



Australian Multicultural
Community Services

2024–25 Annual Report



We care,
we support,
we empower

Mission & Vision

Mission

To improve lives through care, support and empowerment

Vision

To create an equitable, just and compassionate multicultural society that is age friendly and inclusive of diverse Australians

Values



Clients First

We strive for client satisfaction: Delivering the best possible outcomes for our clients and building effective relationships which allow needs to be identified early and quickly satisfied.



Respect and Diversity

We stand for respect and diversity: Providing the highest levels of integrity and personal standards in an apolitical and impartial manner to clients and stakeholders.



Our People

We value our staff and volunteers: We acknowledge our multicultural team and the skills, knowledge and dedication you bring to our clients and the success of AMCS. We value your contribution with wellbeing support and career development.



Quality

We deliver quality: Achieving the highest standards in everything we do; ensuring that all individuals take responsibility for achieving this and take pride in their work and the organisation.



Continuous Improvement

We practice continuous improvement: Striving to achieve higher standards of performance; positively seeking opportunities to bring about organisational and service delivery improvement and overcome resistance to change.



Compliance

We ensure compliance: Ensuring all are aware that this is non-negotiable and deliver what is expected as per legislative requirements; actively involved with all levels of government and other community service providers in an open and honest manner.

Our Commitment

For more than 40 years, both our commitment to the Victorian senior community and our vision for an equitable, just and compassionate society have driven us to deliver quality, holistic community services that improve people's lives.

We help people of all cultures and abilities access the support they need to live a better quality life.

With a team of more than 287 employees representing 36 countries and speaking 59 languages other than English, AMCS is uniquely positioned to deliver inclusive, respectful, culturally appropriate and reliable services.

Whether we're supporting seniors to live safely at home or keeping the community connected through social activities and support groups, we strive to be a trusted multicultural community care organisation.

In the spirit of reconciliation, we acknowledge the Traditional Custodians of Country throughout Australia and recognise the continuing connection to lands, waters and communities. We pay our respects to Aboriginal and Torres Strait Islander cultures; and to Elders, past and present. We extend that respect to all Aboriginal and Torres Strait Islander peoples today.

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Chairperson's Report

In 2024–25, AMCS strengthened its foundations and positioned itself well for the significant changes ahead in aged care. The Board remained focused on governance, quality and strategy, ensuring we are prepared to embrace both challenges and opportunities.

The Australian Government's new *Aged Care Act 2024*, commencing in November 2025, represents one of the sector's most significant reforms. The Board has been proactive in undertaking governance training to ensure AMCS aligns with the new requirements and is ready to lead with confidence.

Our Strategic Plan has continued to provide strong direction, particularly in preparing for the Support at Home program. This year, to align with our growth strategies, we embedded our integrated health model by employing our first physiotherapist within the Home Care Packages program. This enables clients to receive consistent, comprehensive care.

Recognising the vital role of technology in aged care, we also invested in ICT systems and innovation. We explored artificial intelligence

and digital tools that can help us improve service delivery, efficiency and outcomes.

A major highlight of 2024–25 was the redevelopment of Millennium House. After seven years of planning and a \$7 million investment, we proudly opened the restored facility on 20 November 2024. It is now a vibrant multicultural hub that will host community events and foster connections for generations to come.

In the past year, we also strengthened our community engagement programs, delivering cultural events, workshops and social activities that foster inclusion and resilience. Our volunteers were instrumental in this, expanding our reach and impact through their dedication and generosity.

To our Board, staff, volunteers and partners: I thank you for your passion, resilience and commitment. As we step into a future shaped by reform and opportunity, I am confident that together we will continue to grow, adapt and lead with compassion.

Russell Howard
Chairperson

Board of Directors 2024–25



Chairperson
Russell
Howard



Company
Secretary
Ron
Horfiniak



Director
Peter
Biedak



Director
René
Blaszak



Director
(Prof)
Desmond
Cahill OAM



Clinical
Director
Narelle
Kent



Director
Meena
Vannitamby

CEO's Report

I am pleased to present the Australian Multicultural Community Services CEO Report for the 2024–25 year. This year brought many opportunities and some challenges, as we continued our mission to support older Australians, their families and our communities, while navigating the aged care sector reform.

In the past year, we increased the number of Entry-Level Home Care clients and carers we support and expanded our Emergency Relief program in both reach and impact. Our Volunteer West program also continued to grow, with more referrals to volunteer roles than ever.

We also introduced two new programs: Smart Money for Seniors and Connections for Wellbeing. Both of these made significant gains in a short time, keeping our multicultural communities informed, safe and connected.

We also successfully completed the Millennium House redevelopment. It has been wonderful to see the space transformed into the vibrant multicultural community hub it was intended to be.

The aged care sector continues to undergo significant reform, with the new *Aged Care Act 2024* and heightened regulatory requirements placing more emphasis on governance, compliance and person-centred care.

At AMCS, we are proud to embrace these changes and ensure we are well positioned to meet the new standards while maintaining the tailored and personalised support that our clients value.

Our team remains focused on keeping the unique needs of our multicultural communities central to all that we do. We will continue to advocate for our clients to ensure their needs are met and voices heard within the new Support at Home program.

