



ANNUAL REPORT 2018



Purpose

In collaboration with our clients we resolve to build capacity of people from all cultures to improve their quality of life and participation in the community.

Vision

We aspire to a world where people matter, communities are connected, and everyone is accepted.

Values

DIVERSITY

We embrace our differences and promote inclusion in everything we do.

COMMUNITY

MDSI builds stronger communities by encouraging harmony, peace and justice in our society. We collaborate with multiple stakeholders to achieve positive change.

STRENGTH

MDSI supports the development of people's skills to further their potential. We work in new and innovative ways to better engage individuals and communities.

EXCELLENCE

We provide excellent, competitive services to our clients at fair and equitable rates which support MDSI to be sustainable and to grow to achieve our purpose, vision and values.



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"Change before you have to"
... Jack Welsh



From the President

It is an honour to be the President of Macarthur Diversity Services Initiative (MDSI) Ltd for the second year. The past twelve months have been both exciting and challenging for MDSI. There are many changes occurring in the sector.

The Macarthur region is growing immensely bringing a change in the demographic makeup of the region. Government is pivoting away from service delivery to commissioning of services – a trend that will increase in the next few years. Funding trends show government increasingly supporting larger organisations with wider geographical spread.

Technology advancements have the potential to enhance the work we do with our clients.

The CEO and staff are working hard to ensure MDSI is in a good position for the future. Over the 2018 Financial Year, management has introduced and built a range of new disability services. The Primrose cottage, for example, has since February provided respite care services for people with different abilities.

Moving into a fee for service environment means that MDSI needs to operate more and more like a business; a new reality for all disability service providers in the Macarthur region. This brings significant change for the management and the board.

This year, to ensure MDSI is in the best possible position for the future, the board established a new strategic plan to 2021 and undertook a board renewal and governance review. Together with staff we have reviewed the MDSI purpose and vision. Both place clients centre-stage and reaffirm the people-centric approach to how we work. This culture was a key driver for MDSI's success in the past and our new strategic plan maintains this focus.

The governance review has highlighted some key areas for strengthening the board in directing MDSI. This includes improvement in board reporting, and recruitment of new board members with the skills needed for the future. Governance improvements are ongoing over the next 12 months.

The changes outlined above don't just impact on staff working with clients. They impact on back office staff, management, the CEO and the board. In line with our values we are working together through these changes to ensure clients have a stable support network in MDSI into the future.

Claudia Perry-Beltrame
President

Board Members

Ms Claudia Perry-Beltrame, President

Director
Master of Business Administration
Bachelor of Commerce
Diploma in Project Management
Certificate Foundation of Directorship
Director since 2016
Business Owner, Change Facilitator

Dr Matthew Karl White, Vice-President

Director
Justice of Peace
Bachelor of Dental Surgery (USyd)
Director since 2009
Dentist/Owner of Family Dental Care

Mr Milind Ratanakar Kulkarni

Director
Masters of Computer Management (Shivaji University)
Certified Information System Auditor (ISACA USA)
Director since 2009
Consultant

Mr Maher Steitieh

Director
Masters of Computer Engineering (Technical University of Budapest)
Bachelor of Electronic Engineering (Technical University of Budapest)
IT Consultant
Diploma in Small Business Management
Justice of the Peace
Director since 2009
Pastoral Carer
Mentor

Ms Jean Alim

Director
Bachelor in Legal & Justice Studies
NSW Family Law Accredited Specialist
Director since 2016
Associate Lawyer, Marsden Law Group

Mr David Goyder Chenu

Director
Bachelor in Economics (Macquarie University)
Digital & Social Media Marketing (Australian Institute of Company Directors)
Director since 2017
Consultant

Ms Annie Lim Lee

Director
Graduate Diploma TESOL (UTS)
Bachelor of Social Science (Charles Stuart University)
Director since 2009
Outreach Coordinator & International Students
Coordinator of Campbelltown College of TAFE
Justice of the Peace

VALE ANNIE LIM LEE

MDSI Board and staff were shocked and saddened by the passing of Ms Annie Lee on Saturday 10/3/18.

Annie was a long standing member and supporter of MDSI and in the last 8 years was an active member of our Board of Directors.

Annie was involved in a number of other community organisations in Western Sydney in the course of her working life. She will be remembered as a strong advocate of people from culturally diverse backgrounds.

From the CEO

It is a privilege to present my nineteenth annual report as the CEO of Macarthur Diversity Services Initiative (MDSI). 2017/18 was a year of rapid growth, challenges and calculated risks as we entered the competitive consumer driven world of the NDIS.

MDSI has pursued strategies as a quality service provider in culturally sensitive practise and mainstream service delivery leveraging from our strong reputation and 'can do' attitude. Our service operations have grown, whilst at the same time we have had a greater focus on measurable outcomes.

MDSI continues to empower vulnerable people from diverse backgrounds to participate in all aspects of life, through programs such as Child and Family Services, Emergency Relief, Aged Care and Disability Services.

Our staff create innovative solutions that add value to the KPIs set by our stakeholders and contracts, acknowledging that family and individual needs often do not present as singular issues.

