

RESOURCEFUL AUSTRALIAN INDIAN NETWORK INC ANNUAL REPORT 2021-22

FROM THE DESK OF THE PUBLIC OFFICER

Resourceful Australian Indian Network Inc (RAIN) takes pride in combining significant innovation and a proven track record with an entrepreneurial mindset to develop successful solutions to critical social needs of the Indian Sub-Continent community seniors.

This financial year has seen RAIN Community continue to support and inspire our Indian Sub-Continent community people to live healthy, connected lives. The 2021-22 Annual Report captures our work over the past 12 months and the impact of our programs and services.

Over the year, the team developed and drove a data and technology strategy to improve capacity as a whole. We have the resources in place to tackle initiatives that help the organization optimize, scale and grow, while ensuring that client-facing staff can continue to prioritize service delivery. All in all, RAIN has become a more holistic, efficient, and focused organization.

Our programmes and services:

RAIN is a not-for-profit organisation specialised in providing in-home care services to people from the Indian Sub Continent community who belong to the category of culturally and linguistically diverse (CALD) backgrounds living across mainly the South East region of Sydney.

Home care package services funded by the Federal Government:

RAIN is an approved provider of home care under the Aged Care Act 1997. The Home Care Packages program provides long-term support to older people (65 years or older, or 50 years or older and identifying as Aboriginal or Torres Strait Islanders) who want to remain living in their own home. As an approved Home Care Package provider, RAIN administers a consumer's package funds and based on individual consumer support plan, provides case management support and advice.

Commonwealth Home Support Programme :

Funded by the Department of Social Services which provides entry-level in-home support for older people (65 years or older, or 50 years or older and identifying as Aboriginal or Torres Strait Islanders) and their carers who need assistance to keep living independently at home and in their community. We are funded for the following services:

Social support group and Centre based Respite.

From 2020 to 2022: Covid emergency Indian vegetarian meals provision for the Indian Sub-Continent community frail aged.

Our 100 percent person-focused approach helps clients continue to live in their own homes—the way they want to—for the longest possible period of time. We believe the ability to live independently, with appropriate support, is a vital factor in people's wellbeing and fulfilment—even more so for people who may face additional life challenges due to language and cultural differences.

We are excited by the growth in Homecare Package that allows for direct meaningful engagement with clients and their families and maximises the opportunity to provide quality services. Our aim is not to seek growth simply to get bigger, but to reach a sustainable level that offers high quality services and covers our costs. I sincerely appreciate the support provided by Mr Len Kasper in maintaining our accounts through the year with great clarity and efficiency.

Special projects in 2021-2022

Social enterprise:

Many young mothers and those working from home or those in essential services being busy during the pandemic have been supported with our Social enterprise project. Meals at reasonable cost has been delivered to Kogarah Indian Bazaar from where the consumers collected the meals. Our gratitude to Manisha Shirodkar who helped organise this and the Kogarah Indian Bazaar for supporting us and the needy consumers.

RAIN Community garden:

Another year of prolific garden produce of Turmeric and ginger by the garden volunteers team headed by Dr Gunu Naker. Our salute to this hardworking gentle man without whom our garden wouldn't have flourished as it did.

Working with organisations

GyMEA Community Aid and Services have been our partners for several years as we conduct the Sutherland Indian social support group on brokerage. Several projects have been mutually supported and one such this year is Cancer awareness which GyMEA Community Aid initiated and our seniors benefitted much by the awareness sessions held. We are extremely thankful to Joanne Cracknell, Jenny Grey, Rita Napolitano and Marie-Louise Mitchell for all the networking, planning and support.

Baptist Care and Catholic Care : During the pandemic years we have worked with Baptist Care and Catholic Care on brokerage providing meals (preparation and delivery) to their consumers with home care packages.

