



MDAA

MULTICULTURAL DISABILITY ADVOCACY
ASSOCIATION OF NSW

ANNUAL REPORT 2023 - 2024

ACKNOWLEDGEMENT OF COUNTRY

We respectfully acknowledge the traditional custodians of the land on which we live, work and meet. We pay our respects to Elders past, present, and emerging.

We recognise their enduring connection to the land, waters, and skies and honour their rich cultural heritage and knowledge systems.

We commit to listening, learning, and standing in solidarity with Aboriginal and Torres Strait Islander peoples, walking alongside them in the ongoing journey towards justice and reconciliation.

MDAA

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ABOUT MDAA

Who we are

The Multicultural Disability Advocacy Association of NSW is the peak body for Multicultural Disability in NSW. We aim to promote, protect, and secure the rights and interests of people with disability. We view culture and disability through the lens of diversity. We see diversity as strength, and we promote this view in all our work.


What Drives Us

At MDAA, our vision and mission are the foundation of everything we do. We envision a community where the diversity of disability and culture is anticipated, supported, and celebrated. This vision drives us to advocate fiercely for the rights of CALD people with disability, ensuring they have the resources, opportunities, and respect they deserve.

Our mission to promote, protect, and secure these rights is at the heart of every program, initiative, and partnership we undertake. Through individual and systemic advocacy, we empower individuals and challenge barriers, striving to create a more inclusive and equitable society.

Vision and Mission

“A society where everyone feels welcomed, included, and supported.”



We Work Towards:

- Promoting the rights of people from CALD and CARM backgrounds with disability, their families and carers in NSW and make sure their rights are safe and protected.
- Getting fair access to, and good results from, government and non-government services for people from CALD/CARM background with disability and their families and carers in NSW.
- Improving the quality of life for people from CALD/CARM background with disability and their families and carers.
- Increasing the participation of people from CALD/CARM background with disability and their families and carers in community activities.

Strategic Directions 2022 - 2025:

Our three-year Strategic Directions 2022-2025 focuses on three major goals. MDAA's goals and measures are set out in the Strategic Directions.

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

Goals of our Strategic Directions:

- 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



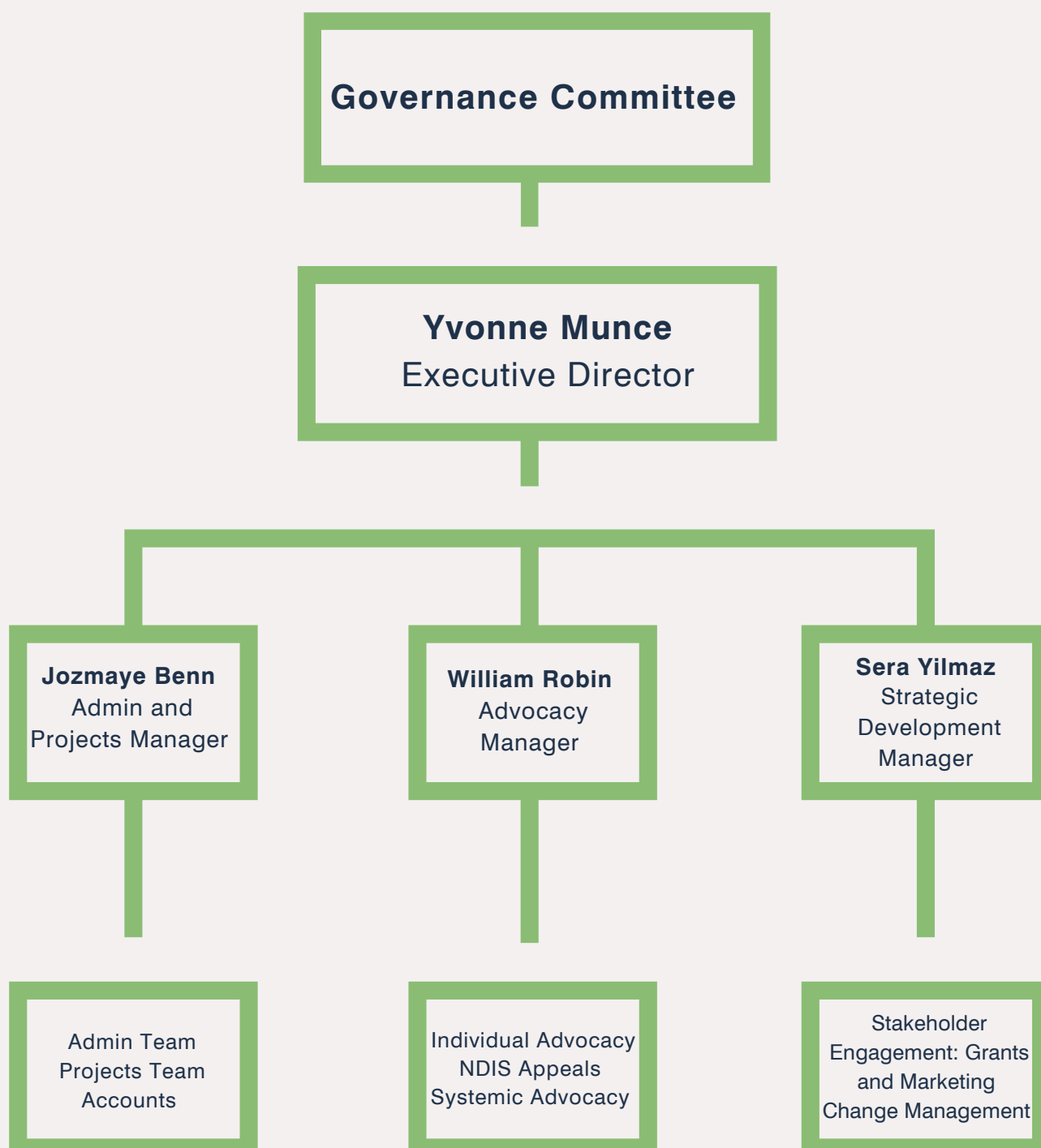
LEADERSHIP TEAM

At the Multicultural Disability Advocacy Association, we believe that ethical, transparent, and trustworthy leadership is essential for fostering an inclusive and empowering environment for CALD/CARM Persons with Disability (PWD). Our leaders prioritise open communication and accountability, inspiring our team and the communities we serve to act with integrity and respect.

By embracing ethical decision-making, we build trust within our organisation and with our stakeholders, creating strong partnerships that drive positive change. Our commitment to transparency ensures that our actions align with our values, enhancing collaboration and innovation.

We are dedicated to cultivating resilient organisations that thrive on mutual respect and shared goals. Together, we can champion the rights of CALD PWD and create a more inclusive society for all.

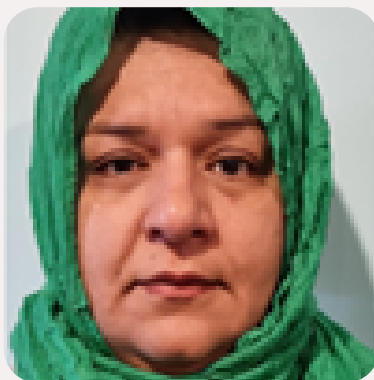
ORGANISATION CHART



GOVERNANCE COMMITTEE



Mary Kumar
Chairperson



Atiya Tur Rehman
Secretary



Malakai Madden
Committee Member



Adrian Wong
Committee Member



Basim Shamaon
Committee Member



Edwin Ikwu
Committee Member



Rajni Chandran
Committee Member

CHAIRPERSON'S REPORT

I am proud of the progress we have made this year at MDAA and the important work we've accomplished. The role of the Governance Committee is to guide MDAA's long-term strategy and ensure that we remain aligned with our mission. Over the course of this year, the Governance Committee, in collaboration with the Management team, has worked diligently to strengthen the organisation.

