

MULTICULTURAL CARE

ANNUAL REPORT 2021-22



**Multicultural
Care**

Over 30 years
of Cultural Care
& Connection



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About Multicultural Care

Over 30 years of Cultural Care and Connection

Multicultural Care is a not-for-profit organisation providing in-home care services to people from culturally and linguistically diverse (CALD) backgrounds living across many regions of Sydney.

We are funded by the NSW and Federal Governments to deliver care services and social support to older people. We also support adults who live with disability and have funding through the National Disability Insurance Scheme (NDIS). Our services and support are also available with private funding.

We have a 100 per cent person-focused approach to helping clients continue to live in their own homes—the way they want to—for the longest possible period of time. We believe the ability to live independently, with appropriate support, is vital for people's wellbeing and fulfilment—even more so for people who may face additional life challenges due to language and cultural differences.

Multicultural Care understands the importance of great staff. We carefully select and train our team members to provide clients with the most optimal care. Each staff member embodies and delivers on our organisational values of customer focus, inclusiveness, fairness, integrity, accountability, innovation, collaboration and equality. We are 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 their native tongue—to be a dedicated partner in care.

Our Aged Care Services

- › Home Care Packages
- › Commonwealth Home Support Programme, including Respite
- › Community Visitors Scheme
- › Short-term Restorative Care
- › Veterans' Home Care
- › Private Care Services

Our services to Sydney Local Health District patients until April 2022

- › Personal care
- › Domestic assistance
- › Flexible respite
- › Assisted transport

Our Disability Care Services

- › Assistance with personal activities
- › Life skills development and training
- › Group centre activities
- › Community participation
- › Household tasks
- › NDIS plan management

Our Social Inclusion and Wellbeing Programs

- › EnCOMPASS Multicultural Aged Care Connector program
- › Art Therapy – funded to 30 June 2022
- › Carers Investment Program – Weavers – funded to December 2021



Our year at a glance



1,270
individual clients assisted



71,343
service hours delivered



56
annual average
service hours
per client

July 2021

- › Our Centre Based Respite programs, Community Visitors Scheme and Art Therapy workshops continued to be suspended due to the COVID-19 lockdown enforced from late June 2021.
- › Successfully tendered to provide the EnCOMPASS Multicultural Aged Care Connector program to Hindi and Vietnamese speakers in South-West Sydney. EnCOMPASS is funded by the Commonwealth Department of Health in partnership with Federation of Ethnic Communities' Councils of Australia (FECCA).

August 2021

September 2021

- › We distributed our Spring Newsletter to clients with information about staying safe from COVID-19, government reforms to the aged care sector and client stories.
- › We hosted a celebration of Cultural Diversity.
- › As part of a new consumer engagement and quality project aimed to increase quality outcomes for our consumers, we surveyed people via the Spring Newsletter. Our Let's Talk survey asked clients what topics they wanted to hear about from Multicultural Care and how they would like to communicate with us.
- › We invited clients with diverse experience to join our Quality Strategy Working Group.

October 2021

- › COVID-19 restrictions were lifted, enabling our Centre Based Day Respite programs to re-commence, although with lower participation numbers.
- › Kiran re-joined Multicultural Care as our EnCOMPASS Hindi and Vietnamese Aged Care Connector.

November 2021

- › New Social Support Individual initiative launched in the Inner West region.
- › Rolled out Flexible Respite service into the Northern Sydney region.

December 2021

- › Our annual client satisfaction survey was sent to all clients and 153 responses were received with valuable feedback. We translated the survey into Arabic, Mandarin, Greek, Italian, Macedonian, Spanish and Vietnamese to ensure as many people as possible could respond.
- › On December 9th, at our Annual General Meeting, we were proud to celebrate Multicultural Care's 30th anniversary. The celebration, held at Ashfield Town Hall was attended by The Hon. Mark Coure MP, Minister for Multiculturalism; Mr Stephen Kamper MP, Shadow Minister for Multiculturalism; Ms Sophie Cotsis MP, Member for Canterbury, founding members of our organisation, Board Directors, staff and volunteers.
- › Our new logo, tagline and branding were launched at our 30th celebration: *'Over 30 years of Cultural Care and Connection'*.
- › On December 22nd, 120 clients from our Arabic, Macedonian, Vietnamese, Greek, Italian and Chinese respite groups gathered for Christmas celebrations at the Magpie Sports Club in Croydon Park.

May 2022

- › Our Community Visitors Scheme (CVS) volunteers were officially thanked by the Mayor of Burwood for their important work with the community at the Burwood Volunteer Recognition Awards.
- › We recognised the commitment of our CVS volunteers by hosting a barbecue at the Multicultural Care office, where our CEO Dr. Rosy Walia presented certificates.

January 2022

February 2022

March 2022

- › Jessica, Client Services Administration Support, received a Most Valued Partner Award from Empower Healthcare. Jessica refers clients with occupational therapy needs to Empower Healthcare. Jessica and other Multicultural Care staff were invited to celebrate at a morning tea hosted by Empower Healthcare.

April 2022

- › We resumed our Art Therapy workshops in seven locations after COVID-19 restrictions were lifted and participants felt comfortable attending.
- › Our contract with Sydney Local Health District to provide in-home care services to patients referred from Royal Prince Alfred, Canterbury and Concord Hospitals ended.

June 2022

- › We held our first Connection Day for clients, partners and other community organisations at the Canterbury Leagues Club in Belmore.
- › Funding for our popular Art Therapy programs ended on 30 June 2022.



\$7,398,336

in total revenue and other income



87

staff employed



7

staff recognised for 5, 10, 15 and 20 years of service to Multicultural Care

OUR VISION

Our vision is to provide culturally sensitive, exceptional and empowering home care so people can live life to the full while we deliver peace of mind to their families and carers.

OUR PURPOSE

- › Multicultural Care provides a range of culturally specific direct care services to individuals from a range of diverse backgrounds.
- › We make time to get to know you, and create care plans that are fit for your cultural, spiritual, physical, emotional, social needs and goals.
- › We work in partnership with you, your family, your community and healthcare professionals.
- › We invest in our people to bring you skilled care professionals you can have confidence in.
- › We ensure we operate a sustainable business that optimises our people and our physical and financial resources effectively and efficiently.

OUR VALUES

- › **People focus**
A caring service starts with caring people; therefore, we strive to select, develop, and support the highest quality care professionals.
- › **Customer focus and innovation**
We continually strive to match our services to the evolving needs of our consumers and the community.
- › **Inclusiveness**
We inclusively care for and show kindness for all our diverse community. We encourage the sharing of different perspectives and ideas. We seek to meet the needs of all people through Multicultural Care or partnering with another organisation.
- › **Integrity**
Our clients, consumers, 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 also represent value for money.
- › **Accountability**
We say what we mean and do what we say. We are mindful of our responsibility to the community in general and will always act as a responsible provider of care services to culturally diverse communities.
- › **Collaboration**
We work collaboratively with a broad network of stakeholders and partners to deepen our connections and strengthen our social impacts.



Chair's message



On behalf of the Board, it is my pleasure to present Multicultural Care's 31st Annual Report as we enter our fourth decade of service to the community.

This past year has seen us once again successfully navigate our way through challenging circumstances, including another year of the COVID-19 pandemic, whilst continuing to provide customer-focused and industry-recognised in-home care services. The services we offered this year included Home Care Packages, Short-Term Restorative Care packages, Veterans' Home Care Services, the Community Visitors Scheme, and the Commonwealth Home Support Programme. We are also a NDIS provider.

Our 1,270 clients represent diverse communities across the Inner West, South East and South West suburbs of Sydney. They have come to Australia from all corners of the globe and speak more than 42 different languages from Arabic, Cantonese, Greek, Hindi, Hungarian and Italian to Korean, Mandarin, Punjabi, Serbian, Tagalog and Vietnamese.

Given our focus on serving people whose primary language is not English, most of our nearly 100 staff are bilingual, with some speaking up to five languages in addition to English. However staffing remains a challenge for Multicultural Care and the care services sector overall. We will continue to recruit great people who can provide great customer service, care and support and can build strong relationships with our clients.

Multicultural Care continues to explore further opportunities to connect with community organisations that serve both emerging and existing ethnic groups. We are always looking for ways to grow the services we provide to the community. We recognise the importance of assisting people in their day-to-day lives and empowering them to stay and live in their own homes independently.

We recognise and thank our funding bodies: the Australian Government Departments of Health, Human Services, Veterans' Affairs, and Social Services; the NSW Department of Communities and Justice; and the National Disability Insurance Agency, all of whose support has facilitated our growth and sustainability.

I thank my fellow Board members for their tremendous contribution and support once again this year. The Board has diversified in recent years to reflect a wide range of knowledge, experience and backgrounds. This has enabled us to apply strategically-focused and diversity-centred solutions to problems as they arise in an increasingly complex and demanding aged care sector.

I thank all of Multicultural Care's staff for their dedication and for ensuring that we provide outstanding care and support to our clients. The success of our organisation would also not be possible without the continued commitment and leadership of our CEO, Dr. Rosy Walia who is completing her 15th year of service with our organisation this year.

Emanuel Valageorgiou
CHAIR, MULTICULTURAL CARE BOARD

CEO's report

It gives me great pleasure to present Multicultural Care's 2021-22 Annual Report. The year in which we celebrated our 30th anniversary of delivering services and supports to older people and those living with disability from diverse communities across Sydney.



Like every other organisation across the world, this financial year was yet again dominated by challenges brought about by the ongoing COVID-19 pandemic. As an organisation delivering essential services, we continued to provide our high-quality care and support to clients and their families despite strict lockdowns, COVID-19 variant outbreaks and workforce shortages.

Although our social groups and centre-based programs were unable to operate across the full year due to restrictions, ensuring we could continue to provide vital home care services in a safe way was our priority. To protect the health and safety of clients and support staff—and in the best interests of the communities we serve—we made major and minor adjustments to our services and introduced a vaccination policy and COVID-safe strategy. I am extremely pleased to report that we achieved a 100% vaccination rate.

With some of our communities located in Local Government Areas of Concern, the lifting of restrictions in October 2021 was met with much relief. We were delighted that we could once again support clients to come together socially to enjoy each other's company, as well as music, food and art from their diverse communities. The Christmas party we hosted for participants of our Commonwealth Home Support Programme (CHSP) in December 2021 was a great example of the healing power of connections and cultural celebrations for our diverse clients and their communities.

Our 30th anniversary

At our Annual General Meeting in December 2021, we were delighted to celebrate 30 years of providing in-home support services to Sydney's multicultural community.

We were honoured to recognise this significant milestone with founding members of Multicultural Care, our Board of Directors, staff, volunteers and dignitaries including The Hon. Mark Coure MP, Minister for Multiculturalism; Mr Stephen Kamper MP, Shadow Minister for Multiculturalism and Ms Sophie Cotsis MP, Member for Canterbury.

The event was an opportunity to share the story of our organisation, reflecting on how we have grown to become a leading multicultural aged care and disability services provider supporting 1,270 clients in 2021-22 who speak up to 42 different languages. It also provided the opportunity to launch our refreshed logo and new tagline, *'Over 30 years of Cultural Care and Connection'*, as well as celebrate our staff and the connections we have with community and our clients.

Thank you to everyone involved in creating a wonderful celebration.

We have grown to become a leading multicultural aged care and disability services provider supporting 1,270 clients in 2021-22.

Growing our services

Despite the challenges of today's environment, Multicultural Care has continued to grow. This financial year, additional funding enabled us to extend our CHSP into North Sydney. Additionally, our Short-term Restorative Care (STRC) service expanded to Western Sydney and North Sydney, with 31 new packages.

We were also appointed as the EnCOMPASS Multicultural Aged Care Connector for Hindi and Vietnamese speakers in South-West Sydney. Through this program, we have reached many new clients and assisted them to better understand and navigate the My Aged Care system. Although the program in its current form will end in December 2022, we hope our success over the past year will put us in a strong position to win the tender for the new, longer term initiative, Care Finder.

As a result of significant disruptions due to the lockdown, our successful Art Therapy and Carers Investment Programs (CIP) were both extended.

The CIP, which is also known as the Weavers program, was extended by six months to December 2021. The project's Final Report clearly highlighted the positive impacts of the program on the lives of participating carers. Multicultural Care is exploring possible avenues to continue this program in some shape or form. Our sincere thanks go to The Australian Centre for Social Innovation (TACSI) who has been our great partner in this initiative for more than three years.

From April 2022, we ran seven different culturally-specific Art Therapy groups, with several new groups coming on board as a result of connecting with Multicultural Care through the EnCOMPASS program.

To our great disappointment however, funding for the Art Therapy groups ended in June 2022. Over the many years this program has run, we have received significant positive praise and feedback from both participants and their families. With the pandemic halting many social activities for older people, we found the Art Therapy groups we ran in April 2022 were particularly important in enabling older people to re-connect and get out in their community after a long period of isolation. It is our hope that funding for this valuable and important program can be re-instated.

We were also appointed as the EnCOMPASS Multicultural Aged Care Connector for Hindi and Vietnamese speakers in South-West Sydney.

Aged Care sector reforms

Following the release of the Final Report of the Royal Commission into Aged Care Quality and Safety: Care, Dignity and Respect in early 2021, reforms to the aged care sector continued this year to meet recommendations of the report. These have included:

- new reporting requirements for home care providers regarding the vaccination status of their workforce online via My Aged Care Provider Portal
- improved payment arrangements effective from September 2021
- consultation to inform expansion of the Serious Incident Response Scheme to home care services
- updating of notification of material change obligation for providers to report material changes and key personnel within 28 days
- new governance and accountability requirements for approved providers.

