

# Annual Report

## 2018-2019



## Celebrating 25 Years

Toll Free 1800 629 072  
[www.mdaa.org.au](http://www.mdaa.org.au)

**Welcomed. Included. Supported.**





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# 1

## Introduction



## Chairperson's Message

As we celebrate MDAA's 25th year, we recall our humble beginnings in 1994: a small organisation based in Parramatta, auspiced and supported by then Ethnic Child Care Family and Community Services, with 4 full time equivalent staff given the very big task of providing support to all people from non-English speaking background with disability in NSW.

Through the lobbying and hard work of its long term Executive Directors notably- Chris Livanos, Barbel Winter and Diana Qian, MDAA expanded with offices in Bega, Newcastle, Wollongong and Griffith, South East Sydney and the City and Inner West and helped give a voice to people with disability from CALD backgrounds. Indeed, it is with great appreciation to the Federal and State governments for making true its commitment to access and equity policy for people from diverse backgrounds.

MDAA is grateful to our project partners, donors and main funders, the Department of Community and Justice (DCJ) NSW and the Commonwealth Department of Social Services (DSS).

I am happy to report that this year MDAA had its re-certification audit which meant a full audit against the National Standards for Disability Services (NSDS) and passed it with high distinction.

Together with our important stakeholders, we have developed our strategic plan which was a long and collaborative process with Governance Committee (GC), staff and management after

we have identified our directions. Our work as indicated in our Strategic Directions is to:

- continue to be a strong voice for people with disability with primary focus on CALD communities;
- strengthen MDAA's leadership
- develop other sources of income starting from small scale fund raising strategies (dinner, raffles and donations) to enable us to run other capacity building activities. The first one was the "Florescence of Diversity" a dinner/dance in November 2018 which was well supported by consumer, members and friends of MDAA.

As you know we still struggle with threats of funding cuts hanging over our heads, so I would like to ask our members, consumers, staff, volunteers, consultants and the Governance Committee for your enduring support in lobbying and building a better and stronger MDAA in the future.

**Vivi Germanos-Koutsanadis**  
MDAA Chairperson



# From the Executive Director

This report highlights the work completed by our organisation in 2018 – 2019 towards our goal of: promoting and protecting the rights of people with disability.

During 2018 – 2019:

- Our Capacity Building and Support team continue to ensure that the voice of our consumers are heard by decision makers and have worked with a total of 753 consumers from many diverse cultural backgrounds and organised 11 information forums.
- Through our successful NDIS Appeals, we worked with 96 consumers with 98% success rate in changing the decision of NDIA.
- Our Systemic/Policy Officer has written 7 submissions on issues relevant specifically to our consumers from CALD backgrounds and has run 5 consultations with consumers. These consultations have ensured that the voices of our consumers are reflected in all our Government submissions.
- The Peer group has organised many activities including handcraft, outings and information sessions and received funding from Parramatta Leagues Club.
- Our Volunteer program received a small funding from the Department of Social Services.
- Our Community Voices Program has organised 1 training this year to support another group of people with disability from CALD backgrounds tell their stories. Our Community Voices have also been involved in many stalls, expos and talks to promote disability awareness and advocacy
- Our Admin team have received 7764 calls and our website has been visited by 3000 people
- We have also received funding from ILC to run 3 “Know Your Rights” information sessions and 2 major projects: Intercultural Sounds and Movements and Future Leaders.

Advocacy support plays a vital role in ensuring that the voices and rights of people with disability are heard and upheld. However the changes to how State Government funds disability supports since the introduction of the National Disability Insurance Scheme, has threatened disability advocacy support across NSW over the last few years. NSW Disability Advocacy organisations came together in 2017 and established the Disability Advocacy Alliance. Its StandByMe campaign has focused on securing continued funding for advocacy. MDAA, with the help of our Governance Committee, staff and our consumers, wrote letters; visited Members of Parliament; participated in a rally; contributed to the StandByMe social media campaign by sharing our stories and holding many consultations at MDAA with our consumers who told the politicians of the importance of advocacy. Through everyone's efforts, we were able to sustain our lobbying and the NSW Government has extended advocacy funding until 2020.

Due to the threat to advocacy funding, MDAA has been exploring ways to generate income. This has included becoming an NDIS Support Coordination provider as well as engaging in fundraising activities. Our first fundraising dinner “Florescence of Diversity” was held in November 2018.

In May 2019, MDAA was again audited against the National Standards for Disability Services (NSDS). We were audited against all six standards for recertification. The Auditors heard from consumers, staff, Governance Committee members and external people to determine how well we comply with the Standards. I am happy to report that we are compliant and excelled in our documentation.

**Susan Laguna**  
Executive Director





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Who we are





**Above:** MDAA Staff and Governance Committee

## What we do

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 three major goals. MDAA's goals and measure are set out in the Strategic Directions document which is on our website.

## Our vision

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



### Our role

MDAA is an advocacy organisation representing people from diverse backgrounds with disability, their families and carers in NSW.



### Our aim

MDAA is a strong voice for people from diverse backgrounds with disability. We work towards the empowerment of people to actively participate in the community, speak up for their rights have their rights respected.



## Our goals



The rights of people from diverse backgrounds with disability, their family and carers are safe and protected



People get fair access to government and non-government services and get equally positive outcomes



Increase the participation of people from diverse backgrounds with disability their family and carers in society

MDAA works towards achieving these goals through advocating for human rights, developing capacity, self-advocacy, building networks for marginalised communities, and creating culturally competent / responsive services and supports.

## Our main areas of work

**Individual Advocacy:** 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 Advocacy Development:** 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).

**Projects:** we receive funding to run capacity building and awareness raising projects.

**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's Governance Committee



Vivi Germanos-Koutsounadis  
& Robina Yasmin



Mary Kumar



Quang Nguyen



Cathy Naing



Sarah Butler



Nooria Latif



Arnold Agda

### **July 2018 to June 2019**

Vivi Germanos-Koutsounadis, Mary Kumar, Robina Yasmin, Sarah Butler, Nooria Latif, Vidya Laurie, Ejaz Ahmad, Cathy Naing, Quang Nguyen, Paul Caesar, Yasmeen Shah and Arnold Agda.

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.



## Structure of MDAA's Committee

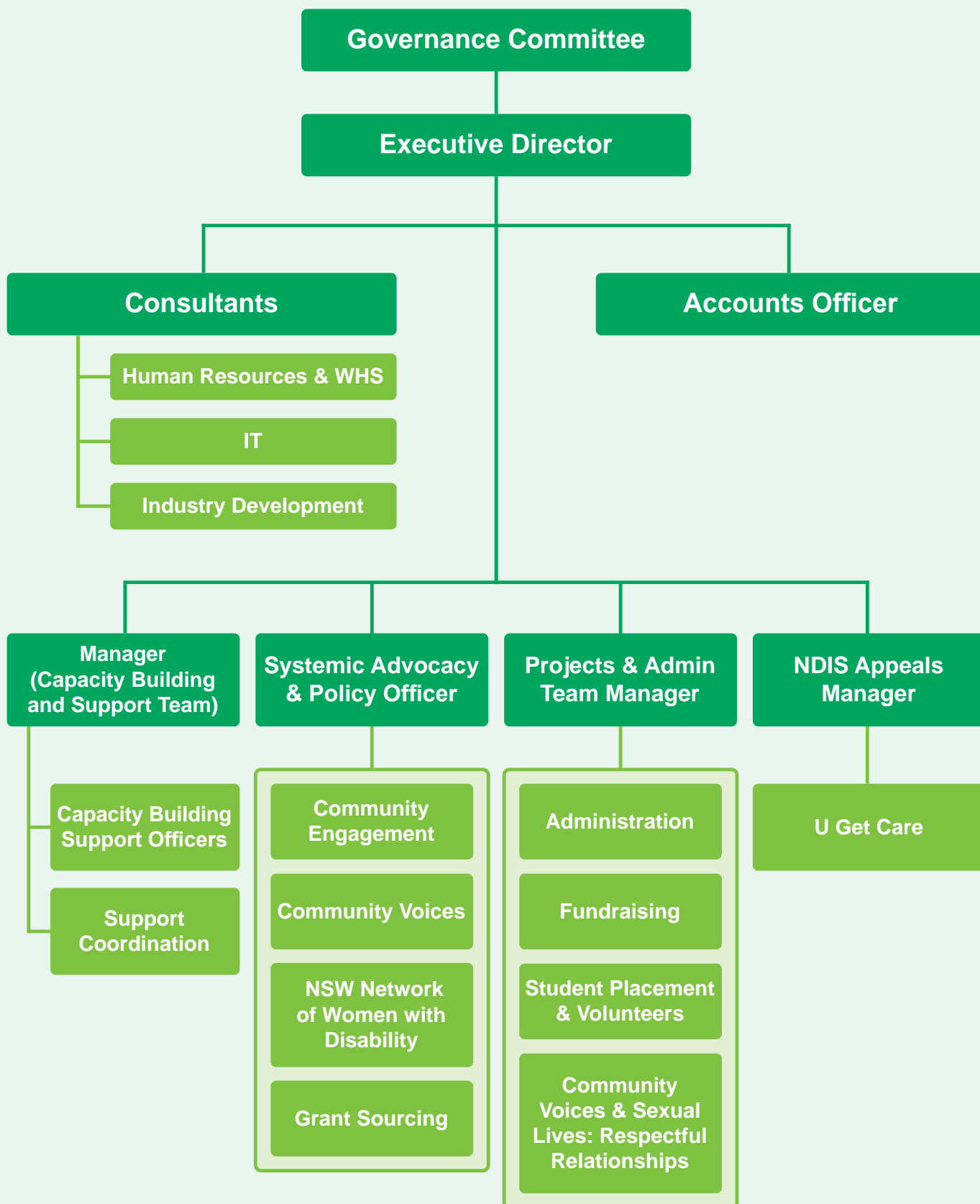
Committee		
Office Bearers	<b>Chairperson</b> – Vivi Germanos-Koutsounadis <b>Vice Chairperson</b> – Robina Yasmin <b>Secretary</b> – Cathy Naing <b>Treasurer</b> – Mary Kumar	
Ordinary Members	Sarah Butler, Quang Nguyen, Arnold Agda	
Co-opted Members	Paul Caesar, Yasmeen Shah	

