



# 2017-2018 Annual Report

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# Vision

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

## Purpose

We will achieve this vision by:

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

## Values

- **Customer focus and innovation** – We continually strive to match our services to the evolving needs of our clients/participants and the community.
- **Inclusiveness** – We will not exclude any individual from a culturally diverse community. If we cannot assist them we will find another organisation that can.
- **Equality and fairness** – We respect differences, commit to fairness for all and do not discriminate in any way.
- **Integrity** – Our clients, their families and the multicultural community in general expect that we will operate ethically and treat everyone with respect. We will be transparent in our dealings, honour our commitments and provide them with services that not only meet their needs but represent value for money.
- **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 will work collaboratively with a broad network of stakeholders and partners to deepen our connections and strengthen our social impacts.

# Chair's Report



**Jack Passaris OAM**  
Chair

**On behalf of the Board it is my pleasure to present Multicultural Care's 27th Annual Report. This year saw us continue to grow the range of services we offer our clients.**

During the past year we continued to care for and support people from diverse communities living in the Inner West, South East and South West suburbs of Sydney. Our clients come from all around the world and speak more than 42 different languages including Arabic, Mandarin, Cantonese, Italian, Greek, Lithuanian, Korean, Hungarian, German, Turkish, Macedonian and Vietnamese.

Over the past 12 months, more than 1200 Multicultural Care clients received services from our team of more than 75 front-line staff members, who each come from diverse backgrounds themselves. This diversity means our clients can be matched with a carer from a similar cultural background who not only provides great customer service and support, but can also tailor care to meet their cultural and language needs.

The services we offered this year included Home Care Packages (offered via consumer directed care approach), Short term Restorative Care packages, Veterans' Home Care Services, Commonwealth Home Support Programme funded domestic assistance, personal care, transport, occupational therapy and multicultural centre-based day respite services, which were extended to South West Sydney this financial year.

During 2017–18, we developed a new three-year Strategic Plan (2018–2020). This was done through an inclusive process and an independent consultant was engaged to develop the plan in consultation with the relevant stakeholders.

**“During the past year we continued to care for and support people from diverse communities living in the Inner West, South East and South West suburbs of Sydney.”**

I would like to thank my fellow Board members for their efforts and support this year. We also acknowledge the support of our funding bodies, including the Department of Health, Department of Veterans’ Affairs and Department of Social Services.

And finally, I would like to thank all the staff at Multicultural Care for their dedication, in particular our CEO Dr Rosy Walia, and congratulate them all on a very successful year. By ensuring language and cultural differences are at the heart of each of the services we deliver, our staff continue to empower people from diverse backgrounds to stay living in their own homes independently, and to participate in their communities with dignity.



**Jack Passaris OAM**  
**Chair**



# Chief Executive Officer's Report

## A year of diversification



**Dr Rosy Walia, GAICD**

Chief Executive Officer / Company Secretary

**I am pleased to present the Annual Report and account of activities for Multicultural Care for the period 1 July 2017 to 30 June 2018.**

This year has been a year of achievements and significant diversification for Multicultural Care. We have continued to expand our services in the open deregulated aged care market, enhanced our internal systems and processes, and successfully implemented a pilot project funded under Information, Linkages and Capacity Building (ILC) while helping families of multicultural people with a disability to navigate and access services and supports under the National Disability Insurance Scheme (NDIS). Additionally, our staff have attended a number of stakeholder meetings and sector consultations to advocate on behalf of the culturally and linguistically diverse (CALD) communities we serve and to contribute to the aged care and disability sector reforms.

I am particularly proud of these key successes this year:

- **SBS Foundation Partner for 2017–18**

We were named as the Special Broadcasting Service's Foundation Partner for 2017–2018. Through this agreement, we receive free television airtime (Community Service Announcements) from November 2017 to November 2018 to increase awareness of our activities within the community. Our first television commercial aired from the end of December 2017. We were also invited to a staff engagement event at the SBS studios to present about our services.

- **NSW ComPacks Program Panel partner**

Multicultural Care was appointed to this panel following a multi-staged tender process, which included an Expression of Interest and a Request for Proposal. The aim of the tender was to appoint a NSW Health ComPacks Program Panel from which Local Health Districts (LHD) can select service providers to deliver services in their areas. The term of the panel is three years beginning 1 July 2018 with options for two one-year extensions. ComPacks is a short term, non-clinical community package of care available to patients for up to six weeks following discharge from participating NSW public hospitals. It includes immediate access to community case management and a combination of services that may include: assistance with personal care, domestic assistance, transport, social support and respite for carers.

- **Veterans' Home Care service provider**

We were chosen as a preferred provider for Veterans' Home Care (VHC) services in November 2017, extending our culturally and linguistically appropriate services to veterans. Since then we have been providing domestic assistance, personal care, social assistance and respite care services to Entitled Persons living in Inner West, Northern Sydney, South East and South West Sydney.

- **New Art Therapy program**

We received Community Resilience Grant funding to develop a 12-week art therapy workshop program, called "Delightful Colours of the World", specifically for seniors and people with disability (50+) from CALD communities in Inner West, South West and South East Sydney. The funding will run for four years until 2020–21 and provides us with the opportunity to build awareness of our services. This funding will also go towards future Harmony Day events, where Art Therapy participants will have the opportunity to exhibit their work.

- **Multicultural Weavers Project**

In this innovative project, we are partnering with The Australian Centre for Social Innovation (TACSI) to adapt and trial their peer-to-peer support model (known as Weavers) specifically for carers from CALD backgrounds. Funded by the NSW Government's Carers Investment Program, the project will provide information and advice to carers and other stakeholders in the Sydney District on peer support for carers from a CALD background to improve the evidence base, community awareness and carer health and wellbeing. Weavers won an Australian International Design Award in 2013. This two-year project commenced from July 2018.

- **Diversity Gardens Horticultural Project**

We expanded our disability services to children and adults with a disability from diverse backgrounds. This included implementing a horticultural project for people with intellectual disability, known as Diversity Gardens, in partnership with schools and non-government organisations.

- **New Commonwealth Home Support Programme services**

We expanded our services under the Commonwealth Home Support Programme to include allied health and flexible respite care services in our targeted areas, including three new centre-based respite day care groups in South West Sydney. In October 2017, we received additional funding to expand these activities further and to provide services to an increased client base under this programme.

- **Increase in Home Care Packages**

Despite Home Care Packages (HCP) becoming portable from February 2017, meaning clients can take their funding to their provider of choice, we have been pleased to maintain and grow our client numbers in this area. Not only have we witnessed an increase in the total number of HCP clients, but there has also been an increase in clients accessing higher level packages (Levels 3 & 4).

**“We have revised our values, developed the strategic directions and outlined a detailed business plan. The process included all stakeholders and considered feedback from clients, staff and the Board.”**

- **New Strategic Plan**

In late 2017, we commenced working on our next three-year Strategic Plan (2018- 2021), after achieving all the relevant strategies outlined in our previous plan. While in the fast-paced changing sectors of aged and disability care three years may seem quite a long time, it is a reasonable period for predictions and planning. Having said that we will ensure that the plan is agile enough to stay current for this period. As part of this work, we revised our values, developed the strategic directions and outlined a detailed business plan. The process included all stakeholders and considered feedback from clients, staff and the Board.

- **Standard Guidance Reference Group**

As a recognised leader in the delivery of multicultural services, Multicultural Care is frequently asked to consult on Government policy and program design. In September 2017, on behalf of Multicultural Care I was invited to participate in the Standard Guidance Reference Group. This group met monthly up to June and occasionally thereafter to provide decision support in developing guidance material for the new Aged Care Quality Standards which was launched in August 2018. This guidance material is intended to assist organisations to implement and maintain their compliance with the Aged Care Quality Standards. It describes the intent of the Quality Standards and expectations of performance, along with supporting information and examples of evidence of compliance. In April 2018, I was also invited to the Aged Care Provider Forum in Canberra to provide input into the development of a Single Charter of Rights and Responsibilities for Aged Care Consumers, due to be implemented later in 2018.

To continue to provide effective service delivery to clients and participants, it is vital to have an agile and productive workforce. The results of 2017 biennial staff survey that was externally facilitated for the first time by the Voice Project indicated a highly engaged workforce with a strong understanding and attachment to Multicultural Care’s mission and values, solid understanding of their roles, and a positive work-life balance. Following this survey and the development of an action plan, this year we completed a number of activities to ensure our staff feel supported in their roles. For example, while we were recruiting for a dedicated People and Culture Advisor position, we engaged a Human Resource (HR) Management consultant to assist with streamlining our HR systems and processes. We also conducted Organisational Cultural Workshops and commenced an Employee Assistance Program. A number of other improvements will be rolled out in the coming financial year aimed at assisting our workforce to deliver effective and efficient customer service. Additionally, we continued to recruit more Bilingual Support Staff to match the culture and languages of our clients and to reflect the growth in our services. We are now close to reaching a workforce of 100 including office and front-line staff, a significant milestone.

Close to the end of the financial year we commenced implementing a Mobile Care Worker system, which allows our Bilingual Support Staff on the road to view client care plans, record progress notes and make variations to completed tasks and outcomes on site with clients. At the end of a visit, clients are also given the opportunity to confirm that they have received quality care by signing the care worker’s handset. Our aim is to ensure that clients continue to receive the services as per the agreed timeframe and day.

In July 2017, our website was updated and refreshed to align with our new brand. Further, we continued to devise and implement diverse marketing strategies to promote awareness of our services among our targeted communities. These included participation in varied expos and street festivals; an advertising campaign on SBS radio in six different languages; and conducting information sessions about the NDIS for CALD communities in our targeted areas.

I would like to express my thanks to all the funding bodies that have contributed to our activities this year - The Department of Health, Department of Human Services, Department of Veterans' Affairs, SBS Foundation, Department of Family and Community Services, Department of Social Services and the National Disability Insurance Agency.

I would also like to extend my thanks and gratitude to our dedicated staff whose passion and dedication for driving quality outcomes for older people and children and adults with a disability from diverse communities are at the heart of our work.

Finally, I would like to acknowledge the Multicultural Care Board for their support over the past 12 months.



**Dr Rosy Walia**  
**Chief Executive Officer**





## About Multicultural Care

**Multicultural Care is a leading not-for-profit provider of culturally tailored in-home support services that empower and enable individuals to continue to live independent, fulfilling lives in their own homes for as long as possible.**

We have been meeting the needs of the multicultural communities across the Inner West, South West and South East Sydney regions for over two decades.

Multicultural Care is a registered National Disability Insurance Scheme (NDIS) provider and is funded by various Australian Government Departments to provide in-home care services to elderly people from Culturally and Linguistically Diverse (CALD) backgrounds.

We pride ourselves on not only delivering customer-focused and industry recognised in-home care services but also 100% culturally-tailored services. Unlike most other providers, we understand cultural identity should be considered foremost and cultural needs directly integrated with care requirements.

Multicultural Care is not limited to one specific type of care. We offer a range of services all of which improve health outcomes and quality of life for people of all cultural backgrounds.

