



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

# Annual Report 2017

# 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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**Cover image:** Tile mosaic produced by seniors for City of Sydney's UPtown Festival 2017, now a semi-permanent fixture for the Ultimo Community. The project was an initiative of ECSC MAPs program in partnership with Pyrmont Ultimo Network of Services (PUNS).



# 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.

*We have PBI and DGR status! ECSC is now a registered charitable organisation as of June 2017.*

## Our story still in the making...

A lot has happened and changed in our organisation since 1976. We have increased the number of issues to many other access and equity, social justice, human rights and social inclusion issues affecting CALD and other disadvantaged communities. Unfortunately however the issues only fade for a while, they do not often disappear. We have got bigger in size largely as a response to demand and we are honoured to be one of the leaders in NSW advocating for the needs of CALD communities, especially older CALD persons, CALD persons with disability and CALD children (0-12 years) requiring support to access and receive services, especially Children's Services.

## 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 grassroots 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 (Dis)Ability Services
- Multicultural Services for Older Persons
- Multicultural Training and Advisory Services
- Collaboration Projects with ECSC Members and other organisations.





## 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 and 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 8 full-time and 29 part-time positions and have a casual pool of 26 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 Koutsounadis – Executive Director (Retired)

Shikha Chowdhary – Programs Manager/Interim Executive Director

Mirella Di Genua – Consultant Business Development and Growth (2015-2017)

Meni Tsambouniaris – Manager of Multicultural Children's Services

Sebastian Behrens – Manager of Multicultural (Dis)Ability Services

Ingrid Boland – Manager of Multicultural (Dis)Ability Services

Bharat Rai – Co-ordinator of Multicultural Support Services, Inner West

Ellen Gore – Co-ordinator of Multicultural Support Services, Eastern Sydney

Denise Goktas – Team Leader of Regional Assessment Service

Marika Janis – Co-ordinator of Multicultural Respite Services

Penny Costa – Co-ordinator of Multicultural Training and Advisory 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.



**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.



**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.



**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.



**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 Interim Executive Director.





Edwina Pickering  
Director (Co-opted 2017)

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).



Vivi Koutsounadis  
Director (Retiring)

Vivi was 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. Vivi retired from her position this year.



Tony Ovardia  
Director (Co-opted 2017)

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.



Susana Laguna  
Director (Retiring)

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 2017, ECSC had 37 members. ECSC takes 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 (CALD) 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 CALD 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 2017-2018

**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



It has been a year of great change for our organisation and many community organisations as we navigate the real-life challenges of government reforms and ongoing privatisation of disability, aged care and children's services. However, with the absence of block funding, this competitive environment has also provided the seeds of

opportunity; to become more innovative and responsive in the way we work and to invite more people in to our organisation to highlight the very significant work we do.

We have had more visits from both state and federal Members of Parliament, as well as members and representatives of local councils and peak bodies, than ever before. They have attended our events, joined our weekly carers and support groups, heard from our clients, met with staff and learnt about the challenges and success of each of our programs. Our local MP Jo Haylen was so impressed that she decided to make a community recognition statement in Parliament to highlight our services. In her words: *"ECSC is a vital organisation for those from CALD backgrounds, it works to connect individuals to services and ensure they have access; to give independence to vulnerable members of our multicultural community to overcome barriers so each and every day they can participate fully in everyday life. The staff are heroes, compassionate professionals devoted to helping their clients achieve their full potential. I can congratulate them on their important work making our community more inclusive."*

Perhaps the greatest achievement in the last 12 months has been the much-anticipated recognition of our organisation by the ACNC as a public benevolent institution and charity. Apart from the countless opportunities this presents for ECSC, particularly for diversifying our organisation's revenue sources, to support new and existing programs into the future, it is also the long-awaited recognition of the real-life disadvantage and vulnerability our clients and communities face.

At the beginning of the year all of our staff and leadership team took part in workshops around establishing our strategic goals and strategies both for the present and long term. While our vision for a more inclusive society continues, our strategic objective is to secure a sustainable future for ECSC that allows us to support our clients so that our vision can be achieved. Advocacy has always been at the heart of our work, it continues to be so, however sustainability is now the name of the game. Our responsiveness to the changing needs of our clients is imperative, our support for them more important to their quality of life, of their children and families lives, than ever.

The announcement of our Executive Director, Vivi Koutsounadis, retirement and her farewell from the organisation has also provided us with time to acknowledge the hard work and achievements of the past but also to come together in honour and take inspiration from this legacy and look forward to a stronger, brighter future for our co-operative and for the community as a whole.

ECSC continues to be a key voice for diversity and inclusion of CALD people. We recently became the lead agency in a consortium of interstate groups which was allocated the largest amount nationwide for furthering the inclusion of people with disability in community programs and services. We look forward to seeing the fruition of many more exciting projects in 2017-2018, including our new hub which will allow collaboration between programs of ECSC to engage the community and conduct playgroups, centre-based respite for older persons, intergenerational skills exchange workshops and training.

Rosanna Barbero  
Chairperson, ECSC

# Thank you and farewell Vivi Koutsounadis!

On behalf of the Board of Directors, the staff and the members of Ethnic Community Services Co-operative we would like to farewell our founding member and executive director for the past 38 years **Vivi Koutsounadis**.

We honour her and thank her for her many years of service and her life time commitment to the values of multiculturalism and social justice. She continued her commitment to ensure that all Australians particularly Aboriginal people and people from Culturally and Linguistically Diverse backgrounds, refugees, asylum seekers and most importantly women and children have access to the community services they need and have a right to fully participate in our Australian society.

*We at ECSC pledge that Vivi's legacy will be continued through the work of ECSC into the future. Thank you Vivi!*





# Interim Executive Director's Report



In our commitment to continue to pursue our mission and vision the Ethnic Community Services Co-operative (ECSC) successfully provided services with flexibility under various circumstances in the past year. As you read this annual report, we hope you are inspired of our successes and reminded of our commitment to social justice.

