

Annual Report 2018-2019



DIVERSITY | INCLUSION | RESPECT



Water Safety, City Beach Wollongong, December 2018

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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 into the future.

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 Home Affairs, Australian Government
- Department of Communities and Justice (NSW)
- Department of Education (NSW)
- Office of Sport (NSW)
- IMB Foundation
- Cancer Institute NSW
- NSW ClubGRANTS Scheme
- ABC Heywire
- Duke of Edinburgh
- COORDINARE
- Good Things Foundation
- James Kirby Foundation
- Dementia Australia
- Sydney Water



About Us

For nearly 45 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 135 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
- Support for carers
- 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 2018-19. I hope you enjoy reading about the highlights of MCCI's activities during the year and our partnership work with members, stakeholders and communities in the Illawarra-Shoalhaven and wider NSW & ACT.



During the past 12 months, MCCI has continued to develop our services, programs, and community engagement initiatives. We have seen our organisation grow and reach more people in need as a result of additional funding and, in doing so, we have welcomed many new staff, volunteers, community partners and stakeholders to our work. With a clear focus on promoting an inclusive society that embraces, celebrates and values diversity, I am pleased to report that MCCI is successfully navigating changes in the non-profit sector with a focus on good governance and quality services and, as a board, we are working collaboratively and 'as one' with our many dedicated staff, volunteers and the community.

Advocacy & Representation

Throughout the year MCCI was represented on 40 policy/consultation forums, attending some 42 consultation sessions at local, regional, state and national levels. Working closely with our state and national peak bodies, this important work ensures a voice for CALD communities in promoting the principles of a diverse multicultural Australia. Our traditional and social media presence ensures that the diverse views of our community are heard, including a partnership this year with ABC Illawarra called 'the Glocals' where people from migrant backgrounds have been interviewed each week about their settlement journeys.

With state and federal elections held during the past 12 months, MCCI continued our long tradition of hosting candidate forums to assist multicultural communities to participate in the democratic process. Well attended candidate forums were held in March and May 2019, providing an opportunity for MCCI members and stakeholders to meet the candidates, ask questions about their policies, and discuss key local, regional, state and national issues of importance to them.

Our work as a regional peak organisation has continued in partnership with Multicultural NSW. Through the Leaders in Cultural Diversity Program, around 170 engagements have occurred through 2018-19 with many organisations and communities. We are particularly proud to have helped secure new grant funding for our members to enable them improve their facilities and programs.

Culturally Appropriate Care & Support

After a long period of community and stakeholder consultation through the Partners In Culturally Appropriate Care (PICAC) program in the ACT, MCCI secured growth funding to establish Commonwealth Home Support Program services in January 2019. Services were launched in April 2019 and a new team employed, co-located with our partners at the Canberra Multicultural Hub. Underpinned by two years of foundational work to prepare us for this growth, MCCI is now the first dedicated CALD CHSP

service provider for communities in the ACT and Queanbeyan.

Our Illawarra-based services were enhanced this year too with continued growth in Home Care Package services, a new partnership with COTA Australia to implement a Multicultural Aged Care Navigators Trial, extension to PICAC funding until June 2020, and securing a renewed Community Visitors' Scheme program for residential and home-based care.

Very pleasingly, MCCI's care services in the Illawarra enjoyed high levels of satisfaction from consumers and their families. Our multidisciplinary approach, which seeks to help older people to 'live well', received independent accreditation from the Aged Care Quality Commission in November 2018. At a time when aged care services are under significant scrutiny by the Aged Care Royal Commission, this accreditation gives our clients and their families the assurance that MCCI's services, systems, and people are working in accordance with the national standards for aged care.

Unfortunately, as at the preparation of this report we have been unable to secure new funding sources for our important CALD carers services. We continue to self-fund these services on a more limited basis.

Collaboration

I would like to acknowledge the many partners, stakeholders and funding bodies who have worked with MCCI over the past year. Collaborating with others who share our values for a diverse society is central to our work.

More than 4,000 young people were involved in over 200 sessions as part of MCCI's Youth & Community programs, about 70% of whom comprised young people newly arrived to Australia. The Youth & Community team were successful in achieving the NSW Youth Week Award for our partnership learn to swim program with STARTTS, Wollongong City Council and the Department of Education.

