



MCC

 **MCCSA**
2017
2018
ANNUAL
REPORT

OUR VISION

An equitable, cohesive and thriving South Australia.

OUR MISSION

Multicultural Communities Council of SA will support and advocate for all people from culturally and linguistically diverse (CALD) backgrounds to realise their potential as active contributors to the economic, social and cultural life of South Australia.

OUR VALUES



Respect



Collaboration



Integrity



Innovation



Inclusion



Responsiveness

Chairperson and Chief Executive Report

We are pleased to present our Annual Report for the year ending 30th June 2018.

This year MCCA completed its five year journey of infrastructure modifications to the building. One of the primary infrastructure additions has been the installation of 67 solar panels on our new roof. This has enabled us to reduce our energy bills and sell electricity back into the grid. Throughout these infrastructure upgrades we have done our best within the limitations of our building to support the diverse needs of our members.

As is well known, our facility is utilised seven days a week between the hours of 8am to 10pm. Our Hub at 113 Gilbert Street provides many communities with a home and a central location to undertake diverse community activities. These include community ethnic schools, senior groups, youth activities, playgroups and use of our general meeting rooms.

Our long term strategic goal is to redevelop our site with a multistory building to provide more office and multipurpose space, both to meet the growing demands from our members and to enable MCCA to deliver our increasingly diverse programs. Our facility provides communities with the opportunity to co-locate with one another, encouraging social integration and collaboration. The redevelopment of our site is a long term plan, one we hope to achieve with a diverse group of partners.

This year we were pleased to achieve our Australian Service Excellence Standards (ASES) accreditation, an outstanding achievement for MCCA. This achievement demonstrates our high level of good governance practices. The MCCA Board is strongly committed to good governance; being customer and outcome focused; having a clear direction; valuing our communities and staff; demonstrating social, environmental and ethical responsibility; rigorous program evaluation to assist in evidence-based program development and working collaboratively across the sector. ASES accreditation provides greater public confidence in MCCA, and we hope that this translates to more funding opportunities and broader collaborations in the near future.



Good governance requires boards to review their strategic plans regularly. This year the Board consulted with its members and has developed its next three year plan for 2018/19 to 2020/2021. Our Vision is for an equitable, cohesive and thriving South Australia, underpinned by the values of integrity, inclusion, respect, collaboration, innovation and responsiveness. Our Strategic Plan will guide the work of MCCSA as we collaborate with our communities and a diverse range of stakeholders to contribute to a thriving South Australia.

Every year the reach of MCCSA programs and services continues to grow and this financial year 240 ethnospecific or multicultural community organizations and community groups accessed one or more MCCSA services or programs.

In 2018 we celebrate 30 years of our Community Visitor and Transport programs, a great milestone for two worthy services. We thank our communities who have supported us in the delivery of our programs but most importantly the hundreds of volunteers over the 30 years who have supported these programs. Over the 30 years our volunteers have provided us with thousands of unpaid hours visiting elderly residents in care and in driving our buses for community activities.

This year also saw the introduction of a new program for parents and children: Kick-Start Your Child's Success. Over the next 3 years this program will help provide important information to help parents who speak Mandarin, Punjabi, Hindi, Gujarati, Arabic, Persian, Spanish, Hazaraghi, Swahili, Khmer, Japanese or Dinka and have children under 5.

For the MCCSA to get to where it is today in 2018, an enormous effort has been expended by both our Board and our staff (the majority of whom work part-time). The MCCSA team, including our wonderful volunteers, are committed to South Australia's ethnic communities, our State, our Nation and to making a difference for our diverse membership. We extend collective thanks to our member organisations for their continued support, to our State, Federal and Local Governments, to our many collaborators and supporters and finally to our incredible group of Volunteers.



Miriam Cocking
Chairperson



Helena Kyriazopoulos
Chief Executive Officer



Sector support

CALD COMMUNITY SUPPORT



240 ethnospecific or multicultural community organizations or community groups accessed one or more MCCSA services or programs. This does not include additional communities where individual members accessed particular programs.

