

ANNUAL REPORT 2015/16



Greg Warren, MP, Member for Campbelltown, NSW and the MDSI Aged Care Group

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STRATEGIC OBJECTIVES

Client and Service User Focus

- Improved well-being and quality of life will be a key outcome for all clients
- Responding to the needs of culturally and linguistically diverse frail aged will be the continued focus of MDSI Aged Care
- Responding to the needs of children, youth and families will be the continued focus of MDSI community services team
- Responding to the needs of people with a disability from culturally and linguistically diverse backgrounds

Operational Capacity and Integrity to Ensure Effectiveness

Service delivery and business operations are continuously improved

Culture and People

Attract, engage and retain committed employees and volunteers

Innovation

MDSI Social Enterprise operations are sustainable

FROM THE MDSI CHAIRPERSON & BOARD

This annual report provides us with an opportunity to highlight MDSI's achievements during 2016. MDSI has undertaken many activities, and our greatest achievements are the success stories of individuals and families whose lives have been changed and improved as a result of the work undertaken by MDSI staff and volunteers.

As the Chairperson, I have been very grateful for the support and work performed by my fellow Board members. The last few years have presented many challenges to the Not-For-Profit sector, and it takes a concerted team effort from all levels of the Board, Management, staff, and volunteers as we adapt to the changes.

The Board are very proud of the work that the skilled MDSI staff and volunteers do within the community. Their hard working, nurturing, and caring natures ensure that our clients are receiving the best quality care and assistance.

Working with Aged Care Clients we offer:

- ◆ Coffee Club
- ◆ Men's Shed
- ◆ Home Support
- ◆ Specialised Respite Care
- ◆ Individualised Disability Support Groups,
- ◆ Volunteering, Community Visitor Scheme
- ◆ English and Art Therapy Classes
- ◆ Mentoring
- ◆ Centre based Respite

Working with Child, Youth and Families we offer:

- ◆ Café Kulcha training and development
- ◆ Playgroups
- ◆ Home Interaction Programs tutoring children and developing their families,
- ◆ Youth Services
- ◆ Welcome Packages

- ◆ Parenting Programs
- ◆ No Interest Loans Scheme (NILS)
- ◆ Complex Case Management
- ◆ Emergency Relief and daily assistance needs
- ◆ Settlement Services with social and family groups

To all the dedicated MDSI staff and volunteers, please continue to grow and learn as much as you can in the ever- changing fields of community services. In helping others, we inevitably are also helping ourselves to grow and continue to develop.

Thank you.

Dr Matthew White



**VOLUNTEERS
MAKE A
DIFFERENCE.**

FROM THE CEO



MDSI has been delivering services to diverse communities for the past 34 years, playing an important role in supporting and guiding these communities through their settlement journey. In the past ten years MDSI has expanded its role to include socially and economically disadvantaged communities. We provide a broad range of programs and services including case-work, group work, community education, supported playgroups, emergency relief, no interest loans, day respite for elderly and disabled, youth training via social enterprise café and men's shed.

In 2015-16 MDSI's strategic directions have evolved in line with changes to how Government funding is administered across the various funding bodies. This has not been an easy process and we have had to make some cuts in the number of self-funded programs the organisation could support. We have now implemented a new financial plan, with strategies in place to improve our financial performance through greater activity levels, closer monitoring of forecast budgets and monitoring costs. These should strengthen our financial position in the new financial year.

At an operational level management continued to pursue the change to a consumer driven model as this gathered momentum across the aged care and the disability sectors. MDSI is a registered provider of the National Disability Insurance Scheme (NDIS) with many of our existing clients hoping to transfer to the NDIS. MDSI will also be assisting new clients within the community, who may not have experienced individualised care plans or accessed disability services previously.

We have positioned ourselves to accommodate these increasing demands for our services in the aged and disability support area, including an increase in the need for culturally and linguistically appropriate home support services. Our work in these areas is highly regarded and we hope to expand these services to a broad range of clients. MDSI staff and volunteers engaged in various self-paced courses throughout the year to upskill themselves for this new environment.

Our strategic directions focused on community connections, innovation and sustainability, fostering an organisational culture that strived to be responsive to the new and emerging needs of the communities we service.

MDSI staff are passionate about diversity, human dignity, fairness, justice and the individual's right to realise their potential. This year staff worked with Cultural Inspirations to develop an MDSI Manifesto which guides the work we do. The manifesto demonstrates that our staff are extremely caring and nurturing people, who are skilled and experienced in providing our clients with a range of support services to assist them to achieve their goals.

I am very proud that MDSI has developed a good reputation among the NGO sector for doing great work and having skilled and dedicated teams. However the current funding environment we operate in makes us vulnerable to uncertainty and short term funding. This uncertainty has spurred us to be more innovative, robust and creative. This has been achieved by a record number of collaborations and formalised MOUs with like-minded organisations to bring inventive action oriented projects. I see many wonderful opportunities for MDSI to support communities, but will require a different mindset, imagination and a strong will to succeed. I am confident our team can focus on the opportunities rather than be discouraged by the uncertainty.

