



Multicultural
Aged Care

ANNUAL REPORT

2022/23

The Centre of Excellence in
Cultural Diversity and
Inclusion

Multicultural Aged Care

Vision

That older people from diverse cultural and linguistic backgrounds will lead the lifestyle of their choice

Mission Statement

Strengthen CALD Community Groups capacity to develop and support the aged and community care needs of their older people

Support and Assist Service Providers to deliver to older people from culturally and linguistically diverse (CALD) backgrounds the services of their choice

Advise Governments, Peak Bodies & Mainstream organisations on the aged and community care needs of older people in CALD communities



08 8241 9900



www.mac.org.au



George Genimahaliotis
Chairperson

Chairperson's REPORT

Overview

As the presiding Chair of Multicultural Aged Care (MAC), it brings me immense pleasure to present the culminating report on behalf of our dedicated Board of Management. Reflecting on the past financial year 2022-2023, our board actively engaged in overseeing initiatives and strategically navigating the evolving landscape shaped by dynamic aged care reforms and continuing recovery of the sector since the global pandemic. These challenges have redefined the approach organisations take in delivering services, and MAC has adeptly navigated these changes, unwaveringly pursuing its objectives. At the heart of our mission lies a commitment to establishing sustainable pathways that empower the sector, enabling older individuals from diverse cultural backgrounds to lead lives aligned with their choices.

Throughout the year, the MAC team has consistently and effectively engaged with an array of stakeholders, including CALD seniors' groups, aged and community care providers, businesses, educational institutions, research bodies, and various peak bodies and government departments at both state and national levels. This ongoing collaboration underscores our commitment to fostering synergistic relationships across diverse sectors and levels of governance. MAC continues to seamlessly integrate a spectrum of services, from providing essential information on accessing aged care to addressing the assessment, care planning, and lifestyle needs of older individuals. The harmonious interplay among MAC's library and resource center, the Care Finders Program, CHSP programs, and the Partners in Culturally Appropriate Care program ensures a comprehensive and culturally inclusive approach to service delivery.

Our sincere gratitude extends to the funding authorities for their generous grants, empowering MAC to fulfill its primary mission of delivering information, resources, and training to CALD communities and service providers. Our overarching goal remains the enhancement of culturally appropriate services and the implementation of best practices in serving CALD older individuals.

A special acknowledgment is reserved for Maria Johns, our Chief Executive Officer, whose invaluable contributions have been instrumental in MAC's success. We also express appreciation for the unwavering dedication of our volunteers and staff, whose enthusiasm, expertise, and professionalism continue to drive MAC's impact. Celebrating the significant milestone of 30 years, MAC stands as a testament to perseverance, commitment, and hard work, steadfastly advancing the CALD voice.

The Board of Management recently convened during a Strategic Planning Session, injecting energy, expertise, and enthusiasm into realigning and refining MAC's Strategic Direction, Vision, Mission, and Statement. My heartfelt gratitude extends to each MAC Board member for their active involvement and support. We anticipate continued collaboration with retiring board member Con Katsambis in the future.

It is essential to acknowledge the fellowship, reliability, and unwavering commitment of MAC Board members to fostering better care for older individuals from diverse cultural backgrounds in our community. Their dedication serves as an enduring source of inspiration and will undoubtedly continue to drive positive change. As we reflect on our journey, MAC remains steadfast in its mission to enrich the lives of older individuals in our multicultural community, embracing diversity and promoting well-being.

CEO's REPORT



Maria Johns
CEO

Overview

I am delighted to present the Annual Report for the financial year 2022–2023, showcasing the remarkable accomplishments of the Multicultural Aged Care (MAC). This period has been marked by unprecedented growth, innovation, and collaboration, reflecting our commitment to providing culturally appropriate and inclusive services in aged and community care. Throughout the year, MAC has demonstrated excellence in executing its workplan, achieving program goals, and meeting the strategic priorities of key programs. Our commitment to accountability remained unwavering, ensuring that every objective, output, and outcome was met as planned.

