



# Annual Report

2015 - 2016



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## Acknowledgements to Funders



**Australian Government**  
Department of Health



**Australian Government**  
Department of Social Services



## Vision:

We aspire to ensure that individuals from culturally diverse backgrounds have access to appropriate aged care services and information to help them enjoy an optimal quality of life and stay independent.

## Purpose:

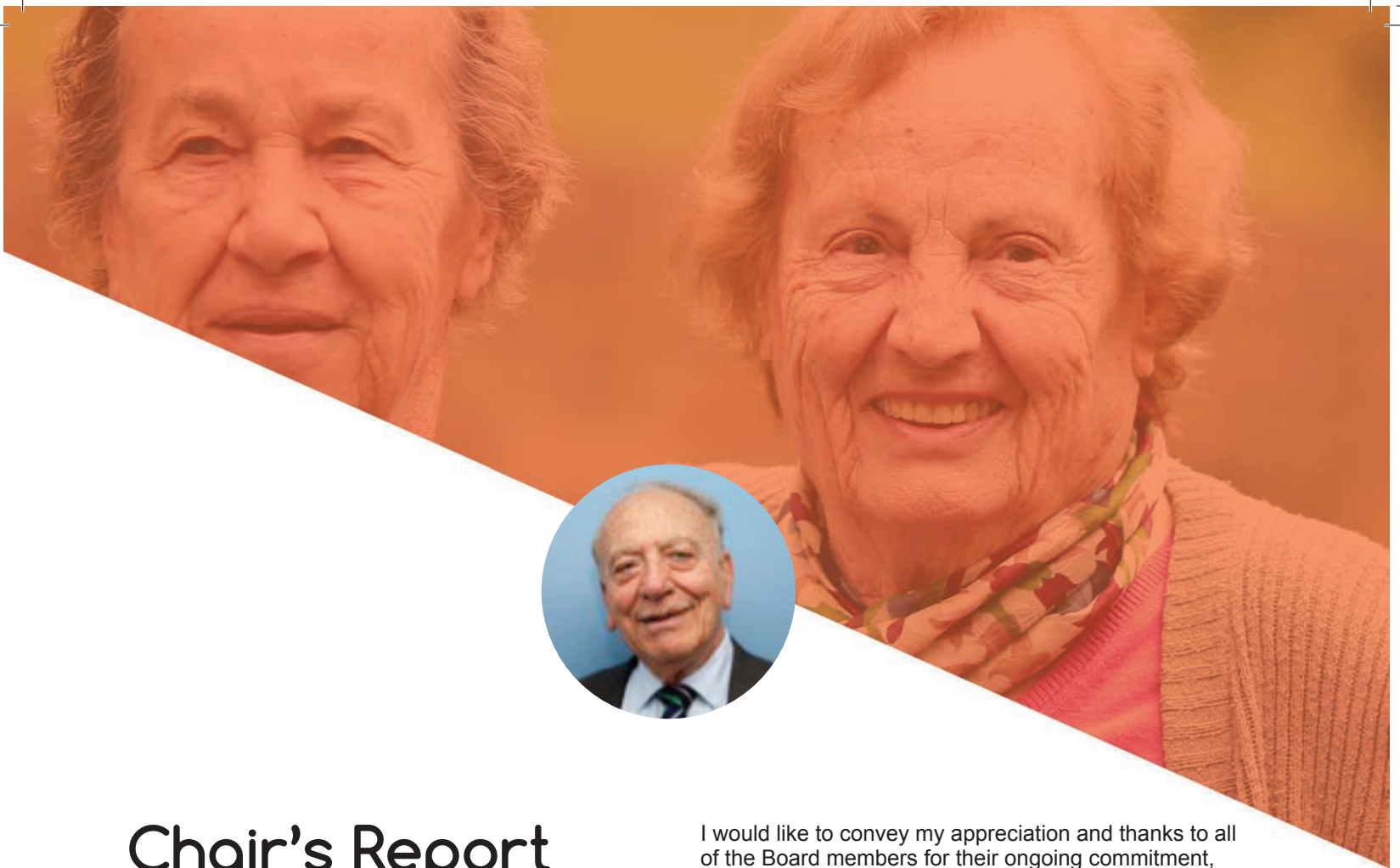
We will succeed through:

- Facilitating client centered care and empowering individual clients and their carers to take control and ownership over their specific delivery requirements;
- Providing a range of culturally specific direct care services to individuals from a range of ethnic backgrounds;
- Identifying suitable and appropriate service delivery partners and facilitating access for our multicultural communities to these partners, where services are not provided by us directly,
- Actively promoting culturally and linguistically appropriate care for our clients, their carers, and the community in general;
- Ensuring we operate a sustainable business that maximizes the effective and efficient use of our people and resources.

## Values:

Our values are founded on:

- Customer focus and innovation – We continually strive to match our services to the evolving needs of our clients and the community.
- Inclusiveness – We will not exclude any individual from a culturally diverse community. If we cannot assist them we will find another organization that can.
- Integrity – Our clients, their families and the multicultural community in general expect that we will operate ethically and treat everyone with respect.
- We will be transparent in our dealings, honor our commitments and provide them with services that not only meet their needs but represent value for money.
- Accountability – We say what we mean and do what we say. We are mindful of our responsibility to the community in general and will always act as a responsible provider of aged care services to culturally diverse communities.



## Chair's Report

It is my pleasure to welcome you all to the 25th AGM of Multicultural Aged Care (MAC). During this year, Multicultural Aged Care continued to provide its culturally and linguistically appropriate services to people from diverse backgrounds in the Inner West, South East and South West Sydney regions. We provided services to people from over forty different languages during this year who live in these areas; the main languages being Arabic, Chinese languages, Italian, Greek, Vietnamese, Spanish, Korean, Assyrian, Croatian, Dutch, Lithuanian, Macedonian, Hindi and Filipino.

Multicultural Aged Care services in the year 2015/16 incorporated the Home Care Packages offered on Consumer Directed Care Basis; Multicultural Centre Based Respite Program and CHSP funded Domestic Assistance, Personal Care and Transport Services. Frail and isolated elderly people from various cultural backgrounds are provided with the services from a pool of over 60 employees (both office and frontline) from diverse backgrounds including Arabic, Chinese, Italian, Greek, Hindi, French, Gujrati, Tamil, Korean, Spanish, Assyrian, African, and Vietnamese. In excess of 500 care recipients per week have been provided services through these programs.

This year we moved to new commercial premises at Canterbury Road, Campsie, in response to our organisation's ongoing organic growth. This will allow us to continue to grow and provide excellent services to our clients.

I would like to convey my appreciation and thanks to all of the Board members for their ongoing commitment, and for their constant support, enthusiasm and guidance in preparing this organisation for the future. In particular, I would like to thank Henry and Catherine for all that they have offered and wish them the best of luck in their future endeavours.

On behalf of the Board I would like to thank all the staff of MAC, and in particular Rosy Walia, for all of their hard work and commitment in keeping our clients' best interests at the forefront of all of the organisation's activities.

On behalf of the Board, I acknowledge the ongoing financial support of the Department of Health.

Jack Passaris OAM  
*Chair*



# Chief Executive Officer's Report

## A year of rejuvenation

Welcome to the 25th Annual General Meeting of Multicultural Aged Care (MAC) Inc. it is my pleasure to report on the activities of MAC from the last year. As anticipated, this year has been hectic and exciting due to the fast pace of aged care reforms, implementation of agreed restructure and relocation of our office premises.

We successfully transitioned all of our packaged care clients to Consumer Directed Care packages from July 2015. All packaged care clients received their first financial statement for the month of July. Majority of clients embraced this change with enthusiasm. We did face some initial hiccups with the relevant technology that is Self-Directed Care module of TCM - our client management system and had to correct these statements manually for some time. Gradually we refined the systems and skills of relevant staff and currently we are generating the statements fully through this system.

We successfully applied for additional high level (level 3 & 4) Home Care Packages (HCPs) through the Aged Care Approvals Round (ACAR) 2015. While writing this report, our total number of packages is 108. It was the last ACAR for home care and from 27 February 2017, HCPs transfer to consumers. It will be a game changing reform for home care sector. While it poses many

challenges for Multicultural Aged Care, it does provide growth opportunities too. We continue to refine our systems and processes to position our self for this reform.

Another reform that impacted us during this year was the commencement of receiving the CHSP referrals from My Aged Care portal. Each staff who intended to access this portal had to obtain an AUSKey. My Aged Care was launched by the Department of Social Services (DSS) to help the community navigate the complicated aged care system as a one stop shop. The portal faced a number of operational issues to start with and proved to be more of a hindrance rather than improving the access to aged care services for older people and their families. The information provided in National Screening Assessment Form (NSAF) was either scarce or incorrect. The portal did improve its referral systems over time and lately in February 2016 ACAT teams were transitioned to this portal too. Currently we are receiving all of our referrals through My Aged Care. Having said that a number of our clients don't feel comfortable dealing with the contact centre themselves and use their carers/ family members or our staff to advocate on their behalf for the relevant services. It adds to the workload of our staff and although we are not funded to provide this support, staff willingly support the clients to have a dialogue with the contact centre to receive the services as per their choice and needs.