Other new collaborative projects this year included a pilot program called 'Accelerate HER' focussed on career options for young CALD women, our 'EmerCALD' work with the University of Wollongong to develop in-language emergency

services messages, and 'Life Giving Stories' - a partnership with ISLHD and Multicultural Health Communications to give attention to organ and tissue donation.

Working in partnership with the Vietnamese Community in Wollongong, in late 2018 we raised over \$11,000 for drought affected farmers in our Red Cross Drought Appeal - Feast for Farmers. Thank you to all communities who contributed.

Business Development

We are constantly challenging ourselves in the way that we work to ensure that our services respond to emerging issues and meet or exceed community expectations. As a result of our growth through 2016-19, MCCI is currently transitioning our registration from an Incorporated Association to a non-profit Company Limited by Guarantee. This transition is not expected to impact our service delivery but reflects the importance of ensuring modern, effective, and robust governance for MCCI into the future.

Our Staff & Volunteers

With expanding services in the Illawarra, ACT and Queanbeyan, the MCCI family continues to expand. Pathways for volunteers to move into employment are being actively pursued with approximately 15% of our staff team starting their role as volunteers. MCCI's workforce development planning is responding well to the needs of our growing business, with enhanced staff & volunteer support tools, streamlined systems, training, and development opportunities. In a recent staff engagement survey, 100% of our staff team who responded said that they would recommend MCCI as an employer to their family and friends.

On behalf of the MCCI board, I would like to acknowledge and thank my fellow board members for their work and involvement throughout the year, and pay tribute to our staff, volunteers, clients, members, funding bodies and stakeholders for their continued partnership and support.

Ken Habak

Chairperson

CEO's Message

Over the past year, the MCCI team has worked cohesively 'as one' to pursue our vision for an inclusive society that embraces, celebrates, and values diversity. Driven by our values, collaborative approach, and commitment to supporting people to live well, MCCI is now working with more people than ever before and securing new opportunities to meet the needs of diverse communities.



Advocacy & Representation

Throughout FY18-19, we have maintained and extended our involvement in many local, regional, state and national forums. Across diverse subject areas as aged care, humanitarian settlement, youth issues, employment, drug & alcohol services, mental health support, energy consumers, and education sectors, MCCI continues to be a vital voice for CALD communities.

One particular focus area for the year has been our work to convene the Illawarra CALD Disability Working Group. Meeting bimonthly, this important initiative involves a number of stakeholders and service providers to gain valuable insights into the issues faced by CALD people with a disability as they and their families navigate the NDIS. The working group operates as a sounding board to inform policy submissions on the effectiveness of the NDIS for CALD communities.

Throughout the year, the MCCI team has participated in over 170 initiatives with our partners focussing on engagement, consultation, advocacy, community events and celebrations. This work has involved all levels of the organisation and plays a critical role in our promotion of the principles of a multicultural society. Engaging regularly with a wide range of communities, including those newly arrived to Australia, ensures that MCCI stays connected to the current and changing needs of our community.

Culturally Appropriate Care

Our big news this year involved the expansion of Commonwealth Home Support Program (CHSP) aged care services to the ACT and Queanbeyan regions. The new services were launched in April 2019, following a successful funding submission to the Department of Health and consultations held with communities who told us that a multicultural CHSP specialist organisation was needed. I'd like to thank our ACT partners for their support to help establish these new services, Canberra Multicultural Hub and the Canberra Multicultural Community Forum.

The established Illawarra-based CHSP services have continued to meet or exceed our contracted expectations with the Department, and there has been steady growth in our newly formed Home Care Package services. MCCI is now in a position to offer continuity of home-based care for our clients from low to higher-level care to maintain independence at home while supporting people to live well.

This year we also commenced a new partnership with COTA Australia to deliver a dedicated Multicultural Aged Care Navigator Trial in the Illawarra to June 2020, focussed on an Information & Community Hub to help consumers and communities to access the aged care system.

