



Multicultural
Aged Care

ANNUAL REPORT

2023/24

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

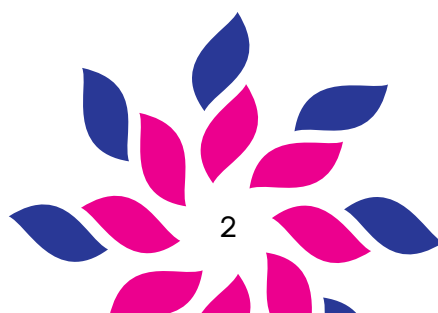
Advise Governments, Peak Bodies & Mainstream organisations on the aged and community care needs of older people in CALD communities



08 8241 9900



www.mac.org.au





Chairperson's REPORT

George Genimahaliotis
Chairperson

Overview

As Chairperson of Multicultural Aged Care (MAC), I am honoured to present this year's report. The year 2023-24 marks a transformative period for both the aged care sector and MAC as an organisation. This year's developments have gone beyond policy changes; they have challenged us to rethink how we support older Australians from culturally and linguistically diverse (CALD) backgrounds in an evolving society.

At MAC, our vision is rooted in the belief that every individual deserves to age with dignity, respect, and the opportunity to make choices that reflect their cultural heritage. For over three decades, this belief has driven our work and will continue to shape our leadership in the future. The challenges we face in policy, funding, and meeting the shifting needs of our communities' present opportunities for us to reaffirm and strengthen our commitment to this vision.

In times of change, leadership is about staying true to core values while navigating new realities. This past year has brought rapid shifts to the aged care landscape, but MAC's dedication to being a voice for CALD communities has only deepened. At every level of decision-making, we have remained a trusted advocate, ensuring that the needs and perspectives of those we serve are heard and addressed. Looking back at MAC's journey, I am proud of our growth from a small organisation to a key player in the national aged care discourse. Our strength lies not only in the services we provide but, in our ability, to build and sustain meaningful relationships—with communities, governments, service providers, and research bodies. These partnerships go beyond collaboration; they are vital to our shared vision of a more inclusive aged care system.

Looking forward, the Board of Management has conducted a strategic review to ensure our direction is both forward-thinking and responsive to the emerging needs of our communities. The future of aged care will require more than meeting new standards—it will demand leadership that is inclusive, innovative, and unafraid to challenge existing norms. MAC is prepared to rise to this challenge.

Diversity is at the heart of our leadership philosophy, and I am proud of the role MAC plays in celebrating the cultural richness of CALD communities. Our work reminds us of the strength in diversity and the importance of advocating for a system that addresses the unique needs of all older Australians.

I extend my deepest gratitude to the Board, whose dedication and shared passion have been instrumental in advancing MAC's mission. I also thank our CEO, Maria Johns, for her exceptional leadership, and our dedicated staff and volunteers, whose unwavering commitment is the foundation of our success.

MAC remains steadfast in its mission to empower older people from CALD backgrounds, and we look to the future with confidence, embracing diversity and inclusion to foster well-being for all. Thank you for your continued support of Multicultural Aged Care.



CEO's REPORT



Overview

Maria Johns
CEO

As we reflect on the past year, 2023-24 has proven to be a year of both challenges and opportunities for Multicultural Aged Care (MAC). The aged care landscape continues to evolve rapidly, with significant reforms reshaping our operations and service delivery.

The relinquishment of the East West Collaboratives brought new responsibilities for MAC, particularly in expanding the CHSP SSD Program services. This includes leading the Community of Practice for Aged Care Quality Standards, ensuring that quality care remains central to aged care services. Transition preparations for CALD CHSP groups have required significant attention, especially as we adapt to new Quality Standards. While these transitions have presented uncertainties and strained collaboration in some areas, we are proud that many informed partners continue to navigate the reforms effectively. At MAC, we view these challenges as opportunities for growth and innovation.

This year, my attendance at the Aged Care Technology and Digital Transformation Forum confirmed that MAC is progressing on target. We have enhanced our digital platforms to remain user-friendly while equipping our staff with essential skills for implementing and monitoring these advancements. We are thrilled to announce the upcoming expansion of our online platform, which will be accessible to registered users around the clock. Additionally, a comprehensive upgrade to our website will ensure that our digital resources are more user-friendly and effective.