GILBERT ST COMMUNITY HUB



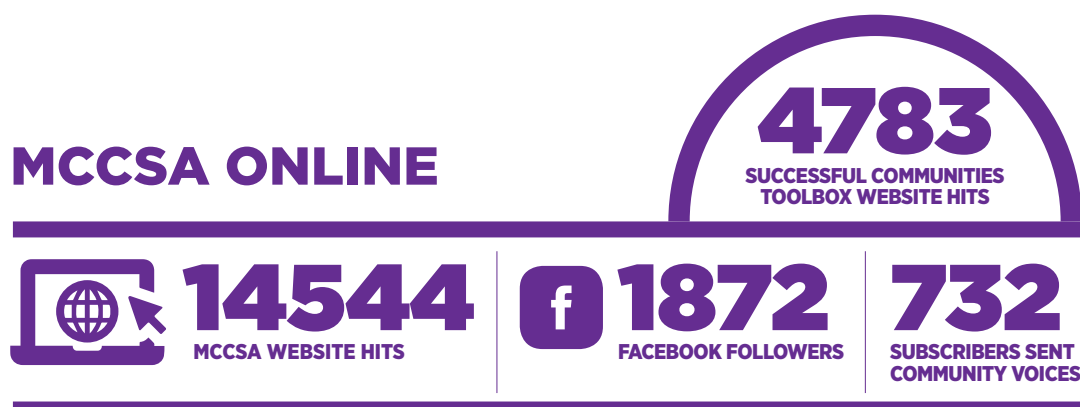
812	1190	68
EXTERNAL BOOKINGS	MEETINGS & EVENTS	DIFFERENT GROUPS

Demand for our Gilbert St Hub continues to grow. The number of groups utilizing this space has grown by 35% as MCCSA membership increases as more smaller communities seek a home and support.

This year we renovated the downstairs hall, replaced the roof, improved our environmental footprint with solar panels, insulation and LED lights, replaced worn out airconditioning units, increased our storage space, renovated our street sign for easier night-time access, replaced our multimedia equipment and introduced a range of hall lighting to cater better for different event types.

As the only multicultural organisation which caters to both a range of established and new and emerging communities, the Gilbert St Hub is used for a wide variety of community activities:- seniors groups, art groups, community meetings, English classes, language classes in other languages for both children and adults, annual general meetings, dance classes, youth community events, women's groups, writing groups, playgroups, mental health support, volunteer support meetings, training activities, forums, Consul activities and Professional associations. In addition to this the Community Hub is used for multicultural activities such as SALA, ethnospecific art exhibitions and CALD research.

MCCSA ONLINE



MCCSA has a strong online presence to help communities easily access information. We launched our new MCCSA website in November 2017. We also use twitter, Facebook and our quarterly e-magazine 'Community Voices' to communicate important messages as well as regular emails to our members. MCCSA also has the Successful Communities website with a range of tools available for communities in the toolbox.

EVENTS



MCCSA events:

Harmony Day in the Adelaide Central Market: a musical event

MCCSA Volunteers Christmas Lunch

SALA exhibition: Here and Now : artists Sorayya & Haneen Martin

Korean Woodcarving Exhibition

Refugee Week: Naracoorte Youth visits

National Volunteer Week morning tea

5 Events in partnership:

MCCSA International Women's Day Morning Tea at the Adelaide Town hall

Youth Expo

North Adelaide Community Welcome Dinner

Multicultural Mental Health Awareness and Translation Project Launch

Lost in Translation (Language Conference)

SUCCESSFUL COMMUNITIES



134

COMMUNITY GROUPS &
INDIVIDUALS HELPED

49

COMMUNITY GROUPS
ACCESSED 1:1 COACHING



22

COMMUNITY
MENTORS
TRAINED

99

INDIVIDUALS
ATTENDED GRANT
WRITING SESSIONS

The Successful Communities program aims to assist groups to: thrive and grow; to plan for their futures; build strong leadership and to connect both with their own community and the wider community. There is a strong focus on self-reliance with MCCSA providing access to the right information, training, guidance and support for communities to achieve their goals independently and with confidence.