Funding and Sponsorship for our organisation's activities comes directly from Federal, State and Local Governments, as well as Philanthropic sponsors and funders who have played a significant part in creative projects like Café Kulcha, Airds Bradbury Men's shed and Claymore projects.

I wish to acknowledge the support and commitment of my executive team, Erin Hoffman, Cecilia Vera and Lee-Ann Jones to pursue an agenda of service improvement and excellence. I would like to also recognize the great work Ms Judith Taylor has provided MDSI in her 19 year work trajectory. Judith has taken a year off from February 2016 to focus on her new passion in working as a children's psychologist in her own practice "the Sparrow Centre". I would also like to thank the Board for their wise counsel and, in particular, the guidance readily provided by the Chair.

Karin Vasquez



BOARD OF MANAGEMENT PROFILES

Dr Mathew White

B.D.S (USyd), JP

Mathew joined the Board in 2004. He serves on the Campbelltown Branch of the Justice Association committee, is a member of the Australian & New Zealand Society for Paediatric Dentistry, the Endodontic Society of NSW and the Australian Dental Association. As a prominent local business Mathew is interested in raising the profile of community services and promoting the needs of disadvantaged communities.

Milind Kulkarni

B.Sc., D.C.M., M.C.M., M.A.C.S., C.I.S.A.,
M.M.I.A.

Milind joined the Board in 2003. He is actively involved at higher-level management with various organisations in Australia, India, U.A.E., U.K., and the U.S.A. He is a member of the Australian Computer Society. He is a member of Migration Institute of Australia, actively involved with local Business Chamber of Commerce and Toastmaster. He is also involved with Indian community and has worked in the capacity of Vice President with the Marathi community organisation.

Maher Steitieh

B.Sc. Electronics Engineering, Masters in
Computer Engineering (Technical University
of Budapest), JP

Maher joined the Board in 2006. He is Director of his own IT consultancy and support company in Australia and in Jordan.

He worked for IBMGSA, Westpac Bank and Coca-Cola Amatil and is an active Pastoral Carer at Campbelltown Public Hospital as well as being actively involved in local community events.

Annie Lee

BSocSci (CSU), Grad Dip TESOL, GradCert
Marketing

Annie joined the Board in 2007. She is a retired Coordinator for TAFE Outreach Campbelltown, is experienced in adult education. She has represented on the Access and Equity committee at TAFE as well as serving on the committees of Liverpool Women's Health Centre and other social groups. She is an advocate for access to education especially those from disadvantaged and culturally and linguistically diverse backgrounds.

Jean Alim

Director since 2015, Associate Lawyer,
Marsden's Law Group, Bachelor in Legal
and Justice studies with a Major in Social
Studies and a Bachelor of Law, NSW
Family Law Accredited Specialist.

Admitted as a Solicitor by the Supreme Court of NSW in 2006. Extensive knowledge in complex property and parenting matters. Jean is involved in a number of community organisations.

Claudia Perry-Beltrame

Director since 2015, Business Owner, Master of Business Administration, Bachelor of Commerce, Diploma in Project Management, Certificate Foundation of Directorship, Change Facilitator, Cultural Change Activist, Enhanced Skills Coach, Leadership Developer, Management Consulting.

Claudia is passionate about enhancing the social and cultural capital in people. She works with NFP organisations specialising in cultural change, team cohesion and creating healthier workplace cultures.

Dr Alfred Colvin

Director on the Board since 1999, A retired senior lecturer in Therapeutic recreation at the University Of Western Sydney, he was previously a teacher, adviser, principal curriculum officer, inspector and Deputy Director of Sport and Recreation in the NSW Department of Education. Alf has chaired External committees in Osteopathy, Naturopathy and the Uniclinic committee.

MDSI PROGRAMS 2015-2016

CHILD AND FAMILY TEAM

- Child and Family Support
- Youth and Family Support
- Claymore Child and Family Connect
- Children and Parenting program
- Multicultural Playgroups
- Home Interaction Program for Parents and Youngsters (HIPPY)
- NSW Settlement Partnership
 - Family Settlement
 - Generalist Settlement
 - Youth Settlement
- Urban Growth
 - One Minto Community Development
 - Macarthur Heights Community Development Project
- No Interest Loans Scheme
- Emergency Relief Consortium
 - MDSI
 - Liverpool MRC
 - Illawarra Multicultural Services
- Slice of Life Program

AGED / DISABILITY TEAM

- Commonwealth Home Support program
 - -Centre Based Respite Program
 - -Neighbour Aid program
 - -Volunteer Program
 - -Men's shed program
- Multicultural Home Care Packages
- AGSIHAG Program
- Multicultural Access Program
- Community Visitor Scheme

MDSI Self-Funded Positions

- Quality Officer
- Information Officer/Reception
- Volunteer and Student Coordinator
- Bookkeeper

FUNDING AND SUPPORT

Department Of Social Services (DSS)

- Children and Parenting program (CAPP)
- Emergency Relief Consortium (MDSI Lead Agency)
- NSW Settlement Partnership (Lead agency Settlement Services International- SSI)
- Home Interaction Program for Parents and Youngsters (HIPPY) (Lead Agency Brotherhood of St Lawrence)
- Commonwealth Home Support program
- Multicultural Home Care Packages
- AGSIHAG Program
- Multicultural Access Program
- Community Visitors Scheme
- Volunteers Grant
- No Interest Loans Scheme (Lead agency- Good Sheppard)

