

Annual report 2016-2017



MULTICULTURAL COMMUNITIES
COUNCIL OF ILLAWARRA

DIVERSITY | INCLUSION | RESPECT

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Multicultural Communities Council of Illawarra Inc.

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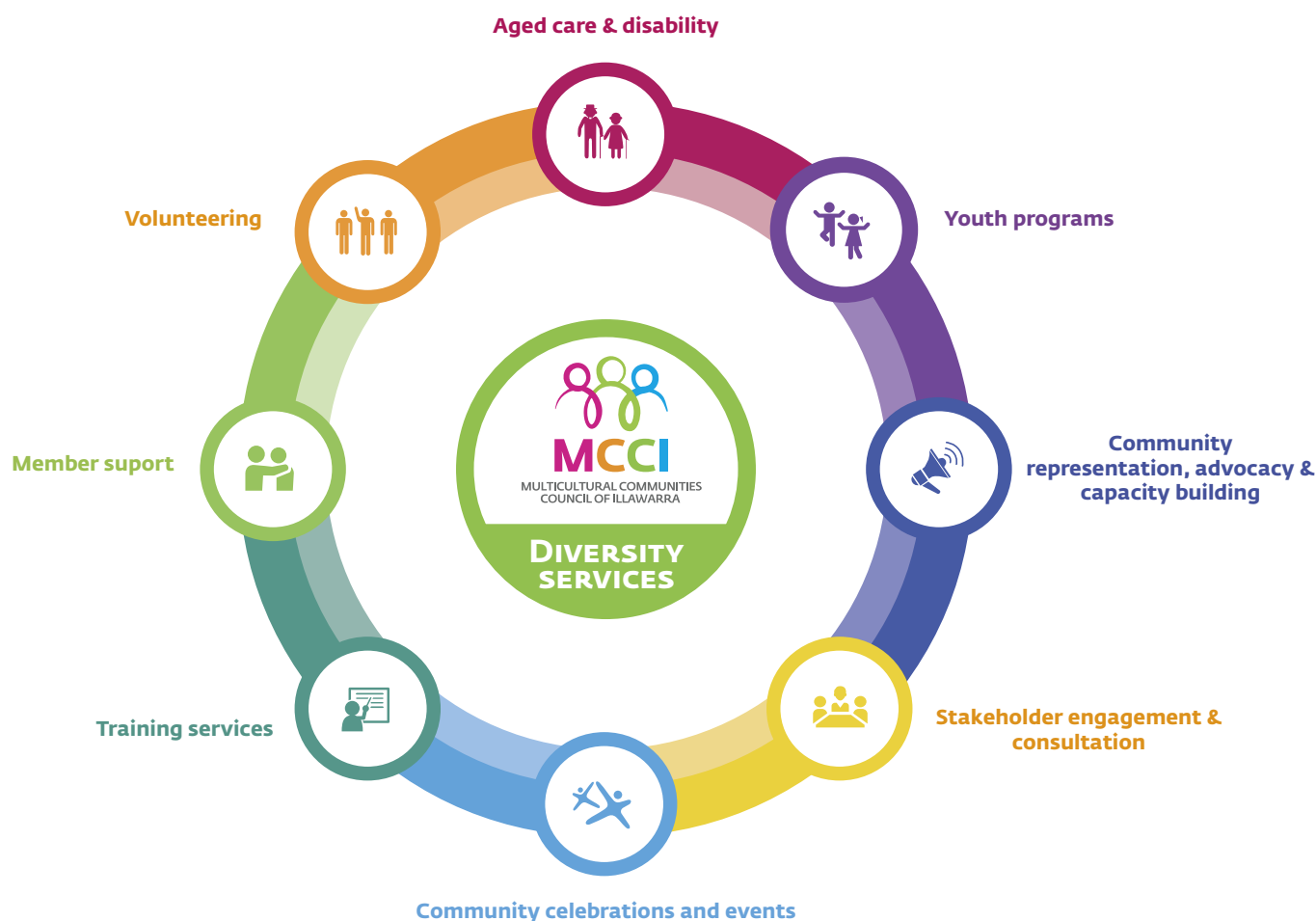
About Us

Multicultural Communities Council of Illawarra Inc (MCCI) is a peak not-for-profit community-based organisation and leadership voice for culturally and linguistically diverse (CALD) communities in NSW and ACT. For over 40 years we have been supporting diverse communities with services and programs that promote well-being, community harmony and social inclusion.

As the regional peak body for multicultural communities in the Illawarra-Shoalhaven we advocate for better services to meet community needs and contribute to the development of government policy that promotes inclusion and respect. We partner with a wide range of community, business, government, and non-government organisations to provide a broad suite of diversity services:

- Aged Care and Disability
- Youth Programs
- Community Representation, Advocacy and Capacity Building
- Stakeholder Engagement and Consultation
- Community Events
- Training Services
- Member Support
- Volunteering
- Training

MCCI's vision is for an inclusive society that embraces, celebrates and values cultural diversity. With over 50 staff and 100+ volunteers, the MCCI team is committed to delivering vibrant, quality, culturally appropriate services and programs to a multicultural community.



2017 Highlights

January

CALD Youth School Holiday Program
MCCI Registered as Home Care Approved Provider
Links to Learning finalist in Wollongong Australia Day Awards

February

CALD Talk Newsletter
Multicultural NSW new office opening
MCCI Staff Team Collaboration Day

March

Harmony Day Events
Launch of U & Me Project
Ken Habak OAM - NSW Human Rights Award
MCCI Seniors Wellness Expo

April

Growth funding for Flexible Respite & Transport
New buses for CALD transport

May

Multicultural Intergenerational Cook-Off
Shellharbour Cultural Treasures Festival
Volunteers Week luncheon & Service Awards
Burmese Community Garden Launch

June

Multicultural Census Data Launch
Minister for Multiculturalism visit to MCCI
PICAC CALDWays Conference
Refugee Week Events

July

CALD Youth School Holiday Program
Better Boards Conference and Brisbane Study Tour
IMB Foundation funding for U & Me Project

August

MCCI General Meeting
CALD Talk Newsletter
My Aged Care CALD Accessibility Project finalised

