



Australian
Multicultural
Community
Services

AMCS

Annual Report 2021

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

AMCS Mission and Values

Mission:

To improve lives through care, support and empowerment.

Values:

- » Clients-first
- » Quality
- » Compliance
- » Respect and Diversity
- » Continuous Improvement

Our commitment to give back to our elderly for their sacrifices is what makes our organisation so special. Beyond care arrangements, we value each person’s support preference. As a not-for-profit service organisation, we support our multilingual staff and volunteers, providing the required resources and training to perform their roles at their best. Clients’ satisfaction confirms strongly that they and their families assess AMCS as a care organisation that can be trusted. We are very proud of such feedback.

In the spirit of reconciliation, Australian Multicultural Community Services Inc. (AMCS) acknowledge the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.



Support Worker Tina Parisi with Home Care Package client Maria Mesiano



International Women’s Day in Respite Wantirna South



During lockdown, volunteers regularly mailed handmade cards to seniors

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Chinese (Cantonese) Social Support Group at Brighton Beach

AMCS is committed to the health and safety of clients, employees and volunteers during the COVID-19 pandemic. We followed COVID-safe practices for all photos. Any images included without social distancing and/or masks were taken prior to restrictions, or under easing restrictions.

President's Report

It is a privilege to return as Australian Multicultural Community Services' (AMCS) President and to again be a part of an organisation that makes a significant impact on the lives of seniors.

It has certainly been a challenging time with a global pandemic for staff, volunteers and clients. Thanks to their dedication, we have been able to adjust our services and still see growth across the organisation, whilst providing quality care and support.

The Board has been focusing their efforts on the AMCS strategic plan, including an integrated Home and Health Care Business Model, Corporate Governance and financial development including organisation growth and Millennium House's renovations as a community resource centre.

Acting on the independent advice of aged care industry legal and management experts, the Board has decided that a change of AMCS' legal status from an Incorporated Association to a Company Limited by Guarantee is in the organisation's best interest. AMCS will be better placed to meet the opportunities arising from the Royal Commission's recommendations into aged care, the increase in Federal and State Governments funding of the sector and the increase in corporate governance requirements arising.

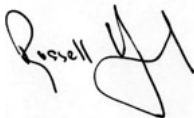
Over the next 12 months, the AMCS Board will:

- » address the recommendations of the Royal Commission's findings, including the release of 80,000 new Home Care Packages across the sector.

- » implement new information and communication technology to better support our staff, volunteers and clients.
- » transition to a more integrative home and health care model, including the restructure of our workforce.
- » address the sector-wide workforce and skills shortages to ensure we meet each and every client's needs.

Our main priority will always be to continue to put the needs of our clients and our communities at the center of everything we do.

My deepest thanks to our dedicated CEO Elizabeth Drozd, and our wonderful hard-working staff and volunteers who are the heart and soul of AMCS. The board and I appreciate all that you do to support the wellbeing of clients. My thanks to the Board for their ongoing support and commitment during this most difficult year and for the upcoming 12 months.



Russell Howard
President

CEO's Report

I am grateful and privileged to lead and manage Australian Multicultural Community Services (AMCS). Despite the pandemic's impact, we have supported the largest number of seniors and job seekers in the organisation's history.

The global pandemic's effects have further shown the importance of quality of life, especially for connection, health and wellbeing. AMCS is proud to support clients and adapt services to seniors.

This year, I celebrated 30 years of working within the community services sector. I reflect on the experiences and the knowledge gained, and am appreciative of the opportunity to support seniors, migrants seeking employment and address ageism.

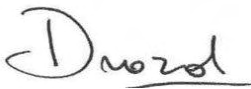
Due to the organisation's rapid growth, we were advised to change our legal entity from an Incorporated Association to a Company Limited by Guarantee. The shift occurred during the 2021 Annual General Meeting.

Recently, we integrated our support services to include the Home Care Package Programs and the Commonwealth Home Support Programme under one banner. The merge allows seniors to have a smoother transition between programs and to assist them to access services.



The Royal Commission recommended the release of additional Home Care Packages to clients and funding increase to support the sector. We will ensure a strong workforce, system driven processes, high-quality services and safety in everything we do.

None of this would be possible without the endless dedication and hard work of our staff. I extend my sincerest thank you for not only navigating the provision of services through a pandemic but also for the tireless commitment towards improving the lives of seniors and all others who need our support. Further thanks to the Board members for the guidance throughout the year. Your high commitment and empathy ensured we do our best as an organisation.