Family and Community Services (FACS)

- Child and Family Support
- Youth and Family Support
- Claymore Child and Family Connect
- Multicultural Playgroups
- Map Program - ADHC

PHILANTHROPIC

Sidney Meyer Foundation

OTHER NON GOVERNMENT

- Men's Shed Association
- Clubs Grants
- Partners in Recovery
- MDS Training
- SSI - Future Ability Grant

CHILD, YOUTH & FAMILY

Home Interaction Program for Parents and Youngsters

MDSI's Home Interaction Program for Parents and Youngsters (HIPPY) is a two year, 60 week, home based early childhood enrichment program for children. The program currently supports children 4 to 5 years old from Claymore and surrounding areas; preparing them for school, building their self-esteem and confidence in learning.

This program is in its 6th year.

November 2015

26 Graduates with 4 tutors



Hippy Australia "The coordinator trains her team exceptionally. A very high standard of training is delivered with practical application....I observed strong relationships between the tutors and their families. They communicate the learning in a clear, casual, relatable way"

"The tutors are well known in this community...and are being utilised in local networks, advisory groups, meetings and programs"

Claymore Child and Family Connect

Claymore Child and Family Connect (CCFC) provides a bridge between families with children 0-8 years and service providers. The CCFC workers listen to families, helping community members to connect with organisations and services that can assist them in the areas of wellbeing, communication and cohesion, social support, child development, learning and literacy, school readiness and much more.

Workers operate from the CCFC mobile van, delivering regular street outreach across the Claymore Area. Residents make contact with CCFC workers in the course of street outreach, through family strengthening and capacity building programs and community events.

Supported Playgroups

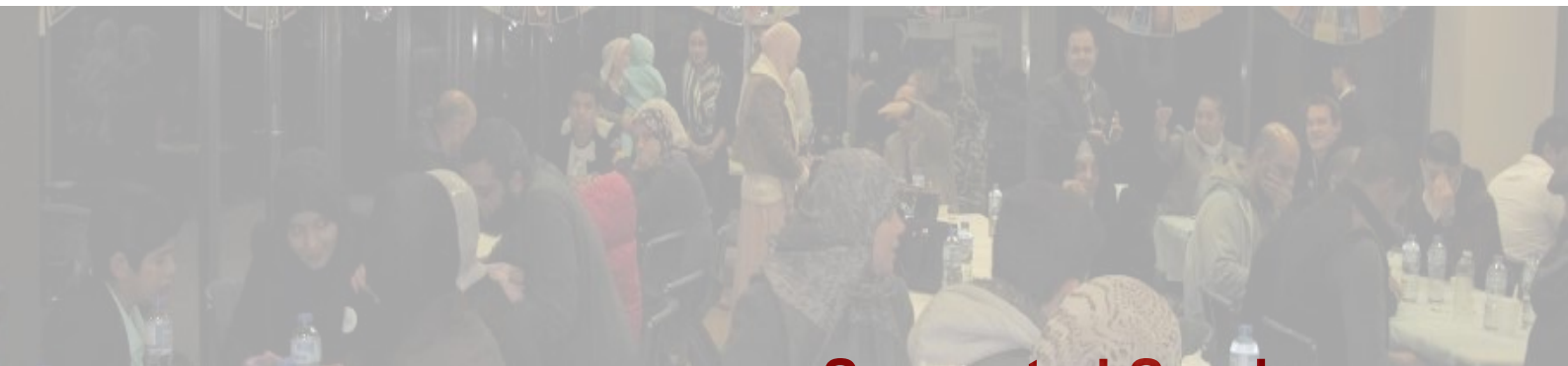
Supported Playgroups play a vital role in helping parents develop 'play skills' to better connect and grow with their children. They provide a safe and friendly environment where parents can learn about child development, get to know local and relevant support services, and enjoy the support and friendship of other local families.

No Interest Loan Scheme

The No Interest Loan Scheme (NILS) provides interest free loans of up to \$1200 for individuals and families living on limited incomes. Loans are safe, affordable and are completely free of interest and fees. NILS loans have proven to be incredibly valuable in supporting low-income families to attain necessary household items such as, electrical appliances and furniture, car maintenance, educational essentials and medical equipment, without adding to existing economic pressures.

Emergency Relief Program

MDSI offers a range of support options to help with financial and material difficulties for low-income families and individuals, who may be struggling to make ends meet. Our Emergency Relief Program is one such option, providing vital and practical support to people in crisis. It is specifically funded to support Macarthur's vulnera-



ble culturally and linguistically diverse community. Our Emergency Relief stream has helped provide emergency accommodation, feed hungry families, afford essential material supplies and peripheral support in budgeting skills and practical goal setting. This valuable service has provided the means for community members to sustain themselves through crisis, and take tangible steps towards overcoming the hardships in their lives. Other material assistance available is the Energy Accounts Payment Assistance Scheme, Telstra Bill Assistance Program and Sydney Water Payment Assistance Scheme.

