Barbero**  
Director

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.



**Shikha Chowdhary**  
Director

Shikha joined the Board of Directors in 2017. Shikha has over 28 years of experience in managing aged care, disability and children's services projects. She holds a Master of Arts in Philosophy, a Certificate IV in Training and Assessment and a Certificate III in Children's Services. Shikha's extensive experience and knowledge of the community sector led her to the position as Programs Manager, now Chief Executive Officer.



**Jane Corpuz-Brock**  
Director

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.

# Our Board



**Dina Petrakis**  
Director

Dina has more than twenty-five years' experience working in Australia and the Asia Pacific region in education and project management. Her international work commenced in the late 1980s as a teacher trainer in northern Thailand and subsequently in Ho Chi Minh City, Vietnam. In 1993, after returning to Australia, she was employed by the NSW Department of Corrective Services in various educational roles, culminating in the position of Principal, Education and Training (2000–2003). She was responsible for the provision of education programs in 32 correctional centres across NSW, managing over 350 education staff providing training to more than 9,000 inmate-students. From late 2003 until early 2007 she worked as a technical adviser on capacity building programs funded by AusAID in the VET and Law and Justice sectors, in Vanuatu and the Solomon Islands. In 2007, back in Australia once again, she worked for a diverse range of organisations including Housing NSW and Marrickville Council, before moving to Settlement Services International (SSI) in 2009 to develop a small business start-ups program for newly arrived refugee entrepreneurs. She is currently the Global Manager for SSI's IGNITE Small Business Start Ups initiative.



**Edwina Pickering**  
Director

Edwina has been a Consultant coordinating reviews of various organisations for accreditation by the National Quality Improvement Council Standards, as well as involved in system analysis and strategic planning for organisational quality improvement, for over a decade. She has a background in Social Work and a Masters in International Relations (Humanitarian Rights).



**Ben Whitehorn**  
Director

Ben joined the Board at the AGM last year. He is the General Manager of and represents Randwick Waverley Community Transport and brings several years of Directorship Experience. Previous positions include executive positions of both state and national advocacy boards, as well as the industry equal opportunity commission.

*We are committed to empowering communities to identify and negotiate their own needs – to find their own voice.*





# Message from the Chairperson



2018 has perhaps been one of the most dynamic in Ethnic Community Services Co-operative's (ECSC) 38-year history.

Over the past 12 months we have been working hard to adapt our systems, operational frameworks and strategic planning to new government funding strategies that emphasise individual choice and control as well increasing commercialisation of community services. As part of our efforts to meet these new requirements ECSC has successfully launched a range of high quality NDIS services and begun to grow its customer base. Our sustainability and growth strategy is underpinned by a new strategic and operational plan for upcoming financial year. We believe that with a strong strategic vision we will support the ongoing development and delivery of financially viable services for our clients.

The objectives that will guide ECSC through 2019 will focus on establishing and strengthening long term funding channels from the private and philanthropic sectors, developing new programs that better align to the organisations evolving aims and redefining the organisation's corporate structure. Combined, these objectives reflect the ongoing transition that ECSC is moving through and the long-term vision for the organisation - financially viable, flourishing into new sectors and building on the success of all our existing programs.

This year ECSC proudly announced the appointment of one of our most valued and long-standing staff to the new role of Chief Executive Officer. Shikha Chowdhary has played a vital role within ECSC for 28 years and as a board we are looking forward to working with Shikha to ensure ECSC and the communities it serves continue to thrive into the future.

**Khedra Cloud**  
Chairperson, ECSC



*ECSC has successfully launched a range of high quality NDIS services and begun to grow its customer base.*

# Chief Executive Officer's Report



It is my pleasure to report on another year of Ethnic Community Services Co-operative's (ECSC) successes, challenges and opportunities.

In light of reforms across the disability, aged care and children's services sectors, ECSC utilised the past year to strategically plan for being in the best possible position to continue its work with a commitment to social justice and human rights principles. We carefully developed our strategic objectives to have a greater positive impact of our organisation's unique work with the communities we serve.

Despite many challenges that we are currently facing as part of the significant shift from a welfare-based system of support to a person-centred model, we acknowledge and embrace the current reforms across the sectors as investments in improving participants' long-term outcomes.

In order to comply with various legislations and policy reforms, we have been working towards the development of systems to respond to the reforms adequately. This requires and will continue to require investment of resources which places demands on the organisation's operational framework as well as financial viability. While embracing the sector reforms positively to empower all individuals in our society to access services, ECSC had to go through a major restructure effort pertaining to staffing. Each individual role across the organisation has been reviewed in order to effectively meet the many needs and demands of our participants during the transition to the NDIS and My Aged Care systems as well as new children's services support programs.

As we move forward, we are conscious of our broader social responsibilities to the people that we work for. In light of this, we invested quite significant resources to grow as an organisation and continue our work in achieving equity

of participation and positive outcomes for people from culturally and linguistically diverse (CALD) backgrounds across the sectors.

In the past year we were successful in receiving various funding from Commonwealth and State Department. We received the National ILC Readiness Grant as a lead agency and Innovative Workforce fund from the Department of Social Services. Both projects were delivered successfully with quality outcomes. We were also given opportunity to support State-funded preschools through the Bicultural Support Program under Sector Support Development Program, NSW Department of Education.