MCCSA assistance has included free training, 1 on 1 coaching, general support, guidance and professional mentoring, governance advice, strategic planning activities, and helped to make connections and linkages to resources, organisations and people that can support communities to achieve their goals. MCCSA developed Grant Writing training which is more specific for events and social programs. We continued to deliver the highly regarded Mentoring for Community Leaders Training.

Community leaders were offered opportunities to network and connect informally and authentically with each other and the broader community. These included the Welcome Dinner Project, SBS in Conversation and Welcoming Cities Symposium. We know that more connections build confidence and most of all a sense of belonging.





46,338
KMS TRAVELLED

TRANSPORT



376
BUS TRIPS

14
LANGUAGES

3076
BUS USERS

8 MULTICULTURAL
GROUPS

MCCSA continues to deliver a safe, affordable and reliable transport service to South Australia's CALD communities with limited or no access to private transport including people from new and emerging communities and people with disabilities. Our community transport services are used for CALD communities' members who require transport for recreation, social services and social contact.

Our number one priority is supporting healthy ageing and wellbeing for Commonwealth Home Support (CHSP) eligible clients. After the needs of our seniors are met other groups can be catered for.

Our transport program helps seniors maintain connection to their community program whilst they live independently. It helps with their wellbeing and social inclusion.

This year we purchased a 14 seater Toyota Hiace with Grants SA funding for which we are very grateful. The MCCSA appreciates the invaluable commitment of our volunteer drivers whose hard work helps to provide this much needed service to our communities.

KNOWING YOUR RIGHTS



7 CALD
COMMUNITIES

9 ETHNO-SPECIFIC
AGED CARE
PROVIDERS

MCCSA and OFTA worked in partnership in 2017 and 2018 to bring information about the Rights of older people to nine ethno-specific aged care providers assisting the Italian, Greek, Polish, Vietnamese, Croatian, Chinese and German communities. Based on the extremely valuable 'Knowing Your Rights' publication for seniors, sessions this financial year have included:

Accommodation

Health

Financial Matters

Planning Ahead

Access to Information and Services

Safeguarding your rights

The rights of grandparents with
regards to their grandchildren

The Health and Community Services
Complaints Commissioner

These providers have then gone on to distribute information to their communities in a variety of ways including radio programs, newsletters, articles in newspapers, sessions with volunteers and seniors groups and training sessions for volunteers.

MENTAL HEALTH TRANSLATION PROJECT



7

CALD COMMUNITIES
SUPPORTED

43

INDIVIDUALS
ENGAGED

MCCSA came together with SA Health and Every Life Matters Salisbury Suicide Prevention Network to provide training, awareness and translation of documentation for Suicide Prevention and Mental Health.

Participants were enabled to start having the life saving conversations and understandings in their communities around Mental Health and Suicide and most importantly ways to keep people safe.

The “Connecting with People” training program included: Emotional Resilience, Suicide Awareness and Self Harm Awareness.

The communities expressing interest in Mental Health and Wellness were asked to translate a brochure and cards for their communities as a part of the project and walk the journey of understanding with us. Due to their wonderful help there are now translated documents in Khmer, Somali, Fullah, Spanish, Bhutanese, Swahili, Farsi and Urdu.

Research collaborations

SA Water

ADELAIDE University/NHMRC funded research project -Advanced Care Planning with CALD communities.

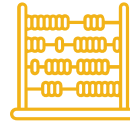
Programs for Children

PLAYGROUPS

2 PLAYGROUPS

**8 CULTURAL
BACKGROUNDS**

**48
CHILDREN**



Over the last year, 42 parents with 48 children attended our two playgroups:- MCCSA Multicultural Playgroup and MCCSA Korean Speaking Playgroup. The children attending these playgroups learned crucial social skills such as sharing, taking turns and tidying toys. They also developed important skills required for effective growth through various activities including: - Lego, playing with trains, ball throwing, drawing, reading, singing and playing with a wide variety of toys. There were music sessions and songs from time to time. The activities helped cognitive, emotional and physical development. Parents had an opportunity to meet other parents some of whom may become lifelong friends as they talk about nurturing their children and the joys and difficulties that they face. MCCSA also hosted an Italian speaking playgroup with Dante Alighieri at the Gilbert Street Hub.