While not specific to the aged care sector, Multicultural Care was also impacted by the following reforms:

- requirements for all company directors to apply for a Director Identification Number from November 2021
- changes to the Social, Community, Home Care and Disability Services Industry Award 2010 to be effective from July 2022. Some of the areas the changes relate to are: minimum payments for part-time employees, roster changes, broken shifts, client cancellation, and equal remuneration.

Multicultural Care's leadership team has been working towards implementing changes in line with the reforms, including developing an action plan in relation to the Industry Award changes.

Disability reform – NDIS practice standards

In November 2021, the NDIS Commission released several changes to the NDIS Practice Standards which specify the quality standards to be met by registered NDIS providers. The amendments and quality indicators applicable to Multicultural Care included:

- the introduction of Emergency and Disaster Management standards
- new mealtime management standards
- new and amended quality indicators.

Our workforce

Multicultural Care was impacted by the workforce shortages heavily affecting the aged care and disability sectors. This meant we faced issues finding suitable candidates for some roles.

To ensure we could continue to provide quality services in line with the aged care sector reforms, we restructured our client services team and introduced several new positions to address concerns around relevant skills, increased complexity, communication and accountability raised by employees. We also consolidated our back-office teams into a single corporate services team to stay efficient and effective due to reduced margins because of the increased cost of delivering services. Further, we devised strategies to improve collaboration between our client services and corporate services staff.

Our biennial staff engagement survey was conducted by Voice Project in July 2021. This was our third survey with Voice Project. The survey reported our engagement levels are at 78%, which is slightly lower than other organisations in our industry, however, our purpose is our strength with 89% of employees believing in the values and aims of our organisation. Another positive area of feedback was employee wellbeing. Most employees feel in control of things in their job and experience more positive than negative emotions at work. The survey also revealed some areas where improvements can be made, including pay and benefits and more opportunities for career progression.

A key action to come from the survey is the appointment of a consultant to drive a new rewards and recognition project for the organisation. We have also developed plans to continue to invest in training opportunities for employees.

In line with the National Employment Standards which give casual employees the right to become a full-time or part-time employee in some circumstances, Multicultural Care provided all eligible casual staff with this option and supported those who wished to transition.

For improved employee engagement and transparency across the organisation, we introduced 'skip-level' meetings whereby a level of management can be 'skipped' for a meeting. For example, the Board can hold a meeting with the Leadership team without the CEO in order to receive firsthand information.

Consumer engagement

We are always looking for ways to improve our services and supports. This financial year, as part of continuous quality improvement, we engaged a consultant to work with us to develop our first Consumer Engagement Strategy. The multi-faceted project has involved consultation with clients and their families about our services, developing resources and training to build the capacity of staff to better engage with clients and demonstrating our compliance activities against the Aged Care Quality Standards.

A key element of the project was the Consumer Engagement and Communication Survey conducted in August/September 2021. From the information collected, we gained excellent insight into the opinions, interests and preferences of respondents. Together with additional information gathered through interviews between the consultant and interested clients, we are using this to guide our decisions and planning about future communications and engagement. One significant action to come out of the work thus far has been to increase the frequency of our client newsletter, in response to feedback from readers.

This significant project is continuing into the next financial year, with further updates and improvements due to be developed and implemented.

We have continued to play an important role in representing the needs of people from diverse communities in relation to the aged care and disability support sectors.

Preparing for the future

During the previous financial year, we worked with an external consultant to develop Multicultural Care's Strategic Plan for 2021-2023. Endorsed by the Board, this year we focused on our Annual Plan for 2022. This involved working with the Leadership team in workshops to set goals and action plans to guide our work. As an organisation, we are working our way through the strategies and action plans to ensure we remain focused on our vision and achieving our goals.

Contributions to the sector

We have continued to play an important role in representing the needs of people from diverse communities in relation to the aged care and disability support sectors through sharing our experiences and insights. It was my pleasure to attend the following industry events this year:

- Annual Excellence in Home & Community Care Symposium – 14-15 Sept 2021
- ACSA Annual Finance in Aged Care Symposium – 22-23 Feb 2022.

I was also delighted and honoured to present at the following events:

- COTA & ACSA Leading Home Care National Conference – 5-6 Apr 2022: Panelist on *Using technology to enable a customer-focused business*.
- 5th Future of Aged Care Summit – 16-17 June 2022: Presenter of *Unpacking the implications of the Royal Commission recommendations on home care*.

My thanks also go to Emanuel Valageorgiou, the Chair of the Multicultural Board who presented on my behalf at the FECCA Conference – 16-17 June 2022: *Weaving a new cloth: Adapting the Weavers carers' peer support model within multicultural communities*.

I was also pleased to continue involvement in several professional councils, committees and groups, including:

- Aged & Community Services Association (ACSA) Divisional Council
- National Disability Services (NDS) State Committee
- Service Australia Aged Care Provider engagement group
- Home Care Package Assurance Provider and Reference Group
- National Workforce Committee of NDS.

Further, Multicultural Care continued to participate proactively in National Roundtables established by the Aged Care Industry Information Technology Council (ACIITC).

Thank you

I wish to acknowledge the many funding bodies without whose support Multicultural Care would not be able to provide its services and supports.

Additionally, my sincere thanks go to our committed and caring workforce, in particular our hardworking frontline support staff who have continued to provide the very best care despite the challenges of the ongoing pandemic.

To our new Chair, Emanuel Valageorgiou, and the Directors of the Multicultural Care Board – thank you for your guidance and wisdom throughout 2021-22. Your insights and leadership continue to steer our organisation towards a positive future in which we continue to support people from diverse communities to live fulfilling and comfortable lives in their own homes, while giving their families peace of mind.

Finally, to our clients, their families and carers, my sincerest thanks to you all for trusting in our care and services. At Multicultural Care, we are proud to provide high quality caring and culturally sensitive services and supports. We look forward to continuing to serve you and your families for many years to come.



Dr. Rosy Walia GAICD
CHIEF EXECUTIVE OFFICER,
COMPANY SECRETARY

Home Care Packages

Multicultural Care delivers services and supports to older Australians who wish to stay living independently in their home and have a Home Care Package (HCP) funded by the Australian Government.

Home Care Packages are tailored to the needs of each individual, providing them with the support and services they need to maintain their wellbeing, remain as independent as possible and connect with their community.

Aboriginal and Torres Strait Islanders aged 50 years and over, older people (aged 65 or over) and self-funded retirees (on a cost-for-service basis) are eligible to access Home Care services. An Aged Care Assessment Team (ACAT) determines the older person's eligibility for a Home Care Package and the level they can access. Once assessed as eligible, the person and/or their designated family member/s choose an approved service provider – such as Multicultural Care – who they believe best meets their needs.

OUR SERVICE

Multicultural Care pairs our Home Care Package clients with a Case Manager who consults with them to tailor a care plan. Our Case Managers are fully qualified Registered Nurses and assign suitable staff and manage the delivery of services and supports.

Our Case Managers conduct regular reviews with clients to ensure their support needs continue to be met and determine whether new services need to be incorporated into a client's care plan.

Home Care Package Levels

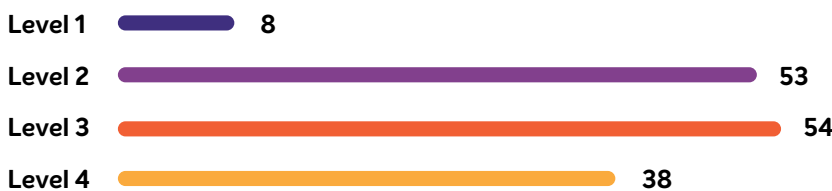
Level 1 – Basic care needs

Level 2 – Low care needs

Level 3 – Intermediate care needs

Level 4 – High care needs

Snapshot of our HCP service in 2021-22



Languages spoken by our HCP clients:



Greek



Cantonese



Mandarin



Arabic



Italian



Korean



Hindi



Spanish



Russian



Vietnamese

HCP service includes:



Personal care such as bathing, hygiene, and assistance with dressing



Nursing



Allied health including physiotherapy, occupational therapy, podiatry, speech pathology, remedial massage



Meals and food preparation



Contenance care



Domestic assistance such as cleaning, laundry, and other home chores



Home or garden maintenance



Home modifications



Supportive aids and equipment



Transport services to get to appointments and out in the community



Social outings and group activities with the local community

Mrs Galina Chadiloff's story

In the 1950s, thousands of Russians living in China immigrated to Australia, driven out on political grounds by Chairman Mao and the communist party. Galina Chadiloff, a Chinese-born Russian/Greek, and her family, were among those who re-settled in Australia, arriving in Brisbane in 1954 at 27 years of age.

Today, now aged 95, Mrs Chadiloff lives in a comfortable, light-filled unit within a retirement village in Strathfield. Until recent years, she was fairly independent, with her daughter, Marina, helping her when needed. However, when her much-loved dog Priscilla sadly passed away before the first COVID-19 lockdown in 2020, things started to change for Mrs Chadiloff. Then, in early 2021, after a few falls at home, Mrs Chadiloff ended up in hospital for a month-long stay.

“The helpers make a big difference. I have a problem with my legs. If it were not for that, it would be better, but walking is very hard for me. It’s annoying, otherwise I would be alright,” Mrs Chadiloff says.

When she had recovered, the hospital connected Mrs Chadiloff with Multicultural Care to provide services and supports for the first three months to help her transition to being at home again. This was her first experience of having help at home. It gave her daughter peace of mind and provided Mrs Chadiloff with the assistance she needed for showering safely, cleaning around her home and getting out to her favourite places.

“I don’t have any complaints. They are friendly. Sometimes they tell me about their families. It’s quite interesting because they are from overseas as well.”

While the support was short-term, it made a big difference. It set the wheels in motion for Mrs Chadiloff to access a Home Care Package to enable her to stay living at home safely. When her funding was approved earlier in 2022, Mrs Chadiloff’s family approached Multicultural Care to continue providing services.

“The helpers make a big difference. I have a problem with my legs. If it were not for that, it would be better, but walking is very hard for me. It’s annoying, otherwise I would be alright,” Mrs Chadiloff says.

“It’s been almost three months with the helpers. Rana comes on Mondays and Wednesdays and Poonam comes on Fridays. They help with personal care, washing and cleaning the place. Then, if they have time, we sit and talk.”

Mrs Chadiloff says things are easier with the carers around and she is happy she can continue to live in her unit, where she has been for 13 years.

“It’s much easier, especially with the shower. I’ve fallen in the shower but now I feel secure because somebody comes to help.”



◀ Mrs Galina Chadiloff

“It’s been almost three months with the helpers. Rana comes on Mondays and Wednesdays and Poonam comes on Fridays. They help with personal care, washing and cleaning the place. Then, if they have time, we sit and talk.”

Mrs Chadiloff also enjoys a fortnightly social outing with her Multicultural Care worker. The pair sometimes visit Chullora Shopping Centre or a local Flower Power store where they enjoy looking at the flowers while having a coffee.

Although she is still adjusting to the new way of life, Mrs Chadiloff is happy that her daughter is no longer having to help so much. She also enjoys the company of her Multicultural Care carers.

“I don’t have any complaints. They are friendly. Sometimes they tell me about their families. It’s quite interesting because they are from overseas as well. We talk about how it was there and how it is here. Sometimes they tell me about their families, because most of them have children.”

Mrs Chadiloff says having help is a big change for her – after a lifetime of working and caring for others.

“I’m not used to it. I was always looking after somebody or doing something. Now, because of my legs, I need help. But I’m thankful that I’m not somewhere sitting in a corner and there is nobody around. I am grateful and happy I have the help. I’m in my home and yet I’m with the people. That’s why I like it here.”

Our services for Mrs Chadiloff

- Personal Care Assistance 3 times per week
- Domestic Assistance once per week
- Social Assistance (social outing) once fortnightly

Short-term Restorative Care

A Short-term Restorative Care (STRC) package is designed to help slow or reverse the functional decline an older person may be experiencing with everyday tasks.

An intensive 8-week STRC program is a good option for older people who may be recovering from illness or injury, or who may be at risk of losing their independence, and need help to regain strength or manage their changing needs. This type of funding can help to improve overall wellbeing and quality of life for an older person.

Funded by the Department of Health (DoH), an STRC package focuses on returning or improving a client's functional abilities to a level that they are comfortable with or want to achieve.

A flexible care program is tailored to the needs of each client, and delivered in a home setting by a multidisciplinary team (including a doctor and allied health care specialists) who will identify and treat any medical conditions.



Our service

Multicultural Care is funded to provide STRC services in Sydney's Inner West, South East and South West. As part of our service, we visit clients in the first, fourth and seventh weeks of their program.

In 2021-22, we supported 82 clients with STRC funding, an increase from 71 in the previous year. Of these clients, 12 people returned for a second STRC program with us and 3 people returned for a third time. Many clients were referred to us directly by assessors from My Aged Care, an indication of our growing positive reputation in this area.

Increasingly we are supporting STRC clients to access a Home Care Package or the Commonwealth Home Support Programme with Multicultural Care at the completion of their 8-week program. This year, 13 clients continued onto a Home Care Package with Multicultural Care.

Who's eligible?

Older people can be eligible for STRC if they:

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

Once approved, packages are valid for 6 months and one day. Depending on circumstances, clients may be eligible for a second round of STRC funding within a 12-month period.

