



IMPACT REPORT
2022/2023

22/23

MCC



RSA



CHAIR AND CEO REPORT

As we reflect on the past year, our vision of an equitable, cohesive, and thriving South Australia has remained steadfast, guiding our every endeavour.

Our mission has been at the heart of all our efforts, as we passionately support and advocate for individuals from culturally and linguistically diverse (CALD) backgrounds. We believe in empowering every member of our community to realise their true potential as active contributors to the social, economic, cultural and political life of South Australia. Guided by the values of Respect, Collaboration, Integrity, Innovation, Inclusion, and Responsiveness, we have worked tirelessly to build successful communities that celebrate diversity and foster unity.

Our extensive range of programs span across all stages of life, making a lasting social impact. From helping individuals find their rightful place in society to building their capacity, enabling them to achieve their full potential, MCCSA has remained committed to fostering a sense of belonging and opportunity. Our advocacy efforts continue to amplify the voices of those who struggle to be heard, ensuring that every member of our community is represented and supported.

As we look back on the past year, we take immense pride in witnessing the expansion of our disability and inclusion programs. This year, we took a significant step forward, reaching out to the employment sector to address the unique challenges faced by people with disabilities when seeking employment. We believe that true progress lies in leaving no one behind, and our efforts in this area reaffirm our commitment to creating a truly inclusive society.

The key to “Building Successful Communities” is the partnerships and collaborations with a broad range of stakeholders, which are based on trust and the sharing of common goals. We value these collaborations and partnerships as it enables us to connect more broadly within our community. This financial year we have collaborated with over 343 stakeholders.

Our sincere thank-you to our funding partners - Commonwealth, State, Local Government and Sponsors. We would not be able to do our work without your financial and collaborative support. Pivotal to our work are the many volunteers and ethnic communities, and a big thank-you to all who continue to support our efforts.

In this year’s Impact Report, we present an overview of four of our current initiatives, each playing a significant role in our work. To gain a comprehensive understanding of our ongoing and past initiatives, we encourage you to explore our website. Our dedicated MCCSA team is readily available to address any enquiries you may have, with enthusiasm and eagerness to assist.

The success of our agency is attributed to exceptional governance and the unwavering dedication of our MCCSA staff. They all consistently demonstrate remarkable commitment in their pursuit of our shared vision. To each member of our Board and staff, we extend our deepest appreciation for your passion, dedication, and collaborative spirit.

As we approach our jubilee year, we embrace the future with optimism and determination. Together, we will continue to build bridges, celebrate diversity, and create a vibrant and united community that thrives on the strength of its people.

Thank you for being a part of this incredible journey in 2022/2023.



Miriam Cocking
Chairperson



Helena Kyriazopoulos
Chief Executive Officer



SNAPSHOT FOR 2022/2023



36

INITIATIVES



123

MEMBER
ORGANISATIONS



31

BOARDS AND
COMMITTEES



4

ADVOCACY
SUBMISSIONS



7

RESEARCH
COLLABORATIONS



1776

HALL & TRAINING
ROOM BOOKINGS



313K

ONLINE
INTERACTIONS



343

PARTNERSHIPS AND
COLLABORATIONS



140

VOLUNTEERS



Committed to inclusivity, empowerment, and “Building Successful Communities”, MCCSA’s Impact Report highlights four key initiatives enriching lives and fostering unity in our diverse community.

Explore the full range of initiatives on our website and join us in shaping a brighter tomorrow.

