



AMCS 2015-16 ANNUAL REPORT

*Supporting you to live at home
... it's what we do*



Australian
Multicultural
Community
Services Inc

*We care,
we support,
we empower*

www.amcservices.org.au

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PRESIDENT'S REPORT

The past 12 months have shown the success of our strategy to build on our strengths and expand our client base and services. The aim is to meet the challenge of the Federal Government's changes to aged care services funding commencing February 2017. In particular AMCS has:

1. been given approval for 40 additional Home Care Packages, of which, all have been taken up, thus reducing overhead costs and increasing revenue;
2. been able to offer Level 3 and 4 packages, enabling us to better support existing clients and attract new ones;
3. expanded our brokerage services, increasing our revenue;
4. been granted one million dollars over three years to provide employment assistance to disadvantaged job seekers via the Jobs Victoria Employment Network.

As a Board, we have focused on ensuring AMCS

- maintains its excellent quality of service,
- continues to consolidate its good reputation,
- builds its revenue base and maintains its financial strength,
- remains a respected source of care for vulnerable people of CALD backgrounds and
- increases awareness of issues facing the CALD community.

Over the next 12 months and beyond we must build on the solid foundation of recent years and face the ongoing challenges in the aged care sector. For us,



Russell Howard
AMCS President

this includes continuing to grow revenue, becoming a national service provider (not just Melbourne and Geelong), keeping overhead costs low to remain competitive in a highly competitive market, embracing the latest technology, developing and promoting the AMCS Charitable Fund and maintaining the highest corporate governance standards.

I am confident the incoming Board, management, staff and volunteers will take these challenges in their stride. I would like to thank the current Board, CEO, staff and volunteers for their ongoing dedication and hard work, without whom we could not provide quality services and programs to our clients and CALD community.

I would like to acknowledge the invaluable contributions made by our Treasurer, Ron Horfiniak, Secretary, Agatha Pawlowski, and Board member Assunta Morrone, who are stepping down from the Board. Their experience, commitment, support and valuable time given to AMCS on a voluntary basis is much appreciated and AMCS is the better for their contribution.

I am stepping down after 9 years on the Board and 8 years as President. I do so knowing AMCS is very well positioned for the future in terms of strategy, financial health, reputation, management experience and capability. It has been my privilege to serve AMCS, our clients and the CALD community.

CEO'S REPORT

AMCS was established 33 years ago and during all of its existence, the organisation has always been proactive in adjusting to government reforms and changes in the community services and community aged care sector. In view of the level of aged care reforms that are occurring, in the last 12 months AMCS undertook a range of activities to increase quality and value for money for all of AMCS services, reduction of organisational overheads and over and above the call of duty compliance of all government programs and projects.

We understand that the last 12 months have, at times, caused more confusion for clients and their families. The aged care reforms that the Commonwealth Government have been implementing are unprecedented and challenging. AMCS staff are committed to assisting clients and their families with developing a good understanding of the new aged care system including new client fees. Our staff really take time to guide people step by step through the processes and we are always available to provide information and follow up conversations.

The recent changes to aged care services have also resulted in aged care providers reflecting on what makes them different and why clients and their families should choose them as a care provider. I invite you to read on page 29 about the reasons that make AMCS unique and the reasons why clients chose AMCS to support them to live at home for as long as possible.

Overall, AMCS has had a good year. The highlights include the following:

- A successful proposal to provide level 3 and 4 Home Care Packages in all regions of Melbourne.
- An invitation by the Victorian Government to implement a digital strategy for seniors project in the City of Maribyrnong.
- Implementation of the ACFE Board Women Education and Employment Pathways Project in the western region of Melbourne

In terms of partnerships, AMCS is very pleased about the working relationship with LifeAssist to provide a respite program for ethnic seniors, and many other aged care providers e.g. Kalyna Care and Villa Maria Catholic Homes.

Organisations such as AMCS need friends and supporters and we are very fortunate to have a great working relationship with Leadership Victoria and Small Business Mentoring Service, who provide professional pro bono volunteers and mentors. We are better in what and how we do things at AMCS due to this type of support.



