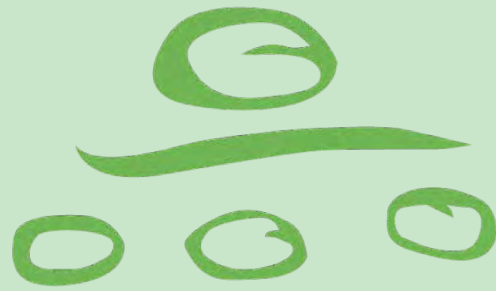


Multicultural Disability Advocacy Association of NSW Inc.



MDAA

ANNUAL REPORT 2017-2018





**Multicultural Disability Advocacy Association
of NSW Inc**

ANNUAL REPORT 2017-2018



MDAA's Vision

A society where everyone, regardless of background or disability feels welcomed included and supported.

Who we are

The Multicultural Disability Advocacy Association of NSW Inc. (MDAA) advocates for the rights and interests of all people with disability, and is considered the peak organisation for people from a non-English speaking (NES) /culturally and linguistically diverse (CALD) background with disability, their families and carers in NSW.

MDAA views culture and disability through the lens of diversity. We see diversity as strength and we promote this view in all our work.

Our three year Strategic Directions 2015-2018 will focus on four major goals. MDAA's goals and measure are set out in the Strategic Directions document which is on our website.

The major goals are:

- Empowered People and Communities
- Innovative Leadership
- Dynamic and Influential Organisation
- Greening MDAA

MDAA works towards achieving these goals through Systemic and Individual Advocacy, Advocacy Development, Capacity Building and Networking, Industry Development and Training.

MDAA has seven offices: MDAA Granville (Head Office), MDAA City and Inner West, MDAA South East Sydney, MDAA Bega, MDAA Griffith, MDAA Newcastle and MDAA Wollongong.

Our Goals/Values

MDAA works to:

- Promote the rights of people from NES/CALD background with disability, their families and carers in NSW and make sure their rights are safe and protected
- Get fair access to, and good results from, government and non-government services for people from NES/CALD background with disability and their families and carers in NSW
- Improve the quality of life for people from NES/CALD background with disability and their families and carers
- Increase the participation of people from NES/CALD background with disability and their families and carers in community activities.

Our main areas of work

- **Individual Advocacy and Advocacy Development:** we support people with disability and their families and carers to stand up for their rights and we work to change community attitudes. We also receive funding to run capacity building and awareness-raising projects
- **Systemic Advocacy, Policy and Research:** we work to improve policies and services for people with disability and their families and carers
- **Industry Development and our Registered Training Organisation ‘cultural abilities’:** we provide training in cultural diversity and disability and work with services to increase their knowledge and understanding of our consumer base as well as the issues and challenges they face.
- **Organisational Development:** we work to make MDAA an organisation with strong community links and partnerships
- **Advocacy Development:** we provide information about changes to the service systems across NSW in the disability sector including the rollout of the National Disability Insurance Scheme (NDIS).
- **Pre-Planning:** we support people to attain the life they want through their own individual planning as a strategy to get ready for the NDIS.
- **Support Coordination:** we support participants in the NDIS to make the most of their NDIS funding, finding and connecting to the best support services and making decisions about their future.
- **NDIS Appeals and Review Program:** we support participants in the NDIS to review an NDIA decision through the review and appeals process.



MDAA Staff, Governance Committee and volunteers

Chairperson's Message



On behalf of the Governance Committee, I present the 23rd Annual Report of Multicultural Disability Advocacy Association. Over the years, MDAA has continued to provide its invaluable capacity building services to people with disability (PWD), and their families and carers from CALD/NES backgrounds.

MDAA's capacity building services ensure that PWD have access to advocacy services, NDIS supports such as NDIS support coordination and appeals, and culturally and linguistically appropriate services to meet their presenting needs. MDAA provides PWD opportunities to engage in decision making processes through leadership, empowerment and community development. MDAA encourages and promotes self-advocacy thus better enabling PWD to gain confidence to negotiate the complexities of government as well as the legal, cultural and social systems of our society.

MDAA's systemic advocacy aims to influence and change practices, policies and legislation to enhance government systems and community attitudes. MDAA aims to create change through informed understanding of the experiences and challenges of PWD. MDAA endeavours to create an awareness of the needs of PWD from CALD/NES background and their families and communities; and to promote the need for government to diversify their programs, funding allocations, and to consider them in their planning and allocation of resources to meet these needs.

MDAA provides industry development training to disability services across NSW to assist them to become more culturally responsive; MDAA also assists ethnic community services to understand and respond better to people with disability. Australia is one of the most multicultural societies in the world and we therefore need diverse services to cater for the needs of our population. Often for various reasons (some of which are funding, and non-inclusion of their needs in policies planning) governments are not providing relevant services to some groups in our community as they erroneously believe that one size fits all.

The decision of both state and federal governments to change the funding arrangements of disability with the introduction of the NDIS has created uncertainty in the disability sector. MDAA has participated in many meetings and is part of NDIS Advisory Committees to represent the needs of NES/CALD people. Both state and federal funding bodies informed the disability sector that funding for advocacy will be cut within the next two years especially the state funded programs. Unfortunately the government mistakenly expected that the NDIS would serve all the needs of PWD.

The disability sector organised a campaign Stand By Me and worked collaboratively, meeting relevant state Ministers and the NSW Premier asking them to reverse their decision as cuts to advocacy funding would leave many vulnerable people without support and disrupt the community services sector which has been providing support to the disability sector for many years to fill the gaps in service delivery. The Premier agreed to continue to fund services to 2020 and hopefully beyond. It is great that the disability sector is working together to lobby the governments to continue to provide funding.

Chairperson's Message cont...

The Governance Committee (GC) had consultations and planning meetings as well as meetings with staff (who are an integral part of the organisation to look at its operations) to discuss funding sustainability and MDAA's structure. As a result of these discussions some of the programs have been changed and some positions restructured; and some staff have left the organisation. We would like to thank all staff especially those who have left and worked with MDAA for many years for their contribution to the success of the organisation. We welcome all new staff members.

The GC is continuing to develop the plan of action, restructure its operations and diversify its funding and programs. We are confident that MDAA will continue to provide its vital services to PWD and their families and carers and make a difference to their lives.

Training has been provided to all our staff throughout the year to enhance service delivery and to stay abreast of new developments in the disability sector.

The GC members are PWD and/or have a family member with disability; they have also received training on various areas of their responsibilities such as legal and financial accountability, risk management, strategic planning; thus ensuring that the constitution of the organisation is being adhered to; financial controls are in place; management, administration and accountability of funding and planning for the organisation are all working in accordance with the organisations legal obligations.

The GC is pleased to announce the financial audit was successfully completed, and we present the audit to the members for acceptance and endorsement. The organisations finances and assets are efficiently managed, and our operational and administration activities are well received by our consumers in our City and Inner West, South East Sydney, Griffith, Newcastle, Wollongong and Bega offices. The reports from the Executive Director and the program staff provide comprehensive information of the number of people and type of support provided to consumers and others during the year.

On behalf of the Governance Committee's we express our deep appreciation to all the government departments and other funding bodies for providing us with the resources to continue our work. We thank our volunteers who give their time freely, to current and former staff, to consumers and to our committed, dedicated, energetic, and enthusiastic Executive Director, Susan Laguna who works tirelessly to ensure that PWD and their families and carers are provided with services which are relevant to them, are empowered are included and given opportunities for them to participate as equals in the community.

Vivi Germanos-Koutsanadis - Chairperson Governance Committee



Governance Committee and speakers MDAA AGM

Executive Director's Message



At the outset, I would like to thank our funders the defunct, Ageing Disability and Homecare of NSW (ADHC) and the Commonwealth Department of Social Services (DSS) for providing much needed funding to support people with disability principally those from CALD/NES backgrounds.

The last financial year was full of challenges for MDAA as we encountered trials coming from internal and external sources. Understandably, the final roll out of the NDIS was very unsettling so we were having staffing issues. We were trying to find our footing in the new system, especially the fact that we faced before and until present day, the possibility of losing our advocacy funding. Our major funder, ADHC has effectively closed its doors in 30 June 2018.

Most of MDAA projects funded by ADHC for two years ended in June 2018. Our advocacy funding will continue for another two years after NSW Premier recapitulated. This was a result of a relentless lobbying campaign from the Disability Advocacy Alliance of which MDAA is a member. This is a big win after we at MDAA also lobbied hard by running a petition, visiting and talking to politicians, our funders and joined the Disability Advocacy Alliance. Through these actions our collective effort paid off with Premier Berejiklian extending the funding until 2020, but the battle continues....

These were MDAA's activities funded by ADHC on its second year:

- The Living Sexual Lives Respectful Relationships (SL;RR) Program, in partnership with Deakin University, which is a peer-led education project targeting people with cognitive disability, focusing on healthy and respectful relationships. The project has achieved its target of setting up 3 sites for Blacktown, Liverpool and Nepean
- With My Life, My Future Project, we organised group planning sessions.

Meanwhile, the NDIS Appeals and Review funded by the Department of Social Services (DSS) is going strong and funding for advocacy from the Commonwealth has been continued.

In relation to our systemic work, MDAA sits on many multicultural, rights based committees and projects such as the NDIA CALD Stakeholder Advisory Group, FACS Multicultural Advisory Group, NSW Council of Social Services (NCOSS) CALD Women, Skilled to Thrive and local councils.

MDAA keeps abreast of the grassroots issues by organising various consumer consultations and has given informed input on issues to government and non-government organisations. Our annual consumer conference is a rich source of information and this year it was focused on the NDIS experiences of our consumers. Furthermore, MDAA has restructured its Individual Advocacy program. From 1 July 2018 Individual Advocates will now be Capacity Building and Support Officers in line with the NDIS changes and related services we offer through Support Coordination and Community participation activities.

Our Community Voices Project and the NSW Network of Women with Disability Network continue, not as vigorously active but remains part of MDAA's business.

At an organisational level, the GC, in consultation with staff and MDAA membership, have developed our strategic direction for the year 2019-2021 with more focus on diversifying sources of funding. We have taken small steps organising fundraising activities such as raffles and barbecues with Bunnings North Parramatta. We plan to have more fund raising events each year.

MDAA had a joint Third Party Verification (TPV) and audit on the National Standards for Disability Services (NSDS) and received positive feedback from the auditors.

MDAA commits to a skilled workforce and so we have training opportunities arranged for our staff, volunteer and the Governance Committee on a regular basis. MDAA prides itself in providing for the professional development of our staff with the help of our consultant trainer and other networks.

Susan Laguna - Executive Director

MDAA's Governance Committee

The following people were members of MDAA Governance Committee this financial year:

July 2017 to June 2018

Vivi Germanos-Koutsounadis, Mary Kumar, Robina Yasmin, Sarah Butler, Nooria Latif, Vidya Laurie, James Anvia, Ejaz Ahmad, Cathy Naing and Quang Nguyen.

Co-opted: Wilson Zhang.

Thank you to all former and current Committee members for their contributions to keep MDAA's governance in line with the Constitution and legal requirements.



Vivi Germanos-Koutsounadis



Robina Yasmin



Mary Kumar



Nooria Latif



Quang Nguyen



Ejaz Ahmad

Structure of MDAA's Committee

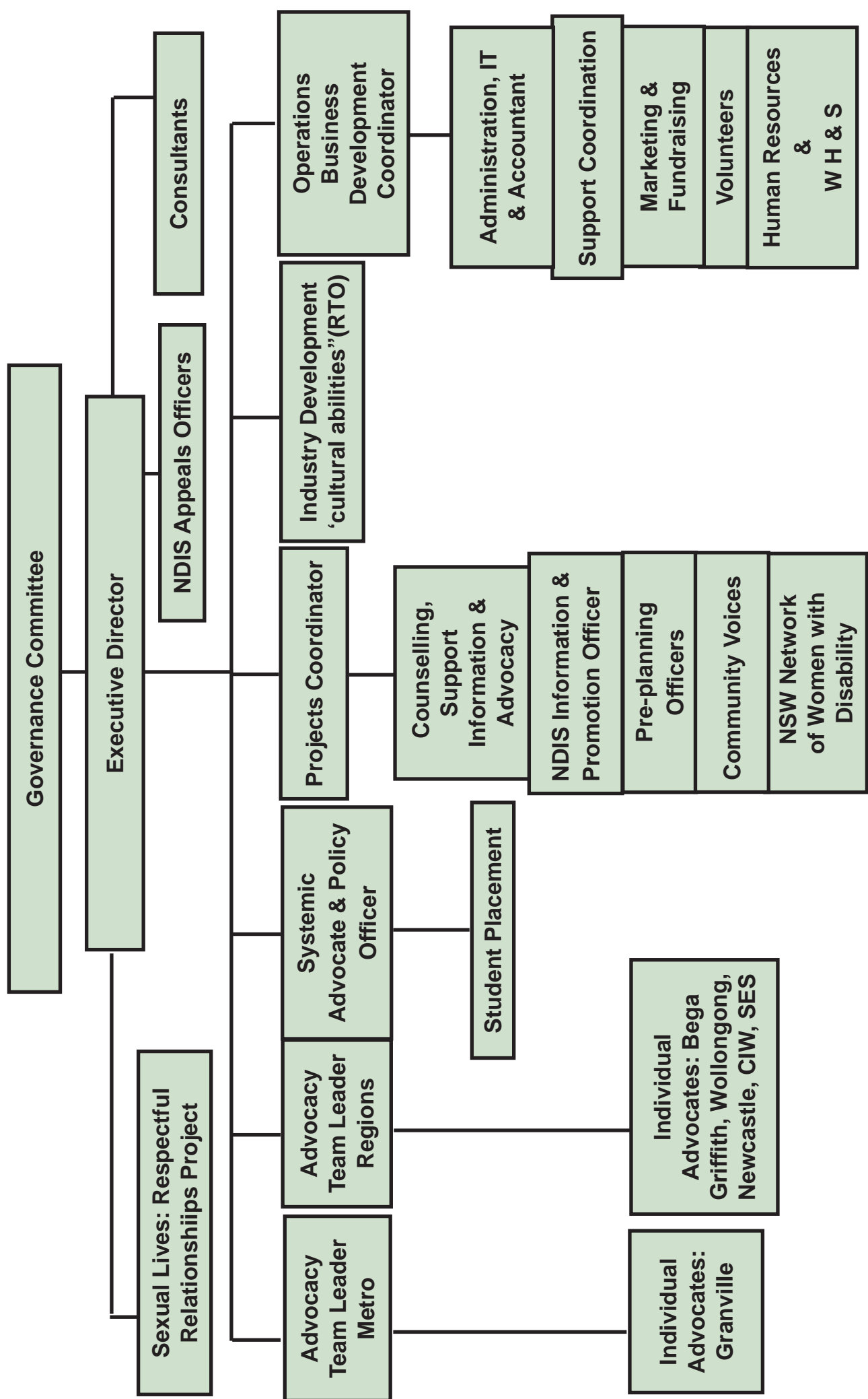
Committee	
Office Bearers	Chairperson – Vivi Germanos-Koutsounadis Vice Chairperson – Robina Yasmin Secretary – Cathy Naing Treasurer - Mary Kumar
Ordinary Members	Nooria Latif, Sarah Butler, Quang Nguyen, Vidya Laurie, Ejaz Ahmad, James Anvia
Co-Opted Members	Willson Zhang

