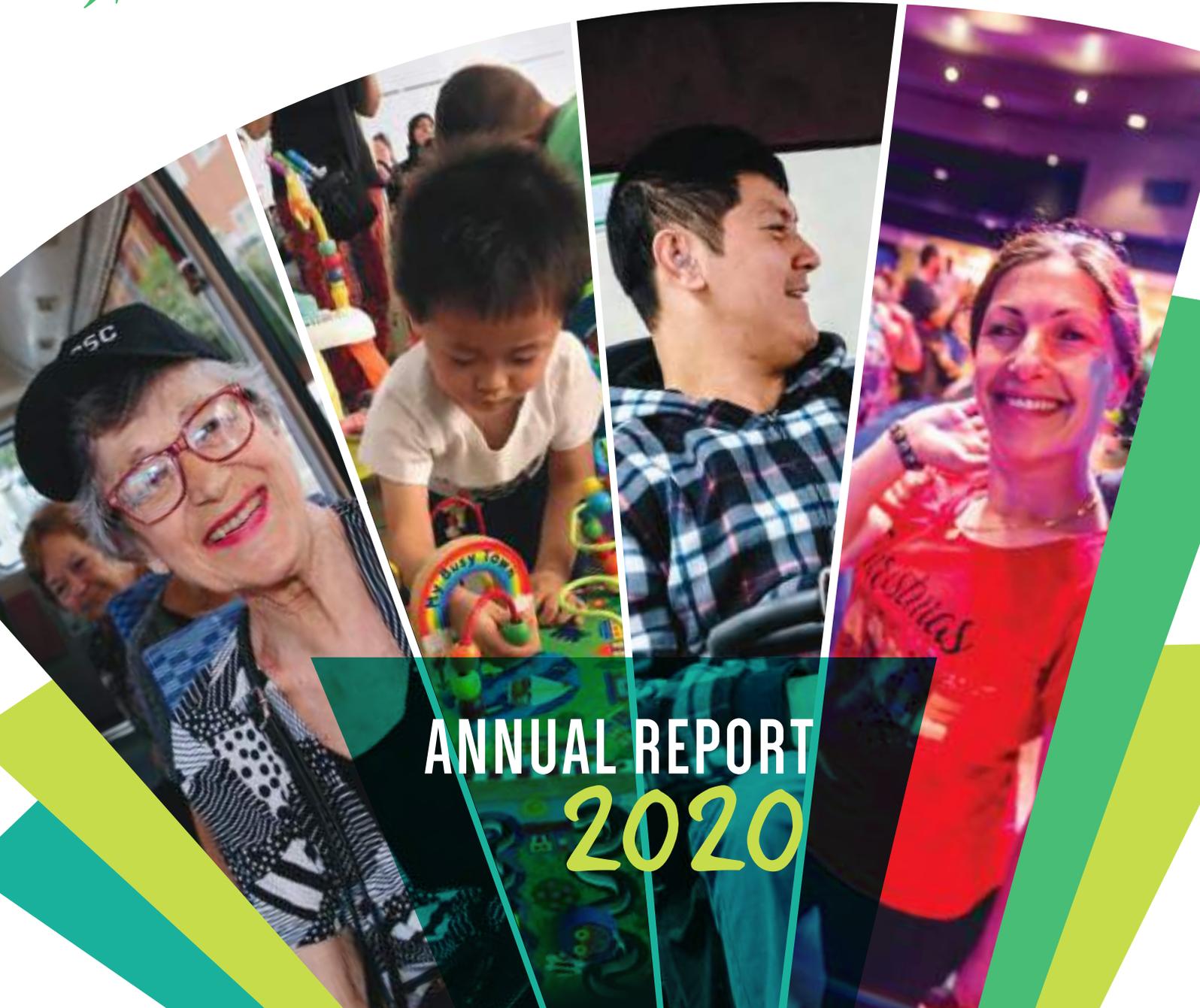




Ethnic Community
Services Co-operative
A voice for diversity and inclusion



ANNUAL REPORT
2020



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

Acknowledgement 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.

Our Story

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 we were 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 15 full-time staff and 14 part-time staff, 30+ Disability and Aged Care Support Workers with 200+ Bicultural Support Workers 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 intersectional disadvantage experienced by many people, and particularly people with disability, within CALD communities. 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.



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 Chief Executive Officer 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.



Khedra Cloud

Secretary

Khedra joined the board in 2015. Khedra 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.



Tony Dvadia

Director

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.



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.



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. Shikha is currently the Chief Executive Officer of Ethnic Community Services Co-operative.



Message from the Chairperson



When we look back on the year, we are grateful to you for what we have accomplished together. Across all the sectors in which ECSC works, all programs have delivered tangible, measurable

impact: providing essential services to CALD communities, partnering with local organizations to achieve long-term solutions, and using our strong policy voice to advocate for change. Our efforts are supporting people and building their resilience in complex, often-vulnerable contexts.

During the pandemic, we continued to help our clients and communities: staff delivered much needed food aid and messages of solidarity and hope. Engagement continued in the digital world and the team developed innovative digital tools and platforms to create connections, build resilience and ensure continued access to services. Increasing the power, voice, and well-being of marginalized CALD people is a precondition to tackling the injustice of poverty—and thus is a key outcome by which we measure the impact and efficacy of our work. To that end, we place a diversity lens on our policy analysis, our partnership approaches, our community engagement, and our hiring practices—and through all aspects of our work—to ensure we are addressing the root causes of inequality, and injustice. All of this is challenging, life-changing work—and none of it would be possible without the tremendous dedication of the staff and Board. Thank you. We are so grateful for your commitment, vision, and guidance.

A very special acknowledgement goes to our CEO Shikha, who has devoted her life to creating positive change for CALD communities, supporting and mentoring tomorrow's leaders, and encouraging all of us to believe we are making a difference despite the insurmountable challenges that exist. Thank you for leading us through this journey.

Our vision – *of an Australian society that celebrates and values diversity and equal opportunity and encourages participation and inclusion* – is as important as ever. As we continue to adapt and respond to the challenges experienced by vulnerable people in CALD communities, our work today remains vital and is delivering immediate impact. In this complex and fast-moving world—and thanks to your support—we will continue to raise our voice and leverage our strong foundation to multiply our efforts and play our part in building a post COVID-19 society that delivers equality and inclusion for all.

Rosanna Barbero
Chairperson



Chief Executive Officer's Report



It is my pleasure to report on another year of strong commitment to Diversity and Inclusion. As a leading voice for Culturally And Linguistically Diverse (CALD) communities across NSW, we

continue to create an accessible and equitable space for people from all backgrounds to be supported to access services and participate in their communities.

First of all, I would like to thank our communities for your trust and for supporting ECSC to continue providing services during this unusual time.

The uncertainty created by COVID during the year has impacted most of our programs at different levels. Our teams were faced with the challenge of meeting the ongoing needs of communities in times of restriction and lockdown, as well as responding to new needs and expectations which arose due to COVID. These needs, coupled with rapidly changing technology, challenged each of us to think beyond our usual service provision. Everyone was pushed to deliver services with innovation that met the individual needs and goals of the participants. Like many other organisations, we were faced with challenges to continue delivering services that are essential for the physical and mental health of many vulnerable members of our community, during this time of uncertainty.

COVID changed our world. However, I am pleased with the way the ECSC team embraced the changes and continued supporting our communities. We were able to continue to have a positive impact on the lives of our participants through a variety of innovative programs that supported their wellbeing during the pandemic.