A significant part of our efforts has been to clarify our plans and strategies, enabling us to continue supporting people with disabilities from diverse backgrounds. Additionally, we have worked to foster meaningful partnerships with other organisations, enhancing our ability to reach more individuals and create a broader impact, culminating in our nomination for the HESTA Awards 2024.

I would like to extend my heartfelt thanks to our staff and volunteers for their unwavering dedication. It is their passion and commitment that drive MDAA's success. Without their efforts, we would not be able to deliver the vital support and advocacy that so many people depend on.

Looking ahead, I am excited about the path we are charting. MDAA will continue to grow and evolve, ensuring that we remain a strong voice for people with disabilities from culturally diverse communities. Thank you for being an integral part of MDAA's journey.

Mary Kumar



EXECUTIVE DIRECTOR'S REPORT

On reflection the past year has been one of transformation. MDAA has undergone significant evolution, and we are embracing a period of renewal wholeheartedly. Change often brings challenges, but it also offers the opportunity for growth and fresh perspectives. We have a strengthened commitment to our mission of promoting inclusion, equity, and social justice for people with disabilities from CALD backgrounds.

At MDAA, we have successfully navigated these challenges, continuing to advocate for vulnerable communities while ensuring that their authentic voices are heard. We have focused on building capacity of individuals and communities, empowering them to advocate for their rights and navigate complex systems. This includes addressing critical areas such as advocacy for NDIS access, financial literacy and education rights ensuring that individuals with disabilities can access the services and support they have the right to access.

Our advocacy efforts were further amplified through high-level representation at key forums, where we made significant contributions to ensure the voices of CALD people with disabilities are central to policy decisions. Additionally, our outreach and educational initiatives have strengthened connections within the community. From forums on carer support and scam awareness to education sessions on NDIS access and the referendum, we have ensured our communities are well informed and supported.

This year, we also saw changes within our internal framework, with comprehensive change management consultations and the production of a findings report, helping to create a more inclusive and supportive workplace. Through training and development, especially in culturally safe practices, we have fortified our organisation's foundations and enhanced our service delivery.

As we embrace this new era, we look forward to a future where diversity is anticipated and celebrated. We are dedicated to fostering a society where people from CALD backgrounds with disabilities are empowered and included.

I extend my heartfelt thanks to our governance committee, staff, volunteers, and the wider MDAA community for their tireless efforts during this time of transition. Together, we move forward, continuing to champion the rights of people with disabilities from CALD backgrounds and striving towards a more inclusive, just, and equitable society for all.

With gratitude and determination,

Yvonne Munce



KEY AREAS OF OUR WORK

Individual Advocacy

We offer free and independent short to medium-term advocacy services, empowering people with disability, their families, and carers from diverse backgrounds. Our Capacity Building Support Officers (CBSOs) play a vital role in helping individuals understand their rights and achieve their personal objectives, while also advocating to protect their rights when they are at risk.

NDIS Appeals and Review Program

We provide critical support to National Disability Insurance Scheme (NDIS) participants or those seeking access to the NDIS, assisting them through the review and appeals process when decisions need to be challenged. This program ensures individuals are empowered to secure the right support and services.

Systemic Advocacy, Policy, and Research

We work towards long-term, impactful change across government and non-government sectors. Our advocacy focuses on reforming policies, improving practices, and enhancing service delivery, ensuring that the needs of CALD people with disability are recognised and addressed at all levels.

Industry Development

MDAA delivers training programs focused on cultural diversity and disability awareness. Through these initiatives, we help other organisations and service providers increase their knowledge and capacity to meet the needs of our clients, enhancing inclusivity across sectors

Projects

Our projects are designed to build capacity and raise awareness around key issues affecting CALD communities with disability. This year, we have run several impactful initiatives, including Education Advocacy, Personal and Family Safety Multicultural program and the Aged Care Volunteer Visitor Scheme, addressing vital aspects of safety, wellbeing, and community support.

Through these areas of work, MDAA remains committed to fostering an inclusive society where all individuals with disability from CALD backgrounds are empowered and supported in every aspect of their lives.



INDIVIDUAL ADVOCACY REPORT

At MDAA, individual advocacy plays a vital role in supporting people with disabilities from CALD backgrounds. Our commitment to providing free and independent advocacy services ensures that individuals can navigate complex systems, understand their rights, and achieve their personal goals.

Our individual advocacy services are designed to empower clients by providing tailored support that meet their unique needs. We work closely with individuals, their families, and carers to help them articulate their concerns, access appropriate services, and make informed choices. This process not only involves direct assistance but also empowers clients to advocate for themselves, fostering a sense of independence and confidence.

Advocacy often involves addressing systemic barriers and challenges faced by our clients. Many individuals experience difficulties in accessing essential services, understanding their rights within the National Disability Insurance Scheme (NDIS), or navigating healthcare systems. MDAA's dedicated advocates provide guidance and support in these areas, helping clients to overcome obstacles and achieve positive outcomes.