September

Illawarra Multicultural Youth Conference
Illawarra Refugee Challenge
It's not a Disgrace It's Dementia Hindi DVD edition launch
Launch of MCCI Home Care Package Services

October

MCCI wins NSW Carers Award 2017
Links to Learning wins CALD Youth Action Awards
Federation of Ethnic Communities Councils of Australia (FECCA) Conference Darwin
CALD Carers luncheon & launch of new carers booklets

November

MCCI Communities for Respect Gala Dinner
Illawarra Multicultural Awards
Links to Learning Graduation Dinner
Multicultural Men's Shed
Australian Multicultural Marketing Awards

December

U & Me Australian Human Rights Commission Awards
MCCI Annual General Meeting



Chairperson's Message

On behalf of the Multicultural Communities Council of Illawarra (MCCI), it is my pleasure to present our Annual Report for 2016-17. It has been a busy and exciting year for all of us as we look to grow and diversify our services to meet the needs of multicultural communities in the Illawarra.

A New Look for MCCI

After almost 10 years, we have updated our logo and branding for the future. We hope you like the 'new look' for MCCI, which encapsulates who we are and what we stand for: diversity, inclusion, and respect. The new logo was launched at the Communities for Respect Gala Dinner this year.

Illawarra Multicultural Awards

To highlight and celebrate the work of MCCI members, this year we established the Illawarra Multicultural Awards and had a tremendous response. There is so much great work occurring among the members of MCCI and the awards are just one way of recognising this. Congratulations to the winners of the inaugural awards in 2017:

- ITSOWEL
- Vietnamese Community in Wollongong
- Filipino & Multicultural Womens Group
- Sisters' Cancer Support Group
- Ms Coleen Issa
- Ms Azita Azimi

Our Strategic Directions

MCCI launched a new Strategic Plan in late 2016 with five key strategic directions for our work. This year we have pursued many initiatives to advance our goals.

Advocacy & Representation

As the regional peak body for multicultural communities in the Illawarra, advocating and representing the interests of CALD communities is at the heart of what we do. Throughout the year we supported many MCCI members with a range of governance advice, referral advice and information, and grant submissions.



Other highlights from 2017 included:

- representing communities on over 30 regional, state, and national committees and consultation forums
- representation on the NSW Police Multicultural Advisory Committee
- working with our state and national peak bodies to develop policy submissions on strengthening multiculturalism, antidiscrimination and citizenship laws, aged care accessibility
- participating in co-design reform programs for refugee settlement and early intervention child protection reforms

PICAC (NSW & ACT) played a crucial role this year in advocating for improvements to the aged care system for CALD communities, hosting two major conferences attended by over 100 organisations and finalising the My Aged Care CALD Accessibility project with several key recommendations to government.

Culturally Appropriate Care & Support

MCCI's community-based aged care, disability, and youth support streams have been working hard to deliver quality services to reach more people who need our help. Some exciting developments in our services this year have included:

- securing approval to offer higher-level Home Care Package services
- registration with the NDIS
- growth funding for new community transport

- services and more flexible respite
- supporting the Multicultural Men's Shed at Coniston

We have continued our community-based aged care and carer support programs, with ongoing government funding to:

- maintain 17 Social Support Groups and 9 Carers Support Groups
- provide over 90 clients with meal deliveries to their homes
- support over 60 clients with in-home respite and social support
- assist CALD community organisations with our Sector Development program

MCCI's youth services delivered a vibrant, diverse, and engaging program of activities in 2016-17. This included working intensively with over 50 young people at risk through our Links to Learning partnership in 6 local high schools, as well as reaching over 2,000 young people from CALD and emerging communities in more than 30 individual events, activities, and capacity-building initiatives through our Multicultural Youth Development Program.

the many improvements, a new client management system has been implemented as well as new finance, HR, and accounting software to help manage the engine room of our business. While these infrastructure investments have been significant, they are necessary to help build our capacity and sustainability to deliver new and diversified services.

Our Staff & Volunteers

Our dedicated, friendly, and caring team of staff and volunteers are the heart and soul of MCCI. The team now comprises over 50 staff and more than 100 volunteers, working with purpose and care to support CALD communities with quality services. This year we have particularly focussed on building a team of volunteer bus drivers to support our new community transport.

Last Words

This year MCCI was humbled to receive recognition with awards including the NSW Carers Award 2017, the Wollongong Australia Day Awards, Youth Week

“Working with others who share our values and purpose has been a priority for MCCI.”

Collaboration

Working with others who share our values and purpose has been a priority for MCCI. This year the MCCI team worked with over 500 partners and stakeholders from government, non-government, business, and the community sector. We were pleased to support many community events organised by MCCI members and thank members sincerely for their generosity, hard work, and unity of purpose in seeking harmony and inclusion in our community. It would be impossible to list all of these events, but I would particularly like to acknowledge everyone for supporting MCCI's major events throughout the year.

Business Development

The MCCI team has been focussed on modernising the organisation's systems and processes. Among

Awards (Links), and as a finalist in the Australian Human Rights Commission Awards for our U&Me collaboration with Why Documentaries. Finally, I would like to take the opportunity to thank the entire MCCI family for their work this year: MCCI members, staff, volunteers, stakeholders, funding bodies, and my fellow board members. I hope you enjoy reading all about MCCI's achievements and outcomes in this year's Annual Report, and I look forward to your continued support, encouragement, and unity for the year ahead.



Ken Habak OAM
Chairperson

Chief Executive Officer's Message

MCCI's focus this year has been on strengthening our governance and capacity to explore new opportunities, diversify our services to reach more people who need our help, as well as listen and respond to the needs of communities. As we look to implement MCCI's new Strategic Plan 2017-2020, I am pleased to report that we have made substantial progress against our key outcomes in 2016-17.

