

ANNUAL REPORT

2019-20





Contact

Phone: (02) 9718 6199

Fax: (02) 9789 2392

Email: admin@mc.org.au
referrals@mc.org.au

Office: Suite 30, 532 Canterbury Road,
Campsie NSW 2194

Hours: 9am – 5pm, Monday to Friday

multiculturalcare.com.au  

CONTENTS

VISION, VALUES & PURPOSE	04
CHAIR'S REPORT	05
CHIEF EXECUTIVE OFFICER'S REPORT	06
ABOUT MULTICULTURAL CARE	11
OUR YEAR IN REVIEW	12
OUR BOARD	14
COMMITTEE REPORTS	18
OUR PEOPLE	20
OUR FINANCIAL SUMMARY	22
OUR CLIENTS IN 2019-20	22
OUR SERVICES IN 2019-20	23
AGED CARE SERVICES	23
Home Care Packages (HCP)	24
Commonwealth Home Support Programme (CHSP)	28
Short Term Restorative Care (STRC)	32
Veterans' Home Care (VHC)	36
Private Care Services	38
Services to Sydney Local Health District	39
OTHER PROGRAMS	40
Art Therapy	40
Weavers Mentoring Program	42
Community Visitors Scheme	46
DISABILITY CARE SERVICES	48
CLIENT SATISFACTION SURVEY	50
FINANCIAL STATEMENTS	53
REFERENCES	77
ACKNOWLEDGEMENTS	77

VISION

As a provider of culturally specific services, we aspire to ensure that individuals from culturally diverse backgrounds have access to appropriate care services and information to help them enjoy an optimal quality of life, and stay independent.

PURPOSE

We will achieve this vision by:

- ✓ Facilitating client centred 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
- ✓ Where services are not provided by Multicultural Care directly, identifying suitable and appropriate service delivery partners and facilitating access for our multicultural communities to these partners
- ✓ Actively promoting culturally and linguistically appropriate care for our clients, their carers and the community in general
- ✓ Ensuring we operate a sustainable business that maximises the effective and efficient use of our people, physical and financial resources

VALUES

1. Customer focus and innovation

We continually strive to match our services to the evolving needs of our clients and participants, their families, and the community.

2. Inclusiveness

We will not exclude any individual from a culturally diverse community. If we cannot assist them we will find another organisation that can.

3. Equality and fairness

We respect differences, commit to fairness for all and do not discriminate in any way.

4. 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, honour our commitments and provide them with services that not only meet their needs but represent value for money.

5. 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 care services to culturally diverse communities.

6. Collaboration

We will work collaboratively with a broad network of stakeholders and partners to deepen our connections and strengthen our social impacts.

CHAIR'S REPORT



Jack Passaris OAM

Chair, Multicultural Care Board

On behalf of the Board, it is my pleasure to present Multicultural Care's 29th Annual Report. This year was a successful year for our organisation, as we continued to grow the range of services we offer.

Our clients come from all around the world and speak more than 42 different languages including Arabic, Mandarin, Cantonese, Italian, Greek, Punjabi, Korean, Hungarian, Hindi, Serbian, Tagalog and Vietnamese.

We are proud that during this past year we have continued to provide customer-focused and industry recognised in-home care services for our clients, and have continued to care and support people from diverse communities across the Inner West, South East and South West suburbs of Sydney.

Over the past 12 months, 949 Multicultural Care clients received services from our team of almost 100 front-line staff members, who each come from diverse backgrounds themselves. This diversity allows our clients to be matched with a carer from a similar cultural background, who can tailor care to meet the cultural and language needs of our clients whilst providing them with great customer service, care and support. This results in improved health outcomes and quality of life for people of all cultural backgrounds.

The services we offered this year included Home Care Packages (offered via a consumer-directed care approach), Short-Term Restorative Care packages, Veterans' Home Care Services, Community Visitors Scheme, Weavers Mentoring Program (Peer Support for Carers), Art Therapy – and the Commonwealth Home Support Programme which includes funded domestic assistance, personal care, transport, occupational therapy and multicultural centre-

based day respite. As an NDIS provider, our Disability Services included assistance with personal care and household tasks, development of life skills, support to participate in the community, and plan management.

Multicultural Care ensures that language and cultural understanding is at the heart of each of the services we deliver. Our staff continue to empower people from diverse backgrounds to stay living in their own homes independently— and to participate in their communities with dignity.

I would like to thank my fellow Board members for their contribution and support this year. We also acknowledge the support of our funding bodies: Australian Government Department of Health, Department of Human Services, Department of Veterans' Affairs, Department of Social Services, NSW Department of Communities & Justice and the National Disability Insurance Agency.

Finally, I would like to thank all the staff at Multicultural Care for their dedication, in particular our CEO Dr Rosy Walia. I congratulate them all on a very successful year and wish them all the best for the year to come.

A handwritten signature in black ink, appearing to read 'Jack Passaris'.

Jack Passaris OAM
Chair

CHIEF EXECUTIVE OFFICER'S REPORT



Dr Rosy Walia GAICD

Chief Executive Officer/
Company Secretary

I am pleased to present the 2019–20 Multicultural Care Annual Report, which encapsulates our activities for the period of 1 July 2019 to 30 June 2020.

We faced unprecedented times this financial year with the onset of the COVID-19 pandemic. This saw the need for our organisation to quickly adapt to the climate to ensure the continued safety of staff, volunteers, consumers, participants and their families. We demonstrated our organisational agility, through the fast and effective implementation of robust COVID-safe practices — in line with government advice and guidelines.

We developed and implemented an effective COVID-19 Response Plan, reviewed and updated our Business Continuity Plan and Risk Register, and enforced strict infection control measures for all staff — including escalated PPE (Personal Protective Equipment) protocols for frontline staff.

A spate of new policies were devised and implemented in response to the crisis climate. These include an Epidemic / Pandemic Policy and Procedure, and a Working from Home Covid-19 Policy and Procedure.

Most importantly, we continued our core activities: delivering services to those who rely heavily on Multicultural Care to continue living independently in their own homes with dignity.

We also re-designed the delivery of some of our services and programs to ensure continued client contact and care to those at risk of isolation and loneliness due to the pandemic.

Further supports included the creation of a 'COVID-19 Updates' page on our website, sharing latest health advice with key stakeholders in multiple languages.

The lockdown saw a big change in our office culture too, with the majority of staff having to work remotely from home. This resulted in a change in the configuration of our IT server so that it could better meet the needs of staff.

I am proud of the way our organisation rose to the challenge of absorbing the immense amount of information circulating during the pandemic — and the way we curated and communicated this in a concise and relevant manner to staff on a weekly basis.

Unfortunately, due to the pandemic, we had to cancel our much-anticipated Harmony Week Festival — but we look forward to hopefully presenting this in the next 12 months.

As an organisation we have been confronted, challenged and somewhat energised by these unforeseen events — but Multicultural care has been well-managed over the last decade — and has clearly demonstrated we have the resources to navigate through this crisis, and to continue effectively serving our clients now and well into the future.

2019 Client Satisfaction Survey

Our client survey results were pleasing, revealing that 72% of our clients would recommend our services to others. Also, an impressive 86% rated our services as being 'excellent' or 'good'. Nine percent see them as 'average' —and we received zero ratings for 'poor' services (5% of respondents did not complete the section). Multicultural Care is committed to delivering quality, customer-focused services and we will continue to work hard to see where improvements can be made.

Awards

In January 2020, Multicultural Care took home the Voice Project's Best Workplace Award for 2019. The 'Best Workplace' awards recognise organisations that have achieved exceptional levels of employee engagement and satisfaction, creating positive change and empowering an engaged workforce. Our organisation exceeded an average of 80% staff satisfaction, outperforming the industry benchmark by more than 10 percentage points. Staff expressed high levels of employee engagement (91%), reported high levels of wellbeing (89%) and high perceptions of progress within the organisation (84%). Ninety-three percent of staff completed the survey. We are proud of this excellent achievement.

This year, we also made it as a Finalist in the Health Improvement Services category of the Canterbury-Bankstown Local Business Awards. We hope to bring the award home next year!

Services and Programs

Following a successful tender application, Multicultural Care commenced the provision of at-home Personal Care, Domestic Assistance, Flexible Respite and Assisted Transport services through the Sydney Local Health District (SLHD) in May 2020. The services are provided by referral through the RPA, Canterbury and Concord Hospitals.

Our Weavers Project, which was due to finish by June 2019, was extended for another 12 months — providing continued support to carers from a CALD Background, tackling some of life's toughest challenges. The project was tweaked to continue delivering benefits to many throughout COVID-19.

Greater resources this year were focused into pivoting our current services. COVID-19 presented an opportunity to tailor our services to people who have little or no support networks, who perhaps faced greater challenges during the pandemic.

New systems

Much work has gone into updating our systems in order to adapt to the changing needs of the sector. One key area of focus has been the replacement of our current Customer Relationship Management system, TCM (The Care Manager) with AlayaCare. Offering a complete stakeholder management approach to client care, AlayaCare is an all-in-one software solution with a platform for office staff, mobile application for Bilingual Support Staff (BSS) and family portal for clients and their families. Further, the system supports third party integrations, which means it can be integrated with our payroll and HR systems in the near future.

This financial year also saw the launch of our new online Learning Management System, E-Scout, which is facilitating our staff's continued learning and education.

Further, in a commitment to continuously improve our communication processes, we upgraded our office internet and provided all our BSS with formal Multicultural Care email addresses.

Transforming our organisation

Multicultural Care continued to implement its restructure process initiated last year, in order to adapt to the changing needs of the disability and aged care sector.

Our new organisational structure was implemented by natural attrition, except for two redundancies.

The focus this financial year was on the final stage of the restructure. This involved the appointed Team Leaders meeting with their teams to implement several adjustments to staff job descriptions, to align with new requirements.

Staff embraced these changes and the culture of the organisation remained positive.

Our organisation also implemented a Whistleblower Policy in line with the new federal whistleblower laws that took effect on 1 July 2019.

The Aged Care and Disability Sectors

This year has seen much focus into evaluating care services received by older Australians in order to inform understanding and implement change.

On 1 July 2019, the Aged Care Quality and Safety Commission began evaluating and monitoring quality of care and services against the Aged Care Quality Standards, conducting a phone survey to hear from home care clients and their representatives about their experience of care and services, as well as to understand impacts to care during COVID-19.

The new Charter of Aged Care Rights (the Charter) commenced on the 1st July 2019 for all clients funded by the Department of Health. In line with this, Multicultural Care's Coordinator (or Care Advisor) began discussing the Charter with clients who started services prior to 1 July 2019, during their review visits or phone calls. A copy of the Charter was also sent to all of our existing clients with our newsletter in early August 2019.

In October 2019, The Royal Commission Interim Report into Aged Care Quality and Safety revealed that older citizens are neglected by an aged care system that fails to meet their needs.

Multicultural Care welcomed the findings that older Australians — often the most vulnerable in our community — deserve consistent safe and high-quality care. As a result, we undertook relevant actions including a special discussion meeting with the Board, which resulted in devising and implementing communication strategies for all relevant stakeholders, including clients.

Multicultural Care welcomed the appointment of the first Ageing and Disability Commissioner in NSW. We hope this will significantly reduce cases of abuse to the elderly and to people with disability in our state.

Improving Quality in line with NDIS and Aged Care Standards

Work continued on implementing our Quality Improvement Plan (QI workplan), addressing the gap analyses audit conducted last financial year.

Our Consumer Handbook and Clinical Governance and Infection Control Policies were updated in line with current aged care standards. Our Policy and Procedure Manual was reviewed and re-designed for better accessibility. A Policy Register was created, and all policies and procedures were uploaded into our Human Resources Information System (HRIS) for easy access by all staff.

A Quality Improvement Framework was developed, with quality improvement activities added to the Quality Improvement Register.

Our NDIS registration was successfully renewed, meeting the new NDIS Practice Standards. The audit conducted in August 2019 revealed that our organisation has robust systems in place. Feedback received from both BSS and participants was very positive. All BSS were happy working for Multicultural Care, feeling supported in their work and expressing passion and care for the services they provide. Participants also expressed satisfaction with services they received,

and with the staff that deliver them — with only one participant uncertain about which service they received from Multicultural Care. Our NDIS registration is valid until November 2022.

This year, we adopted the Open Disclosure and Clinical Governance frameworks to align with the Aged Care Quality and Safety Commission's (ACQSC) recommendations. With the number of our clients accessing high-level packages increasing, it has been more critical for us to adopt these frameworks.

Collaborations and partnerships

End of Life Direction for Aged Care

Multicultural Care continued to improve access to palliative care for our clients through our partnership with End of Life Direction for Aged Care (ELDAC). Run by a collective of five national bodies and three universities, ELDAC has continued to provide training to our BSS in delivering the specialised care needed for clients living with a serious illness. In October 2019, we also organised a partner meeting as part of the Working Together component of ELDAC to build relationships with palliative care teams and specialist services in our targeted area.

Our commitment to support palliative care clients and their families was also demonstrated through our continued participation in the End of Life and Palliative Care Stakeholder Engagement Reference Group, where as CEO of Multicultural Care, I am an Aged and Community Services Australia (ACSA) representative.

Australian Community Care Outcome Measurement Tool

Demonstrating the impact of care programs is an essential component of quality monitoring and improvement processes. For this reason, Multicultural Care committed to adopting the Australian Community Care Outcome Measurement (ACCOM) Tool – a robust system to monitor and measure the outcomes of programs delivered to our clients at home. The tool works by evaluating feedback from both individual consumers and their case managers (or key service workers). The stakeholders separately address care outcome questions, allowing results from both perspectives to be pooled. This important tool will inform our future care planning and review processes. Data collection commences in the next financial year.

CARE-IT Research Project

Multicultural Care's participation in the CARE-IT Research Project, conducted by the Aged Care Industry Information Technology Council, will assist in identifying technology and innovation benchmarking for the sector and contribute to the development of strategy and investment for the future. The project in full is titled, *The Capabilities in Aged & Community Care Readiness: An Evaluation of Innovation & Technology*. Our contribution involved the completion of a survey.

Collaborative Against Abuse of Older People in Sutherland Shire

In January 2020, Multicultural Care joined the Collaborative Against Abuse of Older People in Sutherland shire, appointing two representatives to help raise awareness and combat the issue of elder abuse in this region.

Conferences and summits

Multicultural Care continues to inform the aged care and disability services sector about the needs of people from diverse communities. It was my pleasure to speak at the following events this year:

- **25-26 September 2019:**
4th Future of Aged Care Summit
Topic: 'Thinking strategically and responding quickly'
- **8-10 October 2019: ACSA National Summit**
Topic: 'Weaving a new cloth'

Thanks

My sincere thanks for the continued financial support of these funding bodies: Department of Health, Department of Human Services, Department of Veterans' Affairs, Department of Social Services, NSW Department of Communities & Justice, and the National Disability Insurance Agency.

I wish to convey my sincere gratitude to our dedicated Multicultural Care team, especially our frontline workers, who have all demonstrated their personal resilience and commitment to our values by continuing the delivery of quality care to our clients – without any disruptions throughout the COVID-19 pandemic.

I also extend my gratitude to the Multicultural Care Board for their ongoing dedication and support this year.

Finally, my sincerest thanks to our clients, consumers, participants, and their families who have entrusted their loved ones to our care. We look forward to continuing our partnership with you in the next 12 months.



Dr Rosy Wallia GAICD
Chief Executive Officer/Company Secretary

“
We carefully select and train
our team members to provide
the most optimal care, aiming
to enhance the health and
wellbeing of the diverse
communities we serve.
”



ABOUT MULTICULTURAL CARE

For almost three decades Multicultural Care has provided in-home care services to people from all cultural backgrounds in Sydney's South East, South West and Inner West.