Youth Programs

Anna had initially been referred to the CALD Youth program by her school welfare teacher. She presented signs of withdrawal from her classes and her peer group. School attendance became inconsistent and concerns were put forward as she was in preparation for her final year as a Senior student.

I began working through a coaching model to identify her goals, needs, career aspirations, and leadership capacity within her community and school.

After a few weeks of casework sessions around her current concerns at school she expressed she had some clarity and direction in what she wanted to do. However, there was a personal matter that was affecting her. Anna was struggling to find support for young people and the LGBTI community. She was experiencing difficulties approaching her parents and communicating about what she was experiencing at that particular time.

Anna was encouraged to engage with her school counselor after it was suggested in her action plan.

It was then suggested to get in touch with TRAXSIDE, the Youth and Health service provider. She was accompanied by a worker at an orientation session and provided with information on the support group for the young LGBTI community. Anna was supported by the worker on the first session, and continued for a period of 4 weeks.

She was happy to have found appropriate support from Traxside and felt MDSI provided support and advocacy.

Supported Services Individual Numbers

61 volunteers have been provided with on the job training to assist them with their own personal growth and development and increase their employability

62 children have been assisted through our play-groups, and home education programs

70 youth have been assisted with homework groups and school holiday activities

115 partnerships which have been fostered to ensure a seamless service is provided

253 clients have been supported financially with food hampers, bill assistance and no interest loans

407 families assisted through case management and parenting programs

692 people participated in community initiatives developing community bonds and strengthening community involvement for those on the fringes of society

CHILD, YOUTH AND FAMILY SUCCESS STORIES

Claymore Connect Story

‘Cook – Create – Taste’ program teaches clients how to cook more economically as well as learning healthy options, whilst managing a tight budget. The availability of our community garden also supports this program allowing the clients to take a few bits and pieces from the garden and experiment with new flavours that they may never do if they had to purchase a product they were unfamiliar with.

In 2015/16 Claymore Child and Family Connect ran a Program called ‘Ls 2 Ps’. This program enabled our clients to attend the centre on a weekly basis and practice taking the ‘driver knowledge test’ on the centre’s computers and with the support of the MDSI staff 11 Claymore residents passed the test which then led to achieve their “P” Drivers License.

‘Suzie’ has 5 children, and her 10 year old son recently told me: “Thanks Jodi, now my mum can drive me to my football games on the weekends and stay to watch me play for the first time”.

‘Susie’ is now volunteering at the Claymore project.

Hippy Mum “Mylah’s Story”

As a HIPPY Tutor, seeing a HIPPY parent grow as their child’s first teacher is probably the most rewarding thing to witness.

Being able to provide information necessary to how children grow and learn, to provide hints and tips on how to support growth together gives parent self-confidence. I know and I’m speaking from experience as I am a tutor and my child’s first teacher. Aleira is completing Age 5 at the moment.

Mylah is one of my mums who I see regularly. We are learning and growing together with the activities and building a relationship. This is empowering us through non-intentional learning.

Mylah started a Facebook page in the local area to inform other families of free activities in Macarthur. She mentions and praises HIPPY on the site and in the community at playgroup and preschool. She only recently handed over the administration to another mother. That

mum in turn has enquired about HIPPY for her son next year. Mylah is a suitable candidate for a tutor and will be back again next year with her other child.



Playgroup Story

“Wendy” two years in Australia arriving from China and marrying an Australian man. They now have a 2 year old child.

Wendy came to playgroup on a referral from her area’s clinic nurse.

Wendy had informed the clinic nurse that she had no family in Australia, and her Australian husband had severed all ties with his family.

Wendy had been diagnosed with post-natal depression, and her husband was working away from home for long periods of time. Wendy was relying on public transport, was feeling home bound and isolated, she was nervous about using her English to use public transport. This isolation was also putting strain on her marriage.

Since her clinic nurse advised Wendy to start attending MDSI playgroup, Wendy has expanded her social network through attending playgroup, as well as being referred on to attended English classes. Wendy now attends organised social outings with her daughter, with her new friends from both playgroup and English classes. Wendy has introduced her husband to other fathers, and has an improved relationship within her marriage.





Family Success Story

Mr & Mrs Bo with 5 kids, girls aged 13, 7, 5 & 2 and their son aged 11: was referred to the CALD Family program by one of the local schools. They also received the same information about MDSI from a friend of the family. They are new arrivals from New Zealand and were staying with Mrs Bo's brother and his wife with 3 kids of their own in a 3 bedroom house.

Presented issues were at risk of becoming homeless, no Medicare, and no income from Centrelink, unemployment, no TFN and children's behaviour problem.

I contacted the Bo Family, they were willing to engage with MDSI as they were desperate to get help. They didn't know where to go for help. The first time we met, we discussed current concerns and set a few goals including 5 sessions of the Triple P parenting program. They were assessed and assisted them with Food vouchers and a Food Hamper.

There was also a concern from the school of the children. It was identified that they were being neglected. However, after two home visits, I witnessed loving parents doing their very best with what they had available to them.

