



2017

ANNUAL REPORT



www.mdsi.org.au



MDSI MANIFESTO

“

Everyone is accepted. We believe this is possible through education and participation of community members using our diverse cultural expertise. We ensure we have professional and multi-skilled staff, volunteers and board members who deliver the highest service quality in empowering and creative ways. We do this with respect, trust, open communication, collaboration and courage. We say no to projects and partnerships that do not follow these values. We hold ourselves accountable for these values so MDSI and our community members can thrive.

”

TABLE OF CONTENTS

02	MDSI Manifesto	27	Focus on Employment
04	CEO Report	28	Emergency Relief
06	President's Report	29	Focus on Volunteers
08	Aged Care & Disability Services	32	Supporters and Partners
16	NDIS Services	33	Finance Report
18	Community Services		



CEO REPORT



"2016-17 has been a year of consolidating and streamlining existing programs and services as well as creating new ones."

In aged care, we successfully transitioned and expanded our packaged care in a deregulated and highly competitive market. MDSI was successful in receiving additional funding under the Commonwealth Home Support Program (CHSP) allowing us to meet the increasing demands in our waiting lists.

Our Disability Service was finally registered under the NDIS in March and began to deliver services under Support Co-ordination and a variety of other Core Supports. MDSI staff are strongly committed to assisting clients in the process of creating positive change in their lives and future goals.

Our organisational goal is to be a leading provider of culturally sensitive aged and disability services in our region by 2020.

In the area of Settlement Services, funded under the NSW Settlement partnership (NSP) through our umbrella organisation, Settlement Services International (SSI), the small NSP team completed a record number of partnership projects assisting migrants and refugees settle into the Macarthur area.

Working with minimal supervision, the Community Services Team exceeded expectations in meeting their program outcomes. MDSI team was proactive in the State Reforms, planning process relating to Targeted Early Intervention and was able to create meaningful dialogue relating to issues of access and equity and cultural diversity. Collectively the team delivered innovative programs such as Women in Business, Employment Bootcamp, U-turn driving program, Claymore Litter Busters, Youth Hype program and Saturday café to name a few.

MDSI staff are passionate and dedicated to the work they do to empower people from migrant, refugee and disadvantaged backgrounds to participate in all aspects of life. Operating as a one-stop shop within our Campbelltown Office hub we are able to deliver a broad range of client-centered services in a highly professional and efficient manner.

MDSI SNAPSHOT

97 total staff
42 office based staff
55 field based staff
27 languages spoken by staff
19 student placements
110 volunteers



Other highlights that are important to mention:

- MDSI continued to maintain our SAI ISO 9001 Quality Accreditation for our 8th year
- Successfully delivered Emergency Relief as a consortium Lead with Liverpool MRC and Illawarra Multicultural Services
- Decreased our reliance on Government funding to 60%
- Upgraded our website and social media profiles
- Delivered a record number of in-house training opportunities for our staff
- Improved and refurbished our building stock to be able to better service our clients in multiple locations and improve our asset base
- Increased our strategic partnerships

Diversity is clearly our strength, we have used this strength in embracing new challenges and opportunities. Through many years of creating solid foundations from governance, investments in staff skills, development and a focus on evidence-based practice we are now active participants of “Creating Tomorrow”.

All this great work has been possible with the support of the leadership team of Lee-Ann Jones, Cecilia Vera, Erin Hoffman (resigned October 2016) and the Board of Directors for their ongoing support and leadership. Together with staff and volunteers, MDSI will continue to grow from strength to strength.

I would like to thank all staff at MDSI for their tireless work and commitment, and the Board of Management for their expertise and participation in the governance and leadership in our continued growth as an organisation that is becoming an example of increased sustainability and progress. We continue to serve and work with an increasing number of people across the Macarthur region in a person-centred and individualised manner. I also acknowledge and thank our many volunteers and sponsors, and most importantly, I thank our customers who engage with and depend on our work to prosper and flourish in our Australian community.

Karin Vasquez

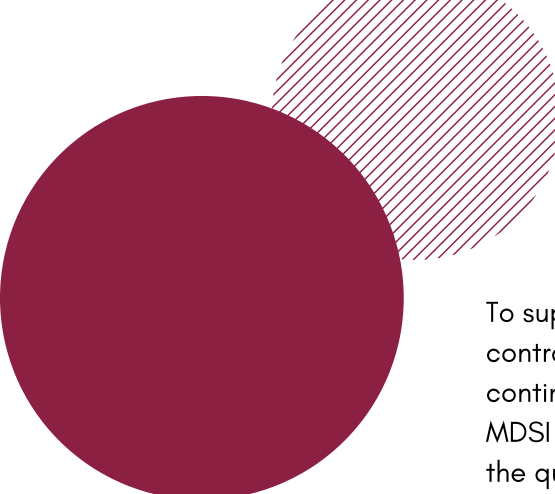
PRESIDENT'S REPORT

Writing this President's report made the MDSI Manifesto really come to life. The belief in a world where people matter, communities are connected, and everyone is accepted is visible through the program and service offerings, the passion of staff, and feedback from clients. It is shown in the way the organisation masters its challenges and turns them into opportunities. MDSI excels in making this belief possible through education and participation enabling their community members to thrive. Over the financial year 2016/17 there are wonderful examples of this across the organisation:

- The Community Services Team integrates learning for the whole family through play, activities, conversations, or formal and informal information sessions. Their creative methods allow addressing sensitive topics such as the construct of beauty, domestic violence or (cyber) bullying in an open way that connects people.
- The NILS loan program, whilst helping families gain interest-free access to funds, is also improving financial literacy skills, a sense of achievement and empowerment through making purchasing decisions.
- MDSI's senior clients are supported with regular services, group meetings and special celebration days. These services enabled consumers to maintain connections with other people and their culture, undertake executions and gain knowledge and skills on a range of topics to help make aging a positive experience.