As part of our goals to ensure that our services are effectively delivered, each team worked closely with our participants through ongoing personal interaction, in ways that were accessible to each person. While it took time and effort to telephone, video call, and write to our participants, this effort reflected our underlying key principles of access and inclusion, and our values of trust and respect. This personal interaction resulted in communities' trust in ECSC to continue to provide quality services that meet their needs.

I would like to highlight the project's outcomes:

The **Multicultural Aged Care Services (MACS)** team has been providing services to 400 to 500 people from CALD backgrounds per year over the past few years. This year more than 600 people from CALD backgrounds accessed our services. This is a direct result of the Multicultural Aged Care Services (MACS) team's ongoing commitment to the aged communities and the trust that they have earned over the years.

The **Multicultural Children's Services (MCS)** team produced 53 videos with songs and stories in 11 different languages that reached over 20,665 Facebook users around the world. This was a project during COVID to continue supporting CALD families as well as Early Childhood Educators. Under the Start Strong project initiative, MCS supported 42 families, engaged 52 children in playgroup and successfully enrolled 4 children in Early Childhood Education and Care services.

The **Multicultural Disability Services (MDS)** team had substantial growth by securing funding through various Commonwealth and State Department to engage people with disability, their carers and families through capacity building, information, advocacy, and referral regarding NDIS services. The team has grown to 14 staff members and 25 active support workers.

The **Ethnic People with Disability Program (EPDP)** provided diverse services to people from CALD backgrounds with disability, including 198 people who received information about NDIS services, 48 people who received advocacy services and 16 people who were successfully linked to other disability services.

Despite the negative impact of COVID, Support Co-ordination had an **increase of 50%** compared with 2019. An increase in demand for Support Co-ordination during the past year has helped our NDIS services remain financially viable, despite the impacts of COVID on our Community Access and Individual Support services. The new Volunteering and Grow (V&G) project has recruited 14 people with disability who are looking for volunteer roles, 5 of whom have been supported to access volunteering opportunities.

To manage the growth and maintain our service quality, we went through a restructure of our management team and continued focusing on robust governance practices for effective and efficient service delivery and continuous improvement.

ECSC's Quality Committee continued to monitor our governance practices including review and development of policies and procedures, Work Health & Safety, risk management, compliance with all relevant legislation, complaints and feedback, as well as an internal audit process. In our effort to strategically position ECSC as a best practice model to our communities, we invested our resources to maintain a high standard governance practice that supports quality and innovation.

I continue to work closely with the management team and our consultant to support each other to achieve our goals through our diverse programs to ensure that services are delivered for the best outcomes of our participants.

We are happy to see the growth in our services. ECSC has been able to achieve its strategic goals during the past year and secured newly funded programs as well as the extension of existing programs to provide services to CALD communities which meet their needs.

We successfully tendered for '**Volunteer & Grow**' under Economic Participation and '**National Community Connectors Program**' under Information, Linkages and Capacity Building. The extension of funding for our advocacy service, Ethnic People with Disability Program (EPDP), has been a relief, as culturally responsive information and advocacy are crucial for CALD people with disabilities to navigate and access disability support.

This year we were also able to secure funding for '**Communities Coming Together**', an Individual Capacity Building project. We are looking forward to employing people with a disability in various capacities to support and guide the project outcomes in the coming months.

The growth in our services has been possible due to the right mix of staff members and our consultant with diverse skills and knowledge. I am grateful that I am surrounded by a group of committed, efficient and effective people, who are focused on providing the most appropriate services to our CALD communities. By keeping diversity as a priority at our workplace, we have been able to create and maintain a culture of inclusion where people from all backgrounds have the opportunity to contribute.





One of the most exciting achievements during this year is our successful application to **TransGrid Community Partnership Program** for purchasing a bus to transport our participants of aged care and disability services to various community access programs. Our disability services participants are thrilled to know that they can have their most enjoyable peer group time travelling in the bus together again.

We welcome the announcement by Minister Ward of NSW Disability Services funding, including the new Disability Advocacy Futures Program in response to the Ageing and Disability Commissioner's recommendations. This is a great outcome for people with disability and we will continue advocating on behalf of CALD people with disability to receive accessible and equitable services.

In a year of uncertainty, we have been fortunate to retain our skilled staff across aged care, children and disability services and employ 5 new staff members in a full-time capacity in the CALD National Community Connectors project. We are also proud that we could offer employment to some of our skilled volunteers in the aged care programs.

I would like to welcome our new staff members including Dermot Carberry, Anjana KC, James Abela, Thuy Nguyen, Himalee Raj, Andrew Garven, Zuhra Hamidi who joined the ECSC team this year.

Each staff member, our volunteers, Disability Support Workers and Bicultural Support Workers inspire me every day to continue my commitment to make a difference in people's lives. The diverse skills, knowledge and their commitment to Human Rights make ECSC such an enjoyable place to work. Thank you all. Ingrid Boland, our consultant plays an important role by contributing her skills and knowledge across the sectors. Thanks Ingrid. Gosia Connell, our graphic designer does an amazing job. Thanks Gosia. We hope to grow from strength to strength with all your support in the coming year. The ECSC community has continued to be an inspiration at a professional, as well as personal, level, throughout the past year.

I would like to thank TransGrid for providing us the funding to purchase the bus and Anthony Albanese, Member of Parliament, Leader of the Opposition for linking us to TransGrid as one of the most valuable services to the communities that we serve.

We truly appreciate Susanne Heath from Electorate Office of the Hon Anthony Albanese MP and Monica Struzman from TransGrid Community Partnership Program for supporting our application for the funding.

I am thankful to our Board members for their commitment to ECSC and our Chairpersons Tony Ovidia (2019) and Rosanna Barbero (2020) for their ongoing support to ECSC. We hope to continue with your support in the coming year.

We aim to meet our strategic goals in the coming years with new ideas to continue serving CALD communities.

I hope you are inspired by our success stories as you read our reports, and are reminded of our purpose: to advance access, equity and inclusion for all people from CALD backgrounds.

Shikha Chowdhary
Chief Executive Officer

Our Strategic Goals

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.

AIM 2

Achieve long-term financial sustainability and growth.

AIM 3

Nurture innovation, creativity and best practice.

Our Values

- Trust
- Respect
- Diversity
- Social Justice
- Empowerment

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.



Our Staff

Management Team



Shikha Chowdhary
Chief Executive Officer



John Wallace
Chief Financial Officer



Abella Salabao
Secretary



Bharat Rai
Program Manager, MACS



Ellen Gore
Social Support
Manager, MACS



Kylie Ashley
MCS Manager



Pedro Cerezo
MDS Manager

Consultant



Ingrid Boland
Social Work Consultant

Ingrid is a qualified Social Worker (Member of the Australian Association of Social Workers) who has worked in frontline, team leadership and management roles in the disability, aged care and multicultural sectors. She has provided expert advice on disability and cultural diversity to government and industry, and currently works as a consultant to the not-for-profit sector in quality assurance, policy and research, and communications.

Each staff member,
our volunteers,
Disability Support
Workers and
Bicultural Support
Workers inspire me
every day to continue
my commitment to
make a difference in
people's lives.

Shikha Chowdhary
Chief Executive Officer



ECSC staff pictured above:

Row 1: Pedro Cerezo, Ellen Gore, Bharat Raj, John Wallace, Shikha Chowdhary

Row 2: Kylie Ashley, Abella Salabao, Efrosini Costa, Dermot Carberry, Thuy Nguyen, Himalee Raj

Row 3: Anjana KC, James Abela, Nadia Faour, Semra Coban, Divina Cergol, Donna Matias

Row 4: Lily Ma, Chung Tsering, Zuhra Hamidi, Andrew Garven, Sharitah Shanmuganathan, Khanh Le

Row 5: Nia Dauner, Vivianne Chartofillis, Inna Smetanina, Marianna Cholakos, Meg Vost, Tuong-Vi Pham

Multicultural Aged Care Services

Program Manager – MACS: Bharat Rai
Social Support Services Manager: Ellen Gore

Under the Commonwealth Home Support Program (CHSP) funded by the Australian Government Department of Health, ECSC supports older people from CALD backgrounds to maintain their independence and stay well at home. We also work with CHSP Service Providers in the Inner West and South East Sydney regions to make their services culturally appropriate to the needs of CALD consumers.

