

Annual Report 2018-2019



MDAA

MULTICULTURAL DISABILITY
ADVOCACY ASSOCIATION



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MDAA

**MULTICULTURAL DISABILITY
ADVOCACY ASSOCIATION
OF NSW INC**

ANNUAL REPORT 2019-2020



Chairperson's Message

To the members, clients, staff, and supporters of MDAA we present to you our 25th Annual MDAA Report. During the year, MDAA has provided advocacy to the many people who sought its services through our various offices operating from several locations within NSW. MDAA has enabled culturally and linguistically diverse (CALD) communities with disability, their families and carers to overcome the many barriers they face accessing and negotiating various services and systems in our community.

We believe that the best way in ensuring consumers can negotiate these systems is to work closely to empower them by:

- Providing training on various issues
- Participating in the Governance Committee (GC) and the work of the organisation
- Planning and evaluating meetings for the work of the organisation
- Providing consumers with opportunities to take on leadership positions in the organisation and in other disability services as well as the government.

This year, planning meetings were held by the GC and staff to review the Strategic Directions of the organisation, its plan of action for the next financial year, as well as plans to incorporate any government policy directions or changes within the MDAA framework. MDAA participated in meetings and Commission Inquiries on Disability as well as government planning within the disability sector, especially in relation to funding availability for some programs as well as lobbying by the Disability sector relating to the needs of the CALD community.

Training sessions were held for the GC during the year under the Future Leaders project, focusing on various issues to provide them with skills to govern the organisation. These included briefing meetings for the various programs of MDAA: ensuring that staff and GC members were familiar with, and were given the opportunity for input, into the various plans of action to obtain a holistic view of the organisation and its work.

MDAA, like other disability services were pushed to raise funds as the government intended to cut funding which would affect its operations. MDAA also worked very hard in striving to organising various fundraising activities to assist with its overall operation and service levels. Thank you to the GC members and staff who participated in raising funds. MDAA believes that the government should prioritise in funding these essential services and upholding the human rights of the people who need it most. Undoubtedly, it is very difficult for small organisations to raise large funds to cover the expenses of much-needed programs, given the competition from larger, well established charities. MDAA has been working tirelessly with the Disability Advocacy Alliance to lobby the government for continued funding.

Congratulations and thank you to our Executive Director, Susan Laguna, MDAA staff, as well as the Governance Committee for the wonderful job they are doing in facilitating MDAA's aims and objectives and providing an excellent service to its consumers. MDAA always works toward fulfilling its monetary and programming accountability requirements to the funding bodies and effectively steering the organisation through the pandemic. We wish to thank our funding bodies: NSW Department of Communities and Justice, Information Linkages and Capacity Building of the National Disability Insurance Scheme, and the Commonwealth Department of Social Services who have been very supportive of our organisation. We thank our volunteers, consumers, our members, other funding bodies, our colleagues in the sector and everyone who is involved in any way in supporting MDAA's work.

A handwritten signature in black ink that reads "Vivi Germanos-Koutsounadis". The signature is written in a cursive, flowing style.

Vivi Germanos-Koutsounadis
OAM Chairperson



Executive Director's Message

In 2019, MDAA celebrated its 25th Anniversary since its establishment.

These are some of the highlights of our achievements in the financial year 2019-2020:

- Held our Annual Consumer Conference in July 2019 focusing on the National Disability Insurance Scheme (NDIS) and its challenges
- Received funding for the Disability Royal Commission from the Department of Social Services and kickstarted 2020 with a series of community information sessions with the Afghan, Filipino, Arabic and Chinese communities
- Secured grants for two new exciting projects funded through the Information Linkages and Capacity Building (ILC) funding stream of the NDIS, namely the Intercultural Sounds and Movements, and the Future Leaders Projects
- Awarded the Community Services Award from Parramatta Leagues Club in August 2019
- Held our annual fundraising event, 'Food for Thought' in October 2019
- Launched our Strategic Plan for 2019-2022 during our 25th year anniversary celebrations
- Celebrated International Day for People with Disability on 3 December 2019 with a Masquerade party funded by the Parramatta Leagues Club
- Hosted international visitors from Korea and Mauritius, NSW government officials (State MPs) and Commissioners from Ageing and Disability, as well as the Disability Royal Commission

- Entered into partnerships with prestigious universities: Sydney University's 'Disaster Risk Management Practices that Leave Nobody Behind', evaluation projects with Notre Dame University, evaluation framework project with the University of Technology, hosting student placements from the Western Sydney Uni Medical School, as well as the Australian College of Applied Psychology.
- MDAA provided feedback and input on important reviews such as the inquiry into the provisions of the Ageing and Disability Commissioner Bill 2019, the National Disability Strategy and many more.

In the month of March 2020, our lives were turned upside down due to the COVID-19 pandemic, but MDAA continued to keep its doors open and maintained its services through innovative and safe measures by engaging our consumers and other stakeholders. MDAA had worked tirelessly in achieving its goals resulting in an increase in consumer numbers. We will continue to work with our consumers and members to develop their skills and increase participation in community activities. I would like to personally thank everyone in MDAA for their ongoing dedication and hard work during these challenging times. It has been an honour to lead this dynamic organisation and work alongside such a cooperative and supportive Governance Committee, staff, volunteers and our members.

Susan Laguna
Executive Director

MDAA's Vision

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

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 2019-2022 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 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.

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 within 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

NDIS Appeals and Review Program: we support participants in the NDIS to review an NDIA decision through the review and appeals process.



MDAA Staff and Governance Committee

MDAA's Governance Committee

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

July 2019 to June 2020

Vivi Germanos-Koutsounadis, Mary Kumar, Robina Yasmin, Sarah Butler, Cathy Naing and Quang Nguyen, Arnold Agda.

Co-opted: Paul Caesar and Yasmeen Shah.

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.



Mary Kumar



**Vivi Germanos-Koutsounadis
& Robina Yasmin**



Arnold Agda



Quang Nguyen



Cathy Naing



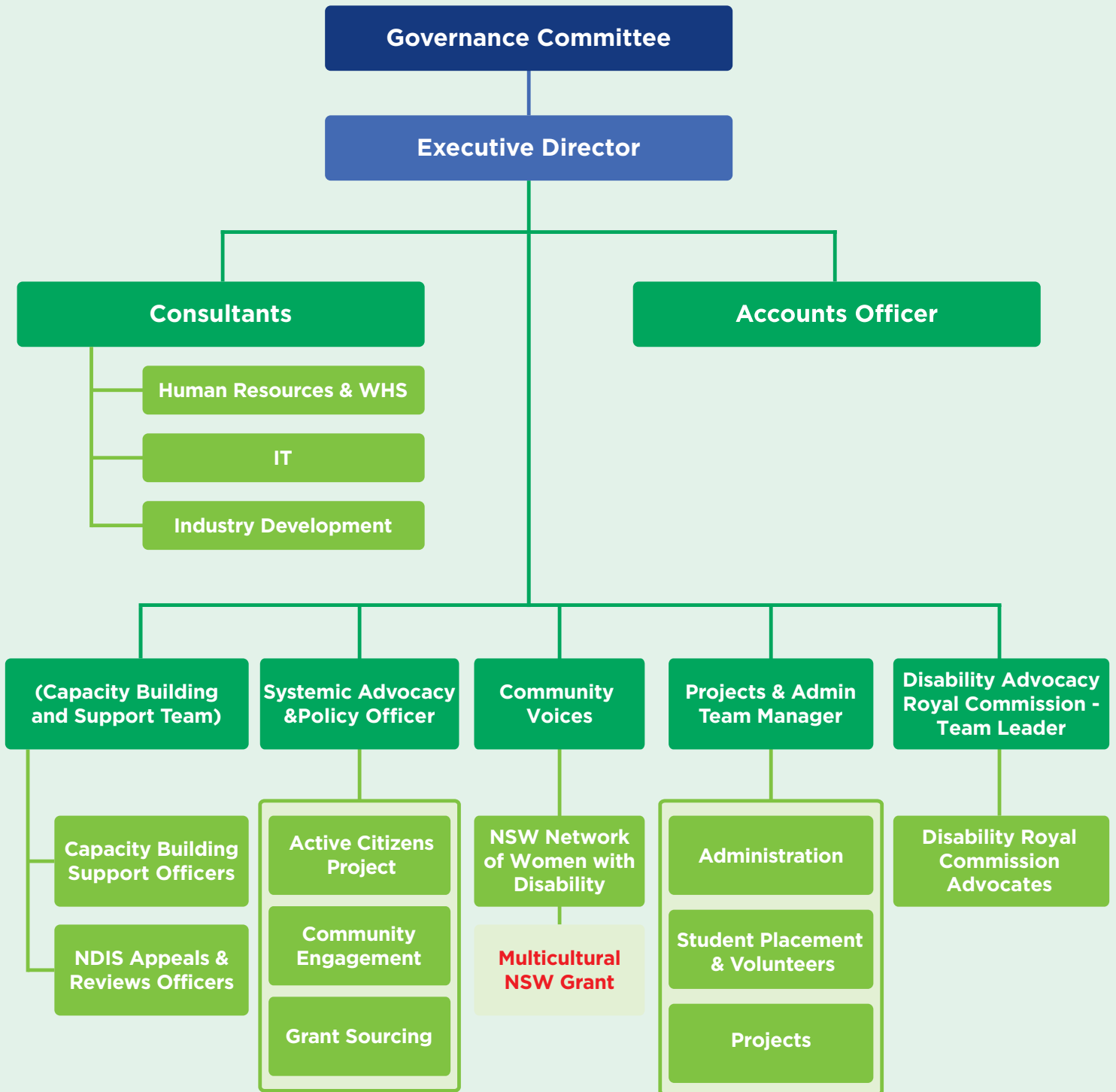
Sarah Butler

Structure of MDAA's Committee

Committee	
Office Bearers	Chairperson - Vivi Germanos-Koutsounadis Vice Chairperson - Robina Yasmin Secretary - Cathy Naing Treasurer - Mary Kumarw
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.

These volunteers have contributed to the operations of MDAA such as in:

- Gardening and building maintenance
- Multimedia and general administrative (reception) duties
- Logistics for transporting consumers during capacity building projects' activities
- Cooking and preparing meals for project participants.

Consultants

MDAA contracts staff 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 several universities and colleges. MDAA has accommodated 14 students on placement from July 2019 to June 2020. There were six Masters of Social Work students from the Australian College of Applied Psychology (ACAP); two from University of Wollongong and six medical students from Western Sydney University. The students have greatly contributed to MDAA's mission to empower people with disability, their family, and carers from CALD backgrounds through their work to include:

- Conducting consumers' satisfaction survey
- Supporting consumers/participants of capacity building projects such as Intercultural Sounds and Movement (ICSM) and Future Leader projects.
- Creating a video of the ICSM project that boosted MDAA's profile and was well received by the funder
- Mapping disability services in Metro Sydney
- Creating promotional material for projects and developing promotional database.
- Identifying NDIS service/accessibility gaps through their research
- Collecting information and concerns around access to health for people with disability from CALD background
- Supporting daily operation of MDAA's reception and shadowing advocacy and project officers to learn more about advocacy and working with people from CALD with disability

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.

