



IMPACT REPORT 23/24

Our Finances

REVENUE

- Grants **96%**
- Bank interest **2%**
- Miscellaneous income **6%**

\$3,076,897

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

EXPENDITURE

- Program Expenditure **97%**
- Administration Costs **2%**
- Depreciation **1%**

\$2,938,779

Multicultural Communities Council of South Australia
113 Gilbert Street, Adelaide | Phone 8345 5266 | www.mccsa.org.au

Snap shot for 2023/2024



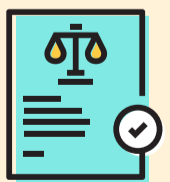
36
INITIATIVES



190
MEMBERS



25
BOARDS AND
COMMITTEES



5
ADVOCACY
SUBMISSIONS



40
STAKEHOLDERS



1994
HALL & TRAINING
ROOM BOOKINGS



8K
SOCIAL MEDIA
ENGAGEMENTS



427
PARTNERSHIPS AND
COLLABORATIONS



170
VOLUNTEERS

From the Chairperson and CEO

As we enter our 49th year, we are launching a series of jubilee celebrations that will culminate in our grand 50th anniversary on 21st November 2025—the exact day of our incorporation half a century ago. This coming year marks the beginning of a special period of reflection, celebration, and anticipation. We invite everyone to join us on this commemorative journey, starting with events honouring our rich history and continuing through to our milestone 50th birthday.

We reflect on this extraordinary milestone in our organisation’s history, a moment that fills us with pride and gratitude as we consider the impact we have made and the community we have built over the years.

Thanks to the unwavering support of our members, staff, and volunteers, along with collaborations with diverse stakeholders and financial backing from the South Australian and Federal Governments and philanthropic agencies, our organisation has grown from strength to strength. This growth reflects the trust placed in us by our partners and highlights the vital role we play within the community.

In response to the changing migration landscape we have enhanced significantly our support for skilled migrants. Recognising the challenges that are unique to them and the valuable contribution they bring to our society we have developed programs to assist with their professional integration, cultural adaptation, and community connection. These initiatives benefit directly not only the individuals and families involved but also contributes to the economic and social fabric of South Australia.

Our primary goal remains to ensure that members who need our support can access our facilities promptly and free of charge. While this commitment is central to our mission, it is also placing significant strain on our capacity to accommodate the growing needs of our community’s activities. This year alone, our facility has been used nearly 2,000 times, with an average of 10 people involved in each booking—resulting in approximately 20,000 people passing through our doors. These figures clearly demonstrate the need for communities to have their own dedicated space to run their activities.

Our initiatives continue to expand and diversify, with 36 programmes now offered, providing whole-of-life activities that meet the evolving needs of our members. This growth has not only broadened our service offerings but also led to the addition of new staff and placed increased pressure on our existing facilities. We are actively addressing these challenges to ensure that we continue to deliver high-quality services to our growing community across all our programmes.

The challenges faced by multicultural communities continue to change, from the ongoing impacts of global events to the local pressures of integration and representation. We are committed to staying at the forefront of these issues, advocating for our members, and providing innovative solutions that address both immediate needs and long-term aspirations.

Looking further ahead we are excited by the opportunities that await us. Our jubilee year provides a unique chance to set ambitious goals for the future. We remain dedicated to fostering inclusivity, promoting cultural diversity and empowering our members to thrive in all aspects of their lives.

The past 49 years have laid a strong foundation, and as we approach our golden jubilee, we look forward with optimism and determination to the positive changes we will create in the next 50 years and beyond where the MCCSA will continue to be a beacon of multicultural harmony and support in South Australia for generations to come.

Miriam
Miriam Cocking
Chairperson

Helena
Helena Kyriazopoulos
Chief Executive Officer

Honorary Life Members

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

- Dr Antonio Cocchiaro 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) Zdravovski *
- Mr Randolph Alwis AM *
- Mr Ron Tan OAM *
- Mrs Sofia Kanas OAM *

