

# ANNUAL REPORT

2022–23



**Multicultural  
Care**

Over 30 years  
of Cultural Care  
& Connection



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## Acknowledgment of country

Multicultural Care acknowledges the Traditional Custodians of the Country and recognises their ongoing connection to the land, sea, culture, and community. We pay respect to the past, present, and emerging Elders, and with gratitude, we celebrate the collective wisdom of our diverse community.

[multiculturalcare.com.au](http://multiculturalcare.com.au)



# CONTENTS

<b>ABOUT MULTICULTURAL CARE</b>	<b>04</b>
<b>OUR VISION, PURPOSE AND VALUES</b>	<b>05</b>
<b>OUR YEAR AT A GLANCE</b>	<b>06</b>
<b>CHAIR'S MESSAGE</b>	<b>08</b>
<b>CEO'S REPORT</b>	<b>09</b>
<b>OUR SERVICES</b>	<b>14</b>
Home Care Packages	14
Short-Term Restorative Care	18
Disability Services	22
Commonwealth Home Support Programme	24
Aged Care Volunteer Visitors Scheme	26
Veterans' Home Care	29
<b>OUR PROGRAMS</b>	<b>30</b>
Care finder program	30
<b>CLIENT SATISFACTION SURVEY</b>	<b>32</b>
<b>OUR PEOPLE</b>	<b>34</b>
<b>COMMITTEE REPORTS</b>	<b>44</b>
<b>FINANCIAL STATEMENTS</b>	<b>45</b>
<b>GLOSSARY OF SHORTENED TERMS</b>	<b>70</b>
<b>ACKNOWLEDGEMENT</b>	<b>74</b>



# About Multicultural Care

Over 30 years of Cultural Care and Connection. Multicultural Care is a not-for-profit organisation providing in-home care services to people from culturally and linguistically diverse (CALD) backgrounds living across many regions of Sydney.

We have been meeting the needs of multicultural communities across many regions of Sydney for over three decades.

We are funded by the NSW and Federal Governments to deliver care services to older people and, through the National Disability Insurance Scheme (NDIS), to people 18 years and over who live with a disability. Our services and support are also available with private funding.

We offer care to all people regardless of cultural background, religious denomination, and gender, including CALD individuals, Aboriginal and Torres Strait Islander (ATSI) people, people with disabilities and people of diverse genders and sexualities (LGBTIQ+).

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

Multicultural Care understands the importance of great staff. We carefully select and train our team members to provide consumer/participants with the most optimal care. Each staff member embodies and delivers on our organisational values of people focus, customer focus and innovation, inclusiveness, integrity, accountability and collaboration. We are committed to matching each consumer/participant, where possible, with a member of staff who not only has a rich understanding of their cultural heritage, but also fluency in their native tongue—to be a dedicated partner in care.

## Our Aged Care Services

- Home Care Packages
- Commonwealth Home Support Programme, including Respite
- Aged Care Volunteer Visitors Scheme
- Short-Term Restorative Care
- Veterans' Home Care
- Private Care Services

## Our Disability Care Services

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

## Other Programs

- Care finder program

# Our Vision

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

## PURPOSE

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- Making time to get to know you, and creating care plans that are fit for your cultural, spiritual, physical, emotional, and social needs and goals;
- Working in partnership with you, your family, your community, and healthcare professionals;
- Investing in our people to bring you skilled care professionals, you can have confidence in;
- Providing a range of culturally specific direct care services to individuals from a range of diverse backgrounds;
- Ensuring we operate a sustainable business that optimises our people, physical and financial resources effectively and efficiently.

## VALUES

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- People focus – A caring service starts with caring people; therefore, we strive to select, develop, and support the highest quality care professionals.
- Customer focus and innovation – We continually strive to match our services to the evolving needs of our consumers and the community.
- Inclusiveness – We inclusively care for and show kindness for all our diverse community. We encourage the sharing of different perspectives and ideas. We seek to meet the needs of all people through Multicultural Care or partnering with another organisation.
- Integrity – Our clients, consumers, their families and the multicultural community in general, expect that we will operate ethically and treat everyone with respect. We will be transparent in our dealings, honour our commitments and provide them with services that not only meet their needs but also represent value for money.
- Accountability – We say what we mean and do what we say. We are mindful of our responsibility to the community in general and will always act as a responsible provider of care services to culturally diverse communities.
- Collaboration – We work collaboratively with a broad network of stakeholders and partners to deepen our connections and strengthen our social impacts.

# Our Year in Review



**1,177**

Individual consumer/  
participants assisted



**85,059**

Service hours delivered



**72**

Annual average service  
hours per client



**92**

Staff employed



**5**

staff recognised for service to  
Multicultural Care of over five years



**\$7,742,476**

in total revenue and other income

## AUGUST 2022

- ✓ Winter edition of *MC News* is published.
- ✓ Get Smart Consultancy developed a comprehensive consumer engagement handbook tailored to MC's specific needs and facilitated training sessions for all office staff.

## OCTOBER 2022

- ✓ Our Bilingual Support Staff monthly newsletter and quarterly face-to-face team meetings commence.
- ✓ *Healthcare Channel* showcases our CEO and Company Secretary Dr Rosy Walia in their Featured Leader series.

## SEPTEMBER 2022

- ✓ Sandra Younes starts in a newly created role, Bilingual Support Staff and Rostering Team Leader.

## DECEMBER 2022

- ✓ Our annual satisfaction survey is sent to 819 clients and participants in eight languages. 153 responses are received by February 2023.

## MARCH 2023

- ✓ A new training platform for our Bilingual Support Staff is introduced. Users report the new system is more engaging.
- ✓ We formed new partnerships with two community transport companies (Access Community Transport and Bankstown – Canterbury Community Transport) to transport clients to outings and other activities in the community.

## MAY 2023

- ✓ Multicultural Care's hardworking and dedicated volunteers are recognised at the Burwood Council Volunteer Recognition Awards for the second consecutive year.

## FEBRUARY 2023

- ✓ Three Senior Bilingual Support Staff are appointed to support our frontline workers.
- ✓ Our Volunteer Coordinator, Jessur Mamut attends the National Volunteer Conference in Canberra.

## APRIL 2023

- ✓ A fourth Senior Bilingual Support Staff member is employed.
- ✓ A new Reward and Recognition program is launched for staff.
- ✓ We sign the Aged & Community Care Providers Association (ACCPA) members pledge to pass on the 15% wage increase for eligible workers from 1 July 2023.
- ✓ Autumn edition of *MC News* is published, with a new look and feel, and digital format.

## JUNE 2023

- ✓ Our CEO and Company Secretary Dr Rosy Walia is a speaker at a key Aged Care sector event: The 4th Annual Aged Care Week; and the 6th Future in Aged Care Summit.
- ✓ The EnCOMPASS Multicultural Aged Care Connector program transitions to the Care finder program.
- ✓ MC business operations officially ceased in Campsie in the last week of June.

# Chair's message



On behalf of the Board, I am delighted to present the 32nd Annual Report of Multicultural Care as we embark on our fourth decade of service to the community.

Multicultural Care continues to deliver customer-focused in-home care services to its consumer/participants, including Home Care Packages, Short-Term Restorative Care packages, Veterans' Home Care services, the Aged Care Volunteer Visitors' Scheme and the Commonwealth Home Support Programme. We are also proud to be a registered NDIS provider.

Our 1,177 consumer/participants hail from diverse communities spanning the inner-west, south-east and south-west of Sydney, as well as parts of northern Sydney and Western Sydney. They come to Australia from all corners of the globe, collectively speaking more than 45 different languages, including Arabic, Cantonese, Greek, Hindi, Hungarian, Italian, Korean, Mandarin, Punjabi, Serbian, Tagalog and Vietnamese.

To meet our consumer/participants' diverse needs, the majority of our nearly 100 staff are bilingual, with some proficient in up to four languages in addition to English. Staffing remains a persistent challenge for Multicultural Care, especially due to the shortage of bilingual support staff in our sector. Focused recruitment strategies have achieved some success in attracting suitable staff and will assist in attracting even more high-quality employees in the future.

The past few months have presented new challenges and opportunities for all providers in the in-home aged care sector. The government initiatives introduced following the recommendations of the Aged Care Royal Commission have brought about sweeping changes across the entire aged care sector, and even more changes are on the horizon.

In particular, the new consolidated in-home care program, to be known as Support at Home, will introduce significant changes for Multicultural Care. Scheduled to commence from 1 July 2025, this program will bring even greater emphasis on regulatory compliance, new funding and pricing models, a more strategic utilisation of resources and agile adaptation to digital transformation.

Whilst some of this year's organisational growth and financial performance targets have proved difficult to achieve, the government's significant funding commitments, designed to meet the very high demand for Home Care Packages in the community, present Multicultural Care with an opportunity to achieve positive growth.

We once again extend our gratitude to our funding bodies: the Australian Government Departments of Health, Human Services, Veterans' Affairs, and Social Services; the NSW Department of Communities and Justice; and the National Disability Insurance Agency for their invaluable support in facilitating our growth and sustainability.

Over the past year, personnel changes at Board level have increased our governing body's diversity, knowledge and lived experience. Additionally, the Board's understanding of best practice governance and its ability to improve the organisation's operational effectiveness within an evolving landscape has been enhanced by its participation in the Governing for Reform Program developed by the Aged Care Quality and Safety Commission.

I express my sincere appreciation to my fellow Board members for their support and for their unwavering commitment to ensuring that Multicultural Care both assists its consumer/participants to productively manage their daily lives and empowers them to live independently in their own homes.

Our dedicated staff at Multicultural Care continue to exemplify our commitment to delivering excellent care and support to our consumer/participants. The leadership of our CEO, Dr Rosy Walia, remains a cornerstone of our organisational success.

I extend my heartfelt thanks to everyone at Multicultural Care for their contributions to our outstanding organisation.

**Emanuel Valageorgiou**  
CHAIR

# CEO's report



I am pleased to provide an overview of our organisation's activities and accomplishments for the fiscal year 2022-23. Despite operating in an environment of ongoing change and reform within the aged care and disability sector, Multicultural Care has continued to adapt and thrive.

## Aged care reforms

The aged care reforms have been a prominent theme throughout the year. We have been navigating a rapidly evolving landscape in response to the recommendations of the Royal Commission. While change has been a constant, we have remained committed to providing high-quality care to our clients.

## Department of Health Renaming

Notably, the Department of Health was renamed to the Australian Government Department of Health and Aged Care on 1 July 2022, reflecting the shifting priorities and focus on aged care within the government.

## Code of Conduct for Aged Care

To improve the safety, health, and wellbeing of aged care recipients, a Code of Conduct for Aged Care came into effect from 1 December 2022. This Code outlines standards of behaviour for approved providers, governing persons, workers, volunteers and contractors. Its primary goal is to ensure that services are delivered in a safe, competent and consistent manner.

## Provider governance requirements strengthened

From 1 December 2022, provider governance requirements were enhanced. The implementation of these requirements varies depending on whether a provider was approved before or after this date. All providers are now obligated to meet reporting requirements for material changes, assess the suitability of key personnel annually, and report on their operations annually. Newly approved providers are now required to ensure their governing body has a majority of independent non-executive members with the relevant skills and experience and that at least one member has experience in providing clinical care. They also need to establish a clinical care quality advisory body and offer consumers and their representatives the opportunity to establish one or more consumer advisory bodies (every 12 months).

## Monthly statements for Home Care Package (HCP) recipients

We have also adapted to new reporting requirements. HCP providers are now mandated to issue monthly statements to care recipients, detailing fund utilisation and unspent funds. Starting from September 2022, these unspent funds must be categorised into Commonwealth and care recipient portions, as well as the Home Care account balance. We have taken steps to ensure compliance with these changes, including using part of the Better Practice HCP Monthly Statement Template.

## Home Care

In response to the second aged care reform bill, the government has capped home care administration fees at 20% for care management and 15% for package management. Exit fees, brokerage fees and subcontracting fees have also been banned. Care providers were tasked with reviewing their charges, obtaining informed consent for pricing changes, and ensuring compliance with these new caps. We successfully implemented these changes.

## Support at Home program delay

A positive development has been the deferral of the Support at Home program until 2024 and then again until June 2025. This has given us more time to prepare for this new in-home aged care initiative and consult with our consumers, participants and staff.