Policy Sub-Committee	Finance Sub-Committee	Human Resources Sub-Committee
All Governance Committee as available	All Governance Committee as available	All Governance Committee as available
Staff support/ex-officio: Susan Laguna, Alicia Rodriguez	Staff support/ex-officio: Susan Laguna, Vani Srikumar	Staff Support/ex-officio: Susan Laguna



# Organisational Accountability 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, Cathy Naing, Laura Naing, Anthony Borg, Nooria Latif, Osito Herrera and Dayanand Grewal.

### 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.

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

Ginalyn Buenafe and Letizia Grotto from BCA training solution

Annatta Malula from Charles Sturt University

Supekshya Mala and Marian Onofomi from Australia College of Applied Psychology

Chen Daily and Chu Silver from City University of Hong Kong

Anusaya Gurung and Kumar Ankit from Australia College of Applied Psychology





# Florescence of Diversity Fundraising Dinner

MDAA would like to thank all the people who supported and attended our first fundraising dinner, “Florescence of Diversity”, held on Friday 23 November 2018, at Blacktown Workers Club. Thank you to our staff, our networks, generous donors and our consumers. It was a night of fun with entertainment by diverse performers who freely contributed their time and talent. We look forward to another successful event in 2019!





# Stand by Me Campaign

Stand By Me is a campaign run by the NSW Disability Advocacy Alliance of which MDAA is a member. They are a group of disability advocacy, information and peak representative organisations that empower people with a disability to have a voice.

The Stand By Me Rally was held Sunday 24th February 2019. There was a large turn out with everyone dressed in purple to show their full support. The main message of the day was to let Premier Berejiklian know how much it means to people with disability to have access to support when things go wrong, a champion in their corner and a voice in the NSW community now and always. The rally saw many speakers talk about how important advocacy was to them, such as Alex Greenwich – Independent member for Sydney, Paul Green from the Christian Democrats, Kathy Boland from Family and Friends of People with Disabilities and of course, our very own Shu Hua Chan who spoke on behalf of the Council of Intellectual Disability.





# Individual Advocacy

MDAA's Individual Advocates provide short to medium term advocacy support to people with disability, their families and carers from diverse and/or non-English speaking backgrounds (NESB). Individual Advocates support people to understand their rights and protect these rights they have been or may be violated, as well as support individuals in reaching their goals. MDAA utilises a person centred approach when providing advocacy support.

In July 2018, MDAA underwent a restructure which re-shaped the scope of its Individual Advocates to incorporate the NDIS service provision of Support Coordination. This changed MDAA's Individual Advocate job title to Capacity Building Support Officer (CBSO).

MDAA has offices providing Individual Advocacy in the following locations:

- Granville, Wollongong, Newcastle and Griffith (supporting people with disability from NES/CALD background);

- MDAA City and Inner West (Supporting all people with disability);
- MDAA South East Sydney (Supporting all people with disability);
- MDAA Bega covering Bega Valley Shire (Supporting 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 continues to shorten the waiting list for advocacy support.







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Activities,  
promotions  
and surveys

## Information Forums and Activities 2018-2019



### MDAA Annual Conference

5 July 2019

MDAA hosted the *NDIS and your Experience Conference* in response to the continued barriers experienced by CALD communities to access the National Disability Insurance Scheme (NDIS) and the issues faced by those who are not eligible. Consumers were invited to have their say on key issues that are important to them now that the NDIS has rolled out in NSW. Presentations were given by people with lived experience finding services outside the NDIS as well as professionals from a range of

organisations. We would like to thank our presenters for taking part in our conference including:

**Lisa Lyndon**

Social Work Support Manager, Dept Human Services

**Eileen Schmidt**

Commonwealth Carer Respite Centre

**Anthong Borg**

CALD Community Engagement Officer, St Vincent de Paul Society NSW  
MDAA received positive feedback from participants.

### Ms Julia Finn MP visits MDAA

1 August 2018



MDAA was happy to welcome Julia Finn MP, Member for Granville, to MDAA House on Wednesday 1 August, 2018. Ms Finn has been a great support for our organisation, consistently showing an interest on the effects of government policy on our members and the people we support. On this day we were given the opportunity to express our concerns and feedback on all issues relating to the National

Disability Insurance Scheme (NDIS). In a meeting attended by staff, members and consumers alike, we were happy to be able to deliver a wide range of feedback which we hope will be passed on to decision makers. We thank Ms Finn for being so receptive to our comments, for presenting our advocates with their Advocacy Essentials certificates, and for sticking around for our BBQ celebrations afterwards!

### Community Safety & Domestic Violence

Sept 7 2018

On the Friday 7 September MDAA held a forum on "Safe Communities" at St Marks Anglican Church. The purpose of this forum was to provide an opportunity to increase participants' awareness of their rights to services and safety. The forum was well attended with about 40 participants. Our first speaker, Maria Katrivesis, spoke about Human Rights (Rights to Services and Rights to Complain). We enjoyed a

light lunch and socialising, before our second speaker Acting Commander Granville Police: Tamara Kirby, spoke about Community Safety (our rights to be safe). Participants were engaged and asked many questions of the police officers on the topic. We hope that these forums will provide an opportunity in the future for the participants to continue asking questions of the service providers/ guest speakers.





## “NDIS and YOU” Forum

1 February 2019

On Friday 1 February, MDAA held its first Forum for 2019 – “The NDIS and YOU” as well a Consumer Feedback Forum. The event started with a speaker from the NDIS - Marie Rosney who introduced the group to the basics of the NDIS; who can access the NDIS and how to access. The next speaker was Ozlem Bayman from Uniting who spoke about how to utilise a plan once

it was received and how to make the most of your funding. The Consumer Feedback forum was held with everyone taking part in the session. Consumers were given the opportunity to provide feedback on things that MDAA are doing right as well as things MDAA may need to work on. Overall the day was informative and well received by consumers who attended.



## Election Forum

18 March 2019

On Monday 18 March, MDAA held an information forum for the 2019 NSW State election. The forum aimed at giving MDAA consumers and committee members the opportunity to hear from candidates for NSW Parliament and to ask questions about their

policies. Julia Finn attended and provided information about Labor’s policies and how it would affect the Cumberland local government area. She also participated in responding to a variety of questions. The forum was well received and informative.



## NSW Ageing & Disability Commission Forum

9 May 19

On 9th May, CBSO’s Kaysey and Jennifer as well as Governance Committee member Robina Yasmin attended a community forum at Blacktown Workers Club for the NSW Ageing and Disability Commission, set to launch on 1 July 2019. The purpose was to inform the community about the new Commissioner for Ageing and Disability. To ensure that the rights of older people and adults with disability are protected, the Commission will be responding to any allegations of abuse, neglect and exploitation. This may be by someone they know in their home or in the community. Forum participants were asked to give feedback to:

- Assist in the way in which the NSW Ageing and Disability Commission aims to communicate to older people and adults with a disability
- Provide a level of service which caters for potential cultural and linguistic sensitivities
- Identify challenges which may occur when responding to complaints

MDAA wishes the NSW Ageing and Disability Commission will avail older people and adults with disability better access to services during times of hardship. We will continue to use our experience working with people with disability to deliver their feedback & concerns to the Commission.

## NDIS Quality & Safeguards & Standards Forum

20 May 19

On Monday 20 May 2019 MDAA held a forum for our consumers to share information on the NDIS Quality & Safeguards Commission. We also briefed our consumers on the upcoming audit and discussed the principles of the National Standards for Disability Services. This was a chance for our participants to

freely ask questions about their rights under the Disability Standards.

There was great attendance and participation from our consumers. We would like to thank all our consumers for assisting us through this audit and for supporting our organisation.