With a focus on delivering the highest service quality in empowered and creative ways the following new services tap into the needs of the community:

- MDSI became an accredited disability services provider. In the lead-up staff were helping clients understand the legislative changes for aged services and the separation of disability services. Staff are now providing support and service coordination to clients, learning together how to manage this new system.
- MDSI has become an approved Work Development Order provider assisting disadvantaged people to gain volunteer work and repay their fines.
- Work readiness skills were fostered through the Women in Business program and the social enterprise Café Kulcha. Both programs go beyond learning the technical skills of the work. Café Kulcha participants were gaining resume writing, job searching and interviewing skills; Women in Business participants were learning how to establish a business, dress for success, to do marketing and public speaking.
- The aged group social support team established a multicultural social support men's group giving men a meeting point, a sense of purpose and the means to interact, share stories and activities.



To support quality of service and ensure compliance with legislation, contractual obligations and accreditation standards, MDSI maintained its continuous improvement program undergoing rigorous audits by SAI Global. MDSI was continually meeting its accreditation requirements giving proof to the quality of care staff provide. The system allowed staff to focus on customer-centric efficient and effective services underpinned by a renewal of business practices.

This financial year sees the continuation of funding changes with the NDIS rolling out in the South West Sydney region and the further deregulation of aged care. The community sector sees a further tightening of funding and a clear move towards evidence-based outcomes and accountabilities. These sector changes mean that staff need to stay ahead and learn and adapt so MDSI can continue to fulfil its mission.

Hence, staff and volunteers are the core of MDSI. Without their work, MDSI could not serve its clients. Staff and volunteers were encouraged to learn and upskill to meet new service demands.

The sector changes drive strategic, operational and asset renewal. This is evidenced through some turnover of staff and board members, building improvements such as the renovations at the Manse and the new cooking space, a new website, contractual arrangements for additional meeting and workshop space or co-location agreements with service partners. Many services would not be possible without these and other partnerships. MDSI values its partners whether they are co-locating on MDSI premises, or are supporting events or entire programs.

It has been and continues to be, a real pleasure to be part of such a vibrant and dynamic organisation. We hope you felt the same. On behalf of the Board, we would like to thank our

- clients for being a part of MDSI co-creating our history with us
- funding partners for believing in and supporting the work of MDSI
- service delivery and co-location partners for their ongoing involvement with us
- staff and volunteers for their passion and engagement with clients and for empowering the communities they work in.

Claudia Perry-Beltrame, President 2017

Dr Matt White, President 2016

Board of Management Team 2016-17

Claudia Perry-Beltrame, President 2017

Dr Matt White, President 2016, Vice Pres 2017

Jean Alim, Treasurer

Maher Steitieh, Acting Secretary

Milind Kulkarni

Annie Lee

Dr Alf Colvin



AGED CARE AND DISABILITY SERVICES

COMMONWEALTH HOME SUPPORT PROGRAM



Macarthur Diversity Services Initiative has a 35-year history of providing aged care services. We provide quality continuity of care programs for elderly consumers from a variety of language backgrounds, to assist them in their journey through the ageing process.

The Commonwealth Home Support Program is designed to provide entry-level services and support with daily tasks, promoting continued independence at home and in the community.

Since the introduction of My Aged Care, our service has worked tirelessly to promote the My Aged Care portal and assist participants with accessing and navigating the portal. To date, 60% of our participants are registered on the portal.

Information and Activity Sessions held

- Income Assessment Test and Overseas Holiday Period by Centrelink
- Mental Health and Cancer by PHN (Primary Health Network)
- Your Shopping Rights and Be Scam Aware by the Department of Fair Trading
- Gentle Exercises Program and Tai Chi by Deb Roberts (Deb's Health Revival)
- Stepping on Program SWSLHD with exercise and education to prevent falls
- Brain Gym (Kinesiology) for balance, improved fine and gross motor skills



This year, CHSP provided:

77,952 hours of service
12 cultural aged care groups
3 groups for people living
with dementia

Group Meetings

Arabic (Monday and Tuesday), Dementia (Tuesday, Thursday and Friday), Disability (Wednesday), Egyptian (Monday), Filipino (Wednesday and Thursday), Lao (Wednesday) Latin Flowers (Monday), Mauritian (Tuesday), Men's Shed (Monday, Wednesday and Friday), Multicultural (Friday) Multicultural Carers (Tuesday), Multicultural Men (Thursday), Spanish (Monday), Vietnamese (Friday).

SERVICE SYSTEM DEVELOPMENT - SECTOR SUPPORT AND DEVELOPMENT PROGRAM

The Service System Development - Sector Support and Development Program connects culturally and linguistically diverse (CALD) communities to Home and Commonwealth Home Support (CHSP) related programs, and assists Aged Care Service Providers to achieve quality outcomes for the CALD ageing population. MDSI is funded to provide this service 3 days per week.