**We have successfully applied for the Workforce Advisory Service, a valuable resource for attracting, retaining and upskilling our workforce.**

## Growth

We successfully secured the Care finder program, a replacement for EnCOMPASS in South-West Sydney, through a competitive tender process. Additionally, we achieved further success by winning the Community Visitor Scheme (CVS) program tender, securing three years of funding. We are currently awaiting the outcome of our tender submission for the Veterans' Home Care (VHC) program. These milestones underscore our strategic growth initiatives within the aged care industry.

To enhance operational efficiency, we adopted a streamlined approach by appointing our EnCOMPASS coordinator to also run Care finder, with the EnCOMPASS program extended by six months to December 2022. Furthermore, our commitment to growth is evident in our expansion of the Short-Term Restorative Care (STRC) program this year, including the addition of a dedicated STRC/NDIS Team Leader position.

As part of our organisational restructuring efforts to address critical gaps, we introduced a Team Leader position for the Rostering team and Bilingual Support Staff (BSS). Additionally, we have initiated a pilot program for Senior BSS positions, marking another step in our journey of continuous improvement.

## NDIS and payroll audits

We have been actively engaged in NDIS audits, with both desktop and onsite audits conducted to address any identified gaps. A comprehensive action plan is in place to rectify any issues and ensure compliance.

A payroll audit has also been initiated, and we are diligently working to address concerns raised, such as master rates of pay, travel allowance, broken shift allowance and more.

## IT initiatives

Our Corporate Services department has been instrumental in managing the complexities of our operations, with initiatives like developing an IT strategy, creating activity codes and integrating systems. Ensuring IT compliance with industry changes and regulatory requirements remains a key focus.

## Workforce Advisory Service

We have successfully applied for the Workforce Advisory Service, a valuable resource for attracting, retaining and upskilling our workforce. This service will help us better plan for our future workforce needs.

## Annual plan and KPIs

Our annual plan has been finalised, providing a roadmap for our strategic priorities and initiatives for the coming year. Managers have been encouraged to set Key Performance Indicators (KPIs) for their staff to ensure alignment with our organisational objectives.

## Award wage increase

The Fair Work Commission granted the 15% wage increase for all front-line Aged Care support staff from 30 June 2023. We closely monitored the developments and complexities associated with this change. This increase was funded by the federal government and was accompanied by the Annual Wage Review, resulting in a 20% wage increase for some staff. After careful deliberation, we chose to pay increases to all staff working with both aged care and NDIS consumer/participants.

## IR Changes

The Australian Government has passed the Fair Work Legislation Amendment (Secure Jobs, Better Pay) Act 2022, ushering in a series of new workplace laws and amendments to existing regulations. These changes encompass a wide range of key aspects, including the prohibition of pay secrecy and job advertisements that violate the Fair Work Act, provisions for flexible work arrangements and fixed-term contracts, measures against workplace discrimination and sexual harassment, modifications to unpaid parental leave policies, adjustments to enterprise agreements and bargaining processes, the pursuit of equal remuneration, the establishment of expert panels and alterations to the small claims process. While some of these changes came into effect on 7 December 2022, others will be phased in at later dates. At Multicultural Care, we are diligently reviewing our employment templates and ensuring that our job advertisements accurately reflect the pay rates stipulated in the applicable award or enterprise agreement, in compliance with these new regulations.

## People and Culture

The implementation of the Rewards and Recognition project progressed this year, albeit with a delay caused by the impact of COVID-19 and health-related issues faced by the project lead from the consultancy firm. Collaboratively, we developed a comprehensive toolkit through consultations with the leadership team and the People & Culture (P&C) department. Subsequently, a workshop was organised to familiarise the staff with the toolkit and provide training presentations. P&C also took the lead in supporting the rollout process, preparing an implementation plan and a generic competency matrix. By the conclusion of the fiscal year, P&C had initiated the implementation phase of this project.

We introduced a new, industry-specific learning management system (LMS) to replace our existing one. This updated LMS is notably more user-friendly and tailored to our needs. The feedback, particularly from our frontline staff, has been overwhelmingly positive. In response to their preferences, we have also initiated in-person training sessions and frontline staff meetings.

## People at Work survey

The People at Work survey is a valuable tool that supports the assessment of psychosocial risks within a workplace. Its primary objective is to assist organisations in identifying, evaluating, and effectively managing risks associated with the psychological well-being of their employees and volunteers. In the period from February to April 2023, Multicultural Care actively engaged in the People at Work survey initiative.

Out of a total of 100 workers invited to participate, we received responses from 45% of the workforce. It is important to note that, as the response rate falls below the 50% threshold, any conclusions drawn from these results should be approached with caution. To ensure the accuracy and reliability of our findings, we plan to conduct focus group sessions with staff. These additional insights will then be used to inform the development of a comprehensive action plan aimed at addressing identified concerns and enhancing the well-being of our workforce.

**Additionally, we achieved further success by winning the Community Visitor Scheme (CVS) program tender, securing three years of funding.**

## Consumer/participant engagement

Consumer engagement consultancy work has continued to progress this year. Get Smart Consultancy developed a comprehensive consumer engagement handbook tailored to Multicultural Care's specific needs. In August, the consultant facilitated face-to-face training sessions for all office staff. The training began with a foundational session covering core elements, which was attended by all staff. Subsequently, a more detailed training session was conducted specifically for the Client Services team. The feedback from our staff members following these sessions has been highly positive. As this phase concluded, the focus shifted to the vital task of embedding these principles within the organisation, including incorporating them into the onboarding process for new team members. Consumer Journey mapping has also been included in the onboarding process of all staff. Furthermore, we have proactively responded to valuable insights gathered from our consumer engagement survey by developing an action plan. As a direct outcome of this feedback, one significant action item has been initiated: the decision to transition to sending our newsletter on a quarterly basis. This task will be managed in-house to ensure more frequent and timely communication with our consumers and participants.

## Relocation

The end of June 2023 saw the end of a chapter for Multicultural Care's business operations. After over 30 years at Campsie, including almost eight years at the office located on Canterbury Road, Multicultural Care relocated to Burwood. Prior to the cessation of our lease, the owner of our Campsie office asked Multicultural Care to vacate as they wished to sell the property. Multicultural Care conducted an independent valuation of the property to ascertain whether it was a viable purchase for Multicultural Care. We also investigated various other properties to purchase in the surrounding suburbs. Unfortunately, none met our requirements. With no opportunity to extend the lease for the long term, it was decided to look at rental properties and to use the requirement to move as an opportunity to relocate to a central location to both facilitate our business opportunities and to support our staff with ease of transport and facilities surrounding the office. Over time we narrowed our search to two properties located in two suburbs. We then invited staff to vote on their preferred location with Burwood being the undeniable winner. Once this was determined, we set up an Office Relocation Committee who worked tirelessly with various external providers to complete the fit-out of the new office and move our possessions. Our business operations officially ceased in Campsie in the last week of June 2023 with staff having a period of working from home for 1.5 weeks whilst the move took place. Business commenced in Burwood from Monday 10 July 2023 and at the time of writing this report, I am very pleased to advise that everyone is settling in well at our new office.

## Advocacy work

Our ongoing contributions remain pivotal in advocating for the needs of individuals from diverse backgrounds within the aged care and disability support sectors. We continued to actively share our experiences and valuable insights to make a significant impact in this arena via following activities:

- Continued to be part of DoHA's Home Care Package Assurance Provider and Consumer Reference Group; ACCPA NSW State Member Council, NDS State Committee and Department of Human Services Stakeholder Working Group
- Joined ACCPA Special Interest Groups
- Presented at industry conferences – 4th Annual Aged Care Week/6th Future Aged Care Summit (June 2023) and Aged Care Workforce Leaders Forum (November 2022)
- Participated in NDS Communities of Practice.

**A big thank you goes out to our incredible team members especially the Leadership Team whose passion and dedication drive our organisation forward.**

## Thank you

In closing, I would like to express my heartfelt gratitude to our esteemed Board of Directors, with a special acknowledgment to our Chairperson, Mr Emanuel Valageorgiou. Your unwavering guidance and support have been instrumental in steering Multicultural Care towards success.

I would also like to extend our sincere appreciation to the Funding Departments for their invaluable support, which enables us to continue delivering care and services to our targeted communities.

A big thank you goes out to our incredible team members especially the Leadership Team whose passion and dedication drive our organisation forward. Your hard work and resilience in the face of challenges are truly commendable.

Last but not least, I want to express our deepest gratitude to our consumers, participants and their families. Your trust in Multicultural Care is the cornerstone of our work, and we are committed to exceeding your expectations.

Together, we look forward to another year of growth, innovation, and most importantly, making a positive impact on the lives of those we serve. Thank you for your unwavering support.



**Dr Rosy Walia GAICD**  
**CHIEF EXECUTIVE OFFICER,  
COMPANY SECRETARY**

## Quality Improvement (QI) initiatives summary

These initiatives collectively reflect our commitment to continuous improvement, regulatory compliance, and the provision of high-quality care and services to our diverse client base.

Additionally, we are gearing up for changes in the Home Care Package (HCP) subsidy and actively engaging with package recipients to seek their consent for price increases.

- **Specialisation Verification:** Multicultural Care has successfully obtained Specialisation Verification for providing care to individuals from Culturally and Linguistically Diverse (CALD) backgrounds and individuals who are homeless or at risk of becoming homeless. Further exploration is underway to identify additional categories where Specialisation Verification can be applied.
- **Governance enhancement:** Multicultural Care has completed a comprehensive series of four sessions conducted by KPMG as part of the “Coaching, Advice, and Capability Building – Governing for Reform” program. The organisation is actively incorporating the insights gained from these sessions into its Continuous Quality Improvement (CQI) register, with implementation efforts scheduled for the near future. Furthermore, the Board Kit, a valuable resource for Governing for Reform, has been introduced to foster board engagement. It involves selecting a specific topic for each meeting, accompanied by discussion papers in meeting packs. Relevant learning will be facilitated online, followed by in-depth discussions during board meetings.
- **Professional development and recognition:** Our CEO has earned a Silver Badge for outstanding learning achievements up to 1 February, 2023. This recognition is proudly displayed in her email signature.
- **Action plan for regulatory compliance:** An action plan has been formulated to ensure compliance with evolving regulations. Key milestones include the procurement and sharing of the Key Personnel pack with the board, the identification of key personnel roles, orientation sessions for key personnel to elucidate their responsibilities, and the dissemination of important resources from the regulatory commission.
- **Policy and procedure rollout:** Initiatives related to the rollout of policies and procedures have been initiated using the IntelliHR platform. This includes the review and updating of the Document Control Policy with a focus on electronic document storage, data retention and data security.
- **Continuous Improvement Register:** A Continuous Improvement Register has been established within the Folio system, facilitating the systematic tracking and management of improvement initiatives.
- **Incident management enhancement:** Incident management policies, procedures and flowcharts have been distributed to staff, ensuring preparedness to respond effectively to incidents.
- **Code of Conduct training:** Training workshops covering the code of conduct, risk management, and policy adherence were conducted for staff.
- **Compliance Calendar transition:** The transition of the Compliance Calendar to the Folio system also took place.
- **Folio training:** Superuser training sessions have been attended by relevant staff members. Plans are in place to conduct “Train the Trainer” education involving key personnel and team leaders.
- **Aged Care standards self-assessment:** Multicultural Care has completed a self-assessment of compliance with the Aged Care Standards through our quality portal (SPP). A draft action plan has been developed in response to the assessment findings.
- **Clinical Risk Management:** The Clinical Risk Register is regularly reviewed during Clinical Team Meetings to ensure that potential risks are proactively identified and managed.

# Our Services

## Home Care Packages

### About the program

The Australian Government's Home Care Package provides support to older people with complex needs who wish to stay living at home. Home Care Packages are tailored to the needs of each individual, with funding provided to eligible people after an assessment. Funding covers the cost of support and services to help an older person maintain their wellbeing at home, remain as independent as possible and connect with their community.

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

Multicultural Care is an approved aged care service provider delivering Home Care Packages.

### Our HCP service in 2022-23

Our Home Care Package consumer/participants are paired with a Case Manager who consults with them to tailor a care plan that meets their needs and wants. Our Case Managers are fully qualified Registered Nurses who, in liaison with roster coordinators, assign suitable bilingual support staff and manage the delivery of services and supports.

Our Case Managers conduct regular reviews with consumer/participants to ensure their support needs continue to be met. Case Managers also determine whether new services need to be incorporated into a consumer/participants' care plan.