# Information Forums and Activities 2018-2019 cont.

## NDAP Audit

May 2019

MDAA has just been audited for our Accreditation for compliance with the National Standards for Disability Services (NSDS) necessary for a government funded organisations. The audit took place from 27 May 2019 to 31 May 2019 and we were audited against all six standards. The Auditors visited our Granville Head office and our South East Sydney Office in Hurstville. It has been a very hectic 5 days for MDAA and finally it is over. MDAA and the Auditors heard from external people looking into how we are compliant in all standards and excel in our documentation. The Auditors commented that we get a gold award for the biggest attendance in the opening and closing meetings as they often only see 3-5 people in other organisations they have audited.

We would like to thank all consumers, staff, volunteers, consultants and the GC for all your support and help. We can not sit on our achievements as we have work to do, to strive for excellence in the future. Any feedback, even

negative feedback, is valuable feedback as it contributes to the continuous improvement that we seek.

The Auditors have recommended that the CBSOs in particular need to continue to engage our consumers and remind them of their rights especially in making a complaint as this is what advocacy is all about empowering people so their voices will be heard. Special thanks to our NDIS Appeals & Reviews Officer, Zaya Toma, for spoiling us with his homemade celebratory pavlova to mark the end of this year's audit.



## MDAA Housing Forum

27 June 2019



On 27th June 2019 CBSOs Marilou and Catherine held a Housing Forum at Granville office. The attendance was very good with more than 20 people participating.

Alison, from Bankstown Housing Department, gave a presentation on: Maintenance, antisocial

behaviour, home modifications and transfer applications. Alison was very engaging with the clients and managed to answer all questions and enquiries on the day. The participants filled out a survey at the end of the session and the feedback was very positive. The forum finished with lunch.

## Blacktown Expo

26 June 2019

Members of Community Voices and MDAA staff attended the Western Sydney Employment, Life Skills and Leisure Expo that was held at Blacktown RSL on 26 June 2019. This Expo was to provide a range of options for post-school support options and pathways for students with disability.

MDAA was showcased there with the goal to connect with the Western Sydney community. The MDAA stand was visited by many people. In all, the event was a great opportunity for MDAA to promote their services and allowed the community to be better informed about the many services available to them.





## Information Forums and Activities 2018-2019 cont.

MDAA holds and attends a number of activities and presentations during the year. Within the last financial year, some of these included:

- South East Sydney (SES) CBSO presented to the Sydney Vocational Support Network at the Intellectual Disability Foundation
- City & Inner West (CIW) CBSO presented to the St Vincent de Paul Society about MDAA
- Granville CBSOs attended NDIS roundtable, organised by Blacktown City Council and the NDIA. This was an opportunity to voice issues concerning the NDIS service provision (including Support Coordination), NDIS participants and people with disability in general.
- Other existing similar roundtables in the Western Sydney region were identified.
- Staff attended NDIS Rally in Penrith calling for improvement and support for community workers
- SES & CIW CBSOs held a forum with the Chinese community on "Your Rights"
- MDAA staff prepared for the Accreditation Audit in May 2019
- Granville staff attended training for Rights-based sexuality support

## 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 commitment 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 and Promotional Activities

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.

# Networking and Promotional Activities



## MDAA Bega Networking and Promotional Activities

- Bega Valley Disability Interagency meeting held at Disability Trust Bega
- BASI (Bega Aged Services Interagency Meeting)
- Bega Valley Homeless Forum: Bega Valley Interagency Meeting organised by FACS addressing homelessness in the Bega Valley as Service Providers.
- Celebrate International Day for People with Disability Event in Bega for members of the community. Included entertainment, stalls, activities, local businesses, service providers.
- Participating in local Disability event representing MDAA and supporting local community members. Empowering people with disability and ensuring inclusiveness and equality.
- MAGIC - Multicultural Group held at Bega Fun House first Wednesday of the month: Bega CBSO attended MAGIC providing information about MDAA Services and opportunity to ask questions from members of MAGIC.
- International Services to assist with translation of generic Centrelink information, speak with a person in their language by calling 131202. Centrelink do not have any forms written in other languages. Clients were advised to contact help in other languages to request assistance from a person that can speak in their language.
- Koori Interagency Network: Bimonthly Interagency Meeting. Networking, promoting MDAA Advocacy, share projects, ideas, information with community services in the Bega Valley to support MDAA Consumers.

- MDAA presentation at Bega Tafe for Cert 111 Direct Support– Disability Services Students.
- Focused on identifying the role of a CBSO in MDAA and shared information of local community issues within Bega Valley Disability Services.
- Anti-Poverty forum hosted by Energy and Water Ombudsman in Bega about poverty and severe hardship that affects more than a million Australians. Speakers included Bega City Council, Bega Women's Resource Centre, NSW Fair Trading and Legal Aid.
- Consumer Law – Fair Trading- Information Session presented by MDAA Bega. The session was well received by participants. Speakers from Fair Trading participated in information session. All participants found the information regarding their rights when signing service agreements and Fair Trading Facts informative
- MDAA consumer Information Session; Information Session to support MDAA Consumers navigate their way through their NDIS plan and information to make the most of their plans to best reflect their goals. Alicia Collings Local Area Coordinator (LAC) gave a presentation about the NDIS plan and the categories within the plan of what they mean and how they can be used.

### **Introductory and referral meetings provided advocacy on behalf of consumers with**

Playability, Wellways, Bega Community Mental Health, NSW Fair Trading; Disability Law, South Regional Area Health, Centrelink, Women's Resource Centre-Bega, Department of NSW Housing/Bega, NSW Trustee and Guardianship Parramatta; Tulgeen Disability Services/Bega, Disability Trust/ Workability; Family South Coast Family Support Service Bega, Shoalcoast Community Legal Centre Inc (SCLC)/Bega Valley, Mission Australia Homeless Service/Bega, One Door Mental Health Bega, Anglicare/Salvos/Vinnies - Financial Counselling Services, Meal on Wheels-Bega, Dementia Australia Merimbula, Interchange- NSW Health- Compacts Provider, NDIS - LAC (Local Area Coordinators), Bega Shire Council; AMP – Disability Employment Services, Illawarra & South Coast Tenants Service, Cooma Multicultural Centre and Flourish Bega.





## MDAA South East Sydney (SES) Networking and Promotional Activities

With the full roll-out of the NDIS in the South East Sydney area and the awareness of the scheme being delivered to consumers through multiple workshops in partnership with other service providers, the work at the MDAA SES office has increased greatly. There were of course some challenges along the way including staff turnover and relocating three times during the year. The SES team remains resilient despite being short staffed since end of year 2017. MDAA SES was audited with excellent results and feedback. They have engaged with NDIS participants and their families through workshops, information sessions, meetings, home visits, referrals from other NGOs, NDIS participants review meetings and word of mouth passed on by other satisfied MDAA consumers. The consumers became aware of their rights and exercise that right to request for reviews of their NDIS plans with support of the SES team.

### Networking and Promotion

- Participation at St Georges School Disability Expo at Georges River College, Oatley Senior Campus. MDAA was well promoted in this event which resulted in gaining new consumers.
- Represented SES at the Commonwealth Home Support Program (CHSP) meeting which is held every 3rd Tuesday of the month.
- Represented SES at Sydney Vocation Support Network (SVSN) bi-monthly forum at Beach Street, Kogarah. This network provides a forum for information sharing and an opportunity to improve vocational and employment outcomes for school leavers with disability.
- The CBSO Violet Pritchard presented to SVSN on 'Advocacy under NDIS and the role/work of MDAA'.
- Pacific Island Network (PIN) meet at the Juvenile Justice, Burwood was attended by the CBSO. The meeting is a collaborate work of the PIN and the specialist team at the Justice Dept to find solutions to reduce the intake of repeat offenders.
- MDAA SES facilitated a forum on Oct 2018 for the Chinese Disability Peer Support Group in the St George area. Presenters were, Maria Katrivesis on 'Disability Awareness Rights; Zaya Toma on 'NDIS Review and Appeals' and Violet Pritchard on 'Role and Work of Advocacy'. Natalie Deng from CIW office co-facilitated in this event and acted as the Mandarin interpreter. It was a successful event with all the attendees providing positive feedback
- SES team attended the launch of the Publication, 'Accessing and Participating in NDIS: Views and experiences of CALD communities' that was held at Georges River Council. The research study was prepared for the Multicultural Access Project of Advance Diversity Services (ADS) in working collaboratively with UNSW, MDAA and SSI. MDAA was included in the acknowledgements for the publication for their significant and valuable contributions in informing and recruiting participants for the research.

# Networking and Promotional Activities cont.

## MDAA Wollongong Networking and Promotion Activities

MDAA continues to create strong working relationships with other service providers in the Illawarra area within the government and non-government sector.

The Capacity Building & Support Officer continues to lift the profile of MDAA in the Illawarra region. They also continue to protect and secure the rights and interests of people with disability and their families and carers, focussing on those CALD/NES backgrounds.