During 2016-2017 the ECSC embraced many challenges due to the changes in the community sector systemic reforms as well as funding arrangements which seem to be the 'ever present' subject matter in continuing our work.

In view of the above ECSC management has spent quite a significant amount of time to focus on our strategic direction so that our core values are not compromised in our departure from the past. However, the issues faced in the past year to meet the growing and complex needs of children, people with a disability and older people seem to be one of the most difficult challenges in seeking innovation and solutions so that people's lives are better with such systemic reforms.

Despite many challenges ECSC demonstrated its commitment during 2016-2017 by delivering its services with great outcomes. The driving force behind all our work to make a difference in the lives of the many disadvantaged people is ECSC's commitment to social justice and the passion and hard work of each staff member at ECSC. The Multicultural Children's Services, Multicultural (Dis)Ability Services and Multicultural Services for Older Persons have gone through several internal restructures to ensure quality, efficiency and effectiveness.

However, in our tireless effort to continue our services, we genuinely try to understand the needs of the funding bodies in developing a business model as a value proposition. Our experience demonstrates that one of our most valuable services for children from diverse backgrounds has been significantly impacted due to new funding arrangement that

was introduced in 2016 through the Commonwealth Inclusion Support Program. The Bilingual Workers' Pool was established by ECSC 38 years back and it has been recognised as one of the best practice models internationally. Through the Bilingual Workers' Pool countless children from diverse backgrounds have been supported over many decades for successful transition to inclusion. Unfortunately, this particular program, a unique hands-on human resource is struggling to survive due to the new system in place. We are concerned that the support for children from CALD and Refugee backgrounds will remain as a significant issue if it is not addressed at a policy level for the children who access commonwealth funded children's services.

As people with disabilities go through the transition to NDIS, we strongly support the campaign for the State Disability Advocacy Services to be extended beyond 2018 in order to provide the support to CALD communities to navigate the system.

During this time of uncertainty in funding provision, we are very pleased that the aged care services including Social Support, Service Support Development, Flexible Respite and Centre-based Respite programs have been extended till 2020.

This year we gained charity status and we hope to provide services to the communities through charitable stream.

This year also marks the end of an era as our Executive Director Vivi Koutsounadis retired from work after 38 years of her commitment to this organisation. Vivi has taken this organisation through a remarkable journey and ECSC would not have gone this far without her commitment.

The magnitude of her contributions to ECSC to stand as a unique service provider by bringing changes to the system and quality to the lives of many people is priceless. Thank you Vivi!

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 thank all the Departments that fund our programs and we hope to continue with their support in coming years.

I would like to wholeheartedly thank an excellent team of workers including the volunteers, Consultants, Trainers/facilitators, disability support workers, Bilingual Support

workers across the state who support the work of ECSC to continue to grow strength to strength in all areas of our operations.

I would also like to thank the past and present Board members and our Chairperson for their support to ECSC to continue as one of the unique services that uphold human rights.

Shikha Chowdhary  
Interim Executive Director, ECSC



# Multicultural Children's Services

July 1st 2016 marked the end of an era of the Bicultural Support Program under the Commonwealth Government's Inclusion Professional Support Program. Since then, the Bicultural Support Program has gradually evolved into Multicultural Children's Services (MCS) (encompassing a multitude of programs, including the flagship program of ECSC - Bicultural Support). MCS commenced their new journey of transitioning to the Commonwealth's new Inclusion Support Programme (ISP) which required us to develop a new business for supporting Culturally and Linguistically Diverse (CALD) children, with the pressures of a competitive, fee-for-service environment. Along the way, we have worked hard to address the many challenges but continued to provide the much-needed support to CALD, Refugee, Aboriginal children and CALD children with disabilities and their families in early childhood and child care services (ECCC) across NSW. We continue to administer this unique bilingual/bicultural (child care) employment program, embracing the skills of our multilingual workforce, taking the program to another level.

## Commonwealth Early Childhood and Child Care Services

Under the Commonwealth Government's new Inclusion Support Program, eligible services are able to apply for funding to access Bicultural Support through the Inclusion Development Fund Manager, as part of the Innovative Solutions Stream. The Inclusion Agency in NSW is KU Children's Services. KU Children's Services in partnership with Include Me manage the Inclusion Development Funds.

Since July 2016, 110 quotes have been issued by ECSC to ECCC services, of which 70 have been funded. Under the previous Inclusion Professional Support Program, Bicultural Support supported on average 100 children and services each month. These statistics speak volumes and we have major concerns about the level of quality inclusion support currently being delivered to CALD children in ECCC services across NSW. This also has huge impact on the financial viability of this unique,

human resource program which coincidentally was one of the original catalysts and founders of the Inclusion Program.

For us, there is no better Innovative Solutions feedback received, than that of a child, about what their Bicultural Support means to them: *"Are you coming on my other days? Can you please come more days?"* A Vietnamese child being prepared to go into hospital for surgery kept telling his mother and grandmother *"I can't go for hospital today. Today is Wednesday. Today I go to Gowrie. And Thi comes to visit".*



## NSW Community Preschools

We thank and commend the Department of Education, for funding the second round of Bicultural Support for Community Preschools in NSW, as part of the Early Childhood Education Sector Development Program. In 2017, 80 Community Preschools received 12 hours each of Bicultural Support to assist the inclusion of children from CALD, refugee and Aboriginal backgrounds. A total of just under 1000 hours of Bicultural Support were delivered, over 220 children speaking



25 different languages received direct inclusion support, 80 Preschools and their teachers received practical CALD inclusive practice support and 80 Bicultural Support Workers received employment. Every year, the feedback received is heart-warming and we value the connections formed with the Preschool sector.

