



# ANNUAL REPORT 2019

# MDSI MANIFESTO

MDSI believes in a world where people matter, communities are connected and everyone is accepted.

We believe this is possible through education and participation of community members using our cultural expertise.



We ensure we have professional and multi-skilled staff, volunteers and board members who deliver the highest service quality in empowered 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 to embed these values so MDSI and our community can grow and prosper.

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.

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# FROM THE PRESIDENT

2018-19 was a very challenging year for MDSI culminating in the resignation of the Board of Directors following a complex 6 months of internal governance issues.

A new Board was elected in February 2019 following a Special General meeting. I was elected as President by the new committee and I am delighted to present this report and documentation of the organisation's impact in the communities we serve. I would like to acknowledge the outgoing Board members for their diligent work in conducting the Governance review 2018-19. This work greatly reinforces the efficiency and transparency of the organisation moving forward. I would also like to personally thank Ms Angela Lonergan for her work as Board Secretary.

In reviewing this year, one of the highlights for me has been the work undertaken by staff and Zadro Agency to review our brand and name. This process has involved all our stakeholder groups and the outcomes will assist our organisation to better position ourselves as a viable and thriving business in Western Sydney.

I have been involved with MDSI for over 16 years and have seen this organisation grow from strength to strength. This was demonstrated in our dramatic increase in revenue this financial year, primarily from our NDIS business operations. Other achievements have been the recertification under the NDIS Quality and Safeguards Commission.

I would like to thank the other members of the Board for their support and leadership this financial year.

Lastly I would like to thank our senior leadership team Karin, Lee-Ann, Cecilia, Kylie and Hamdia as well as our staff and volunteers in assisting us to deliver positive outcomes for our client groups.

**alfred colvin**

PRESIDENT

# BOARD MEMBERS

**1 July 2018 – 12 Feb 2019**

Ms Claudia Perry-Beltrame  
PRESIDENT

Dr David Goyder Chenu  
VICE PRESIDENT

Mr Milind Ratanakar Kulkarni  
DIRECTOR

Mr Maher Steitieh  
DIRECTOR

Ms Jean Alim  
DIRECTOR

Ms Catherine Stuart  
DIRECTOR

Mr Phaedon Vass  
DIRECTOR

**13 March – 30 June 2019**

Dr Alfred Colvin  
PRESIDENT

Mr Jorge Montano  
VICE PRESIDENT

Mr Michael Oetsch  
TREASURER

Miss Laura Marquinez  
DIRECTOR

Mrs Meg Villena  
DIRECTOR

# FROM THE CEO

I am pleased to present my 20th annual report as CEO of MDSI. From humble beginnings as an outreach service from the Liverpool Migrant Resource Centre, MDSI was established in 1982 to assist new arrivals settle into a new country. Whilst there have been multiple name and legal entity changes over the years, the spirit and values of the organisation have remained steadfast - to empower all vulnerable groups particularly people from culturally and linguistically diverse communities.

MDSI has continued to deliver high quality programs during the year. This report is a testament to the diversity of our work and the support we receive from funders and partners. We strive to evolve and innovate; from expanding our range of programs and services offered to accomplish a community business delivering fee for service programs in aged care and NDIS. Throughout this expansion our commitment to quality has driven us to continuous improvement in all areas of our operations.

The most notable achievement in the financial year 2018-2019 has been the success in NDIS service delivery which has increased our overall revenue to nearly 30%. The flow on effect of this has been the capacity to employ more staff to support consumers, purchase additional infrastructure to deliver improved services, and increase our profile as a service provider in the areas of community engagement, disability and aged care.

All this success cannot be achieved without the dedicated team of Board of Directors, senior staff, community and care workers and volunteers who work tirelessly to make MDSI the provider choice in the communities we work in.

I would like to personally thank and acknowledge our staff, former staff, MDSI members, and current Board who supported me this year, which undoubtedly has been my most challenging and difficult year as the CEO. I have been humbled and blessed to work with a group of people who continue to support each other like family.