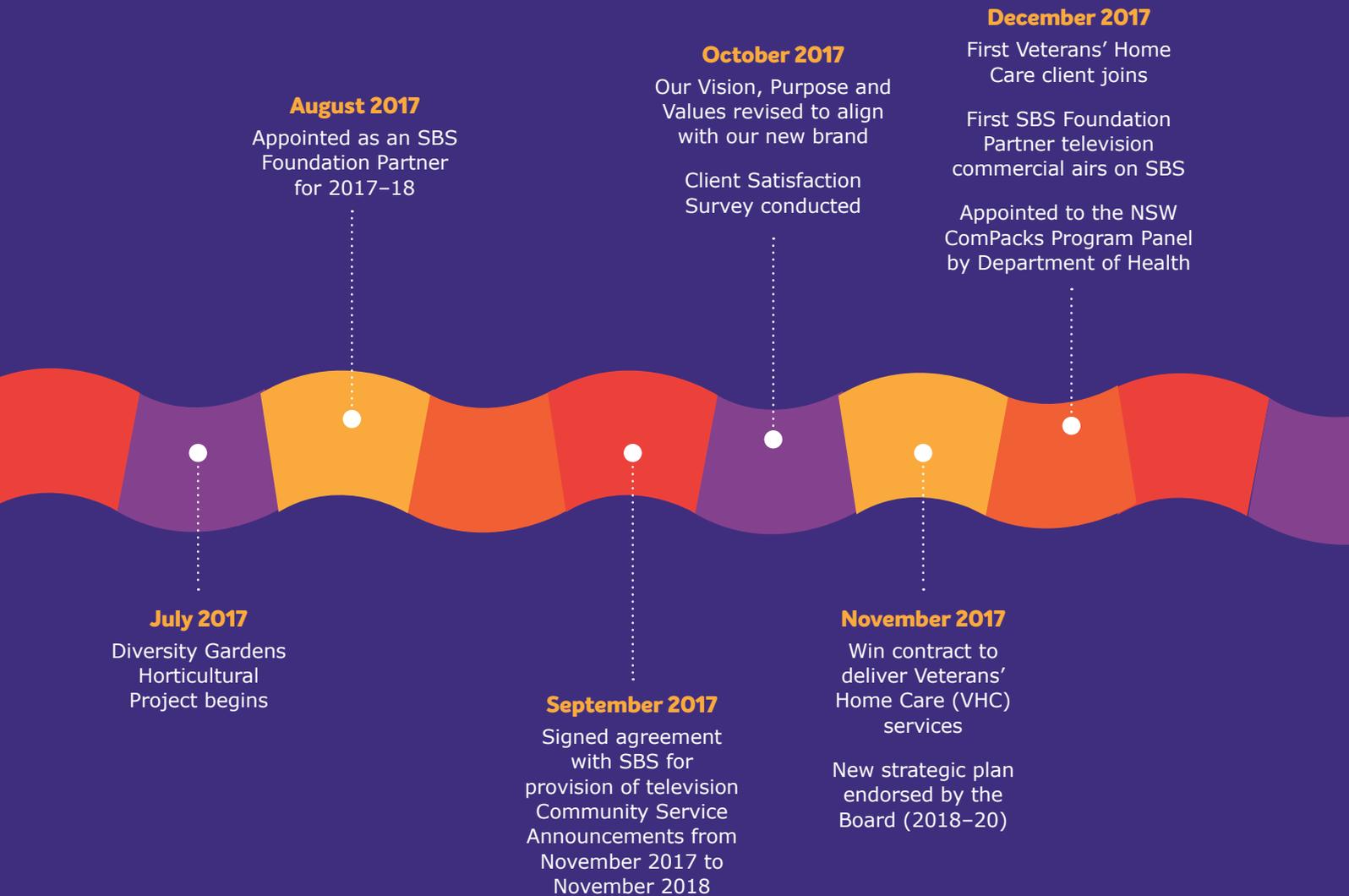
Our team is industry-regarded for its caring, professional approach; all members are highly trained to meet each client's goals and care needs. We team up each client with carefully selected staff based on cultural and linguistic needs and capabilities. In many cases, our care givers become part of our client's family.

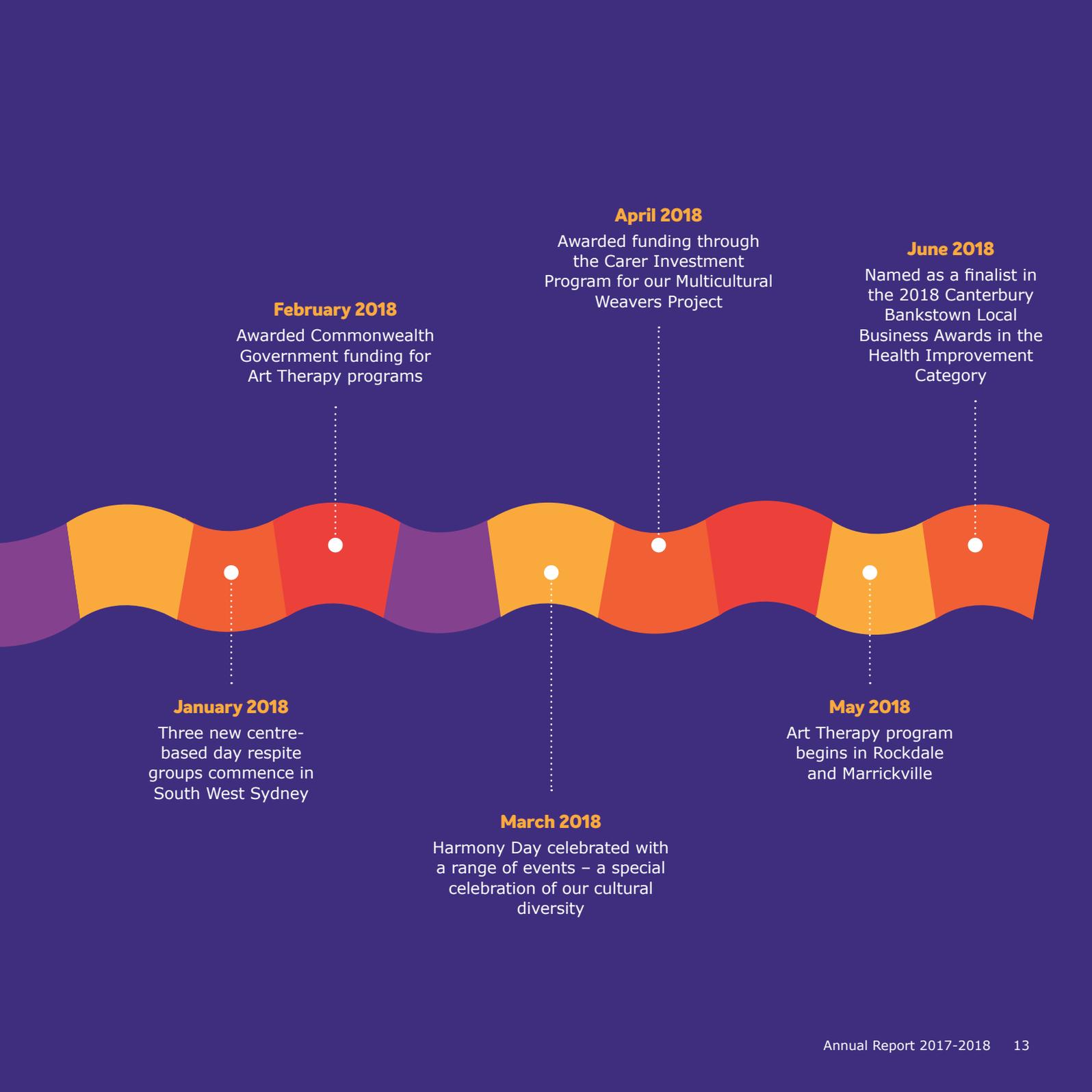
Several service options and care resources are available and can be tailored to meet each client's needs and capacity. All are designed to provide personalised care that exceeds expectations while incorporating Multicultural Care's key values of inclusiveness, customer focus, innovation, accountability, collaboration and integrity.

Whether they speak Mandarin or Swahili, celebrate Ramadan or Diwali – we are here to be their partners in care.

**Multicultural Care strongly advocates independent living as being a vital factor for the well-being and fulfilment of our community, and even more so for multicultural people when language and cultural differences are key considerations.**

# Our Year in Review





**January 2018**  
Three new centre-based day respite groups commence in South West Sydney

**February 2018**  
Awarded Commonwealth Government funding for Art Therapy programs

**March 2018**  
Harmony Day celebrated with a range of events – a special celebration of our cultural diversity

**April 2018**  
Awarded funding through the Carer Investment Program for our Multicultural Weavers Project

**May 2018**  
Art Therapy program begins in Rockdale and Marrickville

**June 2018**  
Named as a finalist in the 2018 Canterbury Bankstown Local Business Awards in the Health Improvement Category

# Our Board



**Jack Passaris OAM**

**Chair**

Jack Passaris was appointed Chair of Multicultural Care in 2003. He is also Deputy Chair 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. 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.



**Marta Terracciano JP**

Marta Terracciano has been with Multicultural Care since 2006. She is the CEO of Residential Gardens for the Spanish Speaking Frail Aged Ltd. She is a Member of the Western CEO and Network Committee and Chair at the Ethnic Community Council. Marta is the former Commissioner of Multicultural NSW. Marta has held a range of Board positions including:

- Member of Consumer/Participants Engagement Committee



**Emanuel Valageorgiou**

Emanuel was the Secretary of Multicultural Care after joining in 2007 and up to June 2017. He is an experienced not for profit (NFP) board director and was formerly a senior executive with TransGrid. He currently provides human resources and change management consulting services to not for profits and small businesses. Emanuel has been a member of the Board of the Ethnic Communities' Council of NSW since 2005, serving as Secretary from 2007–11 and Chair from 2011–2013. He is co-founder and Deputy President of Glory Football Club and has extensive experience in voluntary organisations dealing with multicultural issues, aged and disability care, youth and sport. Member of Finance & Audit Committee

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



**Michael Hawatt**

Michael has been a Board member with Multicultural Care since 2006 and a Local Government Councillor with Canterbury City since 1995. He has served on a number of local groups, is familiar with the community of Canterbury and ran on numerous occasions for the State Parliament. He is currently President of the Watson FEC, Lakemba SEC and Canterbury LGC for the Liberal Party and has also managed a number of election campaigns including Federal, State and Local Government. Michael is a Finance Broker principal in Lakemba and is considering expanding his business to include Import and Export Trade. He has previously worked for a number of large companies including Qantas as a Computer Analyst.

- Member of Consumer/Participants Engagement Committee



## George Margelis

George is a medical practitioner who has been deeply involved in technology for the last 30 years. Originally trained as an optometrist, he started tinkering with computers in 1981 when he bought his first PC, a Sinclair ZX80, before going back to medical school to complete his training at the University of Sydney. He was Chief Information Officer (CIO) of a private hospital group as well as managing an innovative software development team that produced a personal health record for Australians 10 years before My Health Record. He joined Intel in 2005, and then Intel-GE Innovations. In 2013 he was appointed an Adjunct Associate Professor at the University of Western Sydney with the TeleHealth Research & Innovation Laboratory (THRIL) and is also currently a member of Ignition Labs, a start-up incubator in the health space, as well as a number of advisory roles. 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.

- Member of Risk and Compliance Committee
- Chair and Member of Consumer/ Participants Engagement Committee
- Chair and Member of Finance & Audit Committee (to August 2018)



## Shirley Cho

Shirley Cho joined the Multicultural Care Board in July 2018. She is also a Board member of Leichhardt Marrickville Community Transport Group. Shirley was elected into CPA Australia NSW Divisional Council in 2012 and is a Fellow of CPA and a Member of the Australian Institute of Company Directors (MAICD).