MDAA Wollongong continues to grow with its consumer base and aims to continue to develop this into 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:

- Promoted MDAA at Uniting Arabic NDIS Forum
- Attended the CALD Disability Working Group Meeting
- Attended the Multicultural Communities Council Meeting
- Attended the Illawarra Multicultural Communities Council Illawarra Annual General Meeting
- Created strong working relationships with other services providers who support the refugee and CALD community

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.





## MDAA City and Inner West (CIW) Networking and Promotion Activities

It has been another very busy year for the MDAA CIW team. MDAA CIW has carried out a number of networking and promotional activities for 2018-2019. Some of these activities include:

- Attended NDIS Provider Networking event in Surry Hills. Outcomes included: promotion of MDAA and advocacy services to other providers, particularly to therapists who stated that they are spending extra time doing advocacy work for NDIS participants because they don't have Support Coordination
- Attended the launch of the Wide Angle Film Festival - an accessible festival of films that reflect the lived experience of people with disability.
- MDAA City and Inner West received a compliment email from Ability Links. Many consumers and service providers expressed their appreciation verbally or wrote emails to say "Thanks".
- Royal Commission into Aged Care - attended the Summer Foundation Workshop
- Networking with Service Providers including:
  - The Co-operative Life
  - Partners in Recovery
  - Ability Links
  - Plan Partners
  - Fact Tree Youth Service
- Partner with Ethnic Communities Council NSW to complete radio interview for voting in state and federal government elections.



### City & Inner West CBSOs participated in the following:

- Natalie Deng and Ellena Rebbeck held a stall at Disability Exhibition at City of Sydney Town Hall on 22 June 2019. More than 100 people visited the stall and obtained helpful information, while it also proved to be a great networking opportunity with other community service providers.
- Attended StandByMe Rally in Martin Place
- Legal Aid Law Check-up
- Attended Seven Steps to Self-Direction Workshop organised by Resourcing Inclusive Communities, improving knowledge and experience in building right relationships between people with disability, families, friends and support workers.
- Attended Sydney Chinese Services Interagency monthly meeting. The purpose of the group is to provide integrated service for people from Chinese background.

# Networking and Promotional Activities cont.



## MDAA Newcastle Networking and Promotion Activities

It has been a very busy year for MDAA Newcastle starting with our Individual Advocate leaving in July 2018. Newly recruited Capacity Building Support officer (CBSO), Joanne Chater took over the Newcastle region office late August after spending 3 days orientation at MDAA head office in Granville.

### Networking and Promotion

Network, Interagency and other relevant meetings have been attended. MDAA CBSO has represented and participated in numerous opportunities to raise awareness of MDAA services and the rights of people with disability from CALD and NESB.

These include but not limited to, Newcastle Multicultural Interagency, Hunter Refuge network and Hunter CALD Elder Abuse Prevention Network all held at the Northern Settlement Services.

Strong referral links have been fostered with Service Providers, Centrelink, St Vincent De Paul, NDIS, Catholic Care, Hunter New England Health, the Refuge Settlement team at Settlement Services International and Family workers.

### Community Development / Engagement

MDAA Newcastle also hosted the Hunter CALD Disability Engagement Reference Forum, which has now been dissolved as no longer supported.

NDIS and St Vincent De Paul have engaged CALD NDIS engagement officers who are running NDIS information and training sessions for PWD from a CALD NESB to bridge the gap.

HMC Seniors Event at the Hunter Multicultural Centre where MDAA Newcastle office is based.

Newcastle CBSO also connected with the Hunter New England Multicultural Health Team and various other service providers including NDIS, LAC and Linkers St Vincent De Paul, Northcott to support consumers seeking access to NDIS and linking with support services.





## MDAA Griffith Networking and Promotional Activities

MDAA Griffith has been involved in various networking and community development events to promote MDAA in the Griffith Area and raise awareness throughout 2018/2019. We have been involved in actively promoting and securing the rights and interests of people with disability and their family and carers in the Griffith Area.

### Networking and Promotion

- The Griffith Interagency monthly meetings were well attended and the upcoming MDAA consultation with consumers was promoted. The Individual Advocate found these meetings to be an excellent opportunity to network with other Service Providers and to promote MDAA Services.
- The Griffith Multicultural Interagency quarterly meetings were well attended and MDAA Services were promoted to other Service Providers.
- MDAA Griffith collaborated with other Services to host a Harmony Day event at Griffith City Park. This was a well-attended family event and MDAA Consumers who were in attendance enjoyed this thoroughly.
- MDAA Griffith was promoted at a St Vincent de Paul Society Care & Support conference meeting. MDAA Services were discussed with key support workers.
- The Griffith Community Services Expo which was held at Griffith Central Shopping Centre was attended. MDAA Griffith was promoted and information was gained regarding other Service Providers in the Griffith Area.
- The Capacity Building and Support Officer (CBSO) attended Cultural Competence in working with people from refugee backgrounds training at Griffith City Council Chambers. This training was facilitated by Service for the Treatment And Rehabilitation of Torture and Trauma Survivors (STARTTS). This was an excellent opportunity to promote MDAA and referrals to our Service eventuated from this.
- Exemplary service was provided to consumers during this year and consumers received good outcomes on issues which they were struggling with.

Rochelle Croucamp was appointed in the position of CBSO for the MDAA Griffith Office in July 2018.

# 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 2018-2019 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:

- Support Coordination and Advocacy - Sharing Experience - Chris Laurie, CAWS
- Admin Team training - Jozmaye Benn
- Strategic Planning Discussion Vicky Jones-Best Practice Consulting
- Non-Violent Communication Glyn Conlon, Centre for NVC
- Cultural Competence, Mental Health & Self Care - Michelle Sapucci Transcultural Mental Health Centre
- Risk Enablement Workshop - Office of the Public Guardian
- Team Planning Conversation - Led by all MDAA teams
- Working with First People - June Reimer, First People Disability Network
- Organising Forums - Maria Katrivesis, MDAA Consultant
- Updates on Quality and Safeguards - Maria Katrivesis, MDAA Consultant
- Trends in NDIS Appeals and Review - Zaya Toma
- NDIS Appeals and File Notes - Libby Brookes, Principal Lawyer- Maurice Blackburn
- Visa Types and Tips in Supporting MDAA Consumers - Frank Donatiello, Director - Immigration Western Sydney
- CBSO Procedures - Maria Katrivesis, MDAA Consultant



## Success and Feel Good Stories

### Case Study 1

Tom, a 53-year-old consumer from CALD background, suffered a stroke in 2015 and was referred to MDAA while residing in an aged care facility by the NSW Ombudsman. Tom had been living with his elderly mother in a Department of Housing unit and had very minimal community support. He requested that MDAA appeal a decision made by The NSW Public Trustee and Guardian placing him in the aged care facility which disappointed Tom and his mother and cost the family \$110.00 per day. He was very unhappy being surrounded by older residents as he had no interaction with others. This situation was severely affecting his mental health and wellbeing. Tom and his mother wished for him to be cared for in their own home. Neither Tom or his mother knew of the appeal process and felt intimidated to fight for any alternative arrangement as the decision to place him in an aged care facility had been made by a government department. Therefore, they felt they were powerless.

MDAA supported the family by presenting a strong evidence-based case in support of Tom being cared for at home. An Occupational Therapist's report was drafted with the assistance of a CBSO from MDAA to support Tom's case to live in his family home. Subsequently, the family was successful in appealing the decision made by the NSW Public Trustee and Guardian. Due to the dedication of MDAA staff member and a strategic approach to this very complex matter, Tom is moving back home to be cared for by his family.

### Case Study 2

Salim is a 27-year-old consumer with vision impairment who sought assistance with several issues. He felt overwhelmed dealing with his situation and did not know where to start or and where to go for help. Initially, MDAA received a referral from the NSW Ombudsman about his issue concerning Social Housing. Together, with his CBSO made a list of concerns and identified the main issues. The CBSO assisted Salim by breaking down the steps to be undertaken by Salim for self-advocacy, as well those to be undertaken by the CBSO to assist him. Salim's first issue involved seeking approval for a dividing fence line between his property and a neighbouring property, a request NSW Housing had previously declined. MDAA drafted a letter appealing the decision. This letter provided means of support to Salim's claims, and facilitated further communication between Housing NSW and Salim. The appeal was successful, and the dividing fence was erected between both properties. The second issue was in relation to his pension payments made by the Department of Human Services. There had been an initial claim from Centrelink was that Salim owed money to the government because he changed his type of payment from Youth Allowance to Austudy. When Salim tried to ring Centrelink himself and discuss the problem, he received conflicting information. The CBSO encouraged Salim to ring Centrelink himself with the advocate present. MDAA supported Salim to self-advocate to get the issue resolved. It was identified that a mistake had occurred, and Salim did not actually have any outstanding debts.