Highlights and Achievements

Among MCCI's key highlights and achievements this year, we have:

- established new Home Care Package and NDIS services for CALD communities
- secured growth funding from the Department of Health to extend our Flexible Respite and Community Transport services
- maintained our engagement with a vast range of regional, state, and national partners, stakeholders, and forums
- implemented new projects in community-based aged care and youth capacity building
- made expert contributions to many government policy reforms, issues papers, consultations, and hearings
- continued to support our members with a wide range of strategic and practical advice and assistance, and
- enhanced our operational capabilities by implementing business improvements including a new client management system and finance software package

As the regional peak body for CALD communities in the Illawarra-Shoalhaven, MCCI has continued to play a lead community role in supporting the NSW Government's Harmony in Action Plan in the region. In partnership with Multicultural



NSW, we have worked to support a wide range of consultations, events, forums, and projects with CALD communities to support inclusion and community harmony.

Recognition and Awards

Our partnership work to support communities was recognised this year with a number of awards, including the NSW Carers Award, Outstanding Service for CALD Youth, and as a finalist for the Australian Human Rights Commission Awards. I would like to acknowledge and thank the MCCI staff, volunteers, and our many partners for their collaboration and support to achieve these results.

Community Resources

To help build the capacity of communities and service providers, we have produced a range of new information resources. They include publications such as:

“I am pleased to report that we have made substantial progress against our key outcomes in 2016-17.”

- Supporting Carers booklet (8 languages)
- '10 Questions to Ask About Your Cultural Needs in Residential Aged Care' in partnership with the NSW Nurses & Midwives' Association
- Bridging Cultures 3rd Edition
- 'It's Not a Disgrace It's Dementia' Hindi edition in partnership with Alzheimer's Australia & Why Documentaries, and
- CALD Talk and CALD Matters newsletters

And we have continued to deliver expert training throughout NSW and the ACT in key areas of residential and in-home community aged care, including cultural awareness, cultural perspectives on palliative care, and culture and care.

Surveys and Feedback

Understanding the needs and experiences of our staff, volunteers, and clients has been a focus in 2016-17. We have now benchmarked our work through volunteer, employee, and client satisfaction surveys with some very pleasing results:

- 97% of volunteers rated their overall experience with MCCI as either 'good' or 'excellent'
- 96% of our staff believe that MCCI staff treat each other with respect
- 92% of our staff stated that they enjoyed working at MCCI

Our care services have continued to grow and reach new people who need our help. Throughout the annual report, we have reported on our client

outcomes and the personal impact of our work. Importantly, we have taken the time to check-in with our clients this year through a major client engagement survey with some equally positive results:

- 96% of our clients rated our care services as good or excellent
- 95% of our clients said they would recommend our services to family members or friends who needed them.

As we look to strengthen the foundations of our work as the regional peak body and a niche-provider of multicultural care services, the next 12 months promises to be an exciting time for MCCI.

I would like to acknowledge the leadership of the MCCI board of management, who provide expert support and guidance to the organisation; as well as thank our dedicated staff and volunteers who deliver high quality advice, support, and care services for communities. And finally, our many partners, funding bodies, and stakeholders who continue to support the work we do every day to promote our vision for an inclusive society that embraces, celebrates, and values cultural diversity.



Chris Lacey
Chief Executive Officer

MCCI's New Look

The new MCCI logo has given us a new, modern and fresh look. The multi-coloured logo represents the values that we stand for; diversity, inclusion and respect. Pink is the colour of universal love across borders and nationalities, and is the foundation of a multicultural inclusive society; orange represents warmth, compassion and respect which is at the centre of our care services; green is the colour of nature and symbolises wellbeing, growth and harmony; and blue is the colour of the sky which is the limit of what we can achieve together. The logo was designed by CleverLINK and launched at the Communities for Respect Gala Dinner in November this year.



Management Committee



Ken Habak OAM
Chairperson & Public
Officer



George Bartolo
Senior Vice
Chairperson



Joe Alves
Vice Chairperson



Sabine Hauth
Secretary



Tom Begic
Treasurer



Leissa Pitts
Assistant Secretary



Lazo Gorgiev
Assistant Treasurer



Rudi Horvath
Committee Member



Catherine Poutasi
Committee Member



Simone Stuart
Committee Member



Rima Elhage
Committee Member
(Under 35s)



Nicholas Marin
Committee Member
(Under 35s)

The Management Committee brings a combined 125 years of experience to the governance of MCCI. A broad range of cultures and communities are represented on the Management Committee to ensure our ongoing connection to the many culturally diverse communities in the Illawarra-Shoalhaven.

Committee members have a wide set of skills and experiences to oversee our governance, including expertise in aged and community care, accounting/

finance, governance and strategic planning, human resources, risk management, small business administration and social enterprise development.

The Management Committee is committed to implementing leading governance practices for non-profit organisations to ensure that MCCI is accountable to members, stakeholders, clients, regulators and funding bodies.

Management Committee Snapshot



125

Combined years
of service to MCCI



10

Cultural
backgrounds



5/7

Gender
ratio

Sub-committees

Finance

Workplace Health and Safety

Quality Improvement

Strategic Plan 2017-2020

Vision



An inclusive society that embraces, celebrates and values cultural diversity.

Purpose



We are a leadership voice for culturally and linguistically diverse communities, providing services that meet community needs, promote harmony and social inclusion, and build community capacity.

Strategic Directions



REPRESENTATION

We will provide strong advocacy and representation, while building the capacity of culturally and linguistically diverse communities

- We develop a proactive public perspective on multiculturalism, diversity, and social inclusion that is constructive, respectful, and evidence-informed
- Our approach to advocacy ensures that we have mechanisms to engage effectively with the broad range of culturally and linguistically diverse communities
- We build the capacity and participation of culturally and linguistically diverse communities by providing information, advice, and giving member support to help achieve their purpose.



CULTURALLY APPROPRIATE CARE & SUPPORT

We will effectively engage and support those who need our help with vibrant, connected, and culturally appropriate services and experiences

- Services and programs are designed and delivered by placing customers and communities at the centre of our work always
- We communicate openly and effectively to establish and maintain trust with our customers and communities
- Our services meet or exceed our customer's expectations, quality standards, and operate within a culture of continuous improvement.



COLLABORATION

We will develop strong programs, and services who share our vision and purpose

- We pursue strong partnerships with business, non-government organisations and community to achieve our purpose
- Others work with us: our reputation is one of being respected, and we provide community partners with appropriate care, and support.