- Chair and Member of Finance & Audit Committee (since August 2018)



## Liang Joo Leow

Liang Joo is a specialist dermatologist with a passion for clinical governance as well as information and communication technology governance. He serves on peak advisory committees at the Therapeutic Goods Administration and St Vincent's Health Australia, and is a Graduate of the Australian Institute of Company Directors. An experienced medical educator, he is appointed Conjoint Senior Lecturer at the University of New South Wales; research supervisor at the Department of Clinical Pharmacology and Toxicology at St Vincent's Hospital, Sydney; and subject matter expert for high-risk medicines at the Health Education and Training Institute of NSW Health. He is also on the panel of Unisearch Expert Opinion Services. Liang Joo was winner of the inaugural James Cook University Outstanding Young Alumni Award, and of the Australian Institute of Interpreters and Translators' inaugural Award for Excellence in Interpreting. 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 high-level international meetings such as the G20 Summit.

- Chair and Member of Risk and Compliance Committee



## James Eftekhari

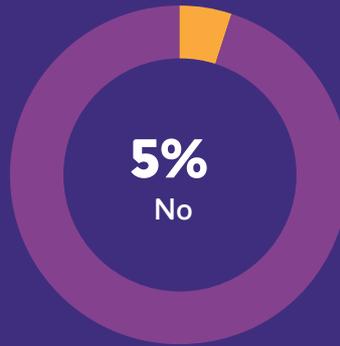
Resigned June 2018

James joined the Multicultural Care Board in September 2016. With over 30 years of senior managerial/Board experience, James brings with him expert business acumen and entrepreneurial flair for the businesses he supports.

The former Australian Institute of Management, now the Institute Managers and Leaders, where James currently serves as a fellow for their mentoring program, in its Leadership magazine described James as 'the new breed of managers'. James is also a fellow of other organisations such as the Chartered Institute of Marketing and Institute of Administrative Management.

# Our People

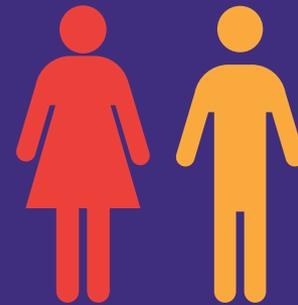
## Staff born overseas



## Bilingual



## Gender breakdown

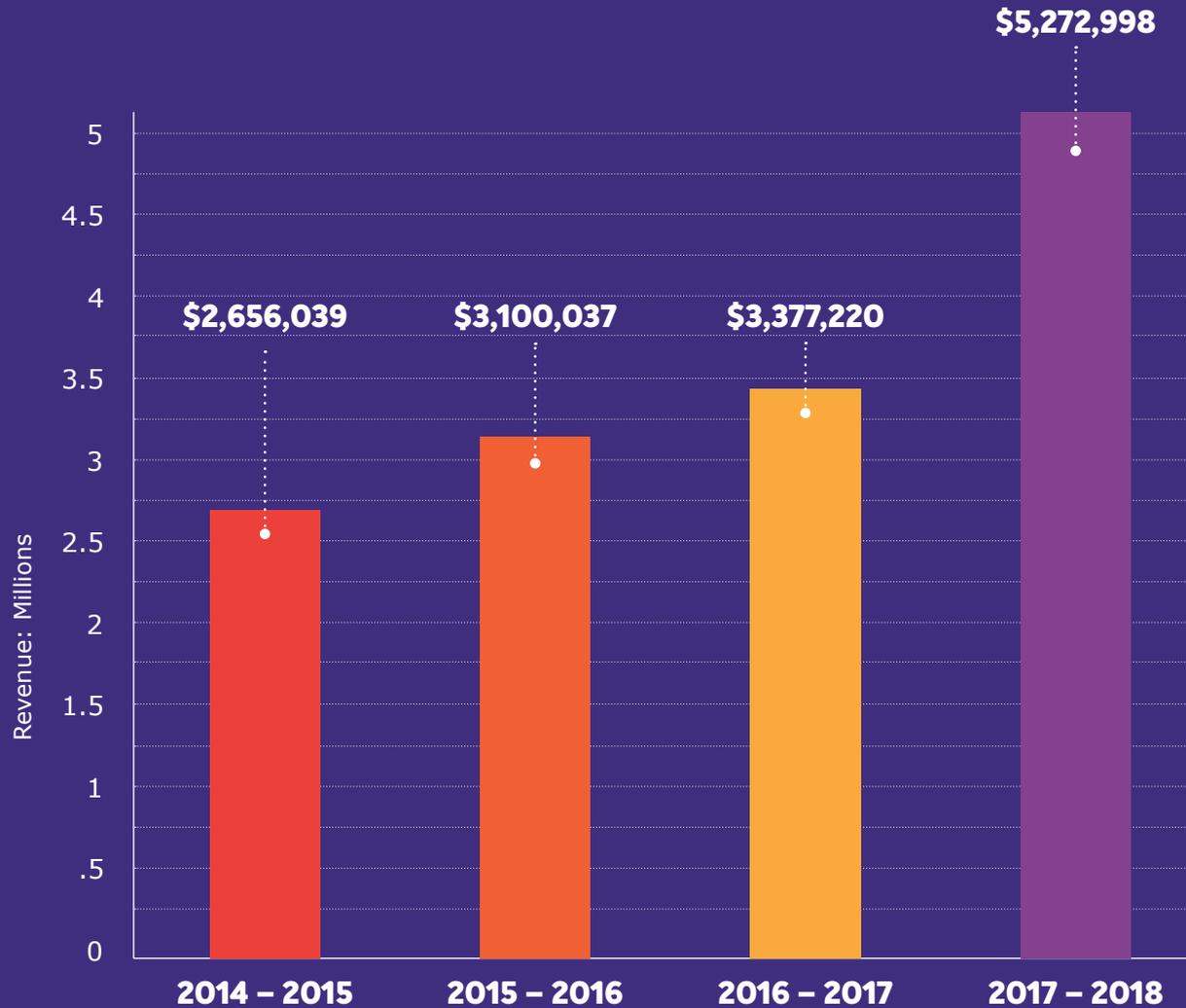


99% of our Case Managers are female.

94% of our office staff and Bilingual Support Staff are female.

# Our Financial Summary

## Income Statement



# Our Services in 2017–18

## Aged Care Services including:

1

Home Care Packages

2

Commonwealth Home Support Programme, including Respite

3

Veterans' Home Care

4

Short Term Restorative Care

5

Private Services

## Disability Services including:



Assistance with Personal Activities



Domestic assistance



Life Skills Development and Training



Plan management



Group centre activities for social inclusion



Community Participation



Horticulture Project for social inclusion

## Additional services:



Art Therapy for older people and people with a disability (50+) from culturally and linguistically diverse backgrounds



# Aged Care Services





# Home Care Packages

**Home Care Packages are funded by the Commonwealth Government. Packages are available in four levels and can be accessed by older frail people 65 years and over (or 50 years and over for Aboriginal and Torres Strait Islanders). Self-funded retirees can also access services privately on a cost-for-service basis. Eligibility for a Home Care Package (and the relevant level) is determined by the Aged Care Assessment Team (ACAT).**

## Home Care Package levels

**Level 1 - For people with basic care needs**

**Level 2 - For people with low care needs**

**Level 3 - For people with intermediate care needs**

**Level 4 - For people with high care needs**

## About our service

For more than 25 years, Multicultural Care has been supporting people from culturally and linguistically diverse backgrounds to live in their own homes. We understand how important it is to put a person's cultural needs and values at the centre of their care.

Most of our clients share one thing in common: they want to live independently in their own homes for as long as possible. We are passionate about working with our clients and their families to find ways of achieving that whilst meeting their diverse cultural and linguistic needs.

Multicultural Care's culturally tailored services are designed to promote independence and positive ageing. We encourage support activities that keep our clients happy, healthy and connected to their communities.

## How can a Home Care Package help you?

The Multicultural Care team can support you by:



Keeping your home clean and tidy



Assisting with home and garden maintenance (including modifications)



Taking you shopping, or doing your shopping for you



Preparing nutritious meals with you or for you



Providing social support, which can be sharing time together over a cup of tea



Providing allied health services, including occupational therapy, speech pathology, physiotherapy and podiatry services



Providing assistive technology, which can be equipment or devices that help you with daily tasks, as well as communication and mobility



Assisting with personal care



Taking you to appointments or social engagements



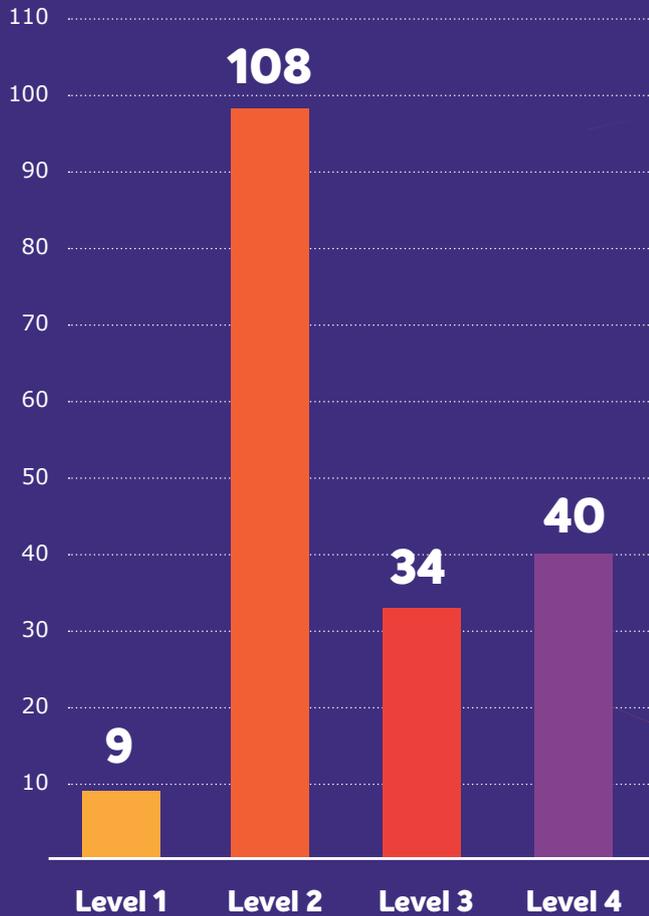
Providing nursing care, which can include wound care, managing skin integrity, continence management and medication management

# Our Home Care Package clients

## Languages spoken by our HCP clients in 2017–18



## Number of Packages 2017-18



# Case study

## Home Care Packages



*Multicultural Care client Demiana and her husband, Said.*

## There's no place like home

When Said Sweha's wife Demiana was diagnosed with dementia in 2014, he was determined that they stay living together in the family home. "When my wife was in hospital I got depressed," Said says. "I missed having her here. I had the choice to put her in a nursing home but I wanted her here with me. I'm with her till the end."

Said and Demiana came to Australia from Egypt in 1973. Said worked as a taxi and bus driver, and Demiana was employed at telecommunications manufacturer, STC, making telephones. They moved into their current home in Riverwood in 1983 and their daughter, who has just turned 40, grew up in the house. They now enjoy regular visits from their two grandsons.