Our support services are delivered **by staff who can meet each client's specific cultural and language needs**. Our 100% customer-focused care approach **helps clients continue to live independently in their own homes** — the way they want to — for the longest period of time possible.

Multicultural Care receives funding from State and Federal Government departments to provide in-home care services to **older people from Culturally and Linguistically Diverse (CALD) backgrounds**.

We also deliver disability care services to people of all ages, as a registered National Disability Insurance Scheme (NDIS) provider.

Multicultural Care understands the importance of great staff. **We carefully select and train our team members** to provide **the most optimal care**, aiming to enhance the health and wellbeing of the diverse communities we serve.

Each staff member encompasses our organisational values of **customer focus, inclusiveness, fairness, integrity, accountability, innovation, collaboration and equality**.

Multicultural Care is committed to matching each client, where possible, with a member of staff who not only has a **rich understanding of their cultural heritage**, but also **fluency in the client's mother tongue**— to become a **dedicated partner in care**.

Multicultural Care strongly advocates independent living as being a vital factor for the wellbeing and fulfilment of our community — and even more so for people from culturally diverse backgrounds, who face greater challenges due to language and cultural differences.

OUR YEAR IN REVIEW

JULY 2019

- ✓ Announced as a finalist in the Health Improvement Services category of the Canterbury Bankstown Local Business Awards
- ✓ New Home Care Packages Pricing Structure is introduced

AUGUST 2019

- ✓ Organisational restructure is completed – future-focused

SEPTEMBER 2019

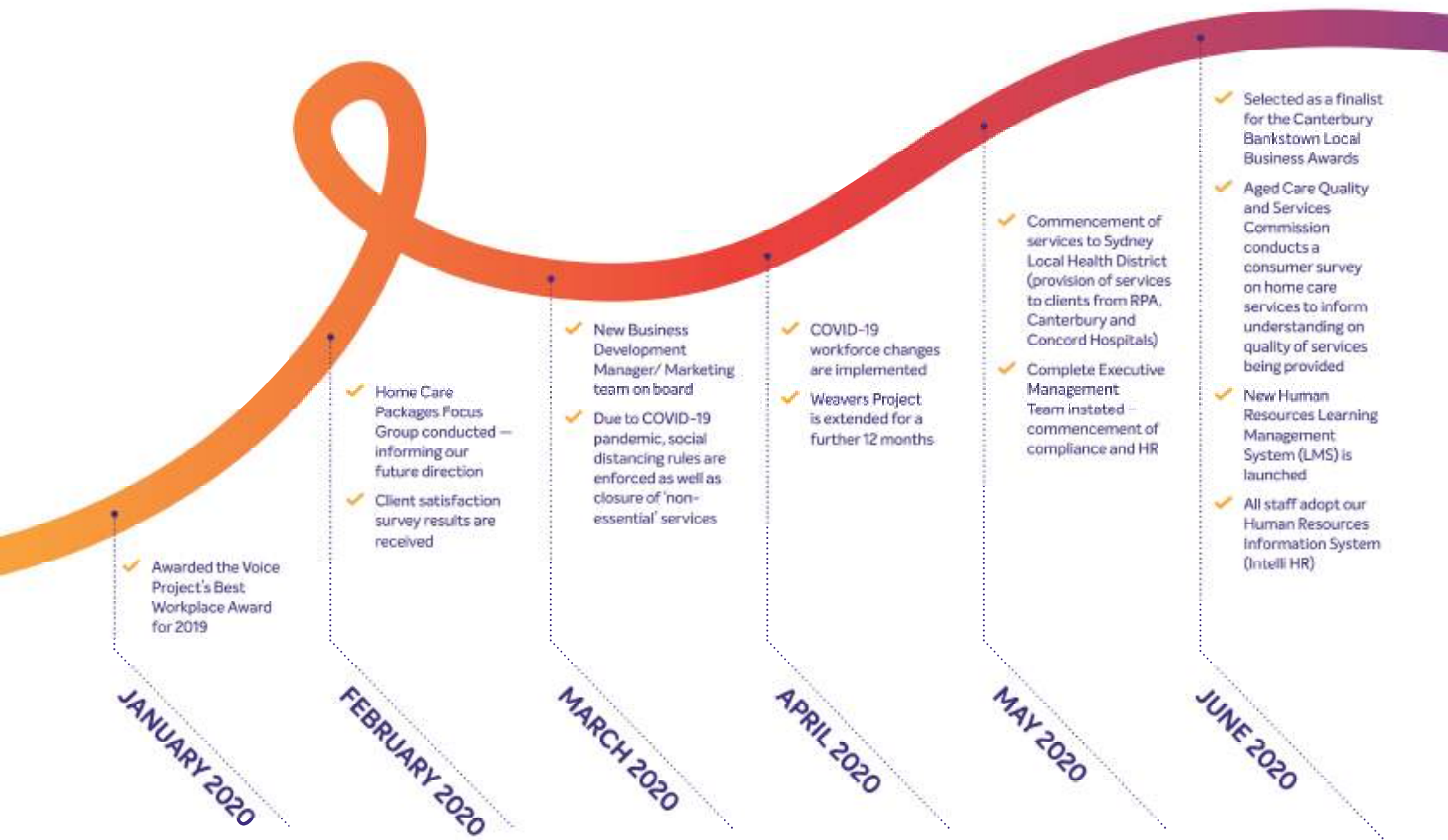
- ✓ NDIS focus group conducted

NOVEMBER 2019

- ✓ Voice Project staff survey is conducted
- ✓ Client satisfaction survey is conducted

DECEMBER 2019

- ✓ Staff survey results are revealed by the Voice Project



JANUARY 2020

- ✓ Awarded the Voice Project's Best Workplace Award for 2019

FEBRUARY 2020

- ✓ Home Care Packages Focus Group conducted – informing our future direction
- ✓ Client satisfaction survey results are received

MARCH 2020

- ✓ New Business Development Manager/ Marketing team on board
- ✓ Due to COVID-19 pandemic, social distancing rules are enforced as well as closure of 'non-essential' services

APRIL 2020

- ✓ COVID-19 workforce changes are implemented
- ✓ Weavers Project is extended for a further 12 months.

MAY 2020

- ✓ Commencement of services to Sydney Local Health District (provision of services to clients from RPA, Canterbury and Concord Hospitals)
- ✓ Complete Executive Management Team instated – commencement of compliance and HR

JUNE 2020

- ✓ Selected as a finalist for the Canterbury Bankstown Local Business Awards
- ✓ Aged Care Quality and Services Commission conducts a consumer survey on home care services to inform understanding on quality of services being provided
- ✓ New Human Resources Learning Management System (LMS) is launched
- ✓ All staff adopt our Human Resources Information System (Intelli HR)

OUR BOARD



Jack Passaris OAM

Chair, Multicultural
Care Board

Jack Passaris OAM was appointed Chair of Multicultural Care in 2003 and has held the position ever since. He is also a board member of the Ethnic Communities' Council of NSW and a Foundation and Life Member. Jack 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. Jack is a Trustee of the Foundation for Hellenic Studies (UNSW). In 2009, Jack received the Order of Australia Medal for his services to the community 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. Jack has extensive experience on not-for-profit boards and community organisations. He has always had a strong passion for multiculturalism and for the development of a culturally diverse society.



Liang Joo Leow

Director
Chair, Risk and Compliance
Committee

Liang Joo Leow is a medical professional with a passion for clinical as well as information and communications technology governance. He has served on peak advisory committees at the Therapeutic Goods Administration and St Vincent's Health Australia and is a graduate of the Australian Institute of Company Directors. An experienced educator, he is appointed Conjoint Senior Lecturer at the University of New South Wales and Adjunct Clinical Senior Lecturer at the University of Notre Dame Australia. He is a research supervisor and examiner at St Vincent's Clinical School and the University of New South Wales; and has broad medical research interests, with international journal publications this year in the fields of medical ethics, medicines safety and clinical medicine. Driven by eclectic interests, Liang Joo has studied at four Australian universities and holds tertiary qualifications in public health, tropical medicine, information technology and linguistics. Upon graduating from medical school, Liang Joo began his career in an unrelated field, as a management consultant at the Boston Consulting Group. Liang Joo was a winner of the inaugural James Cook University Outstanding Young Alumni Award and the Australian Institute of Interpreters and Translators' inaugural Award for Excellence in Interpreting. He received an Alumni Achievement Award from the University of New England in 2019, where he is currently undertaking a PhD. His multicultural and language experience includes subtitling at the Special Broadcasting Service, examining for the NSW Board of Studies and the National Accreditation Authority for Translators and Interpreters, and interpreting at meetings of the United Nations, World Bank and G20.



Shirley Cho

Director

Chair, Finance & Audit Committee

Shirley Cho is a skilled governance professional with a focus on good governance in the not-for-profit sector. She supports older people from culturally diverse backgrounds in the community. She was elected to the Board of Multicultural Care in 2018.

Shirley is a financial executive with business acumen and hands-on experience in accounting and financial management in the customer-centred industry. Shirley is a Fellow Certified Practising Accountant. Her previous roles in the last five years include NSW Councillor of CPA Australia and Board Member and Treasurer of Connect: Inner West Community Transport Group.



George Margelis

Director

Chair, Consumer/Participant
Engagement Committee

Member, Risk & Compliance
Committee

George Margelis 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. He was Chief Information Officer (CIO) of a private hospital group, as well as managing an innovative software development team that produced a personal health record for Australians ten years before My Health Record was launched. He joined Intel in 2005 and then Intel-GE Innovations. In 2013 George was appointed an Adjunct Associate Professor at the University of Western Sydney with the TeleHealth Research & Innovation Laboratory (THRIL). In 2014 he was appointed to the IT in Aged Care Hall of Fame for his work in the use of technology in aged care. In 2019 he took on the role of Independent Chair of the Aged Care Industry Information Technology Council.



Diana Chang

Director

Member, Risk & Compliance
Committee

Diana Chang joined the Board in 2019. Diana has over 35 years' experience as a commercial litigation lawyer and has been consistently recognised as a leading and recommended practitioner in litigation and alternative dispute resolution in Australia. She has been a partner in commercial law firms including a founding partner of a leading corporate boutique law firm and Office Managing Partner and Practice Leader in the Sydney office of Clifford Chance a global law firm. Throughout her career Diana steered and actively contributed to community engagement and social justice initiatives of the firms she worked at. Between 2016–2017 she was a Member of the NSW Law Society Diversity and Inclusion Committee whose role is to promote diversity, equality and inclusion in the legal profession. She was also a part-time member of the Australian Takeovers Panel for six years. She is a graduate of the Australian Institute of Company Directors. Diana is also the Secretary and Chair of the Risk Committee of South West Sydney Legal Centre.

OUR BOARD



Emanuel Valageorgiou

Director

Member, Finance & Audit and Risk & Compliance Committees

Emanuel Valageorgiou joined the Board in 2007, serving for several years as Secretary. He is an experienced not-for-profit (NFP) board director and was formerly a senior executive with TransGrid. He also has extensive experience in voluntary organisations dealing with multicultural issues, aged and disability care, youth and sport. Emanuel has been a Director of the Ethnic Communities' Council of NSW since 2005, serving as Secretary and Chair and is currently its Treasurer. He serves as a member of Multicultural NSW's Western Sydney Regional Advisory Council. Emanuel is also Vice President of the Samian Brotherhood of NSW and a co-founder of Glory Football Club. He currently provides human resources and change management consulting services to not-for-profits and small businesses.



Michael Hawatt

Director

Member, Finance & Audit Committee

Michael Hawatt has been a Board member since 2006. He was a Local Government Councillor with Canterbury City Council from 1995 till 2016. During these years, Michael gained a good understanding of council operations and planning. Michael also served on a number of local community organisations and was a candidate for the state seat of Lakemba several times. Michael was also the former President of the Watson Federal Electoral Conference, Lakemba State Electoral Conference and Canterbury Local Government Conference for the Liberal Party. Michael has also managed a number of election campaigns for his Liberal Party including for Federal, State and Local Government elections. Michael's business skills include operating his own business as a Finance Broker since 2000 and trading in import-export and investments. He also worked during his early years as a computer programmer and analyst with a number of large companies including Qantas Airways.



Marta Terraciano JP

Director

Member, Consumer/Participant Engagement Committee

Resigned October 2019

Marta Terraciano JP is currently the CEO of Residential Gardens and Chair of the Ethnic Communities' Council of NSW. Her experiences have helped her broaden her horizons and become a key figurehead in the community. She has comprehensive knowledge and understanding of cultural issues in the community. Marta has experience in high quality aged care systems that ensure equitable access and outcomes. Marta has contributed to many community projects including being appointed Commissioner of the Community Relations Commission (CRC) for six years. She has worked closely with organisations to help them better understand the critical issues in the community, particularly relating to aged care. Through these actions, she has helped lead the community on current issues and consulted with other community leaders in order to achieve the best possible outcomes for everyone involved. She has a strong understanding of the issues affecting the community and her years of experience working with government officials has given her a strong leadership capability within the community and her organisation. She is an advocate for the greater good of aged care services, which has been a constant focus throughout her career.



Dr Rosy Walia GAICD

CEO/Company Secretary

Dr Rosy Walia has over 20 years' senior management experience in the community sector. For the last 13 years she has held the position of CEO/ Company Secretary with Multicultural Care (MC), a leading provider of culturally tailored home and community-based support services for older people, people with disability and their carers. Prior to this, Dr Rosy Walia championed quality management in the community and health care sectors as State Manager NSW/ ACT within a leading National accrediting body.

Dr Rosy Walia has held numerous representative and advisory roles. Recently she has been appointed to the Workforce National Committee of National Disability Services (NDS) Board - a national peak body for Disability Services organisation. Since 2011, she has been involved in the Community Care Advisory Committee of Aged & Community Services Australia (ACSA). In 2019, she was appointed to the NSW Division Council of ACSA and was elected as NSW State Committee member of NDS. In 2018, she was invited by the Minister to participate in a Providers Roundtable on the Terms of Reference for the Royal Commission into Safety & Quality of Aged Care and was an invited member of the Australian Aged Care Quality Agency Standards Guidance Reference Group. Rosy has served on numerous not-for-profit boards too.

Dr Rosy Walia is a recognised authority in the delivery of multicultural services. She is a recipient of the prestigious Cultural Diversity Scholarship at the Australian Institute of Company Directors (AICD) for the Company Director Course she completed. Regularly consulted on social policy and program design, in September 2019 Rosy partook in AICD's selective pilot of the applied governance course, Boardroom Mastery, by invitation.

Over her career, Rosy has gained experience in liaising with a diverse range of individuals, community groups, service providers and government departments. It is her belief that effective public relations skills are essential in achieving appropriate outcomes.

COMMITTEE REPORTS



Liang Joo Leow
Chair

Risk and Compliance Committee

The Risk and Compliance Committee provides independent advice to the Board on matters relating to risk management, clinical governance and regulatory compliance.

