

# Annual Report 2017-2018



MULTICULTURAL COMMUNITIES  
COUNCIL OF ILLAWARRA

**DIVERSITY | INCLUSION | RESPECT**





**“ An inclusive society that embraces,  
celebrates and values cultural diversity**

MCCI Vision



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# Acknowledgements

MCCI would like to thank our many supporters and partners without whom our work would not be possible.

We would like to thank the MCCI members, local organisations, stakeholders, partners, elected representatives at local, state and federal levels, along with the many individuals and volunteers who have donated their time, resources and energy in working together towards our vision of an inclusive and respectful society.

We look forward to continuing our work together to support communities and to promote social inclusion and community harmony in 2019.

We would like to acknowledge the valuable and ongoing funding support provided by state and federal agencies and other partners.

- Multicultural NSW
- Department of Health, Australian Government
- Department of Social Services, Australian Government
- Department of Family and Community Services (NSW)
- Department of Education (NSW)
- Department of Ageing, Disability & Home Care (NSW)
- IMB Foundation
- Cancer Institute NSW
- NSW Club Grants Scheme
- NSW Community Building Partnership





## About Us

For over 40 years, the Multicultural Communities Council of Illawarra Inc. (MCCI) has been supporting diverse communities in NSW and ACT 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, MCCI provides a leadership voice in advocating for better services to meet community needs and contribute to the development of government policy that promotes equity, inclusion and respect.

With over 115 staff and volunteers, MCCI is committed to delivering high quality, responsive and culturally appropriate services and programs to a multicultural community.

- Care and support services for seniors
- Disability services (NDIS)
- Connecting communities
- Advocacy and representation
- Strategic partnerships
- Youth and community programs
- Volunteering
- Cultural expertise and training





# Chairperson's Message

On behalf of the Multicultural Communities Council of Illawarra (MCCI) it is my pleasure to present our Annual Report for 2017-18. I hope you enjoy reading about the many highlights of MCCI's activities during the year, and our partnership work with members, stakeholders and multicultural communities in the Illawarra, Shoalhaven and wider NSW & ACT.



Overall, the picture for MCCI presents as one of positive achievement as we move into the second year of our strategic plan. I am pleased to report that our financial position is very sound despite some changes to funding arrangements. The board is working collaboratively and is focussed on ensuring strong governance, members have been well supported, and our many services and programs are reaching more people and communities than ever before.

While the non-profit sector and the needs of our communities are changing, MCCI remains deeply focussed on promoting the principles of multiculturalism. We work closely with the NSW Government in particular and I am delighted to inform our members and stakeholders that this year has seen a further 3-year extension of our partnership with Multicultural NSW through the Leaders in Cultural Diversity Program. Along with our colleagues at Hunter Multicultural Communities, the Multicultural Council of Wagga Wagga and the Ethnic Communities' Council of NSW, this program recognises MCCI as one of four peak bodies in NSW representing the interests of diverse communities, and as having a key leadership role in promoting social inclusion and community harmony.

## Advocacy & Representation

This year we have continued to play a significant role in advocating and representing the interests of

diverse communities. This includes contributions to policy discussions and submissions to government agencies, involvement in regional forums & steering committees, supporting our members with governance and other advice, partnering with newly formed groups, and efforts to improve the accessibility of services to CALD communities. All of this happens through the lens of promoting the principles of a multicultural society and with a view to improving equity of access, social cohesion and community harmony.

Representing 11 cultural backgrounds and with a wide range of skills and experiences, the MCCI board has brought a carefully considered and balanced approach to these responsibilities this year, and I would like to thank them for all of their work.

## Culturally Appropriate Care & Support

During the past year, MCCI's community-based aged care services have reached more communities and individuals than we ever have before. As a consequence of growth funding received from the Department of Health, there has been a significant increase in our in-home flexible respite support along with the establishment of a community transport service. Our social support groups are more active in the community and we are very proud to have helped support the ongoing operations of the Coniston Men's Shed. In addition, we have commenced delivering Home Care Package services



to clients who require more support at home, and spent significant efforts to assist individuals and families to navigate the service system through information days, new resources and flyers, and one to one support.