For a number of years Said had sole responsibility of caring for his wife, but eventually things got too much for him to do on his own. "I didn't want someone else looking after my wife, but the pressure got too much. I have arthritis in my hip and back. My daughter said to me 'you have to look after yourself'".

Said contacted Multicultural Care in October 2017, and we were delighted to be able to support him and Demiana through a Home Care Package. Their Case Manager, Hellen, works closely with the Swehas to arrange and coordinate the care and support they need to stay living independently in their home. That includes regular visits from a registered nurse, and a care worker who showers and dresses Demiana and cleans the house.

**“We’re very happy. I couldn’t have Demiana here with me without the help of Multicultural Care.”**

The package also provides regular meals through Meals on Wheels, and it has enabled Said to buy the equipment he needs to care for Demiana and help her be as comfortable as possible.

“When Demiana falls down it’s very hard for me to get her up,” Said says. “So we bought an electric lifter to help with that. We also bought a hospital bed so she can be more comfortable and I can turn her over more easily to stop her getting bed sores.”

Said says he is very grateful for the support they have received from Hellen and the rest of the team at Multicultural Care. “We’re very happy. I would recommend them to anyone. I couldn’t have Demiana here with me without their help. Hellen is a very hard worker and she loves her job. We’re thankful for her.”



*Multicultural Care Case Manager, Hellen Marner (back) with client Demiana and her husband, Said.*

# Commonwealth Home Support Programme

**The Commonwealth Home Support Programme (CHSP) is funded by the Government with the purpose of assisting older Australians with low-level care needs who wish to live independently in their homes and communities for longer. The programme provides information and connects people with entry-level home support services that meet their daily living needs. Carers of older people are also eligible for support under the CHSP.**

**Most people use CHSP when they require low-level support. As their needs become more complex and intensive, and they require case management assistance, they can move onto a Home Care Package (HCP).**

## Differences between CHSP & HCP

### With CHSP you:

- ✓ Choose from a fixed set of services (less flexibility).
- ✓ Only pay for the services you use.
- ✓ Can dip in and out of the programme as and when you need things.
- ✓ Have your eligibility assessed by the Regional Assessment Service (RAS).

### With a HCP:

- ✓ A case manager/advisor works with you to develop a case plan that meets your individual needs and preferences.
- ✓ Once you have a HCP package, it stays in place for the long term.
- ✓ Your eligibility is assessed by the Aged Care Assessment Team (ACAT).

## About our service

Multicultural Care offers a range of in-home care services including:



### Domestic assistance

with household tasks like cleaning, laundry and ironing.



### Respite care

structured, group activities to provide social experiences and assistance, and to give the family carer a break during the day. This includes day in-home, centre based and community access support.



### Personal care

assistance with showering, bathing, dressing, hair care and going to the toilet.



### Transport

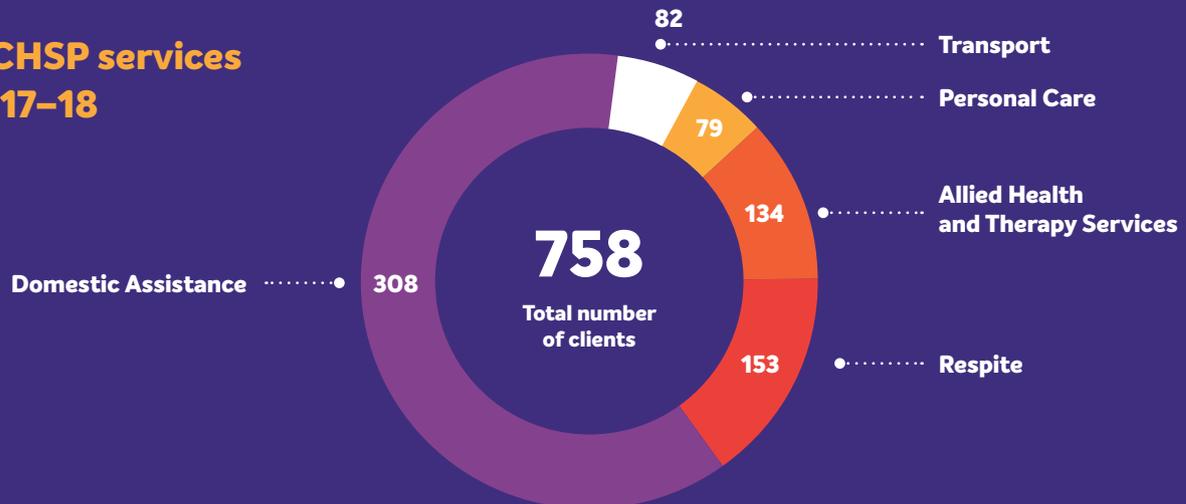
assistance so people in South East Sydney can get out and about for things like shopping and appointments.



### Allied health support services

occupational therapy in Inner West Sydney only.

## Our CHSP services in 2017-18



## Care Relationships & Carer Support

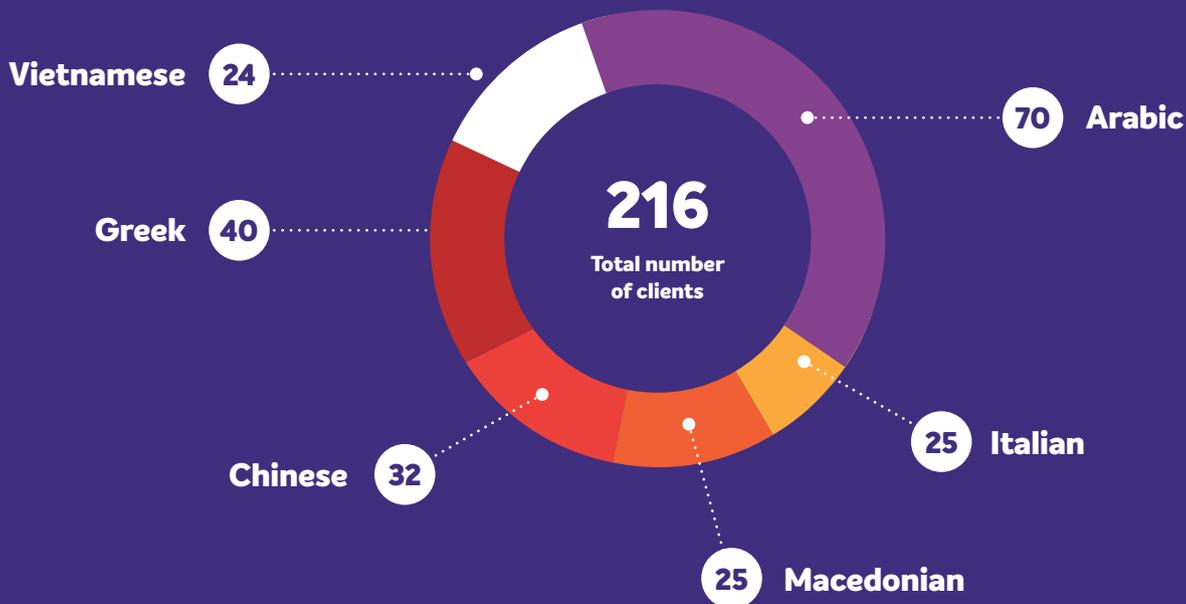
Under the Care Relationships and Carer Support (CRCS) subprogram of the CHSP, Multicultural Care provides Centre-Based Day Respite and Flexible Respite for older people and their carers.

Our Centre-Based Day Respite program gives clients the opportunity to socialise with peers, pursue hobbies and interests and maintain their physical and mental capacity. Our carefully planned program helps clients maintain social connections, overcome loneliness and reduce the risk of depression. It is delivered by a team of highly skilled staff who are aware of and responsive to our clients' cultural and language needs. The program also gives carers some much-needed

weekly respite. We currently run eight language specific day respite groups in the Inner West and South West regions of Sydney.

Flexible Respite aims to support and maintain relationships between carers and clients, through providing good quality respite care for frail older people so that carers can take a break. Multicultural Care provides in-home daytime respite services, as well as innovative types of support and services that are designed to be as responsive as possible to requests from carers for short-term or non-on-going respite. Services are delivered in the Inner West, South West and South East regions of Sydney.

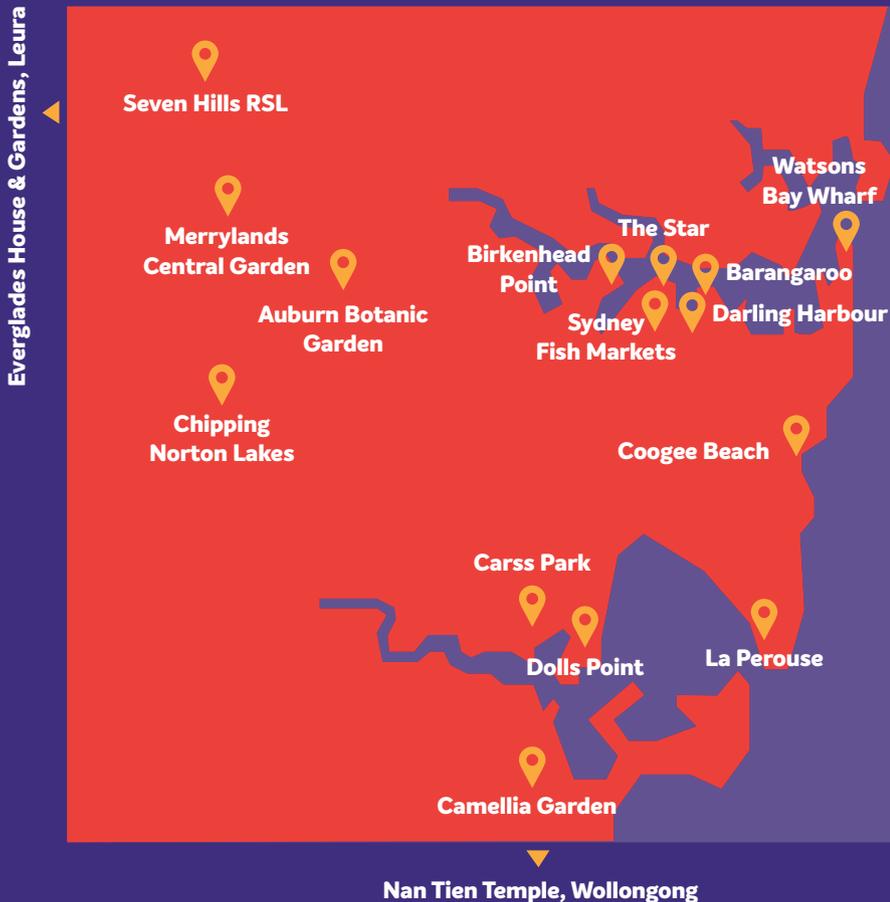
## Diversity of CRCS Centre-Based Day Respite clients in 2017–18



## Recreational Outings for Centre-Based Day Respite participants

The CRCS Centre-Based Day Respite program meets weekly and alternates between centre-based activities and recreational outings in the community. Clients are provided with door-to-door transport and nutritious meals on all outings. This year our clients had the opportunity to visit Everglades House and Garden in Leura, Barangaroo and Nan Tien Temple in Wollongong. They also attended events for Harmony Day, and Seniors Fun Day at Darling Harbour, which was followed by a delicious lunch at The Star. These were in addition to regular trips to gardens, beaches, parks, restaurants and other areas of interest.

