



**MCCSA**

Multicultural Communities Council  
of South Australia



# ADVANCING TOGETHER

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**2015/2016 Annual Report**





RESPECT  
COMMUNITY  
MUTUALITY  
INTEGRITY  
TOGETHER PARTNERSHIPS  
ACCESS AND EQUITY  
PEAK BODY  
DISABILITY  
COOPERATIVE  
COMMUNICATION  
REALITY  
SOCIAL JUSTICE  
PRODUCTIVE  
RESILIENT  
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*The Multicultural Communities Council of SA (MCCSA) is the peak non-government representative body for all Multicultural Communities. We provide programs, sector support and advocacy and assist the most vulnerable members of our communities. We are the collective voice of our communities ensuring that they receive an equitable share of Australia's resources, and that their needs are met in a culturally and linguistically appropriate manner.*

The community sector in Australia is always dynamic, new communities are emerging with changed migration patterns whilst established communities are ageing and facing new dilemmas with the changes in competition and service delivery.

The large number of languages and communities in South Australia all of varying sizes, presents unique challenges in maintaining a strong community sector. As a result, MCCSA needs to respond to both to the changes introduced by Governments, and the different development paths of our communities.

The MCCSA works alongside our members and has stepped up to the challenge to ensure that our multicultural community organisations not only continue during this changing time, but grow stronger to meet the ever changing needs of their groups. We are optimistic about the opportunities these changes will bring, and we will work together with our groups to ensure that our culturally and linguistically diverse (CALD) community organisations remain viable and strong, and that they continue to contribute to a vibrant multicultural South Australia.

This year has been an exceptionally busy and rewarding year for the Board and staff at the Multicultural Communities Council of SA. Our building renovations are complete! The dust has finally settled and we have wonderful new amenities

for our groups to use. Thank you to all the communities who have supported us during the renovation phase; your patience has been appreciated. We would particularly like to thank Minister Bettison for the financial assistance which has facilitated many of the infrastructure changes and, we have aspirations of more building changes to come, with additional floors and a roof top garden sometime in the future to accommodate our expanding programs and community needs. It is rewarding to see that our revamped space is being constantly used daytime, evening and weekends by a multitude of satisfied communities.

Many small ethnic communities have finally found a home for themselves, and we are delighted to be supporting them as they support their own groups. At our Gilbert Street Hub we host a range of activities some, for example: art groups, social programs, community meetings, language classes, dance classes, women's groups, youth groups, volunteer support groups, ethnic movie nights, forums and workshops. These programs are examples of how communities have successfully settled in their South Australian Community. Social cohesion is not just about employment, income, education and accommodation but also how communities connect within their broader community.

We have listened to what our communities want, and have responded with appropriate programs. These programs would not have been possible without the financial support from the following and we thank the Department for Communities and Social Inclusion, Department of Social Services, Department of Health, Grants SA, Multicultural SA, Office for the Ageing, Federation of Ethnic Communities Council of Australia (FECCA) and Adelaide City Council for their support over the last financial year.

With only a small dedicated team we have still managed to provide input into 53 Government and Community Groups, ensuring that the CALD voice is heard and those services are reflective of the community which makes up South Australia. Some of these groups include: Consumers Health Alliance, SACOSS, Welcome

to Australia, Dignity in Care Working Group, Human Services Partnership Group, SA Settlement Planning Committee, Royal Adelaide Hospital Consumer Advisory Group, SA Community Transport Association, SA Water Consumer Committee, Australian Multicultural Council, Royal Adelaide Hospital Consumer group, Parkinson Australia SA, SAMHRI, and the Children's Hospital Multicultural Forum.

This year, for the very first time, we hosted our very first Harmony Picnic in the Park. It was an outstanding success. The event was a celebration of South Australia's diversity, acknowledging all communities, and the event was a small way of the MCCSA giving back to the community.

Thank you to all the volunteers who continue to support us and our programs, to the Management Committee for guiding the organisation through the transition, and to all the staff for their drive and energy. This year has been an amazing journey for all and we look forward to 2016-2017 with the ongoing enthusiasm and positive expectations.