## Collaboration

By its very nature, working to promote social inclusion relies on having trusted, authentic and positive relationships with others. That is why the concept of 'collaboration' exists as one of our strategic directions and is an underpinning principle of the way we work. Throughout the annual report, you will see some of the many examples of our collaborative practice and MCCI remains deeply committed to working closely with others who seek to achieve an inclusive society that celebrates and values diversity.

The MCCI Youth & Community team in particular have delivered a wide range of initiatives and projects this year in response to the changing needs of young people. Our team has been working closely in partnership with local schools, services, stakeholders and communities to respond to these needs, increasingly with young people from refugee backgrounds and those from new and emerging communities. More than 35 individual programs were implemented with our partners focussing on skills development, education & learning, social inclusion and capacity building, involving almost 3,000 young people.

## Business Development

This year, we have reviewed our communication strategies and made increasing use of social media to connect with communities and celebrate multiculturalism. However, we know that this is not everyone's preferred approach so that is why we have also refreshed our branding, brochures, flyers, newsletters, website and a range of other resources so that people can stay up to date with our work.

Modernising MCCI's business systems and processes is an ongoing project that is being managed by a dedicated Corporate Services team. Improving a range of business processes has been a focus this year, along with the introduction of a new Quality

Management System. Savings are being found in various parts of the organisation to reduce our running costs, all with a view to trying to maximise our service delivery to communities.

Our strengthened approach to governance and systems improvement, along with our continued delivery of great services, was instrumental in MCCI achieving independent accreditations this year against the NSW Disability Service Standards (and NDIS Registration) and the national Home Care Standards as assessed by the Australian Aged Care Quality Agency.

## Our Staff & Volunteers

With expanding services, our staff team at MCCI has grown over the year. The management team, led by CEO Chris Lacey, has been focussed on supporting our people through change and building collaborative practice throughout the teams.

As a board, we are particularly proud of the MCCI staff team and the ground-breaking, compassionate, friendly and caring approach to the work that they do every day. Our work together as an organisation has seen others recognise MCCI's commitment to communities, leadership and innovation this year. In June 2018, MCCI was recognised nationally by winning with the Excellence in Organisation Leadership Award and as a finalist in the Excellence in Service Delivery category by the Centre for Cultural Diversity in Ageing. This recognition is a great credit to the wonderful staff and volunteers at MCCI.

As always, I look forward to working in partnership in the year ahead and would like to wish everyone all the best for the festive season and a happy new year.



**Ken Habak OAM**  
Chairperson



# CEO's Message

The past year has seen the MCCI team continue to make very good progress against our strategic plan. As the regional peak body for multicultural communities, our vital advocacy and service delivery has continued to grow in 2017-18, as have the diverse partnerships and collaborations with stakeholders and partners.



## Advocacy & Representation

A wide range of advocacy and representation initiatives were implemented throughout the year, including:

- assisting MCCI members with governance advice, grant writing, information sessions, event management and meeting space
- joint consultations with our national peak body, Federation of Ethnic Community Councils of Australia, on capacity building for new & emerging communities and aged care services
- supporting young people to engage with Multicultural Youth Action Network and Multicultural NSW youth consultations
- leading and/or participating in around 40 partnership forums, committees and/or networks at regional, state and national levels

Across the Illawarra we convened 15 regional-scale events, including the Seniors Fiesta attended by around 350 people, the Carers Week Luncheon attended by around 100 CALD carers, and provided sponsorship support to the Shellharbour Cultural Treasures event. In addition to this work, the team supported or were involved in more than 30 local community events to celebrate diversity and social inclusion in our region.

## Culturally Appropriate Care

MCCI's care services for multicultural seniors were re-branded as My MCCI during the year and have continued to grow in response to our ageing CALD populations in the region. Among MCCI's many highlights and achievements this year we have:

- commenced the delivery of Home Care Package services
- held information sessions across the state to inform communities about how to access services
- more than doubled our flexible respite service for carers
- established a reliable bus transport service for seniors with the support of wonderful volunteer drivers
- commenced a new weekly social support group for Burmese elders
- supported the transfer of the Coniston Men's Shed from Healthy Cities Illawarra to MCCI
- delivered two CALDWays conferences, along with a substantial training program through NSW & ACT in culturally appropriate aged care

Importantly, our Commonwealth Home Support Program (CHSP) services were re-contracted to June 2020 as part of the aged care reform initiative, and we thank the Australian government for this ongoing support.

