



Australian Multicultural
Community Services



Annual Report

2023-24

We care, we support, we empower

Mission & Vision

AMCS Mission

To improve lives through care, support and empowerment

AMCS 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 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.



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, 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 of life.

With a team of more than 274 staff and 350 volunteers from 49 countries, AMCS is uniquely placed to provide inclusive, respectful, culturally appropriate and reliable services.

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

We respect and honour Aboriginal and Torres Strait Islander Elders past, present, and future. We acknowledge the stories, traditions, and living cultures of Aboriginal and Torres Strait Islander peoples on this land in which we live and work.

Australian Multicultural Community Services acknowledges Traditional Owners of Country throughout Australia and recognises the continuing connection to lands, waters, and communities. We pay our respect to Aboriginal and Torres Strait Islander cultures, and to Elders past, present and emerging.

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Chairperson's Report

Over the past 12 months, the Board has continued to consolidate and improve our governance, quality, finance, and risk management processes. I am pleased to report that AMCS has again achieved significant growth in client numbers and revenue. This growth has allowed us to further expand our home care support services, projects, and multicultural programs. The heritage restoration of Millennium House as a multicultural hub is almost complete and will open late 2024. This will allow additional programs and projects to be made available, and the ability to work with like-minded organisations for the community's benefit.

The federal government's age care reforms, due mid-2025, provide both a challenge and an opportunity. The Board and management have been planning and working to ensure we are more than ready for the changes that lie ahead. AMCS's strategy is to become a leading multicultural home-based age care, health care, and community care support provider. Building and implementing an integrated aged care and health care organisation, developing new service offerings and innovative projects, supported by our 'clients first' approach to existing services and

programs, will be our focus for the next 3–4 years. To support this, further investments will be made in IT systems and integration, our workforce capacity and capability, plus client and community education and engagement.

In June, our CEO of 23 years, Elizabeth Drozd, retired to pursue other activities that she had been planning for some time. Elizabeth leaves behind a rich and well-deserved legacy, not only for her huge contribution to making AMCS a respected, trusted, and successful organisation, but for her work in the broader multicultural community. We thank and wish Elizabeth a long, happy, and fulfilling life ahead.

Our new CEO, Maryanne Tadic, has 20 years of experience in the community health and multicultural arenas and is well placed to take us forward as we move into a new future.

My sincere thanks to the Board, employees, and volunteers for their incredible dedication, hard work, and enthusiasm. They are the heart and soul of AMCS.



Russell Howard
Chairperson

Board of Directors 2023–24



Russell Howard
Chairperson



Ron Horfiniak
Company Secretary



Peter Biedak
Director



René Blaszak
Director

CEO's Report

I am very pleased to present my first annual report as Australian Multicultural Community Services CEO with yet another successful year in growth and opportunities. We have continued to expand our reach in supporting more clients and communities than ever before, while maintaining our ethos in providing services that are always tailored to the individual and respectful of all cultures and abilities. Our Volunteer West Program also continues to thrive since joining AMCS in 2023, with significant growth in volunteers and an increase in over 1,000 referrals compared with the previous year.

We are proud to report our successful accreditation across the new Aged Care Quality Standards, validating our organisational commitment to compliance and continuous improvement. The independent report indicates our clients expressed high satisfaction with dignity and choice and the respect and cultural safety afforded to them. We've continued to lead a number of innovations, such as trialling assistive technology within multicultural communities and running several Digital Inclusion Projects. We were also pleased to expand our Victorian Support for Carers Program with Additional

Respite Funding and continue our role in providing leadership and development for the multicultural sector.

We have continued to successfully navigate the aged care reform to ensure we are prepared for a streamlined transition to the Support at Home Program. Our Millennium House upgrade is very close to completion, and we look forward to opening our doors to the community in the coming 2024–2025 financial year.

I'd like to thank every AMCS employee and volunteer for their commitment in delivering exceptional outcomes, and every AMCS client who has entrusted us with their support needs. Our employees and volunteers remain the essence of who we are, and I look forward to what we can achieve together in the coming year. I'd also like to acknowledge the AMCS outgoing CEO, Elizabeth Drozd, for her 23 years of commitment to our organisation, which has led to the many outcomes we celebrate today. I look forward to leading AMCS through the next iteration of our journey.