Elizabeth Drozd
AMCS CEO

AMCS is a service organisation and we would not be able to support almost 900 clients every week, if it was not for the hard work and dedication of the wonderful AMCS staff who work hard to ensure that clients have high satisfaction with our services and feel supported. AMCS' commitment to culturally and linguistically diverse (CALD) communities continues to be 100%. This shows every day in the way our staff work with clients, their empathy, cultural understanding and care appropriateness. It is a privilege for all of us at AMCS to support older persons from many ethnic communities.

In addition to thanking all of AMCS staff, I thank most sincerely the 150+ active volunteers who visit ethnic seniors to provide CALD companionship and support. AMCS volunteers also assist us in the office with picking up food for asylum seekers from Foodbank Victoria, help with mail outs, marketing, administrative work and telelink for isolated ethnic seniors.

Finally, I express my gratitude to all AMCS Board Directors and especially the outgoing Directors: Russell Howard, Agatha Pawlowski, Ron Horfiniak and Assunta Morrone. Each has contributed significantly to the AMCS success and this will help us to face the future with confidence.

What are our plans for the future?

Our plans include continuation of identifying further organisational efficiencies and strengthening contact with ethnic ageing communities in Melbourne and Geelong. We are looking forward to not being restricted by geographical boundaries or how many clients we can assist. We welcome all inquiries.

Also, at the time of writing this report, I am delighted to announce that we have been successful in securing funding from the Victorian government to be able to do more for disadvantaged job seekers, through the new initiative called Jobs Victoria Employment Network (JVEN).

THIS YEAR

Successful submission in last funding round for 40 home care packages

Successful proposal to provide level 3 and 4 Home Care Packages in all regions of Melbourne

Australian Aged Care Quality agency conducted quality review site visit. The review concluded that AMCS met all outcomes under the Home Care Common Standards

Invitation to implement the Victorian Government digital strategy for seniors within the City of Maribyrnong

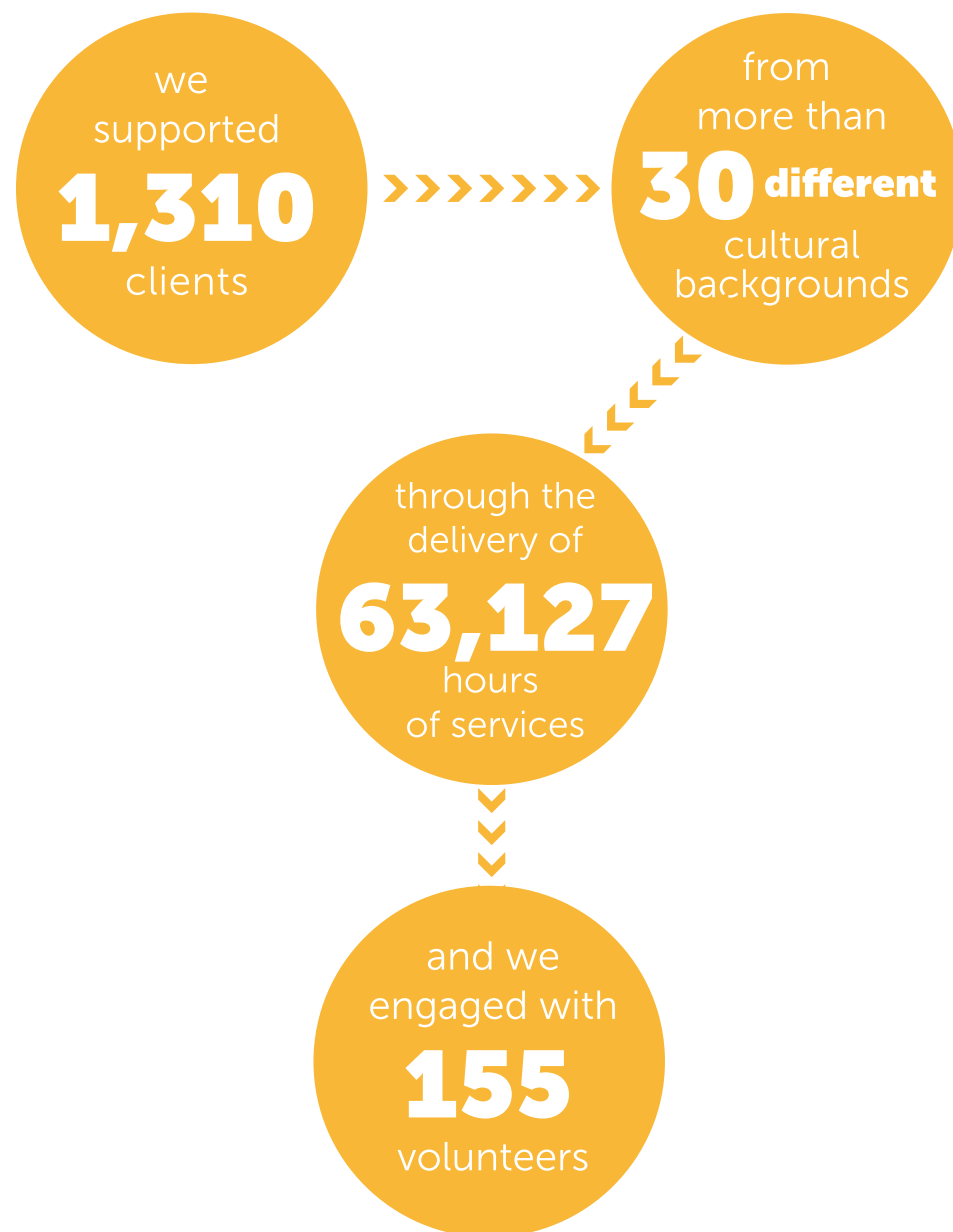
Successful implementation of the project Learning/Pathways for CALD Women's Futures in South Western Victoria

