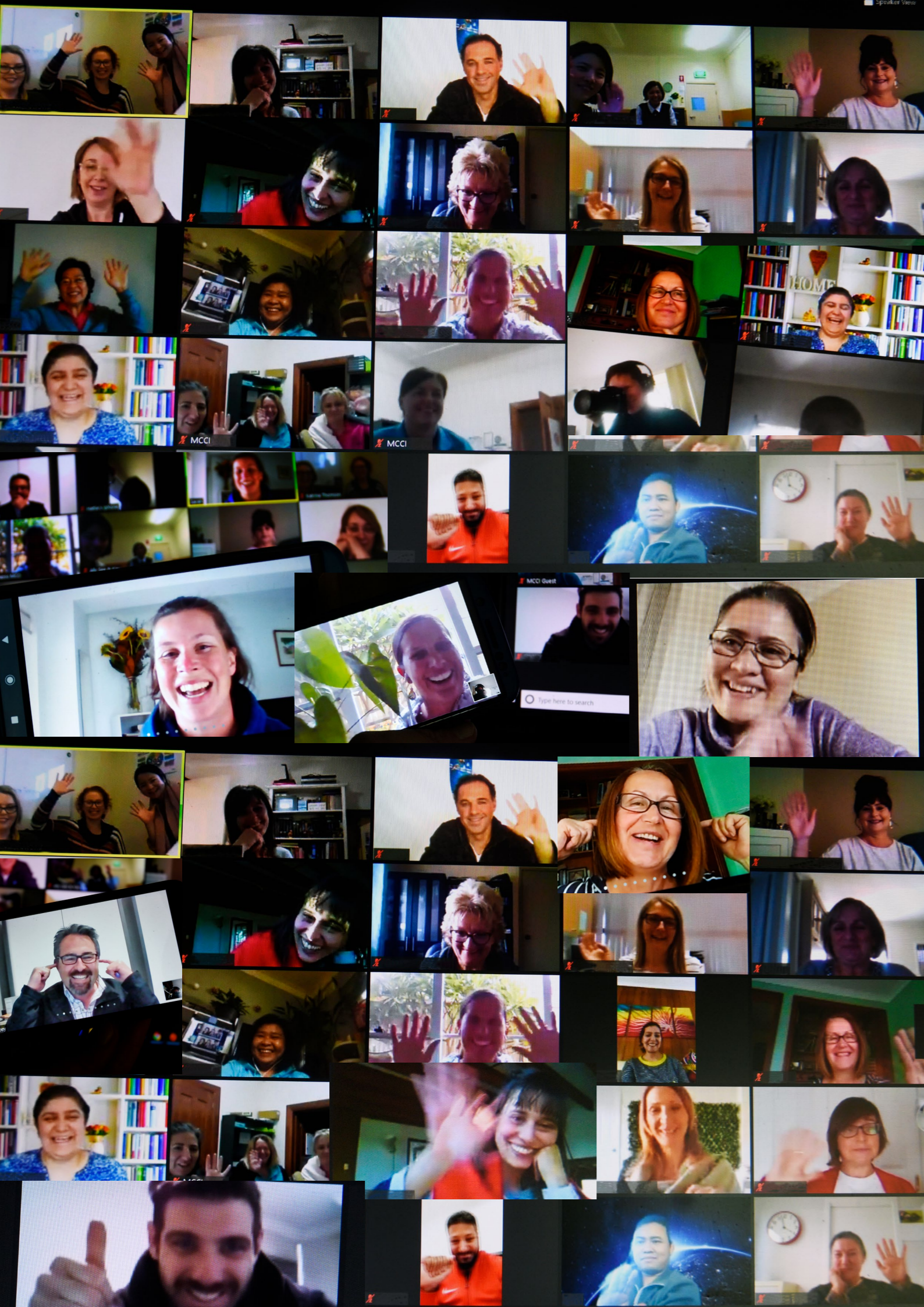


# Annual Report 2019-2020



DIVERSITY | INCLUSION | RESPECT



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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 acknowledge the valuable and ongoing funding support provided by the following state and federal agencies and funding partners:

- Multicultural NSW
- Department of Health (Commonwealth)
- Department of Communities and Justice (NSW)
- Department of Education (NSW)
- Department of Social Services (Commonwealth)
- Department of Home Affairs (Commonwealth)
- The Duke of Edinburgh's International Award
- Good Things Foundation Australia
- NSW Men's Shed Association

- COORDINARE
- Grand Pacific Health
- James N. Kirby Foundation
- Cancer Institute NSW
- NSW ClubGRANTS Scheme
- NSW Community Building Partnership
- Shellharbour and Wollongong City Councils

We would also 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 2021.



## About Us

For 45 years, the Multicultural Communities Council of Illawarra (MCCI) has been working in NSW and ACT towards our vision of an inclusive multicultural society that embraces, celebrates and values diversity. We do this by delivering services and programs that promote equity, harmony and social inclusion, and that build community capacity.

