

# Annual Report 2018–2019



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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 28th Annual Report. This year saw us continue to grow the range of services we offer older people and people with a disability from multicultural backgrounds.**

During the past year we continued to care for and support people from diverse communities by delivering customer-focussed and industry recognised in-home care services across 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 1,000 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 that 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 cultural and language needs. This results in improved health outcomes and quality of life for people of all cultural backgrounds.

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

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.

**“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.”**

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

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



**Jack Passaris OAM**  
Chair



# Chief Executive Officer's Report



**Dr Rosy Walia, GAICD**

Chief Executive Officer / Company Secretary

**It is my pleasure to present the 2018–19 Multicultural Care Annual Report. Reflecting on the past 12 months, one can only say it has been a time of preparing for the future.**

## **Organisational change**

Multicultural Care has been growing rapidly for the last five years. Over this time, there have been significant Aged Care reforms in home care services and several changes in the Disability sector. At Multicultural Care, these developments triggered the need for a structure review with the aim of establishing a way forward that will support an effective organisation now and into the future. An independent consultant was engaged in November 2018 to conduct a Staffing Review. This review focussed on ensuring Multicultural Care has the best possible management and staffing structure to:

- Optimise the efficiency of the organisation;
- Identify any gaps in the current structure that may hinder growth and provide a structure that will support planned/structured growth;

- Provide improved support for office and front-line staff;
- Be compliant with standards and relevant legislations;
- Deliver the skills that the organisation needs in the current environment;
- Deliver effective risk management (including effective reporting);
- Create a strong foundation to support growth, service development and improvement.

There was an emphasis on appropriate office staff consultation, research and best practice assessments. Following the review, a revised management structure was put into place, with a newly created role of Manager, Quality and Compliance and an additional layer of leadership support.

## Awards

This financial year commenced with a celebration of our success in the Canterbury Bankstown Local Business Awards, where Multicultural Care was the winner of the Health Improvement Services category. The award was very timely for us and a reaffirmation of what drives our work – that is, providing customer centric services. We place a great deal of emphasis on listening to client feedback so to be recognised in a program that involves members of the community nominating and voting for their favourite businesses was indeed an honour. Multicultural Care went up against 16 other category finalists. Being among such a strong and admirable list of finalists was both humbling and exhilarating. Our 2018 Client Satisfaction Survey also showed that our clients are overwhelmingly satisfied with the quality of services we are providing.

## SBS Foundation

Throughout 2018, we continued to utilise free airtime with SBS TV to advertise our services. Developed under the theme 'just like family', our TV commercial scripts were based on actual client stories and highlighted the culturally tailored, caring and inclusive support that Multicultural Care provides. The commercials screened on SBS TV in various languages and were also posted on Facebook and YouTube. We are grateful to the SBS Foundation for this support.

## The Aged Care Sector

The start of the 2019 calendar year was marked by the continuation of the Royal Commission into Aged Care Quality and Safety, with hearings beginning in mid-January. Announced in September 2018, the Royal Commission is an opportunity to engage in a much-needed constructive discussion about the future of aged care, including how, as a society, we will deliver the quality services our population needs today and into the future. At Multicultural Care, we believe that all older Australians should be able to expect high quality care, and we strive to provide that each and every day.

During the year, we prepared and submitted a comprehensive response to the Royal Commission, attended the Bankstown community forum, and closely followed proceedings.

January 2019 also marked the commencement of operation of the new Aged Care Quality and Safety Commission. The new Commission is a one-stop shop that replaces the Aged Care Complaints Commissioner and the Australian Aged Care Quality Agency.

One of the first actions of the Commission was to develop the new Aged Care Quality Standards, which were legislated in September 2018 to be effective from 1 July 2019. In order to prepare for these standards, Multicultural Care engaged Aged & Community Services Australia (ACSA) to assist with a self-assessment review and identify gaps in our service delivery. As a result, we developed a Quality Improvement Plan. All staff across our organisation, including Board Directors, also attended mandatory training around the new standards, which have a risk-based approach. We also reviewed our Risk Management Framework and established two new Board committees – the Consumer/Participant Engagement Committee and Risk & Audit Committee.

## Quality improvements

Multicultural Care instills a continuous quality improvement culture. This year we continued to improve our systems and processes to ensure that quality services are delivered to our consumers and participants. Our work in this area included:

- Reviewing our process maps to reflect modified work practices as a result of home care audit findings;
- Implementation of a New Employee Handbook in early 2019;
- Refurbishment of our office to accommodate growth;
- Introduction of offsite storage for archived files;

- Implementation of a New Human Resources Information System in March 2019; and
- Introduction of a new Call Recording system and associated training for staff.

## Our programs and services

We continued to grow and evolve our services and programs in response to sector reforms and consumer/participant needs and demands.

I am particularly proud of our Carer Investment Program (also known as the Weavers Program), which commenced in July 2018. This peer-to-peer mentoring program pairs experienced carers with others who are currently caring for a loved one to share experiences and advice. In partnership with The Australian Centre for Social Innovation (TACSI), we scoped the project; agreed timeframes, resourcing and recruitment; developed and submitted a Monitoring and Evaluation Framework; ran, tested and modified the prototype to suit Culturally and Linguistically Diverse (CALD) communities and conducted a midpoint review in line with performance measures. Further details about the program are covered elsewhere in this report.

We expanded our Aged Care Services to include the Community Visitors Scheme. This Scheme provides friendship and companionship by matching aged care recipients who are socially isolated or at risk of social isolation or loneliness with volunteer visitors. Visits can be one-on-one in the client's own home or within a group in aged care homes. See page 51 for more on the Scheme.

We continued to provide our Commonwealth Home Support Programme (CHSP) funded services while embedding a Wellness and Reablement approach into our programs. We shared this approach, including practical case studies, at local interagency forums. Further, we expanded our CHSP funded domestic care services supported by growth funding.

Our Veterans' Home Care services were expanded into Northern Sydney.

We engaged an external consultant to conduct an in-depth analysis of our Home Care Packages (HCP) income and expenses categories, with the aim to improve management reporting, identify unit costs at package category level and establish and document relevant workflow processes.

The number of clients accessing our Disability Services has continued to grow. During the year we ran a focus group with NDIS participants to gather feedback on our services and how we can better meet their needs. We also completed a self-assessment review against the NDIS Practice Standards and started preparing for the NDIS audit that will take place later in 2019. In July 2018, we wrapped up *Diversity Gardens*, our successful Horticultural Project which provided the opportunity for people with disability to take part in gardening activities within their local community.

## Presentations

Our reputation as a leader in aged care and disability services for people from multicultural backgrounds has continued to evolve. This year, I was invited to present at a range of industry conferences and events. A few highlights included:

- NSW Carers' Conference held in Sydney in October 2018, where I presented about our Weavers Program;
- Innovation and Technology in Aged Care Conference held in Sydney in March 2019;
- 2nd Delivering Disability Services Forum held in Perth in May 2019; and
- Women in Community and Human Services Leadership Summit held in Melbourne in June 2019.

## Partnerships and collaborations

I continued to participate in the Standard Guidance Reference Group. The group met regularly until the end of 2018, providing support in developing guidance material for the Quality Standards.

In 2019, Multicultural Care started working in partnership with the End of Life Directions for Aged Care (ELDAC) project, run by a consortium of three universities and five national bodies from the aged, palliative and primary care. ELDAC is funded by the Australian Government Department of Health and aims to improve the quality of end of life care for all older Australians. Our involvement will assist us to build our capacity to provide end of life care to our current and future clients.

## Thank you

I would like to extend my thanks to all the funding bodies for continuing to provide their financial support during this year: Department of Health; Department of Human Services; Department of Veterans' Affairs; Department of Social Services; SBS Foundation; NSW Department of Family & Community 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 people with a disability from diverse communities are at the heart of our work. Keep up the good work.

I would also like to acknowledge the Multicultural Care Board for their ongoing support over the past 12 months. Last but not least, I extend my sincerest thanks and gratitude to our clients, consumers, participants and their families who continue to work in partnership with us. I look forward to continuing to support you and your loved ones in the coming year.



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





## About Multicultural Care

**For more than two decades we have been meeting the care needs of multicultural communities across the Inner West, South East and South West regions of Sydney.**

As a leading not-for-profit provider of culturally and linguistically tailored services, we empower our clients to live independent, fulfilling lives in their own homes for as long as possible. Multicultural Care is funded by a range of Federal and State Government departments to deliver in-home care services to elderly people from Culturally and Linguistically Diverse (CALD) backgrounds. We are also a registered National Disability Insurance Scheme (NDIS) provider.

What sets us apart from other providers is our understanding that cultural identity and needs should be directly integrated into the care we deliver to our clients. That is why, as well as providing industry leading, customer-focussed care, all our services are 100% culturally tailored.

Guided by our key values of inclusiveness, customer focus, innovation, accountability, collaboration, equality, fairness and integrity, we offer a wide variety of services that improve the health and wellbeing of people from all cultural backgrounds.

Multicultural Care understands that the quality of the services we deliver is dependent on the quality of our staff. All our team members are highly trained to provide care that meets the cultural needs of the diverse communities we serve. Wherever possible our clients are matched with staff members who speak their first language and have a deep understanding of their cultural heritage.

No matter which language our clients speak, or which cultural background they come from, we are here to be their partner in care.