Multicultural NSW: We were supported with funding during the isolation period to provide house delivery of essential groceries and consumables to frail aged who could not go out to do their shopping. Our staff and volunteers visited them and provided social support and when requested accompanied them to medical appointments. We are thankful to the NSW Government and heartfelt appreciation of our Oatley MP and honourable Minister for Multiculturalism Mr Mark Couré for the community support.

Georges River Council: With funding support from the Georges River Council we purchased a commercial burner and a commercial wok (burner) to upgrade our kitchen. This timely and essential support has helped the seniors of the ISC community and our gratitude to the Council for this support and also for providing us the venue to meet on Thursdays.

Innerwest Council: Ashfield Rain Indian Social group meets on alternate Wednesdays at Ashfield Civic centre meeting room. We are grateful to the Council for this opportunity and support which helps our seniors to meet on a regular basis and enjoy participating in activities. We appreciate the continued support from our volunteers Usha Chawla and Anju Srivastava in organising , planning and facilitating these sessions.

Stronger Communities, Federal Government: During the pandemic we realised the need to improve our kitchen by upgrading with essential equipment and we have received funding from Federal Government under the Stronger Communities programme and we are very thankful to the Government and our Federal MP for Banks Mr David Coleman.

Anne-Marie's Crafty Art Workshops: It is a pleasure to work with Anne-Marie wiles planning for Rag Doll workshops in this financial year which will flow into an exhibition during festivities in the next financial year.

Thank you...

I would particularly like to recognise the efforts of our admin team who worked tirelessly to keep the office running, manage incoming calls, set up over fifteen staff to work in the ever-changing face of home care package needs and do all of this in a positive good-hearted manner.

Our sincere acknowledgement of our staff who have continued to provide quality service to our clients. I would like to pay tribute to all of our staff for the way they responded to the need-based services and filling in spots where their colleagues went on sick leave or other emergency leave. Our hardworking and committed staff have successfully embraced the changing environment and responded positively to the changed way we work with our clients. Their passion to provide quality service and commitment to their clients, is much appreciated by the organisation.

We would like to acknowledge the families and people we have supported and served this year. It is an incredible privilege to be of service and we thank you for your support and acknowledgement of our role.

Also, thanks to our provider agencies who work in partnership with us and to our funding bodies with whom we continue to have positive and constructive relationships, particularly in this period of change and transition.

We would particularly like to acknowledge the contribution of the members of our Committee who play such an important role in guiding RAIN activities and who make such an important contribution to the welfare and wellbeing of the community in general.

I would also like to acknowledge the work and support of Adarsh Sachdev over the past years. She has made the choice to stand down as chairperson this year making way to younger generation. She has been such a valuable and contributing member of our Committee and in her role as Chairperson. We say a special 'Thank You' and heartily welcome her decision to continue in the committee.

Public Officer

CEO

Sudha T K Natarajan

From the desk of Chair Person

2022 has been another year where RAIN has maintained focus on the important issue of delivering outstanding customer experience to a growing number of customers.

As a community we have once again faced a difficult year in the grip of the Covid-19 pandemic, with the RAIN community service team responding by supporting local Indian Sub Continent seniors, new comers in the community and refugees, with great skill and compassion.

During this period of challenges RAIN Leadership Team has demonstrated resilience and commitment, continuing to ensure quality service delivery against a backdrop of significant Home Care Package growth and the implementation of a Centre-based day Respite care programme.

We have undertaken a review of the organisational structure to ensure we have a strong foundation on which to deliver the objectives laid out in our Strategic plan. After being the Chair person for over 6years, I feel it is time for me to step down and make way for the young to support us in the years to come.

I wish the RAIN committee, Staff and members a very happy 2023. Thanks to each and everyone for the trust placed in me.

ADARSH SACHDEV
CHAIR PERSON

FROM THE DESK OF SECRETARY

RAIN is extremely proud of how our staff and volunteers have adapted, responded and remained committed to serving our seniors.