The committee continued its work on:

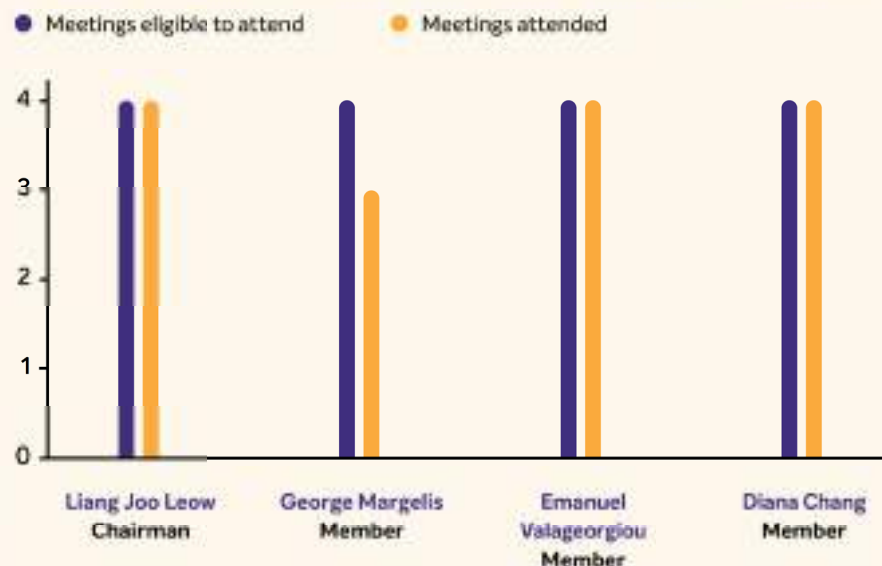
- shaping and affirming the risk appetite
- maintaining and updating the risk register and the risk management plan
- drafting policies and procedures for vaccination and for open disclosure
- monitoring compliance with the clinical governance policy
- updating the policy and procedure for responding and preventing abuse

Measures to improve home care payment arrangements were debated and presented to the Board. In addition, the committee discussed risk implications arising from the Royal Commission into Aged Care Quality and Safety's Interim Report.

During the final quarter of the reporting period, the Risk and Compliance Committee focused on proactive measures and prompt responses to address implications of the SARS-CoV-2 pandemic, and on accessing relevant financial incentives and assistance from state and federal government.

Committee members participated in the Better Boards Conference 2020.

The Risk and Compliance Committee met on four occasions during 2019-2020



The Chairman completed the following training events by the Australian Institute of Company Directors: *Governance for Boards in the Aged Care Sector*, *COVID-19 – Shifting Regulatory Landscape*, *Building Cyber Resilience* and *Achieving Good Governance Using the Revised NFP Governance Principles*.

Diana Chang, formerly an independent member of the committee, has been appointed Board Member of Multicultural Care.



Dr George Margelis
Chair

Consumer/Participant Engagement Committee

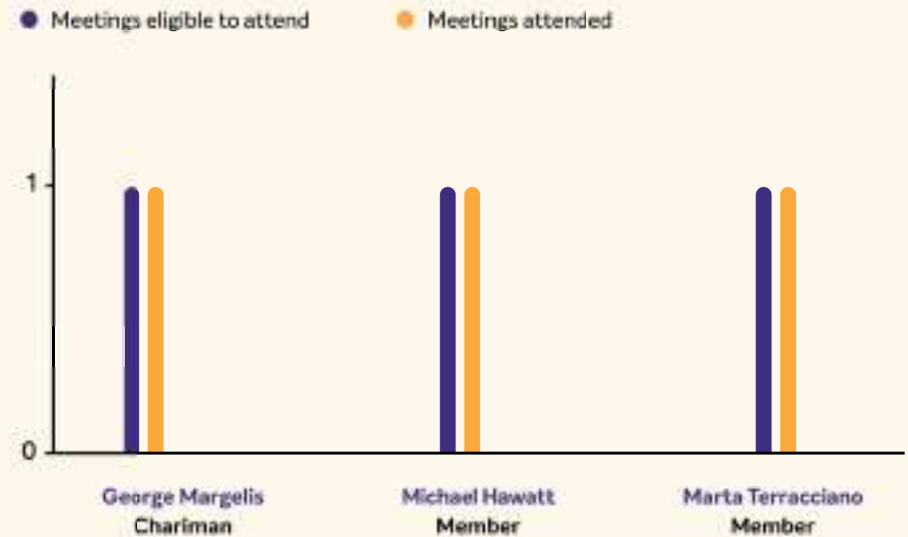
The aim of Multicultural Care is to provide services to our consumers to improve their quality of life. The best way to do this is by directly engaging with our consumers and their families to understand how our services can be improved.

The Consumer/Participant Engagement Committee was formed to do just this — and over the last year we have worked with our team at Multicultural Care and with our consumers to develop a program of engagement.

However, 2020 has been a difficult year for us all, and the best made plans have been hampered by the effect of the Coronavirus. As a result, we have had to postpone our engagements, but we look forward to starting again in 2021 with new energy — and with greater knowledge— thanks to the new technological skills we have acquired, which enabled us to continue operations during lockdowns and in isolation.

One thing the COVID-19 pandemic has shown us is that we can find new ways to communicate when challenged. So, we hope to come out of this stronger, smarter and better positioned to engage with our consumers and their families — so we can provide the best possible service to them.

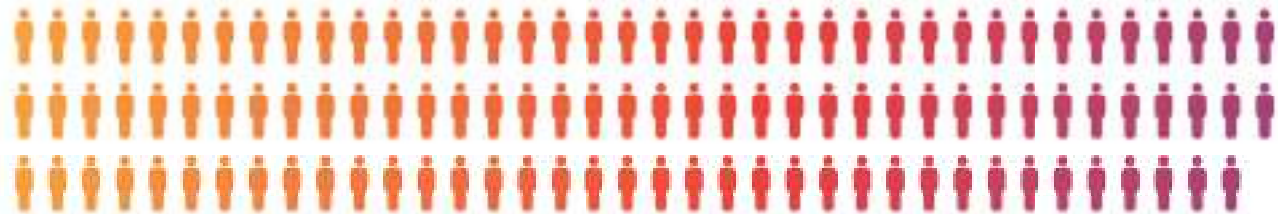
The Consumer/ Participant Engagement Committee met on one occasion in 2019-2020



OUR PEOPLE

Our staff are the key to our success, both as an organisation and in delivering our vision. Attracting and maintaining a flexible, highly skilled multicultural and diverse workforce is a priority for Multicultural Care. The combination of Multicultural Care's core values and skilled staff positions us an employer of choice.

113 Multicultural Care Staff



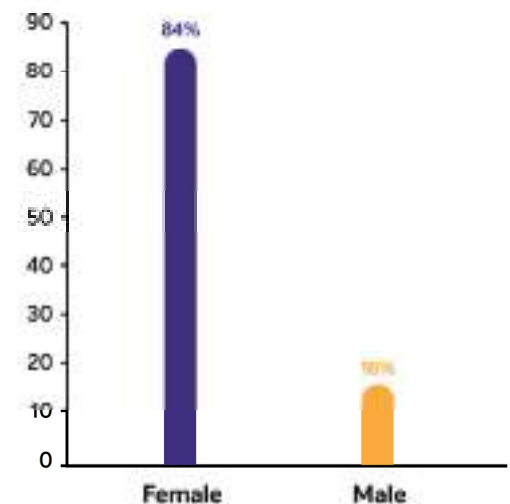
Multicultural Care's Carers' Coordinator & Local Connector, Jessur Mamut (left) with Team Leader of Grant Funded Services, Steve Walker (right).

Employment type

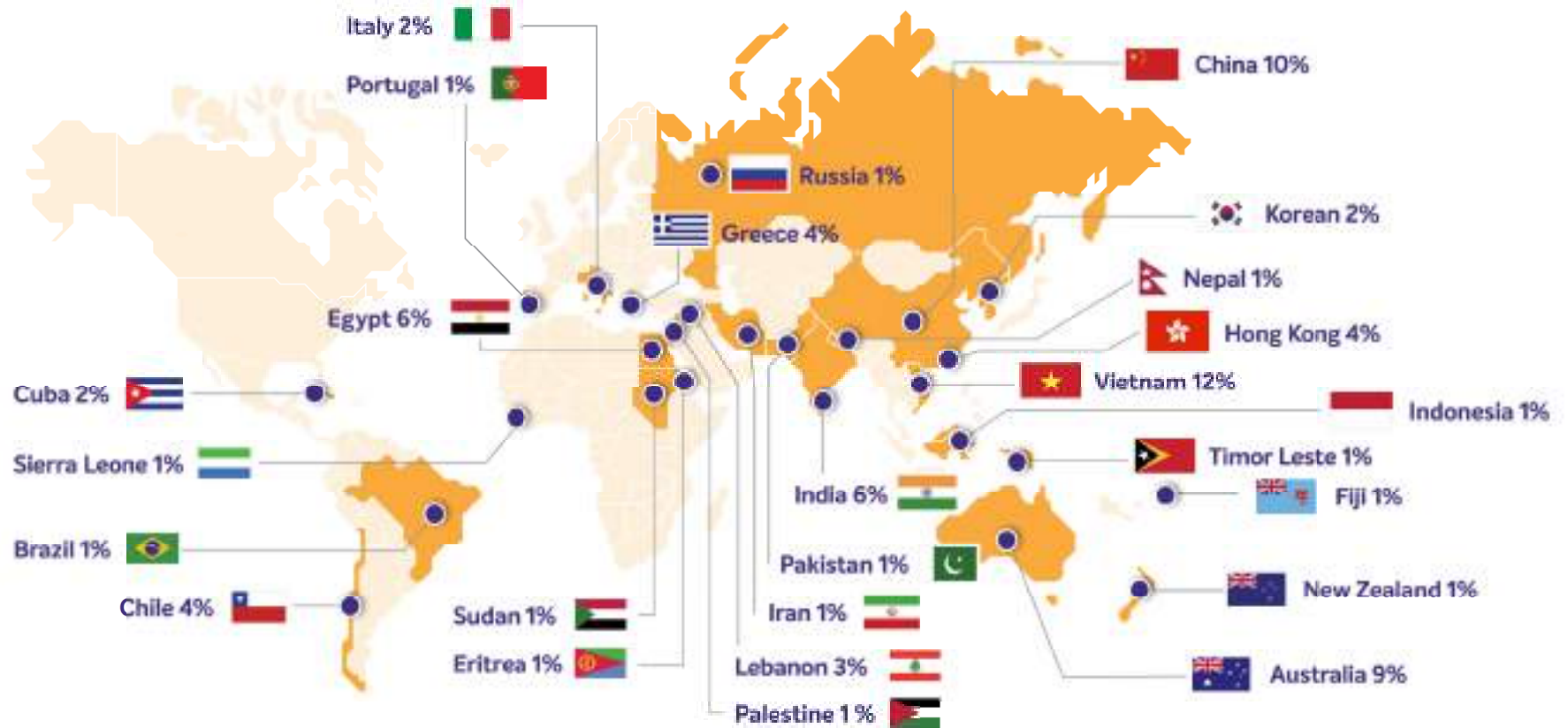


- Full-Time 13%
- Part-Time 28%
- Casual 59%

Gender Breakdown



Staff Country of Birth

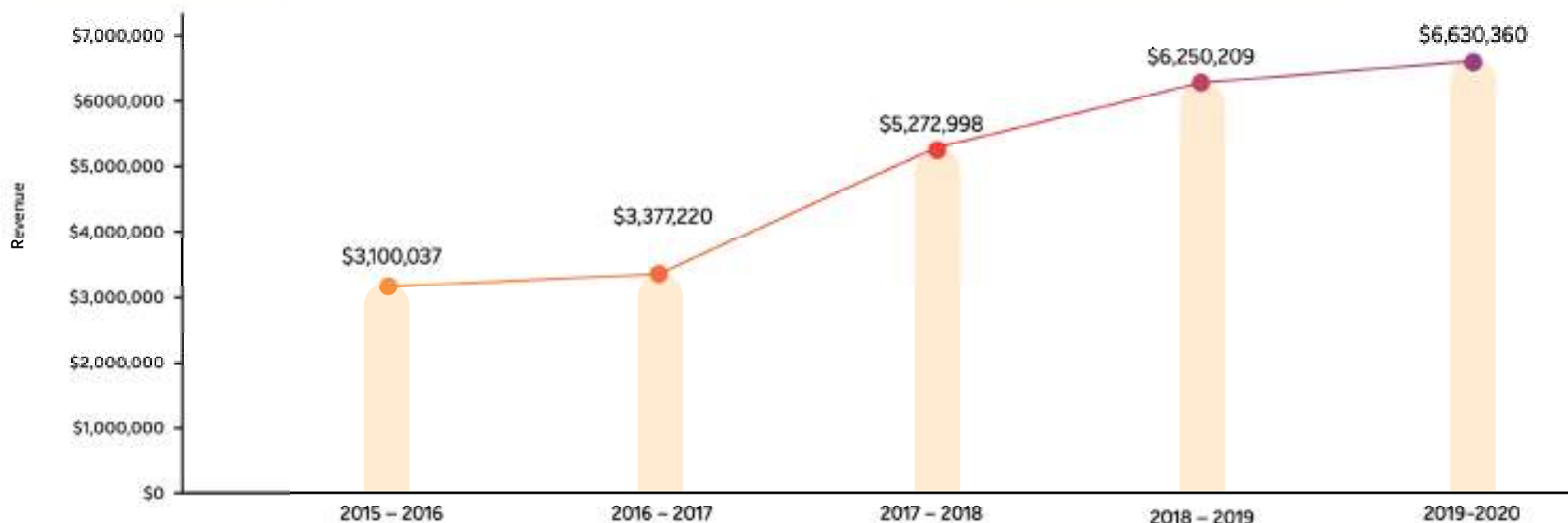


Staff who speak languages other than English



OUR FINANCIAL SUMMARY

Income statement



OUR CLIENTS IN 2019-20



949

TOTAL CLIENTS



33,659

SERVICES PROVIDED



59,926

TOTAL SERVICE HOURS

- ✓ This data indicates significant engagement with clients despite the onset of the COVID-19 pandemic in March 2020.
- ✓ Day centre services were the most impacted by the pandemic, closing in line with government directives from 13 March 2020.

OUR SERVICES IN 2019–20

Aged Care Services

- 1 Home Care Packages
- 2 Commonwealth Home Support Programme, including Respite
- 3 Short-Term Restorative Care
- 4 Veterans' Home Care
- 5 Private Services

Our Disability Services

- ✓ Assistance with Personal Activities
- ✓ Life Skills Development and Training
- ✓ Group Centre Activities
- ✓ Community Participation
- ✓ Household Tasks
- ✓ Plan Management

Our other programs

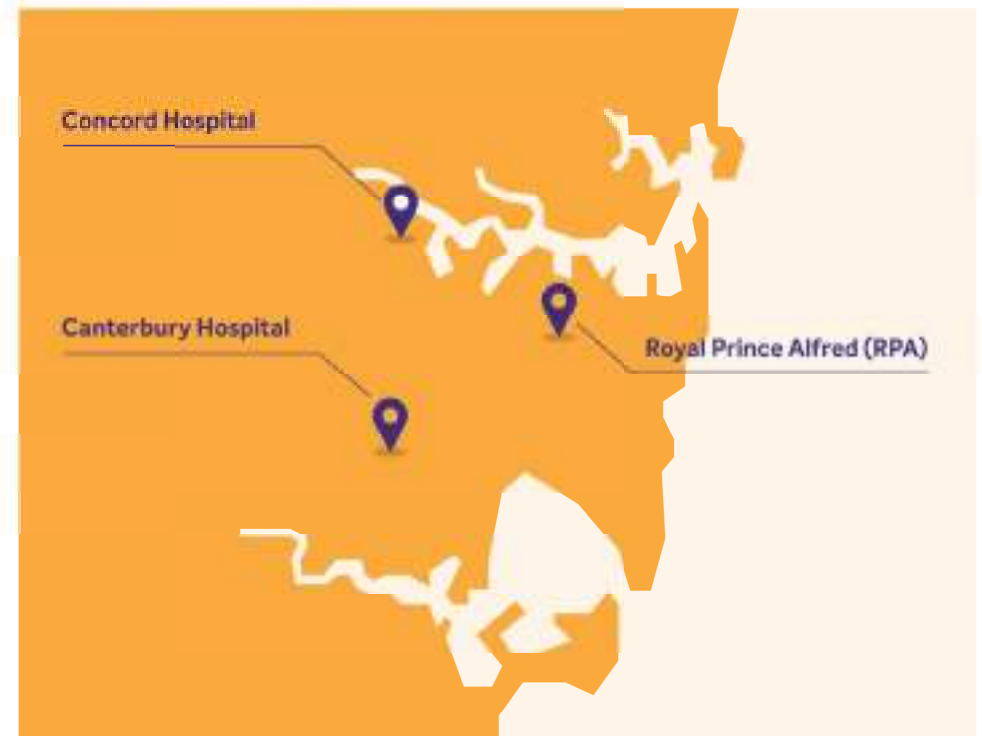
- ✓ Art Therapy
- ✓ Community Visitors Scheme
- ✓ Weavers Mentoring Program

Sydney Local Health District Services

Commenced 1 May 2020

- ✓ Personal Care
- ✓ Domestic Assistance
- ✓ Flexible Respite
- ✓ Assisted Transport

Providing services to clients from:



HOME CARE PACKAGES

Providing continued support to older Australians who want to maintain their at-home independence, Home Care packages are funded by the Australian Government. Packages are designed according to the individual's needs. Each client is provided with customised care services to maintain their wellbeing, liberty and links to their community.

