

MDAA Annual Report 2022/2023



Multicultural Disability Advocacy Association of NSW



**Multicultural Disability Advocacy Association
of NSW Inc**

***ANNUAL REPORT
2022-2023***

Who are we:

- MDAA's Vision Pg 6
- Our main areas of work Pg 7
- Chairperson's Message Pg 8
- Business Excellence Award Pg 9
- Governance Committee Pg 10
- Governance Committee structure Pg 11
- Organisational Structure Pg 12
- Executive Director's message Pg 13
- Service Management Pg 14
- Organisational Report Pg 15
- Advocacy Programs Pg 16
- Industry Development Pg 17
- Staff Development Pg 18
- Volunteers, Consultants and Students Pg 19
- Individual Advocacy Report Pg 20,21
- MDAA Bega Pg 22
- MDAA CIW Pg 23
- MDAA Griffith Pg 24
- MDAA Newcastle Pg 25
- MDAA SES Pg 26
- MDAA Wollongong Pg 27
- Success Stories Pg 28

- Systemic Advocacy Pg 29
- Disability Royal Commission Pg 30
- NDIS Appeals & Reviews Pg 31
- Active Citizens Pg 32
- Encompass Pg 33
- Community Voices Pg 34
- Women's Network Pg 34
- Empowerment project Pg 35
- Human Rights Conference Pg 35
- International Day PWD Pg 36
- Fiesta Fundraising Pg 37
- Information Forums Pg 38,39
- Treasurer's Report Pg 40
- Audited Financial Statements Pg 41 to 53

MDAA's Vision:

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

Who are we?

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 a strength and promote this view in all our work.

Our three year Strategic Directions 2022-2025 will focus on three major goals. MDAA's goals and measures are set out in the Strategic Directions document which is on our website.

Our Vision:

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

Our Role:

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

Our Aim:

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

Goals:

- To be a voice for people from diverse backgrounds with disability and increase their participation in society and the community
- Make MDAA a strong and secure organisation to continue supporting people from diverse backgrounds with disability well into the future
- To strengthen its leadership and workforce

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

Our Values are:

- **Rights:** We treat all people with respect and dignity
- **Inclusion:** We value people for who they are and how they want to participate
- **Self-determination:** We support people with disability, their families and carers to control their own lives and make their own choices
- **Person-centred practice:** We have the interests of the people we support as the focus of everything we do

Our main areas of work

- **Individual Advocacy:** we provide free and independent, short to medium term advocacy support to people with disability, their families and carers from diverse and/or non-English speaking backgrounds (NESB). Capacity Building Support Officers (CBSO)s support people to understand their rights and protect these rights if they have been or may be violated, as well as support individuals in reaching their goals.
- **Systemic Advocacy, Policy and Research:** we work towards positive, long-term transformations in policies, procedures, practices and service delivery in government and non-government agencies
- **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 NDIA decisions through the review and appeals process.
- **Disability Royal Commission Advocacy Service:** we provide free and independent advocacy support for people taking part in the Disability Royal Commission into violence neglect, abuse and exploitation of people with disability.





I am honoured to present the Chairperson's Report for the Multicultural Disability Advocacy Association (MDAA) for the fiscal year 2022-2023. As Chairperson, I am immensely proud of the significant strides MDAA has made in advancing the rights and well-being of Culturally and Linguistically Diverse People with Disability (CaLD PWD) who are often marginalised and vulnerable in our society.

MDAA has come a long way in the face of numerous obstacles. Our journey has been marked by dedication, resilience, and a deep commitment to our mission. Serving the interests of CaLD PWD is not without its challenges, but we have consistently risen to the occasion, advocating for inclusivity, equality, and social justice.

I am pleased to report that MDAA has earned the trust and support of important funding bodies, such as the Department of Social Services (DSS) and the Department of Communities and Justice (DCJ). This trust is a testament to our organisations integrity, transparency, and effectiveness in advocating for the rights of CaLD PWD.

Throughout the year, MDAA has achieved several significant milestones, which include:

- **Expanding Our Reach:** We have extended our outreach efforts to reach even more CALD PWD, ensuring that they are aware of their rights and have the support they need to access services and participate in their communities.
- **Systemic Advocacy:** MDAA has been at the forefront of policy advocacy, making our voices heard on critical issues affecting CaLD PWD. Our efforts have resulted in policy changes and increased awareness at both state and national levels.
- **Capacity Building:** We have continued to invest in the development of our team, empowering our staff and volunteers to provide top-quality services to our community.
- **Collaborations and Partnerships:** MDAA has fostered meaningful partnerships with other like-minded organisations and government agencies, amplifying our advocacy efforts and the impact of our work.
- **Accessible Services:** We have taken steps to ensure that our inclusive services are accessible to all, including those with diverse communication needs.

While celebrating our achievements, we acknowledge that there are still challenges ahead. The COVID-19 pandemic has exposed vulnerabilities within our community and has made our work even more vital.

I appreciate the past governance committees for shaping MDAA's success, guiding our initiatives for CaLD PWD. I am grateful for the support from the DSS, DCJ, staff, members, volunteers, and governance committee members. As Chairperson, I am committed to MDAA's mission of being a beacon for CaLD PWD. Thank you for your unwavering support.

Mary Kumar

A handwritten signature in black ink that reads "Mary Kumar". The signature is fluid and cursive, written in a professional style.

MDAA winners of Business Excellence Award

The Multicultural Disability Advocacy Association is proud to be announced as the winner of the Not-for-profit business excellence Award, at the Premier's Harmony dinner 23 February 2023. It is a testament to all our hardwork not just by the staff but also with the support of our Governance Committee, volunteers and community partners.

We are honoured to have such a dynamic workplace with our selfless staff including volunteers, who go above and beyond to ensure individuals feel empowered and safe.

We appreciate our supporters, former Premier Dominic Perrottet and The Minister for Multiculturalism, the Hon. Mark Coure MP for their support and recognition.



Business Excellence Award
Presented to the
Multicultural Disability Advocacy Association of NSW



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

Robina Yasmin, Sarah Butler, Cathy Naing, Rajni Chandran, Quang Nguyen, Paul Caesar, Edwin Ikwu, Mary Kumar, Malakai Madden, Rajni Chandran, Dorothy Del Villar and Arnold Agda.

Co-opted: Atiya-tur-Rehman, Norma Denicolay and Dr William Nketsia

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.



Robina Yasmin



Sarah Butler



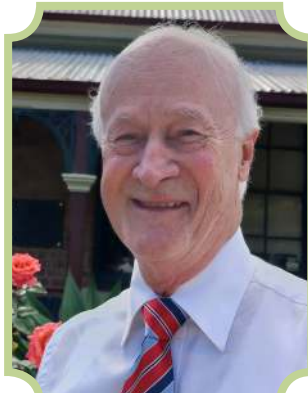
Cathy Naing



Rajni Chandran



Quang Nguyen



Paul Caesar



Edwin Ikwu



Mary Kumar



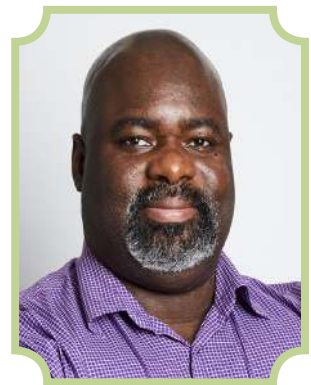
Malakai Madden



Arnold Agda



Atiya-tur-Rehman



Dr William Nketsia

Structure of MDAA's Committee

Committee	
Office Bearers	<p>Chairperson – Robina Yasmin/Mary Kumar Vice Chairperson – Edwin Ikwu Secretary – Arnold Agda Treasurer - Paul Caesar</p>
Ordinary Members	<p>Sarah Butler, Quang Nguyen, Cathy Naing, Malakai Madden, Rajni Chandran, Dorothy Del Villar</p>
Co-opted Members	<p>Atiya-tur-Rehman, Norma Denicolay and Dr William Nketsia</p>

Policy Sub-Committee
<p>All Governance Committee as available</p> <p>Staff support/ex-efficio: Susan Laguna, Sera Yilmaz/Alicia Rodriguez</p>

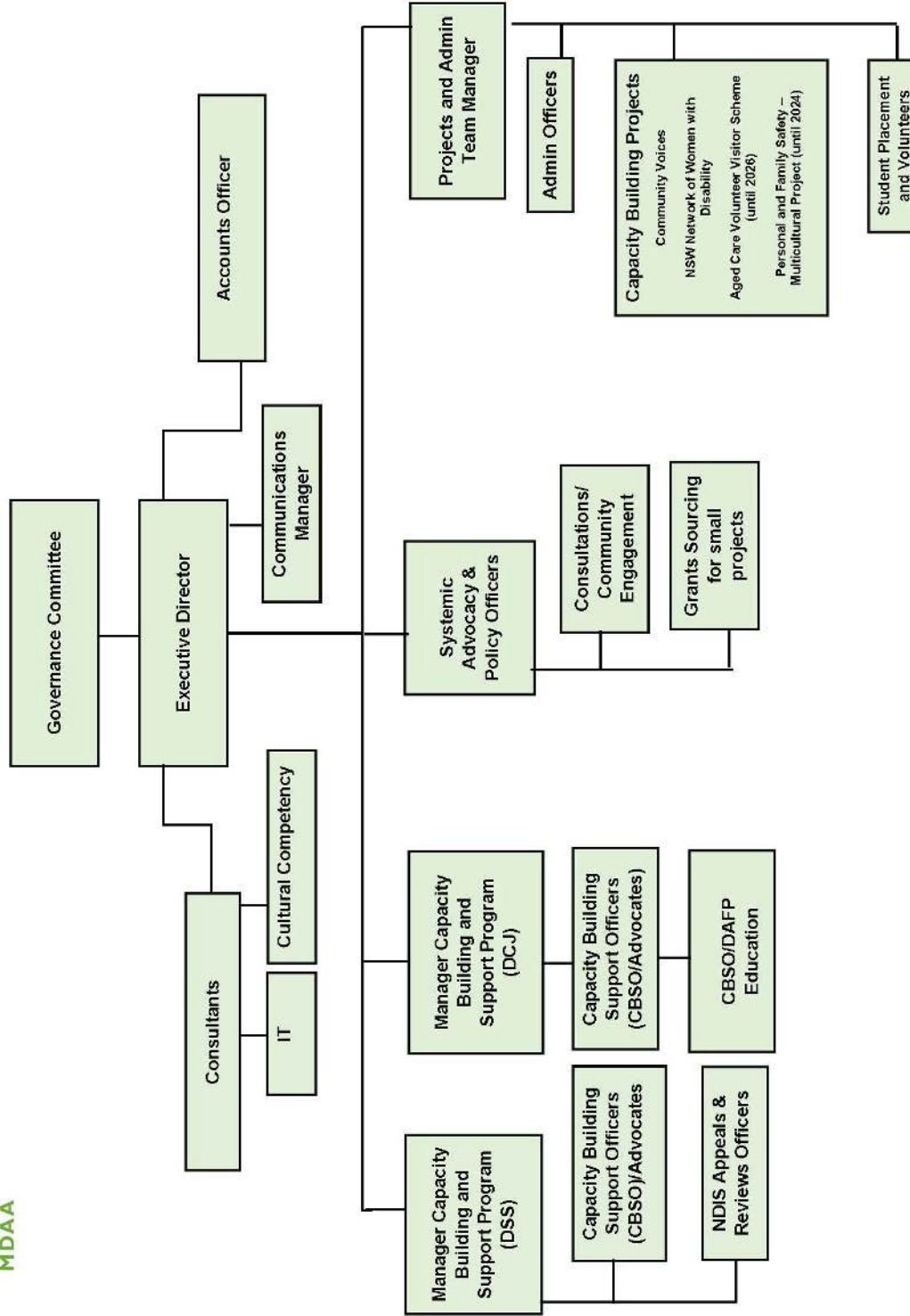
Finance Sub-Committee
<p>All Governance Committee as available</p> <p>Staff support/ex-officio: Susan Laguna, Vani Srikumar/Charry Cammarano</p>