*thank you*



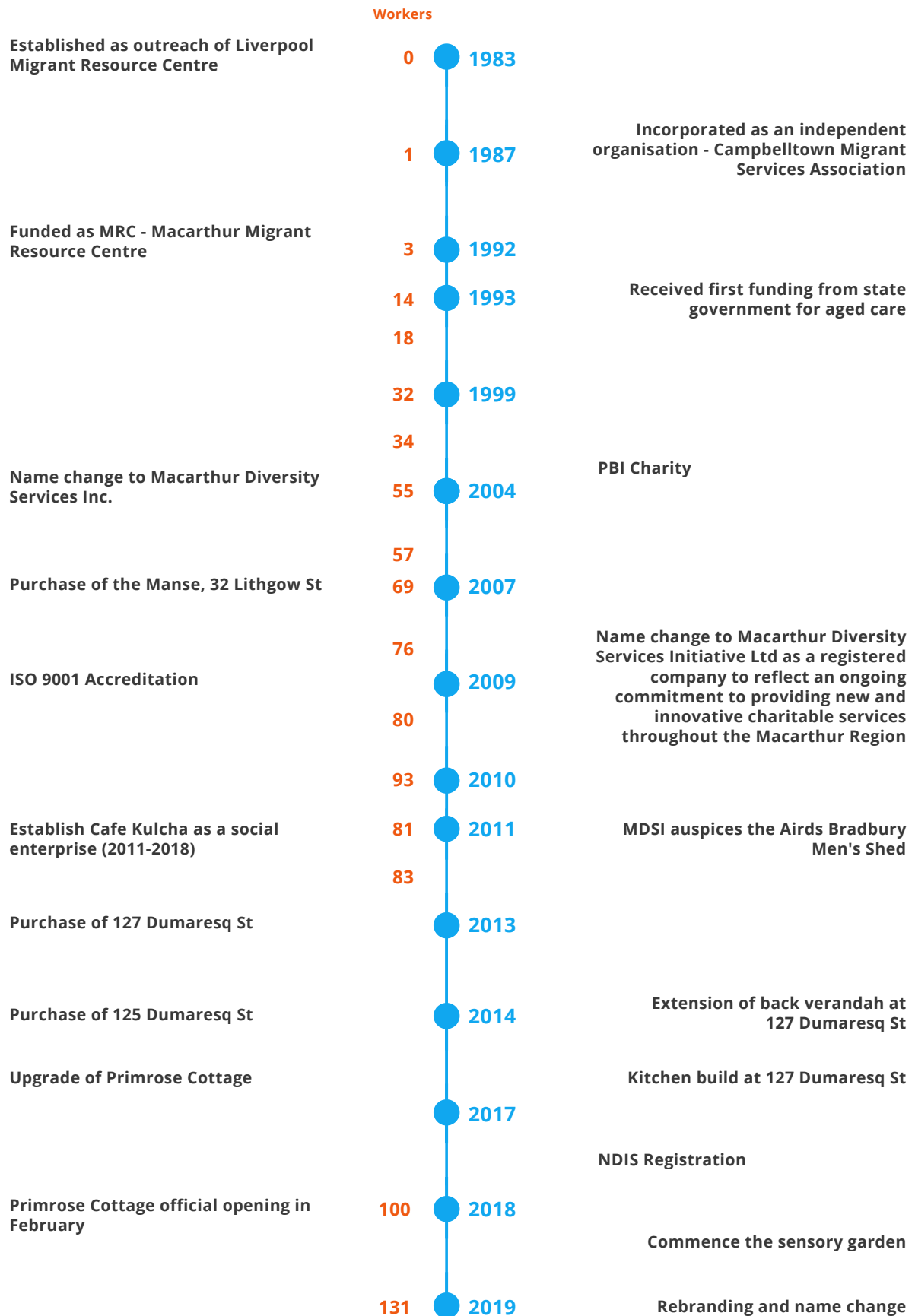
## Highlights

**karin vasquez**

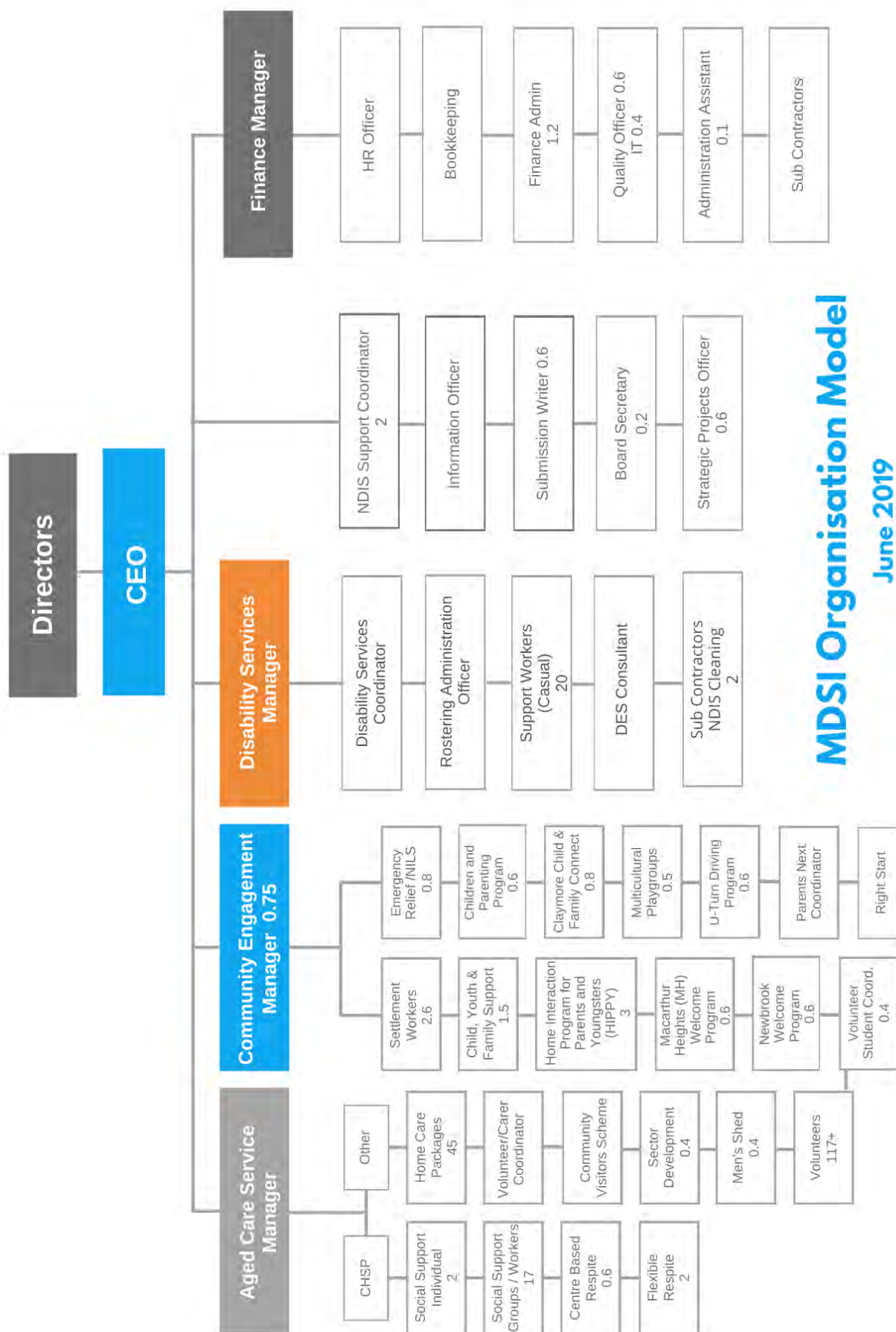
- ✓ NDIS service delivery increased our overall revenue to nearly 30%
- ✓ Successful implementation of MDSI Strategic Plan for a second year
- ✓ Recertification for NDIS Quality and Safeguards commission audit
- ✓ Progressing toward rebranding our organisation with Zadro agency
- ✓ Completion of community kitchen at 127 Dumaresq Street, Campbelltown
- ✓ Commenced building a sensory garden at Primrose Cottage, 125 Dumaresq Street, Campbelltown
- ✓ Reduction of our environmental footprint in all premises
- ✓ Continuation of funding for Emergency Relief consortium for Liverpool, Illawarra and Campbelltown until 2023



# MDSI TIMELINE







## MDSI Organisation Model

June 2019

# MDSI PROGRAMS COVER



## Children's Services

Playgroups  
Early Childhood Education  
HIPPY  
Family services

## Youth Services

Youth Settlement  
English Classes  
You Turn driving  
Youth Casework Services

## Family Services

Emergency Relief Program  
No Interest Loans  
Claymore Child & Family Connect  
Welcome Programs  
Parenting Programs  
Family Casework Services  
Settlement Services  
English Language Classes  
Volunteering  
Information and Referrals  
Information Sessions



# THE CONTINUUM OF LIFE



## Disability Services

Support Coordination  
Individual Support  
Community Access  
Short Term Respite  
Disability Employment Service  
Disability Training Courses



## Aged Care Services

Social Support - Groups  
Social support - Individual  
Community Visitors Scheme  
Men's Group  
Flexible Respite  
Home Care Packages  
Carer's Support  
Sector Development/Advocacy  
Volunteering  
Men's Shed



# COMMUNITY ENGAGEMENT

## HIPPY CLAYMORE

The Home Interaction Program for Parents and Youngsters (HIPPY) provides a structured education-focused program that builds the capacity and skills of parents and prepares children for school.