Social Support Services

Social Support Services Manager: Ellen Gore
Multicultural Support Officers: Tuong Vi Pham, Inna Smetanina, Vivianne Chartofilis, Nia Dauner, Marianna Cholakos, Hong Dao
Casual Support Workers: Pool of 6+ casual workers
Volunteers: Pool of 11+ volunteers

Community and Home Support

The objective of the Community and Home Support Program (CHSP) is to provide entry-level support services to assist frail older people to live independently at home and in the community. Under this program, MACS provides Social Support Group and Social Support Individual services to older people from CALD backgrounds in the Inner West and Eastern Sydney regions. This year, activities included preparing newsletters in 8 community languages, bus excursions, structured activities in a group-based environment (including story-telling, chair yoga, poetry, music, dancing), visiting and telephone contact services, accompanied activities (including shopping, bill-paying), tutorials on using social media and technology, English

conversation classes, information sessions, and support to participate in community events and celebrations. These services assisted older people from CALD backgrounds to participate in community life and feel socially included. This year, the project exceeded the targeted 6714 hours of support, providing 6836 hours of Social Support Group and Social Support Individual services.

“Ellen supported me by giving me the opportunity to attend workshops organised by ECSC, where I gained valuable knowledge and skills on how to work with the group members during this difficult time. I feel truly blessed to be part of this group because I am thought and cared for in such a professional and caring way.”

Maria, Greek background

Carer Relationships and Carer Support – Respite

The objective of the Carer Relationships and Carer Support is to support 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 includes centre-based day respite, in-home day respite, and community access groups. This year, the project provided a total of 3569 hours of support, which is an increase of 8% compared with last year.

“The COVID-19 has changed everything in my life, I had to isolate due to my health issues. I felt very lonely and sad on the morning of my 70th birthday without my family. When I was contacted from all my MACS friends singing Happy Birthday to me via phone calls, I cried of joy and these priceless calls made my day! Thank you, MACS Team for your patience and perseverance in teaching me how to use my smart phone!”

Tatty, Indonesian background

Who is benefitting from the services?

During the fiscal year 2019/20:

- More than **600** older people benefitted from MACS outreach, direct support, information sessions, newsletters, expos and telephone and face-to-face consultations.
- More than **238** older people received Home and Community Support. They were mostly aged between 80 and 84, with 14 consumers aged over 90.
- More than **100** older people and their carers benefitted from Carer Relationships and Carer Support (Respite) services. Consumers were mostly aged between 65 and 69.
- Around **1 in 5** consumers of MACS Social Support Services were men.
- Consumers were born in more than **30 countries**, including Italy, Portugal, Greece, Ukraine, Vietnam, Russian Federations, Turkey, Indonesia, Cyprus, Uzbekistan and Lebanon.
- More than **90% of consumers** speak a language other than English at home, including Italian, Russian, Portuguese, Greek, Vietnamese, Turkish, Indonesian, Ukrainian, Spanish, French, Arabic, Mandarin and Cantonese.



Service System Development: Multicultural Access Project (MAP)

Program Manager – MACS:	Bharat Rai
MAP Officer – Inner West Sydney:	Sharitah Shanmuganathan
MAP Officer – Eastern Sydney:	Meg Vost and Efosini Costa

The objective of the Service System Development is to support the development of the home support service system and enable CHSP service providers to operate effectively in line with the objectives of the CHSP. In line with this objective, MACS through its Multicultural Access Project (MAP) has been continuing to enhance the capacity and competence of CHSP Service providers to be more responsive to the needs of older people from CALD backgrounds and their families.

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

- **Joint Projects:** In partnership with other service providers in Inner West and Eastern Sydney, MACS organised the “Older Women are Strong Too” project, “In My Words” a visual book, “The Multicultural Exchange Hub for Ageing”, CALD Dementia Campaign, Elder Abuse Collaborative, and Carers’ Week Event. More than 50 service providers were engaged in these projects and over 550 existing and prospective CHSP consumers benefitted from these projects.
- **Contribution to CHSP/Aged Care CALD related Policy Feedback:** MACS contributed to submissions to the Evaluation of the Aged Care System Navigator Measure, the NSW Ageing Strategy, and review of the Service System Development Officer (SSDO) process.
- **Delivery of training and workshops:** In partnership with other CHSP Service Providers, training and workshop sessions on cultural diversity and Australian Aged Care System were organised. A total of 51 staff members and volunteers attended and benefitted from those sessions. Over 90% of the participants rated the sessions as useful or very useful.

- **Contribution to CHSP and Related Interagency Forum:** Project staff members attended many forums/ interagency meetings at the local and state levels, highlighting issues affecting CALD consumers.
- **Information Sessions:** In partnership with more than 20 Service Providers, MACS organised 41 information sessions attended by more than 350 participants from Cantonese, Greek, Indonesian Bahasa, French, Italian, Mandarin, Malaysian, Portuguese, Russian, Spanish, Turkish, and Vietnamese backgrounds. Topics included Dementia, Wellness & Reablement, Australian Consumer Law and Consumers Rights, My Aged Care and many others.

You Ain't Seen Nothin' Yet!

ECSC was one of the organising committee members of **"You Ain't Seen Nothin' Yet! 2020 CHSP Futures Conference"**. The committee comprised staff members from government and non-government organisations. MACS along with consumers also made a presentation "Now, I'm not afraid of getting older": Transformation in the lives of CALD consumer through CHSP support. The conference was attended by 282 participants including presenters and volunteers. The attendees rated average score 8.14 out of 10 for all the presentations.

"Our participation at the CHSP conference in March 2020 was definitely a highlight of our lives in Australia. Though we were very nervous, we felt very proud and happy that we were given an opportunity to speak and raise our issues of concern on behalf of the volunteers and CHSP clients from CALD background in front of 250 participants. Thank you to ECSC/MSS team for supporting and encouraging us."

Maria Ilda Bettencourt, Portuguese background
and Nina Shabanova, Russian background

Supporting CALD Older People Through COVID-19

2020 is the year that changed the world. Hit by COVID-19 we faced unprecedented changes in our lives including setbacks, sadness, and uncertainty; but we managed to adapt and move beyond the status quo of service provision.

Following the directives from the Department of Health in mid-March, we suspended all social groups and face to face services. By that time MACS had already established and introduced a unique ECSC MACS remote support services model that enabled us to swiftly transition and continue delivering our services in a new set-up. Our multilingual team's creative thinking, and knowledge of our 350 MACS clients' support needs enabled us to prepare our participants for the inevitable changes by identifying and addressing their emerging needs.

We boosted our telephone and online support, introduced a food delivery service, promoted engaging and gentle exercises online, arts and crafts programs, social media support and other services; all of which gave our clients hope and a sense of stability. Understanding the socio-cultural implications, we helped our clients to overcome their fears, loneliness, confusion and anxiety by emotional connectedness. Together we built resilience and worked on maintaining and improving their physical and mental wellbeing. As soon as the situation lightened, we resumed provision of individual social support.

