



# Share with Us

MDAA Inc. Newsletter

January 2017

## HAPPY NEW YEAR from MDAA



### Wheelie Perfect Sports Day 17 January 2017

Wheelie Perfect Sports Day was a fundraising event for people from all abilities, cultures, languages and age groups. The day included a range of sports activities, BBQ and music. The event was held on Tuesday 17 January 2017 at Wyatt Park, Auburn. The project was aimed at positive reinforcement for people with disability and all people's rights to full inclusion in our community. MDAA would like to acknowledge Big Heart Big Vision's considerable contribution to this event. A big thank you to all MDAA staff and volunteers who worked very hard for the project. We look forward to hearing your views on this project.



MDAA gratefully acknowledges funding provided by the Australian Government through the Department of Social Services, as well as funding from Ageing, Disability and Home Care, Department of Family and Community Services

# MDAA News

## Jewellery making class 13 December 2016

The NSW Network of Women with Disability had an enjoyable time at a Jewellery making class on the 13 of December 2016. It was part of an extended group therapy activity run by MDAA. The class was facilitated by a mental health nurse from Macarthur Mental Health and was attended by both NSW Network Women with Disability and MDAA staff members. The purpose of the activity was to promote social connection among women with disability from CALD backgrounds and learn new skills to improve their self-esteem. The response from the participants was very positive and they would like to have similar activities on a regular basis.



## End of Year Consultation 20 December 2016

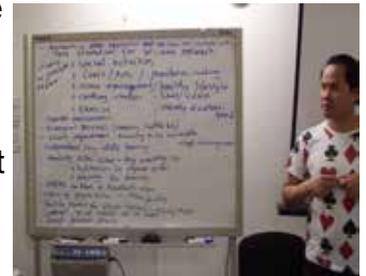
MDAA meets annually with our consumers and members at the end of the year to give us feedback on our work over the year and to help us plan for the next year ahead. From this consultation, some priorities were identified that we can work towards and positive feedback was also given. Sara, Vanco and William facilitated the forum. Issues raised last year were discussed including NDIS, Opal card and transport in general. These issues have since been addressed.

A discussion took place with our consumers and members regarding what they can contribute and help MDAA to progress. As an organisation we work collectively with our consumers and members so that people can participate, contribute and participate and build capacity.

The participants were split up in two different groups with two discussion questions.

What did you like most about MDAA this year?  
What would you like to see improve at MDAA?

MDAA received great feedback and some areas the consumers felt we could also improve on. The discussion had positive outcomes.



## Farewell to student on placement at MDAA

Antonio is a Social Work student on placement with MDAA. This is his farewell message. 'I just wanted to sincerely thank each one of you for the amazing experience you have provided for me. I have learned a lot about disability, diversity, advocacy, community development, sweets, food, etc. Most importantly, you have demonstrated since day one how inclusive and welcoming this agency is. This is a clear and strong reflection of MDAA's vision of a society where everyone, regardless of background or disability feels welcome, included and supported. I was not just able to learn about diversity but through the environment which MDAA maintains I could clearly understand how important it is! I'm leaving MDAA but I certainly still share your vision! All the best for each of you, and particularly, for MDAA as an organisation!' *Antonio M. Landell de Moura*



## MDAA City & Inner West Update

Approaching Christmas, everyone was busy planning to spend time with loved ones. A consumer of the City and Inner West (CIW) office was happy to have his therapy dog back by the Christmas holidays. His dog was placed under the RSPCA's care after he was hospitalised in July 2016. When he was discharged by the hospital, the RSPCA declined his request to return his dog due to concerns about whether he could continue to look after it. The consumer tried every means to communicate with the RSPCA but failed to get his dog back. He asked MDAA for help, and with MDAA's professional and diligent advocacy support, his dog was delivered back to him on 12 December 2016, just in time for Christmas & New Year.



## Community Voices

In 2016, MDAA Community Voices staff took part in the Festival of All Abilities for the first time. This was a three week festival with a variety of events which coincided with Social Inclusion week and international Day of People with Disability. Festival of All Abilities advocates an end to disability discrimination, the social inclusion of seniors and people with disabilities and carers, and the provision of infrastructure, services and facilities in our community. It was held between 24 November and 10 December 2016. Robina Yasmin and Catherine Vanisi attended the Groovability Festival in Burwood on 1 December 2016 at Burwood park and also attended the Dont Dis My Ability Campaign Launch at Sydney Town Hall on the same day.