International Day of People with Disability - 3 December 2019

MDAA staff, volunteers and consumers celebrated International Day of People with Disability by holding a Costume Party at Parramatta Leagues Club. Prizes were given for the best costumes on the night. We had 60 people attend with a large variety of outfits that showed great imagination. There was entertainment by our new Intercultural Sounds & Movements project workers, Daniel Akinsola and Leanne Clarey. Brian Lorenz, singer and dancer, entertained the attendees with singing and dancing. We Would like to extend a big “thank you” to Parramatta Leagues Club for providing us with an accessible an fun venue.



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 2019, MDAA underwent a restructure which re-shaped the scope of its Individual Advocates and in line with the vision and mission of the organisation discontinued providing Support Coordination. This change allowed us to focus on providing Advocacy for people with a disability.

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. During Covid-19 MDAA changed the method of delivery of Advocacy for consumers and adopted an online or telephone Intake process which resulted in continuation of supports to consumers and government departments.



Granville



City & Inner West



Newcastle



Wollongong



Bega

Information Forums and Activities 2019-2020

MDAA Employment Forum 31 July 2019

The Employment Forum was held at MDAA Granville on 31 July 2019 to create an opportunity for consumers to access information about the various services available to support them in obtaining employment.

Julie presented Fighting Chance's 'Avenue Work' program and its function to support participants to build capacity and skills essential for the field of work in which they are interested in. Avenue Work manage mini business enterprises to ensure the work which participants partake in is impactful and adds meaning to their local communities and society. Nisren, Settlement Services International (SSI), presented Disability Employment Services (DES) and how to access DES through their organisation. She explained the depth of assistance in which they provide to ensure all DES participants are supported to be work-ready such as: helping with resumes, supporting consumers to prepare for job interviews and checking in upon obtaining employment to ensure transitioning into work is positive. Overall, the Employment Forum appeared to be successful, with around 25 consumers attending and positive feedback returning to MDAA. Consumers reported feeling informed and had lots of time to ask questions to our presenters about their employment concerns.



Commissioner visits MDAA 19 September 2019



On 19 September, MDAA had the pleasure of hosting the NSW Ageing and Disability Commissioner, Robert Fitzgerald, who is currently conducting the NSW Disability Advocacy Review. MDAA would like to thank the Commissioner for being so open and liberal with his time, allowing our consumers, members and staff to really express their concerns about the challenges faced by people with disability from culturally and linguistically diverse backgrounds. We appreciate having the opportunity to provide feedback to the Commissioner particularly on something so central to our organisation, that is, the provision on disability advocacy funding in NSW.

We would like to thank our community members, consumers and staff who came along to the consultation, provided such valuable feedback, and shared their personal experiences with the Commissioner. MDAA has prepared an additional written submission reiterating the concerns expressed on the day and further respond to the issues paper released in line with the Review. MDAA looks forward to seeing the recommendations made by the Commissioner and thank him once again for his time.

MDAA Consumer Conference 21 August 2019

MDAA held its annual Consumer Conference on 21 August 2019 at The Holroyd Centre in Merrylands. The theme of this year's Consumer Conference was NDIS Appeals and was well attended by persons with disability, their family members and carers, interested in learning about the NDIS reviews and appeals process. The Conference was organised by Zaya Toma, MDAA's NDIS Appeals Manager. The keynote speaker was Nikola Cannon, a senior solicitor with NSW Legal Aid in the Administration Law section, which represents those appealing decisions by the National Disability Insurance Agency (NDIA) at the Administration Appeals Tribunal (AAT). Nikola spoke about the process of appealing decisions made by the NDIA at the AAT and answered questions from the participants. She was very well received and feedback from the day showed that all who attended gained a wealth of new information about the NDIS reviews and appeals process.



Hon Penny Sharpe & Julia Finn MP 10 September 2019

MDAA was visited by two great leaders in the NSW Parliament, The Hon Penny Sharpe MP Shadow Minister for Family and Community Services and Disability Inclusion and The Hon Julia Finn MP Member for Granville. They both came to MDAA's Granville office specifically to discuss the issues that surround the disability sector and understand some of the concerns that affect CALD communities. Issues that were raised included concerns for advocacy funding. Whether advocacy services be funded to support people with disability especially those that don't have access to the NDIS; the difficulties with accessing the NDIS when a person has been diagnosed with Mental Health issues, and the many problems with the NDIS, including review times, lack of knowledge some Local Area Coordinators (LACs) and NDIS Planners have regarding certain disabilities. Hon Penny Sharpe and Hon Julia Finn ended the session by thanking everyone who was able to attend and provide their feedback. They both agreed that the feedback that was provided will be important to ensure that the systems that are in place can and will continue to be inclusive.



MDAA Consultation 24 December 2019

On Tuesday 24 December 2019, MDAA held its End of Year Members & Consumers Consultation. 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. The participants gave MDAA feedback on our work this year and helped us plan for our information forums for 2020. We would like to thank them for their participation in the consultation at the end of a busy 2019.

Some of the topics identified were:

- Forums on the Royal Commissions for various communities
- Education: Access to courses and Universities and treatment of children with disability at schools
- National Disability Insurance Scheme(NDIS): Access to NDIS as well as NDIS Appeals
- Supported Employment and Rights of people with Disability
- Housing: Waiting lists and change of circumstances
- Centrelink: DSP, Medical Evidence and doctor's reports

Information Forums and Activities 2019-2020 (cont.)

NSW Ageing & Disability Commissions Forums Jan 2020

MDAA held an information forum about the NSW Ageing and Disability Commission and Your Rights on 28 January 2020 at the Mt. Druiitt Hub. Guest speakers were Commissioner Robert Fitzgerald of the NSW Ageing and Disability Commission and Commissioner John Ryan of the Royal Commission into the Abuse and Neglect of People with Disability. Approximately 50 participants from the Filipino community attended. Three groups performed various Filipino cultural dances to make the occasion vibrant. This was followed by a Q and A session with the guest speakers.



MDAA also held an information forum about the NSW Ageing and Disability Commission and Your Rights on 30 January 2020 at our Granville office for the Afghan community. This forum informed our consumers about their rights to services as well as their rights in relation to Ageing and Disability from the Royal Commission. Our guest speakers were Maria Katrivesis and Kathryn Mckenzie.

There were two onsite interpreters to ensure everyone benefited from the information that was shared. The outcome of the forum was successful with about 30 participants attending. They expressed their satisfaction both verbally and in written evaluations at the end of the session. Participants found the forum to be both beneficial and informative.

Royal Commission Forum 25 February 2020



On Tuesday 25 February 2020, MDAA held a forum in conjunction with the Al-Minia Association for the Arabic Community in Auburn. It was a successful forum with about 30 people in attendance. The NSW Ageing and Disability Commissioner, Hon Robert Fitzgerald gave a brief presentation on how the Ageing & Disability Commission works to prevent and better protect older people and adults with disability from abuse, neglect and exploitation, whether at home or anywhere else in the community. MDAA CBSO, Simon Weldemichael, presented on the rights of people with disability. Dimitrios spoke on his role as a Disability Advocate for the Royal Commission at MDAA for people with disability. The attendees found the forum informative and useful.

Telecom Forum 18 February 2020

Quang Nguyen (Governance Committee) and Simon Weldemichael (CBSO) attended the Accessible Telecoms Advisory Committee Meeting on 18 February 2020. Updates and information were given regarding the Telecom website, advertising, social media and accessories. Quang and other participants with vision impairment, hearing loss, intellectual disability and other disabilities gave feedback and comments on the website. These meetings will help Telecom to be more accessible.



Organisational Report

MDAA has grown its membership in this financial year to 601 members. This includes 497 Ordinary and Family /Carer memberships and 104 Associate members.

MDAA celebrated its 25 Annual General Meeting and launched its new Strategic Plan for 2019-2022. Our new Strategic Directions will focus on three goals.

- Empowered People and Communities
- Informed, Skilled and Innovative Leadership and Workforce
- Sustainable and Dynamic Organisation

Due to the pandemic and the disruption caused in our operations, MDAA had started to prepare its Business Continuity and Recovery Plan to ensure that we can respond to emergency situations. A consultation was organised with the Management and key staff in April 2020 to give their input on this plan.

We also are scheduled to have our surveillance Audit in October 2020.



Consumer Satisfaction and Training Needs Surveys

Every year MDAA conducts a consumer satisfaction survey with participants who have exited our service. Due to the COVID-19 pandemic the 2020 consumer satisfaction survey was conducted over the phone from MDAA Granville office. A total of 62 people gave us feedback about their experiences using MDAA advocacy supports. They represented consumers from all MDAA offices. TIS interpreters were used to facilitate communication with consumers who did not speak English well. About 92% of consumers felt that they were satisfied with the assistance provided to them. 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, 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

Attended: Bi - Monthly Meetings with local Disability Community Services to discuss following the recent bushfires and the impact on persons living with a disability regarding evacuation and information. There were some very good discussions regarding how people with disability responded to the bushfire emergency last month and what gaps there were in information sharing, preparation and staying safe. Other meetings included, issues arising regarding NDIS issues, information that consumers and service providers maybe experiencing working with NDIS funding/service delivery/appeals/ complaints/impact of Covid 19/services access and International Disability Day Event planning.

- Bega Interagency Morning Tea/Mackillop Family Services:
- Bimonthly Meeting with local community agencies working with families
- Covid 19 - distancing restrictions. The impacts on services and consumers.
- Education - Students - parents - Online learning - challenges for families.
- Domestic Violence services - Increase of referrals.
- Food Bank - delivering packages to members of the public who are at risk.
- Services - impact on consumers accessing services, when face to face restrictions in place, or services are working from home either via teleconference or internet platforms - consumers face challenges of not having access to these services or equipment.
- Mental Health Advocacy Group (STAND)
- NDIS Bega Valley Shire Council Meeting: Advocate met with Bega Valley Shire Council - NDIS Support Coordinators sharing information, impact of fires on consumers,experiencing trauma, temporary and long-term accommodation required.
- NDIS Self-Management Workshop: Making the most of NDIS funding. The workshop was delivered by people who have over 10 years' experience supporting their family member with disability manage their NDIS plan.
- Taking Care of Disability Business - Engaging Remote Communities Forum via zoom.
- MDAA attended information session TAFE for Cert IV and Diploma Community Services Students across NSW. MDAA Bega was invited to provide Presentation via Zoom
- Bega Advocate in collaboration with CIW held a Human Rights Conference and information session via zoom. Presentation on Human Rights, What are they? How do I get them?

Introductory and referral meetings provided advocacy on behalf of consumers with Bega Community Mental Health, South Regional Area Health, Centrelink, NDIS, Department of NSW Housing/Bega; NSW Trustee and Guardianship Parramatta; Tulgeen Disability Services/Bega; Disability Trust Bega Valley; Mission Australia Homeless Service/Bega; One Door Mental Health Bega; - Services; Meal on Wheels-Bega; South Regional Area Health; Interchange- NSW Health- Compacts Provider; NDIS - LAC (Local Area Coordinators); Bega Shire Council; AMP - Disability Employment Services; Illawarra & South Coast Tenants Service (ISCTAAS); Cooma Multicultural Centre; Flourish Bega; Legal Aid services Bega, Bega Valley Shire Council - NDIS Disability Services.



Networking in Bega

MDAA SES Networking and Promotional Activities

South East Sydney (SES) started the financial year with the end of its lease with the Benevolent Society, Hurstville. SES found a home, co-locating with Advance Diversity Services (ADS) who had been very accommodating to our needs throughout the moving process. Our use of their facilities and receiving of SES consumers are always well supported even during COVID-19 State Government mandates. The SES team's safety is just as important as their own staff.