### The Children

Children learn in a safe environment, some even learn while visiting overseas. This little boy is hard at work measuring and learning whilst over 18,000 km away visiting family in Morocco. He communicates with his HIPPY tutor in Campbelltown using social media.



### The Parents

The HIPPY program supports employment, builds leadership capacity of our parent HIPPY tutors.

Four very competent tutors attended their first Early Childhood Conference at the Sydney International Convention Centre in September 2018. All have completed further studies in Certificate IV Education support and Individual support. They have developed a multitude of skills towards working in their community.



*Community Engagement works collaboratively to provide programs and services to build connections within communities and facilitate a range of social outcomes*

## Parent Feedback

- “ great preparation for school to increase confidence
- “ great opportunity to learn about other cultures
- “ helped me learn something new (food, craft)
- “ lovely community with support, friendship
- “ fun learning, fun activities, loved grow-fit
- “ love the different ways of teaching children
- “ well structured books and program
- “ helps us to meet new friends
- “ we love doing 'everywhere learning' especially when driving in the car

**4** Tutors  
**60** Children/Families  
**25** Graduates Age 5  
**1800** Contacts  
**5** Partners



# CHILDREN AND PARENTS PROGRAMS (CAPP)

Our Children and Parents Programs (CAPP) build the capacity of local families and empower parents to be better teachers for their children by providing them with skills to engage with their children.

## Butterfly Story

In addition to playgroups the CAPP program runs women's self development groups – Butterfly. In 2018, thirty five women attended the Butterfly Empowering Women program. Participants were empowered to keep working and developing their skills and as a result of the program they describe feeling an increased level of self esteem and confidence. The program also helps in reducing the risk of domestic violence, building women's self confidence and empowering them to reach out and speak up.



## Playgroups

Playgroups help parents to broaden their knowledge of children's development needs, boost confidence, develop parenting skills, and positively connect with other families. Parents have observed that they are making friends outside playgroup, increasing their connections in the community, and accessing other services and community resources.

## Playgroups

5 Playgroups  
>100 Children/Families per week  
4000 Attendances  
10 Volunteers  
2 Student Helpers  
14 Partners



## Good News Story



SH, a new arrival from Pakistan, participated with her daughter in the Little Koalas Playgroup in 2016. As a first time mother she learnt parenting skills and made new friends in her local community. Once her daughter started school, SH began volunteering with MDSI using her business qualifications to support Playgroups with admin tasks and data entry. SH is gaining local work experience and self-confidence to participate in paid work.

## Early Learning 0-3 'Start Right' Program

Commencing in April 2019, the 'Start Right' Program helps build basic literacy and numeracy for 0-3 year olds and engages families in early learning through reading books, telling stories, and early learning activities, shapes/colours to develop verbal and written communication skills. The program is delivered in Airds, Campbelltown, Minto and Macquarie Fields.

22 Children  
220 Attendances  
5 Partners





# CLAYMORE CHILD AND FAMILY CONNECT

Claymore Child and Family connect has been working in Claymore since 2011. In this time many changes have occurred in Claymore including the renewal project development with new parks and amenities.

We engaged with residents through Street by Street BBQ's and consultations, letter box drops, Facebook posts, flyers, word of mouth, and events. We continued to connect residents with community organisations and services that help families in the areas of wellbeing, communication, social support, child development, learning and literacy, and school readiness programs to make a positive change in their lives.

One component of CCFC program is its student placements which allow university students to complete their practicum in a grass roots community.



## Family Blanket Drive



The Claymore Child and Family Blanket Drive, in partnership with Keneally's Funeral's, successfully delivered blankets, scarves, sleeping bags, jumpers, jackets, and sheets to the homeless and the Claymore Community.

Households participating	>200
Volunteers	6
Student Helpers	20
Partners	11

## NAIDOC Week 2018

The Claymore Naidoc Week event was held in July 2018 and celebrated with a reptile show and BBQ in partnership with the Benevolent Society.

## ParentMedic First Aid Training

In February, ten clients undertook ParentMedic

First Aid training offered in partnership with Little Bookworms Playgroup, Land and Housing, and Anglicare.



## Easter Celebrations

The children enjoyed the Easter Egg Hunt, the active games and BBQ at Badgally Reserve.



## Volunteers

The Community Engagement Team partner with three universities and two TAFE colleges. Volunteers and students are matched according to areas of interest to build skills for their civic/work participation. All volunteers receive an organisational induction.

Volunteers provide support for workshops and social gatherings and also receive ongoing professional development including 'First Aid' and 'Professional Boundaries'. Volunteers are also trained to support the You Turn Program as community mentor drivers, providing supervision for over 244 hours of learner logbook hours this year.

MDSI acknowledges volunteers through formal morning teas and the annual Volunteers Week dinner event.

# CALD YOUTH AND FAMILY SUPPORT

	<b>Contacts</b>	<b>670</b>
<b>Individual casework</b>		<b>115</b>
<b>Partners</b>		<b>10</b>

Supporting young people and families as part of the Early Intervention and Prevention Program. Initiatives this year included

**Youth Well-being Forum**, in partnership with Airds High School, for Year 10 students focusing on physical and mental health and wellbeing.