### Home Care Packages come in four levels:

- Level 1 – Basic care needs
- Level 2 – Low care needs
- Level 3 – Intermediate care needs
- Level 4 – High care needs



CONSUMER/PARTICIPANTS  
ACCESSED OUR HCP SERVICE  
DURING THIS YEAR



## Our HCP services are:



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



**Nursing services**



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



**Assistance with meals** including service organisation and simple meal preparation



**Continence care**



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



**Home or garden maintenance**



**Minor home modifications**



**Supportive aids and equipment**



**Transport services** to get to appointments and out in the community



**Social outings** and group activities with the local community

## CASE STUDY

# Home is where the help is

A Home Care Package and support from Multicultural Care is helping Mr Hasan Kemal stay living at home while managing complex and debilitating medical conditions.

After migrating from Cypress to Australia in 1969, Mr Kemal spent most of his career working for CSR as a rigger, train driver, crane operator and front-end loader operator. During that time, he was exposed to asbestos, which left him with a number of serious health issues.

Over the years Mr Kemal developed asbestosis, acute renal failure, atrial fibrillation, diabetes and congestive cardiac failure, eventually forcing him to retire in 2013. These conditions each require a complex schedule of medication, treatment and management. Mr Kemal also has significant issues with mobility and requires support at home with many day-to-day activities. Mr Kemal lives with his wife Neija, who has health and mobility issues of her own.

Mr Kemal was assessed as eligible for a Home Care Package in 2018 and started accessing services through Multicultural Care soon after. He says he is particularly grateful for the Bilingual Support Staff member who visits him twice a week to assist with personal care.

“She is a wonderful, wonderful lady,” Mr Kemal says. “She looks after me. She gives me a shower, a shave and helps me get dressed. I’m very thankful for her.”

The Multicultural Care team has also helped Mr Kemal access the equipment he needs to manage his medical conditions and get himself around.

“They helped me get a walker and an electric scooter so I can get out and go to the shops and things like that,” he says.

“I also need oxygen to help me breathe. Multicultural Care provided me with a small tank for when I go out, and a larger tank to help me breathe at night. A nurse comes around every few months to check on me.”

A Multicultural Care team member visits Mr and Mrs Kemal each week to assist with domestic cleaning. Transport is also available when they need assistance getting to and from appointments and community events.

Mr Kemal says the support he receives from Multicultural Care is critical to staying in his own home while staying on top of his health concerns.

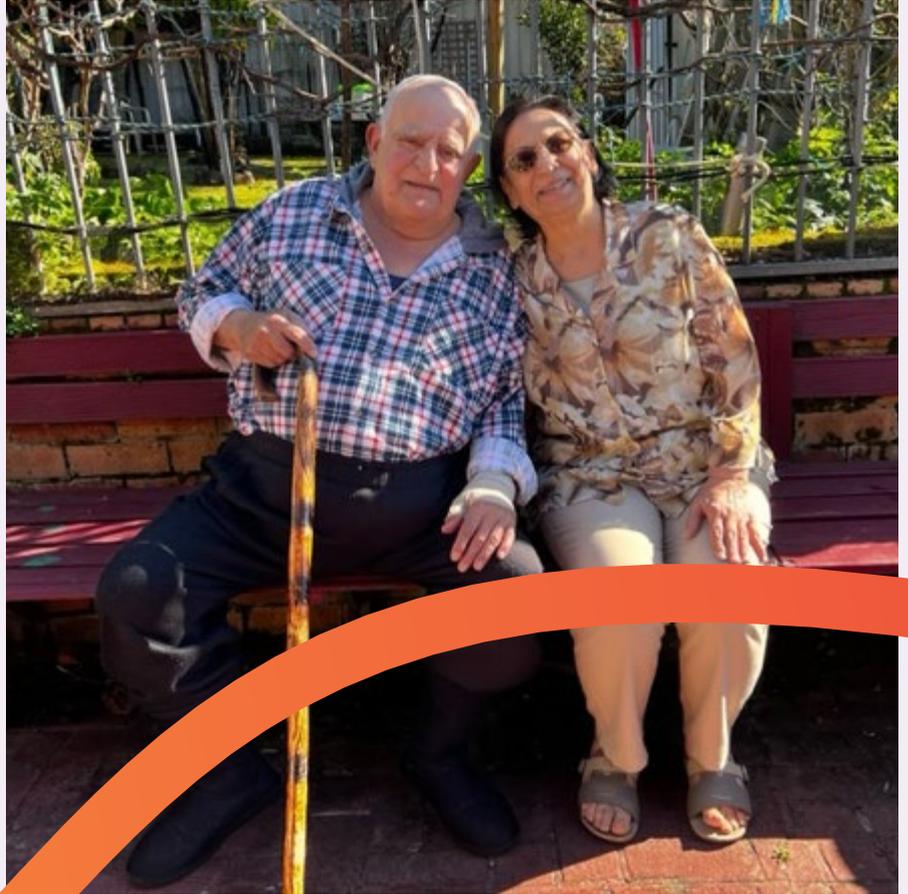
“There are many things I can’t do for myself these days. Multicultural Care fills in those gaps, so I can stay in my home with my wife.”



*Mr Hasan Kemal, his wife, Neija and their Multicultural Care support staff.*



Mr Kemal.



Mr Kemal with his wife, Neija.

“  
There are many things  
I can't do for myself these  
days. Multicultural Care fills  
in those gaps, so I can stay  
in my home with my wife.  
”

# Our Services

## Short-Term Restorative Care

### About the program

Funded by the Australian Government's Department of Health and Aged Care, the Short-Term Restorative Care (STRC) programme provides early intervention to reverse or prevent functional decline and the loss of independence for older people.

The 8-week package is ideal for participants who have experienced an illness or injury and are looking to regain their strength and manage their changing needs. It aims to delay or avoid the need for long-term care. STRC is designed to maintain and improve overall wellbeing and quality of life and assist older people to remain in their own homes.

Those who receive a package are provided with a flexible care program which is tailored to their needs and can be delivered in their home setting. A multidisciplinary team including doctors and allied health care specialists ensure participants have access to expert care and therapeutic support.

Those eligible for the STRC program can access two rounds of support over a 12-month period.

### Who's eligible?

Older people are eligible for STRC if they:

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

Once approved, packages are valid for 6 months and one day. Consumer/participants can still receive their regular Commonwealth Home Support Programme, Department of Veterans' Affairs or disability services while they participate in a STRC program.

## Our STRC service in 2022-23

Multicultural Care delivers STRC packages across the Inner West, South East and South West regions of Sydney. In 2022-23 we delivered this program to 141 consumer/participants, a significant increase on the previous year. Many of these consumer/participants were referred by My Aged Care assessors, a mark of the esteem in which we are held by key stakeholders across the sector.

Our team typically visits consumer/participants in the first, fourth and seventh weeks of their programs.

Many of our consumer/participants use STRC packages on second time occasions with 30 people returning to Multicultural Care with an additional package over the year. This is another strong vote of confidence in the quality of our services. We have also seen a growing number of people transferring to a Home Care Package (HCP) or the Commonwealth Home Support Programme (CHSP) at the end of their 8-week STRC program and choosing Multicultural Care as their preferred service provider. We provide support to all consumer/participants looking to make this transition.



## Our services

During an 8-week STRC program, a consumer/participant may access:

-  **A health assessment**
-  **Nursing, medication management, wound management**
-  **Case management**
-  **Social activities in the community**
-  **Personal care assistance (bathing and dressing)**
-  **Occupational therapy for assessments and home modifications**
-  **Domestic care (home cleaning)**
-  **Transport to and from appointments**
-  **Shopping assistance**
-  **Assistance to purchase aids and equipment such as home modifications for increased safety**
-  **Gardening and home maintenance**
-  **Allied health support**

## CASE STUDY

# A helping hand to stay living at home

A Short-Term Restorative Care Package (STRC) has helped 90-year-old Mrs Pamela Cornwell remain living independently in her own home.

Mrs Cornwell has lived alone in the home she shared with her beloved husband until he passed away. She loves being able to potter around in her garden and values the freedom of being able to, “do what I want, when I want and how I want.”

Earlier this year, a debilitating condition left Mrs Cornwell wondering whether she could manage to cope on her own.

“I lost the use of my right arm due to a bone-on-bone shoulder condition. I also developed neuropathy, which causes numbing in my extremities. I had to give up driving because of it, which had a big impact on my ability to get myself around.”

Mrs Cornwell’s condition also made her more unsteady on her feet, which left her vulnerable to falls and made it more difficult for her to get around and do things for herself. Realising she would need some support to stay living independently at home, she reached out to a range of providers.

After a few knockbacks, Mrs Cornwell was delighted to learn she was eligible for a STRC package. She chose Multicultural Care as the approved provider to deliver services and supports. She says the package has been life-changing for her.

“The Multicultural Care team were so helpful and encouraging. The support they have provided has given me a chance to adjust to my situation. Mentally, that made life more positive.”

“  
**The Multicultural Care team were so helpful and encouraging.**  
”

– Mrs Pamela Cornwell

Mrs Cornwell’s Multicultural Care support team were able to provide her with equipment that allowed her to continue living her life, safely and independently.

“I was having trouble dressing myself because my fingers were becoming numb, so they provided me with a button holder and a device that helps me do up zips. I also now have one of those pick-up sticks, which I think is vital for someone my age. Those things have made a wonderful difference.

“The team were also able to provide me with a walker and a light wheelchair. That means I get myself around the house and down to the shops without worrying about falling over. That has given me so much more confidence. It also means my daughter can take me on outings wherever there is a wheelchair path, which is wonderful.”

Mrs Cornwell has also had support from a physiotherapist and occupational therapist under her Short-Term Restorative Care package, which she says has been, “absolutely marvellous.” She was also able to get a helping hand in the garden when she needed to get to those hard-to-reach weeds.

As her needs become more acute in the years to come, Mrs Cornwell hopes to move onto a Home Care Package with Multicultural Care.

“These eight weeks have been an incredible experience and I appreciate everything the Multicultural Care team has done for me.

“Looking to the future, I know my neuropathy will eventually take over and prevent me from walking altogether. I hope I can continue to get the care I need from the Multicultural Care team because they are wonderful and really do know how to look after older people.”

“  
**These eight weeks  
have been an  
incredible experience  
and I appreciate  
everything the  
Multicultural Care  
team has done for me.**  
”



*Mrs Pamela Cornwell*

# Our Services

## Disability Services

People from diverse cultural and linguistic backgrounds who live with a disability can often face barriers to accessing the support they need. That is why Multicultural Care delivers personalised, in-home services so people can continue to live independently and safely in their own homes.

Multicultural Care is registered to provide services and support to people living with a disability who have a funding package under the National Disability Insurance Scheme (NDIS). We also deliver services to people who access them privately, and make special arrangements to support those who are assessed as financially disadvantaged.

All our care is culture-based and is delivered by bilingual staff members who are well-qualified to deliver support in a language the participant understands. We host regular, in-house training to ensure all team members are up-to-date and aware of our obligations under the NDIS practice standards.

### Our Disability Services include:



**Assistance with personal activities** – help with daily tasks and home or personal care



**Development/Life Skills** – help or supervision with everyday personal tasks like cooking



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



**Support Coordination** – offering help from a Support Coordinator, who can assist with applying for funding and finding suitable services and supports



**Household tasks** – help with cleaning, cooking and general housekeeping

## CASE STUDY

# Caring and compassionate support

Minh\* is learning to adapt to life with a disability, with support from the Multicultural Care team.

Minh led a busy and active life before she suffered a serious stroke in 2017. It left her paralysed on the left side of her body and unable to walk unassisted. After 12 months of trying to cope on her own, Minh realised she would need some assistance to remain living in her own home. She applied for funding under the National Disability Insurance Scheme (NDIS) and connected with Multicultural Care.

Through her NDIS Plan, Minh receives personal care support to help with showering, cleaning and dressing. The Multicultural Care team also provides transport to and from her regular medical appointments and takes her out into the community for exercise and social interaction with friends and family.

Minh's NDIS package also covers therapeutic support from Multicultural Care for things like exercises and massages to improve her function and mobility and ease discomfort. This has helped Minh relearn some of the things she used to be able to do. She is now able to get herself around with the aid of a walking stick.

Minh says the support she receives from Multicultural Care has made a big improvement to her quality of life.

"All the people who look after me are very nice. They always help me as much as they can. Life is better now because I can walk now and get out into the community."

“  
**All the people who look after me are very nice. They always help me as much as they can. Life is better now because I can walk now and get out into the community.**  
”

\*Name has been changed for privacy.