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

Organisational Accountability Structure



MDAA Organisational Chart (Accountability Structure)



Executive Director's Message

As I reviewed the monthly reports of the financial year 2022-2023, I am amazed by what MDAA has achieved. However, it is not the accomplishments of the Governance Committee, staff and management alone. We thank all those who have contributed to our success, as we highlight the importance of our networks of committed allies- our valued consumers, volunteers, students, university partners and other stakeholders who supported us to achieve our goals and vision.



Specific highpoints for MDAA in the past year include:

- Being awarded the Not-for-Profit Business Excellence Award by Multicultural NSW
- Review of our Community Voices Program and development of its promotional video by the University of Notre Dame
- Joint research project with Western Sydney University titled -The Double Bind: Care Transition Experiences of Ageing Informal Carers and People with Disability in Minority Migrant Communities
- 3-year grants on Family Violence Project and Aged Care Volunteer Visitor Scheme (ACVVS) and smaller grants from the local council
- Contribution and completion of the Disability Royal Commission in December 2022
- Aged Care Connector Project (Encompass) promoting MyAged Care to ethnic communities in December 2022
- Annual Fund-raising dinner called the MDAA Fiesta
- Re-establishment of the Multicultural Disability Network led by MDAA and the Ethnic Community Services
- Establishment of a multicultural Carers group
- Strengthening of the NSW Women with Disability Network
- Funding of Advocacy in Education by the Department of Education
- Outreach to regional areas of NSW promoting advocacy and cultural responsiveness to the communities.

As we continue to navigate the global financial crisis the world is facing today resulting in high cost of living, where our consumers have been most seriously affected, it reminds us to be more compassionate, more responsive and vigorous in our advocacy for the needs of people with disability from culturally and linguistically diverse (CaLD) backgrounds. Let us not lose sight of who and why we are here for at MDAA.

Susan Laguna
Executive Director



MDAA has grown its membership in this financial year to 637 members. This includes 542 Ordinary and Family /Carer memberships and 95 Associate members.

Strengthening Knowledge and Safety

Our education and training programs have yielded tangible results, evident in the enhanced employee knowledge, a notable increase in reported WHS concerns, and the timely implementation of corrective actions in response to these reports. It is encouraging to see our workforce become more informed and proactive in ensuring a safe and secure working environment for all.

Prioritizing Workplace Health and Safety

At MDAA, WHS issues are not just a fleeting concern but rather a standing item on the agenda of all staff, management, organisational, and Governance committee meetings. This unwavering focus on WHS enables us to swiftly address risks and potential hazards, ensuring the safety and well-being of our team members and the individuals we serve.

To bolster our WHS efforts, MDAA has developed comprehensive Return to Work Programs in close collaboration with our dedicated staff and relevant stakeholders. This initiative reflects our commitment to supporting our employees' health and well-being, ensuring that they can recover and return to work confidently.

Enhancing Resilience and Preparedness

In recognition of the evolving landscape and potential disruptions, MDAA has also developed robust Business Continuity and Recovery Plans. These plans are designed to ensure the continuity of our essential services and advocacy support, even in the face of unexpected challenges.

MDAA continues to demonstrate our commitment to providing the best possible support to people with disability from CALD/NES backgrounds and promoting the rights of people with disability. We are dedicated to fostering a safe and supportive working environment, enhancing our advocacy efforts, and ensuring that individuals from Culturally and Linguistically Diverse backgrounds receive the quality support they deserve. We look forward to another year of progress and positive impact in the service of our mission.

MDAA launched new resources this year at an event attended by Mayor Lisa Lake from Cumberland City Council and representatives from Department of Communities and Justice (DCJ) and First Peoples Disability Network (FPDN). The Media for More Grant from the Department of Communities and Justice (DCJ) we received allowed us to film new promotional materials that also include AUSLAN interpreting, and captions.

Links to the videos:

Introduction to MDAA: <https://youtu.be/f4PUvW9oi8Q>

Our goals and services: https://youtu.be/lz_c8Bf-IHU

The ways we can support you: <https://youtu.be/fuMeelmo2GU>

Our consumers' experiences: https://youtu.be/_pF4EIfqrUU

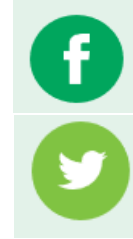


MDAA staff have been busy updating MDAA's website. MDAA has had approximately 15,000 users during the 2022/2023 financial year with more than 32,000 page views.

Our website offers quick and easy access to information about MDAA services and projects and focuses our mission in securing the rights of all people with disability. MDAA has increased its followers on Facebook and on Twitter/X. MDAA also has an Instagram account and a Youtube channel.

<https://mdaa.org.au/>
<https://www.instagram.com/mdaaofficial/>
<https://www.facebook.com/MDAAOfficial>

MDAA has

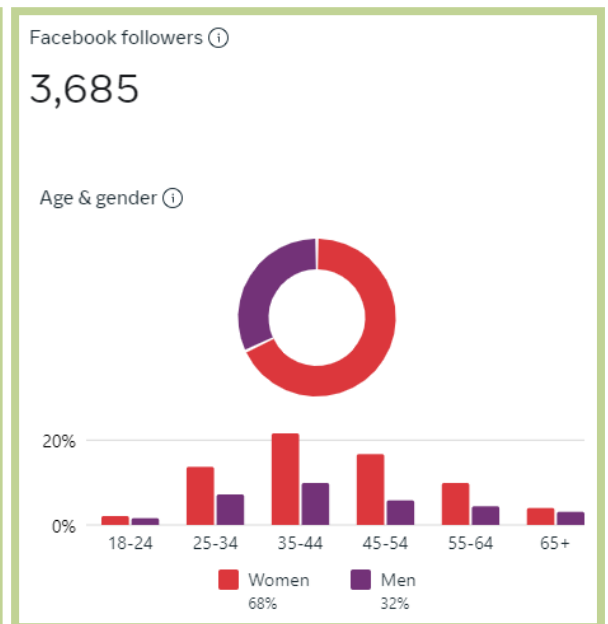
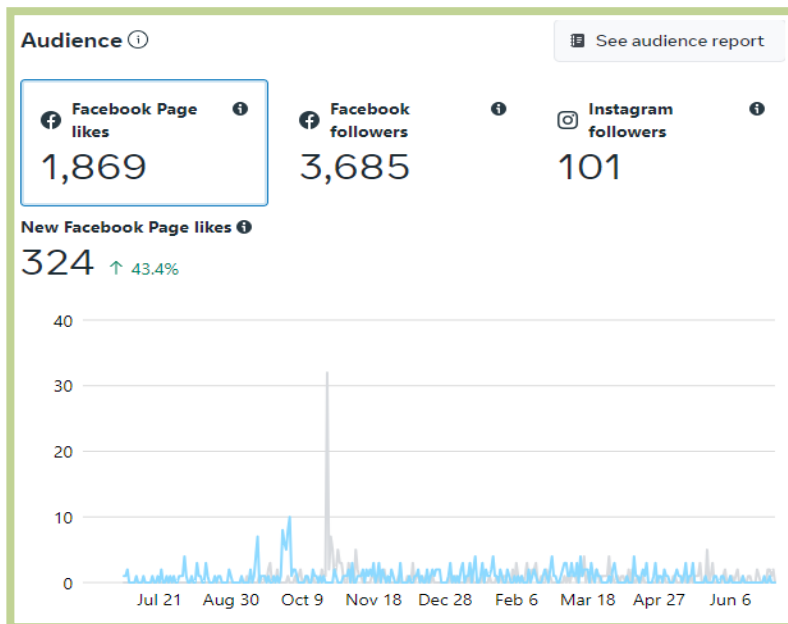


3685 followers on Facebook

779+ followers on Twitter

Instagram

101 followers on Instagram



Facebook insights 2022-2023



MDAA Official Twitter/X



MDAA website page

Individual Advocacy

MDAA's Capacity Building Support Officers (CBSO) provide short to medium term advocacy support to people with disability, their families and carers from diverse and/or non-English speaking backgrounds (NESB). CBSOs 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.

MDAA has offices providing Individual Advocacy in the following locations:

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

NDIS Appeals and Reviews Program

MDAA's NDIS and Appeals Officers can support consumers throughout the process of appealing or reviewing their NDIS plan.

Disability Royal Commission Advocacy

MDAA's DRC advocates provide free and independent advocacy support for people taking part in the Disability Royal Commission for people with disability (or family members or carers acting on their behalf).