Maryanne Tadic –
GAICD, AFCHSM
Chief Executive Officer



Prof. Desmond Cahill OAM
Director



Meena Vannitamby
Director



Narelle Kent
Clinical Director

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:

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

These are just some of our services.

Home Care Packages

Home Care Packages are personalised to meet individual needs, including 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 seniors who need a small amount of assistance or are on the waiting list for a Home Care Package.

Volunteer Visiting Programs

Clients enjoy visits from AMCS volunteers who generously give their time to provide companionship, either in the 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.

Social Support Groups

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

Centre-Based Day Respite

This service allows carers to take a break with the comfort of knowing AMCS is supporting their loved one or friend.

Information and Support

We help individuals to understand, access and navigate the aged care service system and connect with the services they need.

Support and Relief

We provide free support to individuals and families during emergencies.

Adult Community Further Education

Individuals can attend free pre-accredited and industry-recognised courses to gain new skills and improve their career options.



Clients from our multicultural Eastern European Group gathered at Bunjil Place, Fountain Gate, for a social get-together.

A Snapshot of the AMCS Year



Highlights of the 2023–24 Financial Year

June 2024

Volunteer West begins a new collaboration with the Brotherhood of St. Laurence.

June 2024

Maryanne Tadic joins as new CEO.



June 2024

AMCS publishes a book about its 40-year history.

June 2024

Elizabeth Drozd OAM retires as CEO.



May 2024

AMCS achieves full compliance across all 44 Aged Care Quality Standards.

January 2024

AMCS establishes the Community Wellbeing Ambassadors Hub.

May 2023

Volunteer West hosts a Volunteer Expo at Footscray Community Arts.



February 2024

Information and Communication Technology (ICT) starts seeking client-centric AI (artificial intelligence) services.

September 2023

Art Against Ageism Competition receives a record 253 entries.

Quality and Compliance

Australian Multicultural Community Services (AMCS) delivers customer-focused, in-home care services through a skilled and competent workforce. AMCS's integrated service model supports client choice, independence, autonomy and informed decision making.

Our 929 Home Care Package clients come from diverse communities across metropolitan Melbourne and Geelong. Collectively, they speak more than 40 languages. To meet the diverse needs of our consumers and participants, most of our staff are bilingual.

The Home Care Package Program continues to grow, though at a slower rate than previous years. Staffing remains a persistent challenge for AMCS and the aged care sector due to workforce shortages. However, we have achieved some success in attracting suitable staff through focused recruitment strategies. These strategies will help us attract even more high-quality employees in the future.

The past year has presented new challenges and opportunities for all providers in the in-home aged care space. Government initiatives brought about by the Royal Commission into Aged Care Quality and Safety have led to extensive changes across the aged care sector. The new Support at Home Program – scheduled to start 1 July 2025 – will put even more emphasis on regulatory compliance, funding and pricing.

Highlight of 2023–24

- AMCS achieved full compliance across all 44 Aged Care Quality Standards.

Information and Communication Technology

In 2023, AMCS continued to enhance Information and Communication Technology (ICT) infrastructure through significant digital transformation initiatives.

We migrated all applications to the Cloud, which streamlined operations and increased scalability.

Implementing single sign-on and multi-factor authentication across our entire IT estate was a major step in strengthening our cybersecurity posture. These changes provide robust protection against threats and ensure secure access for staff.

We also initiated a request-for-information process for a new client management system that will further enhance client service and data management capabilities.

As part of our commitment to innovation, we conducted six assistive technology trials within our culturally and linguistically diverse client community. These trials focus on advanced solutions for areas such as fall monitoring and translation technologies. This reflects our dedication to improving client quality of care and support using cutting-edge technology.

Highlights of 2023–24

- Implementation of a comprehensive information security policy
- Rollout of multi-factor authentication across all platforms
- Deployment of single sign-on for seamless access to applications
- Significant enhancements in cybersecurity to protect sensitive data
- Continued focus on operational efficiency and user-friendly ICT environment



The 2023–24 financial year has been an incredibly strong one for the Volunteer West team.