# Our Services

## Commonwealth Home Support Programme (CHSP)

### About the program

This program is designed to provide entry-level support to older Australians who need some help to stay at home. Funded by the Federal Government, the CHSP is targeted at people with lower assistance requirements and daily living needs.

Services are tailored to assist people to stay living in their own homes while continuing to maintain their independence and stay connected to their communities. CHSP consumer/participants pay for the individual services they use, and typically move onto a Home Care Package as their needs become more acute and complex.

### Our CHSP service in 2022-23

Services currently delivered by Multicultural Care under the CHSP include:

- **Domestic Assistance** with everyday household tasks like cleaning, laundry and ironing
- **Transport Assistance** so consumer/participants can get to and from appointments and social events
- **Personal Care Assistance** with showering, bathing, toileting, dressing and haircare
- **Allied Health Support Services** such as occupational therapy
- **Transport Assistance** so consumer/participants can get to and from appointments and social events
- **Respite Care** to provide both at-home and centre-based care and support for our consumer/participants and their carers.
  - Flexible respite is designed to maintain strong relationships between consumer/participants and carers. The service gives carers the opportunity to take a break, providing the highest quality care for their loved ones while they are away.
  - Centre-Based Day Respite (CBDR) gives carers the opportunity to take a short break while their loved ones enjoy fun and engaging group activities. The service also provides consumer/participants with intellectual stimulation and a valuable opportunity to socialise with others from their community. By promoting physical and mental wellbeing and strong social connections, our CBDR service aims to reduce the risk of depression and loneliness.

### Snapshot of CHSP in 2023 by service



- Domestic Assistance
- Transport
- Allied Health
- Centre-based Day Respite
- Flexible Respite, Personal Care
- Social Support Individual

608

CONSUMER/PARTICIPANTS  
ACCESSED OUR CHSP SERVICE  
IN 2022-23

## CASE STUDY

# Connection and Companionship

For several decades, Multicultural Care's Centre-based Respite Greek group has been helping older people connect with others from a shared cultural background and reduce their social isolation.

Established to improve the health and wellbeing of consumer/participants, the group meets weekly, alternating between centre-based activities at Ashbury Senior Citizens Centre and outings across Sydney.

On Centre-Based days, group members enjoy a wide range of activities including exercise classes, traditional Greek meals and other cultural events. Birthdays and other special events are celebrated with delicious food prepared by Multicultural Care volunteers and Bilingual Support Staff – and there's always plenty of time for a cuppa and a catch up.

From time to time, guest speakers are invited to provide information sessions for the group on topics ranging from health and wellness to the rights of older people. While most of these sessions are delivered in English, Multicultural Care always arranges a Greek interpreter for those who have difficulty with the language.

Outings involve trips all over Sydney and beyond to places including the Blue Mountains, Manly Dam, Wollongong Botanical Gardens and Kurnell. These trips frequently include a meal at one of Sydney's many clubs, including the Cypriot Club, a popular cultural venue for the group. Multicultural Care arranges all transport and provides two support workers on these outings.



Mrs Maria Manglis first joined Multicultural Care's Centre-Based Respite Greek group about three and a half years ago when her husband passed away. She says it provided an opportunity to connect with others at a difficult time.

“When I lost my husband, I didn't go out for a long time. I live alone, so I got very lonely. When I found out about the Greek group, I decided to go. It was a great way to make new friends, to talk with people in my language and to pass the day.”

Since joining the group, Mrs Manglis has barely missed a session, and says she looks forward to going each week.

“I'm very happy there and I love spending time with my friends. The Multicultural Care workers are very good to us, and there's always lots of great food, conversation and activities. I would recommend it to anyone who feels lonely and wants to connect with others.”



“  
**The Multicultural  
Care workers are very  
good to us, and there's  
always lots of great  
food, conversation  
and activities.**  
”

# Our Services

## Aged Care Volunteer Visitors Scheme

### About the program

This program involves volunteers visiting socially isolated older Australians to provide friendship and companionship. It is funded by the Australian Government's Department of Health and Aged Care, with currently around 140 community organisations and providers recruiting and supporting volunteers nation-wide.

The program aims to help improve the quality of life of older people who may be feeling lonely or isolated because of losing contact with friends and family, experiencing mobility issues, or cultural or heritage barriers.

The scheme is a free service, with a particular focus on supporting older people from vulnerable cohorts who may be at greater risk of social isolation. Volunteers visit people regularly in a one-on-one or group setting, in their own homes or in aged care facilities. Visits are available to anyone receiving government subsidised aged care services in an aged care home or through a Home Care Package (HCP).

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

The scheme was previously known as the Community Visitors Scheme and transitioned to the Aged Care Volunteer Visitors Scheme on 1 July 2023.

### Our Volunteer Visitors Scheme in 2022-23

34 consumer/participants were supported with visits from volunteers in 2022-23



- Involved in visits, 18 ongoing
- Volunteering in our administrative support, Daycare and other programs

We have continued to support volunteers to visit older people living in Inner West Sydney, South West Sydney and South East Sydney. While our focus is recruiting and facilitating volunteers to visit people from culturally and linguistically diverse (CALD) backgrounds, we aim to support any eligible socially isolated person who would benefit from companionship.

Our volunteers speak a range of languages, including English, Macedonian, Arabic, Chinese and Vietnamese, Indian, Korean, Mongolian and Uyghur. They visit people in their own homes or in six aged care facilities including United Aged Care in Leichhardt, Leigh Place Aged Care, Opal Canterbury, Uniting Nunyara, Heritage Care Botany, and Bolton Clarke Aged Care at Pemulwuy. Where possible, pairs are matched based on cultural background and common social interests.

We have a Volunteer Coordinator whose role is to recruit and support volunteers, facilitate training and match volunteers with consumer/participants to visit. This year, we supported our Coordinator to attend the National Volunteers Conference in Canberra in February. At the conference, our representative was able to gain knowledge and new ideas to help with developing a volunteer strategy. It was also a good opportunity for the coordinator to introduce Multicultural Care to representatives from other organisations. He was also able to build networks, including linking with the Centre for Volunteering to access training for Multicultural Care's volunteers.

For the second time, Multicultural Care's Volunteer Visitors Scheme team was nominated for a Volunteer Recognition Award from Burwood Council. Six volunteers attended the awards ceremony with Multicultural Care.

This year, Multicultural Care was also able to support some volunteers to find paid employment either within Multicultural Care or other aged care-related organisations. As is often the case, participating in volunteering opportunities can provide valuable work experience that can help with getting a job. We were delighted to be able to offer roles in our own Home Care Package team to two dedicated volunteers.

Multicultural Care was delighted to be awarded a contract to deliver the Aged Care Volunteers Visitor Scheme in the same geographic areas of Sydney for a further three years until 2026. Our Volunteer Coordinator is supporting volunteers and consumer/participants from other providers no longer on the program to transition to Multicultural Care.

## **Our volunteers speak a range of languages other than English, including:**

- **Arabic**
- **Mandarin**
- **Cantonese**
- **Hindi**
- **Korean**
- **Macedonian**
- **Mongolian**
- **Vietnamese**
- **Uyghur**

## CASE STUDY

# Tanya's gift of friendship

Tanya's volunteering journey began with Multicultural Care a few years ago when she joined our Aged Care Volunteer Visitors Scheme to be a companion to older people. The rewarding experience ignited a passion in Tanya for giving back to her community.

"My volunteer career started when I was a national finalist in the Ms Galaxy Australia pageant. There is a requirement to do volunteer work. When I started looking for work, somebody told me that Multicultural Care would be best for me. I applied through Seek and got it," Tanya says.

As a volunteer, Tanya visits socially isolated residents living at Uniting The Marion in Leichhardt to offer friendship and companionship by sitting with them to chat about their lives.

"I have a counselling background. I love listening to people and love to support them. Once I started doing [the volunteering with Multicultural Care], I started loving it. I'm learning lots from the people I meet and helping them as well, which I love," Tanya explains.

Tanya is someone who thrives on being busy. She works part-time in her own counselling private practice, is studying a Master of Counselling and Psychotherapy and also volunteers with Lifeline and Maronites on Mission. Although she has a busy schedule, making time to visit Multicultural Care clients once or twice a month is important to Tanya because she understands how some people can feel lonely.

**“ I have a counselling background. I love listening to people and love to support them. ”**



Tanya

"I can see those living in aged care, how desperate they are to meet their family members, but nobody comes to meet them. Being from a culturally diverse background, sometimes I feel lonely here. I know the feeling, so I don't want somebody else to feel that way," she says.

"When I connect to an older person, I make them feel like they have someone. This is why I say by helping others indirectly you help yourself."

Tanya says Multicultural Care's diverse community appealed to her when she was looking for an organisation to volunteer with.

"I'm from an Indian background. Coming from a diverse background, it's easy for me to connect with the clients, particularly those who also have a diverse background."

Although life is getting busier, Tanya says she wants to continue volunteering with Multicultural Care whenever she has the time. She also encourages others interested in a volunteering career to consider Multicultural Care. The aged care sector and Multicultural Care have welcomed her with open arms, she says.

"I feel very supported by Multicultural Care and also at the Uniting facility I visit. Everyone I meet there is very lovely and kind. That makes you feel better. Kindness is the beauty of this industry.

"The happiness you get from bringing a smile to someone's face when you volunteer is very special. That's happiness you will not get anywhere else."

# Our Services

## Veterans' Home Care (VHC)

### About the program

The Veterans' Home Care (VHC) program provides a small amount of practical help at home for eligible Australian veterans and their family members who wish to continue to live independently.

Subsidised by the Australian Department of Veterans' Affairs, VHC provides eligible war veterans, widows and widowers with low-level support services. It also assists carers, acknowledging the vital role they play in the health and wellbeing of elderly Veterans. Recipients are required to pay a co-payment, which will be determined by the VHC assessment agency.

VHC consumer/participants can top up these services through a Home Care Package or private funding.

### Our VHC services in 2022-23

Multicultural Care is proud to be an approved aged care provider for those who have served and sacrificed for our country.

### Our VHC services include:



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



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



**Allied Health Support Services** such as occupational therapy



**Transport Assistance** so consumer/participants can get to and from appointments and social events



**Respite Care** so carers can take a much-needed break, with the peace of mind their loved ones are being well cared for.



- Domestic Assistance
- Personal Care Assistance

# Other programs

## EnCOMPASS and Care finder program



CONSUMER/PARTICIPANTS ASSISTED THROUGH THE ENCOMPASS PROGRAM IN FY2023



ENCOMPASS COMMUNITY ACTIVITIES IN FY2023



CONSUMER/PARTICIPANTS ASSISTED THROUGH THE CARE FINDER PROGRAM FROM JANUARY-JUNE 2023



CARE FINDER COMMUNITY ACTIVITIES IN FY23



CONSUMER/PARTICIPANTS REACHED THROUGH PROMOTION OF THE ENCOMPASS AND CARE FINDER PROGRAMS VIA ASSERTIVE OUTREACH IN FY23

For 18 months between 2021 and June 2023, Multicultural Care supported older Australians from culturally and linguistically diverse (CALD) backgrounds to access aged care services under the pilot EnCOMPASS program.

Funded by the Commonwealth Department of Health (DOH) and delivered by the Federation of Ethnic Communities' Council of Australia (FECCA), EnCOMPASS gathered critical data that was used by a research team at Charles Darwin University to design the new Care finder program.

Multicultural Care supported the transition from EnCOMPASS to Care finder by briefing community leaders, local businesses and bilingual workers about the changes and what they meant for older Australians. We also developed communication resources and tools around the changes, and facilitated knowledge-sharing activities across the communities we work in.

Launched in January 2023, Care finder is now the primary program through which Multicultural Care assists people to interact with My Aged Care as well as access services and community supports. Our dedicated and experienced team of Care finders is responsible for:

- assisting older people with their My Aged Care applications, providing guidance on services to apply for and attending the My Aged Care assessments where appropriate;
- working through income, means testing and cost issues (with support from Services Australia as required);
- connecting people with general health services, mental health services, housing services, drug and alcohol services, community groups and transport;
- completing high-level check-ins on a periodic basis and following up with support once services have commenced; and
- building rapport with consumer/participants and providers.

Care finders also conduct assertive outreach to proactively identify and engage with people outside of the referral process.



## CASE STUDY

# Helping older people interact with My Aged Care

Support through the EnCOMPASS and Care finder programs has helped Mrs Nada Jadroski access support services and connect with her community.

Multicultural Care first reached out to Mrs Jadroski over the phone, before arranging to meet with the 71-year-old in her home to discuss support services she may be eligible for.