We successfully renegotiated our Commonwealth Home Support Program (CHSP) funding outputs while signing the funding variation agreement with the Department of Health (DOH) effective from 1 November 2015, when CHSP replaced the previous HACC program. New Activity Work plan was approved by the department reflecting the negotiated outputs as part of that variation agreement. The highlight of these renegotiations was the commencement of weekly Centre Based Day Respite Service for existing

five language groups effective from early 2016 in the Inner West area. Clients welcomed this news with excitement and we received a number of compliments from our existing clients as this issue had been brought to our attention continuously over five years through various feedback channels including the Annual Client Satisfaction Surveys. The current CHSP funding is up to June 2018.

The Data Exchange, a new program performance reporting approach, was introduced by DSS for CHSP from November 2015. The Data Exchange replaced all existing service activity reports (Output Variation Reporting and the HACC Minimum Data Set) for the CHSP. MAC undertook a proactive approach and initiated a discussion with our client management system provider early in the 2015 financial year.

Although we were assured of DEX module to be ready in a timely manner it was delayed by few months due to technical issues. We implemented the DEX module in May 2016 and successfully submitted our first standard report for January – June 2016 in July this year.

A highlight of this year has been our relocation to new commercial premises on Canterbury Road, opposite Canterbury Hospital. The new office not only supports our growth and accommodates additional staff with ease, it also provides our existing and potential clients with a dedicated space to wait, and interview rooms to have confidential discussions with the relevant staff. We launched our new premises officially in March 2016. Further details of this launch are covered elsewhere in this report.

We commenced the implementation of the restructure process subsequent to the organisational review conducted last year by an independent consultant. The key activities of this process included development of detailed job descriptions with defined KPIs for key roles in the new structure; a skills audit of all existing staff against the available roles in the structure; mapping all our key business processes and ensure these are appropriately integrated with the job descriptions. We decided to implement this restructure by natural attrition where possible and no redundancies have resulted from this process so far. A number of staff workshops were conducted and a presentation was done for the Board on 'Positioning for 2017' as part of the change management process. Three new roles – Operations Manager, Business Development and Finance Administrator, were recruited. Further, HSP Coordinator role was replaced by CHSP Program Manager role and part time in-house IT Coordination role was added. A staff development plan was developed.

We continue to provide ongoing professional development to our staff and strengthen our retention strategies. This year we recognised 2 staff members for completing 5 years and 3 staff members for completing 10 years of service with the organisation.

Our augmented focus on clients was reflected via our Client Engagement Project we introduced this year,

further details are covered elsewhere in this report. To enhance consumer choices to access allied health services such as in home physiotherapy, and podiatry services as well as daily living aids to assist with their independence we continue to build our list of preferred providers.

We continued to participate in varied working groups and sector consultations to advocate on behalf of CALD communities. As a key multicultural provider, DOH sought our involvement in the consultation process for the new flexible care initiative, the Short Term Restorative Care Programme (STRC), which will commence delivering care in early 2017. As a medium multicultural provider we participated in the focus group for the co-design process for Home Care quality indicators.

This year, we have been busy exploring other avenues to diversify our income stream. The Board considered varied options and agreed to extend our services to people with disabilities in our current targeted areas. This will provide continuum of care to our potential consumers. We have commenced the process of registering ourselves for NDIS services and preparing for the Third Party Verification (TPV) which is a mandatory requirement for NDIS providers.

In 2017, the aged care industry moves into a model of open market that requires the providers to market their services directly to consumers. It is important for Multicultural Aged Care to reposition itself for the new market dynamics. We trialed promoting our services via SBS radio in three languages Macedonian, Korean and Vietnamese. The languages were chosen after going through the demographic profile of our existing clients in comparison to the demographic profile of three targeted regions of our services. While writing this report we are looking into devising and implementing additional diverse marketing strategies.

I would like to take this opportunity to thank the Department of Health for its ongoing financial support. My sincere thanks to the Board for their tireless efforts and continued support. I would like to thank over 60 employees of Multicultural Aged Care for their dedication and contribution to our consumer directed services. And finally, I would like to thank our clients for their confidence in our services, people and brand. Our clients nominated us for Community Organisation of the Year Award with City of Canterbury.

I am looking forward to steering Multicultural Aged Care towards the opportunities for growth proffered by the coming reforms while firming our niche as a multicultural provider.



Dr Rosy Walia, GAICD

# The Board



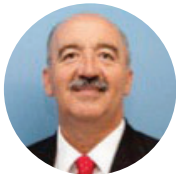
## Jack Passaris OAM (Chair)

Mr Passaris is Chair of Multicultural Aged Care Inc. and has been since 2003. Presently he is also Deputy Chair of the Ethnic Communities' Council of NSW and is also a Foundation and Life Member. He is a former Deputy Mayor of Marrickville Council where he served for 19 years as a Councillor. He is President of the Greek Orthodox Parish of Newtown and Treasurer and Trustee of the Greek Orthodox Archdiocese of Australia Consolidated Trust. Mr Passaris received the Order of Australia Medal for his services to the Community in 2009 and he has demonstrated his ongoing dedication to multiculturalism in Australia and community life. In 2014 he was awarded the Premier's Lifetime Multicultural Community Service Medal.



## Marta Terraciano JP (Vice Chair)

Marta Terraciano has been with Multicultural Aged Care Inc. since 2006. C.E.O. of Residential Gardens for the Spanish Speaking Frail Aged Ltd. Member of the Western C.E.O. Network Committee. Secretary at the Ethnic Community Council. Former Commissioner of Multicultural NSW.



## George Margelis (Treasurer – Since October 2015)

George is a medical practitioner who has been deeply involved in technology for the last 30 years. Originally trained as an optometrist, he started tinkering with computers in 1981 when he bought his first PC, a Sinclair ZX80 before going back to medical school to complete his training at the University of Sydney. During that time he also started a software distribution company that grew to one of the largest district software sales companies in Australia.

He was CIO of a private hospital group as well as managing an innovative software development team that produced a personal health record for Australians 10 years before the PCEHR. He joined Intel in 2005, and then Intel-GE Innovations as they tried to radically transform healthcare, and has some amusing stories he can share about that time.

In 2013 he was appointed an Adjunct associate Professor at the University of Western Sydney with the TeleHealth research & Innovation Laboratory (THRIL), and is also currently a member of Ignition Labs a start-up incubator in the health space as well as a number of advisory roles. He is regular on the health care social media beat regularly blogging, tweeting, and commenting on healthcare trends. Over the last 3 decades he has been deeply involved in the healthcare world and the technology world, and sees a natural fit between the two. However there also exists a natural tension between good care and good technology that needs to be addressed.



## Emanuel Valageorgiou (Secretary)

Emanuel has been the Secretary of Multicultural Aged Care Inc. since being elected in 2007 and is an experienced NFP board director and was formerly a senior executive with TransGrid. He currently provides HR and change management consulting services to NFPs and small business. Emanuel has been a member of the Board of the Ethnic Communities' Council of NSW since 2005, serving as Secretary from 2007-11 and Chair from 2011-2013. He is co-founder and Deputy President of Glory Football Club and has extensive experience in voluntary organisations dealing with multicultural issues, aged and disability care, youth and sport.





### **Michael Hawatt (Member)**

Michael has been a Board member with MAC since 2006 and a Local Government Councillor with Canterbury City since 1995.

Michael is committed to volunteering in his local area with, professional organisations such as MAC, which serve the needs of the aging population.

Michael served on a number of local groups and is familiar with the community of Canterbury and ran on numerous occasions for the State Parliament. He is currently President of the Watson FEC, Lakemba SEC and Canterbury LGC for the Liberal Party and has also managed a number of election campaigns including Federal, State and Local Government.

Michael is a Finance Broker principal in Lakemba and is considering expanding his business to include Import and Export Trade. He has previously worked for a number of large companies including Qantas as a Computer Analyst.



### **Catherine Stofka (Treasurer - Resigned September 2015)**

Catherine has held financial and management roles in aged care since 1997, including residential care, community care and retirement village management. She is currently General Manager of a 99 bed residential aged care facility and is a member of Catholic Aged Care Sydney Advisory Committee. Catherine is a certified practising accountant with a Bachelor of Business (Accounting) degree and a Post Graduate Certificate in Aged Care Management.

### **Henry Pan (Retired July 2015)**

Mr. Pan has been a member of the Management Committee of Multicultural Aged Care Inc. since 1997. He has extensive experience in management and community services, in particular, he has been on the Board of Directors of the Chinese Australian Services Society Limited (CASS) for over 33 years. He was the founding Chairperson of CASS and held the Chairperson position for 25 years. He serves as the Executive Director of CASS voluntarily since 2008 until now. Mr. Pan has been doing voluntary work in many other community organisations for over 30 years and he held various important positions like Commissioner of the Community Relations Commission; Australia Day Ambassador appointed by the NSW Australia Day Council; member of the NSW Community Languages Schools Board and as a Member of the Equal Opportunity Division of the NSW Administrative Decisions Tribunal. Mr Pan was honoured with the Order of Australia Medal (OAM) in 1997 and has been presented with a number of Awards for his voluntary contribution to the community including Outstanding Community Services Award from both the Canterbury City Council and the Rockdale City Council in 1997; a Centenary Medal from the Federal Government in 2000 and the prestigious Quang Tart Life Achievement Chinese Community Service Award in 2007.