*"The children immediately responded to our Aboriginal Bicultural Support Worker's passion and enthusiasm, recalling the songs and knowledge back to their families. In particular for one child the activities and resources that she shared, evoked some cultural memories for him and touched him deeply. You could see he was changed and inspired by the program activities. It was a truly wonderful, spiritual journey that was a privilege to be part of."*

*"The shocked look on the face of our child when our Bicultural Support Worker spoke to him in Spanish made us all smile. We have been very concerned regarding the comprehension abilities of this child. Our Bicultural Support Worker was able to tell us that the issue was his confidence – rather than his ability."*

*"We felt that we were communicating well with our Vietnamese families, but didn't realise the extent to which we were missing out on key information to support these children/families, until our Bicultural Support Worker came to visit."*

## Hire a Bicultural Support Worker

We've had such an amazing journey with the varied requests received from clients wanting to access Bicultural Support for their child care needs and programs. A big thank you to our regular users, including Burwood Council, Burwood Library & Community Hub, Advanced Diversity Services, NSW Refugee Health, Asylum Seekers Centre, Sydney Area Local Health District, Metro Assist, Wesley Mission, SDN Brighter Futures who regularly access the program for bilingual child care, or bicultural support.

## Transition to School (TTS), CALD children with disabilities and refugee children

Changes to our Program have forced us to expand delivery of Bicultural Support to other including supporting CALD children and families through the Transition to School (TTS) process, supported ECCC Services to better include CALD children with disabilities, and provide authentic inclusion support to refugee and humanitarian children and families. Emphasis on the different cohorts and layers to Bicultural Support were very well received by the sector.

## CALD Inclusive Resources

MCS prides itself on being a leader in the development of CALD Inclusion Resources that assist ECCC Services and Educators to authentically include CALD children in their everyday practice. We were proud to launch *The Keys to Cultural Inclusion DVD* (that complements the practical *Keys to Inclusion* resource) and the *Acknowledgement of Country* video developed in partnership with Summer Hill Children's Centre (Uniting). Feedback received regarding the Acknowledgement has been overwhelming with the Minister for Early Childhood Education, the Hon Sarah Mitchell scheduling a visit to witness this unique Acknowledgement in person and hear more about our Program.



## CALD Capacity Building, Professional Development and Mentoring Programs

Our multifaceted approaches to training and building the capacity of Educators to deliver inclusive practice for diversity were taken to another level this year. Five ECCC Services received support via our Cultural Circles and our new Speech, Teach & Reach (for the culture of each) mentoring programs. Cultural Circles help build the capacity and cultural competence of ECCC Educators to enhance their skills to become culturally competent and provide a culturally conducive ECCC environment. Similarly, Speech, Teach & Reach is facilitated by a Speech Pathologist that coaches Educators to support the language and communication needs of CALD children. Both Programs use elements of Bicultural Support Workers and Consultants and incorporate information sessions and on the floor practical support.



## Children's Services Hub encompassing Multicultural Playgroups, CALD Parenting groups, Toy Library

Our Multicultural Children's Services Hub delivered a series of Multicultural, Turkish playgroups facilitated by a Speech Pathologist. The Turkish Playgroup ran successfully with at times up to 15 families participating. We also delivered the Speech Pathologist facilitated *Cultural Treasure Chest* Playgroups that were possible through funding received from Inner West Council (Community Grants Program). Twenty four families received guidance, coaching, referral and support from our Speech Pathologist and Bicultural Support Workers that worked with the children and families to develop their own Cultural Treasure Chest of bilingual resources – a communication tool for families to use with their children at home. Our Playgroup families also accessed resources from the Multicultural Resource/Toy Library.

## Translations and Focus Groups

We facilitated the translations, focus groups and audio recordings of Early Childhood Australia's Code of Ethics, as well as My Choice Matters Handbooks, NDIS Terminology Resource developed by the Multicultural (Dis)Ability Team at ECSC and the Fussy Eating Facts Sheets in partnership with Sydney Area Local Health.

## My Great to School

This was a special Transition to School Project funded by Burwood Council through their Community Grants Program that successfully supported the TTS journey of 20 CALD families in the Burwood area. This Program helped build bridges between local Early Childhood Services/Preschools, their CALD children and families and the local public school. Bicultural Support helped the families understand the TTS journey in their home language, helped families' complete enrolment forms and will be escorting some of these families to the upcoming school orientation visits to ensure that they and their children successfully 'migrate to school'.



## Representation on NSW Children's Services Committees and contribution to papers, journals, newsletters

- Department of Education – Inner West Virtual
- Community of Practice Advisory Committee
- NSW Children's Services Forum – NCOSS
- NSW Children's Week
- Author at *The Spoke* Early Childhood Australia (ECA) and Every Child Magazine (ECA) contributions to Cultural Considerations chapters.

## Looking forward

Despite the challenges faced and the journey through uncharted waters, we remain positive, committed and passionate about being the strongest voice for diversity and multicultural inclusion in Children's Services.

Meni Tsambouniaris  
Manager of Multicultural Children's Services, ECSC





# Multicultural (Dis)Ability Services

The ongoing marketisation of disability services at the heart of current disability sector reform continues to impact greatly on people with disability and service providers across Australia. During this time of transition to the NDIS model, people from Culturally and Linguistically Diverse (CALD) backgrounds are facing a great number of challenges in gaining equitable access to disability supports due to the sheer complexity of the new system. To mitigate these inequities, ECSC's Multicultural (Dis)Ability Services (MDS) team has worked closely with people from CALD backgrounds through provision of individual and systemic advocacy, community workshops on the NDIS and disability-related topics as well as a coaching and mentoring program to facilitate diversity responsiveness by services. In addition to challenges faced at the community level, many service providers are struggling to maintain the quality of their services while ensuring financial sustainability in the absence of block funding and critically low payments for services under the new system. With the NDIS rollout in metropolitan Sydney set to be completed by July 2017, disability service providers, including ECSC, are under increasing pressure to rapidly develop necessary policies, procedures and accounting systems to underpin NDIS service delivery. ECSC has taken a diligent approach to managing its NDIS transition with a focus on preserving the core values and the quality of our work while designing innovative service models to meet the diverse needs of people with disability, their families and carers and the wider community now and in the future.