Elizabeth Drozd
Chief Executive Officer

Board of Directors 2020-2021



President
Russell Howard



Vice President
René Blaszak



Treasurer
Ron Horfiniak



Director
Peter Biedak



Director
(Prof) Desmond Cahill
OAM



Director
Barbara Swiatkowski

Services

Australian Multicultural Community Services (AMCS) is a community organisation with over 35 years of experience in providing older Victorians, families, community groups, individuals and carers with quality services and reliable support.

Our culturally appropriate services are:

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

We are flexible, professional and aim to improve the community.

Home Care Packages

Personalised packages to meet your individual needs through personal care, domestic assistance, transport and referrals to allied health.

Entry-level Home Care Support

For a small contribution, entry-level home care support is the first step in supporting you to stay at home. Ideal for seniors needing a small amount of assistance or on the waiting list for a Home Care Package.

Social Support Groups

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

Centre-based Day Respite Program

Carers, take a break with the comfort of knowing AMCS is supporting your care recipient.

Volunteer Visiting Programs

Enjoy visits from our volunteers who speak your language and share your hobbies. The volunteers can visit you in your home, residential facility or take you on an outing.

Information, Referral and Support

Understand, access and navigate the aged care service system to make your own decisions.

Support and Relief

Free support to individuals and families during emergencies.

Adult Community Further Education

Free pre-accredited courses available for Victorians of all ages to gain new skills and improve their career pathways.

Help to Find Work

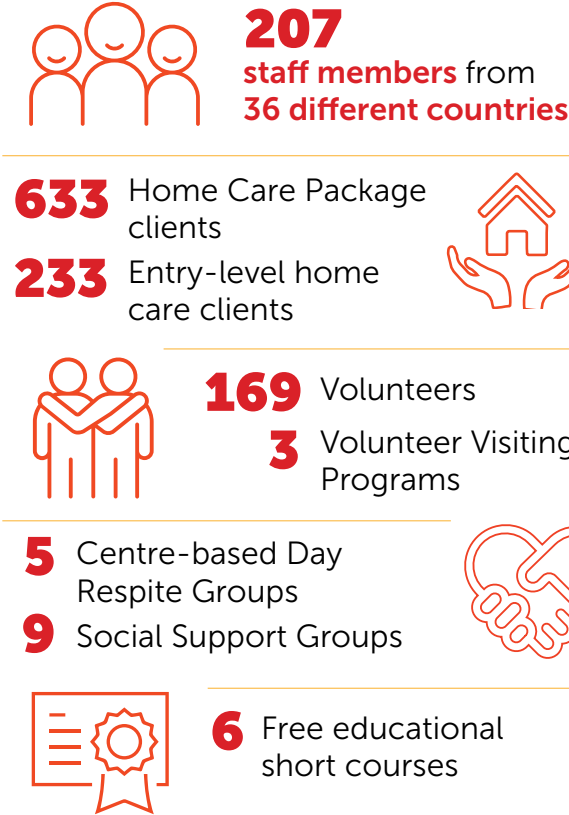
People of a working age receive free support in career guidance, skills development, education and training.



“During lockdown, we participated in ‘armchair travel.’ We took turns to describe countries we’ve visited.”

Anton Fernando, Sri Lankan and South Indian Respite Group Client

Snapshot



Quality and Compliance

Over the last 12 months, we have focused on maintaining a careful approach to managing staff and client outcomes in response to COVID-19 and the Royal Commission’s findings into aged care.

AMCS identified trends through an annual audit schedule to monitor systems, processes and the quality of services.

Priorities included:

1. Capturing client reactions via an emoji feedback initiative at the completion of each service and an independent client satisfaction audit.

2. A comprehensive workforce plan to respond to the attraction and retention of staff and increased clinical governance compliance.
3. Review of technology systems to improve information management and distribution.

We remain conscious of keeping up with rapid growth without compromising excellence.

Home Care Packages Program (HCPP)

The new home care standards mandate a shift away from traditional models of care and require the prioritisation of the consumer’s quality of life.

In 2021, the team took pride in celebrating our 685th HCP client joining AMCS. A recommendation is the greatest compliment, and most sign-ups were from referrals.



Staff Professional Development

The HCP team participated in a team building and problem solving session hosted by reputable trainer Scott Dutton. The group enjoyed the workshop and look forward to implementing their new learnings.



Welcoming new team members to support you with reliable services:

- » 2 Team Leaders
- » 8 Care Advisors
- » 2 Administration Support Officers
- » 1 Care Coordinator
- » 33 Support Workers



David Teague, Carlton Football Club’s senior coach wished Aileen Castillo a happy 100th birthday and congratulated her on 87 years of membership.

