

ANNUAL REPORT 2019



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

Celebrating
40 years



Acknowledgment of Country

Nya wawa ECSC, baya didjarigura, Cadigal Wangal Ora, nya djalgala nura, wiring guwul ora.

We at ECSC, would like to say thank you, to the Cadigal and Wangal People, for letting us share your land, we promise to look after it.

ECSC would like to acknowledge the Cadigal and 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 across Australia.



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Introduction

Ethnic Community Services Co-operative (ECSC) is one of the lead organisations in NSW promoting and advocating for the needs of Culturally and Linguistically Diverse (CALD) people. We are a not-for-profit organisation that provides multilingual/multicultural services and support to CALD people. We develop and deliver innovative programs for children, families, people with disability, the aged and carers.

For over 40 years we have, through community development, community engagement, research and partnerships with other like-minded organisations, collaborated with all levels of government and service providers both in NSW and across Australia to support our vision for every Australian.

Our vision is that of an Australian society that celebrates and values diversity and equal opportunity and encourages participation and inclusion.

Celebrating 40 Years of ECSC

For over 40 years, ECSC has been championing and advocating for the rights of CALD children, people with disabilities, older people, their carers and families.

Founded in 1979, the Ethnic Child Care Development Unit, as it was then known, received its first Federal funding from the Department of Social Security to assist with research into the childcare needs of ethnic communities in Sydney and provide information to ethnic families about accessing childcare services.

While our work has diversified over the years, in response to the changing needs of CALD communities, including programs in the disability and aged care sectors, our humble beginnings, side-by-side with the advent of multiculturalism, continue to underpin everything we do at ECSC.

Over the years, ECSC has experienced many changes. It has responded to changing community needs, funding opportunities and to legislative and policy changes within the community services sector.

Fast forward four decades later and our organisation may have a slightly different name but our focus remains on promoting and advocating for access, equity and inclusion of CALD people and the provision of culturally-appropriate services that meet their needs.

Our people

We are a proud bilingual/bicultural workforce who speak over 120 languages (including some Indigenous languages) supporting our programs participants through direct services, information, advocacy and referral.

Our ECSC team includes 8 full-time staff and 16 part-time staff, 42 Disability and Aged Care support workers with 300 Bicultural Support Early Childhood educators as well as more than 20 volunteers.

We acknowledge and value the strength that our volunteers and participants bring to our work and to ECSC.

Our stakeholders

- Children from CALD, Aboriginal and Refugee backgrounds aged 0-12 years and their families.
- People from CALD backgrounds with a disability from 0-65 years of age and their carers, family members and advocates.
- Older Persons from CALD backgrounds aged 65 and older living at home and their carers.
- Service providers, government bodies, policy makers and our members.

Our Work

We are well known for our commitment to human rights, supporting the employment of a diverse workforce, as well as our history and innovation in the children's, disability and the aged care sectors through the establishment of many innovative models including: Bicultural Support Program, Ethnic People with Disability Program, Multicultural Disability Advocacy Association and Bicultural Access Program in Aged care.

We continue to highlight the 'double disability' that CALD people with a disability face, as well as the disadvantages that come from this. We continue to innovate our service delivery models to best support CALD communities and provide targeted services across Sydney and NSW to the most vulnerable and disadvantaged people in our community.

Our work also focuses on building the capacity of mainstream service providers to facilitate culturally appropriate service delivery and promoting the rights of CALD people through systemic advocacy and input into local, state, national and international policy.

Our values are *Trust, Respect, Diversity, Social Justice, Inclusion and Empowerment.*

We believe all Australians have the right to participate fully in Australian society and the right to access services to fulfil this need. This includes, but is not limited to, inclusive and culturally appropriate: Children's, Disability and Aged Care Services.

Our purpose is:

To continue to advance access to and equity of services for all Australians and to promote social inclusion. We will make a difference in the lives of all Australians, by listening, educating, advocating and providing services that support diversity and inclusion.

Our commitment to CALD communities is guided by international conventions and national legislative and policy frameworks.

Our underpinning principles are:

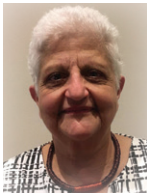
- CALD communities are afforded the same rights as other Australians.
- Centrality of culture and community when engaging CALD communities.
- Inclusion is incorporated into mainstream services.
- Universal consideration and inclusion of CALD communities in policy, program and evaluation frameworks.
- Recognising that CALD communities have a right to autonomy and self determination to make their own life choices.

We will continue:

To be a bold and passionate organisation that will actively affect positive change, to provide the opportunity for CALD individuals, families and communities to negotiate and access quality services and support that meet their needs. We cannot do this on our own and so, we will collaborate and work with like-minded organisations to achieve this.

"We are well known for our commitment to human rights, supporting the employment of a diverse workforce, our history and innovation in the children's, disability and the aged care sectors through the establishment of many innovative models..."

Our Board



Tony Ovadia
Chairperson

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 position for many community organisations.



Khedra Cloud
Secretary

Khedra joined the board in 2015 and in his time has supported a number of significant evolutions for the organisation. When Khedra joined the BoD he was running a not-for-profit he founded running sports and community interlock programs for refugee and new migrant youth in western Sydney. Since then Khedra has returned to his corporate career working in the Banking and Finance industry, which brings a valuable financial and strategic insight to the BoD. Khedra's passion for community development and multiculturalism runs in his family. His grandfather Al Grasby was one of ECSCs most ardent supporters and a proud representative for many in Australia's multicultural community.



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.



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.



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.

Message from the Chairperson



2019 has been both a very challenging and a very rewarding year for ECSC.

While we continue to navigate the reality of individual-based funding arrangements for our Multicultural Disability Services, in our NDIS service provision, as well for our Multicultural Children's Services program, through the ISP, our Multicultural Aged Care services have been able to secure funding until 2020 and in some cases till 2021. We also met all expected outcomes of an assessment of our Commonwealth Home Support service (CHSP) by the Aged Care Quality and Safety Commission against their standards.

Over the past 12 months, with the support of our dedicated staff members, volunteers and the hard work of our CEO Shikha Chowdhary and our CFO John Wallace, we have been able to set realistic targets for the recruitment of participants in our services and work more towards our strategic goal to achieve long-term financial sustainability and growth.

However, we as a board recognise that this will require us to enhance the visibility, presence and voice of the organisation beyond our current capacity. As such we have committed to resourcing marketing and communications efforts on an ongoing basis to achieve this and increase our services to ensure they operate on a viable basis for the next few years and adequately assist in supporting the needs of new and emerging CALD communities into the future.

Individual funding for each person requires the participants to be able to navigate a complex service system, a linguistically and culturally different provision and comes with many challenges for service users. This system which also sees people entirely as individuals but neglects the role and strength that extended networks and communities play in the lives of individual people and the important role of community engagement, development and advocacy.