With 180 staff and volunteers from over 40 cultural backgrounds, MCCI is committed to delivering high quality, responsive and culturally intelligent services for individuals, communities and organisations, guided by our values of:

- Diversity
- Respect
- Integrity
- Empowerment
- Collaboration
- Hope

As the regional peak body for multicultural communities in the Illawarra-Shoalhaven, MCCI is a leadership voice in advocating for services to meet community needs, representing the interests and views of multicultural communities in the development of government policy in line with our vision.



## Chairperson's Message

On behalf of the Multicultural Communities Council of Illawarra (MCCI), it is my great pleasure to present our Annual Report for 2019-2020. It has been a significant and challenging year for everyone but I am so very proud and pleased with the way we have all come together in these difficult times. I hope you enjoy this review of our work and highlights in our 45th anniversary year.



### COVID-19

To begin our Annual Report, I would like to extend our deepest sympathies to anyone in our community who has lost a loved one to COVID-19 both here in Australia or overseas. Our thoughts are with you. I would also like to acknowledge the enormous efforts of the Australian and State Governments and, in particular, our country's dedicated healthcare and community sector workers, in helping to stop the spread of this disease and keep our communities safe.

Dealing with the health crisis this year has come at a huge cost to our economy and way of life. Australia is now officially in recession for the first time since the early 1990s. Many people have lost their jobs and businesses are at risk of closure. Social isolation is affecting the physical and mental health of our communities, particularly our seniors. Many cherished community events and festivals have been placed on hold this past year. Learning in the school environment has been disrupted for young people. We have been unable to travel overseas as many would regularly do, and temporary visa holders and international students have been disproportionately impacted.

Despite these difficulties, communities have continued to support each other. I would like to acknowledge the enormous efforts of all our members and also thank the Acting Minister for Multiculturalism, the Hon. Geoff Lee, and the CEO of Multicultural NSW, Joseph La Posta, for their active engagement with MCCI and all communities across NSW during the pandemic. In particular the March to June 2020 period when things were still very uncertain, Minister Lee and his team were meeting with the multicultural councils and regional stakeholders on a very regular basis to receive feedback on community needs and inform about new programs and funding support to communities. In my 20 years with MCCI, this level of engagement has been unprecedented and very warmly welcomed.

As we learn to live with and adjust our ways of life as a community, we have to stay united and maintain our social cohesion. Sadly, we have seen examples of racism and hate speech in the community as a result of these pressures through COVID-19. We have to call it out when it occurs. There is no place for racism in our country and together we will get through this if we stand united.

### COVID Safety at MCCI

MCCI developed a COVIDSafe Plan in March 2020 under the daily and weekly operational direction of our CEO, Chris Lacey. Regrettably, like so many community celebrations this year, we had to cancel our 45th Anniversary Harmony Dinner. Winners of the Illawarra Multicultural Awards will be announced at our AGM.

Our COVID-support efforts have been and are focused on helping members and communities with information, advice and support to navigate the complex and at times rapidly changing public health orders. Our own services this year have been underpinned by robust planning, risk management and strengthened engagement with our staff, volunteers and clients. Many operational adjustments were made, with increased support particularly to seniors in their homes and new ways of working, including on-line social support groups, youth activities and training services. Some examples include:

- over 3,500 phone calls to our social support group clients while face to face services were on hold,
- a new daily fresh meals delivery service with additional funding support from the Department of Health,
- training services were migrated to an online platform, and
- online gentle movements and other classes along with a regular monthly newsletter.

On behalf of MCCI, I would like to acknowledge and thank our dedicated staff, volunteers, directors, CEO and management team for their commitment to safety and for finding new ways of supporting the community in these very difficult times.

### New Governance Arrangements

Following endorsement by Special Resolution of members at the Annual General Meeting in 2019, I am pleased to report that MCCI made the successful transition to a non-profit Company Limited by Guarantee in February 2020. This transition required significant legal and administrative work, with the support of Thomson Geer Lawyers.

The board has reviewed its operational policy and procedure, establishing working committees focused on Human Resources & Governance and Audit, Risk & Compliance. Regrettably, our planned Members Forum and General Meeting were placed on hold due to the coronavirus pandemic but we intend to activate these important member-engagement initiatives in 2021.

On behalf of MCCI and all our members, I would like to thank the outgoing management committee members from 2019 for their service and continued support. I would like to particularly acknowledge my friend George Bartolo OAM, Life Member of MCCI, for his lengthy and loyal service to the management committee and look forward to his involvement as chair of our Members Forum in 2021.

### Looking Forward

Despite a difficult year in 2019-20, MCCI's future looks bright. Our strategic efforts over the last three years to build our capacity to expand our community reach and social impact were recognised in March with the NSW Premier's Award for Non-Profit Business Excellence. As our services grow and as new funding and partnerships are created to respond to new and emerging community needs, so does our staff team now 90 people strong, compared with 43 just three years ago.