## Sexual Lives/Respectful Relationships (SL&RR) 1 & 2 Dec

SL&RR is a peer-led, rights-based violence and abuse prevention program developed to empower people with intellectual disability. Western Sydney and South Western Sydney districts were host to information sessions for the implementation of the NSW Sexual Lives & Respectful Relationship (SL&RR) National Program held at Mount Druitt and Liverpool. The information sessions were attended by representatives from various NSW disability and mainstream agencies including the NSW Department of FACS/ADHC, Intellectual Disability Rights Service and Blacktown, Mount Druitt and Liverpool Police. Dr Patsie Frawley (SL&RR Researcher), and Linda Stokoe (Senior Peer Educator) both from Deakin University in Victoria facilitated the two information sessions to approximately 50 participants. At the end of the sessions, the program received positive responses from organisations and people with disability which was expressed in their willingness to participate in future training as Peer Educators Learning Partners and Program Partners.



## Sexual Lives/Respectful Relationships (SL&RR) 19 Jan 2017

On Thursday 19 January 2017, the NSW SL&RR Program held a Peer Networking session at MDAA Head Office in Granville with 29 attendees. The facilitators Rachel Lazarov & Chris Livanos were instrumental in engaging the audience, focusing on forming Respectful Relationships. Various techniques including brainstorming, working in groups, role play and sharing lived experiences were used. This was effective in engaging with participants and helped to form connections between people with disability and staff. MDAA received positive feedback from attendees. Granville Police attended and enquired if they can bring more officers for future training sessions.



## MDAA Governance Committee Report

On behalf of the Governance Committee and staff we wish you all a happy and productive New Year for 2017.

Since the last newsletter MDAA has continued to provide its advocacy services to people from CALD/NESB with disability, their families and carers as well as organised training for the Governance committee members, staff and people we support. The training has focused on issues supporting people to become aware of the changes that are happening with the introduction of the NDIS and the rolling out of the program in various geographic areas and in order for us to be aware of the changes and effectively support people to understand and access the NDIS packages.

The Governance committee has been meeting regularly and having training regarding their roles as members, their responsibilities for the overall function of the organisation and in relation to NDIS as well as how the organisation needs to transition to the new system. Issues like its viability in the new system and implementing changes in MDAA's organisational structure, financial procurement of funds from various sources, development of a marketing strategy and be NDIS ready are some of the priorities that the Governance Committee focused on. Two sessions were held with Marketing consultants where a comprehensive report was presented on how MDAA can better promote its services supporting people with disability, their families and carers from CALD/NESB as the transition to the NDIS continues. A comprehensive marketing strategy was developed to help ensure MDAA increases its profile in the future and develop strategic networks in the community to better support people with disabilities with and without NDIS funding.

A strategic plan was developed and meetings were held between staff and Governance committee to review and update the plan and changes to be made to align it to the operations of MDAA and the changing environment of the NDIS. Some of our clients have already received packages and are happy with the outcome. A consultant was also hired and very productive days meeting was held between the staff and the Governance committee for us to discuss how the organisation will position itself in the new NDIS environment. A plan of action was developed from the session and is being looked at by the staff and Governance committee.

Congratulations to the all the staff of MDAA who achieved various milestones in the execution of their work and also for the many successful outcomes for the people we support. Thank you to some of the staff who have left the organisation to seek other areas of work to broaden their employment skills. Finally, thank you to all of our members and volunteers, students and other people who have contributed towards the work of MDAA in different ways.

*Vivi Germanos-Koutsounadis (MDAA Chairperson)*

### Time to renew your MDAA membership for 2016

#### MDAA Membership Renewal DUE 1 July 2016

Thank you for supporting MDAA through your membership. MDAA has been working hard over the past twenty years advocating for the rights of people from a Culturally and Linguistically Diverse (CALD)/ non-English speaking (NES) background with disability.

We are looking forward to continuing to promote, protect and advocate for the rights of people with disability, their families and carers over the next 12 months and into the future. Your support as a member is important to MDAA, so please renew your membership as soon as you receive this reminder.

**Please note:** Your membership should be renewed to be eligible to vote at MDAA's AGM or to nominate for the Governance Committee. We will enclose a membership renewal form for you. Kindly return the membership renewal form with the applicable fee by 1 July 2016.

If you have any questions, please contact MDAA on (02) 9891 6400.

## MDAA Executive Director's Report



Happy New Year! May 2017 bring us much peace, progress and success. As we welcome in the new year, we also enter a challenging and exciting time in the history of MDAA. With these changes also come many opportunities for positive outcomes and we look forward to working with you in achieving much over this next year.