Notable achievements and highlights include:

- Our Aged care program received 100% compliance with Aged Care Standards
- Aged Care Services celebrated 25 years of service delivery
- Third party accreditation to run NDIS service delivery
- Rollout of NDIS service delivery commencing with Support Co-ordination.
- Official opening of our 24 hour respite centre for NDIS clients
- Recertification under ISO 9001:2015
- Upgrade of our IT infrastructure, Intranet and Website

Expansion of services through new funding streams this year allowed MDSI to provide more services in line with our mission:

- Continuation of No Interest Loan Scheme for an additional 3 years
- New contract for Welcome program in Newbrook-Airds
- Funding for our U turn driving program
- Funding for community kitchen refurbishment at 127 Dumaresq Street
- Increase in fee-for-service income through co-location partnerships
- FutureAbility funding to assist MDSI to transition into the NDIS

Investment in our people and culture provides expertise to meet the needs of our service model:

- MDSI staff and volunteer training in Certificate III Individual Support through partner RTO
- Sponsorship of 12 staff to attend Accidental Counselling
- Provision of Speechcraft course for workers
- Recruitment for a Disability Manager position
- Re-naming our Community Services Team to Community Engagement Team to reflect collaborations, partnerships and customer focused service delivery
- Recruitment of 20 new staff to join our Disability Services network

New partnerships aligned with our values ensure better outcomes:

- Settlement Services International (SSI) for Staples Bags pop up shop
- One Door Mental Health
- Toastmasters Macarthur training
- Whitelion co-location
- Benevolent Society- Settlement support for Iraqi refugees
- Liverpool MRC- Complex Case

Improvements to our Assets to prepare entry into the fee for service market:

- Purchase of a new 22 seater bus converted for disability use
- Renovations and improvements to both properties at Dumaresq Street
- Refurbished garage to utilise it as a new community access space

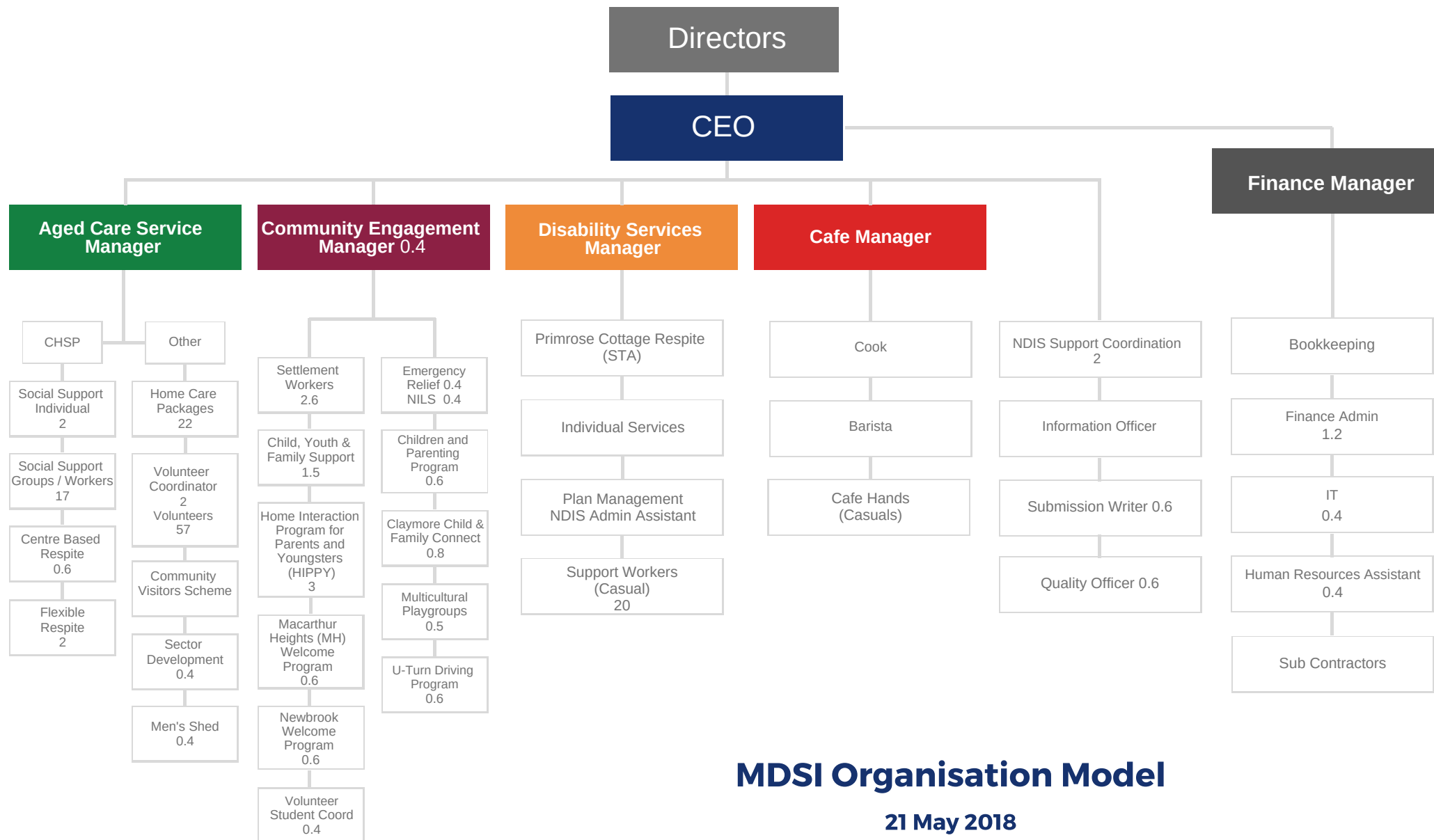
This Annual Report is a record of the work and achievements of MDSI staff and volunteers during the 2017-18 financial year. It provides a snapshot for our future directions as an experienced service delivery agency. MDSI staff are our greatest asset - I am immensely proud of the work of MDSI's dedicated team and sincerely thank them for their work and effort in the past year. I also thank the Board of Directors, most particularly our President who voluntarily dedicates countless hours to the needs of MDSI.