One of the innovative and engaging projects was the fortnightly "ECSC At Home Newsletter" that was specifically



created to hold supportive and interactive relationships with clients in eight community languages. We offered updates from the MACS Team, articles of interest, games and puzzles for the mind, current affair articles, recipes, and photos. The newsletter was delivered to every client and displayed on the MACS Facebook page. Consumers instantly connected with this, calling us to offer their compliments and commenting how the newsletter has kept them from feeling excluded, and how they really appreciate and look forward to the next edition in the mail. Some members wrote articles for subsequent editions, jokes and even poetry.

One Italian client named Anna, 84 years old, called and left a voicemail message to say:

"I cannot thank you enough, I really enjoy this newsletter and I read it again and again so many times. It makes me very happy, thank you very much for remembering us."

One client from the Turkish community named Ayshe, 68 years old, who had always said she could not read or write very well, was so moved she wrote a poetry piece to be printed and for her community to read – a very proud moment indeed!

MACS has always strived to make a difference in the lives of people in need and that is exactly what we have achieved in partnership with the Addison Rd Community Centre, Randwick Council, Viral Kindness and Harris Farm Market with our "Fresh Produce Bag" initiative which was showcased nationwide by Channel 10, SBS and Channel 9. The simple act of offering 100 complimentary bags of fresh fruit and vegetables to isolated older people each week over this unstable time was so much more than just food. It offered our seniors financial relief, stability in uncertain times and an all-important social contact aspect. This social aspect was their way of being included and connected to the community. Plus, they were able to see a familiar face each week, often the only time they might encounter another person. This was indispensable.

These produce bags also motivated clients to call each other and share the recipes they had created. They were posted on the MACS Facebook page and encouraged them to try new recipes or foods that they ordinarily would not have otherwise been exposed to.

"I want to thank the MACS team for everything they did to keep my parents safe during the pandemic. They were very happy to receive the regular deliveries of fresh fruit and vegetables and see you even for a few minutes because they mainly remained indoors due to COVID. You were at risk yourselves, but you still kept my parents safe. Thank you!"

Maria (client's daughter), Arabic speaking background

The isolation and restrictions have led to an increased sedentary lifestyle and increased ailments in MACS older clients. To improve the physical health of our clients, the MACS Team in partnership with the Stay Standing program adapted this program to run the classes on the MACS Facebook page at a scheduled time each week. This offered 112 seniors a platform to continue to exercise from their home and to support their wellness during isolation.



"Thanks to MACS during the last year I've learned how to use Facebook to communicate with my friends and family and finally discovered in my 79th year of life, how to properly use weights while exercising. It helped me significantly to survive throughout the COVID-19 isolation. Morning exercises with Monique via MACS Facebook had become my daily routine".

Nina, 79 years old, Russian background

38 participants of *What's App, Facetime* and *ZOOM* groups appreciated a new way of connection that was facilitated by support workers. We spent hours working over the phone helping those who wanted to learn how to use these platforms which certainly paid off. The success of these groups was tremendous – the participants were proud to become tech savvy, they stayed in touch with each other, sang their favourite songs, shared photos and jokes reducing their social isolation and boosting each other's morale. The MACS Facebook page has also become a popular avenue for a one-stop source of multilingual information and connection for **412 seniors** from CALD backgrounds.

"The COVID-19 pandemic has changed everything in my life, I had to isolate due to my health issues. I felt very lonely and sad on the morning of my 70th birthday without my family. When I was contacted from all my MACS friends singing Happy Birthday to me via phone calls, I cried of joy and these priceless calls made my day! Thank you, MACS Team for your patience and perseverance in teaching me how to use my smart phone!"

Tatty, Indonesian background

MACS community volunteer base has been an integral part of our response to changes in service due to COVID-19. Our volunteers have done an amazing job by engaging and strengthening their connections with MACS seniors over this time.

"I want to thank MACS team for all their incredible everyday support during this tough time. Being in isolation was very challenging, but I was busy with calling the Portuguese group members, knitting and specifically making scarves for MACS participants. This hobby has now led me to lead the "Knitting with Love" group which can be followed via Facebook".

Ilda, a volunteer, Portuguese background

"Being a volunteer for the Multicultural social group was very rewarding and gave me a sense of purpose during this tough time. I tried to call the group members over weekend and in the evenings, which was often the hardest and longest times of solitude and isolation for many seniors and I could see that positive impact that my phone calls made on them".

Remziye B, a volunteer, Turkish background



Celebration Days and Special Events: Due to COVID-19, no physical celebrations were able to take place, but we were able to mark these special events by preparing and delivering gifts to our participants in their homes. We created creating videos, gift bags, home-made cookies, personalised cards and commemorative newsletters for events such as National Volunteers Day, Carers Week, Mother's Day, Victory Day and Festa della Repubblica.

"This was the biggest surprise to me to have my special day remembered and celebrated in this beautiful way and especially during this sad time that COVID-19 brought to us. Thank you!"

Alfred, 95 years old, Maltese background

"You are my second family!"

Mustafa, 82 years old, Turkish background

We faced the adversity of the unknown and successfully conquered challenges never previously encountered in our lifetime. MACS multilingual teams' dedication, creativity, resilience, and care helped vulnerable seniors from more than 30 CALD backgrounds in this journey, and we did not leave one senior behind!

With the proven success of MACS unique remote sustainable support model for CALD communities and our experience during the pandemic we feel equipped to continue to deliver invaluable services to our multicultural clients in the new COVID-19 landscape. In partnership with CHSP and other relevant service providers, we will continue working with frail older people from CALD backgrounds 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

SPOTLIGHT ON MACS & MAP



MACS PARTICIPANTS

600

Social Support Group and Social Support Individual services

6,836 hours provided

Consumers from 30 countries

90% participants speak a language other than English

- Italian
- Russian
- Greek
- Vietnamese
- Portuguese
- Turkish
- Indonesian
- Ukrainian
- Spanish
- French
- Arabic
- Mandarin
- Cantonese

TRAINING & WORKSHOPS



51 staff members and volunteers attended

INFORMATION SESSIONS



41 attended by more than 350 participants

SUPPORT THROUGH COVID-19

38 participants of What's App, Facetime and ZOOM groups

Multicultural Children's Services

Multicultural Children's Services Manager: Kylie Ashley

Despite a year of uncertainty due to COVID-19, Bicultural Support has continued to provide bilingual and bicultural support to children, families, educators and Early Childhood Education and Care services across NSW. Our team has been able to adapt to the unprecedented situation and deliver innovative programs to maintain contact and communication with our clients and stakeholders.

Commonwealth-funded Innovative Solutions Support

Manager: Kylie Ashley
Admin/Payroll Officer: Divina Cergol
Bicultural Support Workers: Pool of 200+ casual workers

ECSC has continued to provide high quality Bicultural Support to Commonwealth-funded Early Childhood Education and Care services (Centre-based Long Day Care, Out of School Hours and Vacation Care, Family Day Care, and Occasional Care).

The revised Inclusion Support Program Guidelines, released in January 2020, have allowed us to provide quotes for more extensive and comprehensive programs. There has also been a move towards facilitating a more sustainable approach to ISP in which educators increase their own cultural competence. In collaboration with KU Inclusion Hub Managers, we thus revised our own processes to focus more on building cultural competence for educators alongside the support for inclusion for the child/children for whom the program is written. The resulting programs are robust, unique, individual to the goals of each ECEC service and promote sustainability within the provision of inclusive ECEC programs.

Sector Development Program – Preschool Bicultural Support Program

Manager: Kylie Ashley
Admin/Payroll Officer: Divina Cergol
Bicultural Support Workers: Pool of 200+ casual workers

Despite a hold on new funding due to the coronavirus pandemic, Bicultural Support utilised limited rollover funding from 2019 to continue to support CALD children in preschools in NSW over the past year.