The architecture of the service system also favours those who can design a plan to meet their own needs and are vocal in advocating for it. A person may be further disadvantaged if they and their family members have limited English-language skills and limited knowledge of the Australian system.

While we all want a service system which is flexible, person-centred and meets the human rights and needs of individuals and their communities, we still have a long way to go to meet the aspirations of these new systems, especially for CALD, Refugee and Aboriginal participants.

For that reason, we have been working hard to advocate for CALD communities and have attended numerous meetings and consultations with the Royal Commissioner for the Ageing and Disability Commission, as well as given our own submission to be considered by the Commissioner in his parliamentary enquiry. We have been active in the *#StandByMe* campaign for NSW Disability Advocacy and an active part of the Disability Advocacy Alliance in NSW.

As Board, we are working on a proposal to change our organisational structure to create opportunities for new members, with knowledge interests and skills, to join ECSC and create better outcomes for our participants.

As we have for the past 40 years, we continue to work hard for access and equality for our participants and CALD communities generally, to ensure no one is left behind. I would like to thank the participants and their families over the years who trust us and make our organisation a worthwhile endeavour and, of course, our sincere thanks must go to our dedicated staff and volunteers who make all this possible.

Tony Ovadia
Chairperson, ECSC

Chief Executive Officer's Report



While Ethnic Community Services Co-operative (ECSC), continues to serve the people from CALD backgrounds through its Aged Care, Children's and Disability Services Programs, in 2019 the ECSC has reached an important milestone in its development – its 40 years of operation. During this time ECSC has grown and developed many innovative service delivery models in response to changing needs of CALD communities. ECSC's journey, from a humble beginning as a single child care program to establishing innovative models of service delivery across the children's, aged care and disability sectors, has been truly remarkable. The achievements and outcomes for CALD communities and its strategic growth during its 40 years have established ECSC as one of the unique and leading organisations that advocates for and on behalf of CALD communities. In this time, we have worked together with communities and empowered countless people to reach their potential.

I have been fortunate to be a part of its development for the past 29 years and be able to serve the organisation in various capacities alongside with some talented and dedicated staff and Board members.

Leading an organisation during constant changes can be difficult but I am extremely grateful to be supported by a dedicated, hardworking and committed team. Together, we remain focused on our goals to achieve excellent outcomes for our participants, their carers and family members, and advocates.

In 2019 we developed a strategic plan to support our growth, innovation and presence so that we can continue assisting CALD communities achieve their goals by removing barriers, navigating the system, becoming self-advocates, participating in various services and participating in community life.

As you read our Annual Report it is evident that despite many challenges, ECSC continues to successfully deliver

services that address barriers and exclusions in order to meet the various needs of the people who access our programs in a flexible manner.

Multicultural Aged Care Services (MACS) provided support to 500 people from CALD backgrounds under the Commonwealth Home Support Program (CHSP), exceeding target hours for Social and Individual support in order to meet the many needs of our participants. The people who accessed our services including: Social Support – Group and Individual, Carers Relationship and Carers Support through Flexible Respite, Centre based day respite and In-home day respite, ranged from 65 years to 94 years of age. We are also pleased to see that the male participation in CHSP programs increased to 46 in the past year. This year we were successfully assessed by Australian Government Aged Care Quality and Safety Commission against Home Care Standard 2: 'Appropriate access and service delivery'.

Multicultural Children's Services (MCS) continued its commitment for inclusion across the sector and supported CALD, Aboriginal, refugee and newly arrived migrant children and their families in accessing appropriate care that meet their needs. The support was provided through various programs including Integrated Diversity Early Education Access (IDEA) Pathway, Sector Development through bicultural/bilingual support to State funded preschools, and Commonwealth funded children's services through the Inclusion Support Program.

We welcome the proposed revised guidelines for the Inclusion Support Program (ISP) released by Commonwealth Department of Education and took the opportunity to respond to it to remain focused on inclusive practices. We hope for a positive outcome of the review so that children's services support program through ISP is easily accessed by children with additional needs on an equitable basis as others and children services are also supported appropriately to become inclusive for all children.

The Multicultural Disability Services (MDS) team has faced many challenges, as we expected, in our efforts to continue to provide NDIS services. However, I am pleased to report that in the past year our NDIS services including Community Access and Support Coordination have reasonably grown and we remain focused on quality service delivery with very limited resources.

Our Advocacy, Information and Referral services for people with disabilities from CALD backgrounds has seen an increase in demand for services as CALD people are faced with many layers of complexity in navigating and accessing the system. With so much uncertainty in the disability services sector, ECSC like many other small organisations, continues its struggle in finding ways to provide the most appropriate services to participants.

We participated in the consultation with the Ageing and Disability Commissioner to advocate the issues pertaining CALD people with disability in accessing services and responded to the Commissioner's issues paper. We are hoping for a positive outcome for continuation of advocacy funding to support communities.

The daunting challenge of competing and tendering for funding against big organisations is not new for us, but it has become more complex to comply with all funding requirements and to compete with large organisations that have more resources.

Our focus remains on building trusting relationships with vulnerable communities, to understand their needs and the issues that impact their lives, as well as to network with other service providers to ensure appropriate service delivery. Competing for funding regularly, therefore, becomes too resource intensive and beyond our capacity. It is particularly concerning that the value of small organisations has been measured against various government cost-cutting exercises for administration.

In the coming years we will continue working collaboratively with our partners across the sectors to support people at various stages of their lives.



I would like to take this opportunity to thank each of our staff members including the volunteers, consultants, project partners, trainers/facilitators, disability support workers, and bilingual support workers who have made it possible for ECSC reach its goals in making a difference in people's lives.

I would also like to thank the past and present Board members and our Chairperson for their continuing support.

My heartfelt gratitude to the participants of our various programs and their carers and families who have supported us through a very challenging period of rapid change.

Shikha Chowdhary
Chief Executive Officer, ECSC

Our Strategic Goals for 2019-2022

Vision

Our vision is that of an Australian society that celebrates and values diversity and equal opportunity and encourages participation and inclusion.

Purpose

Continue to advance access and equity to all services and social inclusion within Australian society for people from CALD backgrounds.