### We visited some great locations:



### Activities Included:



Gentle exercises



Music



Singing



Cards



Arts & crafts



Bingo



Technology training



Dancing

# Staying connected to community

## Case study

### Centre-Based Day Respite



*Trenda, a Centre-Based  
Day Respite participant*

"I love it. I meet my friends. We talk, we laugh and sometimes we even dance."

That's what Verka says she enjoys most about coming to the weekly Bankstown Macedonian Group, part of Multicultural Care's Centre-Based Day Respite Program.

Every second Monday the group meets at the community centre where they enjoy activities like traditional Macedonian music and dancing, board games and bingo. On the alternate weeks they get out into the community and visit local restaurants, clubs, gardens and parks.

A devoted mother of three and grandmother of five, Verka has been a regular attendee of the group since it started in February 2018. As a passionate gardener, she says she particularly enjoys visits to the local Auburn Botanical Gardens.

Trenda is another participant who enjoys the social aspect of the group, despite having lots of family members close by.

**“When I see our clients happy and laughing, I know what we are doing with them here is important.”**

Stanko has also been coming to the group since it began. He sadly lost his wife seven months ago, and he says the group has been a really important social and support network during this difficult time. While he says he enjoys “everything” about the group, he particularly looks forward to the bingo games.

Branka makes time to join in activities and excursions as often as she can, even though she still works as a cleaner at the local Bankstown Hospital. Having first come to Australia in 1978, she says the group is a great opportunity for her to speak her own language and stay connected to her cultural background. She says, “It’s very nice. I have many friends here and when I’m here I am happy and forget my worries.”

Lily, who runs the group on behalf of Multicultural Care, says that keeping people active, engaged and connected to their community as they get older is vital for good physical and mental health. “When people stay home by themselves they can get lonely. When I see our clients happy and laughing, I know what we are doing with them here is important.”



*Branka, a Centre-Based Day Respite participant*

# Short Term Restorative Care

**Short Term Restorative Care (STRC) packages are designed to slow the functional decline of older people who are at risk of losing their independence, and improve their overall wellbeing.**

This is achieved through a flexible care program that is delivered in a home setting by a multidisciplinary team.

Funded by the Department of Health, these packages are built on wellness, reablement and restorative approaches which focus on what people can and want to do, not simply what they cannot do. Also known as the 'wellness approach', these packages focus on culturally appropriate strategies for helping older people improve their function and quality of life, and maintain their independence.

## STRC packages:

**Focus on achieving specific individual goals**



**Use targeted, goal-oriented therapies**



**Run for a defined period of time (usually 8 weeks)**



**Are culturally tailored**

### You may be eligible for STRC if:

- You are not receiving a current Home Care Package
- You are not currently in a nursing home
- You have not received after hospital care through a transition care program in the past six months
- You have not received end of life care
- You have not in the three months prior to assessment been in hospital for a condition related to functional decline

You are only allowed a maximum of two periods of STRC in one year. Once you have been approved for a package it is valid for six months and one day.

## About our service

Multicultural Care's STRC services include:



**Case management**



**Bathing/dressing**



**House cleaning**



**Preparing meals**



**Shopping**



**Gardening**



**Nursing (medication, wounds, etc)**



**Transport to and from appointments**



**Aids or equipment**



**Physiotherapy**

**OT**

**Occupational therapy**

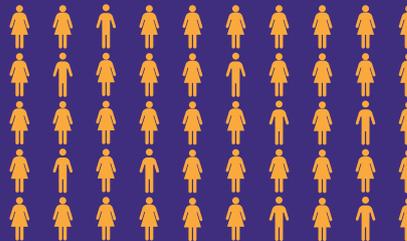


**Other allied health support services**

## Our STRC services in 2017-18

The 2017-18 financial year was the first full year our STRC program has been in operation.

In that time we completed 50 care plans and are now supporting these people.



**50**

**Care plans**

# Case study

## Short Term Restorative Care



*Mary Anne and her husband Emanuel*

## Friendship and a helping hand

Eighty-six-year-old Mary Anne is a proudly independent woman, but a bad fall in 2017, just two weeks before Christmas, changed her life dramatically. "I was out shopping when I tumbled down on my side. I couldn't get up so they took me to hospital. For a long time I couldn't move or do things like dress myself. I needed a walker to get around," she says.

Mary Anne moved to Australia from Malta in 1956. She got a job as a cleaner at QANTAS where she worked for more than 40 happy years. Soon after arriving in Australia she met her sweetheart, Emanuel. The couple married and moved to Revesby where they built their own home and had two beautiful children.

Despite the difficulties she was having after her accident, Mary Anne says she wanted to stay living at home. "We've been here for more than 50 years now. We raised our family here and have many happy memories. I didn't want to move to a nursing home. I love it here. It's close to church, the shops, everything. And I want to be together with my husband."

Mary Anne connected with Multicultural Care soon after her accident and accessed a Short Term Restorative Care package. Her Case Manager coordinated an initial care plan which included a multidisciplinary team comprised of her GP, a physiotherapist and occupational therapist (OT). Working together, the team delivered interventions and services to help Mary Anne achieve her physiotherapy and enablement goals, which were the activities she wanted to get back to doing. Mary Anne's progress was reviewed regularly throughout the 8-week program.

As part of her package with Multicultural Care, Mary Anne is visited twice a week by her carer, Enas. She says the two women have formed a strong bond: "Enas is an angel. I'm very happy with her. She helps me a lot and it's good to have someone to talk to. She's like my own daughter."

## **“Thank you Multicultural Care for letting me stay in my home with my husband.”**

After her accident, Mary Anne needed Enas’ help with everyday tasks from showering and dressing herself to washing and cooking. But thanks to a regular physiotherapy program, which Enas also helps her with, Mary Anne has slowly regained her strength and the ability to do things for herself.

While she still needs a bit of help from Enas to do the shopping, lift heavy objects and clean hard to reach places, Mary Anne is back to doing most of the things she could before her accident. And most importantly, she’s still living at home, doing the things she enjoys like spending time in her garden. She couldn’t be more thankful for the support Multicultural Care has given her. “Thank you Multicultural Care and Enas for helping me and letting me stay in my home with my husband.”

### **Services provided to Mary Anne:**

- In-home physiotherapy
- Minor home modifications such as grab rails (as recommended by OT)
- Mobility equipment and assistive technology
- Social support
- Transport to and from appointments when required
- Personal medical alarm pendant
- Personal care and domestic assistance
- Case management and service coordination





## Veterans' Home Care

**The Federal Government's Veterans' Home Care Program (VHC) includes a range of services to support eligible veterans, war widows and widowers who wish to remain living independently in their own homes for as long as possible. It is designed to assist people with low-level care needs. The program also assists carers, recognising the vital role they play in the veteran and defence communities.**

### About our service

Multicultural Care is proud to be funded by the Department of Veterans' Affairs (DVA) to provide care for veterans, war widows and widowers from Central Sydney, Inner West, Northern Sydney, South East and South Western Sydney. We were awarded this contract in mid November 2017. We are committed to doing our absolute best for those who have given so much to our country.

## About our service

With an initial agreement for two years, Multicultural Care offers the following services through its VHC program:



### Domestic assistance

with household tasks like cleaning, dishwashing and ironing as well as safety related house and garden maintenance.



### Respite care and support

so the primary carer can take a break. This can include In-Home Respite, Residential Respite and Emergency Short-Term Home Relief (ESTHR).



### Social assistance

through a 12-week program where veterans can participate in community activities.



### Personal care

support with low-level tasks like bathing, showering, grooming and dressing.

## Our VHC clients in 2017-18

Our first VHC client joined us in

DECEMBER

2017



19

Total number of clients

## Areas where our clients live:

			
South East Sydney	South West Sydney	Inner West Sydney	Northern Sydney



A person wearing a green and white horizontally striped shirt is partially visible on the left side of the image. They are standing in a garden area with lush green foliage and a house with a window in the background. The scene is brightly lit, suggesting a sunny day. A large, curved graphic element in shades of purple, orange, and yellow separates the garden scene from the dark blue background on the right.

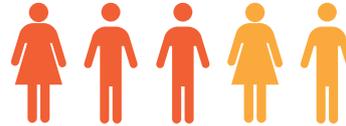
# Disability Services

# Disability Services

## Disability facts and figures<sup>1</sup>



**More than 4 million  
(1 in 5) Australians live with  
some form of disability.**



**The likelihood of developing a  
disability increases with age -  
2 in 5 people with a disability  
are 65 years of age or older.**

## About the services

Multicultural Care is a registered National Disability Insurance Scheme (NDIS) provider. We provide support services to people with a disability so they can continue to live independently in their own homes. We assist people who are eligible for Government funded subsidised care, as well as those who wish to access services privately. Our Disability Services are affordable, flexible and are delivered by qualified, bilingual staff who deliver outstanding, culture-based care.

We recognise that people from culturally and linguistically diverse backgrounds, as well as their families and carers, face a number of barriers when it comes to accessing information, support and services. One in four Australians living with a disability is from a culturally and linguistically diverse (CALD) background, yet barely more than 2,000 people from CALD backgrounds are currently accessing the NDIS scheme.<sup>2</sup> This is far below expected levels, and mostly due to cultural and language barriers.

<sup>1</sup> Data is taken from Australian Bureau of Statistics (ABS) 2016, 4430.0 - Survey of Disability, Ageing and Carers 2015.

<sup>2</sup> National Disability Insurance Agency



**with disability  
are managers  
& professionals.**



**will experience  
a mental health  
condition during  
their lifetime.**

---

**ONLY**

**4.4%** 

**of people with a disability in  
Australia use a wheelchair.**



**One in every four people with  
a disability is from a culturally  
and linguistically diverse  
background, representing  
approximately 1 million people  
across Australia.**

## We are registered to deliver disability services in seven support categories:

# 1-2



### Assistance with Personal Activities & Assistance with Personal Activities (Higher Level)

Our team provides assistance or supervision for personal /daily tasks to assist with living independently. These activities include:

- showering, dressing and grooming
- personal hygiene
- assisting with toileting
- assisting with mobility in and around the home
- assisting with eating

# 3



### Plan management

We provide help with managing NDIS plans including:

- making payments to service providers
- expense claims processing
- developing monthly statements
- claiming payment from NDIA

This support may include a small component of liaison with service providers on the engagement and provision of supports and the implementation of plans.

# 4



### Life Skills Development

We provide support and services aimed at increasing socialising capabilities through participation in community, social and civic activities.

# 5



### Household Tasks

We provide services to assist with maintaining the home environment, including:

- cleaning
- dishwashing
- clothes washing and ironing
- grocery shopping
- meal preparation
- light yard work

6



**Group/Centre  
Activities**

These programs and activities aim to avoid experiencing social isolation or loneliness by providing opportunities to connect with people of similar background.

7



**Participate  
Community**

These services incorporate training and development activities for both clients and carers to increase the ability to live as autonomously as possible.

**Our disability clients  
in 2017–18**

The 2017–18 financial year was the first full year our Disability Services program was in operation.



38

**Number of people with  
disabilities we supported**



## Horticultural Project

In June 2017, we received \$200,000 in funding through the Information, Linkages and Capacity Building (ILC) part of the NDIS to deliver a one-year Horticultural Project for people with intellectual disability. We started delivering this project in late 2017.