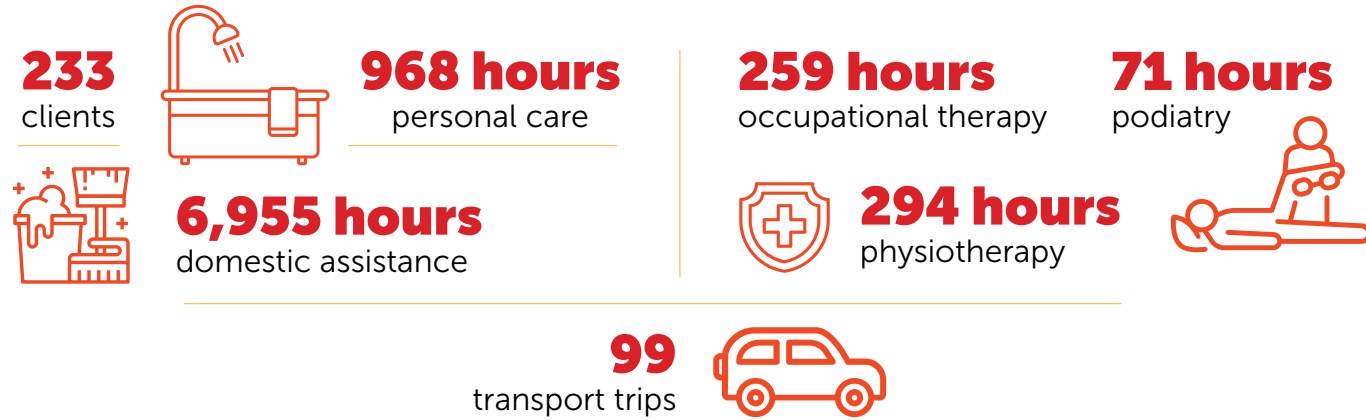


Left: On Lutfiye Cagdas’s birthday, her Care Advisor Sofie Ignatidis researched a message in Turkish for a card. “Sofie is such a considerate person to write a card in my first language,” Lutfiye said.

Right: After a Care Plan review to check if our services still met Maurice Maghamez’s needs, Maurice set the table and invited AMCS staff to join him in a feast.

Entry-level Home Care Support

The team is proud to have many clients choosing AMCS as their preferred care provider. Despite the pandemic’s challenges, we were happy to see the resilience and smiles each time someone receives support.



“I was initially reluctant to sign to AMCS because of bad experiences with other providers. After many phone calls, the staff reassured me. My Support Worker Lin knows what she is doing and is great. I will continue to stay with AMCS.”

Shivdev Rakkar, Entry-level Services Client

Social Support and Respite for Seniors

Melbourne’s second lockdown lasted 111 days, restricting face-to-face sessions for Social Support Groups and Centre-based Day Respite clients. The teams provided clients with activity packs, online programs and in-home support. Fortunately, most groups could start weekly in-person meetings in January 2021. Thanks to additional government funding, the team was proud to establish two new Centre-based Day Respite groups in the Southern Metro Region for Sri Lankan/South Indian and Eastern European care recipients and a weekly Nordic Walking Group.

However, aged care residents through the Volunteer Visiting Programs waited longer for face-to-face activities because of the facilities’ strict ban on visits. The team provided ongoing loyal support to the residents, other clients and volunteers to continue contact via phone call, Skype or FaceTime.

Social Support Groups

AMCS run a variety of Social Support Groups for communities from different multicultural backgrounds, including Arabic, Chinese, Eastern European, Filipino, Italian, Polish and Ukrainian. As demand grows for a particular language, we create new groups.



Chinese (Cantonese) Social Support Group, Melbourne Western Region

22 clients participated in Chinese Chess, Mahjong, gentle exercises and line dancing.



Multicultural Social Support Group, Geelong

Clients created special table decorations for Mother’s Day.

Centre-based Day Respite Program

While carers recharge, our five respite groups organise transport, food and activities for seniors.



Eastern European Respite Group, Melbourne’s Southern Region

Because of clients being from different regions of Poland, six seniors learnt different dialects from each other through games to guess the meanings of words from various areas.



Sri Lankan and South Indian Respite Group, Melbourne’s Southern Region

Seniors created lanterns for Vesak, a Buddhist festival.



Nordic Walking Group

Nordic walking is a total-body gentle exercise using specialised poles, popular among seniors in Europe.

- We offer:
- » transport to and from venue
 - » 1-1.5 hours of exercises
 - » a healthy breakfast — sandwiches, fruit, coffee and tea
 - » information in preferred languages
 - » a certified instructor to teach the right techniques

Eight clients immersed themselves in nature and went to different parks on every excursion — Cardinia Reservoir, Emerald Lake Park, Jells Park and Lysterfield Lake. Many older adults brought sunscreen, backpacks, food and raincoats to prepare for any weather.

“My son lives in Switzerland. He was happily surprised a popular European sport was finally available in Australia.”