Home Care Package Levels

Level 1 – For people with basic care needs

Level 2 – For people with low care needs

Level 3 – For people with intermediate care needs

Level 4 – For people with high care needs

Home Care Packages can be accessed by Aboriginal and Torres Strait Islanders aged 50 years and over, older Australians (aged 65 or over), and self-funded retirees (on a cost-for-service basis).

An Aged Care Assessment Team determines eligibility for a Home Care Package and the level that can be accessed.

Once assessed as eligible, clients are introduced to a Case Manager who customises a care plan in consultation with the client.

Once a care plan is finalised, clients are assigned suitable staff for their services and in-home service delivery can commence.

Case Managers conduct regular reviews with clients to ensure that their support needs continue to be met. They also assess if new requirements should be incorporated into their clients' care plans.

From 1 March 2020, The Department of Health provided Multicultural Care with temporary additional daily funding to help maintain current services during the COVID-19 pandemic. This funding will be maintained until 31 August 2020.

Our Home Care Packages can provide:

(based on eligibility)



Assistance with cleaning and tidying around the house



Assistance with personal care



Support with preparing nutritious meals



Nursing care

including wound care, managing skin integrity, continence management and medication management



Social support

such as sharing time together over a cup of tea



Access to allied health services

including occupational therapy, speech pathology, physiotherapy and podiatry



Access to assistive technology

including equipment and devices that help you with mobility, communication and other daily tasks



Assistance with home and garden maintenance

including modifications.



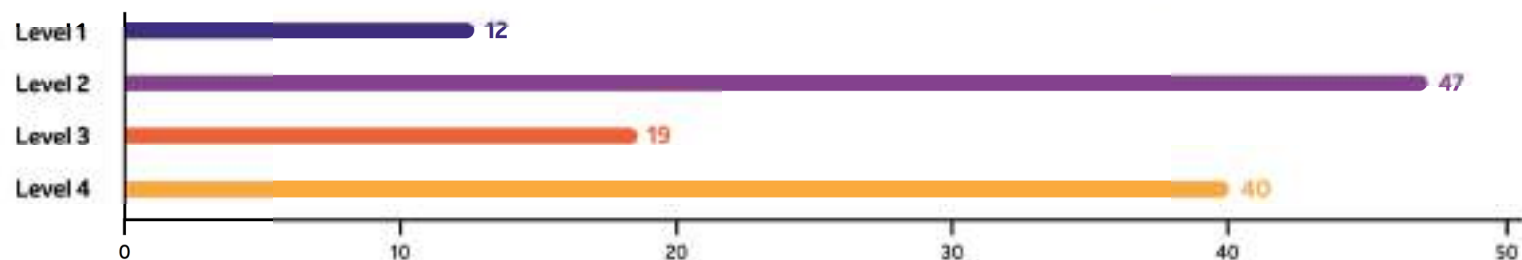
Assistance with transport to and from appointments or social engagements

Our Home Care Package clients

Languages spoken by our Home Care Package clients in 2019-2020



Our Home Care Package client levels in 2019-20





Dr Qazi Ashfaq Ahmad OAM with his daughter Fouzia Siddiqui (left), son Zia Ahmad and daughter Najla Khalil. Photo courtesy of the Australasian Muslim Times (AMUST).



Dr Qazi Ashfaq Ahmad receiving the Award Medals from the Governor of NSW, Her Excellency the Honourable Margaret Beazley, AC, QC on Tuesday 8 September 2020 at Government House, Sydney. (Photo by Rob Tuckwell Photography, courtesy of the AMUST)

CLIENT STORY

Dr Qazi Ashfaq Ahmad OAM

Current HCP client - Level 4

Dr Qazi Ashfaq Ahmad OAM, aged 90 years, is a retired professor of mechanical engineering. Dr Ahmad was forced to leave his job in Kashmir, India and migrated to Australia in 1971.

As one of Australia's most honoured Muslims, for almost half a century Dr Ahmad has helped build Islamic institutions, promoted interfaith harmony, and founded community organisations, ensuring that Muslims have the opportunity and supports to be productive members of Australian society.

On 8 September 2020, Dr Ahmad was bestowed with the prestigious Medal of the Order of Australia (OAM) in recognition of his outstanding services to the Muslim community and to interfaith relations.

Dr Ahmad lives with his son and family. He has very supportive children and other family members. Dr Ahmad has a very independent nature and does not want to be a burden on his children.

Our bilingual support staff visit Dr Ahmad six days a week, providing him with personal care and domestic assistance. This enables Dr Ahmad to get his day started while feeling empowered.

Dr Ahmad connected with Multicultural Care a few years ago when he commenced services through a Home Care Package — with a goal to continue living in dignity with his family.

Multicultural care has also enabled Dr Ahmad to access allied health services including physiotherapy and nursing care.

No matter what the future holds, Dr Ahmad is confident that Multicultural Care will continue to provide him with the assistance needed to live independently with his family.

'I am very happy with the support provided by Multicultural Care,' Dr Ahmad said. 'The staff are very passionate and empathetic,' he said.

COMMONWEALTH HOME SUPPORT PROGRAMME

The Commonwealth Home Support Programme (CHSP) aims to assist older Australians with the provision of entry-level home support services.

The programme enables clients to maintain their at-home independence and important connection to the community for as long as possible.

Funded by the Australian government, CHSP offers information and support to clients so that their daily living requirements can be met.

The programme also aids carers of older Australians.

In general, older Australians receive CHSP services when their assistance needs are lower level. As their care needs become more complicated or they require greater levels of support, clients progress to a Home Care Package (HCP).

The Commonwealth Home Support Programme offers a range of services which clients can stop and start in accordance with their changing needs. Clients only pay for services that they use.

Programme eligibility is decided by the Regional Assessment Service (RAS).

Our CHSP services include:



Domestic Assistance
with household tasks like cleaning, laundry and ironing



Personal Care Assistance
with showering, bathing, dressing, hair care and going to the toilet



Allied Health Support Services
such as occupational therapy



Respite Care
including in-home, centre-based and community access support



Transport Assistance
so clients can travel to and from appointments and social events in South East Sydney

Our CHSP client numbers by service in 2019–2020



● Domestic Assistance	183
● Centre-Based Respite	163
● Flexible Respite	121
● Allied Health and Therapy Services	99
● Transport	77
● Personal Care	42

Support for Carers and Care Relationships

CHSP offers older Australians and their carers access to Flexible Respite and Centre-Based Day Respite.

Centre-Based Day Respite

Our weekly Centre-Based Day Respite service enables carers the chance to have a much-needed break. At the same time, clients are empowered to enjoy group activities that provide intellectual stimulation and encourage socialisation with others.

The Centre-Based Day Respite service aims to reduce the risk of depression and loneliness, while encouraging strong social connections and promoting mental and physical wellbeing.

Staff employed for the Centre-Based Day Respite service are trained to manage the specific care needs of our Day-Centre clients. They are also selected to meet the language and cultural needs of clients.

Currently, eight language-specific day respite groups are being led in the South West and Inner West regions of Sydney. These include: Mandarin, Cantonese, Italian, Greek, Arabic, Macedonian and Vietnamese.

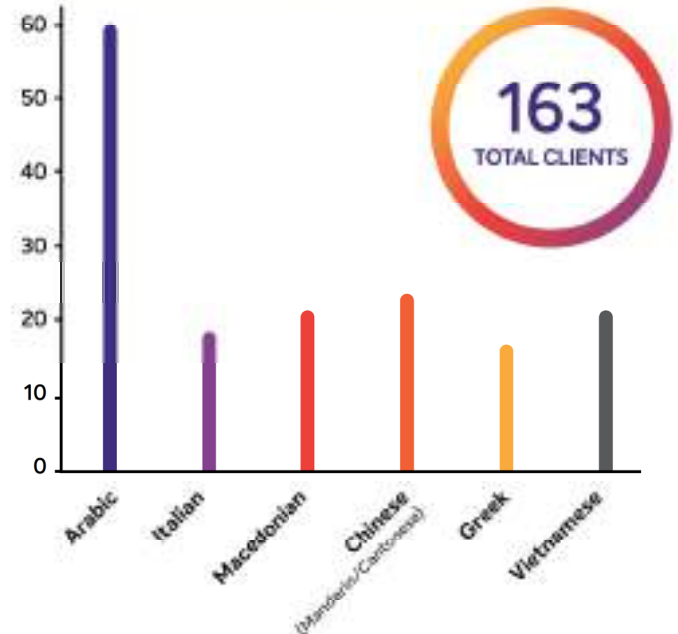
Flexible Respite

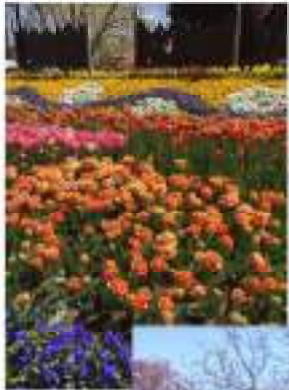
Our Flexible Respite service is aimed at supporting strong relationships between our clients and their carers. The service offers carers a chance to have a break, while their loved ones are provided with quality care.

Multicultural Care offers a variety of supports to suit the specific requirements of our clients and their carers, including traditional in-home day respite services.

We currently offer Flexible Respite services in Sydney's Inner West, South West and South East suburbs.

Diversity of Centre-Based Day Respite clients in 2019–20





Clients enjoyed a spring outing to the Bowral Tulip Festival in the third quarter of 2019.

Recreational outings for Centre-Based Day Respite clients

The Centre-Based Day Respite service runs weekly and aims to offer clients both centre-based activities, as well as recreational outings in the community.

With all recreational outings, our clients are provided with healthy meals to enjoy, along with transportation to and from destinations.

Some of our most popular recreational outing destinations for this financial year included Gunnamatta Park, Nurragingy Reserve, Bronte Beach, Lane Cove National Park, Georges River Sailing Club, Plough, Harrow Park, Mandurama Reserve and the Bowral Tulip Festival.

In March of this year, all Day Centres were put on hold due to the COVID-19 pandemic. To continue supporting clients we encouraged them to access our Flexible Respite service. This enabled many clients to continue having their social needs met, with bilingual support staff visiting for a few hours a week to keep them company.

Activities included:

- ✓ Gentle exercise
- ✓ Music
- ✓ Singing
- ✓ Cards
- ✓ Arts & Crafts
- ✓ Bingo
- ✓ Technology training
- ✓ Dancing



2019 End of year celebration for our CHSP clients

One of the highlights from our CHSP service this financial year was a special end of year celebration for our Day Centre clients. Held at Club Burwood RSL on 20 December 2019, the celebration was attended by more than 120 participants and was an opportunity for all Day Centre clients to meet, socialise and reflect on a fun year of outings and activities. A buffet lunch was provided, accompanied by ambient cultural music and a belly dancing performance.

The music inspired many clients to join in dancing! Our attentive staff were committed to ensuring that each and every participant enjoyed themselves. The event marked an opportunity for Multicultural Care staff to celebrate the wonderful seniors we support.

The music inspired many clients to join in dancing!
Our attentive staff were committed to ensuring that each and every participant enjoyed themselves.



SHORT TERM RESTORATIVE CARE

Funded by the Department of Health (DoH), Short Term Restorative Care (STRC) packages are ideal for older people who are goal orientated and want to return to an earlier, or improved level of function. Services are designed to slow the functional decline of clients, as well as to improve their overall health.

STRC packages focus on the client's wellness and reablement and promote restorative care. This means that rather than focusing on what the client *can* and *cannot* do, care provided focuses on what the client *can* and *wants* to do.

Multicultural Care's STRC packages can be culturally tailored to suit the needs of each client and aim to achieve the client's individual goals.

A customisable care programme is provided by a doctor and team of select allied health professionals (such as an occupational therapist, podiatrist and physiotherapist) to detect and treat the client's specific medical conditions in their own home.

STRC packages run for a term of eight weeks. The client's Aged Care Assessment Team (ACAT) determines the client's eligibility to the programme.

Clients may also be eligible to receive a second round of STRC.

Older people can be eligible to an STRC package if:

- they have been referred to My Aged Care and have been assessed by an Aged Care Assessment Team
- they are not receiving a Home Care Package
- they are not receiving Residential Aged Care services
- they have not received Transitional Care in the six months prior to assessment
- they have not been in hospital in the three months prior to assessment
- they are not receiving end of life care

Clients are allowed a maximum of two periods of STRC each year. Eligibility is determined by their Aged Care Assessment Team.

Upon approval, packages are valid for six months and one day.

When clients' care needs become higher-level (levels 3-4) as determined by the ACAT team, our staff guide them with applying for a Home Care Package. This enables clients to continue living in their own homes.



Multicultural Care's Individual Services Team Leader, Tanish Khanna with Registered Nurse, Sharon Kirkpatrick.



Short Term Restorative Care services

Clients can still receive their regular CHSP, DVA or NDIS services while they participate in the Short-Term Restorative Care programme. Based on client need, STRC packages can include:



A health assessment



Case management



Assistance with bathing/dressing



Assistance with home cleaning



Assistance with preparing meals



Assistance with shopping



Assistance with gardening



Access to nursing medication management, wound management etc.



Access to transport to and from appointments



Access to aids and equipment including light home modifications (such as rails and ramps)



Allied Health Support Services such as physiotherapy, occupational therapy, and podiatry



Mr and Mrs Mondolo in their Croydon Park home.

“
We’ve been very
happy with Multicultural
Care, Thank you!
Physio is so good,
she helps so much!

– Mr Milvio Mondolo

”

CASE STUDY

Mr Milvio Mondolo's story

Mr Milvio Mondolo and his wife, Laretta reached Australian shores on the ship 'Aurelia' from Friuli, Italy in 1961. Mr Mondolo wanted to escape the 18 months of mandatory Italian National Army service.

He also yearned to work a different job to his father, who was a joiner. 'We were just planning to stay in Australia for two years — and ended up staying over 50!' he chuckles. Plans to join his Uncle in Canada had fallen through.

Mrs Mondolo describes the month-long trip on the ship 'Aurelia' as the best time of her life! A far contrast to the difficult farming life she had experienced growing up as a young girl in Friuli.