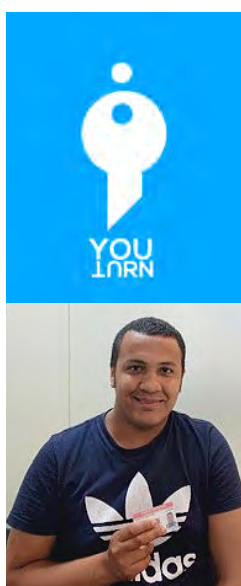
**Casual Kulcha** - program building knowledge and skills to help young people secure employment and find volunteer opportunities, focusing on communication skills, resume building, online job searching, workplace safety, interviewing skills

**Hype** – Youth well-being program aimed at introducing youth to local health services and providing education sessions relating to health and wellbeing

**Tuning into Teens** - teaching parents to emotion coach their teenagers and form closer connections



School, for Year 10 students focusing on physical and mental health and wellbeing.



## You Turn

The You Turn Program assists young people to learn to drive and obtain their driver's licence, giving them independence and providing a pathway to learning and employment.

- 39** Participants
- 8** Recruited & trained volunteer driving mentors
- 198** Driving hours with NRMA Driving School
- 147** Driving hours with volunteer driving mentors
- 345** Total driving hours across all participants
- 14** Participants obtaining their Provisional Licence
- 2** Participants over 26 attaining their full Driver's Licence

30 Individual casework  
 4,136 Occasions of service  
 8 Volunteers  
 10 Partners  
 1 Students

# YOUTH SETTLEMENT

Supporting young people 12-24 and their families from migrant, refugee or humanitarian backgrounds within 5 years of settlement in Australia. Empowering them to make social connections, acquire skills and build knowledge and capacity.

Activities this year included: EmployAbility, Sports, Life Skills, school holiday programs, mentoring and leadership, homework tutoring, 'Cooking with Kulcha' for youth, and Youth Week.

## Homework Tutoring

Regular tutoring sessions are provided for students 12-18 year who need additional assistance with homework and assignments with 3 qualified volunteer teachers.

## Good News Story

Client X is an 18 year old girl from a refugee background. After finishing her HSC she was unsure of her future direction. She requested assistance from the Youth worker. Together they developed a pathway plan - she enrolled in Child Studies at TAFE Campbelltown and is now undertaking her work placement to complete her Diploma. She also received driving lessons through the "You Turn" driving program and is progressing towards her licence.





# CHILD AND FAMILY SERVICE

Casework/Advocacy	50 families
Attendance at outings	300
Students	4
Partners	18
Triple P Participants	54
Tune into Kids	6 families

Child and Family Service continues to support children and families with identified vulnerabilities which if not addressed, could escalate to more intensive intervention including statutory child protection. **Triple P** and **Tune into Teens** help parents develop strategies to deal with misbehaviours and learn alternate and non-violent ways of disciplining children. They also provide an opportunity to discuss domestic violence, and child protection and explore services that support parents.



*In February, several families attended the 'Early Start Discovery Space' in Wollongong it was a new experience for many.*

47 Participants  
188 Contacts  
4 Students  
1 Partners

# PARENTS NEXT

ParentsNext focuses on supporting the study and employment goals of parents with children under the age of six. ParentsNext participants choose an activity that best suits their goals (for example, programs such as Butterfly, Interkulcha Kitchen or TAFE) to make connections, build self-esteem and confidence. Throughout the year, promotions across Macarthur raised awareness and the team utilised community events, stalls, and open days to promote the program.



## ParentsNext Good News Story

A participant in the ParentsNext course was out of the workforce for 26 years full-time parenting and unsure of what she could do to return to work. With support, she researched and chose a course for the type of employment she thought may be appropriate. Her studies are going well and she is elated that in her first results she achieved her first ever A in an assessment. She recognises that her hard work has allowed her to achieve these amazing results.

## International Women's Day





# SETTLEMENT SERVICES

Newly arrived refugees, migrants and humanitarian entrants were supported with their settlement needs through casework, referrals, information, education and employment pathways. This program empowers families to improve social participation, economic well-being, and connect to the community. This year the Settlement Services team attended forums and developed partnerships with local councils, Inter-agencies, the Campbelltown Arts Centre, TAFE and universities as advocates for multiculturalism, access, equity and social justice.



*Top left, MDSI 'Strange and Beautiful' exhibition at Campbelltown Arts Centre ; top right, MDSI Settlement Team; bottom right, art group with their fans; bottom left, Celebrating at IFTAR.*



Casework/Advocacy	384
Occasions of service	1200
Art Group/English Classes	800
Cultural Awareness/Workshops	290
Partners	12
Volunteers	9



## Over the Kitchen Table

A new short program using food and the kitchen table to support first and second generation migrants to make new friends, learn about Australia, and connect to the community. In the short time since commencing the group, participants are becoming strong and supportive of each other. 18 parents and children have participated.

## Interkulcha Kitchen

Scanlon Foundation supports this program to improve English and promote inclusion and social connection for women from multicultural backgrounds. The program commenced in March to connect cultures, using food and cooking as the common thread. Supported by an experienced English-as-a-Second-Language teacher and partnered by NSW Health, the program had 19 participants.



## Our Sana receives Arts and Culture Award

Australia Day 2019 was a special occasion for Sana Al-Ahmar who received the Arts and Culture Award in Camden City Council's Award ceremony. Sana was recognised for her strong commitment, playing a key role in promoting and advocating for cultural diversity. This includes Narellan Rhythms Festival and Festival of Lights committee. MDSI is very proud of her achievements.

# WELCOME PROGRAMS

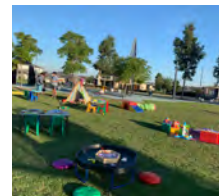
	MH	N
Household visits	131	87
Face to face welcome visits	53	25
One-off events/attendees	21/600	10/173
Regular events/attendees	66/618	27/309
Regional events/attendees	4/650	11/1484
Social work/Volunteer hours	1000	1000

## Macarthur Heights

This project, now in its 2nd year, is maturing, the community is becoming more autonomous and has now formed a Macarthur Heights Social Club to actively plan events and opportunities for the community. Positive wellbeing initiatives include: Heart Foundation Walking Group, which is now self-run twice a week; developing strong connections within the suburb; using social media to promote events and create opinion polls; participating in Meet and Greets; engaging with the local member; fundraising BBQs.