In response to growing demand, we have expanded our training offerings with the support of PHI and external trainers. Our PICAC training programs are now nationally accessible, addressing the increasing need for culturally based training. Our national symposiums on dementia and palliative care have received positive feedback, emphasizing the importance of digital accessibility in engaging with subject matter experts across Australia. MAC's expanded national presence has also led to partnerships in several health and aged care research initiatives with universities and esteemed institutions. We extend heartfelt gratitude to the CALD community representatives who participated in research consultations, enriching discussions with their invaluable insights.

Our outreach efforts in CALD communities—both funded and unfunded—continue to thrive, strengthening our regional and national impact. Through active representation in key national forums like NACA, OPAN, and the Council of Elders, MAC ensures that CALD voices remain integral to broader aged care discussions.

While we celebrate our achievements, this year has also brought bittersweet moments. We mourn the loss of a valued member of the MAC family, Vikram Madan. As an ambassador, past Chair, board member and a member of the Council of Elders Vikram's legacy, work, leadership, and generosity will always be remembered. His contributions have profoundly shaped our organization, and he will be greatly missed.

I extend my sincere gratitude to MAC's staff, volunteers, and board members for their unwavering support, and special thanks to George G for his exceptional leadership. Together, we will continue striving for a more inclusive and supportive aged care system. Thank you for your commitment to Multicultural Aged Care.

BOARD OF MANAGEMENT 2023/24

EXECUTIVE

George Genimahaliotis
Pan Macedonian Federation of SA
Chairperson

Remo Porcaro (CO-OPTED)
Aged and community care advocate
Vice Chairperson

Vivien Shae
Chinese Welfare Services SA
Treasurer

Ilze Radzins
Latvian Seniors Group ALB Laima
Executive

BOARD MEMBERS

Late Vikram Madan OAM
Indian Australian Association of SA

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

Jenny Hughes (CO-OPTED)
Aged and community care advocate

Anat Markus Arnold
Jewish Community Services

Vesna Haracic (CO-OPTED)
City of Salisbury



MACTEAM

Maria Johns
Chief Executive Officer

Italia Mignone
General Manager

Agnieszka Chudecka
PICAC Alliance Secretariat Lead

Vicki Kanakaris
Cultural Diversity Lead

Vandana Rathore
Board Executive Assistant/Program Manager

Gamal Charmy
Operations Officer

Kiki Le
Social Worker - Sector & Community Engagement

Aash Sharma
Social Worker - Communications & Media Officer

Nellie Rasgido
Information & Resources Officer

Viacheslav Mormylev
Aged Care Services Officer

Paul Mangubat
Aged Care Services Officer

Zahra Shojaee
Aged Care Services Officer

Yuhan Peng
Aged Care Services Officer

Diana Roa
Aged Care Services Officer

Marcel Grguric
Aged Care Services Officer



Program Support

Gray Perry - DFK
Auditor

Rinaldi + Co
Accountants

Argon Design Pty Ltd
IT/Website consultants





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 2023-24

<p>51</p> <p>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</p>	<p>117</p> <p>Aged care resources for CALD consumers and communities</p> <p>Reaching approximately 26953 people</p>	
<p>56</p> <p>Training and upcoming webinar information and follow up emails</p>	<p>470</p> <p>MAC CHSP SSG Activity Packs for CALD-clients</p> <p>(Health and wellbeing, Festive Season and 2024 Multicultural calendar)</p>	
<p>>1300</p> <p>resources to CALD consumers and communities</p>		<p>>400</p> <p>resource packs to service providers were disseminated in July to December 2022 during Expo’s, training and networking sessions</p>
<p>190 Clients</p> <p>3206 Meals</p> <p>14409 Hours</p>	<p>13</p> <p>festive season resources in languages other than English including Greek, Italian, Polish, Serbian, Bosnian and Ukrainian, Arabic, Hindi, Nepali, Vietnamese, Mandarin and Simplified Chinese</p>	

Multicultural Aged Care Sector Support - (CHSP SSD)

2023-2024

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.

Our partnerships with (PHI) Preventing Harm Initiative, and Divine Nursing Services, has extended our training outreach to enable us to offer essential workforce training. Whilst maintaining our extensive training sessions to Service Providers in home and community care services to support their compliance and understanding.