We soon learned that Mrs Jadroski is passionate about her garden and spent a good deal of her time working in it. She is also proud of her Macedonian heritage, and values her independence, but has found life increasingly difficult on her own since losing her husband 15 years ago.

The Multicultural Care team was able to help Mrs Jadroski register with My Aged Care, educate her about the process of applying for support and prepare her for any questions she might be asked. We also helped her make sure she had all the required documents like her Medicare and Pension Card and connected her with a Macedonian interpreter service if she needed it.

Our Care finder staff members connected Mrs Jadroski with support services, activities and groups in her community that helped her maintain her independence and gave her opportunities for social engagement.

As a result of that process, Mrs Jadroski has been attending centre-based respite activities at a Macedonian Centre near her home in Yagoona. This gives her a valuable chance to interact with others who share her language and cultural background.

Mrs Jadroski also now receives transport vouchers under the Commonwealth Home Support Programme, which she accesses through Multicultural Care. This allows her to do the shopping, get to doctor's appointments and attend community events without having to depend on family and friends.

By helping her navigate the aged care system, Multicultural Care, and the Care finder program, have helped Mrs Jadroski maintain her independence and improve her quality of life.



*Mrs Nada Jadroski*

**Our Care finder staff members connected Mrs Jadroski with support services, activities and groups in her community**

# Client satisfaction survey

In December 2022, we asked the people and families we support to tell us what they think about the services and support we provide in our annual consumer/participant satisfaction survey. This survey, which was available in eight languages, was distributed to 819 consumer/participants and participants who had received or accessed services from Multicultural Care in the past year.

## The survey was available in English and also in the following languages:

- Arabic
- Mandarin
- Cantonese
- Greek
- Italian
- Macedonian
- Spanish
- Vietnamese

We received 153 responses, providing valuable feedback about our services and how consumer/participants want to be involved with the planning and delivery of their care. The majority of respondents access our Home Care Package and /or Community Home Support Programme services.

Here are some of the key insights.



OF RESPONDENTS RATED THE SERVICE THEY RECEIVE FROM MULTICULTURAL CARE AS "EXCELLENT" OR "GOOD".



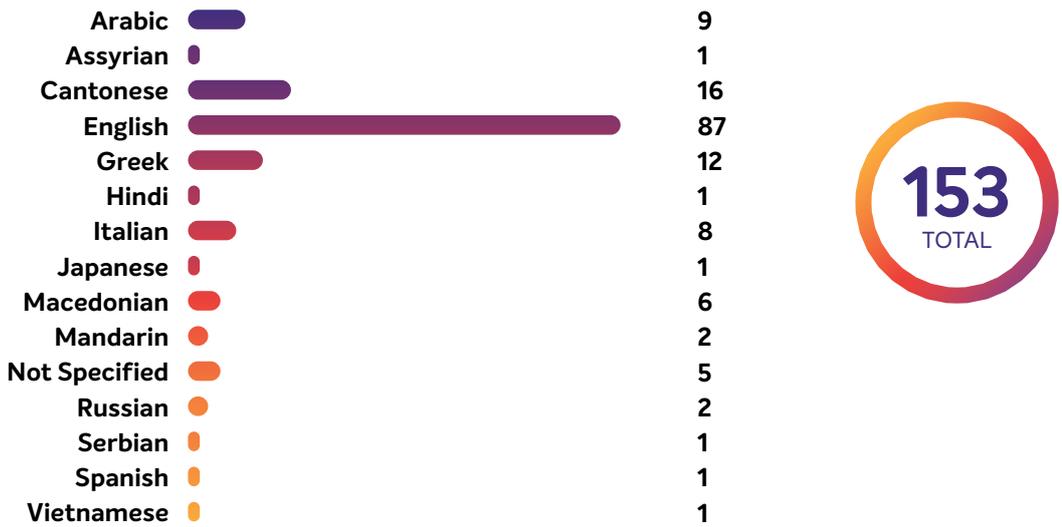
OF RESPONDENTS SAID THEY WERE "EXTREMELY LIKELY" TO RECOMMEND MULTICULTURAL CARE TO OTHERS.

## Service/s accessed by respondents:

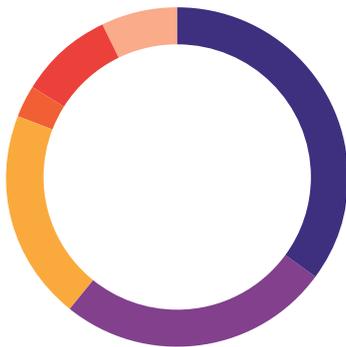


- Commonwealth Home Support Package
- Home Care Package
- Veterans' Home Care
- Not specified
- Not receiving service
- Disability services
- Short-Term Restorative Care

## Preferred language of respondents for communication with Multicultural Care:

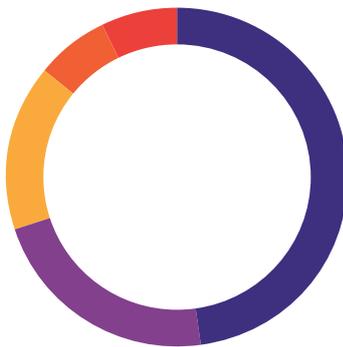


### How our consumer/ participants want to be involved in the planning and delivery of their service



- Talking over the phone **35%**
- By survey **26%**
- Meeting with a person **20%**
- In group meeting **3%**
- Not specified **9%**
- Other **7%**

### How our consumer/ participants said they want Multicultural Care to ensure their care and services meet their needs and preferences



- Provide me with information **48%**
- Explain information provided **22%**
- Ask me questions **16%**
- Not specified **7%**
- Other **7%**

### How our consumer/ participants said they have been involved in the planning, delivery and/or evaluation of their care and services



- Asked me during assessment **47%**
- Called me to follow up on my care **18%**
- Invited via feedback form **16%**
- Not specified **8%**
- Other **11%**

# Our people

Multicultural Care has a dedicated and passionate workforce of individuals who care deeply for our consumer/participants and participants. The majority of our staff members are Bilingual Support Staff who provide direct care and support to older people and people with disability. We also have a team of corporate staff, working in our office to support our frontline teams and consumer/participants community.

## Our Bilingual Support Staff

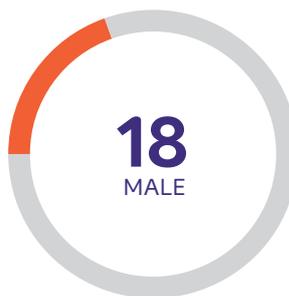
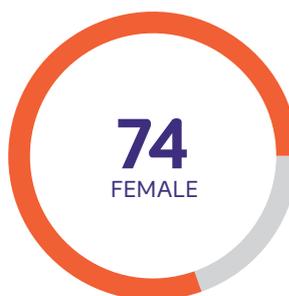
We believe being able to match our multicultural consumer/participants with a home care or disability support worker who speaks their native language and understands their cultural background is essential for delivering high quality, meaningful care. At Multicultural Care, our staff speak over 30 languages including English.

- Afrikaans
- Arabic
- Assyrian
- Bilen
- Cantonese
- Fijian
- French
- Greek
- Hindi
- Indonesian
- Italian
- Korean
- Malay
- Mandarin
- Māori
- Nepali
- Portuguese
- Punjabi
- Russian
- Shilha
- Spanish
- Swahili
- Tagalog
- Thai
- Tigrinya
- Tswana
- Turkish
- Urdu
- Vietnamese

Congratulations to the following staff members who are long-term employees of Multicultural Care. We appreciate your dedication to our organisation and consumer/participants.

	<b>Years</b>
R Walia	<b>15</b>
H Gerayesh	<b>5</b>
C Kyvetos	<b>5</b>
L Marawe	<b>5</b>
H Yousseff	<b>5</b>

### Staff gender



### Staff work type



- Temporary/Casual 37%
- Full time 28%
- Part time 27%

# Kudusan's story

When Kudusan applied for a role as an Aged Care Support Worker with Multicultural Care eight years ago, she knew her life experiences of caring for her grandparents in Eritrea meant she would have the skills for the job. She didn't realise she would find an organisation and clients who would mean the world to her.

"This is my first job. I've been in Australia for 16 years. After having my family, I wanted to work. I joined Multicultural Care to support the elderly because I'm passionate about the elderly being able to live independently in their own home. That's my main drive to work in this sector.

I do individual shifts, socialising and taking clients out. Twice a week I also work in the daycare program. I work with the Greek group every Tuesday, and I work every Thursday with the Arabic group.

I like both my shifts. When you are doing individual work, you are by yourself. You have to make the decisions. You control what you are doing with the client. In a group, you work as a team, you are collaborating together. Both are different, but it's fantastic. I enjoy it.

I like learning from the elderly, about their lives. They're passionate, and I'm developing from this. It makes you want your life to keep going when you see a client who is 100 years old be positive and never complain. When you see that, you think, 'Oh wow, I have to be like this'. It's inspiring.



The clients are always waiting for me to see them once a week or twice a week. That makes them happy. Just to help them in the house, to make them comfortable with their showering, take them out, socialising. It makes me happy because I make their life different. I can do something meaningful for them. They can be independent in their own environment. It's very beautiful.

Multicultural Care is very friendly. We are a very mixed culture all working together. It's fantastic. We are Australian but we are many cultures – African, Asian, European, all Australian. That's why I enjoy it."

“  
**It makes me happy because I make their life different. I make something meaningful for them.**  
”

# Rouba's story

In 14 years at Multicultural Care, our Senior Bilingual Support Staff (BSS) team member, Rouba has seen lots of changes including new offices and a growing workforce. While she admits her role isn't without challenges, Rouba can't imagine a more rewarding way to give back to older people in her community.

"When I joined Multicultural Care, I wasn't even looking for work to be honest. My kids were little; I was newly divorced. A friend said to me, 'Why don't you just come and help us out?' She was working here. So I went and it was rewarding. It felt good helping the elderly, so I thought, 'Well, I might as well just stay.'

14 years and one month later...here I am. Not only do I look after clients on the road as a Bilingual Support Staff member, I'm also a senior [supervisor] for the other support staff. They can call me if they have any issues, concerns or questions.



“  
**I have clients who say to me, ‘I love you. You’re like my daughter’.**  
”

[Senior BSS] is not for everybody, but if you have empathy and you've got patience, it's great. I think what we do is incredible. We're giving our clients quality of life when they're at home. They look forward to us coming. If it's not me, it's another BSS. They wait for us. Sometimes they'll even make us coffee. We'll get there and the coffee's ready. This is why I like my job. I think it prolongs [an older person's] life. It gives them hope.

Your clients become like family. I've been with some clients for 10 years. I go above and beyond for them. I'm from a Muslim background and two of my clients were Muslim. When we have Ramadan, we fast during the day and we break the fast at night. As I prepared to break my fast I would make [meals] for my clients, and take them over. Their kids lived far away, but these clients were local to my area so I would prepare their feast. That's special because it's a connection that I feel with my clients, and it's an important month of the year.

Some of my clients are in their 90s. I just try to give them the best possible life they can have. I take them out. I'll go sit with them and hear the same story every week. But that makes their day. It really does. I have consumer/participants who say to me, 'I love you. You're like my daughter'.

It's just the little things that you do for them that they appreciate. That's very rewarding and why I love my job.”

# Our CEO



## Dr Rosy Walia

### CEO & COMPANY SECRETARY

Dr Rosy Walia possesses a wealth of senior management and non-executive director experience spanning over two decades within the community and health sector. For the last 16 years, she has exemplified her leadership capabilities as the CEO/Company Secretary of Multicultural Care, an esteemed provider of culturally tailored home and community-based support services for the elderly, individuals with disabilities, and their caregivers. Her exceptional tenure at MC highlights her unwavering dedication to person-centred care, strategic vision, and effective risk management.

Prior to her role at Multicultural Care, Dr Walia played a pivotal role in advocating for quality management within the community and health sector. Serving as the State Manager NSW/ACT for a prominent national accrediting body, she championed the implementation of quality standards, contributing to enhanced healthcare delivery.

Dr Rosy Walia's contributions extend beyond her executive roles, as she has actively engaged in representative and advisory capacities. In 2020, she earned a position on the Workforce National Committee of the National Disability Services (NDS) Board, a distinguished national peak body for Disability Services organisations. Since 2011, she has been an integral member of the Community Care Advisory Committee of Aged & Community Services Australia (ACSA), now recognised as Home and Community Care Forum of ACCPA. Her dedication led to her appointment to the NSW Division Council of ACSA in 2019, now known as NSW State Member Council of ACCPA, coupled with an election as an NSW State Committee member of NDS.