### Case Study 3

Jelena is a 60-year-old consumer with physical disability. She sought help from MDAA to support her with an application for a Carers Visa to sponsor a family member from overseas to provide care. She is very sick and not able to care for herself or her son, who also has a disability. As MDAA is not a






legal service, an CBSO assisted Jelena by providing information about available services and organisations that might be able to assist her complete the carer application. The CBSO also assisted her to lodge an enquiry with the Immigration Advice and Rights Centre and scheduled an appointment with one of their

solicitors via the phone with the assistance of an interpreter. An action plan was developed with the solicitor that outlined further steps to be undertaken by Jelena with the assistance of a CBSO. As the result, the CBSO supported her to gather all necessary evidence. The consumer was happy and very thankful to MDAA.

### 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.

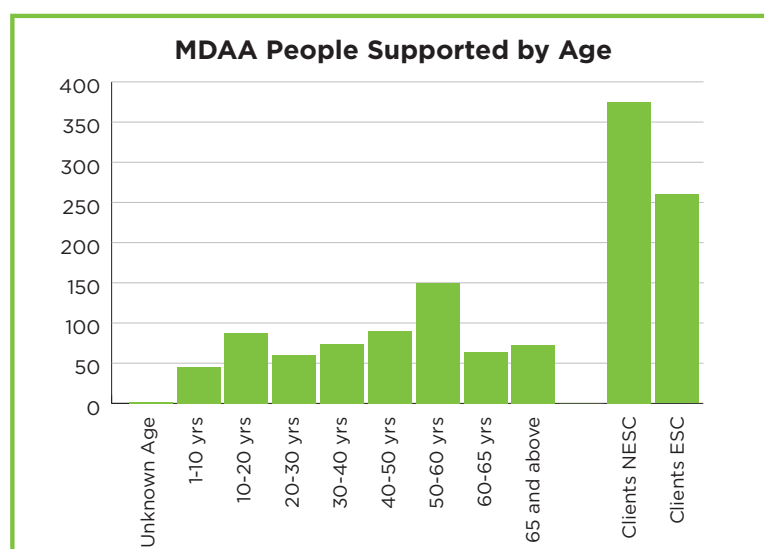
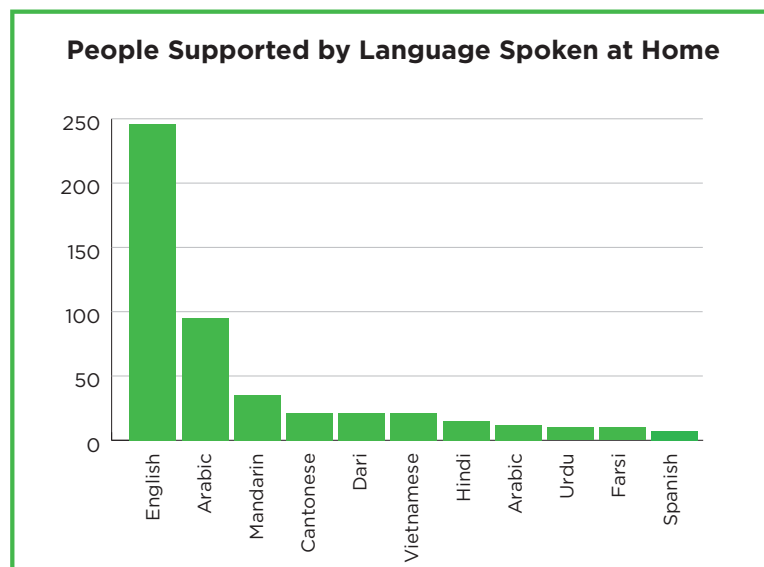
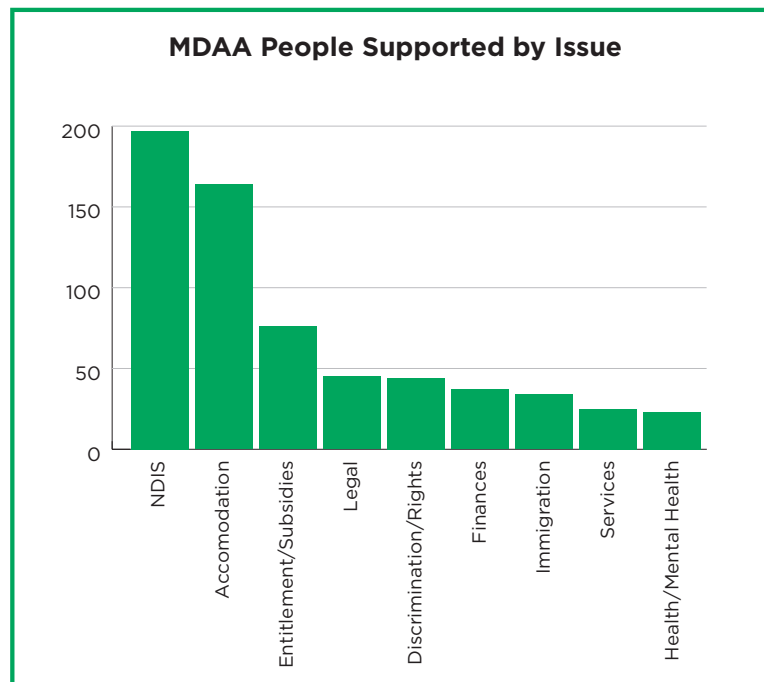
**During the Financial Year 2018-2019 the top 5 enquiries for people supported by MDAA were:**

	<b>1</b>	<b>NDIS</b>	<b>198</b>
	<b>2</b>	<b>Accommodation</b>	<b>165</b>
	<b>3</b>	<b>Entitlement/Subsidies</b>	<b>77</b>
	<b>4</b>	<b>Legal</b>	<b>44</b>
	<b>5</b>	<b>Discrimination/Rights</b>	<b>43</b>

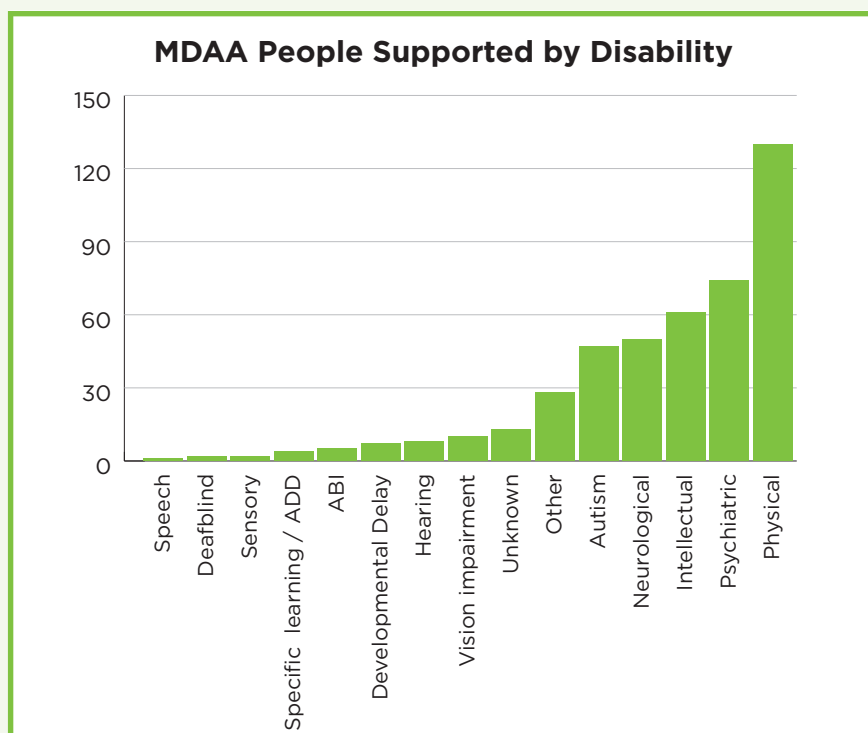
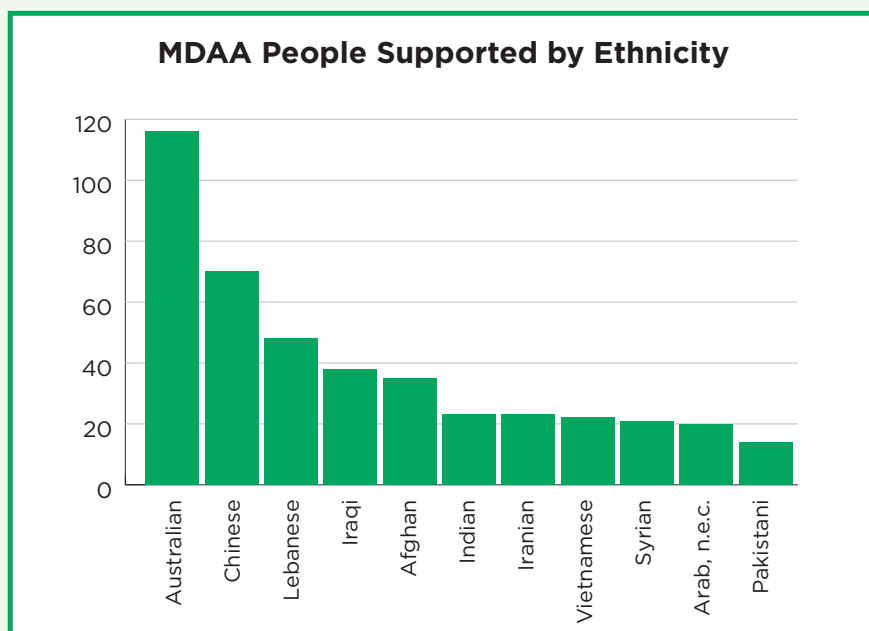
Other issues included: Finances, Immigration, Services, Health/Mental Health, Education, Aids-Equipment, Recreation/Social, Respite, Personal Care, Physical Access, Transport, Isolated/Vulnerable, Abuse/Neglect.