Through the year the SES Team have represented MDAA by facilitating and participating in community forums, attending interagency meetings and promoting our services at workshops facilitated by other service providers in the region. With the conclusion of MDAA's NDIS Support Coordination program in December 2019, the SES team had concerns regarding the impact on individual participants who were relying on this service. However, the SES team are proud to say that our consumer numbers have increased at all levels in the South East Sydney area.

SES Networking and Promotion 2019 – 2020

- Represented SES at the Commonwealth Home Support Program (CHSP) bi-monthly interagency meetings at Bexley Community Centre, Bexley.
- Participated in the Chinese Community Peer Support Group's meeting held at the Hurstville Public Library on 29th September 2019.
- Specialist Disability Accommodation held a Community Information Session for the St George area in October 2019 at Rockdale Library and SES team attended. The session was aimed at service providers who work with PWD focusing on participants under NDIS.
- Centacare, a Catholic welfare organisation in Belmore, represented SES to participate in an Information Session and Morning Tea for Local Area Coordinators and Support Coordinators on 16 October 2019.
- SES team held a stall to promote MDAA services at the St George Migrant Information Day hosted by ADS as part of their Community Development on 6 November 2019.
- Co-hosted a forum promoting MDAA Advocacy services to Chinese Parents Association – Children with Disability at Canterbury Leagues Club, Belmore on 21 November 2019
- Co-facilitated a forum for Ageing & Disability Commission at SES office 29 January 2020
- Participated at the Sydney Vocational Support Network (SVSN) bi-monthly and then quarterly interagency meetings
- Represented and presented as a panel member a report by MDAA in support of Dr Louise St Guillaume's research into Newstart, Poverty and Disability 2019 at the Western Sydney University Sydney City Campus on 28 February 2020.
- Promoted MDAA and participated in the Mental Health First Aid for Suicidal Person Workshop at Revesby Workers Club, Revesby on 5th March 2020
- Co-facilitated a forum for Ageing & Disability Commission for the Chinese community in St George region on 27 March 2020.
- Presented MDAA advocacy services to NDIS LAC workshop via Zoom on 28 April 2020.
- Participated in the St George & Sutherland Shire Disability Interagency monthly meetings.



Networking in South East Sydney

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, 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:

- MDAA Wollongong held a stall at the Illawarra Disability Expo
- Attended regular meetings with the Disability Working Group
- Attended regular meetings with Illawarra Networking Group
- MDAA Wollongong Forum held about NDIS Reviews and Disability Commissioner's role
- Regular networking with Uniting LACS, Refugee Health and Multicultural Domestic Violence Advocacy Service
- Created a business partnership with NDIS Business Connect, establishing promotional and networking opportunities in the Illawarra

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.



CBSO Audra Evans at MDAA Wollongong Expo

MDAA City and Inner West(CIW) Networking and Promotion

- MDAA CIW provided advocacy support to people from all cultural backgrounds with disability living in the City and Inner West.
- MDAA CIW provided advocacy services for Indigenous people regarding Housing issues and Legal Aid referral.
- With CIW advocate support, consumers achieved positive outcomes regarding Housing issues and other consumers became confident in exercising their rights and standing up for their own rights.
- MDAA City and Inner West provides strong advocacy work for people with disability, their family and carers. Many consumers and service providers expressed their appreciation verbally or wrote emails to say "Thank you".
- MDAA City and Inner West received referrals from St Vincent de Paul Society NSW Support Services because of MDAA's strong advocacy work and good outcomes for people with Housing issues.

City & Inner West advocates participated in the following:

- Natalie Deng and Violet Pritchard held a NSW Ageing and Disability Commission and Your Rights forum for a Chinese audience on 27 February 2020. Director of Ageing and Disability Commission, Kathryn McKenzie was the guest speaker. 31 people with disability attended the forum and interacted with the Director after the forum. The feedback from many people was that this forum was excellent and informative and approached the speakers to ask specific questions regarding their unique circumstances.
- Natalie Deng partnered with Chinese Parents Association – Children with Disability Inc., to hold an information forum for Chinese parents on 21 November 2019. Although Chinese people are shy, the participants asked questions regarding their children's welfare, and many were interested in joining MDAA. The forum included current consumers, and it also attracted other people started to use MDAA services.
- Natalie Deng presented to Mission Australia, to partner with the organisation to obtain more people for Disability Royal Commission.
- Due to COVID-19 pandemic, MDAA CIW office promotes MDAA services online. On 27 May 2020, Natalie Deng partnered with Diversity & Disability Alliance to present to the Peer to Peer Café Group. All participants joined the presentation via Zoom meeting. It was the first time MDAA City & Inner West office successfully delivered a presentation online. CBSO Isabelle Roe created a video on using Assistive Technology in the workplace and created resources on using Assistive technology
- Held a Consumer Forum focusing on "The Rights of People With Disability" with Maria Katrivesis as speaker. 18 people attended, including consumers of MDAA and service providers.
- Isabelle Roe attended Mental Health First Aid training and promoted MDAA resulting in greater community awareness of the organisation.



***NSW Ageing and Disability Commission
and Your Rights Forum***

Presentation with Mission Australia

MDAA Newcastle Networking and Promotion Activities

MDAA Newcastle CBSO Joanne Chater continues to build on the relationships forged and develop new connections to further promote MDAA and raise awareness of the service offered. MDAA CBSO has represented and participated in numerous opportunities to raise awareness of MDAA's services and the rights and interests of people with disability and their families and carers, focussing on those from CALD and NESB.

Consultation

MDAA CBSO organised and hosted a consultation for consumers in September 2020. Maria Katrivesis, consultant from MDAA head office, presented on the day with an interpreter. This was well attended with 25 consumers from various CALD backgrounds including refugees and migrants from Africa, Syria, Iraq, and the Philippines. The consultation resulted in new enquiries and referrals and raised awareness. Feedback from the NDIS representative and St Vincent De Paul CALD engagement officer, as well as the MDAA head office consultant were very positive recognising the value of MDAA services.

Networking and Promotion

Interagency and other relevant meetings forums and expos have been attended. These include:

- Newcastle Multicultural Interagency/ Hunter Refuge network (These meetings are now combined into the Multicultural Action Group MAG)
- Hunter CALD Elder Abuse Prevention Network hosted by Northern Settlement Services. Disability Employment Meetings MDAA CBSO continues to create strong collaborative working relationships with other service providers in the Hunter Region within the government and non-government sector. Strong referral and support links have been fostered with Service Providers including:
 - Human Services Centrelink
 - St Vincent De Paul (LAC program contract now with Uniting)
 - NDIA NDIS Local Area Coordinators and Planners and Access and Enquiry Teams
- Catholic Care,
- Hunter New England Health including Refuge Health
- Settlement Services International /Northern Settlement Services including Migrant and Refugee family support
- Coordinators of support Service Providers and NDIS service providers

Community Development / Engagement

CBSO Newcastle attended several events, expos and consultations throughout the year to represent MDAA. As a result of COVID 19 and restrictions, some of these were attended online via various platforms.

These include:

- NSW Seniors Day hosted by the Hunter Multicultural communities
- FECCA Consultation held at the Hunter Multicultural Community Centre
- Disability Advocacy Review Regional NSW
- River Lights Multicultural Event
- Women's Network High Tea (Zoom)
- Disability Employment Conference (Online event)



Newcastle Conference

MDAA Griffith Networking and Promotional Activities

MDAA Griffith has been involved in various networking and community development events throughout 2020 to promote MDAA and raise awareness via Zoom meetings with other service providers in the Griffith and surrounding Riverina region. Some key activities and achievements of MDAA Griffith throughout 2020 are listed below.

- Attendance and participation in local multicultural Interagency meetings - providing valued support and allowing key networking opportunities to develop collaborative relationships across a broad range of service providers.
- Formation of the Women Empowerment Group. Women from culturally and linguistically diverse (CALD) background living with disability and their carers were invited to form a group where they can meet once a month and do activities together to support their mental health.
- Due to Corona virus Griffith Interagency monthly meetings were attended through zoom/ online. MDAA consultation with consumers were promoted through interagency meetings, church, local schools, library, hospitals in Griffith area and Riverina region. These meetings were an excellent opportunity to network with other Service Providers and to promote MDAA Services.
- MDAA Griffith was promoted to Kalinda primary school for children with disability when CBSO visited the school
- A Grant was awarded to MDAA Griffith for the NSW Government COVID-19 Emergency Relief Grant for Vulnerable Temporary Visa Holders and Specialist Migrant and Settlement NGOs funding program.
- MDAA Griffith with Red Cross and Centre Care begin a group of men of CALD background to empower their mental health which focused on widows and older men
- MDAA Griffith participated in online training in the Multicultural Problem Gambling Service (MPGS) of NSW - who provide free and confidential assessments and counselling to people from CALD background living in NSW, who may be at risk of or are already negatively affected by problem gambling.

Rebecca Mwankenja was appointed in the position of Capacity Building and Support Officer for the MDAA Griffith Office in January 2020



BSO Rebecca Mwankenja

Professional Development & Training Organised For MDAA's Staff

MDAA staff meet on a regular basis 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 joining their colleagues at our head office. This enables staff to network and take part in learning and development sessions by building on their skills and enhancing 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 2019-2020 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:

- Introduction to MDAA and Strategic Goals- Susan Laguna, MDAA
- MDAA Values and Code of Conduct and NDIS Code of Conduct- Maria Katrivesis
- Managing Consumer Challenges and Self Care- Marie Helou
- Record Management, Progress Notes and Case Studies Writing-Noritta Morseu Diop Australian College of Applied Psychology
- 1:15pm – 3:30pm - Organisational Roles-Dr Chandrika Subramaniyan Legal Success
- report writing, case studies and progress notes Dr Irena Veljanova
- Laughter workshop including Stress and Health management Christine Kaye
- Fire Attack Firefighting - Troy Davis
- Family Visa's - Frank Donatiello - Immigration Western Sydney
- Bullying and Complaints Process-Sarah Salvage (Work Safety)
- Working Effectively with Interpreters-Maria Katrivesis
- Mental Health Advocacy and Guardianship-Ms Helen Seers, Mental Health Advocacy Service
- Effective Writing-Prof Irena Veljanova, Head Social Work University of Western Sydney



Success and Feel Good Stories



A consumer came to MDAA to seek support regarding his application for the Disability Support Pension (DSP). He had applied previously but his application was rejected by Centrelink. Our CBSO, Marilou, checked all medical documentation and noted he had no medical evidence from a clinical psychologist that supported his claim for having a psychosocial disability. The consumer had no financial means to get an assessment and treatment and had been waiting to have an appointment with a bulk billed practitioner. Our CBSO assisted the consumer to find help from a Bulk Billing Clinical Psychologist who confirmed the psychosocial disability and agreed to provide a specialist report to Centrelink. The consumer is submitting the DSP report & papers to Centrelink and was grateful for the assistance provided. He shared the following:

"I would not hesitate to recommend you to any future client/clients as I felt not only welcome by you but also felt like you were listening. Nowadays listening and undivided attention are one of the most important qualities not many people have out there; especially when you are on the other end of becoming almost invisible to most due to your disability; being given a voice is very important. In my case it felt like you were there and supported me, and I imagine that you're very much the same with every client, people just don't play nice with one person and forgets the rest; so that speaks very highly of you. I feel as sometimes people get slightly "lost" in a crowded system due to the repetitive case scenarios; but I felt like all my concerns matter were all addressed. Hope to cross paths again. Thank you".