*denotes deceased

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

Staff

- Helena Kyriazopoulos OAM Chief Executive Officer
- Sharyn Mooney Accountant
- Annie Barone Office Coordinator
- Ling Giang Finance Officer
- Julie Hoare Manager, Programs
- Vicky Arachi Manager, Multicultural Community Connections Program, culturalQ Facilitator
- Aveen Muhammad Project Officer
- Florine Fernandes Project Officer, ACVVS and Carers
- Geoffrey Brown Transport Coordinator, Project Officer, Building Employer Confidence in Disability & Inclusion
- George Gouzounis Project Coordinator CHSP Sector Support & Development, culturalQ facilitator
- Hanaa' Grave Project Coordinator Speak my Language, culturalQ Coordinator
- Katherine Greer Project Coordinator, Cultural Connections in Disability
- Kwol Bol Project Officer, Reconnect
- Lena Gasparyan Senior Project Officer

Board Members

- Mr Lenard Sciancalepore
- Ms Malgorzata (Gosia) Skalban OAM
- Mrs Manju Khadka
- Mr Nasir Hussain
- Mrs Patrizia Kadis
- Mr Rajendra Pandey (until November 2023)
- Mr Suren Edgar
- Mr Ranielson Santana

- Luis Cohen Project Officer, ACVVS and Ageing Well Coordinator
- Maggie Asaad Project Officer, ACCVS and Carers
- Milan Andelkovic Project Officer, ACVVS
- Omar Ahmad Project Officer, Building Employer Confidence in Disability & Inclusion
- Perrin Abbas Project Lead, Building Employer Confidence in Disability & Inclusion, culturalQ Facilitator
- Samer Madbak Project Officer, ACVVS and Carers
- Savvy Ouk JP Project Officer, Reconnect
- Sisaleo Philavong Project Officer, Disability Inclusion & Men’s Mental Health (casual)
- Somi Lindsay Coordinator, Community Development, culturalQ Facilitator
- Stefano Pratola Project Officer, ACVVS
- Ukash Ali Ahmed Coordinator, Men’s Program, culturalQ Facilitator
- Veronica Davila Communications Officer
- Victoria Tairli Project Officer (resigned November 2023)
- Xiaohui (Abby) Liu Project Officer, Playgroup Coordinator

Our 2023-2024 Impact Statement highlights six key programs

Visit mccsa.org.au for our full program portfolio

Aged Care Sector Support

The Aged Care Sector Support project, funded by the Australian Government Department of Health and Aged Care, works to enhance aged care services for multicultural communities nationwide. The project strengthens Commonwealth Home Support Program (CHSP) providers' ability to deliver culturally responsive care to older Australians from CALD backgrounds. A key objective is bridging gaps between aged care providers and multicultural communities to ensure diverse needs are understood and met.

Through interactive workshops, consultations, and resource development, the project helps providers improve service delivery and workforce diversity. It supports service providers in attracting and retaining diverse staff who can effectively respond to CALD clients' needs. The project also facilitates the implementation of AI technologies and prepares providers for upcoming in-home aged care system changes, ensuring they remain well-positioned in an evolving care landscape.

Through extensive research, networking, and collaboration with community groups and aged care professionals, the project works to understand and address challenges faced by CALD older Australians. These efforts focus on reducing barriers, promoting inclusivity, and improving accessibility of aged care services. By supporting culturally sensitive and inclusive service delivery, the Aged Care Sector Support project aims to enhance the quality of life for older Australians from diverse communities while ensuring they receive appropriate, respectful care that honours their cultural backgrounds.

Multicultural Men's Mental Health Community Connections Project

In 2022, the Multicultural Communities Council of South Australia (MCCSA) received a Discovery Partnership Grant from the Fay Fuller Foundation to lead the Multicultural Men's Mental Health Community Connections Project. This two-year initiative worked with four multicultural men's groups—Association of the Burundian Community of SA, Australians for Syria SA, Latin American Society of South Australia, and Kabadu Men's Group to explore mental health and well-being within their community contexts.

Each community identified "connectors" who were trained by MCCSA to deliver the project. These connectors played a key role in linking community members with mental health services and reducing stigma around mental health discussions. To create safe spaces for men, the communities introduced casual, non-judgmental environments for peer support. Weekly or fortnightly catch-ups were organised, including activities like games, workshops, BBQs, and walks, fostering open conversations about mental health.

The project also facilitated collaboration between communities and local councils, improving access to community spaces. This approach helped normalise mental health discussions, built community resilience, and influenced the mental health sector to better understand the unique challenges faced by CALD communities. This discovery project highlighted the value of community-led mental health prevention and early intervention in improving overall well-being.