Values



Diversity

We believe in an inclusive and culturally diverse society

Respect

We value the contributions of all people, celebrate diversity, uphold the dignity of others

Integrity

We always act in an open, honest, ethical and courageous way

Empowerment

We advocate and actively support others to realise their aspirations and goals

Collaboration

We work cooperatively with others who share our vision, values and purpose

Hope

We are inspired by the potential that change can bring to our community



COLLABORATION

longer relationships, services with those vision, values and purpose



BUSINESS

We will continue to be financially sustainable, pursue new ideas and services, and implement leading governance standards



STAFF & VOLUNTEERS

We will ensure our dedicated staff and volunteers are supported by creating a culture of excellence, teamwork, and continuous improvement

ngthened government, government the community to use

us because our of a trusted, results-driven er in culturally representation,

- As we grow and extend our work, each service is financially sustainable and contributes to our purpose
- Our business systems and processes are robust, efficient, adaptable, and contribute to our purpose
- We understand and anticipate our community's needs now and for the future.

- We attract and retain high quality staff and volunteers who apply our values in everything that they do
- Our staff and volunteers are supported to meet the changing needs of our community, our customers, and our sector
- Our staff and volunteers feel valued as part of a high performing team that is deeply connected to our purpose.

Community Representation & Engagement

As the regional peak body for multicultural communities in the Illawarra-Shoalhaven, in 2016-17 we continued to advocate and represent the interests of people from CALD backgrounds. This includes supporting our members, contributing to advisory bodies and networks, undertaking collaborative projects, advising and training others, and building community capacity. We continue to play a lead role in supporting the NSW Government to implement the Harmony in Action Plan in the Illawarra-Shoalhaven.

Supporting CALD Women

Several initiatives were implemented by MCCI in 2016-17 to support CALD women, including:

- consultations about public safety
- assisting the Sisters' Cancer Support Group and our Carers Support Groups
- sponsorships to young women to participate in the Illawarra Professional Muslim Womens' Network
- Cook Chill Chat partnership with Healthy Cities Illawarra and young women from the Afghani community
- capacity building programs for young women

Events, Functions & Celebrations

MCCI collaborates with local communities through joint projects, information & referral support, grant application writing, sponsorships, and organisational support for a wide range of multicultural events and functions throughout the year. In 2016-17, MCCI supported over 30 community events to develop community capacity, promote community harmony, celebrate positive ageing, and build the connections of young people.

Networks

MCCI leads and contributes to many regional, state, and national collaborative networks. They include a particular focus on aged and community care issues, but also in areas such as refugee settlement, youth development, multiculturalism, and water safety. Our engagement with and connections to these forums enables MCCI to represent the interests of CALD communities at all levels of government and with communities, as well as explore collaborative partnerships for new and emerging issues.

Newsletters

MCCI produces two newsletters to engage members, stakeholders, and clients to help inform sector and community development for multicultural ageing and youth communities. Each year these newsletters reach our network of over 500 partners and stakeholders.

- CALD Talk – distributed biannually
- CALD Matters (PICAC NSW & ACT) – distributed quarterly to CALD aged care sector

Social Media

Social media is playing an increasingly important role to engage with our members, stakeholders and partners. It enables us to reach out to new communities and promote multiculturalism in a different format. Of the highlights this year was our carers social marketing campaign developed in partnership with the University of Wollongong aimed at carers in the Vietnamese and Turkish communities.



Community Engagement Snapshot

Community representation



Members

76

Members

54

Multicultural
organisations

10

Life members



Multicultural
Community Hub

15

Organisations

Stakeholder Engagement



Collaboration with
government, business,
NGOs, community



Network of over
500 partners
& stakeholders



35 Regional, state
& national networks /
forums



Over **30**
community & cultural
events supported

Social Media



1100

Combined total likes



50k

Organic reach

Care Services

MCCI's Care Services to older people and people with a disability are tailored to meet the needs of the region's multicultural community. We believe that culture matters in the delivery of care and that each individual's needs and interests differ. Our holistic approach to care places the client at the centre of a broader support context involving family, friends and community.

Our services are tailored to provide choice and to enable people to receive the support and help they need to stay at home and be part of the community for as long as possible. Inclusion, respect and empowerment are central to our philosophy of care and support.



- Individual Care and Support
 - Home Care Packages (levels 1-4)
 - In-home Flexible Respite
 - Individual Social Support
- Social Support Groups
- Multicultural Men's Shed

- Multicultural Meals on Wheels
- Community Transport
- Sector Support and Development
- Carers Support Program
- Community Visitors Scheme
- PICAC NSW & ACT

Care Services Snapshot



Social Support
Groups

325

Clients

17

Groups

75k

Hours



Carers Support
Project

90

Clients

9

Groups



In Home Support

65

Clients

2225

Visits

5850

Hours



Community Visitors
Scheme

22

Clients

210

Hours



Meals on Wheels

17,388

Meals



Transport

47

Clients

944

Trips

Multicultural Social Support Groups

With bilingual staff we run a Multicultural Men's Shed, Multicultural Dementia Group and 15 other Social Support Groups in different languages to empower and support older people from diverse communities and people with a disability. Our Social Support Groups promote healthy living, well-being, social inclusion, community participation, maintaining connections to language and culture, creating awareness to make informed choices about aged care services, and connecting with the broader society.

MCCI's multicultural Social Support Groups are supported by a team of bilingual staff and they meet every week at various locations throughout the Illawarra from Russell Vale to Oak Flats. We provide a healthy lunch-time meal, organised activities, health and well-being advice and information, and door to door transport for those who need it.



- Baltic Group
- Dutch Group
- Greek Group
- Middle Eastern Group
- Turkish Group
- Pukapukan / Pacifica Group

- Serbian Group
- Croatian Group
- Portuguese Group
- Multicultural Group
- Multicultural Dementia Group
- Multicultural Men's Shed

Multiculturalism in practice

Supporting communities to maintain links with culture and language is central to MCCI's services. It is the very mix of different cultures that makes Australia beautiful. By attending three different Social Support Groups each week, Pero Ljubovic meets people who speak his language and also gets a taste of different cultures.