MDAA provided support for a consumer in his upcoming NDIS Plan Review because his funding was not enough in his previous NDIS Plan. This consumer's NDIS Plan did not enable him to utilise Speech Therapy, Occupational Therapy and Behavioural Therapy and did not support him in improving his quality of life. He was isolated and could not engage in social interaction.

MDAA's CBSO, Simon, supported him to collate all medical evidence for his claim that his previous NDIS Plan was not enough to support his daily needs. The consumer received his new NDIS Plan with over \$20,000.00 more NDIS funding to allow him to achieve his goals and to therefore improve his quality of life. The consumer expressed that he was very happy with the outcome of his review and the support our MDAA CBSO had provided to him.

MDAA SES CBSO worked with a consumer with a disability who migrated to Australia to seek a better life for herself and her son. The consumer was employed and in an affordable housing program, supporting herself and her child. When her health deteriorated, she underwent multiple surgeries and was no longer able to maintain her employment. She was at risk of being unable to continue to afford her rent and being evicted from her property. With constant advocacy support in speaking up for the consumer's rights, she was granted an extension of medical leave to support her while she recovers from her surgeries and to re-obtain employment. The consumer was very grateful to her advocate. Whilst she was happy about the outcome, she expressed her sadness that MDAA is only funded for short-term advocacy and that her file had to be closed. She felt that MDAA's support was very helpful.

Individual Advocacy

The Multicultural Disability Advocacy Association of NSW Inc. (MDAA) received and responded to 1481 enquiries for information and assistance/support. In addition, MDAA's Individual Advocates supported 681 consumers for ongoing matters from the previous financial year), with more than 1385 issues.

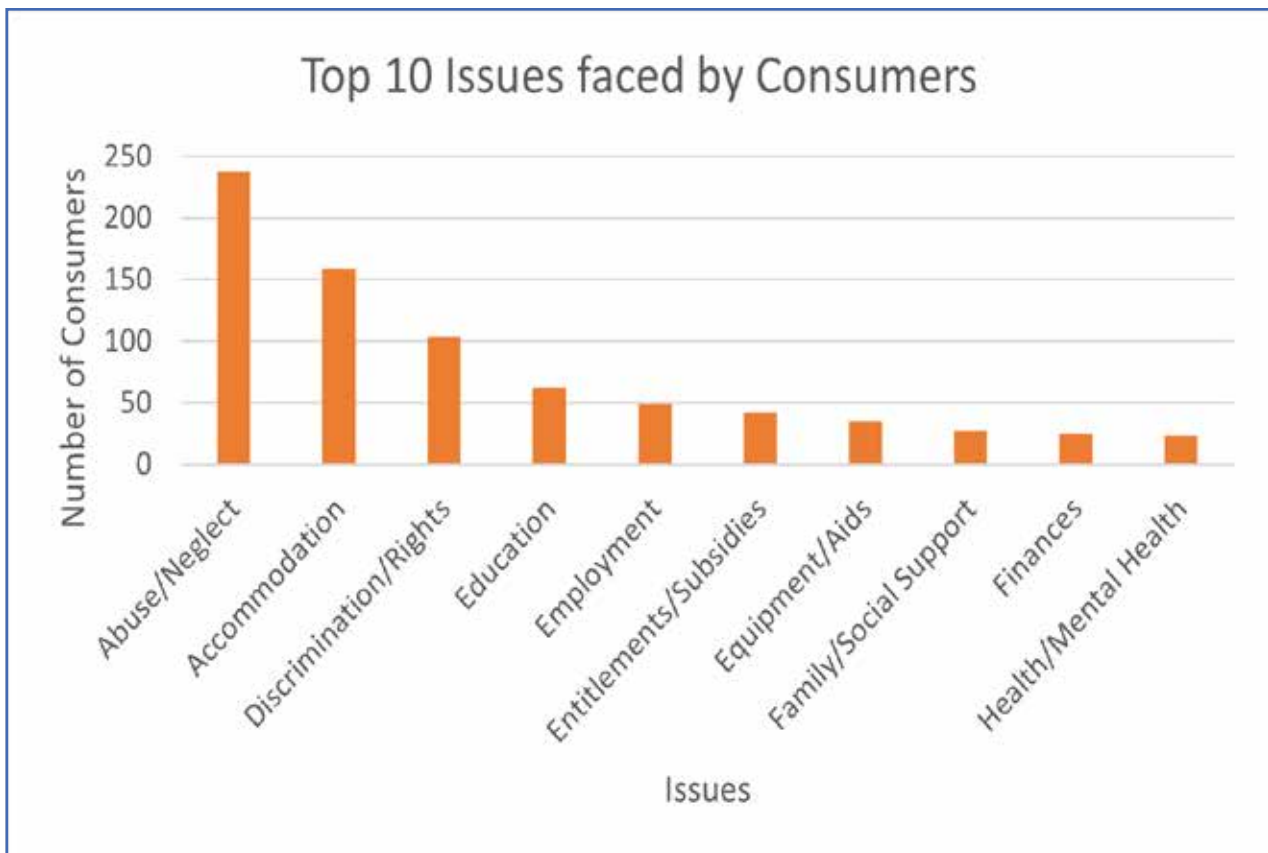
During the Financial Year 2019-2020 the top 10 issues for people supported by MDAA were:

1. NDIS
2. Accommodation
3. Entitlement/Subsidies
4. Legal
5. Discrimination/Rights

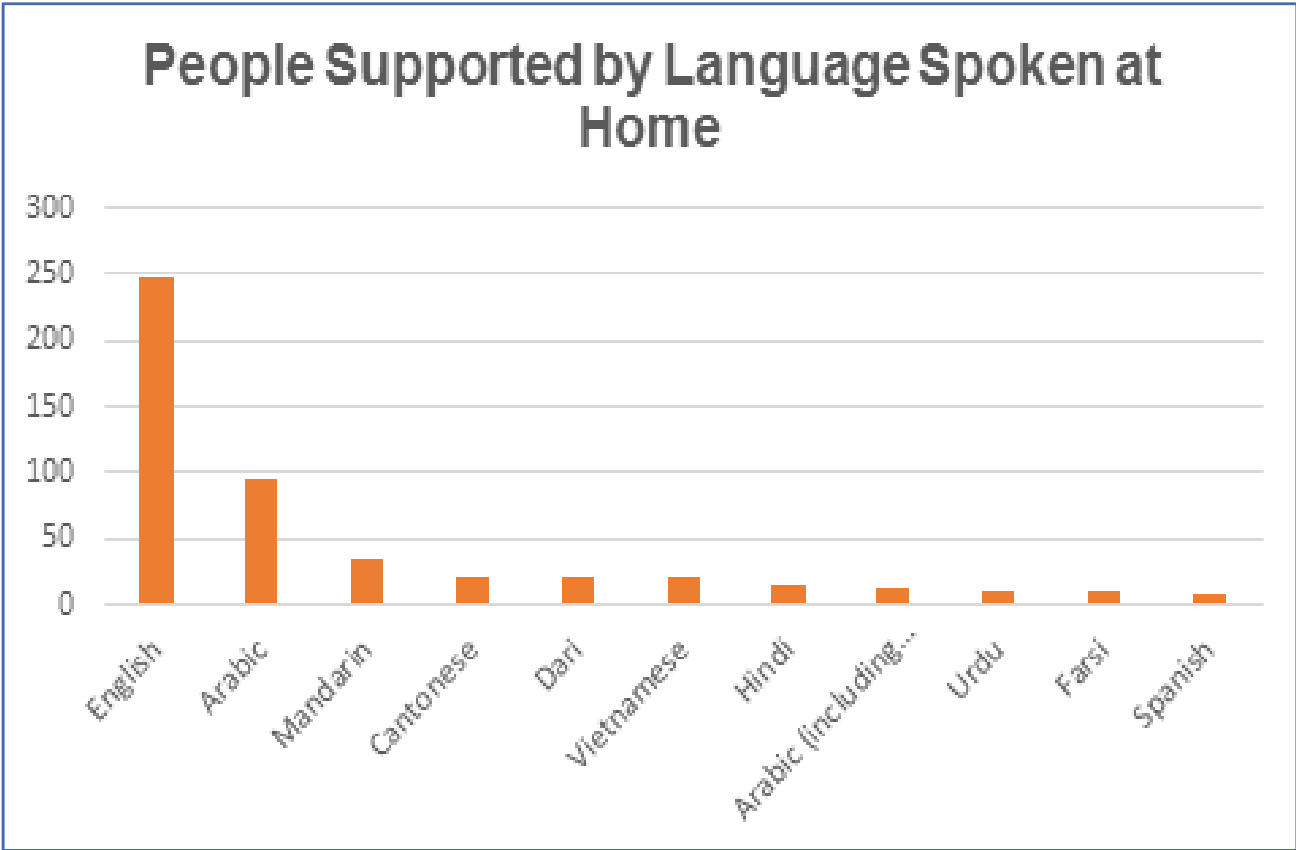
Other issues included: Education, Aids-Equipment, Recreation/ Social, Respite, Personal Care, Physical Access, Transport, NDIS, Isolated/Vulnerable, Abuse/Neglect.

The following graphs show the top ten indicators in each category.

