

ANNUAL REPORT

2024/25



Multicultural
Aged Care

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

It is with great pleasure and pride that I present this Annual Report for the 2024 – 2025 period for the Multicultural Aged Care (MAC) Board of Management.

This past year has marked another important chapter in the story of Multicultural Aged Care (MAC). As the aged care sector continues to evolve under sweeping national reforms, MAC has remained steadfast in its purpose – ensuring that cultural safety, respect and inclusion are not only preserved but strengthened in this new era of care.

This year, the Board has focused on guiding MAC through this period of change with clear vision and purpose. Our governance priorities have centered on reform readiness, digital transformation and sustainable growth, ensuring that the organisation remains responsive, innovative and future-focused. We are proud to see MAC continue to expand its national influence while remaining deeply connected to communities at the local level.

MAC has developed into a peak body in the aged care sector especially as a voice for culturally and linguistically diverse (CALD) communities and the needs of older people. What continues to set MAC apart is its unwavering commitment to collaboration across government, industry and community. MAC's partnerships reflect a shared belief – that cultural diversity enriches not only aged care but the Australian community as a whole. Together, we are building a sector that sees inclusion not as an obligation, but as a measure of quality.

The key objective and aim of MAC lies in its vision to assist and to provide the means for older people from CALD backgrounds to live and to lead the lifestyle of their choice.

In closing I would like to thank Maria Johns, CEO of MAC on behalf of the Board of Management for her leadership and contribution to MAC with her tireless team. The contribution of the MAC team is greatly acknowledged and admired.

Last but not least I thank all the members who served on the MAC Board. I look forward to greater success and achievements of MAC in the future and thank you all for attending our AGM.



Overview

Maria Johns
CEO

The past year has marked a defining moment for Multicultural Aged Care (MAC). As the aged care reform rollout accelerates, our focus has remained clear - to ensure that cultural safety, inclusion, and dignity stay at the centre of every conversation about ageing well in Australia.

The reforms have brought both challenges and opportunities. They have required new systems, new ways of thinking, and renewed commitment from everyone in the sector. At MAC, we have met this moment with confidence and collaboration - helping providers strengthen their capability, supporting older people to stay connected and independent, and ensuring that cultural responsiveness is seen as essential to ongoing quality care, not an afterthought.

Across all areas of our work, we've continued to create spaces where culture, identity, and belonging shape the way care is delivered and experienced. We've strengthened partnerships with government, providers, research and academic institutions and community organisations, expanded our digital platforms, and deepened our advocacy to make sure CALD voices remain represented in reform and policy.

This year's achievements are not just measured in numbers - though our training, outreach, and engagement have reached thousands - but in the trust and confidence we continue to build across the aged care landscape. Every conversation, every workshop, and every shared meal brings us closer to a future where cultural inclusion is part of the foundation of aged care in Australia.

As we look ahead, MAC remains steadfast in our purpose: to ensure that every older person, regardless of language, culture, or background, can live the lifestyle of their choice.

My heartfelt thanks go to our Chair, George Genimahaliotis, the Board of Management, and our dedicated staff and volunteers. Your commitment and compassion are the heart of MAC's ongoing success.

Together, we will continue shaping an aged care system that reflects the diversity, strength, and humanity of the communities we serve.

BOARD OF MANAGEMENT

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

Anat Markus Arnold
Jewish Community Services

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

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

Ratu Kinivuai Tavui
Pacific Islands Council of South Australia
(PICSA)

