



Australian
Multicultural
Community
Services

AMCS

Annual Report

We **care**, we **support**, we **empower**



What makes AMCS unique?

- » The majority of our staff are bilingual or multilingual.
- » Our culturally appropriate care and support is exemplary.
- » We have over 35 years of proven experience.
- » We empower seniors to remain independent.
- » We're flexible and reliable.
- » We understand the needs of ethnic seniors.
- » Our care is of high quality and delivered at a fair price.
- » We provide tailored care based on the clients' choices and needs.

We **care**, we **support**, we **empower**

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Left page: Staff at the Volunteers’ Morning Tea.
A shoe-shopping outing as part of our
Centre-based Respite Program.
Clients visit Ballarat Gardens.

President's Report

AMCS is on the threshold of several significant and historical milestones, thanks to the hard work of our staff and volunteers.

Firstly, we have had another year of excellent growth across the board – through clients served, staff employed and revenue generated. Accordingly, we have reported a revenue of over \$10m for the first time in our history. We have achieved this magnificent result by continuing to grow at spectacular levels and maintaining our focus exclusively on members of the culturally and linguistically diverse (CALD) community in Victoria. This growth is amongst the best for similar organisations in Victoria and demonstrates how well we are expanding our services across our state's different CALD groups. Our staff diversity is now starting to represent a tremendous breadth that ensures we are stand-outs amongst our peer organisations.

Secondly, we are managing our largest government grant project to date. Worth \$1.8m, the Better Ageing Project aims to improve the quality of life of seniors through exercise activity programs. We continue to enjoy considerable success in attracting government grants, both on our own and in partnership with other organisations.

Thirdly, AMCS has submitted plans to redevelop Millennium House (Dom Millennium), which will become a valuable community hub in the Western Suburbs of Melbourne.

Such progress and success can only come from the dedication of a great number of people. I wish to thank all AMCS staff for their extraordinary commitment to excellent



customer service and for embracing growth and opportunity so enthusiastically. I also wish to thank the CEO and her managers for their strong leadership to continued success.

Finally, I wish to acknowledge the stewardship and guidance of the Board during this period of growth. In particular, Mary Schloetzer, who decided to retire in December 2018 after 10+ years as an AMCS Director. The Board formally thanks her for her service and wishes her well in her future endeavours.

Ryk Bliszczyk

President

CEO's Report

May I begin by acknowledging and thanking each AMCS employee and volunteer for their work and commitment shown over the last 12 months. It is because of their efforts that more and more people from culturally and linguistically diverse backgrounds are approaching AMCS for assistance. This is particularly evident by the increase in the number of seniors that we support; by the number of job seekers that we guide into employment; and by the number of community groups that we assist.

Here at AMCS, we could not continue to do what we love doing without funding from government departments, charitable trusts, friends and supporters. We mention each one in the impressive list that we have compiled at the end of this report.

In March 2019, I was fortunate to be awarded a scholarship by the Harvard Club of Victoria to attend a course entitled Strategic Perspectives in Nonprofit Management at Harvard University in Boston, USA. The scholarship is awarded to not-for-profit CEOs; it aims to support these leaders and their organisations as they work on achieving a greater positive impact in their communities.

AMCS and I both express deep gratitude for the opportunity that this has given us. We look forward to applying these learnings to achieve even more for culturally and linguistically diverse communities in Victoria.

In terms of priorities for 2019/20, we plan to support more ethnic seniors so they can continue living in their own homes for as long as possible. We will continue our work towards securing funds to renovate Millennium



House and also contribute to reducing ageism through partnering with a number of kindred organisations.

In closing, I would also like to thank each member of the AMCS Board for their support and commitment over this past year.

Elizabeth Drozd

Chief Executive Officer

Overview

During 2018/2019, the Aged Care Sector has continued to change and evolve, enabling seniors across Australia to access more responsive and person-centred services. The government is committed to helping seniors remain in their own homes for longer and is releasing additional funding to support more clients. This has enabled our organisation to continue to grow and to provide high-quality support and services tailored to our culturally and linguistically diverse (CALD) clients' needs.

Our organisation was also able to strengthen our workforce by employing qualified and skilled staff from various cultural backgrounds to support consumer-driven aged-care. Through ongoing training, our team have the cultural competencies to provide inclusive services across all programs, specific to our clients' individual requirements.