Moving forward, MDSI is focusing on continued development of the Strategic Plan for the next three years. The increase in services has brought challenges in workforce infrastructure and resource pressures, therefore we are investing in additional management functions to reinforce our corporate structure to allow MDSI to function optimally into the future.

I believe that MDSI is well placed to continue to make valuable contributions to the settlement, community services, aged care and disability sectors for many years to come.

Karin Vasquez
CEO





MDSI Organisation Model

21 May 2018

Program Areas

Management Team *Karin Vasquez (CEO)*

Karin heads our thriving organisation, which is increasing in capacity and programs due to Karin's foresight and energy. Karin also manages Support Coordination, Submissions and Quality.

Aged Care Services *Cecilia Vara*

Maintaining the caring & commitment in multicultural aged care. Cecilia is passionate about involving everyone, with passionate workers and volunteers from around the world.

Community Engagement *Kylie Richardson*

A vibrant team committed to excellence in program and community involvement. From little children to families, the more people are involved and participate, the healthier our community will be.

Disability Services *Rebecca Forrester*

Our new NDIS Service is exciting & challenging. It includes Primrose Cottage – Short term respite accommodation; Individual support in the home; Community access; and Plan management. Rebecca manages an energetic team that believes that having a disability doesn't stop you participating.

Finance Manager *Lee-Ann Jones*

Lee-Ann manages all our finances, to make sure we can afford to run programs and pay our bills, and acquit all our funding agreements. Lee-Ann and Josefina also pay us, a most important job.

Community Engagement

Children and Parenting



Parent Programs

Parenting Skills & Support Sessions focused on building skills for parents to provide consistent and nurturing parenting.

Triple P assists in improving the relationship between parents/carers and children, it also gives practical advice on strategies for common issues parents face. It is delivered via five scheduled weekly group sessions and three phone sessions.

On **International Women's Day** MDSI partnered with Campbelltown City Council and Ability Links to present two workshops to empower women for employment.

Employment Bootcamp, run in partnership with NAVITAS, offered skills training and mentoring sessions providing participants with support in job searching, job applications and employment information. There were 25 participants and as a direct result of this experience, 8 participants secured employment.

Women in Small Business

Finishing at the end of 2017, local women participated in an 8 x 2 hours program to learn about setting up their own small business with 4 women launching their own businesses.

*A **Women in Small Business** participant wrote that she had gained friends, made great connections, and through her networking had secured her first professional job in Australia. She also received an Ignite Multicultural Women's Business scholarship to pursue her social enterprise business.*

The **Empowering Women Butterfly Program** builds self esteem and confidence in women to achieve their goals for work and learning. It is a ten week program of 3 hours per week covering goal setting, career, education, finances, health, relationships, personal development, action plans and vision boards, mentoring & networking. There were 72 participants in our Autumn program, and as a direct result of this program:

6 women started their own small businesses

3 returned to the workforce

4 commenced volunteering at MDSI

Multicultural Playgroups

Funded by FACS, our playgroups help children to interact and communicate with others and develop the building blocks of learning.

3 facilitators

3 volunteers

5 multicultural playgroups

2 hours per week per group

245 participants

40 weeks/year

400 hrs/year

Our holiday programs attracted over 140 children and parents over the year.



Casework

Funded by the Commonwealth Department of Social Services, our case work addresses the needs of communities and individuals from culturally and linguistically diverse backgrounds towards improved safety, health, education and social life. The service provides 1:1 support for permanent residents who have arrived in the last five years as humanitarian entrants or family stream migrants.

31 individuals attended

60 hours of casework

Little Bookworm Playgroup

A new initiative and hosted at the Claymore Opportunity Hub. Twelve children and their families participated in a free 'Books in Homes' program and Family Fun Days.



Community Engagement

Claymore Child and Family Connect Mobile Service, funded by NSW Family and Community Services (FACs), has been working in Claymore since 2011.