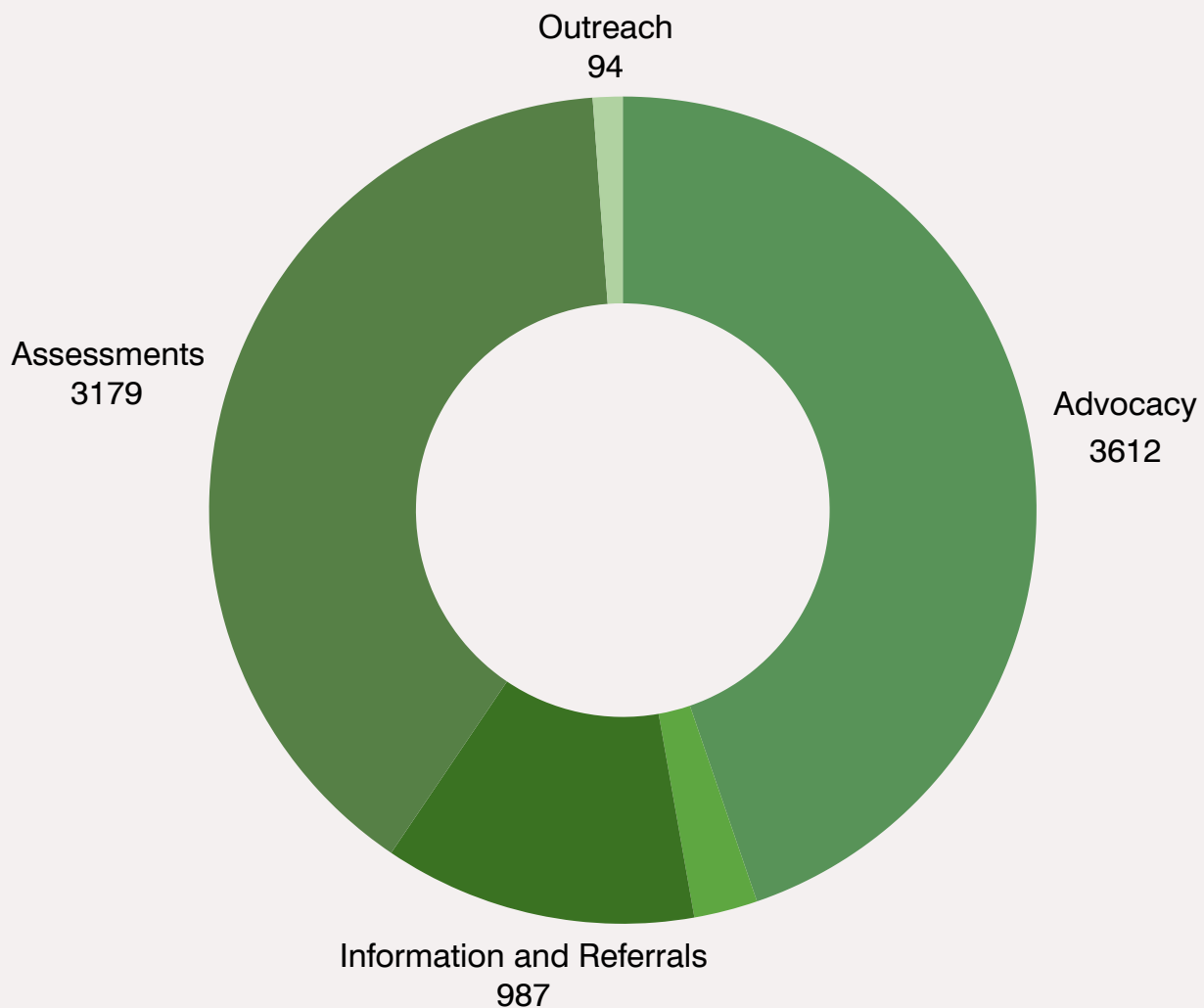
In 2023/2024, MDAA provided advocacy support to 388 clients, demonstrating our commitment to empowering CALD PWD, their families, and carers.

Throughout the year:

- A total of 523 advocacy cases were handled, with an average of 1.35 cases per client.
- Advocacy sessions reached an impressive total of 8,063, equating to an average of 20.78 sessions per client.

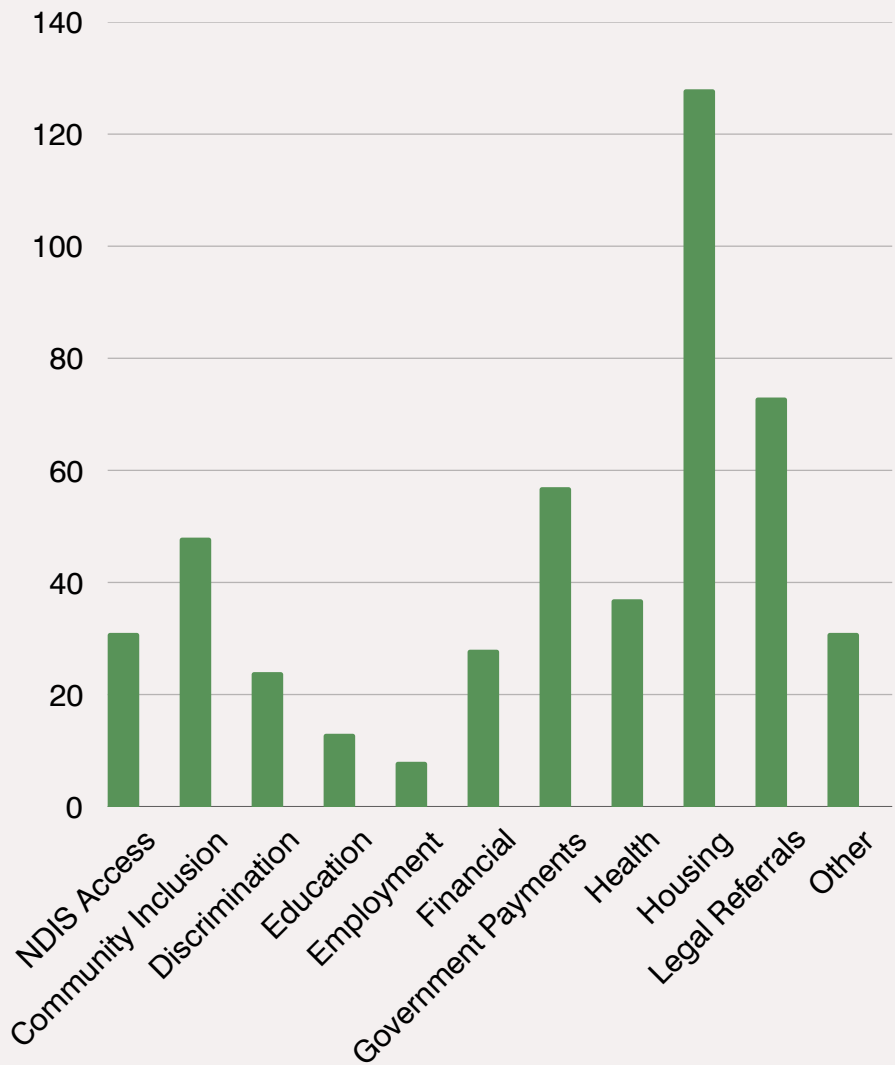
These figures reflect MDAA's dedication to delivering personalised and comprehensive support, ensuring clients receive the assistance they need to navigate complex systems and achieve their goals.

Type of Support Provided



Throughout the year, we have seen numerous success stories as clients have gained access to vital services, resolved disputes, and navigated complex systems with our assistance. These achievements highlight the critical role of individual advocacy in transforming lives and enhancing the quality of life for our clients. MDAA also officially launched its ‘Community Voices Report’ with the University of Notre Dame, and has been an active participant on the DAFP Individual Advocacy Outcomes Mapping Workshops.

MDAA ISSUES



Our individual advocacy services, expanding to regional NSW, also emphasise collaboration and community engagement. We work with various stakeholders, including government agencies, service providers, and community organisations, to ensure that our clients' voices are heard. By fostering these relationships, we can advocate for systemic changes that benefit not only our clients but the broader community as well.

In 2024, MDAA continued to strengthen its advocacy efforts through community outreach, education, and awareness campaigns. MDAA prepared and networked in Griffith and Wagga Wagga regarding upcoming Training sessions on Working with Diversity, conducted forums in Wagga, Griffith, Leeton, Quenbeayan, and Cootamundra, and presented at the NSW Disability Stakeholder forum held by DCJ relating to the most pressing advocacy issues.