# Multicultural Aged Care Services

## HCP (Home Care Packages):

Funded by the Department of Health, HCP continued to be a vital program offering coordinated home support services to older frail people wishing to continue living quality and independent lives in their homes. From July 2015 all the HCP clients are offered the packages on CDC (consumer directed care) basis. HCP clients receive individual budgets enabling clients to choose their desired services, frequency, and delivery method. As living independently differs from one client to the other MAC's packages and service delivery are based on each consumer's lifestyle, needs and wishes. As a CALD care specialist, clients are teamed up with support staff who identify with their language and cultural background. MAC has fully embraced this approach to successfully deliver in home support in a comforting and personalized way.

MAC continues to refine its collaborative approach to enable clients to continue living independent optimal lives within their communities. Care plans are developed in full collaboration with the client and their carer or family by the relevant Bilingual Case Managers. Clients are free to choose their level of involvement. MAC sets specific milestones, strategies and support to empower clients to make informed decisions and achieve their desired goals. Our culturally and linguistically dedicated Case Managers then facilitate care services according to each client's care plan.

HCP program can be accessed by older frail persons 65+ years of age (50+ for Aboriginals and Torres Strait islanders). Self-funded retirees can also receive services privately on a cost for fee basis. Eligibility for these packages is determined by the Aged Care Assessment Team (ACAT).

Majority of HCP clients use the following services as part of their package in addition to continence aids and equipments to help them to live independently at home:

- **Domestic Assistance:** everyday help with duties such as home cleaning, washing, ironing, light gardening, or organising. Service time and days are tailored to suite each consumer's choice and lifestyle.
- **Personal Care:** assisting those who have difficulty with daily personal care such as showering, dressing, shaving, continence management, feeding and medication reminders.

- **Meal Preparation:** preparing balanced meals as per client's dietary needs, cultural background, tastes and preferences.
- **Transport Assistance:** offering consumers a safe alternative when driving becomes difficult and using public transport becomes unsafe. This service allows clients to maintain their mobility and independence so that they can continue to attend medical appointments, social or religious engagements, shopping or any other activities they choose to attend.

## HCP Service Levels:

Level 1 & 2	supports with basic or low care needs
Level 3	supports with intermediate care needs
Level 4	supports with high-level care needs

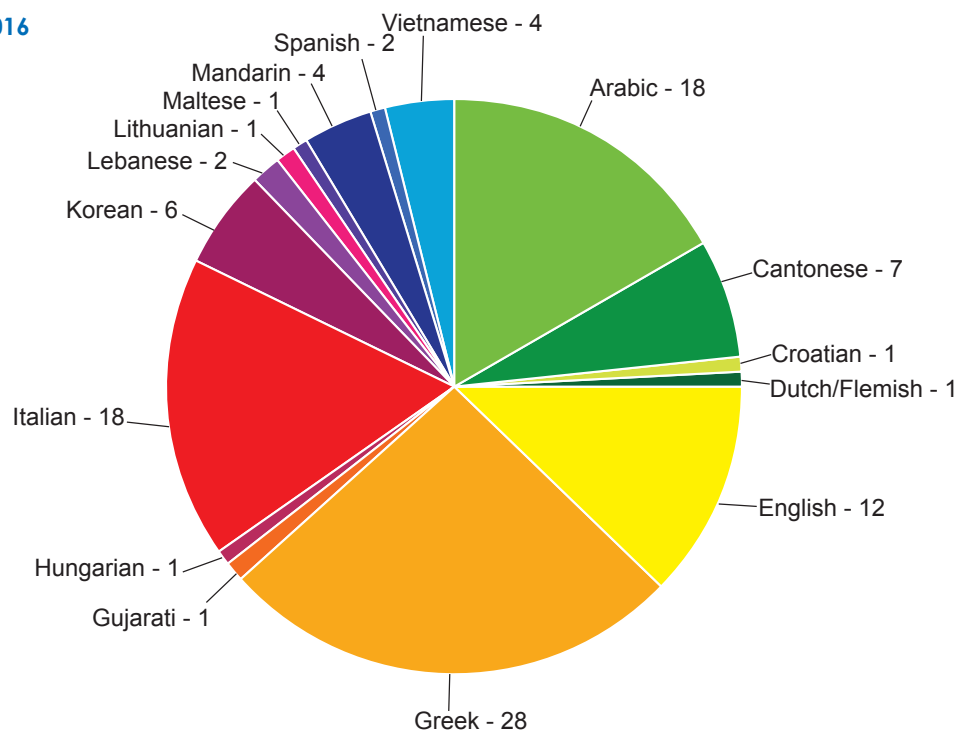
## Enhancements to Packaged Care Services:

This year services and resources were optimised to deliver clients additional allied health services such as nursing, podiatry, physiotherapy, mobility and lifestyle equipments directly advancing MAC's clients' quality of life. MAC has a list of preferred providers clients can choose from. Full transparency and monthly reporting on clients' budgets permitted both clients and Case Manager to explore these additional external support services. In 2015-2016, MAC has increased overall packaged services to a wide range of multicultural communities as reflected in the relevant chart.

“MAC’S HCP program focuses on partnership with the client, their family / caregiver, primary care physician, and the community all working closely towards the client’s independence.”

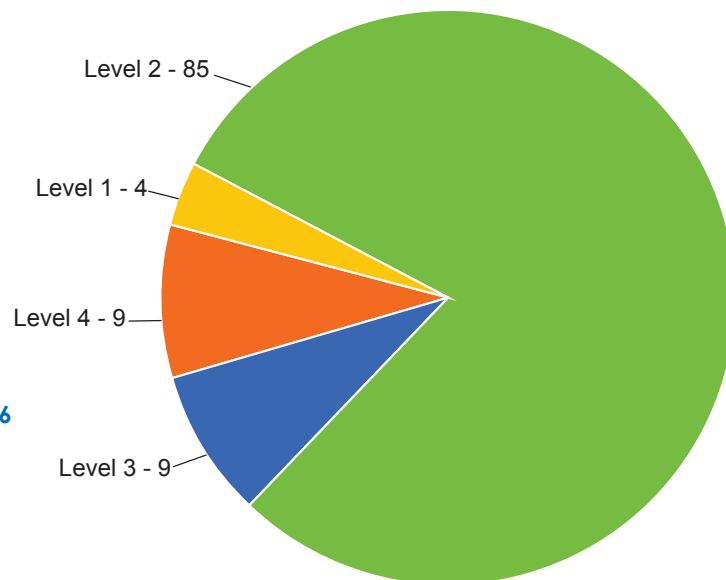
### Diversity of HCP Clients - June 2016

Language	No. Clients
Arabic	18
Cantonese	7
Croatian	1
Dutch/Flemish	1
English	12
Greek	28
Gujarati	1
Hungarian	1
Italian	18
Korean	6
Lebanese	2
Lithuanian	1
Maltese	1
Mandarin	4
Spanish	2
Vietnamese	4
<b>Total Clients</b>	<b>107</b>



### HCP Service Levels - June 2016

HCP Levels	No. Clients
Home Care Level 1	4
Home Care Level 2	85
Home Care Level 3	9
Home Care Level 4	9
<b>Total Clients</b>	<b>107</b>



### Gender of HCP Clients - June 2016

Gender	No. Clients
Male	79
Female	28
<b>Total Clients</b>	<b>107</b>

# Multicultural Aged Care Services - Contd.

## Commonwealth Home Support Program (CHSP)

### Care Relationships and Carer Support Sub Program - Centre Based Day Respite Services:

MAC continued to deliver a vital respite program for Arabic, Chinese, Italian, Greek and Vietnamese clients to socialize with peers from their local community to pursue hobbies, and maintain physical and mental capacity. The program is delivered by experienced staff from the group's relevant language and cultural background. Changing the program from fortnightly to weekly meetings this year, allowed participants to socialise more frequently and directly addressed clients' need to maintain social and community connections, overcome loneliness, isolation and depression. This is equally helpful to carers who get to benefit from weekly respite.

The groups' weekly meetings alternate between centre based activities and recreational outings. Centre based days incorporate social activities, mentally stimulating games, gentle exercises and key guest speakers discussing a wide range of topics.

Fortnightly outings are based on each group's preferences and interests, where Case Managers provide an option of locations and activities. The outings range from visits to parks, beaches, museums, restaurants, cultural places of interest and events. All centre based services provide convenient door to door transport and healthy nutritious meals.