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

# Our Year in Review

## August 2018

Winner of the  
Canterbury Bankstown  
Local Business Awards –  
Health Improvement Services

## October 2018

Terms of Reference  
for Royal Commission  
announced

## December 2018

Commonwealth  
Home Support  
Programme (CHSP)  
growth funding awarded

## July 2018

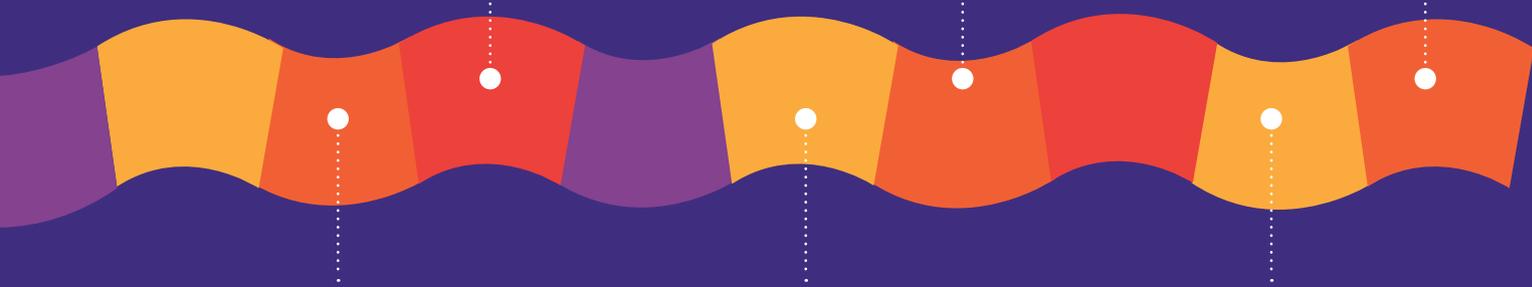
Weavers  
mentoring  
program  
commences

## September 2018

Royal Commission into  
Aged Care Quality and  
Safety announced

## November 2018

First Annual General  
Meeting under the new  
Constitution/Company  
Limited by Guarantee



**January 2019**  
Training for first Weavers program cohort  
Community Visitors Scheme funding awarded  
Office refurbishment

**February 2019**  
New Employee Handbook released

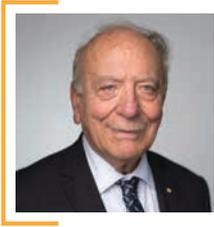
**March 2019**  
Harmony Week Art Therapy Community event held in Marrickville  
New Human Resources Information system goes live

**April 2019**  
NDIS Benchmarking Survey completed  
Process mapping review completed

**March 2019**  
Mid-term review of Weavers program  
National Volunteer Week celebration held for Weavers and Community Visitor Scheme volunteers

**June 2019**  
Over 100 CHSP clients attended the Seniors' Lunch at The Star  
Veterans' Home Care services expanded to Northern Sydney

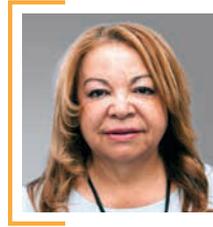
# Our Board



## Jack Passaris OAM

### Chair

Jack Passaris OAM 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

### Director

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

- Member, Consumer/Participant Engagement Committee

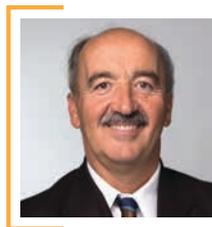


## Emanuel Valageorgiou

### Director

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

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



## George Margelis

### Director

George Margelis is a medical practitioner who has been deeply involved in technology for the last 30 years. Originally trained as an optometrist, he started tinkering with computers in 1981 when he bought his first PC, a Sinclair ZX80, before going back to medical school to complete his training at the University of Sydney. He was Chief Information Officer (CIO) of a private hospital group as well as managing an innovative software development team that produced a personal health record for Australians 10 years before My Health Record. 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). In 2014 he was appointed to the IT in Aged Care Hall of Fame for his work in the use of technology in aged care. In 2019 he took on the role of Independent Chair of the Aged Care Industry Information Technology Council.

- Chair, Consumer/Participant Engagement Committee
- Member, Risk & Compliance Committee



## Michael Hawatt

### Director

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

- Member, Consumer/Participant Engagement Committee
- Member, Finance & Audit Committee



## Liang Joo Leow

### Director

Liang Joo Leow is a medical professional with a passion for clinical 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 educator, he is a Conjoint Senior Lecturer at the University of New South Wales and Adjunct Clinical Senior Lecturer at the University of Notre Dame Australia. He is also a research supervisor and examiner at St Vincent's Hospital, Sydney, and the School of Medical Sciences, University of NSW. Driven by eclectic interests, Liang Joo has studied at four Australian universities and holds tertiary qualifications in public health, tropical medicine, information technology and linguistics. Upon graduating from medical school, he began his career in an unrelated field, as a management consultant at the Boston Consulting Group. 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. He received an Alumni Achievement Award from the University of New England in 2019. His multicultural and language experience includes subtitling at the Special Broadcasting Service, examining for the NSW Board of Studies and the National Accreditation Authority for Translators and Interpreters, and interpreting at meetings of the United Nations, World Bank and G20.

- Chair, Risk & Compliance Committee



## **Shirley Cho**

### **Director**

Shirley Cho is a skilled governance professional with a focus on good governance in the not-for-profit sector. She is a financial executive with business acumen and hands-on experience in accounting and financial management and human resource management in customer-centred industry. Shirley is a member of the Australian Institute of Company Directors and a fellow Certified Practising Accountant. She was elected into the Board of Multicultural Care in 2018. Her previous roles in the last five years include NSW Councillor of CPA Australia and Board Member and Treasurer of Connect: Inner West Community Transport Group.

- Chair, Finance & Audit Committee



## **Rosy Walia**

### **CEO/Company Secretary**

Dr Rosy Walia has over 20 years' experience in the community sector. Prior to joining Multicultural Care, Rosy championed quality management in the community and health care sectors as State Manager NSW/ACT within a leading national accrediting body. Rosy has held numerous representative and advisory roles, including as a NSW State Committee member of the National Disability Services (NDS). Since 2011, she has been involved in the Community Care Advisory Committee of Aged & Community Services Australia (ACSA). In 2019, she was appointed to the NSW Division Council of ACSA. In 2018, she was invited by the Minister to participate in a Providers Roundtable on the Terms of Reference for the Royal Commission into Aged Care Quality and Safety and was an invited member of the Australian Aged Care Quality Agency Standards Guidance Reference Group. Rosy is passionate about the not-for-profit sector and has served on numerous not-for-profit Boards in various roles. Rosy is a recognised authority in the delivery of multicultural services. She is a recipient of the prestigious Cultural Diversity Scholarship at the Australian Institute of Company Directors (AICD) for the Company Director Course which she completed in 2016 and is regularly consulted on social policy and program design. Over her career, Rosy has gained experience in liaising with a diverse range of individuals, community groups, service providers and government departments. It is her belief that effective public relations skills are essential in achieving appropriate outcomes. Rosy is graduate of AICD with a Doctorate in Social Science and a Certificate IV in Training and Workplace Assessment.

# Committee Reports

## Risk & Compliance Committee

The Risk & Compliance Committee was established in August 2018, with Terms of Reference approved by the Board in February 2019. This Committee provides independent advice to the Board on matters relating to risk management, clinical governance and regulatory compliance.

During the reporting period, the Risk & Compliance Committee, focussed on setting the risk appetite, establishing a risk register and developing a clinical governance policy. Additionally, the Committee reviewed staff performance management and the Multicultural Care Risk Management Framework and discussed implications of the Royal Commission into Aged Care Quality and Safety.

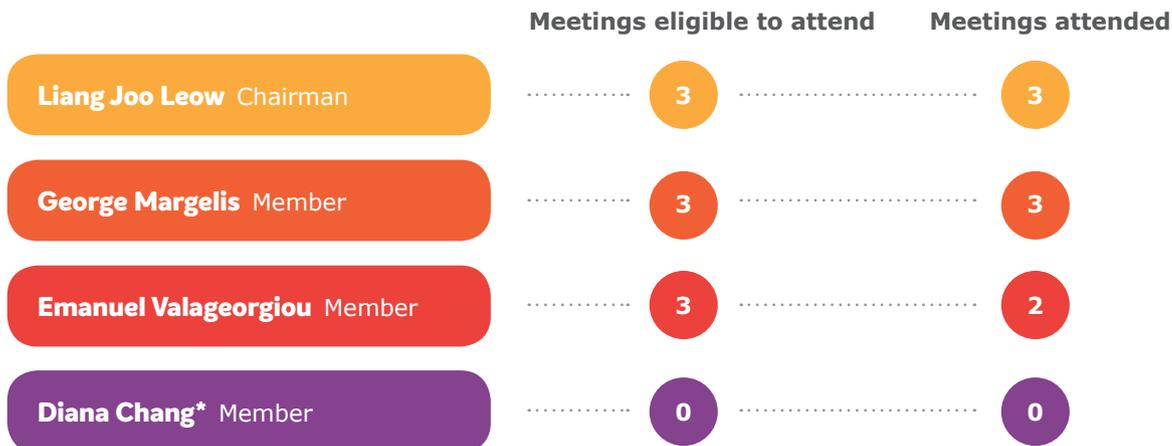
The Chair of the Risk & Compliance Committee participated in two training events with the Australian Institute of Company Directors: Governing to Protect Vulnerable People and Governance for Boards in the Aged Care Sector.

In June 2019, the Risk & Compliance Committee welcomed an independent member, who brings legal expertise.



**Liang Joo Leow**  
Chair

## The Risk & Compliance Committee met on three occasions during 2018–19.



\*independent member

## The Consumer/Participant Engagement Committee

The Consumer/Participant Engagement Committee was formed in response to the new Standards for Aged Care which aim to improve consumer involvement in the design and governance of aged care provision in Australia.

This Committee comprises Dr George Margelis as chair, and Board members Marta Terracciano and Michael Hawatt.

At our first meeting, staff members who are actively engaged with consumers were invited to provide feedback and direction for the Committee.

Going forward, we aim to run a series of consumer feedback sessions. The first session will be for NDIS clients and their families, followed by a session for Aged Care clients and their families. From these meetings we aim to provide guidance for our Board and Executive to improve the quality of our services.

Our consumers and their families are very important to us. We seek their input on our current services, what they want from us in the future, and how we can work together to provide the best possible service to them.