The February 2023 merger enabled a redesign of the Volunteer Support Services, a referral service for people in the west looking for volunteer roles. This was implemented in September 2023.

The redesign simplified referral processes, which freed up the team to promote the service across the community. The number of VSS referrals spiked after the redesign, totalling 1,657 for the 2023–24 financial year – over 1,000 more than in 2022–23!

The Volunteer West team has also been actively engaging communities across the west by running 16 outreach presentations to diverse groups. These presentations promoted volunteering in the community and the Volunteer Support Services.

The biggest highlight was partnering with Brotherhood of St. Laurence's NDIS team to deliver three co-design workshops for people with lived experience of disability. The workshops connected them with volunteer organisations. Together, they could identify the barriers they face to volunteering and find ways to overcome them. The workshops were extremely rewarding for all involved and have since connected some of the Vietnamese participants to a carers social group run by AMCS.

The Volunteer West team has also grown throughout 2023–24, having taken on two amazing volunteers, Daniel and Kushal, who have supported the Voluntary Support Services and contributed to a strong position.

Natalie then joined the team later and did some invaluable work growing our presence on social media. The Facebook channel now has more than 1,000 followers and more organisations are asking to promote their volunteer programs.

In the next year, the Volunteer West team is keen to build on our strong position by further expanding services while continuing to uplift volunteering across the west.

Highlights of 2023–24

- 1,657 referrals to volunteer roles
- 11 training/network meetings delivered to volunteer organisations
- 16 volunteer outreach sessions delivered to community
- 3 workshops on breaking down barriers to volunteering for people with disability – delivered in partnership with Brotherhood of St. Laurence
- 1 volunteer expo held at Footscray Community Arts in May 2023
- 1,000 followers on Facebook thanks to Natalie's efforts
- 2 amazing volunteers recruited to help support our Voluntary Support Services



The Volunteer West team hosting the Volunteer Expo at the Frankston Arts Centre.

Home Support

Home Care Packages

We are proud to highlight the significant strides we have made in enhancing the quality of our Home Care Package services over the last year.

Our main focuses have been delivering exceptional care and ensuring compliance with the Aged Care Quality Standards. Our efforts have resulted in a successful audit by the Aged Care Quality and Safety Commission, with full compliance across all 44 outcomes. This achievement shows our relentless pursuit of excellence and our commitment to providing outstanding care to those we serve.

This year, we also added a clinical director to our team. This person has been instrumental in reinforcing our quality framework and improving our clinical practices.

While we celebrate our successes, we also recognise the challenges we've faced and the lessons we've learned. These experiences have given us valuable insights that will inform our strategies moving forward.

In the coming year, we will remain focused on addressing these challenges to further improve our quality of care and operational effectiveness.

Highlights of 2023–24

- Successful reaccreditation
- Improved operational effectiveness through enhancements to the ACE care management system
- Improved clinical performance through trend analysis and industry benchmarking of key clinical indicators
- Successful grant opportunity and participation in the End of Life Directions for Aged Care program, which enhanced care advisors' skills in care planning for end of life

Statistics

Hours of support **158,221**

Clients serviced **929**

Countries of birth **54**

New clients **192**

Languages spoken **42**



Entry-Level Home Care Support

Under AMCS services funded by the Commonwealth Home Support Program (CHSP), eligible people over the age of 65 can access basic support services for a small fee.

These services include domestic assistance, transport, personal care, home modifications and allied health services, such as podiatry, physiotherapy and occupational therapy.

“The CHSP services and CHSP coordinator helped me and my father through many difficult changes in our lives, providing much needed support. [The program coordinator’s] kindness, patience, ability to empathise and connect on a human level to her clients means a lot.”

– CHSP client

The CHSP provides entry-level support to help older people continue to live safely and independently at home. The program considers each person’s individual goals and choices.

CHSP home modification services can also help create a home environment that supports wellness, and supports clients to regain independence and restore their abilities to live safely and comfortably at home.