Systemic Advocacy Program

MDAA's Systemic Advocacy works towards positive changes in the system together with and on behalf of people from a CALD/NES background with disability and their families/carers.



Granville



City & Inner West



Griffith



Newcastle



Wollongong



Bega

In 2022 – 2023 Industry Development continued to focus on the following three objectives:

1. MDAA provides high quality advocacy and other services to the people with disability it supports
2. MDAA's governance committee is effective and efficient
3. MDAA continues to be recognised as a leader in cultural competency

1. MDAA provides high quality advocacy and other services to people with disability it supports.

MDAA recognises the role that training and ongoing skills development plays in building a culturally competent and responsive workforce. To this effect MDAA has provided staff with opportunities to reflect on their work practice supports staff to build cultural competence capacity by:

- Reflecting on their experiences to improve action and professional practice
- Challenging assumptions and question how we do our work
- Questioning what it is that we know and how we come to know it

MDAA has incorporated reflective practice in its monthly staff development sessions and conducts regular reflective practice sessions with all its teams. A particular focus this year was the Admin Team. These sessions highlighted opportunities to improve team-work practice as well as identifying solutions for improving whole of organisation practice, including improvements to our recruitment practices, organisational policy and practices, and planning events and forums.

* MDAA regularly runs Advocacy Essentials training as part of its staff orientation program. The purpose of the Advocacy Essentials training is to embed the core skills for providing culturally responsive and respectful advocacy in new staff members' work practices. This year we ran this program for new staff members from the Granville, Wollongong and Griffith offices.

* The SDNs (Staff Development and Networking Days) continue to support staff to build their skills to ensure that they can provide high quality, culturally responsive and respectful supports and services. This year, we ran sessions on MDAA's intake and assessment procedures; dealing with challenging situations; strategies for building consumers' capacity; working effectively with interpreters; and Cultural responsiveness training.

2. MDAA's governance committee is effective and efficient.

We provided training to the governance committee to support them to represent MDAA in different settings. The session focused on building a cohesive voice when representing MDAA at meetings, forums, interagencies and other settings.

3. MDAA continues to be recognised as a leader in cultural competency.

We continue to work with CALD communities and the sector to raise awareness of the issues that impact them and build sector capacity to work culturally responsively and respectfully with people with disability from CALD backgrounds. Projects included: Working Together, which supported participants to understand consumers' rights and responsibilities under the National Standards for Disability Services; gathered and shared information from the consumers on what a constituted culturally competent service and identified good practice initiatives that were developed into a resource for NDIS service providers. Workshops in regional areas included Bathurst called Creating Inclusive Communities. This workshop came out of the outreach work that MDAA has been doing in regional areas.

"I just wanted to say a massive thank you putting on an exceptional workshop yesterday! I have a spring in my step from all the 'outside of the box' knowledge and strategies that you've shared."

- Participant, Bathurst



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. Some of our training and development has taken place online via Zoom or Microsoft Teams for our regional staff.

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 2022-2023 financial year, MDAA organised training sessions for all its workers staff, volunteer and students on placement. Some of these training activities included:

- Reflective Practice Sessions with CBSOs and MDAA Admin staff- Maria Katrivesis
- Team Building exercises for MDAA staff
- Vision Planning - Thilan Legierse(Leadership Coach & Mediator)
- Professional Writing Guide- Dr Louise Guillame
- StaySafe Workshop- StaySafe Australia
- Anti-Discrimination NSW - Morlai Kamara
- Return to Work Program Consultation ASU & MDAA staff
- DSP Presentation - Centrelink
- Laughter workshop
- Administrative Appeals Tribunal information session
- Tenancy issues workshop - Illawarra Legal Centre
- Session- Capacity Building for consumers
- Training - Governance Committee - Presentations and representing MDAA
- Performance management - Employsure
- Working with Interpreters training - Maria Katrivesis
- Planning events training - Maria Katrivesis
- Practical session- Self-Care and Mindfulness- Elanor Seeto



Volunteers

MDAA would not be able to continue their work without the support of our volunteers. Their support is greatly appreciated and very important to our valuable endeavours at keeping members and consumers informed of various events. MDAA thanks all its dedicated volunteers throughout this financial year.

This year volunteers have contributed to several of MDAA's operations including:

- Gardening and building maintenance
- Multimedia and general administrative duties
- Participating in Seniors Staying Connected and NSW Women with Disability capacity building projects' activities

MDAA has recruited five volunteers in the past financial year. Four of them acted as support for the reception team and one of them supported basic administrative tasks. These volunteers supported capacity building projects including the encompass project, as well as supporting the Disability Royal Commission and advocacy teams by organising forums.

Consultants

MDAA contracts staff with 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.



Students on Placement

MDAA has engaged sixteen students on placement this financial year from Western Sydney University (including social work & medical), Stott College (Community Development), Wollongong University (social work) and City University of Hong Kong (international development). The primary aim is to provide students with valuable opportunities to learn about the social basis and context of health and healthcare by placing them with a diverse range of organisations such as MDAA.

During their placement all have made contributions including:

- running mini lectures based on customer preferences, covering topics such as 'Understanding My Health Care,' Ketogenic diet, autoimmune disorders and schizophrenia.
- Supporting capacity building projects aimed at acquiring insights into the Aged Care system.
- Supporting the daily operation of MDAA's reception and shadowing the advocacy and project officers to learn more about capacity building activities at MDAA.

The support of students has played a crucial role in improving the services of MDAA, fostering a mutually beneficial collaboration between MDAA and the Western Sydney School of Medicine.

We would like to thank and acknowledge the students and volunteers for their valuable contribution, enriching MDAA's initiatives.



Central to our commitment to inclusivity are the outstanding initiatives carried out by our dedicated NDAP (National Disability Advocacy Program) team and our Disability Advocacy Futures Program (DAFP). These programs have been instrumental in advancing our mission and ensuring that the voices of people with disability, regardless of their cultural or linguistic backgrounds, are heard, respected, and empowered.

In the past year, MDAA received and responded to 997 enquiries for information and assistance, while our Capacity Building Support Officers (CBSOs) provided support to 603 consumers, addressing 779 distinct issues. We are proud to have delivered over 12,000 direct support sessions to consumers. The issues we addressed for people supported by MDAA in 2022-2023 encompassed a wide spectrum, including NDIS access and plan support, accommodation, entitlements and subsidies, legal issues, discrimination, and more. Our comprehensive community forums and information sessions, covering topics such as housing and tenancy rights, early childhood pathways, NDIS appeals, and human rights, have equipped consumers with knowledge about their rights and the support available to them.

MDAA has not only worked diligently to inform and support consumers but has also actively contributed to government policy, service, and program development, in collaboration with advocacy peak bodies like Disability Advocacy Network (DANA) and National Ethnic Disability Alliance (NEDA). These partnerships have enabled us to advocate for the rights of Culturally and Linguistically Diverse People with Disability (CaLD PWD) and address the unique challenges they face.