**Dr George Margelis**  
Chair

## The Consumer/Participant Engagement Committee met on two occasions in 2018–19.

	Meetings eligible to attend	Meetings attended
<b>George Margelis</b> Chairman	2	2
<b>Michael Hawatt</b> Member	2	0
<b>Marta Terracciano</b> Member	2	2

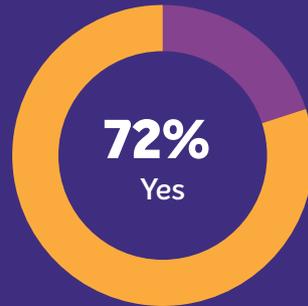
# Our People

## Total number of staff



92

## Staff born overseas



## Bilingual



**83%**  
of our staff speak  
another language  
other than English.

**7%**  
Speak English only

**10%**  
No response

## Gender breakdown



**75%**  
Female

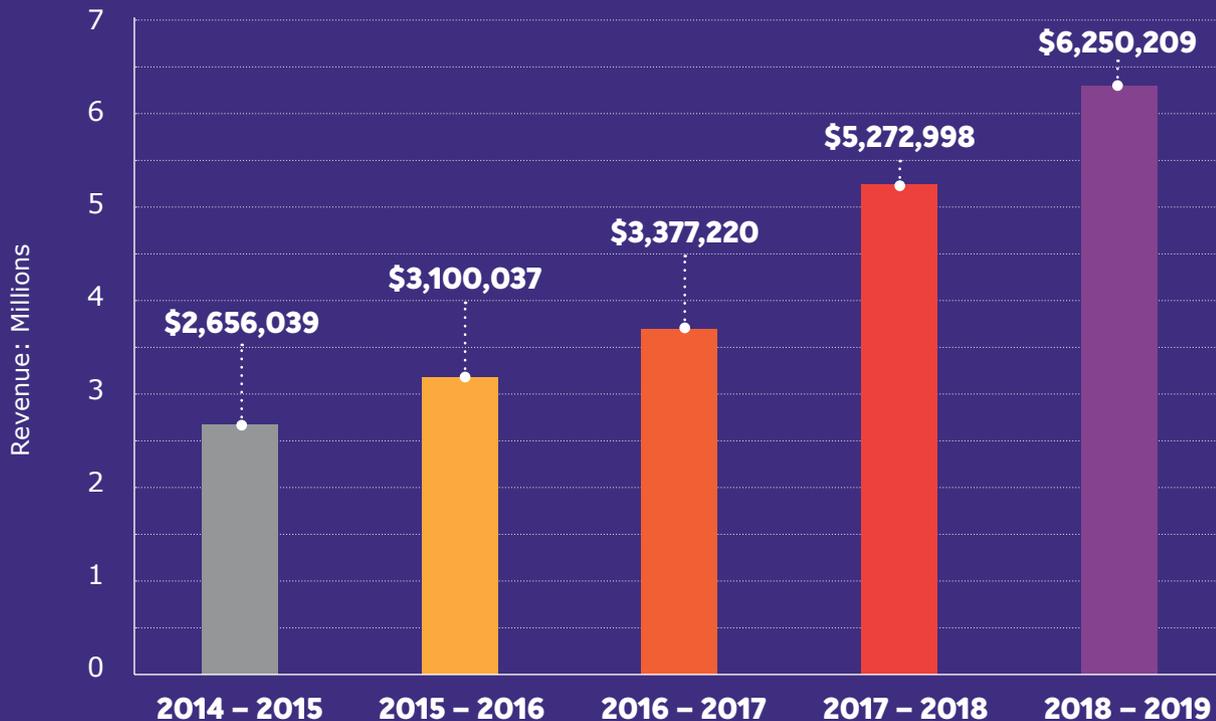


**15%**  
Male

**10%** No response

# Our Financial Summary

## Income Statement



## Our Clients in 2018-19



**1,055**  
Total clients



**43,733**  
Total services provided



**78,369**  
Total hours of  
service provided

# Our Services in 2018–19

## 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

## Our other programs:



Art Therapy



Community Visitors Scheme



Weavers mentoring program

## Our Disability Services



Assistance with Personal Activities



Community Participation



Life Skills Development and Training



Household Tasks



Group Centre Activities



Plan Management



# Home Care Packages

**Funded by the Commonwealth Government, Home Care Packages provide long-term support to older people who want to stay living in their own homes. Packages are designed to enable clients to personalise their support services so they can live healthy, safe, independent lives and stay connected to their communities.**

## Home Care Package levels

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

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

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

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

Home Care Packages are available to older, frail people aged 65 or over, and Aboriginal and Torres Strait Islanders 50 years and over. Self-funded retirees can also access packages on a cost-for-service basis. Eligibility for a Home Care Package (and the relevant level) is determined by the Aged Care Assessment Team. Once a client has been deemed eligible, they are assigned a Case Manager who designs a personalised care plan with them and conducts regular assessments to ensure they are satisfied with the services they are receiving.

During the year, the Department of Health (DOH) introduced new measures aimed at encouraging more older Australians to take up a Home Care Package sooner. Those on the waiting list will now receive a letter three months prior to the commencement of their package, so they can begin the process of choosing a provider earlier. Multicultural Care anticipates this will lead to further growth in the number of Home Care Packages we provide.

Additionally, in late 2018 and early 2019, the Federal Government announced new aged care funding to support some 20,000 new Home Care Packages, which will be released from February to June 2020. Changes were also made to the dementia and cognition supplement and veterans' supplement for home care, with both supplements increased by 1.5 per cent from March 2019. The maximum daily basic fees across some levels were reduced from 1 July 2019, meaning clients contribute less.

In preparation for these changes, Multicultural Care published all its pricing information on the My Aged Care website and engaged Stewart Brown Accountants to conduct an in-depth review of its pricing structures. During 2019, our team also completed significant work in preparation for the new Aged Care Quality Standards and new Charter of Aged Care Rights, both of which came into effect on July 1. The new Standards and Charter aim to improve the outcomes for aged care consumers and protect their rights. Our preparation work included a thorough review of our pricing model, organisation structure, policies and processes to ensure our Home Care Packages comply with the new standards.

## Our Home Care Packages provide:



**Assistance with cleaning and tidying around the house**



**Assistance with personal care**



**Support with preparing nutritious meals**



**Nursing care**  
(including wound care, managing skin integrity, continence management and medication management)



**Access to allied health services**  
(including occupational therapy, speech pathology, physiotherapy and podiatry)



**Access to assistive technology** (including equipment and devices that help you with mobility, communication and other daily tasks)



**Assistance with home and garden maintenance**  
(including modifications)



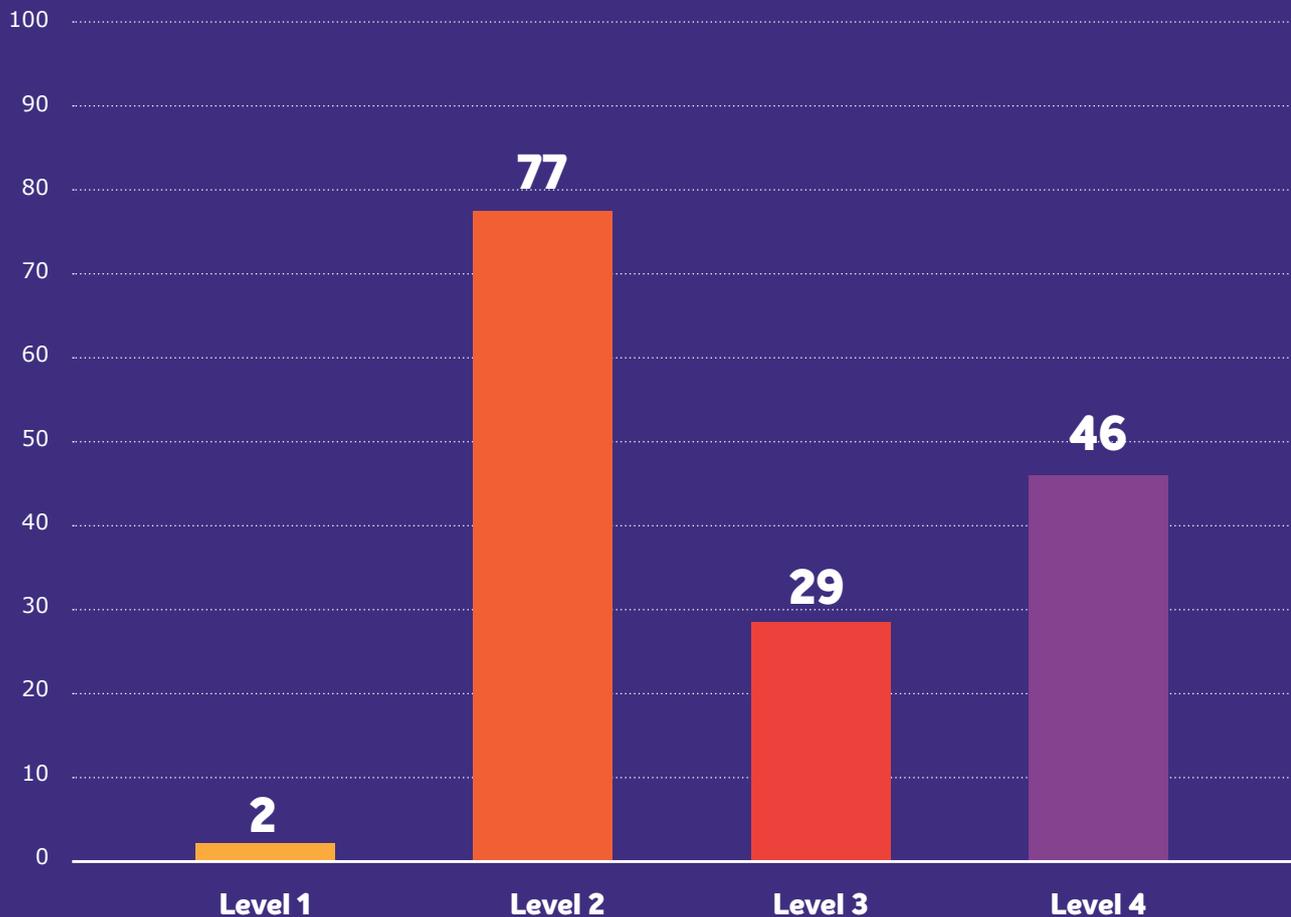
**Assistance with transport to and from appointments or social engagements**



**Social support**  
(which may be sharing time together over a cup of tea)

## Our Home Care Package clients

### Number of Home Care Packages in 2018–19 (by Level)



## Languages spoken by our Home Care Package clients in 2018–19



## Derrick's story

### There's no place like home

Ninety-nine-year-old Derrick Chaves made a promise to his wife on her death bed: he would stay living in their beloved home until the end. With Multicultural Care's support, Derrick is staying true to his wife's dying wish.