*Macarthur Heights Open Air Movie Night, Feb 2019*



*Newbrook and Macarthur Heights, Easter 2019*



*Get Active Airs Festival, March 2019*

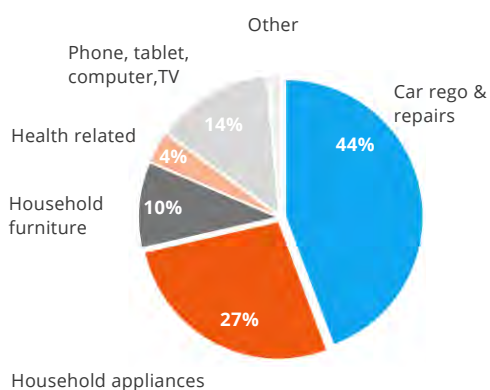
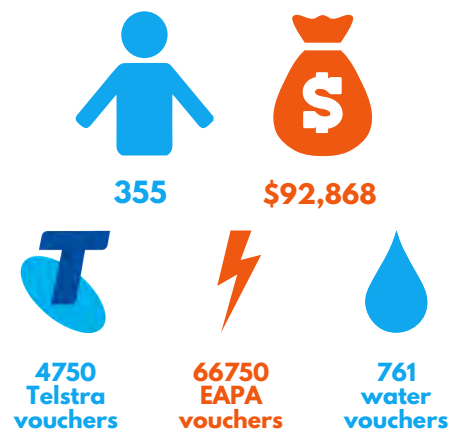
## Newbrook

Working with the Land & Housing Communities Plus Team has brought new and existing residential areas together through a range of activities. Residents are now exchanging details through common interests. Get Active Airs Festival with "come and try" clinics as part of Change4Campbelltown attracted over 200 people this year.

# FINANCIAL WELLBEING

## Emergency Relief

MDSI continued to lead the consortium (Western Sydney Migrant Resource Centre and Illawarra Multicultural Services) in providing Emergency and Material Assistance to resolve immediate financial crisis. Services include: essentials cards to purchase food; EAPA vouchers to keep the power on; assisting residents in crisis. Where possible, this includes referral to other services for example, budgeting or financial planning.



## No-Interest Loans

Funded by Good Shepherd Microfinance and NAB, the NILS assist low income earners to secure loans for purchasing essential goods and services. NILs help reduce dependence on credit cards and 'money shark' lenders. This year, there were 142 NILS loans, total loans \$103k

## Staples Bags

The fortnightly supermarket 'pop up' store provides fresh and varied food at discounted prices to help manage the budget. Staffed by a roster of 5 volunteers, the Staples Bags program is accessed by 20 – 30 families every fortnight. This is a partnership between SSI and MDSI.



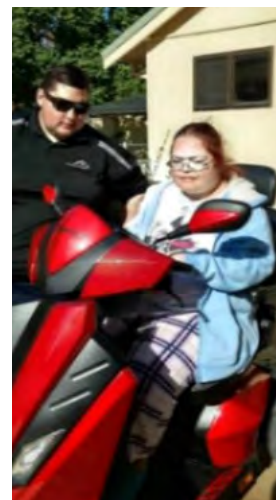


# DISABILITY SERVICES

MDSI Disability program has significantly increased this financial year. Our service offerings of Individual support, community access, support coordination, and 24 hour respite have flourished. 59 participants used weekly NDIS services, including Primrose Cottage short term respite, Individual Support and Community Access. 80 people used MDSI Support Coordination to implement their plans.

## Highlights

- ✓ NDIS Participant Reference Group convened to consult and provide feedback on the quality and range of services
- ✓ Successful re-certification under the NDIS Quality and Safeguards Commission
- ✓ Commencement of Sensory Garden construction
- ✓ Smart and Skilled Disability training offered in partnership with TAFE
- ✓ Recruitment drive for casual disability support workers to increase staff numbers
- ✓ Support and guidance from experienced disability consultants assisting us to improve our customer journey
- ✓ New additions to Primrose Cottage including a shade shelter and refurbished activity room.



68 Clients  
200 Employers contacted  
7 Post-placement support  
4 Ongoing support  
1 Volunteers  
1 Partners

# DISABILITY EMPLOYMENT SERVICES



Disability Employment Services (DES) assists people with disability to secure and keep work, and receive opportunities to reach their potential through participating in the community and the workforce. Clients are supported to undertake short courses, for example, first aid, hospitality, retail and traffic control, to build capacity for the purpose of becoming independent through study, work experience, paid employment or volunteering. DES identify and contact potential employers, and assist with resumes, applications, and preparing for interviews. DES Macarthur provides services in Campbelltown and Narellan, and has attained the highest rating of 5 Stars in March 2019.

## Good News Story

Liam left school at year 10 with no work experience and many health challenges and despite working with other employment agencies they were not successful in even getting him a job interview. Liam commenced with a MDSI DES Coordinator in July 2018 who helped him find work experience which led to paid employment in a popular family restaurant in Campbelltown. Ill-health provided some challenges but the DES Coordinator rang him weekly to track his health and promote healthy choices. Liam is regularly employed, working hard, and being up-skilled for another position. He also has a girlfriend and is much healthier.



# AGED CARE SERVICES

## Multicultural Carers Social Support Group



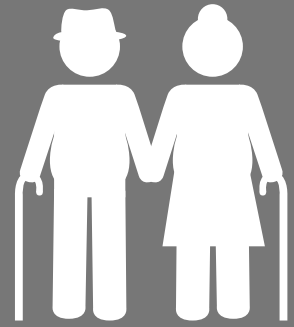
Carers meet monthly at The Manse to connect with other carers and receive information services to match their situation and caring requirements. The group reduces isolation and improves quality of life through support, activities, outings and celebrations. Group members research and organise their own outings, share experiences and offer support to each other. They request information sessions that suit their needs and participate in practical activities to increase skills. Activities such as walking and mindfulness help to boost personal health and wellbeing.

## Community Visitors Scheme

Every fortnight, volunteers visit over 40 local residents to reduce their isolation and provide companionship. The volunteer visitors share common interests in their own language and culture. The residents report that as a result of the visitors scheme they feel more valued and respected, and it has increased their sense of well-being and strengthened their connection to the community.

*Top: celebrating the NSW Seniors Festival with Farmtastic on 19th of February 2019; centre: group visit to Manly; bottom: volunteer Leonor enjoying time together visiting with Mrs Mignon*





## Flexible Respite



Consumers receive flexible respite each week in their own homes to give carers a break. Our workers consider consumers' goals and background and engage in a range of activities to sustain skills and build their independence, for example assist with cooking to maintain food preparation skills. Language matching is crucial to help people with dementia remain active and social.