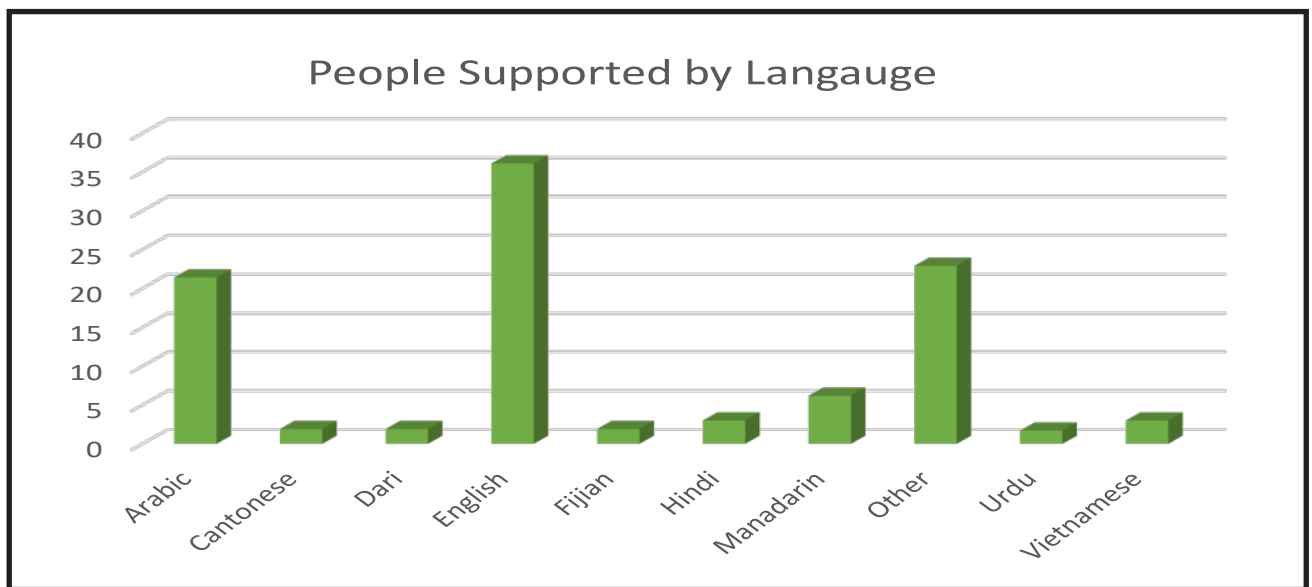
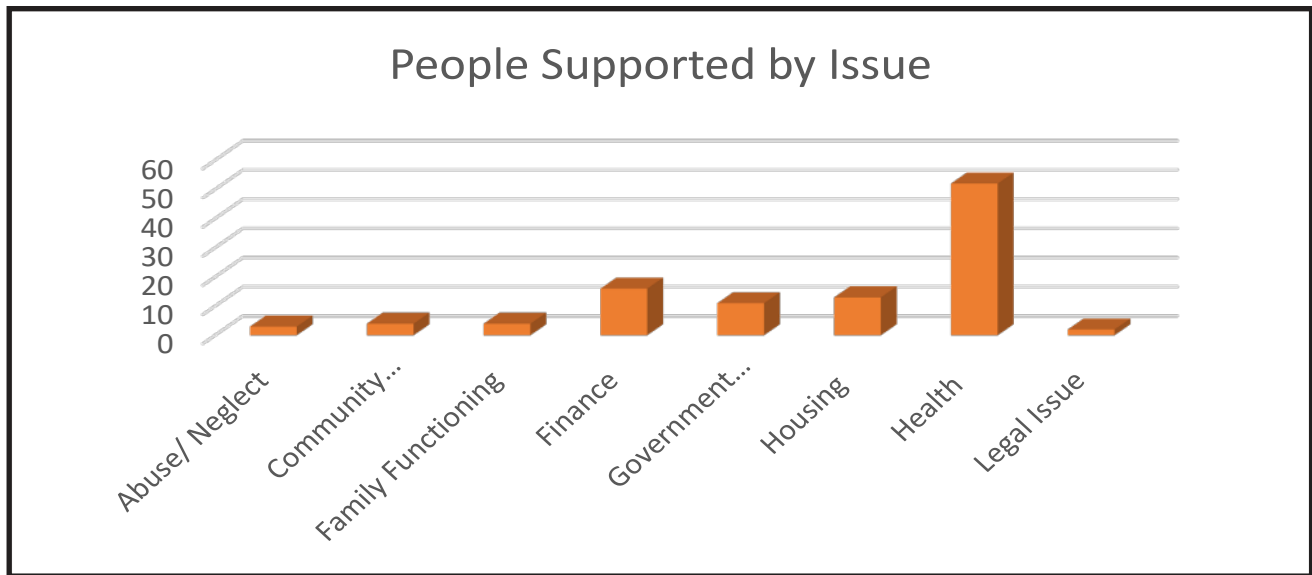
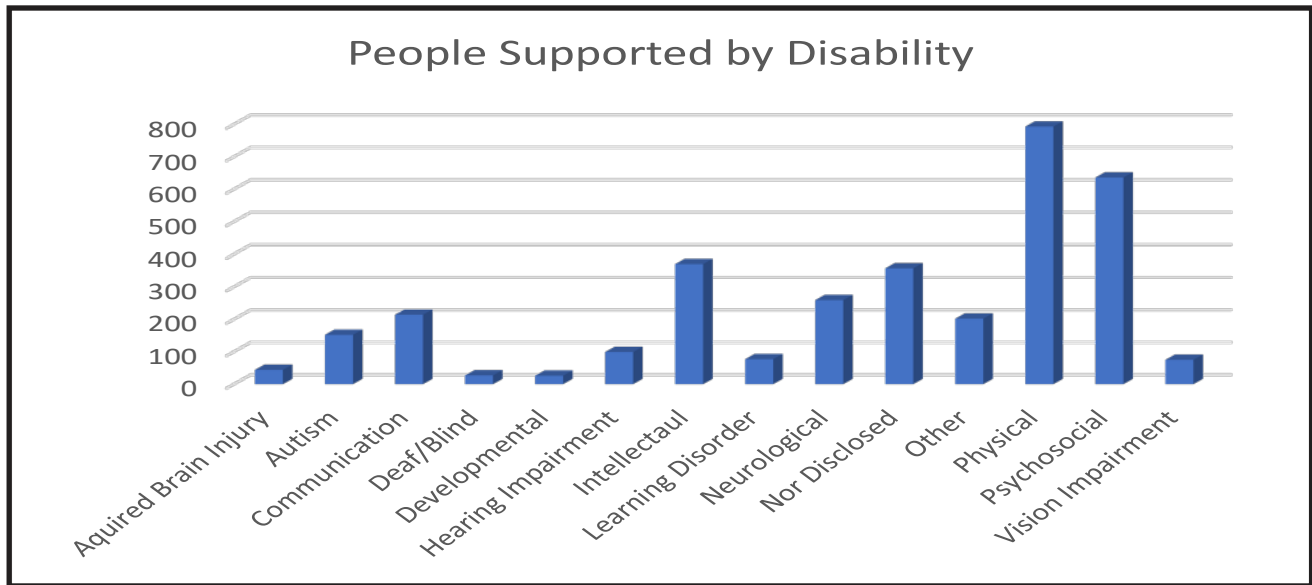
In our commitment to serving the unique needs of CaLD PWD, we have contributed to the Intake Reference Guide by the National Centre for Disability Advocacy (NCDA), ensuring best practices in intake, triaging, and waitlist protocols for the NDAP program. We continually engage with NCDA to highlight systemic issues in the advocacy sector, especially those affecting CaLD PWD. MDAA has enhanced its relationship with Western Sydney Legal Clinic and Australian Council for Disability Law, providing consumers with access to free and culturally safe legal advice. We actively engage in interagency meetings and working groups to ensure that the voices of CaLD PWD are heard on issues affecting their lives.

MDAA CBSOs often witness the positive outcomes for consumers they support, as advocacy in one area of their life builds their capacity to self-advocate and uphold their rights independently. MDAA strives to provide individual advocacy within the scope of available resources, preventing consumers from falling through the cracks due to a lack of funded services.

By coordinating community education sessions, we not only raise consumer awareness but also engage stakeholders and government bodies. We actively advocate for policy reforms and improved service provision to ensure the protection of people with disabilities, particularly those from CALD backgrounds.

Our proactive approach combines grassroots insights with systemic efforts to create an inclusive and supportive environment for individuals with disability. MDAA aims to make a lasting impact on their lives, fostering a society where diversity is celebrated, and all rights are upheld.

As we navigate the diverse and complex landscape of consumer needs, MDAA remains dedicated to ensuring that the most vulnerable individuals receive the support and advocacy they require. We look forward to another year of empowering change and fostering inclusivity for all.



Over the course of this year, the National Disability Advocacy Program (NDAP) team has made multiple visits to the Bega area, a regional community where our focus on cultural diversity and disability rights has taken on a distinct significance.

In the Bega area, our team has provide crucial face-to-face advocacy support to consumers. In doing so, we have uncovered a perspective that, until now, had not been widely identified, especially in regional areas. This perspective revolves around attitudinal barriers that significantly affect the participation of residents in the National Disability Insurance Scheme (NDIS) Appeals review process. These barriers are deeply rooted in the recognition of the overall scarcity of services and supports available in rural areas, encapsulated by the sentiment, "You get what you are given, and you make the most of it." Service providers and community members have jointly emphasised that numerous participants residing in farming communities, who are accustomed to a reality of limited access to support in comparison to their metropolitan counterparts, tend to adopt an outlook of pragmatic acceptance.

This prevailing mindset within these rural communities fosters a resilient and collaborative ethos, where individuals band together to provide mutual support, jointly tackle obstacles, and fill the gaps in service provision. This approach extends not only to the underfunded NDIS plans but also to rejected access requests. In the face of resource constraints and limited availability, community members tend to maximise the utilisation of available resources rather than actively seeking additional funding to fulfill their needs.

This unique perspective not only highlights the resilience and adaptability of regional communities but also raises questions about how we can best support and advocate for the rights and interests of individuals in these settings. It underscores the need for a nuanced and culturally sensitive approach to disability advocacy in diverse regional contexts.

At MDAA, we take this insight as an opportunity to further adapt our advocacy strategies and work collaboratively with service providers, individuals, and communities in regional areas to ensure that their rights and interests are protected and promoted effectively. We remain committed to dismantling barriers, addressing attitudinal challenges, and fostering a more inclusive environment for people with disability, regardless of their cultural or geographic backgrounds.

In the coming year, we will continue to explore new avenues to engage and support individuals in regional communities, acknowledging the unique perspectives and challenges they face. We remain steadfast in our mission to make a positive impact and promote equity and inclusion for all.



MDAA City and Inner West (CIW) provided advocacy support to people with disability and their carers from all cultural backgrounds living in the City and Inner West area for 2022/2023.

With CIW Capacity Building Support Officers (CBSO) support, consumers achieved positive outcomes regarding Domestic Violence / Housing / Centrelink / NDIS / education issues and became more confident in exercising and standing up for their own rights.

MDAA CIW provides strong advocacy work for people with disability, their families, and carers. Many consumers and service providers expressed their appreciation verbally or wrote compliment emails to thank the CBSO.

MDAA CIW support consumers with a range of legal issues by referring them to legal clinic for professional advice and support.

Promoting and Networking

- On 18 February 2023, MDAA City and Inner West staff attended the BBQ for the Voice to Parliament to be held at Petersham Park on Saturday. Prime Minister Anthony Albanese told the crowd at the Inner West BBQ “This should be the moment where we come together as a nation.”
- On 19 May 2023, MDAA CIW staff attended the Chinese Community Expo in Epping. MDAA promoted human rights and advocacy services for people with disability, especially focusing on people from CALD background. This Community Expo was a good place to promote people’s rights. A lot of people are not fully aware of their rights. A lot of people visited MDAA’s stall and discussed their issues with the CBSO.
- The CBSO also discussed with a range of people, who wanted to know how to uphold their rights regarding issues about applying disability support pension, NDIS plan implementation, councils, and strata management’s unfair treatments.

MDAA CIW attended City and Eastern Sydney Ageing and Disability Interagency meetings. The CBSO regularly attended Redfern Legal Centre training and other internal and external training to continually improve their effectiveness of advocacy work.



MDAA Griffith Office has had another positive and successful year in 2022/2023, assisting and supporting the Griffith Community and its surrounding Riverina regional area to expand and enhance their multicultural disability advocacy capabilities by initiating, supporting and promoting collaborative community building initiatives and activities.

MDAA Griffith has continued to deliver informative forums about self and systemic advocacy services in Griffith and its surroundings. In addition it has worked closely with all stakeholders (including public authorities, community service providers and interagency networks) empowering the people with disability to raise and address their concerns and issues.

Some key activities and achievements of MDAA Griffith during 2022/2023 include:

- Forum on “Consumer Rights, Self-Care and Art Workshop” in Griffith on 8 May 2023 which 18 people attended including representatives of Griffith City Council, the Mayor of Griffith, Members of NSW State Parliament several people with disability from Griffith. The forum included a talk on Immigration and Visa issues and provided opportunity to meet and greet with services for people with disability and carers.
- Participating in regular Multicultural Interagency meetings at local and regional levels supporting and assisting participants to carry out plans and achieve goals and objectives.
- Advocating for people with disability when meeting with local and state’s administrative authorities and representatives through written submissions or through formal and informal meetings.
- Running computer lessons for beginners for both men and women from culturally and linguistically diverse (CALD) background living with disability –empowering participants to engage and confidently communicate with others in the community by using computers to help reduce mental distress and anxiety.
- Participating in and assisting the Griffith Annual Multicultural Festival organisers to hold a very successful festival which more than three thousand people attended - representing fifty or more countries.
- Promoting MDAA at community activities held in Griffith and the Riverina region.
- Working closely with the Griffith City Council and its agencies on issues raised by people with disability concerning housing, transport, education and health services.