Throughout 2020 our Bicultural Support team:

- Directly supported **64 children** and **90 educators** across **15 preschools**.
- Successfully placed Bicultural Support Workers into **280 hours** of support.
- Supported children from **8 different linguistic and cultural backgrounds** (Vietnamese, Malayalam, Mandarin, Cantonese, Korean, Russian, Slovakian and Japanese).
- Received **55 applications** in 2020 for preschool Bicultural Support, despite the program not being formally funded this year and thus not being advertised. We took countless other phone calls and enquiries from preschool Directors, which did not culminate in formal requests due to the lack of funding.
- Had requests for support in **18 different languages** (Arabic, Cantonese, German, Greek, Japanese, Korean, Malayalam, Mandarin, Nepalese, Persian, Portuguese, Punjabi, Russian, Slovakian, Spanish, Tamil, Thai, Vietnamese).

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.

Start Strong Pathways – Integrated Diversity Early Education Access (IDEA) Pathway Project – Playgroup and Family Mentoring Program

Manager:	Kylie Ashley
Admin/Project Support:	Divina Cergol
Team Leader – IDEA Pathway:	Nadia Faour
Project Officer – IDEA Pathway:	Semra Coban
Bicultural Support Workers:	Pool of 200+ casual workers

The beginning of 2020 saw us completing the final two IDEA playgroup and family mentoring groups from our 2018-2020 funding, before having this project funded for a further 12 months from 1st July 2020. Again, COVID-19 interrupted our project, and the final two playgroups were put on hold due to government-imposed restrictions.

The Start Strong Team came up with an innovative way to maintain contact with the families and communities with whom they had worked and who now found themselves isolated at home.



We created and presented a total of **53 videos** (32 songs and 21 stories) in **11 different community languages**. These were uploaded to our Bicultural Support Facebook page and managed to reach Facebook users around the world, with a total of **over 20,665 views** and **over 1000 views** on several individual videos.

Interest in our song and story videos reached Early Childhood industry leaders who shared our videos and commented upon the importance of culturally and linguistically inclusive practice, and SBS Radio Russia, who interviewed our Bicultural Support Worker for their program.

With ongoing COVID-19 restrictions throughout the year, the Start Strong team reinvented the project in August to continue reaching out and supporting CALD families through Playgroup in the Park. Through this format, we completed 4 playgroups across 4 language communities (Iraqi/Arabic; Assyrian, Bosnian and Karen).



In these playgroup and family mentoring sessions in 2020, so far, we have:

- Engaged with **52 children** who attended playgroup sessions.
- Supported **42 families** who registered and attended playgroup and family mentoring sessions.
- Enrolled an additional **15 children** on the waiting lists of local Early Childhood Education and Care services (to date).

In 2020, 4 Bicultural Support Workers assisted the inclusion of 4 children successfully enrolled in and attending Early Childhood Education and Care services through IDEA Pathway project. We have a further 15 children successfully enrolled in and attending ECEC services, as a successful outcome of our IDEA Pathway project, a Start Strong initiative.

Resources, Training and Professional Development

Our resources continue to be in high demand with the "Survival Words in Children's Services" book and DVD regularly provided to many ECEC services. We are looking to review this resource and add more languages as we identify the growing needs in new and emerging communities in NSW. The "Keys to Inclusion" and "Welcoming Bilingual and Bicultural Families" posters continue to support ECEC services and educators.

We have collaborated with TAFE NSW on several projects, including recruitment of new Bicultural Support Workers in metropolitan, regional and rural NSW. We also participated in their *Spotlight Series Interviews* after being invited as a virtual guest expert to 'value add' to the classroom knowledge and to update industry currency on cultural educational issues of the Industry Relationship Leads and their teachers, which will then filter down to the students in Early Childhood and Community Services courses. Specifically, we addressed issues and elements of "working with diverse people" both in collegial and community situations. We are currently collaborating on a joint

ECSC/TAFE NSW training package for our Bicultural Support Workers to upskill them in working with children with disabilities, as we have identified the increased need in this area.

We have continued our collaboration with Times Academy, Early Childhood Education Department by engaging in an online information session on Bicultural Support and the importance of home language maintenance and an inclusive early childhood program. This has, again, led to several students applying to our Bicultural Support Workers' team.

Our induction of new Bicultural Support Workers has been reviewed and is a robust and comprehensive process. We have successfully implemented this induction session throughout 2020. The package is also able to be presented online, opening recruitment opportunities for our rural and regional Bicultural Support Workers. We have also introduced signed Photo Identification Cards for all Bicultural Support Workers, which has been well received by all stakeholders.



Several planned training sessions were put on hold earlier this year due to COVID-19, and we are in negotiations with community services providers to reschedule these.

I would like to take this opportunity to thank the MCS team for their ongoing commitment to and promotion of the inclusion of CALD children and families in the Early Childhood Sector and their support throughout 2020. This year has been very challenging, and our team has stepped up to provide high quality, innovative services across the various projects under the Multicultural Children's Services mantle.

Kylie Ashley

Manager, Multicultural Children's Services

OUR TEAM

has been able to adapt to the unprecedented situation and deliver innovative programs...

SPOTLIGHT ON MCS



PRESCHOOL BICULTURAL SUPPORT

64 children

Bicultural Support Workers provided

280 hours of support

Supported children from 8 different linguistic and cultural backgrounds



- Vietnamese
- Cantonese
- Slovakian
- Malayalam
- Korean
- Japanese
- Mandarin
- Russian

55 Applications for support received

IDEA PATHWAY PROJECT



53 Videos created in eleven different community languages

20,665 views



4 Playgroups sessions completed across four language communities

52 children attended

42 families supported



RESOURCES, TRAINING AND PROFESSIONAL DEVELOPMENT

Our resources including the "Survival Words in Children's Services" book and DVD continue to be in high demand

Multicultural Disability Services

Multicultural Disability Services Manager: Pedro Cerezo

The Multicultural Disability Services family has grown from 3 office staff and 20+ casual Support Workers to 14 office staff and 25+ casual support workers, and our team continues to grow.

After receiving excellent feedback in our NDIS services audit, we began the year confident about our way forward. Little did we know that 2020 would be marked by tremendous uncertainty due to the unprecedented COVID-19 pandemic. As a team, we were forced to change the way we operated and communicated with participants, families, carers, other service providers and within our team. On a positive note, we were happy to see the benefits of the new and efficient systems that we implemented in 2019, such as moving files to cloud-based software and setting up video calling software. Although this had taken considerable time to set up, it allowed us to work from home effectively and without disruption throughout the lockdown.

Ethnic People with Disability Program

Manager: Bharat Rai
Project Officers: Khanh Le, Chung Tsering

EPDP works with CALD people with disability, their families and carers to ensure they can participate in the community and receive services appropriate to their needs. It also aims to raise awareness and understanding of disability and multicultural issues within CALD communities, government departments, and mainstream and ethno-specific disability service providers.

Some Highlights

- **48 people with disability** were supported with information, advocacy and referral in navigating and accessing the NDIS and other relevant disability services that are appropriate to their cultural, linguistic and individual needs. As a result of this support, **16 clients** were able to access NDIS.
- Conducted **13 information sessions** via Zoom and face-to-face on topics including the NDIS, Mental health, Consumer rights and scams, Self-care, Carers' payments and Disability Support Pension, Housing, Road Safety, and Gambling awareness. **198 participants** from CALD communities including Chinese, Rohingya, Tibetan, and Vietnamese benefited from these sessions.
- Collated and distributed disability and other health related information to more than **500 people** including CALD people with disability and their carers via disability expos, information sessions and mail.