In the coming year, we will focus on:

- preparing for and implementing the new Aged Care Act and Support at Home reforms
- investing in innovation, digital solutions and workforce development
- strengthening community connections and expanding services to meet growing demand.

I want to sincerely thank our dedicated staff, volunteers and Board members for their ongoing passion and commitment. Together, we have successfully navigated another year of change, while continuing to put our clients at the heart of everything we do.

I also thank our clients and their families for the trust they place in us every day. It is a privilege to partner with each of you in your care journey.



Maryanne Tadic –
GAICD, AFCHSM
Chief Executive Officer

AMCS Services

Australian Multicultural Community Services (AMCS) is a multicultural community care organisation. We have more than 40 years of experience providing quality services and reliable support for senior Victorians, families, community groups, individuals and carers.

We work across Greater Melbourne and Geelong, empowering people to live their best lives every day.

Our wide range of culturally appropriate services are:

- delivered by skilled, knowledgeable and caring staff
- respectful of all cultures and abilities
- tailored to suit the diverse needs of clients.

These are just some of our services.

Support at Home

Home Care Packages

Home Care Packages are personalised to meet individual needs through personal care, domestic assistance, transport, referrals to allied health, social support, house and garden maintenance, and nursing services.

Entry-Level Home Care Support

Entry-Level Home Care Support, known as the Commonwealth Home Support Package (CHSP), is the first step in supporting our clients to stay at home. The support is ideal for eligible seniors who need a small amount of assistance for a small contribution.

Senior and Carer Support Services

Social Support Groups

Seniors from various cultures enjoy socialising while participating in fun, physical, wellbeing and outing activities.

Respite Programs

Carers can take a break with the comfort of knowing AMCS is supporting their loved one either at home or in the community.

Volunteer Visiting Programs

AMCS volunteers generously give their time to provide companionship to clients in their home or at a residential facility. As many volunteers speak languages other than English, we try to match clients with volunteers who have similar cultural interests.

Access and Support / Specialised Services

These tailored advisory and advocacy services help eligible people navigate the aged care system, understand their eligibility and connect with appropriate supports.

Carer Support Services

We provide respite, recreation, education, equipment and tailored help to improve carers' wellbeing and give them essential breaks from their role.

Additional Respite for Carers

The Additional Respite for Carers program provides culturally tailored one-on-one, group and overnight respite. The program gives

carers meaningful breaks, reduces isolation, builds connections and provides support that respects cultural identity and individual needs.

Community Programs

Volunteer Resource Centre – Volunteer West

This program connects people of all ages with inclusive volunteer opportunities across Melbourne’s north and west to strengthen wellbeing and community resilience.

Connections for Wellbeing

This free multicultural program helps people aged over 21 to connect, learn new skills, try new things and build community.

Multicultural Dementia Care and Support Centres

Free dementia support centres in Melbourne and Geelong offer safe spaces, support, referrals, group activities and connections to carers and individuals.

Money Smart for Seniors

The Money Smart for Seniors project empowers multicultural seniors and women of all ages to protect themselves from financial harm by raising awareness of scams, fraud and exploitation. Through co-designed resources and workshops, the project strengthens financial wellbeing, resilience and informed decision-making in a culturally inclusive way.

Education and Capacity Building

Culturally tailored education and capacity building sessions cover various topics to support awareness, safety and independence in culturally and linguistically diverse communities.

Support and Relief Services – Emergency Relief

Free support is available to help eligible individuals and families address and navigate a financial crisis.

Support for Organisations

Multicultural Advisory Services

These services, provided by AMCS, support diverse communities by sharing expertise with leaders, services and government to strengthen inclusion, capability and collaboration.

Community Organisation Support

Support for organisations is available through knowledge sharing, consultations, training and mentoring to help them deliver more inclusive, culturally responsive services to diverse communities.



A Snapshot of the AMCS Year

287

staff members from
36 different countries

298

clients supported across
14 Social Support Groups

903+

Home Care Package
clients supported

300+

Entry-level Home Care
clients supported

480

Volunteer Visiting Program
clients supported by
310 volunteers

124

clients supported across
5 Centre-Based Respite Groups

2,008

referrals to volunteer roles

465+

clients supported with 700+
services in Support and Relief

200+

clients supported with 450+
referrals in Access and Support

621

carers assisted

Highlights of the Year

Jun 2025

Providers are prepared for new aged care reforms (since delayed from 1 Jul to 1 Nov 2025)

Jan 2025

Risqteq is implemented as an integrated quality and risk register



Jan 2025

AMCS becomes a subcontractor for the Single Assessment System Workforce.

Nov 2024

Millennium House reopens



Oct 2024

Connections for Wellbeing project begins



Sep 2024

Art Against Ageism competition receives a record 631 entries

Jul 2024–Jun 2025

AMCS strengthens systems and processes to comply with new Aged Care Act and Support at Home program

Jul 2024–Jun 2025

AMCS participates in the Quality Indicator Program trial, helping improve service quality and transparency in the home care sector

Jul 2024

AMCS reviews and updates policy and procedure framework to align with strengthened Aged Care Quality Standards

Our Priorities

Quality and Compliance

In 2024–25, Australian Multicultural Community Services (AMCS) ensured the Home Care Package program continued to meet the highest standards of safety, compliance and person-centred care.