## Collaboration

A number of strategic partnership initiatives and major projects were progressed throughout the year, including:

- Project SAHA with the Sisters Cancer Support Group to develop information resources for the Muslim community
- Swimming & Beach Safety Awareness initiatives with Surf Life Saving Australia, STARTTS and Wollongong City Council
- “Be Connected” technology for seniors program
- Ethnic Community Council of NSW’s Speak my Language Program
- Multicultural Youth Conferences in September and June, supported by local high schools
- I Belong in the Gong campaign support to Wollongong City Council

We continued our involvement with the Illawarra-South East Regional Advisory Council and the Illawarra Refugees Issues Forum, along with the CALD Disability Working Group, jointly established with Community Industry Group to support communities with better access to the NDIS.

Around 3,000 young people were engaged in MCCI’s youth & community programs throughout the year, participating in 35 individual programs or partnership initiatives. I thank our many friends and colleagues for supporting this important work to help young people navigate their way in the community.

## Business Improvements

Efforts continued in 2017-18 to streamline our back office operations with a view to modernising systems and reducing overhead costs to maximise our service delivery. A new freezer room was constructed to store our meals with the support of grant funding from the Community Building Partnership Program, and we

have made various improvements to our heritage-listed building including new gutters, roof repairs, energy efficient lighting upgrades, and completion of internal painting works.

A range of quality system and compliance improvements were made during the year to strengthen our service delivery and regulatory compliance. These actions were in response to our increasing revenue, staff numbers, and diversification in services and, ultimately, to ensure that we support the organisation and its people through growth and change.

## Staff & Volunteers

On the theme of change, the MCCI staff team has been steadily growing throughout the year mostly in aged care and youth service delivery. We welcomed several new staff to the MCCI family and have implemented a substantial new induction program as part of their entry to the organisation. Training priorities for the year focussed on elder abuse, wellness & reablement, work health & safety, and managing client risk.

The many wonderful volunteers continued to generously support our programs and services. While we know the importance of thanking and supporting our volunteers each week, our six monthly volunteer thank you events provide an opportunity to more formally thank the volunteer team and recognise wonderful people for their outstanding contributions this year.

I would also like to mention our ongoing support to the ‘next generation’ of community sector workers. This year we were pleased to support around 15 student placements from TAFE, UoW College and UoW internships. It was great to work with such enthusiastic and committed young people and we wish them well in their future careers.

Finally, I would like to thank the MCCI Board for their support this year along with our members, funding bodies and partners for their continuing confidence and support throughout the year.



**Chris Lacey**  
CEO



## Management Committee



Ken Habak OAM  
Chairperson & Public  
Officer



George Bartolo OAM  
Senior Vice  
Chairperson



Joe Alves  
Vice Chairperson



Tom Begic  
Treasurer



Lazo Gorgiev  
Assistant Treasurer



Sabine Hauth  
Secretary



Leissa Pitts  
Assistant Secretary



Simone Stuart  
Committee Member



Nicholas Marin  
Committee Member  
(Under 35)



Rima Elhage  
Committee Member  
(Under 35)



Angela Ljubic  
Secretary  
(appointed May 2018)



Daniel Dragan Brankovic  
Committee Member  
(appointed May 2018)



Catherine Poutasi  
Committee Member  
(resigned May 2018)



Rudi Horvath  
Committee Member  
(resigned May 2018)

# Management Team

CEO



Chris Lacey

*My MCCI*

**PICAC  
NSW & ACT**

**Youth &  
Community**

**Corporate  
Services**

**Care Services**

**Finance**



Cecilia Milani



Allyson Pazos



Sarah Wilson



Sharon Seymour



David Morgan



# 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 that share our vision, values and purpose

- We pursue strength in partnership with government, business, government organizations, and community to achieve our purpose
- Others work with us to build our reputation is one of the most respected, and results in community partnership, 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 who share our values and purpose

Strengthened partnerships with business, non-business organisations and the community to achieve our purpose because our community is a trusted, results-driven and inclusive in culturally representation, and



### BUSINESS

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

- 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.