Derrick connected with Multicultural Care in 2016, when his children organised for him to receive our services through a Home Care Package. With families of their own and busy lives, Derrick's loving sons and daughters had difficulty assisting Derrick in all aspects of his daily routine, while supporting his desire to stay living independently in the family home.

Derrick now receives domestic assistance from Multicultural Care six days a week. Our Bilingual Support Staff visit him Monday through to Saturday to help around the home, assist him with shopping and preparing meals, and support other aspects of daily living.

Derrick says he is very pleased with the support he receives. He particularly enjoys shopping days, when he visits a local café while his Multicultural Care support staff shops from a list he has prepared. Derrick's children are equally happy with the care their father is receiving.

Tanish Khanna, Derrick's Case Advisor from Multicultural Care, says while Derrick is "quite healthy", certain home modifications would make his house safer and more comfortable for him. Tanish is working with Derrick and his family to arrange occupational therapy and physiotherapy assessments to determine what modifications would be most beneficial in assisting Derrick to stay living in his home for as long as possible.

"Derrick is like most people who want to stay in their house, because they have that connection. They don't want to end up in permanent care away from home. My job is to make sure they can stay in their home safely," Tanish says.

**"Derrick is like most people who want to stay in their house, because they have that connection."**



*Derrick Chaves with staff member, Aida Sumares*

# Commonwealth Home Support Programme

**The Commonwealth Home Support Programme (CHSP) is a government-funded initiative aimed at supporting older Australians with low-level care needs who wish to remain living independently in their own homes and communities for longer. It provides information and connects clients with entry-level home support services that best meet their daily living needs. Carers of older people are also eligible to apply for support under the CHSP.**

## How does the CHSP differ from a Home Care Package?

Typically, people access the CHSP when their support needs are low level. They then move onto a Home Care Package (HCP) as the care they require becomes more complex and they need assistance with case management.

While CHSP offers less flexibility than a HCP and has a more fixed set of services, clients only pay for the services they use and can dip in and out of the programme in accordance with their needs. Eligibility for the CHSP is assessed by the Regional Assessment Service (RAS) rather than the Aged Care Assessment Team (ACAT).

In early 2019, funding for Multicultural Care's CHSP was extended, allowing us to provide services to clients up until 30 June 2022.

## About our service

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



### Domestic Assistance

with household chores like cleaning, laundry and ironing



### Respite Care

including in-home, centre-based and community access support. Can include structured, group activities to provide social experiences while giving family and carers a break



### Personal Care

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



### Transport

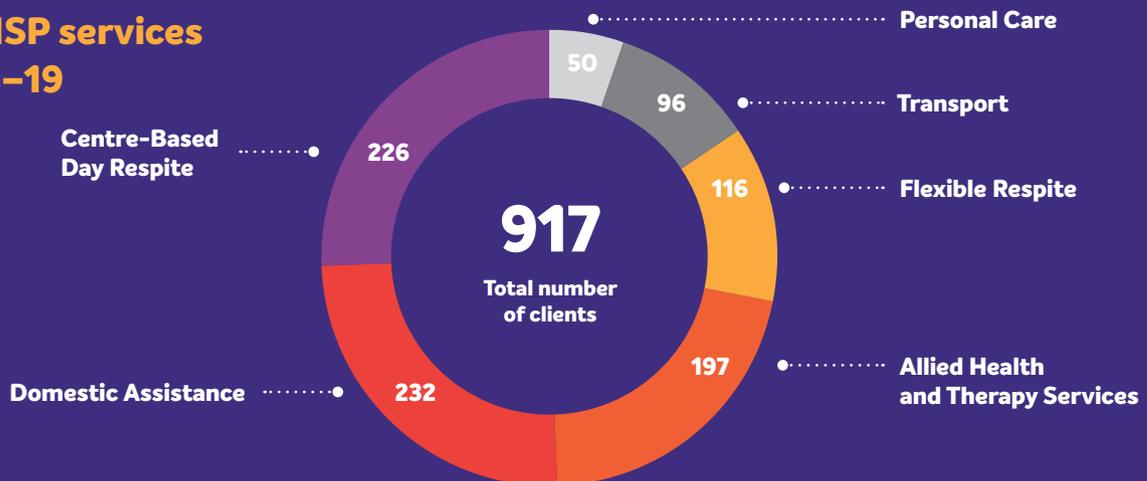
assistance so clients can travel to and from appointments and social events in South East Sydney



### Allied Health Support Services

such as occupational therapy

## Our CHSP services in 2018–19



## Care Relationships & Carer Support

As part of Multicultural Care's CHSP we offer Centre-Based Day Respite and Flexible Respite for older people and their carers through our Care Relationships and Carer Support (CRCS) sub-program.

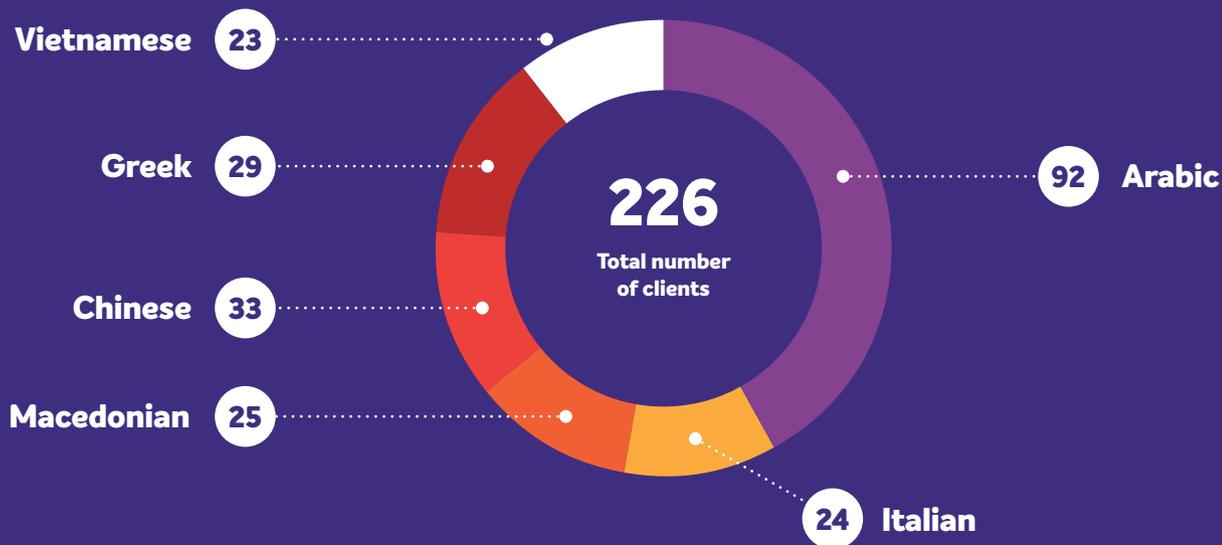
Our Centre-Based Day Respite service is designed to give clients a chance to socialise, participate in activities they enjoy and benefit from mental stimulation. At the same time, it gives carers the opportunity for some much-needed weekly respite. The program promotes good physical and mental health, encourages strong social connections and helps reduce the risk of loneliness and depression.

Staff members who work in Centre-Based Day Respite service are highly skilled and responsive to the cultural and linguistic needs of their clients. Multicultural Care

currently runs eight language-specific day respite groups in the Inner West and South West areas of Sydney.

Our Flexible Respite program is designed to maintain strong relationships between our clients and their carers. We support carers by providing high-quality respite care services for frail older people, so they can take a break when they need. As well as traditional in-home day respite services, we offer a flexible range of support to best meet the individual needs of our clients and their carers. Flexible Respite services are currently available across the Inner West, South West and South East regions of Sydney.

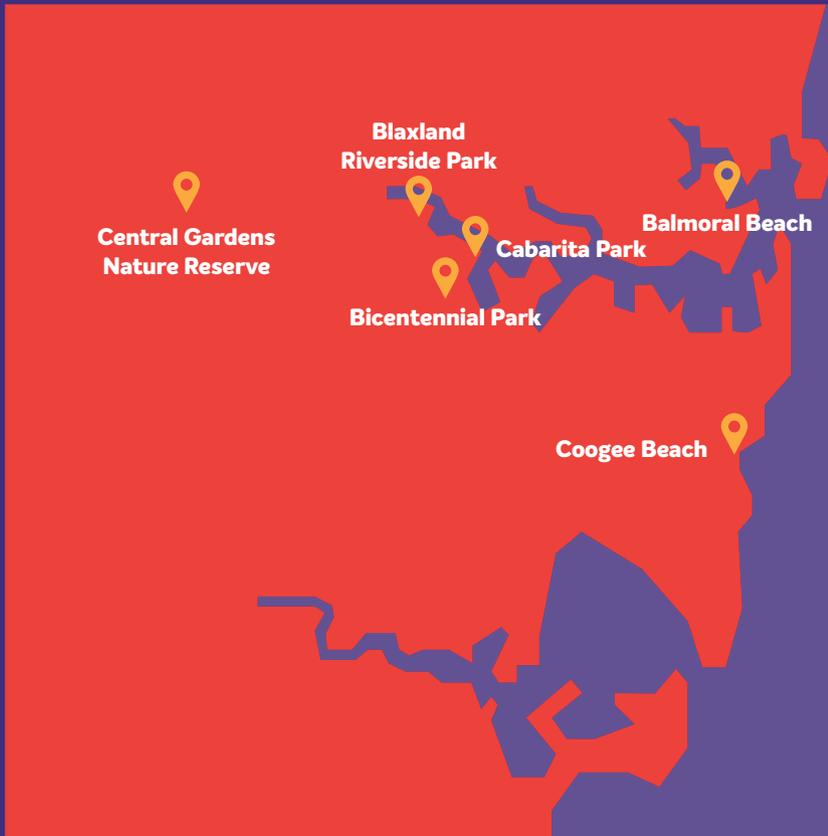
## Diversity of CRCS Centre-Based Day Respite clients in 2018-19



## Recreational outings for Centre-Based Day Respite clients this year

This program runs weekly and typically alternates between centre-based and recreational outings into the community. Our clients are provided with door-to-door transport and nutritious meals on all community outings. Some of our most popular outing destinations for the year included Balmoral Beach, Coogee Beach, Central Gardens Nature Reserve, Blaxland Riverside Park, Cabarita Park and Bicentennial Park.