Ahead of the Support at Home program reforms and new Aged Care Act, we comprehensively reviewed our quality, governance and risk management frameworks, updated key policies and procedures, and strengthened our internal audit and feedback systems to support continuous improvement.

We prioritised clear, culturally appropriate communication with clients and carers to help them understand what the upcoming changes mean and what to expect. Our highly collaborative management team ensured that AMCS is well positioned for a smooth transition to the new aged care landscape – with strong systems and processes, and a shared commitment to delivering safe, inclusive and high-quality services.

We extend our sincere thanks to all staff and stakeholders who continue to champion quality in everything we do.

Information and Communication Technology

In 2024–25, our Information and Communication Technology (ICT) department delivered transformational improvements to advance AMCS’s strategic goals and increase operational excellence.

We collaborated with software vendors to significantly upgrade our client management and clinical care systems ahead of the new Aged Care Act and Support at Home program reforms. These enhancements will ensure a seamless transition for our workforce and clients.

The move to Millennium House required robust ICT measures and the implementation of a card-access system for the building. We successfully migrated all work devices to Windows 11 and implemented a Bring Your Own Device policy, enabling the secure use of personal devices.

We implemented the Microsoft Dynamics Customer Relationship Management (CRM) system to streamline client intake, ICT asset management and marketing communications. This improved stakeholder engagement and operational efficiency. We also implemented MS Teams telephony, Signature automation and secure printing to prevent confidential documents being accessed by unauthorised users.

Expanding automation via Power Apps and Power Automate enhanced staff onboarding, client consent collection and various HR workflows. And introducing Riskteq as our quality and risk register gave us an effective online platform for capturing and managing continuous improvements, hazards, complaints and feedback.

Significantly strengthening our cyber security measures gave us an outstanding Microsoft Secure Score of 82.17, well above the industry average. Further initiatives included rolling out

monthly online cyber awareness training and deploying the Keeper Password Manager to reinforce our digital safety across the organisation.

We also continued to drive innovation through trials of artificial intelligence (AI) and assistive technology (AT), funded through a Aged Care Research & Industry Innovation (ARIIA) accelerator grant. These initiatives aimed to enhance staff productivity, improve client communication and increase our capacity to support clients in their homes.

We further proved our commitment to innovation in aged care by:

- hosting the ARIIA innovator training program
- showcasing our AI and AT achievements at the Digital Health Festival and Innovation Transforming Aged Care conferences in Melbourne.

People and Culture

In 2024–25, we embedded a contemporary approach to people and culture to strengthen both our workforce and organisational culture. Central to this was reviewing policies and procedures to ensure they are clear and relevant, and reflect best practice.

We invested in the wellbeing of our people by rolling out a holistic Employee Assistance Program. The program was well received, with staff providing positive feedback about support accessibility and quality. This initiative is part of our broader commitment to building a workplace that prioritises health, safety and wellbeing.

Retention remains a critical priority at AMCS. In 2024–25, we saw encouraging signs of reduced turnover due partly to new targeted retention strategies, including:

- enhanced induction
- recognition initiatives
- a stronger focus on career development opportunities.

We also reviewed our recruitment processes to ensure they are efficient and inclusive, and align with the needs of the organisation and prospective employees. These changes are helping us attract high-quality candidates who share our values and commitment to the community.

Looking ahead, we will continue to invest in our people, as they are the foundation of our success.



Home Support

Home Care Packages

This year, we continued to deliver high-quality, culturally responsive care through the Home Care Package program, which supports senior Australians from diverse backgrounds to live safely and independently at home.

To prepare for the new Support at Home program and Aged Care Act, our team worked tirelessly to review and strengthen our systems, processes and service delivery models.

We made significant progress in aligning our internal operations with the upcoming reforms by enhancing client communications and ensuring the workforce can navigate these changes with confidence.

Some highlights from the year include:

- reviewing and updating our policy and procedure framework to align with strengthened Aged Care Quality Standards
- delivering tailored health and wellbeing assessments to support individualised care planning through early detection of health issues
- introducing a language translation app to enhance communication and cultural inclusivity for clients from diverse backgrounds
- participating in the Quality Indicator Program trial for the home care sector to help improve service quality and transparency in the sector.

We recognise and sincerely thank our dedicated staff for their collaboration, professionalism and unwavering commitment to our clients. Their collective effort has positioned AMCS strongly for a smooth, client-focused year ahead.

Statistics

Hours of support	157,487
Clients supported	903+
Countries of birth	58
New clients	142
Languages spoken	39

“I feel at ease that Dad is in safe hands with Pravash, as he has an excellent duty of care and really has a wonderful connection with my dad.”

– Tina Galati, daughter of Giovanni Rossi, Home Care Package client

Entry-Level Home Care Support

Our Entry-Level Home Care Support services, funded by the Commonwealth Home Support Programme (CHSP), assist older people who have difficulties with daily living to live safely and independently at home for as long as possible.

People aged over 65, who are assessed as eligible by relevant assessment services, can access basic support services including:

- domestic assistance
- home adjustments
- transport
- personal care
- allied health services, such as podiatry, physiotherapy, occupational therapy and more.