900+ clients supported per week

Strong partnership with LifeAssist, Kalyna Care and Villa Maria Catholic Homes

426 people experiencing disadvantage were assisted through our Financial Wellbeing and Capability Emergency Relief Service. 117 of them were referred to other organisations for additional support.

HIGHLIGHTS



OUR SERVICES

-  Home Care Packages Program & Multicultural Premium Care
-  Aged Care Information and Referral for Seniors (Specialised Support Services)
-  Aged Care Information for Senior Citizen Clubs (Service Systems Development)
-  Social Support Groups
-  Volunteer Visiting Program (Social Support Individual)
-  Respite Program
-  Emergency Relief Services
-  AMCS Adult Education Classes

NORTHERN REGION



EASTERN REGION



MELBOURNE

WESTERN REGION



SOUTHERN REGION



BARWON/GEELONG REGION



GEELONG

OUR SERVICES

SERVICES SNAPSHOT

Australian Multicultural Community Services (AMCS) provides support to people of various ethnic backgrounds. The work with our clients is based on quality, respect and diversity, consumer satisfaction and compliance.

We deliver this through the following programs:

HOME CARE PACKAGES PROGRAM

Services provided at home for people receiving government funded home care packages. Our services are personalised and delivered by highly professional multilingual support workers.

MULTICULTURAL PREMIUM CARE

Fee for support services to people who need extra services, people waiting for services or people ineligible for government services. The service is also available to Home Care Packages service providers.

AGED CARE INFORMATION AND REFERRAL FOR SENIORS (Specialised Support Services)

Information and support for older ethnic seniors including advocacy and carer support. We also provide support to other service providers to meet specialised needs through awareness raising.

AGED CARE INFORMATION FOR SENIOR CITIZEN CLUBS (Service Systems Development)

Working in collaboration with local government, relevant government departments and service providers to improve the circumstances of older people from diverse backgrounds through a range of community development initiatives.

SOCIAL SUPPORT GROUPS

This program provides an opportunity for clients to interact and participate in various group activities including excursions. We have ethno-specific and multicultural groups

VOLUNTEER VISITING PROGRAM (Social Support Individual)

This program provides assistance by a volunteer or a staff member to an individual. This include visiting services, telephone monitoring services and accompanied activities (such as accompanied shopping, bill paying and other activities)

RESPIRE PROGRAM

Good quality respite for frail, older people to give opportunities for carers to have a break and look after their own health and wellbeing.

EMERGENCY RELIEF SERVICES

Providing support to people and families in the community who are experiencing financial difficulty.