Statistics

Clients supported	267
Hours of personal care	1,109
Hours of domestic assistance	9,108
Hours of allied health services	648
Trips (transport services)	613



Francesca, one of our Home Care Package clients, with her support worker, Maria, during a home visit.

Carer and Support Services

Social Support for Seniors

AMCS's Social Support Groups (SSGs) provide mindful activities and social connection for seniors living across metropolitan Melbourne and greater Geelong.

SSG participants come from diverse cultural communities, including Arabic, Chinese, Eastern European, Filipino, Italian, Polish, Sri Lankan and Ukrainian.

These participants are able to form connections through customised physical and wellbeing activities that are tailored to their unique needs and preferences. These activities include

physical exercise, dancing, day trips, art and crafts, and cognitive games.

In 2023–24, we facilitated Social Support Group activities for the Whitehorse City Council.

Statistics

Hours of care	27,894
Social support groups	14
Countries of birth	22
Clients	220

Centre-Based Day Respite

AMCS's Centre-Based Day Respite program helps reduce carers' stress by providing them with short breaks.

While they take time out, their loved ones are at the Respite Centre, participating in activities to improve and maintain their physical and mental wellbeing, and expand their social connections.

AMCS provides Centre-Based Day Respite services in four groups. One group is specifically for Sri Lankan participants, while the other three are multicultural groups with participants from European countries, including Albania, Greece, Poland and Russia.

Statistics

Hours	9,437
Centre-Based Day Respite groups	4
Countries of birth	17
Clients	107

Additional Respite for Carers

In 2023–24, the AMCS team supported 191 carers over 3,500 hours through the Additional Respite for Carers program.

Our culturally appropriate support and tailored services for carers and care recipients have attracted many carers from diverse multicultural backgrounds.

We have provided this support through three respite categories: one-on-one in-home respite, group activity day respite and overnight respite. Each carer requested their category in line with their needs and interests.

Throughout the year, carer groups attended various cultural and special day celebrations, including Mothers Day, Fathers Day, Chinese

New Year, the Tulip Festival, bus trips to regional Victoria and Eid al-Fitr celebrations.

Carers attended some of these events with their care recipients, who benefited from watching their caregivers being honoured.

Carers said the events left them feeling less isolated, more energised and better equipped to continue their caregiving responsibilities.

Taking a break from daily routines and enjoying activities with other carers and their families provides a much-needed boost. These celebrated moments can reduce burnout by enabling carers to connect with others facing similar challenges.



Statistics

Hours	3,502
Number of carers	191
One-on-one, in-home respite	34 carers; 458 hours
Overnight respite	26 carers; 524 hours
Day respite	156 carers; 2,520 hours
Geelong carers event celebration	30 carers; 8 hours

Our Cantonese Social Support Group enjoying a day out in North Melbourne, with a nice lunch.

Volunteer Visiting Programs

Our Social Support Individual (SSI) program and Aged Care Volunteer Visitor Scheme (ACVVS) program assist seniors from multicultural backgrounds in particular.

These programs pair seniors with volunteers who share similar cultures, languages or interests for customised support and meaningful companionship.

The main goal is to reduce loneliness and meet seniors' individual needs and interests.

We achieve this through activities such as:

- companionship: spending time with seniors, providing a friendly presence and engaging in conversation
- shopping assistance: assisting seniors with grocery shopping and other errands.

The dedication of our program coordinators and volunteers ensures that seniors stay actively involved in their communities or residential aged care facilities. This creates a supportive and inclusive environment for them.

Statistics

Total number of clients	470
Number of ACVVS Residential clients	200
Number of ACVVS Home Care clients	180
Number of volunteers	350
Hours of SSI support	3,177

Access and Support/Specialised Services

Early access to support and services is proven to prevent further decline, and help people live longer and better in the comfort of their own home.

Therefore, our Access and Support/Specialised Support Services provides services for clients who have a clinical condition or identify with one or more of the diverse groups in aged care.

People from culturally and linguistically diverse backgrounds, and other diverse communities and individuals, need specific support and advisory services to help them understand, access and navigate the home care service system.

This program empowers people with information to help them make informed decisions and choices about their care.