Creeda Muthukuda, Nordic Walking Client



Volunteer Visiting Programs

AMCS match volunteers to keep seniors company through three programs: Social Support Individual (SSI) and Community Visitors Scheme (CVS) Home Care and Residential Care.

During lockdown, the team proudly started online bilingual Bingo sessions and Postal Friend, a monthly newsletter available in multiple languages to engage senior clients and volunteers.

We shared our free online social cafes, featuring arts and crafts, gentle exercises and other activities. For October's Geelong Seniors Festival, we distributed 140 free game and physical exercise packs, and planned online social activities.



CVS Home Care client Ernest Parkins showed his volunteer Joanna Boberski his new guitar skills when they met between two major lockdowns.

National Volunteer Week

To celebrate National Volunteer Week, AMCS hosted a lunch on 18 May 2021. The occasion featured delicious Middle Eastern cuisine and sevdah and sephardic music from SARAY Iluminado.

The team gifted Zofia Sztendur flowers and a certificate for 25 years of volunteering with AMCS. She calls two clients weekly and helps our Social Support Group every Monday to prepare for activities.



Access and Support Services

The Access and Support Program assists people in need of services to access, understand and navigate the complex systems. During this interesting year, we witnessed a great need for support but also resilience and kindness. We ensured essential services to keep people safe and supported.

“Sinisha Krstov helped us understand the service system and provided language-specific information.”

Anonymous Client

500+ hours
of community engagement activities

- information provision
- support to multicultural groups
- secondary consultations
- stakeholder liaison

1,422 hours
of direct client support

372 referrals
to support services



295+
clients



32+
languages

42
countries of birth



226 clients

29

new clients

42

countries of birth

23

different languages

169 volunteers

52

countries of birth



34

different languages



“Our youngest volunteers, Jack (8) and Henry Jones (1) regularly visit CVS Residential Care client Nancy Roberts and give her flowers. Originally, Jack wanted to create a cardboard toy the size of half of Nancy's room, but his parents persuaded him to give smaller gifts. We love the enthusiasm!”

Support and Relief Services

Many people have experienced financial disadvantage like never before with higher support requests by those directly or indirectly affected by COVID-19.

Through our Emergency Relief Program, food relief projects and initiatives, we provided much-needed care packs, meals, rental assistance, food and chemist vouchers to people of all ages and circumstances for the community's needs.

1,000+
clients

2,353
care packs



227
utility bills and
rent payments



1,965
food and
chemist vouchers



AMCS delivered 120 Christmas hampers to bring festive cheer to 1,500+ people.

Picture: Sinisha Krstov, Manager — Access and Engagement

“Today is a busy day. AMCS and PWOA partnered to prepare and deliver hundreds of grocery boxes across Victoria to help struggling communities.”

Sayed Albidi, Service Delivery Consultant, Pakistan Welfare Organisation in Australia (PWOA)

Career Support

Adult Community Further Education

AMCS has six free short courses available for residents in the City of Maribyrnong, Brimbank, Hobsons Bay, Melbourne, Melton, Moonee Valley and Wyndham:

- » Careers in Aged Care
- » Employment Pathways
- » Introduction to MYOB Software
- » Multicultural Leadership Course
- » Navigating Microsoft Office
- » Skills for Work and Study

We supported 86 students with 260 hours of course hours to help improve their career opportunities.

Help to Find Work

The Employment Team successfully concluded the Jobs Victoria Employment Network (JVEN) program that began in 2016. JVEN was in partnership with Apex Institute and supported by many community and business organisations. The program assisted highly disadvantaged job seekers from culturally and linguistically diverse (CALD) backgrounds to achieve employment, education and training outcomes. Employment placements ranged from senior management roles to agricultural positions in regional Victoria. With our guidance and support, many individuals secured skilled employment with reputable organisations, including Metro Trains, Marley Spoon and Securitas Australia.



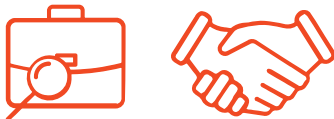
The Employment Team: Rohan Weeraratne, Sandra Boutselis, Gagandeep Kaur and Arnel Nacor

In March 2021, AMCS was successful in receiving funding to deliver the Jobs Victoria Advocates (JVA) program. In June 2021, the AMCS-Apex Institute led partnership received funding to deliver the Jobs Victoria Employment Services (JVES) program in five metropolitan regions for the next two years.

The State Department of Jobs, Precincts and Regions (DJPR) under the Jobs Victoria program proudly funded AMCS to support job seekers in matching their skills and experiences to the right role.

Employment Team

498
job seekers
assisted



372
employment
placements

50+
partnered community and
business organisations

Organisational and Community Support

Supporting Regional Aged Care Services

The Service Development and Assistance Panel (SDAP) program provides culturally appropriate local solutions to maintain and deliver quality aged care services to Aboriginal and Torres Strait Islander communities.