In summary, I am pleased to report that MCCI is successfully navigating a changing non-profit landscape and we have achieved strong financial performance in the last year to help position MCCI for even greater impact. The board is currently finalising a new Strategic Plan for 2021-2024 so that together with our members, staff team and supporters we can continue to pursue our vision for a cohesive multicultural society that embraces, celebrates, and values diversity.

Ken Habak OAM  
Chairperson

## CEO's Message

As MCCI completes our current three-year strategic planning cycle, FY19-20 for us is best categorised as a year of growth, disruption, change and development. Our strategies to reach more communities who need our support are working but, like all organisations this year, COVID-19 has challenged and changed the way we work.



What hasn't changed is our commitment to supporting multicultural communities. This year we have strengthened our advocacy for greater equity in how people from diverse backgrounds access services, participating in 250 community outreach activities and over 50 national, state and regional networks. Our collaborative relationships with Multicultural NSW, along with the state and regional multicultural councils in NSW, provided a strong voice for the needs of communities both pre and post COVID-19. Governments have listened to these concerns and dedicated new resources to the multicultural sector, which was warmly welcomed. There is of course much more still to do.

The past year has seen MCCI transition from an Incorporated Association to a non-profit Company Limited by Guarantee. With the unanimous support of members in 2019, this historic shift for our organisation after 45 years strengthens MCCI's corporate governance responsibilities and has refocused our energies on strategy, risk management, service excellence and community engagement. A new Strategic Plan will be finalised in early 2021 to chart our course for the next three years and it is indeed an honour to have been invited by the board to become MCCI's inaugural Company Secretary. I sincerely thank our directors for entrusting that responsibility to me.

Across the suite of services provided by MCCI, our focus this year has been on diversifying what we do, developing a more multidisciplinary approach, strengthening our planning and partnerships, and leveraging our skills and community reach. Our key operational achievements and some examples of our work in action are described in the subsequent pages of this Annual Report; however, chiefly among them include:

- mobilising our newly-funded care services in the ACT and Queanbeyan
- expansion of our Home Care Package support services
- securing a 5-year extension to our targeted early intervention work with young people
- developing a range of new training programs focused on diversity and inclusion
- new relationships with the University of Wollongong and COORDINARE
- 6 new U&Me short-films celebrating diverse friendships with Why Documentaries, and
- a major Feasibility Study into an Illawarra Museum of Human Migration, completed jointly with the Migration Heritage Project Inc.

September 2019 marked the 10th Anniversary since MCCI purchased our headquarters in Wollongong known as 'Alice Villa'. We marked the occasion with a gathering of our members and supporters, and during the year also completed a Conservation Management Plan for the property with grant-support from Wollongong City Council's heritage program. In early 2020, the first major improvements were made to our outdoor area, installing new drainage to prevent flooding along with the purchase of new furniture and a BBQ for community programs. I would like to acknowledge and thank Paul Scully MP for his support in securing funding under the Community Building Partnership Program for these improvements.

Many of our long term and well-loved community programs were delivered again this year. Included among them were our Intergenerational Multicultural Cook-Off, Links to Learning, School Holiday Activities, Illawarra Refugee Challenge, Seniors Week Expo, Walking Soccer, Youth Conference, Football Program, Cooking Circle, Accelerate Her, Preventure, and Water Safety initiatives.

Our partnership with COTA to deliver a Multicultural Aged Care Navigator Trial in the Illawarra has seen us support people to access services for the first time and build the confidence of volunteers to talk with their communities about the aged care system.

This report would not be completed without some commentary on how COVID-19 has impacted our communities and organisation in 2020. It has been an anxious and challenging year for everyone in the MCCI family, particularly in the March to June 2020 period. The pandemic has exposed a number of underlying equity issues about how multicultural communities can access information in a crisis and the 'digital divide' for seniors and young people was ever-apparent. We remain deeply concerned about the physical and mental health consequences for communities, along with their economic prospects and social connection given many regular celebrations have been placed on hold. Sadly, many of the Illawarra's international students have experienced significant hardship and our region's Chinese & Asian-Australian communities

“

I am confident that by working together as a community we will emerge from the COVID-19 pandemic stronger than ever

experienced public expressions of racism. We have been a voice for these concerns advocating to government and in the media.

MCCI has dedicated significant efforts and time to adjust our services to operate safely; support our clients, members, staff and volunteers; implement alternative services to keep people connected and well; and work in partnership with government authorities on the distribution of public health messaging. Coming off the back of last summer's bushfires and floods, 2020 has been a remarkable year indeed and the resilience & cohesion of our communities will be tested in the coming year. But I am confident that by working together as a community we will emerge from the COVID-19 pandemic stronger than ever.