The Aged Care Services continued social support, individual support, centre-based respite and flexible respite under Commonwealth Home Support Program. The staff supported all our participants and continue to support them in embracing the aged care reforms. The Sector Support project worked closely with project partners and stakeholders to ensure that service providers are supported to outreach CALD communities in accessing services that are appropriate to them. Various resources were developed to support service providers.

The NSW government's decision to continue funding for disability advocacy services has enabled ECSC to provide crucial ongoing support for members from CALD communities trying to navigate the NDIS as well as the overall disability support system. We hope that the NSW government is committed to continuing to provide this support in the future.

As can be seen from the various project reports, despite many challenges ECSC is making considerable progress in providing NDIS services to CALD participants. At this time of significant changes, we aim to grow ECSC's consumer directed care services in future to continue supporting CALD communities across the sectors.



In the coming years we will continue to diversify and expand our existing programs for CALD communities through innovation, partnership and new technology. We also look forward to strategically pursue funding streams for growth to support ECSC's financial sustainability.

I am very pleased to say that we have been able to bring many changes within the organisation only due to a dedicated team of workers who always work towards finding solutions to problems and new opportunities to support ECSC in its mission to further social justice for people from all cultural and linguistic backgrounds.

We believe that with a strong foundation we have much to build on to continue our services to children, families, people with disabilities, older people, their carers and advocates. We aim to meet our strategic directions in the coming years despite all the challenges ahead.

In some ways, the upcoming year is a new beginning for us as an organisation and we are continually developing innovative service models to embrace changes positively.

I would like to take this opportunity to thank each of our staff members for believing in ECSC's values and for supporting our work, including volunteers, project partners, consultants, trainers, facilitators, disability support workers, bilingual support workers, participants of our various programs, their carers and families.

All our Board members continue to give their valuable time in supporting ECSC to continue as one of the unique services that uphold human rights. I would like to express my heartfelt thanks to all the past and present Board members for their dedication and commitment to ECSC.

I would also like to thank all the Departments that funded our programs in the past years and we hope to continue our work across the sectors in the coming years.



*In the coming years  
we will continue to diversify  
and expand our existing  
programs for CALD  
communities through  
innovation, partnership and  
new technology.*

**Shikha Chowdhary**  
Chief Executive Officer, ECSC

# Our strategic goals for 2017-2018

In 2017/18 ECSC launched a new strategic planning cycle to respond effectively to the challenges and opportunities arising from reforms in the disability and aged care sectors. Our strategic goals are underpinned by a detailed operational plan that leads our work in the community and aims to foster presence, innovation and growth in all our endeavours.

## Strategic Goal 1

To enhance the visibility, presence and voice of the organisation.

## Strategic Goal 2

Achieve long-term financial sustainability and growth.

## Strategic Goal 3

To nurture innovation, creativity and best practice.



# Multicultural Aged Care Services

Funded by the Australian Government Department of Health under the Commonwealth Home Support Program (CHSP), ECSC's Multicultural Aged Care Services (MACS) has been working with consumers from Culturally and Linguistically Diverse (CALD) backgrounds to build their capacity for accessing CHSP services that suit their individual needs. MACS also has been continuing to enhance the capacity and competence of CHSP Service Providers to be more responsive to the needs of the CALD target population.

## Services for existing and prospective consumers

MACS provided the following service types under CHSP during the 2017-2018 fiscal year in the Eastern and Inner West Sydney regions:

- Social Support - Groups
- Social Support - Individual
- Flexible Respite
- Centre-Based Respite

During the 2017-2018 fiscal year, more than 600 elderly people from CALD backgrounds benefitted from these services. While 291 elderly people directly received the services, others benefitted through attending information sessions, expos and telephone and face to face contacts.

Out of those who received services, 227 were female and 64 were male. In terms of age, most of the consumers were aged between 75 and 79. There were also 18 consumers aged over 90.

These consumers were born in more than 30 countries.

The top 5 countries of birth of our consumers are Italy, Greece, Ukraine, Vietnam and Russian Federation, respectively. Over 95% of the consumers speak languages other than English at home with the following top 10 languages spoken at home:

- Italian
- Vietnamese
- Indonesian
- Russian
- Portuguese
- Mandarin
- Greek
- Turkish
- Arabic



The consumers were provided with a number of different services as well as engaged in activities including:

- Accompanied activities (attendance at appointments, social connection, shopping and bill-paying);
- Visiting and telephone contact services;
- Structured activities in a group-based environment (chair Zumba, gentle exercise, cards play, puzzle, yoga, arts and craft workshops etc.);
- iPad/Smart Phone tutorials;
- Dancing, singing and instruments playing;
- Bus outings;
- Information sessions on aged care and health services;
- Participation in community events (Harmony Day, Sr. Week, Carers Week, Mental Health Week, Dementia Awareness Month, Lunar year celebration).

## Services for CHSP service providers

MACS also supported the development of the home support service system and enabled CHSP Service Providers to operate effectively in line with the objectives of the CHSP and within the context of the broader aged care system.

**The following major activities were carried out during the reporting period:**

### Contribution to CHSP and related Interagency Forums

ECSC employs two Multicultural Access Project (MAP) Officers for the Inner West and Eastern Suburbs regions of Sydney. The Project Officers regularly attended and contributed to the Inner West Community Care Forum, Canterbury Marrickville Sector and Development Forum



and Eastern Sydney Ageing and Disability Network. A total of 22 meetings were attended and the MAP Officer delivered a monthly 'CALD report' to update on CHSP information and service access issues relating to CALD consumers.