Our SSD program has been very active in ensuring that we facilitated regular Network meetings, Aged Care Reform Forum sessions, Aged Care Quality Standards Community of Practice, and special interest sessions, such as Specialisation Verification Framework.



Achievements 2023-24

Building Organisational Capacity with CALD and generalist aged care providers

10 Sessions
164 Participants

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

Successful facilitation of Aged Care Quality Standards Community of Practice with over

6

sessions

47

organisations and over

85

participants

Hosted CALD RoundTable with Department of Health and Aged Care officials

- Attended by **22** CALD CHSP service providers: board members, senior managers, and care staff
- Focused on aged care reforms, sector services, and provider support

In consultation with service providers we facilitated and submitted comment and CALD service providers perspectives particularly in relation to →

- Aged Care Act exposure draft 2023
- Aged Care Quality Standards Commission
- Strengthened Standards guidance material
- Quality Audit processes

MAC facilitated forums, and consultations in line with aged care reforms with over

18

participants

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 2023-24



PICAC Academic Collaborations and Research

Resources

University of Tasmania (UTAS): 2022-2023 | Project led by Sue Quarmby

Australian Government funded Equip Aged Care Learning Packages. The Equip Aged Care Learning program is a free of charge learning opportunity for the aged care industry workforce. The PICAC Alliance was a member of the Expert Advisory Group (EAG).



Community Consultations

Project led by Professor Helen Skouteris

The Australian Government Department of Health and Aged Care commissioned the Health and Social Care Unit (Monash University) to promote cancer screening amongst multicultural communities in Australia (focusing on three types of screening: bowel, breast and cervical). A PICAC Alliance representative was a member of the Preventive Health Communications and Engagement Working Group. Multicultural Aged Care (PICAC SA) facilitated two community consultations.

Research Projects

Torrens University: 2022-2025 | Project led by Dr. Rachel Ambagtsheer

The IMproving the PArticipAtion of older people in policy decision-making on common health ConDiTions (IMPAACT) study aims to draw out the values and preferences of evidence-informed older people (including those within vulnerable and under-represented groups) on early screening and diagnosis of several common ageing-related conditions within the community (frailty, diabetes, dementia and, cardiovascular disease). A PICAC Alliance representative is an Associate Investigator.

National Ageing Research Institute: 2021-2024 | Project led by Associate Professor Bianca Brijnath

Draw-Care: This study aims to improve the lives of culturally and linguistically diverse (CALD) family carers and people living with dementia. Researchers are testing whether culturally adapted, multilingual online resources are an effective way to support family carers, reduce carer burden and improve mood and quality of life for carers and the person living with dementia. The resources include a website, short animated films and information sheets in 10 languages which were co-designed with family carers and health service providers. A PICAC Alliance representative is a member of Stakeholder Advisory Group.

Flinders University: 2021-2025 | Project led by Professor Lily Dongxia Xiao

Creating partnerships in the iSupport program to optimise carers' impact on dementia care. PICAC Alliance representatives are Associate Investigators.

University of Melbourne: 2022-2026 | Project led by Associate Professor Catherine Said

- Implementation of a co-designed exercise and fall prevention program for older people from CALD backgrounds; followed by
- Implementation and evaluation of a co-designed exercise program to reduce falls in older people from culturally and linguistically diverse communities (MOVETogether); followed by
- Implementation of a co-designed, community led exercise program to reduce falls in older people from culturally and linguistically diverse communities: A pilot trial

A PICAC Alliance representative is an Associate Investigator.

University of Melbourne: 2023-2025 | Project led by Dr. Josefine Antoniades

MINDCARE: Co-producing a dementia risk reduction program for CALD communities to improve health self-efficacy. This project aims to raise awareness of modifiable lifestyle factors that can reduce the risk of developing dementia in CALD communities, and thus increase health self-efficacy and empower consumers to take action to improve their health and reduce their risk of dementia. The program will be co-created with consumers from Vietnamese-, Hindi-, Greek-, and Arabic-speaking communities, and delivered via community-based educators. PICAC Alliance representatives are members of Stakeholder Advisory Group.