### We visited some great locations:



### Activities included:



Gentle exercises



Music



Singing



Cards



Arts & crafts



Bingo



Technology training



Dancing training

# Client Story

## A big day out

One of the highlights from our CHSP this year was a special Seniors' Lunch held at The Star on 24 June 2019. Attended by more than 100 of our CHSP clients, the event was a great opportunity for us to celebrate the people we support, and for our clients to socialise, make new friends and connect with the wider community.

Those who attended spoke in glowing terms of the enthusiasm and attentiveness of The Star staff members, and the positive energy in the room. Multicultural Care staff members also played an important role in making the day a great success by supporting our clients and making sure everyone had a smile on their face.



*Some of our Macedonian clients*

**“Our staff made the day a great success by supporting our clients and making sure everyone had a smile on their face.”**



*Some of our Arabic-speaking clients*



*Some of our Greek clients*

# Short-Term Restorative Care

**Short-Term Restorative Care (STRC) packages are designed to improve overall wellbeing and slow the functional decline of older people who are at risk of losing their independence but wish to continue living in their own homes.**

Funded by the Department of Health (DoH), these packages are informed by wellness, reablement and restorative approaches, which put what someone can and wants to do at the centre of their care, not simply what they cannot do.

STRC packages run for a fixed period of time (usually eight weeks), are targeted towards achieving clearly specified goals and are tailored to the cultural needs of the client.

As part of the package, a flexible care program is delivered by a multidisciplinary team of doctors and allied health professionals, who identify and treat medical conditions in the home setting.

## **To be eligible for an STRC package a client:**

- Must not be currently receiving a Home Care Package or living in a nursing home.
- Must not have received transitional, after hospital care in the last six months.
- Must not have received end of life care.
- Must also not have been in hospital for a condition related to functional decline in the three months prior to assessment.

Once a client is approved for an STRC package it is valid for six months and one day. Clients are allowed a maximum of two periods of STRC each year. Typically, when a client's care needs go beyond the scope of an STRC package, we assist them with the process of applying for a Home Care Package so they can remain living in their own home.

## Short-Term Restorative Care packages provide:



Case management



Assistance with bathing/dressing



Assistance with house cleaning



Assistance with preparing meals



Assistance with shopping



Assistance with gardening



Access to nursing (medication management, wound management etc)



Access to transport to and from appointments



Access to aids and equipment



Physiotherapy

OT

Occupational therapy



Other allied health support services

## Our STRC services in 2018–19



65

people supported on an STRC package

## Eileen's Story

### Home is where the heart is

Eileen Kelly is a proudly independent woman. She travelled the world with her teaching career to countries like Malaysia, Japan and Ethiopia, and raised two children as a single mother. She has overcome many challenges in life, and was determined not to let a chronic health issue prevent her from staying in her own home.

"It was very, very important to me," Eileen says. "I didn't want to go to a nursing home. This place is perfect for me. It's sunny and warm and I know people here."

Eileen was diagnosed with a rare condition that caused severe bleeding and made her bones brittle. Doctors feared she only had a couple of years to live, but as she has done so often throughout her life, Eileen overcame the odds and proved them wrong. After a long stay in hospital after a couple of falls that resulted in broken bones, she dreaded she would end up in a wheelchair.

Eileen had concerns about how she would manage in her house on her own with neither of her children living in Sydney. She says:

"When I came out of hospital I thought to myself, I can't cope. I'm frightened I'm going to fall. I'm too terrified to walk anywhere."

After being assessed by the Aged Care Assessment Team (ACAT), Eileen was deemed eligible for a Short-Term Restorative Care (STRC) package as she recovered from her hospital stay. She was referred to Multicultural Care.

To aid in her recovery Eileen's Multicultural Care Case Manager, Neriza Newnham, in consultation with her doctor, organised regular visits from a physiotherapist, occupational therapist, dietician and podiatrist over the package's eight-week duration. Eileen also received help with domestic chores and gardening, social support and transport to and from appointments.

Eileen says she formed a very close bond with her Multicultural Care support worker, Jagwinder:

"She's like my guardian angel. She sits holding my hand in the waiting room in the doctor's surgery and says to me, 'You're not alone. I'm with you.'"

With expert and compassionate support from Multicultural Care, Eileen says "Everything is getting better and better." In fact, she was so impressed with the services she was receiving, she chose to continue accessing them privately when her STRC package ended.

Eileen says she would recommend Multicultural Care to anyone else in her situation. "They are the most fantastic of all the agencies. They're very, very caring."

**"They are the most fantastic of all the agencies. They're very, very caring."**





## Veterans' Home Care

**Multicultural Care is an approved provider of Veterans' Home Care (VHC) services to eligible war veterans, widows and widowers who wish to stay living independently in their own homes for as long as possible. Funded by the Department of Veterans' Affairs (DVA), VHC is designed to assist people with low-level support needs. The program also assists carers, who play such an important role in the veterans and defence communities.**

VHC packages are available to DVA Gold or White cardholders living in the Central, Inner West, Northern, South West and South East regions of Sydney. Eligibility for the program is determined by external VHC assessment agencies.

We are proud to deliver this vital service to those who have given so much to our country.

## Our Veterans' Home Care packages provide:



**Domestic assistance**  
such as household cleaning,  
dishwashing, ironing.



**Respite care**  
so carers can take a break.



**Social assistance**  
through a 12-week activity program.



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

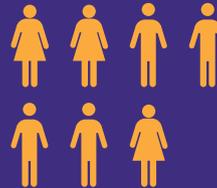
It is possible for clients to top up their VHC services by privately funding them or through a Home Care Package (subject to the approval of the Aged Care Assessment Team).

## Our VHC clients in 2018–19



**54**

**Domestic assistance**



**7**

**Personal care**





# Art Therapy

Multicultural Care runs a 12-week Art Therapy workshop program called *Delightful Colours of the World* in Bankstown, Rockdale, Marrickville and Newtown. The program is funded by a Stronger and Resilient Communities Grant from the Department of Social Services (DoSS).

Designed and delivered by experienced Art Therapists, the workshops allow older people and people with a disability to express themselves and explore their cultural heritage and identity in a fun and creative way. It also gives participants an opportunity to get out into their communities and meet new people.

For Multicultural Care, the program is a great opportunity to engage with older people and people with a disability in the communities we serve and build awareness of the services we offer.

The Art Therapy program is open to people aged 65 and over from a culturally and linguistically diverse background, and those aged 55 and over who have hearing and visual impairments.

## Art Therapy on display during Harmony Week

On 19 March 2019, Multicultural Care hosted a special Harmony Week celebration for the community at the Marrickville Town Hall. Now in its 20th year, the event is a celebration of Australia's rich cultural diversity. With clients from more than 40 backgrounds and staff members who speak 30 different languages, Harmony Week is an important date in Multicultural Care's calendar.

More than 200 people attended the event, including representatives from Inner West Council, the Federal Government, Multicultural Care clients and other local community groups.

This year's celebration featured an exhibition of works created by participants of our Art Therapy program. Attendees were also treated to musical performances and art therapy activities and were even invited to create a leaf artwork of their own.

Multicultural Care CEO, Dr Rosy Walia, officially opened the event and spoke of the importance of recognising and celebrating Australia's diverse cultures. Art Therapists Kerryn Coombs-Valeontis and Christine Yates explained what art therapy is and why it benefits older people and two participants from our Bankstown Art Therapy group shared their positive experiences the program.

Victor Macri, Deputy Mayor of the Inner West Council, was honoured to be part of the celebrations and shared some of his experiences of growing up in multicultural Marrickville.

# Art Therapy

"It is very important we have these events, because Marrickville is probably the heart of multiculturalism in New South Wales," he said. "I'd like to thank Multicultural Care for bringing our communities together. It's important to get together like this where people show their culture to others. It's important for the wellbeing of the communities in which we live."

**"I'd like to thank Multicultural Care for bringing our communities together. It's important to get together like this where people show their culture to others. It's important for the wellbeing of the communities in which we live."**







# Weavers mentoring program

Launched in early 2019, Weavers is a peer-to-peer support program that matches people from diverse backgrounds who have previously cared for a loved one with someone currently in a caring role. Weavers are volunteer mentors who share their knowledge, skills and experiences of being a carer with someone in a similar situation. Weavers offer valuable advice on how to connect with and navigate services, connect with family and friends, and deal with the emotional toll of caring for a loved one who is ageing.

As part of the program, our Weavers are provided with training. They are then matched with a current carer with whom they share a common cultural background. Throughout the program, the Weavers receive regular check-ins with Multicultural Care staff, and a chance to reflect on the program after a 12-week period.

So far, six trained Weaver mentors have been matched with carers, with several more ready and willing to help someone on their carer journey. We also organised a special Weavers outing so participants in the program could come together, have some fun and support each other.

## 11

### **Carers receiving support**

Languages spoken include:

Cantonese,  
Mandarin, Mala,  
Vietnamese,  
Italian, Lebanese  
and English

## 24

### **Volunteer Weavers**

Languages spoken include:

Cantonese,  
Mandarin, Mala,  
Vietnamese,  
Italian, Korean  
and English.

# John's Story

## A caring role with a difference

Choi Kuen Kong has been looking after her husband, Nam On Cheng, for many years. Aged 93, Nam has dementia and cognitive and functional decline and requires around-the-clock care. Choi's daughter, Sonia Pan Cheng, resigned from work four years ago to move in with her mother and be the main carer for both her father and her mother.

"Because my father's symptoms are not like normal dementia, he has hallucinations where he is difficult to handle," Sonia explains.

"Even in the daytime, we cannot leave him alone. We need to keep our eyes on him 24 hours a day. Sometimes we are really tired, but we know we have to keep it up," Sonia says.

Through Multicultural Care's Weavers program, Sonia and Choi met John Zheng Yan Xiang, a retired doctor who cared for his elderly parents for more than 10 years. Although Choi and Nam were born in Indonesia, Sonia was born in Hong Kong and both families share similar cultural values. As a volunteer Weaver, John shares his experiences as a carer, offering advice and support to help Sonia and Choi in their caring role.