## Community Outreach

In mid 2017 the MDS team redesigned its service delivery under the umbrella of the *Everyone's Café* model. This innovative approach to engaging with and supporting CALD communities locally encompasses a scheduled monthly presence by project officers in publicly accessible venues to provide person-centred individual support, advocacy and group workshops around topics relating to disability and

human rights as well as the NDIS. In a time of rapid change and increasing complexity within the disability sector, individual advocacy remained a central and powerful component of our work and overall vision of a more equal, inclusive and socially just society. We supported community members on a range of issues and challenges, including:

- Barriers to service access e.g. disability jargon, waiting lists, awareness of the overall system
- Understanding the way the NDIS works
- The challenges of payment for services for people with disability without NDIS plans
- How to gain NDIS access
- Goal setting and pre-planning for the NDIS
- Implementation of NDIS plans
- NDIS plan reviews

## Workshops

Our workshops aim to self-enfranchise members of our CALD communities through provision of information and key resources on the NDIS, the values underpinning the current reforms and the types of disability supports available to community members. One of the flagship resources developed by the MDS team is a comprehensive overview of NDIS terminology translated into 15 community languages, including:

- Arabic
- Traditional Mandarin
- Simplified Mandarin
- Bengali
- Farsi
- Tagalog
- Greek
- Italian
- Korean
- Polish
- Punjabi
- Russian
- Spanish
- Urdu
- Vietnamese

As culturally-biased conceptions and inaccessible jargon remains pervasive in NDIS and disability-related language, the resource was designed in close consultation with CALD community members to ensure translations capture the specific meaning of key terminology and thus address the persisting language barriers experienced by non-English speaking community members navigating the Australian disability support system.

Our resources, workshop and advocacy support initiatives were successfully offered in a wide range of NSW regions including the Eastern, Southwestern, Western and Inner West Suburbs of Sydney as well as the Illawarra, Central Coast, Mid-North Coast and Northern Rivers regions of NSW.

Underpinning the quality of our work in the community has been a growing emphasis on evidence-based person-centred practice. All team members of the Multicultural (Dis)Ability Services team received professional training in the Resilience Doughnut™ practice, which is an internationally acclaimed, evidence-based model for supporting individuals to achieve personal goals using a strengths-based process.



## Our work with the Disability Sector

Drawing on ECSC's 38-year experience of furthering the rights of people from CALD backgrounds, MDS team has successfully continued to support the disability sector in becoming increasingly responsive to the needs of all its culturally diverse stakeholders.

To effectively implement and sustain its sector support work ECSC has successfully endeavoured to diversify its income portfolio. In March 2017 ECSC became the lead agency of a consortium including our partners Diversitat in Geelong, Victoria and the Townsville Multicultural Support Group in Queensland. The consortium secured funding from the NDIA's first national grants round relating to Information, Linkages and Capacity Building (ILC). The consortium was allocated the largest amount granted nationwide for furthering the inclusion of people with disability in community programs and services.

Working in localities across three states, the ILC funded project will focus on building the capacity of community programs to be welcoming of people with disability from diverse cultural and linguistic backgrounds through community consultation and the development of a range of resources to foster diversity inclusive service delivery.

## Facts & Figures

IN THE YEAR 2016-2017, THE MULTICULTURAL (DIS)ABILITY SERVICES TEAM:

- Ran **31 community workshops and information sessions**
- Supported over **500 community members**
- Engaged with individuals with disability from a range of cultural and linguistic communities, including **Arabic, Greek, Vietnamese, Bengali, Korean, Cantonese and Tamil** speakers.

At a regional level, ECSC's Linker Practice Coach (LPC) team positively concluded its program of coaching, mentoring and training support provided to Ability Links NSW. Over the course of three years this project worked in partnership with teams of Ability Linkers across metropolitan Sydney and Southern New South Wales to build the responsiveness of the program to the needs of young people from CALD backgrounds.



## Policy and systems

Upholding ECSC's core values of cooperation and equal partnership in a time of increasing competitiveness between disability services providers, all members of MDS team participated actively in a wide variety of relevant interagencies and forums across the Sydney region. In addition to external engagements, the team hosted its own quarterly interagency, the Multicultural Disability Intergency (MDI). The MDI brought together individuals and service providers from across the Sydney region with the common aim of achieving improved outcomes for people from CALD backgrounds accessing the Australian disability support system. Furthermore, ECSC had an impact on policy and systems development at a national level participating in the NDIA's CALD Advisory Group.

As part of this stakeholder advisory committee, ECSC made a strong contribution towards bringing about crucial policy change which has seen the NDIA committing to full funding of comprehensive access to interpreting services for NDIS participants from CALD backgrounds.

## Looking forward

We were successful in securing funding for and have begun work on a new project which will aim to recruit CALD youth, particularly males, and help them obtain mentoring, skills, training and resources to become support workers in Disability Services. The MDS team is also working to set up a community hub in collaboration with other programs of ECSC to continue to engage the community conducting workshops, hosting support groups and looking toward centre-based respite for older persons through an intergenerational skills exchange program.

Sebastian Behrens  
Manager of Multicultural Dis(Ability) Services, ECSC



## Multicultural Respite Services

The Multicultural Respite Service (MRS) is a respite and social support service that caters to individuals (including children, adolescents and adults) with mild to severe disabilities from Indigenous and Culturally and Linguistically Diverse (CALD) backgrounds. The mobile community access program provides participants with the opportunity to engage in social and recreational activities within the local community under the supervision and care of our dedicated Respite Workers.

It is an invaluable program that aims to provide respite to carers so that they may have a break from their caring responsibilities whilst at the same time benefiting individual participants by promoting social interaction and personal development. Most importantly, the MRS program provides respite that meets the specific cultural and linguistic needs of our participants and their carers/families.