"I don't care about nationalities; Serbian, Croatian, English, German. It doesn't matter. I like all people. I'm friendly with everybody", says Mr Ljubovic who migrated from the former Yugoslavia to Warilla half a century ago.

After his wife passed away Mr Ljubovic finds company by attending the Baltic Group and two different Serbian Groups. As he no longer drives and cannot easily walk, Mr Ljubovic is picked up by MCCI's community bus in the morning and brought back home in the afternoon.

"Meeting people makes me happier than sitting at home," says Mr Ljubovic.

MCCI's Social Support Facilitator Belinda Oerlemans, who has been supporting the Baltic Group for four years, enjoys the group's international spirit.

"They are happy here", she says about the group which has 16 to 18 people attending every week.

For Belinda the key to success is never to let the group go stale, always try different things, asking the people what they want to do, and providing healthy seasonal food and never serving just biscuits for morning tea.

"It's too easy for me to open a packet of biscuits. I'm not interested in that. I want to make a nice, healthy and nutritious meal for our people", Belinda says.



“ They are happy here

Individual Care and Support

MCCI's team of skilled bilingual staff are committed to delivering culturally appropriate care that enables older people and people with disabilities to stay at home, maintain their independence for as long as possible, and be part of the community.

We offer a wide range of culturally appropriate individual in-home care services from low to high care needs.

- Personal Care
- Domestic Assistance
- In-home Flexible Respite
- Social Support
- Social activities, appointments, and shopping

Our aged care services are accredited by the Australian Aged Care Quality Agency and we work hard to help consumers achieve their goals.



“

CALD consumers in the Illawarra are getting older too and their needs are getting greater. By opening a new Home Care service this year, we can now offer people greater choice with a continuum of care services from low to high care in-home support.

Chris Lacey, CEO

He teaches them to cook, they keep him company

“Nature is the best remedy. The beach helps me cure my depression.”

For Prabhunath Mukherjee, accessing MCCI's Care Services is a way to combat loneliness and spread the art of Indian cooking. Mr Mukherjee receives in-home care services twice a week.

“When I teach them to cook, they learn something, and I get company as well”, says Mr Mukherjee, the former engineer who has lived in England, Scotland, USA, Brazil, Indonesia and India, among other places, before he ended up in Wollongong.

“She is a beginner but a good student, and I'm a good trainer as well” Mr Mukherjee says cheekily about MCCI's In Home Support Care Worker Effie Capenecas who on his instructions has cooked chicken soup and roti (Indian flatbread). He selects the menu and everything has an Indian touch to it. It does not take long to become an expert in bread making when working for him. It's roti every time.

After they have had lunch Mr Mukherjee takes Effie – or Effie takes him, if you like – to Port Kembla Beach to get out of the house. The beach is important to him; this is where he enjoys reading his philosophy books and listening to music.

“Nature is the best remedy. The beach helps me cure my depression”, says Mr Mukherjee.

But nature is not enough. Mr Mukherjee has been through a difficult family separation and says that to socialise is the main reason for using MCCI's care services twice a week.

“Company is hard to get in Western countries. A lonely man cannot live, a man is an animal that lives in society”, Mr Mukherjee says.



Multicultural Meals on Wheels

Multicultural Meals on Wheels is becoming increasingly popular among people from culturally and linguistically diverse backgrounds. Our volunteers deliver the meals to your door-step

free of charge, and have a chat and put the meals in the freezer too, if you like. Meals on Wheels is much more than a meal, for some it's also a way to connect with society.



- Nutritious
- Healthy

- Easy
- Tasty
- Affordable





“You would be mad not to get them!”

By the end of the year Trevor Scott will have enjoyed about 1700 meals, 700 soups and 700 sweets from MCCI's Multicultural Meals Service. He is a fan.

“I really feel that I'm a lot healthier doing it. I really do,” says Mr Scott who signed up to the Meals on Wheels Service in June 2011. Since then he has worked his way through the menu, ordering five meals, two soups and two sweets every week.

“You would be mad not to get them. It suits me right down to the ground”, Mr Scott tells his friends.

While he cooks at the weekends, he enjoys the variety of food and freedom that comes with having his meals delivered home for weekdays. Mr Scott says he has never had a bad one and describes the food variety as “magic”. The meals are not large, but “enough for me”, he says.

“I would not change the meals for anything. Because as I said, you grab the meal, you put it in the microwave, seven and a half minutes, all done. You eat it, get the container and throw it in the bin. No washing up, no nothing. There are so many different meals”, he says.

“ To me it's very, very healthy

Every seventh week, when Mr Scott has made it through the whole menu, he treats himself to “the special lot”, his favourites from the menu of 38 meals, 5 soups and 10 desserts. When asked about his number one favourite, he thinks about it, smiles and says “Crumbed Lamb Patties with Creamed Potato, Vegetable Mélange and Gravy.”

CALD Carers Support Program

To care for someone you love is rewarding, difficult and challenging. Our Carers Support Program assists carers from culturally and linguistically diverse backgrounds with three things that all carers need: company, advice and support. The program aims to provide friendship, information,

and create awareness about carers' rights and access to services to better meet everyday challenges.

MCCI's Carers Support Groups meet monthly with bilingual facilitators available to help.



- Turkish Group
- Vietnamese Group
- Burmese Group
- Italian Group
- Greek Group

- Portuguese Group
- Spanish/Latin American Group
- Arabic Group
- Multicultural Dementia Group

Carers Count

At the heart of the NSW Carers Award 2017, which we won this year, are the nearly 100 carers from CALD backgrounds involved in MCCI's Carers Support Program.

Amneh Baytieh, who cares for her husband Amer, is one of the carers who find company and support by attending the Arabic speaking Carers Support Group once a month.

"It is important to get out and meet other carers. To make sure you are doing the right thing", she says.

For Ms Baytieh, it is about having a break and meeting others with similar experiences. She feels that the responsibility of caring is great, and uses the group as an outlet to talk, listen and discuss what it means to care for someone.

At MCCI's Carers Event during Carers Week 2017 some of the carers spoke about their experiences. The Turkish carers demonstrated a role play about the importance for carers to seek company, advice and support – the three messages that make up the social marketing campaign which was launched at the event (read more about the campaign on page 26). It is a role play that is also now featured on VoxFM during the Turkish community radio segment.