Key projects this year

Using a 'Street by Street' approach, the team (facilitator and 21 students) held **street BBQs** and activities to connect families to services

19 volunteers and street leaders identified **local issues and developed targeted solutions**

200 families connected annually to activities in the community

51 partnerships for collaboration with local NGOs and Campbelltown City Council

Increased community participation in school holiday activities, NAIDOC Week, beach visit, discos, and Celebrating Claymore events to bring the community together

Christmas food hampers and toys for children delivered to the community during the Christmas season

New for 2017/18 in partnership with Claymore Primary School, the **Energise After School Program**, provides children the opportunity to participate in games, fitness activities and healthy food snacks.



Claymore Child & Family Connect



Claymore Litterbusters

Claymore Litterbusters is funded by Keep NSW Beautiful. Outcomes for this year include:

Door-knock and letterbox drop to 500 residents informing them about the project and waste reduction

103 Council kerbside cleanups

79 area clean-ups to help elderly and disabled residents

11 Litterbusters meetings with 15 volunteers to foster 'street leaders' to oversee the program

Clean up Australia Day activities

Waste education workshops and bin decorating with Claymore Primary School students

Two bins installed in partnership with Campbelltown City Council



HIPPY Claymore

Funded by the Department of Social Services (DSS) through the Brotherhood of St Lawrence, HIPPY provides children with a structured, two-year home-based, education-focused program that lays the foundation for success at school. HIPPY impacts on the whole community and has resulted in:

- Families who are engaged and empowered in their children's learning
- Tutors and parents/carers engaged in training and employment
- Families who participate in their local community

52 families

4 HIPPY tutors

17 HIPPY graduates



Tutor Training

HIPPY assists parents to be their child's first teacher. This year our tutors received training to run:

Let's Count

Let's Read

Books for HIPPY

Mother Goose Music

HIPPY

Grow Fit

This year HIPPY introduced GrowFit in to our schedules. GrowFit increases fine and gross motor skills and provides the necessary exercise for growing healthy children.



Community Engagement

Family Settlement workers successfully engaged with families from CALD backgrounds who have been in Australia for less than 5 years.

Activities included:

- Women's Social Group
- Parenting Information Sessions
- Information about services
- Families in Cultural Transition (FICT)
- Family school holiday activities and excursions

Our clients demonstrate:

- Improved self esteem
- Increased participation in Australian community life
- Increased access to mainstream services
- Improved self advocacy skills

50 Different Individual Activities

1040 contacts

16 volunteers assisted with programs, events and outings



CALD Family Settlement



Over 1300 attendances at other local activities including:

- Multicultural Women's Art Group (39 meetings)
- English Conversation Classes (45 sessions)
- Advocacy/cultural Awareness (5 sessions)
- Orientation to Australia (11 sessions)
- Citizenship (4 sessions)

- Visits to local venues such as courts, and galleries
- Multicultural March and Rhythms festival
- JobNav Expos at TAFE

Workers also provided casework, referrals and advocacy, and developed partnerships with Camden and Campbelltown councils.

Child Youth and Family

The Child and Family Support program is funded by FACS to focus on CALD families with younger children. Providing information, casework, advice and support on Parenting through Triple P Program and Tune into Kids/Teens as a form of early intervention.

Key Facts:

A total of 529 attendances at Parenting/Groups/Information Sessions
Information, advice and support to 36 families and children
Parenting programs for 40 families with 8 sessions of Triple P (PPP)
Casework providing information on issues and referrals to other services
Activities including First Aid Sessions for Kids with 20 children learning basic first aid and family outings to the Early Start Discovery Space at Wollongong University



Good News Story

A client came from Iraq as a refugee four years ago. On her arrival she attended English Classes with NAVITAS because she wanted to be able to communicate and be part of the community. She participated in most of MDSI's Settlement programs, events and activities, which included FiCT (Families in Cultural Transition) health sessions, Citizenship, UTurn and 'Photo Voice' photography workshops with Camden Council. She secured casual employment with STARTTS as a child minder after attending the FiCT program. She took her nieces and nephews to MDSI playgroups and the HIPPY program as well as school holiday activities. She has been a volunteer with MDSI since the first year of her arrival with social groups and at events. She is very dependable, always enthusiastic and punctual. She has been an active participant in Cultural Awareness workshops with the Settlement Worker. She regularly speaks to groups about her refugee journey and was involved in raising awareness on refugees through the Q&A sessions at a local school. She is now involved with a number of groups including the Multicultural Women's Art group, Women's Social Group and Coffee Club program. She also assisted her husband with his business as a Family Day Care educator by organising craft and physical activities for the children.

Our client:

*Increased English written and oral communication
Actively participated in group activities
Attended training
Obtained drivers licence
Commenced advocacy activities & public speaking
Became a volunteer – civic participation
Secured casual employment
Helped in small business
Gained citizenship*

Community Engagement

HYPE

Helping Young People Excel (HYPE) was a MDSI 8 week youth program for CALD and new arrival youth, offered in partnership with two local high schools, to enhance knowledge of health and wellbeing. Topics covered include cyber-bullying, mental health, sports clinics, healthy lifestyles, goal setting and street defence. Participants reported that HYPE:

increased belonging and connection to others
improved self-awareness and confidence
raised awareness of healthy living
improved attendance at school

**28 young people
x 40 weeks/year
= 1180 contacts**

Youth Settlement Worker

The Youth Settlement Worker supports youth 12-24 yrs arriving in Australia in the past 5 years. Funded through Settlement Services International, with 1439 attendances at activities this year including:

Youth Settlement School Program for social inclusion & information
Tutoring and Homework Help (62 participants)
Casework (69 individuals)
Leadership activities encouraging advocacy and self advocacy
Holiday Program

Youth and Family Support

Funded by FACS and providing support to over 80 families through:

Casework support including advice and referral to increase accessibility to services and the community (56 families)
Tuning into Teens (24 families)
Youth programs such as **Casual Kulcha** and **HYPE**



Tuning in to Teens

What **Tuning into Teens** program participants said...