## Individual Social Support



Consumers receive individual social support each week to assist them live independently in their own home and participate in community life. A volunteer provides assistance either in the home or outside to access community services or facilities. It is an opportunity to make friends and engage by joining CALD groups, share stories and reminisce about life experiences. Our consumers report that their quality of life is enhanced through social interaction with volunteers communicating in their own language.



# AGED CARE SERVICES

## Multicultural Home Care Packages

69  
Clients

41  
Packages

Care packages provide opportunity for clients to link to existing and new connections in the community or MDSI social groups, friends and family. Clients use their packages to set and achieve goals and make informed choices for themselves. Care packages ensure consistency of workers who speak the same language or share the same culture.



### Good News Story

With getting in and out of the house becoming more difficult, Mrs C used her package funds to purchase an IPAD, she can communicate, link with TV music and radio and participate in chat forums in her language. This has enriched her life and sense of belonging. At 85 she has learnt new technology skills and communicates across the world using social media.

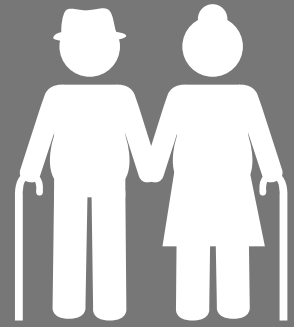
## Seniors Group (Specialised Support Services) Dementia Specific

22  
Clients

1078  
Attendances

Specialised support helps carers and families, to maximise consumer independence allowing them to remain living in their own homes. Group activities include talks about everyday things - the weather, checking the temperature, watering the garden, observing nature, sitting at the beach, walks through botanic gardens, swinging on play equipment, and patting animals.





## Social Support Groups



Clients per Week



Attendances

Clients representing 26 countries participated in social groups located across the Campbelltown LGA. MDSI partnered with 7 different organisations and supported by 30 volunteers who directly help with the program. The groups provide opportunities for members to meet up with each other outside of group activities to enhance social interaction. There are opportunities to learn across a broad range of topics including loss and grief, anxiety and depression, falls prevention, My Aged Care and Centrelink. Members also participate in gentle exercises and brain gym, singing, dancing, and visits to churches and temples.



## Aged Care Volunteers



CALD Volunteers



Attendances

Volunteers assist in running groups and provide friendship by visiting consumers in their homes. MDSI recruits and matches volunteers to consumers and they receive initial and ongoing training to develop knowledge and skills. While gaining valuable work experience they also develop their self esteem and confidence which helps their personal development and growth. Volunteering is also a pathway to employment.

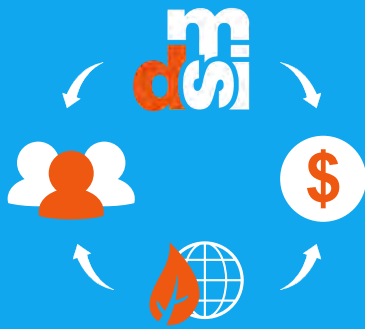
# AIRDS BRADBURY MEN'S SHED

Members	86
Volunteers	4
Annual Attendances	4472
Students	4
Work Dev. Orders	7
Work for the Dole	6
Partners	10

The Airds Bradbury Men's Shed, located in Airds, is auspiced by MDSI and provides a place for men to meet to support their physical and mental health while undertaking projects. The Shed is open 4 days/week for men to undertake activities that they choose and can include: woodwork with hand and powered tools, metal work, vegetable gardening, small machine repair, badge making, leatherwork, administration.

This year saw the establishment of a Care Committee led by Brad Simpson, the Shed Volunteer Councillor, who support men and identify any that may need help, through regularly checking in. In 2018, a community access group was created to enable men with disability to undertake their own projects and work at the shed.









# PEOPLE PLANET PROFIT

MDSI, as a community business, aims to ensure we maintain our social responsibility to people, reduce our impact on the environment and planet, and reinvest in infrastructure to be sustainable into the future.

## People

MDSI believes in caring for people.

We focus on the care of workers, paid and unpaid, through:

-  Staff Loans
-  Staff Welfare Emergency Support
-  Employee Assistance Program
-  Worker Recognition

*Staff regularly donate to World Vision for child education, and Staff Welfare support.*



## Planet

MDSI prioritises environmental sustainability and supports climate action. We have installed:



Solar panels, funded by the Australian Government Solar Communities program on three sites – The Manse, Men's Shed and The Blue House - bringing in approximately 24 kw/hour to offset energy used.



LED lights in our Main office, under the NSW Government Business Energy Efficiency Program, which lowers our lighting bill by two thirds. It also reduces the continual flickering of tubes and subsequent maintenance required to replace, dispose and recycle.



## Profit





MDSI reinvests all profit to improve facilities and infrastructure and make our services more competitive and sustainable. This includes payroll systems, IT, and WHS requirements. MDSI invests in up-skilling our workers to provide best practice service delivery.





# HUMAN RESOURCES

## HR Projects in 2019

-  **Creation of a centralised online HR documentation system**
-  **Implementation of a Human Resources Information System (HRIS) and Payroll, Time and Attendance System**
-  **Policy development and administration**
-  **Maintain employee engagement Initiatives, including:**

**Employee Assistance Program** - a fully confidential service free of cost for limited sessions

**Employee Wellbeing Plan** - a component of the overall organisational wellness program with the aim of helping individual employees to overcome specific health related issues in the workplace

**MDSI Giving Program** - our staff generously donated a total of \$1766 to UNHCR and World Vision over the year

**Staff Employee Loan Scheme** - MDSI offer staff to access small loans to assist with immediate financial difficulties

**Service Award Presentations** at staff meetings to acknowledge critical service milestones - one staff member celebrated 23 years at MDSI this year!