Called Diversity Gardens, the project aims to address barriers to inclusion and build sustainable connections in the community for multicultural people with disabilities. The project supports participants aged 14 to 64 to build their self esteem by taking part in gardening activities and learning opportunities in settings including schools, parks and gardens. Participants learn about general plant care, pest management, worm finding, composting and how to plant seedlings.

As well as supporting participants, the project provides support, education and information for the community partners, enabling them to open up opportunities for inclusion for people with disability. The result is to create lasting connections which are positive, meaningful and rewarding.

The project has run in several locations in the Canterbury-Bankstown, Liverpool and Fairfield areas, including at Bonnyrigg Public School, Kogarah High school, Chalmers Rd School (Strathfield), Glenfield Park School, Moriah College and at a community garden in a community housing complex on Trevor Street in Lilyfield.

# Gardening skills to build self esteem

Laura\* is a 13-year-old student at Chalmers Rd School (CRS) in Strathfield. Chalmers Rd School provides educational programs for students with moderate or severe intellectual disabilities and draws from a wide geographical area as well as a diverse cultural and social community. Chalmers Rd School had an edible garden that was tired and run down after the summer holidays. Multicultural Care approached Chalmers Road School to run its 10-week Diversity Gardens - Horticultural Project at the school to rejuvenate and re-plant the garden and teach the students gardening skills.

Laura, one of the participants of the project, was initially wary but very quickly engaged well in the gardening activities and with her fellow students, teachers, Multicultural Care staff and volunteers. As part of the project, Laura helped to:

- Weed the garden bed
- Improve the soil by adding compost
- Mulch the garden to stop weeds and reduce evaporation
- Plant new herbs and vegetables
- Water and care for the new plants
- Propagate succulents to decorate the classroom.

As the weeks passed Multicultural Care's staff and volunteers could see the enjoyment that Laura gained from learning in an outdoor classroom. She was often the first student to start work in the garden. She became a leader of the group and helped other participants with activities. Laura was asked to present a certificate of appreciation to Multicultural Care staff and volunteers.

Multicultural Care staff feel assured that the garden at Chalmers Rd School will continue to thrive with Laura as one of its carers. Going forward, we hope that Laura may consider studying horticulture at TAFE and perhaps a career in the gardening industry.

At the end of the project, a teacher at the school asked Laura if she enjoyed the gardening project. Laura replied: "I like gardening. I like growing vegetables and seeing my new friends. I want to do it again!"

## Case study

### Diversity Gardens

**"I like gardening. I like growing vegetables and seeing my new friends. I want to do it again!"**

\*Name changed for privacy reasons





# Art Therapy

## About the service

In March 2018, Multicultural Care received a Stronger and Resilient Communities grant from the Commonwealth Department of Social Services to run art therapy sessions for seniors across three regions where we operate. Working with an Art Therapist, Multicultural Care developed a 12-week workshop program, called *Delightful Colours of the World*, that has been running in Bankstown, Marrickville, Rockdale and Newtown.

The program, which is funded for four years, offers an environment where older people and people with a disability can discover and express themselves, and explore their cultural stories and heritage in a fun and creative way. It also provides a great opportunity for older people to get out and about in their communities and meet new people.

For Multicultural Care, the workshops give us the chance to engage with older people and people with a disability to build awareness of our services.

The program is open to seniors aged 65 and above from a culturally and linguistically diverse background, and seniors aged 55 and above with hearing and visual impairments.

*Art therapist Jacquie Schumann (left) with participants at the Newtown Neighbourhood Centre.*

# Case study

## Art Therapy



*Milica at the Art Therapy workshop.*

## Evoking memories and fantasies through art

"It's really fun. It's a time when we can let go of our problems and enjoy going back to childhood and our fantasies."

Milanka is talking about the weekly art therapy class run by Multicultural Care that she participates in at the Newtown Neighbourhood Centre's Social Support Group.

Milanka and the ten other regular participants in the program enjoy the two hours every Thursday they spend reminiscing about their childhood and native country while creating unique artworks guided by art therapist, Jacquie Schumann.

"Art therapy is non-verbal and a way of finding deeper meaning and reconnecting to memories," explains Jacquie. "It's a way of breaking down language barriers and connecting participants to the outside world and their memories."

Each week, Jacquie gives the participants a task to complete individually. The activities have included painting postcard memories using watercolours, creating flower mandalas using petals, leaves and other items from nature and creating marble paper and collages. After the participants have completed the activity, each person is encouraged to share their work and reflections with the group. Each week's activities are then pasted into a journal that the participants can take home at the end of the 12-week program.

"I wasn't creative as a child. We never had time growing up in a poor community. We had to study and work for our existence," says Milanka who came to Australia from former Yugoslavia with her husband in 1969.

"I enjoy everything we do here. Every week I am here. It's something I look forward to. Being with our community, chatting and talking about memories and our culture. I'm looking forward to showing my grandchildren and my children my journal at Christmas."

Eighty-two-year-old Lena is another regular attendee at the Newtown program. "I'm enjoying this. I'm happy to come. I enjoy the group and talking. It's making me remember about going to school, and it's good for the brain. Thank you for bringing this opportunity to help older people," she says.

For Dushanka Dobrich, Newtown Neighbourhood Centre's Multicultural Social Support Co-ordinator, the program is proving a popular activity with regulars who attend her social group for people from the communities of former Yugoslavia. "The regulars are enjoying it. It's a way to mingle and interact with others."

**"I enjoy everything we do here. Being with our community, chatting and talking about memories and our culture."**



*Lena (left) and Milanka enjoy the Art Therapy workshop.*

# Annual Client Satisfaction Survey





# Annual Client Satisfaction Survey

Each year we conduct a satisfaction survey with clients and participants of our programs to understand how our services and programs are meeting their needs and to find ways to improve our services.

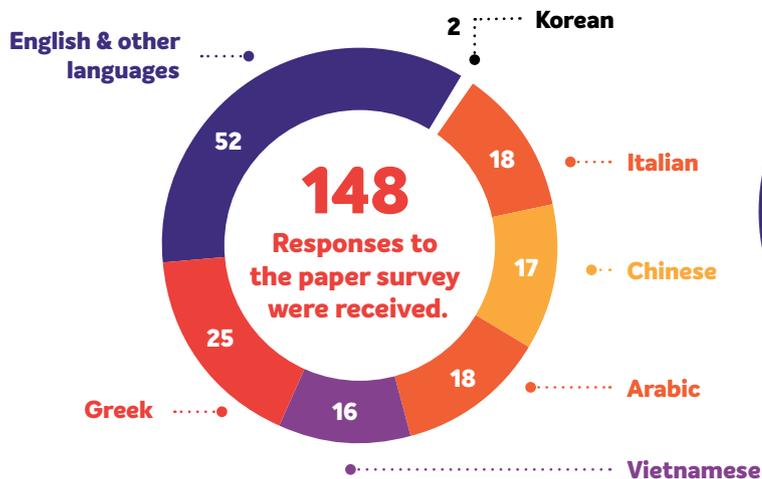
This financial year, in addition to paper surveys posted to clients, we also provided the option for clients to complete an electronic survey form using the internet-based platform, Survey Monkey.

The postal survey was distributed in October 2017 and made available in the following languages:

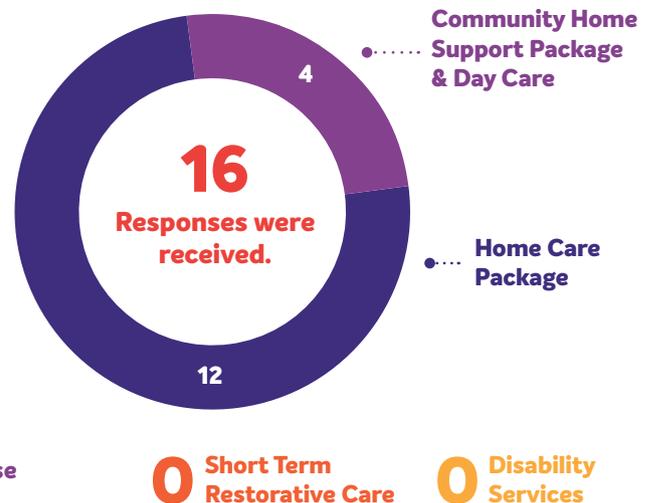
- Arabic
- Chinese
- Greek
- English
- Greek
- Italian
- Korean
- Vietnamese

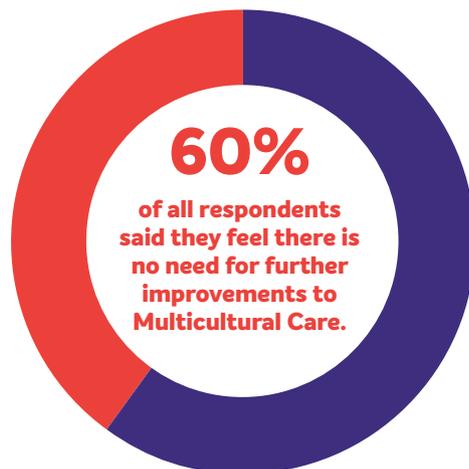
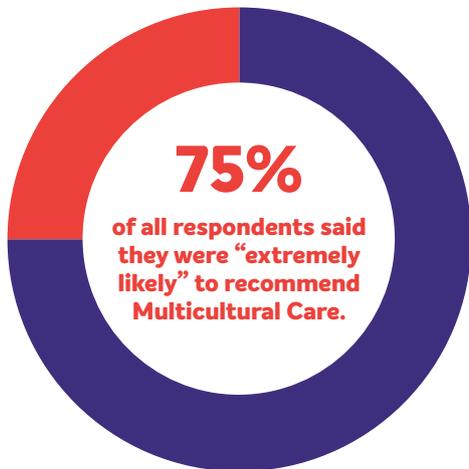
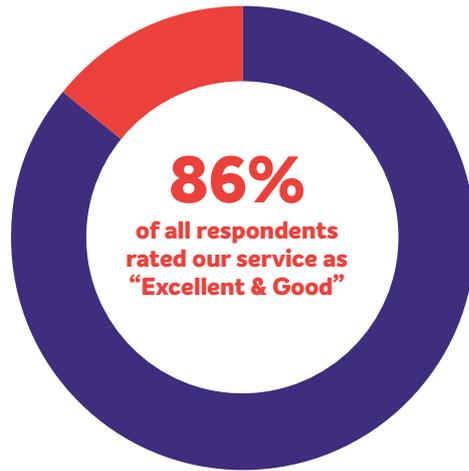
## Our results

**429** Paper surveys were posted to clients and participants.



**140** Electronic surveys were sent out to carers, clients and participants.





“I appreciate the organisation Multicultural Care is very good to us, very caring looking after us. They are kind to us.”

“At this stage I only require the transport from your company. This service has been excellent.”

“Thanks for taking care of us, the elderly.”

# Financial Statements

For the year ended  
30 June 2018





# Finance and Audit Committee's Report



## Dr George Margelis

### Outgoing Chair of the Finance and Audit Committee

As the outgoing chair of the Finance and Audit Committee of Multicultural Care, I am pleased to comment on the financial performance for the 2017–18 financial year.