The CALD community have benefited from the program through:

- Increase awareness of and access to CHSP funded services
- Education & information sessions on CHSP services
- Information and resources in a variety of languages
- Information about resources available to CALD aged, frail and disabled

Local Aged Care Service Providers have benefited by:

- Links with the CALD community
- Information on needs of older CALD persons
- Workshops on developing culturally appropriate care
- Cultural briefings and information sessions
- Links to CALD resources and Networks
- Cultural awareness tours of places of worship in the Campbelltown Area

10 Service System Development Workshops

8 Information Sessions for Agencies

48 Direct Support to Community

5 Forum on Aging and Disability

8 Contributing to MAPS statewide projects

11 Partnerships

HOME CARE PACKAGES

Our aim is to:

- Provide our customers with choice in the care and support they receive
- Respect client's identity and cultural and linguistic backgrounds
- Provide opportunities for consumers to participate in their community

Over the last year, MDSI provided 5964 direct service hours to our consumers and 346 hours additional care management to enhance their health, well-being and independence.

Our consumer surveys have continually demonstrated high satisfaction rate with the care and support we provide, the consistency of staff and our ability to offer additional services for our consumers such as emergency assistance, no interest loans and social support groups. Flexibility is also important.

Our Consumer-directed Care (CDC) model is based on the level of the individual package, as assessed by the regional assessment team,

and ongoing monitoring and reassessment of each individual consumer as their lifestyle choices and needs change.

41 Consumers
5964 Direct Service Hours
346 Additional
Support Hours





MEN'S GROUP

One of our newer group established is the Social Support Group for Men, bringing together men from a variety of culture and language backgrounds. The men report that they feel more connected to their community, more useful and are able to freely socialise and share experiences with other men. They have been out on adventures including a trip to Picton seeing the sites and enjoying the outdoors which was a memorable day for them.

BRAIN GYM

On September 29th, 2016, a group of 11 staff members had the opportunity of receive training in Brain Gym techniques with Learning Enhancement Services. Brain Gym activities are an easy and effective way to maintain brain health and improve concentration, memory, cognitive functioning and mental sharpness for our consumers. An evaluation of this program was conducted which identified improvement in balance, orientation, direction, attention and concentration.



CELEBRATING DIVERSITY

We celebrate diversity in our staff and consumers as an integral part of our program. Our support worker from the Cook Islands helps a consumer of Austrian background who has dementia. One day our worker wore her traditional head-dress of flowers and our consumer was captivated by the colour and vibrancy. Responding to this interest, our worker made her a head-dress. With the consent of our consumer, she placed fresh flowers in our consumer's hair after her shower. A lovely way of celebrating and sharing culture!



THE COFFEE ROOM

A support group for people with disabilities, carers, and connecting with others. The Coffee Room provides

- Information and support to help improve health and wellbeing
- Social and recreational activities
- Opportunities to learn new skills and strengthen support networks
- Referral services to mental health programs

Activities are person-centred and participants learn and participate in a range of activities from jewellery making, sewing, community events, baking and cooking, Brain Gym, quilting, crocheting, knitting, quilling, cake decorating, macramé, gardening or just socially talking over a cup of coffee made by Coffee Club baristas.



15 Ladies per Week
48 Weeks
15 Cultural groups
480 Items of Jewellery
10 Scarves
312 Commonwealth
Games Stars

Two members of the Coffee Room have used their entrepreneurial skills to make and sell jewellery. Other participants have made jewellery for themselves or for personal gifts. One member made 10 knitted scarves to give to a homeless project as well as contributing to the "One Million Stars to End Violence" project - with 312 stars made to be displayed at the Commonwealth Games in the Gold Coast in March. The stars demonstrate their hope to end domestic violence.

MULTICULTURAL SOCIAL SUPPORT

SNAPSHOT

10,000 individual hours
phone monitoring, support
coordination and 8,000
volunteer hours

110 participants
53 volunteers

The Multicultural Individual Support program provides social support services to meet the needs of frail aged, elderly people and younger people with disabilities.

The service aims to enable people to live independently in their own home and provides assistance through a companion (volunteer) either within the home environment or while a person is accessing community services or facilities. The service is primarily directed towards meeting the person's need for social contact/accompaniment in order to participate in community life and reduce isolation.

THE MANSE

MDSI was recommended for \$44,800 of funding in last year's Community Building Partnership program, and after receiving the grant were able to undertake significant repairs and repainting of walls on the interior and exterior of the house. The house has now been restored to its original beauty, so it can continue to be a part of our city's rich heritage for many years to come.



MDSI also received a small grant, matched by Friends of the Manse, to upgrade the garden to make it more user-friendly for the over 400 clients who attend or utilise aged care or disability services from this site. A camellia hedge and new plantings of daisy and lavender, as well as a raised vegetable garden bed, encourage visitors to walk around and enjoy.

AGED CARE AND DISABILITY SERVICES

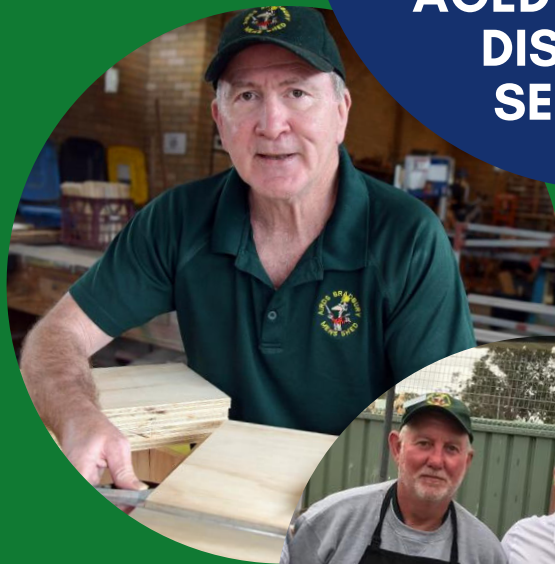
MEN'S SHED

MDSI's Airds-Bradbury Men's Shed recognises the special significance of a home workshop or backyard shed in the lives of many men. The Men's Shed provides a place to meet, socialise and work either independently or together on projects of choice.