In response to the evolving landscape of aged care, MAC strategically realigned its direction, fortifying systems and processes while introducing new programs and initiatives. Post-pandemic, we have reinvigorated our efforts and collaborated seamlessly with government bodies such as the Department of Health and Aged Care, Department of Social Services, and Department of Home Affairs. These collaborations facilitated the distribution of high-quality information and resources to service providers and Culturally and Linguistically Diverse (CALD) community groups and individuals.

The MAC team has effectively engaged with CALD seniors' groups and individuals, aged and community care providers, businesses, educational institutions, peak bodies, and government departments at both state and national levels. Following the closure of the CHSP East West Sector Support corridor, MAC was nominated as the primary preferred replacement provider to continue Sector Support services and facilitation of the Aged Care Quality Standards Community of Practice.

Another noteworthy achievement is MAC's capacity-building efforts, conducted through webinars, face-to-face sessions, resource provision in group settings, and one-on-one interactions. Targeted sessions focused on meeting the Australian Aged Care Quality Standards and staying abreast of the new and updated aged care rollout. These initiatives led MAC staff to regional towns in South Australia, with requests for follow-up visits from rural and regional aged care providers.

Under the PICAC program, MAC delivered Diversity Framework webinars, highlighting culturally inclusive practices. As the peak body for CALD ageing, MAC provides culturally appropriate care across various services, including information provision, aged care access, assessment, care planning, lifestyle needs, and end-of-life care. The integration of MAC's library, Care Finders Program, CHSP programs, and Partners in Culturally Appropriate Care ensures comprehensive culturally inclusive service delivery. MAC actively contributes to aged care reform discussions, responding to papers and inquiries. Collaborations with universities on health aging research projects demonstrate MAC's commitment to advancing knowledge in the field.

I take immense pride in witnessing MAC's far-reaching impact on the lives of CALD older people. I extend my gratitude to Chair George Genimahaliotis and the MAC board for his unwavering dedication. Lastly, my heartfelt thanks to the MAC staff for their support, enthusiasm, and dedication, ensuring that our outputs consistently meet high standards and have a lasting impact. Together, we look forward to another year of success and service excellence.

BOARD OF MANAGEMENT 2022/23

EXECUTIVE

George Genimahaliotis
Pan Macedonian Federation of SA
Chairperson

Remo Porcaro
Aged and community care advocate
Vice Chairperson

Vivien Shae
Chinese Welfare Services SA
Treasurer

Moti Naral
My Care Solution
Secretary

Ilze Radzins
Latvian Seniors Group ALB Laima
Executive

BOARD MEMBERS

Caroline Ford
Southern Cross Care (SA, NT & Vic)

Con Katsambis
St Basil's Homes (SA)