Her re-election as a member of the NSW Divisional Committee of NDS further attests to her impactful contributions. Additionally, Dr Walia's involvement extends to Department of Health and Aged Care as well as Department of Human Services, including the HCP (Home Care Packages) Program Assurance Provider and Consumer Reference Group, and the Aged Care Provider Engagement Group, now known as Stakeholder Working Group. Her active participation in shaping policy and standards underscores her commitment to the sector.

Throughout her illustrious career, Dr Walia's influence has extended to her service on numerous not-for-profit boards, a testament to her commitment to governance and community welfare. Her standing as a recognised authority in the delivery of multicultural services has been reinforced by her receipt of the esteemed Cultural Diversity Scholarship at the Australian Institute of Company Directors (AICD) for the Company Director Course. Regular consultations on social policy and program design highlight her expertise. In September 2019, her exceptional knowledge was sought as she participated in the AICD's exclusive pilot of the applied governance course, Boardroom Mastery, by invitation.

Dr Rosy Walia's professional journey has equipped her with exceptional relationship-building skills, evident in her experience liaising with diverse individuals, community groups, service providers, and government departments. Recognising the paramount importance of effective public relations, she believes in its role in achieving meaningful and appropriate outcomes.

# Our Board



## Emanuel Valageorgiou

### CHAIR

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

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

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



## Jack Passaris OAM

### DIRECTOR

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

Mr Passaris has extensive experience on not-for-profit boards and community organisations. He has always had a strong passion for multiculturalism and for the development of a culturally diverse society.

He Passaris is also a board member of the Ethnic Communities' Council of NSW and a Foundation and Life Member. He is a former Deputy Mayor of Marrickville Council, where he served for 19 years as a Councillor. He was President of the Greek Orthodox Parish of Newtown for 46 years and is currently the Treasurer and Trustee of the Greek Orthodox Archdiocese of Australia Consolidated Trust.

Mr Passaris is a Trustee of the Foundation for Hellenic Studies (UNSW). In 2009, he received the Order of Australia Medal for his services to the community and he has demonstrated his ongoing dedication to multiculturalism in Australia and community life. In 2014 he was awarded the Premier's Lifetime Multicultural Community Service Medal.

# Our Board



**Diana Chang**

**DIRECTOR**

Member, Risk & Compliance Committee

Diana Chang joined the Multicultural Care Board in 2019. Ms Chang has over 35 years of experience as a commercial litigation lawyer and has been consistently recognised as a leading and recommended practitioner in litigation and alternative dispute resolution in Australia.

Ms Chang has been a partner in commercial law firms including a founding partner of a leading corporate boutique law firm and Office Managing Partner and Practice Leader in the Sydney office of Clifford Chance, a global law firm. Throughout her career Ms Chang has steered and actively contributed to community engagement and social justice initiatives of the firms she worked at.

Between 2016–2017 she was a Member of the NSW Law Society Diversity and Inclusion Committee whose role is to promote diversity, equality and inclusion in the legal profession

Ms Chang was also a part-time member of the Australian Takeovers Panel for six years. She is a graduate of the Australian Institute of Company Directors, and also the Vice President and Secretary of Justice Support Centre, a community organisation that provides free domestic and family violence and legal services to people in Sydney.



**George Margelis**

**DIRECTOR**

Director; Member, Risk & Compliance Committee

George Margelis is a medical practitioner who has been deeply involved in technology for the last 30 years. Originally trained as an optometrist, he started tinkering with computers in 1981 when he bought his first PC, a Sinclair ZX80, before going back to medical school to complete his training at the University of Sydney.

Mr Margelis was Chief Information Officer (CIO) of a private hospital group, as well as managing an innovative software development team that produced a personal health record for Australians 10 years before My Health Record was launched. He joined Intel in 2005 and then Intel-GE Innovations.

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

# Our Board



## Dr Liang Joo Leow OAM

### DIRECTOR

Chair, Risk & Compliance Committee

Liang Joo Leow joined the Multicultural Care Board in 2018. He is a medical professional with a passion for both clinical governance and corporate governance. He is currently a Specialist Adviser at the Therapeutic Goods Administration.

Dr Leow is a graduate of the Australian Institute of Company Directors and an Associate Fellow of the Royal Australasian College of Medical Administrators. He is a researcher in clinical medicine and linguistics, and holds degrees awarded by four Australian universities.

His tertiary qualifications are in public health, tropical medicine, information technology and linguistics. He won the inaugural James Cook University Outstanding Young Alumni Award and the inaugural Australian Institute of Interpreters and Translators Award for Excellence in Interpreting.

Dr Leow's multicultural and language experience includes subtitling at the Special Broadcasting Service, examining for the NSW Board of Studies and the National Accreditation Authority for Translators and Interpreters, and interpreting at international negotiations between heads of state.



## Tracy Harber

### DIRECTOR

(commenced 28 October 2022)

Member, Finance & Audit Committee

Tracy Harber joined the Multicultural Care Board in 2022, bringing experience as a director from the not-for-profit sector through her work with St Anthony's Family Care and Music Teachers Association, Australia.

Ms Harber works part-time at Google Australia in the sales and marketing function, advising the financial sector on digital advertising and tech.

She also volunteers with ADHD Australia in their marketing department, Wesley Mission as a mentor/ respite carer, and teaches ethics at her children's school.

Ms Harber has an Associate of Music, Australia; Bachelor of Accounting; Master of Arts (International Studies), is a Certified Public Accountant (CPA), and a Graduate of the Australian Institute of Company Directors (GAICD). She is also Mental Health First Aid accredited.

# Our Board



## Rakesh Raj

### DIRECTOR

(commenced 26/9/22 and resigned 25/1/23)

Chair, Finance & Audit Committee

Rakesh Raj joined the Multicultural Care Board in 2022 and was appointed to the Finance & Audit Committee in the same year. Mr Raj started his career at Ernst & Young Chartered Accountants in the assurance and managed services division. He has been a Finance Director and Regional Controller of several Australian and multinational companies as well as a large, independent not-for-profit college. Currently Mr Raj also serves on the board of South West Sydney Legal Centre as Treasurer.

He holds a Bachelor of Business in Accounting from The University of Technology Sydney. He is a Member of CPA Australia, a Fellow of the Institute of Public Accountants of Australia, and a registered BAS agent.



## Michael Hawatt

### DIRECTOR

(resigned 3/8/22)

Member, Finance & Audit Committee

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

Mr Hawatt was also the former President of the Watson Federal Electoral Conference, Lakemba State Electoral Conference and Canterbury Local Government Conference for the Liberal Party. He has also managed several election campaigns for his Liberal Party including for Federal, State and Local Government elections.

Mr Hawatt'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

# Part of the Multicultural Care Team



# Committee reports

## Financial and Audit Committee

We are pleased to present the audited Financial Statements for the year ended 30 June 2023. The audit for fiscal year 2022–23 was successfully conducted by WSC Group as the Board appointed auditors. The audit identified minor adjustments which have been made in the financial statements.

As the country was coming out of COVID-19, 2022–23 has been a challenging year. Unlike previous years during the pandemic, no government grants were received in this financial year to soften the effects of disruptions from COVID-19.

In FY2022–23, we had anticipated generating substantial revenue from several programs. However, staffing shortages during the fiscal year hindered our efforts to achieve our revenue goals.

With maximum efforts on revenue generation via service provisioning, the financial year ended with a marginal profit of \$12,279 compared to \$712,456 in the previous

financial year. Compared to last year, Subsidy and Grant Revenue was higher at 8.3% (\$579,676) and Net Profit was 98.3% (\$700,000) below last year's result. The Balance Sheet of the organisation is strong with an enviable liquid assets position with the ability for long-term growth. The equity remains at \$6.88m

The relocation of the corporate office to Burwood from Campsie on 10 July 2023 is noted as a post Balance Sheet date event.

The Finance and Audit Committee confirms Multicultural Care's capability to make payments as they fall due and its ability to operate as an on going concern.

The Committee thanks the staff, management, CEO and the Board for their contributions and direction. The Committee also extends its appreciation to all consumers and participants for trusting Multicultural Care as their service provider.

**Emanuel Valageorgiou**  
**INTERIM CHAIR, FINANCE AND AUDIT COMMITTEE**

## Risk and Compliance Committee

The Risk and Compliance Committee provides independent advice to the Board on matters relating to risk management, clinical governance and regulatory compliance. It is responsible for Multicultural Care's risk register, and also oversees the Clinical Committee, and meets regularly with Clinical Committee representatives.

We aim to establish a solid framework that enables best practice in our sector. We take guidance from key governance changes required in the current regulatory environment.

This reporting period, we focused on Team Leader development, notification of client incidents and risk alerts, tracking of employee training, workplace health and safety, cyber security, and improving the onboarding processes for key personnel.

The committee continued to update existing, and formulate new, organisation policies (including emergency and disaster management, data retention and succession planning) according to evolving needs at Multicultural Care. During the reporting period, committee members also had the opportunity to undertake formal coaching as part of the Aged Care Quality and Safety Commission's Governing for Reform in Aged Care program.

**Dr Liang Joo Leow OAM**  
**CHAIR, RISK AND COMPLIANCE COMMITTEE**

### The committee met on four occasions during 2022–23.

Name	Position	Meetings eligible to attend	Meetings attended
Liang Joo Leow	Chairman	4	3
Diana Chang	Member	4	4
George Margelis	Member	4	3
Emanuel Valageorgiou	Member	4	4



# FINANCIAL STATEMENTS

# Directors' Report

30 June 2022

The directors present their report on Multicultural Care for the financial year ended 30 June 2023.

## Operating results

The surplus of the Company after providing for income tax amounted to \$ 12,279 (2022: \$ 712,456).

## General information

### PRINCIPAL ACTIVITIES AND SIGNIFICANT CHANGES IN NATURE OF ACTIVITIES

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

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

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

## Short term objectives

The Company's short term objectives are to:

- To facilitate client centred care and empower individual consumer/participants 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 consumer/participants, their carers' and the community in general;
- Ensuring we operate a sustainable business that maximizes the effective and efficient use of our people, physical and financial resources;
- Be a recognised leader in the provision of in home support services for multicultural communities as evidenced by the success of programs and practices

## Strategy for achieving the objectives

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

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

## Directors

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

Names	Position	Details of shorter terms
Emanuel Valageorgiou	Chair	
Jack Passaris OAM	Director	
Diana Chang	Director	
George Margelis	Director	
Dr Liang Joo Leow OAM	Director	
Tracy Harber	Director	Commenced 28 October 2022
Rakesh Raj	Director	26 Sept 2022 to 25 Jan 2023
Michael Hawatt	Director	Resigned 3 August 2022

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

## Information on directors

### EMANUEL VALAGEORGIU

*Chair*

#### Experience

Emanuel Valageorgiou joined the Board in 2007 and is currently the Chair, having also served for several years as Secretary. He is an experienced not-for-profit (NFP) board director and was formerly a senior executive with TransGrid. Until recently he provided human resources and change management consulting services to not-for-profits and small businesses. He has extensive experience in voluntary organisations dealing with multicultural issues, aged and disability care, youth, and sport. Emanuel has been a Director of the Ethnic Communities' Council of NSW since 2005, serving as Secretary and Chair and is currently its Treasurer. He was appointed Treasurer of the Federation of Ethnic Communities' Councils of Australia in 2022. Emanuel is President of the Samian Brotherhood of Sydney & NSW and a Founding Director of Hurstville Glory Football Club.

#### Special Responsibilities

Member, Finance & Audit and Risk & Compliance Committees

### JACK PASSARIS OAM

*Director*

#### Experience

Jack Passaris OAM was appointed Chair of Multicultural Care in 2003 and held this position until December 2020. He is extremely proud of what Multicultural Care achieved during this time and continues to achieve. He currently serves as a Director on the Board. Jack has extensive experience on not-for-profit boards and community organisations. He has always had a strong passion for multiculturalism and for the development of a culturally diverse society. Jack is also a board member of the Ethnic Communities' Council of NSW and a Foundation and Life Member. Jack is a former Deputy Mayor of Marrickville Council, where he served for 19 years as a Councillor.