Centre Based Day Respite delivered a range of engaging and meaningful activities such as:

- Gentle exercise
- Dancing
- Music
- Singing
- Cards
- Bingo
- Arts and crafts
- Guest speakers
- Mobile technology training
- Celebrations

Different groups enjoyed recreational outings based on each group's cultural interests and preference such as:

- Art Gallery of NSW
- Warragamba Dam
- Coogee Beach
- Bicentennial Park, Homebush Bay
- La Perouse
- Auburn Botanic Garden
- Chipping Norton Lakes
- Merrylands Central Garden
- Carss Bush Park
- Parliament House
- Cabarita Park
- Bulli Beach
- Dolls Point
- Watson's Bay Wharf
- Lake Parramatta Reserve
- Camellia Garden
- Chinese Buddhist Society
- Sydney Fish Markets
- Musical Concerts
- Christmas Shopping
- Birkenhead Point
- China Town
- Lake Alexandra Reserve, Mittagong
- Granville Club
- Merrylands RSL
- Seven Hills RSL

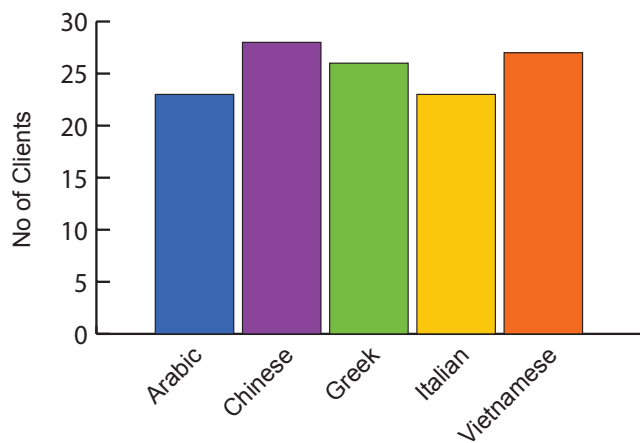
Select guest speakers held workshops and delivered information on various topics of interest on the following topics:

- Diabetes Awareness
- Oral Health
- Centrelink Information session
- CDC Presentation
- Hepatitis B Awareness
- Healthy Lifestyle
- Reducing Cancer Risk
- Mobile Phone workshop
- Seniors Rights Service
- Aged Care Advocacy
- Australian Hearing- including Hearing Screening/testing

- Osteoporosis
- Mental Health – Depression 2-part session
- Legal Issues-Wills, powers of attorney, and appointments of enduring guardianship
- Elder Abuse
- Medication Management

### Total Number of Centre Based Day Respite Clients - Financial Year

Language	No. Clients
Arabic	23
Chinese	28
Greek	26
Italian	23
Vietnamese	27
<b>Total Clients</b>	<b>127</b>



### Mobile Technology Workshop

All five-day care groups benefited from a mobile technology workshop where clients received training on the use of mobile and smart phones. The program was appreciated for providing valuable information and hands on individual support. The ongoing program continues to draw interest among day care participants for building confidence, empowerment and enhancing social connections with family and friends.



Clients at the mobile technology workshop

# Multicultural Aged Care Services - Contd.

## How Clients Spend Time at Centre Based Day Respite

MAC's bilingual support staff in dedicated chauffeured bus pick up clients from their homes to the relevant community centre.

Clients start the day by socialising while staff prepare and serve morning tea and a light snack. Clients are encouraged to participate in preparing tea for themselves. Followed by a gentle exercise session, and a guest presenter when scheduled, alternatively groups play cards, bingo, or memory games.

A culturally specific Lunch is prepared on site or catered allowing for all special dietary requirements.

In the afternoon, clients participate in more group activities such as music, dance or discussions.

## Community and Home Support Program

The Department of Health funds the Community and Home Support Subprogram under CHSP program to enable older frail people to benefit from entry level support to remain living independently. The Australian Government's My Aged Care initiative has made it easier for older frail people to access aged care services following a standardized assessment process through My Aged Care and Regional Assessment Services (RAS) system. Referrals from a GP or health practitioner, direct enquiries from clients or their representative go directly to the My Aged Care Contact Centre, either through their website or by telephone.

To access CHSP services clients are screened and assessed by a Regional Assessment Service (RAS) who organise services referrals.

Unlike packaged care, CHSP services are basic and provide limited support.



Clients enjoying various activities at Centre Based Day Respite

MAC delivers a range of cultural and linguistically appropriate services to assist clients with:

**Domestic Care:** assistance with basic routine household tasks like cleaning, washing, and bed making.

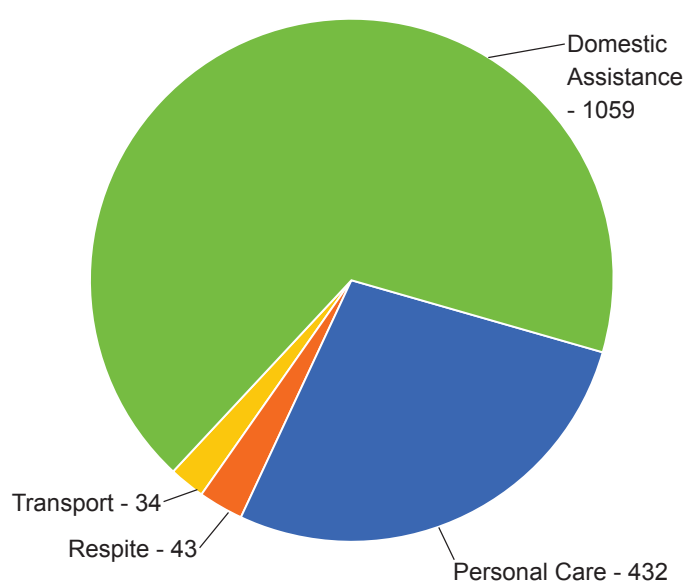
**Personal Care:** assistance with showering, personal hygiene, dressing, continence management, and medication reminders.

**Transport:** provide transport to shopping or medical appointments.

**Centre Based Day Respite Services:** access to any of the five cultural and linguistic day care services (Arabic, Chinese, Italian, Greek and Vietnamese) to maintain community ties.

MAC continued to deliver CHSP through the consumer directed care approach which empowers clients to take charge and participate in informed decision-making about the care and services they receive.

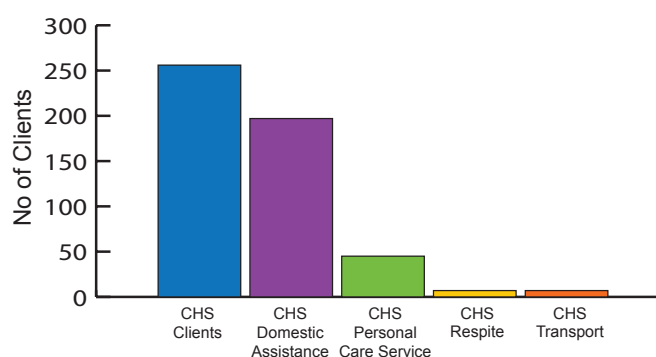
### CHS Service Sessions - April 2016



### CHS Clients - April 2016

CHSP Services Category	No. Clients
Domestic Assistance	197
Personal Care	45
Respite	7
Transport	7
<b>Total No of Clients</b>	<b>256</b>

### CHS Clients - April 2016



### CHS Service Category and Relevant Sessions within Targeted Areas - April 2016

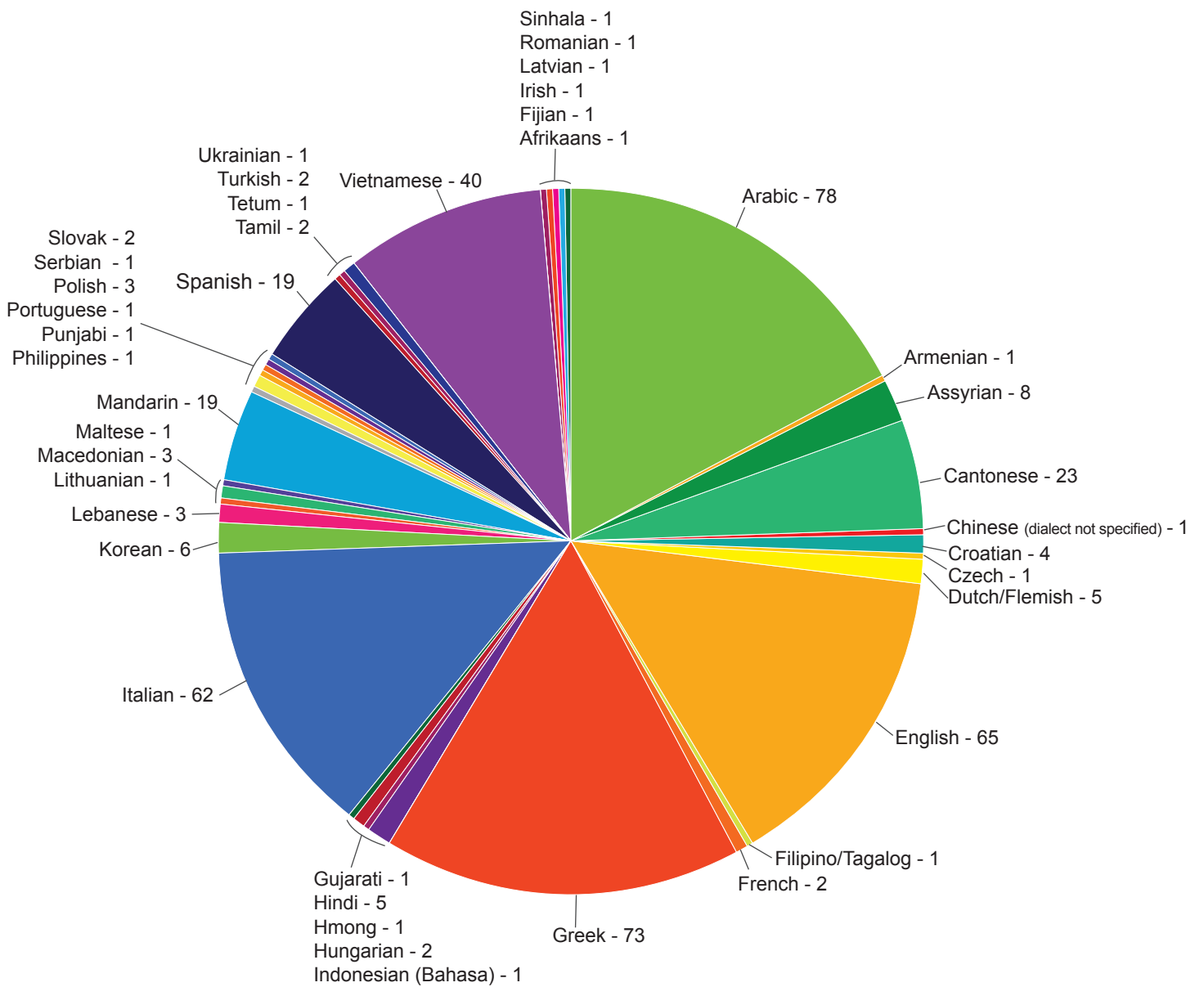
CHSP Services Category	South East Sydney	South West Sydney	Sessions
Domestic Assistance	227	832	1059
Personal Care	104	328	432
Respite	27	16	43
Transport	34	-	34
<b>Total No of Sessions</b>	<b>392</b>	<b>1176</b>	<b>1568</b>