AMCS ADULT EDUCATION CLASSES

Offering high quality and low cost English, computer and iPad classes for people from diverse backgrounds.

HOME CARE PACKAGES PROGRAM

& MULTICULTURAL PREMIUM CARE

EUGENIA CHOIŃSKA’S STORY

The circle of independence

In the early 1960’s, a 12-year-old named Urszula told her mother she was old enough to go to school on her own. To offer her eager child a little independence, **Eugenia Choińska** says she agreed, but to make sure Urszula was okay she secretly followed her daughter on the same train for two weeks.

Over 50 years later it is now Eugenia who seeks to retain her own independence. And now both Urszula and the AMCS are here to support Eugenia to make sure she too will be okay.

AMCS provides Eugenia with the services of a Home Care Package, offering her independence, happiness, an ongoing community engagement and the ability to remain in her own comfortable home environment.



Eugenia in her kitchen



Edward and Eugenia

Eugenia says, "I am very grateful for the support of AMCS and wish more people knew about these services. Services that make older people's life much easier."

Eugenia came to Australia in 1949 as a post WWII Displaced Person and is able to tell her life stories to her AMCS companions and support workers. The warm touch of AMCS has ensured that one of her support workers is also from her native country, Poland, allowing Eugenia's life journey to be expressed easily with cultural understanding and at times in her native tongue, while also being able to offer the preparation of meals.

Eugenia also enjoys having support workers from different nationalities. AMCS support worker Sarah, of Egyptian ancestry, says, "She likes to talk to me and tell me about her children, grandchildren and great-grandchildren."

Like the story about her 'wedding reception' after having just arrived to the migrant camp in Bonegilla, Victoria. Without an ideal wedding dress her reception was in a milk bar with milkshakes, buttermilk and ice cream.

Or like the time she sang in a choir for the Polish Pope's visit to Melbourne where he told them, "In your hearts, be good Poles, uphold Polish traditions and pass them on to your children and future generations. At the same time, be good citizens of the country you live in so that you can always be proud of who you are and where you come from."

Eugenia's many contributions to the community, as an active and valuable member, seem to reflect the Pope's guidance. She has been involved in community work for the Polish Association of Kingsville, the Ladies Auxiliary and also acted as the President of the Polish Senior Citizens' Club in St Albans.

The positive impact Eugenia has had on the community is quite evident. It is now the perfect opportunity for the AMCS community to have just as powerful an effect on Eugenia and her family.

AMCS is proud to provide Eugenia with the following services:

- companionship/transport to appointments and shopping
- home care
- home maintenance
- meal preparation (Polish meals are Eugenia's favourite)
- equipment (walking frame/walking stick)
- personal care for her husband
- respite care (in home) for her husband so Eugenia can take some time for herself.

Sarah has a natural ability to offer a few of the above mentioned supports telling us, "When I care for older people I see what their needs are. I don't just do what is in my roster. I do what I wish somebody would do for my mum."

Sarah mentions that she has also felt supported by AMCS. "AMCS advised me to go a few times as an observer with other support workers to familiarise myself with the role and to understand how to step into a client's home for the first time. How to differentiate from the various services that AMCS offers; what is home care, personal care, shopping etc. That took a lot of pressure off me. I am really grateful for AMCS. They support me really well."

Earlier this year the Department of Social Services allocated more Home Care Packages to AMCS allowing the organisation the wonderful opportunity to bring Eugenia's husband, Edward, under its care.

Edward has dementia and the possibility of sending him to a nursing home terrified Eugenia. With her own fragility and mobility issues she believes not having the support of AMCS would have been very difficult and feared they both may have ended up in a nursing home.

"You don't realise but slowly, slowly you feel it in your bones that you are getting older. I can't imagine being without the help that I am getting."

AMCS has helped keep Eugenia's spirit strong.

"You have to be a fighter until the end of your days."



Edward with support worker, Sarah

SOCIAL SUPPORT GROUPS

A SOCIAL SUCCESS: THE MULTICULTURAL/ FILIPINO SOCIAL GROUP

Sasha and Fortunato's story

"It's a happy club and I always go home smiling."