Policy Sub-Committee
All Governance Committee as available Staff support/ex-officio: Susan Laguna, Alicia Rogriguez

Finance Sub-Committee
All Governance Committee as available Staff support/ex-officio: Susan Laguna, Vani Srikumar

Human Resources Sub-Committee
All Governance Committee as available Staff Support/ex-officio: Susan Laguna,

Organisational Structure



MDAA Volunteers, Consultants and Students

Volunteers

MDAA and the NSW Network for Women with Disability would not be able to continue work as usual without the support of our volunteers. Their support is greatly appreciated and very important to our valuable work at keeping members and consumers informed of events, for example by doing mail outs, production of the newsletter and administration and promotional tasks. Our thanks to all of our dedicated volunteers at MDAA and the NSW Network for Women with Disability volunteers.

MDAA Volunteers: Carmelita Bongco, Hannen Abdallah, Pauline David, Arnold Agda, Fouzia Mir, Sher Faquirsada, Paul Javens, Cathy Naing, Laura Naing, Anthony Borg, Thi (Rosa) Edwards, Nooria Latif, Ejaz Ahmad, Osito Herrera and Marilou Eduardo.

NSW Network of Women with Disability: Carmelita Bongco, Hannen Abdallah, Nidhi Shekaran.



Consultants

MDAA contracts a number of people with particular expertise and experience to do a range of specific tasks. We would like to thank them for their valuable input to MDAA:

Loreto Eduardo - Information Technology

Maria Katrivesis - Cultural Competency Support Project; Industry Development 'cultural abilities' trainer.

Dot Hennessey: Trainer and Business Development Advisor

Nancy Walker - Human Resources

Students on Placement

MDAA has engaged students on placements from a number of universities and colleges. During their placement all were exposed to various aspects of the work of MDAA; from advocacy to running workshops. We would like to thank and acknowledge their valuable contribution.

MDAA Students: Alicia Galea, Iman Rehman, Rhonda El-Ahmad and Jessica Elizondo



Alicia Galea farewell

MDAA 2017 AGM

The Multicultural Disability Advocacy Association held our Annual General Meeting (AGM) on Wednesday 6 December 2017 at St Marks Hall in Granville. Guest speakers included, Ms Dai Lee, founder of Diverse Asian Women's Network, Carlie Broadbent, Cumberland Council representing the Mayor and Uncle Greg, who did the Welcome to Country. Following our AGM, all guests were invited for lunch and to celebrate MDAA with performances by Granville Boys High School Band and Afghani Women's Group.



Ms Dai Le



Uncle Greg



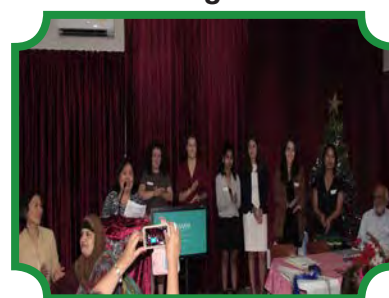
Susan Laguna ED



Mary Kumar; Chairperson



Robina Yasmin; Treasurer



New MDAA Staff 2017



Attendees



Celebrations



***Granville
Boys High
School Band***



MDAA's Patron A/Prof Munjed Al Muderis

MDAA has discussed the benefits of having a patron for the organisation. A person with influence in the community, that shared the values of MDAA and would support MDAA to promote, protect and secure the rights of people with a disability, with a focus on people from a CALD/NES background. After five potential candidates were considered there was one person that stood out from the rest due to their inspiring story as a refugee, as well as being an internationally well respected pioneering surgeon and humanitarian, who had helped many amputees regain their mobility. In November 2017, MDAA wrote to Associate Professor Munjed Al Muderis inviting him to become our Patron and to our delight, he accepted. On the 2 January 2018, representatives from MDAA held a productive meeting, to confirm his appointment as our organisational patron.



Left to Right: Susan Laguna, Robina Yasmin, A/Prof Al Muderis and Zaya Toma

About A/Prof Munjed Al Muderis

A/Prof Munjed Al Muderis is an orthopaedic surgeon and a clinical lecturer at Macquarie University and The Australian School of Advanced Medicine. He specialises in hip, knee, trauma and osseointegration surgery. He is a fellow of the Royal Australasian College of Surgeons and Chairman of the Osseointegration Group of Australia. A/Prof Al Muderis graduated from Baghdad College High School (The American Jesuit) in 1991. He studied medicine at Baghdad University from 1991 to 1997. As a first year resident A/Prof Al Muderis was forced to flee Iraq. He ended up on a flimsy wooden boat heading to his new home, Australia.

A/Prof Al Muderis' first job in Australia was at Mildura Base Hospital as an Emergency Unit and Orthopaedic Resident. A/Prof Al Muderis joined the Australian Orthopaedic Training Program in 2004 as part of the Sydney NSW Orthopaedic Training Scheme and obtained his surgical fellowship in 2008. He then went on to complete three post specialisation fellowships, two of which he carried out in Berlin, Germany. Specialising in hip, knee and trauma surgery, he is also a world leading surgeon in the field of osseointegration surgery.

Now living in Sydney with his family, A/Prof Al Muderis is a pioneer towards ensuring an environment where people with disability are independent and enjoy the same rights as any other person. We appreciate his commitment and are privileged to have him on board.

1. Individual Advocacy

MDAA's Individual Advocates provide short and medium term advocacy to people from diverse backgrounds with disability. Individual Advocates support people to understand their rights and protect these rights they have been or are likely to be violated, as well as support individuals in reaching their goals. MDAA utilises a person centred approach when providing advocacy support.

MDAA has offices in the following locations:

- Granville, Wollongong, Newcastle and Griffith (supporting people with disability from NES/CALD background);
- MDAA City and Inner West (All people with disability);
- MDAA South East Sydney (All people with disability);
- MDAA Bega covering Bega Valley Shire (All people with disability) and
- Disability Advocacy Brokerage, a partnership with the Information on Disability and Education Awareness Services (IDEAS)

The implementation of a new enquiry and intake process for Individual Advocacy enabled MDAA to have prompt responses to enquiries. As a result, MDAA supported over 1000 service providers and individuals with valuable information; increased the number of people supported; and eliminated the waiting list for advocacy support.



Information Forums and Activities 2017-2018

NSW Sexual Lives & Respectful Relationships Sessions

SL&RR was showcased at the Domestic Violence and Disability Forum in Penrith on 6 July, 2017. The NSW SL&RR Project Manager, Dr. Zhila Hasanloo, was a panel member and presented on the significance of developing the capacities of women with disability through access to education, information and services. Attendees included the Penrith Mayor (Cr John Thain), service providers, people with disability, carers, students, local media as well as local citizens. The presentations addressed issues at both individual and systemic level. The event provided an opportunity to approach the problem of combating the abuse and violence against women with disability, including changes to policy and procedures.



MDAA Lobbying Activities



MDAA's management, staff, Governance Committee and volunteers have been visiting some of our politicians to bring to their attention our concerns to help ensure advocacy



support continues to be available to people with disability throughout NSW. Among those we have seen are Minister Ray Williams, Minister of Disability Services and Multiculturalism; Ms Sophie Cotsis, Shadow Minister for Disability Services; Granville MP Julia Finn; Geoff Lee, Member for Parramatta; Matt Keane, Minister for Innovation and Dr Mehreen Faruqi MP. On Thursday 27 July 2017, The Honorable Jane Prentice MP paid a visit to Multicultural Disability Advocacy Association (MDAA). Jane Prentice is Assistant Minister for Social Sciences and Disability Services. She is actively lobbying with other senior offices for efficient funding of social and disability services.

Supported Decision Making September 2017

In September and October MDAA Staff (Jazmin Ramos, Rosa Touch, Catherine Vanisi and Natalie Deng) participated in a research study conducted by NSW Council of Social Service (NCOSS). It was for how to best support people in making decisions about their life, including personal wellbeing, safety and preventing harm. The research was to learn more about what people and staff do and want in supported decision making. The goal was to develop a culturally sensitive practice guide for people, staff and organisations that support them to build capacity in decision making including personal safety and wellbeing. Through numerous activities and exercises we discussed these topics with volunteer participants who had experience with making decisions as a person with disability. The end result of this research will be a resource produced by NCOSS and UNSW SPRC to assist advocacy agencies in their decision support work.

Information Forums and Activities 2017-2018 (cont.)

People with Disability (PWD) & Domestic Violence Forum

Counselling/Support Information Advocacy (CSIA) Officer, Rosa and Jazmin, our Individual Advocate held a forum for PWD and Domestic Violence on Wednesday, 27 September 2017. This forum was to inform our attendees about domestic violence: which is about power and control and shows itself in many ways (physical, mental, emotional, sexual, financial, social, and religious abuse). It also intersects with people from diverse cultures and people with disability; Healthy relationships, which are about respect, cooperation, trust, accountability, safety, honesty, support, equality and nonviolence were discussed. Guest speaker, Melanie from the WASH House, assists women and their children experiencing domestic violence. She spoke about safety planning, Apprehended Domestic Violence Orders (ADVOs), the court process, and services available to help. The attendees participated in the valuable discussion.

Community Networking Activities September 2017

- Tregear Community Expo run by Blacktown City Council - was attended by Jozmaye Benn, Luis Moreno and Catherine Vanisi. This was a good opportunity for networking in the Western Suburbs.
- Waitara School Expo – Catherine Vanisi and Luis Moreno held a promotional table for MDAA and had lots of opportunities for networking
- Activate Sports day at Fairfield - Attended by Rosa Touch from Nidhi Shekaran held a promotional table for networking.

Mental Health Awareness Forum 18 October 2017

MDAA hosted “Your Mental Health and You” function on Wednesday 18th October 2017. The fundraising event theme coincided with Mental Health Awareness month. This raised awareness about mental health and the importance of self-care. The event shed light on issues surrounding mental health and created a platform where mental health can be spoken about in a light-hearted way. In addition, the goal was to identify the ways we can better support our consumers and members within our local community, as well as fundraise to support MDAA's non-government funded programs and have fun at the same time.

The sausage sizzle and the great MDAA bake sale was an opportunity for participants to show off their hidden baking talents and the funds raised went to the Women's Network. The talented students from Granville Boys High School performed two magnificent music pieces. The event reminded everyone to be mindful of the wellbeing of yourself and people around you.



NSDS Audit November 2017

MDAA had its Recertification Audit to make sure that we follow the National Standards Disability Services' rules. The Audit was held from 20 November to 24 November 2017 in our Granville, City and Inner West and Griffith Offices. MDAA was successful and passed the Audit. We had 87% satisfaction rating in our Consumer survey.

Information Forums and Activities 2017-2018 (cont.)

End of Year Consultation 21 December 2017

On 21 December 2017, MDAA hosted the End of Year Members & Consumers Consultation. As per tradition, we not only wanted to celebrate the end of another year but also reflect and receive feedback from our members and consumers on how we can improve to best support them and how to effectively respond to their direct needs and interests.



Taking advantage of the knowledge of the participants, MDAA started the forum off with a Domestic Violence Roundtable to advance the important work done by the NSW Network of Women with Disability. We thank all the participants for the powerful conversations that ensued and would like to recognize the bravery and resilience of those who shared their stories with us. The aim of the forum was to provide a platform for the voices of our members and consumers to ensure that their feedback provide the foundation of any future planning at MDAA. We received great feedback from participants and some great ideas for potential projects. While the forum delved into a number of very serious issues, we ended our day with laughter, enjoying great company and food, and the inevitable toilet paper dress-up competition- with our very own Tory Karmakar winning it for her team!

Peer Support Group 23 January 2018



On Tuesday, 23 January, MDAA ran its first Peer Support Group. The group included men and women from diverse backgrounds and people with disability. The session began with meditation called “Loving Kindness” to centre ourselves. There was then a discussion about domestic violence with the participants taking part in a roleplay about this topic.

There were talks about the different ways we can say No to Domestic Violence, and how to support those whom are experiencing domestic violence. The last part of the session ended with jewellery making which proved to be a therapeutic activity for many.