MCCI's work is ongoing and more important now than ever. I'd like to acknowledge and thank the Chairman of the Board, Ken Habak OAM, for his support and guidance, along with all of our board directors for working 'as one' with the management team. And I'd like to pay tribute to the wonderful MCCI staff & volunteer team whose passion and dedication in this difficult year has been simply inspirational.

Chris Lacey  
Chief Executive Officer and Company Secretary

## Governance

On the 6th February 2020, MCCI became registered as a public Company Limited by Guarantee (ACN 638 073 631) transferring our registration from that of an Incorporated Association in NSW.

MCCI members approved the transfer of registration by way of unanimous special resolution on the 5th December 2019 along with a new Company Constitution.

As a company limited by guarantee, MCCI remains a non-profit entity and registered charity but is now regulated primarily by the Corporations Act and Australian Not-for-Profits and Charities Commission Act.

The board of directors from February 2020 comprised

- Ken Habak OAM, Chairperson
- Leissa Pitts, Deputy Chairperson
- Tom Begic
- Angela Ljubic
- Nicholas Marin
- Dr Husayn Aly
- Lyn Cuell JP (appointed 25th February)
- Duncan Brown (appointed 25th February)

Chris Lacey is the CEO and Company Secretary.

The directors would like to acknowledge and thank the outgoing management committee members for their dedication and service to MCCI prior to the company's registration:

- George Bartolo OAM
- Sabine Hauth
- Lazo Gorgiev
- Rima Elhage
- Daniel Dragan Brankovic
- Joe Alves
- Simone Stuart

The MCCI board of directors meets monthly and is supported by committees formed to focus on Audit, Risk & Compliance and Human Resources & Governance.

The board has endorsed establishment of a new Members Forum to be chaired by Mr George Bartolo OAM, Life Member. The Members Forum has been temporarily deferred in 2020 due to the coronavirus pandemic.

## Directors & Managers



Ken Habak OAM  
Chairperson



Leissa Pitts  
Deputy Chairperson



Tom Begic



Angela Ljubic



Nicholas Marin



Dr Husayn Aly



Chris Lacey  
CEO  
&  
Company Secretary



Lyn Cuell



Duncan Brown



Cecilia Milani  
PICAC NSW & ACT



Allyson Pazos  
Youth & Community



Sarah Wilson  
Corporate Services



Jen Ramirez  
Care Services



David Morgan  
Finance

# 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.

## Representation

As the Illawarra's regional peak body for diverse communities we represent the interests of over 50 local associations, engaging with government at all levels, business, the media and our wider community to advance the principles of multiculturalism.

Working closely with Multicultural NSW and our state, regional and national multicultural peak bodies, we work towards promoting equity, inclusion and social cohesion. We do this through systemic advocacy, consulting our members and stakeholders on current and emerging trends or issues, contributing our perspective to policy and law reform, and participating in community and stakeholder outreach activities.

*MCCI in Action*

### COVID-19 Support

Since March, MCCI has been working hard to support communities to adapt and respond to COVID-19. Collaborating with members and communities, MCCI ensured the distribution of relevant information and multilingual resources, as well as providing practical assistance in writing COVIDSafe plans. MCCI also ensured the voices of local communities were heard, advocating to government through Multicultural NSW and government ministers after local consultation.



### Multicultural Seniors Roundtable

The Multicultural Seniors Roundtable gives older people and their carers from multicultural backgrounds the chance to express their experiences and challenges in the aged care system. Through this work we collate feedback and provide this to service providers and the government to improve policy and service delivery. This year MCCI held its first MSR in the ACT, having previously run quarterly sessions in NSW.

## Representation Snapshot



### Members

76

Members

50

Organisations

15

Individuals

11

Life Members



### Representation

51

Forum/network representation

250

Community engagements

8

Government submissions



### Media

6

Radio interviews

4

Press articles

4

TV interviews



### U & Me

6 short-films



### Social media

2,100 Facebook followers

187k Facebook reach

Monthly E-News  
Monthly Client Newsletters

# MCCI Supporting Communities

## Water Safety

In December, 30 people attended MCCI's water safety event which was translated into Arabic, Swahili and Burmese in partnership with the Australian Red Cross, Wollongong City Council, Surf Life Saving NSW and Royal Life Saving Society Australia.

## Serbian Group 5 Years

In August 2019 the Serbian Oak Flats group celebrated their 5th anniversary with goulash, mashed potato, corn bread and salad for lunch, followed by cakes and dance.