Collaboration

MCCI's collaborative approach has seen us work with long-term and new partners. Some new initiatives this year have included:

- Illawarra Museum of Human Migration Project (with MHP)
- Illawarra CALD Drug & Alcohol Local Team
- Dementia Friendly Communities
- ABC Illawarra 'The Glocals'
- Caldways for Communities
- NSW Nurses & Midwives Association to understand racism in the residential care sector
- Illawarra Business Chamber Employment Forum
- FACS Multicultural Advisory Group

We have explored new partnerships with the University of Wollongong as a member of the Vice Chancellor's Community Reference Group and engaged young people as volunteers through the UoWX program. Our PICAC team has delivered cultural intelligence training to over 460 participants throughout the state, including in Sydney and regional centres Wagga Wagga, Goulburn, Newcastle, Wollongong, and Bathurst. Supported by over 20 community partners, we completed 3 major CALDWays for Multicultural Communities events across the state attended by over 450 people from 27 different cultures.

Staff & Volunteers

As a growing non-profit business, we have seen an increase in our staff team this year with a range of new roles and opportunities. These have included planned-investments into the Corporate Services and Finance teams to ensure stronger support and coordination for our growing front-line team, and the establishment of a new Quality & Training Coordinator to focus on compliance, quality improvement, policy development and review, and our internal training program. Career pathways are being developed for many of our volunteers in particular, and there has been a renewed focus on supervision & support, training and development for the team as our services expand into working

with more complex aged care clients. An enhanced focus on Clinical Governance will be a feature of our work over the coming 12 months as our Home Care Package services in particular continue to grow.

The team's work this year was recognised by winning the NSW Premiers' Multicultural Marketing Award for our carers initiatives and the NSW Youth Week Award for our learn to swim program for new arrivals.

Business Improvements

MCCI's success in recent years has been underpinned by our commitment to continuous quality improvement. This year, led by our Corporate Services Team, a range of new initiatives have been implemented to support our work, including:

- mobile-enabled client management system with our technology partner Procura,
- a staff intranet
- revised policies and procedures to streamline our administration
- staff and volunteer engagement opportunities, including a new reward & recognition program
- internal training resources
- a renewed focus on risk management
- more centralised volunteer recruitment and induction processes, and
- revisions to our induction program for new staff and volunteers

In closing, I would like to thank each of the MCCI board members for their unqualified support, direction and engagement this year, along with the dedication, passion, and community spirit of each and every one of our staff, volunteers, members, and stakeholder partners who make working for the 'MCCI family' such a wonderful opportunity.

Chris Lacey
Chief Executive Officer

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



Angela Ljubic
Secretary



Leissa Pitts
Assistant Secretary



Simone Stuart
Committee Member



Nicholas Marin
Committee Member
(Under 35)



Rima Elhage
Committee Member
(Under 35)



Sabine Hauth
Committee Member



Daniel Dragan Brankovic
Committee Member

Management Team



Chris Lacey

My MCCI



Cecilia Milani



Allyson Pazos



Sarah Wilson



Jen Ramirez



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.

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

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 stronger relationships, programs, and services with those who share our vision, values and purpose

- We pursue strengthened partnerships with government, business, non-government organisations and the community to achieve our purpose
- Others work with us because our reputation is one of a trusted, respected, and results-driven community partner in culturally appropriate care, representation, and support.



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 Communities

Water Safety

Swim between the flags and be 'Water Safe, Not Sorry'! Newly arrived families from Lebanon, Syria, Eritrea, Burma and other culturally diverse backgrounds attended MCCI's intergenerational water safety programs at Wollongong's beaches, pools and harbour over the summer. The sessions are in great demand by the community, and a way to ensure that everyone is aware of the dangers and stays safe while enjoying the iconic Aussie way of life.

Links to Learning Duke of Ed Trek

34 dedicated MCCI Links to Learning students did the Duke of Edinburgh's 'Adventurous Journey' over two days in the Royal National Park in November. MCCI's Links to Learning Program, which has been running for more than 15 years, is offered every year to 60 Year 9 students from culturally diverse backgrounds. The students are introduced to a range of challenges – including this international award which requires them to learn a skill, improve their physical wellbeing, volunteer in their community and experience a team adventure in a new environment.