Stand by Me Campaign for Advocacy March 2018

Stand By Me is a campaign run by a group of disability advocacy, information and peak representative organisations including MDAA, that empowers people with a disability to have a voice. The NSW Government wants to cut funding in June 2018, and MDAA is fighting so that we can continue to protect and uphold the rights of people with disability. It can be difficult for people with disability to get a fair go and speak up. Advocacy organisations help people with disability speak up and get a fair go. The government wanted to cut all funding to advocacy organisations. This means many people will not have a voice or get help when they need it.

The Stand By Me Campaign has been successful in securing funding to the end of 2020. Thank you to all that supported us.



Information Forums and Activities 2017-2018 (cont.)

NDIS Information Forum 7 March 2018

The NDIS Information Forum was held at St Marks Anglican church on 7 March 2018. The subjects presented at the forum; NDIS Eligibility and Access, the role of the Local Area Co-ordinator and NDIS Plan Implementation. Speakers included: Mr Anthony Kellet, National Disability Insurance Agency & Ms Jessica Bain, NDIS Community Engagement Officer. There was a presentation by Ms Alicia Rodriguez MDAA Systemic Advocacy & Policy Officer, Mr Luis Moreno NDIS Community Information and Promotion Officer and Mr Zaya Toma MDAA NDIS Appeals Officer. The topic: How can MDAA help to access and appeal NDIS decisions. Nidhi Shekaran MDAA Community Voices Project Support Officer gave a personal account of her NDIS experience. There were questions on Transport about service providers and the rights of service users and enabled presenters to provide up to date information about the current situation. Participants were given an opportunity after the forum to individually present their NDIS issues on a one on one basis with NDIS Staff. Feedback from participants was positive. There were some issues raised regarding the need for information to be more Accessible to people from CALD background.



Harmony Day Blacktown 21 March 2018

Hundreds of locals came together to celebrate Harmony Day on 21 March 2018 at Blacktown Council Chambers. People from many different backgrounds and cultures in traditional dresses danced and enjoyed a day of fun, dance, food and information sharing. MDAA CV member Arnold and MDAA NDIS Information Officer Luis held an information stall that was visited by many attendees and shared information about MDAA services and support available to people with disability, carers and family members from CALD Backgrounds.



Cross-Cultural Day 28 March 2018



MDAA celebrated Cross-Cultural Harmony Day on Wednesday 28 March 2018 at Westpoint Blacktown. MDAA was able to access the community hall opposite the AMF bowling. Some of the highlights of the day was Nidhi singing her cultural song which everyone loved. Community Voices volunteers all gave a brief description about what it meant to them personally to be able to participate in the

project and how they felt empowered by having the opportunity to develop their skills and abilities through learning to share their story. Rosa Touch (CSIA) also did a session on Meditation, relaxation and mindfulness. All participants joined in and had lots of fun on the day.

Domestic Violence Awareness Forum 3 May 2018

MDAA held a Domestic Violence Forum in our Granville office on 3 May 2018 organised by IA Iman Rehman. Presenters at the forum included Barnados Australia in Auburn who have a domestic violence program and work with families who have experienced or are experiencing domestic and/or family violence and have children living at home. The forum was well attended with the participants receiving information on: Domestic violence education, Safety planning, Court Support, Parenting support & education and Budgeting & household management. Most found the forum a very empowering experience, leaving with a powerful message saying you are not alone in the domestic violence journey.



Information Forums and Activities 2017-2018 (cont.)

Blacktown City Festival & Expo 26 May 2018

The Community Voices team of volunteers and the NDIS Specialist Programs & Projects Officer attended the Blacktown City Festival and Disability Expo organised by the Blacktown City Council on Saturday 26 May 2018. MDAA had a promotional and fundraising stall, selling bracelets, necklaces, wooden bangles, handmade wallets, key rings, pencil cases and perfumed soy candles. The proceeds all went towards supporting the NSW Network of Women with Disability. The Festival included disability organisations such as Afford Disability Service, Sydney Disability Expo and Artwork Australia. There was African community members commemorating African Unity Day with a celebration of African culture. It was a busy, interactive and fun day promoting & fundraising for MDAA.

Mothers Day Celebration 24 May 2018

On Thursday 24 May 2018, MDAA held a combined celebration of Mother's Day and National Volunteer Week. The theme was "Live like a queen for a day". The room was decorated in pink and white, and both men and women alike were welcome. The atmosphere was warm and friendly. The participants enjoyed High Tea and sang Karaoke. A fundraising raffle was held on the day with the proceeds going to the NSW Network of Women with Disability. The event and the raffle raised over \$400.00. Everyone who participated walked away with a lovely sample bag and the overall feedback was very positive. Everyone reported that they had fun and enjoyed the music, singing and the dancing. Others felt they were valued, appreciated and had a feeling of inclusion.



Granville Rotary Awards 5 June 2018

MDAA staff and Governance Committee members attended Granville Rotary Awards and Change over night at the Granville Diggers club. We shared a lovely dinner at the Star City Buffet. During the night MDAA was introduced to all the Rotarians and local members of parliament including Julia Finn. Granville Rotary will support MDAA during the new change over-period. We witnessed many awards being presented to different Rotarians. It was a fun and enjoyable night.

Rotary also visited our Granville office on 5 June 2018 and met with staff, management, volunteers and Governance Committee members.



Carer's Forum 28 June 2018

MDAA held an Information for Carers Forum in our Granville office on Thursday 28 June 2018 organised by Individual Advocate Mariam Darweshi and social work student Jessica Elizondo. There were three guest speakers on the day from Centrelink, Commonwealth Respite Centre and Cathy Naing (MDAA Governance Committee). Participants received information on Centrelink payments available to carers - Carers Allowance and Carers Payment and Emergency Respite Services – who is eligible and what services they provide. Cathy shared her personal experience as a carer and how she has learnt to navigate through the system. Participants had many questions for the guest speakers, overall participants found the forum very informative and empowering.



The Honorable Jane Prentice MP visits MDAA

On Thursday 27 July 2017, The Honorable Jane Prentice MP paid a visit to MDAA's Granville office. Jane Prentice is Assistant Minister for Social Sciences and Disability Services. Minister Prentice was greeted by MDAA Executive Director, members of Governance Committee, workers and volunteers. She praised the NDIS for being based on the individual plans for people with disability instead of a tailor-made package for all which will not suit them and emphasised the importance of face to face meetings between NDIS applicants and NDIS planners. She spoke about the significance of MDAA's NDIS Pre-planning and Appeals programs for people with disability, particularly from CALD/NESB. Minister Prentice noted that some NDIS providers have been de-registered due to ineffective service provided to NDIS participants. She is actively lobbying with other senior offices for efficient funding of social and disability services.



Consumer Satisfaction and Training Needs Surveys:

Every year, MDAA undertakes members and consumer satisfaction and training needs surveys to obtain feedback about the quality of work MDAA provides. This also informs our future priorities. The surveys are essential to MDAA's philosophy of continuous quality improvement. The results for this year's survey against the National Disability Standards was an average satisfaction of 91%.

Through the training needs survey, members and consumers have identified the various issues and topics they are keen to find out about. MDAA is working towards addressing these requests.

Networking, Consultation and Promotion

MDAA continually works to reach out to emerging communities to increase their awareness of disability rights and the service systems within NSW and to also promote MDAA's work. On the next few pages are some of the promotional work and networking activities carried out by our regional advocates.

MDAA Bega Networking and Promotional Activities

Networking and Promotional Activities

MDAA Bega has been involved in various networking and community development events to promote MDAA in the Bega Valley Shire and raise awareness throughout 2017/2018 to protect and secure the rights and interests of people with disability and their families and carers.

- Bega Valley Disability Interagency meeting held at Disability Trust Bega with local Disability Community Services to discuss and resolve issues arising regarding NDIS issues, information that consumers and service providers maybe experiencing working with NDIS funding/ service delivery/ appeals/ complaints and access.
- BASI (Bega Aged Services Interagency Meeting) to provide a networking opportunity to aged care services providing service within the Bega Valley Shire.
- Bega Interagency Morning Tea/Mackillop Family Services: BIG PICTURE Focus Group Question - How to work collaboratively as service providers to reduce DV in the Bega Valley? Community Services working through the big picture question and came up with strategies, ideas and actions.
- Koori Interagency Network: Opportunity to share projects, ideas, local events, information with local services to promote community opportunities and information for koori community consumers.
- MDAA Bega held a NDIS Plan Information session for MDAA Consumers. Guest speaker Local Area Coordinator Alicia Collings from Uniting made her self available to give a presentation on Understanding Your Plan. One consumer and five carers of a person with a disability attended. Each person was given the opportunity to tell their story and ask questions related to their plan.
- MDAA Individual Advocacy Presentation Mental Health Carers Group:MDAA Bega was invited to give a presentation at Club Sapphire Merimbula for One Door Mental Health Carers Group Participants. This provided an opportunity for members of carers group to gain knowledge of MDAA Services. The session was well received, knowledge shared opened communication to explore self-advocacy issues that carers experience and how they can work towards positive outcomes with MDAA Advocacy support.
- MDAA held presentation at Bega Tafe for Cert IV and Diploma Community Services Students.This introduced MDAA Individual Advocacy Services and focus on the role and responsibilities of providing advocacy for consumers within the framework of MDAA Advocacy Service. An Assessment Task Case Study used as an example within the role of MDAA Individual Advocate.
- MDAA Bega held a Consumer Law Information Session for MDAA Consumers: The session was well received by eight participants. Four representatives from Fair Trading participated in information session with Lydia Armour leading the presentation/session. Lydia shared resources for participants to use and related the session to the participants interests and current situations. Participants were given the opportunity to ask questions and answers were shared with the group. Information included in session covered consumer rights:
- Community Events: Multicultural Festival Wolumla; Community Pantry Open Day; FACS Case Management Workshop; Aboriginal Cultural Awareness Workshop; CLSD quarterly focus meetings identifying (unmet legal needs and lack of legal representation in the Bega Valley).
- Introductory and referral meetings provided advocacy on behalf of consumers in Bega



MDAA SES Networking and Promotional Activities

MDAA South East Sydney (SES) has been involved in various networking and community development events to promote MDAA and raise awareness throughout 2017/2018.

With the rollout of NDIS in the SES catchment area, it has undoubtedly been a very busy and challenging year. There was a high record of home visits to support consumers to access NDIS and engagement in meetings with Local Area Coordinators and various NDIS related training and workshops. The SES team remains resilient despite being short staffed since September 2017 and endured two relocations within a year.

Networking and Promotion Activities included:

- Participation in the NCOSS Supported Decision Making project.
- MDAA SES held a stall at the St George Post School Disability Expo which was held at Club Central, Hurstville in August 2018. It was an opportunity to promote MDAA and establishing networks with other disability service providers. MDAA was represented by Violet Pritchard from SES office and Nidhi Shekaran, Community Voices. The event was a success with SES gaining new consumers.
- Facilitated a Disability Services and Rights Awareness Forum at the Benevolent Society Conference Room in Hurstville. A well-attended event by consumers, their carers and families. Enquiries and referrals were received regarding the NDIS. Most consumers have little or no understanding of its concept and benefits.
- Participation in the CALD Engagement Steering Committee round table discussion on NDIS. This is an initiative of St. Vincent de Paul/NDIA to gauge from service providers issues that are common and generally affecting people who access NDIS.
- Represented MDAA SES at the Commonwealth Home Support Program (CHSP) meeting which is held every 3rd Tuesday of the month.
- Participated in the Round Table Discussion at Marana Hall, Civic Centre Hurstville co-hosted by SSI, Ability Links and Advance Diversity Services. The event was well attended by service providers, consumers, their carers and families. SES was represented by Violet Pritchard who was nominated as facilitator for their table of 10 attendees. The aim of the discussion was to collaborate issues of concern that service providers and consumers need the NDIA to improve on to enable effective delivery of the reform.
- Presentation on role of advocacy to the Vietnamese Community Access Network workshop held at Bryan Brown Theatre, Bankstown Public Library. Community Voices was represented by Quang Nguyen.
- Attended an interagency meeting hosted by the Pacific Integrated Network at St George Community Housing. The members and attendees to this meeting are Pacific Island specific and targets supports and services for the Pacific Island community. It was an opportunity to promote MDAA as statistics reveal that the numbers of Pacific Islanders accessing NDIS is very low especially in the western regions.



MDAA Wollongong Networking and Promotion Activities

MDAA Wollongong Networking and Promotion Activities

The Wollongong Individual Advocate continued to lift the profile of the MDAA and network with government and non-government services to protect and secure the rights and interests of people with disability and their families and carers, focussing on those from culturally and linguistically diverse/NES backgrounds. With this aim, the expectation is that the current consumer base will grow significantly over the next financial year.

Promotion of MDAA

MDAA's profile has successfully been lifted to a new level owing to ongoing participation and involvement in the following activities:

- Met with NAVITAS ENGLISH about working in partnership with MDAA.
- Visited NDIS office in Wollongong.
- Contacted Flourish Australia's Multicultural Officer. Introduced and promoted MDAA.
- Met with Flagstaff and promoted MDAA.
- Met with Employment Services Providers in the Illawarra.
- Visited Housing NSW Wollongong and promoted MDAA.
- Co-hosted NDIS Information Session for MDAA consumers.
- Met with Flourish Australia regarding working cooperatively to assist CALD/NESB communities with Mental Health issues.
- Met with FACS Services Centre Coordinator and promoted re-working in partnership
- Promoted MDAA to Housing NSW.
- Referred Newly arrived refugees to Top Blokes Foundation information session.
- Attended Illawarra Shoalhaven CALD Working Group Interagency Meeting.
- Attended Illawarra Social Housing Forum.
- Attended networking meeting at One Place (Housing NSW Wollongong).