As a Child and Family Worker (CFS) I assisted the Bo family in applying for their Medicare and Tax File Number (TFN), and helped with their new claim for Family Tax Benefit (FTB). After a few weeks of advocating, they got their TFN, Medicare, their Australian licenses (and Mr Bo's Truck license) and Centrelink granted their FTB

payment commencing from the date of first contact.

Mr Bo identified not having a registered vehicle as a barrier to employment. Through our ER program I was able to assist the family with car registration following NILS being declined.

The CFS worker helped Mr Bo with his resume and provided information on local services and Employment Agencies. We are delighted to report that after two and a half months of job searching he was hired by a local company as a truck driver delivering goods.

There was a barrier in looking for private rentals, due to lack of rental history in Australia. After 4 months of looking, we managed to secure a house with 3 bedrooms within the Macarthur area.

Mrs Bo was doing the Triple P for five weeks, and is adamant that it has changed her life. The training has helped to improve her parenting skills as well as her relationship with her children and her husband. Having a place of their own, she can better manage her children.

The Bo family are forever grateful and really appreciate the support and advocacy by MDSI CFS workers.



Happy group of youth while visiting Wollongong

Youth and Family Support Program's

Youth and Family Support, supports culturally and linguistically diverse (CALD) young people 12-17 years old, and their families, to overcome challenges that hinder them from thriving. This support is delivered through casework, group work, and evidence based parenting programs like Triple P for teens. Youth and Family Support is an early intervention program that delivers targeted, strengths based support, tailored to the individual needs of young people and their families.

**130 clients undergoing casework
(youth and family)**

**160 sessions of group activities
(youth and family)**

Generalist Support

MDSI's Generalist Support Workers run a broad spectrum of programs and activities to support newly arrived community members in the often difficult task of familiarising with Australian systems, and becoming a connected and active member of the local community. Support is delivered through orientation to Australia workshops, targeted social support groups and tailored individual support, along with cultural awareness workshops and coordinated activities that promote inclusiveness and community cohesion.



Youth Café Kulcha Another successful round of funding from the Sidney Meyer Foundation saw 19 young people participate in the Youth Café Kulcha program to learn café skills as part of their learning and working pathway.

Each young person received in-house training in food safety, customer service, taking orders and cash handling for general café work. They also received 3 hours of barista skills from an experienced Barista trainer on the Café Kulcha Espresso machine to learn about coffee beans and types, how to grind the coffee fresh, followed by lots of practice to make great cappuccino, lattes and flat whites. The theory was followed up by a minimum of three shifts of "Saturday Café" to gain work experience in a real commercial café. Each young person was able to use this opportunity to add to their resume for their future work objectives.

Programs like this can only work if the café is bringing in a profit, through catering or through direct café sales. Please support Café Kulcha to continue to offer programs that benefit our community.

MDSI also partnered with "People like US" to make a video of the program to showcase Youth Café Kulcha and let people know about how this program changes lives. To see this video, go to VIMEO

<https://vimeo.com/140008136>



AGED CARE SNAPSHOT

Number of clients / week

28 Carers have been provided with respite assistance

58 Volunteers have been given opportunities to assist our community members, to develop and build their personal skills

261 Transportation activities have been undertaken, attending to doctors' and specialist's appointment's, shopping activities

261 Age Care Meals Provided

371 Age Care Clients have been individually supported, by MDSI either in their homes, with domestic and personal care, shopping, and inclusion into social support groups

=

Hours of Service clients / year

4,942 hours of carers respite

10,766 hours of volunteers assistance has been contributed towards the welfare and wellbeing of our age care clients

7,015 hours in transportation activities have been undertaken

7,980 hours in preparing and delivering meal services

34,462 hours of individual age care client service provided



ABDUL'S STORY

Abdul joined MDSI, Multicultural Home Care Package program in 2015. He was very depressed and in need of domestic assistance, transport and personal care. A few months after the start of his service Abdul called to thank us for the support we were providing him.

"Your program is the best thing that has happened to me. I have no family to support me and your program has changed my life. When MDSI Male Worker (Wing) started to see me, I was not sure how I was going to deal with a stranger coming into my home. But after meeting him and seeing his caring and professional work, my doubts turned to trust. Now I have someone to talk to and feel comfortable helping me with domestic assistance, showering, and transportation to help me do my shopping and get to my doctor's appointments".

"Thank you for the great support you and your organisation is providing me, I really appreciate it".

VOLUNTEER'S STORY - MARY

Mary 46 years old arrived in Australia in 2013 from Lebanon.

Her family left Lebanon due to political upheaval in their country. As a consequence with all the changes in their life, her husband is suffering from depression, exacerbated by language barriers and their other settlement issues.

Mary began English lessons in 2015, she then applied to become a volunteer worker with MDSI in February 2015. She started working with the Arabic Group and commenced home visiting individual clients.

After a few months with the MDSI volunteer coordinator supporting and encouraging her, Mary grew in confidence, she later joined TAFE and finished a Certificate IV in Welfare, as well as her driving license and continued further studies in Disability. Mary is now working casually for MDSI under Multicultural Home Care Packages as well as volunteering with clients in the Disability Group once a week.