"Thank you for the support and organising all the help I need. It makes it all so much easier for me. I have never felt so supported. It makes me feel hopeful and positive!"

– Specialised Support client

Statistics

Hours of community engagement activities	600
Hours of direct client support	1,604
Referrals to support services	450
Clients supported	173
Clients from culturally and linguistically diverse backgrounds	85%

Support and Relief Services – Emergency Relief

People who access Emergency Relief services usually have a low or no income. This makes them vulnerable to financial issues, such as high utility bills.

Other people need Support and Relief services due to an unforeseen or life-changing event, such as illness or family violence.

Our Support and Relief (Emergency Relief) services support people who are experiencing financial hardship and have limited means or resources to help ease their financial stress.

These services include food and petrol vouchers, food packs, hygiene packs, partial payment of overdue utility bills or rent, and referrals.

Statistics

Clients **425+**

Services delivered **736**

Clients from culturally and linguistically diverse backgrounds **55%+**

“AMCS helped me greatly with compassion and mercy in times of experiencing financial crisis. I am very grateful for your great work and support.”

– Support and Relief client



A young volunteer offering companionship to one of our clients after school.



The dedicated team from our Volunteer Visiting Program fosters companionship and support for seniors, including Program Manager Faten Alhelow, Team Leader Sheren Senada, and Coordinators Milena and Nipuni.

Support for Carers

Our person-centred Care for Carers Hub provides integrated services and wraparound support for carers from culturally and linguistically diverse backgrounds.

In partnership with various organisations, we offer culturally sensitive, tailored services, including:

- individual needs assessment: conducting pre-screening to understand each carer's unique challenges and barriers
- co-design approach: developing flexible, needs-based services with each carer to address their specific needs
- culturally tailored programs: providing weekly social and physical activities for carers and care recipients, including respite, exercise or arts and crafts
- 'out and about' programs: organising individual or group outings to preferred destinations, such as camps, movies or galleries
- health and wellbeing access: offering vouchers for activities, such as gym sessions, counselling or hobbies, with respite care provided for the recipient
- crisis support: delivering timely assistance for carers in crisis, including emergency respite, mental health and financial counselling, family violence prevention and essential goods for those in need.

Statistics

Hours of support **3,585**

Number of carers **192**

Career Support – Adult Community Further Education

In 2023–24, we provided courses under the Adult Community Further Education to help Victorians of all ages gain new skills and improve their career pathways.

We delivered these courses during the financial year:

- Multicultural leadership course (52 students – 27 started in 2023–24 and finished in 2024–25; 25 finished in 2023–24)
- English for Work and Employment (9 students)
- Digital Essentials 1 (28 students)
- Digital Essentials 2 (19 students).



A candid moment from our successful Carers Spring Fest event, hosted by our Support for Carers program team.

Community Programs and Initiatives

Digital Piazza

Our mission is to empower people from culturally and linguistically diverse (CALD) backgrounds, particularly seniors, to live independently in the community.

To support this, our Digital Piazza project aims to improve digital inclusion and outreach for multicultural seniors and their communities by connecting them to health services, community services and social networks. Ultimately, this improves their overall health and wellbeing.

We have trained ethnic community leaders as bilingual digital mentors and matched them with seniors from CALD backgrounds to provide in-language support to learn digital technology. Our trained bilingual digital buddies also support their grandparents in accessing online services.

The Digital Piazza project:

- supports CALD individuals to increase their social connections
- encourages participation in online mainstream social activities
- increases access to health and community care services.

Statistics

Digital mentors trained	350
Digital buddies trained	50
People supported	1,000
Ethnic community groups	50
Cultural backgrounds	30

Social Gardening Café for Carers

Our Social Gardening Café project enhances the wellbeing of CALD seniors and their carers through social, physical and cultural activities.

In 2023–24, we established three gardening cafes in Melbourne’s south-east, west and north. The aim was to increase social engagement, reduce isolation, foster peer support and improve overall physical and emotional health through community-based initiatives.