As the NDIS is rolled out throughout NSW, MDAA continues to work with government, people with disability from non-English speaking backgrounds (NESB) and other services to help ensure that the NDIS becomes more accessible and effective for MDAA's members and the people we support. MDAA is committed to ensuring that people with disabilities from NESB, their families and carers are aware of their rights and entitlements in the NDIS world and that we continue to support you in having your voice heard at both individual and systemic levels.

Over the past year, MDAA has been working with its Governance Committee, members, staff and external consultants on an effective strategic plan to help ensure our existing programs and new initiatives effectively support you as the NDIS continues to change the disability landscape. Consequently, over the next few months, MDAA's organisational structure will change to add on new roles and projects. These changes will not impact on MDAA's current programs nor our core mission to promote, protect and secure the rights of people with disability from NESB. MDAA's objective is to effectively bring about positive changes in society to make sure it is more accessible and inclusive for people with disability from NESB at all levels and we hope our re-structure, as a way of meeting the unique challenges brought about by the NDIS, will result in creating positive outcomes for the people we support as well as ensuring MDAA remains a strong and leading voice in New South Wales for people with disabilities from NESB communities.

We are also delighted to announce the new Governance Committee as of November 2016 and are grateful for their dedication and guidance:

Vivi Germanos- Koutsounadis - Chairperson

Mary Kumar - Vice Chairperson

Sarah Butler - Secretary

James Anvia - Treasurer

Robina Yasmin – Assistant Treasurer/Assistant Secretary

Nooria Latif

Quang Nguyen

Vidya Laurie

Ejaz Ahmad

Zhila Hasanloo (Staff) – Public Officer

## Staff Updates

There has been some changes in the MDAA staff. We would like to welcome Sara Imanian (Systemic Advocate) and Lambrini Gourvelos (Admin/Reception).

Sara, MDAA's new Systemic Advocate, Policy and Projects Officer, has several years of experience in social research, and has advocated for women's rights to reform discriminatory laws. She also has a PhD in social policy and has worked on evaluating the projects of human rights institutions and two Masters in sociology and children's rights.

MDAA has farewelled Patricia Puente (Counselling/Support- Information Advocacy) and Janet Ncube (Pre-planning and Admin support)



# Upcoming Events at MDAA

## Raffle for NSW Network of Women with Disability

MDAA is excited to be raising funds for further projects for the NSW Network of Women with Disability. We will have some interesting forums this year for women and will keep you updated in this newsletter. Please consider supporting the network and your community by entering our raffle. MDAA House Granville will have tickets available for sale. For further details please call 1800 629 072. All proceeds of the raffle go to the Women's Network. The raffle will be drawn on International Women's Day, 8th March 2017 at MDAA.



## Community Voices Training

The Community Voices Project develops the skills and abilities of people from non-English speaking background with disability, their family and carers to share their stories and experiences to raise awareness about disability in the community. Join our wonderful Community Voices Volunteers team. Gain confidence in public speaking through promoting MDAA.

For more information and to register your interest please call Sara (Systemic Advocate) on 1800 629 072.



## International Women's Day 8 March 2017

MDAA and the NSW Network of Women with Disability would like to invite you to celebrate International Women's Day. The event will include activities such as talks, pampering and music.

**Date:** Wednesday 8 March 2017

**Time:** 10.00 am to 1.00 pm

**Where:** MDAA House 10-12 Hutchinson St, Granville

Please contact MDAA to register on 1800 629 072.



## Arabic NDIS Forum 16 February 2017

**This is an English/Arabic community session.**

Find out more information about the NDIS and learn about our free NDIS Pre-Planning services.

**When:** Thursday 16 February 2017

**Time:** 10:30am to 12:30pm

**Venue:** Al Minia Charitable Association

**Address:** 10 Raglan Road Auburn NSW 2144

Lunch provided after the session.

To register please call MDAA on 1800 629 072 or e-mail to [mdaa@mdaa.org.au](mailto:mdaa@mdaa.org.au)



## Yarn Bombing workshops at MDAA

Yarn bombing or urban knitting or is a type of graffiti that employs colourful type of street art where public objects are covered with colourful, woolly knitted or crocheted yarn or fibre. MDAA wants to lift the spirits of the wider community by having workshops in Yarn Bombing as well as improving the skills of members and consumers.

You will need

- Assorted scrap yarn colours for knitting, crocheting or sewing
- Yarn needles
- Time and imagination

To register your interest please call Sara on 1800 629 072



# Information

## Legal Aid NSW at Auburn

Free weekly civil law clinics in Auburn.

These clinics are drop in clinics and are held on each Friday at Auburn Centre for Community, Civil Law Outreach Clinic 44A Macquarie Rd Auburn NSW 2144.