The Men's Shed is open four days a week and has around 110 regular participants, a coordinator for 10 hours per week and volunteers.

The expansion into the house next door, The 'Centre for Men' which has been operating for 12 months, has increased our footprint and enabled additional activities to take place.

It is the social and information side of the shed that helps many men get through some difficult times. There is assistance for homeless men to find accommodation, completing difficult Centrelink forms, setting up 'My Gov' accounts, and there are Counselling sessions available on Fridays. The Shed also offers the Work Development Orders Program for men to pay off fines and complete work for the dole activities.



Highlights

Expansion of woodworking shed by enclosing existing awning and installation of new lighting and drop down power source pendants for safety.

Purchase of a second hand Ute to carry equipment, and pick up & deliver jobs to Campbelltown Hospital and other local organisations.

Men's Health Week 2017 BBQ with guest speakers and information from Cancer Council.

Leatherwork lessons throughout the year and the purchase of a heavy duty sewing machine which facilitates making more items to sell.

Open Day Shed Promotion and BBQ with 120 in attendance including local MP Greg Warren, and the late Fred Borg.

We are grateful for State and Federal grant funds as well as ongoing support from local businesses Farm Fresh Meats & The Bradbury Inn.



Membership
87
Attendance
110 men per week

COMMUNITY VISITORS SCHEME (CVS)

The Multicultural CVS provides the opportunity for isolated CALD consumers to receive a matched voluntary community visitor who talks to them in their own language. Bi-lingual volunteers bridge the language barrier leading to improved quality of life through increased social contact and friendships.

CVS SNAPSHOT

40+ frail elderly people are better connected and feel less isolated
25 in their own home
15 participants in nursing homes
5 volunteers x 78 hours per month

CARERS SUPPORT GROUP

The Carer's Support Group meets once a month. It's an opportunity for carers to have a break and meet others who may be experiencing similar issues, concerns and challenges. Together they identify strategies and build networks of information sharing and support for one another.

This year our carers received gift vouchers for a therapeutic massage or a beauty/relaxation treatment of their choice, plus movie tickets and Tai Chi classes. They also attended a 'Laugh and Live Well' workshop to improve their wellbeing and reduce their stress levels.

CARERS SNAPSHOT

44 carers
9826 support hours

SUPPORT COORDINATION AND SERVICES



Service Delivery

Service Delivery is the provision of support services to people who require personal care, domestic assistance or support to access community activities and to have increased involvement in social events and activities. We support 14 people providing an average of 40 hours a week. We are thankful to our staff who support our participants at the social support day groups, in the participants' homes, and in assisting participants to interact with their local communities.

The National Disability Insurance Scheme (NDIS) rolled out to South Western Sydney on 1 July 2016. MDSI received our first Support Coordination referral in December 2016 and by the end of June 2017, MDSI had received a total of twelve referrals.

Support Coordination

Support Coordination is a continuous process, ensuring accurate and up to date record keeping, building relationships with other service providers, exploring the participant's needs, and supporting them to implement their plans to achieve their goals. Our staff support all people living with a disability, as well as their families and carers. MDSI provides information, advice and support to ensure participants get the most out of their NDIS plans. We focus on, ensuring full choice and control, providing information about all of the available options, and assisting participants to feel more connected, confident and resilient, building their confidence and skills so they are in control of their selected supports, assisting them to find supports in their local community, to meet their individual goals and needs, as well as monitoring their progress, resolving any issues as they arise, and dealing with all of their service providers

Short Term Accommodation

MDSI Board of Management has made the decision to expand our support services. We will be offering people living with a disability the option of taking up short-term accommodation services with us. One of our houses is currently undergoing a makeover which is expected to be completed before Dec 17.



REGISTERED
NDIS
PROVIDER

DISABILITY SOCIAL SUPPORT GROUP

For the past two years, the Disability Support Group has assisted people with disability to meet weekly. Many of these participants have not yet transitioned into the NDIS.

The Disability Group meet in-house 3 times a month and also has regular monthly outings. Activities are tailored to suit each individual's preferences and needs.

We hold information sessions and provide participants with information to support them in their NDIS pre-planning and ensure they are well informed and prepared for their Planning Meetings with NDIS staff.



NSW SETTLEMENT PARTNERSHIP

In 2016-17 the Settlement Team comprising two full-time workers assisted 172 clients through goal-oriented casework and community capacity building activities including settlement-related information sessions, advice, advocacy and referral services to individuals and families. New arrivals were empowered to access mainstream services independently.

Snapshot

Most Common Client Countries of Birth

Iraq, Syria, Egypt

Top 5 Services

Education and skills training
Facilitated employment pathways
Community capacity building
Advocacy/support
Information and advice/referral

63 information sessions

796 occasions of service

38 English conversation classes



Teen Ranch Family Camp

Macarthur Diversity Services Initiative, in partnership with the Benevolent Society, organised a family camp at Teen Ranch Cobbitty for seven refugee families, which included grandparents, parents and children of all ages. The aim of the camp was to bring families together for three full days to spend quality time together, make new friends, team build, and learn about Australian and Aboriginal culture through fun activities such as building huts, making and cooking damper and bushwalking.