### Connecting with MDSI



Website Visitors



Page Views

### TOP

3 Pages

Community  
What's Happening  
Get In Touch



Followers

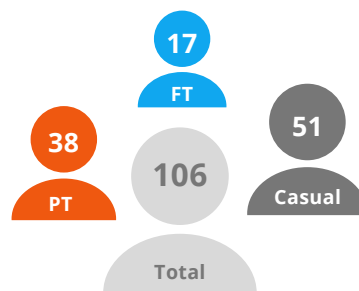


Occasions of Service

*In October 2018, MDSI appointed a HR Officer to establish a dedicated Human Resources division responsible for managing, assisting and dealing with all employee-related matters.*



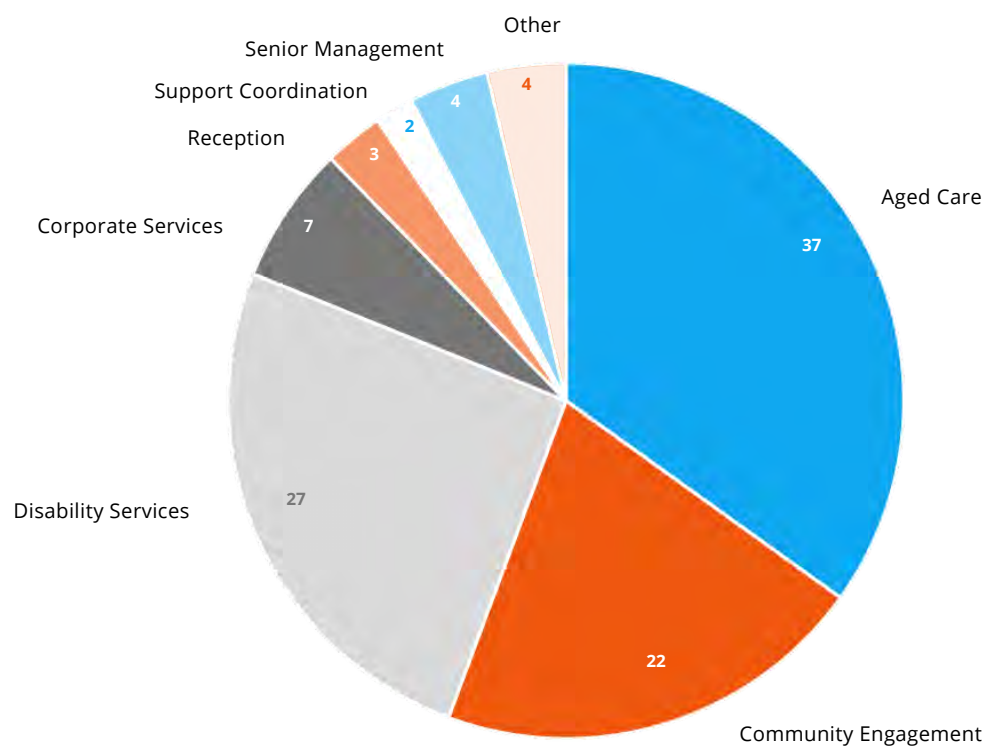
**Employee Training**



**Employee Numbers**



**Coming and Going**



**Employees by Department**

# OUR PEOPLE



**community  
engagement  
team**



**disability  
services  
team**

## Staff

Amanda Heather  
Ann Tibbles  
Ashwini Birmal  
Barunaya Shnan  
Bimla Raman  
Caitlin Manganaro  
Christine Rickert  
Fatin Al-Rawi  
Ivania Joya  
Jacqueline Cova de Lobo  
Jodi-Lee Charnock  
Kasak Aldalmi  
Karen Barwick  
Katrina-  
lee Styles  
Kim Postill  
Kylie Richardson  
Latasha Bell  
Lilieta Teaupa  
Magdalini Chatzopoulou  
Melvia Bong  
Noor Khaleel  
Peter Lonergan  
Sana Al Ahmar  
Sandra Patino Sanchez  
Sandra Stonham  
Themie Bekiaris  
Tiffany Jenart  
Vanessa Slattery

## Volunteers

Abilene Barnes  
Avril Munoz  
Behrooz Gouniai  
Belinda Anne Curry  
Bimla Raman  
Brad Simpson  
Carolyn Wright  
Colleen Malone  
David Joya  
Deborah Manganaro  
Eufasia Kehagias  
Fardous Gameil  
Fida Mohamad  
Hana Assoum  
Heather Bowman  
Heba Dishar  
Imad Shahad  
Joanne Tang  
John Calleja  
Joshua Suman  
Judy Rea  
Kulvinder Kaur  
Leila Mehrabi  
Lyn Dench  
Margaret McGlinn  
Mark Burton  
Michael Barnes  
Mina Haidary  
Olga Raievska  
Oras Al-Rawe  
Pamela Parker  
Poe Leatigaga  
Rowena Ocenar  
Shahid Rahaman  
Sidrah Hammad  
Victoria Manuele  
William Sullivan  
Yolanda Lay  
Yves Irakoze

## Staff

Amber Dounan  
Amrit Kunwar  
Ana Casal  
Angie Nimett  
Anna Treacy  
Antonio Dominguez  
Barunaya Shnan  
Brie-Anna Byrnes  
Caitleen Sheehan  
Christiane Ibrahim  
Christine Rickert  
Craig Went  
Dalia Attala  
Darren Stevens  
Elizabeth Greenep  
Emily Kaudeer  
Esther Johnson  
Eufemia Romero  
Eugenia Visesio  
Georgia Mossman  
Grace Kim  
Hajarat Ajelara  
Hellen Sheil  
Isabel Williamson  
Ivonne Aguilar  
Jane Wakefield  
Joan Obuchowski  
Joseph Villamthanam  
Joseph  
Judith Seeney  
Junior Joseph  
Katelyn Cranfield  
Leonie Nixon  
Linda Vasquez  
Lisa Harrison  
Lorraine Babu  
Michelle Sullivan  
Mona Tadross

Narelle Napper  
Natalie Hiddlestone  
Orinthia Slingerland  
Owen Mossman  
Pasquale Marasco  
Pina Lopala  
Phouvanh Meuansanith  
Rebecca Forrester  
Regina Silva  
Robin Hocking  
Rose Devlin  
Rubita Shrestha  
Shoba Venkatachalam  
Susan Kelly  
Susanna Byatt  
Tayla Ruddock  
Tracey Button  
Tuainekore Maraeara  
Vinti Ahlawat  
Wafaa Hovey  
Wing Leung  
Yolander Maraeara





# EMPOWERED AND CREATIVE



## Staff

### ADMIN STAFF

Adriana La Spina  
Cecilia Vera  
Debbie Giacomini  
Linda Vasquez  
Lorena Munoz  
Marcela Fernandez  
Michelle Arenas  
Nanhwa Chong  
Renica Adam  
Safi Halabi  
Sophia Captain

### AB MENS SHED

Andrew McGlinchy

### MULTICULTURAL OFFICERS

Christiane Ibrahim  
Hoa Thi Nguyen  
Joanne Narvais  
Maria Cristina Villena  
Mary Smolcic  
Phouvanh Meuansanith  
Regina Silva  
Sanna Tawaddross  
Shila Thomas  
Tuainekore Maraeara  
Wafa Jabarin  
Wafaa Hovey  
Xuehui (Sheffy) Zheng