AIM 1

Enhance the visibility, **presence** and voice of the organisation

- Goal 1.1** Implement marketing and social media strategy
- Goal 1.2** Engage all staff in contributing to public voice on issues of diversity and inclusion
- Goal 1.3** Establish a drop-in centre with updating facilities and resources at Addison Road Community Centre
- Goal 1.4** Establish, maintain and/or strengthen strong partnerships with local community and business organisations to further goals
- Goal 1.5** Participate and present papers relating to CALD topics in conferences and forum

AIM 2

Achieve long-term financial sustainability and **growth**

- Goal 2.1** Increase operational efficiency through effective leadership and review of organisational structure, job descriptions, delegations and reporting
- Goal 2.2** Devise fundraising strategy to attract foundation grants, corporate partnerships and private giving
- Goal 2.3** Grow ECSC's consumer directed care services
- Goal 2.4** Recruit and build capacity of casual workers pool to work across aged care, disability and children's services
- Goal 2.5** Improve efficiency of internal processes through use of IT platforms

AIM 3

Nurture **innovation**, creativity and best practice

- Goal 3.1** Embed outcomes-based accountability framework across all programs and services
- Goal 3.2** Create policies and procedures to ensure high quality service delivery and to facilitate service user choice and control across service delivery
- Goal 3.3** Establish and maintain links with universities to foster evidence-based practice
- Goal 3.4** Utilise staff skills and interests to diversify and innovate on service delivery
- Goal 3.5** Support all staff to promote working with the whole family and across the whole life stage

Our Values

Trust • Respect • Diversity • Social Justice • Empowerment

New Website

We are very excited to announce our NEW look ECSC website that is now LIVE to view at ECSC.org.au

The website has been created to present important information in a much more visual and clear way for ease of navigation and use by all our participants, particularly older persons and or people with a disability. The infographics and colours used have been customised to provide a better user experience. The look may be different, but the information is the same and we have kept all our important documents online and accessible. We hope that you will all take the time to visit our page and to share our information and services with your colleagues, clients, friends and family.

Keep in Touch

Stay up to date with all the news, events and happenings at ECSC and help us spread the word about the good work we do and can provide to people in the community!

You will catch us on various social media channels including:



EthnicCommunityServicesCooperative & BiculturalSupportProgram



ECSC_Tweets



ECSCoop

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About Us

ECSC is a not-for-profit organisation in NSW that provides multilingual/multicultural services and support to meet the needs of culturally and linguistically diverse (CALD) people. We develop and deliver innovative programs for children, families, people with disability, the aged and carers.

We do this through community development, community engagement, research and partnerships with other like-minded organisations and collaborate with all levels of government and service providers both in NSW and across Australia.

Our Vision

Our vision is that all people from culturally and linguistically diverse backgrounds can participate fully in Australian society and receive services that are relevant and appropriate to their needs.

Multicultural Aged Care Services

ECSC's Multicultural Aged Care Services (MACS) has been working with consumers from CALD backgrounds and Commonwealth Home Support Program (CHSP) Service Providers in the Inner West and South East Sydney regions. Funded by the Department of Health under CHSP, MACS has successfully implemented the following CHSP sub-programs during the 2018-2019 fiscal year:

- Community and Home Support
- Carer Relationships and Carer Support – Respite
- Service System Development

Community and Home Support

The objective of the Community and Home Support is to provide entry-level support services to assist frail older people to live independently at home and participate in the community. Under this sub-program, MACS provided Social Support Group and Social Support Individual services to older people from CALD backgrounds in the Inner West and South East Sydney regions.

Over **500** existing and prospective consumers benefitted from these services. While **249** older people directly received the services, others benefitted through attending information sessions and expos, telephone and face to face contact.

Some of the services and activities that assisted older people from CALD backgrounds to participate in community life and feel socially included were:

- Structured activities in a group-based environment (Chair Zumba, gentle exercise, cards play, puzzle, yoga, arts and craft workshops etc.).

- Visiting and telephone contact services.
- Accompanied activities (attendance at appointments, social connection, shopping and bill-paying).
- iPad/Smart Phone tutorials.
- Dancing, singing and instrument playing.
- Bus outings to different places.
- Information sessions on aged care and health and other services.
- Participation in community events (Harmony Day, Seniors Week, Carers Week, Mental Health Week, Dementia Awareness Month, Lunar year celebration).



Carer Relationships and Carer Support – Respite

The objective of the Carer Relationships and Carer Support is to assist and maintain care relationships between carers and clients, through providing good quality respite care for frail older people so that carers can take a break. Under this sub-program, MACS provided Flexible Respite and Centre-Based Respite services in the Inner West region.

This year, more than **120** frail older people and their carers benefitted from these services. While **41** consumers directly received services, their carers received **3290** hours of respite services:

- **31** were female and **10** were male.
- Most aged between **80** and **84**.
- **4** clients aged over **90**.
- They were born in more than **15** countries.
- The top **5** countries of birth of our carers are Indonesia, Greece, Italy, Lebanon, and China, respectively.
- Around **80%** of the consumers speak languages other than English at home.
- Top **8** languages spoken at home are:
 - Indonesian
 - Italian
 - English
 - Portuguese
 - Arabic
 - Mandarin
 - Greek
 - Cantonese

The consumers and carers were provided with the following services:

- Centre-based day respite
- In-home day respite
- Community access group

Service System Development: Multicultural Access Project

The objective of the Service System Development is to support the development of the HSP support service system and enable CHSP service providers to operate effectively in line with the objectives of the CHSP and within the context of the broader aged care system. In line with this objective, MACS through its Multicultural

Access Project (MAP) has continued to enhance the capacity and competence of CHSP Service providers to be more responsive to the needs of the CALD population.

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

Contribution to CHSP and Related Interagency Forum

ECSC has two MAP Officers working in Inner West and South East Sydney regions. They regularly attend and contribute to NSW Community Care Forum, Inner West Community Care Forum, Canterbury Marrickville Sector and Development Forum, Eastern Sydney Home Support Forum and Eastern Sydney Ageing and Disability Network. Twenty meetings were attended, and the MAP Officers delivered a monthly 'CALD report' to update on service access issues relating to CALD consumers.

Delivery of Training and Workshops

Training and workshop sessions on *Working Effectively with Interpreters*, and *Australian Aged Care System*, were organised in partnership with other CHSP Service Providers. A total of **45** staff members and volunteers attended and benefitted. Over **90%** of the participants rated the sessions as useful or very useful.

Joint Projects

MACS partnered with other service providers and organised several projects including *Wellness and Reablement Project*, *Cultural Bridges Concert*, *Elder Abuse Collaborative*, *Carers' Week Event*, and *Multicultural Dementia Forum*. More than 40 service providers of Inner West and Eastern Sydney regions were engaged in these projects and over 500 existing and prospective CHSP consumers benefitted from these projects.

Contribution to CHSP/Aged Care CALD related Policy Feedback

The staff members also contributed to policy feedback on the *Streamlined Consumer Assessment for Aged Care Discussion Paper* and *CHSP service capability framework consultation – A national Training Strategy for wellness and reablement*.