The Carers Event was a celebration of the work we do together as a community and each carer's tireless commitment to supporting and helping others.

"Carers are the unsung heroes in our community and we understand that sometimes it can be hard. Providing a place for carers to take a break and seek company, advice, and support is so important. And we see that it makes a difference. We experience how many CALD carers struggle to get on top of their rights as carers and access services, and our Carers Support Program is an attempt to help overcome some of those challenges", says CEO Chris Lacey.



“ It is important to get out and meet other carers.



Every Carer Needs Company, Advice and Support

As part of the Carers Support Program, MCCI is implementing a social marketing campaign, developed in partnership with experts from the University of Wollongong (UOW). Launched during Carers Week, the campaign aims to promote awareness, positive attitudes, help-seeking and use of carer services. The evidence based approach to better connect with carers has provided significant new insights into how to reach and communicate with CALD communities in the region.

The three messages have been promoted through social and traditional media platforms, role play and information sessions to create awareness about the importance of carers seeking help. The

campaign has initially focussed on the Vietnamese and Turkish communities in Wollongong, and MCCI is working on including other communities. As well, the 'Supporting Carers' booklet, a new information resource for CALD carers, was launched at MCCI's Carers Event in October, and has been translated into eight languages featuring local carers from each community.

"We hope to continue our work with other CALD communities in the region where targeted, culturally appropriate information resources about the Aged Care system is much needed", says Patricia Laranjeira, MCCI's CALD Carers Support Project Coordinator.

- Every carer needs company
- Every carer needs advice
- Every carer needs support





Community Visitors Scheme

CVS volunteer Celestina Matos loves to contribute to other people's happiness. It makes her happy.

"I have always helped my friends in the community", Ms Matos says.

MCCI's Community Visitor Scheme trains and supports volunteers to visit residents from culturally diverse backgrounds who live in Residential Aged Care Homes and have no or little support from family and friends.

Ms Matos, who came from the Portuguese Island Madeira 50 years ago, is well connected in the Portuguese speaking community in the Illawarra. When she was visiting her brother at the nursing home, she met other Portuguese speaking residents and started to visit them too. She soon joined the CVS as a volunteer.

"Celestina is the perfect CVS volunteer because she is a natural carer. She has always cared for people in the community, those who are alone and sick or in need of company", says Patricia Laranjeira, MCCI's CVS Coordinator.

Would you like to join the MCCI family as a CVS volunteer? We are looking for German, Macedonian and Cantonese speaking volunteers.

“ Volunteering is great. It makes me happy when I see how their faces light up when I walk in the door. I play cards with them, chat about old times and laugh. It makes me feel good!

Sector Support and Development

MCCI's Sector Support and Development Program builds the capacity of the community sector to better meet the needs of older people, people with a disability and carers. MCCI's program has a particular focus on the needs of CALD communities, service providers and consumers and works closely with a range of community partners.

The program objectives are to:

- build the capacity of Commonwealth Home

Support Program providers

- promote collaboration and value-adding partnerships that support the development of community aged care services
- demonstrate leadership in the sector and provide advice on sector management and service delivery issues
- support and promote initiatives that encourage stakeholders to have a greater focus on pathways and activities that promote independence and wellness.



We are tremendously proud of our volunteers.

Gordana Spirovskia, Sector Support and Development Officer

“The MCCI family is growing with new volunteers and students

In 2016-17, our Sector Support Program was involved in a wide variety of collaborative projects, networks, forums, and consultations to build the capacity of the community aged care sector to better support CALD consumers.

Aged Care Reform

Due to the Aged Care Reform and the move towards more consumer directed care, informing the sector and CALD consumers about the policy changes has been an important task of the team this year. This year MCCI supported a new partnership with the STARTTS program, called Older People in Cultural Transition.

New Resources

Aimed at newly arrived migrants and others from CALD backgrounds, MCCI and the Illawarra Suicide Prevention Network have developed Wallet Emergency Cards with Mental Health Crisis numbers. The cards are available in 9 community languages, including Turkish, Serbian, Portuguese, Arabic, Chinese, Croatian, Persian and Vietnamese.

Volunteering and Student Placements

The MCCI family is growing with new volunteers and students joining and contributing to improve MCCI's culturally appropriate service delivery. Two TAFE students have successfully obtained casual employment in our Individual Home Support Program.

National Volunteer Week

We are tremendously proud of our volunteers. During National Volunteer Week we held a lunch to celebrate their contribution of over 40,000 hours of service to MCCI last year. Certificates of Appreciation were handed out, as well as long service trophies to 20 volunteers with more than 10 years of volunteering.

Multicultural Cook-Off

Older people from the local Greek, Cyprus, Portuguese, Macedonian, Hungarian and Lebanese communities came together with local year 9 students from Lake Illawarra High School. The Multicultural Intergenerational Cook-Off was all about learning about different cultures, cooking and enjoying delicious food.

Seniors Festival

Held at the beautiful Panorama House, the Multicultural Seniors Wellness Expo demonstrated the importance of bringing together more than 200 seniors from all cultural backgrounds. It was a day full of activities, including photography, well-being expo with information stalls and resources, music, dance and food.

Youth Programs

MCCI's Youth Programs support young people between 12 and 24 years old from multicultural backgrounds, including those from emerging refugee communities. Our programs work collaboratively with a wide range of partners from the community, government, business, non-government sector, and schools to strengthen the engagement of young people and support their participation in society.

We do this by taking a strengths based approach that focusses on building community connections, enhancing resilience, learning & skills development, youth empowerment and consultations, social inclusion activities and events, supporting sector development and networks, and promoting civic participation.

MCCI's Youth Programs are funded by the NSW Department of Family and Community Services and the NSW Department of Education.



About 100 students attended workshops at the 2017 Illawarra Multicultural Youth Conference at Five Islands Secondary College. There was also time for sports, art & craft and chill-out sessions.

