



Australian
Multicultural
Community
Services

AMCS

Annual Report

We **care**, we **support**, we **empower**



What makes AMCS unique?

- » The majority of our staff are bilingual or multilingual.
- » Our culturally appropriate care and support is exemplary.
- » We have over 35 years of proven experience.
- » We empower seniors to remain independent.
- » We're flexible and reliable.
- » We understand the needs of ethnic seniors.
- » Our care is of high quality and delivered at a fair price.
- » We provide tailored care based on the clients' choices and needs.

We **care**, we **support**, we **empower**

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Left page: Staff at the Volunteers' Morning Tea.

*A shoe-shopping outing as part of our
Centre-based Respite Program.*

Clients visit Ballarat Gardens.

President's Report

AMCS is on the threshold of several significant and historical milestones, thanks to the hard work of our staff and volunteers.

Firstly, we have had another year of excellent growth across the board – through clients served, staff employed and revenue generated. Accordingly, we have reported a revenue of over \$10m for the first time in our history. We have achieved this magnificent result by continuing to grow at spectacular levels and maintaining our focus exclusively on members of the culturally and linguistically diverse (CALD) community in Victoria. This growth is amongst the best for similar organisations in Victoria and demonstrates how well we are expanding our services across our state's different CALD groups. Our staff diversity is now starting to represent a tremendous breadth that ensures we are stand-outs amongst our peer organisations.

Secondly, we are managing our largest government grant project to date. Worth \$1.8m, the Better Ageing Project aims to improve the quality of life of seniors through exercise activity programs. We continue to enjoy considerable success in attracting government grants, both on our own and in partnership with other organisations.

Thirdly, AMCS has submitted plans to redevelop Millennium House (Dom Millennium), which will become a valuable community hub in the Western Suburbs of Melbourne.

Such progress and success can only come from the dedication of a great number of people. I wish to thank all AMCS staff for their extraordinary commitment to excellent



customer service and for embracing growth and opportunity so enthusiastically. I also wish to thank the CEO and her managers for their strong leadership to continued success.

Finally, I wish to acknowledge the stewardship and guidance of the Board during this period of growth. In particular, Mary Schloetzer, who decided to retire in December 2018 after 10+ years as an AMCS Director. The Board formally thanks her for her service and wishes her well in her future endeavours.

Ryk Bliszczyk

President

CEO's Report

May I begin by acknowledging and thanking each AMCS employee and volunteer for their work and commitment shown over the last 12 months. It is because of their efforts that more and more people from culturally and linguistically diverse backgrounds are approaching AMCS for assistance. This is particularly evident by the increase in the number of seniors that we support; by the number of job seekers that we guide into employment; and by the number of community groups that we assist.

Here at AMCS, we could not continue to do what we love doing without funding from government departments, charitable trusts, friends and supporters. We mention each one in the impressive list that we have compiled at the end of this report.

In March 2019, I was fortunate to be awarded a scholarship by the Harvard Club of Victoria to attend a course entitled Strategic Perspectives in Nonprofit Management at Harvard University in Boston, USA. The scholarship is awarded to not-for-profit CEOs; it aims to support these leaders and their organisations as they work on achieving a greater positive impact in their communities.

AMCS and I both express deep gratitude for the opportunity that this has given us. We look forward to applying these learnings to achieve even more for culturally and linguistically diverse communities in Victoria.

In terms of priorities for 2019/20, we plan to support more ethnic seniors so they can continue living in their own homes for as long as possible. We will continue our work towards securing funds to renovate Millennium



House and also contribute to reducing ageism through partnering with a number of kindred organisations.

In closing, I would also like to thank each member of the AMCS Board for their support and commitment over this past year.

Elizabeth Drozd

Chief Executive Officer

Overview

During 2018/2019, the Aged Care Sector has continued to change and evolve, enabling seniors across Australia to access more responsive and person-centred services. The government is committed to helping seniors remain in their own homes for longer and is releasing additional funding to support more clients. This has enabled our organisation to continue to grow and to provide high-quality support and services tailored to our culturally and linguistically diverse (CALD) clients' needs.

Our organisation was also able to strengthen our workforce by employing qualified and skilled staff from various cultural backgrounds to support consumer-driven aged-care. Through ongoing training, our team have the cultural competencies to provide inclusive services across all programs, specific to our clients' individual requirements.