Walking Soccer Seniors Week

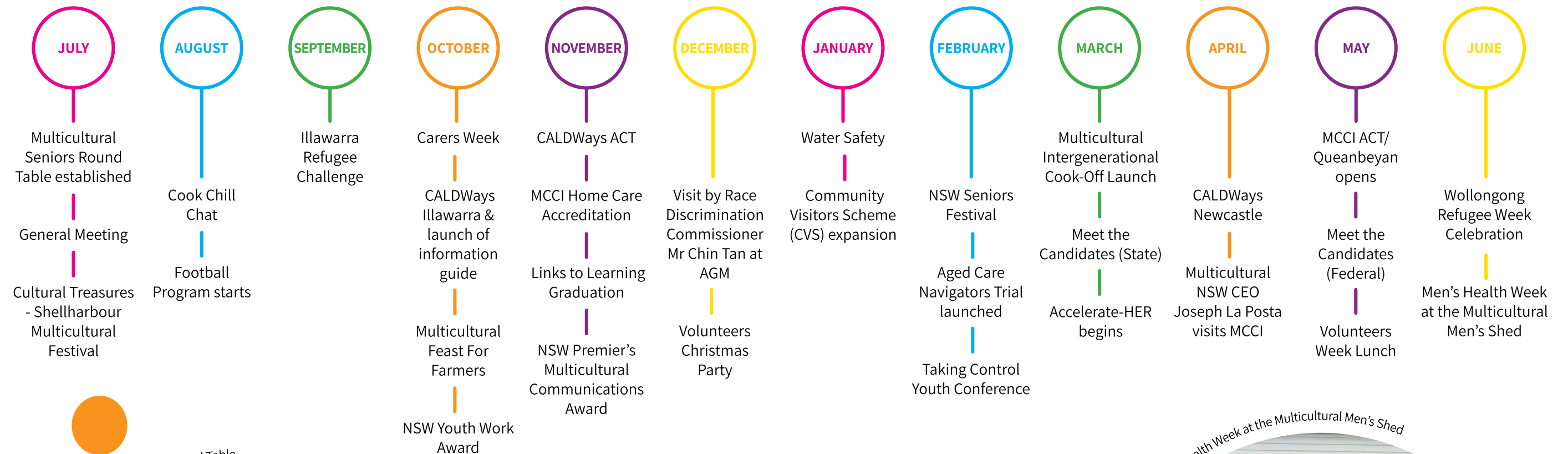
Women and men from Chile, Ireland, Australia, Portugal and the Philippines, came together for Walking Soccer during NSW Seniors Festival 2019. Walking Soccer is a great way for older people to stay fit, move around and avoid stress and injuries. It was one of four events which celebrated seniors. You are never too old to learn something new!

Feast for Farmers

More than \$11,000 was raised for drought relief in NSW at MCCI's Feast for Farmers in October. A fantastic effort and feast for the 200 people who came to the community fundraising dinner to show their support for drought affected farmers, with all proceeds going to Australian Red Cross Drought Relief (NSW).



2018 / 2019 HIGHLIGHTS



MCCI Supporting Communities

Plan ahead

With funding support from COORDINARE, MCCI's Advance Care Planning Team have delivered information sessions to 400 people from 10 different cultures about the importance of planning ahead. An Advance Care Directive is a document to make clear what medical and personal care you would like if you can no longer express yourself. It is recommended for anyone aged 18 years and over.



Cook, Chill, Chat

The young CALD women attending Cook, Chill, Chat for 12 weeks spoke highly about the opportunity to learn and gain skills about healthy eating, cooking nutritious food and sharing meals. It was also a fun way to meet others from similar and different cultural backgrounds. The program was a collaboration between MCCI and Healthy Cities Illawarra.



Frat Football

About 30 young newly arrived and settled refugees and migrants attend MCCI's free Football Program with Football South Coast at the Fraternity Club every Thursday afternoon. The Program has been a huge success with more than 700 attendances by students originally from Syria, Burma, Congo, Sudan, Eritrea, Iraq and other countries, who are assisted by two professional coaches, youth support workers and volunteers.