ENCOMPASS

COMMUNITY CONNECTIONS

RECONNECT

SEBI COMMUNITY VOICES RADIO

CARER GATEWAY

SOCIAL SUPPORT GROUPS

DISASTER RISK REDUCTION

COMMUNITY VOICES MAGAZINE

CHSP SECTOR SUPPORT

CULTURAL CONNECTIONS IN DISABILITY

PALLIATIVE CARE

YOGA CLASSES

LOCAL DRUG ACTION TEAM

BUILDING EMPLOYER CONFIDENCE AND INCLUSION IN DISABILITY

AGEING WELL

MULTICULTURAL MEN'S GROUP

SPEAK MY LANGUAGE

CALD AGEING WELL NETWORK

HARMONY DAY EVENTS

ENGLISH CLASSES

WOMEN'S COUNCIL

LEADERSHIP AND NETWORKING EVENTS

GOVERNANCE SUPPORT

COMMUNITY VISITORS SCHEME

REFUGEE WEEK EVENTS

STUDENT PLACEMENTS

SUCCESSFUL COMMUNITIES

RESEARCH

CULTURALQ

COMMUNITY CONSULTATIONS

INTERNATIONAL WOMAN'S DAY EVENTS

E-SAFETY

MULTICULTURAL PLAYGROUPS

GRANT SUPPORT

SOCIAL MEDIA

TRANSPORT



COMMUNITY VISITORS SCHEME

85

RESIDENTIAL
VOLUNTEERS

38

AT-HOME
VOLUNTEERS

2547

RESIDENTIAL VISITS

775

HOME VISITS



30

LANGUAGES

171

RESIDENTIAL
RECIPIENTS

49

AT-HOME
RECIPIENTS

“

Volunteering is just so...so very much... rewarding!

DR WARWICK D RAYMONT

volunteering for over 24 years with the CVS Program

”

COMMUNITY VISITORS SCHEME

Community Visitors Scheme (CVS) holds a special place in the heart of MCCSA, serving as a beacon of warmth, love, and emotion for nearly four decades.

Throughout its long-standing history, dedicated volunteer visitors have profoundly touched the lives of countless individuals in residential care and their homes, offering a source of joy and comfort through social connection, companionship and genuine friendship.

CVS extends a compassionate hand to older individuals who may feel isolated and disconnected from their culture and heritage, have limited contact with friends or family, face mobility challenges, or simply feel different in some way. Through regular visits from volunteer visitors, CVS has helped seniors break free from loneliness and build enduring friendships.

We extend our heartfelt thanks to the many volunteers who have supported our work over the past year, particularly during the pandemic. We invite individuals from diverse backgrounds to become volunteer visitors, for a rewarding program that offers friendship, compassion, and shared stories to those who long for human connection. Beyond the fulfillment of helping those in need, our volunteers enjoy various MCCSA benefits, including regular training sessions, leisure activities, and social opportunities. Additionally, we offer free English and yoga classes to enrich the volunteering experience.

As of 1st of July 2023, CVS will be proudly rebranded to Aged Care Volunteer Visitors Scheme (ACVVS), embracing its rich history, while emphasising our commitment to creating a community that values and actively supports the well-being of aged care recipients. Join the ACVVS team today and be a part of this incredible initiative that spreads love and warmth throughout our community, one visit at a time.



culturalQ

450+ PARTICIPANTS	60+ ORGANISATIONS TRAINED ACROSS SA	99.5% OF PARTICIPANTS WOULD RECOMMEND
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“
The newfound awareness of cultural differences has fostered empathy, respect, and open-mindedness among our staff and volunteers. It has resulted in improved communication, collaboration, and strengthened relationships with our clients and the wider community.
 ”

TAMMY SHEPHERD
 Chief Executive Officer,
 Tailem Bend Community Centre



CULTURALQ

culturalQ's impact and vision is to empower diversity across all sectors.

Amidst the dynamic landscape of diversity, the importance of cultural awareness and inclusivity has never been more profound. culturalQ, MCCSA's Intercultural Training and Development Service, is working towards cultivating organisational cultural competence and individual cultural intelligence alike. Since its launch in November 2022, culturalQ has embarked on a successful journey of growth and development, leaving a mark on State Public Services, Higher Education, and private industry.

culturalQ's impact transforms workplaces and communities through training sessions equipping professionals with tools and strategies to navigate cultural differences, foster inclusivity, and elevate service quality. The influence of our services extends far beyond training sessions; it captures the very essence of cultural understanding and inclusivity, echoing the values of a cohesive society and equitable services for all.

Six dedicated MCCSA members underwent rigorous training, becoming skilled facilitators delivering tailored high-quality sessions in individual cultural intelligence and organisational competence. This strategic upskilling empowers active contributions to the State Government's Multicultural Charter, aligning with the state's vision of embracing diversity.

The advantages of culturalQ's training extend beyond immediate comprehension, nurturing a profound understanding of cultural nuances' impact on communication, relationships, and work outcomes. Enhanced skills in intercultural relationships and collaboration yield improved problem-solving, ensuring inclusive service delivery, and enhancing employer and service reputation.

As culturalQ continues to thrive, our vision grows stronger. We aim to play an even more substantial role in shaping a society, where cultural diversity is not merely acknowledged, but celebrated. We envision an environment where cultural competence is second nature; where diversity is considered an asset, and cultural understanding is the cornerstone of progress.



BUILDING EMPLOYER CONFIDENCE

9

**INTERNS
PLACED**



48

**EMPLOYERS
REACHED**



“

Chani has fit in well with our team, she has a lovely & warm personality and a sense of humour. She is eager to learn any new tasks - big or small. We have enjoyed having Chani's help throughout a busy period of recruitment.