"we can communicate with our kids and use emotion coaching"
"helpful and made my relationship better with my children"
"understanding my own reactions and emotions"
"meeting other parents and hearing their views and points"



U Turn Driving Program

U Turn is funded by Transport NSW to assist young people towards gaining their driver's licence – a major requirement for many work opportunities.

Outcomes included:

30 participants had 255 hours of driving with an accredited driving instructor

4 participants have progressed to full licence

11 volunteers have had mentoring and training to provide driving supervision

150 supervision hours have been given

A total of 405 hours of driving

2 learners have been linked to volunteer opportunities for work experience

Comprehensive workshops run by RMS increased learner safety, drinking and driving, highway driving, tiredness & distractions and speed management.



Cafe Kulcha Social Enterprise

Successfully operated as a social enterprise Café in a main street location for over 6 years Café Kulcha providing café food and catering to the Campbelltown community. The program has provided training for over 160 young people participating in either the Youth Café Kulcha Program, Work Experience, or School Work Experience, with additional MDSI Volunteers and 8 Work for the Dole (WFTD) participants this year. There have been many excellent outcomes from the program as participants clarified their learning and work goals. One young person has since become a part time employee in the MDSI office. A recent letter from a WFTD participant she said that she *"had become more confident and learned valuable skills such as interacting with customers, working with a point of sale system and working as part of a team"* and has now obtained a casual position in retail clothing

The decision was made by MDSI to close the Café in 2018 in light of the changing needs and direction of the organisation. With Café Kulcha finishing as an MDSI program, we are proud that our long term worker Paese is taking over the business and lease from MDSI.



Community Engagement

Place Based Development

Macarthur Heights Welcome Program

Great activities brought the new community at Macarthur Heights together. Over 644 people attended events including Kids Club, Grow Fit for Kids, Adult Bootcamp, monthly community reference group meetings, outdoor cinemas, movie outings, Kids First Aid, picnics, macramé workshops, Earth Hour, Harmony Day Potluck Dinner, and Christmas events.

MDSI partnered with other local organisations to run events in Macarthur Heights with over 492 attendances at regional events including activities such as Natural Environment & Sustainable Living Days.

Residents also participated in Macarthur Astronomical Society's annual public star gazing nights including the Stargazing Live World Record attempt run by Western Sydney University coordinated by Australian National University and the ABC. Over 192 people attended to set the new record of over 44,000 people across 37 Australian locations.



Newbrook Welcome Program

The Newbrook Estate Welcome Program commenced in October 2017 and has had great response by new residents to local events.

Activities including, **Meet and Greets**, **End of Year celebration**, **International Women's Day High Tea**, and **Sensory walks**, bring the community together with 197 attendances. In addition we had 62 attendances at other local partnership events for the broader public.

International Women's Day saw 27 residents across Newbrook & Airds celebrate the theme Empowering and Inspiring Women of all Ages, all Walks and all Nations.

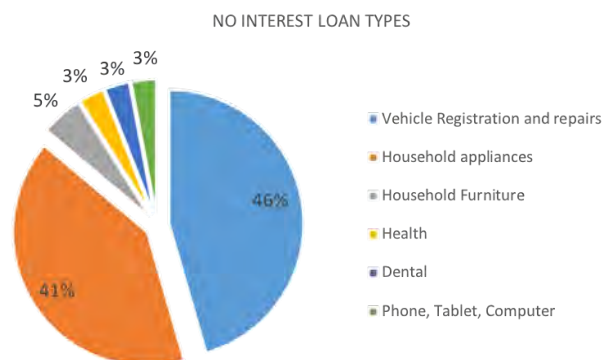
Over 35 community members came together as part of **2018 Clean Up Australia**, and removed 4.5 tonnes of waste from the bushland as well as identified 11 burnt out vehicles and 1 trailer which were removed by Council.



Emergency Relief

MDSI led a consortium for the Emergency Relief program with South West Migrant Resource Centre and Illawarra Multicultural Services to provide Emergency and Material Assistance to resolve immediate financial crisis.

Over \$91,000 worth of support was provided by MDSI in Campbelltown



The **No Interest Loan Scheme (NILS)** is funded by DSS in partnership with Good Shepherd Microfinance and NSW Government Fair Trading. MDSI has offered this service for 8 years. No Interest Loans are loans under \$1200 for use by anyone who would not normally qualify but can show they can afford to repay it. NILS provides low income earners with the opportunity to purchase essential household items and services without the burden of interest charges or fees.