## Hot Meals

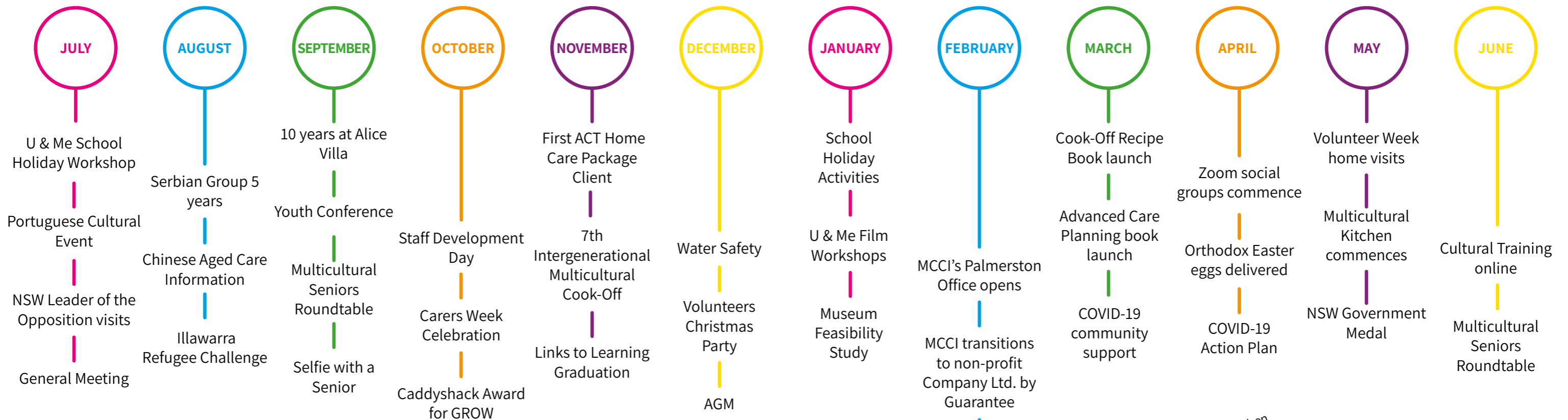
In May MCCI joined forces with local restaurants to deliver hot meals weekly to over 100 people in the Illawarra. The deliveries gave us a chance to catch up with our clients given the social groups were not operating. Thanks to Villa D'Oro and Mylan for working with us.

## Chinese Seniors Aged Care Session

The Navigators guided 40 people from the Chinese community through the complexities of the aged care system at an information session in August 2019. The session explained how to access services, the process involved, as well as the words and concepts used.



# 2019 / 2020 HIGHLIGHTS



# MCCI Supporting Communities

## GROW

GROW, a health program for young newly arrived women, was honoured in 2019 with the CaddyShack Project Award. The program is run by Port Kembla Youth Project in partnership with MCCI and supported by the ISLHD, Wollongong Women's Information Services and headspace.



## Cook-Off

Cook- Off 2019 celebrated cuisines from Italy, USA, China, Macedonia, Egypt and Colombia with dishes including enchiladas, dumplings, zelnik, kofta and fresh pasta bolognese. The Multicultural Intergenerational Cook-Off is a partnership between The Shellharbour Club, Lake Illawarra High School and MCCI.



## Seniors Week

More than 300 seniors from 35 different communities came together for the Multicultural Lunch and Expo at the Fraternity Club during the NSW Seniors Festival. Other events included Walking Soccer, Intergenerational Walk and Drumming for Seniors which were supported with grant funding from the NSW Seniors Festival 2020 and Multicultural NSW.