Sasha, a member of our Multicultural/Filipino Social Support Group, tells us the two golden elements of a successful group: Happiness and smiles.

Sasha has enjoyed the group since it began and believes there is no comparison to the fun and energy found within this particular AMCS social Support group.

"There is a lot of laughing and joking around. It is a relaxed environment, even when playing bingo we are all chatting and having fun. I attend other Social Support Groups but they are not as fun and relaxing. I have made many new friends and memories at the club." Sasha

Fortunato joined the Italian Group before later transitioning into the Multicultural/Filipino Social Support Group.

He is an active member who enjoys having a go at everything as well as teaching others how to play cards.

"I like coming because everybody is friendly. I like to dance and do craft. I take the craft home to show my grandchildren. My favourite things to do are colouring and playing bingo. I feel happy when I am at group and I like to make others smile too." Fortunato



Chinese Social Support Group at Williamstown Botanical Gardens

we provided
18,694
hours of activities

to
105
clients

from
21
cultural backgrounds

VOLUNTEER VISITING PROGRAM

MARINA AND PERSA'S STORY

A mutual match that crosses boundaries

"How can it work between the two of them? Both are the victims of war, but from opposite sides of the barricades and from different generations."

This was a particularly difficult question and a unique situation that AMCS had to approach delicately while trying to successfully match a client with the most suitable visitor.

Little was known about Persa, a 75-year-old Avondale Heights nursing home resident, except that she came to Australia during the Balkan War.

Carers at the nursing home mentioned to us that Persa's extended family background was not known to anyone, as she had not wanted to talk about it.

They also told us Persa did not have anyone to visit her, which meant she was spending most of her time in bed in her room with just her memories to keep her company – memories that had once travelled with her to Australia... memories that had become the root of her entire life and were now unbearable to handle during her senior years.

The barrier between herself and the nursing home staff was insurmountable, resulting in Persa becoming more and more isolated.

Paul, a lifestyle coordinator from the Aged Care Facility, was determined to find a solution and to offer alternatives for a healthier and more positive result.

He wanted to find someone who could speak to Persa in her own language, to let her voice be heard, to let communication help to end her isolation.

It was at this moment that AMCS received Persa's referral.

During this particular period the AMCS Volunteer Programs team had appointed Marina, a volunteer whose main interest was visiting seniors in aged care facilities in Melbourne's Western Suburbs.

Marina has the perfect attributes to support our ethnic seniors. She was born in Serbia and came to Australia when she was a young girl. She also has a professional background in aged care but can no longer practice her profession due to an injury she obtained while undertaking duties at work.

When AMCS received Persa's referral, it was natural that Marina was the first person crossed our minds. However, a challenging and sensitive question arose: We understood that Marina, who is younger and has spent her entire life in Australia, did not seem to have a problem with Persa's ethnicity. But what AMCS did not know was how Persa would react.

AMCS had encountered a dilemma. We did not have anyone of Croatian descent available for Persa but we had a wonderful and dedicated volunteer who could speak the same language.

But, would the bad history between both nations cause more harm than good and bring back all of the painful memories that had been haunting Persa through her life?

It was imperative that we considered all of the above when we were making an important choice that was intended to support a person in need.

We shared our concerns with Paul and after many conversations we decided to give it a go.

Paul discussed with Persa how she would feel having a visitor of Serbian descent come see her and spend some time with her.

On the first visit Marina seemed to be a bit nervous, as she was wondering how she would be received by her elderly client. Unbeknown to Marina, Persa was also afraid that her own background might put Marina off from seeing her.

Proving companionships are able to cross boundaries, it has been a mutual match from that very first day, and Marina and Persa have become very good friends.

Marina visits Persa as often as she can, visiting every day even though the program guidelines require her to visit once per fortnight.

Marina enjoys partaking in the AMCS community visitors scheme saying, "I really truly do not care if she is Serbian or Croatian. I love to be able to help her. I know how lonely she's been for all these years."

Both Marina and Persa say they have a lot of fun together and can be seen walking for hours around the facility.

They are often heard laughing as they tell each other stories and jokes.