*Miriam*

**Miriam Cocking**

Chairperson

*Helena*

**Helena Kyriazopoulos**

Chief Executive Officer





*MCCSA is committed to assisting the transport-disadvantaged members of our CALD communities.*



**942**  
PICK UPS &  
DROP OFFS



**39,526**  
KMS TRAVELLED

**7564**  
INDIVIDUAL  
**CALD**  
CLIENT TRIPS

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# OUR PROGRAMS

## **MCCSA CHSP TRANSPORT SERVICE**

Socially isolated vulnerable people from a culturally and linguistically diverse (CALD) background with limited or no access to private transport are able to engage with the wider South Australian community and their community groups through our Transport Service. This is a vital service to ageing CALD communities.


In keeping with MCCSA's mission that prioritises support to CALD communities to enable them to achieve full participation as Australian citizens, MCCSA is committed to assisting the transport-disadvantaged members of our CALD communities, and in particular older people, those with a disability, and groups which are very socially isolated. MCCSA's community transport service is tailored to the needs of our elderly CALD clients, people from new and emerging communities, and people with disabilities. Our service adds so much value to the wellbeing of our seniors, enabling them to live independently in their own homes for longer, while maintaining connection to their community.

We will be replacing our older bus early next year to maintain our fleet in pristine condition for use, giving our users the opportunity to travel in comfort for their recreation, social outings and other essential events.

The MCCSA is currently consulting with all our transport users, and using feedback obtained through this consultation to continually improve our program to ensure that our service diversifies as communities' needs change. We acknowledge the Department of Social Services through Commonwealth Home Support (CHSP) funding for their continuing support for this program. The MCCSA transport team extends a big thank you to our wonderful pool of volunteer drivers, whose massive contribution helps us deliver this much needed service to our communities. We will continue engaging with our Transport User Group and take note of user comments to enhance our service delivery as we provide a cosy and stimulating ride for our clients.

## RECONNECT

**56** CALD YOUNG PEOPLE FROM 15  
DIFFERENT CULTURAL BACKGROUNDS  
INDIVIDUALLY SUPPORTED 

 **90%**  
OF CLIENTS  
HAVE IMPROVED  
ACCOMMODATION OUTCOMES

**96%**  
DEMONSTRATED  
POSITIVE BENEFITS  
FOR YOUNG PEOPLE

Our Reconnect Team provide, case management to vulnerable young CALD people and their families to prevent homelessness. Young people can become at risk of homelessness for a large range of reasons. This past year, we have had to remove clients from violent parents and find secure accommodation for them, support clients to engage with drug and alcohol rehabilitation programs; support long term clients to complete schooling despite complex and unpredictable home lives, and assist family units to access crisis women's shelters.

The team have also been working hard to develop volunteering opportunities for young people that connect them to community and develop confidence and employability.

Some of these opportunities included:

- » OZ Asia festival – dragon dancing and program support
- » Harmony day at the Migration Museum – cooking demonstrations
- » Full Moon festivals – running children's activities and game

Other successes this year include our ongoing Outreach program, Northern Youth Group and Basketball programs; presenting anger management, and communication workshops; delivering a multicultural youth forum for 70 participants; and partnering to coordinate the Western Youth Expo.

In a multitude of ways, this significant program which works with some of our most vulnerable CALD youth, helps to achieve MCCSA's vision of an equitable, just, harmonious and thriving multicultural South Australia.





## SUCCESSFUL COMMUNITIES

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Successful Communities is focussed on providing support to vulnerable and emerging communities and its members. It aims to assist groups to thrive and grow, plan for their futures with both strong leadership and engaged volunteers, while keeping communities at the centre of their success.

The program works with communities to determine what help they need to achieve their goals and facilitates access to free training, general support or professional mentoring.

During the year we ran 5 Leadership Training Courses on topics requested by community leaders which covered grant writing, volunteer management, event management, communication & conflict resolution, and mentoring for your community. 72 community members participated in this training.

This project provides individual community-focussed support to community groups. 32 community groups were assisted during the

year and 10 community groups were connected to professional mentors. This support is helping them to achieve their hopes and dreams.

This project creates strong, long-term outcomes for the communities that participate.

The MCCSA values underpinning this program include:

- » Respect for all individuals and community
- » Cooperative working relationships
- » Innovation, creativity and flexibility
- » Strength and unity with respect for diversity.