Activities

This past year, healthy eating, physical activities and heart smart programs in partnership with Health and BCE programs were very successful. Wellbeing sessions focusing on health, self-care and mental health through storytelling, art and craft helped women build confidence, reduce isolation and promote integration.

Campbelltown Arts Centre hosted the Multicultural Women's Art Group exhibition in July 2016.



NSW SETTLEMENT PARTNERSHIP

Youth Worker

The NSP Youth Worker provides assistance to newly arrived youth migrants, refugees and humanitarian entrants who live in the Macarthur region using goal orientated casework; referral and advocacy, information on government and non-government services, information on rights and responsibilities, and social and educational groups.



HYPE Youth Program 'Helping Young People to Excel'

HYPE is an 8-week program assisting young people to excel in different areas such as education, employment, training, health and fitness.

The program was offered at Ambarvale High School, a local school with the highest number of new arrivals. Ten students participated in sessions on Healthy Living & Wellbeing, Goal setting, Cyber Safety; Drug and Alcohol issues, Mental Health (Anxiety and Depression), Pathways to Education and Training, and a sports clinic run by NRL Wests Tigers. MDSI partners with Wests Tigers, TAFE, Headspace, Traxside Youth Health Service, Your Town, The Pitt Martial Arts Studio and Camden Council to offer the program. HYPE enables young people to gain new skills and knowledge, increase self-esteem and make social connections and enhances student academic, physical, social and mental wellbeing.



MULTICULTURAL PLAYGROUPS

MDSI Playgroups are facilitated by qualified staff and are a great opportunity for families to play, learn and interact together as well as connecting with other local families. MDSI offers 4 supported multicultural playgroups in The Cottage at Uniting Care Burnside, Minto Community Hall and Bradbury Public School.



Highlight

After a recent discussion at playgroup about the importance of introducing maths in everyday situations, a playgroup family put maths into practice by encouraging their children to compare room sizes and count the steps as they carried things up a staircase when helping their relatives move into a new home. Without even knowing or planning, the family covered the mathematical concepts of counting, size, mass, speed, distance, up/down, position, and old and new!

Snapshot

187 families enrolled
241 children attending
145 playgroup sessions

New Playgroup for Claymore area

In May 2017, MDSI staff approached Eaglevale Library to run a playgroup from their group facilities. Families re-engaged and started attending firstly the family fun days which attracted approx. 20 families, followed by the newly created playgroup in Eaglevale. This highlighted that many families preferred to move outside of Claymore for activities. MDSI were able to contact and engage with families that had recently moved to Claymore and were not accessing any services in the community. Families that have attended are now attending regularly and inviting their friends.



PLACE-BASED WELCOME PROGRAMS

Macarthur Heights Welcome Program

The Macarthur Heights Community Development Program exists to create a welcoming environment for families moving into the newly developed estate within Western Sydney University, Macarthur Campus. This program is a collaboration between MDSI, Landcom/Urban Growth and Western Sydney University, Macarthur Campus.

This new estate is rich with culture and has attracted many multi-generational family households. The program aims to cater to all demographics from pre-schoolers to grandparents.

Residents enjoy monthly meet-and-greets, playgroup for parents with pre-schoolers, after-school activities for school-age children, and social activities for adults including group fitness and outings.

Success Stories

1

Two families living very close to each other who met at one of the first meet-and-greets realised they both came from the same town in South Africa. They organised a catch up on that day and have become good friends.

2

A new mum, who had been a full-time worker, moved out to Macarthur area to start a family. She was away from her family and feeling isolated. At a meet-and-greet, she met a recently widowed retired lady who had moved to the area. Realising they were both at home through the day, the two became friends and a good support for one another.



EARLY INTERVENTION PREVENTION PROGRAM

Youth and Family Support

A part-time youth worker provides early intervention, prevention and support to young people and families from CALD background to promote positive change in their lives. Services include youth and family casework support to families in the Macarthur area, advocacy, a youth parenting program, assisted referrals, information sharing, crisis support, case management, personal goal setting, and a new approach – “Casual Kulcha”.

Our Casual Kulcha program equips young people with the skills and knowledge they need to secure their first casual job. MDSI's Youth Workers delivered this program to ten Year 9 and 10 students from Airds HS during Term 2 of 2017. The program is interactive, locally relevant, and covers communication skills, resume building, online job searching, interviewing, volunteering, workplace rights and financial budgeting. Partnering with organisations such as Your Town, Sector Connect, Work Safe NSW and Salvation Army provides an opportunity for our local young people to meet with, talk to, and learn from industry professionals.



“This program is good to gain an appreciation of the skills you might need for finding a job, budgeting, saving, and knowing your work rights.”

Child and Family Worker

Our full-time Child and Family worker provides family casework support to families referred by the Family and Community Services ROSH panel (Risk of Significant Harm) as well as other external agencies such as schools, hospitals and other NGOs. With a major focus on early intervention and prevention of family breakdown we are delivering evidence-based parenting programs.

35 families case managed & exited
25 young people case managed & exited
67% of families more confident in their parenting skills
88% of families learnt about other local family resources to assist them
97% of families completed their parenting and/or case management with MDSI
85% of families from a culturally and linguistically diverse background
13% of families had a family member with a disability

- 50** participants in Positive Parenting Program
- 15** information sessions
- 10** home visits
- 7** workers attended events such as festivals, expos and family fun days to promote service

CLAYMORE PROJECTS

Claymore Child & Family Connect

Claymore Child and Family Connect (CCFC) workers operate from the CCFC van to support families with children 0 – 8 years old in the Claymore area. The staff connect families with organisations and services that help them with wellbeing, communication and cohesion, social support, child development, learning and literacy, school readiness and much more! Volunteers and students are integral to this program.