Tina Taddeo
COASITSA

Anat Markus Arnold
Jewish Community Services

CO-OPTED

Remo Porcaro
Aged and community care advocate
Vice Chairperson

MAC TEAM

Maria Johns
Chief Executive Officer

Italia Mignone
General Manager

Andrijana Jovic
Finance & Office Administrator

Agnieszka Chudecka
Multicultural Learning Development Manager

Vicki Kanakaris
Cultural Diversity Lead

Joanna Golaszewska
CHSP SSG Team Leader

Marcel Grguric
Program Support - CHSP

Vandana Rathore
Board Executive Assistant/Project & Policy Officer

Nellie Rasgido
Information & Resources Officer

Gamal Charmy
Project Officer

Kiki Le
Project Officer

Wenhao Zhong
Project Officer

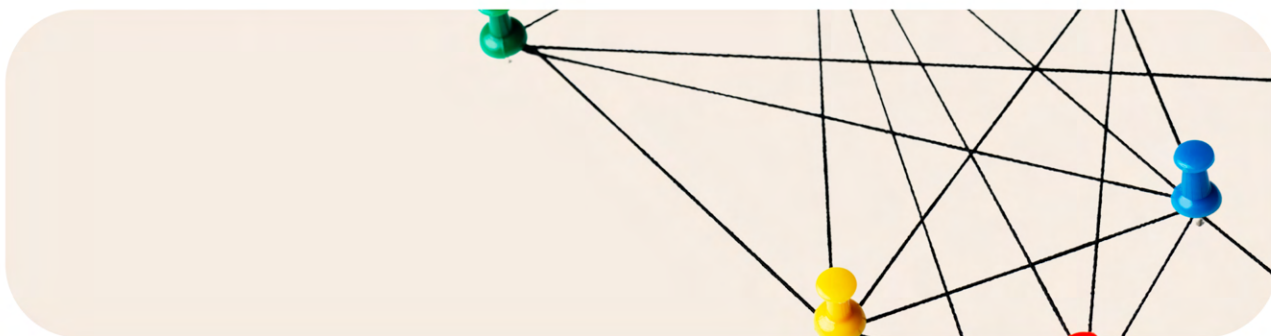
Aash Sharma
Communications & Media Officer

Program Support

Gray Perry - DFK
Auditor

Rinaldi + Co
Accountants

Argon Design Pty Ltd
IT/Website consultants



Sector Support - (CHSP SSD)

MAC facilitates the sharing of information and training within the sector and leads sector development discussions. Its sector support work provides assistance and support to CALD Service Providers in Aged Care. MAC has continuously engaged and collaborated with key stakeholders in aged care such as the Commonwealth Department of Health and Aged Care, Aged and Community Care Providers Association Ltd (ACCPA), SA Collaborative Projects, Community of Practice (CHSP), Aged Care Quality and Safety Commission and more.

Achievements 2022-23

Tailored, end-to-end individual support to organisations for achieving Quality Review compliance measures

Ongoing referral support for CALD seniors
>30
into aged care system registration and navigation



Building Organisational Capacity with CALD and generalist aged care providers

>15 Sessions
91 Participants

focused on Business Transformation, Aged Care Reforms, Code of Conduct, SIRS and more

Successfully transitioned facilitation of Aged Care Quality Standards Community of Practice to continue supporting the sector

Membership of
47
organisations

Successfully Transitioned

22

new organisations for SSD support since the relinquishing of services by East West Corridor.

MAC now supports

44

agencies

Social Support Program Café 94 - (CHSP SSG)

MAC provides culturally appropriate social support group sessions and activities to the multicultural CALD community, who are 65 years and over.

- Deliver culturally appropriate sessions and activities to include everyone's cultural needs and preferences.
- Provide aged care information and resources in many different languages.
- Regular bus trips to give clients an opportunity to connect socially through the scenic tours to various destinations, shared lunch, OP Shop tours, and garden walks at outdoor venues.
- Live music and Dancing
- Cultural presentations (cultural costumes, celebrations of various national days, Christmas, Easter etc.)
- Art, craft and games (for example, Italian Carnevale masks, Easter bunnies, garden lanterns, mandala rock painting etc.)
- Experiencing different cuisines from all around the world
- Chair yoga/Tai Chi and more to help improve flexibility, reduce stress, and promote overall wellbeing
- Puzzles, word search and colouring in activity packs to boost memory and mental wellbeing

Achievements 2022-23

24

Information and resources from the DHAC and COVID information/updates for consumers, communities and CALD CHSP providers with links to resources in Languages other than English

86

Aged care resources for CALD consumers and communities

Reaching approximately

23696
people

39

Training and upcoming webinar information and follow up emails



3

MAC CHSP SSG Activity Packs for CALD-clients

(Health and wellbeing, Festive Season and 2023 Multicultural calendar)

>1538

resources to CALD consumers and communities

20

festive season resources in Languages other than English including Greek, Italian, Polish, Serbian and Ukrainian, Arabic, Hindi, Vietnamese, Mandarin and Simplified Chinese



800

resource packs to service providers were disseminated in July to December 2022 during Expo's, training and networking sessions

180
Clients

6000
Meals

16128
Hours

Partners in Culturally Appropriate Care (PICAC)

Multicultural Aged Care (MAC) is funded as SA's Partners in Culturally Appropriate Care (PICAC) since 1997, providing leadership in advocating for the needs of Culturally and Linguistically Diverse (CALD) older people on the national and state level agenda. As the Secretariat for the national PICAC Alliance, MAC fosters leadership and collaboration for the Alliance through representation on key national forum/ bodies including NACA, OPAN and DoHAC Working Groups and more.