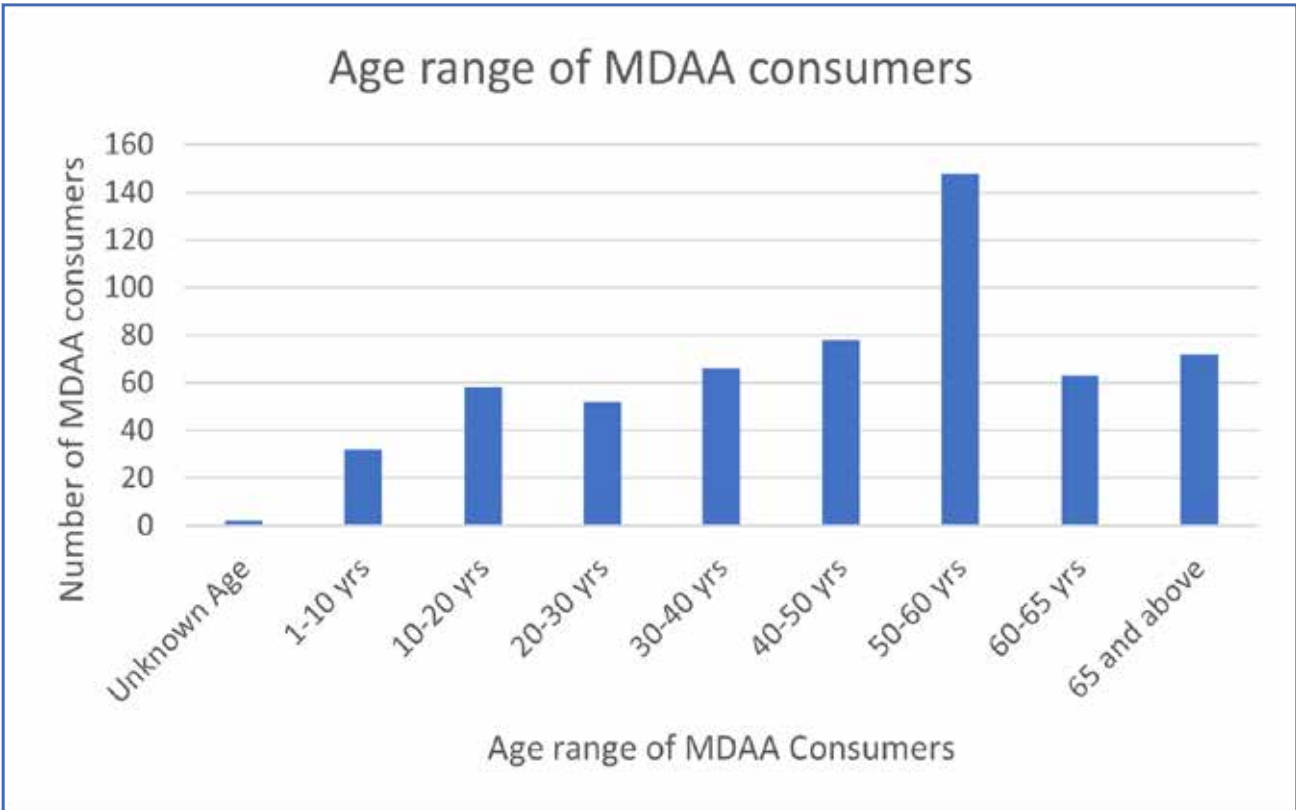
PEOPLE SUPPORTED BY ISSUE



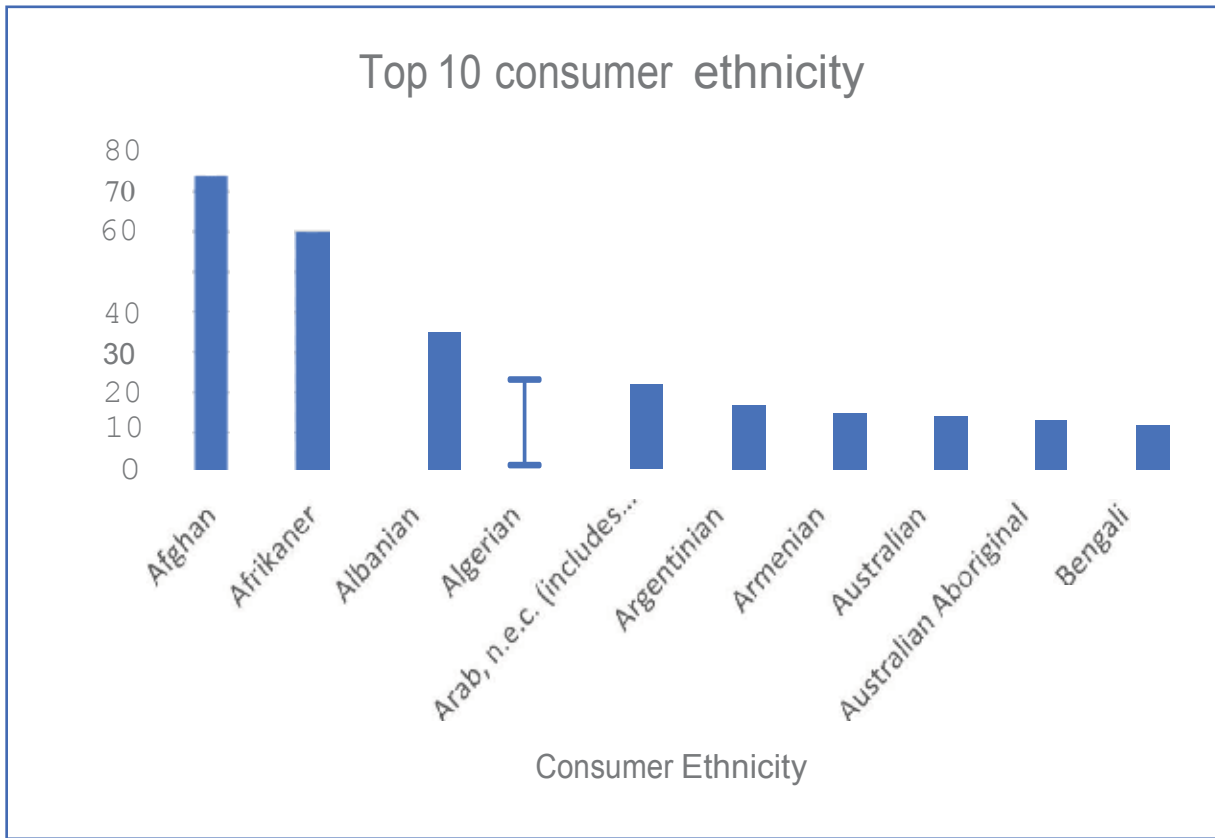
PEOPLE SUPPORTED BY LANGUAGE SPOKEN AT HOME



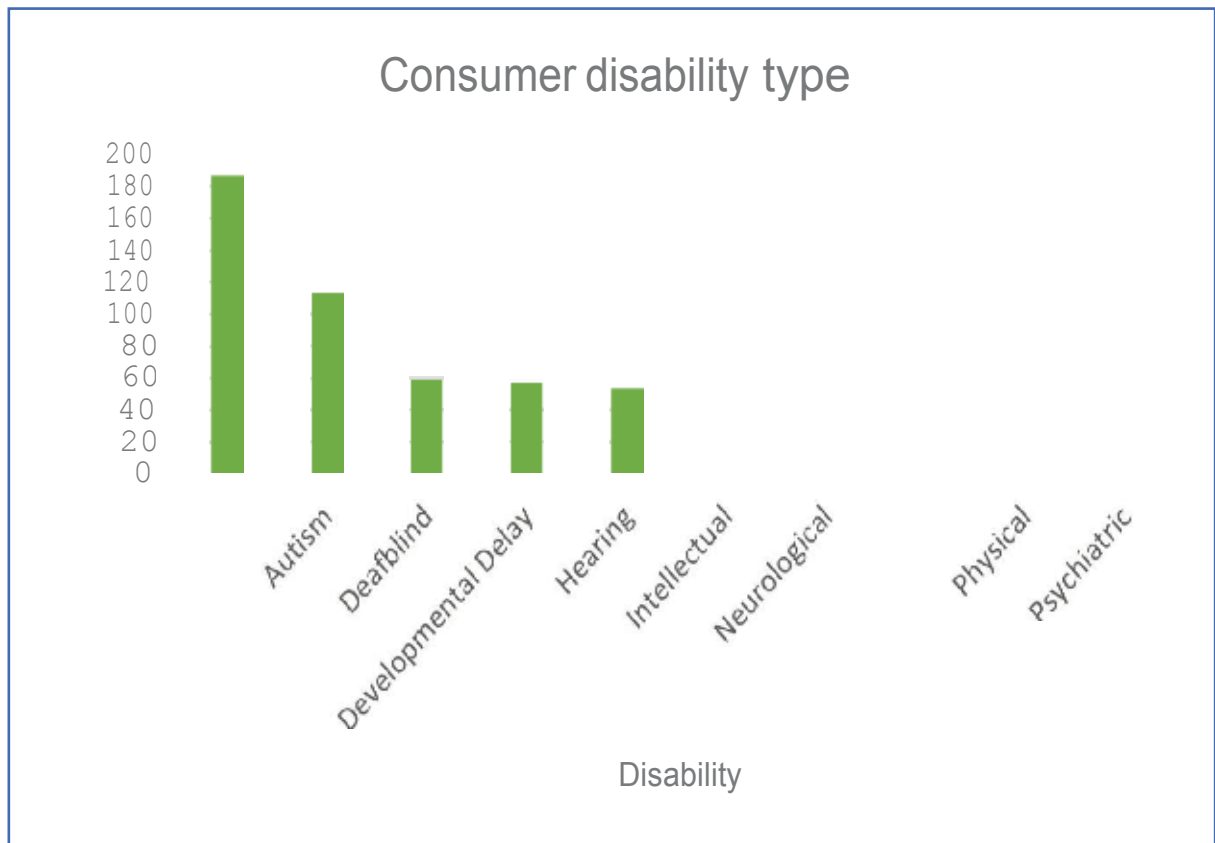
PEOPLE SUPPORTED BY AGE



PEOPLE SUPPORTED BY ETHNICITY



PEOPLE SUPPORTED BY DISABILITY



Systemic Advocacy

Report for 2019/2020

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.

Importantly, MDAA's systemic advocate works closely with individual advocates across all MDAA programs to ensure we have the ability to capture the trends and concerns of the 600+ consumers we support throughout the year.

Some of our actions for this year included:

MDAA written submissions:

- Submission to the Ageing and Disability Commissioner on the NSW Disability Advocacy Review
- Submission to the Joint Standing Committee on Electoral Matters: Administration of the 2019 NSW State Election
- Submission to the Select Committee on COVID-19
- Joint submission with the University of Notre Dame Australia to the Senate inquiry on General issues around the implementation and performance of the NDIS
- MDAA endorsement of the Community Legal Centres NSW statement in response to changes to Victims Support proceeding

Additional feedback delivered through:

- NSW Department of Education Disability Strategy Reference Group.
- NEDA Disability Royal Commission Reference Group
- Western Sydney Multicultural Advisory Committee
- NSW Department of Communities and Justice Multicultural Consultative Group
- NSW Electoral Commission Equal Access to Democracy Disability Reference Group
- Consultation opportunity with Commissioner Robert Fitzgerald, MDAA staff, members and consumers discussing and providing feedback on the Ageing and Disability

Commission and Advocacy Review

- Consultation opportunity with the Shadow Minister for Family and Community Services and Shadow Minister for Disability Inclusion NSW, Hon. Penny Sharpe, along with MDAA staff, members and consumers providing feedback.

Additionally, MDAA conducted consumer consultations with community members from its Sydney Granville office, Bega, Newcastle and Griffith. From these consultations, MDAA was able to establish projects specific to community needs/requests and applying for project funding accordingly.

Disability Advocacy Royal Commission

The MDAA Disability Advocacy Royal Commission (DARC) team began in late 2019. The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability came about after the community raised serious concerns about the widespread mistreatment of People with Disability. The Disability Royal Commission is in line with the values of MDAA as it also aims to promote, protect, and secure the rights and interests of people with disability. The MDAA DARC team provides free, independent and confidential advocacy support for people with disability who have experienced violence, abuse, neglect and exploitation, as well as their families and carers to share their experiences with the Disability Royal Commission.

During this time there have been several changes to the team with three part time advocates who work cohesively and dynamically, each bringing different skills and areas of expertise such as federal and local government, education, public health and NDIS. From January 2020, community information sessions were organised together with the Afghan, Arabic, Chinese and Filipino groups. The promotional plans for raising awareness and encouraging participation in the Disability Royal Commission have changed or have been postponed due to COVID-19. However, despite the limitations the pandemic has brought, the team has utilised technology to develop a successful promotional plan to engage with CALD communities to encourage participation in the Disability Royal Commission. The team have promoted the project to universities, local area health districts, local governments, state and federal MPs, various advisory committees, and service providers. Though positive responses have been received from stakeholders, it has been our experience with service providers in particular, are not receptive to share information about the Disability Royal Commission with their participants. Possibly due to the concerns around participants making submissions will complain about the organisation's service provision. By MDAA consumers making submissions to the Disability Royal Commission, the Commissioners have been provided with information on the extent of the issues, barriers and problems people with a disability face on a day to day basis, how and why abuse is likely to occur, the impacts on people with disability, their families, support people and our community and ideas about making our society more inclusive.