Mr Mondolo, now 81 years old, lives in his own home with Laretta and their son, Paolo. The couple have two other children: Dennis who also lives in Sydney, and a daughter, Lydia, who lives in Italy.

A carpenter by trade, Mr Mondolo made all the doors and windows in their home and laid down the tiles in their kitchen. 'If I see something I like, I can replicate it,' Mr Mondolo states proudly. He lists other jobs in his career, which include being a television repairman and a partner in an air conditioning business.

Mr Mondolo previously led an active lifestyle, but a range of health issues in recent years have made him housebound. He now leaves the house mainly for medical appointments.

Mrs Mondolo is Mr Mondolo's main carer, supporting him with all personal care tasks and looking after their home. Mr Mondolo uses a wheelchair but needs his wife to propel him, as he lacks the strength to do so independently. Mr Mondolo has experienced difficulty standing, requiring support and supervision. His poor vision and hearing limit his activities— he cannot watch television or read.

When Mr Mondolo started the Short-Term Restorative Care (STRC) program his main goal was to improve his mobility and to become stronger and more independent.

Mrs Mondolo describes a huge change in her husband's outlook since STRC. 'Before, he was very down, after... he come alive!' she declares. She explains that needing a lot of help had made her husband feel quite helpless.

'We've been very happy with Multicultural Care,' Mrs Mondolo says, 'Thank you! Physio so good, she helps so much!' Mr Mondolo echoes her enthusiasm. 'Before, I couldn't stand up! Now, I move by myself!'

The STRC program enabled Mr Mondolo to receive; physiotherapy twice a week for eight weeks, an occupational assessment of his home (which led to the purchase and installation of a supportive rail in the bathroom and a handrail over his bed), a podiatry assessment (including the provision of alternate footwear), shopping assistance once a fortnight, in-home pathology, and a review by a dietician. Mr Mondolo's mobility scooter (which was not working as it got wet in the rain), was also fixed during the program.

Because Mr Mondolo has benefitted so much from the program, a referral for a second round of STRC has been made to further promote his independence.

VETERANS' HOME CARE

As an approved provider of Veterans' Home Care (VHC), Multicultural Care provides low-level support services to eligible war veterans, widows and widowers — supporting them to maintain their at-home independence.

Veterans' Home Care is funded by the Department of Veterans' Affairs (DVA).

The program also aids carers, acknowledging the key role they play in the defence and veteran communities.

DVA Gold or White cardholders residing in the Central, Inner West, Northern, South West and South East areas of Sydney are eligible to receive our services.

External VHC assessment agencies determine eligibility for the Veterans' Home Care program.

Multicultural Care is proud to provide support to those who have greatly sacrificed for our country.

Our Veterans' Home Care packages can provide:



Domestic Assistance
with household tasks like cleaning, laundry and ironing



Respite Care
so carers can take a break



Personal care assistance
with low-level tasks such as grooming, bathing, showering and dressing



Social assistance
through a 12-week activity program

Clients can top up their VHC services by privately funding them or through a Home Care Package (which requires the approval of the Aged Care Assessment Team).



● Domestic Assistance	183
● Personal Care	42
● Respite	4



“
Multicultural Care is proud to provide support to those who have greatly sacrificed for our country.
”



PRIVATE CARE SERVICES

Multicultural Care provides private in-home care services to older Australians to help them maintain their independence and preferred lifestyles.

Services are delivered by qualified staff, who are matched to the linguistic and cultural needs of each client.

Private Care Services Pricing for FY 2019-2020

Minimum duration	Weekdays		Sat	Sun	Public holidays
	6am - 8am	8pm - 12 midnight	24 hours	24 hours	24 hours
1st hour	\$55	\$62	\$83	\$110	\$138
2nd hour	\$92	\$105	\$147	\$201	\$257
3rd hour	\$128	\$150	\$210	\$290	\$375
4th hour	\$164	\$193	\$274	\$384	\$494
5th hour	\$200	\$237	\$334	\$475	\$610
6th hour	\$237	\$280	\$400	\$567	\$732



Our Private Care Services assist with:



Household Chores

helping with tasks such as cooking, cleaning and dishwashing



Nursing Care

managing our clients' medication, skin care and wound care



Shopping and Errands

taking clients shopping or going to appointments



Personal Care

helping clients with their grooming, bathing, showering and dressing



Social Support

keeping clients company, for example over a cup of tea

SERVICES TO SYDNEY LOCAL HEALTH DISTRICT (SLHD)

On 1 May 2020, following a successful tender application, Multicultural Care commenced the provision of in-home care services to clients of the Sydney Local Health District (SLHD).

Personal Care, Domestic Assistance, Flexible Respite and Assisted Transport services are being provided to clients by referral through the Royal Prince Alfred (RPA), Canterbury and Concord Hospitals.

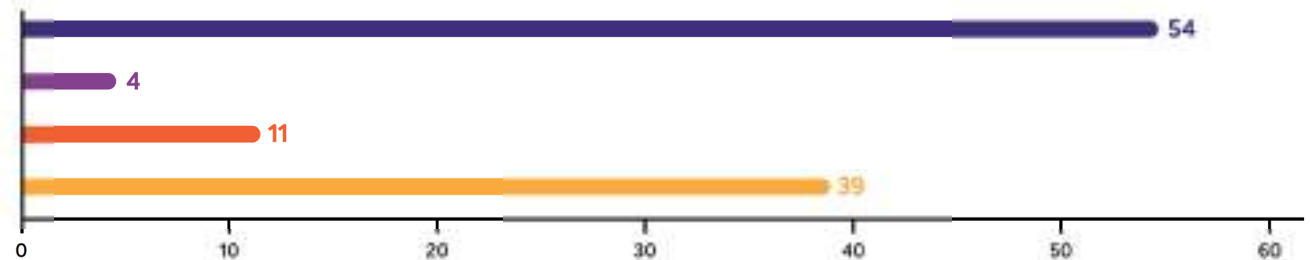
Services provided fall under the following SLHD programs: Dementia Support, Safe & Support at Home, Transition Care, and ComPacks (a six week program that offers hospital patients direct access to case management and the required community services to safely return to in-home living).

Multicultural Care will be providing services to clients of the Sydney Local Health District up until 30 April 2022.



Total number of clients by services provided

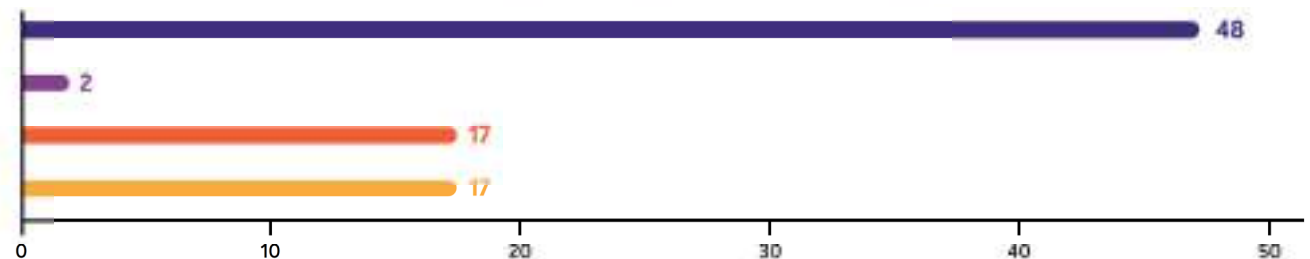
Domestic Assistance
Assisted Transport
Flexible Respite
Personal Care



Total number of clients by program

Please note: clients can access more than one service.

ComPacks
Dementia Support
Safe & Support at Home
Transition Care



ART THERAPY



Delightful Colours of the World is a 12-week Art Therapy workshop that Multicultural Care conducts in the Sydney regions of Ashbury, Bankstown, Campsie and Newtown. The program is funded by a Stronger and Resilient Communities Grant from the Department of Social Services (DoSS).



Created and led by experienced Art Therapists, the workshop allows older people and those with disability to enjoy themselves through creative expression, while exploring their cultural roots and identity. Workshops also enable participants to socialise and meet new people outside their immediate locale.

Multicultural Care currently runs *Delightful Colours of the World* workshops in the following community group languages: Vietnamese, Chinese, Macedonian, Arabic and Korean.

The *Delightful Colours of the World* Art Therapy workshop is available to people aged over 50 who come from culturally and linguistically diverse backgrounds, or who have hearing and visual impairments.

Multicultural Care is delighted to offer these workshops to participants residing in South West, Inner West and South East regions of Sydney.

The *Delightful Colours of the World* workshops also provide an opportunity to recommend further services that may be of use to participants. Our Carers' Coordinator and Local Connector determines participants' need for further services, referring them to both internal and external service providers.

CLIENT STORY

Korean Art Therapy group

A client with Parkinson's disease, whose wife was in lockdown overseas, expressed sadness as they would celebrate 40 years of marriage in October 2020.



The Korean Art Therapy group comprises of ten clients from CASS Care – a community organisation that provides a comprehensive range of social and welfare services to multicultural communities. The Group meets fortnightly on a Thursday for three hours of art making and socialising.

All clients attending the Art Therapy group have different abilities and work within their own capacities to create meaningful pieces that often demonstrate rich histories and past experiences.

Each class is different, allowing participants to explore various art techniques such as ink marbling, candle waxing and watercolours. With topics ranging from Seeding Change, Circles, Cycles and Seasons, Through our Window, to Weaving Wisdom, the design outcome is never controlled but allowed to be open to individual interpretation and exploration.

With the onset of the COVID-19 pandemic, clients in one workshop artistically explored the topic of 'loss of control' – and acceptance of this – through the medium of watercolours, producing some moving artworks.



A young carer painted a lion defeating the 'unseen' enemy (COVID-19). He then painted a message using a wax technique, which stated, 'May you have peace and healing.'



A female client painted a rainbow with flowers to send to a friend who was unwell, and who she could not visit due to the pandemic.

WEAVERS MENTORING PROGRAM

Also known as the Carers Investment Program (CIP), Weavers is a 12-week mentoring program that is funded by the Department of Communities and Justice. The program offers much-needed support to carers from culturally diverse backgrounds and aims to increase their confidence and networks of support.

Launched in early 2019, Weavers operates on a peer-to-peer model: a Carers' Coordinator matches current carers needing support, with experienced carers— who offer assistance and guidance, based on a similar past caring experience. The Carers' Coordinator also matches the parties on their cultural background and mother tongue.

The term 'Weavers' is attributed to the volunteer mentors who share their understanding, skills and personal experiences of being a carer— with a current carer who could benefit from that knowledge.

As experienced carers, Weavers offer much sought-after advice. This includes how to access services and supports, reach out to friends and family — and cope with the emotional burden of caring for someone close to their heart, who is ageing.

Multicultural Care provides training for all Weavers. In addition, staff regularly maintain contact with volunteers throughout the program to ensure that they are keeping well — and to offer emotional support and further training if required. Additional training may assist Weavers to better understand dementia, manage grief and loss, and set personal and professional boundaries.

After a duration of 12-weeks, Weavers have an opportunity to reflect on outcomes of the program in a group setting.

Eligibility to become a Weaver is dependent on experience of being a carer.

To receive support from Weavers, carers must currently be caring for a loved-one.






In March 2020, the COVID-19 pandemic posed some challenges to the Weavers program. In its design the program is focussed on peers meeting in person to discuss their personal situations. COVID-19 completely removed this as an option.

Multicultural Care's Carers' Coordinator and Local Connector quickly responded by changing the model from a face-to-face visit to a technology-based one, promoting connections via phone and through the social media platforms of WeChat and Zoom. A whole program restructure in a 4-6-week timeframe resulted. No clients left the program and all remained connected to their supports.

Weavers Mentoring Program Statistics for FY 2019 -2020









Languages spoken:

-  Chinese (Mandarin & Cantonese)
-  Italian
-  Lebanese
-  Vietnamese
-  Malaysian



Languages spoken:

-  Chinese (Mandarin & Cantonese)
-  Indian (Hindi)
-  Korean
-  Vietnamese
-  Malaysian
-  English (Including Irish dialect)

“
You will find a lot of valued
support from Weavers.
It will make your caring
journey more enjoyable... and
have a happy life again.
”

– Mrs Jane Lai



Mr Eric Chung meets Mrs Jane Lai in a Campsie café to offer support.



*Mrs Jane Lai with Mr Eric Chung
after their meeting in a Campsie
café in October 2019.*

CLIENT STORY

Providing support through the dementia journey

Mr Eric Chung was born in Hong Kong and can speak fluent Cantonese and English. For over ten years he cared for his mother who had dementia, until she recently passed away.

Mr Chung joined the Weavers Mentoring Program wanting to offer support to someone going through a similar journey as he had gone through caring for his mother. He wanted to impart his knowledge, insights and experience of caring for a loved one with dementia – to try to ease the burden for someone else going through a similar circumstance.

In July 2019, Mr Chung was matched with Mrs Jane Lai, who also comes from Hong Kong. Mrs Lai is fluent in Cantonese, with limited English.

Mrs Lai came to the program needing support and advice on how to care for a husband who was becoming increasingly harder to aid as his dementia progressed.

Mr Chung met Mrs Lai once a week on most occasions, for a supportive chat over morning tea or lunch. With the onset of COVID-19, discussions continued over-the-phone and through the social platforms of WeChat and WhatsApp.

Mr Chung and Mrs Lai have built a very strong friendship and still maintain contact.

Mrs Lai speaks positively about the program and advises other carers needing support to join the program as early as possible.

'You will find a lot of valued support from Weavers. It will make your caring journey more enjoyable... and have a happy life again,' she said.

'I have learnt to be more patient and not argue with my husband, I also know so much more about dementia now,' Mrs Lai said.

Mr Chung has found it rewarding being a mentor and encourages other experienced carers to volunteer for the program, 'if you have experience, just come and help. You will get satisfaction from helping someone who needs your support,' he said.

COMMUNITY VISITORS SCHEME



Multicultural Care delivers services under the Department of Health's Community Visitors Scheme.

The Community Visitors Scheme (CVS) is a support program that provides older Australians who are socially isolated, with regular contact from a volunteer visitor for companionship. Clients who are at risk of social isolation and loneliness can also benefit from the scheme.

Multicultural Care's Carers' Coordinator and Local Connector matches consumers with volunteers based on common social interests and a like cultural background.

Volunteers visit clients on a weekly basis, either in their home or in the aged care facility where they reside, to enjoy a friendly chat or participate in activities such as going for a walk, playing cards, or sharing morning tea together. Volunteers and CVS clients may also partake in culturally specific activities such as the Chinese martial art, Tai Chi, or the Middle Eastern backgammon game, Tawla.

As Multicultural care focuses on providing the scheme to people from culturally and linguistically diverse backgrounds, we have trained a dedicated team of volunteers that cover a wide range of languages spoken in the community: Mandarin, Cantonese, Greek, Indonesian, Uyghur, Turkish, Hakka, Vietnamese and Italian.

Multicultural Care regularly receives contact from older Australians from culturally diverse backgrounds who seek companionship from a volunteer. We are proud to be able to meet these requests and to improve the wellbeing and quality of life of those who may be isolated or at risk of loneliness in our community.

CLIENT STORY

A meaningful relationship built on like interests: Different generations, same hobbies!

Mrs Liza Tam moved to Sydney in 1979, the year CVS Volunteer Ms Zeta Chan was born. Forty years later, Mrs Tam and Ms Chan met each other and become good friends.

Mrs Tam was matched with Ms Chan under the Community Visitors Scheme. Both are Cantonese speakers.

During the first home visit, they discovered they had similar backgrounds, similar interests and similar hobbies - yoga for example. Ms Chan has practiced yoga for eight years, while Mrs Tam used to be a yoga teacher.