As the new *Aged Care Act 2024*, commencing in November 2025, will impact our CHSP clients, we worked hard to strengthen our processes and systems to support these changes.

Statistics

Clients supported	300+
Hours of support – personal care	2,000+
Hours of support – domestic assistance	10,100+
Hours of support – allied health	700+
Hours of support – transport	1,100+
Clients supported with home adjustments/ modification services	70+

“The services I am receiving are life-changing for me. The support and understanding I receive from all the staff at AMCS has been amazing.”

– CHSP client



Carer and Support Services

Social Support for Seniors

AMCS's Social Support Groups (SSGs) provide culturally and linguistically tailored programs for seniors across metropolitan Melbourne and Greater Geelong.

In 2024–25, 298 seniors from 38 countries of birth participated in 14 groups for over 32,000 hours.

SSGs include both culture-specific (e.g. Polish, Arabic, Sri Lankan) and multicultural settings. They represent a range of countries (e.g. Malta, Philippines, Italy, Ukraine, Germany, Australia, United Kingdom, Argentina, Spain, Syria, Egypt, China, Vietnam), which encourages cross-cultural connections and celebration.

All our activities are designed around participants' needs and preferences, and promote physical, cognitive and emotional wellbeing through art, craft, games and community outings.

These groups give older people from diverse backgrounds a strong sense of community, connection and purpose.

Respite Programs

AMCS was thrilled to provide Centre-based Day Respite and Flexible Respite Support to older people who are on the Commonwealth Home Support Programme.

These programs offer essential temporary relief to carers who can be sure that their loved ones are in safe hands. Participants engage in social, recreational, culturally appropriate and wellness-focused activities that foster connection and enhance mental and physical wellbeing.

In 2024–25, AMCS delivered more than 10,000 hours of Centre-based Day Respite across our five centres, welcoming seniors from more than 15 countries of birth.

Two groups were dedicated to serving Sri Lankan and Polish participants, while the others served clients from diverse backgrounds, including from Albania, China, France, Germany, Greece, India, Italy, Mauritius, North Macedonia, Poland, Sri Lanka, Romania, Turkey and Ukraine.

Statistics

Clients supported	298
Client countries of birth	38
Social Support Groups	14
Hours of support – Social Support Groups	32,760



Our dedicated support workers also delivered 256 hours of Flexible Respite Support, which helped maintain care relationships between older people and their carers.

AMCS’s respite programs continue to promote independence, inclusion and engagement for older people.

Statistics

Clients supported	124
Client countries of birth	15
Hours of support – Centre-based Day Respite	19,274
Hours of support – Flexible Respite Support	276
Centre-based Day Respite groups	5

Volunteer Visiting Programs

In 2024–25, AMCS’s Volunteering Visiting Programs supported more than 480 seniors through the Social Support Individual (SSI) and Aged Care Community Visitor Scheme (ACVVS) programs.

Through these programs, volunteer coordinators supported seniors from multicultural backgrounds by providing culturally appropriate support and connecting them with volunteers who share similar cultures, languages and interests.

These programs reduce loneliness among seniors and address individual needs by fostering social connections. This allows seniors to feel valued and meets their need for social connection and community participation.

Services can include companionship, accompanied activities, shopping assistance and accompanied transport.

We deeply appreciate our volunteers and, this year, we showed our gratitude by organising an end-of-year thank-you party, sending birthday cards and providing training opportunities. During National Volunteer Week, volunteers also enjoyed a delightful day trip and high tea.



Dolores Fernandez (standing) enjoys a visit from Therese Peachey (seated), an AMCS Volunteer

Statistics

Clients supported	480
Hours of support – SSI	3,106
Program visits – ACVVS	4,312
Number of volunteers – Volunteer Visiting Programs	310

Access and Support/ Specialised Services

Many seniors and individuals who need support report that they face barriers to accessing services and struggle to understand the different service systems. A service system isn't client focused if participants can't understand, access and navigate it.

Diverse communities and individuals, including people from culturally and linguistically diverse (CALD) backgrounds, need specific supports, including advocacy and advisory services to understand, access and navigate the home care service system. Timely and supported access to services is critical to prevent further decline and ensure safety.

The Access and Support/Specialised Services programs empower people to make informed choices and access the care and support they deserve and need – when they need it.

In 2025–26, the program will be changing. Our team will support more people in need via our new Allied Health Social Work services as we continue to advocate and speak loudly for people who can't do it for themselves.

“Amazing support for my mother and myself as a carer. With the help of the program, we were able to access the support we required, and we were not even aware that it was available. It really made a difference to us.”

– Specialised Support client representative

Statistics

Clients supported	200+
Hours of support – Access and Support Services	1,400
Referrals to support services	430+
Hours of community engagement activities	500+
Percentage of clients from CALD backgrounds	90%



Support and Relief Services – Emergency Relief

This year has seen an increase in the cost of living and other living situations, causing financial distress and disadvantage for some individuals and families. Financial disadvantage makes people vulnerable to economic crisis.

AMCS has supported this cohort for more than a decade. Our Support and Relief (Emergency Relief) services support people who are experiencing financial hardship and have limited means or resources to help them ease their economic crisis.