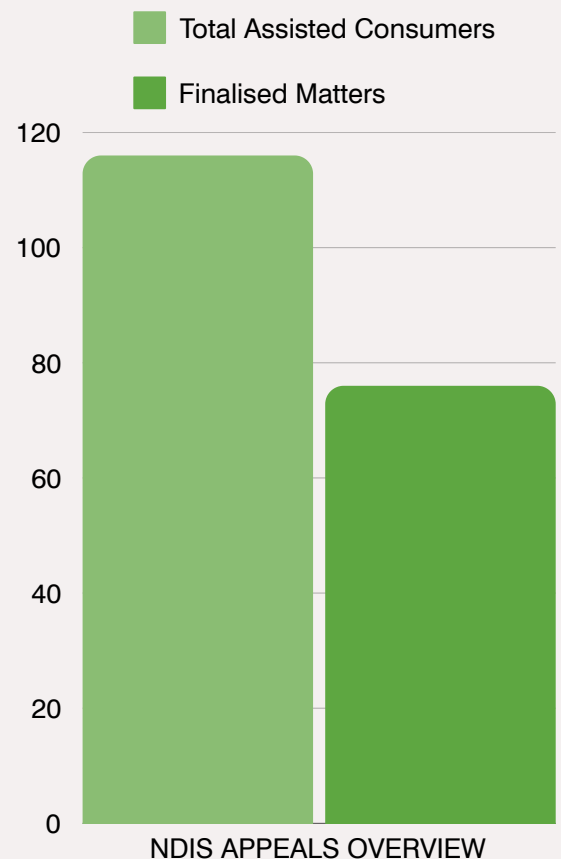
By engaging with diverse communities, we aim to promote understanding and awareness of the challenges faced by people with disabilities, ensuring that their rights and needs are prioritised.



NDIS APPEALS AND REVIEWS REPORT

At MDAA, our NDIS Appeals program is dedicated to assisting participants in navigating the complexities of the NDIS review and appeals process. As advocates for people with disabilities from CALD backgrounds, we understand the challenges that can arise when clients face decisions from the National Disability Insurance Agency (NDIA) that they disagree with.

Throughout the year, our dedicated team of advocates has worked closely with clients to prepare for internal reviews and external appeals. We assist in gathering necessary documentation, articulating reasons for the appeal, and presenting cases clearly and effectively. This comprehensive support not only helps clients feel more confident in their appeals but also increases the likelihood of achieving favourable outcomes.



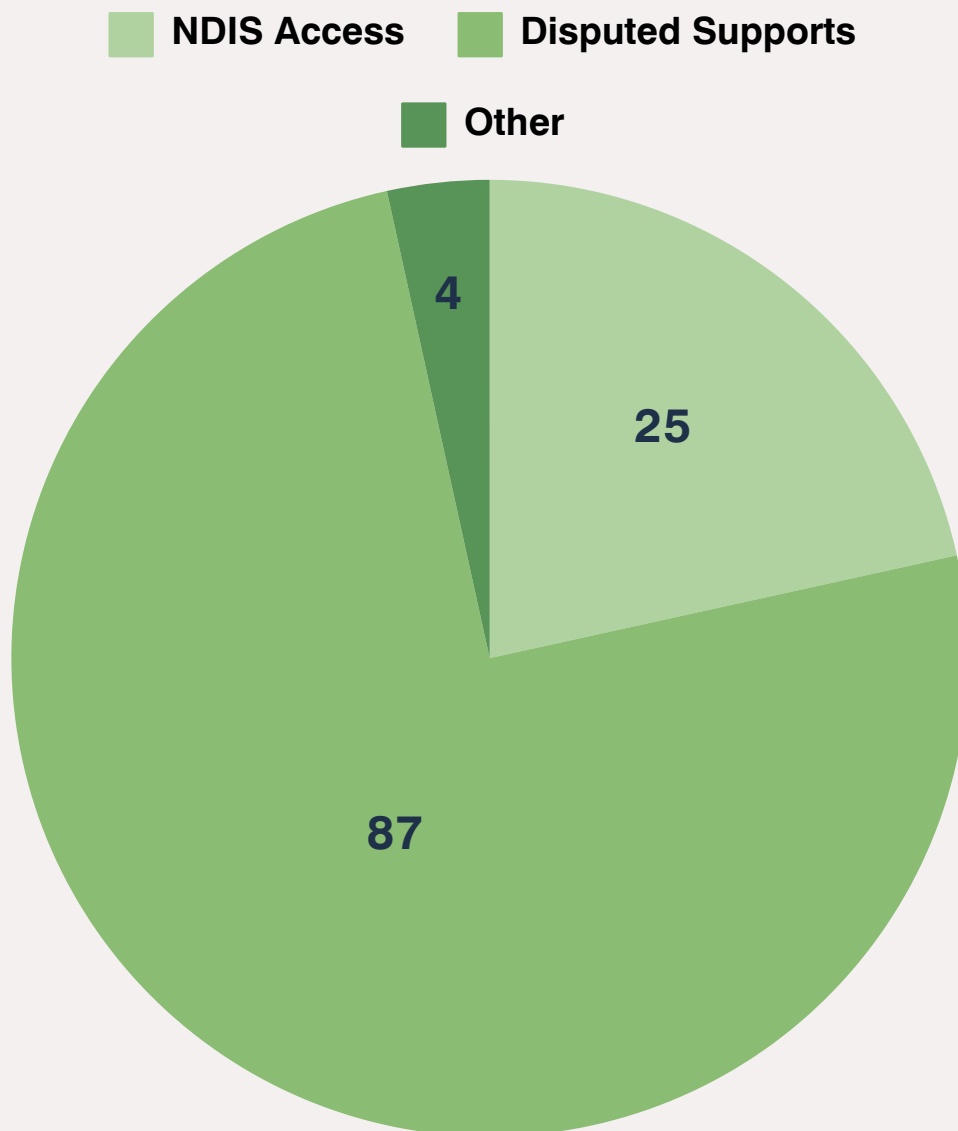


Our NDIS Appeals program is designed to empower clients by providing them with the information, resources, and support they need to effectively challenge NDIA decisions. We guide participants through the appeals process, ensuring they understand their rights and the steps involved in seeking a review. This support is crucial, as navigating the NDIS can be overwhelming, particularly for those from diverse backgrounds who may face additional barriers in understanding the system.

In 2024, we have seen a notable increase in the number of successful appeals, which is a testament to the hard work and dedication of our advocacy team. Many clients have shared their success stories, highlighting the difference our support has made in their lives. Gaining access to the NDIS or additional support is sometimes achievable only through the appeals process. Over the year, we have had many cases where prospective participants or current participants have secured essential NDIS support after a lengthy process through the AAT.

These successes underscore the importance of our NDIS Appeals program and the impact it has on the lives of individuals with disabilities. We remain committed to providing high-quality support and ensuring that clients feel empowered to advocate for their rights.

NDIS APPEAL ISSUE



SYSTEMIC ADVOCACY REPORT

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 our community. The program pursues these objectives through advocacy, lobbying efforts, and a range of research initiatives.

MDAA's systemic advocacy program has sought to enhance service accessibility, empower individuals from CALD backgrounds, and actively engage in impactful campaigns that uphold the rights of individuals.

This year, MDAA has participated in key submissions, notably responding to the NDIS (getting the NDIS back on track) Bill, May 2024 where, among a variety of recommendations, MDAA stressed our concerns around the introduction of a needs assessment tool used to assess a person's supports needs.

Our submission to the Australian Human Rights Commission – 'How were you affected by Covid measures?' also ensured the longer term effects felt by our community were highlighted. Additionally, MDAA's submission included the Submission to the Select Committee on the Cost of Living as well as the Response to Inquiry into the extent and nature of poverty in Australia.