Achievements 2022-23





Aged Care Service Finders

MAC was successfully funded and commissioned to provide the Care Finders services as part of a consortium including the Catalyst Foundation and Independent Living Centre SA. Care finders help vulnerable older people to navigate the aged care system and find support services to improve their quality of life:

- accessing My Aged Care and advocating on their behalf
- attending and providing support at the assessment
- searching for aged care providers in their area
- completing forms and understanding aged care service agreements following up
- once services are in place to ensure there are no further gaps or needs
- addressing further challenges and connecting to other supports in the community, such as health, mental health, housing and homelessness, drug and alcohol services and community groups

Achievements 2022-23

Supported

50

clients into aged care system registration and navigation

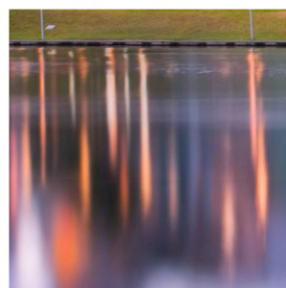
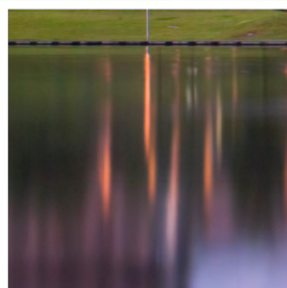


Assertive outreach and information sessions delivered to CALD communities, Local Councils, Community clubs and participation in Expo's to raise awareness about the program and engage with people in target population

•Successful launch and implementation of the program including embedding policy, procedures and practices regarding client intake, assessment and triage, staff orientation, ongoing professional development training and more