SPOTLIGHT ON MACS PARTICIPANTS

MACS PARTICIPANTS

203 FEMALE
46 MALE



- Most aged between 75-90
- 18 aged over 90

41 SENIORS

from CALD backgrounds participated in TechConnect classes (iPad/Smart Phone/Computer tutorials)



7243

total hours of Social Support Group and Individual Services provided in 2018-2019



BORN IN MORE THAN
30 COUNTRIES



Top five countries of birth: Italy, Greece, Ukraine, Russian Federations and Vietnam respectively

MAP TRAINING & WORKSHOPS

45

staff members and volunteers attended and benefitted



90%

participants rated sessions "useful" or "very useful"



TOP TEN LANGUAGES SPOKEN AT HOME:

- Italian
- Portuguese
- Mandarin
- Russian
- Turkish
- English
- Greek
- Indonesian
- Vietnamese
- Ukrainian

OVER
98%

speak languages other than English at home



AROUND

75%

of the consumers who participated in the activities like gentle exercise, dance, chair Zumba, meditation, art therapy, bus outing and puzzle reported improvement in their physical, mental and emotional wellbeing





"Creating our beautiful artworks helps me to relax, think about positive things in my life and it also helps me to prepare myself to face some tough issues I am dealing with in my everyday life."

Lestari, 73 years old

Information Sessions

In partnership with more than 18 Service Providers, MACS organised information sessions on topics like *My Aged Care, Wellness and Reablement, Translating and Interpreting Services (TIS), Australian Aged Care System and CHSP Services, and Regional Assessment Services*. Other topics included *The Australian Consumer Law and Consumers Rights and Responsibilities, Healthy Eating, Help with Gambling, Healthy Sleep Matters, Centrelink Financial Services, Reflexology Incontinence, Aromatherapy and Where to get Legal Advice*. More than 300 existing and prospective consumers from Cantonese, Greek, Indonesian Bahasa, Italian, Mandarin, Portuguese, Russian, Spanish, Turkish, and Vietnamese backgrounds attended and benefitted from those sessions.

Some Highlights

- Australian Government Aged Care Quality and Safety Commission conducted Assessment Contact to assess the ECSC's performance, in relation to the home service, against the Home Care Standards. After reviewing Expected outcome 2.3 – Care plan development and delivery and Expected outcome 2.4 – Service user reassessment (of Standard 2: appropriate access and service deliver), it was confirmed that the ECSC service has met the expected outcome.
- The targeted hours for both Social Support Group and Individual Services as per funding arrangement are **3,357**. The project exceeded these targets, providing an equivalent of **3793** and **3450** hours of services respectively. Similarly, against the target of **943** hours for flexible respite services, we were able to deliver **1179** hours.
- **41** seniors from CALD backgrounds participated in TechConnect classes (iPad/Smart Phone/Computer tutorials) and developed skills and knowledge on internet and social media.
- Around **75%** of the consumers who participated in the activities like gentle exercise, dance, chair Zumba,

"I heard that the internet is considered a young person's tool. I disagree with this statement. Of course, it was much more difficult for us to learn computers and internet skills, but it is such a great way to keep in touch with family and friends. I read news, play memory games, check my FB and chat with friends on Skype and listen to the music. I feel connected with the whole world!"

Vil, 80 years old from Russian background

meditation, art therapy, bus outing and puzzle reported that there was improvement in their physical, mental and emotional wellbeing. The benefits mentioned include better coordination and balance, improvement in mood, improved quality of sleep, and feeling more self-confident, energetic and refreshed.

Looking forward

Although the current CHSP grant agreements remain in place until 30 June 2020, the Government has extended further until 30 June 2022. This will give us reasonable time to implement wellness and reablement approaches in the CHSP sector while working with consumers from CALD backgrounds. In partnership with other CHSP service providers, we will continue 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 and Ellen Gore
Managers, Multicultural Aged Care Services

Multicultural Children's Services

It has been an exciting year for the Multicultural Children's Services (MCS) team as we have seen the program grow and develop even further, increasingly supporting children and families from CALD backgrounds, particularly new and emerging communities, to access Early Childhood Education (ECE) programs. This was largely boosted by the Start Strong Pathways funding received from the NSW Department of Education for our IDEA Pathway project to further support the inclusion and school readiness for these children who remain underrepresented in early childhood.

Our Bicultural Support Program for Commonwealth Services continues to receive requests through the Innovative Solutions Program (ISP) with an increase in requests from last year. We were also re-funded for the Bicultural Support for Preschools project under the Sector Development Program for the fourth year running and continue to take part in a variety of forums and events, policy development and provide training and professional development for the Early Childhood sector.

Integrated, Diversity Early Education Access (IDEA) Pathway Playgroup and Family Mentoring Program

Due to many barriers such as language, parental worries about cultural appropriateness of services, the complexity of the system and limited support available in community languages as well as financial support, many children from CALD backgrounds start school without ever having attended a formal Early Childhood Education program.

To address these issues and barriers we have developed the Integrated, Diversity Early Education Access (IDEA) Pathway, a holistic program aimed at boosting school readiness for children from CALD backgrounds by increasing their enrolment in formal ECE services.