AMCS is fortunate to partner with Ninti One Limited and be part of the project by supporting:

- » Jali (Yarabee) Aged Care in Ballina, NSW
- » Jymbilung House Aged and Disabled Care Services in Beaudesert, QLD

We support organisations to comply with the Aged Care Quality Standards through education, policy and procedure review, financial management assistance, care planning and staff evaluations.



Community Engagement Projects

Every year, we initiate new projects to support the community, seniors and multicultural groups to stay active, social and learn new skills. AMCS is honoured to work with a network of 3,000+ seniors and 75+ community groups.



Picture: Greek Elderly Citizens Club of Manningham Inc at Money Talks for Better Ageing workshop

Money Talks for Better Ageing

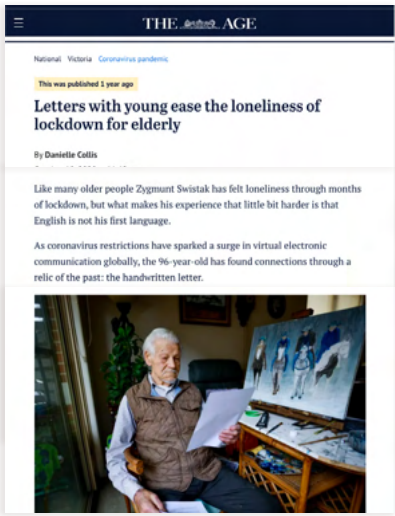
The project strengthened the financial wellbeing of multicultural seniors and raised awareness of financial abuse. Through co-design workshops, 100 diverse older adults shared stories of financial mistreatment, experiences and concerns, financial abuse risks and the difficulties in accessing information and resources with like-minded people. Participants, Seniors Rights Victoria and Financial Counselling Victoria co-created actionable solutions to strengthen their capacity and confidence to respond to financial mistreatments.

Together, they produced media resources like YouTube videos and factsheets in 10 languages.

Senior Wisdom and Mobile Information Hub (SWAMIH)

AMCS engaged multicultural seniors with a range of activities including a pen pal initiative, sewing face masks for 250 vulnerable people, and Facebook art and gardening competitions.

We are passionate about continuing to celebrate older adults, challenge ageism and create spaces for shared experiences.



SWAMIH's Pen Pal Project in the News

The Age, Brisbane Times, WA Today and The Sydney Morning Herald featured the initiative to reduce social isolation among seniors. 566 volunteers including students from language schools in Melbourne (eg. The Edmund Strzelecki Melbourne Polish School) wrote letters in 10 different languages.



SWAMIH gardening Facebook competition



SWAMIH Senior Online Art Show Winner

During lockdown, CHSP client Anastasia Sevdalakis became addicted to knitting and created sofa and pillow covers.



SWAMIH face mask project



“The lead mentor taught me how to use the My Aged Care app, online banking and ordering food online. AMCS invited me to become a digital mentor to help other seniors. I initially refused and was afraid. After participating in an AMCS online event, I became confident I could help.”

Geetha Gamage

Digital Mentors and Buddies Program

AMCS provided free training for volunteers to mentor multicultural seniors to learn new digital skills and their devices.



80
multicultural
digital mentors



20
digital
buddies



850+
seniors

Moving for Life — The Way I Like It

During the pandemic, AMCS supported 3,000+ CALD seniors to stay connected and active through a range of online interactive physical activities including line dancing to seated dancing, laughter yoga, chair yoga, tai chi, walking tennis, football and hydrotherapy.



“20 seniors enjoyed health and wellbeing sessions, including light exercise and meditation, information sessions, crafts and activities. The project improved our members’ health and fitness. We genuinely value your support for Samoan seniors to access these services and reduce the risk of exclusion.”

Susi Tevaseu, Secretary VASSI

Carers Initiative

Sometimes carers are too busy looking after others; they rarely have time for themselves. To support carers within our community, AMCS coordinated two projects designed for them: (1) Working for Carers with Carers and (2) Creative Communities for Carers.

Working for Carers with Carers

AMCS provided a social platform to connect carers through free social group activities and co-design health and wellbeing workshops with partner organisations.

Activities:

- » Exercises: Zumba, rock & roll, tai chi and yoga.
- » Co-design workshops: Mental health sessions, creative classes, support with internet and IT applications, and navigating My Aged Care.
- » Social groups with snacks.

Creative Communities for Carers

The project aimed to support and actively engage carers across greater Melbourne and regional Victoria. Participants said our creative workshops reduced stress and increased community engagement while they worked collaboratively with artists to create giant puppets.