The final accounts have been externally audited by an independent accounting firm, Meagher Howard & Wright. This external audit is a very important aspect of governance undertaken by the Board in accordance with the organisation's constitution and policies. An operating surplus of \$778,866 was achieved for the year, an increase from the previous year's surplus of \$611,451 with a requisite growth in our total income. The achievement of responsible financial surpluses is essential for ensuring the continuation of quality services to the multicultural community now and in the future. The work of our internal financial controller has been very beneficial to the financial management of the organisation and I take this opportunity to thank Rohan WijeSinghe and his team for their work.

With the change to Consumer Directed Funding, Multicultural Care has implemented changes to its operations, including its financial systems, to ensure we succeed in the future. More recently we have

revamped our backend financial system to enable better analysis of our financial situation in real time. We still are working on developing a more robust reporting system and tighter integration with our client management system. Staffing remains a challenge for the organisation, and in the future increased staffing costs will put a burden on our cash flow and revenue.

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

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

A handwritten signature in black ink, appearing to read 'George Margelis', written in a cursive style.

# Responsible Entities' Report

As at 30 June 2018

The Responsible Entities of Multicultural Care present their report together with the financial statements of the entity for the year ended 30 June 2018 and the Independent Audit Report thereon.

## Responsible Entities' details

The following persons were Responsible Persons of Multicultural Care during or since the end of the financial year.

- **Jack Passaris OAM**

Chair

Director since 2003

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

- **George Margelis**

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

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

In 2013 he was appointed an Adjunct Associate Professor at the University of Western Sydney with the TeleHealth Research & Innovation Laboratory (THRIL) and is also currently a member of Ignition Labs a start-up incubator in the health space as well as holding a number of advisory roles.

- **Michael Hawatt**

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

Michael is committed to volunteering in his local area with professional organisations such as Multicultural Care which serve those members of the community with disabilities and the elderly.

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

- **Liang Joo Leow**

Joined August 2018

Liang Joo is a specialist dermatologist with a passion for clinical governance as well as information and communication technology governance. He serves on peak advisory committees at the Therapeutic Goods Administration and St Vincent's Health Australia, and is a Graduate of the Australian Institute of Company Directors. An experienced medical educator, he is appointed Conjoint Senior Lecturer at the University of New South Wales; research supervisor at the Department of Clinical Pharmacology and Toxicology at St Vincent's Hospital, Sydney; and subject matter expert for high-risk medicines at the Health Education and Training Institute of NSW Health. He is also on the panel of Unisearch Expert Opinion Services.

- **Marta Terraciano JP**

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

- **Emanuel Valageorgiou**

Emanuel has been a Board Member since 2007. He was Secretary of Multicultural Care up to June 2017 and is an experienced NFP board director and was formerly a senior executive with TransGrid. He currently provides HR and change management consulting services to NFPs and small business. Emanuel has been a member of the Board of the Ethnic Communities' Council of NSW since 2005, serving as Secretary from 2007-11 and Chair from 2011-2013. He is co-founder and Deputy President of Glory Football Club and has extensive experience in voluntary organisations dealing with multicultural issues, aged and disability care, youth and sport.

- **Shirley Cho**

Joined July 2018

Shirley is Chair of Finance & Audit Committee of Multicultural Care. Board member of Leichhardt Marrickville Community Transport Group. She was elected into CPA Australia NSW Divisional Council in 2012. She is a fellow CPA and a MAICD.

- **James Eftekhari**

Resigned June 2018

James has been on the board since September 2016. With over 30 years of senior managerial/ Board experience, James brings with him expert business acumen and entrepreneurial flair for the businesses he supports.

## Principal activities

During the year, the principal activities of the entity 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 have been no significant changes in the nature of these activities during the year.

## Short-term objectives

The Company's short-term objectives are:

- 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 acilitating 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;
- Ensure we operate a sustainable business that maximises 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 short and long-term objectives

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

- the entity strives to attract and retain quality staff and volunteers who are committed to working with people in need. The entity 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.

## Responsible Entities' meetings

The number of meetings held by the Board of Multicultural Care during the year and the number of meetings attended by each Responsible Person is as follows:

	<b>A</b>	<b>B</b>
Jack Passaris	6	6
George Margelis	6	6
Michael Hawatt	6	5
Marta Terraciano	6	3
Shirley Cho	0	0
Liang Joo Leow	0	0
James Eftekhari	6	3
Emanuel Valageorgiou	6	6

Where:

- **column A** is the number of meetings the Responsible Person was entitled to attend;
- **column B** is the number of meetings the Responsible Person attended.

## The Company

The Company is incorporated under the *Corporations Act 2001* and is a Company limited by guarantee.

## Auditor's Independence Declaration

A copy of the Auditor's Independence Declaration as required under s.60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* is included in page 4 of this financial report and forms part of the Responsible Entities' Report.

Signed in accordance with a resolution of the Responsible Entities.



Jack Passaris OAM – Multicultural Care

15th October 2018

**AUDITOR'S INDEPENDENCE DECLARATION  
UNDER SECTION 307C OF THE CORPORATIONS ACT 2001  
TO THE DIRECTOR OF  
MULTICULTURAL CARE**

In accordance with the requirements of section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012, for the audit of Multicultural care for the year ended 30 June 2018, I declare that, to the best of my knowledge and belief, there have been::

- (i) No contraventions of the auditor independence requirements 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.

**Name of Firm:** Meagher Howard & Wright  
Certified Practising Accountants

**Name of Director:**   
Greg Middleton

**Address:** Suite 506, 55 Grafton Street BONDJ JUNCTION NSW 2022

**Dated this 15th day of October 2018**

# Statement of profit or loss and other comprehensive income

For the year ended 30 June 2018

	Note	2018 \$	2017 \$
<b>Income</b>			
Revenue	3	5,272,998	3,377,220
<b>Expenditure</b>			
Accountancy expenses		(9,000)	(10,000)
Advertising expenses		(66,497)	(30,209)
Depreciation and amortisation expenses		(35,698)	(35,570)
Employee benefits expenses		(3,547,049)	(2,286,245)
Lease expenses		(7,116)	(9,273)
Other expenses		(828,772)	(394,472)
		<u>778,866</u>	<u>611,451</u>
<b>Profit for the year</b>	<b>4</b>	778,866	611,451
<b>Total comprehensive income for the year</b>		<b><u>778,866</u></b>	<b><u>611,451</u></b>

# Statement of financial position

As at 30 June 2018

	Note	2018 \$	2017 \$
<b>ASSETS CURRENT ASSETS</b>			
Cash and cash equivalents	5	4,289,038	3,667,069
Trade and other receivables	6	102,666	27,337
<b>TOTAL CURRENT ASSETS</b>		<u>4,391,704</u>	<u>3,694,406</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	7	682,040	714,131
<b>TOTAL NON-CURRENT ASSETS</b>		<u>682,040</u>	<u>714,131</u>
<b>TOTAL ASSETS</b>		<u>5,073,744</u>	<u>4,408,537</u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	8	1,251,453	1,375,123
Provisions	9	88,877	78,866
<b>TOTAL CURRENT LIABILITIES</b>		<u>1,340,330</u>	<u>1,453,989</u>
<b>TOTAL LIABILITIES</b>		<u>1,340,330</u>	<u>1,453,989</u>
<b>NET ASSETS</b>		<u>3,733,414</u>	<u>2,954,548</u>
<b>EQUITY</b>			
Reserves		295,750	295,750
Retained earnings	10	3,437,664	2,658,798
<b>TOTAL EQUITY</b>		<u>3,733,414</u>	<u>2,954,548</u>

# Statement of changes in equity

For the year ended 30 June 2018

	Note	Retained earnings \$	Total \$
<b>ASSETS CURRENT ASSETS</b>			
Cash and cash equivalents		2,047,347	2,047,347
<b>ASSETS CURRENT ASSETS</b>		611,451	611,451
Cash and cash equivalents		2,658,798	2,658,798
<b>ASSETS CURRENT ASSETS</b>		778,866	778,866
TOTAL EQUITY		3,437,664	3,437,664

# Statement of cash flow

## For the year ended 30 June 2018

	Note	2018 \$	2017 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from customers		5,560,265	4,196,502
Payments to suppliers and employees		(5,006,893)	(3,031,706)
Interest received		72,202	51,203
Net cash provided by operating activities	<b>11</b>	<u>625,574</u>	<u>1,215,999</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments for property, plant and equipment		<u>(3,606)</u>	<u>-</u>
<b>Net cash provided by (used in) investing activities</b>		<u>(3,606)</u>	<u>-</u>
Net increase in cash held		621,968	1,215,999
Cash at beginning of financial year		<u>3,667,069</u>	<u>2,451,070</u>
Cash at end of financial year	<b>5</b>	<u>4,289,037</u>	<u>3,667,069</u>

# Notes to the financial statements

For the year ended 30 June 2018

The financial reports cover Multicultural Care as an individual entity. Multicultural Care is a not for profit limited by guarantee company incorporated and domiciled in Australia.

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

Comparatives are consistent with prior years, unless otherwise stated.

## 1. Basis of Preparation

The general purpose financial statements of the Company have been prepared in accordance with the requirements of the Australian Charities and Not-for-profits Commission Act 2012, Australian Accounting Standards and other authoritative pronouncements of the Australian Accounting Standards Board. A statement of compliance with the International Financial Reporting Standards (IFRS) as issued by the International Accounting Standards Board (IASB) cannot be made due to the Company applying not-for-profit specific requirements contained in the Australian Accounting Standards - Reduced Disclosure Requirements.

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

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

## 2. Summary of Significant Accounting Policies

### Property, Plant and Equipment

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

#### Land and buildings

Land and buildings are measured using the cost model.

#### Plant and equipment

Plant and equipment are measured using the cost model.

#### Depreciation

Property, plant and equipment, is depreciated on a straight line basis over the assets 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.

#### Leases

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

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

# Notes to the financial statements

For the year ended 30 June 2018

## Financial Instruments

Financial instruments are recognised initially using trade date accounting, i.e. on the date that 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).

### Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. They arise principally through the provision of goods and services to customers but also incorporate other types of contractual monetary assets.

After initial recognition these are measured at amortised cost using the effective interest method, less provision for impairment. Any change in their value is recognised in profit or loss.

The company's trade and most other receivables fall into this category of financial instruments.

Significant receivables are considered for impairment on an individual asset basis when they are past due at the reporting date or when objective evidence is received that a specific counterparty will default.

The amount of the impairment is the difference between the net carrying amount and the present value of the future expected cash flows associated with the impaired receivable.

In some circumstances, the company renegotiates repayment terms with customers which may lead to changes in the timing of the payments, the company does not necessarily consider the balance to be impaired, however assessment is made on a case-by-case basis.

Subsequent recoveries of amounts previously written off are credited against other expenses in profit or loss.

## Impairment of Non-Financial Assets

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

Where this indicator exists the recoverable amount of the asset is estimated.

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

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

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

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

# Notes to the financial statements

For the year ended 30 June 2018

## 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.

## Provisions

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

## Cash and Cash Equivalents

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

## Revenue

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

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

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

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

## Donations

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

# Notes to the financial statements

For the year ended 30 June 2018

## Government Grants

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

## 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.

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

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

## Comparative Amounts

Comparatives are consistent with prior years, unless otherwise stated.

Where a change in comparatives has also affected the opening retained earnings previously presented in a comparative period, an opening statement of financial position at the earliest date of the comparative period has been presented.