He was President of the Greek Orthodox Parish of Newtown for 46 years and is currently the Treasurer and Trustee of the Greek Orthodox Archdiocese of Australia Consolidated Trust. Jack is a Trustee of the Foundation for Hellenic Studies (UNSW). In 2009, Jack received the Order of Australia Medal for his services to the community and he has demonstrated his ongoing dedication to multiculturalism in Australia and community life. In 2014 he was awarded the Premier's Lifetime Multicultural Community Service Medal.

## **DIANA CHANG**

*Director*

### **Experience**

Diana Chang joined the Board in 2019. Diana has over 35 years' experience as a commercial litigation lawyer and has been consistently recognised as a leading and recommended practitioner in litigation and alternative dispute resolution in Australia. She has been a partner in commercial law firms including a founding partner of a leading corporate boutique law firm and Office Managing Partner and Practice Leader in the Sydney office of Clifford Chance a global law firm.

Throughout her career Diana steered and actively contributed to community engagement and social justice initiatives of the firms she worked at. Between 2016–2017 she was a Member of the NSW Law Society Diversity and Inclusion Committee whose role is to promote diversity, equality, and inclusion in the legal profession. She was also a part time member of the Australian Takeovers Panel for six years. She is a graduate of the Australian Institute of Company Directors. Diana is also the Vice President and Secretary of South West Sydney Legal Centre.

### **Special Responsibilities**

Member, Risk and Compliance Committee

## **GEORGE MARGELIS**

*Director*

### **Experience**

George Margelis is a medical practitioner who has been deeply involved in technology for the last 30 years. Originally trained as an optometrist, he started tinkering with computers in 1981 when he bought his first PC, a Sinclair ZX80, before going back to medical school to complete his training at the University of Sydney. He was Chief Information Officer (CIO) of a private hospital group, as well as managing an innovative software development team that produced a personal health record for Australians ten years before My Health Record was launched. He joined Intel in 2005 and then Intel-GE Innovations. In 2013 George was appointed an Adjunct Associate Professor at the University of Western Sydney with the TeleHealth Research & Innovation Laboratory (THRIL). In 2014 he was appointed to the IT in Aged Care Hall of Fame for his work in the use of technology in aged care. In 2019 he took on the role of Independent Chair of the Aged Care Industry Information Technology Council.

### **Special Responsibilities**

Member, Risk and Compliance Committee

## **DR LIANG JOO LEOW OAM**

*Director*

### **Experience**

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

### **Special Responsibilities**

Chair, Risk and Compliance Committee

## **TRACY HARBER**

*Director*

*(commenced 28 October 2022)*

### **Experience**

Tracy Harber joined the Board in 2022, bringing experience as a director from the NFP sector through her work with St Anthony's Family Care and Music Teachers Association, Australia. She works part-time at Google Australia in the sales and marketing function, advising the financial sector on digital advertising and tech. She volunteers with ADHD Australia in their marketing, Wesley Mission as a mentor/ respite carer, and teaches ethics at her children's school. She has an Associate of Music, Australia; Bachelor of Accounting; Masters of Arts (International Studies), CPA, and GAICD. She is Mental Health First Aid accredited.

### **Special Responsibilities**

Member, Finance & Audit Committee

## **RAKESH RAJ**

*Director*

*(commenced 26 September 2022; resigned 25 January 2023)*

### **Experience**

Rakesh Raj joined the Board in 2022 and was appointed to the Finance & Audit Committee in the same year. Rakesh started his career at Ernst & Young Chartered Accountants in the assurance and managed services division. He has been a Finance Director and Regional Controller of several Australian and multinational companies and a large independent not for profit college. At present he also serves on the board of South West Sydney Legal Centre as a Board member and Treasurer. Rakesh holds a Bachelor of Business in Accounting from The University of Technology Sydney. He is a member of CPA Australia, Fellow of the Institute of Public Accountants of Australia, and a registered BAS agent.

### **Special Responsibilities**

Chair, Finance & Audit Committee

## MICHAEL HAWATT

Director  
(resigned 3 August 2022)

### Experience

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

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

### Special Responsibilities

Member, Finance and Audit Committee

## Meetings of directors

During the financial year, 10 meetings of directors (including committees of directors) were held. Attendances by each director during the year were as follows:

	Directors' Meetings		Finance & Audit Committee		Risk & Compliance Committee	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended
<b>Emanuel Valageorgiou</b>	5	5	1	1	4	4
<b>Jack Passaris OAM</b>	5	5				
<b>Diana Chang</b>	5	5	1	1	4	4
<b>George Margelis</b>	5	5			4	3
<b>Dr Liang Joo Leow OAM</b>	5	4			4	3
<b>Tracy Harber</b>	3	2				
<b>Rakesh Raj</b>	3	2	1	1		
<b>Michael Hawatt</b>	1					

## Other items

### EVENTS AFTER THE REPORTING DATE

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

Signed in accordance with a resolution of the Board of Directors



**Director: Emanuel Valageorgiou**

*Dated this 23rd day of October 2023*

# Auditor's Independence Declaration under Section 60 40 of the Charities and Not for profits Commission Act 2012 to the Directors of Multicultural Care



I declare that, to the best of my knowledge and belief, during the year ended 30 June 2023, there have been:

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

**WSC Group – Audit Pty Ltd**

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

**A F Gilbert, CA**

*Director*

# Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2023

	Note	2023 \$	2022 \$
<b>Revenue and other income</b>			
Revenue from contracts with customers	4	7,563,365	6,984,152
Other income	4	179,111	414,184
<b>Total revenue and other income</b>		<b>7,742,476</b>	<b>7,398,336</b>
<b>Expenditure</b>			
Employee benefits expense		(4,860,551)	(4,565,308)
Depreciation expense		(23,968)	(39,736)
Depreciation right of use asset		(137,228)	(126,922)
Bad and doubtful debt expenses		(79,656)	(21,577)
Advertising expenses		(2,544)	(4,001)
Audit and accounting expenses		(38,381)	(17,141)
Client program expenses		(2,036,171)	(1,568,094)
Computer expenses		(166,840)	(167,983)
Other expenses		(381,801)	(434,055)
Finance costs		(3,057)	(3,187)
<b>Total expenditure</b>		<b>(7,730,197)</b>	<b>(6,948,004)</b>
<b>Operating surplus before income tax</b>		<b>12,279</b>	<b>450,332</b>
Income tax expense		–	–
Gain on disposal of non-current assets		–	262,124
<b>Surplus for the year</b>		<b>12,279</b>	<b>712,456</b>
<b>Total comprehensive income for the year</b>		<b>12,279</b>	<b>712,456</b>

# Statement of Financial Position

As At 30 June 2022

	Note	2023 \$	2022 \$
<b>ASSETS</b>			
CURRENT ASSETS			
Cash and cash equivalents	5	8,054,792	8,427,862
Trade and other receivables	6	547,256	506,609
Other assets	8	260,358	258,463
TOTAL CURRENT ASSETS		8,862,406	9,192,934
NON CURRENT ASSETS			
Property, plant and equipment	7	152,493	67,584
Right of use assets	9	2,568	139,796
TOTAL NON CURRENT ASSETS		155,061	207,380
TOTAL ASSETS		9,017,467	9,400,314
<b>LIABILITIES</b>			
CURRENT LIABILITIES			
Trade and other payables	10	519,756	663,655
Lease liabilities	11	2,717	138,366
Employee benefits	13	549,010	518,840
Other liabilities	12	966,217	1,138,550
TOTAL CURRENT LIABILITIES		2,037,700	2,459,411
NON CURRENT LIABILITIES			
Lease liabilities	11	-	2,717
Employee benefits	13	98,956	69,654
TOTAL NON CURRENT LIABILITIES		98,956	72,371
TOTAL LIABILITIES		2,136,656	2,531,782
NET ASSETS		6,880,811	6,868,532
<b>EQUITY</b>			
Retained earnings		6,880,811	6,868,532
<b>TOTAL EQUITY</b>		6,880,811	6,868,532

# Statement of Changes in Equity

For the Year Ended 30 June 2023

## 2023

	Retained Earnings \$	Asset Revaluation Reserve \$	Total \$
<b>Balance at 1 July 2022</b>	<b>6,868,532</b>	<b>–</b>	<b>6,868,532</b>
Surplus for the year	12,279	–	12,279
<b>Balance at 30 June 2023</b>	<b>6,880,811</b>	<b>–</b>	<b>6,880,811</b>

## 2022

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

# Statement of Cash Flows

For the Year Ended 30 June 2023

	Note	2023 \$	2022 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>			
Receipts from customers		7,172,430	6,474,499
Payments to suppliers and employees		(7,412,136)	(6,344,652)
Interest received		118,316	12,931
Receipts from COVID19 government grants		-	270,026
Net cash provided by/(used in) operating activities	17	(121,390)	412,804
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>			
Purchase of plant and equipment		-	-
Proceeds from sale of noncurrent assets		(110,257)	1,360,000
Net cash provided by/(used in) investing activities		(110,257)	1,360,000
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>			
Principal repayments of lease liabilities		(141,423)	(130,508)
Net cash provided by/(used in) financing activities		(141,423)	(130,508)
Net increase/(decrease) in cash and cash equivalents held		(373,070)	1,642,296
Cash and cash equivalents at beginning of year		8,427,862	6,785,567
Cash and cash equivalents at end of financial year	5	8,427,862	8,427,863

# Notes to the Financial Statements

## For the Year Ended 30 June 2023

The financial report covers Multicultural Care as an individual entity. Multicultural Care is a not for profit Company limited by guarantee, registered 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 financial statements are general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards Simplified Disclosures and the *Australian Charities and Not for profits Commission Act 2012*.

### 2 Summary of Significant Accounting Policies

#### (a). Revenue and other income

##### Revenue from contracts with customers

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

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

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

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

#### Interest revenue

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

#### Gain on disposal of non current assets

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

#### Grant revenue

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

#### Other income

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

#### (b). Income Tax

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

#### (c). Goods and services tax (GST)

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

Receivables and payables are stated inclusive of GST.

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

#### (d). Volunteer services

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

#### (e). Property, plant and equipment

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

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

##### Land and buildings

Land and buildings are measured using the revaluation model.

##### Plant and equipment

Plant and equipment are measured using the cost model.

##### Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight line basis over the 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.

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

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

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

#### (f). Financial instruments

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

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

#### Financial assets

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

##### Classification

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

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

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

##### Amortised cost

Assets measured at amortised cost are financial assets where:

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

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

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

Interest income, foreign exchange gains or losses and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

### Impairment of financial assets

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

- financial assets measured at amortised cost

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

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

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

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

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

### Trade receivables and contract assets

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

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

### Other financial assets measured at amortised cost

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

### Financial liabilities

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

The financial liabilities of the Company comprise trade payables, bank and other loans and lease liabilities.

### (g). Cash and cash equivalents

Cash and cash equivalents 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.

### (h). Leases

#### (i). Right of use asset

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

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

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

(ii). Lease liability

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

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

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

#### **Exceptions to lease accounting**

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

(i). **Employee benefits**

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

(j). **Adoption of new and revised accounting standards**

The Company has adopted all standards which became effective for the first time at 30 June 2023, the adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of the Company.

### **3 Critical Accounting Estimates and Judgments**

The directors make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

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

The significant estimates and judgements made have been described below.

