

Annual Report
2021/22



Multicultural
Aged Care

**The Centre of Excellence
in Cultural Diversity and
Inclusion**



CELEBRATING
THIRTY YEARS
of **EXCELLENCE**

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



Major General Vikram Madan OAM (RETD)
Chairperson

Chairperson's REPORT

Overview

As the retiring Chair, I have much pleasure presenting you my final report on behalf of the board of management of Multicultural Aged Care (MAC).

Over the past financial year 2021-2022 the board have engaged in overseeing exciting initiatives and pathways for future directions. Aged care reforms and the pandemic have greatly impacted on how organisations delivered services. MAC has successfully navigated those challenges and met the objectives of the Association. MAC's core business is creating sustainable pathways to building sector capacity so that older people from diverse cultural and linguistic backgrounds can lead the lifestyle of their choice: that is the vision of MAC.

Over the past year, with the re-commencement of face to face interaction, MAC has been delighted to see the continuing increase of culturally and linguistically diverse (CALD) communities participating in MAC programs, training sessions, activities and networks, throughout the aged and community care sector. New CALD community groups are also now attending information sessions and engaging with aged and community care service providers. It has been promising to note generalist agencies demonstrating a keen interest in how to better deliver targeted culturally appropriate information, care and services.

One of the highlights has been MAC's success in its proactive uptake and development of its social media presence. Using this powerful tool in this digital age, MAC have been working towards expanding and increasing their presence in diverse social media platforms. To date, there has been an increase of 1500% views on our various website pages.

MAC has continued our advisory role in dialogue and collaboration with peak bodies, national alliances and funding authorities. MAC continues advocating for culturally appropriate and culturally safe aged care, as well as the state government and aged and community care sector in general. The board and I are also pleased to lead MAC's 30th anniversary as, the centre of excellence in cultural diversity and inclusion in aged care. MAC footprints can be found around SA and nationally. Our thanks to the funding authorities for providing the grants which have enabled MAC to carry out its core business of delivering information, resources and training to CALD communities and service providers, with the aim to provide better culturally appropriate services and best practice service provision for their CALD older people.

On behalf of the BoM, I thank Maria Johns, Chief Executive Officer, for her invaluable contribution to MAC, and further thank the staff and volunteers at MAC for their energy, expertise and professionalism. Congratulations to MAC in celebrating its 30-year anniversary. It is a testament to its hard work, diligence and devotion to its vision and advocating for the CALD voice. In true MAC style, we celebrated with a wonderful celebratory cocktail party, earlier this month.

In closing I would like to thank each and every member of the MAC Board for their support and participation. I particularly would like to thank the retiring Board members Mel Ottaway, Vesna Haracic, Thuy Phan and Robyn Lierton and we look forward to continue working with them in other ways. I acknowledge MAC Board members' fellowship, their reliability and commitment to fostering better care for older people from diverse cultural and linguistic backgrounds in our community. Their dedication has been inspiring and will prevail.

CEO's REPORT



Maria Johns
CEO

Overview

This year Multicultural Aged Care (MAC) has had the pleasure of celebrating its 30th anniversary since its inception. We reflected on past achievements as well as the successes and highlights of where MAC is now. MAC has successfully navigated the roll out of aged care reforms over the past few years, and we are ready to continue moving forward in the face of new challenges ahead. Under the direction of the board, MAC has been working towards its business transformation while also supporting the sector - in particular small CALD organisations - with their aged care reform readiness.

MAC has also continued to deliver our services while navigating the COVID-19 pandemic. While government directions on COVID-19 have begun to be lifted, our COVID Safe Plan continues to be embedded in our operations. It is clear that older people are feeling safe and confident enough to engage with social activities again, and we are pleased to highlight that there has been an increase of CALD older people accessing MyAgedCare. It is important to highlight, that many older people still require the language and cultural support to navigate the MyAgedCare assessment process, and, that the MAC staff have supported nearly one hundred CALD older people to navigate their entry. This increase in CALD participation has allowed MAC to receive valuable feedback regarding the business oriented language used by the MyAgedCare assessment processes. It has become clear that this is a significant barrier for older Australians (including CALD individuals) which often leads to long delays in the accessing of services.