Highlights

- 368** families connected
- 72** street BBQs with various partner agencies
- 120** Christmas Hampers distributed to disadvantaged families
- 57** partnership events conducted throughout the year
- 17** parents received food handling certificate
- 30** families connected at Playgroup Family Fun Day

Litter Busters

Claymore Child and Family Connect Litter Busters Program partnered with Campbelltown City Council for Clean Up Australia Day. We had a great turn out of 30 participants on the day. The target areas were Claymore Tunnels & Dobell Rd. All who participated were given a hot lunch & certificate to thank them for all their hard work in the Claymore Community.

Top 10 Needs

Financial assistance
No-interest Loans
Housing
Counselling
Employment
Parenting & Transition to School
Child Protection
Health
Playgroups
Referrals to Casework



CLAYMORE PROJECTS

HIPPY

The Home Interaction Program for Parents and Youngsters (HIPPY)

- provides children with a structured education-focused early learning program at home
- improves children's preparedness for school and strengthen school participation
- builds parent and carer confidence and skills to create a positive home learning environment
- supports employment and training pathways for HIPPY Coordinators, Home Tutors and parents
- strengthen communities.

Highlights

65 families participated
 27 children graduated
 64 tutor training sessions
 22 group meetings with guest speakers
 28 family-friendly events
 36 Claymore Network meetings
 1 coordinator
 7 staff
 6 tutors



Outcomes

- 88% of parents observed that their child had improved language and cognitive skills after completing HIPPY
- 91% of parents believed that HIPPY had helped their child gain communication and general knowledge skills
- 97% of parents reported that their child was school ready
- 91% of parents believed their child was settling into school well because of HIPPY
- 71% parents reported that HIPPY had given them the confidence to start or continue further study
- 75% reported HIPPY had given them the confidence to start or continue with employment
- 3 tutors and 7 Mothers completed Cert IV in Education Support June 2017

CLAYMORE PROJECTS

One Million Stars to end Domestic Violence

At the last HIPPY Group Meeting in Claymore, parents engaged in an activity of weaving stars as part of a project we are supporting to end domestic violence. The weaving is done with paper ribbon, folding it to create a star. At first, parents looked at the stars and we heard comments of 'I can't do that', 'how am I supposed to make that'. To their surprise, they all made stars doing it together step by step. The project's aim was easily achieved – as parents sat and wove stars together, the conversations about domestic violence happened. These discussions occurred at all the star making sessions.

Family Friendly Events

This past year HIPPY hosted 28 family-friendly events including Paint the Town Read, Reading Hour, Numeracy and Literacy weeks, holiday activities, circus, movies, HIPPY Week, and picnics

26th
9.30am to 1.00pm
**PAINT
CAMPBELLTOWN
READ 2017**
inspire everybody to





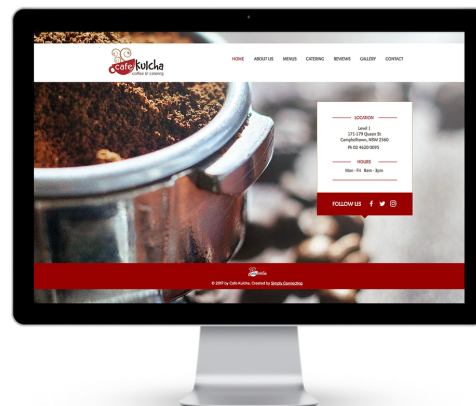
MDSI's Café Kulcha is a community-owned social enterprise, set up to provide employment readiness training and on the job mentoring for disadvantaged young people living in the Macarthur area. The café is located in the bustling Campbelltown City Centre building. Now in its 6th year, the café and catering business has established itself as a leader in youth café training in the local area. The café receives significant support from local business who regularly order catering, keeping the staff and trainees busy. Café staff Lorena, Paese and Vicky are committed to creating high-quality fresh food, good coffee with a social purpose!

COMMUNITY SERVICES



Makeover and New Website

Café Kucha received a makeover late last year with new counter and equipment. A new website is being developed and will be launched later this year. The site will offer a fresh new look with information about the cafe, full menus and details of catering services.



FOCUS ON EMPLOYMENT



Women in Small Business Project

The Women in Small Business program is designed to provide business skills training and mentoring for culturally and linguistically Diverse (CALD) women to establish their own small business. The program aims to build on their skills, interest and encourage leadership in order to assist women to improve their financial security and independence through small businesses.

After attending the program, WSB participants prepared their business plans and had the opportunity to learn public speaking and presentations skills in a Speechcraft Workshop, delivered in partnership with Toastmasters International. The participants also visited Dress for Success at Marrickville, where they were provided with a professional outfit.

See the resulting video here vimeo.com/221679428

WSB organised three pop up shops at Campbelltown Mall, Narellan Town Centre and Glenquarie Town Centre. Participants learnt about retail, customer service, cash handling and product display and decoration. It was a great opportunity to apply all they had learnt in the marketing sessions. WSB also provided individual advice and business mentoring by appointments.

