



**icsa**

*indian (sub-cont)*  
crisis & support agency

Annual

# FINANCIAL REPORT

# 2025

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**Chair**

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**NOTES:** This financial report represents the last year from 1 Jul to 30 Jun.

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# ABOUT US

## INTRODUCTION

The Indian (Sub-Continent) Crisis & Support Agency (ICSA) is a specialist, volunteer-led frontline organisation delivering culturally informed crisis and case management support to individuals and families.

Working directly within culturally diverse communities, ICSA generates deep community intelligence and practice-based expertise that is rarely captured by mainstream systems. This frontline insight is transformed into bespoke training, professional development, cultural consultancy, and advocacy for the broader sector, business, and government.

Uniquely, ICSA receives no external funding; income from professional services directly sustains the vital crisis work, ensuring independence, responsiveness, and continuous reinvestment into community-led, culturally safe solutions for those most at risk.

## PURPOSE

The purpose and constitutional objectives.

1. to provide intervention and support programs for people in crisis specifically to meet the needs of people in the Target Community.
2. to provide safe reliable access to local services for people in the Target Community who are unable to utilise local services due to obstacles such as language, residency status, understanding or social disadvantage.
3. to provide on-going bespoke support services to people in the Target Community where gaps have been identified in the provision of local services.
4. to provide settlement support and assistance for new migrants from the Target Community in effectively integrating into Australia and minimising their risks of exploitation.
5. to develop community-building programs and services that facilitate integration between the Target Community and the general multicultural community.
6. to extend the above assistance to people who are in genuine need from any cultural or racial background without the notion of borders,

## VISION

Recognised as the leading centre of professional excellence and subject matter expert for improved welfare of the [target] community.

## MISSION

Effectively and sustainably deliver services to promote general welfare and empower the target community to be self-reliant.

## TARGET COMMUNITY

The core target community (demographic) are people with heritage or a connection to South Asia or like cultures, generally referred to in Australia as Culturally and Linguistically Diverse (CALD) and/or Non-English-Speaking Background (NESB) communities. The immediate and emerging needs being similar across migrant communities our support logically extends across Multicultural communities.

ICSA is a migrant support organisation, that promotes due respect and recognition of the Aboriginal and Torres Strait Islander people as the first custodians of the land.

## VALUES

- Treat and be treated with respect
- Advocate for recognition, fairness, equality across the target community
- Advocate for those unable to do so themselves.
- Service delivery with no judgement.

# OPERATING Model

01

## GRASS ROOTS

Professional services delivered at the grass roots, in a cultural framework. Gaining detailed understanding of key needs.

02

## KNOWLEDGE

Working directly with clients and community through case work, interpreting, outreach building knowledge, & skills.

03

## EXPERTISE

Cultivating data & knowledge to become a Centre of Excellence for advocacy & develop fee-based capacity building products.

## SELF FUNDED

Agency is self-funded by revenue from products developed from our knowledge & expertise. Training, consultancy, specialist services.

***ICSA receives no core funding.***

EXCELLENCE

INNOVATION



# FINANCIAL SUMMARY FY24-25

These financial reports are operating financials which are supplemented by the generosity of community in the format pro bono support & contribution, volunteer time, donated goods, services, equipment, supplies & venues.

## Profit and Loss

Indian (Sub-Cont) Crisis & Support Agency  
For the year ended 30 June 2025

2025

### Trading Income

Chargeable Services	15,270.00
Client Fees	3,063.30
Consultancy Services	15,400.00
Donations	529.61
Grants	4,475.00
Reimbursed Income	6,688.10
Training	25,007.38
<b>Total Trading Income</b>	<b>70,433.39</b>

### Cost of Sales

Contractors & Consultants	30,329.00
<b>Total Cost of Sales</b>	<b>30,329.00</b>

### Gross Profit

40,104.39

### Operating Expenses

Audit & Accounting	1,693.20
Cleaning & Maintenance	1,244.18
Events & Hospitality	9,998.42
Insurance	4,849.45
IT & Website expenses	11,339.15
Marketing	4,828.07
Meeting expenses	1,770.75
Office Expenses	1,760.94
Printing & Stationery	1,077.71
Program Costs - Advocacy & Representation	410.00
Program Costs - DPV	1,300.00
Program Costs - Group Work	1,077.43
Repairs and Maintenance	322.99
Stripe Fees 1	87.74
Subscriptions & Memberships	443.62
Superannuation	7,918.69
Telephone & Internet	1,687.27
Utilities	2,149.84
Wages and Salaries	56,090.40
<b>Total Operating Expenses</b>	<b>110,049.85</b>

### Net Profit

(69,945.46)

# Balance Sheet

Indian (Sub-Cont) Crisis & Support Agency  
As at 30 June 2025

30 JUNE 2025

## Assets

<b>Bank</b>	
ICSA	128,477.89
Stripe AUD	1,218.32
<b>Total Bank</b>	<b>129,696.21</b>
<b>Current Assets</b>	
Accounts Receivable	1,919.48
Prepayments	796.00
<b>Total Current Assets</b>	<b>2,715.48</b>
<b>Fixed Assets</b>	
Computer Equipment	3,103.90
Less Accumulated Depreciation on Computer Equipment	(112.00)
Office Equipment	318.49
<b>Total Fixed Assets</b>	<b>3,310.39</b>
<b>Total Assets</b>	<b>135,722.08</b>

## Liabilities

<b>Current Liabilities</b>	
GST	(29.37)
PAYG Withholdings Payable	4,748.00
Rounding	(0.05)
Sundry creditors	(2,955.00)
Superannuation Payable	4,301.97
<b>Total Current Liabilities</b>	<b>6,065.55</b>
<b>Total Liabilities</b>	<b>6,065.55</b>

**Net Assets** 129,656.53

## Equity

Current Year Earnings	(69,945.46)
Retained Earnings	199,601.99
<b>Total Equity</b>	<b>129,656.53</b>