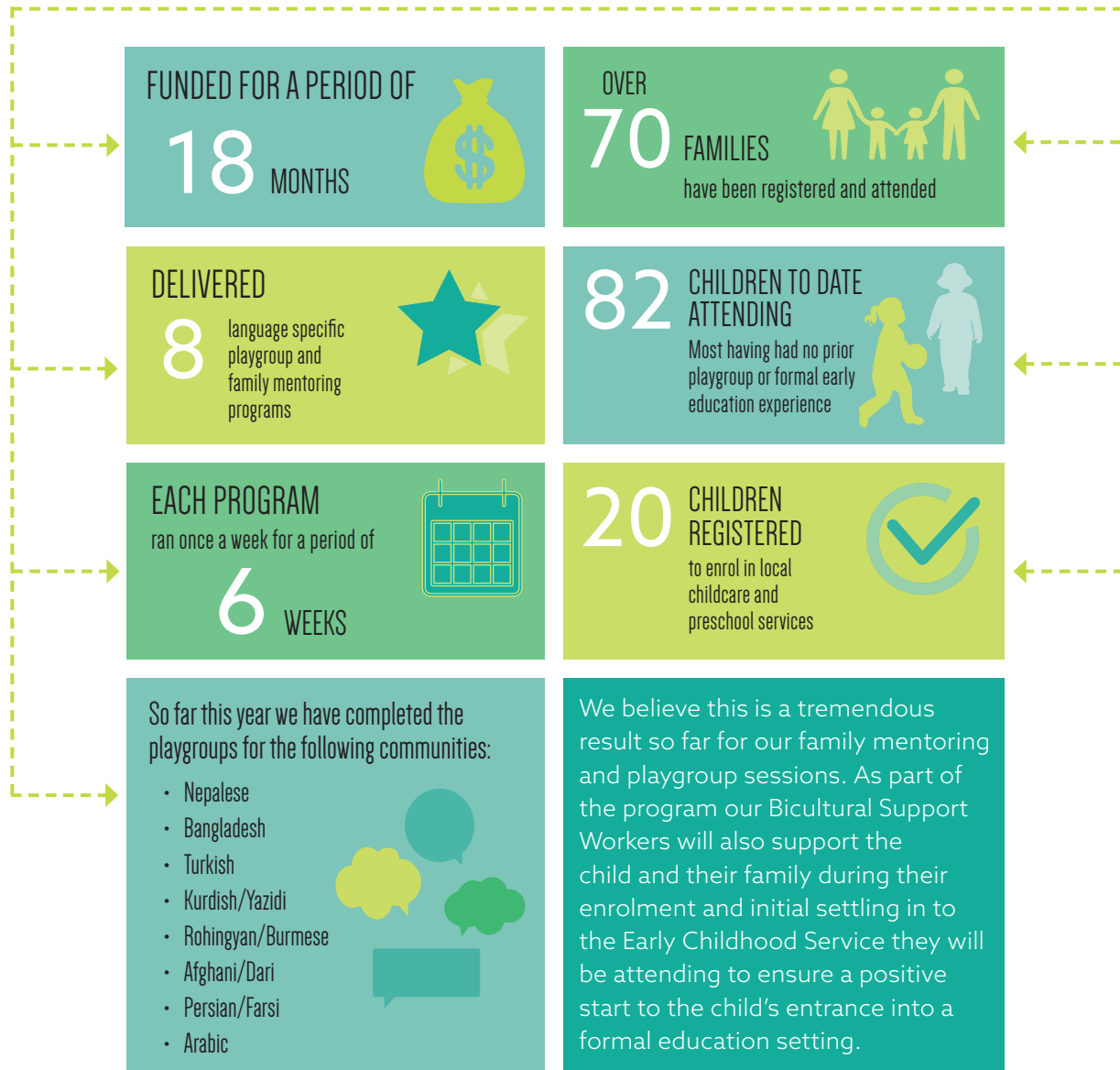
To achieve this aim, the IDEA pathway supported families from CALD background in their journey from gaining an

understanding of formal years education in Australia to enrolling their child into an approved Early Childhood Education program.

The project also further linked the participating families with local ECE services facilitating positive dialogue, developing trust, building stronger community relationships and building their capacity to provide an inclusive educational program.



SPOTLIGHT ON IDEA PATHWAY



Bicultural Support in Community Preschools 2019

Now in its fourth year, the Bicultural Support for Community Preschools project had another successful year supporting the inclusion of children from CALD as well as Aboriginal backgrounds in Community Preschools, not only in the Sydney metropolitan region but also in regional and remote regions of NSW. We believe this reflects not only on the quality of our program but also the consistent positive feedback we receive from preschools which participate in our Bicultural Support program.

This year between March and October we delivered Bicultural support to:

- **60** community preschools with an increase from 15 hours to 20 hours per allocation.
- The funding allowed for **45** in Sydney Metro, **7** in Inner Regional and **8** in Outer Regional NSW.
- This stretched as far as Goonellabah and Glenreagh in the north to Wagga Wagga and Gundagai in the south and Bathurst in the West.
- A total of **187** children and **120** educators were impacted by a total of 1200 hours of Bicultural support.
- Over **23** different languages including Aboriginal languages as well as Farsi, Urdu, Punjabi, Gujarati, Kurdish, Assyrian, Kannada to name a few with Mandarin being the most requested language overall.
- The number of requests from preschools well exceeded the funding approved with a total of over **40** preschools still waiting to access Bicultural Support for this year.
- After consultation with the Department we received an additional sum to support a further **23** priority preschools from the waiting list.
- In total we had **110** applications for this support from Community preschools in NSW.

We hope to continue the close working partnership with the NSW Department of Education Sector Development

Program and continue again next year to further promote the inclusion of CALD children enrolled in preschools across NSW.

Commonwealth Funded Bicultural Support

Bicultural Support for Commonwealth funded Children's Services (Long Day Care, Out of School Hours Care, including Before, After and Vacation Care and Family Day Care) continues to be accessed via the Inclusion Development Fund Manager, Innovative Solutions Program. The growth in this area continues to be slow for the Bicultural Support Program. This is mainly due to the changes in the application process since July 2016, it has become increasingly more complex for time poor directors to apply and therefore taking longer for the services to receive the support they need. Despite this, we have noted an increase in the requests received this past year from 28 to 38 resulting in an increase of about 30% of quotes approved and accepted.

We note that the Australian Government's Department of Education is currently reviewing the Inclusion Support Guidelines and we look forward to some positive changes to the Inclusion Support Funding process following our submission and comments to this review.

"Youssef loves coming to playgroup, he had never been to any formal education before this, he was very attached to me. I want him to attend playgroup as he learns to communicate with other children as he is too quiet at home."

Leila, mother of Youssef (3) from Farsi-speaking playgroup

Training and Professional Development

The Bicultural Support Program presented once again this year at the Goodstart Family Connections Program. This was attended by many directors and educators from Goodstart Early Childhood Services in metropolitan Sydney as well as Regional NSW.

Student teachers currently studying Early Childhood Education from Times Academy participated in an information session on Bicultural Support and the importance of home language maintenance and an inclusive early childhood program, at our ECSC offices. Following this session, a number of the students were recruited as Bicultural Support workers.

I thank the Bicultural Support team, Kylie Ashley, Nadia Faour, Semra Coban and Divina Cergol for their commitment to and promotion of the inclusion of CALD children and families in the Early Childhood Sector.

Penny Costa

Manager of Multicultural Children's Services

"Continue learning Korean daily words and phrases to promote communication and to teach these to all children in our group."

"We will use the resources that were created for Preschool within our program. Alice gave us lots of ideas of how to incorporate Chinese language and culture into our program."

"Without this program, in such a small rural service where we only have two staff, we could never have supported this family they way they have been supported and included."



Multicultural Disability Services

Over the last year our Multicultural Disability Services (MDS) team has continued to navigate the complexities of a disability sector that places more and more emphasis on person-centered care through the NDIS, whilst still upholding our values, mission and inclusive approaches to support and services, for CALD people with a disability, through our advocacy programs and initiatives. ECSC and MDS have taken an active role in participating in several consultations and meetings with the Royal Commissioner for Ageing and Disability, Mr Robert Fitzgerald and the independent consultants who are reviewing funding arrangements for Disability Advocacy in NSW.

We also contributed our own submission for the review which will be collated with other submissions and input to provide an Australian parliamentary report (it is available on our website to be viewed). We also have facilitated a Refugee Network Disability Working Group to work with Refugee-specific agencies on better outcomes for CALD people with disability and culturally and linguistically appropriate services and support for better outcomes during settlement.