### STAFF & VOLUNTEERS

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

- 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.





# MCCI Supporting

## Project SAHA

MCCI was proud to support the innovative SAHA project delivered by the Sister's Cancer Support Group in partnership with the Multicultural Health Services (ISLHD). SAHA is an Arabic word for support and also an acronym for Survivorship, Access, Healthy living and Awareness.

Project SAHA is the first time that resources have been targeted to improve the quality of life of Muslim families affected by cancer. The project

- Promoted stories of survivorship through the SAHA video series
- Improved access to support services – through the SAHA pathway project
- Promoted healthy living in the adoption of holistic health principles founded on the ESSENCE of Health model
- Improved awareness of barriers for community members to access support services.

MCCI supported the SAHA project by providing financial administration, photography, Master of Ceremonies at the launch event attended by around 350 people and other event administration support.

## Youth Conference

The 13th Illawarra Multicultural Youth Conference gave 85 local students from refugee backgrounds the opportunity to identify and discuss the needs of newly arrived young people and gain new skills. Workshops took them on a journey through Australian legal rights and obligations; how to survive school and achieve their goals; how to budget, save money and avoid scams; and a motivational session about self-realisation and how to build resilience.





# Communities

## Multicultural Men's Shed

In October 2017 MCCI, Healthy Cities Illawarra and Illawarra ITeC developed a new partnership in order to reopen the Coniston Men's Shed which had closed due to lack of ongoing funding.

As well as supporting the day-to-day running of the Shed, including the provision of a trade qualified facilitator, MCCI has secured some grant funding to update and replace tools and equipment.



## CALD Consumer Reference Group

The Multicultural Consumer Reference Group aims to give a voice to older people from CALD backgrounds. Convened quarterly, the reference group enables seniors to express their experiences and challenges in the aged care sector, and helps inform MCCI about the existing and emerging issues for service providers and government bodies.





# 2017 / 2018



JULY

Burmese  
Community  
Garden  
Launch



AUGUST

Hindi  
Dementia  
Film  
Launch



SEPTEMBER

Illawarra  
Refugee  
Challenge

Illawarra  
Multicultural  
Youth  
Conference

CALDWays  
Conference



OCTOBER

NSW Carers  
Award

Carers Week  
and Launch of  
Multicultural  
Resources



NOVEMBER

MCCI  
Communities  
for Respect  
Gala  
Dinner

Inaugural  
Illawarra  
Multicultural  
Awards



DECEMBER

Links to  
Learning  
Graduation

NSW Youth  
Work Award -  
Links to  
Learning



SEPTEMBER - Illawarra Multicultural Youth Conference



NOVEMBER - Gala Dinner



# HIGHLIGHTS

JANUARY

Water Safety  
Community  
Events

Burmese  
Group  
Commences

FEBRUARY

Relaunch  
of Men's  
Shed

MARCH

Volunteers  
Week

Intergenerational  
Multicultural  
Cook-Off Recipe  
Book Launch

Naw Ruz  
Festival

APRIL

Seniors  
Fiesta

MAY

CALDWays  
Conference

JUNE

Illawarra  
Multicultural  
Youth  
Conference

Excellence in  
Organisational  
Leadership  
Award

MARCH - Cook Off Book Launch



FEBRUARY - Relaunch of Men's Shed





# MCCI Supporting

## Seniors Fiesta

During Seniors Week, MCCI hosted our annual Seniors Fiesta which was attended by over 300 people. The event is not only a chance to get together and celebrate, but also to share stories and provide information and new experiences. This year's event at the Shellharbour Club was sponsored and supported by IRT, Warrigal and Flagstaff.



## Multicultural Intergenerational Cook-Off

The 2017 Intergenerational Cook-Off event brought together seniors over the age of 65 from 6 different backgrounds and 24 year 9 Hospitality students from Lake Illawarra High School. For many of the students it was the first time they had done an activity with an older person from a CALD background, with all of them saying this opportunity was either brilliant or really good.