The MDAA DARC team has responded to issues papers released on areas that have impacted people with disability. The responses have an emphasis on issues and barriers specific to CALD communities, focusing on systemic and structural changes required to improve their lives. Responses to issues papers have also identified gaps in the support the Disability Royal Commission provides to People with Disability from CALD background. As a state peak body we have provided training to other advocacy, legal and counselling services involved with the Disability Royal Commission on advocacy support for people with disability from CALD backgrounds. We are currently working with the Disability Royal Commission Engagement team to provide resources and training in culturally appropriate practice.

During the short months of our operation the DARC team have supported 15 consumers to make submissions to the Disability Royal Commission and provided referrals to counselling services and legal support. The process of supporting consumers to make their submissions includes providing individual advocacy around issues relating to the submission such as: obtaining housing, NDIS, aged care and education. The team looks forward to supporting many consumers to make a submission that shares their experiences as a person with disability.

Industry Development

Report for 2019/2020

Industry Development 2019 – 2020

The CCSP 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 Vincent’s Local Area Coordinator’s CALD Engagement Reference Group where we contributed to the development a package of training for St Vincent’s Local Area Coordinators.
- Restrictive Practices Authorisation Policy and DVNSW Good Practice Guidelines where we raised issues regarding the impact of these policies/framework on people with disability from CALD backgrounds.

• Ambulance NSW: We continue to run cultural awareness workshops for call centre staff. In 2019 -2020 we have delivered 5 sessions to 120 call centre workers.

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. In 2019 -2020:

- MDAA continued to be involved in 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 worked in partnership with the Mental Health Coordinating Council (MHCC) where we worked with MDAA consumers on the codesign of the Reimagine Today resources. These resources aim to support CALD communities better understand psycho-social disability, and support people with psycho-social disability access the NDIS.

In addition, provided presentations to CALD communities in Mt Druitt, Granville, Hurstville and Wollongong on Human Rights of people with disability as part of the Ageing and Disability Commission Forums organised by the CBSO team.

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, we started again the process for collecting evidence against 4 of the 6 Standards for our surveillance audit.
- This year has seen a stronger focus on building staff skills to enable them to work in culturally responsive person-centred ways:
- All new staff members participated in Advocacy Essentials training as part of the induction process.
- We continue to use monthly reflective practice sessions to support staff to think critically about their work practice.
- MDAA has run Working Effectively with Interpreters training for all advocacy staff.
- Future Leaders’ and Community Voices’ participants were provided with training to build their understanding of governance practices and presentation skills.



MDAA Consumer 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, and to raise awareness about disability in the community.

In the 2019-2020 financial year the Community Voices project has delivered a refresher course lasting six weeks and a public speaking course to 5 participants. There were also face to face presentations and promotions in 2019. MDAA could not have face to face promotions in 2020 due to the COVID 19 pandemic.

NSW Network of Women with Disability

The NSW Network of Women with Disability (The Women's Network) is an unfunded program that provides a space for women with disability to connect, establish friendships and engage in peer support. It is run and lead by people with disability and focuses on engaging people from a Culturally and Linguistically Diverse (CALD)/ Non-English-speaking background (NESB). The network was established more than 10 years ago and has been a great way to empower women with disability who are often at greater risk of isolation and abuse. The Women's Network is a state-wide service allowing for the participation of women in rural and remote areas. The main face to face gatherings sees women participating largely from the Western Sydney area, namely, Parramatta and Blacktown.

These are the highlights for this year:

- Election of Officers for the Network- Elected as President is Anna Ung and the Vice President is Valilii Manu who is from Griffith. This was done on the same day we had High Tea. The women had fun with games and story telling.
- In August 2019 we submitted an application for the Parramatta Leagues Community Award and the Women's Network won second runner with the awarding of a \$1000 cheque on 28th of August 2020 plus gift certificate.

The Network has been meeting regularly via Zoom and had a cook off and sharing of their skills as well as planning for future activities and sharing their experiences during this COVID pandemic.



NDIS Appeals and Reviews

This year we have welcomed Nicholas Lay to the NDIS Appeals and Reviews team to assist with the large number of consumers that are reviewing decisions made by the NDIA. It has been a very successful year for MDAA's NDIS Appeals Program with assistance provided to 105 individuals.

The two types of decisions being reviewed and/or appealed were:

- 1) Access request decisions, where applicants were refused access to the NDIS; Within the year (roughly around 40% of consumers were assisted with Access request decisions
- 2) Reasonable and Necessary supports, where participants were not provided with adequate funding in their NDIS plans. Roughly 60% or 63 consumers were assisted with Reasonable and Necessary supports decisions.

A successful outcome was achieved for 103 of the 105 consumers that received assistance from the NDIS Appeals Program, which equates to 98% success rate. This is a fantastic 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, where MDAA has successfully helped to access the NDIS, for the first time or receive much needed funding for reasonable and necessary supports, These supports include:

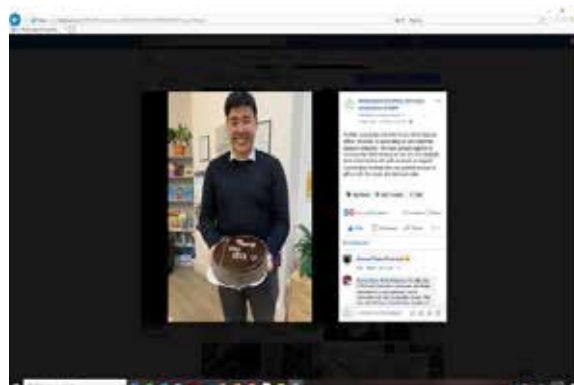
- Gaining access to the NDIS for a CALD female consumer who has been attempting to gain NDIS access on her own for 3 years;
- An Increase to \$171,000 in reasonable and necessary supports for a female consumer with Multiple Sclerosis through the Administrative Appeals Tribunal;
- A Consumer gaining \$1,000,000, in reasonable and necessary support for his child who requires high intensive care around the clock;
- An increase for reasonable and necessary supports through Early Childhood Early Intervention for funding for Applied Behavioural Analysis (ABA) therapy for children with Autism. This both has been won through the Internal Review and the Tribunal processes.

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

- Successful NDIS Appeals forums in Wollongong and Griffith;
- Development of NDIS Appeals and Tribunal short videos for our consumers (this can be found on our website and Youtube channel)
- MDAA continues to inform participants of their rights under NDIS on individual basis when supporting them through the NDIS review and appeals process with over 50 open cases.

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.

Our lovely consumers have been so happy with our services, they have provided small gifts of appreciation that was shared with staff and volunteers at MDAA.



MDAA Active Citizens

The Active Citizens project started in March 2020.

This project provided responses to feedback from consumers and community members on the lived experience of voting for people with disability during the elections in 2019. It showed that people with disability from culturally diverse backgrounds were eager to engage in civic matters, understand the importance of voting correctly, and making informed choices.

The Active Citizens Project is an NDIA funded initiative. It aims to provide information through free and accessible workshops to people with disability, from culturally and linguistically diverse (CALD)/ non-English speaking (NES) background, regardless of their visa status, on how to be an active citizen.

During the period of March to June 2020, a Steering Committee was established. The topics that were discussed included:

- Human Rights and laws that protect people from discrimination,
- Racial hatred, harassment, victimisation,
- The 3 levels of government, lobbying, the power of the citizen and how politicians can support community needs,
- Citizenship – rights and responsibilities, voting, consumer rights,
- Digital rights – rights to information and online responsibilities.

Future topics will be determined from the project participants – reflecting the needs of the community.

The sessions were scheduled to start from July 2020. The first session involved the Australian Human Rights Commission on the topic of Human Rights and laws that protect people from discrimination, racial hatred, harassment, victimization. The delivery of the session was via Zoom due to the Covid-19 safety protocols.

Another activity will engage with an evaluative tool called PhotoVoice. PhotoVoice is a way for participants to tell their stories using photos. It is impactful as it is visual, and they use their own words to say what matters to them.



MDAA Photo Voice

Private group · 28 members

MDAA Photo Voice Facebook page

Future Leaders Project

This year MDAA successfully run the Future Leaders Project which was funded by the National Disability Insurance Scheme's Information Linkages and Capacity Building (ILC) initiative. The project was for one year and provided free and accessible workshops and training with professional facilitators for people with disability from CALD and NES backgrounds.

The Future Leaders project was designed to empower people with disability through interactive workshops and hands on experiences in order to increase their participation, improve knowledge in organisational operations as well develop skills in leadership in leading and contributing to the growth of organisations.

The project provided trainings and workshops on:

- Roles and Responsibilities of Governance and Board members - 26 October 2019
- Legal Issues of Governance - 30 November 2019
- Leadership skills, Effective Meeting Facilitation, Agenda Preparation and Time Management - 14 December 2019
- Strategic Planning - 18 January 2020
- Person Centered Emergency Preparedness - 15 January 2020
- Policy Development - 15 February 2020
- Financial Literacy - 6 June 2020
- Lobbying for Change - 16 April 2020
- Public Speaking - 9 May 2020
- Writing Effective complaint and feedback letter - 16 May 2020
- Consumer Rights to Services and Goods - 15 June 2020
- Planning successful events and meetings - Saturday 27 June 2020

The project had 20 participants and 2 participants have since joined MDAA's Governance Committee.



Participant Abraham Darouche with his Certificate of Attendance

Intercultural Sounds & Movements Project

The Intercultural Sounds and Movements (ICSM) project focused on skills development and inclusion of people with disability, their family, and carers. The project successfully ran 42 music and dance sessions with 22 participants from July 2019 to June 2020.

The activities were run by Daniel Akinshola, the project coordinator, and Leanne Clearey, the admin project officer. A weekly calendar of activities was developed and sent to participants. External dance and music professionals were also involved in the activities. Due to COVID-19 from March to June 2020, the project activities were run virtually through Zoom to maintain safety.

Activities ranged between warm-up exercises, dances from various cultures, drumming, and playing of musical instruments. The participants enjoyed the sessions which include infusions of basic theatrical performances, cultural integration, and social inclusion. The participants learned traditional music instruments called Angklung, a musical instrument from Indonesia, Ukulele, and African drumming. They also had group sessions through Zoom to learn dances from Latin America, Middle Eastern, and Central Asia. The ICSM project, auspiced under the NSW Network of Women with Disability, included activities for women with disability on how to manage everyday stress effectively and other fun engaging activities apart from doing music and dancing.

Positive changes were experienced by participants such as: "Why I come because I learn everything it may be big or small and I get a lot of appreciation out of the place because I see people worse off than me doing better, so it lifts up my spirit and encourages me. I really like coming here." Another said, "I have started doing what I didn't know I could do, I was a very shy person and could not dance in public, now I'm leading dances".