### Delivery of training and workshops

Training and workshop sessions on cultural awareness, Bicultural Worker training on the Australian aged care system, working with interpreters, and elder abuse in CALD communities were organised in partnership with other CHSP Service Providers. A total of 75 staff members and volunteers attended and benefitted from those sessions.



## Joint projects

MACS partnered with other service providers and organised several projects including the Diversity Forum, the Cultural Bridges Concert, the Elder Abuse Collaborative, the Uptown Festival, Carers' Week, and Multicultural Dementia Forum. More than 60 service providers of Inner West and Eastern Sydney regions were engaged in these projects and over 600 existing and prospective CHSP consumers benefitted from these projects.

## Contribution to CHSP/Aged Care CALD related policy feedback

MACS staff members contributed to policy feedback on the following aged-care related topics and government initiatives: Future Reform - an integrated care at home program to support older Australians, Single standards quality review - Aged Care, Measuring quality and consumer choice consultation organised by Council of the Ageing (COTA) and the CALD Consumer Engagement Group on the CALD Carer's Experience organised by PICAC and Carers NSW.

## Information sessions

MACS co-organised information sessions on topics like My Aged Care, Translating and Interpreting Services (TIS), Australian Aged Care System and CHSP Services, and Regional Assessment Services in partnership with over 12 Service Providers. Other topics included Centrelink Financial Services, NSW Fair Trading, Elder Abuse and Home-Based Therapy. More than 200 existing and prospective consumers from Cantonese, Greek, Indonesian, Italian, Mandarin, Portuguese, Russian, Spanish, Turkish, and Vietnamese backgrounds attended and benefitted from those sessions.

## Resources

Our customizable wallet size Translating and Interpreting Services (TIS) guide card was updated and translated in 9 community languages (Arabic, Croatian, Greek, Korean, Portuguese, Russian, Simplified Chinese and Traditional Chinese and Vietnamese). Furthermore, the 'Get to know the Australian Aged Care System 2017' Factsheet was translated into an additional 11 languages (total 23 languages) and distributed to existing and prospective consumers in partnership with the Multicultural Access Project (MAP) Network.

*"I am glad that we started playing cards, domino and backgammon. People don't play these games anymore. It brings good memories of our young years back and helps to maintain our memory now."*

Van Phuc Ly - Vietnamese, 73 year-old,  
Soni Sumarsono - Indonesian, 68 year-old,  
Ayse Olcoy - Turkish.

## Some highlights

- The Social Support Group and Individual Services exceed their funded targets of 3,357 hours of support by delivering a total of 3,887 and 3,414 support hours respectively.
- Many clients were reluctant to register for My Aged Care in the past for a variety of reasons, including the complexity of the system as well as language barriers. With continuous encouragement and ongoing community education over 90% of MACS consumers have now registered with the My Aged Care system.
- MACS participated in the on-site pilot of the draft Aged Care quality Standard carried out by the Australian Aged Care Quality Agency.
- MACS organised the Diversity in Community Aged Care Forum in partnership with other Inner West Sector Support Development Services. The Forum attracted around 80 staff members and volunteers of Aged Care Service Providers. The event helped to focus on improving practice, ensuring people accessing services feel welcomed, comfortable, respected and reassured by delivery of a high quality, individualised service.
- 35 seniors from CALD backgrounds participated in iPad/Smart Phone tutorials and developed skills and knowledge around the internet and social media. As a result, participants have been able to contact and communicate with overseas friends and relatives through social media. This has not only helped them to learn how to use new technology but also has reduced loneliness significantly.
- Around 70% of the consumers who participated in activities such as gentle exercise, dance, chair Zumba, meditation, art therapy, board games and bus outings reported that there were improvements to their physical, mental and emotional wellbeing. The benefits mentioned included better coordination and balance,



improvement in mood, improved quality of sleep, and feeling of more self-confident, energetic and refreshed.

- To celebrate Australia's multicultural society, a **Cultural Bridges Concert** was organised with the support from the Randwick City Council and Randwick Waverley Community Transport. Around 250 seniors, people with disabilities and their carers from 30 diverse backgrounds attended the event. Performers from various multicultural backgrounds gave the participants a wonderful opportunity to interact with music and dance from all over the world. Many participants got an opportunity to showcase their creative talents, representing their heritage and life in Australia. The event developed a sense of community and contributed to nurturing an understanding and recognition of the social, cultural and economic benefits that our cultural diversity brings to our nation.





## Challenges

- MACS is frequently contacted by several CHSP and related Service Providers to organise joint projects. Although we would like to do more, it is not always possible to be involved in all projects and events due to limited staff capacity.
- We have been receiving sufficient referrals for Social Support Group, Social Support Individual and Flexible Respite services through My Aged Care. However, we have received very limited number of referrals for Centre-based Respite services. This issue has been already mentioned to the relevant stakeholders and we understand this issue is faced by other service providers as well.

## Looking forward

With new CHSP funding until June 2020, we are very pleased and excited to continue providing our services to consumers from CALD backgrounds and CHSP service providers. We will be continue focusing on wellness, reablement and restorative care approaches. In this way, we will be working with frail older people from CALD backgrounds in order to maximise their autonomy and enable them to remain living independently and safely in their own homes.