Students were mentored by seniors to assist them in cooking and learning about multicultural foods, migration histories and culture. After the Big Cook-Off, all the recipes were put together into a Multicultural Intergenerational Cook-Off Recipe Book which is available to download from our website.





# Communities

## Burmese Social Support Group

This year MCCI started a new Burmese Social Group to support people over 65 from their community in Wollongong. Growing from MCCI's Burmese Carers Support Group, the group has over 25 people that meet weekly for activities and outings, and to share a meal.



## Links to Learning Experience

Links to Learning continues to offer students a wide range of experiences to help plan their futures, build self-awareness and confidence through peer support, stay connected to education & learning and develop community connections. Some of the experiences in the program this year have been:

- Visiting Five Islands College to learn new skills with chefs, photographers and bricklayers
- Visiting Novotel Wollongong to experience life in hospitality
- Spending the day with the local PCYC Youth Liaison Police officers removing graffiti from local walls and fences around train stations.



## Aged Care Forum

In May 2018 over 60 people from a variety of backgrounds attended the MCCI Aged Care Forum in Cringila. The forum helped older people, their families and carers to understand the Aged Care System and how to access the support they need, with speakers from MCCI, My Aged Care, Centrelink and others. This was one of several information sessions held during the year for different communities including the Polish, Maltese and Arabic speaking.



# Representation

MCCI continued to advocate and represent the interests of people from CALD backgrounds in 2017-18. This includes supporting our members, leading and contributing to advisory bodies and networks, undertaking collaborative projects, advising and training others, and building community capacity. As one of four regional peak bodies recognised in NSW, we continue to play a leadership role in supporting the NSW Government to implement the principles of multiculturalism in the Illawarra-Shoalhaven community.

*MCCI in Action*

## CALD Disability Working Group

The National Disability Insurance Scheme (NDIS) commenced implementation in the Illawarra-Shoalhaven in July 2017. As a significant national reform, MCCI has sought to advocate for a more inclusive implementation of the scheme by forming the CALD Disability Working Group in partnership with Community Industry Group.

As the group's convener along with Community Industry Group, MCCI has been facilitating greater collaboration in the community sector to increase access and uptake of the NDIS in CALD communities. To date this work has focussed on:

- Informing submissions to Government on the NDIS implementation from a CALD perspective
- Providing feedback to the National Disability Insurance Agency on implementation issues at the local level
- Building relationships among local service providers to share expertise and ways of working together
- Developing communication strategies to support people from CALD communities to access the NDIS.

## U & Me

The short film series U & Me created in partnership with Why Documentaries, aims to celebrate social inclusion by presenting stories of friendships between people from different backgrounds. Through the lens of friendship U & Me takes a positive approach to seeing multiculturalism as a community asset and celebrates what we have in Australia - a diverse, multicultural and respectful society, seen through the eyes and stories of real Australians. Six new short-films were progressed this year with the support of the IMB Foundation.



## Representation Snapshot



### Members

<b>83</b>	Members
<b>56</b>	Organisations
<b>17</b>	Individuals
<b>10</b>	Life Members



### Representation

<b>36</b>	Forum/Network Representation
<b>14</b>	Events Supported
<b>57</b>	Events Attended

## What Our Members & Stakeholders Say



**82%** satisfied with how MCCI communicates



**86%** satisfied that MCCI advocates and represents the interests of multicultural communities



**84%** satisfied that MCCI listens to community views and acts



**86%** say MCCI's representation and advocacy are valued

## Media



<b>10</b>	Radio Interviews
<b>12</b>	Press Articles
<b>5</b>	TV Interviews



**1,500**  
Combined Total Likes

**75,000** Facebook Reach



# Culturally Appropriate Care and Support Services

MCCI's holistic approach to culturally appropriate care is designed to ensure that services and programs are delivered in a way that place people and communities at the centre of our work. This includes providing care services to CALD communities that anticipate and respond to their changing needs; providing information about how to live well and access services; and building the capacity of organisations to better support communities through cultural expertise and training.

*MCCI in Action*

## Growth Funding

As a result of growth funding received from the Department of Health, MCCI was able to significantly increase our in-home flexible respite service and establish a community transport service.