EMMA AND ZSÓFIA STORY

Emma – AMCS Multicultural Visiting Program Volunteer

- Emma was born in Hungary in 1956 and migrated to Australia over 20 years ago
- Although she has visited Hungary many times since she came to Australia she still misses her family and friends and the places where she spent her childhood
- Emma is married, has a family with three children and commits a lot of time to volunteering in the Hungarian community with AMCS

Zsófia – AMCS Multicultural Visiting Program Client

- Zsófia was born in Hungary in 1934 and came to Australia in 1966
- She is a warm-hearted woman who lives between two worlds – the home she has in Australia and her homeland where she spent the first 30 years of her life
- She comes from a large family and often contacts her sisters who lives back in Hungary
- Zsófia often expresses how much she misses Hungary and that she would like to meet her relatives again

Emma and Zsófia – Visiting relationship

Migrating to Australia has presented some long-term challenges for Zsófia, who in her senior years experiences social isolation. The issue of isolation can be quite common in many older migrant women.

While her son, daughter-in-law and two granddaughters try their best to alleviate her solitude, the social and cultural dislocation is a challenge for Zsófia.

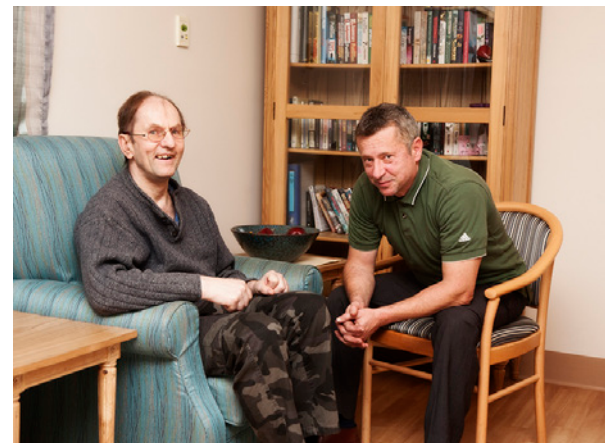
The AMCS Volunteer Visiting Program has made a remarkable difference to Zsófia's life.

Emma volunteers approximately ten hours a month with AMCS's Volunteer Visiting Program. Her companionship commitment differs per visit and may involve taking Zsófia to a local milk bar, inspecting her garden together, or a chat over a cup of tea.

"It is good to get together and get to know each other. The relationship is very rewarding for me. I feel needed and happy when I see a smile on Zsófia's face." - Emma

"It is not easy when you live on your own. Sometimes you feel lonely. Emma is very friendly and empathetic and never complains about my cake. We both like gardening so a regular inspection of my garden is always done when she comes. I am happy I can share my interests with her and the most important thing is that Emma speaks Hungarian. Her visits are very uplifting and I always look forward to seeing her again. Sometimes we talk over the phone too". - Zsófia

In the short period of time their volunteer-client relationship has developed and turned into a true friendship.



Volunteer visiting a client



RESPIRE PROGRAM

THE BEAUTY OF RESPITE

"I am 93 years old, and sometimes when I'm on my way to meet the group, I say to my colleagues, 'What would happen if this program did not exist? I would be sitting at home alone.' I have many neighbours, but all of them are Australians and I have no one to talk to. Loneliness is terrible." - Anna (Wantirna respite care recipient)

The program leader shows us the strength and beauty of communication. She values the ability to engage with others who are able to speak the same language. In this way she feels supported and understood.

The AMCS Respite Program, in partnership with Uniting Care LifeAssist, plays an important role in improving the social connection of Australia's ethnic seniors.

Respite worker Margaret, and respite care recipient Jozef, both believe the chance to be acknowledged and immersed in a social environment is a powerful tool for forgetting daily troubles.

"Older people need first of all understanding and support, along with care, a smile, sometimes a hug, to be asked 'how are you', to have a sense of security. To be acknowledged by somebody else. Everyone needs it, but especially older people, when they live alone, or when the family is busy and do not have too much time for them. Through the Respite Program, people can get out of the house, meet and talk to others. This allows them to forget about their problems." - Margaret (Respite worker)

"I really like this way of spending time. Because elderly people need contact with others and for them it is like medicine. Here we feel valued. Coming back home from such an event we feel happy. You can feel a completely different atmosphere when you get home. I am very glad that I belong to this program." - Jozef (Wantirna care recipient)



Respite worker Malgorzata conducting activities



Respite worker, Marianna, feels like she is the lucky one – a new family and a gift of happiness.