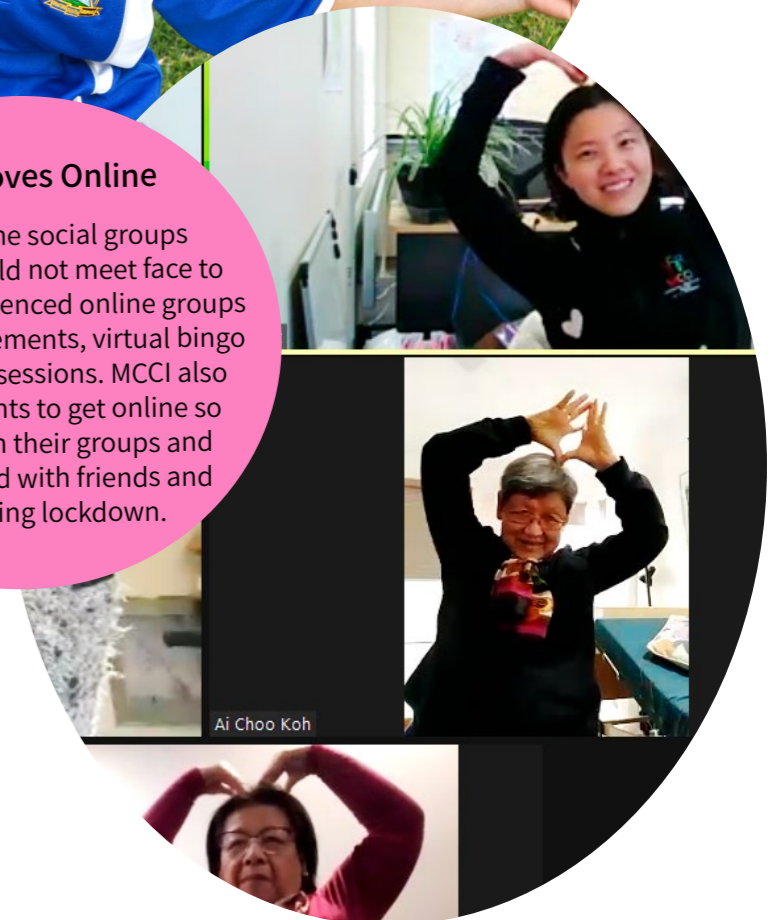
## Cooking Circle

MCCI's Cooking Circle met weekly throughout the school term engaging multicultural young women aged 12-24 with range of health and well-being activities including dance, cooking, craft, gardening and sports. During COVID-19 the group moved to Instagram, with ingredients being delivered to the door so the girls could still cook together, albeit online.



## MCCI Moves Online

In April, as the social groups for seniors could not meet face to face, MCCI commenced online groups with gentle movements, virtual bingo and sing along sessions. MCCI also supported clients to get online so they could join their groups and stay connected with friends and family during lockdown.



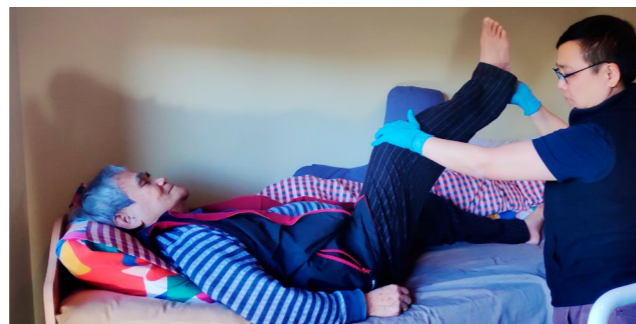
## Culturally Appropriate Care and Support Services

MCCI's many care services delivered through the Commonwealth Home Support Program and Home Care Package Program as well as small grants, are provided throughout the Illawarra/ Shoalhaven and ACT/ Queanbeyan regions. We provide services that are culturally intelligent and safe, responsive to individual and community needs, and delivered consistently with our values. Our services work 'with' individuals and communities not 'for' them to promote independence and build capacity. We ensure that our services are accessible, inclusive, accountable and increasingly multidisciplinary in their approach. Our work demonstrates a deep commitment to service excellence and quality, and places people at the centre always.

*MCCI in Action*

### Home Care Packages

This year MCCI's Home Care Package service has gone from strength to strength supporting more than 75 people to continue to live independently at home through tailored supports and services. MCCI has developed partnerships with a wide variety of services to ensure clients' goals can be attained.



### COVIDSafe Services

Since March 2020, MCCI has been working tirelessly to provide COVIDSafe services to clients. Staff adapted overnight and new programs were developed and introduced, including online groups, hot meal deliveries, monthly mailed newsletters, telephone support and unaccompanied shopping. In-home services continued throughout the period with enhanced precautions for staff and clients.

## My MCCI Care Services Snapshot



**851 Clients**

**47,646** Hours support at home

**3,500+** Welfare calls (May/June)

**43,489** Social group hours

**21** Social groups



**13,376**

Meals provided



**409**

Volunteer visits at home/residential facilities



**4,682**

Transport trips



**60**

Carers supported



**320**

Attended Seniors Festival

**98%**

of clients say  
they would  
recommend  
MCCI to family  
or friends

**91%**

of clients say  
they are treated  
with dignity and  
respect

**97%**

of clients say  
they feel they  
belong and  
are safe and  
comfortable with  
MCCI

**96%**

of clients say  
MCCI is  
respectful of  
their culture  
and traditions

## Culturally Appropriate Care and Support Capacity Building

MCCI aims to ensure that multicultural seniors can access the services they need and want. We do this by building the capacity of aged and community services sector to deliver culturally appropriate and intelligent care, and empowering individuals and communities to access and advocate for services and supports.

MCCI delivers a range of face to face and online training programs for services, producing practical resources, delivering community education and providing one on one advocacy and referral assistance.

MCCI in Action

### Online Cultural Training

MCCI's Cultural Training moved online this year, with a range of topics including Culture and Dementia; Culture, Health and Wellbeing; and Culturally Inclusive Service Delivery. The move to online delivery meant redesigning content suitable for technology, refocussing sessions into manageable sections, and developing new interactive activities that work for distance learning.