MAC TEAM

Maria Johns
Chief Executive Officer

Italia Mignone
General Manager

Agnieszka Chudecka
PICAC Alliance Secretariat Lead

Vicki Kanakaris
Cultural Diversity Lead

Vandana Rathore
Manager Programs

Gamal Charmy
Operations Officer

Kiki Le
Social Worker - Sector & Community
Engagement

Aash Sharma
Social Worker - Communications & Media
Officer

Nellie Rasgido
Information & Resources Officer

Zahra Shojaee
Aged Care Services Officer

Yuhan Peng
Aged Care Services Officer

Wenhuang Zeng
Aged Care Services Officer

Tuyet Nghi Huynh
Aged Care Services Officer

Luisa Brunetti
Programs Support Officer

Program Support

Gray Perry - DFK
Auditor

Rinaldi + Co
Accountants

Argon Design Pty Ltd
Website consultants

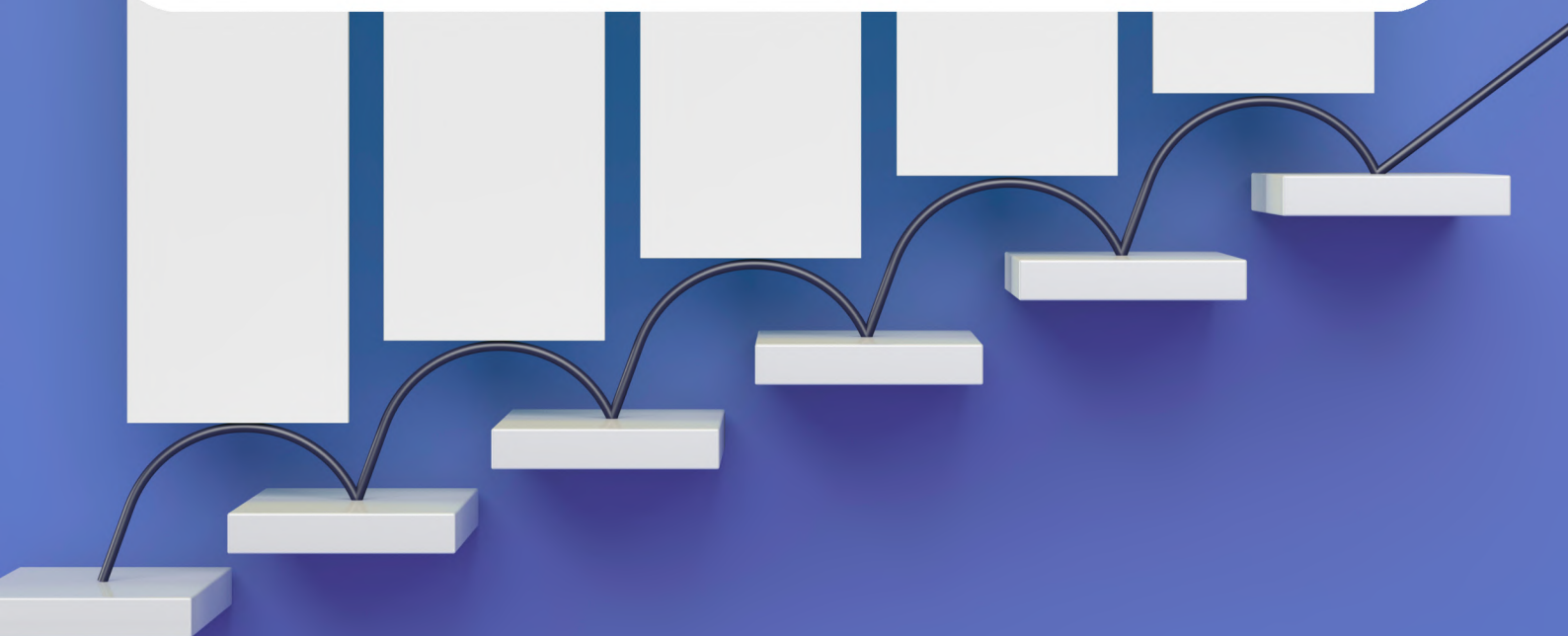
Tel5
IT and Tech Support

Our Impact: Strengthening Cultural Responsiveness Across the Aged Care Sector

This year, **Multicultural Aged Care (MAC)** has continued to drive cultural inclusion and reform readiness with meaningful impact through its four core programs: Partners in Culturally Appropriate Care (PICAC), Sector Support and Development (SSD), Social Support Group (SSG), and Care Finder. Together, these programs have enabled aged care providers, community organisations, and government to strengthen capability, improve access for culturally and linguistically diverse (CALD) communities, and promote wellness and inclusion for older people.

The tsunami of the aged care reform rollout is here, and this meant MAC work has focused on bringing cultural safety, inclusion and care together by building providers capacity, workforce knowledge and skills, supporting reform readiness, creating inclusive spaces for participation, and amplifying CALD voices in aged care reform. Across all areas, our efforts are guided by a simple MAC vision: CALD older persons continue to live the lifestyle of their choice. The new Strengthened Quality Standards places the older person at the centre of aged care. For a CALD older person this means their cultural, religious identity and needs are central to receiving culturally appropriate care.