"I feel like I am in a new family. My gift is how these people smile, how happy they are; this is my biggest reward. I am truly happy."

- Marianna (Respite worker)

The Respite Program offers carers some relief, peace of mind and support. Respite carer, Stefan, is extremely grateful and does not hesitate in recommending the program to others.

"My wife had a stroke and it had a big impact on her health. The Wantirna Respite Program is a very good group. I would strongly advise any elders to join such a program, because there are many people like us who are sitting at home alone unnecessarily. They could be around such a relaxed environment, partake in entertainment, a little humour, a little singing, dinner, conversation and some attractions. I find it hard now to imagine myself sitting at home alone." - Stefan (Wantirna carer)

The beauty of respite is obvious. It offers a positive and life-changing support. Hanka, a visitor, thinks the Respite Program is unique and is able to describe it in one word: "incredible".

"When I came to meet the respite group for the first time, I experienced something I have never experienced before. Now I see how much Australia has done for the elderly and lonely people. This is a big gift. Those people who run it, they are doing an incredible job. I'm talking about those who make this handful of elderly people have a very good time. The few hours to be with someone, to eat with someone and sing, is it not beautiful?"

- Hanka (Visitor)

Jozef - Respite Care recipient singing



Respite Group during activities



Marianna, Respite worker leading physical activities



ABOUT US



OUR STAFF

Sarah
AMCS Support Worker

A story of love

"Serving the elderly and treating them with care and respect feels as though I'm serving my own parents who I would treat with the utmost care and love."

- 37-year-old Sarah Naguib describes the gratitude she feels as an AMCS support worker.

Of Egyptian heritage, Sarah chose Australia in her pursuit for a better future for her children and growing family. She has lived in Australia for 14 years now and tells us her initial decision to emigrate was not an easy one as it meant leaving her family and parents behind in Egypt. Her separation and yearning inspired a life of devotion, which developed into a valuable professional skill.

"Being separated from my parents really ignited a longing and passion in me to dedicate my time to the elderly."

Sarah's genuine passion to nurture and care first led her to volunteer as an Aged Care Worker in a Church program.

"I would love reading the Bible with those under my care, spending time with them, feeding them and sharing with them as if they were family."

After four years volunteering, her children were growing up and she realised her circumstances had begun to change. During this time Sarah understood she needed to start working.

"I ventured off into many paths but none of them felt right for me. I yearned to do something I loved and was passionate about, I started my course in Aged Care and began a new and wonderful chapter in my life."

When Sarah completed her course, she says she didn't apply for many jobs as she knew exactly where she wanted to be.

"I always had my eye on Australian Multicultural Community Services and hoped to be a part of their team. I am blessed to be a part of this organisation and am very grateful for the belief invested in me. Both AMCS and myself share the same view that working with the elderly isn't just a job, it is passion and a lifestyle we must take on."

"I am forever grateful for the opportunity given to smoothly transition from volunteer into a professional aged care worker, doing what I love and care about most. My greatest reward is receiving a hug or seeing a smile on the face of my clients. It makes my day when clients tell me that they look forward to seeing me again. It is for those moments that I do what I do."

Sarah tells us she can't contain her happiness and often bakes sweets to share with all those around her... and naturally this "is an absolute joy" for her too.

ABOUT US



OUR BOARD

Dr Tam Nguyen
AMCS Board Director

Helping to change the world

AMCS Board Director, Dr Tam Nguyen, believes the famous quote by Gandhi best describes how helping people and the community has impacted his life, telling us he is “humbled by the lessons of humility and humanity” from those he has assisted.

Dr Nguyen first became involved in the nonprofit sector 15 years ago as a way to make a positive contribution and to give back to the community.

With a small group of friends he founded a Not-for-Profit aimed at providing direct assistance to underprivileged children in Vietnam. The organisation provided opportunity for youth to access higher education training and hoped these children would be able to achieve a sustainable livelihood and an improved quality of life.