Emergency Relief services may include:

- food vouchers
- chemist vouchers
- partial payment of overdue utility bills
- partial payment of overdue rent
- referral services.

We will continue to support people in need of Emergency Relief services across Melbourne's northern, western and inner regions over the next five years.

“ I like the way the staff speak with me. I don't have good English, but they understand how to talk to me and are patient and willing to listen. ”

– Support and Relief client

Statistics

Clients supported	465+
Service instances delivered	700+
Percentage of clients from CALD backgrounds	approx 60%



Support for Carers

At AMCS, we are proud to deliver the Support for Carers program across Victoria. This program gives carers personalised support to help them look after their health and wellbeing while fulfilling their vital caring role.

Our aim is to ensure every carer feels supported, connected and empowered to maintain their quality of life while caring for their loved ones.

In 2024–25, we supported more than 400 carers through individual assistance and group activities.

Support for Carers offers respite opportunities and activities that encourage social connection, education, recreation and wellbeing. Carers can get support both individually and alongside the person they care for, such as by sharing enjoyable community activities.

We also respond to urgent needs and provide one-off or short-term assistance to complement existing services or fill service gaps, including providing equipment.

Statistics

Hours of support – Support for Carers	4,700
Number of carers assisted	400

Support for Carers – Mary and Mark’s Story

Mary became the full-time carer for her husband, Mark, after his health declined. With limited support, she felt emotionally overwhelmed and financially stretched, struggling with daily tasks and difficult choices.

One major challenge was their car. As the only driver, Mary relied on it for Mark’s medical appointments and essential errands. However, the car urgently needed servicing and she couldn’t afford it. This left her anxious and isolated.

Through a referral from Mark’s occupational therapist, Mary connected with AMCS’s Support for Carers program. The program covered the car servicing and garden maintenance costs, which eased her burden and gave her the confidence to focus on Mark’s care.

Mary said the support meant a lot, not just financially but emotionally. She felt seen and supported. Both she and the occupational therapist expressed deep gratitude, highlighting the value of community support in carers’ wellbeing.

This practical help gave Mary the relief, stability and renewed strength to continue in her vital role, knowing she was not alone.

Additional Respite for Carers

In 2024–25, AMCS supported 221 carers from CALD backgrounds with more than 4,500 hours of care through the Additional Respite for Carers program.

Carers received culturally appropriate and respectful services that were tailored to their individual needs, goals and preferences.

Support was offered in various ways:

- One-on-one, in-home respite gave carers a much-needed break.
- Group activity day respite kept carers connected while enjoying social and recreational activities.
- Overnight respite allowed carers to take a break in a hotel or holiday-style accommodation.

AMCS collaborated with several organisations who shared valuable information about topics such as financial advice, legal support, health services and government programs.

The feedback about this program was overwhelmingly positive. Carers reported feeling less isolated and appreciated the opportunity to meet new people. They felt relieved that they were not alone, and that support was available and accessible in a way that respected their cultural identity and personal needs.

Statistics

Carers supported	221
Hours of support – Additional Respite for Carers	4,532
Hours of support – one-on-one	115
Hours of support – overnight	132
Hours of support – group activity day respite	3,250



Social Support Group & Sri Lankan Respite New Year

Community Programs and Initiatives

Volunteer West

This year has been exceptional for Volunteer West – AMCS’s Volunteer Resource Centre – including the addition of two new members.

The Volunteer Support Services facilitated a record 2,008 referrals for people seeking volunteer roles in the northern and western regions of Melbourne. The team also conducted 11 outreach activities, targeting diverse community groups and promoting volunteering and referral services.

Additionally, four co-design workshops were held with newly arrived migrants, fostering inclusive community engagement through Volunteer Management Activity programs.

The team successfully delivered SHINE: Strengthening Her Impact through Networking and Education – a leadership program for 14 women involved in volunteering organisations. SHINE focused on developing leadership skills and empowering women to actively engage in their local communities and the economy.

NAIDOC Week 2024 was celebrated with the guidance of First Nations Elder Helen Farquhar, a proud Wotjobaluk-Gunditjmara woman. The event brought together around 50 attendees who enjoyed a smoking ceremony, vibrant Aboriginal dance, creative arts and crafts, storytelling, and playful faux-possum football making. Guests also shared delicious Aboriginal food provided by a local



More than 40 partners, stakeholders, and community members celebrate another year of connection and collaboration.

catering business, making it a day of culture, connection, and community spirit.

The Volunteer West team looks forward to further expanding its services and strengthening volunteering across the northern and western regions of Melbourne.

Statistics

Volunteer-involving organisations supported	56
Outreach sessions	11
Community members supported	2,008
Local government areas supported	14
Volunteer West team recruitment	5
Volunteer Engagement Network events delivered	5

Multicultural Dementia Care and Support Centres

In 2024–25, the Multicultural Dementia Care and Support Centres in Casey, Greater Geelong and Hume provided culturally responsive, person-centred support to more than 400 carers and people living with dementia who are from CALD backgrounds.

The centres strengthen carers' wellbeing, reduce stress and build confidence through small group sessions, skill development, dementia education, service referrals and peer connection opportunities.