The team also produced a submission to the NSW Parliament Public Accounts Committee on the NSW Government's Performance and Wellbeing Framework. The Submission proposed recommendations on strategies to implement the framework and priority areas for CALD PWD. The submission resulted in two staff members representing MDAA at a NSW Parliamentary Hearing in September.

MDAA has been involved in various consultation initiatives, engaging with stakeholders on important topics such as social housing, transport, and social policy. Being a member of vital groups like the Coercive Control Reference Group, Equal Access to Democracy Reference Group and the NSW Disability Advocacy Network highlighted MDAA's engagement in influencing policy discussions.

MDAA is also a member of the Disability Inclusion and Access Committee of Griffith City Council as well as the Disability Policy Interagency.

Further to this, in discussions with our community of practice, our team responded to the need for greater training in culturally safe advocacy in a disability context. By drawing on our experience of individual advocacy, our connection to our communities, and strong research into best practice, MDAA designed fresh training on culturally safe advocacy and has delivered this training to more than 60 key workers. The positive feedback we received from this training has encouraged us to set a goal of adapting the training to become a free and accessible resource.



MDAA's systemic team submitted feedback to the Anti-Discrimination Act NSW 1977 Review as well as the Multicultural Review and met with PALM Scheme representatives in Griffith to discuss systemic assistance for migrants on the scheme who are being exploited.

MDAA continues to value the contribution community partners can make in academic research and has again maintained strong partnerships with various tertiary institutions including the University of Queensland and Macquarie University in a commitment to a holistic approach towards advocacy and community engagement.

MDAA remains dedicated to building on the insights from gained from providing individual advocacy to create long term changes to improve policies, procedures, practices, and service delivery in both government and non-government agencies. We are committed to and will maintain our goal to foster a more inclusive and equitable society for people with disability, their family and carers.



MDAA IN THE REGIONS

In 2023-2024, MDAA actively engaged in numerous initiatives to strengthen multicultural disability advocacy across New South Wales. One of the key events was the Multicultural Disability Forum meeting, where we discussed three pressing issues to present at the Department of Communities and Justice (DCJ) forum. In addition, MDAA played a significant role on the DCJ conference Advisory Panel, coordinating community voices representatives for the event.

We also took part in the Individual Advocacy Outcomes Mapping Workshop with executives from various sectors to enhance reporting on advocacy outcomes and frameworks. Other highlights included organising a Service NSW forum focused on payments, providing valuable information on MyGov and other services to our community.

In regional NSW, MDAA expanded its reach by networking and holding events in Wagga, Griffith, and Leeton. Our involvement in community advocacy at events like the Griffith Multicultural Festival and meetings with local authorities demonstrated our commitment to empowering individuals from CALD backgrounds with disabilities.

Throughout the year, MDAA made important submissions, including feedback on the NSW Anti-Discrimination Act 1977 Review and a presentation at the NSW Disability Stakeholder Forum. We also launched our Community Voices Report in collaboration with the University of Notre Dame.





In the City and Inner West, MDAA's CBSOs made a significant impact by helping clients with domestic violence, NDIS, education, and housing matters. The team received positive feedback from the community, affirming the value of our advocacy efforts.

MDAA also focused on professional development, ensuring staff participated in sector forums and consultations. The successful participation of MDAA at events like the Towards Inclusion Multicultural Disability Expo further helped raise awareness and strengthen networks with other organisations.

Additionally, MDAA proudly joined the Disability Inclusion and Access Committee of Griffith City Council, reinforcing our role in shaping policies that improve services for people with disabilities.

Overall, 2023-2024 was a transformative year for MDAA, driven by a focus on advocacy, community engagement, and strengthening partnerships to ensure the voices of people from CALD backgrounds with disabilities are heard and valued.

INDUSTRY DEVELOPMENT

Culturally Safe Practices Training

This year, MDAA continued its commitment to providing training on culturally safe practices, designed to improve services for people with disabilities from CALD backgrounds. Our training programs focused on creating environments where individuals feel respected, valued, and understood. The culturally safe practices training helps staff, advocates, and volunteers better support clients by recognising the importance of cultural identity in service provision.

Participants learned practical strategies to engage effectively with people from different cultural backgrounds, avoiding cultural bias, and building trust within diverse communities. The feedback from attendees has been overwhelmingly positive, with participants reporting increased confidence in handling complex cross-cultural issues and heightened awareness of the cultural barriers that can impact service access.



PROJECTS

Personal and Family Safety Multicultural (PaFSM) Project

In 2023-2024, the Personal and Family Safety (PaFSM) Project achieved significant milestones by delivering six impactful workshops across Western Sydney and Wollongong, focusing on domestic violence awareness. These sessions provided vital support and insights to consumers and community organisations.

A major highlight was submitting a comprehensive report to the Australian Human Rights Commission, informed by consultations with consumers and MDAA staff. The team also developed a potential grant proposal and enhanced the administration team's skills.

Training on domestic and family violence through Welfare Rights Training improved our understanding of Centrelink's support systems. Consumer feedback indicated that the workshops were empowering and underscored the need for ongoing sessions. Challenges such as low participation, sensitive topics, and promotional difficulties in Wollongong were addressed by improving workshop environments and creating culturally appropriate promotional materials.

Overall, the PaFSM project made significant strides in promoting safety and awareness within our communities.



Aged Care Volunteer Visitor Scheme (ACVVS)

The ACVVS aims to reduce social isolation and improve the emotional well-being of older Australians in residential care or receiving home care. Through volunteer visits, the program fosters meaningful connections, offering companionship, emotional support, and cultural engagement for those who may otherwise experience loneliness. Volunteers from diverse backgrounds engage with elderly residents, bridging cultural gaps, and promoting a sense of belonging and community. This initiative not only enhances the mental health of the elderly but also enriches the lives of volunteers by providing a fulfilling and rewarding experience.

A total of 34 Residential Care Participants and 7 Home Care Package referrals were successfully allocated across Western Sydney, Southwest Sydney, and Illawarra. Looking ahead, the team plans to visit aged care facilities in Warrigal Coniston and Illawarra Diggers to secure additional referrals and continue promoting the scheme in the Illawarra region.

Despite challenges in volunteer recruitment and scheduling, the project adapted by incorporating students on placement and leveraging social media for outreach. Positive outcomes included emotional fulfillment for volunteers and residents, reduced loneliness, and enhanced cultural understanding, fostering a sense of belonging and improving mental well-being.

The ACVVS ultimately seeks to create an inclusive and supportive environment for older Australians, improving their quality of life and overall sense of well-being.



Empowering Through Knowledge: Rights and Relationships Course



In April 2024, MDAA partnered with the Intellectual Disability Rights Service to deliver the Rights and Relationships course, a three-session program covering essential topics such as relationships and the law, healthy and unhealthy relationships, public and private boundaries, and staying safe with technology.

The sessions were co-facilitated by a person with disability, ensuring discussions were relatable and inclusive. A safe space was created for participants to share their thoughts and experiences openly, fostering trust and meaningful engagement.

Feedback from participants was overwhelmingly positive. Carers of young adults with disability highlighted the importance of these topics and expressed a strong interest in attending similar courses in the future. Phuong Thi, one of the attendees, shared:

"Thank you very much for inviting me to attend the class. I hope in the future, MDAA will have many useful courses for people with disability, so they can have a safe life."