# Multicultural Aged Care Client 2015-2016 Snapshot

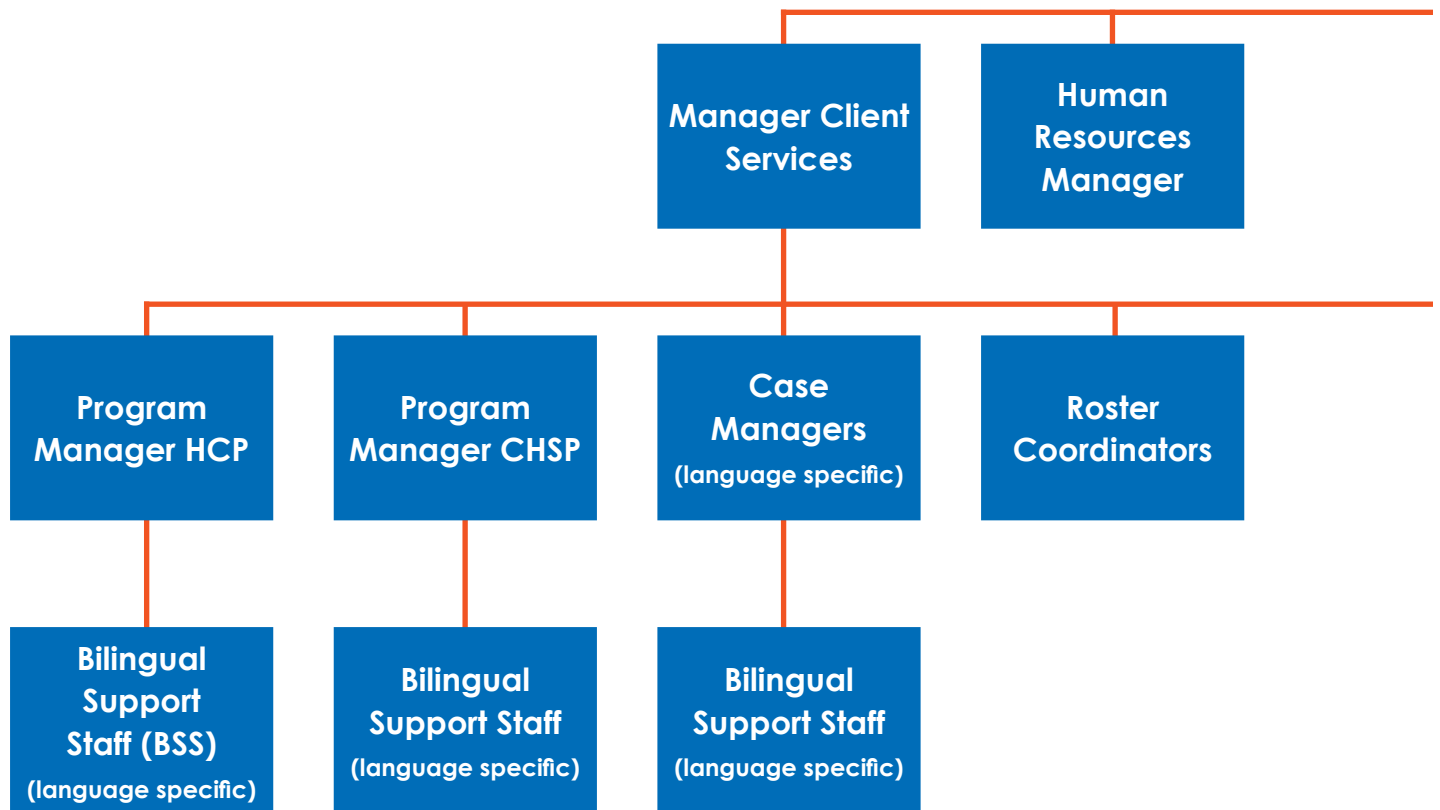
Language	No. Clients
Arabic	78
Armenian	1
Assyrian	8
Cantonese	23
Chinese (Dialect not specified)	1
Croatian	4
Czech	1
Dutch/Flemish	5
English	65
Filipino/Tagalog	1
French	2
Greek	73
Gujarati	1
Hindi	5
Hmong	1
Hungarian	2
Indonesian (Bahasa)	1
Italian	62
Korean	6
Lebanese	3
Lithuanian	1
Macedonian	3
Maltese	1
Mandarin	19
Philippines	1
Polish	3
Portuguese	1
Punjabi	1
Serbian	1
Slovak	2
Spanish	19
Tamil	2
Tetum	1
Turkish	2

Language	No. Clients
Ukrainian	1
Vietnamese	40
Croatian	1
Sinhala	1
Fijian	1
Romanian	1
Afrikaans	1
Irish	1
Latvian	1
<b>Total Clients</b>	<b>447</b>

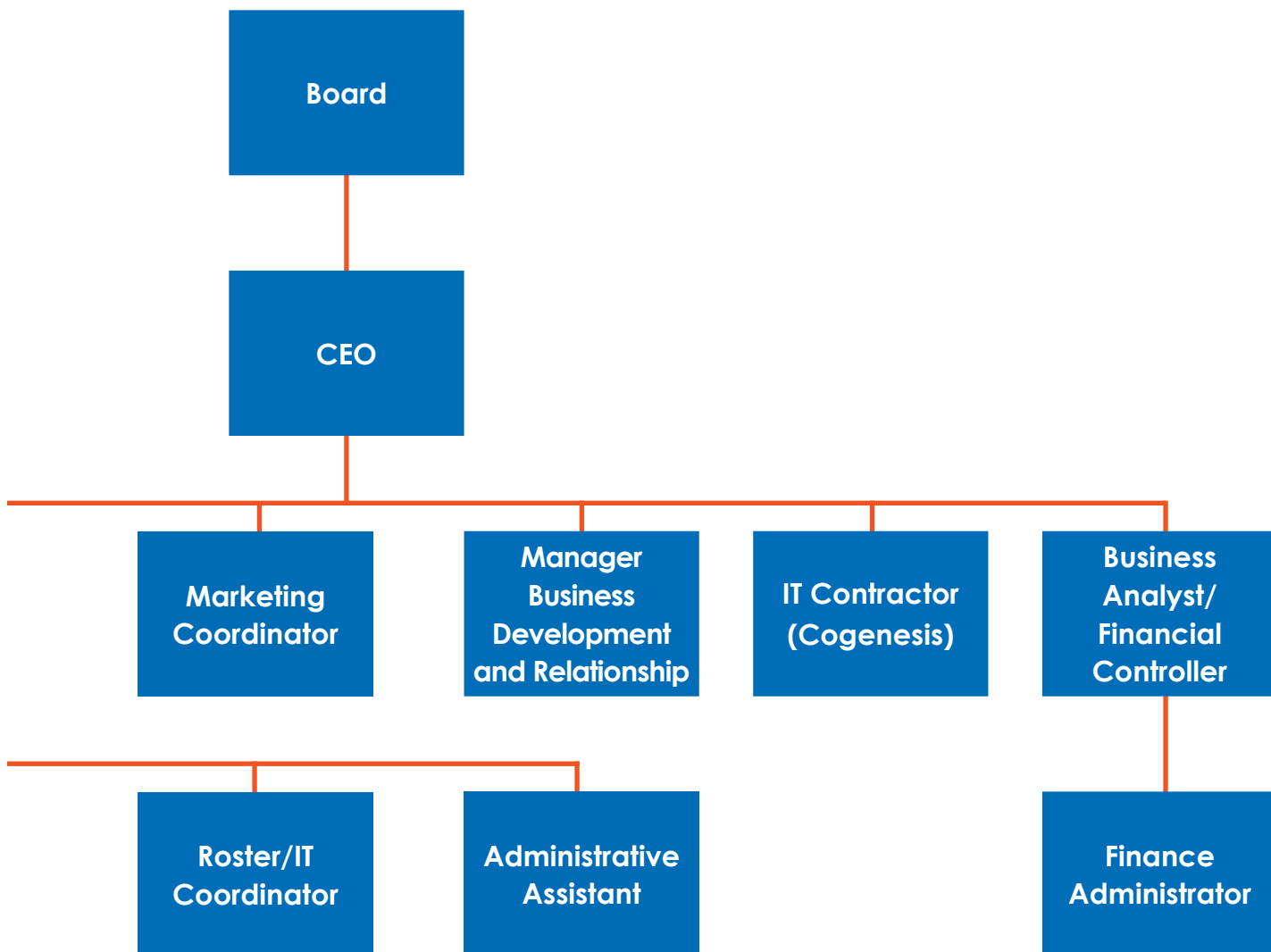




# Organisational Chart



Multicultural Aged Care continued to implement the agreed restructure initiated in 2014 following the organisational review facilitated by independent consultant. The following organisational chart represents stage 2 of this restructure process.