"I wanted to use my caring experience to give advice to other carers," says John, who visits Sonia and Choi in their home.

"I think I can use my knowledge and experience to help other people look after their parents better."

When John visits Sonia and Choi, the conversation flows easily in Mandarin. Having somebody who listens and understands what they are going through is making a difference for Sonia and Choi.

“His coming here makes me feel happy. He explained a lot of things to me and has helped me understand how to reduce the stress,” Choi says.

For Sonia, knowing her mother is being helped by John’s visits, is a big relief for her. It gives her peace of mind knowing the emotional support is making her mother happy.

**“I think I can use my knowledge and experience to help other people look after their parents better.”**



*Weaver John Zheng with Sonia Pan Cheng, who is caring for her elderly parents.*





# Community Visitors Scheme

Following a successful tender process, Multicultural Care began delivering services under the Department of Health's Community Visitors Scheme (CVS) in May 2019.

The scheme provides companionship to aged care recipients who are socially isolated or at risk of social isolation and loneliness by matching them with volunteer visitors. Volunteers visit CVS clients on a weekly basis and engage them in social activities such as going for a walk, playing cards or having a chat. Visits can be one-on-one in a client's home or an aged care facility, or in a group setting in an aged care facility.

With a focus on offering the scheme to people from culturally and linguistically diverse backgrounds, Multicultural Care has trained a team of volunteers who speak Mandarin, Cantonese, Tamil, Sinhalese and Hindi. We have also received referrals from people from a wide variety of backgrounds who want to be visited by one of our volunteers.

# Mary Anne and Emanuel's Story

## A weekly visit with lasting benefits

Mary Anne and Emanuel have been clients of Multicultural Care since 2015 and 2017 respectively.

Both in their late 80's, Mary Anne and Emanuel live in the house they built together in the late 1950's. Both have experienced multiple health challenges, but they have been able to stay in their own home with the support of services provided by Multicultural Care.

Recently, Mary Anne and Emanuel were referred by the Home Care Package team to our new Community Visitors Scheme. This scheme matches trained volunteers with lonely or socially isolated clients to provide social support. After Emanuel lost his driver's licence, our team saw that the couple were at risk of social isolation, with limited opportunities to get out in the community and spend time with others. Open to trying out the scheme, Mary Anne and Emanuel were matched with Tristan, a young volunteer who joined the Scheme wanting to give back to the community.

Tristan doesn't live close to his grandparents, and had a strong desire to connect with the elderly. Thanks to the flexibility of his current work schedule, he's able to commit to weekly visits with Mary Anne and Emanuel.

During his hour-long visits, Tristan spends time chatting with Mary Anne and Emanuel and hearing stories about the photographs adorning their walls. "I love visiting Emanuel and Mary Anne because I can see how much they enjoy my visits. I get a real sense of making a positive difference to their lives and I enjoy hearing all of their stories from Malta."

When asked about Tristan's visit, Emanuel says that he "loves the company". Mary Anne says she "is very pleased with Tristan. He's a very nice boy".

Tristan currently visits the couple in their home, however there are plans to include community outings as a part of his visits. With Emanuel no longer driving, the opportunity to venture out into the community on occasion will certainly further reduce the couple's social isolation.

**"I love visiting Emanuel and Mary Anne because I can see how much they enjoy my visits. I get a real sense of making a positive difference to their lives and I enjoy hearing all of their stories from Malta."**



*Tristan volunteers his time to visit our clients Mary Anne and Emanuel.*



## Disability Services

Multicultural Care is a registered provider under the National Disability Insurance Scheme (NDIS). We deliver a range of support services to people with a disability who wish to remain living independently in their own homes.

One in every four people living with a disability comes from a culturally and linguistically diverse background, amounting to approximately one million Australians. We recognise the barriers that these people and their carers face when accessing information and support services. That is why all Multicultural Care's disability support services are delivered by bilingual staff who are highly qualified in delivering culture-based care.

Fees for the disability services we provide are set by the NDIS. We work in close partnership with clients and their families and carers and tailor our packages to best meet their individual needs and goals.

This year saw steady growth in the number of clients accessing our Disability Services, particularly in the areas of community access and domestic activities. To keep pace with this demand we have continued to expand our team by recruiting more bilingual support workers. With new NDIS Practice Standards coming into effect in July 2018, we have also conducted regular in-house training to keep all staff members updated on the changes, and to make them aware of Multicultural Care's obligations under the standards.

## Our Disability Services program offers:



**Assistance with personal care activities that assist with independent living including:**

- showering
- dressing and grooming
- personal hygiene
- assistance with toileting
- assistance with mobility in and around the home
- assistance with meal preparation and eating



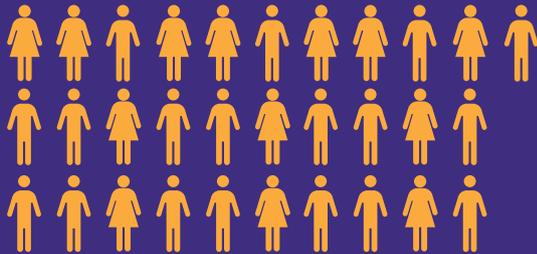
**Assistance with daily living tasks to maintain the home environment including:**

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



**Opportunities for both clients and carers to increase independence and community participation.**

## Our disability clients in 2018–19



# 31

**Number of people with disabilities we supported**

# Carla's story

## Support and care provided with love

Carla Faura has been receiving NDIS-funded Disability Services from Multicultural Care for about 12 months. She has Rett syndrome, a rare neurological, genetic disorder that is found almost exclusively in females. While Carla is able to walk, she needs support with most day-to-day activities. Her sister Andrea Faura says, "Carla can't feed herself and can't go to the toilet by herself. For getting out of bed, dressing and feeding she needs help."

Carla lives with her Argentinian parents and grandmother. Her mother was her primary carer until she was diagnosed with thyroid cancer recently. The family quickly realised they needed help with Carla's care and reached out to Multicultural Care, because of access to bilingual support workers.

Having Spanish-speaking carers was important to the Faura family. They also wanted to know that Carla's carers wouldn't change often, so she could become familiar and comfortable with them.

"We wanted someone who was there regularly," Andrea says. "If it was someone different every day, Carla wouldn't feel comfortable."

Multicultural Care's Bilingual Support Staff, Marilyn Ossio and Maylen Rodriguez, support Carla in her morning and evening routines, sharing the seven-day roster.

Carla's mother was initially reluctant to accept help because she felt it was her job as a mum to care for her daughter. But Andrea says, "she's alright with it now because she knows that the Multicultural Care staff are treating Carla with the love she was giving her."

Andrea says Carla has bonded closely with her support workers. "She loves the ladies who come to do her daily care, you can tell. She really enjoys the time they are with her."

The family also appreciate the regular support they get from Multicultural Care's NDIS Care Advisor, Quincy Law. "He has been really helpful," Andrea says. "He is always contacting us to see if everything is fine and if we need anything. It's a good service."

**"She loves the ladies who come to do her daily care, you can tell. She really enjoys the time they are with her."**

*Our client Carla with her Bilingual Support Staff: Marilyn Ossio and Maylen Rodriguez.*





## Client Satisfaction Survey

Each year, we invite all our clients across varied programs to give feedback on our services through a Client Satisfaction Survey. The experiences, insights and opinions gathered during this process are vital to the success of our organisation. The survey is also extremely important in ensuring customer satisfaction, loyalty and trust.

The most recent survey was distributed in November 2018 and made available in the following languages: English, Greek, Arabic, Mandarin, Cantonese, Italian and Korean.

The results from this survey were very pleasing, with the overwhelming majority of respondents expressing a high level of satisfaction with our services. We also received a number of heartfelt compliments from our clients and carers about the work we are doing.

**“Your staff are so friendly and caring. Your staff are extremely polite and respectful. Your staff work diligently.”**

**“Your courtesy and helpfulness is very much appreciated whenever I have needed it. Thank you.”**

## Our results

# 450+

surveys posted to clients and participants

# 136

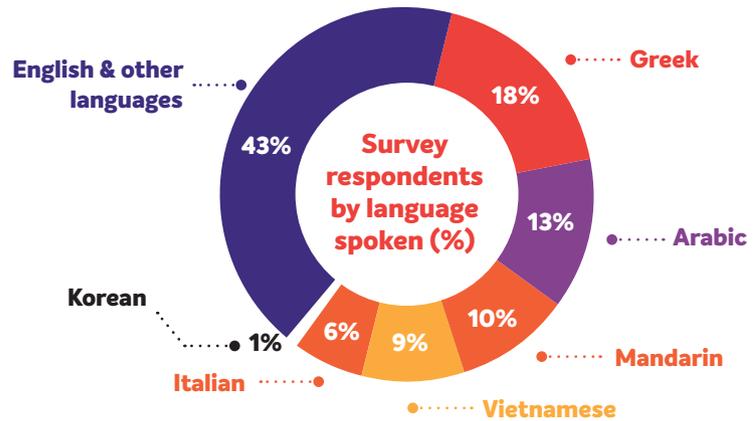
responses received

# 90%

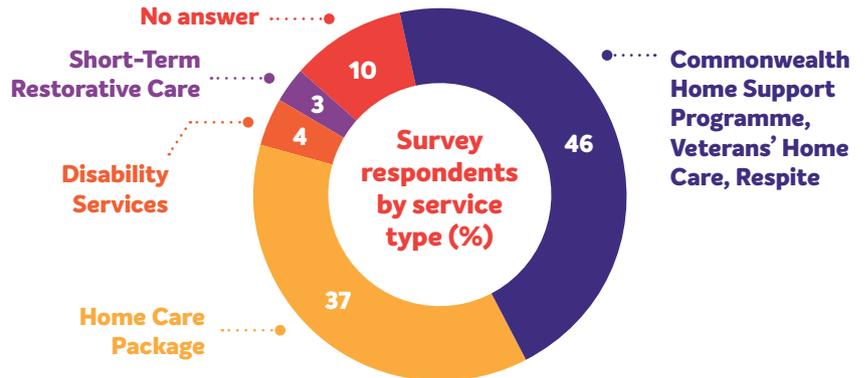
of respondents rated our services “Excellent” or “Good” (up from 86% in our last survey in 2017).