Saturday Cafe

The MDSI Youth Café Program, supported by the James N Kirby Foundation, focuses on Barista skills and practical work experience in Cafe Kulcha on Saturdays. This year, thirty-five participants completed a minimum of three shifts, many also coming in for additional hours to extend their work experience. Each young person received a Certificate of In-house Barista Training and a reference letter of attendance for their resume. Many participants used this experience to continue into hospitality training at TAFE. Others have been successful in obtaining employment in a variety of retail coffee shops, joining MDSI volunteer programs, and a few gaining paid casual work in Café Kulcha.



EMERGENCY RELIEF

Emergency Relief Consortium

Providing Emergency and Material Assistance to assist families and individuals in the resolution of immediate financial crisis. MDSI leads the Consortium for Emergency relief program with South West Migrant Resource Centre at Liverpool and Illawarra Multicultural Services.

Support is provided in the following ways:
Fresh food vouchers, Opal cards, pharmaceutical assistance, assistance with utility bills (EAPA vouchers), telephone bills (TBAP – Telstra Bill Assistance Program), and water bills (PAS – Payment Assistance Scheme run by Sydney Water).



ER Snapshot

224	clients
116	new clients – 51%
148	CALD Clients – 66%
33%	Persons or families with disabilities
\$5,310	Material support
\$13,600	Essentials Cards for food and necessities
\$34050	EAPA
\$5100	Telstra
\$102	Sydney Water

No-Interest Loans

MDSI's No Interest Loan Scheme (MDSI NILS) provides interest-free loans up to \$1200 for individuals and families living on limited incomes. Loans are safe, and affordable and are completely free of interest and fees. Loans can be used to purchase necessary household items such as electrical appliances and furniture, car maintenance, educational essentials and medical equipment.



NIL Snapshot

TOP 5 LOAN REASONS

1. Household Appliances	69 families
2. Vehicle Registration	134 children
3. Household Furniture	38 adult households
4. Vehicle Repairs	83 Females
5. Household Repairs/Maintenance	24 Males

526 Enquiries
107 Loans Issued
\$104,042 Total Loan
51% CALD 49% AUS

FOCUS ON VOLUNTEERS

Volunteers at MDSI have the opportunity to contribute to the unique efforts of MDSI in the local community, especially to the culturally and linguistically diverse communities throughout the Macarthur region. In return, volunteers have the opportunity to receive training and learn new skills that improve their employment options. MDSI provides volunteers with appropriate training and all the necessary equipment to perform volunteer duties. Regular meetings to enable volunteers to share and discuss issues and information relating to events and daily activities.



Volunteering within the Aged Care and Disability Teams

55 volunteers, students and unpaid workers help by assisting with group activities, transportation, and providing social support to the elderly and disabled.

Volunteering within the Community Services Team

- 28 CST Volunteers (2500 hours of service)
- 3 Men's Shed Volunteers
- 19 Students (3770 hrs of service) - 4 offered employment at MDSI
- 6 Work for the Dole (WFD) placements for 6 months - 2 offered employment at MDSI
- 9 Work Development Order (WDO) with 140 hours of work or \$3000 taken off their fines



VOLUNTEERS IN AGED CARE AND DISABILITY

First Name	Gender	No of years volunteering	Country of Birth	Program
Amal	F	1	IRAQ	Arabic
Amina	F	4	AFGHANISTAN	Dementia
Amparo	F	1	COLOMBIA	Spanish / Indiv
Ana	F	4	PHILIPPINES	Filipino
Antonio	M	3	PHILIPPINES	Mens / Filipino
Arlena	F	5	PHILIPPINES	Indiv
Ayesha	F	5	SOUTH AFRICA	Indiv
Cecilia	F	1	PHILIPPINES	Mauritian / Filipino / CVS
Concetta	F	7	ITALY	SSG Indiv
Elenor	F	1	PHILIPPINES	Filipino
Eufrasia (ging)	F	2	PHILIPPINES	Disability / Coffee Room
Gordon	M	8	CHINA	Mens
Herminiano	M	2	PHILIPPINES	Dementia/ Disability
Houssam (Sam)	M	4	LEBANON	Driver
Ibrahim	M	1	SYRIA	Spanish / Disability
Jane	F	9	PHILIPPINES	Dementia
Joanne	F	2	PHILIPPINES	Indiv / Disability
Joseph Renald	M	12	MAURITIUS	Mauritian
Judith	F	1	SIERRA LEONE	Dementia / Disability / Multicultural
Kwannet	F	1	THAILAND	India
Lativia	F	2	TONGA	Dementia / Multicultural
Leonor	F	2	CHILE	Latin Flowers / Indiv
Lesley	F	3	AUSTRALIAN	Arabic
Luis	M	2	CHILE	Driver
Luz Maria	F	2	PHILIPPINES	Filipino
Marie Jeanne Monique	F	9	MAURITIUS	Mauritian
Marietta	F	8	PHILIPPINES	Filipino
Mario	M	4	CHILE	Driver
Mary	F	5	CHILE	Arabic / Lao / SSG Indiv
May Suzette	F	10	MAURITIUS	Mauritian
Mercelita	F	5	PHILIPPINES	Dementia/ Arabic
Mona	F	12	EGYPT	Egyptian Group
Mona	F	3	EGYPT	Arabic/ CVS
Myrna	F	3	PHILIPPINES	Indiv
Nadia	F	12	EGYPT	Egyptian
Nita	F	3	PHILIPPINES	Dementia/ Arabic
Olga	F	13	ARGENTINA	Dementia / Lao
Pamela	F	19	AUSTRALIAN	Multicultural
Pedro	M	10	CHILE	Spanish / Dementia
Rahim	M	1	IRAQ	Arabic
Samly	F	9	LAO	Lao
Seema	F	2	INDIA	Indiv
Shila	F	1	SOUTH AFRICA	Dementia / Disability / Driver
Ted	M	8	EGYPT	Mens / India
Thi Kim Hoa	F	13	VIETNAM	Vietnamese Group
Thi Son	F	6	VIETNAM	Vietnamese Group
Tuainekore	F	7	COOK ISLAND	Indiv
Upia	F	1	INDONESIA	Driver
Wafaa	F	2	LEBANON	Dementia / India / CVS
Yoli	F	4	PHILIPPINES	Multicultural / Filipino / CVS