OUR VOLUNTEERS:

We gratefully recognise the significant positive impact that our volunteers make every day. 2022 saw another productive year marked with a tremendous growth in volunteers' contributions. Saturday Tiffins continued throughout the year with an added advantage of our delivery team who contributed to the seniors getting home delivery on a Saturday afternoon. We are very thankful to Sandeep, Vijay and Subash for joining our team and continuing the hard work.

We were able to pamper our seniors with delicious dishes cooked every alternate Saturday, deliveries for the ones who were unable to pick up. Idli, Channa Bhatara, Vada pav, Puri Bhaji, Radga Pattis, Sindhi Kardhi and Parathas remain the most popular items. Gathiya and Jalebi by Kananji was a hit!

Diwali sweets remained the focus activity and we had overwhelming support from Pragna ben, Sudha Patel, Kiran, Rita, Tara, Heena, Draupadi, Bharti, Sapna and Nirmala to make delicious and traditional sweets/savouries. Bina, Suruj, Natasha, Usha Ramchandani, Jaya Ramchandani, Shiwani, Vandana, Uma and Mayu made sure of exquisite packing and delivery. We sold over 250 mithai packs.

We look forward to a fulfilling 2023 as we grow and continue to evolve as the best in delivering community services for the Indian Sub-Continent community. For all our clients, thank you for your trust and resilience and we will always strive to provide the best service that you need.

Throughout this turbulent period, we have stayed true to our Vision and Values, focussing on being flexible and adaptable to meet the needs of our community with a strong focus on providing support and increasing wellbeing within vulnerable groups.

ARCHANA SACHDEV
SECRETARY
MANAGEMENT COMMITTEE

FROM THE DESK OF THE TREASURER

This year as impacted partially by the pandemic, our strategic management of finances and the funding support of the various grants and subsidies helped us successfully continue our support to the frail aged in the community.

Our grant income for this financial year was \$354,401.05 for Social Support (group) under Commonwealth Home Support Programme (CHSP) , Covid-19 Emergency meals under CHSP and Centre based Respite care under CHSP growth funding, and we received \$308,902.33 for Home care package subsidy from Services Australia. We are thankful to the Australian Government Department of Health for this support.

As approved providers of the Home Care packages, we started providing services to more consumers. The number of Indian Sub-Continent community seniors using our services has increased during the year and more requests for referrals have been received as the population is ageing. With the change in the Home Care Package payment mechanism as announced by the Federal Government from September 2021, RAIN has reduced all client's portfolio balances to nil and still managed the cashflow well.

We are extremely thankful to the caring and generous community members who donated to support our services and strengthen our system. Due to Covid we haven't carried out any major Fund-raising events. Though we managed Fund raising and donation income of \$18,713.54.

More staff is employed as our coverage and clientele increased for meals and Home Care. Home Care specific staff including Care coordinator and nursing staff were also recruited. Our staff number rose to 16 during this year with total costs incurred of \$457,938.34. We have contracted more people to strengthen the team and to provide more assistance.

This year has been truly a challenging year and coming years are more challenging with raft of changes announced by new Labour Government. We have stayed innovative and flexible, striving to apply for funding wherever the need was and with strategic management serve the seniors in the community to live their lives better.

SAPNA SHAH
TREASURER

From the desk of General Manager

The Year 2022 has started with a new Dawn in everyone's life after two Roller Coaster years due to Covid-19 pandemic. During the year, slowly we started doing all the social activities including Picnics, outings, Festival celebrations and brunches. We successfully continued the meals preparations and delivery to the vulnerable community without any interruptions and truly following all Covid protocols. In addition to Seniors, we were able to cater home cooked meals to either pregnant mothers and mothers with young babies and all the busy work force working from home.

With commitment and sincerity of our work force during this year we managed to provide excellent services in all factors. Each staff member must be commended for their relentless services with a smile. All of them undertook necessary training by attending the Workshops on Knowing the Boundaries and Food Safety which no doubt enhanced their knowledge.