Through partnership, advocacy, and capacity building, MAC has strengthened the sector’s readiness for reform and deepened understanding of cultural diversity as a driver of quality. MAC remains committed to working with providers, governments, and communities to shape an aged care system where every older person, regardless of language, culture, or background, feels respected, included, and supported to age well.



1. Building Sector Capability and Reform Readiness

Through the **Commonwealth Home Support Programme (CHSP) Sector Support and Development (SSD)** program, MAC has strengthened the capability and confidence of aged care providers across South Australia. Our focus this year has been on helping organisations navigate reform with clarity and purpose while embedding quality, governance, and cultural responsiveness in their daily operations.

MAC has delivered tailored workshops, information sessions, mentoring, and practical resources that support providers to interpret reform expectations and apply them effectively within their organisational contexts. These sessions have guided leadership teams and staff to strengthen decision-making, documentation, and quality systems, ensuring that reforms translate into improved safety and care outcomes.

MAC has also facilitated dedicated network meetings and communities of practice that connect providers with each other and with the Department of Health Disability and Ageing to strengthen reform transitions. These platforms have enabled the sector to share learning, discuss challenges, and prepare collectively for the transition to the Support at Home program.

Through this work, MAC has continued to empower providers, particularly CALD CHSP funded providers, through collaboration, shared learning, and practical guidance, maintaining our role as a trusted partner supporting the sector to navigate reform with confidence and purpose.



2. Fostering Cultural Connection, Wellness, and Reablement

Through our **Social Support Group (SSG)** program, MAC has continued to foster cultural connection, wellness, and participation among older people from diverse backgrounds. The program offers more than activities; it creates spaces where culture, identity, and community remain central to ageing well.

MAC has delivered regular and ongoing group sessions that combine social interaction, movement, creative expression, and cultural celebration. These activities help participants build confidence, maintain functional ability, and enhance emotional and cognitive wellbeing. Shared meals, storytelling, and reminiscence have been key in strengthening belonging and preserving cultural identity.

MAC has also embedded wellness and reablement principles across all aspects of program delivery. By supporting participants to focus on what they can do and encouraging participation in decision-making, MAC has promoted independence and purpose in everyday living. Staff and volunteers have been guided to use a person-centred and culturally attuned approach that values doing with rather than doing for.

Through this work, MAC has continued to create inclusive environments where older people stay active, connected, and confident, supported by programs that honour culture as a source of strength and wellbeing.



3. Strengthening Cultural Intelligence to Deliver Culturally Appropriate Care

Through the **Partners in Culturally Appropriate Care (PICAC)** program, MAC has continued to strengthen the sector's understanding and delivery of culturally appropriate care across South Australia. Our focus this year has been on facilitating aged care providers, staff, and community partners embed cultural intelligence (CQ) and emotional intelligence (EQ) in everyday practice, policy, and governance.

MAC has delivered tailored training, consultation, and information sessions that translate cultural responsiveness into practical strategies for care planning, workforce development, and communication with CALD older people. The MAC Library, which is the physical centre of excellence and only one of its kind in Australia, and the Mobile Library have been key resources, providing access to books, training tools, resources and cultural artefacts that enhance learning and embedding culture and religious practices into the continuum aged care delivery from the point of access to end of life palliative care.

We have developed and disseminated translated resources to support providers in engaging effectively with CALD communities, ensuring that information about aged care services is accessible, accurate, and culturally relevant. In addition, MAC has contributed to both state and national advisory bodies, steering committees, and consultancy groups that shape inclusive policy and practice, and have supported research collaborations with both local and interstate universities to strengthen the evidence base on CALD ageing.

Nationally, as Secretariat of the PICAC Alliance, MAC has coordinated collective advocacy to promote human rights based cultural inclusion and systemic change across all states and territories. Through our participation in the **National Aged Care Alliance (NACA)**, we have contributed to working groups focused on consumer advocacy, human rights, workforce, and financial sustainability, helping shape the direction of reform through a multicultural and inclusive lens.

Regionally, we have also maintained active engagement with providers, government, and communities through consultation sessions. Our flagship Diversity in Ageing Expo, once again brought together community, providers and other stakeholders to share innovation, lived experience, and best practice in culturally responsive care.