We are excited to continue strengthening these newly established partnerships and progressively grow our capacity to provide quality advocacy services for the people of the Illawarra.

During this financial year MDAA Wollongong office has relocated from;
24 Kenny St Wollongong to;

Community Gateway

26 Atchinson St Wollongong NSW 2500.



MDAA City and Inner West Networking and Promotion

MDAA City and Inner West Networking and Promotion

MDAA City and Inner West (CIW) has carried out a number of networking and promoting activities for 2017-2018. Some of these activities include:

- MDAA City and Inner West provided advocacy support to people from all cultural backgrounds with disability living in the City and Inner West.
- MDAA City and Inner West provided advocacy services for Aboriginal people regarding various issues, regarding housing, entitlements, taxation, and identifying scams.
- MDAA City and Inner West provided NDIS support coordination services. Staff worked diligently connecting NDIS participants with appropriate services to them.
- MDAA City and Inner West actively participated community events, such as Equality Event, Chinese Employment Exhibition, and different inter-agency meetings, working closely with different ethnic communities.
- With CIW advocate support, some consumers achieved positive outcomes regarding Housing issues; some consumer became confident in exercising their rights and standing up for their own rights.
- Many consumers expressed their appreciation verbally or wrote emails to say “Thanks”.

City & Inner West advocates participated in the following:

- Natalie Deng held a stall at Annual Chinese Employment Exhibition at TAFE, Ultimo Campus in October. More than 20 participants visited the stall and obtained information, while it also proved to be a great networking opportunity with other community service providers.
- Natalie Deng supported SES Advocate Violet Pritchard’s Disability Rights Forum for Chinese group at Hurstville, interpreting three sessions for Chinese participants.
- Attended Risk Enablement Workshop organised by NSW Public Guardianship, building on knowledge and experience of supported decision making in the context of NDIS
- IAs Alex Erenbourg and Natalie Deng attended EQUITY FEST in March 2018 organised by Health Local Sydney District, focusing on eliminating the barriers and disadvantage that challenge many groups and individuals in our community.
- Attended Sydney -Chinese -Services-Interagency monthly meeting. The purpose of the group is to provide integrated service for people from Chinese background.
- Attended Marrickville Multicultural Interagency meeting to cultivate working-together practice to support migrants from all ethnic backgrounds.



MDAA Newcastle Networking and Promotion Activities

Networking and Promotion Activities.

It has been a very busy year for MDAA Newcastle with the Individual Advocate (IA) participating in numerous opportunities to raise awareness of MDAA services and the rights of people with disability from CALD/NES backgrounds with great results. We have more consumers being referred and engaging with MDAA than we saw in the last financial year.

These include:

- Ability Links St Vincent De Paul
- ACON LGBTQI and HIV workshop
- Department of Housing
- Hunter CALD Elder abuse prevention Network
- Hunter Refugee Support Group at Heaton Public School Jesmond.
- Hunter Refugee Network
- Human Services Centrelink
- Hunter Multicultural Centre (EEC) NDIS round table discussion
- Max Solutions – to meet new arrivals attending the adult migrant English program
- NDIA
- Northern Settlement Services Newcastle Multicultural Interagency Meetings

Community Development

In July MDAA Newcastle presented a forum on Disability Services and Disability Rights Awareness at Northern Settlement Services to the Arabic speaking community of Newcastle. Guest speakers from Royal Institute for Deaf and Blind Children, Heaton Public School, Department of Human Services, Ability Links St Vincent De Paul and Northern Settlement Services provided valuable information to the group.

Community Forum with NDIS and St Vincent De Paul.

Newcastle IA attended CALD Elder Abuse Prevention Group Launch meeting with local MP Tim Crakanthorp. Mr Crakanthorp promoted MDAA along with other community organisations on his Facebook page. The IA also participated in Prevention Group workshop meetings with Samoan, Spanish, Vietnamese and the Tongan community.

The Newcastle IA also attended the CALD Disability Engagement Reference Group meeting with Human Services Department Centrelink to raise awareness among CALD community about their entitlement for benefits.



MDAA Griffith Networking and Promotion Activities

MDAA Griffith Individual Advocate has continued to network and promote in this financial year 2017/2018. Some of these include:

Community Development

- Griffith Interagency meetings
- Quarterly Multicultural Interagency Meetings.
- Promoting MDAA for consultation with consumers and services in Griffith.
- Providing MDAA consumers with an exemplary service in Griffith.

MDAA pre-planners, Daniela Correia, Vandana Saini, Tanvi Joshi, and Rosa Touch flew to Griffith to meet the NDIS participants waiting to receive their NDIS packages. Belinda Black, Griffith Individual Advocate, played a big role in helping the two days flow very smoothly by organising the different locations for the meetings to be held, transport and co-ordinating the catering so that the pre-planners were well fed while seeing the participants. There was a total of 32 participants. It was a very busy and successful two days. There was positive feedback by the participants and their families and there are more people wanting to get their pre-plans done by MDAA. For the pre-planners, it was an eye-opener to observe how participants living regionally experience getting access to services and what are the barriers, hardships and issues facing them.

MDAA Griffith was part of MDAA's Recertification audit against the National Standards for Disability Services which was held in the Griffith office in November 2017.

MDAA's Individual advocate, Belinda Black left the organisation in February 2018. The Griffith office was vacant until the end of the financial year. We would like to thank Belinda for all her hard work and wish her the best in her future ventures.



Individual Advocate Belinda Black

Professional Development & Training Organised For MDAA's Staff

MDAA staff meet regularly every month to undertake training and professional development activities, with Regional workers taking part via teleconference. In addition to our monthly meetings, staff also undergo quarterly Staff Networking and Development Days when Regional workers join their colleagues at our head office to network and take part in learning and development sessions to build on their skills and enhance their work.

MDAA encourages its workers to continually update and improve upon their skills by providing regular in-house as well as external training opportunities. MDAA consults with staff via yearly staff training surveys and regular feedback during supervision sessions to identify topics of interest and learning needs.

During the 2017-2018 financial year, MDAA organised training sessions for all its workers staff, volunteer and students on placement, below are examples of some of these training activities:

- Advocacy Essentials training delivered by Maria Katrivesis
- Disability Rights Awareness training
- Effective phone technique (Admin)
- NDIS Pre-planning, Service Coordination Program
- Supported Decision Making training
- Community Engagement & MDAA's Information Systems
- Complaints Resolution & Referral Service training
- Bringing the Code of Conduct to Life - Safety Works Group
- Practical tips to work efficiently - Dot Hennessy
- The Rights Stuff - Christine Reagan
- Team Building - Zizi Charida, Community Minds
- Values and Beliefs; Representing MDAA;
- Quality and Safeguards Standards. We have also initiated opportunities for staff to reflect on their work practice and exploring areas such as 'dealing with complaints'.



Success and Feel Good Stories

Newcastle advocate supported a Syrian Refugee who was born with bi-lateral retinitis pigmentosa and consequently is losing vision rapidly. The father of five is an inspirational person to work with. He needed assistance with NDIS Access Request Form. He has become an NDIS participant and now MDAA's Individual Advocate(IA) is his support coordinator to implement his NDIS Plan. He has been working with orientation and mobility specialists from Vision Australia to improve his independence with catching public transport and navigating his way through the community. He requested a Laptop and input from an access technology specialist to determine suitable software to use his computer effectively. However, NDIS would only fund software. As his support coordinator, the IA linked him to Workventures (social inclusion through technology) for a second hand computer. He is also registered as a volunteer at the Ethnic Community Council community garden and is looking forward to getting a job as a gardener in future.



A MDAA consumer contacted the Granville office to say “thank you” to the staff of MDAA for all their help and support. She really appreciated the advocacy she received in going to court and we are pleased to say that she has had a positive result. This has meant that she is now able to look for accommodation for her and her daughters. She is happy that MDAA was able to resolve her issue so promptly.



This was a team effort by the Granville advocates and the Team Leader to attend court with her, provide support and help to resolve her issue. She is now relieved and grateful to the staff.

A MDAA Consumer living independently in NSW Housing had the meters updated for electricity to include capacity to have off peak times reflected and charged at reduced rate applied to billing. The consumer identified that their bills included charges exceeding the amount that is stated in their rates. MDAA Advocacy supported the consumer to contact the electricity company to make a formal complaint. The company informed the consumer their account would be investigated. The consumer was very proactive yet sought MDAA Advocacy support when contacting the electricity company as they have a cognitive impairment and require assistance with ensuring they are being understood. This had been an ongoing issue with this account. After several months the consumer received notification from the electricity provider admitting liability for incorrect overcharges and provided the consumer with credit/refund of all overcharges backdating to the original date of the account. The consumer stated they were extremely happy with the outcome and was grateful for the assistance of MDAA Advocacy and stated they would recommend MDAA to whomever they meet that has issues.

A MDAA consumer's mother had a Housing transfer application rejected. The Individual Advocate(IA) contacted the Housing Department and explained the reason why the consumer's mother needed to be transferred to a property which is close to her daughter. The mother is 87 years old. Her conditions were deteriorating severely, and she needed to be looked after carefully. The consumer herself is 61 years old. It was hard for her to travel far to look after her mother. Due to the advocate's support her mother's case was placed on the Housing priority list. The consumer thanked her IA and was very grateful.

Profile of MDAA's Consumers

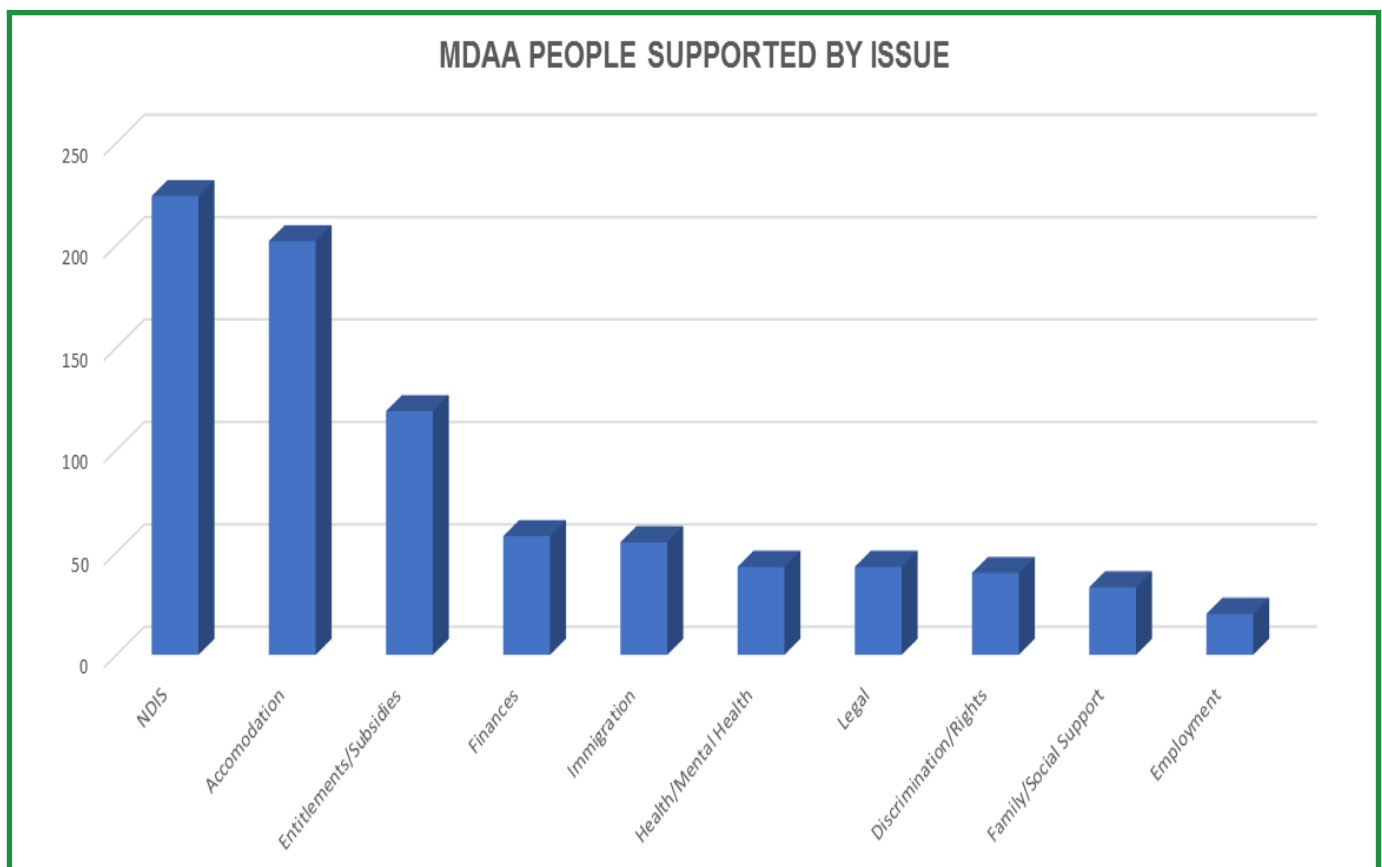
The Multicultural Disability Advocacy Association of NSW Inc. (MDAA) received and responded to 1324 enquiries for information and assistance/support. In addition, MDAA's Individual Advocates supported 599 consumers (298 being new consumers and 301 consumers with ongoing matters from previous financial year), with more than 1430 issues.