This program reflects MDAA's commitment to empowering individuals and families with the knowledge and tools to build safe, healthy relationships and navigate the challenges of modern life with confidence.

VOLUNTEERING AT MDAA

A VITAL CONTRIBUTION



At MDAA, we deeply appreciate the invaluable contributions of our volunteers who dedicate their time to support both our operations and the communities we serve. Their involvement takes many forms, such as delivering food hampers, assisting with event planning, conducting research, gathering community feedback, engaging in community outreach, helping at expos, and providing administrative support.

Volunteering with MDAA offers individuals the opportunity to meet new people, contribute to community empowerment, and develop new skills. Over the past financial year, we engaged 22 students and 14 volunteers. These students, from institutions like the University of Wollongong, Western Sydney University, and the Australian College of Applied Psychology (ACAP), were primarily from social work, sociology, and medical faculties. Their participation helped advance social justice for marginalized CALD communities.

Volunteers also played a significant role in key projects such as the Aged Care Volunteer Visitor Scheme (ACVVS) and the Personal and Family Safety Project (PFSP), contributing to health workshops, systemic reports, and administrative tasks that support our mission.



CONTINUING PROFESSIONAL DEVELOPMENT

In the past year, MDAA has prioritised equipping our staff with a wide range of skills and knowledge to support our community more effectively. Training sessions covered essential areas such as culturally safe advocacy practices, ensuring our staff can deliver sensitive and inclusive services to people from diverse backgrounds.

Staff participated in sessions on return-to-work strategies to ensure smoother transitions and support for staff facing workplace challenges. Mental health and well-being were addressed through sessions run by the Black Dog Institute, focused on transcultural mental health, promoting awareness and resilience in dealing with stress.

Additionally, staff were educated on legal rights, including humanitarian visas and immigration matters, enhancing their ability to provide accurate information to our clients. They also received training on managing difficult behaviours and maintaining professional boundaries, fostering a safe and respectful work environment.





To ensure strong leadership and compliance with best practices, we have also focused on developing the skills of MDAA's Governance Committee through targeted training sessions. The training provided committee members with insights into their strategic role in guiding the organisation.

Special emphasis was placed on:

- The principles of good governance, including oversight responsibilities and decision-making processes.
- Ethical leadership and how to maintain transparency and accountability in all governance matters.
- Strategies for managing conflicts of interest, especially in the context of working with culturally diverse communities.

These sessions have been instrumental in strengthening the committee's understanding of MDAA's mission and how to align governance strategies with our organisational goals. Moreover, the training supported the Governance Committee in developing a culturally safe framework for decision-making, ensuring that our leadership is as inclusive and informed as the rest of our organisation.

MDAA remains dedicated to both staff and leadership development through tailored training that reflects our commitment to cultural safety and effective governance. These initiatives have contributed to a more cohesive, well-equipped team ready to support the community.

FORUM ON THE VOICE TO PARLIAMENT AND REFERENDUM

In a significant step towards raising awareness and fostering dialogue, MDAA hosted a forum on the Voice to Parliament and the upcoming referendum. This well-attended event featured distinguished speakers, Dr Michael Doyle from the University of Sydney (a First Nations Australian) and William Robin from MDAA, with Peta Rixon, a valued former MDAA staff member, delivering a thoughtful Acknowledgment of Country.

William Robin provided a clear and concise explanation of the referendum process, highlighting the requirements for constitutional change and emphasising the importance of correctly voting by writing 'yes' or 'no' in English. He also reminded attendees of the mandatory nature of voting to avoid fines.

Dr Michael Doyle shared powerful personal insights, reflecting on his experiences growing up Indigenous in Australia and the historical impact of government policies on Aboriginal communities. Advocating for the Voice to Parliament, Michael expressed his support for the referendum by declaring his intention to vote 'yes.'

Following the formal presentations, participants engaged in meaningful discussions with the presenters over lunch, exploring the nuances of the referendum and its potential implications for Australia's future.

This forum demonstrated MDAA's commitment to creating spaces for inclusive conversations, empowering individuals with the knowledge to make informed decisions on critical national issues.

ENHANCING OUR DIGITAL PRESENCE

MDAA'S ONLINE GROWTH IN 2023 - 2024

Throughout the 2023-2024 financial year, MDAA staff have been actively updating our website to improve accessibility and user experience. Over this period, our website attracted approximately 16,000 users, generating more than 35,000 page views.

Our website serves as a key resource, offering quick and easy

access to information about MDAA's services and projects, while reinforcing our mission to protect the rights of all people with disability.

In addition, MDAA has expanded its online presence, increasing followers on Facebook and Twitter/X, while also engaging the community through our Instagram account and YouTube channel.

SOCIAL MEDIA STATISTICS

11,000

People reached
on Facebook

1,400

Facebook content
interactions

3,769

Facebook followers

153.3%

Increase in social
media engagement

380

Instagram profile visits

769

Followers on
Twitter/X

ACHIEVING COMPLIANCE

MDAA'S SUCCESSFUL AUDIT OUTCOME

In October 2023, MDAA underwent a compliance audit against the National Standards for Disability Services as part of the National Disability Advocacy Program (NDAP) as one of only three multicultural organisations in Australia supporting people with disability from CALD backgrounds.

The National Standards for Disability Services focus on six key areas:

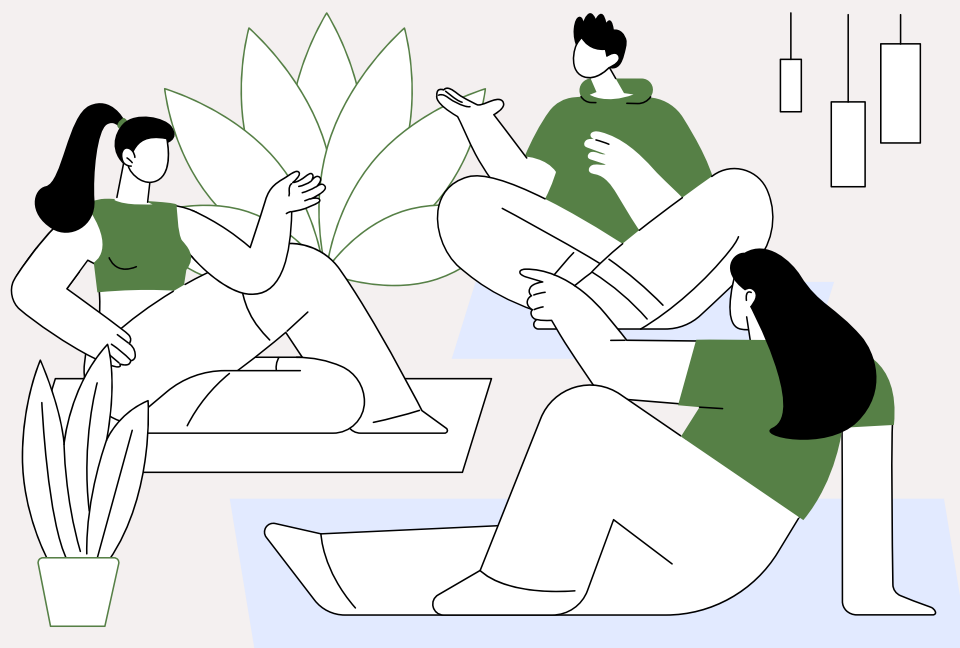
- **Rights:** Ensuring the rights of people with disability are upheld.
- **Participation and Inclusion:** Supporting the inclusion of people with disability in the community and in decision-making.
- **Individual Outcomes:** Promoting personal goals and individualised services.
- **Feedback and Complaints:** Providing accessible and effective mechanisms for feedback and complaints.
- **Service Access:** Ensuring fair and equitable access to services.
- **Service Management:** Maintaining high-quality governance, management, and accountability practices.


