

# Annual Report

2023-2024



**Multicultural  
Care**

Over 30 years  
of Cultural Care  
& Connection



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#### Acknowledgement of Country and Appreciation of Collective Wisdom

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 Elders past, present and future, and with gratitude we celebrate the collective wisdom of our diverse community.

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# About Multicultural Care

*Over 30 years of cultural care and connection*

Multicultural Care is a not-for-profit organisation providing in-home care services to people from culturally and linguistically diverse (CALD) backgrounds living across many regions of Sydney. We have been meeting the needs of multicultural communities 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 older who live with 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 consumers/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 consumers/participants with the most optimal care. Each staff member embodies and delivers on our organisational values of customer focus, inclusiveness, fairness, integrity, accountability, innovation, collaboration and equality. We are committed to matching each 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 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.



## OUR VALUES

- **People focus** – A caring service starts with caring people, therefore we strive to select, develop, and support the highest quality care professionals.
- **Customer focus and innovation** – We continually strive to match our services to the evolving needs of our consumers and the community.
- **Inclusiveness** – We inclusively care for and show kindness for all our diverse community. We encourage the sharing of different perspectives and ideas. We seek to meet the needs of all people through Multicultural Care or partnering with another organisation.
- **Integrity** – Our consumers/participants, 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 PURPOSE

- 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.



# Chair's message

It is with great pleasure that I, on behalf of the Board, present the 33rd Annual Report for Multicultural Care.

The aged care sector faces ongoing transformations. Presently, with bipartisan support, new Aged Care legislation is being implemented. The forthcoming Support at Home Program, set to launch on 1 July 2025, aims to simplify and improve in-home aged care services, making them more integrated, flexible, and user-friendly. It will replace several existing programs, including the Home Care Packages Program and the Short-Term Restorative Care Programme.

Service providers, however, must now introduce significant systemic and procedural changes to implement the new program. Multicultural Care's latest Strategic Plan is focused on maintaining adaptability and agility to not only meet these challenges but also seize potential growth opportunities.

The organisation's continued trajectory of growth and robust financial health are reflective of the tireless efforts and dedication of our leadership team, staff and volunteers, led by CEO Dr Rosy Walia. I extend my deepest gratitude to them for their invaluable contributions and the outstanding care delivered to our consumers/participants over this past year.

The Board is continuing to diversify its composition, enhancing the range of skills, knowledge, and experience it can draw on as Multicultural Care embarks on this new and more demanding era within the aged care industry. The unwavering dedication exhibited by my fellow Board members towards Multicultural Care's vision warrants my heartfelt thanks for their continual support and encouragement throughout this period.



Regrettably, I must also convey sad news—the recent passing of Jack Passaris OAM—a venerated colleague who dedicated two decades to serving Multicultural Care, including 17 years as Chair. His tenure as a leader and colleague was marked by loyalty and commitment to the organisation and our consumers/participants. He was a cherished friend and mentor to many within our ranks. A passionate and ardent advocate for multiculturalism and aged care services, his absence will be profoundly felt by all who had the privilege of knowing him.

A handwritten signature in blue ink, reading 'E. Valageorgiou'.

**Emanuel Valageorgiou**  
CHAIR

# CEO's report

The past year has been a period of both progress and challenges for Multicultural Care, driven by sector-wide reforms in aged care and disability. Despite delays, including the New Aged Care Act's postponement to 1 July 2025, our organisation remains committed to high-quality care and service expansion. Below is a summary of our key achievements and the important changes ahead.

## Aged Care Reforms

The New Aged Care Act and the strengthened standards, delayed until 1 July 2025, will transform aged care delivery. Multicultural Care has started preparing by hosting workshops, conducting internal audits, and distributing information through newsletters to ensure smooth adaptation. The rollout of the new Support at Home Program will also commence in 2025, replacing the Home Care Packages (HCP) program and Short-Term Restorative Care (STRC) Programme. The Commonwealth Home Support Programme (CHSP) will transition no earlier than 1 July 2027 to ensure minimal disruption and continuity of care. Additionally, Multicultural Care successfully implemented the updated reporting requirements for the expanded Community Visitors Scheme (CVS), now the Australian Community Visitors Volunteer Scheme (ACVVS).

## Disability Sector Reforms

The NDIA introduced a phased rollout of its new customer relationship system, PACE, extending the full national implementation to February 2024. This ensures a smoother transition for providers and participants. Additionally, reforms to the NDIS Code of Conduct specify that providers must not charge higher prices for goods to NDIS participants compared to other consumers. Key personnel are also held accountable under the Code, ensuring greater compliance and transparency. Multicultural Care is aligning internal systems with these reforms to continue delivering high-quality, participant-centred services.



## Awards and Recognition

Multicultural Care was honoured with several prestigious awards in 2023, including:

- Excellence in Diversity and Inclusion at the Western Sydney Awards for Business Excellence (WSABE).
- Finalist for CEO of the Year at the Third Sector Awards.
- Individual and team recognitions at local volunteer awards.
- Two Xref Engage awards for Best Workplace and Change Champion.

## Service Expansion and Community Engagement

In July 2023, Multicultural Care relocated to Burwood, allowing for better community outreach. Events like our 2024 Cultural Day and participation in the Welcome Here Project reinforced our commitment to cultural inclusion and community support. Additionally, our service offerings expanded with new partnerships, a dedicated phone line for participants, and selection as a Preferred Tenderer for Veterans' Home Care Services. Multicultural Care successfully passed the NDIS Extension Audit, meeting all requirements to expand our services to people with a disability.

## Organisational Improvements

- More flexible working conditions were introduced following the successful trial of new work arrangements, which allow staff to balance extended hours with regular time off.
- The launch of the Multicultural Care Intranet streamlined internal communications, improving access to essential documents and updates.
- We implemented a Continuous Improvement (CI) Framework, along with regular policy reviews, to maintain service quality and address areas for improvement.
- Multicultural Care is preparing for the Strengthened Standards and the New Aged Care Act by conducting staff training and policy reviews.
- We have reinforced cybersecurity policies to safeguard sensitive data and ensure regulatory compliance.
- Risk management strategies and emergency disaster response plans were enhanced to better protect both consumers and staff.

## Participant Feedback and Advisory Bodies

Multicultural Care's 2023 satisfaction survey revealed that over 90% of survey participants felt that our services improved their quality of life. New Consumer and Quality Care Advisory Bodies have been established to gather valuable feedback for continuous service improvements.

## Planning, Partnerships and Governance

Multicultural Care took part in governance training and sector-wide discussions on aged care reforms. Key partnerships, including a joint tender for Single Assessment Services, were formed to strengthen our service delivery. We also supported the University of Sydney's FACE Dementia CALD project, contributing to research and community education. In early 2024, we initiated our next three-year strategic planning process. With the support of an independent consultant, we engaged stakeholders in developing a plan that will help us thrive amid historic sector reforms. This Strategic Plan will ensure we remain adaptive and resilient while aligning with long-term goals.

**We are committed to delivering compassionate, culturally appropriate care to the diverse communities we serve.**

## Future Outlook

The year ahead presents both challenges and opportunities, with major reforms in aged care and disability on the horizon. Multicultural Care will continue prioritising consumer/participant needs, strengthening community ties, and promoting an inclusive work environment. We are committed to delivering compassionate, culturally appropriate care to the diverse communities we serve.

## Thanks

A heartfelt thank you to the Board for their unwavering support and guidance throughout this transformative year with special thanks to our Chair, Emanuel Valageorgiou, for his exceptional leadership. We sincerely appreciate the invaluable support from our Funding Departments, enabling us to continue delivering care to our communities. To our dedicated staff, your passion and commitment drive our success and make a real difference in the lives of our consumers/participants. A heartfelt thank you to our consumers/participants for your trust and engagement. Your feedback helps us continually improve the care we provide. Lastly, we remember with deep gratitude our esteemed colleague and Director, Jack Passaris OAM, whose legacy of leadership will always be cherished.



**Dr Rosy Walia**  
CEO



# OUR TEAM



# Our year at a glance

## JULY 2023

After over 30 years at Campsie, including almost eight years at the office located on Canterbury Road, Multicultural Care relocated to Burwood. The Office Relocation Committee 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.

## SEPTEMBER 2023

We launched the Burwood Community Outreach Program conducted every Tuesday fortnightly at the Burwood Library Learning Lab. The aim of the program was to provide free advice to Burwood locals on anything related to home care services. The program ran until 5 December 2023.