**Bharat Rai**

Manager of Multicultural Aged Care Services, ECSC

*"We appreciate flexible, positive and meaningful services ECSC has given to me and my mother, supporting her through the stages of ageing and dementia with dignity and care."*

Nick – son of Maria, Greek, 81 year-old



# Multicultural Children's Services

## Bicultural Support Program

The Bicultural Support Program has maintained sustainability despite changes in the funding model introduced in 2016 that impacted on the staffing of the team. We have continued to deliver bilingual and bicultural support to children, families and services across the Sydney metropolitan and regional and remote NSW.

## Commonwealth Funded Program

Bicultural support for Commonwealth funded Children's Services is accessed through the Inclusion Development Fund Manager, Innovative Solutions Support Program. This is a competitive fee-for-service-based funding where ECSC's Bicultural Support Program competes with other providers through submission of quotes for service delivery. Over the past year we have seen a dramatic decrease in the number of requests for Bicultural Support. To date 28 quotes have been submitted following requests from children's services with 10 of these being accepted and a Bicultural support worker allocated. While this is a positive development, further growth in allocations is needed to secure the viability of the program over the upcoming financial year.

## 2018 Preschool Program

IN 2018 the NSW Department of Education Sector Development Program renewed its commitment to ECSC's Bicultural Support Program by renewing its funding to deliver our services to NSW community preschools. This is the third year running that the Department of Education has supported our Bicultural Support Program reflecting the high quality of our service delivery and the consistent positive feedback received from children's services that have accessed the program.

Between April and September 2018 a total of 80 preschools across NSW received Bicultural support. In accordance with the funding schedule 55 allocations were in the Sydney Metropolitan area, 17 in Regional NSW and 8 in Outer/Remote regional NSW. Each service received 15 hours of support – this is an increase from 12 hours offered in previous years. The total of services delivered equated to a total of 1200 hours of Bicultural Support and directly impacting over 200 children in Community Preschools throughout NSW.

We commend the NSW Department of Education for their commitment to Bicultural Support, as it shows an understanding of the value and benefits of bilingualism and cultural inclusion in early childhood education. We hope to continue our close partnership with the NSW Department of Education to further promote the inclusion of culturally and linguistically diverse children in the NSW early years education system through the Bicultural Support Program.

The state government's positive regard for the impact and importance of Bicultural Support is reflected in **The Hon. Sarah Mitchell** (Minister for Early Childhood Education, Minister for Aboriginal Affairs, and Assistant Minister for Education) speech to the Hansard NSW Legislative Council on the 2nd May, 2018:

*"Under Start Strong, an additional English language loading is provided to improve access for children from culturally and linguistically diverse backgrounds. I am pleased to remind members of the House that because of this ongoing commitment to early childhood education, recent enrolment data published by the Australian Bureau of Statistics shows a significant increase in the proportion of Aboriginal children enrolled in early childhood education programs in the year before school. I am also pleased to report that as part*



*of the Sector Development Program, this Government provides the Bicultural Support Program to community preschools to assist with the inclusion of children from culturally and linguistically diverse, refugee and Aboriginal backgrounds. The program is delivered by the Ethnic Community Services Co-operative.*

*Bicultural Support is a program designed to offer language and cultural assistance to children, families and educators to support inclusive cultural practice in preschools. The program benefits services by raising awareness of cultural practices, encouraging an inclusive approach among staff, and helping children to learn more about each other. It helps to ensure better communication between children, families, educators and services and supports children in their transition to school. This year, the Bicultural Support Program is offered to all community preschools and is anticipated to provide support for children from culturally and linguistically diverse backgrounds in approximately 120 preschools."*

The positive impact of the Bicultural Support Program is further reflected in the following testimonials from participating preschools:

*"We sing a good morning song in English and our local Aboriginal language each morning and have now added Japanese. O sings along (he had not previously in any language), with a huge smile, sharing his joy and sense of belonging by sharing eye contact with educators while he sings."*

*"Our Aboriginal children and families have an enhanced and a greater sense of belonging in our community. Children have learnt some basic words in the Gumbaynggirr language."*

*"It enabled the child to develop a sense of belonging within the Preschool and to more readily engage in the program on a daily basis."*

## Training and Professional Development

We continue to offer professional development and training sessions to early childhood educators, enhancing their cultural competency and their capacity to build inclusive practices within their daily programs and services.

This year four training sessions were delivered to over 100 early childhood educators from KU Children's Services. Two sessions were held on "Bi/multilingualism in early Childhood Education" and another two sessions on "Let's Talk about Race, Culture and Language". Both sessions were facilitated by Dr Criss Jones Diaz from the University of Western Sydney on behalf of ECSC.

The Bicultural Support Program further presented at the Goodstart Family Connections Program. This was attended by over 60 early childhood educators from metropolitan Sydney and regional NSW Goodstart Children's Services.

## Multicultural Children's Resources

As a leading organisation for authentically developed multicultural resources for children's services, our resources continue to be in high demand. Our resources such as "The Keys to Cultural Inclusion" our "Welcome to Country" video, continue to assist educators in their day to day programming of inclusive practices, as does our most popular "Survival Words in Children's Services" book which is now in its third reprint.

**Penny Costa**

Manager of Multicultural Children's Services, ECSC



Artwork by Callum  
My Giiguy

# Multicultural Disability Services

## Ethnic People with Disability Program (EPDP)

The aim of EPDP is to provide individual advocacy and support to CALD people with disability to ensure the right of equity of access to services is upheld for people from diverse cultural backgrounds. This project is currently funded by Transitional Advocacy funding for NDIS through FACS. We received extension of funding for a period of 12 months until June 2019.