- Provided support to participants and carers to maintain their physical and mental wellbeing, particularly during COVID-19. This included regular 'check in' phone calls with participants, and **5 Yoga sessions via Zoom** for carers from the Multicultural Carers' Support Group.
- Provided written submissions to key policy reviews, including the NSW Government's review of funding for disability advocacy; the NSW Government's *Review of the NSW Disability Inclusion Act 2014*; and the National Disability Insurance Agency's review of Support Co-ordination. We highlighted the issues faced by CALD people with disability and recommendations to address their needs.
- As an expert stakeholder group member, provided input to Carers NSW to develop *Carer Engagement Tool: CALD Carers*.
- Convened Multicultural Disability Interagency (MDI) meeting and worked as working party member of *GroovAbility Festival 2019* to celebrate International Day of People with Disability.
- Represented the views and interests of people with a disability from CALD backgrounds by attending and contributing to interagency, network and community meetings at the local and state levels.
- Participated in disability service providers consultations organised by NEDA and contributed to its Community Radio Engagement Project.

Challenges and Looking Forward

As in other sectors, COVID-19 has impacted the delivery of disability advocacy services to people with disability and their carers. Therefore, staff members had to modify ways of delivering individual support. Where possible, we supported participants and their families to learn new skills in using iPads and smartphones to increase their opportunities for safe communication with family and friends. We sent COVID-19 safety and other health related information resources to participants via email and post. Our staff members also contacted participants via phone



on a regular basis to update them on the ever-changing and situation and discuss their needs. The regular phone contact played a significant role in maintaining the mental wellbeing of participants and their carers.

Our first-hand experience and several studies by others show that there is a greater need for support and assistance for CALD people with disability, their families and carers to exercise choice and control. Without an appropriate level of support, many CALD people with disability will miss out on vital services and support due to barriers such as language and cultural barriers. We therefore welcome the NSW Government's commitment to fund disability advocacy services over the next four years, and reiterate our own ongoing commitment to promote the rights of CALD people with disability through access to culturally appropriate information and advocacy.

Bharat Rai
Manager, EPDP

NDIS Services

Manager:	Pedro Cerezo
Support Co-ordinators:	Chung Tsering, Khanh Le
Admin and Field Support Work:	Lily Ma
Admin (P/T):	Donna Matias
Casual Pool of Support Workers:	25+

In 2020, ECSC celebrated our third year as an NDIS service provider.

Support Co-ordination

The Support Co-ordination team have maintained an average of 40 participants in their caseload throughout January to September 2020, and are currently supporting **44 participants**, which is a 50% increase from 2019. Our team has worked with participants to build their capacity to implement all supports in their plan, including informal, mainstream, community, and funded supports. Support Co-ordinators work creatively and resourcefully with participants in how they utilise their support budgets to achieve their goals. Since commencing our provision of Support Co-ordination, we have been working on outreach and growing the number of participants using ECSC's services.

Community Access and Individual Support

Community Access and Individual Support have been more heavily impacted by the pandemic.

Individual support has been thinly maintained thanks to *ECSC FROM HOME*. Despite its popularity with some of our participants, a large number did not agree to being supported remotely. They ones that tried it out did enjoy it very much, and some will continue even after full lockdown restrictions are over. Support Workers were also provided with a new tool that we put together known as **Remote Programs Guide for Support Workers**. In it, we provide suggestions for 10 different activities that Support Workers

can try out with their participants. The guide makes it easy for them to think of creative ways to overcome the challenges derived from supporting a participant remotely (including lack of concentration on the part of participants, disengagement after 10 or 15 minutes, etc.). The guide was received with enthusiasm by the Support Workers and is being used by those who are or have provided remote support.

All **Community Access** groups were cancelled due to the lockdown from March to June 2020.

However, we maintained our commitment to call participants on a regular basis. This helped us to counteract the isolation experienced by the most vulnerable individuals during the lockdown period and help relieve some of the stresses put on their carers. It also helped us to keep participants engaged with ECSC.

In mid-May we began to prepare to return to face-to-face support. With the aid of the team, a series of WHS COVID-19 procedures and safety measures were put together. These were communicated first to Support Workers, and then to participants, using Bicultural Workers where necessary to overcome language and cultural barriers. Both participants and Support Workers were given the option to make the personal decision to return to face-to-face support. Many participants and their families remain apprehensive about the dangers of the spread of COVID-19 in the community, so have not returned to our group activities. We remain confident that this will gradually change as we return back to normality.



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
- Disability Social Participation (formally known as Vacation Care)
- Recreational & Social Activities
- Arts and Crafts group (currently in pilot phase)

Our objective for the next 12 months is to continue to work closely with our participants and their families to strengthen the relationship. We also aim to increase our participant numbers and roll out new and innovative programs that meet our participant's needs and enable them to pursue interests that enhance their daily lives.

Information, Linkages and Capacity Building Projects

Volunteer & Grow

Manager: Pedro Cerezo
Project Co-ordinator: Zuhra Hamidi
Project Officer: Andrew Garven

The three-year **Volunteer & Grow Project** took off in May 2020, in the middle of a pandemic. Despite the challenges derived from this environment, the project had a great start and has had a positive impact on the lives of participants. Some of the highlights include:

- **14 participants** have joined the program, and five participants have already been linked to Volunteer roles.
- Participants have lived experience of a range of disabilities including Schizophrenia, Autism, Vision Impairment, Mild Intellectual Disability.
- People with disability have been actively involved in recruitment and decision-making for the project and have been employed to work in the project.

- We have been working closely with ECSC's Social Media Officer to ensure that our posts on social media are user friendly for individuals with vision impairment.
- The Volunteer & Grow Project has attracted important partners, including Vision Australia and the Autism Community Network. We hope to attract more partners as the project grows.

CALD National Community Connectors Program

Manager: Pedro Cerezo
Team Leader: Dermot Carberry
Community Connectors: Anjana KC, Thuy Nguyen, Semra Coban, Nadia Faour, Himalee Raj, James Abela and Zuhra Hamidi

The CALD **National Community Connectors (NCC)** program is facilitated in partnership with NEDA. The objective of the NCCs is to outreach CALD communities and engage with individuals who have a disability and facilitate their pathway to the NDIA Partners in the Community (PITC).

The program formally started in mid-September 2020. The continuing impacts of the pandemic have significantly reduced opportunities to meet face-to-face with CALD people with disability. However, we have focused on building relationships with relevant organisations and partners, raising the profile of the project and the importance of outreaching communities which are missing out on the NDIS. We have also prepared six presentations to be delivered in outreach with communities, service providers and Partners in the Community (PITC). The objective, going forward, is to engage more heavily with individual participants and support them through the process of getting an NDIS Plan Approved, and knowing how to best utilise their budgets.

Pedro Cerezo
Manager, Multicultural Disability Services

SPOTLIGHT ON MDS



EPDP PARTICIPANTS

48

As a result 16 clients were able to access NDIS



INFORMATION SESSIONS

13

via Zoom and face-to-face



198 participants from CALD communities including Chinese, Rohingya, Tibetan and Vietnamese

NDIS

44

Support Co-ordination participants, which is a 50% increase from 2019



ECSC celebrated 3rd year as an NDIS service provider

VOLUNTEER & GROW

14

participants have joined the program

...we maintained our commitment to call participants on a regular basis. This helped us to counteract the isolation experienced by the most vulnerable individuals during the lockdown period...



Social Media Report

Social Media Officer: Efrosini Costa (2019), James Abela (2020)

This year, ECSC developed our social media presence to connect with our stakeholders, highlight our achievements and share our learnings with the sector. In response to COVID-19, our programs were able to adapt and leverage online technology to connect with participants and build networks of support.