The Multicultural Care Consumer/Participant Handbook was translated into Arabic, Chinese (simplified and traditional), Greek, Hindi, Italian and Vietnamese.

## OCTOBER 2023

Multicultural Care won the Excellence in Diversity and Inclusion Category at the 2023 Western Sydney Awards for Business Excellence (WSABE). This recognition stands as a testament to the collective hard work of our incredible team.



## AUGUST 2023

Our very own CEO, Dr Rosy Walia, was chosen as one of the Top 10 Finalists in the fiercely competitive 2023 Third Sector Awards, vying for the title of CEO of the Year. She not only represented Multicultural Care but was also the sole finalist representing the aged care and disability sector.



We launched the first edition of our revamped monthly staff newsletter — MC Collective. Previously, Multicultural Care only sent out newsletters to our support staff. MC Collective is the first staff newsletter to be sent out to both office and support staff.



Multicultural Care became a member of the Welcome Here Project, which supports businesses and services throughout Australia to create and promote environments that are visibly welcoming and inclusive of LGBTIQ+ communities.



Multicultural Care started implementing the nine-day working fortnight on a trial basis. This meant that some staff members had the option to work longer hours for nine days and then take the 10th day off. Multicultural Care received approval from the Board to conduct a trial of this arrangement.

## NOVEMBER 2023

Our volunteer, Linda Yacoub, received the Individual Volunteer Achievement Award at the 13th Annual St George Community Awards. The Awards recognise individuals, community groups and businesses which have made an outstanding contribution to the local community. The Individual Volunteer Achievement Award acknowledges an unsung hero in our community who has, through creativity, initiative, hard work and dedication, made a positive contribution to the lives of others.

At Multicultural Care, we value the diversity of our staff and want everyone to feel included and appreciated. We surveyed our staff to get their thoughts on important events they want us to celebrate in the office for 2024. After collating the responses from the team, we then created a full events calendar for 2024.

We ran a pilot program to upskill our care workers, known as Bilingual Support Staff (BSS), in preparation for the Lead BSS positions. The four BSS who participated performed on-site WHS Risk Assessments, visited consumers/participants to gather feedback on their service, learned new skills on our software and systems, and learned more about our business processes. The purpose of the program was to improve our service delivery and the consumer/participant experience by providing skills and knowledge in a timely manner to our frontline staff. The program ended in January 2024.



Multicultural Care joined other organisations in affirming the human rights and fundamental freedoms of all older people, including lesbian, gay, bisexual, transgender, intersex, and other sexuality, gender and bodily diverse (LGBTIQ+) people. We signed up to the Joint Statement between LGBTIQ+ Health Australia and Australia's aged care sector. We believe that a culture of affirming diversity and respect for every individual is a bedrock for protecting human rights, including in the provision of aged care services.

After a successful trial of the nine-day working fortnight in August 2023 and positive feedback from staff, the Board endorsed the continuation of the nine-day fortnight. Full-time office staff were able to apply to continue their flexible working arrangement.

The first Multicultural Care Consumer/Participant Advisory Body (CAB) meeting was held at our Burwood office. The CAB provides Multicultural Care's governing body (Board) and leadership team with feedback about the quality of care and services. Consumer/participant CAB members shared ideas, opinions, and suggestions about the quality of Multicultural Care's care and services.

## DECEMBER 2023

The first Multicultural Care Quality Care Advisory Body (QCAB) meeting was held at Burwood office. The QCAB supports and informs the governing body (Board), helps with problem-solving and suggests improvements to Multicultural Care's services. QCAB members provided independent feedback to the Board on the quality of care provided to consumers/participants. Their involvement will continue to make a significant impact on the services Multicultural Care provides.

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We launched the first ever Multicultural Care Intranet, a one-stop shop for all Multicultural Care related information. It contains links to forms like leave forms, claim forms and timesheets, information relevant to all teams like budgets, assessments, contact list and more. It also has a Meet the Team page and a page for those new to the team. The Intranet is ever evolving and will be constantly updated according to Multicultural Care's needs.

## JANUARY 2024

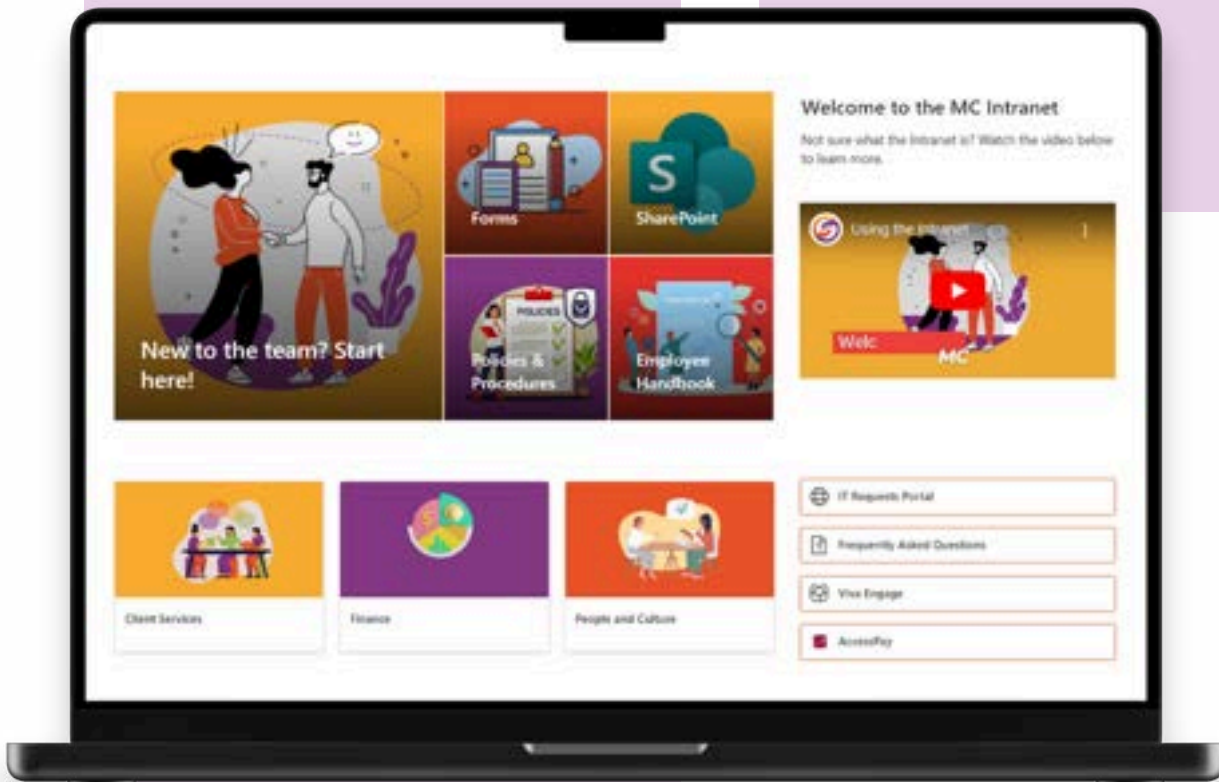
Our NDIS registration was renewed for another three years. This registration allows Multicultural Care to operate a number of new service codes under the scheme.

## APRIL 2023

We introduced a new community transport service for our Arabic South West Daycare Groups. South West Community Transport joined our two other community transport companies, transporting 120 aged care consumers/participants weekly.

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Our consumers/participants had an epic time celebrating different cultures together during our 2024 Cultural Day at the Burwood RSL. There was Korean drumming, singing, belly dancing, salsa class, a fashion show, great food and more. Almost 200 of our consumers/participants attended the event.





## JUNE 2024

We appointed our Lead BSS through successful internal recruitment – Rouba El Saleh, Angela Mouhtouris and Yosif Kiryacos. The Lead BSS headed out to visit some of our BSS in the community. The creation of the Lead BSS roles demonstrates Multicultural Care’s commitment to providing career opportunities for all staff. They will be focusing on providing support to our BSS out in the field and bridging those communication gaps between our Care Advisors/Coordinators and the BSS. As our BSS team grows, we will continue to appoint additional Lead BSS appropriately.