MULTICULTURAL AGED CARE PROGRAMS - A HOLISTIC APPROACH

MDSI is the Lead Agency of Culturally and Linguistically Diverse Program & Activities, based in Outer South West Sydney. Our Programs and Activities reflect the different stages of need within the community and are based on Outcomes from the Commonwealth Home Support Programs (CHSP).

Age Care Programs and Activities are based on CHSP outcomes

- ◆ Frail, older people with functional limitations are supported to live in their own homes
- ◆ Frail, older people have increased social participation and access to the community, including through the use of technology
- ◆ Frail, older people's physical wellbeing and functional status is maintained and / or improved
- ◆ Frail, older people are supported to be more independent at home and in the community, thereby enhancing their quality of life and / or preventing or delaying their admission to long-term residential care
- ◆ Frail, older people are supported in a safe, stable and enabling environment
- ◆ Carer's and care relationships are supported
- ◆ Sustainability & service innovation is improved
- ◆ Equitable & affordable access to services is provided

Craft Therapy

Craft activities provide opportunity for participants to feel relaxed, are helped to maintain and strengthen their fine motor skills, promote concentration, interaction and are conducive to building self-worth. Some activities provided to groups are:

- ◆ Jewellery Making
- ◆ Clay Moulding
- ◆ Origami
- ◆ Re-using recyclable plastic materials
- ◆ Beading
- ◆ Colouring-In and Painting
- ◆ Wood recycling
- ◆ Re-using recyclable fabrics into craft items

Music Therapy

These activities stimulate cognitive abilities and encourage social relationship building. Research into music therapy, reveals that it can trigger certain networks of the brain that people suffering from difficulties with language, cognition or motor control, can benefit from. It also provides sensory stimulation and maintains physical wellbeing.

Music activities we encourage in our groups are:

- ◆ Karaoke and Singing
- ◆ Dancing / Rock and Roll
- ◆ 50's, 60's and 70's
- ◆ Latin, Tango, Blues
- ◆ Traditional and Cultural Music





MEN'S SHED REPORT

MDSI has a positive impact on local men's lives through the operation of the 'Men's Shed' since 2010. Taking over the old Work Ventures premises has allowed the Men's Shed's programs to increase its audience, now known as 'The Centre for Men'.

THE 'CENTRE FOR MEN'

The aim of the 'Centre for Men' is to enable a multi-disciplinary centre where men, from all walks of life, are able to participate in activities and access appropriate services. Some of the services that have been available have included:

Counselling Services – weekly visits by a psychologist from 'Reiby Centre'.

Educational Sessions, including – Legal Aid, Sad Bloke's Course (Suicide Prevention), Basic Computer Training Courses and First Aid Courses.

Active Lifestyle Program, nutrition talks and access to an Exercise Physiologist, (Exercise Physiologist's use exercise and physical activity for treatment but also look at life-style and behaviour modification. They are experts in exercise rehabilitation and metabolic conditions. Their role is to prevent or manage chronic disease, injury and disability. The type of clientele of an Exercise Physiologist includes people with diabetes, obesity, arthritis, metabolic syndrome, dyslipidaemia, hypertension, immune disorders, musculoskeletal injuries and cardiovascular disease as well as others)

Since April 2016, new activities undertaken and expansion of other programmes have included -

- Woodworking
- Metalwork
- Lawn mower repairs
- Gardening Supplies and working areas
- Leatherwork

- Outdoor Exercise
- Counselling room
- Meeting Room / Conference Area
- Pentagraph Engraving Machine Area
- Work for the Dole
- Ability Links

'Men's Shed' Membership and the 'Centre for Men' Attendances

The 'Men's Shed' members total 87. The 'Centre for Men', average attendance numbers are around 105 men per week.

The Men's Shed is also involved in the 'Work for The Dole' Programme, with up to 4 participants at a time. The 'Men's Shed' is continuing to look for ways to expand and include more members of the community, ramps are available for use in and around the premises (where it is safe to do so), we continue to work on projects that will be more inclusive of other participants from our community.

SPONSORS / FUNDRAISING

The 'Men's Shed' continues to grow through the support it receives from State and Federal members of parliament from both major parties. The Men's Shed would not have been sustainable without the support of many sponsors and through fundraising efforts.

Strong Men's Shed Supporters include:

- Farm Fresh Meats Campbelltown
- Bradbury Hotel
- Toro Lawn Mowers Australia
- Campbelltown City Council

MDSI STAFF LIST

2015-2016

Full time (16)

Adriana La Spina
Bridget Sharpe
Cecilia Vera
Erin Hoffman
Fatin Al Rawi
Josefina Garcia
Karin Vasquez
Lee-Ann Jones
Lorena Munoz
Marcela Fernandez
Maureen Lonergan
Michelle Arenas
Safinaz Halibi
San Al-Ahmar
Sheree Agostino
Sherilyn Power

Part time (23)

Andrew McGlinchy
Ann Tibbles
Carmen Fox
Christiane Ibrahim
Debbie Giacomini
Jennifer Russell
Jodi-Lee Charnock
Judith Taylor
Larissa Memery
Lilieta Teaupa
Lisa Harrison
Lynn Baker
Mary Smolcic