During the Financial Year 2016-2017 the top 10 issues for people supported by MDAA were:

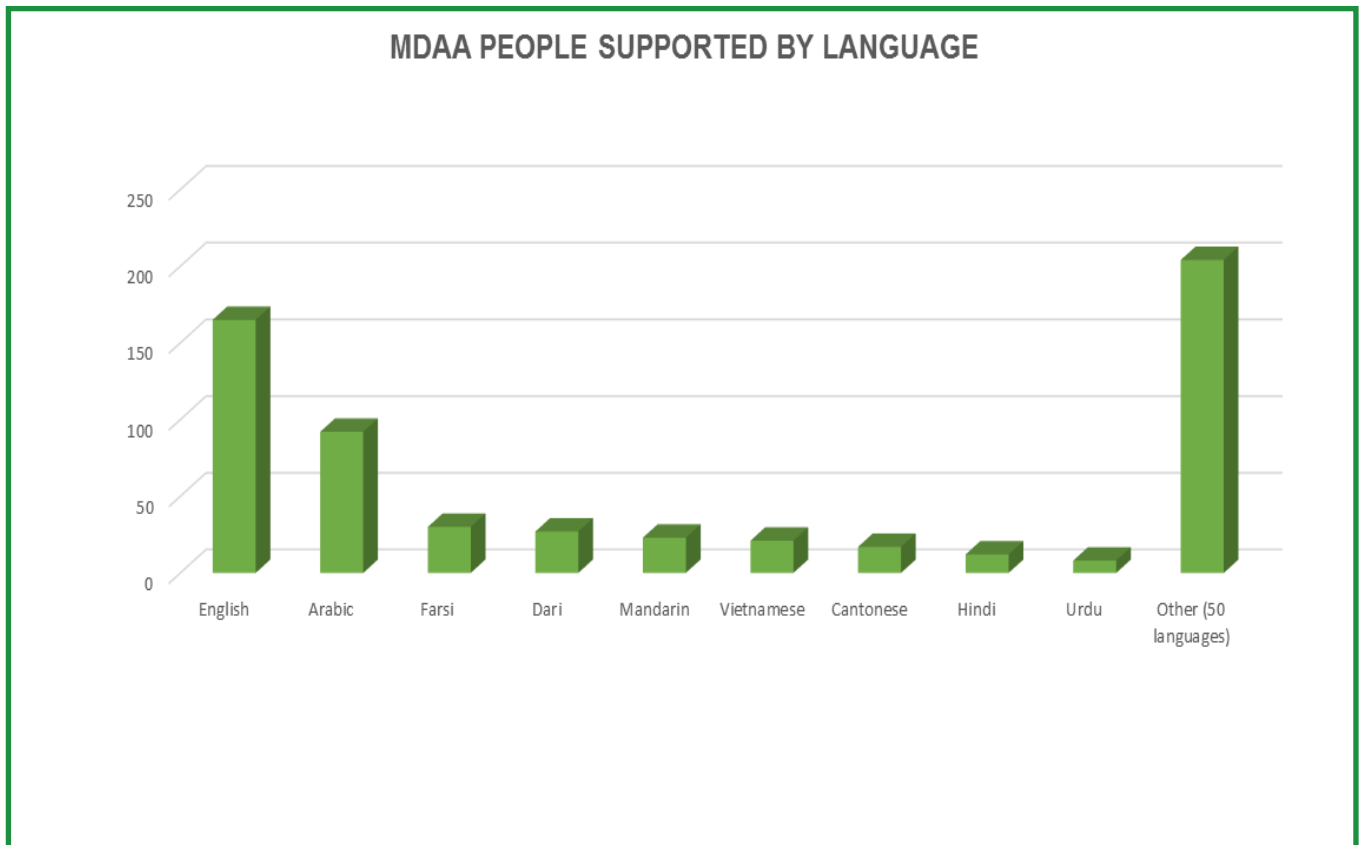
1. NDIS – 224
2. Accommodation – 202
3. Entitlement/Subsidies – 119
4. Finances – 58
5. Immigration – 55
6. Health/Mental Health – 43
7. Legal – 43
8. Discrimination/Rights – 40
9. Family/Social Support – 33
10. Employment – 20.

Other - (including: Education, Aids-Equipment, Recreation/ Social, Respite, Personal Care, Physical Access, Transport, NDIS, Isolated/Vulnerable, Abuse/Neglect, Personal Care) - 204

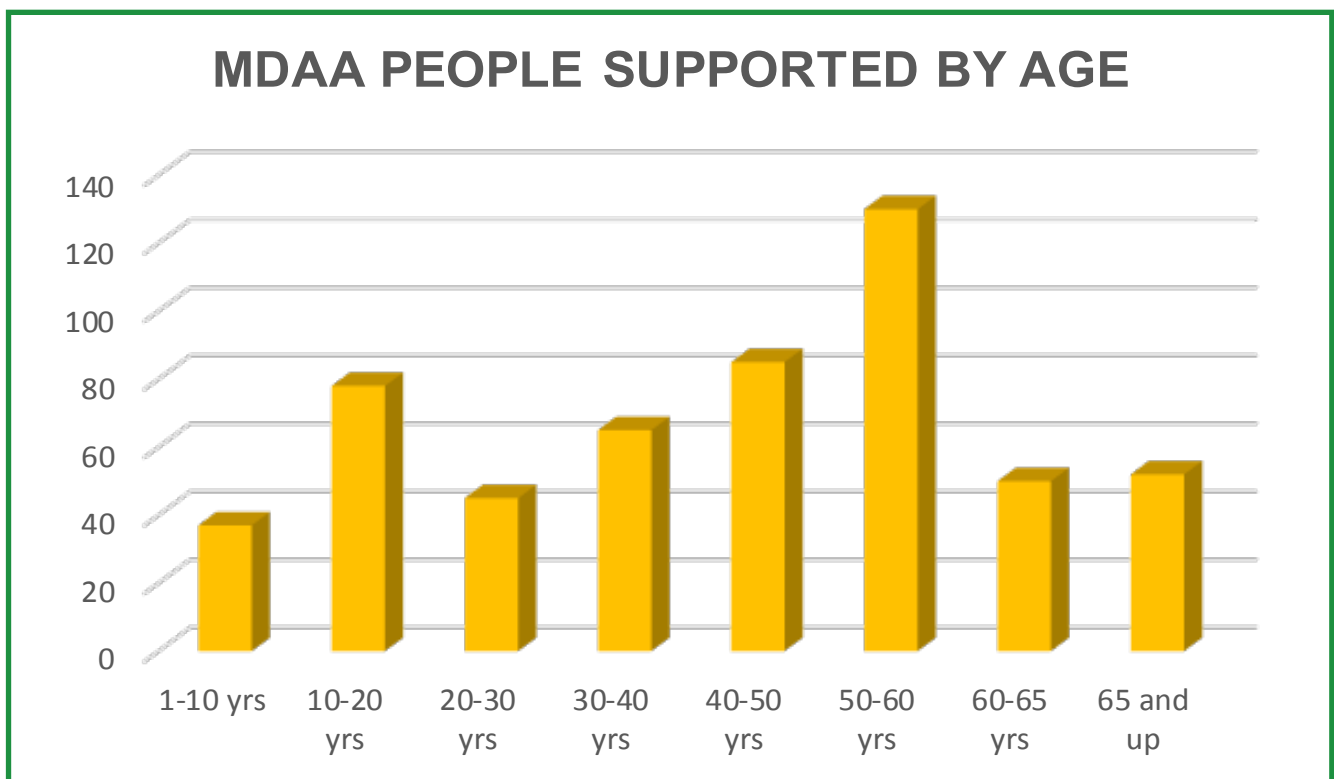
PEOPLE SUPPORTED BY ISSUE



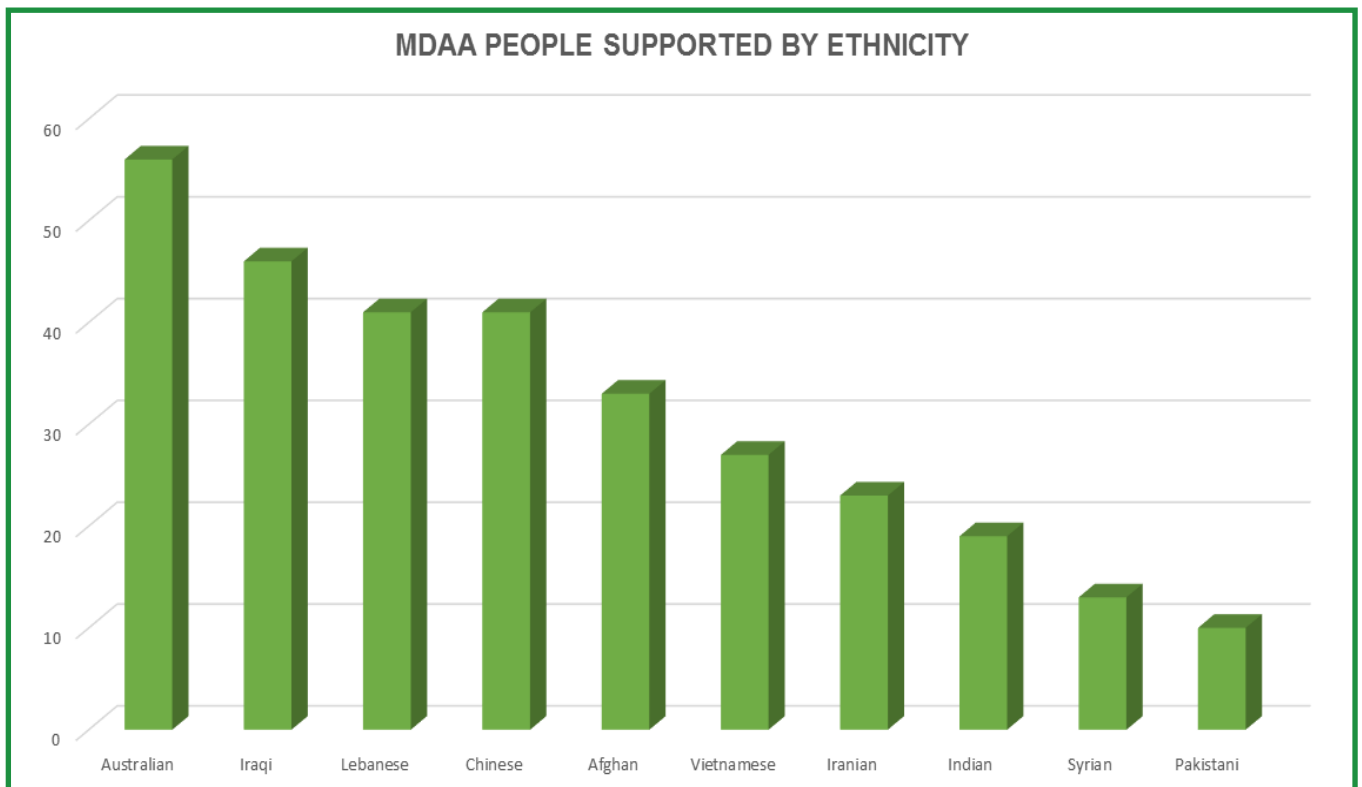
PEOPLE SUPPORTED BY LANGUAGE SPOKEN AT HOME



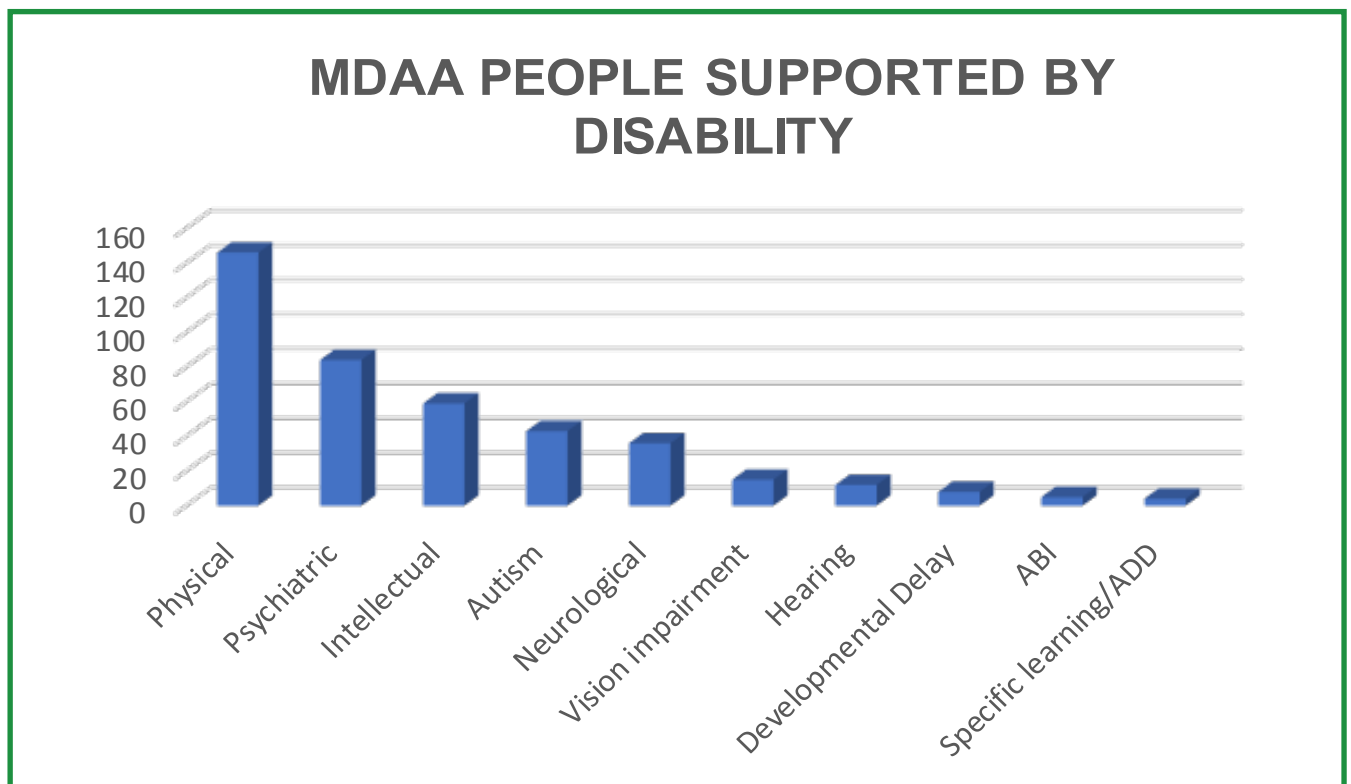
PEOPLE SUPPORTED BY AGE



PEOPLE SUPPORTED BY ETHNICITY



PEOPLE SUPPORTED BY DISABILITY



Systemic Advocacy

In order to improve policies and services for people with disability, their families and carers, our systemic advocacy program has employed a number of strategies to ensure we use a strong evidence-based approach to advocate for change where it is needed. These strategies include: consulting people with disability and their carers, directing those voices to decision makers, empowering people with disability and their families to speak up, networking with partnering organisations and lobbying for continued advocacy funds. This year many of our efforts have concentrated on lobbying to ensure we are able to continue to provide advocacy services for people with disability.