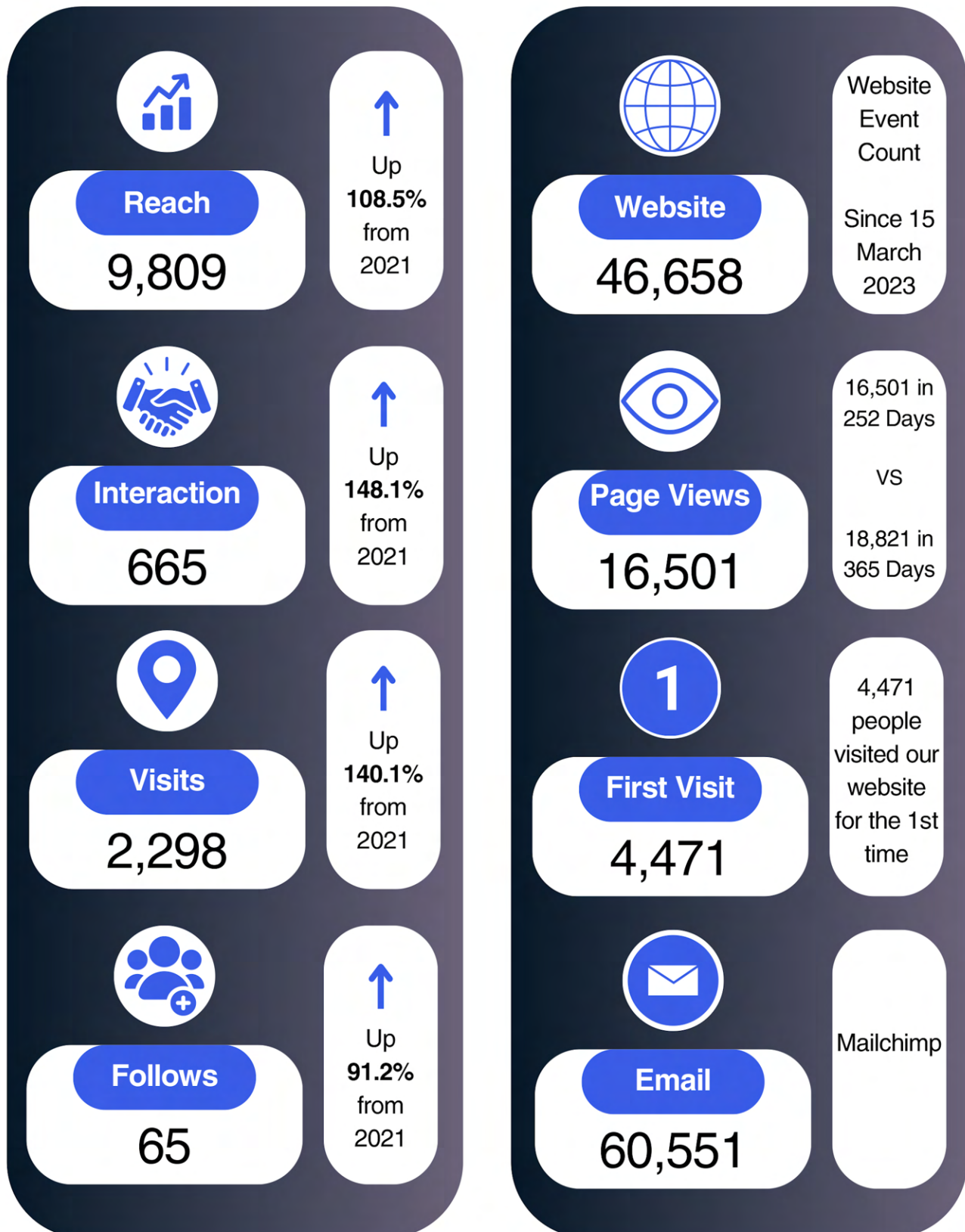


Collaborative partnerships and networking to establish warm referral pathways



•Engagement with Care finder provider organisations network in Community of Practice and Network meetings

Social Media



Digital Growth



Increases Every Year

Over the past year, Multicultural Aged Care has undergone significant transformations in the digital realm. The most notable change involves crucial upgrades to our website, a project that consumed months of collaborative effort with Argon. Since the website's launch on March 15, 2023, it has garnered impressive traction, with over 16,501 unique visitors. This marks a substantial increase compared to the preceding year, where our website received a total of 18,821 visitors throughout 2022.

Furthermore, our presence on social media platforms, particularly Facebook, has experienced remarkable success. The growth surpasses the figures from 2022 by nearly or over 100%, as illustrated in the accompanying graphics.

Looking ahead, our aspirations for the current year involve pushing the boundaries even further in the digital space. We plan to expand our reach through the creation of videos, infographics, and updated resources.

Stay tuned as we embark on this digital journey, anticipating exponential growth and evolution.

Multicultural Aged Care

FINANCIAL REPORTS

2022-2023

Income Statement for the year ending 30 June 2023		2023	2022
Income			
Grant Income		\$ 1,055,716	\$ 1,020,471.00
Expenses			
Administration		\$ 138,951	\$ 114,891.00
Client Services and Program Delivery Costs		\$ 181,155	\$ 157,871.00
Depreciation Expense		\$ 14,350	\$ 15,993.00
Interest Paid		\$ 709	\$ 51.00
Salaries and Employment Expenses		\$ 902,351	\$ 895,146.00
		\$ 1,237,517	\$ 1,183,953.00
Other income			
Interest Received		\$ 1,521	\$ 98.00
Other Income		\$ 32,104	\$ 91,388.00
		\$ 33,624	\$ 91,486.00
		()	
Net Loss		-\$ 148,177	-\$ 71,996.00
Retained Earnings at the beginning of the financial year		\$ 116,999	\$ 188,995.00
(Accumulated losses) retained earnings at the end of the financial year		-\$ 31,178	-\$ 116,999.00

Balance Sheet for the year ending 30 June 2023		2023	2022
Current assets			
Cash and cash equivalents		\$ 149,195	\$ 214,291
Trade and other receivables		\$ 38,209	\$ 8,629
Other current assets		\$ -	\$ 6,900
Total current assets		\$ 187,403	\$ 229,820
Non-current assets			
Property, plant and equipment		\$ 31,673	\$ 41,876
Total non-current assets		\$ 31,673	\$ 41,876
Total assets		\$ 219,077	\$ 271,696
Current liabilities			
Trade and other payables		\$ 71,626	\$ 39,884
Provisions		\$ 178,628	\$ 114,813
Total current liabilities		\$ 250,254	\$ 154,697
Total Liabilities		\$ 250,254	\$ 154,697
Net (liabilities) assets		\$ 31,178	\$ 116,999
Members' funds			
Retained earnings		\$ 31,178	\$ 116,999
Total members' funds		\$ 31,178	\$ 116,999