We are proud to report that we successfully passed the audit with no corrective actions required. The auditors were highly satisfied with our performance, recognising MDAA's commitment to upholding these high standards in service delivery.

SUCCESSES

Maria (name changed), a 63-year-old humanitarian visa holder, has faced tough times due to health issues and financial struggles. After years of waiting for public housing, MDAA stepped in to help. Through our advocacy support, Maria received assistance with her housing applications, Centrelink payments, and energy vouchers.

With this support, Maria is starting to see brighter days. The help from MDAA has eased some of her burdens, bringing a sense of hope and relief. Her story highlights how advocacy can truly make a difference in turning challenges into opportunities for a better future.





Jenny (name changed), a 54-year-old woman from a Chinese background, was the primary caregiver for her elderly parents while also managing her own disability. As her parents' health declined, the care demands grew overwhelming. Jenny's brother in Hong Kong was eager to help, and with MDAA's assistance, she applied for a Carer Visa.

When delays occurred, an MDAA advocate reached out to Jenny's local MP, explaining the urgency. Through persistent advocacy and follow-ups, the visa was finally granted. Jenny's brother arrived, allowing them to care for their parents together, bringing relief and joy to the family. This marked a beautiful success for Jenny and her family!

A school counsellor referred a family to the Newcastle branch of the MDAA after recognising the child's need for disability support. MDAA's advocate worked closely with the family, helping them collect the necessary documents to submit a request for NDIS access. The team also connected the family with MDAA's education advocate for further support.

When the NDIS required more information, the advocate guided the family in understanding and responding to the request. Additionally, the advocate referred them to a local area coordinator (LAC) and a service provider to ensure they received ongoing help. The father expressed immense gratitude for MDAA's dedicated support. Although the NDIS decision is still pending, the family feels supported and optimistic about the future.

FINANCIAL REPORT

Our operating surplus for the year was \$84,181. While slightly lower than in previous years, this still reflects a strong financial performance, especially in light of increased costs. The wage increases, including the 5.75% adjustment in July 2023 and the subsequent 0.5% increase in September 2023, were essential to addressing inflationary pressures and maintaining fair compensation for our workforce in a challenging economic environment.

Despite these additional expenses, MDAA has remained focused on maintaining financial sustainability while continuing to deliver on our core services. This year, we have made significant progress in NDIS appeals, systemic and individual advocacy ensuring that people with disability receive the support they are entitled to.

We have continued to manage and deliver key projects and support unfunded groups, such as the NSW Network of Women with Disability, which remain vital to our advocacy work.

These initiatives reflect our commitment to financial stewardship, ensuring that resources are effectively allocated to meet both our operational needs and our broader mission.

INCOME

Our income is comprised of funding from the Department of Communities and Justice (DCJ) and the Department of Social Services (DSS), along with a significant increase in other grant funding resulting from successful grant applications. Additionally, interest income and other revenue sources have grown compared to the previous year.

EXPENDITURE

In the financial year, total spending has remained consistent with previous years, with a slight decrease compared to the previous year. We have looked various ways to manage our resources effectively, with a focus on operational efficiency and careful cost management across various projects and services in this financial year. We are committed to ensuring that our resources are used as effectively as possible to support our mission, and any savings achieved are reinvested into programs that directly benefit our community.

BALANCE SHEET

The balance sheet demonstrates that MDAA maintains a substantial cash reserve and robust liquidity. With a solid debt-to-equity ratio, the organisation is fully capable of fulfilling its financial obligations, while continuing to offer exceptional services to its members and consumers.

FUTURE CHALLENGES

The Fair Work Commissions legislated wage increases in 2023, which included a 5.75% adjustment in July 2023 and an additional 0.5% increase in September 2023, was implemented in response to ongoing inflationary pressures, leading to higher labour costs, which could affect the financial performance of the organisation.

However, the organisation has put measures in place to effectively manage its finances and mitigate the impact of these wage increases. Strategic planning, such as budgeting for wage growth and streamlining operational efficiencies, will help balance the increased costs. Additionally, ongoing monitoring of revenue and expenditure, alongside possible adjustments in service delivery or funding strategies, will ensure the organisation can maintain financial sustainability while continuing to provide essential services to its members and consumers.

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC
ABN 60 737 946 674
FINANCIAL STATEMENTS
AS AT 30 JUNE 2024

MULTICULTURAL DISABILITY ADVOCACY
ASSOCIATION OF NSW INC

FINANCIAL STATEMENTS FOR THE YEAR ENDED
30 JUNE 2024

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**MULTICULTURAL DISABILITY ADVOCACY
ASSOCIATION OF NSW INC
EXECUTIVE'S REPORT
FOR THE YEAR ENDED 30 JUNE 2024**

Your executive present the Annual Financial Report on the Multicultural Disability Advocacy Association of NSW Inc for the financial year ended 30 June 2024.

Directors

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

Adrian Wong
Basim Shamaon
Mary Kumar
Edwin Ikwu
Atiya Rehman
Malakai Madden
Rajni Chandran

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

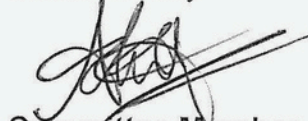
Significant Changes in State of Affairs

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 \$84,181 (2023 \$125,584 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



Committee Member



Committee Member

Granville

30 October 2024

**MULTICULTURAL DISABILITY ADVOCACY
ASSOCIATION OF NSW INC
EXECUTIVE'S DECLARATION
FOR THE YEAR ENDED 30 JUNE 2024**

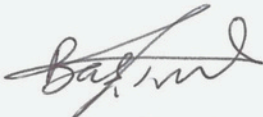
The Executive declare that in their opinion:

- (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



Committee Member



Committee Member

Granville

30 October 2024

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 2024 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**

30 October 2024

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC
STATEMENT OF COMPREHENSIVE REVENUE & EXPENDITURE
FOR THE YEAR PERIOD 30 JUNE 2024