Under the Home care package services, we now serve 31 clients as many new clients have signed up this year. At the start of the year, many clients were concerned of catching the COVID-19 virus by having workers visit their home which gradually improved and now we are serving all our clients with large number of services. We are in process of implementing a digital platform called Lookout Way which will help us in digitalising end to end process of HCP & CHSP. With this platform we will be able to cater our clients more efficiently and effectively and be more compliant with tons of changes being introduced by the Department.

All our programs are supported by compassionate and adept bilingual staff who are committed to supporting older people and people with disabilities to maintain personal autonomy and self-determination in how they receive their supports and services. Staff do this by embracing the philosophy of 'do with, rather than for'. The outcomes of this approach have significantly improved the resilience and quality of life of our clients. Each staff member went an extra mile every time in taking care and looking after clients' needs. I take this opportunity to specially thank everyone who went out of their way and looked after our clients. We are so fortunate to have such hard working and wonderful work force including our staff and sub-contractors.

Parag Shah
General Manager

FROM THE DESK OF CHSP MANAGER

I am Loganayaki-CHSP Manager-RAIN. I am very happy and proud to present this annual report about our CHSP activities and achievements during the year 2021-2022.

The beginning of the year took momentum in a slow pace due to the fear of Covid still lingering in the minds of seniors. In RAIN the clients were encouraged to come out and take part in activities with an assurance that all necessary precautions will be adhered to. We made sure that they were safe, and made them aware that their safety is the organisation's priority. Rain has maintained its promise and has gained the trust and confidence of its clients.

The year turned out to be a very successful year as our planned activities provided support for the well-being of essential aspects relevant to mental, physical, spiritual, social, cultural, emotional and religious needs of the clients.

All our regular sessions were conducted without any interruptions this year

Outings were organized to help with their physical and social wellbeing and temple trips to satisfy their spiritual/religious needs.

Centre based and respite activities such as health information sessions, doll making session, stay standing sessions, spiritual talks, sharing experiences, playing games and sing along sessions increased their knowledge, made them feel empowered, feel healthier and helped in enjoying a variety in their activities.

CHSP Meals: Preparation and delivery of Indian Vegetarian meals:

Started as an essential service during Covid 19 pandemic, our meals service continued through this year and several needy frail aged have benefitted by this service.

Traditional vegetarian meals are cooked freshly every day by dedicated staff taking dietary needs into consideration. Delivery staff pack

and take the meals to consumers and also provide the social connection and safety check where clients are alone by themselves.

Indian cultural festivals like Pongal, Navratri, Gokul Ashtami and Diwali were celebrated to provide clients with an opportunity to celebrate these happy occasions with family and friends. Religious sessions like Pitru Pooja (ancestral worship), and Ashtami (eighth day of Dussera) puja were conducted giving the opportunity to clients to perform them on days specified in their calendar in the traditional way with a priest guiding them.

They were given the opportunity to participate in multicultural functions so as to be socially connected with the wider Australian community and make friends with them, and understand and appreciate other cultures.

We are also pleased to announce that some of our CHSP clients whose needs have changed with advancing age and they were referred for home care packages. Successful recipients of Home Care packages have chosen RAIN as their service provider and this proves the trust, faith, and confidence the clients have in us.

Acknowledgements

Our sincere gratitude to the Australian Government for the funding support for the Commonwealth Home Support programme. Thanks to the advisory and management committees who directed us in the right path in all our ventures.

Our heartfelt thanks to our CEO who works tirelessly to get the funding and her advice and able guidance helps us to perform to the satisfaction of all involved.

Thanks to the dedicated, sincere, and hard- working team of G M and staff who are the back bones of all these successes I sincerely thank our most experienced and dedicated facilitators and assistants for their wonderful service.

Last but not the least, thanks to all our clients who are understanding, supportive and consider RAIN not as an organisation but as their extended family.

Thanks to each one of you for providing me with an opportunity to serve this great organisation.

Loganayaki

Manager, CHSP