CALD Community Groups/Providers

Afghan Women's Federation
 Afghan Women's Federation of SA
 Associazione Nazionale Famiglie Degli Emigrati Inc. (ANFE)
 Association of Hungarian Aged and Invalid Person
 Association of the Romanian Community of South Australia Inc.
 Australian South East Asian Women's Association
 Bene Aged Care
 Café 94
 Chinese Welfare Services
 Co-Ordinating Italian Committee (CIC)
 CO.AS.IT. SA
 Croatian Aged Care
 Egyptian Association of SA
 Eritrean Society of SA
 Federation of Polish Associations
 Fiji Senior Citizens Association of South Australia Inc.
 Filipino Aged Care of South Australia (FACSA)
 Filipino Settlement Council Intergenerational Project
 German Speaking Aged Care
 Greek Orthodox Community of SA (GOCSA)
 Greek Welfare Centre (GWC)
 Hungarian Caritas
 Italian Cultural Centre
 Jewish Community Services
 Junction Community Centre
 Latvians Senior Group ALB Laima
 Macedonian Education & Social Services
 Mainland Chinese Association of SA Inc.
 Maltese Aged Care Association (SA) Inc. (MACASA)
 Maltese Senior Citizens
 Muslim Women's Association SA (MWASA)
 Nonnas Cucina
 Overseas Chinese Federations
 Pan Macedonian Federation of SA
 Pinnacle Collage
 Rembrandt Living
 Serbian Seniors Citizens Club
 Sikh Society of SA
 Spanish Club of SA
 St Basil's Homes (SA) - Plateia Program
 St Catherine's (Maltese)
 Ukrainian Associations - Social Services
 Uyghur Community
 Vietnamese Association
 Vietnamese Women Association
 Volunteering SA & NT