## MAY 2024

Our three volunteers and ACVVS team were recognised at the 2024 Burwood Volunteer Recognition Awards. Linda Yacoub and Tanya Sahoo were nominated for the Adult Volunteer category, while Rajni Jain was nominated for the Senior Volunteer category. Our ACVVS team won the award for Volunteer Team category. The awards ceremony was held at Southern Cross Catholic Vocational College.

Our Creative Care Connection Week was an amazing success! The free event provided seniors from CALD communities with the chance to come together and make art, with the guidance of an experienced art therapist. We had seniors from various communities participate in the event, including Arabic, Greek, Chinese, Macedonian and Italian. Funding for this project was provided by the NSW Government.

What an amazing double win for Multicultural Care! We were one of the winners of Xref Engage’s Best Workplace Awards for 2024. This prestigious award recognises best workplaces who have excellent management practices and a highly engaged workforce. We were also a winner in Xref Engage’s 2024 Change Champion Awards. The Change Champion Award recognises organisations that have made exceptional improvements in work practices and employee engagement.

# Our services and programs

## Home Care Package

The Australian Government's Home Care Package provides support to older people with complex needs who wish to stay living at home.



## Short-Term Restorative Care

Funded by the Department of Health and Aged Care, this programme provides early intervention to reverse or prevent functional decline and the loss of independence for older people.



## Commonwealth Home Support Programme

Funded by the Federal Government, this program is designed to provide entry-level support to older Australians who need some help to stay at home.



## Veterans' Home Care Program

The 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.



## Aged Care Volunteer Visitors Scheme

Funded by the Department of Health and Aged Care, this program involves volunteers visiting socially isolated older Australians to provide friendship and companionship.



## Disability Care Services

Multicultural Care is registered to provide services and support to people 18 years and older living with a disability who have a funding package under the National Disability Insurance Scheme (NDIS).

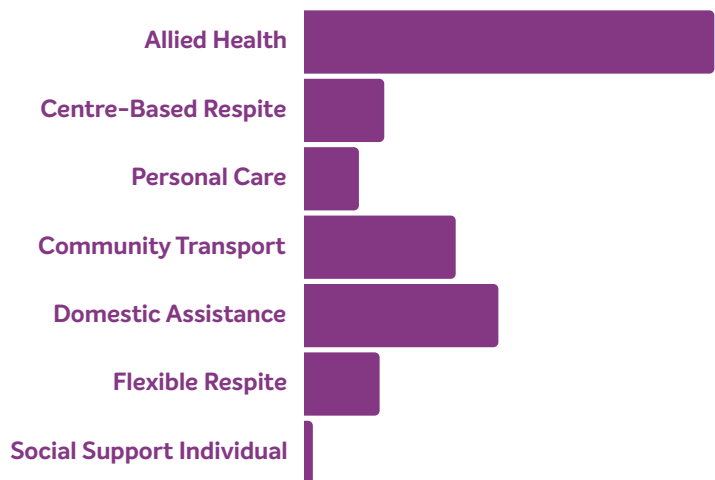
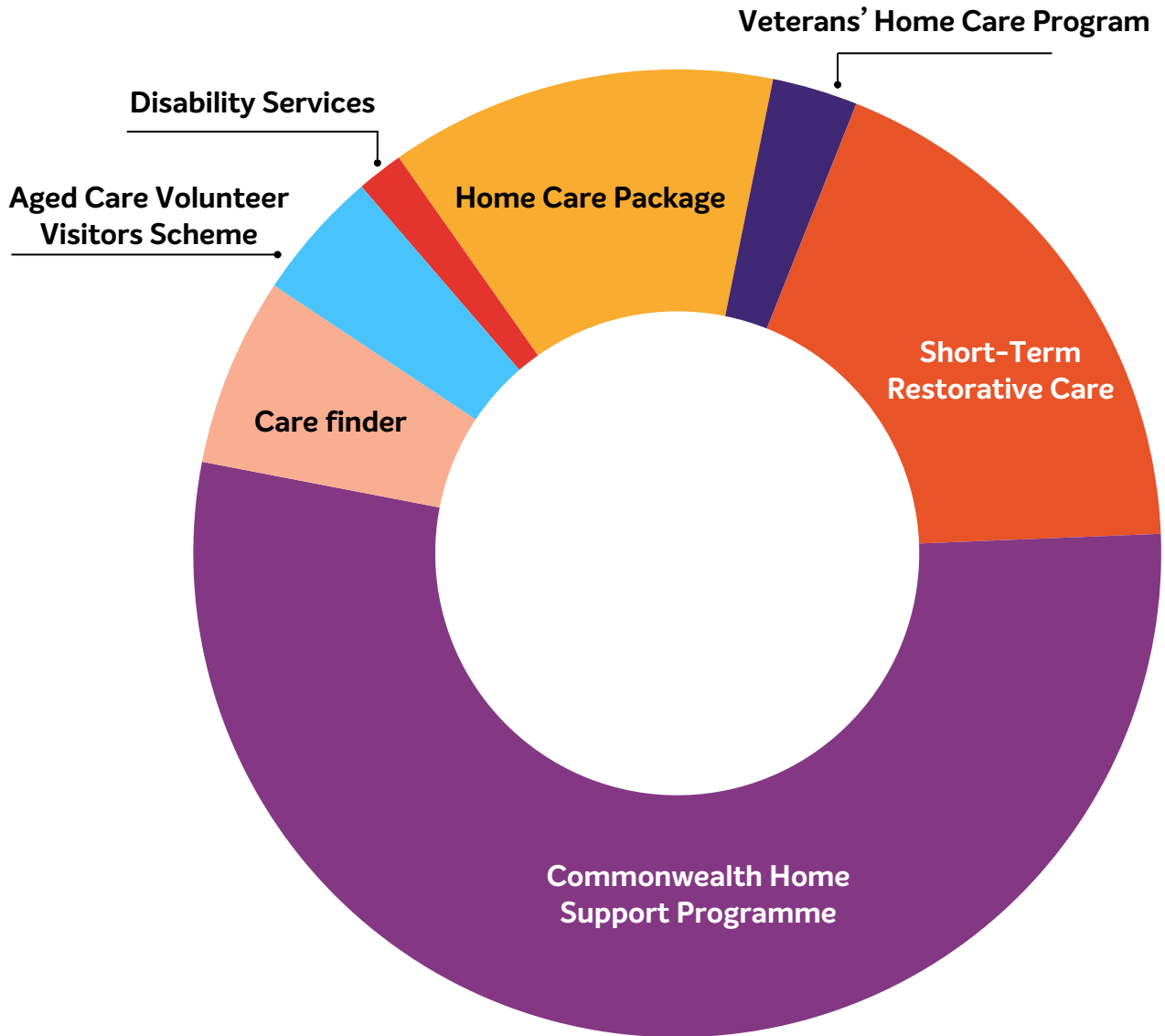


## Care finder Program

The program, available to South West Sydney residents, helps vulnerable older people navigate the aged care system and find support services.



# Distribution of Consumers/Participants by Program



## CASE STUDY

### From homelessness to hope

Seventy-three-year-old Abdel\* has faced significant hardships throughout his life. Born in Syria, he immigrated to Sydney, Australia, in the early 70s.

He worked as a motor mechanic and lived with his family. Unfortunately, due to unresolved family issues, Abdel found himself alone and homeless. His living conditions were dire. Residing in a privately rented room, essentially a garage with minimal facilities, he had no contact with family or friends and lacked support. His situation became even more precarious when he received an eviction notice, putting him at imminent risk of homelessness once again.

On top of that, Abdel's physical and mental health conditions added to his challenges. He suffers from major depression, memory problems, and chronic back and neck pain. He struggles with low mood, lack of motivation, and insomnia plagued by nightmares. His memory issues cause constant forgetfulness and confusion, and he has experienced multiple falls in the past year, necessitating the use of a walking stick.

Despite these challenges, he manages his day to day activities independently but needs assistance with meals, cleaning, shopping, and attending medical appointments.

In the face of eviction and deteriorating health, Abdel was referred to the Multicultural Care-Care finder team by My Aged Care services. The Care finder team made initial contact over the phone and arranged to meet Abdel at his rented accommodation. Realising the urgency of his situation, the Care finder team intervened by negotiating an extension of his tenancy by another month.

During this critical period, the Care finder team introduced Abdel to various services provided by My Aged Care, including Commonwealth Home Support Programme (CHSP) meals and transport services. They assisted him in registering a Care finder team member as his representative and reached out to different services to help him find new accommodation. This involved filling out paperwork, attending meetings with housing departments, and coordinating with his GP and psychologist to provide necessary documentation.