544 enquiries resulted in 98 loans totalling \$84,738

Staples Bags

The **Staples Bag** program, introduced in July 2017, and run by Settlement Services International (SSI) in partnership with MDSI offers a fortnightly supermarket service at discounted prices to people who are financially struggling. The 'pop-up' store is located in MDSI Blue House, 127 Dumaresq Street, Campbelltown. Hugely successful and well received, Staples Bag is supported by volunteers from Claymore and Campbelltown with assistance from students.

Between 30 – 50 families access the service every fortnight



Disability Services

MDSI Disability Services started in 2015 as part of Aged Care HACC services. The commencement of the NDIS (National Disability Insurance Scheme) provided MDSI with an opportunity to commence new services focusing on the needs of people with disability 18 years and over in the Macarthur region. MDSI registered as an approved provider in 2016 and began delivering NDIS services in March 2017.



MDSI has invested in planning and infrastructure to run the current services:

- Planning and commissioning the house at 125 Dumaresq St, Campbelltown as an accessible dwelling
- Receiving support and guidance from experienced disability consultants and workers
- Refurbishing the activity room for group activities
- Preparing policies and procedures to meet our ISO9001:2015 quality system and Disability Service Standards
- Recruiting and employing skilled disability support workers

After completing extensive policy and service delivery development, MDSI successfully gained certification as a NDIS approved provider to provide Individual Services, Community Access Groups, Primrose Cottage (24 Hour Short Term Accommodation), Support Coordination, and Plan Management.

NDIS Community Consultations in Campbelltown

MDSI, in partnership with SSI, hosted a 'FutureAbility' Disability Forum at the Campbelltown Civic Centre with over 60 people from the community and agencies in Macarthur. The forum discussed and identified strategies to optimise the reach and quality of disability services under the NDIS for CALD participants. Following on the success of this forum, further meetings were convened with Pacific, Bengali and Indian communities in Campbelltown.



Primrose Cottage – Short Term Accommodation

To complement MDSI Disability Services in Campbelltown, the house in Dumaresq St was given a makeover and several internal features were changed to achieve a silver level accreditation for disability access. Primrose Cottage is named after the colour of the house and to reflect the homely and caring nature of the services we are offering. The Cottage was officially opened by Dr Michael Freeland on 18 March 2018, with Anne Stanley, the Federal Member for Werriwa, in attendance. Uncle Ivan Wellington conducted a smoking ceremony and blessing for the workers and future participants to the house. Primrose Cottage offers 4 bedrooms and a lovely living room for short stays of up to one month for people with a disability. The nearby Activity Room has TV and comfortable amenities to read a book or enjoy craft activities.



Community Access Group

Day programs enable participants to be involved in activities tailored to their needs and goals.

Activities this year included:

- Exploring and connecting with the community through visits to Thirlmere Train Museum, Austinmer Beach and other locations
- Centre-based activities including art & music therapy, crafts, and information & capacity building sessions
- Goal orientated skills development
- Small group activities and attendance at large social events
- Consulting together on interests, choices and goals ensuring activity planning is person-centred

14 people attended weekly over two days/week with over 450 participations this year
3 volunteers supported the group activities



Aged Care Services

Celebrating 25 Years

On the 17th of May 2018, consumers and staff celebrated the 25th Anniversary of MDSI Aged Care Services at Campbelltown City Council Civic Hall.

To mark such an important milestone, over 200 people gathered together including staff and our volunteers. Local Federal Members Dr. Mike Freelander MP and Anne Stanley MP cut the cake, joined by the President of the MDSI Board of Management, Ms Claudia Perry-Beltrame, our CEO, Ms Karin Vasquez and Aged Care Manager, Cecilia Vera.



Commonwealth Home Support Program (CHSP)

The largest of our Aged Care Programs includes multicultural Aged Social Support Groups, Seniors Group (dementia specific) and Flexible Respite. We provide activities, information, and training for bilingual workers and service partners to support our consumers to remain independent, to safely live in their own homes and participate in the community by:

- using wellness and enablement approaches for keeping active including exercising, walking and Brain Gym
- providing information on healthy eating, osteoporosis awareness, mental health and wellbeing including free psychology sessions, palliative care and end of life planning, and elder abuse
- organising excursions, activities, celebrations and events to remain connected to the community

This year MDSI Aged Care Services attained a 100% compliance to the Aged Care Standards in the quality review audit by the Australian Aged Care Agency.



Key Outcomes

MDSI provided
6,657 hours of Flexible Respite
78,526 hours of group Social Support activities to
12 cultural aged groups and
3 groups for people living with dementia

57 volunteers provided
8,500 hours to aged social support
groups

Aged Care Services

Carers Support Group

Carers need care too, so we provide monthly meetings and regular checks to support them in their important role. Some of the activities undertaken included:

- excursions and information sessions to learn more about services and their rights
- gift vouchers for massage or movies, to give them some fun and pampering
- activities such as tai chi and Laughter Workshops to relieve stress and improve wellbeing

Community Visitor Scheme

Funded by Department of Health and Ageing, the Community Visitor Scheme (CVS) enriches the quality of life of older people who are lonely or isolated. MDSI matches a volunteer to the older person, with consideration for their language, interests and backgrounds.