Meet the candidates

Political candidate forums are a long standing tradition of MCCI to support multicultural communities in the region to participate in the democratic process. Candidates standing for state and federal elections met with community leaders and members at the Croatian Community Hall in March and the St Elias Church Hall in May for discussions about multicultural policy.



Burmese birthday

The Burmese Social Support Group had a collective birthday party to celebrate those who have been given the official birth date of 1 January in refugee camps before they arrived in Australia. MCCI group facilitator Sha Ro gave them roses and key rings so that they remember to take their keys when leaving the house. In their culture, the door is always open.



Representation

As one of four peak bodies recognised in NSW, MCCI has continued to advocate for and represent the interests of CALD communities. MCCI provides representation to policy consultation, development and implementation groups at Federal and State level, aiming to ensure the voices, opinions and experiences of people from CALD backgrounds are heard and considered. As a membership based organisation, MCCI works actively with local communities to support, guide and help them thrive and grow.

MCCI in Action

EmerCALD

Working in collaboration and partnership with the NSW State Emergency Services (SES) and the University of Wollongong, EmerCALD is working with 7 CALD communities to devise effective communications for emergency situations e.g. flooding and bush fires. The project is looking at the most effective messaging and channels to deliver behaviour change and risk awareness in these communities, improving safety and community resilience.



Life Giving Stories



In November 2019, MCCI partnered with NSW Multicultural Communication Service, Illawarra Shoalhaven Local Health District, and NSW Organ and Tissue Donation Service to showcase the inspiring journey of organ and tissue donors and recipients to increase awareness and encourage tissue donation in multicultural communities. Over 200 people attended the event at the Illawarra Performing Arts Centre, where people were moved and inspired by the first hand stories of organ donors, donor recipients and their families. After the performance, a number of people immediately registered to be organ and tissue donors.

Representation Snapshot



Members

80

Members

55

Organisations

15

Individuals

10

Life Members



Representation

40

Forum/network representation

170

Community engagements



Media

28

Radio interviews

9

Press articles

2

TV interviews



Social media

1,730

Facebook followers

161,750

Facebook reach



Monthly newsletter



U & Me

4 short-films

Culturally Appropriate Care and Support Services

MCCI's suite of care services, delivered in the Illawarra and ACT/Queanbeyan regions through the Commonwealth Home Support Program and Home Care Package program, are developed in partnership with clients and their families and designed to support seniors to stay at home and connected with their community for as long as they wish. The Multicultural Elders Friendship Program links volunteers with older people who live alone or in residential aged care facilities and MCCI also provides support for carers.

MCCI in Action

MCCI ACT & Queanbeyan

In April 2019 MCCI commenced new services and programs in the ACT and Queanbeyan. MCCI now delivers community aged care services to some of the 9000 people over 65 from CALD backgrounds in the region, filling a gap identified through significant consultation with communities and partners. Services include Commonwealth Home Support Services of personal care, domestic assistance, social support (individual and group), transport, and flexible respite; and Home Care Package Services levels 1-4.



Home Care Packages

MCCI now delivers higher level in home aged care services through the Home Care Package program, supporting and enabling seniors to stay connected with the community and remain independent within their own homes for longer. With Home Care Packages for levels 1-4, services are tailored individually allowing for increased choice, control and flexibility of services and supports.

My MCCI Care Services Snapshot



20
Social Groups

436

Social Group Clients

64,212

Hours of Support



In-home Support (CHSP)

3,500

Visits

10,046

Hours



13,174
Meals



8,695
Trips



350
Community Visitors Scheme hours



40
Carers supported

97.5%
of clients say
MCCI helps maintain independence

96%
of clients say
MCCI is respectful of culture

98%
of clients say
MCCI helps them stay healthy and active

Culturally Appropriate Care and Support Capacity Building

Through the Partners in Culturally Appropriate Care (PICAC) NSW & ACT, and Sector Support and Development programs, MCCI delivers a range of training programs, organisational support, and resources to service providers to promote inclusive services to CALD consumers. For individuals, MCCI provides a range of information sessions, one to one support and resources, through PICAC, and the Aged Care Navigators Trial to ensure CALD seniors can access the services they need and want.