Nan Hwa Chong
Nancy Anderson
Nicole Pena
Phouvanh Meuansanith
Regina Silva
Renica Adam
Reyemylee Tuzon
Sannaa Tawaddross
Sharon Dunshea

Casuals (45)

Ann Willis
Bimla Raman
Carmelina Febbo
Catalina De Santis
Christine Rickert
Christopher Dugan
Cristina Villena
Eufemia Romero
Fay Wright
Gordon Au
Houssam Halabi
Javorka Sarca
Joanne Narvais
Judith Lamin
Karen Barwick
Kasak Aldalmi
Kim Cleave
Kit Lam
Laila Al-Sattouf
Leah Watts
Luz Norema

Magdalini Chatzopoulou
Marco Iglesias
Margaret O'Dea
May Esaid
Mercedes Escudero
Michael Oetsch
Najla Abou-Halloun
Nasrin Mohseni
Nicole Williams
Olga Fernandez
Paese Tusiupu
Samija Avdic
Sandra Stonham
Sue Gordon
Tabatha Simon
Tessa Bayrante
Thi Nguyen
Tuainekore Maraerara
Veronica Sanchez
Virginia Sylwestrzak
Waga Jabarin
Wafaa Hovey
Willa Audas-Preston
Wing Leung

AGED CARE VOLUNTEER CULTURAL EXPERTISE 2015-2016

volunteer name	cultural back-ground	languages spoken/ written
Amparo Afoura	Colombia	Spanish
Mona Banou	Egypt	Arabic
Cecilia Bare	Philippine	Tagalog
Concetta Corte	Italy	Italian
Luzviminda Creary	Philippine	Tagalog
Leonor Diaz	Chile	Spanish
Antonio Dominguez	Philippine	Tagalog
Jane Dominguez	Philippine	Tagalog
Lesley Dryden	Australia	English
Nadia Elassal	Egypt	Arabic
Olga Fernandez	Argentina	Spanish
Renald Francois	Mauritius	French
Mario Garay	Chile	Spanish
Sam Halabi	Lebanon	Arabic
Wafa Hobey	Jordan	Arabic
May Jacquin	Mauritius	French
Ging Kehagias	Philippines	Tagalog
Ted Kelada	Egypt	Arabic
Judith Lamin	Sierra Leone	English & Kerio
Pamela Lawther	Australia	English
Ana Mabilangan	Philippines	Tagalog
Herminiano Manual	Philippines	Tagalog
Marcelita Manual	Philippines	Tagalog
Tuani Maraeara	Cook Island	Maori
Luz Maria Mateo	Philippines	Tagalog
Ibrahim Mohamad	Syria	Arabic
Marie Jane Moutia	Mauritius	French
Pedro Munoz	Chile	Spanish
Joanne Narvais	Philippines	Tagalog
Kim Nguyen	Vietnam	Vietnamese
Marietta Parale	Philippines	Tagalog
Govind Prasad	Fiji	Hindi
Rahim Sahan	Iraq	Arabic
Youssef Saleh	Lebanon	Arabic
Amal Shjar	Iraq	Arabic

volunteer name	cultural back-ground	language spoken/ written
Myrna Steward	Philippines	Tagalog
Mona Tadros	Egypt	Arabic
Upia Tanjung	Indonesia	Indonesian
Ayesha Tarmahomed	South Africa	African
Mary Templeman	Chile	Spanish
Shila Thomas	South Africa	African
Nita Tingson	Philippines	Tagalog
Luis Toro	Chile	Spanish
Thi Son Trinh	Vietnam	Vietnamese
Kwannet Uadhao	Thailand	Thai
Arlena Vaughan	Philippines	Tagalog
Lativia Veamatahau	Tonga	Tongan
Seema Vij	India	Hindi
Yoli Villahermosa	Philippines	Tagalog
Samly Yangnouvong	Lao	Laotian
Samdeth Yangnou-vong	Lao	Laotian
Elenor Yeomans	Philippines	Tagalog
Amina ZaZi	Afghanistan	Dari
Joselina Stinson	Philippines	Tagalog

Total 54

MDSI CST VOLUNTEERS

2015-2016

Volunteer Name	Program
Amal Gardiner	Café Kulcha
Jess Kavanagh	Café Kulcha
Hana Assoum	Arabic Group
Wafaa Hamadi	Arabic support group
Leila Mehradi	Arabic support group
Upia Tanjung	Arabic support group
Maira Fajka	Arabic support group
Rahim Sahan	Arabic support group
Amal Shijar	Arabic support group
Rebah Khresis	Arabic Support group
Anna Nakouzi	Art group
Sarah Kargar	Café Kulcha
Katrina Wray	Café Kulcha
Ying (Susan) Shui	Café Kulcha
Victoria Manvele	CCFC
Karily Hare	CCFC
Melissa Johnston	CST Volunteer programme
Joe Asfoura	English classes
Wafa Hovey	English classes
Sister Patricia Battley	English Classes
Sharon Fairall	English classes
Nasrin Mohseni	Farsi speaking support Group
Karen Barwick	HIPPY
Maria Inglesias	Immigration Advisory Service
Christopher Duggan	IT support
Gary Calleja	Men's Shed
Bradley Simpen	Men's shed
Clifford Pollett	Mens Shed
Cynthia Sullivan	Minto Community
Ann Batros	Minto Community
Naima Fraovcene	Minto Community
Lillian Fay	Minto Community
Elizabeth Haines	Minto Community
Norhan Sourani	Minto Community
Bibi Rafik	Minto Community
Ashmita Kharel	Minto Community