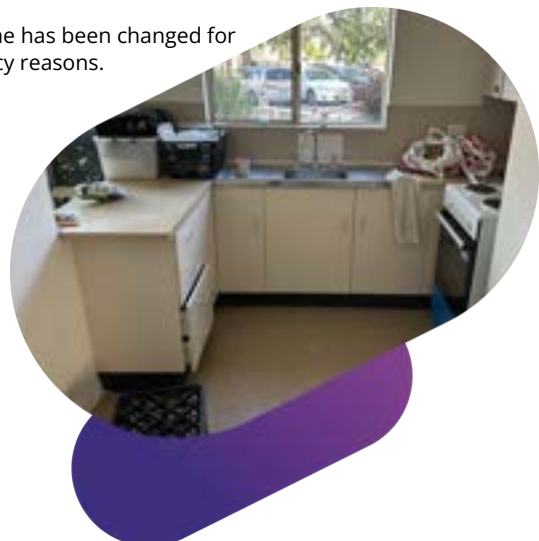
The Care finder team worked tirelessly with housing departments in Liverpool, Bankstown, and Parramatta, as well as with NEAMI National, to secure rental accommodation for Abdel. Their efforts paid off when they found him a ground-floor residence in Moorebank, significantly shortening the usual wait time for social housing, which can be up to 10 years.

With the help of the Care finder team, Abdel settled into his new accommodation. They introduced him to various service providers that can offer support. The Care finder team remains in regular contact with Abdel, conducting follow-ups to check on his health and well-being. They recently helped him register for MyGov on his mobile phone and continue to support him in managing his depression.

Abdel has started participating in community activities, which has had a positive impact on his mental health. He agreed to participate in the FACE Dementia project conducted by the University of Sydney, which has helped him feel more positive and proactive. Although he needs more time to settle in, he has expressed interest in joining the ACVVS program as a volunteer in the future.

Abdel's story is a testament to the impact that compassionate and dedicated support can have on an individual's life. The intervention of the Care finder team not only helped him avoid homelessness but also provided the necessary resources and support to improve his quality of life. With ongoing support and community engagement, Abdel is now on the path to a more stable and hopeful future.

\*Name has been changed for privacy reasons.





## CASE STUDY

### From volunteer to part-time worker

For Ambrose Lau, the decision to volunteer at Multicultural Care was driven by a desire to enhance his CV and gain practical work experience during the final year of studying social science.

With previous experience as a marketing intern and research intern, he wanted a chance to explore his interests and discover true passions.

Unlike his experience working in a restaurant just to earn cash, he saw volunteering at Multicultural Care as an opportunity to gain a deeper understanding of himself and the realities of working in a professional environment. This experience has been invaluable in developing practical skills and gaining insights that align with his academic pursuits.

"Volunteering at Multicultural Care has been a wonderful and enriching experience. I was fortunate to have the opportunity to visit centre-based respite day centres and work in the office, where I could see the entire process of how services are delivered to the elders, from the back end to the front end. Being able to go out, talk, and spend time with them has been incredibly rewarding. I feel fulfilled and proud of my contributions through volunteering," he said.

During the volunteering stint at Multicultural Care, Ambrose's primary role involved providing administrative assistance for the Commonwealth Home Support Programme (CHSP). He designed flyers for the weekly outings of the Centre-Based Respite (CBR) groups as well as accompanied the team leader on visits to elders in the centre-based respite day centres. These opportunities offered a hands-on experience in understanding the consumers/participants' needs and how the services provided impact their lives.

Outside of volunteering, Ambrose's focus remains on completing the final year of his studies. He also teaches a ukulele workshop for the university society and recently started teaching guitar as well. Ambrose also volunteers on Sundays, facilitating children's events, showcasing a commitment to community engagement and skill-sharing.



The transition to part-time work at Multicultural Care came about in 2024, leveraging his ability to speak both Cantonese and Chinese. The Multicultural Care Care finder program needed someone with these language skills to connect with a Chinese-speaking group. In his role as a Care finder, Ambrose's responsibility involves supporting vulnerable elders in navigating the aged care system and finding the necessary support services.

"I truly treasure the opportunity my team leader, Ed, has given me, and I am grateful for the kindness and support I've received from everyone at Multicultural Care. I remember feeling so happy when I shared the news with my parents and friends. It's rewarding to work for an organisation that I am proud of and deeply value."

For those considering starting volunteering, Ambrose's advice is simple: "just don't hesitate".

"Follow your heart and go for it!"

As Ambrose experienced first-hand, volunteering can provide a profound sense of purpose and fulfillment, offering experiences that go beyond personal and professional development.

**I truly treasure the opportunity my team leader, Ed, has given me, and I am grateful for the kindness and support I've received from everyone at Multicultural Care.**

## CASE STUDY

### Pathway to independent living

Patricia Burkitt has been receiving her Home Care Package (HCP) through Multicultural Care for almost a year. Initially hesitant to apply for assistance, she soon realised the vital role it plays in her life, especially after a fall and dealing with severe skin cancers and gout.

At 93 years of age, Patricia acknowledges that she needs more help than she originally thought.

“I left it very late to apply for something like [the HCP]. I didn’t think I needed it, but I was in denial and I really have needed it. And I’ve certainly needed help with getting to doctors and things like that because I had a fall and I’ve had a lot of trouble with skin cancers on one leg and the other leg has had gout, which has been terrible.”

Living independently in a terrace house, Patricia faces several challenges. The house, though old and not ideally suited to her needs, has been adapted to some extent. But her main difficulty lies in getting to her medical appointments. Her mobility issues prevent her from using taxis, and she requires assistance to attend these crucial visits.

“I worry about [missing appointments] a lot because it’s awfully hard. If you don’t turn up for an appointment, you’ve lost a place. They won’t give you another appointment easily or quickly,” she said.

Multicultural Care has been instrumental in providing her with transportation, ensuring she never misses an appointment.

Before receiving the HCP, Patricia managed well on her own but now finds it increasingly difficult. Her short-term memory issues add to her anxiety about forgetting appointments and paying bills. Despite these challenges, she remains resilient and resourceful, with the support of friends who assist with shopping and other needs.

To help her, Multicultural Care provides Patricia with several essential services.

“Multicultural Care has been brilliant with giving me help medically. They’ve given me a nurse. I have some wounds on the leg with the skin cancer that will not heal, and I might even need an operation on that leg. They’ve sent a nurse to dress the wounds for me. And the other thing is I’ve had a terrific physiotherapist who helped me with the fall and has been just brilliant with me. And she comes every two weeks.”

Multicultural Care also provides a driver for her medical appointments, alleviating her worries about transportation. She truly appreciates the help she receives, particularly the medical assistance and transportation. There is also a gardener who helps maintain a large hedge around her property, enhancing her safety.

Patricia feels that the HCP has significantly improved her situation, allowing her to manage her daily life more effectively. Her story highlights the invaluable support provided by Multicultural Care, enabling her to live independently while receiving the necessary assistance to address her medical and personal needs.

**Multicultural Care has been brilliant with giving me help medically. They’ve given me a nurse.**



## CASE STUDY

# The importance of quality services to families

As a primary caregiver for her elderly parents, Nyo Khin's experiences highlight the critical role that services like the Commonwealth Home Support Programme (CHSP) play in ensuring the well-being of both caregivers and care recipients.

Nyo's initial involvement with Multicultural Care was driven by the need to care for her mother. And while the services provided to Nyo's mother has finished, Nyo wanted to thank Multicultural Care for the excellent service provided. Today, Nyo focuses on her father, U Muang, who, despite being in his 80s, still strives to help his wife.

"He's an old man. He has slowed down in everything and most of the time, he needs help," Nyo said.

This reality left Nyo unable to return to work, even part-time, as she took on the primary caregiving role. Nyo's father is still able to move around, but the challenges of old age meant he needed additional support.

Recognising this need, Nyo sought help from Multicultural Care, which provided invaluable assistance through CHSP. The services included cleaning, laundry, and personal care for her parents, enabling Nyo to manage her responsibilities more effectively. The support from Multicultural Care has been transformative for Nyo and her family.

The practical help, such as cooking, cleaning, and companionship, has greatly benefitted her father, making him feel cared for and supported. More importantly, it has allowed Nyo to take on a part-time job, something she had to give up previously due to her caregiving responsibilities.