# Our Staff

## Staff Professional Development Activities

As a person centred organisation, we are committed to staff empowerment through training and development programs for staff at all levels of the organisation. MAC recognises the value of appropriately skilled staff to support the varied and complex needs of many clients, which ultimately results in increased skills, motivation, confidence and commitment to the clients and loyalty to the organisation. Continuous professional development is key to assisting staff to deal with clients' evolving needs, ensuring clients continue to receive the best care and support services.

Bilingual support staff training sessions conducted during this year:

1. Understanding professional boundaries and duty of care
2. Incontinence in elderly
3. Certificate IV in Home & Community Care
4. Enhancing independence
5. Timesheet training

Office Staff Professional Development activities during the year:

1. Understanding quality review
2. Process mapping
3. Marketing and branding
4. Timesheet training
5. Restructure workshop
6. Increasing choice in home care - legislative changes
7. Workforce training / ACS
8. Accounting for CDC & financial benchmarking for improved performance
9. TCM DSS DEX report training
10. Certificate IV in Leadership and Management



MAC Bilingual staff interacting with Centre Based Day Respite clients



MAC's staff constitute a multicultural work force well made up of men and women from a variety of cultural and racial backgrounds. Our staff is a good reflection of the population demographics and communities we support in our targeted areas.



### A Day in the Life of a Bilingual Support Staff

Approaching 20 years of service to the aged care CALD community, Raouf is one of MAC's long time bilingual staff (Arabic speaking).

Raouf's career started in 1995 as a volunteer at his local community church and in 1999 he joined MAC formerly known as CMADSS (Canterbury Multicultural Aged and Disability Services Inc.).

Raouf proudly states:

"Since the age of 9, helping older people has always been enjoyable, I often ran errands for elderly neighbours, and was always rewarded by kind words and occasional treats."

Throughout my work, I supported clients with diverse needs from basic level 1 or 2 care to level 4 considered high care. Working five days a week to support a maximum of 5 clients a day, my day starts at 6:45am where I can be called to assist clients with transport to medical procedures (dialysis or day procedures). From there I attend to other high care clients who might require personal assistance with showering, shaving, breakfast preparation or medication reminders. Other clients throughout the day may require similar support, shopping, or domestic help with general household duties (cleaning, washing, bed making and etc.).

As a bilingual support person, I assist many clients from different cultural backgrounds, and gender. As I am Arabic speaking I am usually called to assist clients who prefer a person who can relate to their language and culture. I tend to provide personal care to male clients for cultural and personal preferences.

All home support is now provided following the CDC (consumer directed care) initiative and in doing so I encourage and empower clients to participate as much as possible in decisions relating to their care. When engaging with client's I ensure they are treated with dignity, respect and consulted about their needs and preferences. For example, some clients prefer assistance with meal preparation followed by house cleaning so that the kitchen is tidied after they have prepared or had their meal, while others are just happy to have some help. It is very important to empower the client to be involved in the service delivery to enable

them to remain physically and mentally active as much as possible. It is also equally important to respect their privacy and dignity, and more so those with dementia or severe mobility restrictions.

For clients who have limited social interaction. I engage them more in general conversation and remain attentive to their needs. Whenever concerns arise about a client's health, physical or emotional disposition I communicate it to the Case Manager. The Case Manager will promptly contact them or their family/carer to investigate and most often visit to ensure concerns are addressed.

I continue to enjoy my work and to support MAC's mission which is "to ensure that individuals from culturally diverse backgrounds have access to appropriate aged care services and information to help them enjoy an optimal quality of life and stay independent".



MAC Bilingual staff with MAC client

# Special Activities and Events

## Relocation and official launch of New Premises

In December 2015 the organisation relocated premises after being at South Parade Campsie for almost two decades. MAC has settled in highly visible, larger and easily accessible contemporary commercial premises across the road from Canterbury hospital to accommodate the growing number of specialised multilingual staff and visiting clients. The relocation speaks to MAC's continued commitment to the community and ability to provide expanded services to meet the growing needs of rising CALD (culturally and linguistically diverse) communities.

The official launch of the premises in March was well attended by a number of dignitaries including the Hon John Ajaka, MLC- Minister for Ageing, Minister for Disability Services and Minister for Multiculturalism, The Hon. Sophie Cotsis, MLC - Shadow Minister for Ageing, Shadow Minister for Disability Services, and Shadow Minister for Multiculturalism; The Hon. Linda Jean Burney, Member for Canterbury, Deputy Leader of the Opposition, Shadow Minister for Education, and Shadow Minister for Aboriginal Affairs; Mayor Brian Robson, Canterbury Council among others Including Mayors/Deputy Mayors from other Councils , CEO of local Health districts and other community members. MAC's relocation and launch was also well covered in local media and the organisation was hailed for its continued support to the multicultural community.

## Annual General Meeting

Multicultural Aged Care 24th AGM was held at MAC old premises in South Parade Campsie on 7 December 2015. It was attended by the members of the organisation as well as Board members. After the AGM, Board members attended the farewell get together organised for retiring Board Members Henry Pan and Catherine Stofka (couldn't attend).



MAC board members



Hon. John Ajaka, MAC Chair and CEO



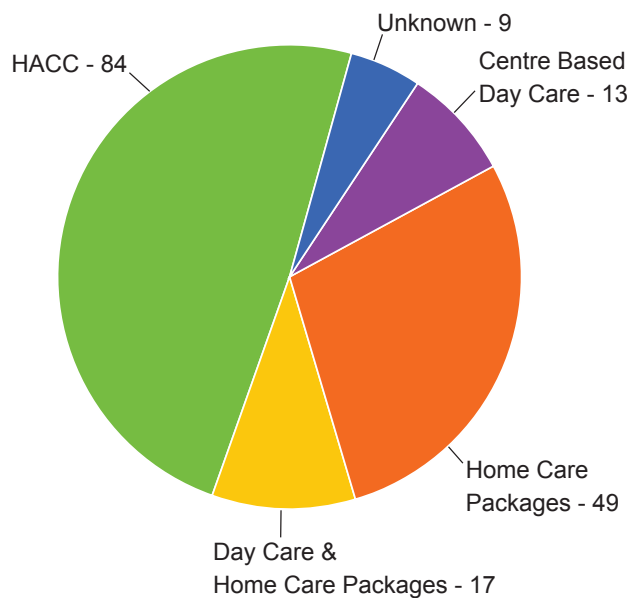
MAC board members and distinguished guests

## Annual Client Satisfaction Survey

MAC is delighted to report increased response rate of annual client satisfaction survey over the years. A total of 345 surveys were sent and 172 responses were received (a 50% completion). This compares to (49.8%) completed as compared to 112 (46%) completed surveys out of 240 in 2014.

Highlighted in the graph below, the survey responses were representative of MAC's service levels achieved across the range of clients from different language groups accessing MAC services. The greatest response was received from Greek speaking clients, followed by the Italian, Chinese and Arabic speaking clients, reflecting a change in pattern from 2014. In 2014 the second largest number of responses was from Vietnamese consumers, where as in 2015 Vietnamese consumers had the least response rate.

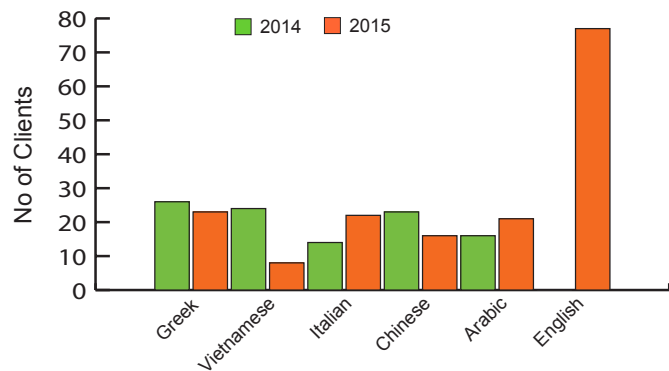
### Number of Clients Responses by Service Type



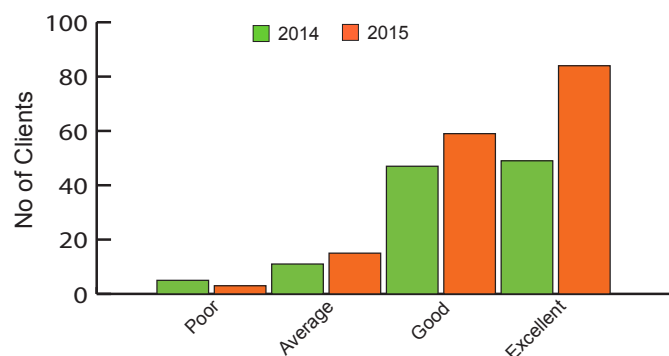
In 2015 more consumers completed the survey in English as opposed to previous years. However, this category does not reflect any specific consumer group and represented the cross-section of consumers across varied language groups.