*“Be the change you want to see
in the world.” - Gandhi*

Dr Nguyen is able to reflect on his own personal journey in seeking that ‘better life’, having come to Australia in the late 1980s under the migrant sponsorship program to be reunited with his father who had himself escaped Vietnam after the war.

He remembers his first impressions of Australia with fondness saying he had “a great sense of welcoming and acceptance from the school and community.”

He tells us his story is similar to many immigrants, and that there are more challenges than just the language barrier, saying, “Growing up between the Aussie way of life and keeping my Vietnamese heritage and cultural values required more than just a balancing act.”

While juggling the nuances of both cultures he mentions his fondest memory was an immersion program for newly arrived students in country Australia. This experience gave him the chance to learn, take part in and embrace Australian cultural values by spending a week with what he describes as a “true blue Aussie family”.

Dr Nguyen continued learning when he entered the Australian education system and tells us being accepted into, studying at and graduating from an Australian university was an extremely proud moment for his parents. He says, “They sacrificed and risked their life in making the journey to Australia so that I could have a better education and future.”

With thanks to his parents, Dr Nguyen has since developed a long list of academic and professional achievements across Melbourne’s hospitals and universities.

He says he became involved with AMCS because he was impressed with the “strong commitment shown to multicultural communities” and felt he could bring a management and strategy skill set to the board.

Dr Nguyen is a proud AMCS board member and believes the “great heritage and track record in providing care and assistance for refugees and migrants” is what makes AMCS so special.

WHAT MAKES AMCS UNIQUE

1. AMCS staff are as flexible as possible when organising care for clients. Almost all are bilingual and some are multilingual. They all understand the preferred way of caring and supporting older persons.
2. Quality of care at a good price is what we always deliver.
3. AMCS support clients to maintain independent, healthy lifestyles and participate in the community.

AS AN AGED CARE PROVIDER?

4. AMCS is a reputable multicultural organisation, with 33 years of dedicated community service.
5. We walk alongside clients and carers to empower and support them.
6. Providing choices for clients is what gives us a lot of satisfaction.
7. We acknowledge and work with our clients' diversity
8. We provide an individual model of service based on the clients' choices.



STATEMENTS OF INCOME & EXPENDITURE

	2016	2015
INCOME		
Government Funding	\$2,793,467	2,666,634
Community Projects	\$277,854	419,664
Income from Investments	\$29,401	67,927
Client Fees	\$157,534	134,345
Members' Fees	\$130	145
Donations	\$1,953	364,138
Other Income	\$506,809	504,871
TOTAL INCOME	\$3,767,148	4,157,724
EXPENSES		
Advertising and Promotion	\$9,092	12,069
Salaries and Oncost	\$2,667,544	2,991,898
Property Expenses	\$164,482	168,879
Volunteers' Travel	\$45,359	44,970
Direct Client Expenses	\$329,930	251,598
Administration and Other Expenses	\$263,473	380,945
TOTAL EXPENSES	\$3,479,880	3,850,359
<u>Surplus (Deficit)</u>	<u>\$287,268</u>	<u>307,366</u>

THANK YOU!

Australian Government
 Department of Social Services
 Department of Health
 Victorian Government
 Department of Health and Human Services
 Department of Education and Training
 Department of Premier and Cabinet
 Brimbank City Council
 Non-Government Grants

Our sincere thanks to the following trust and foundations for their support to our programs:

Alzheimer's Australia
 Carers Victoria
 Rotary Club of Footscray
 UnitingCare LifeAssist National Respite for Carers Program

In Kind Support

Google Ad Grants
 Goodcompany
 Sheldon Heyes Clark – Journalist

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 Charitable Fund is a charity and all donations are tax deductible. Please contact us if you would like more information.



Australian Multicultural Community Services Inc

Suite 111, 44-56 Hampstead Road
Maidstone, VIC 3012

Phone 03 9689 9170

Mail info@amcservices.org.au

Pakington Village - 16/111 Pakington Street
Geelong West, VIC 3218

Phone 03 5229 5708

Mail geelongoffice@amcservices.org.au

www.amcservices.org.au

Inc. No A0048140C ABN 69 022 519 263