Clients can still receive their regular Commonwealth Home Support Programme, Department of Veterans' Affairs or disability services while they participate in a STRC program with Multicultural Care.

What we provide

During an 8-week STRC program, a client may access:

- a health assessment
- case management
- personal care assistance (bathing and dressing)
- domestic care (home cleaning)
- shopping assistance
- gardening and home maintenance
- nursing, medication management, wound management
- social activities in the community
- occupational therapy for assessments and home modifications
- transport to and from appointments
- assistance to purchase aids and equipment such as home modifications for increased safety
- allied health support including physiotherapy and podiatry.

Mr Trifon Kotsoris's story

Greek-born Mr Trifon Kotsoris is 92-years-old and until recently was living independently with his much-loved wife. A few years ago, their son James moved from Melbourne to live close-by in a self-contained flat behind their home where he could more easily help them when needed.

Sadly, Mrs Kotsoris passed away in early 2022. Although there was some care in place to help James, Mr Kotsoris's functional abilities were declining due to being less active and social. Despite the challenges, Mr Kotsoris and his family wanted him to remain living at home.

In May, Mr Kotsoris was approved for a Short-term Restorative Care (STRC) package and James was connected with Multicultural Care and our coordinator, Sharon.

"The STRC package was a surprise. It came out of the blue. I didn't know we were entitled to it. It was a massive help and the forerunner to the Level 4 Home Care Package being introduced for dad," explains James, who adds that his father speaks limited English.

Sharon met James and his father in May and put in place an intensive program to help Mr Kotsoris around the home and increase his social interactions.

"Over the 8-weeks of the STRC program, we arranged for a physiotherapist once a week, a podiatrist a few times, house cleaning once a week, personal care three times a week and social support and shopping for three hours a week," Sharon says.

"Mr Kotsoris attended our Greek centre-based respite once a week and we were also able to have the lawn mowed and gutters cleaned."

For James, the STRC support was a great help and gave him a good introduction to Multicultural Care's services. At the end of the program, with Sharon's help, his father was approved for a Home Care Package and able to seamlessly continue the services and supports put in place earlier.

"The help is amazing because he can't shower himself and he gets to go out twice a week, which is really good. The social interaction is a big thing after losing mum six months ago," James says.

"Without the help, we'd be in a lot of trouble. Sharon was great. She showed us what was available for the funds available and she made sure that we were able to use all the funds, which is a benefit for us and for Multicultural Care."

James has been impressed by the quality of service from Multicultural Care and he knows his father enjoys the company of his Greek-speaking carer who takes him out to social activities.

"Over the 8-weeks of the STRC program, we arranged for a physiotherapist once a week, a podiatrist a few times, house cleaning once a week, personal care three times a week and social support and shopping for three hours a week"



“I love helping older people and trying to make life for them just a bit better. Every client is different, but to be able to help them is amazing.”

“The workers come on time, and we are updated when there are changes. It’s very important for older people to have consistency. Dad knows Monday, Wednesday and Friday he has showers and Tuesday and Thursday are outings. He’s got that consistency now. He knows there is something to look forward to.”

For Sharon, Mr Kotsoris is just one client of many whom she has been proud to help access an STRC package.

“Mr Kotsoris is a good client. We’ve helped him a lot. He’s less withdrawn now and is mobilising a lot better. It’s great to see,” she says.

“I love helping older people and trying to make life for them just a bit better. Every client is different, but to be able to help them is amazing.”



▲ *Mr Trifon Kotsoris and Multicultural Care STRC coordinator, Sharon*

◀ *Mr Kotsoris*

Commonwealth Home Support Programme (CHSP)

Funded by the Federal Government, the Commonwealth Home Support Programme (CHSP) provides older Australians with entry-level support services to meet their daily living needs.

The CHSP is designed to support those with lower assistance requirements. Services are tailored to help people maintain the independence to continue living in their own homes and stay connected with their communities. Clients only pay for the services they use and typically move onto a Home Care Package when their needs become more complex and acute.

Services currently provided by Multicultural Care under the CHSP include:



Domestic Assistance with everyday household tasks like cleaning, laundry and ironing



Personal Care Assistance with showering, bathing, toileting, dressing and haircare



Allied Health Support Services such as occupational therapy



Transport Assistance so clients can get to and from appointments and social events



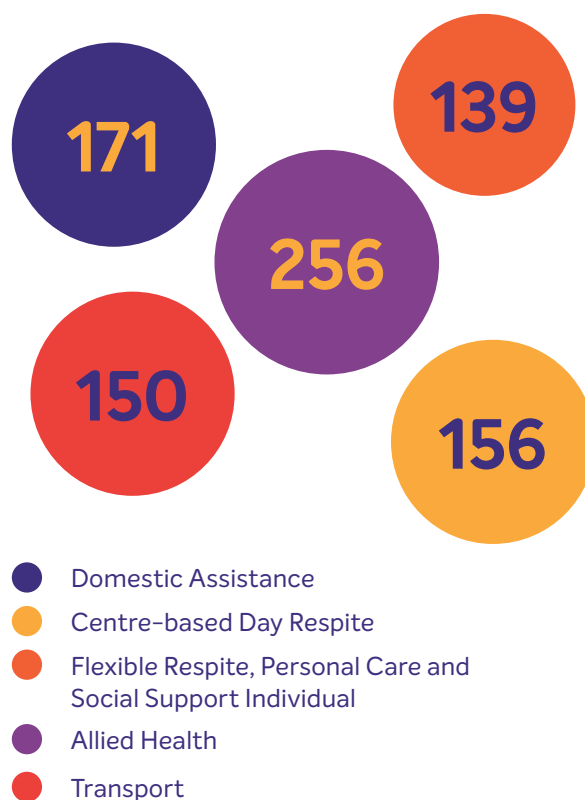
Respite Care to provide both at-home and centre-based care and support for our clients and their carers.

- > Flexible respite is designed to maintain strong relationships between clients and carers. The service gives carers the opportunity to take a break, providing the highest quality care for their loved ones while they are away.
- > Centre-Based Day Respite (CBDR) gives carers the opportunity to take a short break while their loved ones enjoy fun and engaging group activities. The service also provides clients with intellectual stimulation and a valuable opportunity to socialise with others from their community. By promoting physical and mental wellbeing and strong social connections, our CBDR service aims to reduce the risk of depression and loneliness.

2021-22 was a challenging year for our CHSP, with COVID-19 restrictions and associated worker shortages disrupting many of our services – particularly during the July to October lockdown in 2021. During this period, our CBDR service was suspended to protect the health of both clients and staff members. Many clients were also unable to access our Domestic Assistance, Personal Care and Allied Health services due to health concerns. Staff shortages also delayed the roll out of our flexible respite service into the Northern Sydney region.

Although all our services are back up and running, including the CBDR program, the ongoing challenges of operating during a pandemic have significantly impacted participant levels. Despite this, we were successful in launching our new Social Support Individual initiative in the Inner West region. We were also delighted to be able to hold an in-person Christmas event for clients from our Arabic, Macedonian, Vietnamese, Greek, Italian and Chinese CBDR groups at the Magpie Sports Club in Croydon Park in December 2021. Clients from our CHSP also enjoyed our Multicultural Care Connection Day in June 2022 (see page 35).

Snapshot of CHSP in 2021-22 by service



◀ CHSP Christmas Party



Community Visitors Scheme

Funded by the Department of Health, the Community Visitors Scheme (CVS) is a companionship and support program pairing volunteers from the community with older people who may be socially isolated or at risk of social isolation or loneliness.

Multicultural Care delivers the program to older people living in Inner West Sydney, South West Sydney and South East Sydney who are from a culturally and linguistically diverse (CALD) background. We support a team of dedicated and trained volunteers who speak a wide range of languages including Mandarin, Cantonese, Greek, Indonesian, Uyghur, Turkish, Hakka, Vietnamese and Italian.

Through the program, Multicultural Care matches clients with volunteers who regularly visit the older people in their home or aged care facility. Where possible, pairs are matched based on cultural background and common social interests. Volunteers and clients spend time together chatting or participating in activities such as listening to music, going for a walk, playing games or sharing a meal together – whatever the client enjoys. Volunteers, who are people of all ages, from all walks of life, are also encouraged to support clients to take part in culturally specific activities such as Tai Chi or Tawla (a Middle Eastern backgammon game).

The meaningful relationship formed between clients and volunteers is beneficial to both parties, enriching lives and helping to develop positive wellbeing and improved quality of life for all.



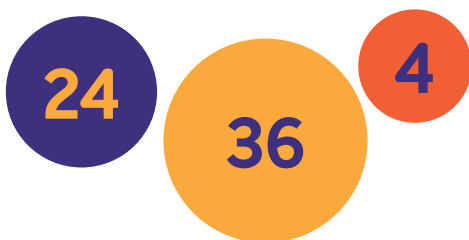
Our program in 2021-22

The COVID-19 pandemic impacted heavily on our CVS in 2021, when Sydney was forced into a lengthy lockdown from June through to October. Our volunteers were prevented from visiting clients in person, but found alternative ways to stay connected, such as through phone calls or video calls, like FaceTime. When restrictions eased, we were pleased to retain the majority of volunteers and be able to support them to re-commence face-to-face visits with clients.

In National Volunteer Week in May 2022, we were delighted to be recognised in Burwood Council's Volunteer Recognition Awards with a certificate from Mayor John Faker.

Also during National Volunteer Week, to show our appreciation for our community of volunteers, we hosted a barbecue lunch for volunteers at our office. Multicultural Care CEO, Dr. Rosy Walia awarded certificates of appreciation in recognition of the contributions made by these volunteers.

In June, clients and volunteers from the CVS enjoyed taking part in our Connection Day at Canterbury Leagues Club (see page 35 for more). Linda, one of our dedicated and long-term CVS volunteers shared her story and talked about the positive outcomes of the friendship she has formed with her client. You can read more about Linda on the next page.



- Active CVS volunteers supported
- CVS clients
- Groups (1 Vietnamese, 2 Arabic and 1 Italian)



◀ Receiving an award at Burwood Council's Volunteer Recognition Awards

Linda and Mr Ibrahim's story

Community Visitor Scheme (CVS) volunteer Linda tells us how she formed a close connection with Mr Ibrahim through a shared love of Arabic music and history.

"I got involved with Multicultural Care's CVS because I have always loved helping people. I had also recently completed a Diploma in Community Services and wanted an opportunity to use the skills I had learnt.

I was first introduced to Mr Ibrahim about two years ago. While he is Egyptian and I am Assyrian, we both grew up in Arabic cultures and speak the language as our mother tongue.

"I've got just as much out of the CVS as Mr Ibrahim. I really enjoy his company, and I've learned so much from him. I've become more confident and developed the skills to be able to help older people."

My first impression was that Mr Ibrahim was a kind, intelligent and independent man who loved spending time in his garden, going to church and caring for his dog, Mesho. As we got to know each other better over time, I learned what a rich and fascinating life he has led.

Mr Ibrahim was born in Egypt where he grew up in a Coptic Christian family. He studied Civil Engineering at University and was sent on a scholarship to study in Germany. He then went on to start his own successful business working back home in Egypt and Iraq.

In 1990, Mr Ibrahim migrated with his family to Australia in search of a better life. Sadly, he lost his wife to cancer 10 years later.

When I visit Mr Ibrahim, we enjoy talking about the history of Iraq, Egypt and the great empires of the Middle East. We also listen to Arabic classical music and talk about the music and movies of the 50s, 60s and 70s. He knows a lot about the music and actors. We both enjoy spending time in his beautiful garden full of trees and flowers, which he takes very good care of.

Since losing his wife, Mr Ibrahim has cooked for himself and has become quite a good chef. Sometimes he'll ask me how to make something and we'll cook together. One day he said to me, 'I make horrible rice, can you show me how to cook it?' So I helped him with that.

During the COVID-19 lockdowns I wasn't able to visit Mr Ibrahim, but I called him every week to check in on him, make sure he was okay and was up-to-date on all the latest health information.

One time I was a little late calling due to an unexpected event. When I went to call him half an hour later, I noticed I had missed calls and messages from him checking that I was okay. I was really touched by that.

I think the CVS is really important for people like Mr Ibrahim. So many older people are living by themselves, and they need people to visit them and talk to them. It helps them stay connected to their communities and the world outside. It's also important for their mental health, as loneliness can often lead to stress and depression.

I've got just as much out of the CVS as Mr Ibrahim. I really enjoy his company, and I've learned so much from him. I've become more confident and developed the skills to be able to help older people."

"I got involved with Multicultural Care's Community Visitors Scheme (CVS) because I have always loved helping people."

Veterans' Home Care (VHC)

Multicultural Care is proud to support those who have served and sacrificed for our country through our Veterans' Home Care Service.

Funded by the Federal Department of Veterans' Affairs, VHC provides eligible war veterans, widows and widowers with low-level support services. It also assists carers, acknowledging the vital role they play in the health and wellbeing of elderly Veterans. Designed to maintain at-home independence, VHC Services include:



Domestic Assistance with everyday household tasks like cleaning, laundry and ironing



Personal Care Assistance with showering, bathing, toileting, dressing and haircare



Respite Care so carers can take a much-needed break, secure in the knowledge their loved ones are being well cared for



Social Assistance through a 12-week activity program

Snapshot of VHC Services in 2021-22

Multiple services can be accessed.



Domestic Assistance



Personal Care Assistance



Respite Care

VHC clients can top up these services through a Home Care Package or private funding.

Disability Services

Multicultural Care is registered with the National Disability Insurance Scheme to deliver supports and services to people with disability.