In 2015, 87% of consumers who completed the survey expressed satisfaction with the service rating it as either excellent or good compared to 86% of consumers in 2014. In 2015, 50% of respondents rated the service excellent in comparison to 43.24% in 2014 however 37% rated the service good compared to 42.34% in 2014. Around 9% of respondents rated the service average in 2015 compared to 10% in 2014. 2% of the respondents rated the service poor in 2015 compared to 4% in 2014. Poor and average responses to service were due to rostering changes and reduced hours of service.

### Consumer Response by Language Group



### Consumer Rating of Service



# Special Activities and Events - Contd.

## Consumer Engagement Program

MAC recognizes that identifying new services is best accomplished through direct client consultation and collaboration. We delivered a consumer engagement program to promote consumer participation and gain first hand insight into clients' needs that were not easily identified from yearly client surveys. The program facilitated dialogue directly with clients from different cultural groups. Focus group sessions were held and represented by a cross section of clients (including carers) from day care and package care services. Discussions commenced with a detailed explanation of the current services provided, followed by purpose and desired outcome of the program from a consumer's perspective. A series of appropriate questionnaires were also completed by participants to identify areas of services refinement and uncover new services where clients required additional support. As a result of the program several support services were identified for future development and will be further explored in our upcoming annual client survey.

Client recommended services:

- Window cleaning
- Curtain cleaning
- Spring cleaning
- Gardening
- Pet services
- Home hair stylist/barber

## Pathway to Inclusion Project

MAC actively engaged and supported The 'Pathways to Inclusion' South-Asian Women's Project which celebrated the successful graduation of 12 women from the Indian sub-continent with a Certificate III in Community Care. The aim of the project was to support and train a group of women in Community Care who could ultimately address the needs of an ageing population, in particular, the needs of older migrants. MAC contributed to the program by providing work placements opportunities which resulted in casual employment of two participants since course completion.

## Senior's Week

In 2016, Seniors Week was celebrated from 1 - 10 April 2016. Aimed to improve community attitudes towards older people and ageing. It provided an opportunity for people of all ages to join together and celebrate the valuable contributions of older people. MAC once more contributed by holding a Safety Talk for Arabic Seniors, focus was on "How to stay safe at home, in your neighbourhood and on the road".

## Organisation Nomination for Award

MAC was proudly recognized and nominated on Australia day, for "2016 organisation of the year award" by the City of Canterbury for our contribution to the community. Recommendation for the nomination was made by long time satisfied clients. The award was well deserved recognition for the staff and organisation continued hard work over 24 years to support the community's frail and aged residents.



Tony Burke, Federal Member with MAC CEO and Chair



## Client Christmas Party

The 2015 Christmas celebration was attended by over 200 clients at the Lemnos Club in Belmore. With the help of staff, clients enjoyed the lunch event with multicultural food and a good line up of entertainment.



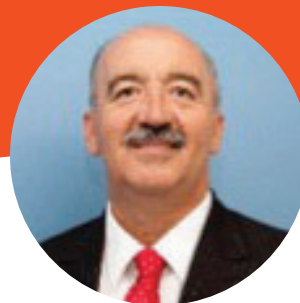
MAC 2015 Client Christmas Party

MAC CEO, Chair and Greek Case Manager

The cover features a solid blue background. A large, dark red triangle is positioned on the left side, pointing towards the center. The text 'Financial Report 2015/2016' is centered in the lower right area in white. A thin orange vertical bar is located on the right edge.

Financial Report  
2015/2016

# Treasurer's Report



As Treasurer of Multicultural Aged Care Inc., I am pleased to comment on financial performance for the past financial year.

The final accounts have been externally audited by an independent accounting firm, Meagher Howard & Wright. This external audit is a very important aspect of governance undertaken by the Board in accordance with the organisation's constitution and policies. An operating surplus of \$132,500 was achieved for the year, a significant drop from last year's surplus of \$205,000 despite a growth in our total income. This was due to costs associated with the move of our premises and hiring of new staff members. The achievement of responsible financial surpluses is essential to ensure continuing, quality services to the multicultural aged community now, and in the future. With this in mind, the appointment of an internal Financial Controller is a major step in achieving this goal.

As we enter a new era of aged care funding through Consumer Directed Funding, MAC is implementing the required changes to our operations, including our financial systems to ensure we succeed in the future. This includes updating our record systems and employing new technology to enable us to deliver high quality services whilst managing our costs.

Multicultural Aged Care continues to grow. Recent strategic planning has identified the need for further investment to ensure the organisation has the right partnerships, structure and capacity to continue growing services and meet increasing compliance requirements. We will also need to ensure that our financial systems and IT infrastructure are capable of serving a larger organisation. Fortunately, prudent financial management in the past has given us a strong base from which to make these investments in the future.

Finally, thank you to my fellow members of the Board for their contribution and support, to Rosy Walia for her commitment and leadership as CEO, and to all the staff for the wonderful and important care they provide to all our clients.

A handwritten signature in black ink, appearing to read 'George Margelis', written over a light blue background.

George Margelis

# Board's Report

Your Board members submit the financial report of the MULTICULTURAL AGED CARE INC for the financial year ended 30 June 2016.

## **Board Members**

The names of committee members throughout the year and at the date of this report are:

Jack Passaris  
Marta Terraciano  
Emanuel Valageorgiou  
Catherine Stofka (resigned September 2015)  
Henry Pan (resigned July 2015)  
Michael Hawatt  
George Margelis

## **Principal Activities**

The principal activities of the association during the financial year were to provide services to frail-aged people and their carers who are from culturally and linguistically diverse backgrounds and live in the Inner West, South East and South West Sydney area.

## **Significant Changes**

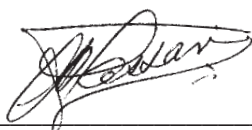
No significant change in the nature of these activities occurred during the year.

## **Operating Result**

The profit from ordinary activities after providing for income tax amounted to \$132,568.

Signed in accordance with a resolution of the Members of the Board.

Chair:



*Jack Passaris*

Dated this 27 day of September 2016

# Income Statement

For the year ended 30 June 2016

	2016	2015
Note	\$	\$
<b>INCOME</b>		
Client Contributions	423,396	288,834
Federal Grant & Subsidy Income	2,546,194	2,296,359
Membership	18	100
Insurance Recoveries	12,464	-
Interest Received	21,593	8,533
Interest on Investment	30,565	55,507
	<b>3,034,230</b>	<b>2,649,333</b>
<b>OTHER INCOME</b>		
Other Income	551	250
Centrelink - Maternity Leave	5,256	6,456
Gross profit from rental operations	60,000	-
	<b>65,807</b>	<b>6,706</b>
	<b>3,100,037</b>	<b>2,656,039</b>

# Income Statement - Contd.

	2016	2015
Note	\$	\$
<b>EXPENSES</b>		
Audit	8,382	7,500
Advertising & Promotion	6,409	687
Accounting	40,000	38,000
Bank Charges	2,540	1,060
Carer Resources	-	300
Cleaning	4,595	1,551
IT Computer Services & Mtce	17,362	46,420
Consultants Fees	51,265	7,333
Consumables	-	7,220
Contractors	8,897	-
Depreciation	39,559	36,183
Electricity & Gas	3,247	4,742
Equipment	3,060	1,705
Filing Fees	60	-
Fringe Benefits Tax	-	1,318
Sundry	1,160	425
Hire Hall	21,476	19,292
Insurance	17,291	12,875
CDC Home Care Expenses	11,353	-
Lease - Photo Copier	7,735	4,467
Legal Costs	400	86
Loss on Sale of Fixed Assets	2,393	-
Management Committee Expenses	1,959	1,538
Meeting Expenses	2,533	5,607
Organisational Review	-	123,468
Postage	4,087	2,430
Printing & Stationery	7,944	8,506
Staff Uniforms	2,670	3,053
Premises Expenses	81,421	60,000
Rates	5,700	3,964
Rent	52,500	-
Repairs & Maintenance	4,365	7,203