“I already met a new friend and her son. We will stay in contact. I have never worked with my hands or created artwork before. At first, I was nervous, but now I look forward to each event and I have learnt something about myself too.”

Anita and Jasmine, project participants



Melbourne City Football Club's Coach Nathan taught the carers soccer skills



Outing to Peninsula Hot Springs

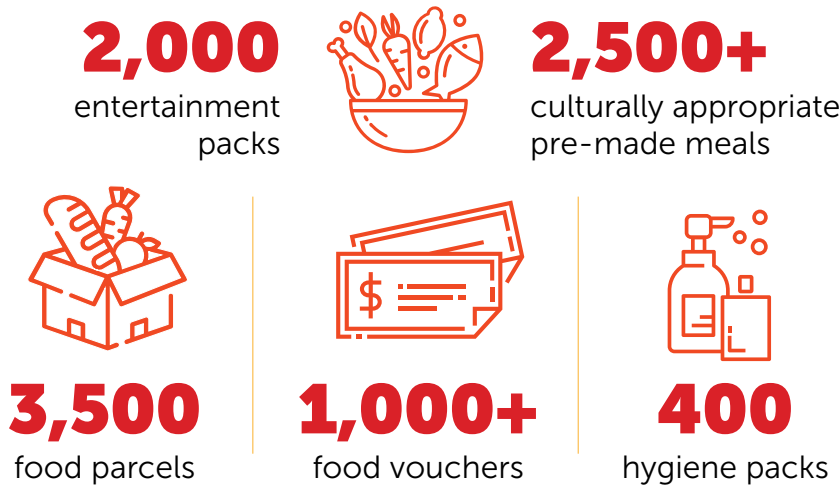


Participants making giant puppets

Picture: Victoria Australia Samoa Seniors Incorporated (VASSI)

Multicultural COVID-19 Support Hub

The pandemic is a difficult time and AMCS supported the community to stay safe, active and engaged.



AMCS also provided ongoing COVID health information and referral support, and free weekly online social friendship cafes featuring gentle exercises, arts and craft, and information awareness sessions.



Support Worker Zina Gabir distributed food parcels to the South Sudanese community

Multicultural Festival — The Whole Village into One Digital Stage

On 18–22 January 2021, 3,000+ people attended the AMCS online festival to celebrate Australia’s diversity. We presented dancing, music, wedding traditions, delicious food recipes, a knitting competition and letters about an individual’s journey to Australia.

Ursula Aruma, senior participant of AMCS social cafes, recalled her immigration story. “We came to Australia (from Sri Lanka) to join my family because milk, rice, clothing and groceries were rationed and money was scarce.”

The festival featured many traditional dances, each with their own meanings. Chandra Fernando from the Sri Lankan Association explained that one dance, “told the story between a superintendent and a tea plucker. The superintendent tried to tempt the girl to come with him by offering her things.”

We were also fortunate enough to showcase a Georgian Folk Polyphony, and premier Dragan Gavrilovic’s documentary created for Serbian TV, Sreten Bozic Wongar.

The online festival would not have been a success without the community groups, local councils, museums, musicians, authors, chefs, and expert guests who dedicated their time and shared their culture and personal stories.



Hemamala Vithanarachchi won the knitting competition. AMCS donated the entries of knitted toys to children in need.

Events

Ageing Well in a Changing World Report

On 12 November 2020, AMCS CEO Elizabeth Drozd helped launch a report that founded the eight attributes to ageing well — respect, financial and personal security, health autonomy, mobility, purpose and connection to family, friends and society.

To respond to the attributes, the Victorian Government established a Senior Victorians Advisory Group, led by Commissioner for Senior Victorians Gerard Mansour.

Ms Drozd is a proud member of The Advisory Group and guides future government support for senior Victorians to thrive as we emerge from the pandemic.

“I remember this year when I got my senior citizen card. I was so excited about it. This can be our best years.”

Elizabeth Drozd,
Chief Executive Officer



Commissioner for Senior Victorians Gerard Mansour, AMCS Elizabeth Drozd, COTA CEO Tina Hogarth-Clarke, and Minister for Child Protection, Minister for Disability, Ageing and Carers, The Hon. Luke Donnellan.



City of Greater Bendigo’s Intercultural Ambassadors

Ride with Matilda Launch

On 14 January 2021 at Maribyrnong Edible Gardens, AMCS proudly launched Ride with Matilda, a surrey bike program to improve the mental and physical health of multicultural seniors in the Western suburbs.

The event brought together The Honourable Bill Shorten MP, Cr Michael Clarke, Mayor of Maribyrnong, and Gamini Perera OAM, founder and president of SCATS (Sri Lankan Study Centre for the Advancement of Technology & Social Welfare Inc, Australia) as keynote speakers.