We promoted:

- social engagement through regular social gatherings and community events – fostering a supportive network
- physical health by encouraging participation in physical activities, such as gardening, Tai Chi, yoga and general exercise – improving fitness levels
- emotional wellbeing by enabling CALD seniors to participate in cultural celebrations and social activities – creating a sense of belonging and reducing feelings of loneliness
- education and empowerment by offering health promotional workshops, information sessions and peer support groups – giving carers knowledge and resources that are relevant to their daily life.

Statistics

CALD carers supported	60
Seniors cultural backgrounds	Lebanese, Sri Lankan, Chinese, Vietnamese, Filipino & Syrian

Health and Wellbeing Ambassadors

In 2023–24, we established a Community Wellbeing Ambassadors Hub to support seniors. The hub featured 50 multilingual volunteers and community leaders from more than 10 cultural backgrounds across metropolitan Melbourne.

These volunteers were trained as wellbeing ambassadors and peer supporters to promote community participation among CALD seniors.

We promoted health and inclusion by ensuring CALD seniors had equitable access to aged and community care services, education, resources and information.

Age-friendly Ambassadors served as liaisons between AMCS and CALD seniors, improving information, literacy, communication and engagement for seniors.

This project focused specifically on providing mental health support, improving access and normalising conversations about mental health and emotional wellbeing in the community through the Wellbeing Ambassadors.

Statistics

Client languages **50**

Seniors cultural backgrounds
Lebanese, Sri Lankan, Chinese, Vietnamese, Filipino, Syrian, Indian, Malaysian, Pakistani, Nepalese, Ethiopian & Somalian

Digital Buddies for Digital Ageing

Our digital buddy training paired tech-savvy young people with older adults to transfer digital skills and knowledge.

This structured program included 53 online sessions on information, yoga, mindfulness, Tai Chi and Zumba.

The aim was to boost older participants' confidence in using online platforms. This training helped them navigate digital tools more effectively – saving them time and improving their access to resources.

They received this assistance either face to face or online whenever they needed it.

Statistics

Digital buddies upskilled **105**

CALD seniors supported **525**

Seniors cultural backgrounds

Indian, Chinese, Greek, Sri Lankan, Filipino, Egyptian, Polish, Italian, Serbian, Spanish, Vietnamese, Nepalese, Bangladesh, Iraqi, Syrian, African, Ethiopian, Macedonian, Tamil, Pakistani, Samoan, Venezuelan, Burmese, Colombian & Maltese

Multicultural Dementia Care and Support Centres

The Dementia Care and Support Program was established by AMCS and funded by the Australian Government under the umbrella of the Staying at Home Program. This program provides tailored support to carers and people from multicultural backgrounds who live with dementia.

Our Multicultural Dementia Care and Support Centres provide respite services for carers of people living with dementia. They also empower carers with the skills and strategies to navigate the caring role and maintain their personal wellbeing.

During 2023–24, we supported 103 pairs (carer and recipient) through 18 different programs in metropolitan Melbourne and greater Geelong areas. These individuals came from different cultural backgrounds, including Macedonian, Arabic, Chinese, Greek, Sri Lankan and Dutch.

The participants had access to five free sessions where they could connect with people in a supportive, peer-learning environment.

The carers received educational sessions on wide-ranging topics such as:

- ⑩ communication for connection
- ⑩ self care
- ⑩ navigating the changes associated with dementia
- ⑩ assistive aids and dementia-friendly homes
- ⑩ continence
- ⑩ planning for the future.

AMCS participated in 11 community events to promote this program. We reached out to social groups, health care professionals and other service providers.

The Multicultural Dementia Care and Support Program also helped establish two carer-friendly groups to enable carers to enhance their social connections.

Statistics

Number of clients	103 pairs
Countries of birth	13
Client languages	9



Our team from the Care and Support for Dementia Program, featuring Senior Project Coordinator Luisa Cano and Geelong Coordinator Mariana Azar, promoting dementia awareness at an event in Geelong.

Advisory Services

Sector Support and Development

AMCS works with many other service providers, peak bodies, health providers, government departments, community groups and leaders.

We share our broad knowledge and expertise, and encourage professionals to engage with Support at Home Program reforms to ensure client services are culturally inclusive and much more.