In 2017-18 MCCI invested in 3 commuter vans to provide door-to-door transport for clients, and provided 6,944 trips enabling clients to participate in social groups, events and activities. The funding also allowed MCCI to double the amount of flexible respite during the year, enabling carers to take a break.



## NSW Carers Award 2017

In October 2017, MCCI was honoured to receive the NSW Carers Award for our multidisciplinary approach to supporting carers. This award was dedicated to the 100 CALD carers in our community for the amazing role they all play in supporting their family members and friends.

Carers participated in over 300 hours of information/education sessions & training through 9 carers support groups and helped to develop new information resources for others in the community. The program was established in 2014 to empower and support CALD carers.

## My MCCI Care Services Snapshot



### Social Groups

**436**

Social Group Clients

**62,000**

Hours of Support



### In-home Support

**2,225**

Visits

**6,830**

Hours



**16,774**

Meals



**460**

Community Visitors  
Scheme Hours



**6,944**

Trips



**100+**

Carers Supported

**100%**

of clients say

MCCI helps  
them maintain  
independence

**99%**

of clients say

MCCI helps them  
stay connected  
with their  
community and  
family

**98%**

of clients say

MCCI helps them  
live a healthier  
and more active  
life

# Culturally Appropriate Care and Support Strategic Partnerships

MCCI's Partners in Culturally Appropriate Care NSW & ACT and Sector Support and Development Programs enable MCCI to build the capacity of the aged care and community sectors to better meet the needs of older people from CALD backgrounds. Through these programs MCCI delivers a variety of training, organisation support, resource development, network facilitation, conference presentations, advisory council representation and support to government, mainstream service providers and ethno-specific organisations.

*MCCI in Action*

## Cultural Competence Training

In 2017-18 the PICAC team delivered Cultural Competence training to over 50 community transport volunteers in regional NSW. Volunteers in East Nowra, Yass and Wagga Wagga learned concepts of culture and multiculturalism, strategies to enhance cultural competence and effective cross cultural communication.

This training forms part of a suite of training packages delivered to staff and volunteers working in aged care to improve their practice in delivering culturally appropriate care.



## CALDWays 2017-18

Each year the CALDWays conference aims to address the big issues affecting the aged care sector. This year the conferences were held in September 2017 and June 2018, focussing on strategic communications & marketing to CALD communities, and aged care sector workforce issues, in particular how to reap the benefits of a culturally diverse workforce. The conferences featured a range of speakers from academia to the media, as well as a keynote address by Professor John Pollaers, Chair of the Aged Care Sector Workforce Taskforce.



# Organisational Capacity Building Snapshot



**225** People Trained  
**3,000** Training Hours



**7**  
Resources Developed



**98%**  
Positive Feedback



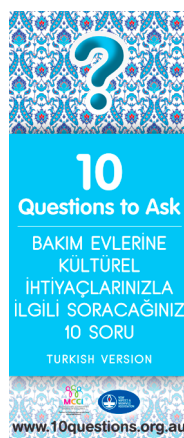
**1,621**  
Resources Distributed



**2**  
CALDWays NSW & ACT  
Conferences 2017 & 2018



**11**  
Representation on  
National Forums



The '10 Questions to Ask' leaflets are written by nurses, doctors and experts with experience in aged care, and are available for download online. Two leaflets have been translated into Hindi and Turkish.

## Collaboration Youth

MCCI's Youth & Community Programs are underpinned by a deep commitment to working in collaboration and partnership with communities, organisations and government. Comprising the Multicultural Youth Development Program and Links to Learning, MCCI aims to support and empower young people from multicultural backgrounds, including those from new and emerging communities to participate in all aspects of community life.

*MCCI in Action*

### Water Safety

Water safety on our beaches and pools is a high priority for MCCI. In partnership with Wollongong City Council, Surf Life Saving, Royal Life Saving Society, the NSW Office of Sport and Strategic Community Assistance to Refugee Families (SCARF), MCCI organised school holiday sessions for young CALD people and their families at the local beaches.

Many of the nearly 50 people who attended the water safety session at City Beach in September had never seen the sea before settling in the Illawarra, and more than 70 people participated in the Pool Orientation & Introduction to First Aid event at Beaton Park and Lakeside Leisure Centre in January.