Through this work, MAC continues to build a more informed, confident, and culturally responsive aged care sector that recognises diversity as a strength and cultural safety as essential to quality care.

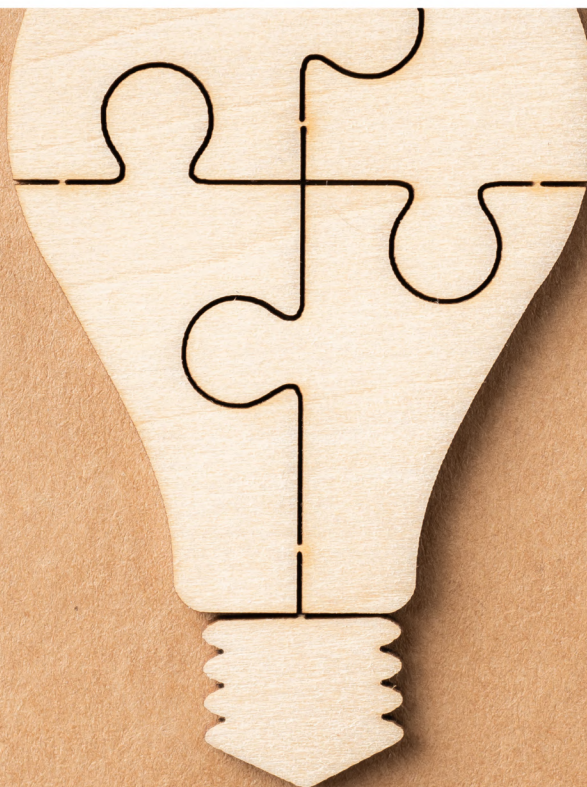
4. Navigating Systems with Compassion and Cultural Insight

Through the **Care Finder** program, MAC has continued to support older people from culturally and linguistically diverse (CALD) backgrounds to navigate the aged care system with confidence and dignity. Our focus remains on providing personalised, culturally attuned navigation that bridges the gap between older people, their families, and the complex systems of care.

Delivered in partnership with the Catalyst Foundation, the program provides direct, one-on-one support to help CALD seniors understand their options, register with My Aged Care, and access services that align with their cultural values, language, and preferences. MAC has worked closely with clients who face multiple barriers, offering in-language support, advocacy, and coordination across service providers to ensure smooth access to the right care at the right time.

MAC has also strengthened referral pathways and outreach in collaboration with community partners, multicultural organisations, and local councils. This has extended the reach of the program to newly arrived and emerging communities, ensuring that no older person is left behind due to language or system barriers.

Through this work, MAC has continued to provide navigation that is grounded in empathy and cultural understanding, ensuring that CALD older people feel seen, supported, and empowered to make informed decisions about their care.



Our Year in Numbers

40,000+

digital communications and resources shared with the sector and communities

11

sector events and forums co-hosted with government and industry partners

500+

training and learning resources distributed through the MAC Library and Mobile Library

3000

hard copy resources distributed - as we transition to electronic resources

Continued to lead the PICAC Alliance Secretariat, representing CALD interests nationally through NACA and other peak bodies

25+

training and information sessions delivered across South Australia

170+

organisations and networks connected through consultations and collaboration

80+

CALD clients supported through one-to-one navigation under the Care Finder program

6+

collaborative projects and research partnerships focused on CALD ageing and workforce development

Hosted the Diversity in Ageing Expo to showcase innovation and inclusion

4855

meals shared with older people through culturally inclusive sessions

500+

aged care staff and leaders engaged in cultural capability and reform workshops

13,900+

hours of group activities delivered through the Social Support Program

40+

new or strengthened partnerships supporting CALD inclusion and reform readiness

4

regional consultations held in partnership with the Department of Health, Disability and Ageing