Some of our actions for the year included:

- Meeting with politicians including Minister Ray Williams, Senator Mehreen Faruqi, Jane Prentice MP and Julia Finn MP among others for advocacy lobbying.
- Conducted consumer consultations and forums to gather feedback on current issues faced by our consumers. A focus of our consultations this year has been on gathering feedback on the experiences of our consumers during the initial rollout of the NDIS.
- Working towards the development of resources from our collaborative research project with Western Sydney University - 'Exploring the Discriminatory Aspect of the Migration Health Requirement'.
- Contributed to informed changes to the Guardianship Act including preparing a submission in response to the draft proposals for review of the Guardianship Act 1987.
- Contributed to a joint submission for the Inquiry into the Australian Citizenship Legislation Amendment (Strengthening the Requirements for Australian Citizenship and Other Measures) Bill 2017
- Used consumer feedback to put together a submission responding to NDIS Market Readiness.
- Presented organisational learnings from our NDIS pre-planning project at the DiverseAbility Conference.
- Involvement in the advocacy campaign (#StandbyMe) with other members of the Disability Network Forum (DNF).
- Taking the voices of our consumers to Deputy NSW Ombudsman, NSW Minister for Education and in consultation regarding the National Redress Scheme.

While the end of this year saw the commitment to continue state disability advocacy funding for an additional 2 years, MDAA will continue to lobby for a longer commitment than this. Meanwhile, we will continue to elevate the voices and feedback of our consumers at all levels of government and within our communities.



Labor Round Table Meeting



Minister Ray Williams

Advocacy Development

The Advocacy Development Team works towards empowerment, by providing training and information sessions for people with including those NES/CALD background with disability and their families and carers. This year these activities were predominately carried out by members of the NSW Network of Women with disability.

NSW Network of Women with disability

- MDAA NSW Network of Women with Disability celebrated International Women's Day.
- The Women's Network participated in the global campaign against Domestic and Family Violence through One Billion Rising, organised by Immigrant Women's Speakout.
- MDAA has held fundraising raffles during the year to raise funds for the NSW Network of Women with Disability as this project is unfunded.
- Zhila Hasanloo and Catherine Vanisi on behalf of MDAA and SL&RR also attended a Western Sydney NESB DV Network meeting on Domestic Violence for Women with Disability. (The project is in partnership with Immigrant Women's Speakout Association). It aims to convey voices and empowering messages of women with disability to their communities.

The emphasis for the financial year has been on "Issues on women who have no access to income". These include women who are on Bridging Visas and/or Temporary Partner Visas. The members of the network were given the chance to give their issues and recommendations to be included in the submission to government. The program was presented by the Baptist Care Services. Also, the network members were able to participate in a discussion about the issues presented to Minister Marise Payne.



*International Women's
Day celebration*



One Billion Rising Flashmob

'My Life, My Future' Pre-Planning Project

MDAA has been involved in the 'My Life, My Future' Pre-planning project for individuals to plan and access the NDIS with funding from FACS-ADHC.

In September 2017, FACS-ADHC instructed MDAA to conduct group pre-planning instead of the individual pre-plan session at the consumer's home. The group sessions have been running on a monthly basis at the Granville office with attendance of 4-5 people out of 6-8 referrals received by MDAA.



In 2017-2018 financial year, MDAA received 43 new referrals and completed 40 pre-plans of which the majority have received the benefit of having a better understanding of what the best services would suit the participants needs.

The pre-plan promotion was conducted through community interagency meetings and community expos such as Harmony day and International Day for People with Disability in western Sydney.

As part of the Pre-Planning project, MDAA has been involved in the following networking and promotional activities;

- Presentation to Afghan Women's Carers Group at the Granville Islamic Centre to share information about Pre-Planning and the NDIS
- Organised training to MDAA Pre-Plan Assistants on the 'NDIS Price Guide' and how to translate participants the aspirations and needs of the participants into the NDIS language.
- Facilitated and Information session with Sutherland Shire Carer Support Service Inc. The Session aimed to promote MDAA's different projects and increase carers self-advocating skills.
- Organised the Pre-Planning group sessions with participants as recommended by ADHC. The first pre-planning session was conducted on 16 of January 2018 at MDAA Granville and concluded on Monday, 25 of June 2018. The information sessions also promoted MDAA's different projects, and increase self-advocating skills among the consumers and their family members who support them.
- MDAA presented its organisational learnings from this project at the SSI Diverse Ability NDIS Inclusion Conference in April 2018

From 1 July 2018 the Pre-Planning support will be part of assistance provided by new created role of Capacity Building Support Officer which will combine the roles of Individual Advocate and Support Coordination.



Afghani Women's Carers Group

Industry Development

Industry Development and mdAA cultural abilities

a) Cultural Competency Support Project (CCSP)

This year CCSP focused internally seeking to consolidate and update some of the resources it has developed over the years as well as focusing on building a stronger MDAA:

- The MDAA factsheets were reviewed and will be uploaded on MDAA's new website.
- The cultural competence audit tool was revised to reflect the changes to the disability service system and provide a stronger focus on supporting organisations to critically reflect on culturally responsive person-centred practice. The revised tool was tested in two organisations.
- We have worked closely with the senior team to build a strong culturally responsive workforce and organisation. To support this, the CCSP has provided training to our staff on a range of topics including: Disability Rights; Advocacy Essentials; Values and Beliefs; Representing MDAA; Quality and Safeguards Standards. We have also initiated opportunities for staff to reflect on their work practice and exploring areas like 'dealing with complaints'.

b) mdAA cultural abilities

MDAA provides training with a focus on the intersection of disability, culture and diversity through *mdAA cultural abilities*.

mdAA cultural abilities continues to provide Ambulance NSW with cultural awareness training as part of their paramedic and call centre services training programs. This financial year we delivered 6 sessions to approximately 155 staff.

Cultural Competency Training to SSI Ability Links Program. Between July and November 2017, MDAA worked with SSI Ability Links Program to develop and provide training to increase the cultural competency capacity of Ability Linkers to enable them to work culturally responsively and effectively with people from culturally and linguistically diverse backgrounds with disability, their families and communities. A total of 16 sessions were held: 7 in Sydney and 9 in regional NSW (Newcastle, Wollongong, Wagga Wagga, Dubbo, Port Macquarie, Lismore Tamworth, and Orange). A total of 355 Ability Linkers were provided with training with 87% of the participants stating that the training had met their expectations either extremely or very well.

"I found all content very relevant and appreciated the opportunity to reflect on how my own cultural values and beliefs impact on my interactions with the people I provide services to and work with. Your approach to identifying the best ways of working with the cultural, religious and linguistic diversity of the families in the community was very appropriate. Thank you so much".

Participant, Parramatta workshop.



MDAA Staff Training

Community Voices Project

MDAA has been running the Community Voices(CV) project for more than 20 years. The project develops the skills and abilities of people with disability from CALD/NES background, their family and carers to share their stories and experiences to raise awareness about disability in the community. The financial year 2017-2018 Community Voices have made representations at a range of events including:

August 2017

- St George Transition Expo – run by NDCO National Disability Coordination officer - Promotional table Nidhi Shekaran (Admin Support Officer) and Violet Pritchard (MDAA SES)
- Catherine Vanisi (Project Coordinator) Iman Rehman (IA) and Nidhi Shekaran- attended Burwood Girls High School where Nidhi gave a CV presentation about MDAA and how our service supports people with disability with the NDIS. This was a very special presentation for both Nidhi and Iman as they had previously attended this high school.

September 2017

- Treagea Community Expo run by Blacktown City Council, was attended by Jozmaye Benn, Luis Moreno, Catherine Vanisi. This was a good opportunity for networking in the Western Suburbs
- Waitara School Expo – Catherine and Luis held a promotional table for MDAA and had lots of opportunities for networking
- Activate Sports day at Fairfield - Attended by Rosa Touch (CSIA) and Nidhi Shekaran.

October 2017

- Deaf Expo in Parramatta attended by Jasmin Ramos (IA) and Nidhi Shekaran

September/October 2017

- Supported Decision Making sessions was attended by CV volunteers which ran over a fourweek period.

Feburary 2018

- Community Voices training for new participants was run for 5 weeks. It was coordinated by Catherine Vanisi and facilitated by Rachel Lazarov. 8 participants graduated and 5 went on to be MDAA volunteers

March 2018

- International Cross-Cultural Day March 28 held at Blacktown Westpoint Shopping Centre

April 2018

- Luis Moreno and Nidhi Shekaran participated in the Penrith Community Care Forum on Thursday 5 April 2018
- Family fun day was held in Katoomba on 27 April. CV volunteers participated

May 2018

- Thursday 24 May 2018 Mother's Day Forum at MDAA was an opportunity for celebrating consumers and acknowledging MDAA volunteers. There was a high tea and karaoke music in which everyone participated.
- Rotary presentation by Quang Nguyen (Governance Committee) held at MDAA training room on Wednesday 2 May 2018

June 2018

- Arnold Agda and Luis Moreno presented to Blacktown Council for Community Resource network



Community Voices Graduation

NDIS Community Information and Promotion

Overview

The NSW Department of Family and Community Services (FACS) funded MDAA's National Disability Insurance Scheme (NDIS) Community Information and Promotion Project. The aim of the project was to assist people from Culturally and Linguistically Diverse (CALD) backgrounds with disability and their families and carers in NSW with the NDIS. The Project funding finished 30 June 2018.

Organise and facilitate NDIS information sessions and Networking

From 01 July 2017 to 30 June 2018 more than 18 information sessions, meetings, and stalls were held with a total of more than 585 people attending. The meetings included people with disability, carers, family members, and workers from Arabic, Iranian, Japanese, Nepalese and other CALD communities living in Sydney CBD, Auburn, Blacktown, Carlton, Fairfield, Granville, Greenacre, Merrylands, Padstow, Parramatta, Penrith, Rockdale, Wakeley and Wentworthville. Relevant stake holders were engaged as well.

Partnerships allowed us to organise information sessions in Fairfield (October 2017) with the Disability Health Team; Parramatta Library and the Iranian Organisation (September 2017). Thanks to MP Tony Burke, Member for Watson, for inviting us to the very successful NDIS Forum in Greenacre in August 2017. Staff from the Department of Education and Principals, teachers and Counsellors worked with MDAA to organise meetings with parents at schools in Auburn, Granville and Padstow.

Promotion, Administration and Reporting\

NDIS CIP Officer working in conjunction with MDAA Systemic Officer Alicia Rodriguez, IA Team Leader Vanco Djoneski reviewed and updated MDAA NDIS Power Point Presentation at the beginning of 2018.

Printed resources from NDIS website especially in Arabic, English, Chinese and Vietnamese were shared with the community.

Posting on Facebook-Twitter as well as articles for MDAA Newsletter were produced to promote activities and inform stakeholders and members.

Monthly reports for MDAA and quarterly reports to our funding bodies were submitted as required. Events evaluations and attendance sheets were produced. Relevant issues were identified and feedback from people attending the meetings was raised with our funding bodies and MDAA Management.



Luis Moreno and MDAA staff

NDIS Appeals and Reviews

The NDIS Appeals and Review program supported 91 consumers with internal and external reviews of NDIS decisions, for the financial year.

Of these consumers, the majority were internal reviews made directly to the National Disability Insurance Agency and the remainder being external reviews lodged with the Administration Appeals Tribunal (AAT).

For this period, 100% of the external reviews resulted in a successful outcome with the NDIA conceding to the applicant's position and of the internal reviews, the majority were resolved satisfactorily, with only 2 internal reviews not succeeding/proceeding to the AAT.

Some interesting trends worth noting are, that the NDIA has over 8000 internal review requests in the queue and that number is growing by 300 more requests per week on average. As a consequence it is taking the NDIA more than 6 months to conduct internal reviews. A recent AAT decision was that the NDIA does not have an unlimited amount of time to conduct internal reviews, they have a "reasonable" time, not exceeding 6 months. So internal review applications that have not been considered within 6 months can be taken straight to the AAT.

Another trend in NDIS Appeals is that there are many people with disability that were previously receiving government funded services, such as personal or domestic care have been refused access to the NDIS, despite the 'no disadvantage' agreement between the NSW State and Commonwealth Governments. In accordance with the NDIS Act, anyone with a disability in NSW previously receiving state government funded services before the NDIS was rolled out can access the NDIS without meeting the eligibility criteria in Section 24 through the alternative access pathway in Section 21(2).