Our volunteers provide companionship, share in conversations and do home activities together.

Volunteer community visitors receive regular training to help ensure quality services as well as strengthening the dedicated and enthusiastic volunteer team.

Multicultural Individual Social Support - Neighbour Aid

Providing individual social support across Campbelltown, Camden, Wollondilly and Wingecaribee to frail & elderly people with health or mobility challenges. Individual support includes visiting and companionship; going shopping; driving to appointments, and attending social activities

It reduces: LONELINESS

It increases: CONNECTION TO OTHERS AND THE COMMUNITY

One elderly person, aged 81, was given transport to Coffee Club where she learned art and shared her own knowledge with others. As a result, she felt happy and connected, that her culture was acknowledged and she was treated with respect

Multicultural Support to Individuals

This year Aged Care consumers attended :

Seniors Week activities

Christmas concerts

Anzac Day event

Visits and excursions to experience new things

Information sessions about their rights, and local area services

Group activities such as bingo, card games, gardening

Over 12,000 hours of support to 100+ participants



Home Care Packages

MDSI offers level 3 & 4 packages to existing and new CALD consumers across Macarthur and outreaching into Liverpool, Illawarra and Wingecarribee. Home Care Packages provide choice for consumers to age in their own home to enhance their health, wellbeing and independence.

This year, our MDSI Coordinators:

- matched support workers to consumers, with consideration for their interests, language and cultural needs
- liaised, and coordinated care and support on behalf of clients with 92 other local services for maintenance and spring cleaning around the house
- utilised the expertise of a registered nurse to provided nursing services for any additional care needs
- managed 48 consumers: 18 of these consumers are on the National Queue for a higher level package
- advocated to My Aged Care on the needs of our consumers
- supervised 16 bilingual skilled Aged Care support workers

Over the last year MDSI provided 7,586 hours of service and 429 consumer equipment purchases for essential items that benefit consumer health, independence and wellbeing.

Good News Story

Veronica has supported her aged care client for over 7 years to become more independent, getting in and out of a car, travelling to appointments and enjoying activities he used to participate in, such as shopping. Veronica focused on opportunities for re-enablement (walking, activities, brain gym) as well as his likes and dislikes. MDSI also organised home modification, installing a ramp for easier access to and from the house. This provided the client with greater independence.



Aged Care Services



Men's Group

The men come from across Macarthur to meet together twice a month for companionship and socialising with other men, sharing stories from their past, while participating in a range of activities. They planned their own outings which included:

- Chipping Norton Lake
- Cataract Dam
- Austinmer Beach
- RSL Club
- Picton Botanical Gardens
- Georges River
- Mount Annan Botanical Gardens

Service System Development Program

This program focuses on:

- building the capacity of providers to deliver entry level community aged care services
- promoting collaboration and partnerships that support community aged care services
- pathways and activities that promote independence and wellness
- developing leadership
- advice on relevant sector management and service delivery issues

Activities this year included:

- Information sessions on The Australian Aged Care System - My Aged Care Booths
- Carers Wellbeing Day, Seniors Week, Mental Health Month, International Disability Day, Grandparents Day
- Seniors and Disability Expos
- Training on Elder Abuse and Cultural Awareness
- CHSP, MAPS and Disability Network
- Working in Collaboration with other services in Macarthur and MAPS Network
- Translation of the Australian Aged Care information fact sheets into 31 languages
- Advocacy for changes to the Aged Care Services system

Coffee Club

MDSI Coffee Club has been running for 5 years. Women meet weekly to socialise, learn new skills, and get information and support to help keep active, improve health and wellbeing, share ideas and enjoy food. Activities are person centred, enabling women to socialise and follow their interest and develop skills such as sewing, baking and cooking, jewellery making, crocheting, quilting. They also help the community through sewing personal care bags which are donated to homeless people.

25 members with an average of 15 attend each week.

Airds Bradbury Men's Shed

Airds Bradbury Men's Shed (ABMS) provides a space for men in Campbelltown to support their physical and mental health and wellbeing. ABMS has 86 men attending per week with 4,472 visits annually. Convenor Andrew McGlinchy and the Shed Committee meet monthly to develop new projects and identify fundraising for the smooth running of the shed. The shed workshop supervision was provided by 4 permanent volunteers, 7 men have participated in Work Development Orders and 6 in Work for the Dole with 4 student industrial arts teachers who came to do their final year major project. New initiatives included:

- The **Care Committee** with the Shed Counsellor, Brad Simpson providing care and check up on men as required.
- Attending '**Spanner in the Works**' in Helensburg with men receiving a 'bodily toolbox check up'.
- **Partnerships with other organisations** to support community projects such as the Wedderburn Christian Campsite, and wildlife nesting boxes for pygmy possums - made as a flat pack, these are assembled by local primary schools and put into the bushland and monitored.

This year the Shed had a visit from Minister for Aged Care and Disabilities Ray Williams, Scott Farlow and Lou Amato from the State Upper House who donated \$5,000 for new equipment.