Aged Care Service Finders

MAC successfully continued to deliver Care Finders services as part of a consortium with the Catalyst Foundation - Seniors Information Service Inc. This service helps 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 2023-24

Delivered Care Finder services with a focus on people from culturally and linguistically diverse (CALD) backgrounds, ensuring inclusive and culturally sensitive aged care navigation and support

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

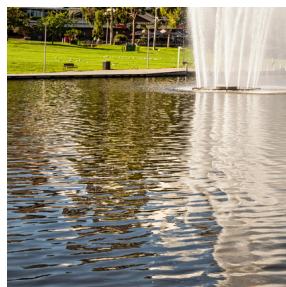


delivered to
>50

older persons from all
backgrounds



Collaborative partnerships and networking to establish warm referral pathways



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



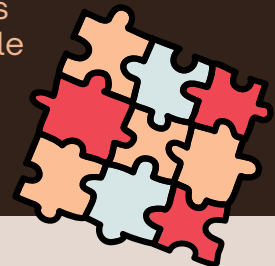
AGED CARE SERVICE FINDERS

Improve outcomes for older South Australians



Connecting Older Australians to Aged Care Services

Greater willingness among older people to engage with the aged care system



Provide Specialist & Intensive Assistance

Service providers will establish, deliver and maintain a network to provide specialist and intensive assistance to support vulnerable older people.

The program will specifically connect and engage older people who have significant difficulty accessing aged care services themselves and are at risk of otherwise “falling through the cracks”.



Better access to healthcare for South Australia's priority population

Anticipated outcomes:*

- Increased understanding of aged care services and how to access them
- Increased rates of access and staying connected to aged care services and supports



*outcomes are not limited to these examples

Social Media

This column contains four metrics: Reach (91,900, up 843.7% from 2022-23), Interaction (700, up 5.3% from 2022-23), Facebook Views (168,627, with a note that the number of times content was played or displayed is the same), and Follows (122, up 13% from 2022-23). Each metric is accompanied by a relevant icon and a trend indicator.

Metric	Value	Trend
Reach	91,900	Up 843.7% from 2022-23
Interaction	700	Up 5.3% from 2022-23
Facebook Views	168,627	The number of times our content was played or displayed
Follows	122	Up 13% from 2022-23

This column contains four metrics: Website (76,000, since 17 November 2023), Page Views (25,000 in 2023-24, vs 16,501 in 2022/23), Active Users (1, with a note that the total number of active users on the website is the same), and Email (70,000, sent by staff and through Mailchimp). Each metric is accompanied by a relevant icon and a descriptive note.

Metric	Value	Additional Info
Website	76,000	Since 17 November 2023
Page Views	25,000 in 2023-24	16,501 in 2022/23
Active Users	1	The total number of active users on our website
Email	70,000	Emails sent by staff, and through Mailchimp

Multicultural Aged Care
FINANCIAL REPORTS

2023-2024

Income Statement for the year ending 30 June 2024	2024	2023
Income		
Grant Income	\$ 1,389,261	\$ 1,055,716
Donations	\$ 82,497	\$ 32,104
Total Income	\$ 1,471,757	\$ 1,087,820
Gross Surplus	\$ 1,471,757	\$ 1,087,820
Other Income		
Interest Income	\$ 4,351	\$ 1,521
Total Other Income	\$ 4,351	\$ 1,521
Expenditure		
Administration Expenses	\$ 119,274	\$ 138,951
Client Services and Program Delivery Costs	\$ 231,253	\$ 181,155
Depreciation	\$ 7,105	\$ 14,350
Interest Expense	\$ 662	\$ 709
Salaries and Employment Expenses	\$ 1,000,264	\$ 902,351
Total Expenditure	\$ 1,358,557	\$ 1,237,517
Current Year Surplus/ (Deficit) Before Income Tax Adjustments	\$ 117,552	-\$ 148,177
Current Year Surplus/ (Deficit) Before Income Tax	\$ 117,552	-\$ 148,177
Net Current Year Surplus After Income Tax	\$ 117,552	-\$ 148,177