### Progress

In the past year, the Multicultural Disability Services team was actively supported the 'Stand by Me' Disability Advocacy Alliance Campaign in light of the NSW government's announcement to revoke all advocacy funding from June 2018. The campaign highlighted the importance of advocacy services for people with disability and their families when accessing services and support and was successful in securing an additional 12 months funding for ECSC's information, referral and advocacy program. As part of this program the team is currently actively engaging with CALD people with disability to understand the barriers to service access and to canvass skills our participants want to develop to navigate the disability system more effectively. The emphasis on individual choice and control as part of the NDIS reforms has directly resulted in a greater need for individuals develop skills for independence and self-determination. Many of our participants are indicating a desire to build their capacity to self-advocate.

As part of our team's advocacy work, we are further organising workshops around rights and responsibilities under the NDIS framework as well as providing

guidance on how to resolve NDIS-related issues. There continues to be a high demand for direct support with NDIS processes and our team has provided a range of advocacy services, including:

- One-on-one pre-planning sessions;
- Collating documentation for NDIS access;
- Attending NDIS planning meetings;
- Liaising directly with the NDIA to resolve issues;
- Follow-up queries with Local Area Coordinators,
- Appealing for plan reviews where funding has been deemed insufficient;
- Appealing for reviews where a client's application for NDIS funding has been rejected.





Working on a grassroots level with people with disability, their families and carers from CALD backgrounds, we have identified three key barriers CALD people with disability face in trying to access and navigate the new NDIS system:

1. Obtaining and providing the necessary medical evidence to prove eligibility for NDIS funds remains a major obstacle to accessing support due to people from CALD background not having adequate information about the process.
2. Specialist assessments, such as occupation therapy, required for NDIS access are very costly and bar people from lower socio-economic backgrounds from accessing the NDIS.
3. Vague and limited information provided by general practitioners impacting on eligibility.

The Multicultural Disability Services team continues to tackle the aforementioned issues through provision of information, direct support and systemic advocacy to ensure the rights of people with disability from CALD backgrounds to equitable service access are being upheld under the NDIS framework.

## Main achievements

- Creation of a video resource documenting the life journey of an ECSC participant with a disability and his carer with the aim to inspire others to understand their rights and to become self-advocates.
- Targeted outreach among a range of CALD communities including: Greek, Vietnamese, Mandarin, Tibetan, Korean, and Arabic. Total of 8 workshops were conducted regarding NDIS service provision, rights of people with disability, advocate for yourself workshops.
- Launch of the Ways to Welcome toolkit – an online resource for nurturing diversity and disability inclusive practice among community stakeholders.

- Successful participation in the planning and delivery of the GroovAbility Event – an annual celebration of the International Day of People with Disability.
- Distribution of information about relevant services to community members through fortnightly newsletters.
- Production of a video showcasing the successful work of ECSC's Carers Support Group.
- Successful consultation with a number of community groups, including the ECSC Multicultural Support Group, resulting in an in-depth understanding of the pressing need for self-advocacy capacity building among CALD people with disability.

## Department of Fair Trading – Talking Together Project

In 2017 ECSC was invited to join a project partnership initiated by the NSW Department of Fair Trading. As Australian Consumer Law starts to apply to disability service provision under the NDIS framework, the project aims to increase awareness of consumer rights among people with disability by running peer-facilitated community workshops across Sydney and regional NSW. Partnerships for project delivery were developed with key organisations that support people with disabilities to exercise their rights, including:

- NSW Council of Intellectual Disability (NSW CID);
- Community Disability Alliance Hunter (CDAH);
- Ethnic Community Services Co-operative;
- Diversity and Disability Alliance (DDA);
- BEING (previously NSW Mental Health Awareness Consumer Advisory Group).

The project draws on a co-facilitator model that trains and employs people with disability to deliver workshop content, which in turn nurtures trust relationships, shared expertise and peer leadership. This approach gradually builds the capacity of the facilitators and support organisations to build expertise around Australian Consumer Law, while developing a transferable framework of resources and support mechanisms for other organisations to implement after the project is finalised. ECSC works in direct partnership with the Disability Diversity Alliance (DDA) to deliver consumer rights workshops to culturally and linguistically diverse communities across Sydney.

## Progress

Over the past 3 months the 4 peer facilitators employed as part of the project have gained expertise in consumer rights, developed their facilitation skills and used the great opportunities to share project resources and their own experiences during workshops. The project has been extended from September to December 2018 with the aim of reaching out to an even greater number of people with disability and families in a range of different communities. By the 15th December and we will deliver 16 further workshops to multicultural communities in the Sydney region.

## Main achievements

- Undertook a peer-to-peer co-facilitated outreach engagement strategy to empower consumers on their rights under Australian Consumer Law;
- Supported people with disabilities in partnership with DDA to undertake the role of peer educator for co-facilitation of workshops;
- Provided 10 interactive and accessible information workshops across Sydney to community members with disability using real-life examples to illustrate the

application of Australian Consumer Law to disability service provision;

- Develop a range of resources to support understanding of consumer rights by people with disability;
- Assisted with development of project evaluation strategy;
- Worked in partnership with the Department of Fair Trading and project partners to develop strategy for creation of digital resources on Australian Consumer Law;
- Shared information and resources with disability organisations and target communities to run their own initiatives pertaining to capacity building around Australian Consumer Law.