Soheil Derakhshan was appointed the Capacity Building and Support Officer(CBSO) at the MDAA Griffith Office in December 2022 and the office is eager to continue its individual and community activities all aimed at empowering consumers realise their potential and rights.



MDAA Newcastle Capacity Building and support officer Joanne operates from the Multicultural Neighbourhood Centre in Lambton, 3 days a week, where MDAA leases an office on an ongoing basis. We provide individual advocacy, information, support, advice and referrals.

MDAA Newcastle Networking and Promotion Activities

MDAA Newcastle CBSO continues to build on the relationships forged and develop new connections to further promote MDAA, by representing and participating in opportunities to raise awareness of MDAA services and promote the rights and interests of people with disability their families and carers, focusing on those from CALD/NESB.

Interagency and other relevant meetings forums attended.

Meetings are being held face to face and online since COVID 19 restrictions have eased.

- The Multicultural Action Group (MAG) has now moved to Tuesdays and attended by zoom or in person.
- Newcastle CBSO also attended the Central Coast Connections Expo and Humanitarian Settlement Program Network (HSPN) meetings when possible.
- Disability Interagency – CBSO has kept informed via networking and minutes.

MDAA Newcastle 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 fostered with Service Providers including but not limited to:

- Human Services Centrelink Multicultural Liaison Officer, Department of Community and Justice, Childrens court, Housing NSW. NDIA , NDIS Project officers, Local Area Coordinators, Planners, Access and Enquiry Teams, Coordinators of support service , NDIS service providers including Hunter Care group, Mandatory care, Northcott Early child intervention, Hunter New England Health including Refuge Health, Community Health, STARTTS, General Practitioners and other health providers.
- Settlement Services International /Mosaic (previously known as Northern Settlement Services) including Migrant and Refuge family support.
- Hunter Multicultural Communities, Multicultural Neighbourhood Centre, school counsellors and early education liaison educators
- Legal services including Welfare Rights, Public Guardian and Trustee, solicitors and lawyers., Migration agents.
- Seniors Rights, Wesley Mission, Samaritans, Vision Australia, Carer Gateway, Catholic Care, DARA Refugee Hub, Zara house.

Professional development

Newcastle CBSO attended staff and team meetings, participated in Staff Development Network and scheduled training throughout the year.

Forums and consultations

A highlight of the year was the Multicultural Expo held at Jesmond Public School. MDAA staff and volunteers Abu, Shu and Robina came up from MDAA head office in Granville to support Newcastle CBSO to host a stall and network and represent MDAA. With over 45 stall holders the opportunity to reconnect with both providers and the public.



Since the last annual report MDAA South East Sydney (SES) staff members have changed due to the restructure of job roles and responsibilities. The SES team continue to promote the MDAA advocacy services primarily in the St George region and Sutherland Shire. Due to a funding regulation, the SES Team is now providing service to other areas other than South-Eastern Sydney.

SES Promoting and Networking– 2023

MDAA SES have participated in the following Community Events:

- Disability Interagency meetings, bi-monthly events where local service providers meet, share information, and promote services to other communities.
- St George Multicultural Network (SGMN) - A bi-monthly meeting of members to discuss and share information that will further improve the quality of service to the people from diverse background within the St George & Sutherland Shire regions.
- NSW Police – Presentation on Cultural Relationship Aspects vs Domestic Violence Laws in Australia. A very informative session using the 'Dowry System' as an example. This event was held at the ADS conference room, Hurstville.
- Migrants Information Day – Hosted by Advance Diversity Services & Georges River Council to bring awareness of services available in the region for the new migrants. SES office held a stall at this event at the Marana Auditorium, Hurstville.
- The Voice to Parliament Forum – Organised by MDAA staff 20 September to discuss the issues affecting First Peoples and how the Australian Constitution would change if the Voice to Parliament was passed by referendum.
- Canterbury-Bankstown Disability Abuse Prevention Collaborative - The Collaborative works to respond to local issues and needs, and creates awareness of abuse of people with disability, with a focus on prevention. The Collaborative is in support of the NSW Ageing and Disability Commission.



MDAA Wollongong has provided advocacy support for people with disability from CaLD background living in the Illawarra area for 2022/2023.

Since commencing this role in January, the Wollongong CBSO has focused on understanding the needs of the consumers within the Illawarra region and forming strong relationships with local service providers to address the systemic issues facing CaLD communities with disability.

The key issues faced within the Illawarra area include the lack of affordable housing and a rise in the cost of living. This has presented a significant challenge, especially for those that are reliant on income support and have medical costs associated with their disability.

To address this along with other emerging issues the Wollongong office has formed a relationship with key stake holders including, Housing NSW, Wollongong City Council, other not-for-profit organisations to understand and find solutions to meet the needs of the CaLD communities of the Illawarra. This includes membership of the Illawarra Refugee Issues Forum, which allows services that work with Refugee and CaLD communities to discuss emerging issues and work in collaboration to find solutions.

Promoting and Networking:

- Woman of Illawarra Lunch with Community leaders
- Housing NSW Community Engagement
- Carer Gateway Service Provider Illawarra
- Multicultural Peer Network- Settlement Services International (SSI)
- Illawarra Refugee Issues Forum (IRIF)
- Illawarra Interagency
- Illawarra Multicultural Services (IMS)
- Illawarra Shoalhaven Refugee Health

These networks enable the opportunity to promote MDAA's services and provide a direct referral pathway.

Community Engagement:

- In March, MDAA attended the Seniors Morning Tea, hosted by Housing NSW. This gave the opportunity for residents of the Myuna Way housing estate to connect with local service providers and the opportunity for direct referrals.
- In May 2023, MDAA hosted a My rights and Arts Workshop in Wollongong. This was a wonderful opportunity for consumers of MDAA to understand their rights and the opportunity to ask questions to the service providers about issues that may be affecting them. Service providers included the Illawarra Legal Centre Tenancy Service, Woman of Illawarra, and Illawarra Police District Multicultural Community Liaison Officer.



Housing NSW - Seniors Morning tea on 29 March 2023



My Rights and Art Workshop on 31 May



An MDAA Capacity Building Support Officer (CBSO) tirelessly supported a CALD person with disability (PWD) facing health challenges and residing next to an abusive neighbour. The CBSO, taking swift action, contacted housing services, drafted a compelling support letter, and reached out to the state member of parliament requesting a change of location. Miraculously, within just two weeks, the CALD PWD received an offer for a new community house, providing a safe haven and marking a triumph over adversity.

The CBSO at MDAA positively assisted a Culturally and Linguistically Diverse (CALD) individual with a disability. They received practical assistance from the CBSO to apply for the Disability Support Pension (DSP). The CBSO advocated and provided guidance on the required evidence, accompanied them to appointments, explained the application process, and facilitated follow-ups. The CALD individual was approved for DSP, expressing satisfaction with the straightforward support received.

An MDAA advocate worked alongside a parent of a child with disability to develop a culturally sensitive and tailored communication plan. The advocate ensured that the plan not only addressed the unique needs of both the parent and the student but also fostered a supportive and inclusive environment. This initiative resulted in improved understanding and engagement, creating a positive experience for both the parent and the student.

An MDAA CBSO guided a National Disability Insurance Scheme (NDIS) participant in understanding their plan and navigating culturally appropriate supports. Through tailored assistance, the CBSO not only enhanced the participant's understanding of the NDIS plan but also worked towards reducing disability stigma within their community. This collaborative effort resulted in the participant gaining access to suitable supports, fostering a more inclusive community mindset and marking a significant step towards dismantling barriers associated with disability.

MDAA's Systemic Advocacy Team has remained highly engaged in a range of activities aimed at enhancing policies, contributing to government papers, conducting research, and collaborating with stakeholders to develop strategies benefiting individuals with disability, along with their families and careers. The program pursues these objectives through advocacy, lobbying efforts, and a range of research initiatives.

The systemic advocacy program has sought to enhance service accessibility, empower individuals from culturally and linguistically diverse (CaLD) backgrounds, and actively engage in impactful campaigns that uphold the rights of individuals. The efforts have been extensive, including various activities such as consultations, submissions, forums, and meetings with various stakeholders and external organisations.

This year, MDAA has participated in key submissions, notably responding to the '5-year TfNSW Disability Inclusion Action Plan 2023-2027 (DIAP)- New Future Transport Strategy' and the 'Improving NSW rental laws consultation paper- July 2023.' Additionally, MDAA has been involved in consultation initiatives, engaging with stakeholders on important topics such as social housing, homelessness, and CALD Community Network social policy.

MDAA contributed to a significant report, 'This is my story. It's your case, but it's my story,' in collaboration with KPMG, RMIT University, and the Centre for Innovative Justice showcasing MDAA's commitment to addressing justice system experiences of complainants by people with disability in sexual offence matters.

Being a member of vital groups like the Older Person's Disability Reference Group: Coercive Control and the Disability Interagency Policy Group highlighted MDAA's engagement in influential policy discussions.

MDAA participated and presented at essential events like the 'DCJ Multicultural Diversity Forum: ideas and opportunities' and the PWDA Information session, illustrating MDAA's proactive engagement within the community. This year, MDAA's advocacy and systemic work was recognised by being awarded the Multicultural NSW Award for Best Not-for-profit Organisation: Business Excellence.

MDAA's broader engagement extended to humanitarian efforts, such as contributing to the Turkiye-Syria Quake relief. MDAA's fundraising event: 'MDAA's Fundraising Fiesta' celebrating diversity was well received and very successful, as well as the educational workshops on hearing health conducted in collaboration with the University of Queensland and Macquarie University, further underlining MDAA's holistic approach towards advocacy and community engagement.