### DRIVERS

Gordon Au  
Harry Lam  
Marco Iglesias  
Samuel Arenas

### HOME CARE

Allison Lopez  
Catalina De Santis  
Eufemia Romero  
Houssam Halabi  
Josephine Mikhail  
Kit Lam  
Kwannet Uadhao  
Laila Al-Sattouf  
Leonie Nixon  
Lin Thi Pham  
Penelope Allie  
Samija Avdic  
Tuainekore Maraeara  
Veronica Sanchez  
Wafa Jabarin  
Wafaa Hovey  
Wing Leung  
Yvonn Herrera

## Volunteers

Amal Shijar  
Ana Mabilangan  
Asfoura Amparo  
Cecilia Bare  
Concetta Corte  
Emma Cayna  
Eufrasia Kehagias  
Eun Kyoung Cho  
Herminiano Manual  
Hoh Tin  
Jane Dominguez  
Joanne Narvais  
Josefina Nowland  
Joselina Stinson  
Juan Neira

Kalpana Panday  
Lativia Veamatahau  
Leonor Diaz  
Lesly Dryden  
Linh Pham  
Louis Toro  
Luz Maria Mateo  
Marietta Parale  
Marlene Agoo  
Mary Templeman  
May Suzette Jacquin  
Melon Wallie  
Mercelita Manual  
Mona Anoub  
Monique Moutia  
Nadia Ellassal  
Nelia Long  
Nouhad Hamod  
Olga Fernandez  
Pamela Lawther  
Pedro Munoz  
Renald Francois  
Robert Scorsone  
Sawsan Wahba  
Seema Vij  
Shila Thomas  
Tashi Tashi  
Ted Kelada  
Thi Ngoc Le  
Thi Nho Tran  
Thi Son Trinh  
Wafaa Hovey  
Yoli Villahermosa  
Yoon Ja Kim

## Staff

Angela Lonergan  
Bridget Sharpe  
Elise Funnell  
Elizabeth Greenep  
Hamdia Khan  
Josefina Garcia  
Karin Vasquez  
Lee-Ann Jones  
Maureen Lonergan  
Owen Mossman  
Rina Sharma  
Sue Gordon  
Teneale Conciatore

## Cafe Kulcha

Latasha Bell  
Lorena Munoz  
Paese Tusiupu



# FINANCIALS

## *Treasurer's Report*

2019 has been another successful financial year for Macarthur Diversity Services Initiative (MDSI). Despite the challenges faced by MDSI throughout 2019, solid financial performance in the latter half of the year resulted in an overall annual surplus of \$92k (2018: \$77k). Throughout the year, increased expenditure was incurred as a result of the change in corporate governance.

Through effective strategic leadership embraced by MDSI's senior management team, the organisation was able to regroup and refocus, increasing our capacity to assist the marginalised and disadvantaged people of Macarthur.

Since the election of the current Board of Directors, MDSI has successfully:

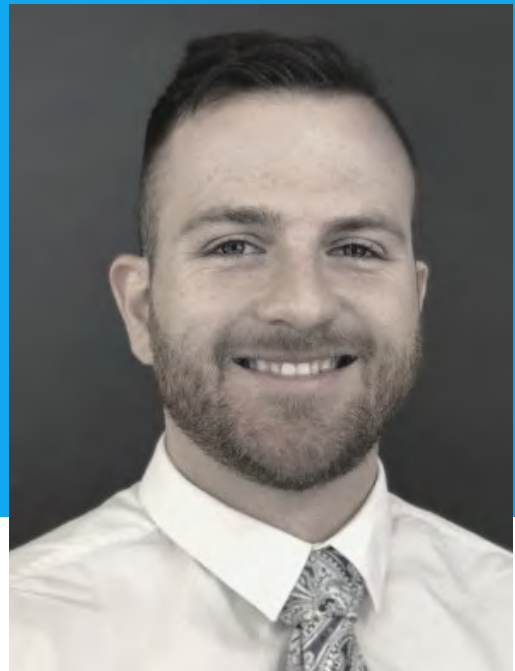
- Increased cash reserves
- Paid down existing debt
- Increased net assets
- Distributed management fees more equitably across each of MDSI's core sectors
- Budgeted for marketing and rebranding costs
- Delivered an annual surplus

## **Results Summary**

The audited financial statements reveal an increase in total revenue to \$6.12 million (2018: \$4.79 million). This increase is largely attributed to the growth within disability services. Increased salaries of \$3.71 million (2018: \$2.87 million) and program costs of \$0.81 million (2018: \$0.36 million) were a reflection of the additional programs that were run in 2019 as MDSI continues to grow and serve our community.

## **Governance**

As a registered non-profit organisation and public company limited by guarantee, MDSI operates within a very specific legal and regulatory framework. To ensure



**Michael Oetsch**

that the organisation has adequate controls and safeguards in place, the Board of Directors meet on a monthly basis to discuss and evaluate compliance with service-specific legislation.

As part of this compliance, the financial position of MDSI is closely monitored. Each month, the Finance Manager presents results to the Board which are then discussed to ensure that:

- Financial performance closely reflects monthly and YTD budgets
- Legal and regulatory frameworks are operated within
- Strategic issues and planning are accounted for
- The organisation continues as a going concern

## **Our Business Partners**

We thank Kelly + Partners Chartered Accountants for supporting us through another year as our auditors and trusted advisers.

We also thank our funding bodies for the support we receive. Without your assistance, MDSI wouldn't be able to provide quality programs to the local community.

Finally, I personally thank the staff of MDSI. You are the lifeblood of the organisation and your willingness to serve the community is appreciated and recognised.

Thank you for your continued support and we look forward to serving the Macarthur area for many more years to come.

*Audited Financial Statements are available from the Australian Charities and Not-for-profits Commission website at [www.acnc.gov.au](http://www.acnc.gov.au)*



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**Email [info@mdsi.org.au](mailto:info@mdsi.org.au)**

**The Manse**

**32 Lithgow St, Campbelltown**

**Blue House**

**127 Dumaresq St, Campbelltown**

**Primrose Cottage**

**125 Dumaresq St, Campbelltown**

**Men's Shed**

**86A Greengate Rd, Airds**