The following graphs show the top indicators in each category.





## Profile of MDAA's Consumers cont.





## 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. Some of our actions for this year included:

### MDAA written submissions:

- Inquiry into the implementation of the National Disability Insurance Scheme and the provision of disability services in New South Wales
- Response to the National Disability Strategy 2010-2020; Third Implementation Plan,
- Measuring Progress 2019-2020 Proposed Key Action Areas
- Submission to the Joint Standing Committee on the National Disability Insurance Scheme; General Issues around the Implementation and Performance of the NDIS
- Response to the NSW Social Issues Committee Inquiry into the Provisions of the Aging Disability Commissioner Bill 2019
- Supported PWDA in their letter to Attorney-General Hon Christian Porter regarding
- Reasonable Adjustments under the Disability Discrimination Act 1992 (Cth)
- Support for Women with Disabilities Australia letter to NDIA CEO, Rob De Luca, regarding Gender Inequality in the NDIS
- Involvement in the Safe State campaign with NSW Women's Alliance.

### Conference presentations:

- Presentation at the international Metropolis Conference on 'Medicalised Borders: Exploring the role of the medical profession as agents of border control in contemporary Australia.' Based on primary research conducted with Western Sydney University.



### Additional feedback delivered through:

- NSW Electoral Commission Equal Access to Democracy Disability Reference Group
- NSW Electoral Commission Culturally and Linguistically Diverse Reference Group
- Western Sydney Multicultural Advisory Committee
- Consultation with Julia Finn MP along with MDAA members and consumers providing feedback on NDIS issues and trends
- Presentation at Western Sydney University's Research Seminar Series on 'Making
- Partnerships Work' working together with Dr Irena Veljanova
- Participating and providing feedback to NSW Department of Justice review of Domestic Violence Justice Strategy consultation
- St Vincent de Paul Local Area Coordinator's CALD Engagement Reference Group

## NSW Network of Women with Disability



This year, thanks to a number of fundraising events, the NSW Network of Women with Disability has had the pleasure of hosting events such as an International Women's Day celebration and a Mother's Day event for its members.

However, in the last financial year MDAA has put its efforts in assisting to further revive the NSW Network of Women with Disability which has been running unfunded for more than 10 years. The initial project aim was to provide a space for women with disability to connect, establish friendships and engage in peer support. It was run and lead by people with disability and focused on engaging people from a Culturally and Linguistically Diverse (CALD/ Non-English speaking background (NESB).

In the past, when the Network had the resources, it supported women through three main avenues:

- ChickChat- A state-wide, quarterly telephone link-up for women with disability who identify as being home-based
- MsTical Women's Gatherings- Are a way for members and potential members to connect in a comfortable, informal atmosphere
- Venus Newsletter- A publication written by women with disability, for women with disability.

Thanks to a successful ILC grant at the end of this financial year, the Network of Women with Disability will be running a new project for members focusing on intercultural sounds and movements, and will have the opportunity to further evaluate how to re-establish its aim and supports.





## Industry Development 2018 – 2019 Annual Report



**Above:** MDAA Staff Training

The CCSP and mdAA cultural abilities continues to support the sector work more effectively with the diversity of their communities through participation on working parties, forums and reference groups, and facilitation of training, including:

- St Vincents Local Area Coordinator's CALD Engagement Reference Group where we contributed to the development a package of training for St Vincents' Local Area Coordinators
- Quality and Safeguards Commission Advocacy Forum where we raised concerns about the participation of people with disability from CALD backgrounds in the NDIS
- Parliamentary Standing Committee on the Ageing and Disability Commissioner Bill: MDAA presented a submission on the need for advocacy support to CALD communities as part of a panel made up of peak advocacy organisations.
- Cumberland Cultural Awareness Forum where we presented on Building Cultural Capacities: diversity, equity, inclusion and rights to 80 workers.
- Ambulance NSW: We continue run cultural awareness workshops for call centre staff. We have delivered 6 sessions to 138 call centre workers.

In addition, we continue to support our staff to develop their abilities to work in culturally responsive person-centred ways through development of training and reflective practice.

This year has also seen us work in partnership with other organisations to increase the knowledge in CALD

communities about disability and reduce the stigma and access the NDIS.

This has included:

- MDAA have been involved in the Arab Council Australia's AwarAbility Project which aims to support Arab Australian community become more inclusive of people with disability and mental health concerns. We have run 6 focus groups totalling 61 participants from 6 Arabic-speaking countries (Syria, Palestine, Lebanon, Egypt, Iraq and Iran) in 5 suburbs across South Western and Western Sydney.
- MDAA are working closely with Mental Health Coordinating Council (MHCC) to codesign the Reimagine Today resources to support CALD communities better understand psycho-social disability, and support people with psycho-social disability access the NDIS.

The Project continues to work with management, senior staff and Governance to build a strong, culturally responsive organisation. We have done this with training to both the Governance Committee and staff and we have ensured that MDAA continues to meet its obligations under the National Standards for Disability Services (NSDS). In May this year we passed the audit with flying colours! With the help of the whole MDAA team, we provided the auditors with 403 examples of compliance across 6 NSDS standards and 40 sub-standards using 204 individual pieces of evidence and 101 policies and procedures.

It really makes me proud to be associated with MDAA

# 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, and to raise awareness about disability in the community.

The financial year 2018-2019 Community Voices have delivered presentations at a range of events including:

- 2 July 2018 - St George Post School Disability Expo. MDAA was represented by Catherine Vanisi (Community Voices Admin Officer) and CBSO Violet Pritchard.
- 9 August 2019 - Riversby School Expo
- 16 August 2019 - Liverpool Expo
- 30 August 2018 - Campbelltown School Expo
- February 2019 - Community Voices Refresher Course
- 5 May 2019 – Granville Boys High school, attended by CV volunteer Arnold Agda attended with Catherine Vanisi
- June 2019 – Mount Druitt Hub Volunteers Training, attended by CV volunteer Arnold Agda, Paul Caesar from Governance Committee, as well as Executive Director Susan Laguna and CV Admin Officer Catherine Vanisi.
- 26 June 2019 – Western Sydney, Employment Life Skills & Leisure Expo, attended by Anthony Borg and Arnold Agda CV volunteers as well as CBSO TL Kaysey Sinpraseuth and CBSO Farida Oemar.



**Above:** Community Voices Promotion





## NDIS Appeals and Reviews

MDAA is pleased to provide this report on the NDIS Appeals Program for the period of 1 July 2018 to 31 June 2019. It has been a very successful year for MDAA's NDIS Appeals Program with assistance provided to 96 individuals.

The two types of decisions being reviewed and/or appealed were 1) Access requests, these are decisions, where applicants were refused access to the NDIS; and 2) Reasonable and Necessary supports, this is where participants were not provided with adequate funding in their NDIS plans. Within the year 52% or 50 consumers were assisted with Access request decisions and 48% or 46 consumers were assisted with Reasonable and Necessary supports decisions.

A successful outcome was achieved for 94 of the 96 consumers that received assistance from the NDIS Appeals Program, which equates to a 99% success rate. This is an extraordinary achievement, which should make our members and supporters very proud. Importantly, this result is not just a statistic, it represents very real people with disability, largely from a non-English speaking background, that MDAA has successfully helped to access the NDIS, for the first time or receive much needed funding for reasonable and necessary supports, such as:

- An additional \$150,000 in core funding for a young male with complex and severe disability
- A ceiling hoist valued at \$15,000, for 35 year old CALD female
- A mobility scooter valued at \$12,000 for a 50 year old CALD male with cerebral palsy
- Applied Behavioural Analysis (ABA) therapy funding for participants with Autism.

In addition to those fantastic results, other noteworthy matters include:

- A successful NDIS Appeals Forum was organised with a Legal Aid Solicitor speaking and a panel of service providers including Cumberland Council and a Community Voices representative
- Gave presentations to STARTTS and AFFORD regarding the services that MDAA provides to consumers
- A new and improved intake and assessment process has been implemented and is working well
- MDAA continues to inform participants of their rights under NDIS on individual basis when supporting them through the NDIS review and appeals process with 45 currently open cases.

There are over 8,000 internal reviews in the queue waiting to be processed by the National Disability Insurance Agency (NDIA) and it is currently taking between 3 and 6 months for a decision to be reviewed. Decisions must be first reviewed by the Agency before an appeal can be lodged with the Administrative Appeals Tribunal.