In 2021–22, our Disability Services area was heavily impacted by COVID-19. Participants were reluctant to access services and, as was experienced across the industry, we were hit hard with staff shortages. However, we continued to care for and support 13 participants with a disability.

We support people who have approved NDIS funding, 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 people assessed as being financially disadvantaged.

People from diverse cultural backgrounds who are living with disability (and their carers) may face greater difficulties when trying to access disability services and supports.

Our bilingual support staff are well qualified to assist. Our team can provide culture-based care in a language each participant can understand. Our regular in-house training sessions ensure that all staff remain up-to-date about our obligations under the NDIS Practice Standards.

13
CLIENTS
SUPPORTED

Our Disability Services include:



Assistance with 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



Participation in community activities – so participants can join in (and travel to) social and community activities



Plan management – offering administrative help from a Plan Manager, who can claim invoices for participants

A special bond

Finding friendship and companionship with ‘their’ NDIS support worker has been a happy bonus for Georgia Xirocostas and her adult son Frankie.

Fotios ‘Frankie’ is 52-years-old and lives at home in Sydney with his mother Georgia, 74. Frankie is Australian-born with Greek heritage from both his parents, who arrived from Greece in the mid-1960s, when migration from Greece was at its peak.

Since her husband died 16 years ago, Mrs Xirocostas has been her son’s sole carer.

Frankie lives with schizophrenia, a mental illness that causes someone to have an altered experience of reality. It causes psychosis, where people experience delusions and hallucinations. Schizophrenia affects people’s thoughts, perceptions and behaviour and interferes with their ability to function at work or school, or relate to other people. People with schizophrenia often experience stigma in the community, which can be one of their biggest challenges.¹

The severity and impact of schizophrenia vary, but generally it is a long-term illness. In Frankie’s case, schizophrenia causes difficulties in his everyday life that allow him to qualify for support through the National Disability Insurance Scheme (NDIS).

A stable living environment, supportive relationships and meaningful work or activity are essential ingredients to help people with schizophrenia achieve their best state of wellbeing.

A stable living environment, supportive relationships and meaningful work or activity are essential ingredients to help people with schizophrenia achieve their best state of wellbeing.

This is where support worker Matthew comes into the picture. Matthew is a 50 something, Cantonese-speaking, Hong Kong-born Bilingual Support Staff member (BSS) with Multicultural Care.

While it is desirable for BSS workers at Multicultural Care to share a common cultural heritage with their clients, what’s more important is a staff member’s professional skills and the rapport they can build with their clients. While Matthew doesn’t speak Greek, and Frankie and Mrs Xirocostas don’t speak Cantonese, cultural barriers haven’t been a challenge to overcome for this trio.

After almost five years of visiting to support Frankie—and by default, Mrs Xirocostas—for two hours a day, most week days, Matthew has become a special friend of the family. He shares a warm and comfortable bond with both Frankie and his mother.

Matthew’s work involves assisting Frankie with personal care activities, helping with household tasks like cleaning, tidying and meal preparation, doing shopping, or simply providing company, conversation, a smile and a laugh.

1. www.healthdirect.gov.au/schizophrenia, accessed 7 October 2021



◀ Matthew, Frankie and his mother, Mrs Georgia Xirocostas

After almost five years of visiting to support Frankie—and by default, Mrs Xirocostas—for two hours a day, most week days, Matthew has become a special friend of the family.

EnCOMPASS Multicultural Aged Care Connector program

In July 2021, Multicultural Care successfully tendered to provide the EnCOMPASS Multicultural Aged Care Connector program to Hindi and Vietnamese speakers in South-West Sydney.

80
CLIENTS
AND CARERS
SUPPORTED

Our Aged Care Connector role commenced in mid-October 2021. Funded by the Commonwealth Department of Health and delivered in partnership with the Federation of Ethnic Communities' Councils of Australia (FECCA), EnCOMPASS acknowledges the difficulty many people from culturally and linguistically diverse (CALD) backgrounds have in navigating the aged care system. The program supports older people from diverse backgrounds to access the aged care system and other information.



Our service

Through our dedicated EnCOMPASS Aged Care Connector, Kiran, Multicultural Care provides free and independent information on aged care support to people in their language. This year, we have focused on promoting the EnCOMPASS program to diverse communities, particularly Hindi and Vietnamese communities.

Some of the ways we have reached out include:

- hosting information sessions, co-designed workshops, community engagement activities and expos in public spaces such as town halls and community libraries including Bayside Council Library
- connecting with older people and their families through Art Therapy and other interactive programs, run and co-designed by Multicultural Care and other community organisations including CASS and RAIN (Resourceful Australian Indian Network Inc)
- providing a QR code on flyers, posters, and other collateral to allow people easy access to the information they need in their own language – as well as a quick and easy way to connect with Kiran, our Aged Care Connector
- investing in advertising to promote our EnCOMPASS connection service through relevant community media including Indian Link.

Our Connection Day, held in June 2022, was a great way to connect with a wide range of older people from many different cultural backgrounds. For more on this celebration, please see page 35.

Through EnCOMPASS, we also assisted clients and carers to better understand the system and access services through a range of activities. These included:

- sending aged care information and links via email to clients and carers
- assisting clients and carers to register with My Aged Care by using online services and making online referrals
- holding face-to-face meetings to help and empower clients and carers to have more knowledge and be able to navigate My Aged Care
- helping clients and carers find the right service provider located in their local area via the My Aged Care website.

We were delighted when the program was extended until June 2023, a strong vote of confidence in our successful delivery of it.

As well as providing a critical support service to our community, EnCOMPASS has provided a valuable opportunity to forge closer and stronger relationships with other community groups and support services. While the program will end in 2023, it will be replaced by a longer-term initiative called Care Finder. We believe our strong delivery of EnCOMPASS puts us in a strong position to win the tender to offer this new program.

Carers Investment Program – Weavers

Our Weavers peer-to-peer mentoring program, which pairs new carers with experienced carers for support, was extended by six months to December 2021. As highlighted in the program's Final Report, participants experienced many positive impacts through involvement in the program. Since it ended, some carers in the program have continued to support each other. Other participants have moved over to our Community Visitors Scheme as volunteers.

Jessur, Multicultural Care's coordinator, has continued to be involved in the Weavers Network Connection. This is a group for Weavers coordinators from Sydney, Wollongong, Tasmania and New Zealand who meet virtually once a month to share insights. Due to the success of Multicultural Care's program, Jessur has regularly presented to this group about his experiences.

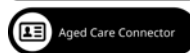
Multicultural Care is currently investigating new funding opportunities to re-commence the Weavers program for its community of carers. We are grateful to The Australian Centre for Social Innovation (TACSI) for partnering with us on this successful program for more than three years.

Snapshot of EnCOMPASS



Clients and carers supported through the EnCOMPASS program in 11 months

We also assisted assessment teams to find relevant service providers



Use the QR Code to contact Kiran, our Aged Care Connector.

Art Therapy

For several years, Multicultural Care has partnered with qualified Art Therapists to run language-specific Art Therapy groups across South West, South East and Inner West Sydney.

Funded by the Department of Social Services through the Stronger and Resilient Communities Grant, these 12-week programs provide participants with the chance to come together to share their stories and experiences, while exploring their creative side and remembering their cultural heritage.

We are grateful to the Art Therapists who facilitate these sessions for our participants.

Disappointingly, funding for our Art Therapy programs ended on 30 June 2022.

▼ Art Therapy participants

Our programs in 2021-22

The strict COVID-19 lockdown in 2021 meant our Art Therapy workshops were not able to run until 2022. In April, we commenced seven cultural groups with between 10-15 participants in each group. For the first time we offered an Indian Art Therapy group to clients from RAIN (Resourceful Australian Indian Network), a small community services organisation supporting seniors of the Indian sub-continent community. We also started our first Indonesian Art Therapy group.

After such a long lockdown and period of isolation, the workshops were extremely beneficial for participants, enabling them to re-connect, make new friends, find enjoyment and get back out in their community. We received positive feedback from all groups, including the new Indian and Indonesian groups.

During the workshops, participants learnt a variety of art mediums including mosaic and collaging, as well as painting and drawing.

Artwork from all the participants was exhibited at our Connection Day in June, providing them with the chance to proudly display their artwork and share in the excitement of a public exhibition. For more about Connection Day, see page 35.



For the first time we offered an Indian Art Therapy group to clients from RAIN (Resourceful Australian Indian Network).



▲ Artworks created in our Art Therapy groups

Our groups



Vietnamese – Bass Hill



Korean – Campsie



Chinese – Belmore



Arabic – Bow Bowing



Indian – Peshurst



Indonesian – Campsie



Greek – Ashbury

Approximately 125-150 participants
Across 7 locations

A space for sharing, creativity and relaxation

After a lengthy lockdown in 2021, our Art Therapy programs in early 2022 were more important than ever. Sadly, however, funding for this initiative came to an end on 30 June 2022.

This financial year Multicultural Care facilitated seven culturally-diverse Art Therapy programs, including new programs for Indian and Indonesian respite groups run by community organisations, RAIN (Resourceful Australian Indian Network) and CASS Care Ltd respectively. Here, coordinators from these groups, reflect on the benefits of Art Therapy for their older participants.

“The Art Therapy program was very, very important for our Indonesian clients,” explains Ana, a volunteer coordinator from CASS.

“Participants were guided by the art therapist to do painting, craft, murals, everything. Each individual was encouraged to develop their style and express their imagination in the artworks.

The Indonesian Art Therapy group had 24 participants and ran weekly from early April to June, with participants excited to see what new things they would learn each week.

“The participants said it was good for their wellbeing, and for their brain development and being active. Making an artwork also made them feel proud of themselves. They learnt a new skill, they met new people and they felt so relaxed, because the environment was so relaxing while doing the activities. We also provided a culturally appropriate lunch and morning tea,” she says.

“The program also helped to reduce loneliness. By coming here, they met new friends, they worked on their art – it was mental and physical. Most said it was very relaxing and very socialising.”

Ana says all the participants are so proud of their artworks and enjoy seeing them on display.

“One carer of a client with dementia was surprised that her mum was encouraged and received one-on-one help from Jacquie to do her artwork weekly. Usually the client falls asleep easily and would never create anything before because of her condition. For that reason, the carer took her mum every week to Art Therapy,” Ana says.

“They hang them at home because they want their grandchildren to look at them. They are proud of themselves. Many are in the 80s and are amazed they can still produce artwork like that!”

For Shiwani, who helped to run the Indian group for RAIN, the experience for her participants was just as beneficial.

“Each week Jacquie came with different materials and different resources. There was one with yarn and we made wind catches. It was interesting and very colourful. We also used recycled material. Our clients were amused that we could use so many things to make art,” Shiwani says.

Indonesian Art Therapy group ▼



“They hang them at home because they want their grandchildren to look at them. They are proud of themselves. Many are in the 80s and are amazed they can still produce artwork like that!”



▲ Indonesian Art Therapy group

“Jacquie asked us a lot about our culture and what we do. She brought in items that our clients were familiar with and she did a lot of research on our cultural art.

The Indian group was held in Penshurst at RAIN’s respite centre, with around 20 people on average participating weekly.

“The participants embraced it and were thankful. Many are 70 to 75 years old so for them there was pride in making [the art] themselves. I think they struggled initially. They kept saying ‘I can’t do it, my hand is shaking, I can’t remember, I’m not creative’. But by the end of the sessions, Jacquie had really boosted their confidence and they felt so proud.

“We have displayed the artworks in our centre so when they walk in now, they are so proud looking at it and knowing they made it.”

Shawini said the experience was moving for everyone involved. For her, it was very special to see the participants discovering new things about themselves, sharing stories about their childhood and how the culture has changed so much.

“One participant had never done artwork. She said, ‘I was never good, my mother never let me do it’. Jacquie gave her one-on-one attention, and at the end, she did amazing work. She was so proud she actually cried. She said ‘I didn’t know I had this creativity in me’.”

Both Ana and Shiwani say their participants, and the volunteers involved, are eager for more creative programs like Art Therapy to be available. They could see how the activity of art making, combined with sharing stories, making friends and socialising was a great benefit for their clients. Both coordinators are thankful to Multicultural Care for approaching them with the offer to provide the group.



◀ Artworks from the Art Therapy group

In-Home Care Services for Sydney Local Health District (SLHD)

For part of the 2022 financial year, Multicultural Care was contracted by Sydney Local Health District to provide in-home care services to patients referred from Royal Prince Alfred, Canterbury and Concord Hospitals.

Services included personal care, domestic assistance, flexible respite and transport assistance, and were delivered under the following packages:

› Community Pathways (ComPacks)

This short-term package of in-home care was designed to facilitate the safe and early discharge from hospital of eligible patients. It helped participants regain independence and prevented hospital readmissions.

› Transitional Aged Care Programme (TCAP)

This supported discharge service provided low intensity in-home care for up to 12 months while an older person and their family decided whether they could safely live at home with support from community care services or needed to consider moving into a residential aged care facility.

› Safe and Supported at Home (SASH)

This six-week package supported clients with functional impairments who were in the process of applying for or had been deemed ineligible for National Disability Insurance Scheme (NDIS) funding.

› Dementia Support

This in-house respite service was offered to carers of people living with dementia, so they could take much-needed breaks from their caring roles.

The contract to deliver services for SLHD came to an end in April 2022. Difficulties around recruiting and retaining staff members into the aged care sector during the COVID-19 pandemic meant we did not have the workforce required to continue fulfilling our contractual obligations.