MDAA's ongoing systemic activities via various engagement in various forums, stakeholder meetings, and significant campaigns highlights its dedication to making a meaningful difference in the lives of individuals and to fostering a more inclusive and equitable society.



MDAA's Disability Royal Commission (DRC) funding is dedicated to free and independent advocacy support for people with disability and carers taking part in the DRC process. This Royal Commission was into Violence, Abuse, Neglect and Exploitation of people with disability.

The DRC team concluded its final reporting period with 380 consumers, reached through 20 workshops in the time of January to July 2023. These workshops gave the participants the opportunity to raise their concerns and speak to someone who may understand their situation and experiences. In many instances, participants relayed that these workshops were also an opportunity to meet new people to whom they can relate and engage with in different activities they may not have experienced before.

As part of our post DRC submission role, the team has been tirelessly engaging with external community partners to deliver trauma informed art and self-care workshops, and My Rights workshops. The team held workshops across Sydney, with a few held in the regions of Wollongong and Griffith in 2023, and Bega in 2022.

In addition to coordinating and running wellness and trauma informed workshops for DRC consumers, the team had developed three systemic submissions on behalf of MDAA.

They address the following topics of:

- The rising cost of living and its impact on people with disability from CaLD backgrounds
- National Disability Insurance Scheme (NDIS) Annual Pricing Review
- The 2026 Census and the gaps identified in the way the census defines disability with its focus on an overwhelmingly broad basis

Through our engagement, the most common issues experienced by DRC consumers relate to:

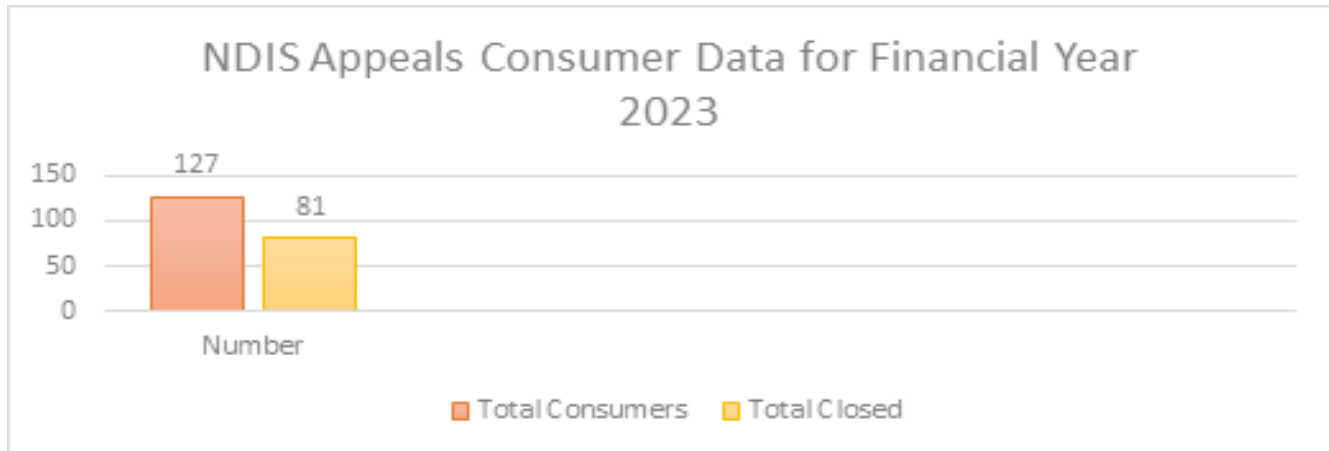
- Neglect and abuse including physical, psychological, and financial
- Neglect and abuse of people with disability in care homes
- Systemic barriers to access and navigation of the NDIS and its appeals process
- Employment including discrimination and systemic barriers around workplace recruitment, training, and support
- Legal, including visa and immigration issues

The DRC team have been actively involved in the Multicultural Disability Interagency, taking on the role of host and co-organisers with ECSC for the recent May meeting. The meeting had a reach of 22 participants wherein the group discussed issues surrounding the NDIS, particularly in access and the gap in access for people from CaLD backgrounds. We were also invited to the Multicultural Interagency in Griffith where we presented on working with CaLD communities in a culturally responsive and sensitive manner. The team has also been involved in the planning of MDAA's Human Rights Consumer Conference which ran on the 7 of June 2023. A team member attended the NSW/DRC Network Reflection where advocates reflected on their experience in their role and considered what's next.

Overall, we believe that the DRC Advocacy program has been extremely successful for the team and for MDAA.



The NDIS Appeals and Reviews Program for MDAA has been running since 2017. The Team has assisted with hundreds of appeals in the Administrative Appeals Tribunal (AAT). In this reporting period 2022/2023 the NDIS Appeals team has supported 127 consumers and closed 81 cases.



In February this year we said goodbye to Zaya Toma who had been with the program since 2017. Zaya made a great contribution to MDAA and had many successes even having achieved a successful outcome for a consumer in the Federal Court. We also welcomed two new staff member Stefano Cammarano and Graham Menzies to the team.

The year has been marked by numerous successes; consumers and their families have experienced tangible benefits, with lives made easier and capacity building significantly improved. Our efforts have also led to the introduction of many new participants to the NDIS.

A notable highlight includes the successful appeal of a NDIS access decision through the AAT in relation to an application submitted at the end of 2021. After nearly two years of alternative dispute resolution without a result a hearing was organised to get the final decision made by a Tribunal Member – this meant two full days of interviews with expert witnesses, the applicant, and their family — a highly stressful process for our consumers. Through dedicated work and advocacy from our team, alongside the consumer and their family, the National Disability Insurance Agency (NDIA) finally agreed to accept them onto the scheme just one day before the scheduled hearing.

In conclusion, we are proud of the positive impact we have made in the lives of our consumers, and we remain steadfast in our commitment to furthering these efforts in the years ahead. We extend our sincere gratitude for the continuous support from our funders, our members, and community stakeholders. We eagerly anticipate continued collaboration in our shared mission to serve the community.



The Active Citizens project ran from March 2020 to March 2023.

The project's aim was to empower people with disability, their family and carers to build their skills to address the issues important to them. This project held sessions and delivered community engagement sessions in Sydney and in regional NSW.

Active Citizens Sessions and Activities from July 2022 to June 2023

2022:

- August - Bathurst Community Forum and visit to Lithgow
- August - Breaking Barriers Event
- August - Information Session: Australian Levels of Government
- August - Information Session: State Government - Voting information
- August - Young Community Forum
- September - Information Session: Process of Making Laws and Passings Laws
- September - Information Session: How and Why We Lobby
- September - Information Session: Other Ways of Lobbying
- October - Community Forum in Orange
- October - Community engagement in Queanbeyan
- November - Community Forum in Coffs Harbour

2023:

- February - Community Forum in Coffs Harbour
- February - Community Forum in Lismore
- February - Community Forum in Byron Bay
- March - Creating Inclusive Communities in Bathurst
- March - MDAA's State Election Information Forum 2023 - Questions and Answers About Voting in the State Election on Saturday, 25 March 2023

This project was able to meet on average 71 participants. They included people with disability, their family, support workers and carers. We were able to see the different barriers people faced to achieve their goals for example, digital literacy and language barriers to navigate systems and services, and lack of public transportation in the regions; provide information on how to make complaints and provide feedback, provide systemic feedback, how to lobby and contact your local and federal members of parliament, connect with different multicultural communities in regional NSW and build connections.



In 2021, a visionary project was initiated with the aim of connecting the elderly with the services they need and deserve through My Aged Care.

This project involved:

- facilitating access and listening to their unique needs,
- engaging the elderly to co-design workshops, townhall sessions
- using technology to educate and empower seniors.

As we reflect on this transformative journey, we'll delve into the key milestones achieved and the impact it had on the lives of seniors.

Connecting Seniors to My Aged Care is at the heart of the project and its commitment to making the My Aged Care system more accessible to CaLD seniors. My Aged Care is an Australian Government initiative designed to help elderly individuals find and access support services. Through this project, seniors were not only linked to the platform but also guided through the process of using it effectively.

Tech-Savvy Seniors was one of the remarkable aspects of this project in its commitment to bridging the digital divide. The Tech Savvy Seniors program was introduced to equip older adults with the skills and knowledge needed to navigate the digital world. This initiative not only made them more self-reliant but also opened them to new opportunities for socialization and learning.

EnCompass held a forum in June 2023 which brought together seniors, carers, and project stakeholders for an insightful discussion. It served as platform for sharing success stories, addressing concerns, and celebrating the progress made. By connecting them to My Aged Care, actively listening to their needs, fostering digital literacy, and involving them in the decision-making process has transformed the lives of many. The commitment to bridging generational and technological divides demonstrates the power of community-driven initiatives in enhancing the lives of our elderly population.



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 back-ground, their family and carers to share their stories and experiences, and to raise awareness about disability in the community. In the 2022-2023 financial year, the CV project has completed a six week public speaking course to 4 participants. The CV project participants have also engaged with different community groups and organisations. Community voices engagement is listed below:

- February 2023- Participants were involved in interview and filming for the CV Project
- Evaluation with The University of Notre Dame.
- Presentation to South Korea BUSAN Women and Family Development Institute visit to MDAA.
- Presentation to students at TAFE NSW
- Consultation for Accessible transport for people with disability at Transport for NSW



NSW Network of Women with Disability

The NSW Network of Women with Disability come together to build a community in which women with disability can share stories, knowledge and skills, and create a place where they can celebrate their individual and collective differences. The network works towards inclusion and equality for women with disability and their experiences are acknowledged and respected.

MDAA held an International Women's Day event on the 23 March 2023 in collaboration with the NSW Network of Women with Disability at Parramatta Leagues Club. The Disability Royal Commission led the planning and some of the highlights included, jewellery making, hama beads, Admiration Wall, and Past/Future Me activities. The participants expressed joy and gratitude for having had the opportunity to socialise in a creative, warm and friendly environment. The event was an opportunity to celebrate each other as women, identifying several admirable female traits qualities and skills.



Thank you to all that participated in our Human Rights Conference at Blacktown Workers Club. It was a pleasure to help discover how living with a disability and from a CaLD/NES background can impact human rights.