In Mr Shorten’s speech, he said the surrey bike is, “a remarkable feat of engineering.”

The bike fits four adults and two children and features a small motor for people to smoothly drive along grass, stay active and socialise.



Mr Shorten with his daughter Clementine, Mr Clarke and Mr Perera were more than ready to test out the vehicle.

“I’m dressed for the occasion, ready to give it a go,” Mr Clarke said.

Thank you to Footscray Rotary Club, Maribyrnong City Council, RACV and Sport Australia for their partnership in bringing our initiative to life.

What’s New?

Millennium House Upgrades

Thanks to the Westgate Neighbourhood Fund and the Department of Premier and Cabinet, AMCS will upgrade Millennium House in Footscray into a community hub to hold workshops, education and training, and cultural and family celebrations. The new facilities will strengthen community networks, especially for seniors, who are most at risk of social isolation.

According to Maribyrnong City Council, 42% of residents speak another language other than English at home. Once renovated, multicultural groups, families and individuals will have a safe environment to connect with their traditions and identity.

Current



Future



AMCS Inaugural Anti-ageism Art Challenge Winners

To combat ageism and the negative perceptions seniors face in the community, AMCS launched an art challenge to represent positive ageing, inclusivity, multiculturalism and life celebrations.

Gerardo Chierchia’s photos of his friend Carlo, who passed away five months ago, unanimously won first prize of \$1,000. As a participant in the AMCS Volunteer Visiting Programs, Mr Chierchia visits seniors at risk of social isolation. A mutual friend asked if he could support Carlo too.

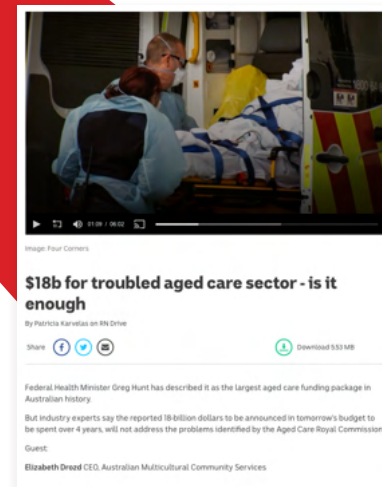
“We developed a friendship and started making a movie together on the life of a volunteer and senior,” Mr Chierchia said.

Maria Janczak won second prize of \$500 for a painting of her mother skipping and Jack Forbes-Walker placed honorary third for his Indigenous art piece.

Congratulations to everyone who entered and helped us challenge ageism.



From top:
1st Gerardo Chierchia
2nd Maria Janczak
3rd Jack Forbes-Walker



From left to right, articles in The Australian, HelloCare and ABC RN's Drive.

AMCS in the Media

We are always pleased to share stories of diverse clients and our views on the aged care sector.

In The Australian's article, *Jab campaigns 'must target ethnic groups'*, AMCS CEO Elizabeth Drozd and Home Care Package (HCP) clients, Barbara Prakash and Elizabeth Rybicki, addressed vaccine hesitancy among older adults from culturally and linguistically diverse (CALD) backgrounds.

"Ethnic communities watch the news and what's happening in their own country, and for a lot of them the messaging has been mixed," Ms Drozd said.

In HelloCare, our CEO shared her perspective on fair and accessible services for multicultural seniors experiencing barriers.

Finally, in an interview with ABC RN Drive's Patricia Karvelas, Ms Drozd detailed why the government-approved \$17.7b was still not enough to address the issues identified by the Aged Care Royal Commission.



HCP client Patricia Nichols celebrated her 91st birthday at The Hotel Windsor.

Statement of Income and Expenditure

	2021	2020
Income		
Government Funding	2,844,830	3,605,171
Direct Services Income	12,004,795	9,402,486
Community Projects	1,274,066	-
Income from Investments	215,503	146,518
Members Fees	90	115
Donations	1,452	3,274
Other Income	1,415,998	1,181,377
Total Income	17,756,734	14,338,941
Expenses		
Fundraising and Promotion	114,974	97,711
Salaries and Oncost	9,218,943	7,461,784
Property Expenses	227,255	188,551
Volunteers' Travel	23,484	45,224
Client Expenses	3,688,437	2,520,194
Administration and Other Expenses	4,406,197	3,850,422
Total Expense	17,679,290	14,163,886
Surplus (Deficit)	77,444	175,055
Other Comprehensive Income	339,374	-17,641
Total Comprehensive Income	416,818	157,414

Thank you!