# 75%

of respondents said they were “extremely likely” to recommend Multicultural Care.



*\*Other languages include minority languages such as German, Hungarian and others.*



# Financial Statements

For the year ended  
30 June 2019





# Finance & Audit Committee's Report



**Shirley Cho**

Chair of the Finance & Audit Committee

The financial position of Multicultural Care for the 2018–2019 financial year is solid with cash flow remaining positive. We continue to achieve responsible financial surpluses for delivering quality services to the multicultural community. Total revenue for this financial year increased by 18%, as compared to the 2017–2018 financial year.

The 2018–2019 financial year was the first year our Carers Investment Program (Weavers Program) was in operation. This partnership with The Australian Centre for Social Innovation (TACSI) is working well. We will continue to look for opportunities to form other new partnerships with service providers who share a common vision. We will also expand our service offerings into new areas or fields when we have the capacity to do so.

Total expenses for the 2018–2019 financial year increased significantly, mainly due to additional employment expenses, which were up by 28%. Over last two years, Multicultural Care has had a strategic focus on building our organisational capacity for long-term growth. This year, we continued investment in our organisational restructure and Information Technology (IT) infrastructure to ensure quality services and to meet increasing compliance requirements. Staffing remains a challenge with these costs continuing to put a burden on our cash flow and revenue.

In order to better service our clients and comply with new quality standards and other regulation updates, we conducted a Staffing Review under the guidance of an independent consultant in November 2018. As a result, an executive team was established to strengthen the leadership of our organisation and prepare for the

future growth. A new full-time role was created in April 2019 for a Manager of Finance and Administration, who is responsible for the financial management of the organisation. Since this appointment, we have been improving our monthly financial reporting to provide more meaningful information to the Board. Additionally, to comply with new pricing requirements, we implemented changes to our Home Care Package (HCP) pricing, with the assistance of Stewart Brown Accountants. Our financial team is becoming more strategic and working with our services teams to design work flow and improve processes continuously to drive growth and performance.

As previously mentioned, IT infrastructure is critical to support future growth of our organisation. In March 2019, we rolled out a new Human Resources management system to streamline our systems and processes. We also introduced a new Call Recording system and provided training for staff. We will continue to look for integrated systems to enhance performance.

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

A handwritten signature in black ink, appearing to read 'Shirley Cho'.

**Shirley Cho**  
Chair

# Responsible Entities' Report

As at 30 June 2019

The Responsible Entities of Multicultural Care present their report together with the financial statements of the entity for the year ended 30 June 2019 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. 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). In 2014 he was appointed to the IT in Aged Care Hall of Fame for his work in the use of technology in aged care. In 2019 he took on the role of Independent Chair of the Aged Care Industry Information Technology Council.

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

- **Michael Hawatt**

Michael has been a Board member with Multicultural Care since 2006 and a former Local Government Councillor with Canterbury City from 1995 till 2016. During these years gained good understanding of council operations and planning. Michael also served on a number of local community organisations and was a candidate for the state seat of Lakemba on a number of times and was the former President of the Watson FEC, Lakemba SEC and Canterbury LGC for the Liberal Party.

Michael has also managed a number of election campaigns for his Liberal Party including for Federal, State and Local Government elections.

Michael business skills include operating his own business as a Finance Broker since 2000 and trading in import export and investments.

Michael also worked during his early years as a computer programmer and analyst with a number of large companies including Qantas Airways.

- Member of Consumer/Participant Engagement Committee
- Member of Finance & Audit Committee

- **Liang Joo Leow**

Joined August 2018

Liang Joo is a medical professional with a passion for clinical 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 educator, he is appointed Conjoint Senior Lecturer at the University of New South Wales and Adjunct Clinical Senior Lecturer at the University of Notre Dame Australia. He is a research supervisor and examiner at St Vincent's Hospital, Sydney, and the School of Medical Sciences, UNSW.

Driven by eclectic interests, he has studied at four Australian universities and holds tertiary qualifications in public health, tropical medicine, information technology and linguistics. Upon graduating from medical school, he began his career in an unrelated field, as a management consultant at the Boston Consulting Group. 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. He received an Alumni Achievement Award from the University of New England in 2019. His multicultural and language experience includes subtitling at the Special Broadcasting Service, examining for the NSW Board of Studies and the National Accreditation Authority for Translators and Interpreters, and interpreting at meetings of the United Nations, World Bank and G20.

- Chair of Risk & Compliance Committee

- **Marta Terracciano JP**

Resigned October 2019

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

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

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

**Presently, Mrs. Terracciano dedicates her time and knowledge to:**

- CEO of Residential Gardens
- Chair of ECC – Ethnic Communities’ Council of NSW,
- Member of the Board of Directors for Multicultural Care
- Member of Consumer/Participant Engagement Committee of Multicultural Care
- And many other key positions and consultative committees and boards

- **Emanuel Valageorgiou**

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

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

- **Shirley Cho**

Ms. Cho is a skilled governance professional with a focus on good governance in the not-for-profit sector. She is a financial executive with business acumen and hands-on experience in accounting and financial management and human resource management in customer centred industry. Shirley is a member of the Australian Institute of Company Directors and a fellow Certified Practising Accountant. She was elected into the Board of Multicultural Care in 2018. Her previous roles in the last 5 years include NSW Councillor of CPA Australia and Board Member and Treasurer of Connect: Inner West Community Transport Group.

- Chair of Finance & Audit Committee

## 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:

- To facilitate client centred care and empower individual clients and their carers to take control and ownership over their specific delivery requirements;
- To provide a range of culturally specific direct care services to individuals from a range of ethnic backgrounds;
- Where services are not provided by Multicultural Care directly, identify suitable and appropriate service delivery partners and facilitating access for our multicultural communities to these partners.

## Long-term objectives

The Company's long-term objectives are to:

- Actively promote culturally and linguistically appropriate care for our clients, their carers and the community in general;
- Ensuring we operate a sustainable business that 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:

### Board Meetings

	A	B
Jack Passaris	6	6
George Margelis	6	5
Michael Hawatt	6	5
Marta Terracciano	6	4
Shirley Cho	6	6
Liang Joo Leow	6	5
Emanuel Valegeorgiou	6	6

### Consumer/Participant Engagement Committee Meetings

	A	B
George Margelis	2	2
Michael Hawatt	2	0
Marta Terracciano	2	2

### Risk & Compliance Committee Meetings

	A	B
George Margelis	3	3
Liang Joo Leow	3	3
Emanuel Valageorgiou	3	2
Diana Chang (independent member)	0	0

### Finance & Audit Committee Meetings

	A	B
George Margelis	1	1
Michael Hawatt	3	1
Shirley Cho	3	3
Emanuel Valageorgiou	4	4

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. The Company reports under the *Australian Charities and Not-for-Profits Commission Act 2012*.

## 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 68 of this report and forms part of the Responsible Entities' Report.

Signed in accordance with a resolution of the Responsible Entities.



## Jack Passaris OAM

Multicultural Care  
28th October 2019

**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 2019, 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 BONDI JUNCTION NSW 2022

**Dated this 28<sup>th</sup> day of October 2019.**

# Statement of profit or loss and other comprehensive income

For the year ended 30 June 2019

	Note	2019 \$	2018 \$
<b>Income</b>			
Revenue	3	6,250,209	5,272,998
<b>Expenditure</b>			
Accountancy expenses		(6,825)	–
Advertising expenses		(30,382)	(66,497)
Auditor's remuneration	4	(11,000)	(9,000)
Bad and doubtful debt expenses		(4,057)	–
Depreciation and amortisation expenses		(39,489)	(35,698)
Employee benefits expenses		(4,564,017)	(3,547,049)
Finance costs	5	(162)	–
Freight and cartage		(3,681)	–
Lease expenses		(13,587)	(7,116)
Other expenses		(1,398,470)	(828,772)
		178,539	778,866
<b>Profit for the year</b>	<b>5</b>	<b>178,539</b>	<b>778,866</b>
<b>Total comprehensive income for the year</b>		<b>178,539</b>	<b>778,866</b>

# Statement of financial position

As at 30 June 2019

	Note	2019 \$	2018 \$
<b>ASSETS CURRENT ASSETS</b>			
Cash and cash equivalents	6	4,821,063	4,289,038
Trade and other receivables	7	163,300	102,666
<b>TOTAL CURRENT ASSETS</b>		<u>4,984,363</u>	<u>4,391,704</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	8	690,867	682,040
<b>TOTAL NON-CURRENT ASSETS</b>		<u>690,867</u>	<u>682,040</u>
<b>TOTAL ASSETS</b>		<u>5,675,230</u>	<u>5,073,744</u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	9	1,423,132	1,043,685
Provisions	10	340,145	296,645
<b>TOTAL CURRENT LIABILITIES</b>		<u>1,763,277</u>	<u>1,340,330</u>
<b>TOTAL LIABILITIES</b>		<u>1,763,277</u>	<u>1,340,330</u>
<b>NET ASSETS</b>		<u>3,911,953</u>	<u>3,733,414</u>
<b>EQUITY</b>			
Reserves		295,750	295,750
Retained earnings	11	3,616,203	3,437,664
<b>TOTAL EQUITY</b>		<u>3,911,953</u>	<u>3,733,414</u>

# Statement of changes in equity

For the year ended 30 June 2019

	Note	Retained earnings \$	Total \$
<b>Balance at 1 July 2017</b>		2,658,798	2,658,798
Profit attributable to equity shareholders		778,866	778,866
<b>Balance at 30 June 2018</b>		3,437,664	3,437,664
Profit attributable to equity shareholders		178,539	178,539
<b>Balance at 30 June 2019</b>		3,616,203	3,616,203

# Statement of cash flow

For the year ended 30 June 2019

	Note	2019 \$	2018 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from customers		6,596,314	5,560,265
Payments to suppliers and employees		(6,099,687)	(5,006,893)
Interest received		83,705	72,202
<b>Net cash provided by operating activities</b>	<b>13</b>	580,341	625,574
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments for property, plant and equipment		(48,316)	(3,606)
<b>Net cash used in investing activities</b>		(48,316)	(3,606)
Net increase in cash held		532,026	621,968
Cash at beginning of financial year		4,289,037	3,667,069
Cash at end of financial year	<b>6</b>	4,821,063	4,289,037

# Notes to the financial statements

For the year ended 30 June 2019

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

Investment property is held to generate long-term rental yields and capital growth. Investment property is carried at fair value, determined by independent valuers. Changes to fair value when updated in the accounts are recorded in the statement of comprehensive income as other income or expenses. The latest valuation was undertaken on 15 July 2019 with the current market value of \$1,150,000.