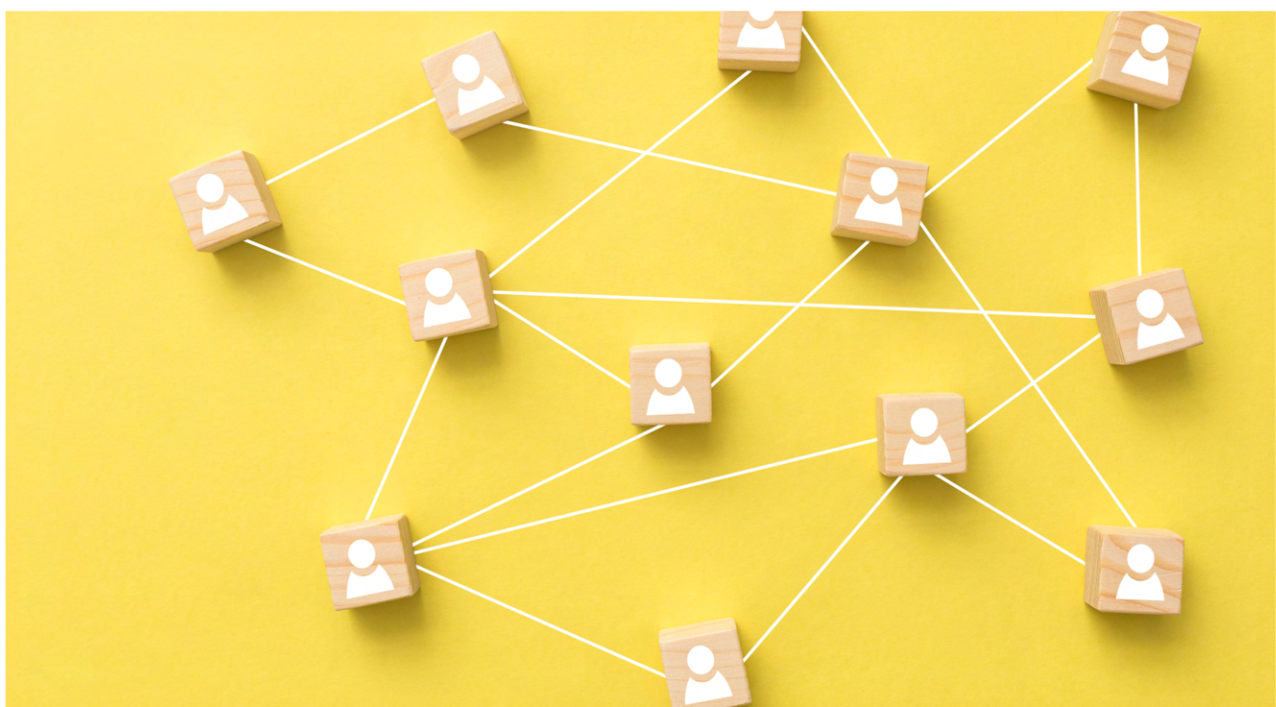
Session and partnership highlights

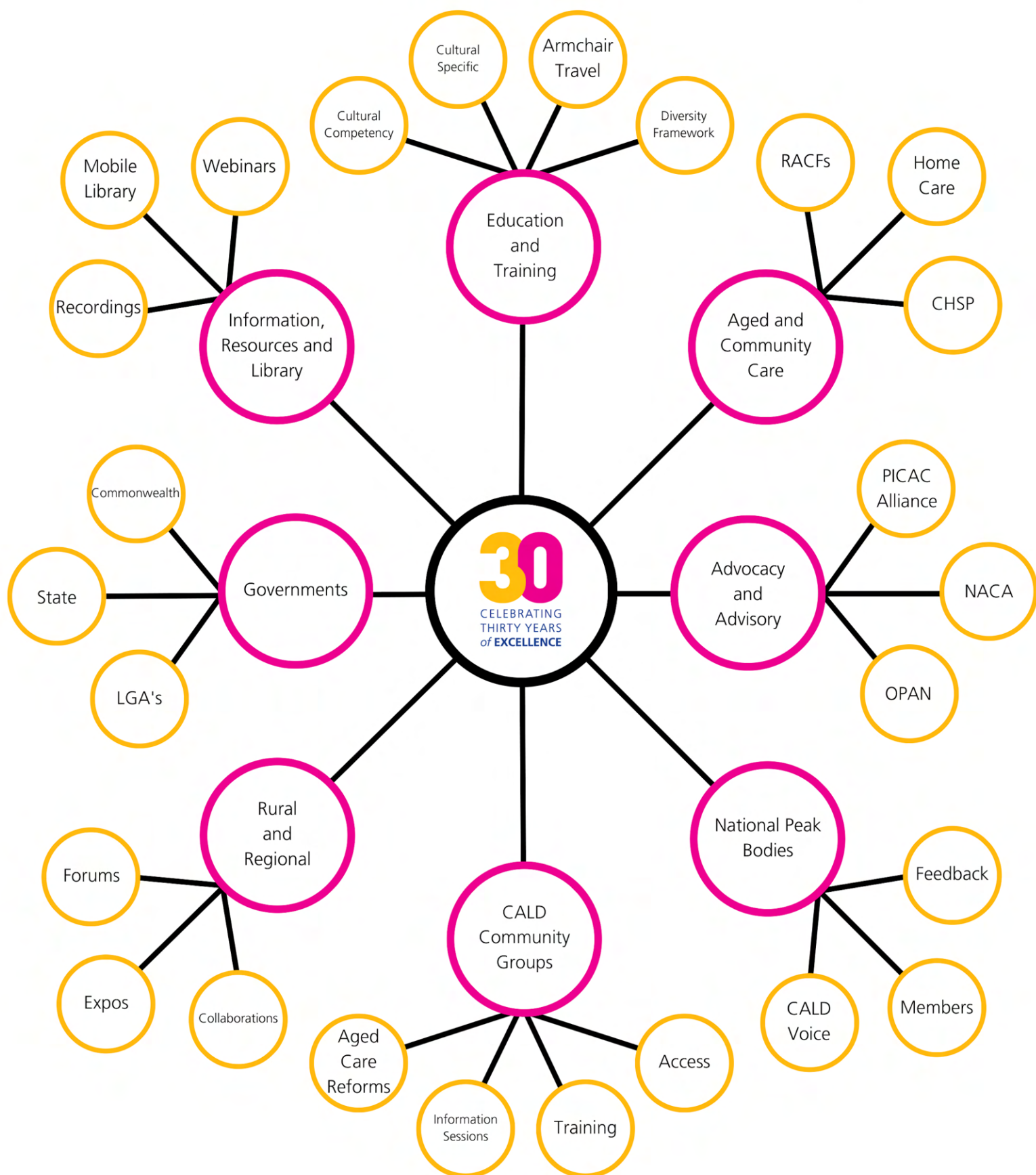
- Aged Care Quality Standards and Care Planning
- Australian Bahai National Social Cohesion national webinar
- Building Organisational Capacity within the Aged Care Reforms – Information Session
- Carer Support
- Carers SA
- Catalyst Foundation
- Centre for Research excellence in Frailty and Healthy Ageing
- Choice and Dignity of Risk in CHSP
- CHSP Transition Information Session
- CHSP Workshop – DEX Q & A
- Culture Awareness Training (CAT)
- Culture Awareness Training (CAT) - Greek specific, Italian Specific & Polish Specific
- Culture in Ageing workshops (CiA)
- Culture, Values and Attitudes Webinar Series
- Dementia Awareness- Information session
- Diversity_Plans Community of Practice
- Diversity in Dementia Workshop
- End of Life Webinar
- Food Safety
- Governance – Information Session
- Infection Control
- Manual Handling
- Ministers Aged Care Roundtables
- Multicultural Services SA forum
- Palliative Care PEPA SA
- RDNS and Silver Chain Consumer Advisory
- SA Health and Aged Care
- SSD Collaboratives
- The University of Adelaide
- Trauma and Grief consultations
- UniSA