## CALD AGE FRIENDLY SA

Building on the work of the World Health Organisation on Age Friendly Cities, Active Ageing and Thinker in Residence, Alexandre Kalache, MCCSA held 20 focus groups in Adelaide for people aged 50 and over from culturally and linguistically diverse backgrounds over a six month period in 2015/2016. This work was commissioned by Office for the Ageing. These groups explored what made South Australia age-friendly, and where improvements were needed for an age friendly SA and active ageing. 229 people participated with over 30 different countries of birth represented. To ensure that the results obtained were applied effectively across all culturally and linguistically diverse (CALD) community groups, the communities chosen reflected different waves of migration as well as different ethnicities.

## COMMUNITY VISITOR SCHEME



**57**  
RESIDENTS IN  
AGED CARE  
FACILITIES

**38**  
BILINGUAL  
VOLUNTEER  
VISITORS

This year, our 38 volunteers visited residents who spoke a mix of 22 different languages! The CVS Program adds value to people's lives, and provides them with the opportunity to have the company of another person and connect with their culture. It touches their hearts, their minds and their souls. This socialisation enhances the quality of our residents' lives.

Volunteers say that the program gives them something worthwhile to do, makes them happy and provides a great sense of joy and immense satisfaction. Residential lifestyle coordinators have said that "The MCCSA CVS Program has assisted many of our residents to socialise... The positive impacts are holistic and the residents look forward to their new connections."


To help our volunteers with their work, we provide training on a range of topics covering dementia, ageing, grief and loss, the rights of



people in aged care facilities, advance care directives and Centrelink entitlements, to name just a few.

Thank you to all our CVS volunteers! MCCSA is privileged to work with you! You are valued and appreciated!

## CARER RETREAT

 **463** ATTENDED  
CALD CARERS RETREATS

**23 RETREATS DELIVERED BY 15  
DIFFERENT CALD COMMUNITY GROUPS**

Carer retreats are designed to give our hard working and often-isolated carers an opportunity to “retreat” from their intensive high-pressure role and gain some much needed respite. This program allows them to connect back into their nurturing communities with other carers having similar backgrounds and experiences. These retreats are highly valued by both the carers who participate, and their communities who are eager to form part of their support network.

Respite is essential to help rejuvenate carers who are vulnerable because of the many hours they commit to caring, and to help avoid burnout and illness.

Our well deserving carers experienced a variety of enjoyable treats including Murray Mouth cruises, Hahndorf, the Barossa Valley, Wallaroo, Loxton, Adelaide Zoo, City coastal tours and dolphin cruises.

MCCSA is very pleased to have the opportunity to offer this support that has the capacity to encourage individuals and develop positive connections and enhance wellbeing outcomes. Communities develop their retreats based on their own specialised knowledge of their community members, and work hard to deliver amazing and supportive events for their carers. We would like to acknowledge all of the workers and volunteers that make these retreats such special days.



“ *MCCSA Art & Movement groups make a positive difference in the lives of the older people, teaching them new skills, offering companionship and the opportunity to socialize in their own language.* ”





## ART AND MOVEMENT



The second half of 2015 saw the completion of our art and movement program (Beautiful Friendships) which was funded by the Minister for Ageing with a Positive Ageing grant. The Spanish speaking group completed their clay mural which joins people from Spain and Latin America and explores the theme of belonging, inclusiveness, welcome and effective settlement in Adelaide. These themes were very close to their hearts as they felt socially, geographically and culturally isolated. The mural is now in pride of place next to MCCSA reception. They finished the year with introductory workshops on wool and weaving loom and art health.

The Russian speaking group ended the year with an array of handmade Christmas decorations and the Lebanese movement group finalised with the purchase of some small exercise aids so that the program could continue.

In 2016 MCCSA provided funding to three groups the Spanish speaking group, the Russian speaking group and the Lebanese Maronites, so that they could continue their active ageing program.

These groups make a positive difference in the lives of the older people who attend, teaching them new skills, companionship, a chance to express themselves creatively, a chance to increase their wellbeing and the opportunity to socialize in their own language.

## HALL AND TRAINING ROOM USAGE



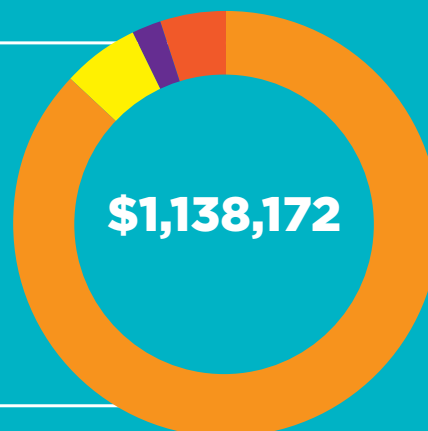
Our Hall and Training Room usage has continued to increase throughout 2015-2106. These facilities assist small communities who do not have any funding by providing them with a home and a multipurpose flexible space in which they can meet.