MAXIMA GROUP TRAINING

”



BUILDING EMPLOYER CONFIDENCE AND INCLUSION IN DISABILITY

MCCSA's Building Employer Confidence and Inclusion in Disability (BEC) program is working to reshape the employment landscape for people with disabilities (PWD) from culturally and linguistically diverse (CALD) backgrounds, fostering more inclusive workplaces and transforming employer mindsets.

The program offers 12-week internships to CALD PWD with medium to large scale employers, providing them with valuable skills and experiences while allowing employers to witness the positive impact PWD can have in the workplace. This initiative breaks down barriers and misconceptions, helping employers become advocates of inclusion. Employers have the opportunity to participate in cultural awareness and disability inclusion training and interns receive pre internship support. MCCSA maintains a close connection with both the employer and intern during the internship.

At its core, BEC aims to reshape perceptions of disability and employment through meaningful interactions between interns and employers. These interactions nurture understanding, dismantle preconceived notions and create an environment where diversity is embraced. The program is attracting a diverse group of CALD PWD with professional qualifications and MCCSA is endeavouring to match their skill sets with suitable employers in growth industries.

Since its launch late last year, BEC has achieved significant milestones, empowering interns and sparking essential conversations about the benefits of an inclusive workforce. As BEC continues to expand its reach, MCCSA envisions a future where every organisation recognises the value of employing individuals with disabilities, leading to a more diverse and inclusive workforce.

Building Employer Confidence and Inclusion in Disability is a force for positive change: challenging norms and shaping the future of disability and employment through transformative internships and a commitment to inclusivity.



COMMUNITY CONNECTIONS

33

COMMUNITY-DRIVEN PROJECTS

11,000+

GRANT-FUNDED PROJECTS BENEFICIARIES

53

CALD COMMUNITY GRANT APPLICATIONS

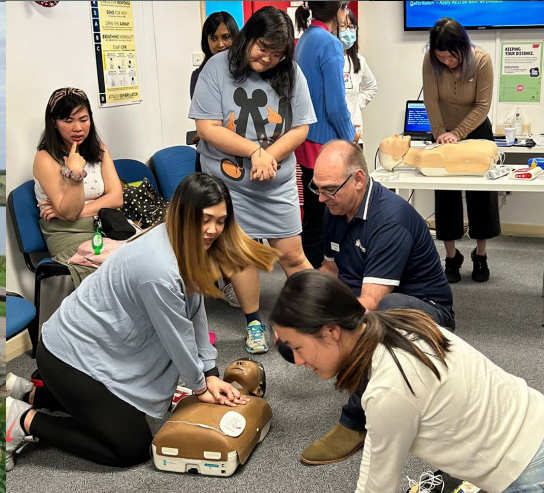
“

“I don't want the program to end. I want it to continue. This is very good for women like us, who are struggling. This program has helped me to make friends”.

SISTER PRECIOUS

African Women's Federation of South Australia, Community Connections Participant

”



COMMUNITY CONNECTIONS

Community Connections holds a special place in the heart of South Australia, uniting diverse communities and nurturing vital connections.

Community Connections was established to help those who might not qualify for usual programs like NDIS or My Aged Care, connecting them to their communities and vital services. Operating through a network of partners across the state, the program provides short-term support for up to 12 weeks. The primary goal is to enhance individuals' connections to communities, friends, and necessary services - ultimately working to improve overall well-being and reduce feelings of isolation. Over the past two years, Community Connections has thrived - embodying its mission of inclusivity and social well-being. Through collaboration and grants, community-driven projects have blossomed, breaking cultural barriers and enriching our region. Community Connections was born from collaboration, benefitting CALD individuals across SA. Its innovative initiatives have been woven into our communities, fostering inclusivity and growth through workshops and diverse events.

The program's success is evident in the remarkable response from CALD community grant applications. This engagement showcases Community Connections as a powerful catalyst, bridging cultural gaps and fostering connections that bring positive change. Beyond statistics, Community Connections has transformed lives in vibrant communities. These projects amplify voices, nurture belonging, and create meaningful change. Community Connections has evolved into more than just a program; it's a beacon of unity, guiding CALD individuals toward resilience and empowerment.

Central to Community Connections' fabric is a commitment to weaving South Australia's multicultural communities together. For MCCA, Community Connections' importance is immeasurable. As the Multicultural Coordinating Partner, MCCA ensures Community Connections aligns with diverse communities' needs. By empowering diverse voices, sharing resources, and fostering collaboration, MCCA reinforces Community Connections' role as a driving force for positive change in South Australia.