With face-to-face playgroups on hold, our Multicultural Children's Services team created **53 videos** with songs and stories in **11 different languages** that reached over **20,665** Facebook users around the world. Our Multicultural Aged Care team created an online space for group members to acknowledge special events, share memories and support one another during lockdown and beyond.

The Multicultural Disability Services team promoted the new CALD National Community Connectors Program (NCCP) through a dedicated Facebook page.

Meanwhile, our blog drew attention to key issues affecting our stakeholders, such as the future of disability advocacy, the human rights of older people during coronavirus, and the challenges and rewards of raising bilingual children.



Rohingyan Storytime
13 weeks ago · 238 views



Japanese Storytime
13 weeks ago · 496 views



Ukranian Storytime
13 weeks ago · 260 views

One example of the power of social media during a year of lockdown was the success of the 'Visiting an Optometrist' program. ECSC partnered with Care Optometry to provide ongoing support to our participants, and promoted the events via Facebook and Twitter. The program has been especially designed for people who may face barriers to accessing optometry services, or who may need additional time and support during an optometrist appointment.



Linda Nguyen, the founder of Care Optometry brought her own equipment and expertise to examine patients, provide excellent eye care and prescribe glasses where needed. Linda saw this as a passion of hers to care for vulnerable individuals in the community, by providing a space where people could have as much time as needed and not feel

rushed but comfortable seeing an optometrist. The program started with 8 of our participants with disabilities from CALD backgrounds visiting Care Optometry hosted at ECSC's community meeting room in Marrickville. Social Media played a crucial part in these events, allowing our team to connect with communities, despite the ongoing restrictions limiting the opportunities for face-to-face outreach and promotion.

Over the past year, social media has played an important role in connecting with communities and raising the profile of work. In 2021, we will continue to develop new ways to enhance connections with our stakeholders and promote the voices of CALD Australians.

IN RESPONSE TO
COVID-19, our programs
were able to adapt
and leverage online
technology to connect
with participants and build
networks of support.

Our Performance for the Year 2019-2020

In 2019-2020, Ethnic Community Services Co-operative (ECSC) delivered various services to children, people with disabilities, carers and aged people from Culturally And Linguistically Diverse backgrounds through its various programs. We are committed to advance access and equity and social inclusion for all Australians.

The challenges due to COVID during the past year put all staff under enormous pressure to meet the needs of the communities. The wellbeing of our participants has been the primary focus of our work during COVID. Despite many challenges, 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 inclusion and social justice.

Results

The net surplus (deficit) from operations is \$97, 235 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

ECSC continued to provide services during the year with changes implemented by government Department to the Disability sector with a business model. ECSC will continue to operate and pursue its goals with the changes that may incur due to policy reforms by the funding government departments.

Directors' Benefits

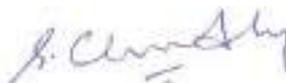
No director since the beginning of the year has received or become entitled to receive a benefit by reason of a contract made by ECSC, or with a related corporation or with a firm of which the director is a member, or in which the Director has a substantial financial interest, other than a fixed salary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

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

Sydney, 3 November 2020

Chief Executive Officer: Shikha Chowdhary

Signature:



Director: Rosanna Barbero

Signature:



Statement for the Year ended 30 June 2020

Directors' Declaration

On behalf of the Board of Directors, we declare that the attached financial statements comprise a general purpose financial report; and

- (a) the statement of financial position (balance sheet) and the statement of comprehensive income (financial performance), changes in equity, and cash flows, and the accompanying notes give a true and fair view of the position of the Co-operative as at 30 June 2020 and of the result for the year to that date; and
- (b) that there are reasonable grounds to believe that the Co-operative will be able to pay its debts as and when they come due and payable; and
- (c) in the opinion of the directors of the Co-operative, the financial statements and notes meet their reporting obligations under the Co-operatives National Law and Regulations and Divisions 55 and 60 of the Australian Charities and Not-for-profits Commission Act; which require compliance with accounting standards and regulations, and to disclose a true and fair view.

This statement is made in accordance with a resolution of the Board of Directors and is signed for and on behalf of directors by:

Sydney, 3 November 2020

Chief Executive Officer: Shikha Chowdhary

Signature:



Director: Rosanna Barbero

Signature:



Statement of Financial Performance and Other Comprehensive Income

for the year ending 30 June 2020

\$	Note	2020	2019
Revenue from ordinary activities	2	2,486,336	2,222,475
Expenses from ordinary activities	3	2,389,101	2,259,165
Net surplus/(deficit) for the year		97,235	(36,690)
Retained surplus at beginning of year		1,336,990	1,373,680
Retained surplus at end of year		1,434,225	1,336,990

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

Statement of Change in Members' Equity

for the year ending 30 June 2020

\$	2020	2019
Retained surplus at beginning of year	1,336,990	1,373,680
Net Surplus/(Deficit) for the year	97,235	(36,690)
Retained surplus at end of year	1,434,225	1,336,990

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

Statement of Financial Position

as at 30 June 2020

\$	Note	2020	2019
Current Assets			
Cash and term deposits		2,030,791	1,678,213
Sundry debtors and prepayments	4	94,692	175,348
Total Current Assets		2,125,483	1,853,561
Non-Current Assets			
Investments	5	10	10
Office equipment, furniture and motor vehicle	6	28,849	39,419
Leasehold building	6	367,296	380,835
Total Non-Current Assets		396,155	420,264
Total Assets		2,521,638	2,273,825
Current Liabilities			
Creditors and borrowings	7	638,904	523,720
Provisions	8	448,509	413,115
Total Current Liabilities		1,087,413	936,835
Total Liabilities		1,087,413	936,835
Net Assets		1,434,225	1,336,990
Members' Equity			
Retained surplus	9	1,434,225	1,336,990
Total Members' Equity		1,434,225	1,336,990

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

Statement of Cash Flows

for the year ending 30 June 2020

\$	2020	2019
Net surplus/(Deficit) for year	97,235	(36,690)
Add back non-cash charges		
- Depreciation and amortisation	27,132	32,071
- Provision for employee entitlements	35,394	(2,095)
- Provision for doubtful debts	20,396	31,009
	180,157	24,295
(Increase)/Decrease in sundry debtors and prepayments	60,261	(39,031)
Increase/(Decrease) in creditors and borrowings	115,183	(586,774)
Cash flow from operations	355,601	(601,510)
Cash flows for investment		
- Building enhancement	-	(42,500)
- Office equipment	(3,023)	-
	(3,023)	(42,500)
Increase/(Decrease) in cash flow for year	352,578	(644,010)
Cash at beginning of year	1,678,213	2,322,223
Cash at end of year	2,030,791	1,678,213

Notes to the Financial Statements

for the year ending 30 June 2020

The Co-operative (ECSC) was registered in 1979 under the NSW Co-operatives Act with its accounting and disclosure obligations defined by the corporations' legislation applying at the time. In 2012 the Commonwealth Government established a new regulator the Australian Charities and Not for profit Commission (ACNC) to oversee charitable and benevolent organisations such as ECSC which is now required to adopt a more rigorous disclosure regime than the so-called "special purpose" financial reports previously produced for members and filing with the new regulator.

These reports are described as "general purpose" financial reports and have to comply with the full suite of accounting standards in force but in recognising the demands made on smaller organisations, the accounting standards authority the Australian Accounting Standards Board provides a tier approach whereby those with revenue below \$1 million (excluding government grants) may prepare reports with "reduced disclosure" requirements.

The report which follows has been produced on this basis.