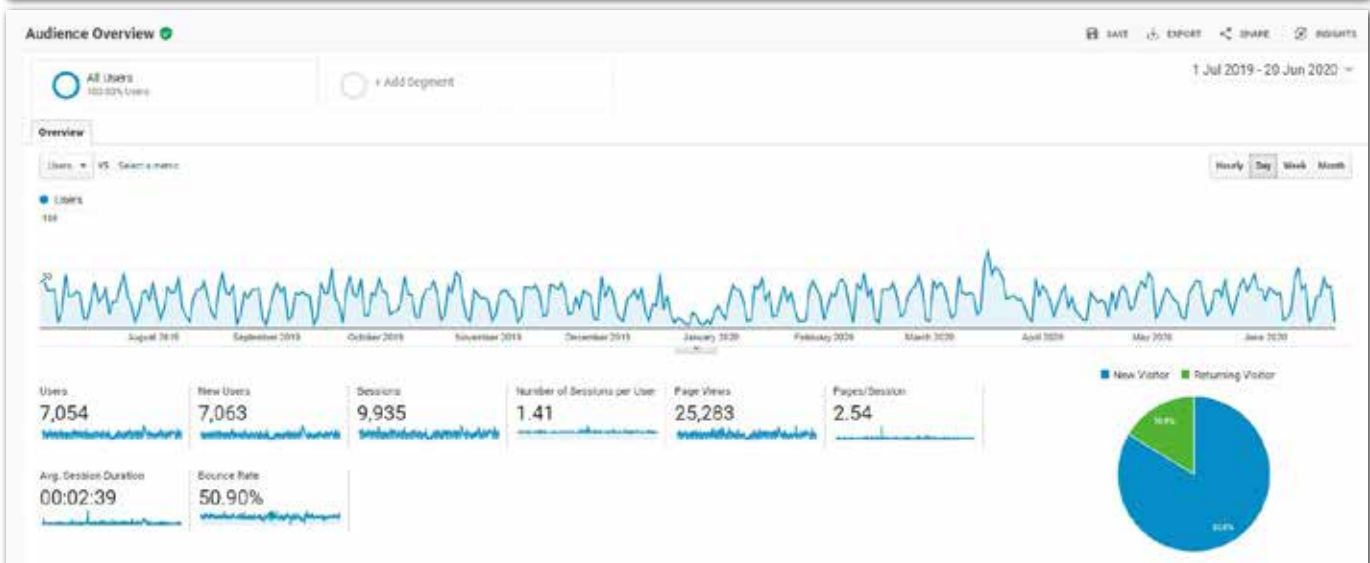
The project offered inclusion to everyone irrespective of cultural identity, types of disability, and orientation. It gave a practical platform for creative expression that people have not had over the years by not being able to express themselves due to isolation, social barriers, stigma, cultural ostracism, and prejudice. Each participant had equal opportunity to express themselves to their identity skills which made them feel valued. The concern of the participants was to leave behind the fun and meaningful activities that create friendship and inclusion particularly during social distancing restrictions that had come in place before the project ended. As they expressed their concerns; "Without a project like this, life will go back to what it used to be and there will no longer be a place to go and socialise, feel special and valued". The project has created a strong network between MDAA and other organisations such as Woodville Alliance and Community Migrant Resources Centre through the engagement of the participants from these organisations. The Women's Network will utilise the material purchased through project funding to maintain social inclusion, even though the Intercultural Sounds and Movements projects finished in June 2020, to maintain positive changes and growth achieved by participants through this project.



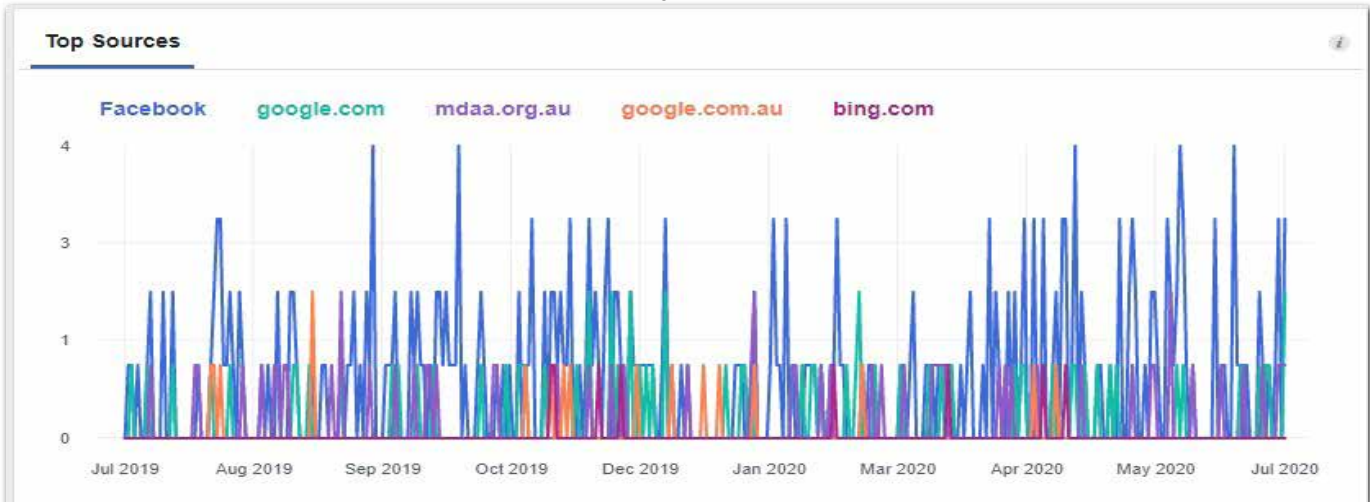
Organisational Development

MDAA Admin staff have been busy updating MDAAs website. MDAAs has had approximately 10,000 users during the 2019/2020 financial year with more than 25,000 page views. Our website offers quick and easy access to information about MDAAs services and projects, and focuses our mission to secure the rights of all people with disability. MDAAs has increased its followers on Facebook to over 1500 and 500 followers on Twitter.

MDAA has
 **1551 followers**
 on Facebook
 **500+ followers**
 on Twitter



MDAA Website 1 July 2019 to 30 June 2020



Facebook insights 2019-2020



Treasurer's Report

It is an honour to present MDAA's Financial Report, covering 1 July 2019 to 30 June 2020.

The Total Revenue for this year is \$2,627,718.00 - compared to last year's \$2,046,03.00.

The Total Expenditure for the same period this year is \$2,478,752.00 - compared to last year's \$1,995,950.00.

The Net Surplus for the same period this year is \$148,966 - compared to last year \$50,000.

The figures clearly portray transparency of the accrued accurate account and the full breakdown is displayed in the Statement of Financial Position as of 30 June 2020.

MDAA acknowledges and thanks the funding bodies for both the support from both the Commonwealth and State Governments, enabling MDAA to provide services for vulnerable individuals whose voice needs to be heard.

The funding bodies are:

1. The Department of Social Services (DSS) \$1,129,349.00.
2. The Department of Communities and Justice (DCJ) \$1,049,868.00

It is exciting to inform you all that we have received funding from the National Disability Insurance Scheme (NDIS), as well as the Information Linkages and Capacity Building (ILC), which has accumulated to a total of \$240,404.00 this year compared to nil last year.

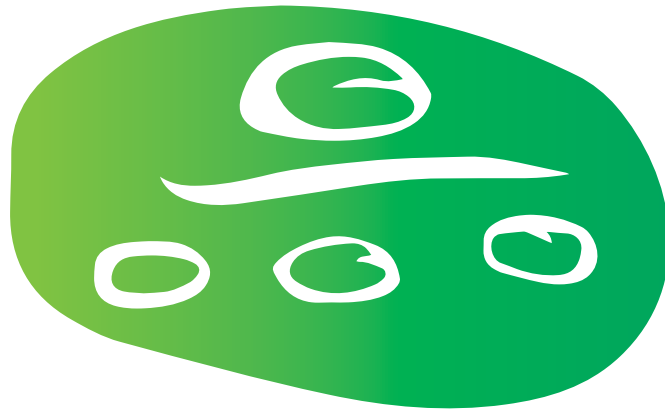
MDAA has accomplished a great stand regardless of COVID 19. The Governance Committee has continued to meet every six weeks either through Zoom or face to face with social distancing measures in place as per NSW Health Guidelines. This is to ensure that the policies and procedures are complied with for the present situation, and so that MDAA has continued delivering its services. I thank Vivi, our chairperson and all the Governance Committee for their dedication towards MDAA as it has extended its edges of success. I proudly wish to announce that MDAA is one of the top non-profit organisations in NSW audited with distinction in 2019.

I would like to congratulate the Executive Director, Susan Laguna for her superb leadership, the hard-working staff, the volunteers, members of MDAA for their initiative in MDAA's struggle to keep the MDAA's flag flying.

Finally, I take this opportunity to thank everyone for any support that has helped this organisation to flourish. I wish you all a safe holiday season and a prosperous new year in 2021. Please Stay Safe.

A handwritten signature in black ink that reads "Mary Kumar".

Mary Kumar
Treasurer



MDAA

MULTICULTURAL DISABILITY
ADVOCACY ASSOCIATION

**AUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020**

**MULTICULTURAL DISABILITY ADVOCACY
ASSOCIATION OF NSW INC**

**FINANCIAL STATEMENTS FOR THE YEAR ENDED
30 JUNE 2020**

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**MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC
EXECUTIVE'S REPORT
FOR THE YEAR ENDED 30 JUNE 2020**

Your executive present the Annual Financial Report on the Multicultural Disability Advocacy Association of NSW Inc for the financial year ended 30 June 2020.

Directors

The names of the executive in office at any time during or since the end of the financial year are:

Vivi Germanos-Koutsounadis
Robina Yasmin
Mary Kumar
Cathy Naing
Sarah Butler
Arnold Agda
Paul Caesar
Yasmeen Shah (Resigned)
Quang Nguyen

The executive have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principle Activity

The principal activity of the Association during the year was to promote, protect and secure the rights and interest of people who are Culturally and Linguistically Diverse(CALD)/non-english speaking background (NESS) with disability and their families and carers.

No significant change in the nature of that activity occurred during the year

Significant Changes in State of Affairs

No significant changes in the state of affairs of the Association occurred during the year.

Results

The surplus from operations of the company for the year, after providing for tax was \$148,966 (2019 \$50,113 surplus).

This statement is made In accordance with a resolution of the Executive of Multicultural Disability Advocacy Association of NSW Inc and is signed for and on behalf of the Committee by

Chairperson

Treasurer

Granville

September 2020

AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC EXECUTIVE'S REPORT FOR THE YEAR ENDED 30 JUNE 2020

The Executive declare that in their opinion:

- (a) The attached financial statements and notes thereto comply with the Australian Accounting standards
- (b) The attached financial statements and notes thereto give a true and fair view of the financial position and performance of the association
- (c) The attached financial statements and notes thereto are in accordance with the Associations Incorporation Act 2009
- (d) There are reasonable grounds to believe that the association will be able to pay its debts as and when they become due & payable.

This statement is made In accordance with a resolution of the Executive of Multicultural Disability Advocacy Association of NSW Inc and is signed for and on behalf of the Committee by

Chairperson

Treasurer

Granville

October 2020

Auditors Independence Declaration

To the Executive of the Multicultural Disability Advocacy Association of NSW Inc

I declare that, to the best of my knowledge and belief, during the financial year ended 31 December 2019 there have been:

- (a) No contraventions of the auditors independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- (b) No contraventions of any applicable code of professional conduct in relation to the audit.