Through our NDIS Getting Prepared Projects, we have done rounds of information sessions to communities and organisations about NDIS as well as advising them of their rights to appeal if they do not agree to NDIA or NDIS's decisions:

- A meeting was held with service providers in Parramatta in order to raise awareness for our NDIS Review and Appeals Service, as well as with Afford in Blacktown
- A meeting was held with service 10 members of a Korean support group for parents with children diagnosed with Autism, the group's name is the Korean Cockatoos.

Finally, the NDIS Appeals and Review Officer would like to thank MDAA's Governance Committee for their service over the past year and wish the incoming Governance Committee members a successful term. Thank you also to the hard working MDAA staff, including our individual advocates and the administration team, and a big thanks to all our members and supporters, because MDAA would not exist without your support.

Counselling/Support-Information Advocacy Project

The Counselling/Support-Information Advocacy (CSIA) project supports people 18 to 65 years of age with disability and carers who live in Western Sydney District (Auburn, Blacktown City, Holroyd, Parramatta City and The Hills) to be more independent at home and in the community. Funding for project finished in March 2018

Issues worked on:

- Transition from state funded services to NDIS: access to NDIS, meeting with LACs, referring them to Support Coordination, Change of Circumstances
- Identifying systemic issues including: accessing services, language barriers; accessibility; falling through the gaps; stigma of disability; carers not having enough support by the system – loss of career; being rejected by NDIS and liaising with NDIS; lack of disability awareness of mainstream service providers; accessibility of Housing policies
- Support with navigating Housing and housing transfers, short-term accommodation
- Guardianship – assistance with forms
- Support with the CRRS complaint process
- Providing emotional support for carers
- Aged care support – following up with service access
- Centrelink services – carer payments
- Immigration – carer visa support with forms, checking documents
- Referrals to Legal Aid, Community Legal Centres, mental health service providers
- Referrals to community activities for those experiencing isolation

Positive outcomes from CSIA support:

- Consumer was able to access a new and accessible home after being homebound for nearly a year
- Consumer's carer visa was granted to care for their mother who is isolated, frail-aged
- Advocating for two consumers to be granted NDIS Support Coordination funding
- Assistance to reassure consumer was not being wrongfully terminated from their short-term accommodation.

Community development activities:

- Carers' Support Group - Toongabbie Community Centre – Tuesday, 19 September 2017
- Domestic Violence Forum for consumers in partnership with Wash House - September 2017
- Contributed to the International Day of PWD Planning Committee: October, November 2017
- Attended Supportive-Decision Making research workshops sessions during October 2017
- Moving Forward Together Festival Celebrating International Mother Language Day and Harmony Walk planning meeting attendance – February 2018

Promotion in catchment area:

- Granville TAFE
- Breakthru, Parramatta
- International Day of PWD festival – December 2017
- Carer Support Group in Toongabbie
- Blacktown Westpoint shopping mall
- Merrylands Stocklands shopping mall
- Blacktown community; GP services

MDAA Support Coordination Project

MDAA Support Coordination

MDAA Support Coordination started in August 2017. As MDAA is not a service provider, it is well equipped to support people to make informed decisions on choosing providers and supports.

Support Coordination is provided to participants of the National Disability Insurance Scheme (NDIS) who have Support Coordination funding. It is an “assistance to strengthen participants abilities to coordinate and implement supports and participate more fully in the community” (National Disability Insurance Agency (NDIA) Support Coordination: Information for Providers, March 2017).

In the financial year 2017/2018, MDAA has supported nearly 20 participants. We had one re-entry to the program after the participant, who had his Support Coordination funding granted for his new NDIS Plan, decided to continue receiving Support Coordination from the organisation.

As part of MDAA's restructure all Individual Advocates are providing support coordination services along with individual advocacy. The position's name will be changed from Individual Advocates who will now be called Capacity Building and Support Officers (CBSOs) from 1 July 2018. MDAA has ensured it will mitigate any possible or perceived conflicts of interest in all its policies and procedures on Support Coordination and Individual Advocacy.



Sexual Lives: Respectful Relationships (SL:RR)

The Sexual Lives: Respectful Relationships (SL:RR) project is a peer-led prevention program on violence and abuse that addresses violence against women with intellectual disability.

Activities for this project for 2017-2018

- The geographical locations for conducting SL&RR continued to establish firmly.
- Western and South Western Sydney sites started to hold meetings and program delivery.
- According to the developed Policies including role description for Peer Educators, Program Partners and the Partner Organisations, the sites maintained to run.
- An Expenses Claim Reimbursement policy was developed by the NSW SL:RR team. The SL:RR Peer educators were paid for the time attending the training sessions and the local meetings and their travel costs.
- Close network with mainstream services such as Women's Health, Relationship, Domestic Violence, and disability organisations were established.
- Millie Olkay, a researcher along with two Liaison Officers for NSW SL:RR commenced working in Victoria. Professor Kelley Johnson took over the research.
- In November 2017, training for the Nepean and Blue Mountains regions was completed over four full days.
- In October 2017, the NSW SL:RR members attended the National SL&RR conference and had a significant presence.
- In October 2017, NSW SL:RR hosted international members of SL:RR from Sweden. For the new year we received some gifts from the international guests from their culture.
- Several Local Networks in Western and South Western Sydney were formed where people with disability and their Program Partners from other organisations could meet and share experiences and form cross sector partnerships.
- The interim report from the action research undertaken by Deakin University was submitted to the RAG meeting. The research is still continuing and aims to capture the experiences of the stakeholders.
- From January 2018, the western and southwestern sites were encouraged to be more independent. The leaders for each site were identified.
- The site leaders have applied for grants and sponsorships to sustain the project.
- Wesley Mission branches in Ashfield and Granville offered their partnership with SL:RR. House with No Steps also referred participants to the SL&RR program.
- In May, 2018, The NSW SL:RR Project Manager was offered an exciting new opportunity in a separate role. Duties, electronic resources as well as the training materials have been handed over to MDAA Executive Director and the project Administration Officer.



Zhila Hasanloo & Catherine Vanisi



SL:RR Network meeting

Peer Support Group Project

NDIS specialist projects and programs- Peer support group therapy activity.

The month of January 2018 was the opening chapter of the project team in establishing a Peer Support program with the NSW Network of Women with Disability. The primary goal of the program is to empower the participants, many who have experienced domestic violence, in making choices and having control of their own lives. The project's participants consist of men and women with disability from CALD backgrounds. The program consists of drama, psychoeducation, group therapy, arts and crafts. As a community program with people facing social and economical disadvantage the project relies on generous donations. The NDIS Specialist Projects and Programs Coordinator implemented strategies to sustain the project by organising the best economical way to utilise the donations.

The strategies were:

- Food- each participant brings food to share and NDIS Specialist Projects and Programs Coordinator has established regular donations from Foodbank
- Transport- the project team organises maxi taxis and a van from Auburn Youth Club to pick the participants up to attend the program. Project team also requested support from Club Dooleys to take participants for an excursion to Fagan park on the 10 May 2018. MDAA has purchased an accessible van from donations received. The van (Toyota Voxy) was partly funded by the Department of Infrastructure and Regional Development with the endorsement of Julie Owens, Federal Member for Parramatta and Shadow Parliamentary Secretary for Small Business and Multiculturalism and Citizenship. MDAA contributed half from the proceeds of the Perfect Wheelie project, Quang Nguyen's (from the GC) brainchild with a contribution from MDAA's funds.
- Venue- The Peer Support Program runs from 10:00am to 2:00pm utilising MDAA Granville's training room every Tuesday.
- MDAA has a membership with Good360 to allow us to receive regular donation for personal care products that will be used for the participants.
- Funding- NDIS Specialist Projects and Programs Coordinator and Systemic Advocate work together on grant applications. The project team also generated different ways of raise money to continue the peer support programs such as running stall and do fund raising through different activities.
- Promotion- The project team have created Facebook page for NSW Network of Women with Disability. The aim of social media is to reach a larger audience making NSW Womens Network known to communities and other services. The social media will create a platform for project team to do promotion to corporate businesses.

The dedication and collaboration from the Projects team has enabled the operation of the program to have continual attendance in the range of 10-15 participants until the end of June 2018, six are paid NDIS participants. The Peer Support group is a new capacity building project for MDAA to empower people from CALD backgrounds with disability to be more independent and confident.



Peer Support Group Mask making

Organisational Development

MDAA was pleased to announce the launch of our newly revamped website (www.mdaa.org.au) on 27 September 2017 at an event attended by our members, staff and Governance Committee with guest of honour, the Hon Ray Williams, Minister for Disability Services and the Minister for Multiculturalism. This redesigned site offers quick and easy access to essential information and features. The new website has a clean uncluttered design, improved functionality and enhanced rich content focused on MDAA's mission, which is to secure and protect the rights of all people with a disability, in particular those from a culturally and linguistically diverse background.

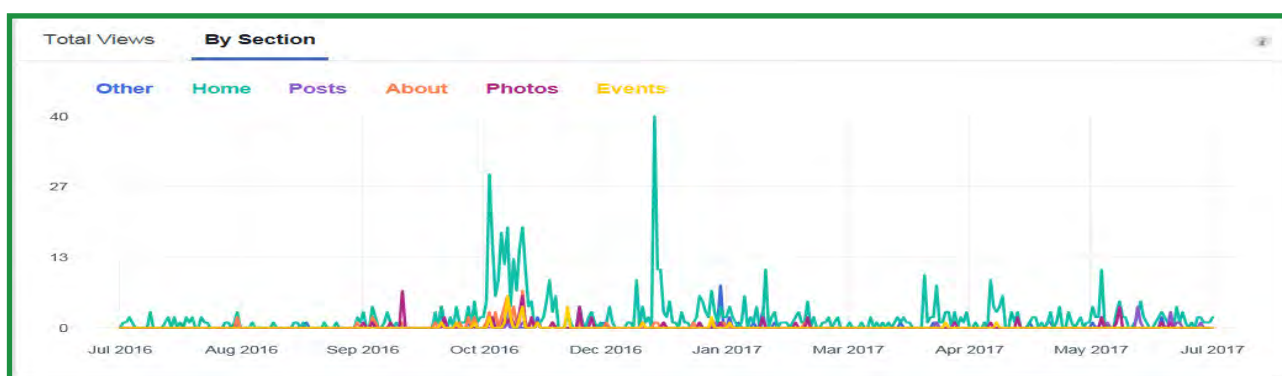


After launching the new website MDAA has had 10,956 users during the 2017/2018 financial year with approximately 30,000 page views.

MDAA has 892 followers on Facebook and more than 500 followers on Twitter.



MDAA Website



Facebook insights 2017-2018



MDAA Twitter

Organisational Report

What a tremendous year 2018 has been. With the changes brought about by the implementation of the NDIS, MDAA has continued to grow and develop. Our key strategic purpose remains unchanged, to empower people with disability, their families and carers from culturally and linguistically diverse backgrounds to live safe and fulfilled lives with full access to information and services. Also to facilitate greater community inclusion of people with disability. Our Individual Advocacy work is MDAA's foundation stone and is complemented by our project work; including Support Coordination, Peer Support, Industry training in cultural competency, NDIS reviews and appeals. Our information and promotional work raises community awareness of the issues that affect the social and economic participation of people with disability.

MDAA has developed a small start-up business called UGET Care to deliver person centred high quality and innovative support to people with disability to maximise independent lifestyles and full inclusion in the community. This business is still in its early stages however we are working hard to raise its profile and promote its services. We are working towards capacity building directly with people with disability, families and communities.

In accordance with MDAA's Strategic Directions, we have continued to modernise and improve on its efficiency. MDAA underwent a significant restructure with changes in position descriptions, work methods and new key performance standards for staff took place. MDAA is now in a position to take on new challenges and build greater networks for the betterment of people with disability.

Our Granville Office is the location of the MDAA's head office and is positioned in the heart of Western Sydney's multicultural hub. The City & Inner West office is located in Waterloo and attracts a diverse set of consumers from multicultural backgrounds. South East Sydney office is in Hurstville and is co located with another busy disability service provider. Our regional offices in Newcastle, Wollongong, Bega, and Griffith are all busy centres with ever growing consumer numbers and provide high quality services to people with disability in their locale. To ensure our regional team is fully supported MDAA utilises skype for online regional team meetings, and team viewer for online IT support.

MDAA's policies and procedures are continuously reviewed with training provided to staff to keep up with changes brought about with the implementation of the National Standard for Disability Services (NSDS).

IT improvements to MDAA's infrastructure is ongoing; new computer hardware and office equipment has been upgraded to ensure organisational compliance with Work, Health & Safety requirements.

Through our commitment to ensure no person with disability falls through the cracks, MDAA provides ongoing workshops and forums throughout the year to provide important information about changes to the disability sector in particular the rollout of the NDIS. Engagement of consumers and members also informs our systemic advocacy; and provides an opportunity for social participation, community connection and inclusion. Our advocacy, community information sessions, capacity building and NDIS projects aim to increase participation and positive outcomes to ALL people with disability with focus on people from culturally and linguistically diverse backgrounds with disability.

Treasurer's Report



This financial year, I took up the responsibility of ensuring that all financial rules are observed. Protective strategies are in place therefore there is financial risks.

At every Governance Committee(GC) Meeting (held every 6 weeks) the Statement of Financial Performance is tabled hence the Governance Committee ensures that the Budget is stable and strong.

MDAA's accounts are audited, showing that the accounts are complete and accurate. Enclosed with the AGM Report year ending 30 June 2017 - 30 June 2018 you will find the comprehensive Financial Report, enhancing the financial position and the performance of MDAA.