While their carers are being supported, people living with dementia can enjoy inclusive, engaging activities that foster social

connection, improve quality of life and help them remain at home for longer.

This year, education sessions on mental health and wellbeing included:

- demystifying dementia
- navigating changes associated with dementia including behaviour changes
- communication for connection
- grief, loss, and self-care
- reablement
- sexuality and intimacy
- accessing community supports
- preparing for respite.

Statistics

Clients supported – Dementia Support	360+
Hours of support – Dementia Program	2,000
Client cultural backgrounds	20
Centres	3



Multicultural Dementia Group, Hume

Connections for Wellbeing Program – New Horizons Group

The New Horizons Group – part of the Connections for Wellbeing program – received a referral from a counsellor at Foundation House for a refugee client who was experiencing physical and mental health challenges.

The client wanted to attend a social group that would:

- give her new experiences
- get her out of the house to see other people to reduce her social isolation
- offer a friendly environment where she could practise her conversational English skills.

The New Horizons Group was an ideal fit – designed to help women and gender-diverse participants with mental health challenges to connect through creative outlets, build friendships and support one another. The group supported this participant with transport assistance, which helped her overcome a barrier to her participation.

Since starting with the group, she has attended consistently. She expressed her gratitude for the program and how welcome she felt. She was able to learn new skills and participate in group outings. She attended a wide range of sessions including group watercolour artwork, decoupage, weaving, breathwork, NAIDOC Week outings, a local shadow puppetry show, the Melbourne Museum and the IMAX theatre. She has never had the chance to experience these before. The group also helped her make new connections, feel more connected in the community and built her confidence to socialise with others. She was pleased to be able to practise her English without feeling judged and to learn new things in each session.

Her daughter commented that the group has been a great addition to her mother's support network, as her family members have work commitments or live far away. They are happy knowing that she enjoys participating in her group every fortnight.



The New Horizons Group enjoying calming watercolour art therapy

Connections for Wellbeing

AMCS's Connections for Wellbeing centres in Casey, Maribyrnong and Greater Geelong support people with a disability from Culturally and Linguistically Diverse (CALD) backgrounds who struggle to make social connections.

The centres provided support by:

- empowering people to participate actively in their communities
- creating culturally tailored, individualised services and activities that foster inclusion and engagement.

We gratefully acknowledge funding from the Australian Government through the Department of Social Services.

In 2024–25, AMCS supported approximately 350 community members from CALD backgrounds with culturally sensitive, individually tailored assistance to access social activities, community groups, events and mainstream services.

All programs were co-designed with the participants to understand and address their unique needs, preferences and challenges in meaningful and inclusive ways.

Statistics

Community members supported	350+
Client cultural backgrounds	25+
Hours of support – Connections for Wellbeing	10,000

Money Smart for Seniors

The Money Smart for Seniors project empowers multicultural seniors and women of all ages to recognise financial risks, make informed financial decisions, access support services, build economic resilience and protect themselves from financial harm.

The project strengthens participants' financial wellbeing by raising their awareness of economic exploitation, scams and fraud, while increasing their access to information and resources that support prevention and response.

In 2024–25, through co-design workshops with CALD seniors and women, we identified the need for targeted resources to address newer forms of financial exploitation. In response, we worked with Goldsmiths P/L to develop multilingual resources, including a toolkit and a card game.

The project delivered awareness sessions to more than 500 CALD seniors from 15 cultural backgrounds, including people who speak Arabic, Tamil, Filipino, Sinhala, Hindi, Polish, Greek, Mandarin, Maltese, Italian, Spanish and Gujarati.

Statistics

Clients supported	500+
Ethnic community groups	12
Client cultural backgrounds	15

Advisory Services

Sector Support and Development

AMCS remains an active and committed participant in the Sector Support and Development – Community of Practice, working alongside many other Australian organisations.

Our continued collaboration with service providers, peak bodies, health professionals, academic institutions and community leaders strengthens our shared commitment to being ready for reforms and delivering culturally safe services.

We leverage our broad expertise to support sector professionals in understanding and adapting to the new *Aged Care Act 2024* and Support at Home program. We share our knowledge and insights to help ensure the evolving aged care landscape meets the diverse needs of our communities.

In 2024–25, our support included:

- delivering individual consultations and contributing to panel discussions, research focus groups and professional networks to support workforce development and reform awareness
- engaging providers across the sector to offer feedback, share insights and help shape the Support at Home program reforms
- providing targeted information about the Support at Home reforms and other sector-relevant topics to more than 150 seniors, carers and community members
- facilitating more than 20 information sessions with CALD communities and community groups to build their understanding of, and prepare them for, the coming changes.

Through these initiatives, AMCS plays a vital role in ensuring inclusive, informed and culturally responsive aged care reform.

Supporting Regional Indigenous Aged Care Services – SDAP Project

AMCS is pleased to continue working with the federally funded Remote and Aboriginal and Torres Strait Islander Aged Care Service Development Assistance Panel (SDAP) to support First Nations organisations strengthen their capacity to:

- deliver consistent, high-quality aged care services
- continue to comply with the Aged Care Quality Standards.