Our work with the National Ethnic Disability Advocacy Alliance (NEDA) National Policy Reference Group has also seen ECSC and other like-minded organisations continue to advocate for the needs of CALD people with a disability on a national level to influence policy and frameworks that affect the disability sector. We remain committed to ensuring access and inclusion for diverse communities.

Ethnic People with Disability Program (EPDP)

The Ethnic People with Disabilities Program (EPDP) currently funded under Transitional Advocacy Funding Supplement by NSW Government, Department of Communities and Justice, continued working with CALD people with a disability, their families and carers in building

their capacity to access opportunities and understand their options, rights and responsibilities to make informed decisions. EPDP also works closely with disability service providers and provided information and advice on making their services culturally appropriate to CALD participants.

During the 2018-2019 fiscal year, EPDP conducted following activities through:

- Information, Support, Capacity Building
- Community Development, Networking and Linkages
- Systemic Advocacy

Highlights

- **68** people were supported with information, advocacy and referral in navigating and accessing the NDIS services appropriate to their cultural, linguistic and individual needs.
- As a result of this, **30** participants from CALD backgrounds accessed NDIS services.
- Conducted **12** information sessions on capacity building for CALD people with a disability, their carers and families to exercise their rights and responsibilities, employment, housing, education and the justice system.
- **487** people from various CALD communities including Vietnamese, Tibetan, Chinese and Greek backgrounds benefited from these information sessions.
- **8** visits to General Practitioners, Psychologists and Specialists were made to establish and maintain networks with a range of specialist and mainstream service providers.
- **42** referrals to culturally and linguistically appropriate allied health professionals.



"As a parent having children with disabilities is very hard and stressful but we very lucky to have services from ECSC. They provide excellent services, very helpful and prompt at replying enquiries. Especially with Chung, Khanh and Lily, they are always be there for us when we need them. Even though they are working for a non-profit organisation, we can rely on them for our kids' disabilities needs."

- Distributed *Helpful words when accessing the National Disability Insurance Scheme (NDIS)* resource to more than **700** people from Arabic, Bengali, Chinese Traditional, Chinese Simplified, Dinka, Farsi, Filipino, Greek, Italian, Korean, Polish, Punjabi, Russian, Spanish, Vietnamese, Tamil and Urdu speaking communities.
- Presented the issues faced by CALD communities through National Ethnic Disability Alliance (NEDA) National Policy Reference Group.
- Participated in NCOSS research project presenting the issues sector facing on closure of information and advocacy services beyond 2020.
- Represented the views and interests of people with a disability from CALD backgrounds by attending and contributing to 10 interagency, network and community meetings.
- Convened Multicultural Disability Interagency (MDI) meeting 3 times in collaboration with multicultural and disability service providers which provided opportunities to gain knowledge and share information to actively promote the needs, rights and responsibilities of people with a disability from CALD background.

Challenges

The role of Information and Advocacy services has become more crucial in supporting people with a disability since the roll out of NDIS. From our experience working with people with a disability, it is evident that there is a greater need for support and assistance for CALD people with a disability, their families and carers to navigate the system in order to have access to services. Without an appropriate level of support, many CALD people with disabilities will be left out of the system due to lack of understanding of exercising choice and control.



"My son thoroughly enjoys the outdoor programs, especially where public transport is involved, whether it be buses, trains or ferries it certainly gives him an ecstatic feeling."

Looking Forward

We hope that advocacy services are valued as paramount in supporting the CALD communities to navigate NDIS and other disability services and government is committed to continue different models of advocacy services beyond 2020.

Bharat Rai
Manager, EPDP

NDIS Services

In 2019, ECSC celebrates its second year as a NDIS service provider. Supporting NDIS participants to achieve their goals is a job that is not devoid of challenges, especially for CALD participants who struggle with language barriers and understanding a new and complex system. However, we as a team have been focusing on identifying gaps in delivery of service and creating innovative resources to improve the user experience for all. This has included tightening our processes surrounding service delivery to our NDIS participants to provide a better service that is appropriate and meets the needs of both our participants and their families.

We have achieved this through the establishment of new efficient systems that enable us to accurately manage rostering, accounting and billing as well as give more transparency to participants around their individual budgets, spending and surplus. The introduction of Salesforce as a participant management tool will also help us to bring our administrative service delivery to a new level.

The Support Coordination team implemented a new Participant Management System that enables them to keep an accurate register of their time and assists with invoicing and managing participant expectations and budgets to ensure they get the most benefit from their packages.

We have also developed new documents to assist participants and their families to navigate the use of our service. They include a new and more detailed service agreement, a transport factsheet, an easy-to-read complaints factsheet (*Please Tell Us*) and a participant feedback form. These will be added to the items that are currently included in the *Welcome Pack* for onboarding new participants. A personal risk assessment checklist has also been introduced and used for onboarding new participants, enabling us to identify vulnerabilities so we can correctly match them with an appropriate support worker. This will

also help the MDS team to plan for future training of our support workers and to keep abreast of emerging needs of our participants.

The Support Coordination team has successfully provided assistance to over **40** NDIS participants and are currently supporting **29** participants, with a total of **550** hours over the last 12 months.

They have also helped build the capacity of these participants and their families to enable them implement all supports in their plan and link them in with appropriate services, including with a range of formal and informal 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 also.

The Community Access Services that were introduced in June 2018 have been working well. We are currently running the following programs:

- 1:1 Individual Support
- 1:2 Group Support to Access the Community
- Group Social Support out of school hours or during school holidays
- Recreational and Social Activities

The wide range of activities and supports where participation is based on NDIS' participant's individual interests, identity, preferences, goals and aspirations remain very popular. Individual support for community access activities are determined by people with disability and their families according to their preferences and goals.

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

Highlights

- Our two Support Coordinators have delivered over **550** hours of service delivery to a peak of **40** participants since January 2019.
- Of all the participants who had their plans reviewed, **100%** of them were happy to continue to be supported by our ECSC Support Coordination team, which is a credit to our quality service delivery.
- Current number of Support Coordination participants is **29**.
- Main language groups supported: Arabic, Bengali, Cantonese, Hindi, Mandarin, Tibetan and Vietnamese.
- Ongoing targeted outreach among CALD communities for recruitment of new participants has been intensified through greater exposure and availing of additional networking opportunities.
- A current total of **41** NDIS participants are accessing our various services on weekdays, weeknights and weekends.
- A total of **13** adult participants are currently accessing our regular Thursday and Saturday social groups for community access as well as social and recreational activities.
- A total of **21** children are currently 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.
- Participant feedback indicates a high level of satisfaction of **Excellent** to **Very Good** to our approach to activities, programming and our commitment to facilitating access to inclusion in the community.