## The Ways to Welcome Project (Disability Safe Place Project)

The Ways to Welcome project is an initiative funded by the National Disability Insurance Agency that aims at increasing the capacity of community stakeholders to be welcoming of people with disability from culturally and linguistically diverse backgrounds. Ways to Welcome was developed and delivered in partnership with the TMSG in Townsville (QLD) and Diversitat (Geelong).

### Progress

The Ways to Welcome team collaborated successfully across three interstate localities to capture local stories demonstrating best practice pertaining to social inclusion of people with disability from culturally diverse backgrounds. Ways to Welcome worked in close partnership with the Futures Upfront creative consultancy team to professionally capture and develop local stories of inclusion and to produce a range of interactive digital learning, reflection and self-evaluation resources. Culturally diverse co-design groups were set up to lead and evaluate the resources produced to ensure these accurately represented the views of community members with disability on diversity and disability positive practice. The project further implemented a rigorous data capture framework using Results Based Accountability methodology in order to accurately capture project outcomes.

### Main achievements

- Capture of 17 stories of inclusion pertaining to disability and cultural diversity from community members living in Queensland, Victoria and New South Wales;
- Production of 9 videos documenting examples of diversity and disability positive practice;
- Professional design and publication of the **Ways to Welcome** website ([www.waystowelcome.org](http://www.waystowelcome.org)) hosting videos and resources;

- Roll out of a successful social media campaign to create community engagement with the Ways to Welcome resources resulting in over 30,000 website hits;
- Production of an interactive online self-assessment tool allowing users to self-evaluate against criteria for diversity and disability inclusive practice;
- Production of a comprehensive set of further learning and self-reflection resources covering issues such as cultivating empathy, building trust, improving communication skills, the meaning of choice and control and cultural competence;
- Production of an online tool supporting community groups to set up initiatives to address local barriers to inclusion;
- Three project launch celebrations held in Townsville, Geelong and Sydney;
- Capture of quantitative and qualitative data on project outcomes using Results Based Accountability methodology.

## NDIS Services

### Support Coordination

In 2018 ECSC became an NDIS service provider. In April the Multicultural Disability Services team piloted delivery of Support Coordination services. Support Coordination is a capacity building support to implement all supports in a participant's plan, including informal, mainstream, community and funded supports.

Support coordinators work creatively and resourcefully with participants in how they utilise their support budgets to achieve their goals. Since commencing our provision of Support Coordination, we have been working on outreaching and growing the number of participants using ECSC's services.

## Progress

We work in close partnership with our NDIS participants to ensure choice and control is maximised, supports are coordinated effectively, informal supports are strengthened and the right services are sourced. Our team further draws on extensive networks of other NDIS service providers to guarantee our participants the benefits of strong referral networks that meet their needs and wishes. Our Support Coordinators have helped participants navigate and better understand their NDIS plans and built their capacity to maximise their funding to achieve goals and life plans. This is done using the following approaches:

- Face to face meetings with participants to go over their NDIS plan and to explain the service agreements;
- Discussion and development of client goals and developed schedule of support;
- Research of services, equipment and supports to assist participants in reaching their personal goals;
- Building the capacity of participants to independently identify and select providers of their choice;
- Supporting the implementation of all supports in a participants' plan, including informal, mainstream and community, as well as funded supports;
- Ongoing monitoring of plan outcomes and plan expenditure;
- Strengthening and enhancing participants' abilities to self-direct their own supports and to participate in the community;
- Reporting to the NDIA on outcomes and success indicators within the agreed reporting frequency;
- Developing participants' capacity to confidently manage NDIS plans over time by providing training and support to manage budgets and to liaise with service providers;
- Assisting NDIS participants to prepare for plan review.

## Main achievements

- Recruitment and training of 2 support coordinators with Vietnamese, Mandarin, Hindi and Tibetan language skills;
- 12 Support Coordination participants;
- Ongoing targeted outreach among CALD communities for recruitment of new participants.

## Community Access and Participation

We introduced Community Access services in June 2018 after a group of participants transitioned to the NDIS, who had previously accessed ECSC's Multicultural Respite Services (MRS). Our Community Access program consist of a variety of Social Support Groups for adults and children with disability from a range of diverse linguistic backgrounds and culture.

## Progress

ECSC's Community Access program currently includes vacation care for school holidays, 1:1 Individual Support, 1:2 Group Support to Access the Community as well as various recreational and social activities. The wide range of activities and supports where participation is based on NDIS's participant's individual interests, identity, preferences, goals and aspirations are very popular. Individual support for community access activities are determined by people with disability and their families according to their preferences and have included:

- Relaxation and music therapy
- Road safety training
- Support with volunteering
- Meal preparation and cookery
- Arts and crafts
- First Aid training
- Personal care
- Literacy and language development





We work in close partnership with our NDIS participants to ensure choice and control is maximised, supports are coordinated effectively, informal supports are strengthened and the right services are sourced.



All programs promote opportunities for meaningful participation, skills acquisition and active inclusion in the community where friendships are developed through social networks.

Over the course of the next months, we aim to work closely with our clients and their families to create stronger partnerships and an even more responsive and person-centred model of service delivery. We further aim to roll out Sunday life skills workshops, weekly skills development classes and meet-ups for our participants to pursue creative interests and hobbies that will enhance their day-to-day lives.