### Links to Learning

Working in partnership with six local high schools and the Department of Education, Links to Learning is one of MCCI's longest running programs. Each year 60 students from CALD backgrounds participate in a diverse program of activities to build their confidence, capacity and communication skills to stay connected with education and learning.

The impact of MCCI's Links to Learning Program was recognised in 2017 through the NSW Youth Work Award for Outstanding Service or Project working with young people from a CALD background.

## Collaboration Youth Snapshot



### Community Engagement

**3,000+** Young People Reached



### Community Consultation

**5**

Sessions

**286**

Participants



### Skills Development

#### Life Skills Courses

**61**

Sessions

**1,102**

Participants

#### Education & Learning Programs

**69**

Sessions

**1,696**

Participants



### Community Capacity Building

#### Events

**7**

Sessions

**562**

Participants

#### Social Inclusion Programs

**57**

Sessions

**698**

Participants

over **70%** of participants across all programs were new arrivals



## Staff and Volunteers

MCCI continues to build a strong and diverse organisation in order to meet the changing needs of our clients and the broader community. With over 115 staff and volunteers who have a combined 500 years of service with MCCI, our people are the heart and soul of the organisation. Diversity among our people is our strength, and we continue to invest in resources, professional development and training to support them in their work.

*MCCI in Action*

### Staff Training and Development

Across the organisation there has been a focus on safety and risk management which affects every program every day. For Care Services staff there has been significant focus on wellness and reablement in order to support our clients to lead active and independent lives.

MCCI also understands the importance of getting together. In March the MCCI team met in Kiama for a full day of team building activities and to develop shared learnings across the organisation. The day culminated in the composition of an MCCI musical anthem with the support of the Human Sound Project.



### Volunteers Thank You!

Our volunteers' tireless commitment to supporting others was celebrated in National Volunteers Week through an afternoon tea, trivia, music and special recognition awards. Volunteers contribute more than 70 hours of time every day at MCCI and we remain ever grateful for their compassion, support and dedication to the community.

While celebrating MCCI volunteers, we also acknowledged in a social media campaign the wonderful work of MCCI staff who volunteered for other organisations.

## Staff and Volunteers Snapshot



**115** Staff & Volunteers



**70+** Volunteer Hours a Day



**500+** Combined Years of Services for MCCI



**21** Languages Spoken



**27** Born Overseas



**40** Ethnicities

**100%**

of employees say

staff respect diversity and individual differences in the workplace.

**100%**

of employees say

staff demonstrate the values of the organisation in their actions at work.

**91%**

of employees say

they would recommend MCCI as an employer to their family and friends.

## Business

The year has seen a heavy focus on continuous improvement initiatives to strengthen and improve all aspects of the organisation. Significant investments have been made in IT systems to support the organisation's growth. This includes a Human Resources Information System, Client Management System, new Finance Software and VOIP phone system. These investments have enhanced the overall governance and management systems to more effectively deliver services for communities.

*MCCI in Action*

### Facilities Improvements

In February 2018, MCCI installed a new freezer room in order to cater for the growing number of Meals on Wheels clients.

MCCI was fortunate to receive a grant of \$10,000 from the Community Building Partnership towards the cost of the freezer room which has improved the reliability, environmental footprint and capacity of the service.

Other improvements to our facilities have included painting, roofing and guttering work on our heritage listed building in Wollongong.



### Leadership Award

In June, MCCI received the 'Excellence in Organisational Leadership Award' at the Cultural Diversity in Ageing Conference in Melbourne. It is awarded to an aged care service that demonstrates leadership commitment and whole-of-organisation responses to consumers from CALD backgrounds. MCCI was also finalist in Excellence in Service Delivery which is awarded to an aged care service that demonstrates outstanding service delivery to older people from CALD backgrounds.





A group of hikers with large backpacks are walking along a sandy beach towards the ocean. The sky is filled with soft, white clouds. In the background, a steep, grassy cliff rises from the beach. The hikers are seen from behind, walking away from the camera. The beach is wide and sandy, with gentle waves lapping at the shore. The overall scene is peaceful and scenic.


**“ Supporting Multicultural Communities  
for over 40 years**






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