In 2023–24, we:

- supported more than 100 professionals to provide more culturally and linguistically appropriate support to their clients via individual consultations and webinars (including online panel discussions)
- encouraged more than 10 providers to engage in the Support at Home Program reform process and developed resource materials to assist providers and clients
- provided reform-related information to more than 100 community members, seniors and carers
- delivered information sessions to CALD communities (senior clubs and groups), and organised two Care Finder-CHSP Providers webinars in the northern and western Melbourne metropolitan regions.

“Thank you for taking initiative with information sharing and other activities and for your collaborative approach in times of reforms and changes.”

– Service provider

Supporting Regional Aged Care Services

Through the federally funded Remote and Aboriginal and Torres Strait Islander Aged Care Service Development Assistance Panel, we assist indigenous organisations to demonstrate their ability to:

- independently deliver sustainable and high-quality aged care services
- maintain compliance with the Aged Care Quality Standards.

In 2023–24, Elizabeth Drozd (former AMCS CEO), Faten Alhelow (Manager of Community Connections and Wellbeing) and Sinisha Krstov (Manager of Access and Engagement) enjoyed their visit to two indigenous organisations in Bowraville (New South Wales) and Santa Teresa (Northern Territory).

AMCS collaborated with Ninti One to provide capacity-building support and assistance in developing sustainable delivery of quality aged care services to organisations and communities, with a focus on Aged Care Quality Standards compliance.

Through this project, AMCS and the Ninti One team have provided:

- assistance in meeting Aged Care Quality Standards
- strategic management advice and support
- training and capacity building
- resource development.

AMCS Projects and Initiatives

Millennium House Renovation

AMCS was generously gifted this substantial community asset, Millennium House, by the previous owners, the Polish Association of Kingsville and Ladies Auxiliary, for redevelopment.

In 2023–24, AMCS and the broader community continued to plan the multiple uses of this new Multicultural Community Hub. With a wide range of facilities, this much-anticipated centre will be a welcoming, inclusive and safe space where diverse communities can come together and connect.

Of course, with a project this complex, setbacks are inevitable. As a result, the renovation completion date has been pushed back.

We thank all our generous donors to date and are grateful for any further donations, no matter how big or small. Our principal donors include:

- Polish Association of Kingsville and Ladies Auxiliary
- Multicultural Community Infrastructure Fund – Victorian State Government
- Gandel Foundation
- West Gate Neighbourhood Fund – the West Gate Tunnel Project – Victorian State Government
- Department of Jobs, Skills, Industry and Regions, Living Local – Suburban Grants Program – Victorian State Government.



Millennium House captured during its construction phase.

Art Against Ageism Competition 2023

The AMCS Art Against Ageism competition continued to gain momentum in its third year.

We received more than 250 entries from across Australia, with a wide variety of art formats from talented artists aged 9 years to 80+ years.

The competition encourages people to challenge negative stereotypes about ageing by using art as a tool to illustrate the beauty, diverse capabilities and mindsets of senior people.



1st prize
Artist name:
Anne Marie Sinclair
Artwork title:
Black Velvet



2nd prize
Artist name:
Neil Gude
Artwork title:
Tango Romance

Statement of Income and Expenditure

2023–24 Financial Year

	2024	2023
Income		
Government Funding	7,603,756	8,610,217
Direct Services Income	25,096,432	19,676,965
Community Projects	882,098	1,148,427
Income from Investments	450,947	306,619
Donations	3,454,803	97,202
Other Income	393,269	324,756
Total Income	37,881,305	30,164,186
Expense		
Fundraising and Promotion	121,433	151,129
Salaries and Oncost	17,328,640	13,549,739
Property Expenses	374,637	283,701
Volunteers Travel	41,190	32,895
Client Expenses	8,517,547	6,676,973
Administration and Other Expenses	3,897,844	8,285,411
Total Expense	30,281,291	28,979,848
Surplus/(Deficit)	7,600,014	1,184,338
Other Comprehensive Income	260,121	269,416
Total Comprehensive Income	7,860,135*	1,453,754

* The significant surplus increase is 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 is expected to be completed in September 2024, with related costs to be reflected as depreciation in future financial reports.