## Main achievements

- A current total of 38 NDIS participants accessing our various services on weekdays, weeknights and weekends.
- Recruitment and retention of a team of 40+ dedicated Support Workers who are able to facilitate this service as well as our field manager Lily Ma.
- Participant feedback indicates a high level of satisfaction with our approach to activities, programming and our commitment to facilitating access and inclusion for their children in the wider community.
- A total of 28 participants accessing regular Thursday and Saturday social groups for community access as well as social and recreational activities around Sydney.
- A total of 20 children accessing recreational activities during school holidays (including sports, music, dance, bowling and swimming) which include a focus on communication and social skills development through interaction with peers and support workers.

## 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 CALD communities to understand the changes taking place in the disability system and "to live a good life". However, due to demonstrated needs for NDIS awareness and building the capacity of CALD people as well as alarmingly low level of participation by CALD communities in the NDIS trial sites, the project was extended initially for one year and again in 2016 for another two years. The project was acquitted in 2018 due to ADHC office closing.

## Progress

From the period of July 2014 to November 2015 CBP ran 20 workshops with a total of participants attending. 30% of participants were community organisations and other stakeholders and 70% were people with a disability from CALD background, their carers and family members. All participants were from a CALD backgrounds. We outreached to a total of 972 participants.

From June 2017 to June 2018 we conducted 72 sessions with 1329 participants targeting Tibetan, Burmese, Greek, Chinese, Vietnamese, Arabic, South Pacific, Bangladeshi and other communities.

The workshops covered a range of topics, including:

- Disability in a cultural context;
- Disability rights;
- Disability in Australia, and the changes taking place in the disability support system;
- Information on the National Disability Insurance Scheme (NDIS) including eligibility, the planning process for participation, and strategies and resources to help people start preparing now;
- Discussions about the concept of disability in the Australian context and other cultures;



- Key process phases in accessing the NDIS such as eligibility, plan development, plan implementation, plan review;
- Familiarising participants with the language and core concepts of person-centred planning such as goals, interests and aspirations across the six life areas. (Independence, Social Participation, Health and Wellbeing, Living arrangements, Education, Employment).

## Achievements

There have been significant achievements over the five years of the CBP, including a strong uptake of workshops, innovative contributions made to strengthen inclusivity of community development efforts for CALD participants,

effective sharing of relevant information through the MDS newsletter and working groups focusing on best practice and resource development for working with people from CALD backgrounds. All these contributions are the result of strong collaboration between project partners across the two regions. Future opportunities for the upcoming months of the project include, amongst others, designing activities with specific focus on awareness-raising and participant recruitment, expanding the efforts of the working groups and delivering coaching, mentoring and information sharing sessions through a webinar format.

**Anita Strezova**

Manager of Multicultural Disability Services, ECSC

*Participant feedback indicates a high level of satisfaction with our approach to activities, programming and our commitment to facilitating access and inclusion for their children in the wider community.*



# Our performance for the year 2017-2018

In 2017-2018, Ethnic Community Services Co-operative (ECSC) successfully delivered services through its various programs to meet the aims and objectives set out in its Strategic Plan.

As the current challenges pose as a threat to its sustainability of its existence ECSC is constantly seeking innovation in service delivery model and it has been successful in a few government tenders in the past year that were delivered successfully to achieve project outcomes.

## Results

The net surplus from operations is \$5,112. ECSC is a non-profit organisation and no income tax is applicable.

## Dividends

In view of the non-profit status 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 some changes in the state of affairs of ECSC during the year due to sector and policy reforms by the Government Departments since the end of the financial year that have affected some areas of operations. ECSC will continue to operate with current changes and it aims to ensure that it has minimum impact on its operational framework 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, 3 October 2018

**Chief Executive Officer: Shikha Chowdhary**

Signature:



**Director: Rosanna Barbero**

Signature:





# Statement for the year ended 30 June 2018

## Director's Declaration

As detailed in Note 1 to the financial statements, the Co-operative is not a reporting entity because in the opinion of the directors there are unlikely to exist users of the financial report would not be able to command the preparation of reports tailored so 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 the Co-operative 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, 3 October 2018

**Chief Executive Officer: Shikha Chowdhary**

Signature:

**Director: Rosanna Barbero**

Signature:

# Statement of Financial Performance

for the year ending 30 June 2018

	2018	2017
	\$	\$
Revenue from ordinary activities (Note 2)	3,069,949	2,956,487
Expenses from ordinary activities (Note 3)	3,064,837	2,859,150
Net surplus/(deficit) for the year	5,112	97,337
Retained surplus at beginning of year	1,368,568	1,271,231
<b>Retained surplus at end of year</b>	<b>1,373,680</b>	<b>1,368,568</b>

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

# Statement of Change in Members' Equity

for the year ending 30 June 2018

	2018	2017
	\$	\$
Retained surplus at beginning of year	1,368,568	1,271,231
Net Surplus/(Deficit) for the year	5,112	97,337
<b>Retained surplus at end of year</b>	<b>1,373,680</b>	<b>1,368,568</b>