In 2024–25, AMCS’s managers visited two First Nations organisations in the Northern Territory: Santa Teresa and Tennant Creek. AMCS and the Ninti One team provided:

- advice on strategic management and maintaining the Aged Care Quality Standards
- opportunities for training and capacity building
- customised resources tailored to the organisation’s needs.

The manager from Santa Teresa told their Board and the SDAP team that this program had been different from other programs where people had come to ‘tick boxes’. She said the SDAP work had produced tangible outcomes for the organisation and community.

Projects and Initiatives

Millennium House

Millennium House was generously gifted to AMCS by its previous owners, the Polish Association of Kingsville and Ladies Auxiliary. After a \$7 million investment and more than seven years of planning and building, the renovated and refurbished Millennium House Community Centre was completed in October 2024.

On 20 November 2024, Minister Ingrid Stitt MLC (Minister for Mental Health, Minister for Ageing, Minister for Multicultural Affairs) and Katie Hall MP (Member for Footscray) unveiled a plaque

to commemorate the official opening of the architecturally designed community hall.

Millennium House now remains an important symbol of the migrant history of Melbourne’s western suburbs. AMCS is honoured to be a steward of this legacy.

Delivering on its mission to provide a multicultural hub, Millennium House offers a range of community facilities and multipurpose rooms, all available for hire on a regular or casual basis at affordable community rates.



Millennium House official opening

Art Against Ageism Competition 2024

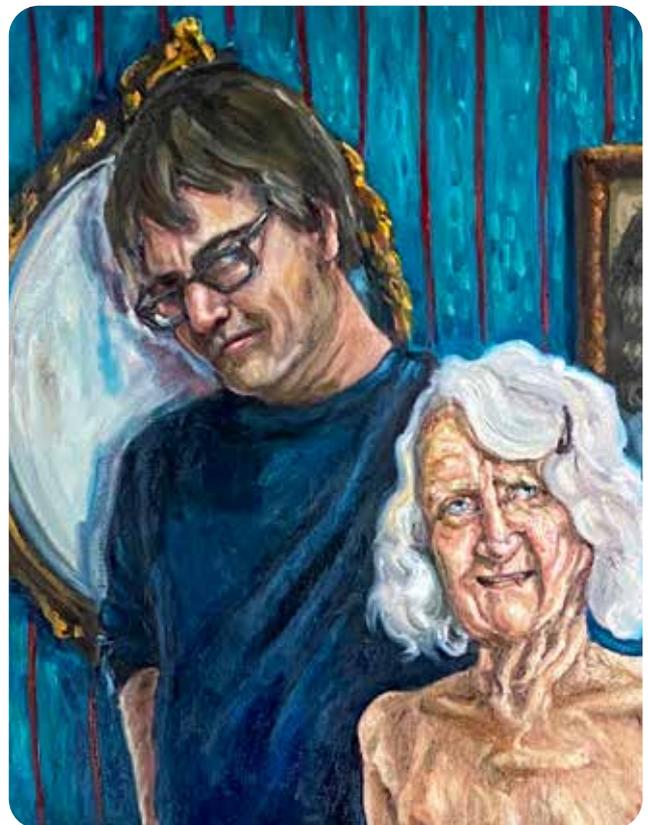


Winner, Richa Panicker painted Joie de Vivre

The AMCS Art Against Ageism competition challenges negative stereotypes of ageing by using art as a tool to promote positive ageing and illustrate the beauty, diverse capabilities and mindsets of senior people.

The 2024 competition received a record 631 entries, making it a challenge for our five judges to shortlist and select their favourites.

We sought sponsorship to provide the winner, runner-up and finalists with attractive prize money. Four amazing organisations provided generous support: Elder Rights Advocacy, Merri Health/Holstep Health, Carers Victoria and Language Loop.



Runner-up, Daria Andrews painted Stripes and Wrinkles

Statement of Income and Expenditure

2024–25 Financial Year

	2024–25	2023–24
	\$	\$
Income		
Government Funding	6,057,969	7,603,756
Direct Services Income	28,216,514	25,096,432
Community Projects	942,211	882,098
Income from Investments	449,829	450,947
Donations	1,754,516	3,454,803
Other Income	487,220	393,269
Total Income	37,908,259	37,881,305
Expense		
Fundraising and Promotion	178,076	121,433
Salaries and Oncost	19,543,373	17,328,640
Property Expenses	400,410	374,637
Volunteers Travel	45,014	41,190
Client Expenses	10,452,481	8,517,547
Administration and Other Expenses	3,096,150	3,897,844
Impairment Expense	3,687,055*	–
Total Expense	37,402,559	30,281,291
Surplus/(Deficit)	505,700	7,600,014
Other Comprehensive Income	369,745	260,121
Total Comprehensive Income	875,445	7,860,135**

* An impairment loss was recorded in the Profit & Loss statement to reflect an independent valuation of our land & buildings.

** The significant surplus last year was primarily due to a \$3,442,007 donation from the Australian Communities Foundation and the recognition of \$2,275,386 as income for funds received toward the Millennium House renovation. The renovation was completed in October 2024.

Thank You to Friends and Supporters of AMCS

AMCS wishes to thank all sources of support and funding received from federal and state government departments, local governments and many other service organisations, including health-related organisations, ethno-specific community service agencies, partner organisations, charitable trusts, donors, friends and supporters.