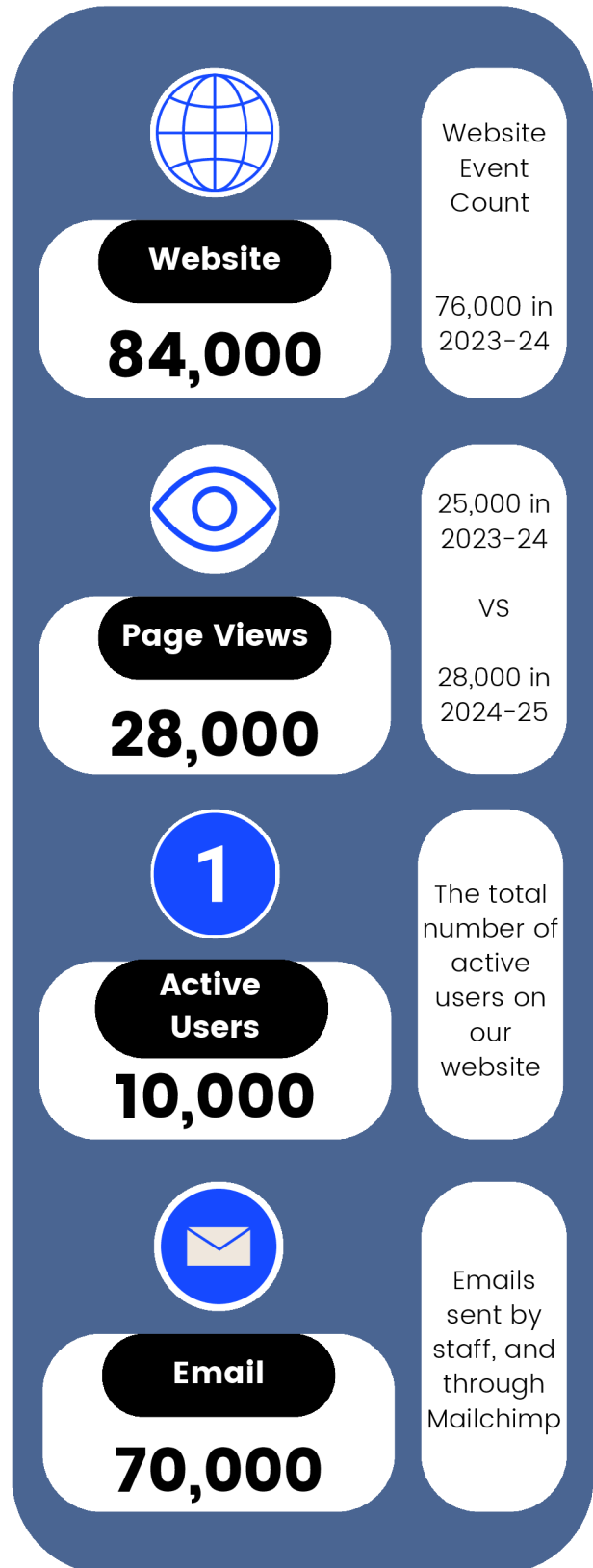
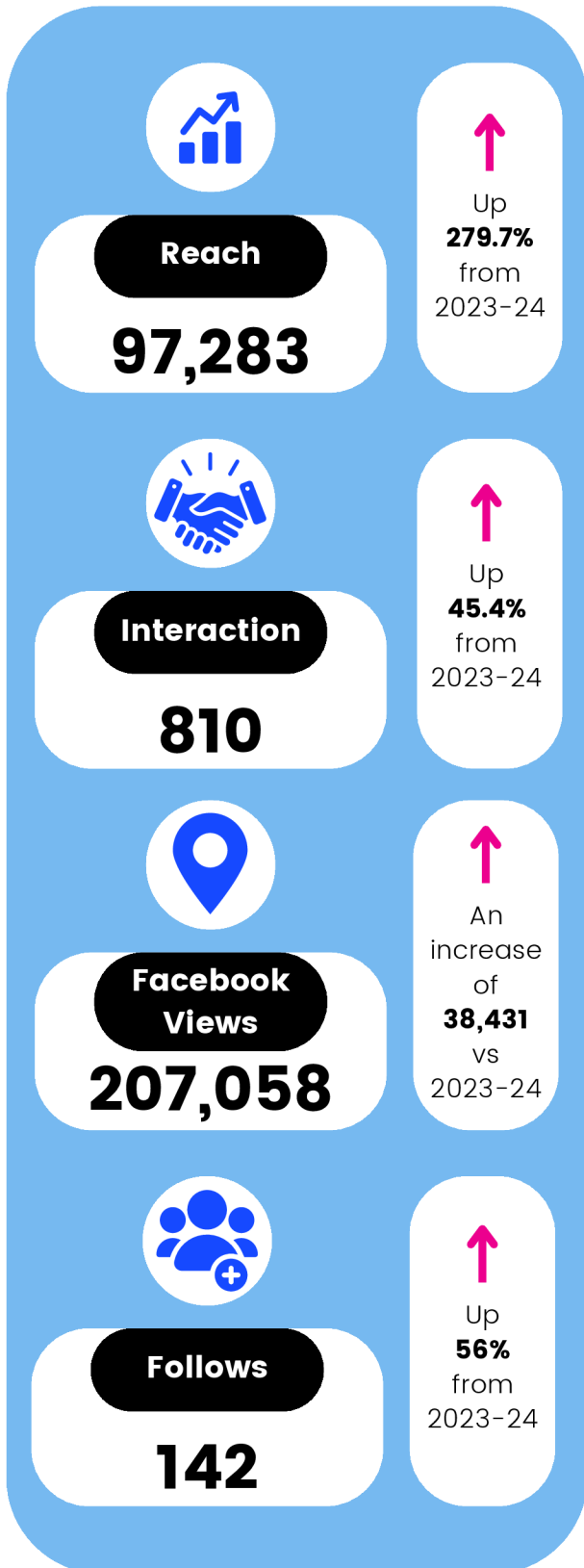
30+