AMCS participates in the government-funded Service Development Assistance Panel (SDAP) by supporting eligible Aboriginal and Torres Strait Islander aged care service providers located in Norfolk Island and the communities of Minyerri (NT) and Hope Vale (QLD). We're assisting them to build capacity, improve the

standard of services and provide culturally appropriate solutions to address the challenges of maintaining and delivering quality aged care services to Aboriginal elders.

We would like to acknowledge our passionate and dedicated staff and volunteers for their commitment and for going above and beyond their duties during the last year. We are very proud of having such a diverse workforce, who speak over 30 languages and represent a broad spectrum of different cultures.

Liz Zurek

Manager, Community Care

Magdalena Biadala-Sahingoez

Team Leader, Social Support and Respite Programs

*Below: A client and AMCS staff member on an outing to Williamstown.
Clients on a visit to Ballarat Gardens.*



Our Services

AMCS is a community organisation with over 35 years of experience. We support seniors to maintain their independence and live at home for as long as possible.

Our culturally appropriate services are:

- » delivered by skilled, knowledgeable and caring staff
- » mostly free or low-cost
- » tailored to suit the diverse needs of our clients.

Home Care Packages and Premium Care

AMCS has a variety of services available for both private and government funded clients. Our packages of complementing services are personalised to meet your individual needs, allowing you to remain independent in your home.

Entry-level Home Support

We provide a range of entry-level services to support you in your home and community. These are suitable if you only need a little help, or if you are waiting for a Home Care Package (HCP). Our services include personal care, domestic assistance, allied health and transport.

Information, Referral and Support

The aged care system can be challenging to navigate. We provide information and can help connect you to the services you need. We also support ethnic and multicultural senior citizens clubs.

Social Support Groups

Socialise with people from your own or other cultures during one of our activity groups for seniors.

Centre-based Respite Program

If you are a carer for an older person, our respite services allow you to have a break while we look after your care recipient.

Volunteer Visiting Program

Enjoy companionship and support from one of our multilingual volunteers, who will visit you in your own home or aged care facility.

Support and Relief

We provide support to people and families in financial difficulty.

Adult Education

Learn something new through one of our free or low-cost courses. Our high-quality courses are designed for people from diverse backgrounds and include introductory technology classes, a Multicultural Leadership Course and mentoring for CALD individuals.

Help to Find Work

Get support to write your CV, talk with employers or find training and work experience with our employment programs.

Below: Magdalena Biadala-Sahingoez provides information at an expo.





Our Achievements

- » We celebrated both the **25th anniversary of our Volunteer Programs** and the **35th anniversary of AMCS**.
- » We established the **Moving for Life Program** with a **\$1.8m Better Ageing grant** from Sport Australia – our largest ever grant.
- » We're supporting interstate Aboriginal and Torres Strait Islander aged care service providers as part of the **Service Development Assistance Panel**.
- » We secured funding for our **Mobile Information Van**, which is bringing information to seniors across Melbourne.
- » Our CEO was awarded a **scholarship by the Harvard Club of Victoria** to study at Harvard University in Boston, USA.
- » We have successfully implemented a **CALD Mentoring into Disability and Aged Care** ACFE project.
- » We've **increased our clients, volunteers and staff** across the majority of our programs.
- » Our community education and employment programs are **continuing to support people from CALD backgrounds** into work and further training.
- » We secured **an extension for funding our Community Visiting Scheme Programs**, allowing our clients to continue using these services.

1,938
TOTAL CLIENTS

105,379
TOTAL HOURS

79
COUNTRIES
OF BIRTH

Moving for Life - the Way I Like It

AMCS is very proud to be the recipient of \$1.8m in funding provided through the Sport Australia Move It AUS – Better Ageing Grant Program. Under this program, AMCS has developed 'Moving for Life - the Way I Like It'. This new program aims to increase the levels of physical activity of older Australians from multicultural backgrounds and improve their overall health and wellbeing.

Moving for Life offers a variety of free physical activities, including:

- » gentle exercises
- » dancing
- » yoga, Zumba and tai chi
- » community gardening
- » bush walking.