In addition, the MRS program aims to further enhance the quality of the service provided by ensuring that the service is sensitive and responsive to the cultural, linguistic and other individual needs of our participants.

### The programs

The Multicultural Respite Program provides activities based respite, in-home respite and centre-based respite as well. MRS provides centre-based and flexible respite options to CALD families with children and/or adults in the Marrickville and Canterbury regions through:

**Vacation Care program:** outdoor and indoor activities for children aged 5-17 with intellectual and/or physical disability living in the Inner West during the school holidays.

**Partners Program:** social and community access for children and adults who live with a mild to moderate intellectual and/or physical disability living in the Inner West.

### The Support Workers

There are currently 26 casual Respite Workers (Disability Support Workers) from various cultural and linguistic backgrounds, including Spanish, Korean, French, Swahili, Patois, Shanghainese, Mandarin, Cantonese, German, Vietnamese, Italian, Indonesian, Hindi, Tamil, Burmese and Tongan, that provide support to MRS participants. The majority of our carers are bi-lingual/bi-cultural and sensitivity and responsiveness to the individual cultural and linguistic needs of our clients is actively promoted within the program. Training and professional development is also provided to all Respite Workers on a regular basis.



## Challenges

The Multicultural Respite Program is going through a period of rapid change.

With the launch of the National Disability Insurance Scheme (NDIS) the Multicultural Respite Program has been gradually losing its clients who are under 65 years of age as they have been receiving their NDIS Packages.

We are in the process of being registered as NDIS provider. Like many other small community organisation we are challenged to continue under current NDIS pricing guidelines. Despite all the challenges we are looking forward to continue providing quality service to CALD clients. We are hoping to balance the number of clients who transferred over to the NDIS with My Aged Care clients over 65 years of age and in need of respite services. This process is progressing slowly.

## Successes

During 2016-2017 MRS continued to work steadfastly to maintain the program at a high standard.

The MRS vacation care program - which is funded by the NSW State Government - continues to forge ahead successfully. We are currently looking at increasing numbers for the vacation care program and are in the process of assessing new clients.

The feedback from the National Disability Insurance Agency NDIA is very positive, ECSC MRS clients "highly value" the services they receive and "do not wish to leave the program".

We look forward to another successful year!

Marika Janis  
Co-ordinator of Multicultural Respite Services, ECSC



## Multicultural Support Services for Older Persons

Funded by the Department of Health under the Commonwealth Home Support Program (CHSP), Multicultural Support Services for Older Persons (MSOP) has been providing Social Support Group (SSG) and Social Support Individual (SSI) in Inner West and Eastern areas of Sydney.

During 2016-2017, 500 clients from Culturally and Linguistically Diverse (CALD) backgrounds attended information sessions relating to CHSP, Health and Community services. These clients were also educated in accessing and utilising My Aged Care (MAC) and Translating and Interpreting Services (TIS). As a result, there was significantly increased numbers of clients not only utilising TIS and MAC services but also approaching MSOP and requesting help to access other aged care and health services.

A total of 276 clients directly benefited from the services provided by MSOP. Out of these clients 223 (81 percent) were female and 53 (19 percent) were male. The clients vary in age from 65 to 94 years of age with almost half of all clients aged between 75-79 years of age.

### Successes

While the targeted hours allocated in the funding arrangement were 3,357 hours each for SSG and SSI, the project was able to exceed these targets, providing an equivalent of 4,639 and 3,352 hours of support and service.

Our clients represent 20 different ethnic backgrounds. The top countries of birth of clients are Italy and Ukraine, followed by Greece, Vietnam, Russian Federation, Turkey, Portugal and Indonesia. Almost all of the clients speak a language other than English at home. Out of total 276 clients, only two (0.74 percent) speak English at home, with the majority of our clients having very limited or no English language skills at all.

Some of the various services offered to clients include: telephone contact, accompanied activities, home visits and structured group activities, gentle exercise, yoga, arts and craft

workshops, memory games, iPad/Smart Phone tutorials and bus outings. The clients are also informed of and supported to participate in events such as Seniors Week, Carers Week, Mental Health Week, Dementia Awareness Month and various other community festivals.

Apart from fulfilling the quantitative output targets, MSOP also helped to make significant positive changes in the lives of many clients. As per the formal survey and informal feedback, it was evident that clients:

- Are improving their physical and mental wellbeing
- Are now confident to speak up for their rights. For example, several clients met with Jo Haylen, MP State Member for Summer Hill and expressed the challenges they face.
- Are building their capacity through developing friendships with group members. As a result, some group members are not only attending community functions independently but also travelling for holidays together.





## Testimonial

*"I am so pleased and impressed to see a large improvement in my mother following her discharge from POW Hospital Randwick in December 2016.*

*Vivianne has been attending weekly since February 2017 to keep my mother company and provide social support. My mother has her spirits lifted again and enjoys socialising and interacting with people again. She greatly looks forward to Vivianne's weekly visit where they chat, laugh, have a cup of tea and occasionally go for a short walk in the neighbourhood.*

*My mother's attitude is a lot more positive, she is so much happier, stronger and close to the independent self she was prior to her accident early December 2016. She is also a lot more confident, able to prepare/cook her own meals, water the garden and other general gardening which she loves! She attends to basic housekeeping and sewing or alterations, even able to go to alone to the local shopping centre with the aid of her walking stick.*

*My husband our two sons are thrilled to see this as we love her dearly. We sincerely thank Vivianne, Ellen and Ethnic Community Services Co-op for their fabulous work. Please know we greatly appreciate all this assistance and positiveness you have brought to my mother."*

## Challenges

However, MSOP also faced a few major challenges. As per the CHSP Client Contribution Framework, we have been advised to collect 15 percent of the program cost from the participants. We feel, this is unattainable. As we recognise, many clients from CALD backgrounds face economic and social disadvantage, as such they are unable to contribute financially to social services. Coupled with this, our independent research revealed that many CALD clients do not view our social support services as "real" services such as domestic assistance or personal care and therefore even those clients who are capable of contributing financially to MSOP are reluctant to subsidise these services.