Youth Programs Snapshot



Community
Engagement

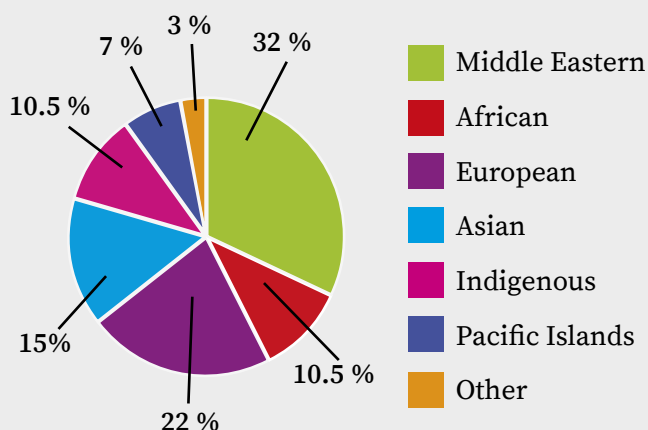
2441 Participants



Community
Consultation

5 Consultations
248 Attended

Links to Learning



83%
Students graduated



200+ Hours
completed per
participant



Social Inclusion and
Learning programs

7 Life Skills Programs
5 Social Inclusion Programs
15 Education Learning Programs
7 Community Events



Youth
Networks

80 Participant organisations
4 Network meetings
335 Information and referral supported

Multicultural Youth Development Project



ILLAWARRA
MULTICULTURAL YOUTH
DEVELOPMENT PROJECT

MYDP supports and empowers young people from culturally diverse backgrounds to participate in and contribute to the community. MDYP aims to build the resilience and capacity of young people by facilitating social inclusion activities, workshops, sport clinics, learning and skills programs, and

supporting local festivals and events. The program also leads a collaborative network of Illawarra-based organisations that support CALD young people and coordinates an annual conference for young people from emerging refugee communities.



What do young people say after participating in MYDP activities and programs?

- 84% feel they have more skills and knowledge
- 83% feel more part of their local community
- 90 % feel more accepting of other people in their community
- 86% feel more able to make a contribution to their local community

MCCI Beach Safety

For the Burmese community a day out at Wollongong City Beach was not only about water safety and beach awareness, it was also an introduction to an iconic Aussie way of life.

“It was fantastic because most of the people came here only six months or a year ago. They are in a new country on a new continent, everything is new to them. They have never seen the ocean. It is good for them to learn about the sea. I am glad they came to this session,” said Francis Htjauri, community mobiliser and translator for the day.

It was a true family event when 45 young Burmese community members and others attended the beach awareness and surf safety session as part of the Illawarra Multicultural School Holiday Program organised by MCCI together with Wollongong City Council and Surf Life Saving Australia.

“It is about teaching people how to enjoy the ocean and our beaches safely; enabling them to take part in Australian beach culture and the lifestyle that comes with living in the Illawarra”, said Allyson Pazos, MCCI’s Youth Coordinator.

The Burmese community have also been active in other youth and refugee community events organised by MCCI during the last year, such as the Illawarra Multicultural Youth Conference at Five Islands Secondary College. Around 100 local students from refugee backgrounds participated in workshops addressing issues that impact on them and their communities. The NSW Government was a proud supporter of the conference.

“Nothing is more critical to our future than ensuring we listen to the voices of our young people,” said the Hon. Ray Williams MP, Minister for Multiculturalism.



“

Before they were scared of the sea, now they are more familiar with how the sea works.

Francis Htjauri, community mobiliser

Links to Learning



Working in partnership with 6 local high schools, MCCI's Links To Learning Program provides 60 year 9 students from culturally diverse backgrounds with opportunities and support to overcome barriers they may face due to language or cross cultural difficulties. Links' multidisciplinary one

year program focusses on building connectedness and engagement with learning through boosting each participant's communication skills, fostering positive self-esteem, resilience and capacity, language and life skills, as well as developing career and life goals.



“Three seconds. The three seconds we share with each young person when we shake their hand and give them their portfolio of achievement at the end of the year. That is the peak of the mountain.

Michael Marino, Links to Learning Coordinator

Links to Learning is one of MCCI's longest lasting and most successful youth programs, run by Coordinator Michael Marino and the Links Team for 17 years. After nearly two decades of work with young people in the region, the Links Team was recognised this year by winning the NSW Youth Work Award for 'Outstanding Service or Project Working with Young People from a CALD Background'.

"Links has not only exceeded all the Department's requirements, but more importantly enriched

the lives of many young people and their families building positive outcomes for participants", says Mr Marino.

The Links Team supports young people by facilitating a range of team building activities and opportunities for personal development, such as abseiling and outdoor education. Each year Links participants complete a challenging and diverse range of tailored programs before they graduate at the end of the year.

In 2016-17, the Links program of activities included:

- Duke of Edinburgh Award
- Trade Taster day (commercial cookery, brick laying or beauty)
- First Aid Skills
- Graffiti Off Project (graffiti removal)
- National Park Environmental Volunteering
- Math Competition
- Science Competition
- MCCI's Big Sell Retail Course
- Safe Food Handling Workshops
- Guest Speakers and Events (e.g. Anh Do, Happiest Refugee)
- Novotel Hospitality Program
- Volunteer Work at MCCI
- Fitness Programs
- Cringila Elderly Day Care
- Southern Crane Kung Fu Self Defence Program
- Jobs Pathway Program
- PCYC SNAP KIC Award

Partners in Culturally Appropriate Care (PICAC) NSW & ACT

PICAC NSW & ACT is part of the PICAC Alliance, a national government initiative to improve culturally appropriate services to older people from culturally

and linguistically diverse (CALD) communities. Our strategic goal is equitable outcomes for older people from diverse backgrounds.



We provide:

- Information
- Advice
- Training
- Resources
- Consultations
- Advocacy

We work with:

- Aged Care Services
- Community organisations
- Peak agencies and organisations
- Government
- Health Services

Stakeholder Engagement



102 Engagements



7 Conference Presentations



44 Organisations



16 Forums / Networks



CALDWays
2016 and 2017

130 Attendees
75 Organisations

Delivered Training Locations



14 Sessions
359 Participants

CALDWays: Sector Engagement

PICAC's conclusion after running two major industry conferences in 2016-17 (CALDWays) is that there is still much work to be done to improve information, accessibility, and culturally appropriate aged care services for CALD communities. Cultural awareness cannot be taken for granted.