Despite this, the SLHD contract was a positive experience for the business. Clients involved in the services reported high levels of satisfaction and moved onto other Multicultural Care programs and services. We aim to tender for more contracts like this when circumstances allow in the future.

Connection Day

We hosted our first Connection Day on June 24th 2022, with around 240 older people from multicultural communities across Sydney attending.

The event, which was held at Canterbury Leagues Club, was an opportunity to showcase the artworks created by clients who participated in our Art Therapy programs. We also promoted the event as a day of fun for seniors from diverse cultural backgrounds, with entertainment and activities as well as informative presentations for attendees.

“We wanted to connect people to each other and our services,” explains Kiran, Multicultural Care’s EnCOMPASS Aged Care Connector.

For Kiran, Connection Day was the chance to promote EnCOMPASS as well as connect with clients and staff from other community groups who were invited to attend.

“Members from the Hindi speaking community were invited to this event. This helped in networking with this community and promoting EnCOMPASS in the South East Region too,” Kiran explains.

“We wanted to connect people to each other and our services,” explains Kiran, Multicultural Care’s EnCOMPASS Aged Care Connector.

“Overall the day was a very big success. We had a good turnout. A popular session was ‘Salsa for Seniors’. This was a big hit. Most clients were grooving to the music. Many clients have asked when we will hold our next event!”

Jessur, Multicultural Care’s Volunteering & CHSP Centre-Based Respite Coordinator was heavily involved in organising the program of presentations and activities. This included presentations and speakers from various Multicultural Care services including EnCOMPASS and the Community Visitors Scheme.

“Linda, one of our volunteers, gave a presentation about the Community Visitors Scheme and her friendship with her client, talking about the benefits,” Jessur says.



▲ Connection Day

“Overall the day was a very big success. We had a good turnout. A popular session was ‘Salsa for Seniors’. This was a big hit. Most clients were grooving to the music. Many clients have asked when we will hold our next event!”

Additionally, Jacquie, one of our Art Therapists, gave a presentation about her experience running Art Therapy group activities for Multicultural Care over the last three and a half years, expressing her concerns about the end of funding for the important program. Jacquie said she had witnessed the program impacting positively on participants, particularly during the COVID-19 pandemic. She said Art Therapy enabled people to connect and played a very important role in building social cohesiveness.

Other activities included a performance by a belly dancer, a Chinese/Korean drumming group performance, a fashion parade and a range of musicians from different cultural backgrounds.

Connection Day was jointly funded by our Art Therapy programs, Community Visitors Scheme and EnCOMPASS. We thank all our funding bodies for supporting this wonderful event.



Connection Day ▲



Connection Day Drummers ▼





Client satisfaction survey

Every year, we reach out to our clients to ask them for feedback on our services and programs. Their responses offer key insights into the customer experience to help inform, improve and shape our client interactions and service delivery.

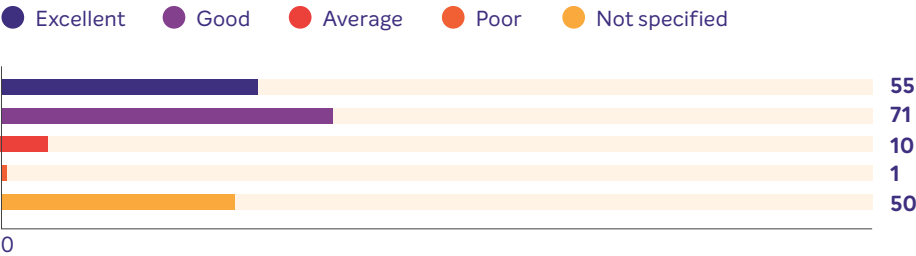
Around two thirds of respondents (67%) said they felt the service they receive from Multicultural Care was “excellent” or “good”. More than half reported they would be “extremely likely” to recommend Multicultural Care.

Our 2021 survey was distributed by post to 1,043 clients and participants in December and by February 2022 we had received 153 responses. The survey was provided in the most common languages spoken by our client base: Arabic, Chinese, English, Greek, Italian, Macedonian, Spanish, and Vietnamese. The survey contained 12 questions related to Multicultural Care’s services.

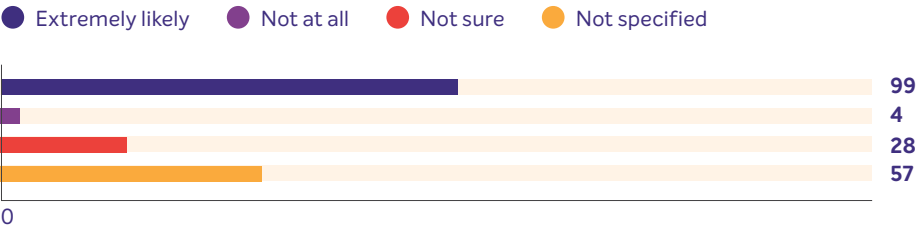
KEY FINDINGS

Some respondents selected multiple responses for each question.

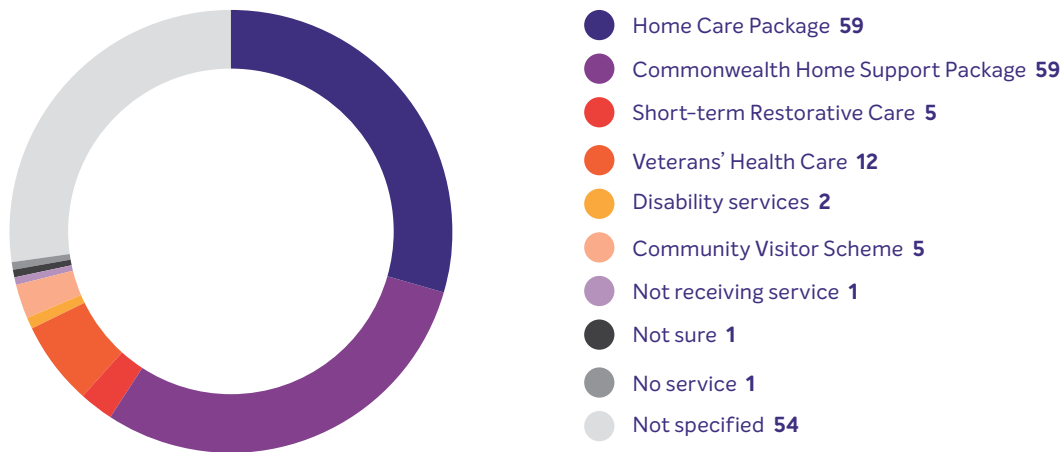
How would you rate the service(s) that you currently receive?



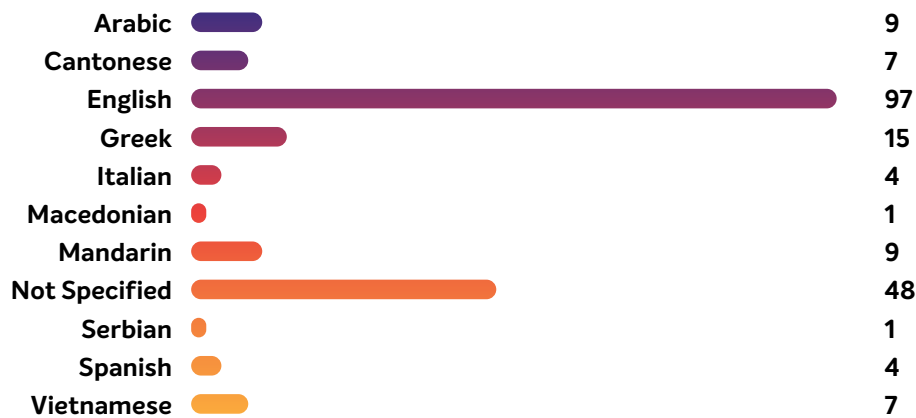
How likely are you to recommend Multicultural Care to others?



Which service(s) do you currently access?



For communication with Multicultural Care, what is your preferred language?



Client Engagement and Communication Survey

In a separate, independent Engagement and Communication Survey, we asked clients for their feedback on our communication channels, topics they would like to know more about, and how to better connect with them. We received responses from 131 clients.

- **75%** of respondents are happy with information they receive from Multicultural Care.
- **73%** stated that they like to receive their information by paper newsletters (digital newsletters, surveys, as well as in-person events and activities were also noted as effective communication channels).
- **70%** would like details on the Home Care Package Manual.
- **61%** want to know more about My Aged Care, and how to navigate the system.
- **41%** are interested in receiving NDIS updates. Participants also indicated that their most preferred method of contributing to Multicultural Care engagement strategies was through “surveys”, followed by “telephone interviews”, then “workshops” and focus groups”.

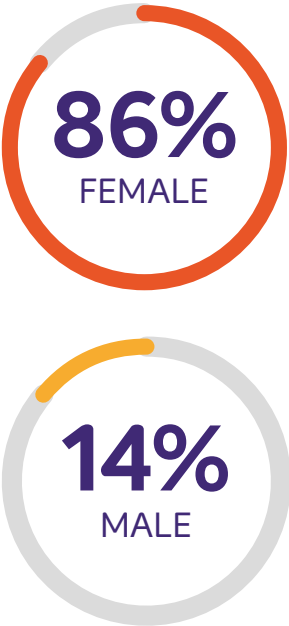
Our people

We are extremely proud of the hardworking individuals who choose to work for Multicultural Care in our corporate team and in the community providing direct care and support to our clients and participants.

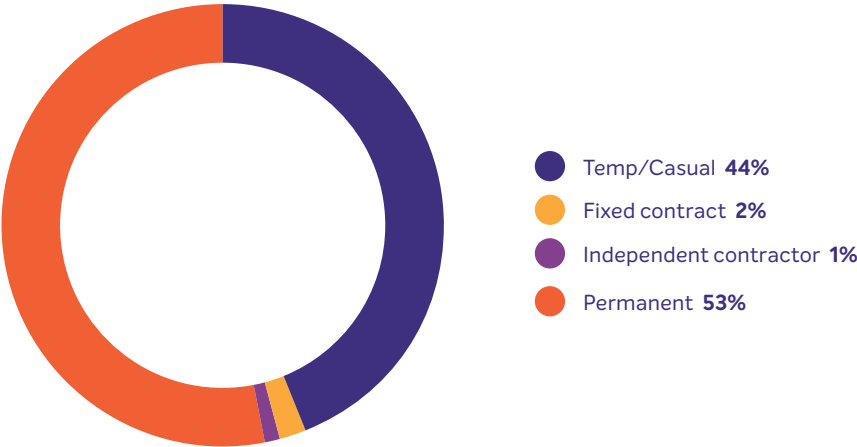
An important feature of our workforce is the high percentage of Bilingual Support Staff (BSS) we employ. We believe being able to match our clients with a carer who speaks their native language fluently and who can understand their cultural background is essential for the delivery of high quality, meaningful services.

We are extremely proud to have several long-term staff members, including two who are featured in this report. Additionally, we are pleased that many previous employees choose to return to Multicultural Care, citing our flexible working arrangements and rewarding job roles as some of their reasons for returning.

Staff gender



Staff work type



A long-term outcome of being an excellent place to work is how long our staff remain with us, providing continuity of care and relationships with clients, contributing to positive team morale, and improving our ability to recruit staff.

In 2021–22, we were delighted to recognise the following bilingual staff members who have worked at Multicultural Care for 5, 10, 15 and 20 years.

	Years
R E Telini	20
M Yacoub	15
N Le	15
S Curcio	10
M Samaan	10
M Elizabeth	5
J Luo	5

Number of languages spoken including English

93% of our staff speak one or more languages in addition to English.