When MSOP enforced a strict process of collecting contributions for Social Support Group activities, the numbers of participating clients decreased significantly. Despite this negative impact, many clients gradually have since returned to group activities again, although not as regularly as they used to. Our clients have explicitly told various MSOP team members that the services provided by MSOP have been helping them to improve their physical and mental wellbeing and that they wish to attend regularly. However, due to the cost of some activities, they are forced to miss out.



## Looking forward

Acknowledging these concerns from service providers such as MSOP in regards to issues of charging fees for services, in social support, meals and community transport, the Department of Health has engaged ACIL Allen Consulting to develop and conduct a national survey. We hope that their findings will support our own findings and experiences and that the government will consider access and equity issues faced by CALD clients who use Social Support Services for Older Persons and develop a service provider guide accordingly.

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

## Regional Assessment Service (RAS)

Ethnic Community Services Co-operative (ECSC) has been providing face-to-face assessments of people seeking entry level support at home, provided under the Commonwealth Home Support Programme (CHSP) for the Sydney region as sub-contractor to Feros Care since 2015.

During this financial year from July 2016 to June 2017 we have completed 502 RAS assessments amongst four assessors – more than double the figure from our first year.

Each RAS assessment is a major success story. Our assessors work tirelessly with clients to find out what his or her situation is to determine their current and long term needs so that the assessment is appropriate for them, to be able to continue to live comfortably at home and remain as independent as possible. Often this requires setting goals for wellness to regain abilities that have.

We have found it challenging to link services with client needs as there are often shortages in the capacity of service provision. These limitations are referred to and handled by My Aged Care along with any changes in client circumstances and quite often we review for further assistance.

### Looking forward

We hope to continue providing services to CALD clients through our bilingual assessors where possible. We look forward to training more assessors in the coming months and to meet the needs of the sector in the coming year.

Denise Goktas  
Team Leader  
Regional Assessment Service, ECSC



# Multicultural Access Project – Inner West & Eastern Sydney

The Multicultural Access Project (MAPs) has four main objectives:

- Build the capacity of Commonwealth Home Support Programme (CHSP) providers to deliver entry-level community aged care services.
- Promote collaboration and partnerships that support the development of the community aged care services system in a way that meets the aims of the programme and broader aged care system.
- Provide guidance to stakeholders to support the transition to the CHSP and access to aged care services.
- Demonstrate leadership and provide advice on relevant sector management and service delivery issues.

The project covers both the Inner West as well as the Eastern Suburbs of Sydney. At the end of 2016 ECSC welcomed two new members and the Project worked at full capacity.

Whilst 2016-2017 has seen a great deal of change, both the Inner West and Eastern Suburbs MAPs have been actively engaged in supporting CALD aged communities and service providers in ensuring that the services meet the needs of diverse groups of our communities.

The establishments of contacts with CALD communities, building of referral networks and working with CHSP services have been the priority for MAPs this year. We are proud to report that the number of CALD elderly people, people with disabilities and their carers accessing CHSP services has enhanced significantly during 2016-2017 as a result of MAPs work.

## Projects, participation and policy work

MAPs assist CHSP in the provision of culturally and linguistically appropriate services to CALD communities and to develop multicultural resources to increase access and equity of individuals eligible for such services.

Inner West and Eastern Sydney MAPs participated and made input into issues pertaining Culturally and Linguistically Diverse (CALD) communities at various peak committees, forums and

conferences to ensure that their cultural and linguistic needs are taken into consideration at all levels of service provision.

A number of information sessions were held on Multicultural Disability Services, Inner West Community Transport, Neighbourhood Centres, Commonwealth Carelink, Health services, Meals on Wheels, Centrelink, May Murray Neighbourhood Centre, Marrickville Police, Home Modification and Council Senior Citizen Services.

We developed and implemented a number of projects in cooperation with CHSP and CHSP service providers, councils and agencies including: Burwood Council, Canada Bay Council, Inner West Transport, Inner West Council, Ella Community Centre, Commonwealth Carelink, Carer Respite Centre, Inner West Disability Network, Career Assist, Carers Program SSWAHS (Eastern Zone) and Leichhardt Council, Sunnyfield, Wesley Home Modification & Maintenance Services, SEVA International, SDN Children's Services, Home Connection, Community Options, DADHC, Anglicare, Rozelle Neighbourhood Centre, FRANS, Koorana Family Centre and CHSPDO, Inner West Neighbour Aid Inc, Canterbury Council, MDAA, Bankstown/Canterbury Community Transport, City of Sydney, Multicultural Carers Network, Eastern Sydney Ageing & Disability Network and Pyrmont Ultimo Network of Services (PUNS), Department of Justice, Elder Abuse Network.





We contributed to policy making and planning processes for:

- Increasing Choice in Home Care – Stage 1, Consultation Paper
- FECCA digital access and equity survey 2016: Digital services
- Sector Support & Development NSW Community Care Forum (October 2016)
- National Ageing and Aged Care strategy FECCA (as MAP Network)
- Elder Abuse Discussion paper
- Aged Care Legislative Review
- Reviewed National Advocacy Program
- Developed Contribution policy for CHSP
- Disability Commissioner Consultation – Stage 1
- Social Support Service Network
- Pyrmont Ultimo Network of Services (PUNS)
- Multicultural Carers Network
- Eastern Suburbs Multicultural Interagency (IESMI)
- Eastern Sydney Ageing & Disability
- MAPs working party meetings and MAPs Network Meetings
- Interagency meetings
- CHSP Forums, CHSP conferences
- Community Grants Review Committee
- Inner West and Canterbury Bankstown Council Consultation Committee

## Highlights

- A collaboration with the Cliff Noble Centre (City of Sydney) on a public performance piece with a group of older residents for *R U OK? Day 2017* performed at Martin Place. The troupe is currently in rehearsal for a performance at the Lord Mayor's Christmas Party which will explore the experience of Christmas in a multicultural society. This collaboration will also form the basis for an outreach project in 2018 with older people for another public performance.