"I used to work for 28 years, but suddenly I had to stop everything. Now, at least I can go back part-time because of the Multicultural Care team's help," Nyo said.

Nyo's gratitude towards Multicultural Care is palpable. She recalls the dedication and punctuality of the care workers who have made a significant difference in her family's life. Nyo's story highlights the importance of receiving the right aged care support for families. The ability to balance caregiving with personal and professional responsibilities is a critical aspect of maintaining the well-being of both caregivers and those they care for.

"You guys are the best," Nyo said, reflecting the high regard she holds for the Multicultural Care team.

Nyo's journey with Multicultural Care illustrates the essential role that aged care services play in enhancing the quality of life for elderly individuals and their families. Her story serves as a reminder of the importance of providing consistent, reliable care to enable caregivers like Nyo to continue supporting their loved ones while also pursuing their personal and professional goals. As Nyo continues her caregiving journey, the support from Multicultural Care remains a vital lifeline, making a significant difference in her and her family's lives.



## CASE STUDY

# Reclaiming independence

Michael Fletcher has always valued his independence. As a Member of the Order of Australia (OAM), Mike has been recognised for his many contributions in the community.

But as his mobility declined, he found himself increasingly housebound and frustrated. Navigating the complexities of healthcare and support services can be daunting, especially when facing limitations in transport and accessibility.

“We had major issues with transport because my personal doctor and hospital medical specialists – one for more than 15 years – are apparently now outside our area as are my social activities and most of my friends.

“That meant the transport company assigned to me for our suburb can’t take me to the most important places I need and want to go. In fact, I have never been able to use them for a single thing,” Mike said.



Because of this, he couldn’t enjoy his regular social activities, including meeting with friends, which further isolated him.

“Some medical services said to be in our area were more than double or treble the distance away and, in the case of one hospital we were made to go to, it did not have any parking close enough for me to walk to appointments or appropriate public transport I could use to get there and back.

“I am only able to drive short distances and I don’t drive at night. My partner works full-time so this was becoming an extremely stressful situation for us both.”

Feeling trapped at home was disheartening. His mobility was deteriorating, and he struggled to access essential services like physiotherapy, Pilates, or any exercise program.

After Mike’s hospital stay late last year, his need for rehabilitation became critical. The initial arrangement of three half-hour sessions was insufficient, and Mike’s condition worsened.

Despite their efforts for over 18 months, Mike did not receive any assistance. Fortunately, the Short-Term Restorative Care (STRC) program, which Multicultural Care quickly organised, provided Mike with a lifeline.

A skilled Pilates instructor began visiting Mike twice weekly. Her guidance on walking, standing, and strengthening essential muscles was invaluable. Almost immediately, Mike noticed significant improvements in his posture and mobility.

**Though I still have occasional bad days, I now stand straighter and move better, which makes me happy – and I get to go out and enjoy life more.**

"Though I still have occasional bad days, I now stand straighter and move better, which makes me happy – and I get to go out and enjoy life more. In addition to Pilates, a carer visits fortnightly to assist with domestic tasks. He comes in and does the heavy things like vacuuming and floor steam cleaning plus a bathroom clean. He can also make the bed if I need it. It takes a lot of pressure off me. He even reset my new watch in a minute!"

An occupational therapist also visited Mike and suggested useful adjustments, including a new mattress to ease getting in and out of bed. What Mike really appreciated with the whole experience was the collaborative way Multicultural Care handled his care.

"What I liked most was they didn't force things on me but discussed what would work in my life as well and made suggestions. There used to be a lot more stress in our lives as we tried to get just a little help to make things easier and be happier. Now, with a little help, I feel like I have re-found some of my independence and I'm enjoying things more," he added.

Taxi docketts have been particularly helpful, enabling Mike to go out at night or in the rain to meet friends. He can also use them for medical appointments or social club visits when he runs out of energy. This small measure has restored a sense of freedom and independence.

Mike's experience is a testament to the challenges many face and the transformative power of timely and compassionate support.

"I know it's only a simple thing, but it feels like I'm free again and independent. The people I have been dealing with, especially Neriza and the STRC team, have been very professional and have really helped me."

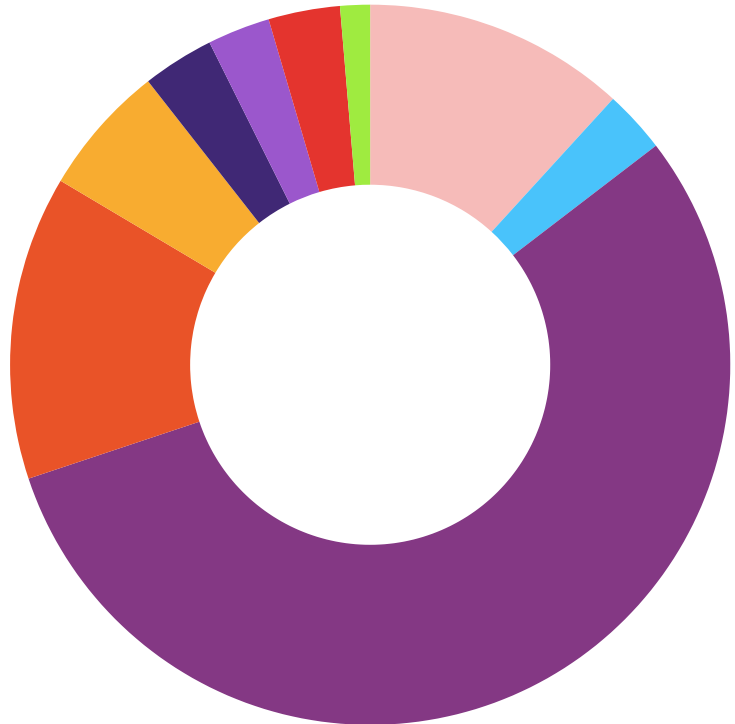


**Now, with a little help, I feel like I have re-found some of my independence and I'm enjoying things more.**

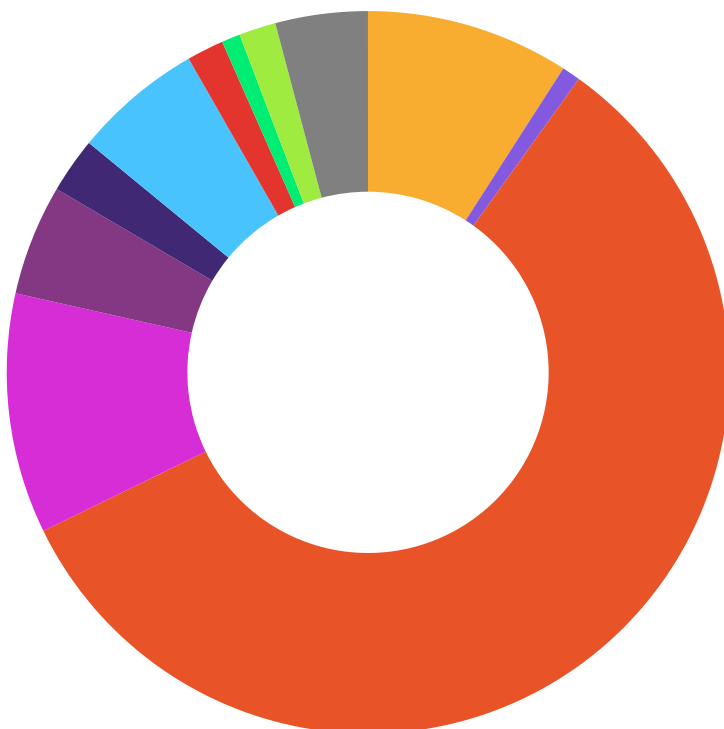
# 2023 Survey Results

In 2023, Multicultural Care conducted a consumer/participant satisfaction survey. The responses from our consumers/participants provided valuable feedback about our services and how they want to be involved with the planning and delivery of their care. Here are some of the findings.

English	55.3%
Greek	13.7%
Arabic	11.8%
Italian	5.9%
Macedonian	3.2%
Vietnamese	3.2%
Spanish	2.8%
Chinese	2.8%
Hindi	1.3%

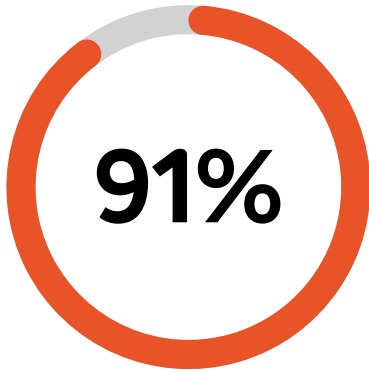


Percentage of surveys translated into different languages to meet our consumers/participants' demographics.