VOLUNTEERS IN COMMUNITY SERVICES

First Name	Gender	No of years volunteering	Country of Birth	Program
Bimla	F	7	FIJI	Reception
Bradley	M	1	AUSTRALIA	Men's Shed
Carolyn	F	3	AUSTRALIA	Youth Homework Tutor
Clifford	M	2	AUSTRALIA	Men's Shed
Colleen	F	7 months	AUSTRALIA	English Classes
Daniel	M	2	AUSTRALIA	Events
David	M	8 months	EL SALVADOR	Youth Homework Tutor
Elise	F	1	AUSTRALIA	Coffee Club
Fida	F	9	SYRIA	Arabic Art Group
Gary	M	5	MALTA	Men's Shed
Hari	M	10	SINGAPORE	Tax Assistance
Heather	F	7 months	SOUTH AFRICA	English Classes
Joe	M	10	PALESTINE	English Classes
Leila	F	2	IRAN	Arabic Support Group
Maria	F	8	NICARAGUA	Immigration Advisory Service
Rebab	F	1	LEBANON	Playgroups
Sally	F	7	AUSTRALIA	No Interest Loans
Sergio	M	8 months	COLOMBIA	Café Kulcha
Suparna	F	1	BANGLADESH	Reception
Wafaa	F	2	IRAQ	Events

MDSI SUPPORTERS AND PARTNERS

Funding

Federal

Department of Health
Department of Social Services
Department of Infrastructure and
Regional Development

State

Family and Community Services
Women NSW
Community Building Partnership
Keep NSW Beautiful
Mental Health Commission
Fair Trading

Local Government

Campbelltown City Council
Camden Council

Philanthropic and Corporate

James Kirby
IRT Foundation
Men's Shed Association
Cabra-Vale Diggers

Other

Urban Growth
Good Shepherd
Microfinance
Wise Employment
Benevolent Society

Support and Partnerships

Local Politicians

Greg Warren, NSW MP
Mike Freelander, Federal MP
Anne Stanley, Federal MP

Local Organisations

Catholic Care
Claymore Public School
Community greening
Fair Trading NSW
Farah Maddon – Access Consultant
Global Clean Away
Good Shepherd Microfinance (GSM)
Heart Foundation
Health Promotions SWSLHD
Hillsong Church
Hospitals at Home
Illawarra Retirement Trust (IRT)
Junction Works
Lifestart
Lifestyle and Sports Physiotherapy
Macarthur Disability Services
Macarthur Home Modifications and
Maintenance
Macarthur Legal Centre
MDS (Carers funding)
Minto Mall
National Australia Bank (NAB)
PICAC
PIR
Presbyterian Church
Primary Health Network
Ride Scooters and Aged Care
Sector Connect
The Smith Family
South West Community Transport
Southern Cross Occupational Therapy
St Vincent De Paul
Step in on
SWAHS
SWCT
Sydney University
Sydney Water
TAFE SWSI
Tharawal Aboriginal Corporation
VIP Home Services
Water Comfort
Whitelion
Wilma Womens Health Centre

Service System Delivery Partnerships

PICAC
CHSP Working Group –
Macarthur/Wingecarribee
Campbelltown City Council
MDS, MDSI and Council
St Vincent de Paul – Ability Links
Macarthur Disability Network
MAPS Network
Camden City Council
Wingecarribee Council

Aged Care Partnerships and Home Care Packages

Global Clean Away
Southern Cross Occupational Therapy
VIP Home Services
Campbelltown Cleaning Services
Lifestyle and Sports Physiotherapy
Ride Scooters and Aged Care
Hospitals at Home
Water Comfort
Macarthur Home Modifications and
Maintenance



FINANCE REPORT

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 2017 surplus in operations of \$330.7k. This result is inflated with Capital funding of \$107.6k where the funds were utilised in asset purchases reflected in the Balance Sheet. The adjusted operational result is \$223.2k, which represents 5.4% of total revenue and within the 5-10% margin expected of Not-for-Profit associations. Revenue increased from the prior year \$465.1k (12.8%) and a gain was received from the revaluation of land and buildings held of \$678.8k. An exceptional recovery following two years of deficit results.

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 of Directors and Management

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 with 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 and endorsed to access the following tax concessions:

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 regulations ranging from childcare to ageing and disability.

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 2017/18 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 complement 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. Securing and maintaining multiple revenue streams 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 organisations. 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



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MDSI Locations

Main Office	Level 3/ 171-179 Queen Street Campbelltown 2560
Café Kulcha	Shop Level 1/171-179 Queen Street Campbelltown 2560
Manse	32 Lithgow Street Campbelltown 2560
Blue House	127 Dumaesq Street Campbelltown 2560
Men's Shed	86A Greengate Rd, Airds 2560



MDSI is a registered NDIS provider. We aim to provide personalised, individually tailored support to all people living with a disability, their families and carers. For more information please call MDSI on 02 4627 1188