The total Income of MDAA for the year 30 June 2017 – 30 June 2018 has been \$2,690,182.00 compared to last year 30 June 2016 – 30 June 2017 which was \$ 2,349,363.00.

The increase this year is due to funded projects, with advocacy funding secured until 2020. MDAA has shifted and began exploring other possible sources such as business enterprises related to NDIS. I kindly urge all members to bring others to become members of MDAA to get access to training and courses such as literacy which is essential in Australia. Growth in membership will create a massive voice pushing the Government of the day to adhere to the needs of people from CALD/NES background and people with disability.

The total expenditure for the financial year ending 30 June 2018 is \$2,659,690.00 compared to the same period ending 30 June 2017 was \$2,338,697.00.

The Surplus (Deficit) for the year 2018 is \$30,492.00 compared to 2017 for the same period was \$10,656.00.

I acknowledge and express sincere gratitude to the funding bodies the Commonwealth Department of Social Services and State Family and Community Services. On behalf of MDAA, I thank them for their engagement and support, hoping that the funding continues so that MDAA strengthens to achieve its goals for marginalised people, people from CALD/NES background with disability to have a fair share, to be heard and enjoy life.

At this juncture I also wish to thank and praise the past Executive Directors , the GC, the staff who have worked hard & empowered so that MDAA continues to fulfil its mission and vision likewise I would like to applaud the present Executive Director, Susan Laguna, Vani Srikumar; MDAA's accountant, the GC members, staff, partners, donors, volunteers & students who have worked as a team for the success of MDAA today.

I wish to end with greetings of a Merry Christmas and a prosperous Happy New Year to everyone.

Mary Kumar
Treasurer
MDAA NSW.

Multicultural Disability Advocacy Association of NSW Inc.

ABN 60 737 946 674



AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018



John E Cross JP
Certified Practising Accountant
ABN 80 793 443 952

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Mobile 0418 273 681

Multicultural Disability Advocacy Association of NSW Inc.
ABN 60 737 946 074

INDEPENDENT AUDIT REPORT TO MEMBERS

Report on the Financial Report

I have audited the accompanying financial report of the Multicultural Disability Advocacy Association of NSW Inc. which comprises; the Balance Sheet as at 30 June 2018 and the Income & Expense Statement for the year then ended; a summary of significant accounting policies and other explanatory notes which appear in the financial report.

The responsibility of the Committee for the financial report

The committee is responsible for the preparation and fair presentation of the financial report. This responsibility includes designing, implementing and maintaining internal controls relevant to the preparation and fair presentation of the financial report which is free from material misstatement, whether due to fraud or error, selecting and applying appropriate accounting policies and making accounting estimates that are reasonable in the circumstances. The Committee has determined that the accounting policies used and described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial recording requirements of the Association Incorporation Act and are appropriate to meet the needs of members and funding bodies.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. The financial statements have been prepared for the purpose of fulfilling the requirements of the specified users. I disclaim any assumption of responsibility for any reliance on the report or the financial report to which it relates for any other purpose than that for which it has been prepared

I conducted my audit in accordance with Australian Auditing Standards. These auditing standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance that the financial report is free from material misstatement.

An audit requires performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risks assessments the auditor considers internal control relevant to the entity's preparation and fair preparation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by (those charged with governance) as well as evaluating the overall presentation of the financial report.

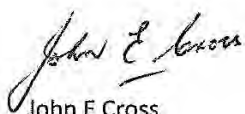
I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

In conducting the audit I have complied with the independence requirements of the Australian professional bodies.

Auditor's Opinion

In my opinion the financial report, in all material respects, presents fairly the financial position of Multicultural Disability Advocacy Association of NSW Inc. as at 30 June 2018 and the results of its operation and cash flows for the year then ended in accordance with applicable Australian Accounting Standards and other mandatory professional reporting requirements (including the Australian Accounting Interpretations)



John E Cross

Company Auditor No. 1490

20 September 2018



John E Cross JP
Certified Practising Accountant
ABN 80 793 443 952

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Multicultural Disability Advocacy Association of NSW Inc
ABN 60 737 946 074

Auditors Independence Declaration under Section 307C of the
Corporations Act 2001

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2018
there have been:

- (i) no contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

A handwritten signature in black ink that reads 'John E Cross'.

John E Cross CPA JP

20. Sep. 2018

Multicultural Disability Advocacy Association of NSW Inc

ABN 60 737 946 674



**AUDITED
FINANCIAL STATEMENTS
For The Year Ended June 2018**



John E Cross JP
Certified Practising Accountant
ABN 80 793 443 952

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC.

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2018

	2018 \$	2017 \$
ASSETS		
Current Assets		
Cash at Bank	2,229,569	1,448,229
Petty cash float	1,100	1,100
Prepayments	9,618	140,517
NRMA shares	1,141	1,141
Trade Debtors	3,823	9,731
Deposits	3,048	3,048
Total Current Assets	<u>2,248,300</u>	<u>1,603,766</u>
Fixed Assets		
Equip. Furniture	27,382	27,382
Depreciation	(13,679)	(12,157)
	<u>13,703</u>	<u>15,225</u>
Building	574,889	574,889
Depreciation	(91,629)	(79,154)
	<u>483,260</u>	<u>495,735</u>
Land	547,000	547,000
Total Fixed Assets at Book Value	<u>1,043,963</u>	<u>1,057,960</u>
TOTAL ASSETS	<u>3,292,262</u>	<u>2,661,725</u>
LIABILITIES		
Current Liabilities		
Trade Creditors	51,626	34,241
Sundry Accruals	147,036	158,634
Provision for equipment replacement	23,000	23,000
Bilding Certifi. Of Occu. Prov	6,145	6,145
Exempt benefit liabilities	2,441	3,254
Fringe benefit liabilities	308	(193)
Net GST liabilities	1,697	9,626
Payroll Liabilities	26,488	30,904
Employee Leave Liabilities	127,150	176,732
Redundancy Provision	237,780	175,135
Grants in Advance	1,286,281	747,832
Other Current Liabilities	10,410	10,710
Total Current Liabilities	<u>1,920,362</u>	<u>1,376,020</u>
Non-current Liabilities		
Provision for MV Replacement	20,000	15,000
Long Service Leave under 10yrs	94,758	44,054
	<u>114,758</u>	<u>59,054</u>
Total Liabilities	<u>2,035,120</u>	<u>1,435,075</u>
NET ASSETS	<u>1,257,143</u>	<u>1,226,651</u>
EQUITY		
Total Accumulated Equity Funds 1 July 2017	1,226,651	1,215,995
Add; Surplus (Deficit) Current year	30,492	10,656
TOTAL EQUITY	<u>1,257,143</u>	<u>1,226,651</u>

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION INC

STATEMENT OF CASHFLOWS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2018

	2018	2017
	\$	\$
Operating activities		
Surplus for the 12 months	30,492	10,656
Adjustment re cash flow from investing activities	(21,298)	(14,765)
Change in Fixed Assets	13,893	14,492
Change in trade & other recvables	136,807	(132,361)
Change in trade & other payables	6,792	(100,524)
Change in other liabilities	(14,622)	36,255
Change in other employee obligtns	9,847	(2,678)
Change in provisions	68,766	69,200
Change of Grants in Advance	538,449	(396,526)
Net Change in Working Capital	759,932	(512,142)
Cash flow from operating activities	758,942	(516,251)
Investing Activities		
Interest received	21,298	14,765
Total cash flow from investing activities	21,298	14,765
Net Change in Cash and Cash Equivalents	780,240	(501,486)
Cash and Cash Equivalents at beginning of period	1,449,329	1,950,815
Cash and cash equivalents, end of period	2,229,569	1,449,329

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC.

**CONSOLIDATED STATEMENT OF INCOME AND EXPENDITURE
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2018**

	2018 \$	2017 \$
INCOME		
Total Government Funding	2,526,304	2,296,968
Interest income	21,298	14,765
Membership fees	1,080	835
Sundry income	141,178	35,357
Training Income	322.27	1,428.00
Total Income	<u>2,690,182</u>	<u>2,349,353</u>
EXPENDITURE		
AGM/open day costs	1,303	2,941
Auditors fees	9,763	17,689
Bank fees	841	1,156
Catering	6,353	7,079
Cleaning costs	16,456	14,418
Committee cost	14,017	16,984
Computer/backup expenses	15,741	21,190
Conferences & seminars	6,210	9,402
Consultants	356,206	289,220
Consumer forum costs	1,622	688
Dues, subscriptions, memberships	2,259	4,408
Electricity/gas/water	6,721	8,926
Insurance	7,837	9,082
Internet costs	16,261	12,473
Motor vehicle costs	26,466	7,168
Prov for MV replacement	5,000	
Depreciation	13,998	14,492
Moving Additional Premises	423	
Office Furniture and Equipment	1,028	23,310
Postage	5,390	6,847
Printing & photocopying	12,946	15,634
Program costs	71,906	24,135
Publicity & promotion	16,332	24,804
Rent	40,688	40,247
Repairs & maintenance, cleaning	7,544	4,254
Redundancy Provision	62,644	69,200
Annual leave entitlements provision	(2,652)	30,699
Long service leave provision	3,796	5,557
Security Cost	1,960	594
Salaries & wages	1,556,950	1,393,952
Speakers	522	
Staff Amenities	3,613	3,260
Staff training/supervision	1,581	10,377
Staff Recruitment	27,102	10,827
Stationery & office supplies	10,085	14,054
Superannuation	142,282	130,467
Sundry expenses	421	
Telephone	38,189	31,519
OHS cost	6,388	1,364
Translations/interpreting	3,275	
Travel & Accommodation	17,574	17,663
Unused Income Carried Forward	63,130	
Venue hire	5,408	11,662
Volunteer exps	3,122	4,027
Website Development	3,640	
Workers compensation	47,349	26,928
Total Expenditure	<u>2,659,690</u>	<u>2,338,697</u>
SURPLUS/(DEFICIT) FOR THE YEAR	<u>30,492</u>	<u>10,656</u>

Multicultural Disability Advocacy Association of NSW Financial Report 30 June 2018

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC.

**STATEMENT OF CHANGES IN EQUITY
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2018**

	2018 \$	2017 \$
Accumulated Funds 1 July 2017	1,226,651	1,215,995
Surplus (Deficit) for the Current year	30,492	10,656
Accumulated Funds as at 30 June 2018	<u>1,257,143</u>	<u>1,226,651</u>

Multicultural Disability Advocacy Association of NSW Inc.
ABN 60 737 946 674

NOTES TO AND FORMING PART OF THE STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2018

Note 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purposes financial report prepared for use by the committee and members of Multicultural Disability Advocacy Association of NSW Inc. The management committee has determined that the association is not a reporting entity.

The financial report is prepared on an accrual basis and is based on historical costs and does not take into account changing money values, or except where specifically stated, current value of non-current assets.

The following specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this report.

Note 2: PROPERTY, PLANT AND EQUIPMENT

Property, plant and equipment costs are expensed at the time of acquisition. This is consistent with the terms of the funding agreements that allowed to be acquired. An appropriate register of these assets for insurance purposes is kept and a provision for replacement of these assets has been recognised in the statement of financial position.

Note 3: TAXATION

Income Tax

Multicultural Disability Advocacy Association of NSW Inc. is a charitable institution for the purposes of the Australian taxation legislation and is therefore exempt from income tax. This exemption has been confirmed by the Australian Taxation Office. The organisation also holds deductible gift recipient status.

Goods and Services tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST.

Multicultural Disability Advocacy Association of NSW Inc

ABN 60 737 946 674

COMMITTEE'S REPORT FOR THE YEAR ENDED 30 JUNE 2018

Your committee members submit the financial accounts of the Multicultural Disability Advocacy Association of NSW Inc for the financial year ended 30 June 2018.

Committee Members

The names of the committee at the date of this report are:

Vivi Germanos-Koutsounadis

Mary Kumar

Quang Nguyen

Nooria Latif

Sarah Butler

Robina Yasmin

Ejaz Ahmad

Cathy Naing

Principle Activities

The principle activities of the organisation during the financial year were to promote, protect and secure the rights and interest of people who are Culturally and Linguistically Diverse (CALD)/non-English speaking background (NESB) with disability and their families and carers.

Significant Changes

No significant changes in the nature of these activities occurred during the year.

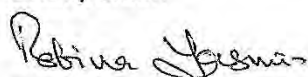
Operating Result

The operating surplus for the year ending June 2018, representing the income exceeding expenditure was surplus of \$30492.00. For the previous financial year the operating surplus of \$10656.00

Signed in accordance with a resolution of the members of the committee.



Vivi Germanos-Koutsounadis
Chairperson



Robina Yasmin
Vice Chairperson

Multicultural Disability Advocacy Association of NSW Inc

ABN 60 737 946 674

STATEMENT BY MEMBERS OF THE COMMITTEE FOR THE YEAR ENDED 30 JUNE 2018

The committee has determined that the association is not a reporting entity.

The committee has determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the accounts.

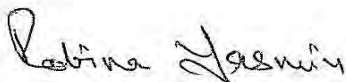
In the opinion of the committee the accompanying accounts:

1. Present fairly the financial position of the Multicultural Disability Advocacy Association of NSW Inc as at 30 June 2018 and the result and cash flows of the association for the year ended on that date in accordance with applicable Australian Accounting Standards and other mandatory professional reporting requirements.
2. At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee.



Vivi Germanos-Koutsounadis
Chairperson



Robina Yasmin
Vice Chairperson

Multicultural Disability Advocacy Association of NSW Inc.



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MDAA Inc. gratefully acknowledges funding provided by the Australian Government through Commonwealth funding grants from the Department of Social Services and from the NSW government from the Department of Ageing, Disability and Home Care, Department of Family and Community Services