Highlights of the day included:

- Hearing from the Race Commissioner, Chin Tan, as he shared insights on crucial changes needed in practice and policies to better serve the diverse needs of CaLD communities.
- The Better Regulation Division (BRD) of the Department of Customer Service providing information about your rights under the NDIS, ensuring that you're well-informed and supported.
- Our MDAA team presenting topics, including Aged Care, Women & Children, and NDIS rights in practice/reality, with participants interacting with each another.
- Being inspired by Peta from our MDAA team, who shed light on 'A Voice to Parliament' and the power of advocating for inclusion.



MDAA celebrated International Day of People with Disability on the 12 December 2022. A picnic was held at Blacktown showground. The MDAA staff took the opportunity to promote the Encompass program. MDAA staff, volunteers, members and consumers attended with entertainment/activities for the day. The picnic was shared by all beneath two undercover shelters with BBQ facilities. Attendees brought food to share with others. Thank you to Dolma, Karen and Marwah, MDAA staff members, for organising a wonderful celebration of people with disability.



Thank you to everyone who attended our MDAA Fiesta fundraiser on 23 June 2023! Your support means a lot to people with disability from culturally and linguistically diverse backgrounds! Special thanks to our VIPs: Robert Fitzgerald AM, Ageing & Disability Commissioner; The Hon. Steve Kamper MP, Minister for Multiculturalism; Tri Vo MP - State Member for Cabramatta; Dr David Saliba - State Member for Fairfield; Councillor Carmen Lazar OAM; Councillor Charbel Saliba; Councillor Marie Saliba, Fairfield City Council; Mr Basim Shamoan; Ms Mira Ibrahim Democratic Kurdish Community Centre of NSW; Mr Brian Lorenz. Please also see below our donors and sponsors of the event. We understand that our work is made possible by the dedication and resilience of our leaders, including the Executive Director of MDAA, Susan Laguna, our hardworking staff, volunteers, and our Governance Committee Board Members.



 Fairfield City Celebrating diversity	 Blacktown City Council
 ZONE BOWLING	 Green Moustache
 HOYTS	 SYDNEY HARBOUR BIKE TOURS
 EDUARDSON INFORMATION TECHNOLOGIES	 13HomeCare Home Care Services
 esalon We see people first, not second	 Rosel Family
 PAGASA Asian Food Imports	 Lajna Australia Ima'illah

MDAA consumers are informed about their rights and responsibilities and have knowledge about government departments and support available to them across community forums organised by the CBSO team. The sessions were also presented by Zoom.

Some of the Forums delivered in the period included:

- DRC information stalls, art and relaxation workshops
- Active Citizens - State Election, Voting & Rights of People with Disability
- CBSO Disability Advocacy Futures Program (DAFP) - Forums on Advocacy in regional areas, including Dubbo, Bathurst, Lithgow, Tamworth, Armidale and Griffith
- Caring for Carers Consultation
- Department of Housing Forum
- Disability in Different Cultures forum
- Your Local Services Supporting You - Campbelltown and Cabramatta
- Working Together Project - Service providers
- Moving Forward for Fun - Mental Health month
- Tech Savvy Seniors project
- EnCompass information forums
- Breaking Free Fundraising event
- Enduring Guardianship and Power of Attorney forum
- Breaking Barriers Event-Capacity Building

Moving Forward for Fun - Mental Health event October 2022

MDAA's Fun Run Event for Mental Health Month was held in October 2022. We wish to thank WayAhead - Mental Health Association NSW for funding the event. The participants joined us either by walking, running and jogging in spite of the rainy weather. Thank you to Councillor Glenn Elmore who officially opened our event. We presented medals to those who raised the most money and to our winners for the different races. MDAA is grateful to everyone who donated and sponsored our runners. This all goes towards our programs to support people from a multicultural background with disability facing mental health issues.



Active Citizens State Election Forum 22 March 2023

MDAA held a State Election Information Forum, Questions and Answers About Voting in the State Election. The questions our participants asked were about Sydney water, migration, interest rates, information on the voting process in different languages, recession, and levels of government. There was also discussion about the referendum happening later this year.

Breaking Free - Fundraising event November 2022

MDAA held its 'Breaking Free' Annual Fundraising event at Merrylands RSL Club. The night was a great success with dinner, dancing, entertainment and a silent auction. We acknowledge all attendees in attendance including:- Mayor Lisa Lake, Cumberland City Council, Councillor Sabrin Farooqui, Deputy Mayor Cassandra Coleman and Sam Elmir - Georges River Councillor (Multicultural NSW Board). The funds raised go toward supporting MDAA with programs such as the Network of Women with Disability and Community Voices.



MDAA Carers Consultation 31 May 2023

MDAA held a Carers consultation on 31 May 2023 which started with an icebreaker on what to do as a carer for self-care to relax and balance. The consultation had three sections. 1. Sharing Experiences, 2 Identifying needs and concerns and 3 Designing a message about finding support. The consultation enhanced awareness of the needs, experiences, significant issues, and difficulties carers have in performing their caregiving duties.



MDAA Housing Forum 11 May 2023

On 11 May 2023 MDAA held a forum on Housing presented by Bernadette Fares and Elizabeth Seymour. Topics of discussion included: Access and Demand, Social Housing Eligibility and Housing Application methods. The information session was attended by 24 consumers. Attendees wanted to know more about Housing in different departments.





At last activities are nearing normal as the impact of Covid is easing. Our operating surplus for the year was \$125,584 which, although slightly less than the preceding couple of years, reflects not only the end of funding for NDIS Appeals but also the costs of our travel into regional areas of NSW. Last year having won tenders with the NSW Department of Communities and Justice and the Federal Department of Social Services for expansion across all of geographical NSW, we would face some unforeseen challenges. However, the staff and management team have met these challenges and are setting a high bar for advocacy services across the State. Consequently, this was an excellent financial result achieved only through the commitment and determination of MDAA's management and staff.

INCOME

It is noticeable that unused funds have decreased compared with last year. This is due to our increased activity after the removal of restrictions imposed on us during the Covid pandemic.

EXPENDITURE

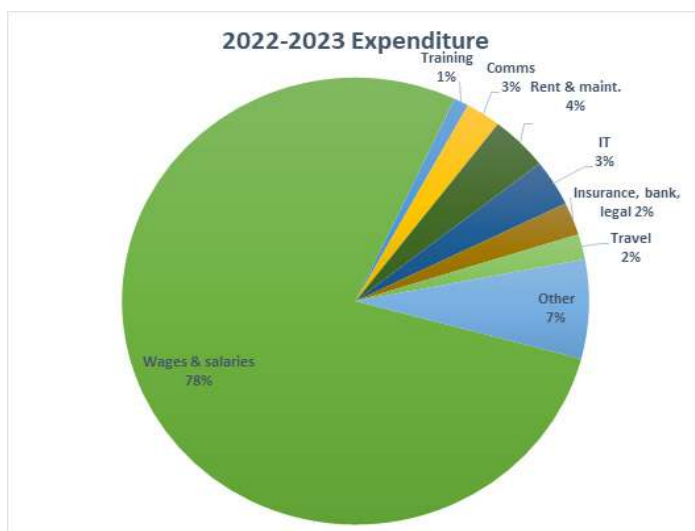
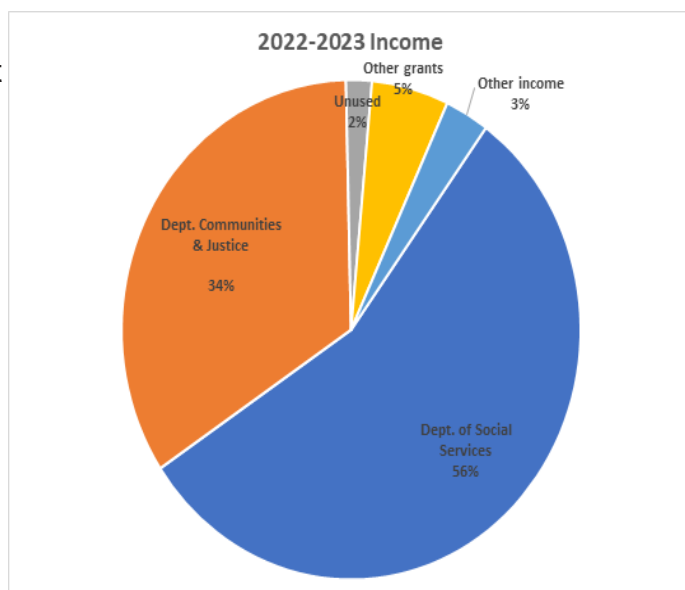
Our total spending is similar to previous years except that we are relocating less funds to our funders. This is because relaxed Covid restrictions have allowed us to complete our projects. Also, although our coverage has increased from three metropolitan and two regional areas, Sydney, Newcastle, Wollongong, Griffith and Bega to all New South Wales, management have controlled costs well and kept them in proportion to the extra funding we received from the Federal Department of Social Services and the NSW Department of Communities and Justice.

BALANCE SHEET

The operating surplus meant equity rose by about 7%. Most importantly, with a majority of its assets in cash and strong liquidity and debt-to-equity ratios, MDAA is able to meet its liabilities while continuing to provide a high level of service to its members and clients.

FUTURE CHALLENGES

Like all Australian organisations, legislated wage increases from July 1, 2023, will impact our profit and loss statements over the next twelve months. Consequently, our management must continue to watch our costs as well as they have done in the past. A further challenge will be recruiting suitable staff for any expansion of our activities as current competition for staff is causing a problem across Australia.



Multicultural Disability Advocacy Association of NSW Inc.

ABN 60 737 946 674



AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC
ABN 60 737 946 674
FINANCIAL STATEMENTS
AS AT 30 JUNE 2023

MULTICULTURAL DISABILITY ADVOCACY
ASSOCIATION OF NSW INC

FINANCIAL STATEMENTS FOR THE YEAR ENDED
30 JUNE 2023

CONTENTS

	Page
Executives Report	3
Executive's Declaration	4
Auditors Independence Declaration	4
Statement of Comprehensive Income	5
Statement of Financial Position	6
Statement of Changes in Equity	7
Statement of Cash Flows	7
Notes to the Financial Statements	8
Independent Auditors' Report	11

**MULTICULTURAL DISABILITY ADVOCACY
ASSOCIATION OF NSW INC
EXECUTIVE'S REPORT
FOR THE YEAR ENDED 30 JUNE 2023**

Your executive present the Annual Financial Report on the Multicultural Disability Advocacy Association of NSW Inc for the financial year ended 30 June 2023.