Some of the activities include: art groups, social programs, community meetings, language classes, dance classes, women's groups, youth groups, volunteer support groups, ethnic movie nights, forums and workshops.

# FINANCES AND GOVERNANCE

## REVENUE

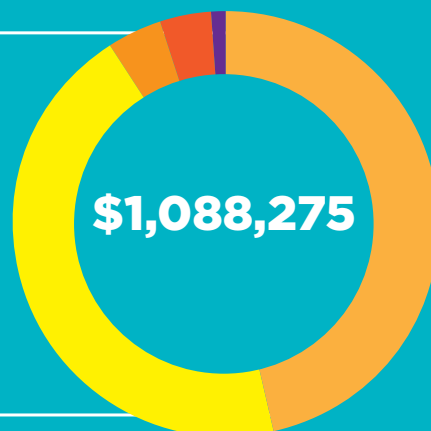
- Grants **87%**
- Operating income **6%**
- Bank interest **2%**
- Hire fees & miscellaneous income **5%**



For a full audited report provided by Randolph Alwis & Co Pty Ltd visit [www.mccsa.org.au](http://www.mccsa.org.au)

## EXPENDITURE

- Project expenditure **47%**
- Employee Remuneration **45%**
- Administration costs **4%**
- Building operating costs **4%**
- Depreciation **1%**



The surplus of \$49,897 for the year ended 30 June 2016 comprises the balance of funds received as grants to carry out MCCSA building work during the following year

# OUR TEAM

## MANAGEMENT COMMITTEE EXECUTIVE

HELENA KYRIAZOPOULOS

**President / CEO**

(July - Dec 2015)

MIRIAM COCKING

**Vice President**

(July 2015 - Dec 2015)

**Chairperson**

(Jan 2016 - current)

DR. IAN HARMSTORF OAM

**Deputy Chair**

SILVIO IADAROLA

**Treasurer**

## STAFF

HELENA KYRIAZOPOULOS

**CEO**

KRISTIN JOHANSSON

**Manager, Strategy and Projects**

MEGAN HILL

**Manager, Programs**

MARIA GIGOS JP

**Office Manager**

SIDIQUE BAH

**Transport & Communication**

## COMMITTEE MEMBERS

Daniela Costa

Jeff Fiebig

Mary Patetsos

Margota Pukitis

Gosia Skalban OAM

Petar Zdravkovski

Rene Grypma

Patrizia Kadis

SAVRY OUK

**Cambodian Reconnect**

HEE YOUNG LIM

**Community Visitor Scheme**

MEGS LAMB

**Successful Communities**

LJUBO ALYMPIC

**Transport Support**

ARENA CHOU (July -Dec 2015)

LENA HARRISON (May 2016 - current)

**Administration Volunteers**

# NEW MEMBERS 2015-2016

## INDIVIDUAL

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Adalgisa Smith JP

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Helena Savron

-----  
Iolanda Principe

-----  
Gianna Vorrasi

Sharmila Budwal

-----  
Esther Simbi

-----  
Kwok Keung Mai

-----  
Leah Marrone

Govinda Rana

-----  
Prashant Vadher

-----  
Kayalvizhi Rayesekaran

-----  
Tara Fatehi

## COMMUNITY

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Islamic Society of SA Inc.

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INAS -Australian Italian  
Welfare Inc.

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SriLanka Association of SA

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Gabriela Mistral Spanish  
Speaking School & Cultural  
Centre

Spanish Club of SA Inc.

-----  
Poloneum Inc.

-----  
Indian Professionals in  
Australia Inc.

-----  
Bhutanese Aust. Association  
of SA (BAASA)

Adelaide Tamil Association Inc.

-----  
Iranian Women Organisation  
SA

-----  
Miss Africa SA Inc.

-----  
SA Chess Association

**Multicultural Communities Council of South Australia**

113 Gilbert Street, Adelaide Phone 8345 5266 [www.mccsa.org.au](http://www.mccsa.org.au)

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