## Capacity Building Snapshot



**535** People trained



**600**  
People supported  
to navigate the aged  
care system



**90%** Positive feedback



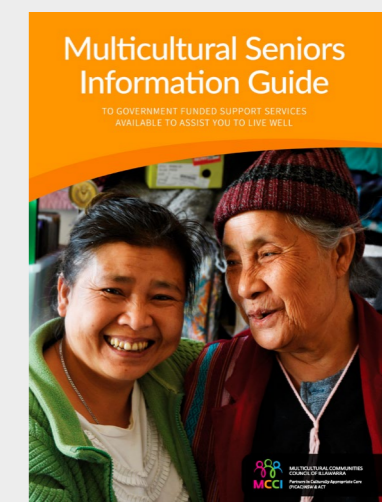
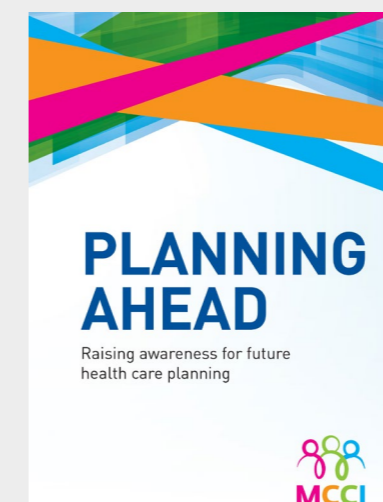
**1,310**  
Participated in Advance  
Care Planning Information  
Sessions



**14**  
New resources developed  
and supported



**1,965**  
Resources distributed



### Planning Ahead

'Planning Ahead: Raising awareness for future health care planning' is a short 17 languages A5 booklet encouraging people aged 18 years and older to fill in an Advance Care Directive. The Directive makes clear what medical and personal care you want if you can no longer express your needs and wishes. MCCI's Advance Care Planning team developed this booklet alongside information sessions and short videos to support communities to understand and make Advance Care Directives.

## Collaboration Youth

MCCI's Youth & Community Programs are built on a foundation of partnerships and collaboration, meaning projects and programs can have further reach and higher impact. Through the Multicultural Youth Development Program and Links to Learning as well as small grants, the team supports young people aged 12-24 from multicultural backgrounds including those from emerging refugee communities to build skills, knowledge, capacity, resilience and community connections.

MCCI in Action

### Multicultural Social Community Football

MSCF delivers weekly football sessions for up to 35 participants, providing a platform for social engagement, network connections, cross cultural interactions and organised physical activities while addressing challenges faced by newly arrived youth during their settlement journey.

This year the program connected 29 young people with local football clubs strengthening the social cohesion of the region, building cross cultural relationships and a sense of pride and belonging to a broader community.



### Links to Learning

The Links to Learning program assists young people to remain in or return to education. Working with students from non-English speaking backgrounds from six local high schools, the program concentrates on communication skills, developing positive self-esteem, improving language and living skills, and career and educational pathways along with a 'next step' towards career goals. As a result of the program, school attendance increased by 40%, and in 2019 80% of students also completed their Bronze Duke of Edinburgh's International Award.

## Collaboration Youth Snapshot



**1,430**

Clients



**3,574**

Attendances



**136**

Sessions



**90%**

from CALD backgrounds

### Links to Learning



**71**

Students



**40%**

Increase in school attendance



**11,410**

Hours of learning



**80%**

Completed The Duke of Edinburgh's International Award



## Staff and Volunteers

With 180 staff and volunteers, from a diverse range of cultural backgrounds, the MCCI family continues to grow to meet the needs of our clients and communities. Our volunteers continue to amaze us with their commitment and passion to the organisation and the community. Again this year, we have seen a number of volunteers move into paid positions with MCCI and other staff members gain promotion into new roles.

The COVID-19 pandemic impacted every part of MCCI and this was felt keenly by staff and volunteers whose roles changed. MCCI is incredibly proud of all our staff and volunteers throughout this time, completing additional training, changing or adapting roles, or in some cases having to temporarily step aside from their passion - which was the hardest thing of all.

MCCI in Action

### Staff development day

MCCI's annual staff development day is one of the few times of the year that the full staff team can come together for an extended period and share ideas, knowledge and help shape the future of the organisation. The day also consists of professional and personal development.



### Volunteers Week 2020

MCCI's usual National Volunteer Week lunch in May could not go ahead due to COVID-19. Instead staff delivered a personal thank you, dropping off an MCCI volunteers photo book and chocolates to each and every one. The book shows the amazing contribution of volunteers and some words of encouragement, love and support from staff. The visits also provided a chance to catch up face to face, and see how people were faring during this incredibly difficult period.

## Staff and Volunteers Snapshot



**180** Staff & volunteers

**600** combined years of service for MCCI

**12,225** Volunteer hours

**13%** of staff started at MCCI as a volunteer

**43** Languages spoken



**90%** of staff would recommend MCCI as a good place to work

**89%** of staff feel they have the opportunity to contribute to or realise their potential every day

**91%** of staff say MCCI has a safe working environment

**99%**  
of clients say  
that MCCI  
staff are  
friendly and  
professional

**98%**  
of clients say  
that MCCI staff  
are reliable

**97%**  
of clients say  
they trust MCCI  
staff and can ask  
for help

## Business

This year has seen MCCI make an historic shift in governance by becoming a non-profit Company Limited by Guarantee. With the unanimous approval of our members in December 2019, this change supports MCCI's plans to scale and grow our services for multicultural communities. As with many organisations, COVID-19 has affected and changed the way our services were delivered this year. However, our commitment to people and communities was unchanged. We've been able to respond flexibly by making better use of technology and supporting our people to adapt to new ways of working together.