Directors

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

Mary Kumar
Edwin Ikwu
Paul Caesar
Arnold Agda
Atiya-tur-Rehman
Dorothy Ann Del Villar
Malakai Madden
Rajni Chandran
Robina Yasmin
Sarah Butler
Quang Nguyen
Norma Denicolay
William Nketsia

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 (NESB) 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

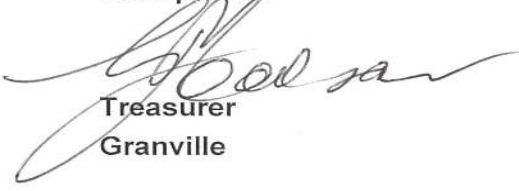
No significant changes in the state of affairs of the Association occurred during the year.

Results

The surplus from operations of the company for the year, after providing for tax was \$125,587 (2022 \$143,937 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

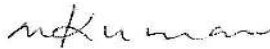
20 October 2023

**MULTICULTURAL DISABILITY ADVOCACY
ASSOCIATION OF NSW INC
EXECUTIVE'S DECLARATION
FOR THE YEAR ENDED 30 JUNE 2023**

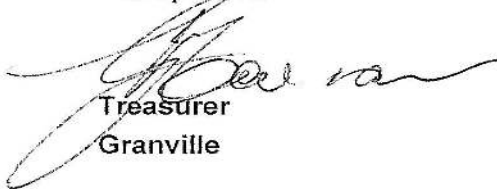
The Executive declare that in their opinion:

- (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**

28 October 2023

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 30 June 2023 there have been:

- (a) No contraventions of the auditors independence requirements as set out in the Corporations Act 2001 & Associations Incorporation Act 2009 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**

28 October 2023

**MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC
STATEMENT OF COMPREHENSIVE REVENUE & EXPENDITURE
FOR THE YEAR PERIOD 30 JUNE 2023**

	2023	2022
REVENUE		
Grant- DCJ	1,056,430	1,067,337
Grant - DSS	1,728,805	1,304,848
NDIS	-	69,088
Unused Funds Brought Forward	56,260	501,799
Interest	40,563	9,138
Other Grants	168,817	182,447
Other Income	56,202	29,962
	<u>3,107,077</u>	<u>3,164,619</u>
EXPENDITURE		
Advertising	2,222	959
AGM	1,133	3,369
Audit & Legal Fees	5,805	17,957
Bank Charges	608	645
Catering	19,223	8,391
Cleaning	13,325	16,141
Committee Management Costs	20,219	14,943
Computer	57,229	66,565
Consultants	59,359	104,379
Depreciation	12,593	12,396
Doubtful Debts Provision	2,363	2,412
Human Resources	14,496	
Insurance-General	12,091	15,505
Workers Compensation	52,118	75,953
Internet	18,288	15,631
Motor Vehicle	11,625	5,700
Multimedia	21,629	
Office Furniture and Equipment	526	5,180
OHS Costs	10,313	13,233
Printing, Postage & Stationary	22,357	17,862
Program Cost	13,321	13,657
Promotional Expenses	2,155	10,790
Provision for Employee Leave	10,495	56,826
Provison for Motor Vehicle Replacement	12,000	
Rent	47,443	48,261
Repairs & Maintenance	18,946	23,443
Salaries & Wages	2,091,706	1,929,231
Staff Recruitment	8,600	19,366
Sundry	39,572	17,981
Subscriptions	18,960	17,471
Superannuation Contribution	215,345	192,159
Telephone, Website, Internet	32,187	42,330
Training	1,002	4,340
Travelling Expenses	20,914	6,694
Unexpended funds	87,146	226,960
Utilities	16,025	13,567
Volunteer	9,144	385
	<u>2,981,493</u>	<u>3,020,682</u>
NET SURPLUS (DEFICIT)	125,584	143,937
TOTAL COMPREHENSIVE INCOME FOR YEAR	125,584	143,937
Accumulated Funds Brought forward	1,738,191	1,594,254
TOTAL ACCUMULATED FUNDS	<u>\$ 1,863,775</u>	<u>\$ 1,738,191</u>

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC
 STATEMENT OF POSITION
 AS AT 30 JUNE 2023

		2023	2022
ACCUMULATED FUNDS		<u>\$ 1,863,775</u>	<u>\$ 1,738,191</u>
Represented by			
	Note		
CURRENT ASSETS			
Cash on Hand		1,400	1,300
Cash at Bank		456,611	422,091
Trade Debtors	7	44,087	21,274
Shares		3,568	2,792
Prepayments		44,637	6,865
Term Deposit		1,567,960	1,539,031
TOTAL CURRENT ASSETS		<u>2,118,263</u>	<u>1,993,353</u>
NON CURRENT ASSETS			
Property, Plant & Motor Vehicles	8	1,008,910	992,277
TOTAL NON CURRENT ASSETS		<u>1,008,910</u>	<u>992,277</u>
TOTAL ASSETS		3,127,173	2,985,630
CURRENT LIABILITIES			
Creditors & Accrued Expenses	9	149,809	141,971
Provision for Equipment Replacement	10	60,000	48,000
Provision for Employee Costs	11	707,752	707,374
Grants in Advance		320,841	325,098
Provision for Programs		24,996	24,996
TOTAL LIABILITIES		<u>1,263,398</u>	<u>1,247,439</u>
NET ASSETS		<u>\$1,863,775</u>	<u>\$1,738,191</u>

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC
STATEMENT OF CHANGES IN EQUITY

Balance at 30 June 2021	<u>\$1,594,254</u>
Net Operating Surplus (Deficit)	\$143,937
Other Comprehensive Income	\$0
Total Comprehensive Income	<u>\$143,937</u>
Balance at 30 June 2022	<u>\$1,738,191</u>
Net Operating Surplus (Deficit)	\$125,584
Other Comprehensive Income	\$0
Total Comprehensive Income	<u>\$125,584</u>
Balance at 30 June 2023	<u>\$1,863,775</u>

STATEMENTS OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
Cash flows from operating Activities		
Receipts from Funding Bodies & clients	\$3,050,817	\$2,662,820
Payment to suppliers and employees	2,958,043	2,658,794
Net cash inflow from operating Activites	<u>92,774</u>	<u>4,026</u>
Net Cash outflow from Equipment Purchases	29,225	0
Net increase (Decrease) in cash held	63,549	4,026
Cash at beginning of year	1,962,422	1,958,396
Cash at End of Financial year	<u>\$2,025,971</u>	<u>\$1,962,422</u>

**Reconciliation of operating Surplus (deficit) after tax to Net Cash inflow
From Operations**

Operating Surplus (Deficit) After Income Tax	125,584	143,937
Depreciation	12,593	12,396
(Decrease) Increase - Trade debtors	- 22,813	58,088
- Prepayments	- 37,772	28,738
- Shares	- 776	825
- Creditors	7,838	- 271,178
- Provision for Leave	378	31,855
- Provsion for Equip Replacement	12,000	
- Grants in Advance	- 4,258	
- Provision for Programs	-	- 635
	<u>\$92,774</u>	<u>\$4,026</u>

**MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023**

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. The provision for doubtful debts reflects debtors outside normal trading terms.

(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 is recognised and measured at the amount expected to be paid when liabilities are settled.

(j) 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

	2023	2022
7. Trade Debtors	\$	\$
Trade Debtors & Other Debtors	57,724	32,548
Less Provision for Doubtful Debts	<u>13,637</u>	<u>11,274</u>
	<u>44,087</u>	<u>21,274</u>
8. Fixed Assets		
Equipment, Furniture & Fittings – at cost	27,382	27,382
Accumulated Depreciation	<u>(19,393)</u>	<u>(18,505)</u>
Net Book Value	<u>7,989</u>	<u>8,877</u>
Motor Vehicles – at cost	65,044	35,818
Accumulated Depreciation	<u>(36,549)</u>	<u>(35,818)</u>
Net Book Value	<u>28,494</u>	<u>0</u>
Land at cost	547,000	547,000
Buildings at cost	574,889	574,889
Accumulated Depreciation	<u>(149,463)</u>	<u>(138,489)</u>
Net Book Value	<u>972,426</u>	<u>983,400</u>
Total Non Current Assets	<u>\$1,008,910</u>	<u>\$992,277</u>

9. Creditors & Accrued Expenses

Trade Creditors & Accruals	102,524	95,756
GST payable	14,741	16,307
PAYG Payable	<u>32,544</u>	<u>29,908</u>
Total	<u>\$149,809</u>	<u>\$141,971</u>

10. Provision for Equipment Replacement

Equipment & Furniture	23,000	23,000
Motor Vehicle	<u>37,000</u>	<u>25,000</u>
Total	<u>\$60,000</u>	<u>\$48,000</u>

11. Provision for Employee Costs

Accrued Wages	80,239	75,006
Annual Leave Provision	236,284	260,822
Long Service Leave Provision	153,124	139,081
Redundancy Provision	210,009	210,009
Salary Benefit	9,344	5,424
Superannuation Payable	<u>18,752</u>	<u>17,032</u>
Total	<u>\$707,752</u>	<u>\$707,374</u>

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:

	2023	2022
Financial Assets	\$	\$
Cash	2,025,971	1,962,422
Receivables	<u>44,637</u>	<u>21,274</u>
Total Financial Assets	<u>\$2,070,608</u>	<u>\$1,983,696</u>
Financial Liabilities		
Trade & Other Payables	<u>258,144</u>	<u>239,433</u>
Total Financial Liabilities	<u>\$258,144</u>	<u>\$239,433</u>

14. Contingent Liabilities	\$Nil	\$Nil
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15. Capital Expenditure Commitments	\$Nil	\$Nil
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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 2023, 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 associations financial position as at 30 June 2023 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 ethic 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 associations financial reporting process.

STEPHEN A. SPROATS



ACCOUNTANT

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 286-288 New Line Road, Dural
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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

Stephen A Sproats
 Registered Company Auditor 3932

Dural
 26 October 2023

Multicultural Disability Advocacy Association of NSW Inc.

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