OUR TEAM

PATRON

Hon Hieu Van Le AC

BOARD EXECUTIVES

Mrs Miriam Cocking
Chairperson

Dr Ian Harmstorf OAM BVK
Deputy Chairperson

Mr Silvio Iadarola
Treasurer

BOARD MEMBERS

Ms Malgorzata (Gosia) Skalban OAM

Mr Nasir Hussain

Mr Rajendra Pandey

Mr Suren Edgar

Mrs Patrizia Kadis

Mr Lenard Sciancalepore

Mrs Manju Khadka (from November 2023)

Mr Eduardo Donoso

STAFF

Helena Kyriazopoulos OAM
Chief Executive Officer

Sharyn Mooney
Accountant

June Lee
Office Coordinator

Annie Barone
Office Coordinator (from May 2023)

Ling Giang
Finance Officer

Julie Hoare
Manager, Programs

Kristin Johansson
Manager, Projects

Vicky Arachi
Manager, Multicultural Community Connections Program, culturalQ Facilitator

Florencia Leiria
Project Officer
(November 2022 - May 2023)

Florine Fernandes
Project Officer

Geoffrey Brown
Transport Coordinator
(from November 2022)

George Gouzounis
CHSP Sector Support and Development Coordinator, culturalQ Facilitator

Hanaa' Grave
Disability Programs Coordinator, culturalQ Coordinator

Katherine Greer
Disability Programs Coordinator
(from January 2023)

HONORARY LIFE MEMBERS

Awarded for over ten years of significant contribution to the multicultural communities of South Australia

Dr Antonio Cocchiario AM

Mr Bruno Krumins AM *

Dr Daniela Costa

Mr Dilip Chirmuley AM

Dr Ian Harmstorf OAM BVK

Mr Jurek Dnistrjanski

Ms Malgorzata (Gosia) Skalban OAM

Mrs Maria Dnistrjanski OAM

Mrs Miriam Cocking

Mr Michael Schulz AM *

Mr Milinko Rakich *

Mr Petar (Zed) Zdravkovski *

Mr Randolph Alwis AM *

Mr Ron Tan OAM *

Mrs Sofia Kanas OAM *

*denotes deceased

Lena Gasparyan
Senior Project Officer

Ljubo Alympic
Transport Officer
(until November 2022)

Luis Cohen
Project Officer

Maggie Asaad
Project Officer

Milan Anelkovic
CVS Officer

Omar Ahmad
Inclusive Employment Officer

Perrin Abbas
Project Lead, Disability Inclusion
(from January 2023)

Savry Ouk
Reconnect Project Officer

Sisaleo Philavong
Project Officer

Somi Lindsay
Community Development Coordinator

Stefano Pratola
Project Officer

Ukash Ali Ahmed
Programs Coordinator,
culturalQ Facilitator

Veronica Davila
Communications Officer
(from January 2023)

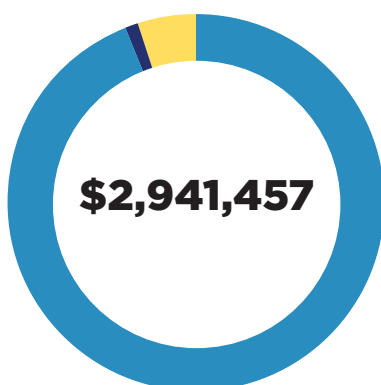
Victoria Tairli
Project Officer

Xiaohui (Abby) Liu
Project Officer, Playgroup Coordinator

OUR FINANCES

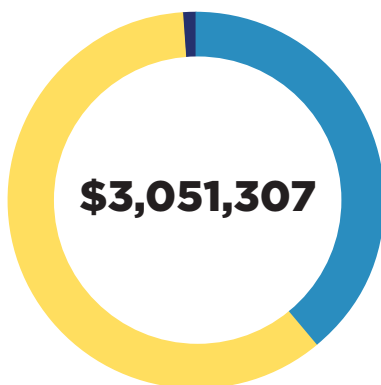
REVENUE

- Grants **95%**
- Bank interest **1%**
- Miscellaneous income **5%**



EXPENDITURE

- Employee Remuneration **60%**
- Depreciation **1%**
- Operating expenses **39%**



For full audited results provided by HLB Mann Judd visit www.mccsa.org.au



**Multicultural Communities
Council of South Australia**

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