Moving for Life supports ethnic community groups and clubs to engage seniors in regular physical activities. As part of the program, we also offer free No Falls training for community leaders, aged care staff, volunteers and carers. No Falls training helps seniors to be more able and more stable.

Celebrating our Anniversaries

2018 marked two important milestones for AMCS – the 25th anniversary of our Volunteer Programs and our own 35th anniversary.

Celebrations took place at Victoria's stunning Parliament House. The event was initially only in honour of the Volunteer Program, but it provided the perfect opportunity to recognise our 35 years of supporting multicultural seniors.

Left: 35th Anniversary Celebrations.

Moving for Life clients try out community gardening.

Right: Strength training as part of Moving for Life.

Volunteer Programs Coordinators at the Anniversary Celebrations.

Making a Move for Better Ageing

"The program has increased our confidence to engage in our daily activities. Now we feel a lack of loneliness because of the social networks we have developed."

*Gamini Perera
President, SCATS*



Home Care Packages Program

I am pleased to report our Home Care Package (HCP) program has continued to consistently experience client and staff growth during 2018/2019. While client growth is important, it is just as essential for our clients to continue accessing services of their choice without compromising quality. To this end, we have introduced a number of quality initiatives aimed at improving our systems and outcomes for our clients.

I am proud and honoured to lead a team consisting of a Team Leader, 5 Care Coordinators, 11 Care Advisors and over 100 Support Workers. All are skilled and dedicated individuals, passionate about making a difference in our clients', families' and carers' lives.

I would like to share one of the many positive testimonials we have received from clients and family members:

"Thank you very, very much for your great support. You are her true Guardian Angel."

This is a testament to our staff's commitment to helping seniors maintain a good quality of life as they get older and to remain in their own homes for longer.

AMCS is also committed to strengthening our workforce by providing a safe, culturally inclusive environment, including up to date training enabling staff to provide high quality, customer-driven care. Training over the past year has focused on preparing for the new Aged Care Quality Standards, which now apply across all providers of aged care services. A review of our processes against these new standards has identified opportunities for improvement as we aspire to meet industry best practice.

I would like to thank and acknowledge the hard work from the HCP team which has successfully contributed to the growth and customer satisfaction achieved throughout the year.

Liz Zurek

Manager, Community Care

462
CLIENTS

representing:

29 LANGUAGES

41 COUNTRIES
OF BIRTH

were provided with:

61,627
HOURS OF SERVICE
(HCP)

4,979
HOURS OF SERVICE
(BROKERAGE)



Above: The new Aged Care Quality Standards came into effect this year.



Mr and Mrs Novak

"Of course we like the services," Mrs Novak told Sofie, our Care Advisor when she stopped by for a catch-up. "You think about us... you think about how we live; you think how the people are going to live tomorrow, not only today."



Client Outings

"I hope to have another outing soon, so I can see everyone again. I enjoyed the company to be around lovely people and to get out of my routine of being on my own".

*Chrysoula C.
HCP Client*

Entry-level Home Support

This last financial year, the Commonwealth Home Support Program (CHSP) has supported over 370 clients from a wide range of cultural and linguistically diverse backgrounds. Our entry-level services assist clients who need only a small amount of support to enable them to maintain their independence, continue living safely in their homes and participate in their communities. The provision of services includes personal care, domestic assistance, transportation and allied health.

Our skilled multilingual support workers and allied health professional have delivered 11,093 hours of service in the past financial year. Our staff are dedicated and passionate about ensuring our clients experience high quality and culturally safe services that meet their personal needs.

270+
CLIENTS

representing:

21 LANGUAGES
43 COUNTRIES
OF BIRTH

received:

11,093 HOURS OF SUPPORT

Above: Mr and Mrs Novak with care advisor Sofie.

An HCP client experiences a snake up-close at a reptile encounter hosted by AMCS.

Social Support and Respite Programs

It has been another fantastic year for our Social Support and Respite groups, full of interactive activities, outings, get-togethers, special day and birthday celebrations. Within the Visiting Programs, we expanded and modified our support for socially and culturally isolated clients with the positive outcome of new friendships evolving from the "client-friendly visitor matches".

Following the successful funding application for extending both of the Community Visitor Scheme Programs, our team can continue to provide tailored support for seniors in their homes, during group sessions and in aged care facilities. We have maintained our achievements from the previous year by implementing new activities and outings for our groups and by increasing the number of clients we support.