The NDIS Appeals & Reviews team have enjoyed assisting our consumers through the NDIS reviews and appeals process. If you are unhappy with a decision made by the National Disability Insurance Agency, do not hesitate to contact MDAA by phone: (02) 9891 6400 or by email: [mdaa@mdaa.org.au](mailto:mdaa@mdaa.org.au).

# MDAA Support Coordination Project

MDAA's Capacity Building Support Officers (CBSOs) provide Support Coordination Service Provision for participants as per allocated hours of support in their National Disability Insurance Scheme (NDIS) plan. MDAA's CBSOs support the implementation, linkage and referral to services which are utilised under funded categories in participants' NDIS plans, promoting choice and control in each participant's selection of services.

Supports include but are not limited to:

- Identifying goals and assisting participants to achieve them
- Liaising with participant's nominees to support participants to make informed choices
- Accessing mainstream, community, formal and informal supports
- Negotiation of prices under each service provider's service agreements as part of any quotable supports
- Arranging assessments to determine the nature of funding required
- Budgeting for each support category and assisting to manage NDIS funding for the entirety of participant's NDIS plans
- Linkage to mainstream or community services (i.e. housing, education, transport, health)
- Strengthen participants' capacity to coordinate their own supports
- Understanding the roles and responsibilities under service agreements issued



MDAA supported a total of 28 Support Coordination participants within this financial year. MDAA's Support Coordination service provision was CALD-specific, where most participants' and nominees' first language was not English.

MDAA's offices that provided Support Coordination service provision were:

- MDAA Granville
- MDAA City and Inner West
- MDAA South East Sydney
- MDAA Newcastle
- MDAA Bega
- MDAA Griffith

# Sexual Lives: Respectful Relationships (SL:RR)

## Overview

The SL&RR Admin, Catherine Vanisi, has been consistently busy supporting ongoing projects, Peer Support, Community Voices and Admin support for SL&RR Language & Literacy

## Sexual Lives and Respectful Relationships

Catherine attended network meetings when required & liaised with all stakeholders and provide assistance when needed for SL&RR.

- Supported Peer educators through-out 2018 in completing all tasks required of them including completing a draft flyer for promoting SL&RR to local networks Attended a combined local Network meeting for Liverpool/ Blacktown networks in June 22, 2018.
- Deakin University was present to farewell Alisha Gilliland and Emily who were employed to oversee and support the NSW networks.
- SL&RR Program Partners Eelin Chang from Family Planning, MDAA Admin and Peer Educators to meet monthly and look for council and community grants to continue SL&RR. Adele Taskin will receive some training from Deakin

University and continue to rollout SL&RR in the Nepean Blue Mountains area. Adele will also liaise with Deakin University.

- Catherine attended a combined local Network meetings throughout the financial year for Liverpool/ Blacktown networks. coordinating transport for Peer Educators, also supporting Adele Taskin from CID with admin support.
- With Family Planning NSW leading there was a tour of the clinic and a talk about sexual health with Peer Educators Nidhi, Hannen & Shayne talking about SL&RR with the support of both program partners Cat and Eelin.
- SL&RR got together on June 2019, Attendees were Eelin from Family Planning, Nidhi Shekaran, Shayne McDonagh, Apologies: Catherine Vanisi, Hannen Abdallah.

We are still looking for financial grants for SL&RR.

We are also continuously thinking of organisations to promote the SL&RR program.





### Peer Group Project



#### Freedom Through Empowerment Peer Group project

The peer group continues to run progressively from July 2018 to June 2019. The participants enjoy a variety of activities to improve their wellbeing. Some of the activities were;

- empowering people from CALD background with disability to find and maintain employment,
- enhancing wellbeing through therapeutic activities such as jewellery making, playing different music instruments, dancing, singing and creating vision boards.
- outings to enjoy nature.

The program has helped the participants to be more self-sufficient and enable them to have the confidence to sustain independent living. The project ran with a grant from Parramatta Leagues Club and donated goods from FoodBank, Good360 as well as each participant who bring food to share with each other.

- Transport for the participants, utilising MDAA van driven by a regular volunteer.

- Venue. The program runs from 10:00 am to 1:00 pm utilising MDAA's training room at Granville every Tuesday. The group also participated in the celebration of International Women's Day on the 8th of March 2019 at MDAA Granville and Harmony Day 28 of March 2019 at the Bowman Community Hall.

- The program relies on donations. The Projects and Admin Team Manager prepares program materials and group therapy activities by sourcing it from different websites to purchase material for arts and craft. Good360 donations allow MDAA to receive products given to the participants.

Management, with support from staff, GC, volunteers and students on placement, organise fundraising events to celebrate International Woman's day and Floresence of Diversity.

The dedication and teamwork from the Projects team have enabled the operation of Peer Support to have continual attendance until the funding ended in August 2019. Majority of the

Peer Group participants feel empowered as they build new circle of friends and learn to be more self-sufficient.

## Organisational Development

MDAA Admin staff, along with a consultant, have been working on redesigning the new MDAA website. MDAA has had 10,181 users during the 2018/2019 financial year after its launch, with approximately 30,000 page views. The new website offers quick and easy access to information about MDAA. The content focuses on MDAA's mission to secure the rights of all people with disability, in particular those from a CALD/NES background.

MDAA has



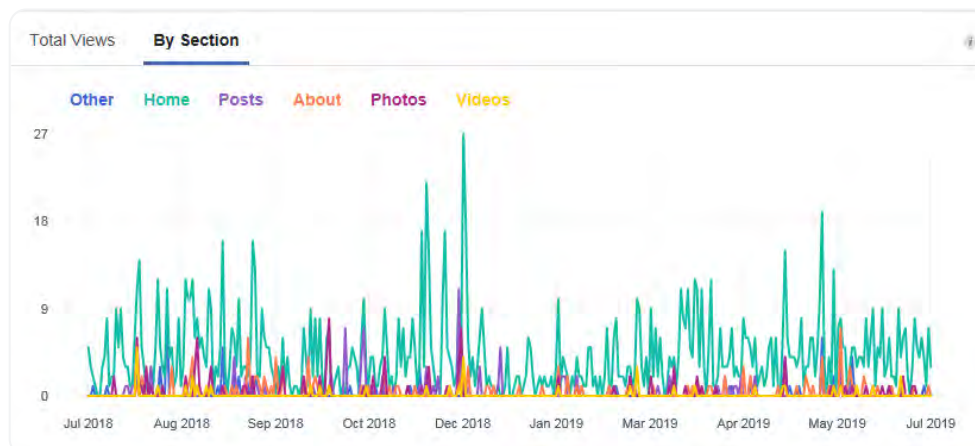
**982 followers**  
on Facebook



**500+ followers**  
on Twitter



Above: MDAA Website



Above: Facebook insights 2018-2019





# 4

**Audited Financial Statements  
for the Year Ended 30 June 2019**





## Treasurer's Report

It gives me much pleasure to present MDAA's Financial report, for the financial year 1 July 2018 - 30 June 2019 demonstrating the protective strategies in place.

Celebrating MDAA's milestone of reaching this Silver Jubilee year was not an easy road to travel. It's been a long journey of challenges and opportunities over the past twenty-five years. This year is an opportunity to celebrate together diversity in culture and our achievements of being true and steadfast in our mission and vision.

Since we are standing on a healthy financial platform let us congratulate ourselves for this achievement.

The total Income for the financial year ending 30 June 2018 – 2019 is \$2,046,063. To the right is the breakdown of the accumulated Income.

As per Governance Committee (GC) financial directives, the MDAA Accounts are complete and accurate. Enclosed with the AGM Report for 30 June 2018 – 30 June 2019, you will find the detailed financial report stating all items of the incomes and expenditures.

Finally, I take this great opportunity to thank the funding bodies, the Commonwealth Department of Social Services and State Family & Communities Services, the staff (volunteers and students) and the MDAA family and friends along with the hardworking Governance Committee. MDAA was, is and will continue to advocate for people from culturally and linguistically diverse or Non- English-Speaking Backgrounds with disability. Let us together continue to advance our cause.

I conclude on a high note to thank you. We wish you all a safe and happy holiday season and look forward to a prosperous 2020 to MDAA, our families, friends and supporters.