#### **Key estimates receivables**

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

## 4 Revenue and Other Income

	2023 \$	2022 \$
Revenue from contracts with customers		
HCP subsidies and contributions	<b>3,004,877</b>	2,805,609
CHSP subsidies and contributions	<b>2,338,061</b>	2,273,055
NDIS income	<b>340,303</b>	253,696
Community visitor schemes program	<b>76,318</b>	66,137
STRC subsidies and contributions	<b>1,413,813</b>	848,206
SLHD income	-	410,204
CIP income	-	51,835
Veteran affairs income	<b>148,687</b>	118,671
Other subsidies and grants	-	59,623
Private services client contribution	<b>9,055</b>	-
SWSPHN Care finder program	<b>98,447</b>	-
FECCA income	<b>133,804</b>	97,116
<b>Total Revenue</b>	<b>7,563,365</b>	6,984,152
Other Income		
Insurance recovery	<b>53,218</b>	89,372
Interest received	<b>118,316</b>	12,931
Retention bonus income	<b>(15,000)</b>	29,340
Other reimbursements	<b>22,577</b>	12,515
Other COVID 19 government subsidies	-	270,026
<b>Total other income</b>	<b>179,111</b>	414,184

## 5 Cash and Cash Equivalents

	2023 \$	2022 \$
Cash on hand	<b>662,858</b>	1,171,440
Short term deposits	<b>7,391,934</b>	7,256,422
	<b>8,054,792</b>	8,427,862

## 6 Trade and other receivables

### CURRENT

Trade receivables	<b>575,402</b>	518,422
Provision for impairment	<b>(56,571)</b>	(20,600)
<b>Net carrying value</b>	<b>518,831</b>	497,822

Other receivables		
Deposits	<b>9,450</b>	8,850
GST receivable	<b>18,975</b>	-
Loan to employees	-	(63)
<b>Total current trade and other receivables</b>	<b>547,256</b>	506,609

## 7 Property, plant and equipment

	2023 \$	2022 \$
PLANT AND EQUIPMENT		
Furniture, fixtures and fittings		
At cost	60,670	143,212
Accumulated depreciation	(49,045)	(128,651)
Total furniture, fixtures and fittings	<u>11,625</u>	<u>14,561</u>
Motor vehicles		
At cost	89,638	54,820
Accumulated depreciation	(30,700)	(23,251)
Total motor vehicles	<u>58,938</u>	<u>31,569</u>
Computer equipment		
At cost	102,202	93,745
Accumulated depreciation	(80,169)	(83,622)
Total computer equipment	<u>22,033</u>	<u>10,123</u>
Leasehold Improvements		
At cost	67,344	17,555
Accumulated amortisation	(7,447)	(6,224)
Total leasehold improvements	<u>59,897</u>	<u>11,331</u>
<b>Total property, plant and equipment</b>	<b><u>152,493</u></b>	<b><u>67,584</u></b>

### Movements in Carrying Amounts

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

	Furniture, Fixtures and Fittings \$	Motor Vehicles \$	Computer Equipment \$	Leasehold Improvements \$	Total \$
<b>Year ended 30 June 2023</b>					
Balance at the beginning of year	14,561	31,569	10,123	11,331	67,584
Additions	-	34,817	25,651	49,789	110,257
Depreciation expense	(2,936)	(7,448)	(12,361)	(1,223)	(23,968)
Loss on disposal	-	-	(1,380)	-	(1,380)
<b>Balance at the end of the year</b>	<b><u>11,625</u></b>	<b><u>58,938</u></b>	<b><u>22,033</u></b>	<b><u>59,897</u></b>	<b><u>152,493</u></b>

## 8 Other Assets

	2023 \$	2022 \$
CURRENT		
Prepayments	<b>61,028</b>	258,463
Accrued income	<b>199,330</b>	-
	<b>260,358</b>	258,463

## 9 Right-of-use assets

	Buildings \$	Office Equipment \$	Total \$
<b>Year ended 30 June 2023</b>			
Balance at beginning of year	<b>134,660</b>	<b>5,136</b>	<b>139,796</b>
Depreciation charge	<b>(134,660)</b>	<b>(2,568)</b>	<b>(137,228)</b>
<b>Balance at end of year</b>	<b>-</b>	<b>2,568</b>	<b>2,568</b>
<b>Year ended 30 June 2022</b>			
Balance at beginning of year	38,661	7,704	46,365
Depreciation charge	(124,354)	(2,568)	(126,922)
Additions to right of use assets	220,353	-	220,353
<b>Balance at end of year</b>	<b>134,660</b>	<b>5,136</b>	<b>139,796</b>

## 10 Trade and Other Payables

	2023 \$	2022 \$
CURRENT		
Trade payables	<b>99,749</b>	523,960
GST payable	<b>29,411</b>	(70,932)
PAYG payable	<b>49,347</b>	29,370
Superannuation Payable	<b>38,273</b>	2,097
Accrued wages	<b>183,208</b>	154,138
Sundry payables and accrued expenses	<b>119,768</b>	25,022
	<b>519,756</b>	663,655

## 11 Lease liabilities

	2022 \$	2021 \$
CURRENT		
Lease liabilities	2,717	138,366
NON CURRENT		
Lease liabilities	-	2,717
<b>Total lease liabilities</b>	<b>2,717</b>	<b>141,083</b>

## 12 Other Liabilities

	2022 \$	2021 \$
CURRENT		
STRC unexpended client funds	80,092	56,432
HCP unexpended client funds	591,179	1,082,118
SWSPHN unexpended client funds	294,946	-
	<b>966,217</b>	<b>1,138,550</b>

## 13 Employee Benefits

	2022 \$	2021 \$
CURRENT		
Long service leave	124,375	122,406
Annual leave	424,635	396,434
	<b>549,010</b>	<b>518,840</b>
NON CURRENT		
Long service leave	98,956	69,654
	<b>98,956</b>	<b>69,654</b>

## 14 Members' Guarantee

The Company is incorporated under the Corporations Act 2001 and is a Company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstandings and obligations of the Company. At 30 June 2023 the number of members was 10 (2022: 10).

## 15 Key Management Personnel Remuneration

The total remuneration paid to key management personnel of the Company is \$494,936 (2022: \$356,670).

## 16 Contingencies

In the opinion of the Directors, the Company did not have any contingencies at 30 June 2023 (30 June 2022: None).

## 17 Cash Flow Information

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

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

	2023 \$	2022 \$
Profit for the year	12,279	712,456
Cash flows excluded from profit attributable to operating activities		
Non cash flows in profit:		
– depreciation	23,968	39,736
– depreciation right of use assets	137,228	126,922
– interest lease liability	3,057	3,187
– net gain on disposal of property, plant and equipment	1,380	(262,124)
– impairment of receivables	35,971	21,577
Changes in assets and liabilities:		
– (increase)/decrease in trade and other receivables	(274,643)	(662,458)
– (increase)/decrease in subsidies in advance	-	11,487
– (increase)/decrease in prepayments	197,435	-
– increase/(decrease) in trade and other payables	(317,538)	324,271
– increase/(decrease) in provisions	59,473	97,749
Cashflows from operations	<u>(121,390)</u>	<u>412,803</u>

## 18 Events after the end of the Reporting Period

After the end of the financial year, the Company relocated its office premises and entered into a lease, which will result in a lease liability and right-of-use asset in the next reporting period.

Apart from this, no matter or circumstance has arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

## 19 Statutory Information

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

**Multicultural Care**  
**Level 2, Suite 2.01**  
**16-24 Elsie Street**  
**BURWOOD NSW 2134**

# Responsible Persons' Declaration

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

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

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



**Responsible person: Emanuel Valageorgiou**

*Dated this 23rd day of October 2023*

# Independent Audit Report to the members of Multicultural Care Limited



## Report on the Audit of the Financial Report

### Opinion

We have audited the financial report of Multicultural Care (the Company), which comprises the statement of financial position as at 30 June 2023, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible persons' declaration.

In our opinion, the accompanying financial report of the Company is in accordance with Division 60 of the *Australian Charities and Not for profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Company's financial position as at 30 June 2023 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards Simplified Disclosures and Division 60 of the *Australian Charities and Not for profits Commission Regulations 2013*.

### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the auditor independence requirements of the *Corporations Act 2001* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the *Corporations Act 2001*, which has been given to the directors of the Company, would be in the same terms if given to the directors as at the time of this auditor's report.

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

### Responsibilities of Directors for the Financial Report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Corporations Act 2001* and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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



#### **Auditor's Responsibilities for the Audit of the Financial Report**

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

#### **WSC Group – Audit Pty Ltd**

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

**A F Gilbert**

Director

Dated this 23rd day of October 2023

# Glossary of shortened terms

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

<b>Term</b>	<b>Full name</b>	<b>Meaning</b>
<b>CDC</b>	Consumer Directed Care	Government mandated approach (since mid 2015) to delivery of home care packages to Australian consumers. Aims to ensure greater flexibility and choice of provider and care services
<b>CDSE</b>	Community Development Support Expenditure scheme	A state wide grants initiative funded by ClubsNSW
<b>CHSP</b>	Commonwealth Home Support Programme	Helps senior Australians access entry level support services to live independently and safely at home (replaced HACC program in 2015)
<b>CIP</b>	Carer Investment Program	Initiative of NSW Department of Communities and Justice
<b>CMADSS</b>	Canterbury Multicultural Aged and Disability Support Service Incorporated	Multicultural Care's former name on being incorporated as an association in June 1993, until 2014
<b>ComPacks</b>	Community Packages	Non clinical packages of case management and home care services for patients being discharged from a NSW public hospital
<b>COTA</b>	Council On The Ageing	Peak advocacy body for older Australians
<b>COVID 19</b>	Coronavirus disease 2019	CO stands for corona, VI for virus, D for disease; first emerged in the year 2019 (ref. World Health Organization)
<b>CQI</b>	Continuous Quality Improvement process	
<b>CRC</b>	Commonwealth Respite for Carers Program	
<b>CRMS</b>	Client Relationship Management System	
<b>DCJ</b>	NSW Department of Communities and Justice	
<b>DoH</b>	Department of Health	
<b>DoSS</b>	Department of Social Services	
<b>DVA</b>	Department of Veterans' Affairs	
<b>ECC NSW</b>	Ethnic Communities Council of NSW	Peak body representing 300 member organisations
<b>ELDAC</b>	End of Life Direction for Aged Care	A collective of five national bodies and three universities that provide training in the specialised palliative care of people living with serious illness
<b>EOI</b>	Expression of Interest	
<b>FECCA</b>	Federation of Ethnic Communities' Councils of Australia	National peak body with 20 member organisations representing Australia's CALD communities and their organisations.

<b>Term</b>	<b>Full name</b>	<b>Meaning</b>
<b>GAICD</b>	Graduate Member of the Australian Institute of Company Directors	
<b>GP</b>	General practitioner	
<b>Grandfathered</b>	Provision in which an old rule or arrangement continues to apply, while a new rule will apply to all future cases	In aged care context, grandfathered consumer/participants received services prior to CHSP commencing in July 2015, including Commonwealth Home and Community Care, National Respite for Carers Program, Day Therapy Centres Program, Assistance with Care, Housing for the Aged Program
<b>HACC</b>	Commonwealth Health And Community Care	HACC was the predecessor to the Commonwealth Home Support Programme. It provided funding for services that support people to live at home, and administered the HACC National Service Standards to evaluate funded agencies
<b>HCP</b>	Home Care Packages	
<b>HVSS</b>	Home Visiting and Support Service	
<b>IWDF</b>	Inner West Disability Forum	A network of members working in the disability sector in inner west Sydney
<b>JP</b>	Justice of the Peace	
<b>LGA</b>	Local Government Area	
<b>LLLB</b>	'Living Longer, Living Better'	Australian Government aged care reform package (10 year plan), announced in 2012, in response to Productivity Commission report 'Caring for Older Australians'
<b>MAC</b>	Multicultural Aged Care	Multicultural Care's former name from 2014 to 2017
<b>NDIA</b>	National Disability Insurance Agency	
<b>NDIS</b>	National Disability Insurance Scheme	
<b>NDS</b>	National Disability Services	Peak body for disability services organisations
<b>NESB</b>	Non English Speaking Background	
<b>NFP</b>	Not for profit organisation	
<b>NGO</b>	Non Government Organisation	
<b>NRCP</b>	National Respite for Carers Program	
<b>OAM</b>	Medal of the Order of Australia	
<b>OH&amp;S</b>	Occupational Health and Safety	
<b>PCAN</b>	Positive CALD Ageing Network	Coordinated by FECCA, PCAN members represent CALD older persons, their carers, community organisations, service providers and researchers, to provide input into FECCA's policy positions on ageing and aged care

<b>Term</b>	<b>Full name</b>	<b>Meaning</b>
<b>PCA</b>	Personal Care Assistant	
<b>PPE</b>	Personal Protective Equipment	
<b>RAS</b>	Regional Assessment Service	
<b>RTO</b>	Registered Training Organisation	
<b>SLHD</b>	Sydney Local Health District	
<b>STRC</b>	Short-Term Restorative Care	Funded by Department of Health
<b>SWSLHD</b>	South Western Sydney Local Health District	
<b>TACP</b>	Transitional Aged Care Program	A supported out of hospital care program that provides low intensity in home services for up to 12 weeks after discharge. It provides time for the older person to decide whether they will live at home with additional support from community care services, or need to consider going to a residential aged care facility
<b>TAFE</b>	Technical And Further Education	

# Acknowledgements

Multicultural Care has provided care and support to diverse communities across Sydney for more than three decades. This has been possible with the assistance and backing of many individuals and organisations who support our shared values of cultural care and connection.

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

We gratefully acknowledge our funding bodies:

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

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



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# Multicultural Care

Over 30 years  
of Cultural Care  
& Connection