The Future

The next 12 months will be a busy time for the MDS team as we work closely with our auditors to renew our registration as a NDIS service provider. In the self-assessment that we submitted to the NDIS as part of the initial auditing process we have already identified our strengths, virtues

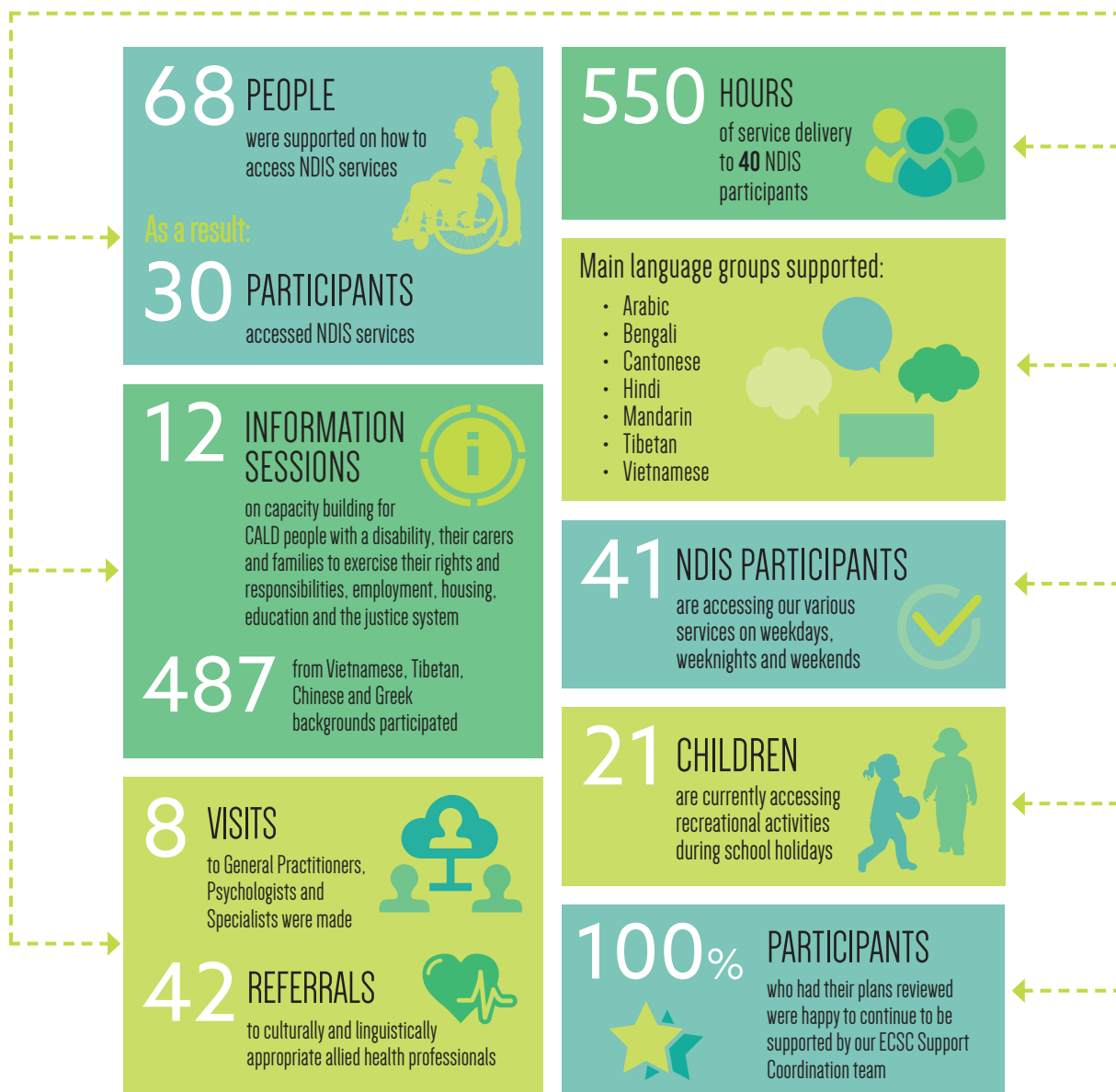


and potential as an organisation. We also look forward to the future with confidence, to collaboratively work towards eliminating some of the current gaps that we have identified so we can make ECSC NDIS Multicultural Services the service provider of choice.

Our objective is to continue to work closely with our participants and their families to strengthen the relationship and to build their trust. We also aim to spread ourselves further by increasing our participant numbers and rollout new and innovative programs that meet our participant's needs to pursue interests and activities that will enhance their daily lives.

Pedro Cerezo
Manager, Multicultural Disability Services

SPOTLIGHT ON MDS PARTICIPANTS





We are a proud bilingual/bicultural workforce who speak over 120 languages (including some Indigenous languages) supporting our programs participants through direct services, information, advocacy and referral.

Our performance for the year 2018-2019

In 2018-2019, Ethnic Community Services Co-operative (ECSC) delivered various services to children, people with disabilities, carers and aged people from CALD backgrounds through its various programs. We are committed to advance access and equity and social inclusion for all Australians.

The challenges in the past year put all staff under enormous pressure to meet the needs of the communities that we serve. However, we managed to achieve our overall goals quite successfully and this has been possible for an excellent team effort and staff members' ongoing commitment to human rights.

Results

The net surplus (deficit) from operations is (\$36,690). 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 funding Government Departments. ECSC will continue to operate and pursue its goals within this new environment.

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 with a related corporation or with a firm of which the director is a member, or in which the Director

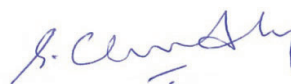
has a substantial financial interest, other than a fixed salary as a full-time employee of ECSC.

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

Sydney, 23 October 2019

Chief Executive Officer: Shikha Chowdhary

Signature:



Director: Rosanna Barbero

Signature:



Statement for the year ended 30 June 2019

Directors' 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 who 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:

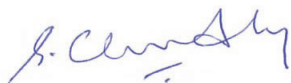
- (a) In the directors' opinion, there are reasonable grounds to believe that the Co-operative will be able to pay its debts as and when they become due and payable;
- and
- (b) In the directors' opinion, the attached financial statements and notes thereto are in accordance with the Co-operative's Act 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, 23 October 2019

Chief Executive Officer: Shikha Chowdhary

Signature:



Director: Rosanna Barbero

Signature:



Statement of Financial Performance

for the year ending 30 June 2019

	2019	2018
	\$	\$
Revenue from ordinary activities (Note 2)	2,222,475	3,069,949
Expenses from ordinary activities (Note 3)	2,259,165	3,064,837
Net surplus/(deficit) for the year	(36,690)	5,112
Retained surplus at beginning of year	1,373,680	1,368,568
Retained surplus at end of year	1,336,990	1,373,680