Stephen Sproats
Registered Company Auditor
7/288 Newline Road Dural

15 October 2020

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC

**STATEMENT OF COMPREHENSIVE REVENUE & EXPENDITURE
FOR THE YEAR PERIOD 30 JUNE 2020**

REVENUE	2020	2029
Grant- DCJ	1,049,868	1,013,830
Grant- DSS	1,129,349	912,699
NDIS	240,404	
Interest	28,037	25,536
Cash Flow Boost	62,500	
Other Income	117,560	93,998
	2,627,718	2,046,063
EXPENDITURE		
Advertising	372	7,937
AGM	3,011	3,032
Audit & Legal Fees	5,640	5,745
Bank Charges	638	560
Catering	6,398	2,614
Cleaning	18,763	18,239
Committee Management Costs	11,912	10,292
Computer	67,842	44,425
Consultants	94,144	113,552
Depreciation	13,084	13,546
Doubtful Debts Provision	8,862	
Insurance-General	9,730	9,618
Workers Compensation	87,922	56,378
Internet	13,527	11,489
Motor Vehicle	6,326	7,877
Office Furniture and Equipment	8,842	16,952
OHS Costs	18,034	5,757
Printing, Postage & Stationary	22,346	22,346
Program Cost	46,338	22,673
Promotional Expenses	19,794	979
Provision for Employee Leave	79,175	54,321
Provision for Motor Vehicle		5,000
Rent	46,376	44,030
Repairs & Maintenance	9,726	8,774
Salaries & Wages	1,614,156	1,287,785
Staff Recruitment	20,426	15,929
Sundry	14,450	16,372
Subscriptions	2,797	3,988
Superannuation Contribution	152,794	121,543
Telephone, Website, Internet	40,702	35,246
Training	4,256	7,313
Travelling Expenses	12,250	8,570
Utilities	11,356	7,305
Volunteer	6,763	5,763
	2,478,752	1,995,950
NET SURPLUS (DEFICIT)	148,966	50,113
TOTAL COMPREHENSIVE INCOME FOR YEAR	148,966	50,113
Accumulated Funds Brought forward	1,307,256	1,257,143
TOTAL ACCUMULATED FUNDS	\$1,456,222	\$1,307,256

AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC

STATEMENT OF COMPREHENSIVE REVENUE & EXPENDITURE FOR THE YEAR PERIOD 30 JUNE 2020

		2020	2029
ACCUMULATED FUNDS		\$1,456,222	\$1,307,256
Represented by			
CURRENT ASSETS	Note		
Cash on Hand		1,300	1,100
Cash at Bank		32,964	417,344
Trade Debtors	7	14,013	14,084
Shares		3,617	11,141
Deposit			3,048
Prepayments		30,224	9,730
Term Deposit		1,514,240	936,831
TOTAL CURRENT ASSETS		1,596,358	1,383,278
NON CURRENT ASSETS			
Property, Plant & Motor Vehicles	8	1,017,333	1,030,417
TOTAL NON CURRENT ASSETS		1,017,333	1,030,417
TOTAL ASSETS		2,613,691	2,413,695
CURRENT LIABILITIES			
Creditors & Accrued Expenses	9	546,651	496,353
Provision for Equipment Replacement	10	48,000	48,000
Provision for Employee Costs	11	546,263	545,531
Provision for Programs		16,555	16,555
TOTAL LIABILITIES		11,157,469	11,106,439
NET ASSETS		\$1,456,222	\$1,307,256

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC

STATEMENT OF CHANGES IN EQUITY

Balance at 30 June 2018	\$1,257,143
Net Operating Surplus (Deficit)	\$50,113
Other Comprehensive Income	\$0
Total Comprehensive Income	<u>\$50,113</u>
Balance at 30 June 2019	\$1,307,256
Net Operating Surplus (Deficit)	\$148,966
Other Comprehensive Income	\$0
Total Comprehensive Income	\$148,966
Balance at 30 June 2020	<u>\$1,456,222</u>

STATEMENTS OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
Cash flows from operating Activities		
Receipts from Funding Bodies & clients	\$2,627,718	2,046,063
Payment to suppliers and employees	2,434,489	2,921,457
Net cash inflow from operating Activities	<u>193,229</u>	<u>-875,394</u>
Net increase (Decrease) in cash held	193,229	-875,394
Cash at beginning of year	1,355,275	2,230,669
Cash at End of Financial year	<u>\$1,548,504</u>	<u>\$1,355,275</u>
Reconciliation of operating Surplus (deficit) after tax Net Cash inflow		
From Operations		
Operating Surplus (Deficit) After Income Tax	148,966	50,113
Depreciation	13,084	13,546
(Decrease) Increase		
- Trade debtors	71	10,372
-Prepayments	20,494	
- Deposit	3,048	
- Shares	2,476	
- Creditors	50,298	10,692
- Provision for Leave	732	-846,989
-Payroll		2,499
-Provision for Programs		68,501
	<u>\$193,229</u>	<u>-\$875,394</u>

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED
30 JUNE 2020**

1. Corporate Information

Multicultural Disability Advocacy Association of NSW Inc operates under the Association Incorporation Act. Its business operates in throughout Sydney Metropolitan and NSW

2. Summary of Significant Accounting Policies

(a) Basis of Preparation

This general purpose financial report has been prepared in accordance with Associations Incorporation Act 2009 (NSW), Australian Accounting Standards and other authoritative pronouncements of the AASB & Urgent issues group interpretations. The financial report has been prepared on the basis of historical cost and does not take into consideration changing values of money or current valuations of non current assets. Cost is based on the fair values of the consideration given in exchange for assets.

(b) Significant accounting judgments, estimates & assumptions.

The preparation of financial statements requires management to make judgements, estimates & assumptions that affect the application of policies and reported amounts of assets, liabilities, income & expenses. The estimates and associated assumptions are based on historical experience and other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making judgments. Actual results may differ from these estimates

The estimates & underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects both current & future periods.

(c) Revenue Recognition

Revenue is recognised when the association is legally entitled to the income and the amount can be quantified with reasonable accuracy and is net of GST.

(d) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category

(e) Cash

Cash & Cash equivalents in the balance sheet comprise cash at bank and in hand and in short term deposits are stated at their nominal value

(f) Trade Debtors

Trade Debtors are stated at original invoice amount less any Provision for doubtful debts where applicable. Normal trading terms are 7 to 30 days. No provision for doubtful debts was made in 2020.

(g) Property, Plant & Equipment

Land is recorded at cost & Buildings are stated at cost less accumulated depreciation
Motor Vehicles are stated at cost less accumulated depreciation and any accumulated impairment losses.

(h) Grants in Advance

Grants in Advance are carried forward at their original amount and are to be provided subsequent to the balance date

(i) Employee Leave Provisions

The liability for Annual & Long Service Leave & Sick is recognised and measured at the amount expected to be paid when liabilities are settled.

(g) Provisions

These are recognised when there is a present obligation as a result of past funding and it is probable that an outflow will be required using reasonable estimates.

(k) Government Grants

Grants are matched against expenditure in the year expenditure is incurred and in accordance with funding body's requirements when services are performed or conditions fulfilled

5. Income Tax

The Association is registered under the Charitable Collection Act, 1934, as amended, and is exempt from income tax

6. Activities

The financial statements include the following projects DCJ, DSS and NDIS Funding

7. Trade Debtors

	2020	2019
	\$	\$
Trade Debtors & Other Debtors	22,875	14,084
Less Provision for Doubtful Debts	8,862	0
	14,031	14,084

8. Fixed Assets

Equipment, Furniture & Fittings - at cost	89,943	89,943
Accumulated Depreciation	(78,858)	(77,626)
Net Book Value	11,085	12,317
Motor Vehicles - at cost	35,818	35,818
Accumulated Depreciation	(35,818)	(35,818)
Net Book Value	0	0
Land at cost	920,000	920,000
Buildings at cost	574,889	574,889
Accumulated Depreciation	(115,641)	(103,789)
Net Book Value	990,000	990,000
Total Non Current Assets	1,017,333	1,030,417

AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

9. Creditors & Accrued Expenses

Trade Creditors & Accruals	201,653	31,257
GST payable	(14,753)	11,670
PAYG Payable	50,558	14,134
Grants in Advance	309,193	439,292
Total	546,651	496,353

10. Provision for Equipment Replacement

Equipment & Furniture	23,000	23,000
Motor Vehicle	25,000	25,000
Total	48,000	48,000

11. Provision for Employee Costs

Accrued Wages	56,750	141,740
Annual Leave Provision	171,321	113,454
Long Service Leave Provision	89,032	67,724
Redundancy Provision	210,009	210,009
Salary Benefit	4,076	2,970
Superannuation Payable	15,075	9,634
Total	546,263	545,531

13. Financial Risk Management

The Association's financial instrument consists mainly of deposits with banks, local money market instruments, short term investments, accounts receivables & payable.

The totals for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements are as follows:

Financial Assets	2020	2019
	\$	\$
Cash	1,550,502	1,355,275
Receivables	14,031	14,084
Total Financial Assets	1 564 533	1 369 359
Financial Liabilities		
Trade & Other Payables	546,651	496,353
Total Financial Liabilities	546 651	496 353
14. Contingent Liabilities	\$Nil	\$Nil
15. Capital Expenditure Commitments	\$Nil	\$Nil

**INDEPENDENT AUDITORS REPORT
TO MEMBERS OF MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION INC****Opinion**

I have audited the accompanying financial statement of Multicultural Disability Advocacy Association Inc which comprises the Statement of Financial Position as at 30 June 2020, Statement of Changes in Equity, Statement of Comprehensive Income and Cash flow statement for the year ended on that date, notes comprising a summary of significant accounting policies and the executive assertion statement.

In my opinion, the accompanying financial statement of Multicultural Disability Advocacy Association Inc is in accordance with the Incorporated Associations Act Associations Incorporation Act 2009, including:

- (a) giving a true and fair view of the association's financial position as at 30 June 2020 and of its financial performance for the year then ended on that date: and
- (b) complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and Associations Incorporation Act 2009.

Basis for opinion

I conducted the audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the 'Auditors responsibilities for the Audit of the financial statement' section of my report. I am independent of the association in accordance with the ethical requirements of the Accounting Professional & Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the code) that are relevant to my audit of the financial report in Australia, and I have fulfilled our other ethical responsibilities in accordance with the code. I believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Responsibilities of the Responsible Entities for the Financial Statement

The management of the Incorporated Association are responsible for the preparation a financial report that gives a true and fair view and have determined the basis of preparation described in Note 1 to the financial statement is appropriate and in accordance with Australian Accounting Standards and the Associations Incorporations Act 2009 and for such internal control as the executive determine is necessary to enable the presentation of the financial report that is free of material misstatement, whether due to fraud or error.

In preparing the report the financial report, the responsible persons are responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the responsible persons either intend to liquidate the association or to cease operations or have no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the association's financial reporting process.

Auditors Responsibilities for the Audit of the Financial Statement

My objective is to obtain reasonable assurance about whether the financial report as a whole is free of material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material, if, individually or in aggregate, they could be reasonably be expected to influence the economic users taken on the basis of this report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. I also

- Identify and assess the risks of material misstatement of the financial report whether due to fraud or error, design and perform audit procedures responsive to those risks and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery intentional omissions misrepresentations or the override of internal control

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstance, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures by the responsible persons.

- Conclude on the appropriateness of the responsible persons' use of the going concern basis of accounting and based on the audit evidence obtained, whether material uncertainty exists related to events or conditions that may cast significant doubt on the association ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in the Auditors report to the related disclosures in the financial statement or if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of the audit report. However, future events or conditions may cause the association to cease as a going concern.

- Evaluate the overall presentation, structure and content of the financial statement, including the disclosures, and whether the financial statement presents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the responsible persons regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control I identify during the audit. effectiveness of the association's internal control

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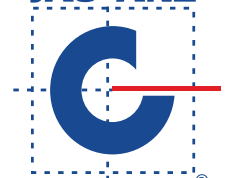
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