# Notes to the financial statements

For the year ended 30 June 2018

<b>3. Revenue and Other Income</b>	<b>2018 \$</b>	<b>2017 \$</b>
<b>Revenue</b>		
Rendering of services	5,127,679	3,272,819
Interest received	72,221	52,963
Other revenue	73,098	51,438
	<u>145,319</u>	<u>104,401</u>
Total revenue	<u><u>5,272,998</u></u>	<u><u>3,377,220</u></u>
<b>Interest revenue from:</b>		
Interest Received	7,386	1,760
Interest on Investment	64,835	51,203
Total interest revenue on financial assets not at fair	<u>72,221</u>	<u>52,963</u>
<b>Other revenue from:</b>		
Insurance Recoveries	18,124	31,268
Other Income	780	2,463
Rents Received	30,430	17,707
Prior Year adjustment	23,764	-
Total other revenue	<u>73,098</u>	<u>51,438</u>

## **4. Profit for the year**

The result for the year was derived after charging / (crediting) the following items:

Profit before income tax from continuing operations includes the following specific expenses:

### **Expenses**

Depreciation of property, plant and equipment	35,698	35,570
Lease - Photo Copier	7,116	9,273

# Notes to the financial statements

For the year ended 30 June 2018

<b>5. Cash and Cash Equivalents</b>	<b>2018 \$</b>	<b>2017 \$</b>
Cash in Hand	1,100	1,100
Westpac Bank	193,344	63,445
St George Fixed Deposit	1,213,250	1,184,338
Westpac - Cash Reserve Account	827,986	1,393,387
Westpac Term deposit	1,039,462	1,014,098
Electronic Clearing Account	-	1,301
Westpac Term Deposit - 2	1,010,541	-
Westpac Debit Card	3,355	9,400
	<u>4,289,038</u>	<u>3,667,069</u>
 <b>6. Trade and Other Receivables</b>		
<b>Current</b>		
Grants/Interest in Arrears	70,594	-
Contribution Receivable	18,768	11,073
Deposits Refundable	8,250	8,250
Tax Credit	5,054	5,054
Prepayments	-	2,960
	<u>102,666</u>	<u>27,337</u>
	<u>102,666</u>	<u>27,337</u>

The carrying value of trade receivables is considered a reasonable approximation of fair value due to the short term nature of the balances.

# Notes to the financial statements

For the year ended 30 June 2018

<b>7. Property, Plant and Equipment</b>	<b>2018 \$</b>	<b>2017 \$</b>
<b>BUILDINGS</b>		
<b>Land and Buildings</b>		
Land and Buildings at cost	818,648	818,648
Less accumulated depreciation	(186,896)	(167,374)
<b>Total Buildings</b>	<b>631,752</b>	<b>651,274</b>
<b>PLANT AND EQUIPMENT</b>		
<b>Plant and Equipment:</b>		
At cost	183,336	179,730
Accumulated depreciation	(133,048)	(116,873)
<b>Total Plant and Equipment</b>	<b>50,288</b>	<b>62,857</b>
<b>Total Property, Plant and Equipment</b>	<b>682,040</b>	<b>714,131</b>

## Movements in Carrying Amounts of Property, Plant and Equipment

### 8. Trade and Other Payables

#### Current

Trade Creditors	51,227	15,797
CDC Liabilities	411,260	183,701
Other Creditors	193,909	88,991
Subsidies in Advance	330,803	797,584
PAYG Liabilities	-	17,508
Superannuation Liabilities	1,347	15,066
GST on Supplies	55,139	66,070
Provision for Annual Leave	207,768	190,406
	<b>1,251,453</b>	<b>1,375,123</b>

The carrying amounts are considered to be a reasonable approximation of fair value.

# Notes to the financial statements

For the year ended 30 June 2018

<b>9. Provisions</b>	<b>2018 \$</b>	<b>2017 \$</b>
Prov'n for Long Service Leave	88,877	3,355
<b>Total provisions</b>	<u>88,877</u>	<u>3,355</u>
<b>Analysis of Total Provisions</b>	88,877	3,355
Current	<u>88,877</u>	<u>3,355</u>
<b>10. Retained Earnings</b>		
Retained earnings at the beginning of the financial year	2,658,798	2,047,347
Net profit attributable to members of the company	778,866	611,451
Retained earnings at the end of the financial year	<u>3,437,664</u>	<u>2,658,798</u>
<b>11. Cash Flow Information</b>		
<b>Reconciliation of result for the year to cashflows from operating activities.</b>		
<b>Reconciliation of net income to net cash provided by operating activities:</b>		
Profit after income tax	778,866	611,451
Cash flows excluded from profit attributable to operating activities		
Prepayments		
<b>Non-cash flows in profit</b>		
Depreciation	35,698	35,570
<b>Changes in assets and liabilities</b>		
(Increase)/decrease in trade and other receivable	(75,329)	67,524
Increase/(decrease) in trade and other payables	(123,670)	507,880
Increase/(decrease) in provisions	10,011	(6,427)
	<u>625,576</u>	<u>1,215,998</u>

# Notes to the financial statements

For the year ended 30 June 2018

## 12. Financial Risk Management

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

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

The company does not have any derivative instruments at 30 June 2018.

### Objectives, Policies and Processes

The board of directors receives overall responsibility for the establishment of the company's financial risk management framework. This includes the development of policies covering specific areas such as interest rate risk and credit risk.

Risk management policies and systems are reviewed regularly to reflect changes in market conditions and the company's activities.

The day-to-day risk management is carried out by the company's finance function under policies and objectives which have been approved by the board of directors. The chief financial officer has been delegated the authority for designing and implementing processes which follow the objectives and policies. This includes monitoring the levels of exposure to interest rate and assessment of market forecasts for interest rate movements.

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

Mitigation strategies for specific risks faced are described below.

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

The other classes of receivables do not contain impaired assets.

## 13. Statutory Information

The registered office of the company is:  
Multicultural Care

Suite 30 532 Canterbury Rd

Campsie NSW 2194

The principal place of business is:  
Suite 30 532 Canterbury Rd

Campsie NSW 2194

The director of the company declares that:

1. The financial statements and notes, as set out on pages 1 to 20, for the year ended 30 June 2018 are in accordance with the Australian Charities and Not-for-profits Commission Act 2012, and:
  - a Giving a true and fair view of its financial position as at 30 June 2018 and of its performance for the financial year ended on that date; and
  - b Complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Australian Charities and Not-for-profits Commission Regulation 2013; and
2. In the director's opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

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

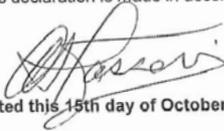
**MULTICULTURAL CARE**  
**77 985 958 011**

**DIRECTOR'S DECLARATION**

The director of the company declares that:

1. The financial statements and notes, as set out on pages 1 to 20, for the year ended 30 June 2018 are in accordance with the Australian Charities and Not-for-profits Commission Act 2012, and:
  - (a) Giving a true and fair view of its financial position as at 30 June 2018 and of its performance for the financial year ended on that date; and
  - (b) Complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Australian Charities and Not-for-profits Commission Regulation 2013; and
2. In the director's opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

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



**Dated this 15th day of October 2018**



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

PARTNERS  
K.J. WRIGHT J.P. M.COMM. F.C.P.A.  
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MARK MAYCOCK J.P.

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**Independent Auditor's Report  
To the Members of Multicultural Care**

**Opinion**

We have audited the financial report of Multicultural Care ("the Entity") which comprises the statement of financial position as at 30 June 2018, the statement of 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 declaration by those charged with governance

In our opinion, the accompanying financial report of the Entity's has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- a) giving a true and fair view of the Entity's financial position as at 30 June 2018 and of its financial performance for the year then ended; and
- b) complying with Australian Accounting Standards and Division 60 the *Australian Charities and Not-for-profits Commission Regulations 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 Entity in accordance with the auditor independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* ("the Code") that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, given to those charged with governance, would be in the same terms if given as at the time of this auditor's report.

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

**Responsibilities of Management and Those Charged with Governance for the Financial Report**

Management is responsible for the preparation of the financial report that gives a true and fair view in accordance with the Australian Accounting Standards and the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as management determines 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, management is responsible for assessing the 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 management either intend to liquidate the Entity or to cease operations, or have no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the 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 this financial report.

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

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the management.
- Conclude on the appropriateness of the management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

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

We also provide the those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

**Meagher Howard & Wright**  
**CPA**

Suite 506 55 Grafton Street Bondi Junction NSW 2022  
Dated this 15th day of October 2018



Greg Middleton  
Partner ICAA 24953

# Profit and loss statements

For the year ended 30 June 2018

<b>INCOME</b>	<b>2018 \$</b>	<b>2017 \$</b>
Client Contributions	468,686	419,908
Federal Grant & Subsidy Income	4,658,993	2,852,911
Insurance Recoveries	18,124	31,268
Interest Received	7,386	1,760
Interest on Investment	<u>64,835</u>	<u>51,203</u>
	<u>5,218,024</u>	<u>3,357,050</u>
<b>OTHER INCOME</b>		
Other Income	780	2,463
Prior Year adjustment	23,764	-
Gross profit from rental operations	<u>30,430</u>	<u>17,707</u>
	<u>54,974</u>	<u>20,170</u>
	<u>5,272,998</u>	<u>3,377,220</u>

# Profit and loss statements

For the year ended 30 June 2018

EXPENSES	2018 \$	2017 \$
Audit	9,000	10,000
Advertising & Promotion	66,497	30,209
Accounting	(180)	7,988
Bank Charges	778	1,042
Building Plans	133	-
Carer Resources	366	-
Cleaning	4,219	1,390
IT Computer Services	46,399	26,044
Consultants Fees	114,165	40,954
Contractors	-	740
Depreciation	35,698	35,570
Electricity & Gas	4,129	9,728
Equipment	6,657	653
Filing Fees	-	170
General Expenses	80	-
Hire Hall	2,129	154
Insurance	16,523	10,431
Day Care Expenses	145,767	5,333
Lease - Photo Copier	7,116	9,273
Legal Costs	42	796
Management Committee Expenses	-	1,175
Management Fees	189	-
Meeting Expenses	128	-
Postage	4,620	5,052
Printing & Stationery	28,464	12,707
Staff Uniforms	6,330	669
Premises Expenses	724	-
Rates	4,221	5,957
Rent	94,048	90,786
Repairs & Maintenance	1,087	3,230
Salaries	3,515,118	2,271,473
Security	133	580
Services	236,996	124,680
Staff Amenities	4,273	1,777
Staff Training	27,658	12,995
Staff Recruitment	68,626	17,906
Staff Recognition	6,363	1,991
Subscriptions	7,273	7,216
Telephone	12,770	11,068

# Profit and loss statements

For the year ended 30 June 2018

	2018 \$	2017 \$
The Care Manager	11,906	-
Travelling Expenses	280	66
Web Hosting	60	(34)
Venue Hire	3,347	-
Refund of Unexpended Funds	-	6,000
	<u>4,494,132</u>	<u>2,765,769</u>
Profit before income tax	<u><u>778,866</u></u>	<u><u>611,451</u></u>

# Acknowledgements

## Acknowledgement to funders



**Australian Government**  
**Department of Health**



**Australian Government**  
**Department of Human Services**



**Australian Government**  
**Department of Veterans' Affairs**



**Australian Government**  
**Department of Social Services**





# Contact



## Multicultural Care

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@multiculturalcare



[www.linkedin.com/in/multiculturalcare](http://www.linkedin.com/in/multiculturalcare)