	2024	2023
REVENUE		
Grant- DCJ	1,192,358	1,056,430
Grant - DSS	1,265,800	1,728,805
Unused Funds Brought Forward	-	56,260
Interest	68,664	40,563
Other Grants	239,340	168,817
Other Income	159,638	56,202
	2,925,800	3,107,077
EXPENDITURE		
Advertising	1,100	2,222
AGM	3,387	1,133
Audit & Legal Fees	16,972	5,805
Bank Charges	187	608
Catering	6,825	19,223
Cleaning	16,104	13,325
Committee Management Costs	7,398	20,219
Computer	92,005	57,229
Consultants	97,846	59,359
Depreciation	19,290	12,593
Doubtful Debts Provision	45	2,363
Human Resources	23,946	14,496
Insurance-General	13,520	12,091
Workers Compensation	79,079	52,118
Internet	18,100	18,288
Motor Vehicle	10,637	11,625
Multimedia	1,374	21,629
Office Furniture and Equipment	- 58	526
OHS Costs	10,572	10,313
Printing, Postage & Stationary	17,983	22,357
Program Cost	4,639	13,321
Promotional Expenses	1,002	2,155
Provision for Employee Leave	- 91,591	- 10,495
Provison for Motor Vehicle Replacement	- 37,000	12,000
Rent	46,785	47,443
Repairs & Maintenance	7,333	18,946
Salaries & Wages	2,142,138	2,091,706
Staff Recriutment	2,384	8,600
Sundry	30,176	39,572
Subscriptions	22,784	18,960
Superannuation Contribution	219,967	215,345
Telephone	15,050	32,187
Training	2,536	1,002
Travelling Expenses	18,014	20,914
Unexpended funds	-	87,146
Utilities	19,104	16,025
Volunteer	1,986	9,144
	2,841,619	2,981,493
NET SURPLUS (DEFICIT)	84,181	125,584
TOTAL COMPREHENSIVE INCOME FOR YEAR	84,181	125,584
Accumulated Funds Brought forward	1,863,775	1,738,191
TOTAL ACCUMULATED FUNDS	\$ 1,947,956	\$ 1,863,775

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC
STATEMENT OF POSITION
AS AT 30 JUNE 2024

		2024	2023
ACCUMULATED FUNDS		\$ 1,947,956	\$ 1,863,775
Represented by			
	Note		
CURRENT ASSETS			
Cash on Hand		1,200	1,400
Cash at Bank		418,912	456,611
Trade Debtors	7	-	44,087
Shares		4,469	3,568
Prepayments		33,873	44,637
Term Deposit		1,321,620	1,567,960
TOTAL CURRENT ASSETS		1,780,074	2,118,263
NON CURRENT ASSETS			
Property, Plant & Motor Vehicles	8	989,620	1,008,910
TOTAL NON CURRENT ASSETS		989,620	1,008,910
TOTAL ASSETS		2,769,694	3,127,173
CURRENT LIABILITIES			
Creditors & Accrued Expenses	9	133,391	149,809
Provision for Equipment Replacement	10	23,000	60,000
Provision for Employee Costs	11	610,888	707,752
Grants in Advance		31,029	320,841
Provision for Programs		23,430	24,996
TOTAL LIABILITIES		821,738	1,263,398
NET ASSETS		\$1,947,956	\$1,863,775

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

Balance at 30 June 2022	<u>\$1,738,191</u>
Net Operating Surplus (Deficit)	\$125,584
Other Comprehensive Income	<u>\$0</u>
Total Comprehensive Income	<u>\$125,584</u>
Balance at 30 June 2023	<u><u>\$1,863,775</u></u>
Net Operating Surplus (Deficit)	\$84,181
Other Comprehensive Income	<u>\$0</u>
Total Comprehensive Income	<u>\$84,181</u>
Balance at 30 June 2024	<u><u>\$1,947,956</u></u>

STATEMENTS OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2024

	2024	2023
Cash flows from operating Activities		
Receipts from Funding Bodies & clients	\$2,925,800	\$3,050,817
Payment to suppliers and employees	<u>3,210,039</u>	<u>2,958,043</u>
Net cash inflow from operating Activites	<u>-284,239</u>	<u>92,774</u>
Net Cash outflow from Equipment Purchases	0	29,225
Net increase (Decrease) in cash held	-284,239	63,549
Cash at beginning of year	<u>2,025,971</u>	<u>1,962,422</u>
Cash at End of Financial year	<u><u>\$1,741,732</u></u>	<u><u>\$2,025,971</u></u>

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

Operating Surplus (Deficit) After Income Tax	84,181	125,584
Depreciation	19,290	12,593
(Decrease) Increase - Trade debtors	44,087	- 22,813
- Prepayments	10,764	- 37,772
- Shares	- 901	- 776
- Creditors	- 16,418	7,838
- Provision for Employee Costs	- 96,864	378
- Provsion for Equip Replacement	- 37,000	12,000
- Grants in Advance	- 289,812	- 4,258
- Provision for Programs	- 1,566	-
	<u><u>-\$284,239</u></u>	<u><u>\$92,774</u></u>

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2024

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

	2024	2023
7. Trade Debtors	\$	\$
Trade Debtors & Other Debtors	13,681	32,548
Less Provision for Doubtful Debts	<u>13,681</u>	<u>11,274</u>
	<u>0</u>	<u>21,274</u>
 8. Fixed Assets		
Equipment, Furniture & Fittings – at cost	27,382	27,382
Accumulated Depreciation	<u>(20,192)</u>	<u>(19,393)</u>
Net Book Value	<u>7,190</u>	<u>7,989</u>
 Motor Vehicles – at cost	65,044	65,044
Accumulated Depreciation	<u>(44,404)</u>	<u>(36,549)</u>
Net Book Value	<u>20,640</u>	<u>28,495</u>
 Land at cost	547,000	547,000
Buildings at cost	574,889	574,889
Accumulated Depreciation	<u>(160,098)</u>	<u>(149,463)</u>
Net Book Value	<u>961,791</u>	<u>972,426</u>
Total Non Current Assets	<u>\$989,621</u>	<u>\$1,008,910</u>

9. Creditors & Accrued Expenses

Trade Creditors & Accruals	104,437	102,524
GST payable	(3,308)	14,741
PAYG Payable	<u>32,262</u>	<u>32,544</u>
Total	<u>\$133,391</u>	<u>\$149,809</u>

10. Provision for Equipment Replacement

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

11. Provision for Employee Costs

Accrued Wages	75,150	80,239
Annual Leave Provision	199,592	236,284
Long Service Leave Provision	117,785	153,124
Redundancy Provision	190,449	210,009
Salary Benefit	10,346	9,344
Superannuation Payable	<u>17,566</u>	<u>18,752</u>
Total	<u>\$610,888</u>	<u>\$707,752</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:

	2024	2023
Financial Assets	\$	\$
Cash	1,741,732	2,025,971
Receivables	<u>0</u>	<u>44,637</u>
Total Financial Assets	<u>\$1,741,732</u>	<u>\$2,070,608</u>
Financial Liabilities		
Trade & Other Payables	<u>236,453</u>	<u>258,144</u>
Total Financial Liabilities	<u>\$236,453</u>	<u>\$258,144</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 2024, 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 Associations Incorporation Act 2009, including:

- (a) giving a true and fair view of the associations financial position as at 30 June 2024 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 Incorporation 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.

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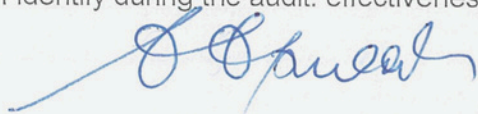
Auditors Responsibilities for the Audit of the Financial Statement

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
30 October 2024

LOOKING AHEAD

As we move forward, MDAA remains committed to enhancing our individual advocacy services. We recognise the importance of adapting our approaches to meet the evolving needs of our clients and the broader community. Through continuous training, collaboration, and feedback, we aim to strengthen our advocacy efforts and ensure that every individual we serve feels supported, empowered, and heard.

We are proud to stand alongside our clients as they navigate their journeys, advocating for their rights, and helping them achieve their aspirations. Together, we can build a more inclusive and equitable society for all.



MDAA

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