All of these achievements wouldn't be possible without the dedication, commitment and hard work of our culturally diverse, multilingual staff and volunteers. The positive feedback received from our program attendees gives us great satisfaction and confirmation that, through our services, they experienced another year full of beautiful memories.

Magdalena Biadala-Sahingoez

Team Leader, Social Support and Respite Programs

516
CLIENTS

representing:

25 CALD
BACKGROUNDS

40,845 HOURS OF
SUPPORT



Volunteering at 92

Valeria is 92 years old and has volunteered with AMCS for over 20 years! Even now, although informally, she continues to travel by bus to visit clients who appreciate the conversation and company from a friend.

Visiting and Companionship Programs

Our volunteers provide visiting, social support, transport and companionship to AMCS clients. This is carried out in the clients' homes, during social activity groups and in 48 aged care facilities located in and around Melbourne and Geelong. Additionally, we expanded our program to include shopping and community club transport groups. These help seniors who would like to stay independent, but who have no transport options to do their weekly shopping or to attend club meetings.

We acknowledge our dedicated, supportive and engaged volunteers with training and special events, including the End of Year Celebration and Moving for Life training; this year's highlight was the 25th Anniversary Celebration at Parliament House.

209
VOLUNTEERS

representing:

40 LANGUAGES

50 COUNTRIES
OF BIRTH

provided:

7,912 HOURS OF
SERVICE TO

314 CLIENTS



Above: A Social Support Group visits the Elderly Chinese Home in Parkville.
A wedding anniversary for a client.
Friendly chess rivals at Pascoe Vale Respite.

Social Support and Activities Groups

The participants of our Social Support Groups have been enjoying a weekly program full of crafts, singing, cognitive exercises and cooking activities, rounded off by gentle exercises and bingo sessions. Our young-in-spirit clients have also been taking part in some dancing and other sports activities, like Zumba and tai chi sessions. However, the regular outings and get-togethers with other groups have been the highlight of the group program. They are always enthusiastically awaited and bring a lot of joy to our clients' lives.

Furthermore, we strengthened the support for the St George Senior Women Group and the CALD Seniors Association of Victoria and established a new collaboration with the Dandenong Polish-Australian Seventh-day Adventist Church. This alliance will provide support and activities for the Polish-speaking seniors living in the Greater Dandenong and City of Casey areas.

Friendly Chess Rivals

Stefan K. (aged 101) and Anatole V. (aged 100) from Pascoe Vale Respite play a weekly chess match. Ferdynand R. (aged 88) from the Wantirna group challenged them to a game - friendship won!

Centre-based Respite Programs

Our Centre-based Respite groups run thanks to the well-established and productive partnership with Uniting. We continue to provide the program for care recipients living within the Eastern and Northern Metro area, allowing their carers to take a much needed break.

Wantirna Respite

Our Wantirna groups are already well known from their music and singing activities, but they also include gentle physical and memory stimulation exercises as part of their program. A performance of the Polish National Anthem was very popular on social media and stirred some emotions within the audience.

Pascoe Vale Respite

Singing, poems and stories are a regular part of activities within this group. Elina, the group coordinator, speaks three languages (Polish, Russian and Ukrainian) to ensure everyone can participate. Many songs reflecting the different cultures are well known and regularly sung by all the participants.

149
CLIENTS

representing:

21 CALD
BACKGROUNDS

22,524 HOURS OF
SUPPORT

53
CLIENTS

receiving:

10,409
HOURS OF
SERVICE

Support Services

Access and Support and Specialised Support Services

Access and Support and Specialised Support services provide short term assistance for older people (and their carers) who need help to stay at home. We help them to access services, including My Aged Care, information and referral and client advocacy.

We have supported our clients directly and by supporting diverse communities and community groups. This assistance is through a range of community engagement activities, including information sessions and participation in senior's festivals and events. We have had overwhelmingly positive feedback from our clients this year. We look forward to continuing to support many more seniors, communities and community groups in the years to come.

293
CLIENTS

25+ CALD
BACKGROUNDS

343 REFERRALS
FOR SUPPORT

totalling up to:

1,588

HOURS OF DIRECT
CLIENT SUPPORT

1,037

HOURS OF
COMMUNITY SUPPORT

Support and Relief Services

Our Support and Relief Program provides support to individuals and families who are experiencing financial disadvantage.