The clinics are held from 9.30am to 12.30pm. No appointments are required and are on first in - first serve basis. Come and talk to Legal Aid NSW or ring 9219 5795 to make an appointment.



## Positive Partnerships for Parents and Carers

Positive Partnerships is holding a 2 day workshop for parents and carers of school aged children on the autism spectrum, designed to help you foster productive school, family and community relationships to provide the best kind of support for your child.

### Workshop details

**Venue:** Mercure Hotel Parramatta, 106 Hassall Street, Rosehill NSW 2142

**When:** Tuesday 21 and Wednesday 22 February 2017 9.15 am – 3.00 pm

Register Online: [positivepartnerships.com.au](http://positivepartnerships.com.au) Registrations close one business day prior to the workshop. Register early as places are limited!

Questions? If you are not able to register online please call the Positive Partnerships Infoline : 1300 881 971 or email [parentcarer@autismspectrum.org.au](mailto:parentcarer@autismspectrum.org.au)



## NDIS Information Session: Holroyd

This information session is designed to help people with disability, as well as their families and carers, get ready for the National Disability Insurance Scheme.

The session will cover topics such as:

What is the NDIS and how does it work?

Am I eligible for the NDIS?

What will happen if I am made eligible?

What kind of support can I access through the NDIS?

Allan G Ezzy Centre, Lot 256 Driftway Drive Greystanes NSW 2145

Tuesday 7th February 2017

10:00am – 12:00pm (Auslan Interpreter Available)

6:00pm – 8:00pm (Auslan Interpreter Available)

Please R.S.V.P. by 6/02/2017 at [NSWSydneyengagement@ndis.gov.au](mailto:NSWSydneyengagement@ndis.gov.au)



## Contributions to the MDAA 'Share with Us' Newsletter

**Attention MDAA Members - This is your newsletter**- your stories, your ideas and your experiences are important to MDAA and its membership. Would you like to try writing something for the next Newsletter? The 'Share with Us' Newsletter is produced every two months. If you are worried about writing in English, someone here at MDAA can help you.



**'Share with Us' Newsletter deadlines for 2017:**

**Monday 23 January 2017** for sending out **Friday 27 January 2017**

**Monday 27 March 2017** for sending out **Friday 31 March 2017**

**Thursday 25 May 2017** for sending out **Mon 29 May 2017**

**Mon 24 July 2017** for sending out **Fri 28 July 2017**

**Mon 25 September 2017** for sending out **Fri 29 Sept 2017**

**Mon 27 November 2017** for sending out **Thurs 30 Nov 2017**

Please contact MDAA on 02 9891 6400 or [mdaa@mdaa.org.au](mailto:mdaa@mdaa.org.au) if you have any questions.

## Multicultural Food - Fiji

The Fiji-born community in Australia comprises several ethnic groups, including Fijian, Indian, Chinese and European. The mainstays of Fijian diet are boiled taro and cassava. Vegetables, tropical fruits and lolo (coconut milk) are also included in the preparation of dishes. Fijian Indian food traditionally includes spicy curry dishes.

### Fijian Kokoda(Raw Fish)

#### Ingredients

500g diced white boneless fish fillets(rockcod or walu)

3 large lemons or limes(squeezed)

1 x can coconut milk

2 x tomatoes diced

1 x large onion diced

1 x chilli diced (or Tabasco sauce)

1 x large capsicum diced

Salt for flavour

#### Method

Remove bones from fish fillets than cut into strips or cubes. Marinate fish in lemon juice overnight. In the morning drain the excess from the fish.

Add coconut milk, onion, tomatoes, chilli and capsicum. Stir.

Add salt for flavour.

Serve in a large bowl on a bed of lettuce leaves or as individual servings in a cocnut half-shell.



## National Standards for Disability Services

### Standard Four: Feedback and Complaints

The intent of this standard is to ensure that both positive and negative feedback, complaints and disputes are effectively handled and seen as opportunities for improvement. To meet this standard, service providers are required to have clearly communicated and effective systems in place to address and resolve issues raised by individuals, families, friends, carers and advocates.

This standard recognises that robust and timely feedback, including compliments and complaints, is a key driver for continuous improvement.

The standard emphasises the importance of:

- clear and regular communication about how to provide feedback including how to make a complaint;
- the use of feedback and complaints to continuously drive service improvements;
- regular, proactive and inclusive feedback systems;
- effective complaints management and resolution;
- transparent dispute management; and
- access to independent information, support, advice and representation to ensure people are able to provide feedback or make a complaint.

**Disclaimer: The views expressed in some articles of this newsletter are the authors' and may not reflect the views of MDAA.**

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