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

Statement of Change in Members' Equity

for the year ending 30 June 2019

	2019	2018
	\$	\$
Retained surplus at beginning of year	1,373,680	1,368,568
Net Surplus/(Deficit) for the year	(36,690)	5,112
Retained surplus at end of year	1,336,990	1,373,680

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

Statement of Financial Position

for the year ending 30 June 2019

	2019	2018
	\$	\$
CURRENT ASSETS		
Cash and term deposits	1,678,213	2,322,223
Sundry debtors and prepayments (Note 4)	175,348	167,326
Total Current Assets	1,853,561	2,489,549
NON-CURRENT ASSETS		
Investments (Note 5)	10	10
Office equipment, furniture and motor vehicle (Note 6)	39,419	59,014
Leasehold building (Note 6)	380,835	350,811
Total Non-Current Assets	420,264	409,835
Total Assets	2,273,825	2,899,384
CURRENT LIABILITIES		
Creditors and borrowings (Note 7)	523,720	1,110,494
Provisions (Note 8)	413,115	415,210
Total Current Liabilities	936,835	1,525,704
Total Liabilities	936,835	1,525,704
NET ASSETS	1,336,990	1,373,680
MEMBERS' EQUITY		
Retained surplus (Note 9)	1,336,990	1,373,680
Total Members' Equity	1,336,990	1,373,680

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

Statement of Cash Flows

for the year ending 30 June 2019

	2019	2018
	\$	\$
Net surplus/(Deficit) for year	(36,690)	5,112
Add back non-cash charges		
- Depreciation and amortisation	32,071	29,406
- Provision for employee entitlements	(2,095)	11,395
- Provision for doubtful debts	31,009	-
	24,295	45,913
(Increase)/Decrease in sundry debtors and prepayments	(39,031)	(100,435)
Increase/(Decrease) in creditors and borrowings	(586,774)	(1,136,674)
Cash flow from operations	(601,510)	(1,191,196)
Cash flows for investment		
- Building enhancement	(42,500)	(44,500)
- Office equipment	-	(22,973)
	(42,500)	(67,473)
Increase/(Decrease) in cash flow for year	(644,010)	(1,258,669)
Cash at beginning of year	2,322,223	3,580,892
Cash at end of year	1,678,213	2,322,223

Notes to the Financial Statements

for the year ending 30 June 2019

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 term of lease held by Addison Road Centre, the head lessee with the New South Wales Government.

The annual amortisation charge is \$8,696 but this has been increased due to recent improvements for wheelchair access and concreting of pathways totalling \$87,000 the cost of which was partly defrayed by specific grants for this work.

The property itself has a lease from the aforementioned head lessee 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 \$23,614 subject to annual CPI adjustments and rent reviews every 5 years.

	2019	2018
	\$	\$
2. Revenues from Ordinary Activities		
Grant income	1,648,732	2,712,954
Interest income	28,457	67,711
Other income	196,352	288,158
NDIS income	310,287	1,126
NDIS income accrued	38,647	-
	2,222,475	3,069,949

Notes to the Financial Statements for the year ending 30 June 2019

	2019	2018
	\$	\$
3. Expenses from Ordinary Activities		
Advertising and publicity	(7,000)	20,782
Amortisation of leasehold building	12,476	11,529
Audit fees	7,500	9,703
Bank fees	605	885
Computer costs	12,895	9,152
Consultancy	34,939	114,751
Depreciation	19,595	17,877
In-service training	5,377	34,837
Insurance	53,144	57,494
Membership and subscriptions	6,757	20,727
Motor vehicle and travel	46,700	66,006
Occupancy	54,832	50,067
Postage	2,381	1,194
Printing and photocopying	16,490	21,637
Programme costs	173,377	220,856
Provision for doubtful debts	31,009	-
Reference materials and resources	3,091	19,073
Repairs and maintenance	6,760	5,637
Salaries and superannuation	1,457,669	2,002,624
Staff amenities and sundries	13,591	18,661
Stationery and supplies	1,528	5,762
Subcontractor fee	-	34,782
Telephone and internet	16,304	26,157
Translations	3,391	10,842
Wages and superannuation - workers	285,754	283,802
	2,259,165	3,064,837

Notes to the Financial Statements for the year ending 30 June 2019

	2019	2018
	\$	\$
4. Sundry Debtors and Prepayments		
Accounts receivable	110,746	11,374
Less: provision for doubtful debts	(31,009)	-
	79,737	11,374
Grants receivable	52,325	136,089
Prepayment	2,273	17,526
Other debtors	39,438	762
Deposits and bond	1,575	1,575
	175,348	167,326
5. Investment		
Shares in Co-operative Society	10	10
6. Office Equipment, Furniture and Motor Vehicle		
Office equipment and furniture, at cost	240,110	356,749
Motor vehicle, at cost	25,119	25,119
Less: Accumulated depreciation	(225,810)	(322,854)
	39,419	59,014
Leasehold building, at cost	533,487	490,987
Less: Accumulated amortisation	(152,652)	(140,176)
	380,835	350,811
	420,254	409,825

As at 30 June 2019, obsolete fixed assets have been written back against provision for depreciation with a total value of \$116,639.00.

Notes to the Financial Statements for the year ending 30 June 2019

	2019	2018
	\$	\$
7. Creditors and Borrowings		
Accrued expenses	96,681	158,298
Grants received in advance	111,543	846,425
Sundry creditors	315,496	105,771
	523,720	1,110,494
8. Provisions		
Annual leave	250,251	254,750
Long service leave	162,864	160,460
	413,115	415,210
9. Retained Surplus		
Accumulated balance b/d	106,482	106,482
Project related – b/d	401,958	416,838
- current year	-	(14,880)
Unfunded – b/d	865,240	845,248
- current year	(36,690)	19,992
	1,336,990	1,373,680
10. Auditor's Remuneration		
Remuneration of the auditor of the Co-operative		
- Audit fees	7,500	9,703
- Other services	-	-

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

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 2019, 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.

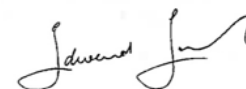
My audit has been conducted in accordance with Australian Auditing Standards. My procedures included examination, on a test basis, of evidence supporting the amounts and disclosures in the financial report and the evaluation of accounting policies and significant accounting estimates. These procedures 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 2019 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
23 October 2019

Edward T. Conrick

CHARTERED ACCOUNTANT

P.O. BOX 1329, BONDI JUNCTION 2022

TEL/FAX: 02 9369 5718

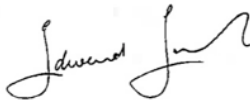
The Directors

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 2019.

Yours faithfully



Bondi Junction
23 October 2019



Ethnic Community Services Co-operative

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