Languages	%
2 Languages plus English	66%
3 Languages plus English	17%
4 Languages plus English	6%
5 Languages plus English	3%
6 Languages plus English	1%
Sub Total	93%
English only	7%
Total	100

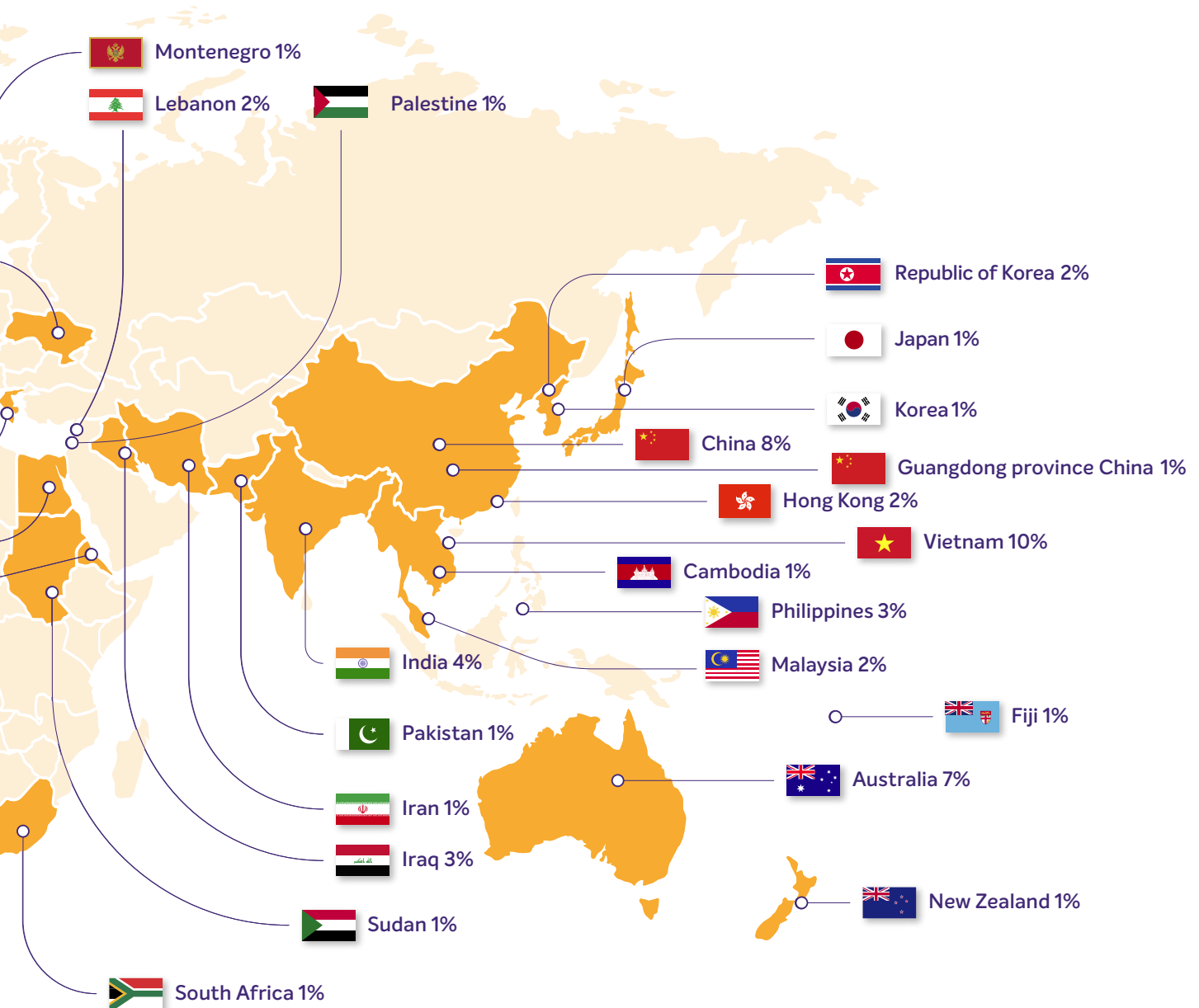
More than 34 languages are spoken by staff



Our diverse staff

The Multicultural Care team is a culturally diverse community. Our staff come from all corners of the world.





Biagia's story

With 24 years of caring and compassionate service in her community, Biagia is the longest serving member of the Multicultural Care team. We caught up with her to talk about what drives her passion for working with elderly people.

"I was born in Sicily in Italy and moved to Australia with my husband soon after we married in 1980.

I started working at Multicultural Care back in 1998 as a way of connecting with the Italian community here. At first, I just did home visits, but over the years I started doing cleaning, cooking and personal care for my clients.

These days I also run the Italian social support groups, where people come to the centre to play bingo, have lunch and listen to Italian music. I love it because I get to make people happy, tell jokes with them and play music. I also get to cook my favourite dishes from back in Italy for them like cannelloni. It makes me happy when people enjoy my food.

When you work with clients as long as I have, they become like family. I have supported one family for nearly 23 years. After that long, you know everything about them. You know what food they like, what clothes they prefer to wear.

The downside of that is how sad it is when clients pass away. It's like losing a loved one. When one of my clients passed away recently after 22 years working together, I organised the flowers and everything for her funeral. It felt good to be able to help the family in that way.

People often ask me why I've stayed in this job so long. I enjoy this work so much because I get to work with Italians and stay connected with my culture. Sometimes when I'm in a group, speaking my language, it feels like I'm on a trip back to Sicily. I appreciate the effort Multicultural Care puts into matching clients with workers from the same cultural background.

I also stay because Multicultural Care is such a great company to work for. When I started, it was only a small organisation. Now we offer services to people from many different cultures in many different parts of Sydney. But it is still the warm and friendly place to work I remember from all those years ago.

The people who work here really care, and they are always there to support me. Rosy and the team leaders always have time to talk. Even though I'm fast approaching retirement age, I want to keep working here as long as I can because I still enjoy it so much."

"People often ask me why I've stayed in this job so long. I enjoy this work so much because I get to work with Italians and stay connected with my culture."



Mai's story

Age is just a number for our dedicated Vietnamese staff member, Mai, who has worked for Multicultural Care for 19 years.

At almost 80 years old, Mai still visits some of our Vietnamese clients to assist them at home, prepare meals and provide company. She also happily helps in our office one day a week. We spoke to Mai about what she loves about caring for others and why she continues to give her time to Multicultural Care and our clients.

"I was born in North Vietnam. When I was 10-years-old, after the communists came, my family and I moved to South Vietnam. I went to school there and after I finished year 12, I went to university to study for four years to be a midwife. While I was studying, I also worked at Tu Du maternity hospital in Saigon City (now Ho Chi Minh). I have a diploma and I completed midwifery in 1968. I worked as a midwife until the communists came to South Vietnam.

I arrived in Sydney in 1982. My brother sponsored my mum and my family. We lived in Campsie and then I moved to Riverwood.

I started at Multicultural Care 19 years ago as a home care worker, doing domestic assistance. I then did day care, but went back to caring for older people.

I wanted to work here because I looked after my mum every day and ever since she passed, I have wanted to help people as much as I can.

When I visit people in their homes, firstly I bathe the clients because it is most important. Then after, I'll make lunch and clean up. I always make time to sit down and talk to my clients to make them happy.

I enjoy it when my clients are satisfied with me and Multicultural Care. I want to make them happy and give them love and support.



"My clients believe that Multicultural Care is very good for them. It makes me proud to see them happy."

All my clients have made me feel so welcome and have treated me like family. They have always given me their love and always made me feel happy.

On Chinese New Year I help my clients make traditional sweets and savoury snacks, only eaten on this special day. While I'm cooking, my clients talk to me and keep me occupied.

I like to keep working because I'm still healthy and I want to spend my time with clients because they need help. I also understand the needs and wants they have as it is the same as when my mum needed help.

My clients believe that Multicultural Care is very good for them. It makes me proud to see them happy.

I'm happy with the life I have. I'm happy that I spend good, quality time with my clients. When I work here it makes me happy. It makes everyone else happy. If I'm not here, I feel down and alone because my family live far away. I'm turning 80 next year, but I'm still happy and healthy because I still work for Multicultural Care."

Our CEO



Dr. Rosy Walia

CEO & COMPANY SECRETARY

Dr. Rosy Walia has over 24 years senior management experience in the community sector. For the last 15 years she has held the position of CEO/Company Secretary of Multicultural Care. Prior to this, Dr. Walia championed quality management in the community and healthcare sectors as State Manager NSW/ACT within a leading national accrediting body.

Dr. Walia has held numerous representative and advisory roles. In 2020, she was appointed to the Workforce National Committee of the National Disability Services (NDS) Board – a national peak body for Disability Service organisations. Since 2011, she has had been involved in the Community Care Advisory Committee of Aged & Community Services Australia (ACSA, now known as ACCPA). 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.

In 2019, Dr. Walia was appointed to the NSW Division Council of ACSA and was elected as NSW State Committee member of NDS. She also has been re-elected as a member of the NSW Divisional Committee of NDS. Since 2021, Dr. Walia has been a member of the HCP Program Assurance Provider and Consumer Reference Group of the Department of Health and Aged Care. She is also a member of Aged Care Provider Engagement Group of the Department of Human Services and has served on numerous not-for-profit boards.

Dr. 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 is regularly consulted on social policy and program design and in September 2019, Rosy partook in AICD's selective pilot of applied governance course, Boardroom Mastery, by invitation.

Over her career, Dr. Walia 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.

Our Board



Emanuel Valageorgiou

DIRECTOR

CHAIR

Member, Finance & Audit Committee

Member, Risk & Compliance Committee

Emanuel Valageorgiou joined the Board in 2007 and is currently the Chair, having also served for several years as Secretary. He is an experienced not-for-profit board director and was formerly a senior executive with TransGrid. Until recently he provided human resources and change management consulting services to not-for-profits and small businesses. He has extensive experience in voluntary organisations dealing with multicultural issues, aged and disability care, youth, and sport.

Mr Valageorgiou has been a Director of the Ethnic Communities' Council of NSW since 2005, serving as Secretary and Chair and is currently its Treasurer. He was appointed Treasurer of the Federation of Ethnic Communities' Councils of Australia in 2022. Mr Valageorgiou is also President of the Samian Brotherhood of Sydney & NSW and a Founding Director of Hurstville Glory Football Club.



Jack Passaris OAM

DIRECTOR

Jack Passaris OAM was appointed Chair of Multicultural Care in 2003 and held this position until December 2020. He is extremely proud of what Multicultural Care achieved during this time.

Mr Passaris 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. Jack is also a board member of the Ethnic Communities' Council of NSW and a Foundation and Life Member.

Mr Passaris is a former Deputy Mayor of Marrickville Council, where he served for 19 years as a Councillor. He is also President of the Greek Orthodox Parish of Newtown and Treasurer and Trustee of the Greek Orthodox Archdiocese of Australia Consolidated Trust. Mr Passaris is a Trustee of the Foundation for Hellenic Studies (UNSW). In 2009, he 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.

Our Board



George Margelis

DIRECTOR

Member, Risk & Compliance Committee

George Margelis has been a Board member since 2013. He 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 Mr Margelis 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.



Liang Joo Leow

DIRECTOR

Chair, Risk & Compliance Committee

Liang Joo Leow joined the Board in 2018. He is a medical professional with a passion for clinical as well as corporate governance. He is currently a Specialist Advisor at the Therapeutic Goods Administration. He is a graduate of the Australian Institute of Company Directors and an Associate Fellow of the Royal Australasian College of Medical Administrators. He conducts academic research in clinical medicine and in linguistics and has studied at four Australian universities.

Liang Joo holds tertiary qualifications in public health, tropical medicine, information technology and linguistics; and won the inaugural James Cook University Outstanding Young Alumni Award and the inaugural Australian Institute of Interpreters and Translators 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 international negotiations between heads of state.



Diana Chang

DIRECTOR

Member, Risk & Compliance Committee

Alternate member, Finance & Audit Committee

Diana Chang joined the Board in 2019. Diana has over 35 years of 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, Ms Chang has 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. Ms Chang is also the Vice President and Secretary of South West Sydney Legal Centre.

Our Board



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, Mr Hawatt gained a good understanding of council operations and planning. Mr Hawatt also served on a number of local community organisations and was a candidate for the state seat of Lakemba several times. He was also the former President of the Watson Federal Electoral Conference, Lakemba State Electoral Conference and Canterbury Local Government Conference for the Liberal Party.

Mr Hawatt 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.

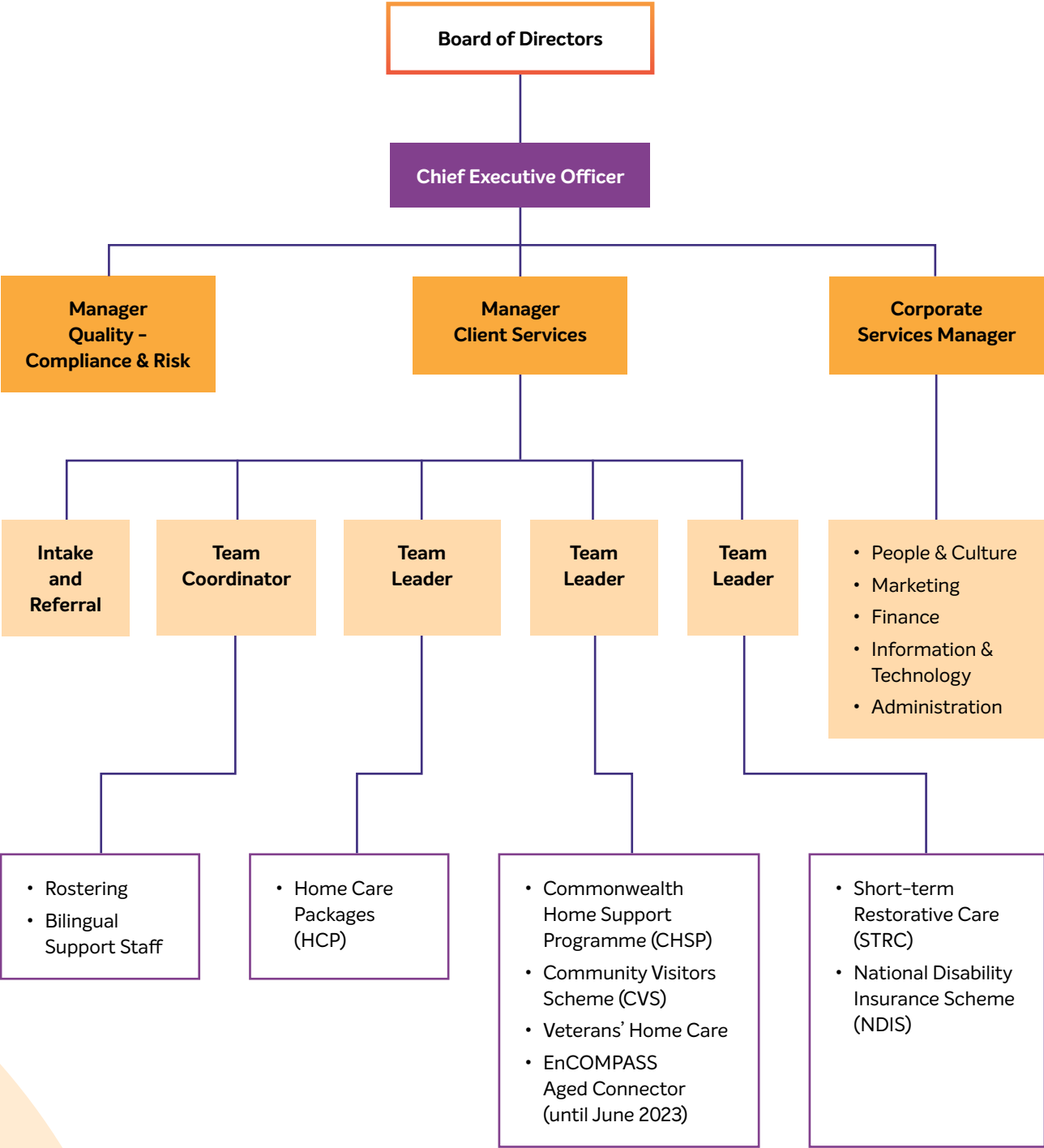


Shirley Cho
DIRECTOR (RESIGNED: 21 APRIL 2022)

Chair, Finance & Audit Committee

Shirley Cho was elected to the Board of Multicultural Care in 2018. She is a skilled professional with a focus on good governance in the not-for-profit sector. She supports older people from culturally diverse backgrounds in the community. Ms Cho is a financial executive with business acumen and hands-on experience in accounting and financial management in the customer-centred industry. She 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.