Thank you to the following organisations for their support over the past year:

Australian Government

Australian Sports Commission — Sport Australia
Department of Health
Department of Social Services

Victorian Government

Department of Education and Training Victoria
Department of Families, Fairness and Housing
Department of Health and Human Services
Department of Industry, Science, Energy
and Resources
Department of Jobs, Precincts and Regions —
Jobs Victoria
Department of Premier Cabinet
Seniors Online
The West Gate Neighbourhood Fund

Local Government

Ballarat City Council
Boroondara City Council
Brimbank City Council
Casey City Council
Eynesbury Discovery Centre — Melton
City Council
Geelong City Council
Hume City Council
Knox City Council
Manningham City Council
Maribyrnong City Council
Moreland City Council
Northern Grampians Shire Council
Stonnington City Council

Non-Government Organisations

Aged Care Welfare Foundation
Albert Park Medical Centre
Antonine Sisters
Apex Institute
Australian GLBTIQ Multicultural Council
Australian Syrian Charity Inc.
Australian-Filipino Community Services
Benetas St George's — Residential
Aged Care
Braybrook Maidstone Neighbourhood House

Carers Victoria
Central Park Community Centre — Seniors
Exercise Park
Centre of Cultural Diversity in Ageing
Chinese Social Group
Coburg Library
Coptic Woman Association
Council on the Ageing (COTA)
Dandenong Polish — Australian Seventh-day
Adventist Church
Deli 4 You
Dementia Australia
Direct Chemist Outlet
Doncaster Seniors Club
Eastern Community Legal Centre (ECLC)
Ecstra Foundation
Ethnic Communities' Council of Victoria (ECCV)
EveryAGE Counts
FareShare
Federation of Ethnic Communities Councils
of Australia (FECCA)
Financial Counselling Victoria (FCVic)
Foodbank Victoria
Footscray Library
Friendship Group Italian (Coburg Italian)
Good Shepherd Australia New Zealand
Good Things Foundation
Google Ad Grants
Greek Elderly Citizens Club of Manningham Inc.
Hampton Park Turkish Seniors Group Inc.
HealthWest Partnership
Helen Macpherson Smith Trust
Impacto Consulting
Italian Project — Italian Language School
Italian Senior Club, Coburg
Keilor Downs Hall
Lalor Library
Leading Age Services Australia (LASA)
Lebanese Senior Club Coburg
Lebanese Senior Club, Reservoir
Macedonian Community Welfare Association Inc.
Melkite Catholic Eparchy Corporation
Melton Men's Shed
Melton Seniors Community and

Learning Centre
Merri Health
National Ageing Research Institute (NARI)
National Network of Multicultural Aged and
Community Care Providers
Ninti One Limited
Northern Region Indian Seniors Association
(Vic.) Inc.
Papua New Guinea Women's Association
of Victoria Inc.
ParKanDo
Perpetual Limited and Ian Rollo Foundation
Polish Retirement Home, Bayswater
Polish Saturday School, St Albans
Polish Senior Citizen Club, North Melbourne
Polish Senior Citizens Club of Werribee
Polish Senior Citizens Club, Yarraville
Polish Senior Club in Reservoir
RACV
RACV Community Foundation
RecWest YMCA
Ridney Kray Ukrainian Club
Rotary Club of Footscray
Rowville Senior Citizens' Centre
SBS Radio Melbourne
SCATS (Sri Lankan Study Centre for the
Advancement of Technology & Social
Welfare Inc, Australia)
Seniors Rights Victoria
Shalom Association Inc.
Southern Migrant and Refugee Centre
Spanish Window Community Services Inc.
Ss Peter & Paul Ukrainian Catholic Cathedral
St Albans Polish Citizens Club
St George Senior Club, Thornbury
Stevensville Primary School
Taylors Hill Men's Shed
Thao Nguyen Pharmacy
The Association of Ukrainians in Victoria
The Association of Ukrainians in Victoria
The Edmund Strzelecki Melbourne Polish School
The Palestinian Seniors Club of Victoria Inc.
The Salvation Army
U Pharmacy

Uniting Vic.Tas
Victoria University
Victoria University Library
VMCH St Bernadette's Aged Care Residence
Wantirna Polish Seventh-day Adventist Church.
Western (VIC) Tamil Seniors Club
Western Bulldogs Community Foundation
Western Elder Abuse Prevention Network
Western Regional Aged Care Inc.
Westvale Community Centre
Women's InterFaith Network Foundation



In April 2021, Centre for Cultural Diversity in Ageing interviewed AMCS clients at Millennium House and produced a video with the participants to highlight the value of appropriate services for multicultural seniors.

Further, AMCS CEO Elizabeth Drozd was a keynote speaker in their Cultural Diversity in Ageing Conference in June 2021. Her session underlined inclusive approaches in gathering feedback from older people from multicultural backgrounds.

Picture: Participants at Millennium House



Australian
Multicultural
Community
Services

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

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Community Services (AMCS)