	<b>2016</b>	<b>2015</b>
<b>Note</b>	<b>\$</b>	<b>\$</b>
Salaries	2,375,185	1,647,032
Security	2,879	879
Services	110,954	90,693
Staff Amenities	566	443
Staff Training	6,556	11,894
Staff Recruitment	17,384	18,455
Staff Recognition	1,339	131
Strategic Plan	-	6,500
Subscriptions	13,063	5,709
Telephone	12,267	13,824
The Care Manager	9,247	20,379
Web Hosting	350	350
Refund of Unexpended Funds	7,316	227,413
	<b>2,967,469</b>	<b>2,450,635</b>
Profit before income tax	<b>132,568</b>	<b>205,404</b>
Retained earnings at the beginning of the financial year	<b>1,914,779</b>	<b>1,709,375</b>
Retained earnings at the end of the financial year	<b>2,047,347</b>	<b>1,914,779</b>

# Balance Sheet

As at 30 June 2016

		2016	2015
	Note	\$	\$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	3	2,459,321	2,820,957
Trade and other receivables	4	84,284	63,578
Prepayments		2,327	5,240
<b>TOTAL CURRENT ASSETS</b>		<b>2,545,932</b>	<b>2,889,775</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	5	749,701	699,987
<b>TOTAL NON-CURRENT ASSETS</b>		<b>749,701</b>	<b>699,987</b>
<b>TOTAL ASSETS</b>		<b>3,295,633</b>	<b>3,589,762</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and Other Payables	6	702,433	1,142,651
Employee benefits	7	250,103	236,582
<b>TOTAL CURRENT LIABILITIES</b>		<b>952,536</b>	<b>1,379,233</b>
<b>TOTAL LIABILITIES</b>		<b>952,536</b>	<b>1,379,233</b>
<b>NET ASSETS</b>		<b>2,343,097</b>	<b>2,210,529</b>
<b>MEMBERS' FUNDS</b>			
Reserves	8	295,750	295,750
Retained earnings	9	2,047,347	1,914,779
<b>TOTAL MEMBERS' FUNDS</b>		<b>2,343,097</b>	<b>2,210,529</b>



# Cash Flow Statement

For the year ended 30 June 2016

	2016	2015
Note	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Receipts from customers	3,131,133	2,980,460
Payments to suppliers and employees	(3,452,934)	(2,068,806)
Interest received	52,157	64,040
Net cash provided by operating activities	(269,644)	975,694
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Payments for property, plant and equipment	(100,242)	-
Net cash provided by (used in) investing activities	(100,242)	-
Net increase (decrease) in cash held	(369,886)	975,694
Cash at beginning of financial year	2,820,956	1,845,262
Cash at end of financial year	3 2,451,070	2,820,956

# Notes to the Financial Statements

For the year ended 30 June 2016

The financial statements cover MULTICULTURAL AGED CARE INC as an individual entity. MULTICULTURAL AGED CARE INC is a not for profit Association incorporated in New South Wales under the Associations Incorporation Act (NSW) 2009 and reporting under the Australian Charities and Not-for-profits Commission Act 2012.

The functional and presentation currency of MULTICULTURAL AGED CARE INC is Australian dollars.

## 1. Basis of Preparation

In the opinion of the Board of Management, the Association is not a reporting entity since there are unlikely to exist users of the financial report who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the Act.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 Presentation of Financial Statements, AASB 107 Statement of Cash Flows, AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors and AASB 1054 Australian Additional Disclosures.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non current assets, financial assets and financial liabilities.

## 2. Summary of Significant Accounting Policies

### Property

Freehold land and buildings are shown at their fair value (being the amount for which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction), based on periodic, but at least triennial, valuations by external independent valuers, less subsequent depreciation.

Independent valuation as at 30 June 2006 was provided by Mr Perry Du, Registered Valuer, of VJ Ray Valuation Pty Ltd

### Property, Plant and Equipment (PPE)

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all PPE is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

### Leases

Lease incentives under operating leases are recognised as a liability and amortised over the life of the lease term.

### **Impairment of Non-Financial Assets**

At the end of each reporting period the association determines whether there is an evidence of an impairment indicator for non-financial assets.

Where this indicator exists and regardless for goodwill, indefinite life intangible assets and intangible assets not yet available for use, the recoverable amount of the assets is estimated.

Where assets do not operate independently of other assets, the recoverable amount of the relevant cash-generating unit (CGU) is estimated.

The recoverable amount of an asset or CGU is the higher of the fair value less costs of disposal and the value in use. Value in use is the present value of the future cash flows expected to be derived from an asset or cash-generating unit.

Where the recoverable amount is less than the carrying amount, an impairment loss is recognised in profit or loss.

Reversal indicators are considered in subsequent periods for all assets which have suffered an impairment loss, except for goodwill.

### **Employee Benefits**

Provision is made for the association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled.

### **Provisions**

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

### **Cash and Cash Equivalents**

Cash and cash equivalents comprises cash on hand, demand deposits and short term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

### **Revenue**

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

All revenue is stated net of the amount of goods and services tax (GST).

### **Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of GST. The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the balance sheet.

# Notes to the Financial Statements - Contd.

Note	2016 \$	2015 \$
<b>3. Cash and Cash Equivalents</b>		
Cash in Hand	1,100	1,100
Westpac Bank	6,127	1,173
St George Fixed Deposit	1,144,689	1,115,728
Westpac - Cash Reserve Account	1,268,504	1,702,120
Westpac Credit Card	30,651	836
Deposits Refundable	8,250	-
	2,459,321	2,820,957
<b>4. Trade and Other Receivables</b>		
<b>Current</b>		
Grants/Interest in Arrears	45,099	10,344
Contribution Receivable	16,064	38,641
Tax Credit	5,054	-
GST on Acquisitions	18,067	14,593
	84,284	63,578
<b>5. Property, Plant and Equipment</b>		
<b>Land and Buildings</b>		
Land - at Cost	325,000	325,000
Buildings - at Cost	493,648	476,855
Less Prov'n for Depreciation	(147,849)	(125,171)
	345,799	351,684
<b>Total Land and Buildings</b>	<b>670,799</b>	<b>676,684</b>
Motor Vehicles - at Cost	47,842	52,576
Less Prov'n for Depreciation	(2,991)	(37,047)
	44,851	15,529
Computer at Cost	10,999	10,999
Less Prov'n for Depreciation	(10,999)	(9,108)
	-	1,891

	2016	2015
Note	\$	\$
	-	1,891
Furniture & Fittings - at Cost	120,889	85,221
Less Prov'n for Depreciation	(86,838)	(79,338)
	34,051	5,883
<b>Total Plant and Equipment</b>	<b>78,902</b>	<b>23,303</b>
<b>Total Property, Plant and Equipment</b>	<b>749,701</b>	<b>699,987</b>

## 6. Employee Benefits

### Current

Provision for Annual Leave	164,810	139,081
Prov'n for Long Service Leave	85,293	97,501
	<b>250,103</b>	<b>236,582</b>

## 7. Reserves

Asset Revaluation Reserve	<b>295,750</b>	<b>295,750</b>
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## 8. Retained Earnings

Retained earnings at the beginning of the financial year	1,914,779	1,709,375
Net profit attributable to the association	132,568	205,404
Retained earnings at the end of the financial year	<b>2,047,347</b>	<b>1,914,779</b>

# Statement by Members of the Board

The Board has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board the financial statements as set out on pages 24 to 36:

1. Presents a true and fair view of the financial position of MULTICULTURAL AGED CARE INC as at 30 June 2016 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that MULTICULTURAL AGED CARE INC will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:



Chair:

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*Jack Passaris*

Dated this 27 day of September 2016



**MEAGHER, HOWARD & WRIGHT**  
CERTIFIED PRACTISING ACCOUNTANTS  
ABN 42 664 097 441

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G. MIDDLETON B.COMM. ACA

FINANCIAL PLANNING  
MARK MAYCOCK J.P.

ASSOCIATE  
L.J. HOWARD O.A.M. J.P. B Ec. F.C.P.A.

Phone: 02 9387 8988  
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[greg@mhw.net.au](mailto:greg@mhw.net.au)

## INDEPENDENT AUDITOR'S REPORT

### TO THE MEMBERS OF MULTICULTURAL AGED CARE INC A.B.N. 77 985 958 011

#### Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report of Multicultural Age Care Inc., which comprises the statement of financial position as at 30 June 2016, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the responsible entities' declaration.

#### Responsible Entities' Responsibility for the Financial Report

The responsible entities of the registered entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and the Associations Incorporation Act 2009. The responsible entities' responsibility also includes such internal control as the responsible entities determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

#### Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I have conducted my audit in accordance with Australian Auditing Standards. Those standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the responsible entities' preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the responsible entities, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

### **Opinion**

In my opinion the financial report of Multicultural Aged Care Inc has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

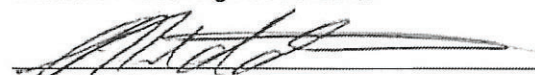
- (a) giving a true and fair view of the registered entity's financial position as at 30 June 2016 and of its financial performance and cash flows for the year ended on that date; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 the *Australian Charities and Not-for-profits Commission Regulation 2012*.

### **Basis of Accounting**

Without modifying my opinion, I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the responsible entities' financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose.

Name of Firm: Meagher Howard & Wright  
Certified Practising Accountants

Name of Principal:

  
Greg Middleton 24953

Address: Suite 505, 55 Grafton Street BONDI JUNCTION NSW 2022

Dated this 29th day of September 2016









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