The MAC workplan has continued to be implemented and the strategic priorities (as well as the goals, objective outputs, and results of the programs, (both those of PICAC and CHSP)), were all met on schedule. In 2021/22 there was also an emphasis on business transformation to align with the recent aged care reforms. During this time, MAC has delivered vast numbers of programs, both in metro and regional South Australia. Many of these programs were delivered using a range of channels and platforms, including the internet and social media. The Partners in Culturally Appropriate Care (PICAC) program and Commonwealth Home Support Programme (CHSP) benefited greatly from our growing online presence with the MAC social media channels, having an increase of 1,750% in 'Page views', and 633.3% increase in 'Unique visitors.' Our Facebook page alone has received an increase of 300% in 'Likes.' MAC has also had a significant presence at various expos and forums including regional expos throughout the year.

MAC has been working collaboratively and in partnerships with state and local community services and aged care stakeholders in a variety of capacities. MAC has co-designed and co-presented sessions, provided information and CALD competency expertise, and, sustained contact with CALD community groups (including those with newly emerging ageing groups).

Our national collaborations include the Department of Health and Aged Care, Department of Social Services, National Aged Care Alliance, Migration Council Australia, Migrant and Refugee Health Partnership, Partners in Culturally Appropriated Care (PICAC) Alliance, Older Person Advocacy Network OPAN, Federation of Ethnic Communities Council Australia, Commonwealth Department of Health and Aged Care - COVID CALD Health Advisory Group, National CHSP Sector Support and Development Network, Global Centre for Modern Ageing and the National Ageing Research Institute. We also collaborate with the University of Tasmania as well as ACSA and now ACCPA. It is undeniable that MAC has a significant presence in the industry, with numerous invitations to serve on various national aged care committees.

MAC is ready for the coming year and the new aged care directions that are to follow. The board's strategic planning and directions have guided us well and I would like to thank all of our board members for their hard work, including those retiring. Your support and commitment to MAC is greatly appreciated and we look forward to future growth and collaboration with all of your organisations. Additionally, on behalf of MAC and all staff members, I would like to thank Major General Vikram Madan OAM for his commitment and advocacy to and for MAC. We extend our appreciation for his leadership over his term as chair and throughout the pandemic and ongoing aged care reforms.

In conclusion, I would like to express my gratitude to the MAC employees for their continued assistance, passion, and commitment to our organisation. They have ensured that all outputs are reached and that our results are of a high calibre.

KEY HIGHLIGHTS AND STATISTICS



1750% INCREASE
IN SOCIAL MEDIA VIEWS



18,821
PEOPLE ACCESSED OUR WEBSITE IN 2022

4676
CALD
RESOURCES
DELIVERED



24,460,461
E-NEWSLETTER HITS



700
TRAINING
RESOURCES
DELIVERED



4776
INFO BYTES



18 MOBILE
LIBRARY VISITS
INCLUDING REGIONAL AND AGED
CARE FACILITIES



CALD Community Groups

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
Bahai Community Interfaith Harmony week
Bene Aged Care
Bulgarian Educational and Friendly Society
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
FARDA
Federation of Indian Communities 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 Association
Hungarian Caritas
Italian Cultural Centre
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 Guild Association
Maltese Senior Citizens
Overseas Chinese Federations
Pan Macedonian Federation of SA
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
UniSA
Vietnamese Association
Vietnamese Women Association
Volunteering SA & NT