Programs for Youth

RECONNECT

11 CULTURAL BACKGROUNDS	53 CLIENTS	52 GROUP SESSIONS	362 INDIVIDUAL SESSIONS
--------------------------------------	----------------------	--------------------------------	--------------------------------------

Our early intervention Reconnect program, working collaboratively with the Vietnamese Community in Australia SA Chapter and the Overseas Chinese Association, continues to support a large cohort of at risk young people and their families. Clients seek support to improve the stability and safety of their home life and / or engagement with school and community via a range of services including family mediation and individual counselling. This year our staff have worked closely with schools, Centrelink, drug and alcohol, domestic violence, health and mental health services as well as families and communities to drive positive outcomes for our clients. Some of the successes this year include returning young people to school, obtaining drug rehabilitation and targeted mental health support as well as delivering a range of ongoing youth social support and engagement programs.

KILBURN EXPRESSION SESSIONS

49 PARTICIPANTS		4 CREATIVE ARTS PROGRAMS
---------------------------	--------------------------------------------------------------------------------------	---------------------------------------

MCCSA completed the Kilburn Expression Sessions project in December 2017 after running digital media, visual arts, hip hop music and cultural fashion design programs. Young people in the program gained an opportunity to create positive social networks and connections to local community through their creative interests. MCCSA created opportunities to showcase participants achievements in multiple ways including performances at Walk Together, Suicide prevention week, contributions to the Kilburn Centre mural and a launch event for families and local community. Participants gained confidence and positive attitudes. One participant commented, "The program gave me a sense of purpose, I have learnt to manage expectations". Many participants reported a stronger connection to their own culture and community and have continued to pursue the interests developed in this program.

YOUTH ENGAGEMENT PROJECT

2
LOCATIONS

50 FROM AFRICAN
YOUNG PEOPLE BACKGROUNDS

MCCSA's New and Emerging Communities Youth Engagement program is responding to the needs of young people who are socially isolated or disengaged and at risk. Engaging primarily with young people of African background, the program builds positive peer relationships and strong community connections. In order to achieve these outcomes, the program established two youth-led interactive sessions in the west and north. There has been very strong personal outcomes for the youth involved including organisational skills, goal setting, community and professional networking that will support their long term wellbeing and participation in the social and economic life of South Australia.

SUCCESS THROUGH SPORT



3
LOCATIONS

20
GIRLS AND
YOUNG WOMEN

66
BOYS AND
YOUNG MEN

The Success through Sports program is a weekly indoor futsal and outdoor soccer trainings for young people of CALD background who are disadvantaged and cannot pay fees to join to mainstream sporting clubs. This free sporting opportunity for young people also aims to develop young people through volunteer opportunities and community connections. It is run in multiple venues in the western and northern suburbs, with one program creating a safe place for girls only games.

Teams formed in these programs have competed in several local competitions and participants have created and led their own tournaments encouraging other young people to participate in community sport.

Volunteers from the program, themselves former students of the school, also run weekly futsal competitions at Adelaide Secondary school of English for both boys and girls, fostering positive relationships among students. 70 different students each term participate in these sessions.



Women's Programs

WOMEN'S FITNESS PROGRAM



40
SESSIONS

49
ISOLATED
WOMEN

The women fitness program aims to assist young mothers of a CALD background adopt a healthy living lifestyle and improve their wellbeing.

Run in partnership with Kilburn Community Centre the group met weekly with a qualified fitness instructor in a safe environment. Kilburn's onsite crèche meant that parents with young children could join in.