Thank You to AMCS Friends and Supporters

AMCS wishes to thank all sources of support and funding that we have 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 last year:

Australian Government

- Department of Health and Aged Care
- Department of Social Services

Victorian Government

- Commissioner for Senior Victorians
- Department of Jobs, Skills, Industry and Regions
- Seniors Online Victoria
- West Gate Neighbourhood Fund

Local Government

- City of Casey
- City of Greater Geelong
- Moonee Valley City Council
- Municipal Association of Victoria
- Maribyrnong City Council
- Whitehorse City Council
- Wyndham City Council

Non-Government Partnerships

- African Women's and Families Network
- Australian Albanian Women's Association INC.
- All Aged Care
- Anika Legal
- Association of Filipino Australian Families of Melbourne Social Club Inc.
- Australian Communities Foundation
- Australian Vietnamese Arts and Culture
- Brotherhood of St. Laurence
- Carer Gateway
- Carers Victoria
- Casey Grange Retirement Village
- Centre for Cultural Diversity in Ageing
- CommUnity Plus Services Ltd
- Coptic Orthodox Women's Association
- Council on the Ageing Victoria
- Dementia Australia
- Dementia Support Australia
- Different Journeys
- Elder Rights Advocacy
- Equity Trustees
- EveryAGE Counts
- Federation of Ethnic Communities' Councils of Australia
- FilCare Vic. Inc.
- Flinders University
- Foodbank Victoria
- Gandel Foundation
- Good360 Australia
- Good Things Foundation Australia
- Google Ad Grants
- Human Services Skills Organisation
- HWL Ebsworth Lawyers
- Ian Rollo Currie Estate Foundation
- Italian Senior Club, Coburg

- IPC Health, Werribee
 - LanguageLoop
 - Lord Mayor’s Charitable Foundation
 - Macedonian Senior Citizens Group Kings Park
 - Maranatha Seniors Club
 - Maribyrnong Community Centre
 - Melbourne Polish Children’s and Youth Choir
 - Merri Health
 - MinterEllison
 - National Ageing Research Institute
 - National Seniors Australia
 - Nimbus Health
 - North Western Melbourne Primary Health Network
 - People First Healthcare
 - Perpetual Trustees
 - Albion Polish Senior Citizens Club
 - Reservoir Polish Senior Citizens Club
 - Powerhouse
 - Ridney Kray – Australian Ukrainian Senior Citizens Club Inc.
 - SCATS (Sri Lankan Study Centre for the Advancement of Technology and Social Welfare Inc.)
 - Stevensville Primary School
 - Strathdon House and Orchard Precinct
 - Sunshine Polish Charity Association Inc.
 - The Edmund Strzelecki Melbourne Polish School
 - The LOTE Agency
 - The Polish Community Association in Geelong Inc. – White Eagle House
 - The Water Well Project
 - Uniting AgeWell
 - Victoria University
 - Victorian Women’s Trust
 - Volunteering Victoria
 - Western Health
 - Western Region Aged Care Public Fund
 - Western Region Ethnic Communities Council
 - Wisdom Senior Club
 - Yarraville Community Centre
 - Your Community Health
- Memberships**
- Aged & Community Care Providers Association
 - Aged Care Research & Industry Innovation Australia
 - Australian Institute of Company Directors
 - Elder Abuse Prevention Network: West Metropolitan Region
 - Elder Abuse Action Australia
 - Ethnic Communities’ Council of Victoria
 - Leading Age Services Australia
 - National Network of Multicultural Aged and Community Care Providers
 - Philanthropy Australia
 - Rotary Club of Footscray
 - Victorian Chamber of Commerce and Industry
 - Vines Roads 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 are passionate about improving the lives of thousands of people every year.

Thank you to everyone on behalf of the AMCS Management Team!

Front row: (L to R) Sinisha Krstov, Maryanne Tadic, Heather Rogers

Back row: (L to R) Alice Uliasz, Alison Starkey, Johan Locke, (Dr) Medha Gunawardana, Deborah D'Costa, Faten Alhelow





Australian Multicultural
Community Services

Australian Multicultural Community Services Ltd (AMCS)

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Monday to Friday

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