#### 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 2019

## 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.

## 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.

# Notes to the financial statements

For the year ended 30 June 2019

## **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.

## *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.

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>2019 \$</b>	<b>2018 \$</b>
<b>Revenue</b>		
Rendering of services	6,071,801	5,127,679
Interest received	83,705	72,221
Other revenue	94,703	73,098
	<u>178,408</u>	<u>145,319</u>
Total revenue	<u><u>6,250,209</u></u>	<u><u>5,272,998</u></u>
<b>Interest revenue from:</b>		
Interest Received	83,705	7,386
Interest on Investment	–	64,835
Total interest revenue on financial assets not at fair value through profit or loss	<u>83,705</u>	<u>72,221</u>
<b>Other revenue from:</b>		
Insurance Recoveries	60,892	18,124
Other Income	78	780
Rents Received	33,733	30,430
Prior Year adjustment	–	23,764
Total other revenue	<u>94,703</u>	<u>73,098</u>
<b>4. Auditor's Remuneration</b>		
Auditors Remuneration – Fees	<u><u>11,000</u></u>	<u><u>9,000</u></u>
<b>5. Profit for the year</b>		
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:		
<b>Expenses</b>		
Depreciation of property, plant and equipment	39,489	35,698
Lease – Photo Copier	13,587	7,116

# Notes to the financial statements

For the year ended 30 June 2019

<b>6. Cash and Cash Equivalents</b>	<b>2019 \$</b>	<b>2018 \$</b>
Cash in Hand	2,082	1,100
Westpac Bank	34,943	193,344
St George Fixed Deposit	1,239,692	1,213,250
Westpac – Cash Reserve Account	1,438,219	827,986
Westpac Term deposit	1,064,894	1,039,462
Westpac Term Deposit – 2	1,036,436	1,010,541
Westpac Debit Card	4,797	3,355
	<u>4,821,063</u>	<u>4,289,038</u>
<b>7. Trade and Other Receivables</b>		
Grants/Interest in Arrears	–	70,594
Accounts Receivable	132,459	18,768
Deposits Refundable	8,250	8,250
Tax Credit	–	5,054
Prepayments	22,591	–
	<u>163,300</u>	<u>102,666</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 2019

<b>8. Property, Plant and Equipment</b>	<b>2019 \$</b>	<b>2018 \$</b>
<b>BUILDINGS</b>		
<b>Land and Buildings</b>		
Land and Buildings at cost	818,648	818,648
Less accumulated depreciation	(205,746)	(186,896)
<b>Total Buildings</b>	<u>612,902</u>	<u>631,752</u>
<b>PLANT AND EQUIPMENT</b>		
<b>Plant and Equipment:</b>		
At cost	231,651	183,336
Accumulated depreciation	(153,686)	(133,048)
<b>Total Plant and Equipment</b>	<u>77,965</u>	<u>50,288</u>
<b>Total Property, Plant and Equipment</b>	<u>690,867</u>	<u>682,040</u>
<b>Movements in Carrying Amounts of Property, Plant and Equipment</b>		

## 9. Trade and Other Payables

### Current

Trade Creditors	152,265	51,227
CDC Liabilities	(228)	411,260
STRC Clients	276,094	–
Other Creditors	119,367	193,909
Subsidies in Advance	737,646	330,803
PAYG Liabilities	36,139	–
Superannuation Liabilities	16,096	1,347
GST on Supplies	85,753	55,139
	<u>1,423,132</u>	<u>1,043,685</u>

Trade and other payables are unsecured, non interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered to be 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 2019

<b>10. Provisions</b>	<b>2019 \$</b>	<b>2018 \$</b>
Provision for Annual Leave	241,044	207,768
Prov'n for Long Service Leave	99,101	88,877
	<u>340,145</u>	<u>296,645</u>
<b>Total provisions</b>	<u>340,145</u>	<u>296,645</u>
<b>Analysis of Total Provisions</b>	<u>340,145</u>	<u>296,645</u>
Current	<u>340,145</u>	<u>296,645</u>
<b>11. Retained Earnings</b>		
Retained earnings at the beginning of the financial year	3,437,664	2,658,798
Net profit attributable to members of the company	178,539	778,866
	<u>3,616,203</u>	<u>3,437,664</u>
<b>12. Capital and Leasing Commitments</b>		
<b>Operating Lease Commitments</b>		
Non-cancellable operating leases contracted for but not capitalised in the financial statements:		
Payable – minimum lease payments		
Not later than 12 months	96,622	–
Between 12 months and five years	144,935	–
	<u>241,557</u>	<u>–</u>

The property lease was renewed on 4 December 2018 for 3 years.

# Notes to the financial statements

For the year ended 30 June 2019

<b>13. Cash Flow Information</b>	<b>2019 \$</b>	<b>2018 \$</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	178,539	778,866
Cash flows excluded from profit attributable to operating activities		
Prepayments		
<b>Non-cash flows in profit</b>		
Depreciation	39,489	35,698
<b>Changes in assets and liabilities</b>		
(Increase)/decrease in trade and other receivables	(60,634)	(75,329)
Increase/(decrease) in trade and other payables	379,447	(141,032)
Increase/(decrease) in provisions	43,500	27,373
	<u>580,341</u>	<u>625,576</u>

# Notes to the financial statements

For the year ended 30 June 2019

## 14. 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 2019.

### 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.

## 15. 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

## DIRECTOR'S DECLARATION

The director of the company declares that:

1. The financial statements and notes, as set out on pages 1 to 21, for the year ended 30 June 2019 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 2019 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.



**Director:** Mr Jack Passasis

**Dated this 28th day of October 2019**



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**MEAGHER, HOWARD & WRIGHT**

CERTIFIED PRACTISING ACCOUNTANTS  
ABN 42 664 097 441

PARTNERS  
K.J. WRIGHT J.P. M.COMM. F.C.P.A.  
G. MIDDLETON B.COMM. ACA

FINANCIAL PLANNING  
DAVID O'CALLAGHAN

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

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BONDI JUNCTION NSW 1355

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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 2019, 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 is 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 2019 and of its financial performance and cash flows for the year then ended; and
- b) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

**Basis for Opinion**

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the 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, which has been 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.

**Information Other than the Financial Report and Auditor's Report Thereon**

Those charged with governance are responsible for the other information. The other information comprises the information included in the annual report for the year ended 30 June 2019, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our

### **Responsibilities of Management and the Directors for the Financial Report**

Management and directors are responsible for the preparation of the special purpose financial report that gives a true and fair view in accordance with the relevant Australian Accounting Standards in accordance with the *Australian Charities and Not-for Profits Commission Regulations 2013* 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 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 those charge 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

Greg Middleton ICA ANZ - 24953  
Partner

28 October 2019

# Profit and loss statements

For the year ended 30 June 2019

<b>INCOME</b>	<b>2019 \$</b>	<b>2018 \$</b>
Client Contributions	971,695	468,686
Federal Grant & Subsidy Income	5,100,106	4,658,993
Insurance Recoveries	60,892	18,124
Interest Received	83,705	7,386
Interest on Investment	—	<u>64,835</u>
	<u>6,216,398</u>	<u>5,218,024</u>
<b>OTHER INCOME</b>		
Other Income	78	780
Prior Year adjustment	—	23,764
Gross profit from rental operations	<u>33,733</u>	<u>30,430</u>
	<u>33,811</u>	<u>54,974</u>
	<u>6,250,209</u>	<u>5,272,998</u>

# Profit and loss statements

For the year ended 30 June 2019

<b>EXPENSES</b>	<b>2019 \$</b>	<b>2018 \$</b>
Audit	6,825	-
Advertising & Promotion	30,382	66,497
Accounting	789	(180)
Auditors Remuneration – Fees	11,000	9,000
Bad Debts	4,057	-
Bank Charges	723	778
Building Plans	1,091	133
Carer Resources	414	366
Cleaning	3,074	4,219
IT Computer Services & Mtce	45,830	46,399
Consultants Fees	154,169	114,165
Depreciation	39,489	35,698
Donations	15,147	-
Electricity & Gas	14,173	4,129
Equipment	4,741	6,657
Freight & Cartage	3,681	-
Fringe Benefits Tax	5,272	-
General Expenses	-	80
Hire Hall	472	2,129
Insurance	11,610	16,523
Client Program Expenses	606,174	145,767
Interest	162	-
Lease – Photo Copier	13,587	7,116
Legal Costs	-	42
Management Fees	285	189
Meeting Expenses	1,652	128
Postage	9,213	4,620
Printing & Stationery	9,995	28,464
Staff Uniforms	3,872	6,330
Premises Expenses	388	724
Rates	5,839	4,221

# Profit and loss statements

For the year ended 30 June 2019

Rent	95,889	94,048
Repairs & Maintenance	14,158	1,087
Salaries	4,493,033	3,515,118
Security	22,724	133
Services	251,891	236,996
Staff Amenities	5,550	4,273
Staff Training	65,434	27,658
Staff Recruitment	61,017	68,626
Staff Recognition	96	6,363
Staff Counselling Fees	676	-
Subscriptions	29,497	7,273
Telephone	17,362	12,770
The Care Manager	-	11,906
Travelling Expenses	1,452	280
Web Hosting	-	60
Venue Hire	8,785	3,347
	<u>6,071,670</u>	<u>4,494,132</u>
<b>Profit before income tax</b>	<u><u>178,539</u></u>	<u><u>778,866</u></u>

# Acknowledgements

We are grateful for funding support from the following departments and agencies.



Australian Government  
Department of Health



Australian Government  
Department of Human Services



Australian Government  
Department of Veterans' Affairs



Australian Government  
Department of Social Services



Registered NDIS Provider



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