- Working with three groups of seniors to produce a tile mosaic for the City of Sydney's *UPtown Festival* that became a semi-permanent fixture of the Ultimo landscape.



## Looking forward

We will continue to provide support to the elderly people, people with disabilities and their carers from CALD background through various activities to enhance their quality of life.

Anita Strezova and Antonietta Napoli  
Multicultural Access Project  
(Inner West and Eastern Suburbs), ECSC

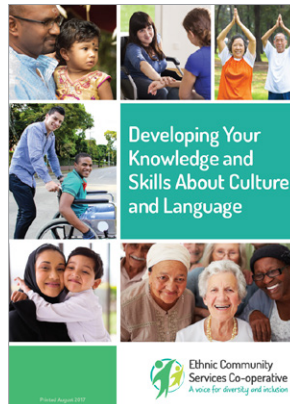
# Multicultural Training and Advisory Services

Following on from our decision last year to put our energies into our non-accredited training courses, a new suite of training packages was developed and launched this year. The new courses reflect the rapid changes and subsequent needs in the Aged Care and Disability Sectors as well as a focus on our recognised expertise in the areas of diversity and cultural competence.

The three new courses are:

- *Disability and Diversity*
- *Building a Culturally Responsive Organisation*
- *Disability Support Workers – Introductory Course*

New marketing collateral was produced and printed – including a Training and Advisory brochure and Public Training Calendar (both of which were shared across our digital marketing platforms, as well as email digital marketing via e-Alerts and e-Newsletters.) Our website was updated with registration capabilities to encourage more participation by simplifying and digitalising the confirmation process.



## Challenges and successes

Since the changes to our training and advisory services 10 sessions successfully went ahead or have been confirmed. Unfortunately, some sessions on the Public Training Calendar were cancelled due to the small number of participants which rendered workshops not economically viable to run. The requests that we received directly from children's services have been the most successful as the workshops have been tailored directly to their needs and are able to be delivered on site, in service. Our strong networks with Early Childhood Educators developed over the years through the Bicultural Support Program added value

to our expertise and knowledge in providing support through professional development training to the sector to further develop their skills in cultural competence.

Through a partnership with Wesley Mission we were involved in the Parents Next program, assisting with the mentoring of CALD women looking to re-enter the workforce once their youngest child starts school. This was completed with the assistance of our Arabic-speaking and Vietnamese-speaking Bicultural Support workers. We also delivered Cultural Competency training for Wesley Mission staff.

Our training and advisory services extended to rural communities including for Intereach, an organisation based in Deniliquin, where local community participants attended a one-day workshop which consisted of our *Say No to Racism* and *Building and Managing a Diverse Workforce* sessions.

Given the changing landscape of the Disability sector, opportunity arose to deliver carer's recognition training, assisting those from CALD background who are unqualified carers or working in the disability sector to upskill and gain recognition of their previous experience and attain accredited qualifications. Multicultural Training and Advisory Services in partnership with Response Employment and Training delivered a four-week training program to a group of CALD respite workers. The training was funded by Training Services NSW for 15 students to complete four units of competence in Certificate III in Individual Support.

## Looking forward

Despite many challenges faced by ECSC, we strongly believe that the organisation's vast experience, history and staff skills provide the capacity to continue to create and deliver strength-based training and services into the future.

Penny Costa  
Co-ordinator of Multicultural Training  
and Advisory Services, ECSC

## Our performance for the year 2016-2017

In 2016-2017, ECSC continued to operate its various programs to 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 programs as outlined in various funding agreements.

During 2016-2017 the staff and Board members have embraced many changes across the sector with flexibility and willingness to continue providing support to the communities and service providers by dealing with many challenges, opportunities and different circumstances.

After much hard work, ECSC achieved PBI and DGR status and became a registered charitable organisation in June 2017. We believe this will open up more opportunities to obtain funding from the corporate sector, foster new partnerships and collaborations as well as providing avenues for fundraising endeavours and allowing for donations and bequests. We hope that these new revenue streams will enable the organisation to remain sustainable to continue its work in the future.

### Results

The net surplus from operations is \$97,337. 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 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

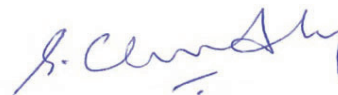
No director since the beginning of the year has received or become entitled to receive a benefit by reason of a contract made by ECSC, or a related corporation, with the director, or with a firm of which the director is a member, or with a company in which the director has a substantial financial interest,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

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

Sydney, 31st October 2017

**Interim Executive Director: Shikha Chowdhary**

Signature:



**Director: Rosanna Barbero**

Signature:





# Statement for the year ended 30 June 2017

## 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 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 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, 31st October 2017

**Interim Executive Director: Shikha Chowdhary**

Signature:

**Director: Rosanna Barbero**

Signature:



## Statement of Financial Performance for the year ending 30 June 2017

		2017	2016
		\$	\$
Revenue from ordinary activities	(Note 2)	2,956,487	3,200,899
Expenses from ordinary activities	(Note 3)	2,859,150	3,209,029
Net surplus/(deficit) for the year		97,337	(8,130)
Retained surplus at beginning of year		1,271,231	1,279,361
<b>Retained surplus at end of year</b>		<b>1,368,568</b>	<b>1,271,231</b>

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

## Statement of Change in Members' Equity for the year ending 30 June 2017

		2017	2016
		\$	\$
Retained surplus at beginning of year		1,271,231	1,279,361
Net Surplus/ (Deficit) for the year		97,337	(8,130)
<b>Retained surplus at end of year</b>		<b>1,368,568</b>	<b>1,271,231</b>