**Mary Kumar**  
Treasurer

### Key values

for the financial year ending  
30 June 2018 – 2019

Total Income

**\$2,046,063**

Total Government  
Funding

**\$1,926,529**

Interest Income

**\$25,536**

Membership Fees

**\$351**

Sundry Other Income

**\$93,647**

Total Expenditure

**\$1,994,651**

Surplus/(Deficit)

**\$51,412**



Mailing Address:  
"Buckaroo"  
857 Ulan Road  
Budgee Budgee NSW 2850

Tel/Fax (02) 63733952  
Email: jcr2261@bigpond.com.net.au  
Mobile: 0418 273 681

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

## **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 comprise; the Balance Sheet as at 30 June 2019 and the Profit and Loss 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 control 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 reporting 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 this report or on 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 judgment, including assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments the auditor considers internal control relevant to the entity's preparation and fair presentation 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 my audit, I have complied with the independence requirements of the Australian professional accounting 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 2019 and the results of its operations 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  
Sydney  
04 Oct 2019





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

Mailing Address  
"Buckagoo"  
857 Ulan Road  
Budgee Budgee, NSW 2850  
NSW 2850

Tel: 02 6373 3952  
Email: [jcr52261@bipond.net.au](mailto:jcr52261@bipond.net.au)  
Mobile 0418 273 681

**AUDITOR'S DECLARATION OF INDEPENDENCE  
UNDER SECTION 307C OF THE INOCRPORATIONS ACT 2001**

**To the Directors of Multicultural Disability Advocacy Association of NSW**

I declare that, to the best of my knowledge and belief there have been no contraventions of:

1. the auditor independence requirements of the Corporations Act 2001 in relation of the audit
2. 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  
Company Auditor No 1490

Dated: 3 October 2019

**MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC****STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019**

	2019 \$	2018 \$
<b>ASSETS</b>		
Current Assets		
Cash at Bank	1,354,175	2,229,569
Petty Cash Float	1,100	1,100
Prepayments	9,730	9,618
NRMA Shares	1,141	1,141
Trade Debtors	14,084	3,823
Deposits	3,048	3,048
Total Current Assets	1,383,278	2,248,299
Fixed Assets		
Equip, Furniture	27,382	27,382
Depreciation	(15,065)	(13,679)
	12,317	13,703
Building	574,889	574,889
Depreciation	(103,789)	(91,629)
	471,100	483,260
Land	547,000	547,000
Total Fixed Assets at Book Value	1,030,417	1,043,963
<b>TOTAL ASSETS</b>	<b>2,413,695</b>	<b>3,292,262</b>
<b>LIABILITIES</b>		
Current Liabilities		
Trade Creditors	31,257	51,626
Sundry Accruals	141,740	147,036
Provision for equipment replacement	23,000	23,000
Building Certifi Of Occu. Prov	6,145	6,145
Exempt benefit liabilities	279	2,441
Fringe benefit liabilities	1,591	308
Net GST liabilities	11,670	1,697
Payroll Liabilities	14,134	26,488
Employee Leave Liabilities	148,564	127,150
Redundancy Provision	210,009	237,780
Grants in Advance	439,292	1,286,281
Other Current Liabilities	21,144	10,410
Total Current Liabilities	1,048,825	1,920,362
Non-current Liabilities		
Provision for MV replacement	25,000	20,000
Long Service Leave under 10yrs	32,614	94,758
	57,614	114,758
<b>Total Liabilities</b>	<b>1,106,439</b>	<b>2,035,120</b>
<b>NET ASSETS</b>	<b>1,307,256</b>	<b>1,257,143</b>
<b>EQUITY</b>		
Total Accumulated Equity Funds 1 July 2018	1,257,143	1,226,651
Add Surplus(Deficit) 1 July 2018 to 30 June 2019	50,113	30,492
<b>TOTAL EQUITY</b>	<b>1,307,256</b>	<b>1,257,143</b>

## MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION INC

### STATEMENT OF CASHFLOWS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
<b>Operating activities</b>		
Surplus for the 12 months	50,113	30,492
Adjustment re cash flow from investing activities	(25,536)	(21,298)
Net change in working capital:		
Change in Fixed Assets	13,546	13,998
Change in trade & other receivables	(10,372)	136,806
Change in trade & other payables	(10,692)	2,858
Change in other liabilities	(846,989)	538,148
Change in other employee obligtns	-2,498	-4,728
Change in provisions	-68,501	63,766
	<u>-925,507</u>	<u>750,848</u>
Cash flow from operating activities	<u>-900,930</u>	<u>760,042</u>
<b>Investing activities</b>		
Interest received	25,536	21,298
Dividends received		
	<u>25,536</u>	<u>21,298</u>
Cash flow from investing activities	<u>25,536</u>	<u>21,298</u>
<b>Net change in cash and cash equivalents</b>	<b>-875,394</b>	<b>781,340</b>
Cash and cash equivalents, beginning of period	<u>2,230,669</u>	<u>1,449,329</u>
Cash and cash equivalents, end of period	<u>1,355,275</u>	<u>2,230,669</u>



MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC  
Financial Year ended 30 June 2019  
CONSOLIDATED STATEMENT OF INCOME AND EXPENDITURE  
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2019

	2019 \$	2018 \$
<b>INCOME</b>		
Total Government Funding	1926529	2,526,304
Interest Income	25536	21,298
Membership fees	351	1,080
Sundry other income	93647	141,178
Training	0	322
<b>TOTAL INCOME</b>	<b>2046063</b>	<b>2,690,182</b>
<b>EXPENSES</b>		
AGM cost	3032	1,303
Audit Costs	5745	9,763
Bank Charges	560	841
Catering	2614	6,353
Cleaning Expenses	18239	16,456
Committee Expenses	10292	14,017
Computer exps	11895	15,741
Conference and Seminar	6674	6,210
Consultants including IT	146092	356,206
Consumer Forum Expenses	1161	1,622
Depreciation	13546	13,998
Electricity and water	7305	6,721
Insurance	9618	7,837
Internet	11489	16,261
Membership and Subscription	4014	2,259
Motor Vehicle Expenses	12877	31,466
Office Furniture and Equipment	16952	1,028
OHS Expenses	5757	6,388
Postage	5810	5,390
Printing and Photocopying	10726	12,946
Program Costs	22673	71,906
Publicity and Promotional	8916	16,332
Rent	44031	40,688
Repair and Maintenance	8774	7,544
Staff costs	1467450	1768214
Security Expenses	1519	1,960
Staff Recruitment Expenses	15929	27,102
Stationery	5810	10,085
Telephone	35246	38,189
Travel Staff	15134	17,574
Translating and Interpreting	0	3,275
Website	0	3,640
Moving additional premises	0	423
Sundry Expenses	0	421
Venue Hire	1254	5,408
Volunteer Expenses	7152	3,644
Workers Comp	56378	47,349
<b>TOTAL EXPENSES</b>	<b>1994651</b>	<b>2596560</b>
<b>SURPLUS/(DEFICIT)</b>	<b>51412</b>	<b>93622</b>
<b>Unused Balance trf to BS</b>	<b>1299</b>	<b>63130</b>
<b>SURPLUS/ DEFICIT</b>	<b>50113</b>	<b>30492</b>

## MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC.

### STATEMENT OF CHANGES IN EQUITY FOR THE FINANCIAL YEAR ENDED 30 JUNE 2019

	2019 \$	2018 \$
Accumulated Funds 1 July 2018	\$ 1,257,143	1,226,651
Surplus (Deficit) for the year ended 30 June 2019	\$ 50,113	<u>30,492</u>
Accumulated Funds as at 30 June 2019	<u>\$ 1,307,256</u>	<u>1,257,143</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 2019**

**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 expenses 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 2019**

Your committee members submit the financial accounts of the Multicultural Disability Advocacy Association of NSW Inc for the financial year ended 30 June 2019.

#### **Committee Members**

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

Vivi Germanos-Koutsounadis

Robina Yasmin

Mary Kumar

Cathy Naing

Sarah Butler

Arnold Agda

Paul Caesar

Yasmeen Shah'

Quang Nguyen

#### **Principal Activities**

The principal 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 2019, representing the income exceeding expenditure was surplus of \$50,113.00. For the previous financial year, the operating surplus was of \$30,492.00

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 2019**

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.

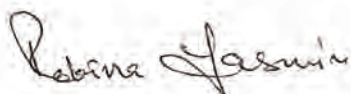
In the opinion of the committee the accompanying accounts:

1. Present fairly the financial position of the Multicultural Disability Advocacy Association of NSW Inc as at 30 June 2019 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

# Contact us

## Head Office

10-12 Hutchinson St,  
PO Box 884  
Granville NSW 2142

**Phone** 9891 6400  
**Toll Free** 1800 629 072  
mdaa@mdaa.org.au

**Fax** 02 9897 9402  
**NRS** 133 677  
**ABN** 60 737 946 674

## City and Inner West

02 9698 7100  
ciw@mdaa.org.au

## South East Sydney

Phone: 02 9597 5455  
ses@mdaa.org.au

## Bega

Phone: 02 6492 0200  
bega@mdaa.org.au

## Griffith

Phone: 02 6962 5399  
mdaa.griffith@mdaa.org.au

## Newcastle

Phone: 02 4960 2577  
newcastle@mdaa.org.au

## Wollongong

Phone: 0434 745 582  
wollongong@mdaa.org.au

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.







# MDAA

MULTICULTURAL DISABILITY  
ADVOCACY ASSOCIATION OF NSW



**FACEBOOK**  
MDAAOfficial



**TWITTER**  
@MDAA\_NSW



**YOUTUBE**  
mdaa.org

**MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION**

10-12 Hutchinson Street Granville NSW 2142

Toll Free 1800 629 072

[mdaa@mdaa.org.au](mailto:mdaa@mdaa.org.au)

[www.mdaa.org.au](http://www.mdaa.org.au)



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