MCCI in Action

Building Cultural Intelligence

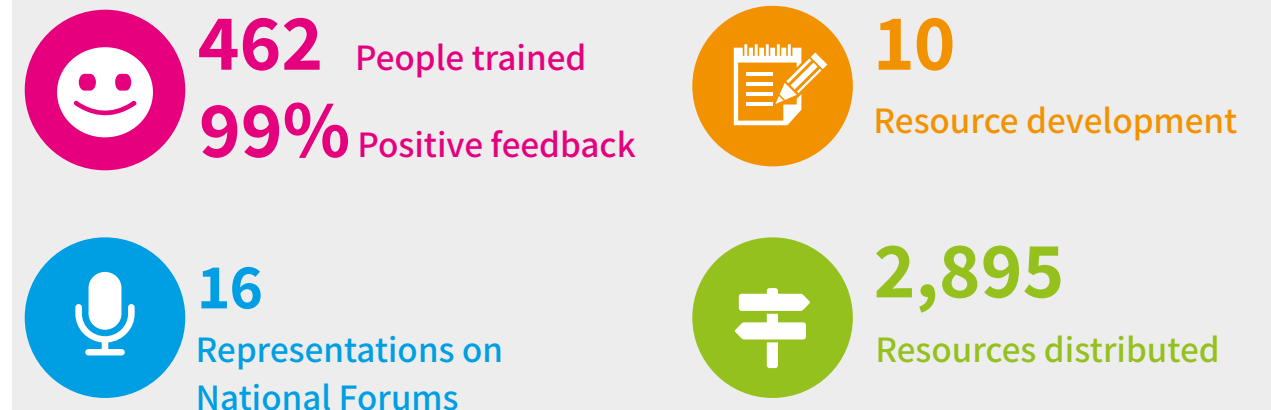
MCCI's Cultural Intelligence training for organisations continues to grow in popularity. This year saw the team delivering training across NSW, including Wagga Wagga, Bathurst, Goulburn, Newcastle, Wollongong and Parramatta. The training sessions and associated resources focus on strategies to enhance cultural competence, build cultural intelligence, provide insights into the diverse needs of people from CALD backgrounds including refugees, cultural snapshots, working with interpreters, and culture in the context of specific issues e.g. continence, dementia and palliative care.



CALDWays 2018-19

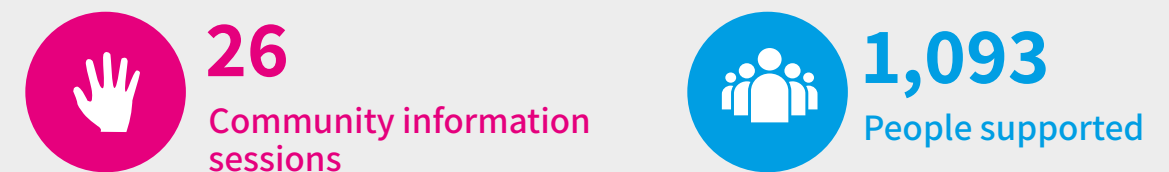
With events held in the Illawarra, Newcastle and the ACT, 453 seniors from 27 cultures attended the CALDWays for Multicultural Communities events held in 2018 and 2019, which featured speakers, information stalls and resources on the aged care system and Government funded aged care services and supports. The sessions were held in response to the ongoing requests for information and support to access aged care and related services, and were very well received by attendees in every region.

Organisational Capacity Building Snapshot



Individual Capacity Building Snapshot

Aged Care Navigators Trial



CALDWays NSW & ACT Events 2018 & 2019



Collaboration Youth

MCCI's Youth & Community Programs are built on the foundation of partnership and collaboration, meaning projects and programs have further reach and higher impact. Through the Multicultural Youth Development Program, Links to Learning and other programs, the team supports young people from multicultural backgrounds, including those from emerging refugee communities, to build skills, knowledge, capacity, resilience and community connections.

MCCI in Action

Accelerate-HER

Accelerate-HER sent a clear message to young CALD women that they can pursue any career or community pathway they wish. Over 12 weeks the young women addressed issues identified as hindering women from CALD backgrounds entering the workforce. They were introduced to different occupations; learned job seeking and interview skills; networked with and were mentored by local female business women; and undertook leadership development activities.