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

# Statement of Financial Position

## as at 30 June 2017

	2017	2016
	\$	\$
<b>Current Assets</b>		
Cash and term deposits	3,580,892	3,053,062
Sundry debtors and prepayments	66,891	56,053
<b>Total Current Assets</b>	<b>3,647,783</b>	<b>3,109,115</b>
<b>Non-Current Assets</b>		
Investments (Note 5)	10	10
Office equipment, furniture and motor vehicle (Note 6)	53,918	50,523
Leasehold building (Note 6)	317,840	316,127
<b>Total Non-Current Assets</b>	<b>371,768</b>	<b>366,660</b>
<b>Total Assets</b>	<b>4,019,551</b>	<b>3,475,775</b>
<b>Current Liabilities</b>		
Creditors and borrowings (Note 7)	2,247,168	1,818,070
Provisions (Note 8)	403,815	386,474
<b>Total Current Liabilities</b>	<b>2,650,983</b>	<b>2,204,544</b>
<b>Total Liabilities</b>	<b>2,650,983</b>	<b>2,204,544</b>
<b>Net Assets</b>	<b>1,368,568</b>	<b>1,271,231</b>
<b>Members' Equity</b>		
Retained surplus (Note 9)	1,368,568	1,271,231
<b>Total Members' Equity</b>	<b>1,368,568</b>	<b>1,271,231</b>

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



# Statement of Cash Flows

## for the year ending June 2017

	2017	2016
	\$	\$
Net surplus/(Deficit) for year	97,337	(8,130)
Add back non-cash charges		
- Depreciation and amortisation	30,908	25,031
- Provision for employee entitlements	17,341	21,186
	145,586	38,087
Increase/(Decrease) in sundry debtors and prepayments	(10,838)	(29,580)
Increase/(Decrease) in creditors and borrowings	429,098	1,181,112
Cash flow from operations	563,846	1,189,619
Purchase of motor vehicle, office equipment and building enhancement	(36,016)	(19,443)
Increase/(Decrease) in cash flow for year	527,830	1,170,176
<b>Cash at beginning of year</b>	<b>3,053,062</b>	<b>1,882,886</b>
<b>Cash at end of year</b>	<b>3,580,892</b>	<b>3,053,062</b>



# Notes to the Financial Statements for the year ending 30 June 2017

## 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. During the year an automatic door was installed at the entrance to the building and a double glass door was also installed inside. The total cost of \$11,788 will be expensed over 5 years as an additional amortisation charge.

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 \$18,627.00 which is subject to annual CPI adjustments and rent reviews every 5 years.

## 2. Revenues from Ordinary Activities

	2017	2016
	\$	\$
Grant income	2,513,494	2,653,912
Interest income	47,103	41,149
Other income	395,890	505,838
	<b>2,956,487</b>	<b>3,200,899</b>

### 3. Expenses from Ordinary Activities

	2017	2016
	\$	\$
Accounting services of contractor	-	17,550
Advertising and publicity	3,298	20,804
Amortisation of leasehold building	10,075	8,696
Audit fees	7,250	7,912
Bank fees	736	1,088
Computer costs	17,561	27,639
Consultancy	167,975	81,304
Depreciation	20,833	16,335
In-service training	11,507	75,725
Insurance	68,347	99,692
Membership and subscriptions	13,768	13,358
Motor vehicle and transportation	51,666	47,038
Occupancy	47,507	60,347
Postage	3,873	5,551
Printing and photocopying	21,455	40,137
Programme costs	79,429	111,053
Reference materials and resources	3,640	13,444
Repairs and maintenance	8,452	16,741
Salaries and superannuation	1,936,866	1,863,454
Staff amenities and sundries	14,996	21,421
Stationery and supplies	3,606	6,692
Telephone and internet	26,079	26,111
Translations	39,157	9,382
Travel	-	84,559
Wages and superannuation - workers	301,074	532,996
	<b>2,859,150</b>	<b>3,209,029</b>



#### 4. Auditor's Remuneration

	2017	2016
	\$	\$
Remuneration of the auditor of the Co-operative		
Audit fees	7,250	7,912
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

	2017	2016
	\$	\$
Share in Co-operative Society	10	10

#### 6. Office Equipment and Furniture

	2017	2016
	\$	\$
Office equipment and furniture, at cost	333,776	309,549
Motor vehicle, at cost	25,119	25,119
Less: accumulated depreciation	(304,977)	(284,145)
	53,918	50,523
Leasehold building, at cost	446,488	434,700
Less: accumulated amortisation	(128,648)	(118,573)
	317,840	316,127
	<b>371,758</b>	<b>366,650</b>

## 7. Creditors and Borrowings

	2017	2016
	\$	\$
Accrued expenses	95,550	95,724
Grants received in advance	1,964,753	1,485,898
Sundry creditors	186,865	236,448
	<b>2,247,168</b>	<b>1,818,070</b>

## 8. Provisions

	2017	2016
	\$	\$
Annual leave	238,054	211,699
Long service leave	165,761	174,775
	<b>403,815</b>	<b>386,474</b>

## 9. Retained Surplus

	2017	2016
	\$	\$
Accumulated balance b/d	106,482	106,482
Project related - b/d	377,688	386,649
- current year	39,150	(8,961)
Unfunded - b/d	787,061	786,230
- current year	58,187	831
	<b>1,368,568</b>	<b>1,271,231</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 2017, 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.

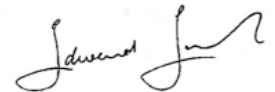
The financial report has been prepared for distribution to members. I disclaim any assumption of responsibility for any reliance on it to any person other than the members, or for any purpose other than that for which it was prepared.

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 2017 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  
30 October 2017



*Edward T. Conrick*

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

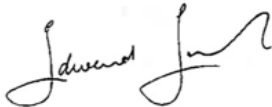
The Directors

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 2017.

Yours faithfully



Bondi Junction  
30 October 2017



Ethnic Community Services Co-operative

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