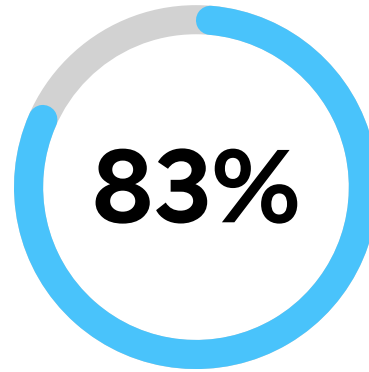


English	57.9%
Greek	10.7%
Arabic	9.1%
Not specified	5.8%
Italian	5%
Vietnamese	4.1%
Macedonian	2.5%
Russian	1.6%
Spanish	1.6%
Serbian	0.8%
Cantonese	0.8%

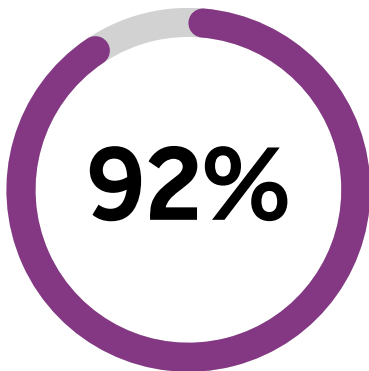
Percentage of languages that consumers/participants prefer for Multicultural Care to use to communicate with them.



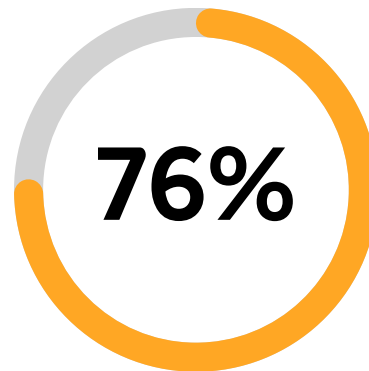
of respondents agreed that Multicultural Care's staff are kind and caring.



of respondents agreed that Multicultural Care's staff are respectful.



of respondents agreed that our services help to improve their quality of life.



of respondents feel they are involved in the decisions around their care plan.



### Consumer/Participant Feedback

Multicultural Care has been excellent in assisting our parents at home. Tiana Tran, our main contact, was enthusiastic and professional, ensuring everything ran smoothly. The Care Advisors are compassionate and well-trained, making a positive impact. Tiana's dedication and proactive communication made the process stress-free. Highly recommend Multicultural Care for reliable in-home care services.

**N Dao**



# About our Team

## OUR PEOPLE

Multicultural Care has a dedicated and passionate workforce of individuals who care deeply for our consumers/participants. The majority of our staff members are Bilingual Support Staff (BSS) 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/participant community.

### Our Bilingual Support Staff (BSS)

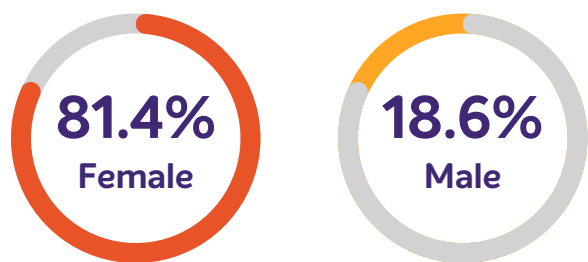
We believe being able to match our consumers/participants with a home care or disability support worker who speaks their native language and understands their cultural background is essential for delivering high quality, meaningful care. At Multicultural Care, our staff speak over 30 languages including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

Our staff speak over 30 languages including English.

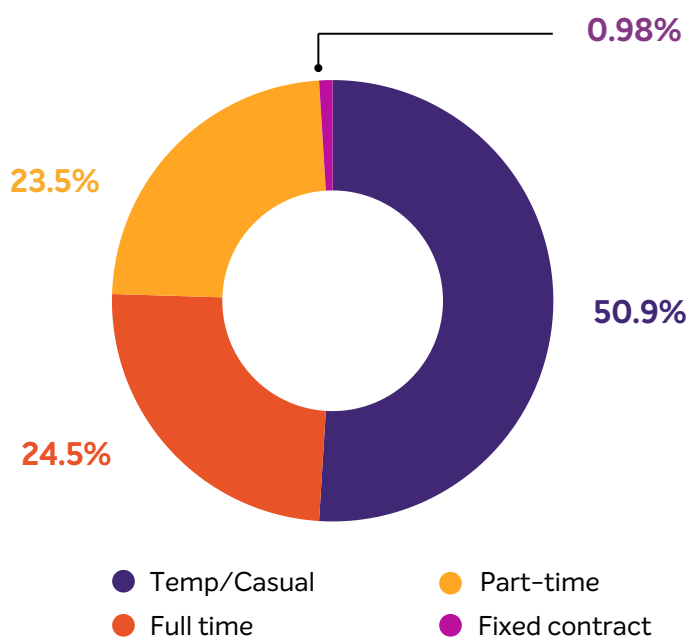
Congratulations to the following staff members who are long-term employees of Multicultural Care. We appreciate your dedication to our organisation and consumers/participants.

Name	Years
B Malatino	25
MP Nguyen	10
E Atalla	10
C Siu	5
NT Do	5
A Oراها	5
J Mamut	5
LM Li	5
Y Lin	5
C Stimoli	5

### Staff gender



### Staff work type







“

## Valentina Girshkin

**Intake and Referrals Officer, 3 years**

I feel blessed to be able to help people when they need it the most. I love working with all the lovely people in the office and always look forward to seeing everyone. We not just embrace different cultures, we celebrate different cultures every day.

”

“

## Petti Litrico

**BSS/Daycare Facilitator, 9 years**

Nothing makes me happier than helping the consumers/participants. It gives me satisfaction that they appreciate what I do for them and knowing at the end of the day I've done my work well. I look forward to seeing my colleagues at work and having a bit of a laugh and spending quality time with the consumers/participants, like having a cup of coffee with them in their homes. I love how Multicultural Care has consumers/participants from different cultures.

”



“

## Nervine Merhem

**BSS, 14 years**

My role is looking after the elderly in their homes. I love to help people and put a smile on their faces. I feel happy and satisfied when I do my work well. I care for our consumers/participants with love and dignity. That makes me happy.

”





“

## Maglenes Martino-Lescay

**BSS, 8 years**

My goal is to learn six languages. It has been a journey learning different languages and Multicultural Care has been supportive with my goal. Working with a diverse group has contributed to my dream. I love how rewarding my job is. I can get up easier during cold mornings, or travelling while it's raining hard, knowing that it is for a mission to support a person who needs help. I look forward to the work that I do and getting a simple 'Thank you' from consumers/participants.

”

“

## Sandra Younes

**BSS and Rostering Team Leader, 2 years**

In both of my roles as team leader and fitness coach, my priority is to positively impact the lives of people in any way I can. Our support staff plays an important role in the community, and I always strive to advocate for their wellbeing and development.

”



“

## Thi Thuy Tran

**BSS, 9 years**

Every morning I look forward to going to work because I know that there is someone waiting to see me. This job has allowed me to get to know people from different cultural backgrounds and I have learned more about different traditions, religions, and interesting stories. After a day at work, I always feel happy because I can see the happy faces of the consumers/participants and it's hard to say goodbye. I love knowing that I can make an impact to someone's day.

”



# OUR LEADERSHIP TEAM

**Dr Rosy Walia**  
CEO & COMPANY SECRETARY



Dr Rosy Walia has over 26 years of senior management and non-executive director experience in the community and health sectors. For 17 years, she has been the Chief Executive Officer (CEO) and Company Secretary of Multicultural Care, focusing on culturally tailored support services for the elderly and individuals with disabilities.

Dr Walia is dedicated to person-centred care and has strengthened stakeholder relationships through her strategic leadership. Prior to her role at Multicultural Care, she served as the State Manager for NSW/ACT at a national accrediting body, enhancing healthcare delivery through quality management advocacy.

Her extensive involvement in the industry includes leadership positions on various boards and committees, such as the Workforce National Committee of National Disability Services and the Community Care Advisory Committee of Aged and Community Services Australia.