AMCS participates in the government-funded Service Development Assistance Panel (SDAP) by supporting eligible Aboriginal and Torres Strait Islander aged care service providers located in Norfolk Island and the communities of Minyerri (NT) and Hope Vale (QLD). We're assisting them to build capacity, improve the

standard of services and provide culturally appropriate solutions to address the challenges of maintaining and delivering quality aged care services to Aboriginal elders.

We would like to acknowledge our passionate and dedicated staff and volunteers for their commitment and for going above and beyond their duties during the last year. We are very proud of having such a diverse workforce, who speak over 30 languages and represent a broad spectrum of different cultures.

Liz Zurek

Manager, Community Care

Magdalena Biadala-Sahingoez

Team Leader, Social Support and Respite Programs

*Below: A client and AMCS staff member on an outing to Williamstown.
Clients on a visit to Ballarat Gardens.*





Our Achievements

- » We celebrated both the **25th anniversary of our Volunteer Programs** and the **35th anniversary of AMCS**.
- » We established the **Moving for Life Program** with a **\$1.8m Better Ageing grant** from Sport Australia – our largest ever grant.
- » We're supporting interstate Aboriginal and Torres Strait Islander aged care service providers as part of the **Service Development Assistance Panel**.
- » We secured funding for our **Mobile Information Van**, which is bringing information to seniors across Melbourne.
- » Our CEO was awarded a **scholarship by the Harvard Club of Victoria** to study at Harvard University in Boston, USA.
- » We have successfully implemented a **CALD Mentoring into Disability and Aged Care** ACFE project.
- » We've **increased our clients, volunteers and staff** across the majority of our programs.
- » Our community education and employment programs are **continuing to support people from CALD backgrounds** into work and further training.
- » We secured an **extension for funding our Community Visiting Scheme Programs**, allowing our clients to continue using these services.



Moving for Life - the Way I Like It

AMCS is very proud to be the recipient of \$1.8m in funding provided through the Sport Australia Move It AUS – Better Ageing Grant Program. Under this program, AMCS has developed 'Moving for Life - the Way I Like It'. This new program aims to increase the levels of physical activity of older Australians from multicultural backgrounds and improve their overall health and wellbeing.

Moving for Life offers a variety of free physical activities, including:

- » gentle exercises
- » dancing
- » yoga, Zumba and tai chi
- » community gardening
- » bush walking.

Moving for Life supports ethnic community groups and clubs to engage seniors in regular physical activities. As part of the program, we also offer free No Falls training for community leaders, aged care staff, volunteers and carers. No Falls training helps seniors to be more able and more stable.

Celebrating our Anniversaries

2018 marked two important milestones for AMCS – the 25th anniversary of our Volunteer Programs and our own 35th anniversary.

Celebrations took place at Victoria's stunning Parliament House. The event was initially only in honour of the Volunteer Program, but it provided the perfect opportunity to recognise our 35 years of supporting multicultural seniors.

Left: 35th Anniversary Celebrations.

Moving for Life clients try out community gardening.

Right: Strength training as part of Moving for Life.

Volunteer Programs Coordinators at the Anniversary Celebrations.

Making a Move for Better Ageing

"The program has increased our confidence to engage in our daily activities. Now we feel a lack of loneliness because of the social networks we have developed."

*Gamini Perera
President, SCATS*



Social Support and Respite Programs

It has been another fantastic year for our Social Support and Respite groups, full of interactive activities, outings, get-togethers, special day and birthday celebrations. Within the Visiting Programs, we expanded and modified our support for socially and culturally isolated clients with the positive outcome of new friendships evolving from the “client-friendly visitor matches”.

Following the successful funding application for extending both of the Community Visitor Scheme Programs, our team can continue to provide tailored support for seniors in their homes, during group sessions and in aged care facilities. We have maintained our achievements from the previous year by implementing new activities and outings for our groups and by increasing the number of clients we support.

All of these achievements wouldn't be possible without the dedication, commitment and hard work of our culturally diverse, multilingual staff and volunteers. The positive feedback received from our program attendees gives us great satisfaction and confirmation that, through our services, they experienced another year full of beautiful memories.