Participations, Partnerships and Collaborations

ACCPA	Social Policy Group
ARAS	Migrant Resource Centre
CALD Health Advisory Group – DOHAC	Monash University
CALD Health Preventative working group	NACA
CALD Network	OPAN
Carer Support	Multicultural Services Forum
Carers SA	National Ageing Research Institute
Catalyst Foundation	Northern Collaborative Project
Centre for Cultural Diversity in Ageing, Victoria	Palliative Care SA
Centre for Research excellence in Frailty and Healthy Ageing	Partners In Culturally Appropriate Care Alliance
CHSP National Sector Support	Primary Health Network Regional
CHSP SA Network	Primary Health Networks Adelaide
COTA Australia	Regional and Rural Sector Support and Development- Port Augusta/Whyalla
COTA NT	SA Health
ECCQ	Southern Services Reform Group
Flinders University	Minister's SA Health Aged Care Roundtable – Ramping Taskforce
UNISA	Southern Services Reform Group
University of Adelaide	Volunteering SA NT
Torrens Uni	Western Linkages Advisory Group
Celtic Training	Hammondcare
AIBT	Breast Cancer Screened
Fortis Consulting, Western Australia	SA SSD Network
FECCA	National SSD Network
LOTE Agency	
MCCI, NSW	
Migrant and Refugee Health Partnerships Council	





FEEDBACK QUOTES

"Excellent and informative session- as always. Speakers always present with a high level of knowledge- especially cultural competency"

"It was in depth. It was in both languages. It didn't drag on, it was straight to the point"

"So engaging and honest. Great work!"

"The well organised, step-by-step format of the session [was most helpful during the session today]. I also liked the highlighted resources with links"

"I liked that I had the opportunity to ask questions and receive valuable feedback and discussion surrounding my query"

"I found it extremely knowledgable, interesting. Vicki was a great teacher and made me feel welcomed and informed!"



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