Session and partnership highlights

- Food Safety
- Infection Control
- Manual Handling
- Aged Care Quality Standards and Care Planning
- Choice and Dignity of Risk in CHSP
- CHSP Workshop – DEX Q & A
- CHSP Transition Information Session
- Governance – Information Session
- Dementia Awareness- Information session
- Building Organisational Capacity within the Aged Care Reforms – Information Session
- 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
- End of Life Webinar
- Diversity in Dementia Workshop
- Diversity_Plans Community of Practice
- Australian Bahai National Social Cohesion national webinar
- Palliative Care PEPA SA
- Plateia SSG
- SSD Collaboratives
- Trauma and Grief consultations
- Ministers Aged Care Roundtables
- Multicultural Services SA forum
- RDNS and Silver Chain Consumer Advisory
- Centre for Research excellence in Frailty and Healthy Ageing
- Catalyst Foundation
- SA Health
- Carer Support
- Carers SA
- Volunteering SA & NT

BOARD OF MANAGEMENT 2021/22

EXECUTIVE

Vikram Madan OAM
Federation of Indian Communities SA

Chairperson

Remo Porcaro
Aged and community care advocate

Vice Chairperson

Segaran Murugeson
Aboriginal Community Services

Treasurer

Graydn Spinks
AnglicareSA

Secretary

Robyn Lierton
ECH

Executive

CO-OPTED

Thuy Phan
Aged and community care advocate

BOARD MEMBERS

Caroline Ford
Southern Cross Care

Con Katsambis
St Basil's Homes (SA)