ECSC is a not for profit services organisation whose members have limited liability. Any surplus earned must be retained to further its aims; and in the event of it being wound up, the excess remaining after meeting its liabilities is to be distributed to another charitable organisation and not to members.

Members are not liable for any losses incurred by the co-operative but are liable for any unpaid membership subscriptions.

Note 1. Accounting Policies and Methodology

The revenue of ECSC is derived principally from grants received from State and Federal government departments concerned with promoting similar objectives to those of ECSC, but with an emphasis on CALD communities. Grants are obtained after formal agreements are entered into setting out the conditions of the funding and the obligations of ECSC as the service provider. Grants are usually received by instalments which may extend beyond twelve months and are progressively reported as income during the life of the program.

The matching of grant income and expenditure is achieved by allocating staff times in performance of the program and the payments to third party goods and services providers. Regular assessments are made of actual performance with budgeted performance targets; performance review and acquittal of the grants received are usually required at periodic intervals by the funding bodies. Discipline in carrying out the programs is enforced by the obligation to meet cost over runs from the Co-operative's own resources.

Following the establishment of the National Disability Insurance Scheme (NDIS) by the commonwealth Government, the Co-operative has been adapting to a client service model whereby CALD clients choose their preferred service provider via an intermediary or NDIS approved agent.

The financial statements which follow are based on historical costs and do not take into account changing money values or current valuations of non-current assets. Whilst grant income is reported on a cash receipt basis, other income and expenses are accounted for by accruals where necessary.

Notes to the Financial Statements for the year ending 30 June 2020

Leasehold Property and Leasehold Commitment

The ECSC's building at No.3 Addison Road Centre was constructed in the 2003 financial year for a total cost of \$434,700. This was accounted for as leasehold improvements, since the ECSC has no title to the property which is owned by the NSW State Government.

ECSC was given a 50 years lease from Addison Road Centre, (the head lessee), which has 33 years remaining to expiry on 31 December 2053. The cost of the original leasehold improvements with subsequent additions are being amortised over the unexpired term of the lease.

The Co-operative pays an annual rent of \$27,273 in monthly instalments subject to annual CPI adjustments and rent review every 5 years.

Directors Attendance at Board Meetings During the Year

A total of 5 board meetings were held and directors attending physically or by video conference call were:

- Rosanna Barbero 5/5
- Tony Ovadia 5/5
- Samantha Damoulakis 5/5
- Shikha Chowdhary 5/5
- Jane Corpuz-Brock 2/5
- Khedra Cloud 1/5

Note 2. Revenues from Ordinary Activities

\$	2020	2019
Cash boost (ATO)	50,000	-
Grant income	1,482,274	1,648,732
Interest income	10,293	28,457
Jobkeeper payments	183,000	-
Other income	78,783	196,352
Prior years retained grant surplus	142,768	-
NDIS income	539,218	310,287
NDIS income accrued	-	38,647
	2,486,336	2,222,475

Notes to the Financial Statements for the year ending 30 June 2020

Notes 3. Expenses from Ordinary Activities

\$	2020	2019
Advertising and publicity	3,884	(7,000)
Amortisation of leasehold building	13,539	12,476
Audit fees	6,850	7,500
Bank fees	2,164	605
Computer costs	2,449	12,895
Conferences and meetings	5,880	1,829
Consultancy	26,769	34,939
Depreciation	13,593	19,595
In-service training	3,293	5,377
Insurance	59,833	53,144
Membership and subscriptions	4,857	6,757
Motor vehicle and travel	46,647	46,700
Occupancy	57,508	54,832
Postage	2,978	2,381
Printing and photocopying	12,076	16,490
Programme costs	47,099	173,377
Provision for doubtful debts	20,395	31,009
Reference materials and resources	8,377	3,091
Repairs and maintenance	7,238	6,760
Salaries and superannuation	1,620,725	1,457,669
Staff amenities and sundries	18,330	11,762
Stationery and supplies	2,933	1,528
Telephone and internet	16,513	16,304
Translations	1,030	3,391
Wages and superannuation - workers	384,141	285,754
	2,389,101	2,259,165

Notes to the Financial Statements for the year ending 30 June 2020

Note 4. Sundry Debtors and Prepayments

\$	2020	2019
Accounts receivable	146,096	110,746
Less: provision for doubtful debts	(51,404)	(31,009)
	94,692	79,737
Grants receivable	-	52,325
Prepayment	-	2,273
Other debtors	-	39,438
Deposits and bond	-	1,575
	94,692	175,348

Note 5. Investment

\$	2020	2019
Shares in Co-operative Society	10	10

Note 6. Office Equipment, Furniture and Motor Vehicle

\$	2020	2019
Office equipment and furniture, at cost	243,132	240,110
Motor vehicle, at cost	25,119	25,119
Less: Accumulated depreciation	(239,402)	(225,810)
	28,849	39,419

In the previous financial year, obsolete fixed assets with a total value of \$116,639 were written back against provision for depreciation.

Leasehold building, at cost	533,487	533,487
Less: Accumulated amortisation	(166,191)	(152,652)
	367,296	380,835
	396,145	420,254

Notes to the Financial Statements for the year ending 30 June 2020

Note 7. Creditors and Borrowings

\$	2020	2019
Accrued expenses	96,461	96,681
Grants received in advance	264,888	111,543
Sundry creditors	277,555	315,496
	638,904	523,720

Note 8. Provisions

\$	2020	2019
Annual leave	266,991	250,251
Long service leave	181,518	162,864
	448,509	413,115

Note 9. Retained Surplus

\$	2020	2019
Accumulated balance b/d	106,482	106,482
Project related - b/d	401,958	401,958
- current year	104,347	-
Unfunded - b/d	828,550	865,240
- current year	(7,112)	(36,690)
	1,434,225	1,336,990

Note 10. Auditor's Remuneration

\$	2020	2019
Remuneration of the auditor of the Co-operative		
- Audit fees	6,850	7,500
- Other services	-	-

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

Edward T. Conrick

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

Auditor's Report

to the Members of the Ethnic Community Services Co-operative Ltd

Scope

I have audited the attached general purpose financial report for the year ended 30 June 2020 of The Ethnic Community Services Co-operative Ltd (ECSC). The directors are responsible for the preparation of the financial report and the information it contains. I have conducted an independent audit of the financial report in order to express an opinion on it to the members of the (ECSC). My audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial report is free of material misstatement.

My procedures included examination on a test basis, of evidence supporting the amounts and other 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 Australian Accounting Standards and other mandatory professional reporting requirements, so as to present a view which is consistent with my understanding of the company's financial position, the result of its operation and its cash flows.

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

Audit Opinion

In my opinion, the financial report of The Ethnic Community Services Co-operative Ltd is in accordance with:

- (a) the Co-operatives National Law and Regulations and the Australian Charities and Not-for-Profits Commission Act 2012 including:
 - (i) giving a true and fair view of the Co-operative's financial position as at 30 June 2020 and of its performance for the year ended on that date; and
 - (ii) complying with relevant Accounting Standards and Regulations; and
- (b) other mandatory financial reporting requirements.



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

Bondi Junction
3rd November 2020

Edward T. Conrick

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

Auditor's Independence Declaration

to the Members of the Ethnic Community Services Co-operative Ltd

I declare that to the best of my knowledge during the year ended 30 June 2020 there have been:

- (1) no contraventions of the auditor independence requirements as set out in the Corporations Act 2001 and the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit.
- (2) and no contraventions of any applicable code of professional conduct in relation to the audit.



E.T. Conrick
Chartered Accountant

Registered Company Auditor (4243)

Bondi Junction
3rd November 2020





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

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ECSC.org.au



Ethnic Community Services Co-operative



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