As a result of the program 3 young women successfully gained part time employment, and a young aspiring writer started attending a workshop with a local writer's association.



Youth Work Award

The highly successful 10-week Wollongong swimming program at Beaton Park for 80 young people from refugee backgrounds was honoured with a prestigious NSW Youth Work Award in October 2018. The results of the program were exceptional in that participants gained both swimming skills and confidence in the water.

The program was delivered in partnership with Wollongong City Council, NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) and the NSW Department of Education.

Collaboration Youth Snapshot



Community
Engagement

4,212 Attendances



Community
Consultation

6 Sessions

146 Participants



Skills Development

Life Skills Courses

45 Sessions

640 Participants



Community Capacity
Building

Events

7 Sessions

790 Participants

Education & Learning Programs

78 Sessions

1,607 Participants

Social Inclusion Programs

82 Sessions

1,175 Participants

over 70% of participants across all programs were new arrivals

Staff and Volunteers

With over 135 staff and volunteers from a wide range of cultural backgrounds, MCCI continues to build a strong and diverse organisation in order to meet the needs of our clients and communities. This year the MCCI family has grown significantly both in number and location with the opening of care services in the ACT/ Queanbeyan region. We continue to support staff and volunteers with training and skills development, and provide career pathways and growth opportunities.

MCCI in Action

Volunteers become staff

MCCI currently has over 70 volunteers supporting a wide range of programs in roles as diverse as cooking, bus driving, gardening, and community visiting. Our volunteers have the values, behaviours, and commitment to the organisation, and MCCI is passionate about providing development opportunities, including pathways to become staff members here at MCCI. We are proud to say that 15% of our current staff started their time with MCCI as volunteers. Previous volunteers now hold roles in administration, social support groups, in home services and youth services.



Aged Care Navigators Trial

Since January, MCCI (in partnership with COTA) has been supporting Illawarra seniors and their carers through the complexities of the Australian Aged Care System as part of a new trial program funded by the Australian Government. The service provides phone, email and face to face support to community members and utilises both staff and trained volunteers to support CALD communities with general information about the Aged Care System, registering with My Aged Care, changing providers or support services and accessing information in their language.

Staff and Volunteers Snapshot



135 Staff & volunteers



14,000+ Volunteer hours



1,425 Volunteer work placement hours



638 Staff training hours



12 Volunteers now staff



30+ Languages spoken

100%

of employees say

staff respect diversity and individual differences in the workplace.

97.5%

of employees say

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

100%

of employees say

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

Business

This year has seen an important step in the future development of MCCI, with the continued growth of our Home Care Package initiative and the commencement of service delivery in the ACT region. This expansion has leveraged internal investment work that MCCI has done over the last 2-3 years in governance, training, information technology, and improvements to our internal business and compliance systems. This year has also seen the introduction of MCCI's monthly e-newsletter with multicultural highlights.

MCCI in Action

Canberra growth

In May 2019, MCCI was proud to open its new multicultural aged care service in the ACT offering both CHSP services and Home Care Packages. A major focus for early- mid 2019 was the operational work required to establish a brand new service. MCCI has partnered with the Multicultural Hub in Canberra during this establishment phase with the office collocating in the Theo Notaras Building, and shared use of community spaces for groups and events.



Marketing Award

In November 2018, MCCI was honoured to receive the NSW Premiers Multicultural Communication Award for our research based "Every Carer" project. The community campaign, done in partnership with the University of Wollongong, aimed to increase awareness and improve understanding of how to access care services among carers from the Vietnamese, Turkish and other CALD communities in the Illawarra. The campaign increased the use of care services by over 2627 hours over the period of the project.


“It would be remiss of me not to acknowledge the work of the MCCI. We are very much partners in this space and in some respects I admire and look to the MCCI for leadership around some of their place based and community engagement. They do an incredible job.


Joseph La Posta, CEO Multicultural NSW




Water Safety, City Beach Wollongong, December 2018




 MCCI Offices in the Illawarra and ACT

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