*MCCI in Action*

### COVID Action Team

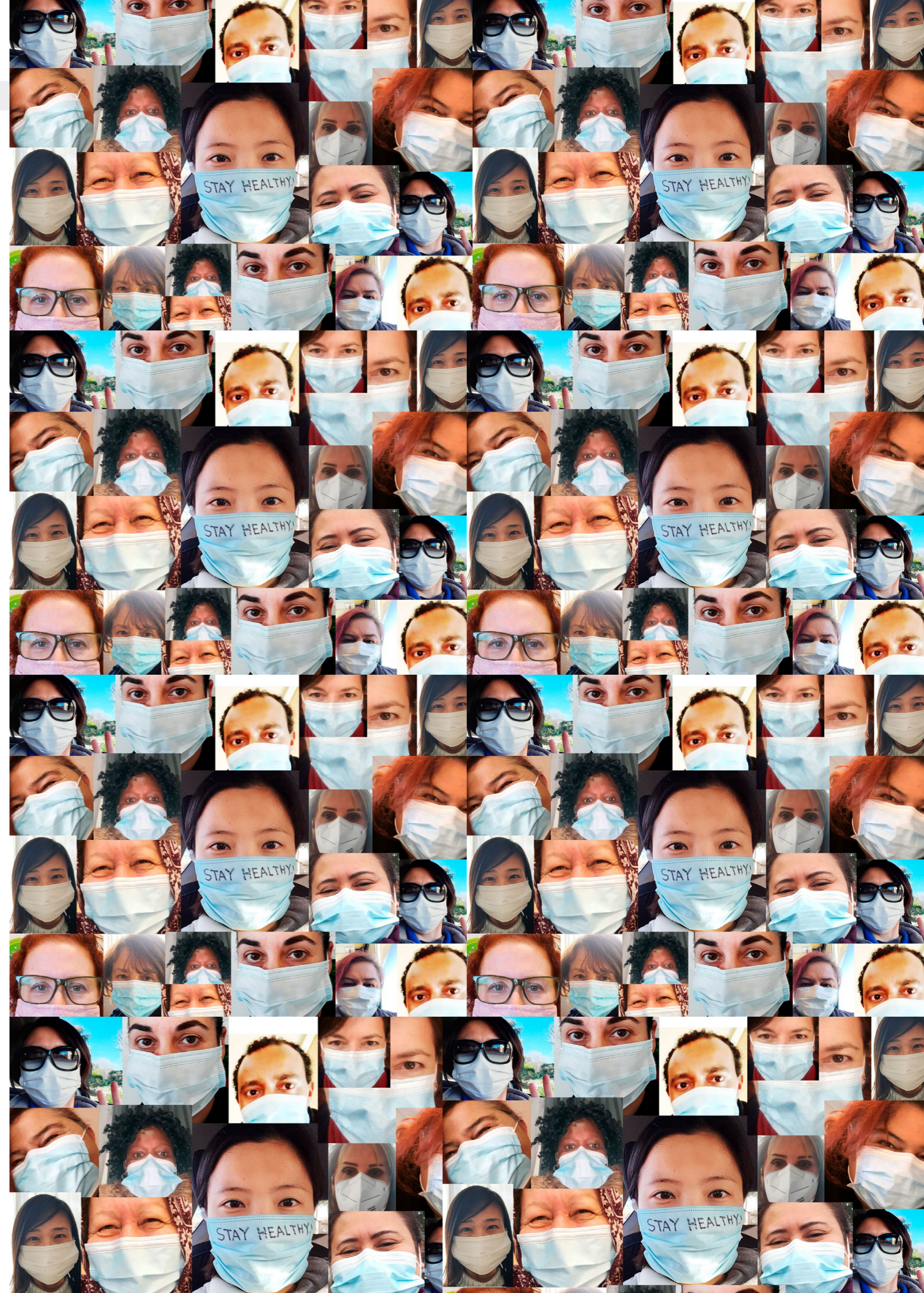
MCCI's COVID Action Team has been working tirelessly since March to ensure the safety of staff and clients, whilst continuing to meet community needs. The team made up of senior representatives from across the organisation met daily in the initial stages developing COVIDSafe plans, and communicating and training staff on the changes and requirements.




### Not for Profit Medal

MCCI was honoured to receive the prestigious 'Business Excellence – Not for Profit Medal' as part of the 2020 Premier's Multicultural Community Medals. The NSW Government award recognises the outstanding achievements of a not for profit that has promoted diversity and inclusion in their programming.


"Incredible community organisations like MCCI continue to engage and connect with their communities in a time where physical distancing has challenged the way communities interact", said Acting Minister for Multiculturalism Geoff Lee in a media release.






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