Balance Sheet for the year ending 30 June 2024	2024	2023
Current Assets		
Cash and Cash Equivalents	\$ 294,185	\$ 149,195
Trade and Other Receivables	\$ 18,582	\$ 38,209
Other Current Assets	\$ 36,382	-
Total Current Assets	\$ 349,149	\$ 187,403
Non-Current Assets		
Plant and Equipment and Vehicles	\$ 35,952	\$ 31,673
Total Non-Current Assets	\$ 35,952	\$ 31,673
Total Assets	\$ 385,101	\$ 219,077
Current Liabilities		
Trade and Other Payables	\$ 100,456	\$ 53,439
GST Payable	\$ 20,566	\$ 18,187
Provisions	\$ 118,635	\$ 111,703
Employee Entitlements	\$ 59,130	\$ 66,925
Total Current Liabilities	\$ 298,787	\$ 250,254
Total Liabilities	\$ 298,787	\$ 250,254
Net Assets	\$ 86,314	-\$ 31,178
Member's Funds		
Capital Reserve	\$ 86,314	-\$ 31,178
Total Member's Funds	\$ 86,314	-\$ 31,178



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
- Community Access and Services SA (CAaSSA)
- Chinese Welfare Services
- Co-Ordinating Italian Committee (CIC)
- CO.AS.IT. SA
- Croatian Aged Care
- Egyptian Association of SA
- Eritrean Society of SA
- Faithworks Centre - FOOD ASSIST
- 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 Community Services Inc.
- Greek Orthodox Community of SA (GOCSA)
- Greek Welfare Centre (GWC)
- Hungarian Caritas
- Indian Australian Association of SA (IAASA)
- 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 Association of SA Inc.
- Maltese Guild of SA
- Muslim Women's Association SA (MWASA)
- Nonnas Cucina
- Overseas Chinese Federations
- Pan Macedonian Federation of SA
- Rembrandt Living
- Serbian Seniors Citizens Club
- Spanish Club of SA
- St Basil's Homes (SA) - Plateia Program
- St Catherine's (Maltese)
- Ukrainian Associations - Social Services
- Vietnamese Women Association
- Volunteering SA & NT





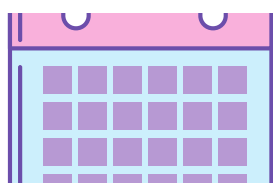
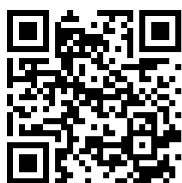
Participations, Partnerships and Collaborations

- ACCPA
- ARAS
- Breast Screen SA
- CALD Health Advisory Group – DOHAC
- Carers SA
- Carers Australia
- Catalyst Foundation
- Centre for Cultural Diversity in Ageing, Victoria
- Centre for Research excellence in Frailty and Healthy Ageing
- CHSP National Sector Support and Development Network
- COTA Australia
- COTA NT
- Dementia Doulas International
- Dementia Australia
- ECCQ
- FECCA
- Flinders University
- Fortis Consulting, Western Australia
- Hammondcare
- LGBTIQ Health - Silver Rainbow
- LOTE
- MCCI, NSW
- Migrant and Refugee Health Partnerships Council
- Migrant Resource Centre
- Monash University
- Multicultural Services Forum
- National Aged Care Alliance (NACA)
- National Ageing Research Institute
- National SSD Network
- Northern Collaborative Project
- OPAN
- Palliative Care SA
- Partners In Culturally Appropriate Care Alliance
- Primary Health Network Regional
- Primary Health Networks Adelaide
- SA Aged Care Collaborative - DoHAC
- SA Health Aged Care Roundtable – Ramping Taskforce
- SA SSD Hub
- Southern Services Reform Group
- Torrens University
- University of Adelaide
- University of Tasmania (UTAS)
- Volunteering SA NT

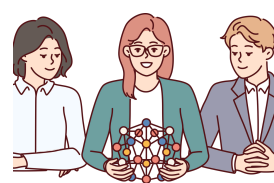


Learn more

Resources



MAC Symposium Sep/Nov



Training Schedule



A Guide to Best Practice



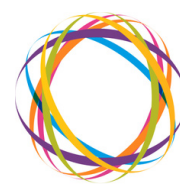
Directory



Webinars



PICAC Alliance



Contact MAC for information, resources and training opportunities:



macsa@mac.org.au



(08) 8241 9900

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