'Shoulder stand, fish pose, lotus pose...we looked at Liza's (Mrs. Tam's) photos with lots of laughter. We speak the same language and we share the common yoga language as well!' said Ms Chan. A few weeks later, the ladies also discovered that they had both learnt Chinese calligraphy and ink painting. Now they share their writing and paintings and also practise together.

'How lucky to meet a good friend with the same hobbies, but of a different age,' Ms. Chan said.



Mrs Liza Tam pictured with Ms Zeta Chan.

“
How lucky to meet a good friend with the same hobbies, but of a different age.

– Ms Chan

”

DISABILITY CARE SERVICES

According to figures released by the Australian Bureau of Statistics (ABS) one in ten people aged 35-44 — and an astonishing half of all older Australians (people aged 65 years and above) — live with disability (ABS 2019).

30
SUPPORTED
DISABILITY
CLIENTS

The ABS highlights that the latter figure is due to an ageing population, as well as to increased life expectancy in older Australians.

No matter what their age, Multicultural Care proudly delivers a range of care services to people with disability so they can continue to live an optimal quality of life in their own homes. We are a registered disability support services provider under the National Disability Insurance Scheme (NDIS).

At Multicultural Care, we recognise the greater difficulties faced by people with disability (and their carers) from CALD backgrounds, when trying to access disability services and supports.

Barriers encountered can be due to language and cultural differences. That is why we employ highly qualified bilingual staff to provide culture-based care in a language each client can understand.

Multicultural Care supports people who are eligible to receive Government funded subsidised care as well as those who would like to access services privately. All pricing is controlled or set by the National Disability Insurance Agency (NDIA). We also make special considerations for those assessed as financially disadvantaged.

Multicultural Care continues to recruit and train bilingual support workers to meet the needs of clients with disability. Our regular in-house training sessions ensure that all staff are informed about our obligations under the NDIS Practice Standards. These are quality standards to be met by all NDIS providers.

Care Services include:



Assist Personal Activities

help with daily tasks and home or personal care



Development / Life Skills

help or supervision with everyday personal tasks like cooking



Household Tasks

help with cleaning, cooking and general housekeeping



Participate in Community Activities

so clients can join in social and community activities (inc. transport)



Plan Management

offering financial help with a Plan Manager, who can claim invoices for clients

CLIENT STORY

Ms Danielle Pham's story: Supporting an active lifestyle

Ms Danielle Pham is 36 years old and has Down Syndrome. She lives in Croydon Park with Liz Daly, a close friend whom she has known all her all her life. Ms Pham's family live in Brisbane.

Ms Pham is independent and enjoys an active lifestyle. She works 9am-12pm, five days a week as an Administration/ Teacher's Aide Assistant at MLC (Methodist Ladies College) and sees her boyfriend of ten years, David (who lives in Krama), on weekends. Together they enjoy activities that include cooking, swimming, shopping, bowling and toastmasters — a public speaking group which Ms Pham has attended for over ten years.

Ms Pham is also adventurous. She backpacked her way through Vietnam, Cambodia, Thailand and Malaysia with friends, only taking public transport to reach destinations. On her journey she rode elephants, went on motorbike rides and enjoyed views from hot air balloons. She describes Vietnam as a special highlight, as it enabled her to experience the birthplace of her parents.

One of Ms Pham's life goals is to live independently and to own 'bricks and mortar'.

Ms Pham has been accessing weekly Community Participation Services from Multicultural Care since June 2018. This provides her with transportation services for shopping, to go to the swimming pool for a swim (when the weather is warm), and to the gym, for Zumba.

Throughout COVID-19 Ms Pham has maintained her active lifestyle, participating in activities such as Zumba and toastmasters through Zoom. On Mondays, she also learns how to cook with Multicultural Care support staff member, Bobo, whom she warmly describes as a friend.

Ms Pham wants everyone to give people with all disabilities, 'a fair go in life'. 'Whether we have a disability or not, we are the same as everyone else. We have the same wants and needs,' she says.



Ms Danielle Pham (pictured above left) with friend Liz Daly on her backpacking adventure through South-East Asia.



Ms Danielle Pham with her boyfriend, David.

CLIENT SATISFACTION SURVEY

Multicultural Care conducts a client satisfaction survey each year to receive feedback on our range of services and programs. Client responses are invaluable as they offer key insights into customer experience to help inform and shape future directives.

Our 2019 survey was distributed to clients by post in November and provided in the most prevalent community languages. This year, in addition to providing clients with surveys in Arabic, Chinese, Greek, Italian, Vietnamese and English, we also issued surveys in Macedonian and Spanish.

Multicultural Care's' bilingual support and office staff translated all the surveys apart from the Arabic language ones, which required the services of an external provider.

Results from this survey were pleasing, with the majority of respondents expressing a great level of satisfaction with our services and programs.

Many clients and carers also opted to write compliments about our organisation, expressing gratitude for the care they had received and an improvement in their quality of life.

Feedback highlights:

"Prompt and efficient service."

"I enjoy the staff when they are coming."

"Very understanding, good communication."

"They are kind and care."

"Understanding of cultural issues."

"They assist me greatly getting to and from medical appointments also doing jobs (example cleaning windows) that I cannot manage."

"It helps to live in a nice clean unit."

Feedback also highlighted areas that could be improved:

"Sometimes flexibility with altering rostered times or days would be appreciated (if I am unable to be home at the rostered time)"

"Transport I can able to use but only going local area most of doctors we seen not able to use your service."

"Like to have some sport, singing, dancing. Hope next year can have these."

Some great suggestions were also made for future offerings:

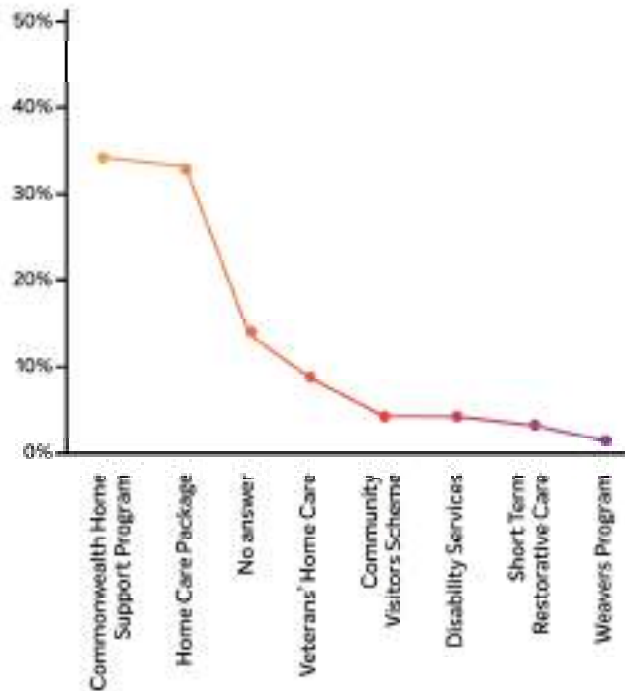
"Information sessions on health."

"Indoor info session [on] how to use [my] mobile."

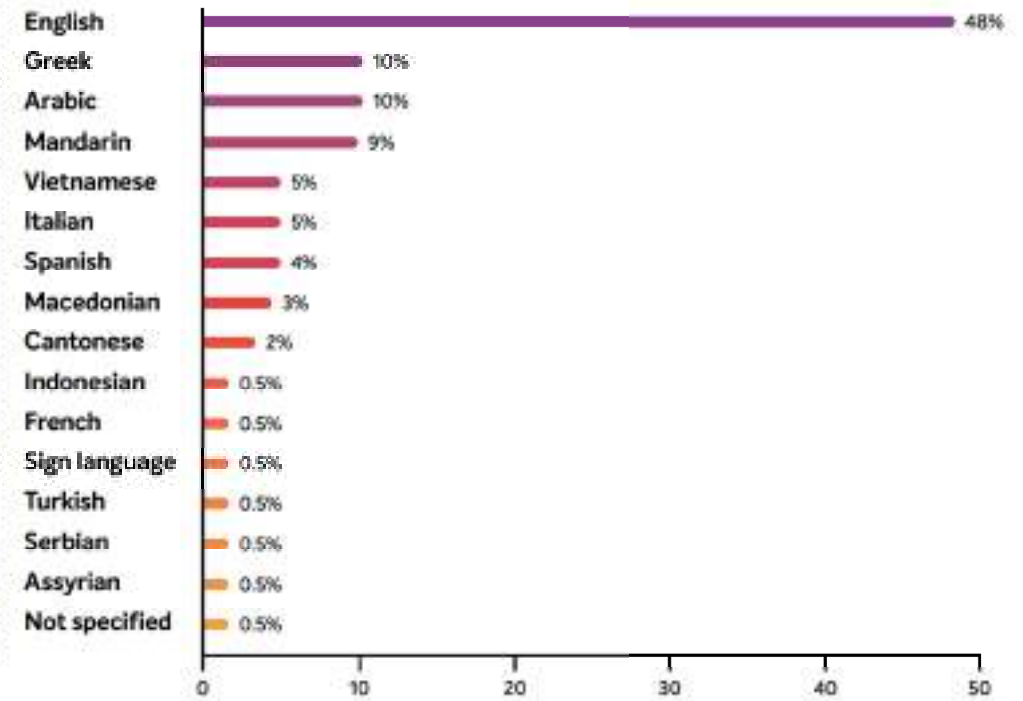
Our 2019-2020 Results



Survey respondents by service type



Survey respondents by language spoken



“How would you rate our services?”



“Would you recommend Multicultural Care?”





FINANCIAL STATEMENTS

FOR THE YEAR ENDED
30 JUNE 2020





Shirley Cho

Chair
Finance & Audit Committee

FINANCE AND AUDIT COMMITTEE'S REPORT

The financial position of Multicultural Care for the 2019–2020 financial year remains solid with a positive cash flow. We continue to achieve responsible financial surpluses and deliver quality services to the multicultural community. The COVID-19 outbreak has impacted on our operations and financial performance this year. We enact our business continuity plan and are ready to adjust as the situation evolves.

Total revenue before Job Keeper Government subsidy increased marginally from the 2018–2019 financial year. All centre-based services have been stopped due to COVID-19 since March 2020. Multicultural Care won a new contract with the Sydney Local Health District (SLHD). The new service started in May 2020. We will continue to look for opportunities to grow organically.

Total expenses for the 2019–2020 financial year continued to increase, with employment expenses up by 9% from last year. Staffing remains a challenge for us. Multicultural Care participated in the COVID-19 Staff Check-In Survey organised by the Voice Project. We keep checking in with staff and continue to foster a healthy culture in the workplace. This year, we continued to invest in Information Technology (IT) infrastructure to build organisational capacity.

An external payroll audit was conducted by Stewart Brown Accountants this year. The recommendations have been reviewed by the Board and the management team has been taking steps to improve the process and system accordingly.

Finally, on behalf of the Committee, I would like to thank all staff for their hard work and dedication in progressing our strategic plan. I would also like to take this opportunity to thank the Board for their continuous support.

Shirley Cho

Chair
Finance & Audit Committee

DIRECTORS' REPORT

30 June 2020

The directors present their report on Multicultural Care Limited for the financial year ended 30 June 2020.

Operating results and review of operations for the year

Operating results

The surplus of the Company after providing for income tax amounted to \$143,128 (2019: \$178,539).

General information

Principal activities and significant changes in nature of activities

The principal activities of Multicultural Care Limited during the financial year were:

- to provide in-home care services to frail aged, people with a disability and their carers who are from culturally and linguistically diverse backgrounds and live in Sydney Metro area.

There were no significant changes in the nature of Multicultural Care Limited's principal activities during the financial year.

Short term objectives

The Company's short term objectives are to:

- To facilitate client centred care and empower individual clients and their carers to take control and ownership over their specific delivery requirements;
- To provide a range of culturally specific direct care services to individuals from a range of ethnic backgrounds;

- Where services are not provided by Multicultural Care directly, identify suitable and appropriate service delivery partners and facilitating access for our multicultural communities to these partners.

Long term objectives

The Company's long term objectives are to:

- Actively promote 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, physical and financial resources;
- Be a recognised leader in the provision of in-home support services for multicultural communities as evidenced by the success of programs and practices.

Strategy for achieving the objectives

To achieve these objectives, the Company has adopted the following strategies:

- The company strives to attract and retain quality staff and volunteers who are committed to working with people in need. The company believes that attracting and retaining quality staff and volunteers will assist with the success of the entity in both the short and long term;
- Staff and volunteers work in partnership with a range of community stakeholders, and this is evidenced by ongoing support of the entity's projects and initiatives. The Company ensures community stakeholders understand and are committed to the objectives of the Company through ongoing education in order for the projects to succeed.

Directors

The names of the directors in office at any time during, or since the end of, the year are:

Names	Appointed/Resigned
Jack Passaris OAM	
George Margellis	
Michael Hawatt	
Liang Joo Leow	
Marta Terracciano JP	Resigned October 2019
Emanuel Valageorgiou	
Shirley Cho	
Diana Chang	Appointed November 2019

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Information on directors

Jack Passaris OAM

Qualifications

Jack Passaris OAM was appointed Chair of Multicultural Care in 2003 and has held the position ever since. He is also a board member of the Ethnic Communities' Council of NSW and a Foundation and Life Member. Jack 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. Jack is a Trustee of the Foundation for Hellenic Studies (UNSW).

In 2009, Jack received the Order of Australia Medal for his services to the community 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. Jack has extensive experience on not-for-profit boards and community organisations. He has always had a strong passion for multiculturalism and for the development of a culturally diverse society.

Special Responsibilities

- Chair of Multicultural Care

George Margelis

Qualifications

George Margelis 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. He was Chief Information Officer (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 My Health Record was launched.

He joined Intel in 2005 and then Intel-GE Innovations. In 2013 George was appointed an Adjunct Associate Professor at the University of Western Sydney with the TeleHealth Research & Innovation Laboratory (THRIL). In 2014 he was appointed to the IT in Aged Care Hall of Fame for his work in the use of technology in aged care. In 2019 he took on the role of Independent Chair of the Aged Care Industry Information Technology Council.

Special Responsibilities

- Member of Risk and Compliance Committee
- Chair of Consumer/Participant Engagement Committee

Michael Hawatt

Qualifications

Michael Hawatt has been a Board member since 2006. He was a Local Government Councillor with Canterbury City Council from 1995 till 2016. During these years, Michael gained a good understanding of council operations and planning. Michael also served on a number of local community organisations and was a candidate for the state seat of Lakemba several times.

Michael was also the former President of the Watson Federal Electoral Conference, Lakemba State Electoral Conference and Canterbury Local Government Conference for the Liberal Party. Michael has also managed a number of election campaigns for his Liberal Party including for Federal, State and Local Government elections. Michael's business skills include operating his own business as a Finance Broker since 2000 and trading in import-export and investments. He also worked during his early years as a computer programmer and analyst with a number of large companies including Qantas Airways.

Special Responsibilities

- Member of the Finance and Audit Committee

Liang Joo Leow

Qualifications

Liang Joo Leow is a medical professional with a passion for clinical as well as information and communications technology governance. He has served on peak advisory committees at the Therapeutic Goods Administration and St Vincent's Health Australia and is a graduate of the Australian Institute of Company Directors.

An experienced educator, he is appointed Conjoint Senior Lecturer at the University of New South Wales and Adjunct Clinical Senior Lecturer at the University of Notre Dame Australia. He is a research supervisor and examiner at St Vincent's Clinical School and the University of New South Wales; and has broad medical research interests, with international journal publications this year in the fields of medical ethics, medicines safety and clinical medicine.