Daniel Aitchison
Clayton Church Homes

George Genimahaliotis
Pan Macedonian Federation of SA

Mel Ottaway
Uniting Communities

Moti Naral
My Care Solutions

Vesna Haracic
City of Salisbury

Vivian Shae
Chinese Welfare Services

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

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

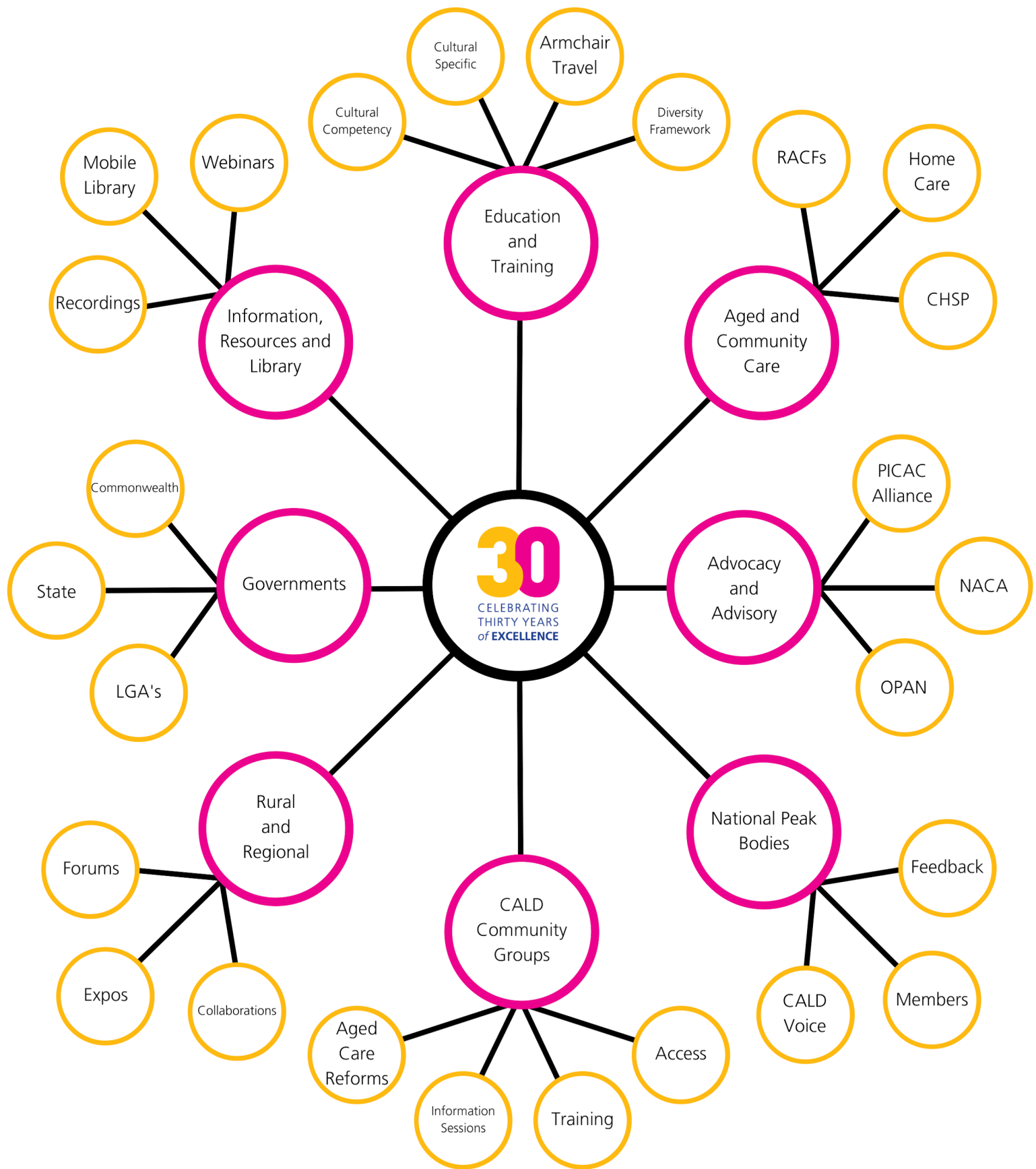
Rinaldi + Co
Accountants

Argon Design Pty Ltd
IT/Website consultants

FINANCIAL REPORTS

Income Statement for the year ending 30 June 2022	2022	2021
Income		
Grant Income	\$ 1,020,471	\$ 1,080,077
Expenses		
Administration	\$ 114,891	\$ 100,042
Client Services and Program Delivery Costs	\$ 157,871	\$ 267,537
Depreciation Expense	\$ 15,993	\$ 17,141
Interest Paid	\$ 51	\$ 193
Salaries and Employment Expenses	\$ 895,146	\$ 783,907
	\$ 1,183,953	\$ 1,168,820
Other Income		
COVID19 Stimulus	\$ -	\$ 36,348
Interest Received	\$ 98	\$ 252
Other Income	\$ 91,388	\$ 71,887
	\$ 91,486	\$ 108,487
Net Profit (loss)	\$ (71,996)	\$ 19,744
Retained earnings at the beginning of the financial year	\$ 188,995	\$ 169,251
	\$ 116,999	\$ 188,995

Balance Sheet for the year ending 30 June 2022	2022	2021
Current Assets		
Cash and cash equivalents	\$ 214,291	\$ 324,746
Trade and other receivables	\$ 8,629	\$ 13,131
Other current assets	\$ 6,900	\$ 11,977
Total current assets	\$ 229,820	\$ 349,854
Non-current assets		
Property, plant and equipment	\$ 41,876	\$ 49,340
Total non-current assets	\$ 41,876	\$ 49,340
Total assets	\$ 271,696	\$ 399,194
Current liabilities		
Trade and other payables	\$ 39,884	\$ 67,703
Provisions	\$ 114,813	\$ 142,496
Total current liabilities	\$ 154,697	\$ 210,199
Total liabilities	\$ 154,697	\$ 210,199
Net assets	\$ 116,999	\$ 188,995
Members' funds		
Retained earnings	\$ 116,999	\$ 188,995
	\$ 116,999	\$ 188,995



30 YEARS OF EXCELLENCE





FEEDBACK QUOTES

"Fabulous presentation. Informative and insightful. Great way it was presented"

"Really thinking outside the box of what you're talking about to residents and what and how you say things to them and responses"

"Well researched presenter, very articulate, professional and humble"

"Very great session, will be able to provide our culturally diverse residents better care and I really enjoyed the information session"

"I would like to attend more training in future"

"Face to face training and information sharing to increase awareness and knowledge to support our customers, families and staff, wider community"



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