Volunteer Name	Program
Chanthra Tiayagesan	Playgroups
Bimla Ramaan	Reception
Heather Reh	Reception
Kim Cleave	Reception
Claudia Cartagena	Reception
Haruner Rashid	Slice of Life
Eufasia Kenagias	Slice of Life
Eleanor Yeomans	Slife of Life
Hari Dhillon	Tax Help Service
Sally Fairley	NIL's

Total 46

STUDENT PLACEMENT PARTICIPANTS 2015-2016

Student Name	Placement
Ivania Joya	CCFC
Korily Hare	CCFC
Lara Neira	CCFC
Luke Townsend	CCFC
Melissa Johnston	CCFC
Heather Reh	Slice of Life
Sarita Thapa	CCFC
Abigail Gallo Aguilar	EIPP
Rebecca Lucich	EIPP
Mary Manlapaz	CCFC
Daniel Martin	Arabic support programme
Nicole Langton	CCFC

Total 12

WORK FOR THE DOLE

Total number of Work for the Dole placements 5

FINANCE REPORT FOR 2015-2016

Fiscal Year 2016 saw Macarthur Diversity Services Initiative progress through the planned transition of adapting to the changing requirements of both the Aged Care sector and the Community Care sector. The introduction of the National Disability Insurance Scheme and Consumer Directed Care has challenged many service providers.

This year, MDSI invested in computer software solutions to support our programs and the reporting requirements of our funding bodies. We have expanded premises to support our programs, Community Services team, administration and sessional partners. To aid funding our expansion and support the success of our programs, our financial reserves were utilised.

We thank Kelly + Partners Chartered Accountants for supporting us through another year with both financial advice and audit.

PERFORMANCE MEASUREMENT

MDSI monitors performance through a series of practices including:

- Program financial performance to budget
- Investment activities
- Forecasting
- Measurement of Key Performance Indicators

RESULTS SUMMARY

The Audited Financial statements reveal a fiscal year 2016 deficit in operations of \$108.0k. Revenue decreased from the prior year \$117.7k (3.3%) which was not completely offset by the reduction in total expenses of \$62.4k. Two major programs were not refunded in the new year totaling \$131.2k and due to changes in Consumer Directed Care, a provision for Home Care packages was created for \$38.8k. All in all, an acceptable result, and cash flow neutral considering the non cash expense of depreciation \$116.6K.

GOVERNANCE

The MDSI financial position was achieved by the rigorous application of financial and corporate governance disciplines over the full 12 month period. These disciplines include:

- Preparation of financial & operating budgets.
- Consideration of strategic issues and planning for the future.
- Regular monthly review of financial performance by the Board and the Finance Committee.

As a registered non-profit organisation and a public company limited by guarantee MDSI operates within the following legal and regulatory framework:



- We are registered within the Australian Charities and Not-for-profits Commission.
- We are authorised under the Charitable Fundraising Act 1991 to fundraise in NSW.
- We are registered as a public benevolent institution with the Australian Taxation Office
- We are authorised under the Charitable Fundraising Act 1991 to fundraise in NSW
- Income tax exemption
- Goods and Services Tax (GST) charity concessions
- Fringe Benefits Tax (FBT) exemption subject to a threshold
- NSW payroll Tax
- We are also endorsed as a Deductible Gift Recipient.

As part of our service delivery we also comply with various service-specific legislation and regality. The Directors have continued to take time to evaluate Corporate Governance Best Practice and to ensure that MDSI has adequate controls and safeguards in place.

SHORT TERM STRATEGY

MDSI will continue with the programs and projects in 2016/17 that enhance the quality of life of our clients and communities. We continuously strive to secure partnerships and funding that serve the diverse needs of our community, and that also compliment our manifesto.

LONG TERM STRATEGY

Long term financial security and stability is vital for MDSI. It underpins our commitment to the Macarthur community that we will be there when they need help, be it now or in years to come. Our approach is based on the principle of financial independence. By investing in longer term strategic assets that will provide services into the future such as the proposed Purpose Built Building. Also securing and maintaining multiple revenue streams we will avoid over-reliance on any single source of funding.

OUR BUSINESS PARTNERS

We would like to thank our auditors, Kelly Partners Chartered Accountants for their assistance, guidance and professionalism

MDSI also relies heavily on funding bodies to provide grants and I would like to publicly acknowledge the support we receive from all our funding organisation. Without these organisations we could not deliver the quality programs that have been such a success over the past years, and we will continue to provide in the years ahead.

Thank you for your time. I hope this brief review provides a positive insight into the financial affairs of Macarthur Diversity Services Initiative Ltd.

Lee-Ann Jones

Finance Manager