Multicultural Social Support



Volunteering



Volunteers give back to the community, realising their civic duty. They provide the gift of time to provide clients with individual attention and companionship while attending a group, individual or community event or support the efforts of the facilitator/program activity. They also help through their language and cultural support and in return they develop skills, work experience and our appreciation. Many subsequently move into paid work. We thank our volunteers for the contribution they made this year.

Aged Care

57 Volunteers provided over 12,000 hours for individual support and 8,500 hours for group support. Volunteers helped with the Community Visitors Scheme, Neighbour Aid, activities and outings through hours of support to Group and Individual programs eg. helping with transportation, group activities and companionship. Volunteers participated in bi-monthly meetings to share and discuss issues and information. Workshops and training were provided to build volunteer skills. Topics included:

- Reablement and Wellness
- Safe food handling and food standards
- Elder Abuse
- Safe Home Visiting

Community Services

39 volunteers provided a range of support across all Playgroups, Butterfly Women's Empowerment program, Staples, Coffee Club, Art Groups, Claymore Child and Family Connect, Café Kulcha and main office. Training was provided on the job to meet the individual needs of each program.

We also acknowledge the work provided by:

- **Student Placements** x 21 who helped on Community Engagement projects while developing skills towards their TAFE and Western Sydney University qualifications.
- **Work for the Dole participants** x 8 who have worked in Café Kulcha, The Manse, and Main Office Administration.
- **Work Development Orders participants** x 6 attending programs and volunteering as a way to pay back their fines.

Financial Report 2017-2018

Statement of Comprehensive Income

For the Year Ended 30 June 2018

	2018	2017
Revenue	4 794,718	4,099,179
Employee benefits expense	(3,172,211)	(2,424,740)
Depreciation expense	(112,945)	(105,314)
Finance costs	(9,123)	(10,403)
Other expenses	(1,422,968)	(1,227,970)
SURPLUS (DEFICIT) BEFORE INCOME TAX	77,471	330,752
Income tax expense	-	-
SURPLUS (DEFICIT) FROM OPERATIONS	77,471	330,752
OTHER COMPREHENSIVE INCOME TAX FOR THE YEAR NET OF TAX		
Gain on revaluation of land and building	-	-
TOTAL COMPREHENSIVE INCOME	77,471	330,752

Statement of Financial Position

As at 30 June 2018

	2018	2017		2018	2017
CURRENT ASSETS			CURRENT LIABILITIES		
Cash and cash equivalents	276,224	98,702	Trade and other payables	541,479	412,799
Trade and other receivables	120,061	143,516	Financial liabilities	68,673	28,924
Inventory	3,069	4,382	Short-term provisions	331,583	288,569
Other current assets	24,678	41,287	TOTAL CURRENT LIABILITIES	941,735	728,292
TOTAL CURRENT ASSETS	424,032	287,887			
NON-CURRENT ASSETS			NON-CURRENT LIABILITIES		
Property, plant and equipment	3,201,548	3,018,359	Financial liabilities	175,534	146,927
TOTAL NON-CURRENT ASSETS	3,201,548	3,018,359	Long-term provisions	1,139	1,326
			TOTAL NON-CURRENT LIABILITIES	176,673	148,253
TOTAL ASSETS	3,625,580	3,306,246	TOTAL LIABILITIES	1,118,408	876,545
NET ASSETS	2,507,172	2,429,701			
EQUITY					
Retained surplus	1,778,359	1,700,888			
Revaluation surplus	728,813	728,813			
TOTAL EQUITY	2,507,172	2,429,701			

Financial Report 2017-2018

Statement of Changes in Equity

As at 30 June 2018

	Revaluation Surplus	Retained Surplus
BALANCE AT 1 JULY 2016	50,025	1,370,1365
Surplus/(Deficit) attributable to the entity	-	330,752
Gain on revaluation of land and building	678,788	-
BALANCE AT 30 JUNE 2017	728,813	1,700,888
Surplus/(Deficit) attributable to the entity	-	77,471
BALANCE AT 30 JUNE 2018	728,813	1,778,359

Statement of Cash Flows

For the Year Ended 30 June 2018

	2018	2017
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from members, grants and participants	5,192,133	4,119,328
Payments to suppliers and employees	(4,805,202)1	(3,827,281)
Interest received	2,492	3,192
NET CASH PROVIDED BY OPERATING ACTIVITIES	389,423	295,239
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from sale of property, plant and equipment	23,000	6,664
Purchase of property, plant and equipment	(296,134)	(193,224)
NET CASH USED IN INVESTING ACTIVITIES	(273,134)	(186,560)
CASH FLOWS FROM FINANCING ACTIVITIES		
Proceeds from borrowings	192,941	-
Repayment of financial liabilities	(131,708)	(78,434)
NET CASH USED IN FINANCING ACTIVITIES	61,233	(78,434)
Net increase/(decrease) in cash held	177,522	30,245
Cash at the beginning of year	98,702	68,457
CASH AT END OF YEAR	276,224	298,702

KELLY + PARTNERS

CHARTERED ACCOUNTANTS

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 into the future.

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

*Lee-Ann Jones
Finance and HR Manager*



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