Our Community Boards and Governance

The Multicultural Communities Council of South Australia (MCCSA) is committed to fostering strong governance structures within multicultural organisations. Our *Community Boards and Governance* initiative aims to empower culturally and linguistically diverse (CALD) communities by providing them with the knowledge and tools needed to establish and maintain effective governance practices. Strong, well-governed community organisations are essential for ensuring that the voices of diverse communities are heard and that their needs are addressed in a sustainable and structured manner.

Through workshops, training sessions and tailored consultations, the initiative enhances organisations' capabilities in strategic planning, financial management, legal obligations and risk management. It promotes inclusive leadership and diversity on boards whilst ensuring decision-making bodies reflect their communities.

MCCSA provides ongoing support through networking opportunities and peer-to-peer learning, strengthening connections between CALD organisations. This collaborative approach enables board members to share experiences and best practices, helping them address common challenges and advocate effectively for their communities on a broader scale.

By building governance capacity and fostering sustainable practices, the initiative helps ensure organisations remain resilient, deliver quality services and effectively represent their communities in South Australia. This investment in strong governance supports the long-term success of multicultural organisations, enabling them to contribute meaningfully to South Australia's diverse social fabric.

Ageing Well in CALD Communities

The Ageing Well in CALD Communities program, funded by the Office for Ageing Well, promotes the rights and wellbeing of older people from culturally and linguistically diverse (CALD) backgrounds. The Multicultural Communities Council of South Australia (MCCSA) supports older community members in ageing with dignity and independence. Through workshops, community meetings and targeted communications, the program empowers older people to understand and action their rights.

MCCSA breaks down barriers and reduces isolation by fostering connections and improving awareness. Our outreach efforts ensure older members of CALD communities are well-informed and equipped to advocate for themselves.

Since 2017, we have supported over 30 CALD communities, helping older individuals make informed decisions about their health, finances and social engagement. This year we collaborated with the African Women's Federation, Iranian Women's Association and the Overseas Chinese Association to deliver culturally tailored information.

Topics include understanding aged care, promoting healthy lifestyles, planning ahead, advocacy services, health and aged care services complaints and elder abuse prevention. These partnerships enable us to meet the specific cultural and linguistic needs of different groups, ensuring our support is truly effective. As Australia's population ages and diversifies, such initiatives are crucial for ensuring all older Australians enjoy a high quality of life.

Cultural Connections in Disability

The Cultural Connections in Disability project, led by the Multicultural Communities Council of South Australia (MCCSA) and nine community partners, focused on empowering Culturally and Linguistically Diverse (CALD) individuals with disabilities and their families. Through culturally sensitive activities and resources, the project broke down stigma and isolation barriers, fostering community inclusion and understanding in meaningful ways.

The initiative delivered comprehensive peer-led programs that educated participants about their rights and available services while building confidence to pursue personal goals. Community Connectors and Peer Leaders, representing diverse communities and bringing lived disability experience, provided crucial cultural insights and maintained trusted relationships within their communities, reaching individuals who might otherwise have been overlooked by traditional service providers. Their involvement was instrumental in ensuring the project's success and sustainability.

The project successfully raised disability rights awareness, enhanced understanding of support services, and reduced stigma in CALD communities. Through context-specific training and peer support opportunities, it created a more inclusive and equitable environment where participants gained confidence and skills to engage fully in their communities. These efforts laid essential groundwork for continued progress towards a more accessible and supportive society for all, while demonstrating the importance of culturally responsive approaches in disability support services.

Reconnect

For over 20 years, the Multicultural Communities Council of South Australia (MCCSA) has supported culturally and linguistically diverse (CALD) communities through its Reconnect program. This free, voluntary, and confidential service assists young people aged 12 to 18 from CALD backgrounds across metropolitan Adelaide, helping them re-engage with their families, schools, and communities, and supporting their well-being goals.

Reconnect takes a holistic approach, offering practical and emotional support, including help with accommodation, Centrelink, counselling, and family mediation. This ensures young clients have the resources to navigate challenges and work towards a brighter future.

The program aims to keep young people connected to their families, schools, and communities, aiding their transition into early adulthood. Referrals are welcome from individuals, parents, teachers, school counsellors, and service providers, ensuring it reaches those in need.

Personal stories highlight its transformative impact. One young person shared: "Before Reconnect, I had no place to stay, no income, and struggled with school. They helped me with accommodation, Centrelink, a new school, a laptop, and mental health support."

Through dedicated service, MCCSA's Reconnect programme continues to help vulnerable youth overcome barriers, strengthening the resilience and well-being of South Australia's CALD communities.