We conducted services at the AMCS office, but also at three other venues belonging to our partner organisations. This allowed us to reduce the travel time for clients and make the services more readily available in different locations across the Western and Northern Melbourne Metropolitan Region.

Sinisha Krstov

*Team Leader, Access and
Support Services*

408
CLIENTS

40+ CALD
BACKGROUNDS

466 SESSIONS /
ATTENDANCES

*Below: Attendees at an group
information session.*

*A client at a one-on-one session
with Team Leader Sinisha Krstov.*





Community Engagement

The past financial year has been a very exciting time, as we delivered four projects and ran community engagement activities across all regions of Melbourne. Our projects were designed to present information sessions to CALD seniors clubs and groups. Sessions focused on Understanding My Aged Care and what services people may be able to access for support.

Many of the groups' members were interested to find out more and had the opportunity to make one on one appointment with our Specialised Support Services team. We have also participated in a number of community cultural festivals, such as the Greek Rye Senior Festival, ECCV Senior Community Forum, Sri Lankan Festival, Ukrainian Anniversary Celebration, Polish Festival, Persian Fair, Italian Taranta Festival and Coptic Church Fete.

49
SENIORS
GROUPS

1,384 INDIVIDUAL
MEMBERS (EST.)

20+ LANGUAGES
GROUPS

*Above: The Mobile Information Van.
Roberto Vassella provides a client with a hot
drink and information.
Italian Seniors Club of Brimbank members.*

Client Testimonial

"We found that navigating My Aged Care online or by phone has been a difficult experience for many of our members.

Receiving this information in our language has been very helpful, as we understand it better."

*Lina,
President of the Italian Seniors
Club of Brimbank*

Mobile Information Van

Our newest initiative is the Mobile Information Van, which allows us to bring information directly to the community. Launched with funding from WRAC and the Australian Government, the van has been fitted out with brochures from 30 community languages and a coffee machine. We use the van to inform and connect to seniors at various cultural events and centres.



Above: CALD Mentoring participants

Community Education

AMCS offers unique opportunities to engage CALD communities, with several courses and initiatives to support them into further employment and educational pathways. Our courses can be conducted at the AMCS office in Maidstone or at other locations in the Western Metropolitan Region of Melbourne, and at a time that is suitable for the course participants.

299

COURSE ENROLLMENTS
(students may enroll in more than one course)

7,854

HOURS DELIVERED

We currently offer the following programs:

- » Introduction to Office Skills
- » Introduction to Technology Skills
- » Multicultural Leadership Course
- » Getting a Job in Australia
- » Introduction to Centrelink and the MyGov App
- » CALD Mentoring Project (Educational and Employment Pathways into Home and Disability Care Sectors)

Employment Support

Australian Multicultural Employment Network (AMEN) operates in a partnership between AMCS and Apex Institute. The project helps highly disadvantaged refugees and migrants from culturally and linguistically diverse (CALD) backgrounds to secure skilled and professional employment. The State Department of Jobs, Precincts and Regions (DJPR) fund the project under the Jobs Victoria Program.

We offer career management and employment placement under the ASCENT Program, along with professional development training

programs including Payroll Administration, Strategic Management and Human Resource Management. Participants have gone on to secure skilled employment with organisations such as Telstra, Deloitte and National Australia Bank.

302

JOB SEEKERS ASSISTED

104

ASCENT PROGRAM PARTICIPANTS

Meet the Team

At AMCS, our diverse staff **speak over 32 languages** and is made up of:

150
EMPLOYEES

including:

79
PERSONAL CARE
WORKERS

26
HOME CARE
WORKERS



188
VOLUNTEERS

Board of Directors



President
Ryk Bliszczyk
(Joined 2010)



Vice President
Dr. Tam Nguyen
(Joined 2014)



Treasurer
Debra Lyon
(Joined 2017)



Secretary
Paul Walec
(Joined 2007)



Director
René Blaszk
(Joined 2016)



Director
Paul Ostrowski
(Joined 2018)



Director
Prof Desmond
Cahill OAM
(Joined 2001)