In particular, we extend our thanks to these organisations, which have provided their support over the past year.

Australian Government

- Department of Health, Disability and Ageing
- Department of Social Services

Victorian Government

- Department of Families, Fairness and Housing
- Seniors Online Victoria
- West Gate Neighbourhood Fund

Local Government

- Cardinia Shire Council
- City of Casey
- City of Darebin
- City of Greater Geelong
- City of Moonee Valley
- City of Whittlesea
- Maribyrnong City Council
- Whitehorse City Council
- Wyndham City Council

Non-Government Partnerships

- Active Lifestyle
- Active Lifestyle at Home
- Action on Disability within Ethnic Communities
- Aged Care Research & Industry Innovation Australia
- Albanian Women's Association
- Alfred NG
- AMES Australia
- Ascot Vale Leisure Centre
- Aspire4Life
- Association of Filipino Australian Families of Melbourne Social Club Inc.
- Australian Communities Foundation
- Australian-Filipino Community Services
- Australian Vietnamese Arts & Culture
- Australian Vietnamese Women's Association
- Banksia Gardens Community Services
- Bapcare
- Barwon Health Mental Health & Wellbeing Local
- Bowerbird Forest Therapy
- Brotherhood of St Laurence – Dallas
- Carer Gateway
- Carers Victoria
- CareWindow
- Casey Grange Retirement Village
- Centre for Cultural Diversity in Ageing

- Centre for Social Impact Swinburne (CSI Swinburne)
- Changepreneurs
- Council on the Ageing (COTA) Victoria
- Cultura
- Dandenong Community and Learning Centre
- Daughters of Jerusalem
- Dementia Australia
- Dementia Support Australia
- Different Journeys Autism
- Dingley Community Centre
- Elder Rights Australia
- Em Power Moore
- Empower Healthcare
- EverYoung AI
- Federation of Ethnic Communities Councils of Australia
- FilCare Vic. Inc.
- Filipino Australian Friendship Association of Geelong Inc.
- Foodbank Victoria
- Foundation House
- Gandel Foundation
- GenWest
- Goldsmiths P/L
- Good Shepherd Australia
- Good Things Foundation Australia
- Good360 Australia
- Google Ad Grants
- Hindu Society of Victoria
- Holstep Health (formerly Merri Health)
- HomeGuardian
- Humanetix
- HWL Ebsworth Lawyers
- Ian Rollo Currie Foundation
- IPC Health, Deer Park
- June Chun – ballroom dancer
- Keysborough Medical Centre
- LanguageLoop
- Lord Mayor’s Charitable Foundation
- Macedonian Senior Citizens Group Kings Park
- Maid to Clean
- Maltese Community Council of Victoria
- Melbourne Polish Children’s and Youth Choir
- Merri Health
- Mind Australia
- Multicultural Women’s Alliance Against Family Violence
- National Seniors Australia
- Neami National South East
- Neami National West
- Nimbus Health
- North Western Melbourne Primary Health Network
- Oakgrove Community Centre
- Parallax Photography
- Parvaz Social and Cultural Association
- Peninsula Hot Springs
- People First Healthcare
- Perpetual Trustees
- Playback Theatre
- Polish Association of Kingsville Ladies Aux
- Polish Club Albion, Seniors Club
- Polish Community Association in Geelong Inc. – White Eagle House
- Premier Health Partners
- Relationships Australia Victoria
- Ridniy Kray, Ukrainian Senior Citizens Club
- Rosewall Community Centre
- Royal Botanic Gardens
- SCATS (Sri Lankan Study Centre for the Advancement of Technology and Social Welfare Inc.)
- Settlement Services International
- Sewa Community Group

- Slamin Tennis
- Southern Migrant and Refugee Centre
- Springers Leisure Centre
- Sunshine Polish Charity Association Inc.
- The Edmund Strzelecki
Melbourne Polish School
- The Water Well Project
- The Wellness Collective South East
- TurnPoint Software
- Umbrella Dementia Cafes
- Uniting AgeWell
- Unity Libyan Youth Association
- Victoria University
- Victorian Transcultural Mental Health
- Volunteering Victoria
- Wayapa Wuurrk
- We Breathe
- Western Health
- Western Region Aged Care Trust
- WestHall
- Wisdom Senior Club
- WRECC – Western Region Ethnic
Communities Council
- Yarraville Community Centre

Memberships

- Aged & Community Care Providers
Association Ltd
- Aged Care Research & Industry
Innovation Australia
- Ageing Australia
- Australian Institute of Company Directors
- Elder Abuse Action Australia
- Elder Abuse Prevention Network –
West Metropolitan Region
- Ethnic Communities' Council of Victoria
- National Network of Multicultural Aged and
Community Care Providers Inc.
- Philanthropy Australia
- Rotary Club of Footscray
- Victorian Chamber of Commerce and Industry
- Vines Road Community Centre
- Volunteering Geelong

Thank You to the AMCS Team

Our sincerest thanks go to the members of AMCS Committees of Management, the Board of Directors, and every valued employee and volunteer.

The AMCS team is made up of amazing people who work together to improve the lives of thousands of people every year.





Australian Multicultural
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