Driven by eclectic interests, Liang Joo has studied at four Australian universities and holds tertiary qualifications in public health, tropical medicine, information technology and linguistics. Upon graduating from medical school, Liang Joo began his career in an unrelated field, as a management consultant at the Boston Consulting Group. Liang Joo was a winner of the inaugural James Cook University Outstanding Young Alumni Award and the Australian Institute of Interpreters and Translators' Inaugural Award for Excellence in Interpreting. He received an Alumni Achievement Award from the University of New England in 2019, where he is currently undertaking a PhD.

His multicultural and language experience includes subtitling at the Special Broadcasting Service, examining for the NSW Board of Studies and the National Accreditation Authority for Translators and Interpreters, and interpreting at meetings of the United Nations, World Bank and G20

Special Responsibilities

- Chair of Risk and Compliance Committee

Marta Terracciano JP

Qualifications

Marta Terracciano J.P. is currently the CEO of Residential Gardens. Her experiences have helped her broaden her horizons and become a key figurehead in the community. She has a comprehensive knowledge and understanding of cultural issues in the community. She has experience in high quality aged care systems that ensures equitable access and outcomes.

Marta has contributed to many community projects including being appointed Commissioner of the Community Relations Commission CRC for six years. She has worked closely with organisations to help them better understand the critical issues in the community, particularly relating to aged care.

Through these actions, she has helped lead the people in the community on current issues and consults with other community leaders in order to achieve the best possible outcomes for everyone involved. She has a strong understanding of the issues affecting the community and has many years of experience working with government officials which has given her a strong leadership capability within the community and her organisation. She is an advocate for the greater good of aged care services, which has been a constant focus throughout her career.

Emanuel Valageorgiou

Qualifications

Emanuel Valageorgiou joined the Board in 2007, serving for several years as Secretary. He is an experienced not-for-profit (NFP) board director and was formerly a senior executive with TransGrid. He also has extensive experience in voluntary organisations dealing with multicultural issues, aged and disability care, youth and sport.

Emanuel has been a Director of the Ethnic Communities' Council of NSW since 2005, serving as Secretary and Chair and is currently its Treasurer. He serves as a member of Multicultural NSW's Western Sydney Regional Advisory Council. Emanuel is also Vice President of the Samian Brotherhood of NSW and a co-founder of Glory Football Club. He currently provides human resources and change management consulting services to not-for-profits and small businesses.

Special Responsibilities

- Member of Risk and Compliance Committee
- Member of Finance & Audit Committee

Shirley Cho**Qualifications**

Shirley Cho is a skilled governance professional with a focus on good governance in the not-for-profit sector. She supports older people from culturally diverse backgrounds in the community. She was elected to the Board of Multicultural Care in 2018.

Shirley is a financial executive with business acumen and hands-on experience in accounting and financial management in the customer-centred industry. Shirley is a Fellow Certified Practising Accountant.

Her previous roles in the last five years include NSW Councillor of CPA Australia and Board Member and Treasurer of Connect: Inner West Community Transport Group.

Special Responsibilities

- Chair of Finance & Audit Committee

Diana Chang

Diana Chang joined the Board in 2019. Diana has over 35 years' experience as a commercial litigation lawyer and has been consistently recognised as a leading and recommended practitioner in litigation and alternative dispute resolution in Australia. She has been a partner in commercial law firms including a founding partner of a leading corporate boutique law firm and Office Managing Partner and Practice Leader in the Sydney office of Clifford Chance a global law firm. Throughout her career Diana steered and actively contributed to community engagement and social justice initiatives of the firms she worked at. Between 2016-2017 she was a Member of the NSW Law Society Diversity and Inclusion Committee whose role is to promote diversity, equality and inclusion in the legal profession. She was also a part-time member of the Australian Takeovers Panel for six years. She is a graduate of the Australian Institute of Company Directors. Diana is also the Secretary and Chair of the Risk Committee of South West Sydney Legal Centre.

Special Responsibilities

- Member, Risk & Compliance Committee

Meetings of directors

During the financial year, 6 meetings of directors (including committees of directors) were held. Attendances by each director during the year were as follows:

	Directors' Meetings		Finance & Audit Committee		Risk & Compliance Committee		Consumer/ Participant Engagement Committee	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended
Jack Passaris OAM	7	7	-	-	-	-	-	-
George Margelis	7	7	-	-	4	3	1	1
Michael Hawatt	7	6	2	1	-	-	1	-
Liang Joo Leow	7	7	-	-	4	4	-	-
Marta Terracciano JP	1	1	-	-	-	-	1	1
Emanuel Valageorgiou	7	7	2	2	4	4	-	-
Shirley Cho	7	5	2	2	-	-	-	-
Diana Chang	5	5	-	-	4	4	-	-

Other items

Events after the reporting date

On 11 March, 2020, the World Health Organisation declared the outbreak of a respiratory disease caused by a new coronavirus as a "pandemic". First identified in late 2019 and known now as COVID-19, the outbreak has impacted thousands of individuals worldwide. In response, many countries have implemented measures to combat the outbreak which have impacted global business operations. As of the date of issuance of the financial statement, the Company's operations have been impacted. The Company continues to monitor the situation. No impairments were recorded as the carrying amounts of the Company's assets are expected to be recoverable.

Except for the above, no other matters or circumstances have arisen since the end of the financial year which significantly affected or could significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

Signed in accordance with a resolution of the Board of Directors:



Jack Passaris OAM
Director

Dated this 24th day of November 2020

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

For the Year Ended 30 June 2020

	Note	2020 \$	2019 \$
Revenue	5	6,380,571	6,071,801
Other income	5	249,789	178,408
Employee benefits expense		(4,917,863)	(4,499,535)
Depreciation expense		(49,453)	(39,489)
Depreciation -right of use asset		(95,354)	-
Bad and doubtful debt expenses		(31,498)	(4,057)
Advertising expenses		(23,397)	(30,382)
Audit and accounting expenses		(23,380)	(18,614)
Client program expenses		(807,172)	(918,051)
Computer expenses		(176,187)	(42,579)
Rental expenses		-	(95,472)
Other expenses		(357,659)	(423,328)
Finance costs		(5,269)	(163)
Surplus before income tax		143,128	178,539
Income tax expense		-	-
Surplus for the year		143,128	178,539
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		143,128	178,539

STATEMENT OF FINANCIAL POSITION

As At 30 June 2020

	Note	2020 \$	2019 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	5,361,478	4,821,063
Trade and other receivables	7	388,265	163,299
TOTAL CURRENT ASSETS		5,749,743	4,984,362
NON-CURRENT ASSETS			
Property, plant and equipment	8	1,242,011	690,868
Right-of-use assets	9	141,719	-
TOTAL NON-CURRENT ASSETS		1,383,730	690,868
TOTAL ASSETS		7,133,473	5,675,230
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	1,945,383	1,423,132
Lease liabilities	9	96,670	-
Employee benefits	11	401,677	340,145
TOTAL CURRENT LIABILITIES		2,443,730	1,763,277
NON-CURRENT LIABILITIES			
Lease liabilities	9	48,052	-
Employee benefits	11	51,276	-
TOTAL NON-CURRENT LIABILITIES		99,328	-
TOTAL LIABILITIES		2,543,058	1,763,277
NET ASSETS		4,590,415	3,911,953
EQUITY			
Reserves	12	832,848	295,750
Retained earnings		3,757,567	3,616,203
TOTAL EQUITY		4,590,415	3,911,953

STATEMENT OF CHANGES IN EQUITY

For the Year Ended 30 June 2020

2020	Retained Earnings \$	Asset Revaluation Reserve \$	Total \$
Balance at 1 July 2019	3,616,203	295,750	3,911,953
Restatement due to adoption of AASB 16	(1,764)	–	(1,764)
Balance at 1 July 2019 restated	3,614,439	295,750	3,910,189
Surplus for the year	143,128	–	143,128
Revaluation increment (decrement)	–	537,098	537,098
Balance at 30 June 2020	3,757,567	832,848	4,590,415
2019	Retained Earnings \$	Asset Realisation Reserve \$	Total \$
Balance at 1 July 2018	3,437,664	295,750	3,733,414
Surplus for the year	178,539	–	178,539
Balance at 30 June 2019	3,616,203	295,750	3,911,953

STATEMENT OF CASH FLOWS

For the Year Ended 30 June 2020

	Note	2020 \$	2019 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		7,198,671	6,596,314
Payments to suppliers and employees		(6,564,641)	(6,099,678)
Interest received		67,003	83,705
Net cash provided by/(used in) operating activities	16	<u>701,033</u>	<u>580,341</u>
CASH FLOWS FROM INVESTING ACTIVITIES:			
Purchase of property, plant and equipment		(62,998)	(48,316)
Net cash provided by/(used in) investing activities		<u>(62,998)</u>	<u>(48,316)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:			
Lease outflows		(97,620)	–
Net cash provided by/(used in) financing activities		<u>(97,620)</u>	<u>–</u>
Net increase/(decrease) in cash and cash equivalents held		540,415	532,025
Cash and cash equivalents at beginning of year		<u>4,821,063</u>	<u>4,289,038</u>
Cash and cash equivalents at end of financial year	6	<u><u>5,361,478</u></u>	<u><u>4,821,063</u></u>

NOTES TO THE FINANCIAL STATEMENTS

For the Year Ended 30 June 2020

The financial report covers Multicultural Care Limited an individual entity. Multicultural Care Limited is a not for profit limited by guarantee Company, incorporated and domiciled in Australia.

The functional and presentation currency of Multicultural Care Limited is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards - Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Act 2012.

COVID-19 Impact on the use of estimates and assumption

While the effects of COVID-19 do not change the significant estimates, judgements and assumptions in the preparation of financial statements, it has resulted in increased estimation uncertainty and application of further judgement within those identified areas.

2 Change in Accounting Policy

1. Revenue from Contracts with Customers – Adoption of AASB 15

The Company has adopted AASB 15 Revenue from Contracts with Customers and AASB 1058 Income of Not-for-Profit Entities for the first time in the current year with a date of initial application of 1 July 2019.

The Company has applied AASB 15 and AASB 1058 using the cumulative effect method which means the comparative information has not been restated and continues to be reported under AASB 111, AASB 118, AASB 1004 and related interpretations. All adjustments on adoption of AASB 15 and AASB 1058 have been taken to retained earnings at 1 July 2019.

The key changes to the Company's accounting policies and the impact on these financial statements from applying AASB 15 and AASB 1058 are described below.

Leases – Adoption of AASB 16

The Company has adopted AASB 16 Leases using the modified retrospective (cumulative catch-up) method from 1 July 2019 and therefore the comparative information for the year ended 30 June 2019 has not been restated and has been prepared in accordance with AASB 117 Leases and associated Accounting Interpretations.

Impact of adoption of AASB 16

The impact of adopting AASB 16 is described below:

Company as a lessee

Under AASB 117, the Company assessed whether leases were operating or finance leases based on its assessment of whether the significant risks and rewards of ownership had been transferred to the Company or remained with the lessor. Under AASB 16, there is no differentiation between finance and operating leases for the lessee and therefore all leases which meet the definition of a lease are recognised on the statement of financial position (except for short-term leases and leases of low value assets)

The Company has elected to use the exception to lease accounting for short-term leases and leases of low value assets, and the lease expense relating to these leases are recognised in the statement of profit or loss on a straight line basis.

Practical expedients used on transition

AASB 16 includes a number of practical expedients which can be used on transition, the Company has used the following expedients:

- contracts which had previously been assessed as not containing leases under AASB 117 were not re-assessed on transition to AASB 16;
- lease liabilities have been discounted using the Company's incremental borrowing rate at 1 July 2019;

- right-of-use assets at 1 July 2019 have been measured at an amount equal to the lease liability adjusted by the amount of any prepaid or accrued lease payments;
- a single discount rate was applied to all leases with similar characteristics;
- the right-of-use asset was adjusted by the existing onerous lease provision (where relevant) at 30 June 2019 rather than perform impairment testing of the right-of-use asset;
- excluded leases with an expiry date prior to 30 June 2020 from the statement of financial position and lease expenses for these leases have been recorded on a straight-line basis over the remaining term;
- used hindsight when determining the lease term if the contract contains options to extend or terminate the lease; for leases which were classified as finance leases under AASB 117, the carrying amount of the right-of-use asset and the lease liability at 1 July 2019 are the same value as the leased asset and liability on 30 June 2019.

3 Summary of Significant Accounting Policies

(a) Revenue and other income

For comparative year

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the Company and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

Donations

Donations collected, including cash and goods for resale, are recognised as revenue when the Company gains control, economic benefits are probable and the amount of the donation can be measured reliably.

Rendering of services

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

Client contributions

Client contributions – Fees charged for care or services provided to clients are recognised when the service is provided.

Revenue from contracts with customers

For current year

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the Company expects to receive in exchange for those goods or services. Revenue is recognised by applying a five-step model as follows:

1. Identify the contract with the customer
2. Identify the performance obligations
3. Determine the transaction price
4. Allocate the transaction price to the performance obligations
5. Recognise revenue as and when control of the performance obligations is transferred

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of the Company have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

Interest revenue

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

Government Grants

A number of the Company's programs are supported by grants received from the federal, state and local governments. If conditions are attached to a grant which must be satisfied before the Company is eligible to receive the contribution, recognition of the grant as revenue is deferred until those conditions are satisfied. Where a grant is received on the condition that specified services are delivered to the grantor, this is considered a reciprocal transaction. Revenue is recognised as services are performed and at year end a liability is recognised until the service is delivered.

Other income

Other income is recognised on an accruals basis when the Company is entitled to it.

(b) Income Tax

The Company is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(c) Goods and services tax (GST)

Revenue, 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 payable are stated inclusive of GST.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(d) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

Land and buildings

Land and buildings are measured using the revaluation model.

Plant and equipment

Plant and equipment are measured using the cost model.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the assets useful life to the Company, commencing when the asset is ready for use.

(e) Financial instruments

Financial instruments are recognised initially on the date that the Company becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

Classification

On initial recognition, the Company classifies its financial assets into the following categories, those measured at:

- amortised cost
- fair value through profit or loss – FVTPL
- fair value through other comprehensive income – equity instrument (FVOCI – equity)
- fair value through other comprehensive income – debt investments (FVOCI – debt)

Financial assets are not reclassified subsequent to their initial recognition unless the Company changes its business model for managing financial assets.

Amortised cost

Assets measured at amortised cost are financial assets where:

- the business model is to hold assets to collect contractual cash flows; and
- the contractual terms give rise on specified dates to cash flows are solely payments of principal and interest on the principal amount outstanding.

The Company's financial assets measured at amortised cost comprise trade and other receivables and cash and cash equivalents in the statement of financial position.

Subsequent to initial recognition, these assets are carried at amortised cost using the effective interest rate method less provision for impairment.

Interest income and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

Fair value through other comprehensive income

Financial assets through profit or loss

All financial assets not classified as measured at amortised cost or fair value through other comprehensive income as described above are measured at FVTPL.

Impairment of financial assets

Impairment of financial assets is recognised on an expected credit loss (ECL) basis for the following assets:

- financial assets measured at amortised cost

When determining whether the credit risk of a financial assets has increased significant since initial recognition and when estimating ECL, the Company considers reasonable and supportable information that is relevant and available without undue cost or effort. This includes both quantitative and qualitative information and analysis based on the Company's historical experience and informed credit assessment and including forward looking information.

The Company uses the presumption that an asset which is more than 30 days past due has seen a significant increase in credit risk.