Leadership team



Committee reports

Finance & Audit Committee report

We are pleased to present the audited financial statements for the year ended 30 June 2022.

The 2021–22 fiscal year audit was successfully conducted by WSC Group. The audit identified minor and immaterial issues resulting in a small adjustment for the financial results.

Multicultural Care maintained and delivered a stable financial result for 2021–22 fiscal year. During this period, we endured a marginal decrease in revenue compared to the prior year. This decrease was largely attributed to the Job Keeper government subsidy which ceased in March 2021.

In line with the revenue, the expenses decreased through prudent management and cost control resulting in a net surplus of 10% over total revenue. The balance sheet of the organisation remains in an enviable position with the total equity growing by 10% on the prior year. Multicultural Care has a strong contingency reserve which is best practice and has us well placed for the long term.

The success and longevity of Multicultural Care is a direct result of staff, management, and the Board.

Rakesh Raj
CHAIR, FINANCE & AUDIT COMMITTEE

Risk & Compliance Committee report

The Risk & Compliance Committee provides independent advice to the Board on matters relating to risk management, clinical governance and regulatory compliance; and also oversees functions of the Clinical Committee.

During the reporting period the committee focused on organisational structure, information systems, staff training, safety and security, documentation, information flow, employment agreements and staff recruitment. Organisation policies were updated, which included new policies on vaccination, whistleblowing and confidentiality; and a policy against violence, neglect and abuse.

The committee implemented more accessible and meaningful representations of the risk register, identified and addressed skills gaps at both board and executive levels, and considered implications of the upcoming end of lease for the current office premises.

Matters relating to COVID-19 remained on the committee's agenda, in relation to the organisation's response plan, costs of testing and prevention and government assistance for business and staff.

Liang Joo Leow
CHAIR, RISK & COMPLIANCE COMMITTEE

The committee met on four occasions during 2021–2022.

Name	Position	Meetings eligible to attend	Meetings attended
Liang Joo Leow	Chairman	4	4
George Margelis	Member	4	2
Emanuel Valageorgiou	Member	4	4
Diana Chang	Member	4	4



FINANCIAL STATEMENTS

Directors' Report

30 June 2022

The directors present their report on Multicultural Care Limited for the financial year ended 30 June 2022.

Operating results

The surplus of the Company after providing for income tax amounted to \$ 712,456 (2021: \$ 1,565,661).

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	Position	Appointed/Resigned
Emanuel Valageorgiou	Chair	
Jack Passaris OAM	Director	
George Margelis	Director	
Michael Hawatt	Director	
Liang Joo Leow	Director	
Shirley Cho	Director	resigned 21 April 2022
Diana Chang	Director	

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

Information on directors

EMANUEL VALAGEORGIU

Director, Chair

Experience

Emanuel Valageorgiou joined the Board in 2007 and is currently the Chair, having also served for several years as Secretary. He is an experienced not for profit (NFP) board director and was formerly a senior executive with TransGrid. Until recently he provided human resources and change management consulting services to not for profits and small businesses. He 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 was appointed Treasurer of the Federation of Ethnic Communities' Councils of Australia in 2022. Emanuel is President of the Samian Brotherhood of Sydney & NSW and a Founding Director of Hurstville Glory Football Club.

Special Responsibilities

Member, Risk and Compliance Committee
Member, Finance & Audit Committee

JACK PASSARIS OAM

Director

Experience

Jack Passaris OAM was appointed Chair of Multicultural Care in 2003 and held this position until December 2020. He is extremely proud of what Multicultural Care achieved during this time. He currently serves as a Director on the Board. 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. Jack 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.

GEORGE MARGELIS

Director

Experience

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 ZXBO, 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.

Special Responsibilities

Member, Risk and Compliance Committee

MICHAEL HAWATT

Director

Experience

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, Finance and Audit Committee

LIANG JOO LEOW

Director

Experience

Liang Joo Leow joined the Board in 2018. He is a medical professional with a passion for clinical as well as corporate governance and is currently a Specialist Advisor at the Therapeutic Goods Administration. He is a graduate of the Australian Institute of Company Directors and an Associate Fellow of the Royal Australasian College of Medical Administrators. He conducts academic research in clinical medicine and in linguistics and has studied at four Australian universities. Liang Joo holds tertiary qualifications in public health, tropical medicine, information technology and linguistics; and won the inaugural James Cook University Outstanding Young Alumni Award and the inaugural Australian Institute of Interpreters and Translators 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 international negotiations between heads of state.

Special Responsibilities

Chair, Risk and Compliance Committee

SHIRLEY CHO

Director

Experience

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, Finance & Audit Committee

DIANA CHANG

Director

Experience

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 Vice President and Secretary of South West Sydney Legal Centre.

Special Responsibilities

Member, Risk and Compliance Committee

Alternate member, Finance & Audit Committee

Meetings of directors

During the financial year, 7 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	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended
Emanuel Valageorgiou	7	7	3	3	4	4
Jack Passaris OAM	7	4				
George Margelis	7	6			4	2
Michael Hawatt	7	2	3	1		
Liang Joo Leow	7	7			4	4
Shirley Cho <i>(resigned 21 April 2022)</i>	6	5	3	3		
Diana Chang	7	7	2	2	4	4

Other items

EVENTS AFTER THE REPORTING DATE

No 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



Director: Emanuel Valageorgiou

Dated this 26th day of October 2022

Auditor's Independence Declaration under Section 60 40 of the *Charities and Not for profits Commission Act 2012* to the Responsible Persons of Multicultural Care Limited



I declare that, to the best of my knowledge and belief, during the year ended 30 June 2022, there have been:

- (i). no contraventions of the auditor independence requirements as set out in section 60 40 of the *Australian Charities and Not for profits Commission Act 2012* in relation to the audit; and
- (ii). no contraventions of any applicable code of professional conduct in relation to the audit.

WSC Group – Audit Pty Ltd

A handwritten signature in black ink, appearing to read 'A F Gilbert'.

A F Gilbert, CA

Director

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2022

	Note	2022 \$	2021 \$
Revenue and other income			
Revenue from contracts with customers	4	6,984,152	7,434,896
Other income	4	414,184	1,473,871
Total revenue and other income		7,398,336	8,908,767
Expenditure			
Employee benefits expense		(4,565,308)	(5,352,917)
Depreciation expense		(39,736)	(55,331)
Depreciation right of use asset		(126,922)	(95,354)
Bad and doubtful debt expenses		(21,577)	(82,374)
Advertising expenses		(4,001)	(8,854)
Audit and accounting expenses		(17,141)	(19,757)
Client program expenses		(1,568,094)	(1,294,931)
Computer expenses		(167,983)	(163,847)
Other expenses		(434,055)	(267,044)
Finance costs		(3,187)	(2,700)
Total expenditure		(6,948,004)	(7,343,106)
Operating surplus before income tax		450,332	1,565,661
Income tax expense		-	-
Gain on disposal of non-current assets		262,124	-
Surplus for the year		712,456	1,565,661
Total comprehensive income for the year		712,456	1,565,661

Statement of Financial Position

As At 30 June 2022

	Note	2022 \$	2021 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	8,427,863	6,785,567
Trade and other receivables	6	765,072	124,192
TOTAL CURRENT ASSETS		9,192,935	6,909,759
NONCURRENT ASSETS			
Property, plant and equipment	7	67,584	1,205,195
Rightofuse assets	8	139,796	46,365
TOTAL NONCURRENT ASSETS		207,380	1,251,560
TOTAL ASSETS		9,400,315	8,161,319
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	1,802,205	1,466,447
Lease liabilities		138,366	42,701
Employee benefits	11	518,840	421,022
TOTAL CURRENT LIABILITIES		2,459,412	1,930,169
NONCURRENT LIABILITIES			
Lease liabilities	10	2,717	5,350
Employee benefits	11	69,654	69,724
TOTAL NONCURRENT LIABILITIES		72,371	75,074
TOTAL LIABILITIES		2,531,783	2,005,243
NET ASSETS		6,868,532	6,156,076
EQUITY			
Reserves		–	832,848
Retained earnings		6,868,532	5,323,227
TOTAL EQUITY		6,868,532	6,156,076

Statement of Changes in Equity

For the Year Ended 30 June 2022

2022

	Retained Earnings \$	Asset Revaluation Reserve \$	Total \$
Balance at 1 July 2021	5,323,228	832,848	6,156,076
Surplus for the year	712,456	–	712,456
Transfer prior year revaluation increments to asset realisation on sale of freehold property	832,848	(832,848)	–
Balance at 30 June 2022	6,868,532	–	6,868,532

2021

	Retained Earnings \$	Asset Revaluation Reserve \$	Total \$
Balance at 1 July 2020	3,757,567	832,848	4,590,415
Surplus for the year	1,565,661	–	1,565,661
Balance at 30 June 2021	5,323,228	832,848	6,156,076

Statement of Cash Flows

For the Year Ended 30 June 2022

	Note	2022 \$	2021 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		6,474,499	7,552,057
Payments to suppliers and employees		(6,344,652)	(7,253,199)
Interest received		12,931	25,663
Receipts from COVID19 government grants		270,026	1,217,450
Net cash provided by/(used in) operating activities	15	412,804	1,541,971
CASH FLOWS FROM INVESTING ACTIVITIES:			
Purchase of plant and equipment		-	(18,516)
Proceeds from sale of noncurrent assets		1,360,000	-
Net cash provided by/(used in) investing activities		1,360,000	(18,516)
CASH FLOWS FROM FINANCING ACTIVITIES:			
Principal repayments of lease liabilities		(130,508)	(99,366)
Net cash provided by/(used in) financing activities		(130,508)	(99,366)
Net increase/(decrease) in cash and cash equivalents held		1,642,296	1,424,089
Cash and cash equivalents at beginning of year		6,785,567	5,361,478
Cash and cash equivalents at end of financial year	5	8,427,863	6,785,567

Notes to the Financial Statements

For the Year Ended 30 June 2022

The financial report covers Multicultural Care Limited as an individual entity. Multicultural Care Limited is a not for profit Company limited by guarantee, registered, 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 Simplified Disclosure Requirements and the *Australian Charities and Not for profits Commission Act 2012*.

2 Summary of Significant Accounting Policies

(a). Revenue and other income

Revenue from contracts with customers

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.

Gain on disposal of non current assets

When a non current asset is disposed, the gain or loss is calculated by comparing proceeds received with its carrying amount and is taken to profit or loss.

Grant revenue

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 over time 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 payables 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). Volunteer services

No amounts are included in the financial statements for services donated by volunteers.

(e). 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.

Items of property, plant and equipment acquired for significantly less than fair value have been recorded at the acquisition date fair value.

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 asset's useful life to the Company, commencing when the asset is ready for use.

Leased assets and leasehold improvements are amortised over the shorter of either the unexpired period of the lease or their estimated useful life.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Plant and Equipment	20%
Motor Vehicles	12.5%
Computer Equipment	20%–50%

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

(f). 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, foreign exchange gains or losses and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

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, bank and other loans and lease liabilities.

(g). 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.

(h). Leases

(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 both short term leases (i.e. leases with a term of less than or equal to 12 months) and leases of low value assets. The Company recognises the payments associated with these leases as an expense on a straight line basis over the lease term.

(i). 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.

(j). Adoption of new and revised accounting standards

The Company has adopted all standards which became effective for the first time at 30 June 2022, the adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of the Company.

3 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.

Key judgments

Judgement has been exercised in considering the impacts that the Coronavirus COVID-19 pandemic has had, or may have, on the Company based on known information. This consideration extends to the nature of the products and services offered, customers, supply chain, staffing, and geographic regions in which the Company operates. Other than as addressed in specific notes, there does not currently appear to be either any significant impact upon the financial statements or any significant uncertainties with respect to events or conditions which may impact the Company unfavourably as at the reporting date or subsequently as a result of the Coronavirus COVID-19 pandemic.