Magdalena Biadala-Sahingoez

Team Leader, Social Support and Respite Programs

516
CLIENTS

representing:

25 CALD
BACKGROUNDS

40,845 HOURS OF
SUPPORT



Volunteering at 92

Valeria is 92 years old and has volunteered with AMCS for over 20 years! Even now, although informally, she continues to travel by bus to visit clients who appreciate the conversation and company from a friend.

Visiting and Companionship Programs

Our volunteers provide visiting, social support, transport and companionship to AMCS clients. This is carried out in the clients' homes, during social activity groups and in 48 aged care facilities located in and around Melbourne and Geelong. Additionally, we expanded our program to include shopping and community club transport groups. These help seniors who would like to stay independent, but who have no transport options to do their weekly shopping or to attend club meetings.

We acknowledge our dedicated, supportive and engaged volunteers with training and special events, including the End of Year Celebration and Moving for Life training; this year's highlight was the 25th Anniversary Celebration at Parliament House.

209
VOLUNTEERS

representing:

40 LANGUAGES

50 COUNTRIES
OF BIRTH

provided:

7,912 HOURS OF
SERVICE TO

314 CLIENTS

Statement of Income & Expenditure

	2019	2018*
Income		
Government Funding	1,491,277	1,542,861
Direct Services Income	7,134,345	4,937,495
Community Projects	1,018,942	618,676
Income from Investments	108,721	192,690
Members Fees	125	165
Donations	59,161	2,196
Non-Financial Donation	-	5,250,000
Other Income	350,079	198,169
Total income	10,162,650	12,742,252
Expenses		
Fundraising and Promotion	62,323	40,066
Salaries and Oncost	6,169,098	4,271,370
Property Expenses	212,320	197,156
Volunteers Travel	35,839	35,664
Client Expenses	2,117,794	1,200,406
Administration and Other Expenses	993,850	744,468
Total Expense	9,591,224	6,489,130
Surplus (Deficit)	571,426	6,253,122
Other comprehensive income	161,499	- 37,729
Total Comprehensive income	732,925	6,215,393

* 2018 year has been adjusted regarding de-recognition of investments ACF, sick leave provisions and recognition of revaluation of financial assets at fair value through other comprehensive income.

Thank you!

AMCS would like to thank the following organisations for their support over the past year:

Australian Government

Dept. of Health
Dept. of Social Services

Victorian Government

Dept. of Education and Training
Dept. of Health and Human Services
Dept. of Jobs, Precincts and Regions
Dept. of Premier and Cabinet
Multicultural Affairs and Social
Cohesion Division
Parliament House

Local Government

City of Brimbank
City of Knox
City of Melbourne
City of Manningham
City of Maribyrnong

Non Government Organisations

Aged Persons Welfare Foundation
Alzheimer's Australia
AMES Australia
Anglican Parish of Pascoe Vale - Oak Park
Australian Communities Foundation
Australian Filipino Community Services
CALD Seniors Association of Victoria
Carers Victoria
Centre for Cultural Diversity in Ageing
Dandenong Polish-Australian Seventh-day
Adventist Church
Filipino Australian Friendship Association
of Geelong
Foodbank Victoria
Gandel Philanthropy
Gateway Community Services
GoodCompany
Google Ad Grants
Haven Home Safe

Harvard Club of Victoria
IndianCare
Kalyna Care
Leadership Victoria
National Ageing Research Institute (NARI)
Neighbourhood Watch
NintiOne
Outlets Cooperative Neighbourhood House
OzPol Community Care
PAWA Community Care
Polish Association of Kingsville and
Ladies Auxiliary
Polish Seventh Day Adventist Church
in Wantirna
Puls Polonii
RACV Community Foundation
Rotary Club of Footscray
SBS Radio Program
Spectrum
Sport Australia
St George Senior Woman Group
Umbrella Community Care
Uniting (Victoria & Tasmania)
Wesley Footscray Outreach
Western Region Aged Care
White Eagle House
3ZZZ Radio

AMCS Charitable Fund

In December 2015, with financial assistance from a bequest from Mrs Janina Wojcik, AMCS established the AMCS Charitable Fund for the purpose of supporting migrant communities.

AMCS is a registered charity and all donations are tax deductible.

If you would like further information or wish to support the fund, please get in touch.



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