The two-part program focused on fitness and then an interactive session where participants shared their own experiences on parenting and discussed issues affecting their everyday lives. Once a month relevant service providers were invited to join the session.

SWAHILI SPEAKING SEWING GROUP



18
PARTICIPANTS

This program offers sewing classes to unemployed mothers giving them an alternative means of generating income once they learn the skills of sewing. The Swahili speaking sewing project is helping participants to acquire sewing skills in making and altering clothes. Once they get the necessary sewing skills the group will work to generate revenue to sustain the project. MCCSA will assist in promoting their work to other networks and community groups in order to attract customers and help them market their work.



Programs for Seniors

COMMUNITY VISITORS SCHEME (CVS)



MCCSA Community Visitors Scheme is a wonderful program one which is cherished by many culturally and linguistically diverse (CALD) residents living in aged care facilities.

The majority of our community visitors speak at least one language other than English and many of them were born outside of Australia. Their visits can be critical in helping the CALD residents maintain their wellbeing. Some of the residents who our wonderful volunteers visit are in facilities where no-one else speaks their mother-tongue language.

Last year 62 volunteers were busy sharing their happiness and warmth with 106 elderly people in aged care facilities. Their residents spoke Arabic, Cantonese, Mandarin, Croatian, Finnish, Swedish, French, German, Greek, Hungarian, Serbian, Italian, Japanese, Polish, Russian, Spanish, Swahili, Ukrainian and Vietnamese.

Regular support meetings help our volunteers develop relevant skills and a sense of belonging within MCCSA. This year MCCSA provided training on a range of issues including dementia, residents' wellbeing, first aid training, driver awareness (SAPOL), fire safety (applicable to residential care) and health issues with bladder and bowel.

TRANSPORT AND KNOWING YOUR RIGHTS

See Sector Support for more information on these programs.

Programs for Seniors

FOOD FROM OUR HOMELAND



10
CULTURAL
BACKGROUNDS

10
CLASSES

11
COOKS

196
PARTICIPANTS

This project gave senior South Australian cooks from CALD backgrounds a chance to share favourite dishes from their homeland. Our cooking demonstrators came from Russia, Venezuela, Philippines, Latvia, Armenia, Indonesia, Bangladesh, Korea, Greece and Iran. They ranged in age from 50 to 74 years old. While some had lived in Australia for decades others were newer arrivals. Some classes were held in English and some used interpreters. Some cooks were experienced cooks, who had worked in the hospitality industry or teaching, whereas other cooks had never worked from a written recipe, ever taught before or ever done public speaking.

This was truly an intergenerational inclusive project with our cook participants ranging from young children to participants in their eighties. Men and women joined in as did people with disabilities. Videos of the cooking sessions and interviews with the cooks will be on the MCCSA website in 2019.

CARER RETREAT

27
CULTURAL
BACKGROUNDS

240
CLIENTS

18
SESSIONS



MCCSA's Carer retreat program provides support directly to community organisations so that they can support the needs of carers within their communities. Our retreat program helped individuals that care for spouses, parents or children with a disability, people who are aged and frail, have a mental health condition or a terminal illness. The many wonderful retreat activities provided a much needed break from carers' ongoing responsibility. Communities travelled across South Australia including Mt Gambier, McLaren Vale and Victor Harbor. One community highly recommended a visit to the David Roche Foundation and its private art collection.

SENIORS ACTIVITIES



In an exciting initiative 4 community groups combined together for a variety of events to learn from each other. There was an outing to the Polish Hill River Church museum, a Harmony Day celebration and an end of year lunch in which we looked at how Christmas is celebrated in different countries. Two celebrations focused on art, cultural mementos, paintings and mosaics and learning from each others' cultures, dances, songs, poetry books and literature. Sharing of food was popular as was the Filipino-led karaoke!

MCCSA continued to help seniors stay involved, active and learning new skills by supporting the Buena Amistad Spanish Speaking Over 50's Art Group, the Korean wood carving group and the Russian speaking art group. Our seniors continue to create amazing works of art ranging from beautiful carved boxes to pictures and mosaics.