4 Revenue and Other Income

	2022 \$	2021 \$
Revenue from contracts with customers (AASB 15)		
HCP subsidies and contributions	2,805,609	3,273,157
CHSP subsidies and contributions	2,273,055	2,072,168
NDIS income	253,696	415,052
Community visitor schemes program	66,137	63,000
STRC subsidies and contributions	848,206	760,221
SLHD income	410,204	536,539
CIP income	51,835	119,612
Veteran affairs income	118,671	130,939
Other subsidies and grants	59,623	64,208
FECCA income	97,116	–
Total Revenue	6,984,152	7,434,896
Other Income		
Insurance Recovery	89,372	56,139
Interest received	12,931	25,663
Rental income	–	23,349
Retention bonus income	29,340	86,040
Other reimbursements	12,515	15,230
JobKeeper receipts	–	1,217,450
Other COVID-19 government subsidies	270,026	50,000
Total other income	414,184	1,473,871
Total Revenue and Other Income	7,398,336	8,908,767

5 Cash and Cash Equivalents

	2022 \$	2021 \$
Cash on hand	2,200	750
Westpac Bank	30,406	41,335
St George Fixed Deposit	1,275,599	1,271,094
Westpac – Cash Reserve Account	1,097,013	1,094,095
Westpac – Term deposit	2,485,169	3,312,791
Westpac – Term deposit 2	1,066,426	1,063,795
Westpac – Term deposit 3	1,332,215	–
Westpac – Term deposit 4	1,137,608	–
Westpac debit card	1,227	1,707
	8,427,863	6,785,567

6 Trade and other receivables

CURRENT

Trade receivables	518,422	163,439
Provision for impairment	(20,600)	(81,027)
Net carrying value	497,822	82,412

Other receivables

Deposits	8,850	8,250
Prepayments	258,463	28,894
Loan to employees	(63)	4,209
Other receivables	–	427
Total current trade and other receivables	765,072	124,192

7 Property, plant and equipment

	2022 \$	2021 \$
Land and Buildings		
At fair value	–	1,342,671
Accumulated depreciation	–	(239,466)
Total land and buildings	–	1,103,205
PLANT AND EQUIPMENT		
Furniture, fixtures and fittings		
At cost	143,212	143,212
Accumulated depreciation	(128,651)	(125,593)
Total furniture, fixtures and fittings	14,561	17,619
Motor vehicles		
At cost	54,820	54,820
Accumulated depreciation	(23,251)	(16,399)
Total motor vehicles	31,569	38,421
	2022 \$	2021 \$
Computer equipment		
At cost	93,745	93,745
Accumulated depreciation	(83,622)	(60,349)
Total computer equipment	10,123	33,396
Leasehold Improvements		
At cost	17,555	17,555
Accumulated amortisation	(6,224)	(5,001)
Total leasehold improvements	11,331	12,554
Total property, plant and equipment	67,584	1,205,195

Movements in Carrying Amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Land and Buildings \$	Furniture, Fixtures and Fittings \$	Motor Vehicles \$	Computer Equipment \$	Total \$
Year ended 30 June 2022					
Balance at the beginning of year	1,115,759	17,619	38,421	33,396	1,205,195
Depreciation expense	(6,553)	(3,058)	(6,852)	(23,273)	(39,736)
Sale of Property	(1,097,875)	–	–	–	(1,097,875)
Balance at the end of the year	11,331	14,561	31,569	10,123	67,584

8 Right-of-use assets

	Buildings \$	Office Equipment \$	Total \$
Year ended 30 June 2022			
Balance at beginning of year	38,661	7,704	46,365
Additions to right-of-use assets	220,353	–	220,353
Depreciation charge	(124,354)	(2,568)	(126,922)
Balance at end of year	134,660	5,136	139,796
Year ended 30 June 2021			
Balance at beginning of year	131,447	10,272	141,719
Depreciation charge	(92,786)	(2,568)	(95,354)
Balance at end of year	38,661	7,704	46,365

9 Trade and Other Payables

	2022 \$	2021 \$
CURRENT		
Trade payables	523,960	100,974
GST payable	(70,932)	22,627
PAYG payable	29,370	39,350
Superannuation Payable	2,097	28,513
STRC clients funds	39,038	33,856
Accrued wages	154,138	90,703
Sundry payables and accrued expenses	25,022	57,217
Subsidies in advance	1,099,512	1,093,207
	1,802,205	1,466,447

10 Lease liabilities

	2022 \$	2021 \$
CURRENT		
Lease liabilities	138,366	42,701
NONCURRENT		
Lease liabilities	2,717	5,350
Total lease liabilities	141,083	48,051

Leased liabilities are secured by the underlying leased assets.

11 Employee Benefits

	2022 \$	2021 \$
CURRENT		
Long service leave	122,406	111,926
Annual leave	396,434	309,096
	<u>518,840</u>	<u>421,022</u>
NONCURRENT		
Long service leave	69,654	69,724
	<u>69,654</u>	<u>69,724</u>

12 Members' Guarantee

The Company is incorporated under the Corporations Act 2001 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 out standings and obligations of the Company. At 30 June 2022 the number of members was 10 (2021: 10).

13 Key Management Personnel Remuneration

The totals of remuneration paid to the key management personnel of Multicultural Care Limited during the year are as follows:

	2022 \$
Short term employee benefits	356,670

14 Contingencies

In the opinion of those charged with governance, the Company did not have any contingencies at 30 June 2022 (30 June 2021: None).

15 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:

	2022 \$	2021 \$
Profit for the year	712,456	1,565,661
Cash flows excluded from profit attributable to operating activities		
Noncash flows in profit:		
– depreciation	39,736	55,331
– depreciation (leased assets)	126,922	95,354
– interest (leased assets)	3,187	2,697
– net gain on disposal of property, plant and equipment	(262,124)	–
– impairment of receivables	21,577	–
Changes in assets and liabilities:		
– (increase)/decrease in trade and other receivables	(662,458)	264,178
– (increase)/decrease in subsidies in advance	11,488	(642,067)
– increase/(decrease) in trade and other payables	324,271	163,025
– increase/(decrease) in provisions	97,749	37,792
Cashflows from operations	412,804	1,541,971

16 Events after the end of the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

17 Statutory Information

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

Multicultural Care Limited
Suite 30 532 536 Canterbury Rd
CAMPSIE NSW 2194

Responsible Persons' Declaration

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not for profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the Australian Charities and Not for profit Commission Regulation 2013.



Responsible person: Emanuel Valageorgiou

Dated this 26th day of October 2022

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, which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, the 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 responsible persons' declaration.

In our opinion the financial report of Multicultural Care Limited has been prepared in accordance with Division 60 of the *Australian Charities and Not for profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Registered Entity's financial position as at 30 June 2022 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards – Reduced Disclosure Requirements and Division 60 of the Australian Charities and Not for profits Commission Regulation 2013.

Basis for 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 Registered Entity in accordance with the auditor independence requirements of 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 (including Independence Standards) (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.

Responsibilities of Responsible Entities for the Financial Report

The responsible persons of the Registered Entity 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 responsible entities 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 responsible persons are responsible for assessing the Registered Entity'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 the responsible entities either intends to liquidate the Registered Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Registered Entity's financial reporting process.



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.

WSC Group – Audit Pty Ltd

A handwritten signature in black ink, appearing to read 'A F Gilbert'.

A F Gilbert

Director

Dated this 26th day of October 2022

Glossary of shortened terms

Term	Full name	Meaning
AACC	Australian Aged Care Collaboration	A group of six aged care peak bodies: Aged & Community Services Australia (ACSA), Anglicare Australia, Baptist Care Australia, Catholic Health Australia, Leading Age Services Australia (LASA) and Uniting Care Australia, representing more than 1,000 providers
ACAR	Aged Care Approvals Round	
ACAT	Aged Care Assessment Team	
ACPEG	Aged Care Provider Engagement Group	Enables nominated aged care providers to workshop, influence, suggest and engage with the Department of Human Services (DHS), the Department of Health (DoH) and the Department of Veterans' Affairs (DVA) in relation to Aged Care
ACSA	Aged and Community Services Australia	Peak body representing church, charitable and community-based organisations providing accommodation and care services to older people, people with disability and their carers
ACWC	Aged Care Workforce Census	Conducted every four years by the Australian Government Department of Health (2003, 2007, 2012, 2016, 2020)
ACWIC	Aged Care Workforce Industry Council	
ACCOM Tool	Australian Community Care Outcome Measurement Tool	System (used by Multicultural Care) to monitor and measure outcomes of in-home client programs
ACNC	Australian Charities and Not-for-profits Commission	
AGM	Annual General Meeting	
BSS	Bilingual Support Staff	
CACP	Community Aged Care Packages	Former name of Home Care Packages (HCPs)
CALD	Culturally and Linguistically Diverse	
CASS	Chinese Australian Services Society	
CAU	Chinese Australian Union	
CBMRC	Canterbury Bankstown Migrant Resource Centre	Now known as Metro Assist
CCQR	Community Care Quality Reporting	
CDC	Consumer Directed Care	Government-mandated approach (since mid-2015) to delivery of home care packages to Australian consumers. Aims to ensure greater flexibility and choice of provider and care services
CDSE	Community Development Support Expenditure scheme	A state-wide grants initiative funded by ClubsNSW

Term	Full name	Meaning
CHSP	Commonwealth Home Support Programme	Helps senior Australians access entry-level support services to live independently and safely at home (replaced HACC program in 2015)
CIP	Carer Investment Program	Initiative of NSW Department of Communities and Justice
CMADSS	Canterbury Multicultural Aged and Disability Support Service Incorporated	Multicultural Care's former name on being incorporated as an association in June 1993, until 2014
ComPacks	Community Packages	Non-clinical packages of case management and home care services for patients being discharged from a NSW public hospital
COTA	Council On The Ageing	Peak advocacy body for older Australians
COVID-19	Coronavirus disease 2019	CO stands for corona, VI for virus, D for disease; first emerged in the year 2019 (ref. World Health Organization)
CQI	Continuous Quality Improvement process	
CRC	Commonwealth Respite for Carers Program	
CRMS	Client Relationship Management System	
CVS	Community Visitors Scheme	Arranges volunteer visits to older people to provide friendship and companionship
DCJ	NSW Department of Communities & Justice	
DoH	Department of Health	
DoSS	Department of Social Services	
DVA	Department of Veterans' Affairs	
ECC NSW	Ethnic Communities' Council of NSW	Peak body representing 300 member organisations
ELDAC	End of Life Direction for Aged Care	A collective of five national bodies and three universities that provide training in the specialised palliative care of people living with serious illness
EOI	Expression of Interest	
FECCA	Federation of Ethnic Communities' Councils of Australia	National peak body with 20 member organisations representing Australia's CALD communities and their organisations
GAICD	Graduate Member of the Australian Institute of Company Directors	
GP	General practitioner	

Term	Full name	Meaning
Grandfathered		Provision in which an old rule or arrangement continues to apply, while a new rule will apply to all future cases. In aged care context, grandfathered clients received services prior to CHSP commencing in July 2015, including Commonwealth Home and Community Care, National Respite for Carers Program, Day Therapy Centres Program, Assistance with Care, Housing for the Aged Program
HACC	Commonwealth Health And Community Care	HACC was the predecessor to the Commonwealth Home Support Programme. It provided funding for services that support people to live at home, and administered the HACC National Service Standards to evaluate funded agencies
HCP	Home Care Packages	
HVSS	Home Visiting and Support Service	
IWDF	Inner West Disability Forum	A network of members working in the disability sector in inner west Sydney
JP	Justice of the Peace	
LGA	Local Government Area	
LLLB	'Living Longer, Living Better'	Australian Government aged care reform package (10-year plan), announced in 2012, in response to Productivity Commission report 'Caring for Older Australians'
MAC	Multicultural Aged Care	Multicultural Care's former name from 2014 to 2017
NDIA	National Disability Insurance Agency	
NDIS	National Disability Insurance Scheme	
NDS	National Disability Services	Peak body for disability services organisations
NESB	Non-English Speaking Background	
NFP	Not-for-profit organisation	
NGO	Non-Government Organisation	
NRCP	National Respite for Carers Program	
OAM	Medal of the Order of Australia	

Term	Full name	Meaning
OH&S	Occupational Health and Safety	
PCAN	Positive CALD Ageing Network	Coordinated by FECCA, PCAN members represent CALD older persons, their carers, community organisations, service providers and researchers, to provide input into FECCA's policy positions on ageing and aged care
PCA	Personal Care Assistant	
PPE	Personal Protective Equipment	
RAS	Regional Assessment Service	
RTO	Registered Training Organisation	
SLHD	Sydney Local Health District	
STRC	Short-term Restorative Care	Funded by Department of Health
SWSLHD	South Western Sydney Local Health District	
TACP	Transitional Aged Care Program	A supported out-of-hospital care program that provides low-intensity in-home services for up to 12 weeks after discharge. It provides time for the older person to decide whether they will live at home with additional support from community care services, or need to consider going to a residential aged care facility
TAFE	Technical And Further Education	

Acknowledgements

For more than 30 years, Multicultural Care has provided care and support to diverse communities across Sydney with the assistance and backing of many individuals and organisations who support our shared values of cultural care and connection.

We acknowledge our dedicated staff and volunteers, our clients and their families, allied community organisations and cultural bodies, local councils and local Members of Parliament, and our management committee and board members, past and present, for giving their time and expertise to steer our organisation.

We gratefully acknowledge our funding bodies:

- Australian Government Department of Health
- Australian Government Department of Human Services
- Australian Government Department of Social Services
- Australian Government Department of Veterans' Affairs
- National Disability Insurance Agency
- NSW Department of Communities & Justice.

We also sincerely thank the people—staff, volunteers, clients and family members—who have shared their personal stories for the case studies in this annual report.

Our First Nations peoples

In the spirit of reconciliation, Multicultural Care acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

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