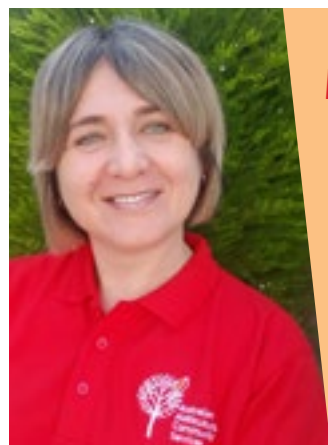


Director
Barbara Swiatkowski
(Joined 2008-14;
2018)



Director
Maurice S Sikorski
(Joined 2018)

Retiring director: Mary Schloetzer (Joined 2002; retired Dec 2018)



Meet Liubov Shyshyna

Liubov Shyshyna joined AMCS as a Home Care Worker in 2018. It was her first job in Australia, she spoke little English and couldn't drive. She's built up her confidence over the past year, improving her English by speaking to clients and colleagues daily and getting her license.

Her Ukrainian language skills have been useful for supporting clients with Ukrainian backgrounds. She is very happy in her role, as she has a strong interest in community support.

Statement of Income & Expenditure

	2019	2018*
Income		
Government Funding	1,491,277	1,542,861
Direct Services Income	7,134,345	4,937,495
Community Projects	1,018,942	618,676
Income from Investments	108,721	192,690
Members Fees	125	165
Donations	59,161	2,196
Non-Financial Donation	-	5,250,000
Other Income	350,079	198,169
Total income	10,162,650	12,742,252
Expenses		
Fundraising and Promotion	62,323	40,066
Salaries and Oncost	6,169,098	4,271,370
Property Expenses	212,320	197,156
Volunteers Travel	35,839	35,664
Client Expenses	2,117,794	1,200,406
Administration and Other Expenses	993,850	744,468
Total Expense	9,591,224	6,489,130
Surplus (Deficit)	571,426	6,253,122
Other comprehensive income	161,499	- 37,729
Total Comprehensive income	732,925	6,215,393

* 2018 year has been adjusted regarding de-recognition of investments ACF, sick leave provisions and recognition of revaluation of financial assets at fair value through other comprehensive income.

Thank you!

AMCS would like to thank the following organisations for their support over the past year:

Australian Government

Dept. of Health
Dept. of Social Services

Victorian Government

Dept. of Education and Training
Dept. of Health and Human Services
Dept. of Jobs, Precincts and Regions
Dept. of Premier and Cabinet
Multicultural Affairs and Social
Cohesion Division
Parliament House

Local Government

City of Brimbank
City of Knox
City of Melbourne
City of Manningham
City of Maribyrnong

Non Government Organisations

Aged Persons Welfare Foundation
Alzheimer's Australia
AMES Australia
Anglican Parish of Pascoe Vale - Oak Park
Australian Communities Foundation
Australian Filipino Community Services
CALD Seniors Association of Victoria
Carers Victoria
Centre for Cultural Diversity in Ageing
Dandenong Polish-Australian Seventh-day
Adventist Church
Filipino Australian Friendship Association
of Geelong
Foodbank Victoria
Gandel Philanthropy
Gateway Community Services
GoodCompany
Google Ad Grants
Haven Home Safe

Harvard Club of Victoria
IndianCare
Kalyna Care
Leadership Victoria
National Ageing Research Institute (NARI)
Neighbourhood Watch
NintiOne
Outlets Cooperative Neighbourhood House
OzPol Community Care
PAWA Community Care
Polish Association of Kingsville and
Ladies Auxiliary
Polish Seventh Day Adventist Church
in Wantirna
Puls Polonii
RACV Community Foundation
Rotary Club of Footscray
SBS Radio Program
Spectrum
Sport Australia
St George Senior Woman Group
Umbrella Community Care
Uniting (Victoria & Tasmania)
Wesley Footscray Outreach
Western Region Aged Care
White Eagle House
3ZZZ Radio

AMCS Charitable Fund

In December 2015, with financial assistance from a bequest from Mrs Janina Wojcik, AMCS established the AMCS Charitable Fund for the purpose of supporting migrant communities.

AMCS is a registered charity and all donations are tax deductible.

If you would like further information or wish to support the fund, please get in touch.



Australian Multicultural
Community Services

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