"There is still some way to go for the sector as a whole to fully embrace consumer directed concepts and practices that are responsive to the needs of CALD communities. The sector is adapting to the policy changes, but in a number of areas the unique needs of CALD communities and consumers are still not being met effectively", says Cecilia Milani, Manager for PICAC NSW & ACT.

In 2016-17, PICAC's industry conference program known as 'CALDWays' was attended by over 75 organisations. This year's conference themes were about understanding the experiences of CALD consumers in accessing the aged care system, and assisting providers to better understand how best to connect with and communicate with CALD communities:

- CALDWays 2016, 'Identifying Access Barriers for CALD Consumers in My Aged Care'
- CALDWays 2017, 'Strategic Marketing: Cultural Diversity Matters'

The CALDWays conferences play an important role in helping to shape the aged care sector's response to CALD community needs, while also highlighting examples of positive practices to support CALD consumers and their families.

"Our CALDWays conference programs this year provided organisations with an opportunity to learn about and discuss some of the important strategies which can be used when working with different CALD communities," says Ms Milani.

PICAC calls for greater use of multiple ways to communicate with older CALD people, such as visual material, which could also benefit others. A video resource on how to increase the chances of success when marketing to diverse communities, produced by PICAC and Why Documentaries, was launched at CALDWays 2017 and is available on the PICAC website.



Highlights

- 10 Questions to Ask About Your Cultural Needs in Residential Aged Care (resource)
- CALDWays 2016 and 2017
- Joined NACA (National Aged Care Alliance)
- My Aged Care CALD Accessibility Project finalised

The MAC Report

“The MAC Report is a summary of the findings from a two year long project

Cultural competency across the care sector is one of six recommendations put forward by PICAC NSW & ACT in the recently completed ‘My Aged Care CALD Accessibility Project: Barriers & Recommendations for CALD Persons 65+ When Accessing My Aged Care Consumer Pathway’.

It is widely acknowledged that people from CALD backgrounds face a range of barriers in accessing the aged care system. The MAC Report is a summary of the findings from a two year project into the experiences of CALD people and their families when accessing services through My Aged Care. Following extensive interviews, focus groups and consultations with CALD communities, organisations and service providers, PICAC identified six key access barriers and recommendations on how to improve accessibility to services via My Aged Care.

Key accessing barriers

- Language and Literacy
- Not Understanding the Aged Care system
- Communication and Technology
- Complexity of Assessment Processes
- Trust
- Cultural Competence in Services

Key recommendations

- Appropriate and Translated information, in community languages, supported by free access to TIS and bi-lingual staff
- Information hubs in central locations e.g. shopping centres, medical centres, Centrelink/ Medicare offices as well as community events
- Community education programs providing information about aged care services available, designed and delivered, in consultation with community leaders and trained bi-lingual staff
- Using various modes and methods of communication and technology which are most appropriate to the community group/s
- One comprehensive assessment process, which

is transparent, using well trained and culturally competent staff and interpreters

- Cultural competency to be integrated into all services with service providers having accountability measures as part of government tender contract arrangements





*What are the best things about working for MCCI?
"The diversity of the people, friendly and welcoming along with the professional teamwork environment."*

Our People

MCCI is often referred to by staff, volunteers and members as a family. It has to do with belonging. We are very proud to have established a true international family of people from all over the world who have chosen the Illawarra as their home and MCCI as their employer.

Our wonderful bilingual staff speak 18 different languages and have an in-depth understanding of the many different communities and cultures in the Illawarra. The very foundation of our services and programs is based on an understanding that individuals have different needs and interests, often due to their cultural background.

Staff Engagement and Training

In 2016-2017, MCCI conducted its first major employee engagement and satisfaction survey. The survey provided staff with an opportunity to reflect on their workplace environment and provide feedback to both management and the board. The results showed that MCCI's staff team is highly engaged and feels both valued and supported in the workplace:

- 96% of our staff believe that MCCI staff treat each other with respect
- 92% of our staff stated that they enjoyed working at MCCI
- 80% of our staff think there is a strong sense of teamwork at MCCI
- 92% of staff consider that MCCI has a positive workplace culture overall
- 88% consider that MCCI has a safe work environment
- 80% would recommend MCCI as an employer to friends and family

MCCI staff completed a range of training in 2016-2017 to help us better support the communities we work with. This included:

- Workplace Health and Safety (WHS) and Risk Management
- First Aid
- Managing and Supervising Staff
- STARTTS Older People in Transition
- Training & Assessment
- Consumer Directed Care

“ I am myself from a Multicultural background and so, feel “at home”

Our people Snapshot



57
Staff



71%
Bilingual staff



18
languages spoken



100
Volunteers



45k
Volunteer hours



380
Years of combined service



144h
Work Development Orders
(WDO)



10
Students supported with work
placements and internships



92%
of staff enjoy
working at MCCI and consider
that it has a positive workplace culture



96%
of our staff
believe that MCCI staff treat
each other with respect

Acknowledgements & Partners

As a peak not-for-profit community organisation that delivers a range of services, programs and activities for CALD people in NSW and ACT, we would like to thank our many supporters and partners.

We would also like to acknowledge and thank all of the region's State and Federal MPs for their ongoing support, and that of local government in the Illawarra-Shoalhaven.

There are many more organisations, services and individuals that share our values and have worked with us on longer and shorter projects. We would

like to thank the many sponsors, local businesses and MCCI members who have donated their time, resources and energy to contribute to the success of our programs and services this year.

In particular we would like to acknowledge the many community organisations that support our work and vision for an inclusive and respectful society. Thank you for your collaborative spirit and hard work.

We look forward to continuing our work together in 2018 and for many years to come.

Our services would not be possible without the valuable and ongoing funding support provided by the following state and federal agencies:

- Multicultural NSW
- Department of Health
- Department of Social Services
- Department of Family and Community Services
- NSW Department of Education



Illawarra Communities for Respect Gala Dinner 2017






MCCI's Chairperson, Ken Habak OAM, and CEO, Chris Lacey, formally launched the new logo at the Illawarra Communities for Respect Gala Dinner 2017

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