MCCSA also started our digital training sessions for seniors on Ipads and tablets. People from the Filipino community and Russian speakers were given lessons in how to use ipads and find a variety of information.



Partnerships

MCCSA could not have undertaken it's valuable work without the various organizations it has worked in partnership with and / or collaborated with this year:

Adelaide Secondary School of English	Iranian Womens Organisation of SA (IWOSA)
Andes Association	Korean Adelaide Presbyterian Church
Australian Refugee Association Inc	Office for the Ageing
Bhutanese Association	Office for Women
Cambodian Women and Youth	Overseas Chinese Association of SA Inc
Camp Wellness	Pakistani Connections
City of Adelaide	SA Health
City of Charles Sturt	Somalian Youth Group
City of Port Adelaide Enfield	Sturt Street Children's Centre
City of West Torrens	StudyAdelaide
Dante Alighieri Society	Vietnamese Community in Australia SA Chapter
Electoral Commission SA	Welcome Dinner Project
Every Life Matters Salisbury Suicide Prevention Network	Womens Safety Services SA
Fullah Friends of SA	
Gabriela Mistral Spanish Speaking School and Cultural Centre	

In addition we would like to thank the lifestyle coordinators in 33 residential facilities who worked with our volunteer visitors to ensure the best outcome for their residents.

Our team

Board Executive

Mrs Miriam Cocking	Chairperson
Dr Ian Harmstorf OAM	Deputy Chair
Silvio Iadarola	Treasurer

Board Members

Malgorzata (Gosia) Skalban OAM
Margota Pukitis
Dr Daniela Costa
Rajendra Pandey
Renè Grypma
Patrizia Kadis

Staff

Helena Kyriazopoulos	Chief Executive Officer
Kristin Johansson	Manager Projects
Megan Hill	Manager Programs
Megs Lamb	Successful Communities
Hee Young Lim	Community Visitors Scheme & Playgroups
Maggie Asaad	Community Visitors Scheme Support
Sidique Bah	Transport and Communications
Ljubo Alympic	Transport Support
Savry Ouk	Reconnect
Ukash Ahmed	Youth Engagement
Gabriel Akon	Youth Engagement Support
Lena Gasparyan	Projects (Seniors and Children), Administration
Ling Giang	Finance Officer
June Lee	Administration Assistant

Volunteers

This year 70% more people volunteered at MCCSA to help CALD communities. They worked on a wide range of activities including general administration, community visiting, driving buses, digital training sessions, youth groups, Harmony Day event, art groups, mentoring, policy work, Census analysis, our playgroups and MCCSA management. MCCSA could not deliver the work it does without the help of all these wonderful volunteers.

132  **31**
VOLUNTEERS LANGUAGES

4669
HOURS

New members 2017-2018

Individual

Naveen Chauhan

Racha Fandi

Foorough Kavian

Franziska Marzi

Ruth Pares Cisneros

Raffaella Polacchi

Shaikh Shahid Siddiqui

Renee Singh

Adireddy Yara

Community

Adelaide-Indonesia of SA Inc

Andes Support Association of South Australia

Association of Russian Speaking Women SA

The Australian Institute of Interpreters and Translators SA/NT Branch

Brazilian Association of South Australia Inc

Colombian Community Adelaide

Cook Islands Association of South Australia Incorporated

Mexican Social and Cultural Association of SA Inc

Pacific Islands Council of South Australia Inc

Papua New Guinea Association of South Australia Inc

Russian-Australian Children's Welfare Society SA

Serbian Senior Citizens Club Hindmarsh

Slovenian Club Incorporated

South Asian Multicultural Association of South Australia

Sri Lankan Catholic Association of South Australia Inc

Thai-Australian Association of South Australia Inc

The Penguin Club of Australia - Speaking Made Easy

The Sierra Leonean Community of South Australia Inc

Timpuyog Dagiti Ilocano SA Inc

Ugandan Community of South Australia