The Company uses the presumption that a financial asset is in default when:

- the other party is unlikely to pay its credit obligations to the Company in full, without recourse to the Company to actions such as realising security (if any is held); or
- the financial assets is more than 90 days past due.

Credit losses are measured as the present value of the difference between the cash flows due to the Company in accordance with the contract and the cash flows expected to be received. This is applied using a probability weighted approach.

Trade receivables

Impairment of trade receivables have been determined using the simplified approach in AASB 9 which uses an estimation of lifetime expected credit losses. The Company has determined the probability of non-payment of the receivable and multiplied this by the amount of the expected loss arising from default.

The amount of the impairment is recorded in a separate allowance account with the loss being recognised in finance expense. Once the receivable is determined to be uncollectable then the gross carrying amount is written off against the associated allowance.

Other financial assets measured at amortised cost

Impairment of other financial assets measured at amortised cost are determined using the expected credit loss model in AASB 9. On initial recognition of the asset, an estimate of the expected credit losses for the next 12 months is recognised. Where the asset has experienced significant increase in credit risk then the lifetime losses are estimated and recognised.

Financial liabilities

The Company measures all financial liabilities initially at fair value less transaction costs, subsequently financial liabilities are measured at amortised cost using the effective interest rate method.

The financial liabilities of the Company comprise trade payables and lease liabilities.

(f) Cash and cash equivalents

Cash and cash equivalents comprise 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.

(g) Leases

For comparative year

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the life of the lease term.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

For the current year

(i) Right-of-use asset

At the lease commencement, the Company recognises a right-of-use asset and associated lease liability for the lease term. The lease term includes extension periods where the Company believes it is reasonably certain that the option will be exercised.

The right-of-use asset is measured using the cost model where cost on initial recognition comprises of the lease liability, initial direct costs, prepaid lease payments, estimated cost of removal and restoration less any lease incentives received.

The right-of-use asset is depreciated over the lease term on a straight line basis and assessed for impairment in accordance with the impairment of assets accounting policy.

(ii) Lease liability

The lease liability is initially measured at the present value of the remaining lease payments at the commencement of the lease. The discount rate is the rate implicit in the lease, however where this cannot be readily determined then the Company's incremental borrowing rate is used.

Subsequent to initial recognition, the lease liability is measured at amortised cost using the effective interest rate method. The lease liability is remeasured whether there is a lease modification, change in estimate of the lease term or index upon which the lease payments are based (e.g. CPI) or a change in the Company's assessment of lease term.

Where the lease liability is remeasured, the right-of-use asset is adjusted to reflect the remeasurement or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

Exceptions to lease accounting

The Company has elected to apply the exceptions to lease accounting for short-term leases (i.e. leases with a term of less than or equal to 12 months). The Company recognises the payments associated with these leases as an expense on a straight-line basis over the lease term.

(h) Employee benefits

Provision is made for the Company's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

(i) Adoption of new and revised accounting standards

The Company has adopted all standards which became effective for the first time at 30 June 2020, the adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of the Company or refer to Note 2 for details of the changes due to standards adopted.

4 Critical Accounting Estimates and Judgments

Those charged with governance make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

Key estimates – receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

5 Revenue and Other Income

	2020 \$	2019 \$
– rendering of services	6,030,771	6,071,801
– government subsidy	349,800	–
Total Revenue	6,380,571	6,071,801
Other Income		
– insurance recoveries	53,994	60,892
– interest received	67,003	83,705
– rental income	33,800	33,733
– other income	94,992	77
	249,789	178,407
Total Revenue and Other Income	6,630,360	6,250,208

6 Cash and Cash Equivalents

Cash on hand	752	2,082
Westpac Bank	30,502	34,943
St George Fixed Deposit	1,263,016	1,239,692
Westpac – Cash Reserve Account	1,085,074	1,064,895
Westpac – Term deposit	1,922,980	1,438,218
Westpac – Term deposit 2	1,056,198	1,036,436
Westpac debit card	2,956	4,797
Total Cash and Cash Equivalents	5,361,478	4,821,063

7 Trade and other receivables

CURRENT		
Trade receivables	133,231	132,458
Deposits refundable	8,250	8,250
Prepayments	42,584	22,591
Loan to employee	1,400	–
Government subsidy receivable	202,800	–
Total current trade and other receivables	388,265	163,299

8 Property, plant and equipment

	2020 \$	2019 \$
LAND AND BUILDINGS		
At cost	1,360,226	818,648
Accumulated depreciation	(224,721)	(205,746)
Total land and buildings	<u>1,135,505</u>	<u>612,902</u>
PLANT AND EQUIPMENT		
Furniture, fixtures and fittings		
At cost	138,485	132,490
Accumulated depreciation	(122,326)	(113,692)
Total furniture, fixtures and fittings	<u>16,159</u>	<u>18,798</u>
Motor vehicles		
At cost	54,820	47,842
Accumulated depreciation	(9,546)	(20,930)
Total motor vehicles	<u>45,274</u>	<u>26,912</u>
Computer equipment		
At cost	79,956	51,320
Accumulated depreciation	(34,883)	(19,064)
Total computer equipment	<u>45,073</u>	<u>32,256</u>
Total plant and equipment	<u>106,506</u>	<u>77,966</u>
Total property, plant and equipment	<u>1,242,011</u>	<u>690,868</u>

9 Leases

Right-of-use assets	Buildings \$	Office Equipment \$	Total \$
Year ended 30 June 2020			
Change due to adoption of AASB 16	278,358	12,841	291,199
Depreciation charge	(146,911)	(2,569)	(149,480)
Balance at end of year	<u>131,447</u>	<u>10,272</u>	<u>141,719</u>

10 Trade and Other Payables

	Note	2020 \$	2019 \$
CURRENT			
Trade payables		155,765	152,265
GST payable		11,528	85,753
PAYG payable		52,547	36,139
Superannuation payable		32,978	16,096
STRC clients		118,740	276,095
Subsidies in advance		1,418,038	737,646
Other payables		155,787	119,138
		<u>1,945,383</u>	<u>1,423,132</u>

11 Employee Benefits

Current liabilities			
Long service leave		91,610	99,101
Provision for annual leave		310,067	241,044
		<u>401,677</u>	<u>340,145</u>
Non-current liabilities			
Long service leave		51,276	-
		<u>51,276</u>	<u>-</u>

12 Reserves

Asset revaluation reserve

Opening balance		295,750	295,750
Transfers in		537,098	-
Total		<u>832,848</u>	<u>295,750</u>

13 Financial Risk Management

Objectives, policies and processes

The company is exposed to a variety of financial risks through its use of financial instruments.

The company's overall risk management plan seeks to minimise potential adverse effects due to the unpredictability of financial markets.

The company does not have any derivative instruments at 30 June 2020.

The board of directors have overall responsibility for the establishment of Multicultural Care Limited's financial risk management framework. This includes the development of policies covering specific areas such as interest rate risk, credit risk.

Risk management policies and systems are reviewed regularly to reflect changes in market conditions and Multicultural Care Limited's activities.

The day-to-day risk management is carried out by Multicultural Care Limited's finance function under policies and objectives which have been approved by the board of directors. The Chief Financial Officer has been delegated the authority for designing and implementing processes which follow the objectives and policies. This includes monitoring the levels of exposure to interest rate and foreign exchange rate risk and assessment of market forecasts for interest rate movements.

The board of directors receives monthly reports which provide details of the effectiveness of the processes and policies in place.

Mitigation strategies for specific risks faced are described below:

- The company does not hold any financial assets with terms that have been renegotiated, but which would otherwise be past due or impaired.

The other classes of receivables do not contain impaired assets.

14 Members' Guarantee

The Company is incorporated under the *Australian Charities and Not-for-profits Commission Act 2012* and is a Company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$ 10 each towards meeting any outstanding obligations of the Company. At 30 June 2020 the number of members was 10 (2019: 10).

15 Contingencies

In the opinion of those charged with governance, the Company did not have any contingencies at 30 June 2020 (30 June 2019: None)

16 Cash Flow Information

(a) Reconciliation of result for the year to cashflows from operating activities

Reconciliation of net income to net cash provided by operating activities:

	2020 \$	2019 \$
Profit for the year	143,128	178,539
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit:		
– depreciation	49,453	39,489
– depreciation right of use asset	95,354	–
Changes in assets and liabilities:		
– (increase)/decrease in trade and other receivables	(224,965)	(60,634)
– (increase)/decrease in right of use asset	(141,719)	–
– increase/(decrease) in trade and other payables	666,973	379,447
– increase/(decrease) in provisions	112,809	43,500
Cashflows from operations	<u>701,033</u>	<u>580,341</u>

17 Events after the end of the Reporting Period

On 11 March, 2020, the World Health Organisation declared the outbreak of a respiratory disease caused by a new coronavirus as a “pandemic”. First identified in late 2019 and known now as COVID-19, the outbreak has impacted thousands of individuals worldwide. In response, many countries have implemented measures to combat the outbreak which have impacted global business operations. As of the date of issuance of the financial statement, the Company’s operations have been impacted. The Company continues to monitor the situation. No impairments were recorded as the carrying amounts of the Company’s assets are expected to be recoverable.

Except for the above, no other matters or circumstances have arisen since the end of the financial year which significantly affected or could significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

18 Statutory Information

The registered office and principal place of business of the Company is:

**Suite 30, 532 Canterbury Road
Campsie, NSW 2194**

DIRECTORS' DECLARATION

The directors of the Company declare that:

1. The financial statements and notes, as set out on pages 7 to 23, are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, and:
 - a. Comply with Australian Accounting Standards – Reduced Disclosure Requirements and the Australian Charities and Not for profits Commission Regulation 2013; and
 - b. Give a true and fair view of the financial position as at 30 June 2020 and of the performance for the year ended on that date of the Company.
2. In the directors' opinion, there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



Jack Passaris OAM
Director

Dated this 24th day of November 2020

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF MULTICULTURAL CARE LIMITED

Report on the Audit of the Financial Report



Bentleys NSW Audit Pty Ltd

Level 14, 88 Margaret Street
Sydney NSW 2008
Australia

ABN 12 142 202 249

T +61 2 8220 0708

F +61 2 8220 0717

Multicultural Care Limited

ABN: 77 888 958 011

Independent Audit Report to the Members of Multicultural Care Limited

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Multicultural Care Limited (the Company), which comprise the statement of financial position as at 30 June 2020, and the statement of profit or loss and other comprehensive income, statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the directors' declaration.

In our opinion, the financial report of Multicultural Care Limited is in accordance with Division 66 of the Australian Charities and Not-for-Profits Commission Act 2012 (ACNC Act) including:

1. giving a true and fair view of the Company's financial position as at 30 June 2020 and of its performance for the year then ended; and
2. complying with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of the Australian Charities and Not-for-Profits Commission Regulation 2013.

Basis of Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Company in accordance with the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.



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Responsibilities of the Directors for the Financial Report

The directors of the Company are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the ACNC Act, and for such internal control as the Company's directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

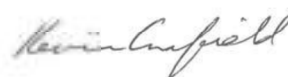
As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Company's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

The Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements. We also provide the directors with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.



Kevin Cornfield
Director
Sydney
Date:



BENTLEYS NSW AUDIT PTY LTD
Chartered Accountants

REFERENCES

Australian Bureau of Statistics 2019, *Disability, Ageing and Carers, Australia: Summary of Findings*, viewed 23 October 2020, <<https://www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release>>

ACKNOWLEDGEMENTS

Australian Government Department of Health

Australian Government Department of Human Services

Australian Government Department of Veterans' Affairs

Australian Government Department of Social Services

NSW Department of Communities & Justice

National Disability Insurance Agency

CONTACTS

Phone: (02) 9718 6199

Fax: (02) 9789 2392

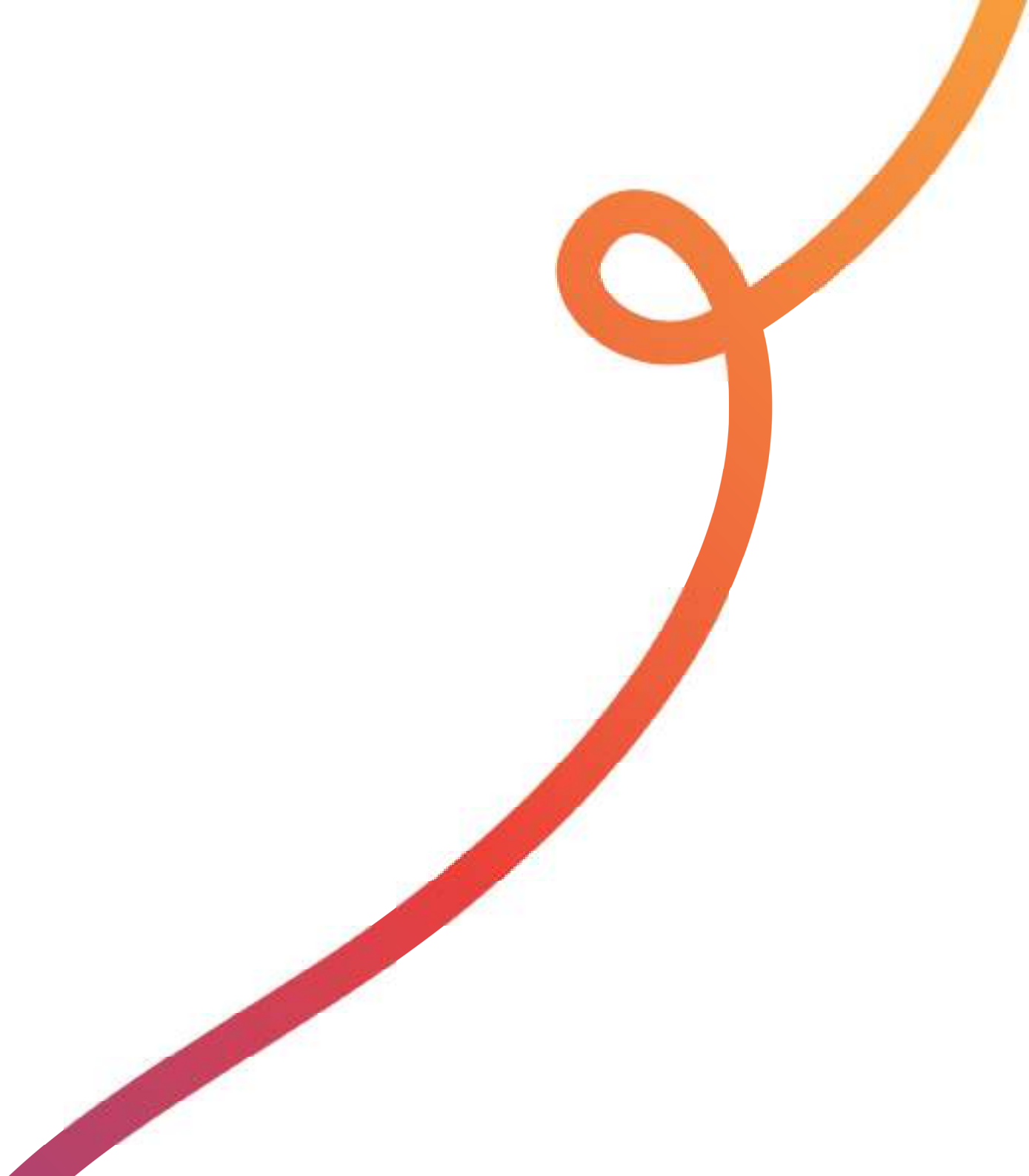
Email: admin@mc.org.au
referrals@mc.org.au

Office: Suite 30, 532 Canterbury Road,
Campsie NSW 2194

Hours: 9am – 5pm, Monday to Friday

multiculturalcare.com.au







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