Since 2021, she has been a member of the Home Care Package (HCP) Program Assurance Reference Group of the Department of Health and Aged Care, as well as the Aged Care Stakeholder Working Group of Services Australia. Her insights were sought during the 2018 Providers Roundtable on the Royal Commission into Safety and Quality of Aged Care, and she contributed to the Australian Aged Care Quality Agency Standards Guidance Reference Group.

Recognised for her expertise in multicultural service delivery, she received the Cultural Diversity Scholarship from the Australian Institute of Company Directors (AICD) and is an active presenter at industry conferences, advocating for collaboration across sectors to improve service outcomes.

**Darrell O'Loughlin**  
MANAGER CLIENT SERVICES



Darrell O'Loughlin is a highly experienced Senior Manager with over 27 years of expertise in the disability, aged care, and corporate sectors. He has an excellent record in operational and human resource management turnaround, consistently producing best practice results that meet world standards.

He has played a pivotal role in promoting business growth within the community by engaging with stakeholders, strategic business partners, and referral sources. He has ensured that services are delivered in compliance with NDIS and Aged Care Quality and Safeguards Commission standards, as well as meeting accreditation standards and contractual obligations. Darrell is also known for his dedication to coaching and mentoring team members, fostering a culture of continuous improvement and excellence.

For the past two years, Darrell has been with Multicultural Care where he has successfully restructured the Client Services Division. This restructuring has led to significant growth in both the client base and the support staff. His dedicated team consistently upholds the highest standards of service quality for their consumers/participants.

As Darrell and his team look forward to the new financial year, they are particularly excited about the new aged care reforms being introduced in July 2025. With his extensive experience and commitment to excellence, Darrell is poised to continue driving positive outcomes and high-quality care at Multicultural Care.

**Barry Cowling**  
QUALITY COMPLIANCE  
AND RISK MANAGER



Barry Cowling is a Registered Nurse (List A) with postgraduate qualifications in Infection Control from Sydney Hospital, a Post Graduate Dementia Program for Registered Nurses from Age Concern Pty Ltd, an Advanced Diploma in Management from TAFE NSW - Western Sydney Institute, and a certification in Understanding Vaccines and the National Immunisation Program.

Throughout his career, Barry has specialised in aged care, palliative care, and infection control, bringing extensive experience and expertise to these critical areas. As the Quality Compliance and Risk Manager at Multicultural Care, his primary responsibility is to ensure that the organisation's services adhere to regulatory requirements and internal policies related to quality and risk management.

His focus areas include ensuring Multicultural Care complies with relevant laws, regulations, and standards specific to home care; identifying, assessing, and mitigating risks that could impact the quality and safety of home care services, and developing and implementing quality assurance programs and processes to maintain high standards of care.

Barry also conducts internal audits and coordinates external audits to evaluate compliance with home care quality standards and regulations. He creates and updates policies and procedures to align with regulatory changes and Multicultural Care's goals in the home care sector. He also provides training and education to staff on compliance and quality standards. Barry promotes a culture of continuous improvement by analysing data, identifying areas for improvement, and implementing corrective actions.

**Wasantha K B  
Arachchige**  
CORPORATE SERVICES  
MANAGER



With over 25 years of experience in finance, Wasantha has honed his expertise across diverse sectors, including aged care, financial institutions, airlines, and automotive dealership. He has demonstrated his proficiency in implementing change through culturally sensitive and people-centric leadership, which has driven transformative results in not-for-profit organisations, multinational corporations, government agencies, state-owned enterprises, and non-government organisations.

Holding a Bachelor of Commerce with majors in Accounting and Management from the University of Sri Jayawardenepura and a Degree Conversion Certificate from the University of Sydney, Wasantha has a solid educational foundation complemented by professional qualifications as a CPA and Chartered Accountant. Notably recognised as an Officer of the Most Excellent Order of the British Empire (OBE), his leadership has extended to roles such as Honorary Consul for Sri Lanka in Papua New Guinea and Special Committee Member for an investigation into Sri Lankan Airlines Limited.

As Corporate Services Manager at Multicultural Care, Wasantha has played a pivotal role in establishing key operational divisions and driving a significant turnaround in financial performance. This role involves overseeing multiple departments, enhancing service delivery, and guiding compliance with evolving aged care regulations.

Wasantha also previously served as Director and Board Chairman of The Finance Company PLC in Sri Lanka, Managing Director at the Independent Public Business Corporation in Papua New Guinea, CEO of Air Niugini Limited, and CFO at Toyota Tsusho (PNG) Ltd.

## OUR BOARD



### Emanuel Valageorgiou

DIRECTOR; CHAIR; MEMBER,  
FINANCE & AUDIT AND RISK &  
COMPLIANCE COMMITTEES

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 NFPs 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 the 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 and NSW and a Founding Director of Hurstville Glory Football Club.



### Diana Chang

DIRECTOR; MEMBER, RISK &  
COMPLIANCE COMMITTEE

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



### Dr George Margelis

DIRECTOR; MEMBER, RISK &  
COMPLIANCE COMMITTEE

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



### **Tracy Harber**

DIRECTOR; MEMBER, FINANCE & AUDIT COMMITTEE; CHAIR, CONSUMER/PARTICIPANT ADVISORY BODY

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.



### **Dr Liang Joo Leow OAM**

DIRECTOR; CHAIR, RISK & COMPLIANCE COMMITTEE

Dr Liang Joo Leow joined the Board in 2018, and is a graduate of the Australian Institute of Company Directors and an Associate Fellow of the Royal Australasian College of Medical Administrators (RACMA). He is a medical specialist with a passion for clinical as well as corporate governance, and holds degrees from four universities, in public health, tropical medicine, information technology and linguistics. 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. He currently holds official roles with the International Association of Conference Interpreters and RACMA. In 2020 he was awarded a Medal of the Order of Australia for service to medicine and to the community.



### **The Late Jack Passaris OAM**

DIRECTOR LEAVE OF ABSENCE RECORDED FROM 18 APRIL 2024. DECEASED AUGUST 2024.

Jack Passaris OAM was appointed Chair of Multicultural Care in 2003 and held this position until December 2020. He was extremely proud of what Multicultural Care achieved during this time and continues to achieve. He served as a Director on the Board. Jack had extensive experience on not-for-profit boards and community organisations. He always had a strong passion for multiculturalism and for the development of a culturally diverse society. Jack was also a board member of the Ethnic Communities' Council of NSW and a Foundation and Life Member. Jack was 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 was the Treasurer and Trustee of the Greek Orthodox Archdiocese of Australia Consolidated Trust. Jack was 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 dedication to multiculturalism in Australia and community life. In 2014, he was awarded the Premier's Lifetime Multicultural Community Service Medal.

## OUR COMMITTEE MEMBER



### Yue (Melody) Liang

MEMBER, FINANCE & AUDIT COMMITTEE (COMMENCED: 7 AUGUST 2023) CHAIR,  
FINANCE & AUDIT COMMITTEE (COMMENCED: 7 DECEMBER 2023)

Melody Liang is the Chair of the Finance and Audit Committee at Multicultural Care. She is an experienced global investment professional with a strong background in consulting, business development, client relationships, and financial management. Currently, Melody serves as a Senior Consultant at Russell Investments, where she offers comprehensive investment advice to the superannuation, higher education, and for-purpose sectors. Melody is a CFA Charterholder and sits on the CFA Society Australia's Diversity Committee. Additionally, she is the Deputy Chair of Downright Excellent, a UK-based charity dedicated to supporting children with Down Syndrome, their families and carers.

## OUR ADVISORY BODIES



### QUALITY CARE ADVISORY BODY

#### Roshmeen Azam

(CO-CHAIR: 25 OCTOBER 2023–30 MAY 2024) (CHAIR: COMMENCED: 30 MAY 2024)

Synthesising her expertise in internal medicine and public health, Roshmeen Azam's career encompasses the design and execution of national health programs that establish best practices and quality care. Her journey in healthcare has been marked by a commitment to evidence-based medicine and the meticulous development of quality-of-care standards.

Through partnerships with healthcare professionals, the design and evaluation of clinical audits under Roshmeen's stewardship has reflected a dedication to evidence-based practice and contributed to the advancement of digital health, which has been pivotal in enhancing health education initiatives.