new or strengthened partnerships supporting CALD inclusion and reform readiness

10+

advisory bodies, committees, and consultations contributed to at state and national levels

Social Media



FINANCIAL REPORTS

Income Statement for the year ending 30 June 2025	2025	2024
Income		
Grant Operating	\$1,508,103	\$1,389,261
Donations	\$79,855	\$82,497
Total Income	\$1,587,958	\$1,471,758
Gross Surplus	\$1,587,958	\$1,471,758
Other Income		
Interest Income	\$2,845	\$4,351
Total Other Income	\$2,845	\$4,351
Expenditure		
Administration Expenses	\$284,851	\$180,503
Client Services and Program Delivery Costs	\$182,880	\$170,023
Depreciation	\$7,374	\$7,105
Interest Expense	\$1,030	\$662
Salaries and Employment Expenses	\$1,237,737	\$1,000,264
Total Expenditure	\$1,713,872	\$1,358,557
Current Year Surplus/ (Deficit) Before Income Tax Adjustments	(\$123,069)	\$117,552
Current Year Surplus/(Deficit) Before Income Tax	(\$123,069)	\$117,552
Net Current Year Surplus After Income Tax	(\$123,069)	\$117,552

Balance Sheet as at 30 June 2025	2025	2024
Assets		
Current Assets		
Cash and Cash Equivalents	\$197,292	\$294,185
Trade and Other Receivables	\$33,643	\$54,964
Total Current Assets	\$230,935	\$349,149
Non-Current Assets		
Plant and Equipment and Vehicles	\$42,042	\$35,952
Total Non-Current Assets	\$42,042	\$35,952
Total Assets	\$272,977	\$385,101
Liabilities		
Current Liabilities		
Trade and Other Payables	\$53,285	\$74,046
Provisions	\$186,352	\$152,327
Employee Entitlements	-	\$42,819
Total Current Liabilities	\$239,638	\$269,192
Other Current Liabilities		
Other Current Liabilities	\$11,957	\$4,157
Total Other Current Liabilities	\$11,957	\$4,157
Non-Current Liabilities		
Provisions	\$58,136	\$25,438
Total Non-Current Liabilities	\$58,136	\$25,438
Total Liabilities	\$309,731	\$298,787
Net Assets	(\$36,755)	\$86,314
Member's Funds		
Capital Reserve	(\$36,755)	\$86,314
Total Member's Funds	(\$36,755)	\$86,314



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

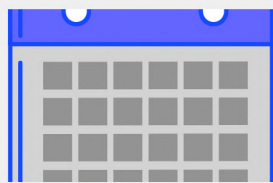


Participations, Partnerships and Collaborations

- Ageing Australia
- 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
- LaTrobe University
- LGBTIQ Health – Silver Rainbow
- LOTE
- MCCI, NSW
- Migrant and Refugee Health Partnerships Council
- Migrant Resource Centre
- 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



PICAC Alliance



Training Schedule



PICAC Repository



Directory



Webinars



Our Academic Collaborations



Contact MAC for information, resources and training opportunities:



macsa@mac.org.au



(08) 8241 9900

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