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



# Statement of Financial Position

for the year ending 30 June 2018

	2018	2017
	\$	\$
<b>Current Assets</b>		
Cash and term deposits	2,322,223	3,580,892
Sundry debtors and prepayments	167,326	66,891
<b>Total Current Assets</b>	<b>2,489,549</b>	<b>3,647,783</b>
<b>Non-Current Assets</b>		
Investments (Note 5)	10	10
Office equipment, furniture and motor vehicle (Note 6)	59,014	53,918
Leasehold building (Note 6)	350,811	317,840
<b>Total Non-Current Assets</b>	<b>409,835</b>	<b>371,768</b>
<b>Total Assets</b>	<b>2,899,384</b>	<b>4,019,551</b>
<b>Current Liabilities</b>		
Creditors and borrowings (Note 7)	1,110,494	2,247,168
Provisions (Note 8)	415,210	403,815
<b>Total Current Liabilities</b>	<b>1,525,704</b>	<b>2,650,983</b>
<b>Total Liabilities</b>	<b>1,525,704</b>	<b>2,650,983</b>
<b>Net Assets</b>	<b>1,373,680</b>	<b>1,368,568</b>
<b>Members' Equity</b>		
Retained surplus (Note 9)	1,373,680	1,368,568
<b>Total Members' Equity</b>	<b>1,373,680</b>	<b>1,368,568</b>

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

# Statement of Cash Flows

for the year ending 30 June 2018

	2018	2017
	\$	\$
Net surplus/(Deficit) for year	5,112	97,337
Add back non-cash charges		
- Depreciation and amortisation	29,406	30,908
- Provision for employee entitlements	11,395	17,341
	45,913	145,586
(Increase)/Decrease in sundry debtors and prepayments	(100,435)	(10,838)
Increase/(Decrease) in creditors and borrowings	(1,136,674)	429,098
Cash flow from operations	(1,191,196)	563,846
Cash Flows for Investment		
- Building enhancement	(44,500)	(11,788)
- Office equipment	(22,973)	(24,228)
	(67,473)	(36,016)
Increase/(Decrease) in cash flow for year	(1,258,669)	527,830
<b>Cash at beginning of year</b>	<b>3,580,892</b>	<b>3,053,062</b>
<b>Cash at end of year</b>	<b>2,322,223</b>	<b>3,580,892</b>





# Notes to the Financial Statements

for the year ending 30 June 2018

## 1. 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. Subsequent leasehold improvements have been made comprising an automatic sliding door with double glass panels at the entrance and an internal double glass door for \$11,788; and the concreting of surrounding pathways to allow for people with a disability to access which has cost \$44,500 to date. These costs will be amortised over 5 years.

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 under the lease is \$19,748 which is subject to annual CPI adjustments and rent reviews every 5 years.

## 2. Revenues from Ordinary Activities

	2018	2017
	\$	\$
Grant income	2,712,954	2,513,494
Interest income	67,711	47,103
Other income	289,284	395,890
	<b>3,069,949</b>	<b>2,956,487</b>

### 3. Expenses from Ordinary Activities

	2018	2017
	\$	\$
Advertising and publicity	20,782	3,298
Amortisation of leasehold building	11,529	10,075
Audit fees	9,703	7,250
Bank fees	885	736
Computer costs	9,152	17,561
Consultancy	114,751	167,975
Depreciation	17,877	20,833
In-service training	34,837	11,507
Insurance	57,494	68,347
Membership and subscriptions	20,727	13,768
Motor vehicle and travel	66,006	51,666
Occupancy	50,067	47,507
Postage	1,194	3,873
Printing and photocopying	21,637	21,455
Programme costs	220,856	79,429
Reference materials and resources	19,073	3,640
Repairs and maintenance	5,637	8,452
Salaries and superannuation	2,002,624	1,936,866
Staff amenities and sundries	18,661	14,996
Stationery and supplies	5,762	3,606
Subcontractor fee	34,782	-
Telephone and internet	26,157	26,079
Translations	10,842	39,157
Wages and superannuation - workers	283,802	301,074
	<b>3,064,837</b>	<b>2,859,150</b>



## 4. Auditor's Remuneration

	2018	2017
	\$	\$
Remuneration of the auditor of the Co-operative		
- Audit fees	9,703	7,250
- 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

	2018	2017
	\$	\$
Shares in Co-operative Society	10	10

## 6. Office Equipment, Furniture and Motor Vehicle

	2018	2017
	\$	\$
Office equipment and furniture, at cost	356,749	333,776
Motor vehicle, at cost	25,119	25,119
Less: Accumulated depreciation	(322,854)	(304,977)
	59,014	53,918
Leasehold building, at cost	490,987	446,488
Less: Accumulated amortisation	(140,176)	(128,648)
	350,811	317,840
	<b>409,825</b>	<b>371,758</b>

## 7. Creditors and Borrowings

	2018	2017
	\$	\$
Accrued expenses	158,298	95,550
Grants received in advance	846,425	1,964,753
Sundry creditors	105,771	186,865
	<b>1,110,494</b>	<b>2,247,168</b>

## 8. Provisions

	2018	2017
	\$	\$
Annual leave	254,750	238,054
Long service leave	160,460	165,761
	<b>415,210</b>	<b>403,815</b>

## 9. Retained Surplus

	2018	2017
	\$	\$
Accumulated balance b/d	106,482	106,482
Project related - b/d	416,838	377,688
- current year	(14,880)	39,150
Unfunded - b/d	845,248	787,061
- current year	19,992	58,187
	<b>1,373,680</b>	<b>1,368,568</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 2018, 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 2018 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 October 2018

*Edward T. Conrick*

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

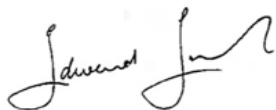
The Directors

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 2018.

Yours faithfully



Bondi Junction  
3 October 2018





**Ethnic Community  
Services Co-operative**

*A voice for diversity and inclusion*

Ethnic Community Services Co-operative

Building 3, 142 Addison Road, Marrickville NSW 2204 | ABN: 92 766 868 403

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