In collaboration with national advisory groups, Roshmeen has crafted national training that upholds an ethos of informed, patient-centric care, embodying best clinical practices and leading to improved care for diverse populations, including veterans and the elderly. Her leadership in clinical governance has also been instrumental in pioneering health risk assessments and chronic disease management programs, affirming her team's capability to navigate and mitigate complex medical risks. As a skilled clinician, Roshmeen's focus remains on applying clinical evidence to inform risk management and improve outcomes for patients.

#### Ann McAlister

CHAIR, (COMMENCED: 25 OCTOBER 2023 - RESIGNED 30 MAY 2024)



### CONSUMER/PARTICIPANT ADVISORY BODY

#### Tracy Harber

CHAIR

# COMMITTEE REPORTS

## Finance and Audit Committee Report

We are pleased to present the audited financial statements for the year ending 30 June 2024. WSC Group has completed its third consecutive audit, with minor adjustments incorporated into the financial statements. The committee has reviewed prior audit recommendations, and the management team is making steady progress in implementing system and process improvements.

Both total revenue and expenses increased from the prior financial year, driven by higher client numbers and expanded service delivery; Rising wage rates also contributed to the growth in expenses. Despite ongoing challenges such as skilled staff shortages, we achieved a net surplus of over 5% in total revenue, along with strong positive cash flow. Our balance sheet remains solid, positioning us well for long-term growth. We have successfully relocated our corporate office from Campsie to Burwood.

Looking ahead, the committee and management have initiated an investment program to strengthen the organisation's long-term financial sustainability. We remain focused and proactive in preparing for upcoming changes in the sector, ensuring we are well-positioned for the future.

On behalf of the committee, I extend our thanks to the staff, management, CEO, and the Board for their ongoing dedication and guidance.

### Yue (Melody) Liang

MEMBER, FINANCE & AUDIT COMMITTEE (COMMENCED: 7 AUGUST 2023) CHAIR,  
FINANCE & AUDIT COMMITTEE (COMMENCED: 7 DECEMBER 2023)

## Risk and Compliance Committee Report

The Risk and Compliance Committee advises the Board in the areas of risk management, clinical governance and regulatory compliance; and has oversight of Multicultural Care's risk register. The committee interacts with representatives of the Clinical Committee and reviews reports of its regular meetings.

This reporting period, the committee considered the scope of specific management and executive roles, and also focused on staff training and the disclosure of interests. Following the office relocation to Burwood, relevant policies were formulated or updated concerning workplace emergencies, illness at work, site security and cyber security.

Committee members were involved in the establishment of Multicultural Care's new Quality Care Advisory Body, which informs the Board on the quality of care provided to our consumers and participants.

The committee chair undertook training on whistleblower programs, sexual harassment, diversity, modern slavery, artificial intelligence, digital risk, cyber resilience, and changes to the Fair Work Act.

Four committee meetings were held in the 2022/2023 financial year.

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

### Dr Liang Joo Leow OAM

DIRECTOR; CHAIR, RISK & COMPLIANCE COMMITTEE



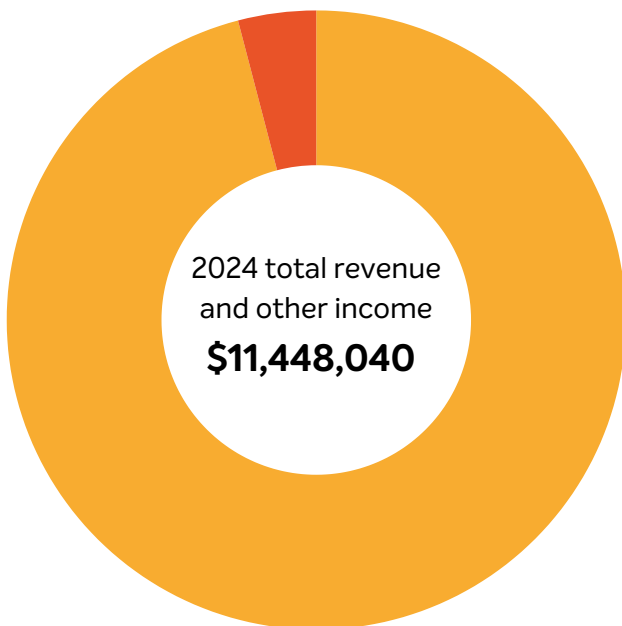
# FINANCIALS

## 2023/2024 Annual Financial Summary

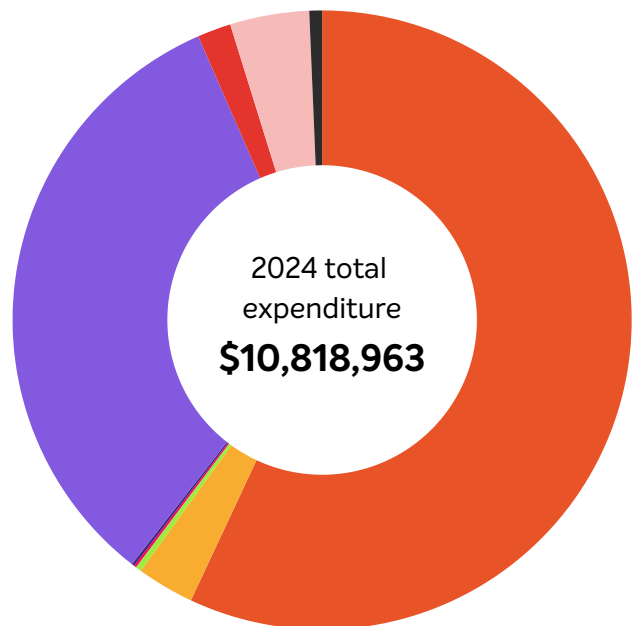
Gross income	FY24	FY23
● Revenue from government including grants	\$10,982,214	\$7,563,365
● All other revenues	\$465,826	\$177,730
<b>Total revenue and other income</b>	<b>\$11,448,040</b>	<b>\$7,741,095</b>

Expenditure	FY24	FY23
● Employee expenses	\$6,163,306	\$4,848,875
● Depreciation	\$324,194	\$161,196
● Debt expenses	\$33,533	\$79,656
● Advertising expenses	\$13,557	\$2,544
● Audit and accounting expenses	\$14,956	\$38,381
● Client program expenses	\$3,560,525	\$2,056,555
● Computer expenses	\$189,716	\$166,840
● Other expenses	\$447,375	\$371,711
● Finance costs	\$71,797	\$3,057
<b>Total expenditure</b>	<b>\$10,818,963</b>	<b>\$7,728,815</b>
<b>Surplus for the year</b>	<b>\$629,077</b>	<b>\$12,280</b>
<b>Total comprehensive income for the year</b>	<b>\$629,077</b>	<b>\$12,280</b>

### Income



### Expenses



# FINANCIALS

## 2023/2024 Annual Financial Position Analysis

Assets	FY24	FY23
<b>Current Assets</b>		
Cash and cash equivalents	\$9,118,257	\$8,054,792
Trade and other receivables	\$287,502	\$297,136
Other assets	\$691,865	\$510,478
<b>Total current assets</b>	<b>\$10,097,624</b>	<b>\$8,862,406</b>
<b>Non-current assets</b>		
Property, plant and equipment	\$203,820	\$152,493
Right-of-use assets	\$934,376	\$2,568
<b>Total non-current assets</b>	<b>\$1,138,196</b>	<b>\$155,061</b>
<b>Total assets</b>	<b>\$11,235,820</b>	<b>\$9,017,467</b>
<b>Liabilities</b>		
<b>Current liabilities</b>		
Trade and other payables	\$727,426	\$519,756
Lease liabilities	\$202,396	\$2,717
Employee benefits	\$648,623	\$564,010
Other liabilities	\$1,246,726	\$951,217
<b>Total current liabilities</b>	<b>\$2,825,174</b>	<b>\$2,037,699</b>
<b>Non-current liabilities</b>		
Lease liabilities	\$777,274	
Employee benefits	\$123,484	\$98,957
<b>Total non-current liabilities</b>	<b>\$900,758</b>	<b>\$98,957</b>
<b>Total liabilities</b>	<b>\$3,725,932</b>	<b>\$2,136,656</b>
<b>Net assets</b>	<b>\$7,509,888</b>	<b>\$6,880,811</b>
<b>Equity</b>		
Retained earnings	\$6,880,811	\$7,509,888
<b>Total equity</b>	<b>\$6,880,811</b>	<b>\$7,509,888</b>

# 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.

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