



Australian  
Multicultural  
Community  
Services

# AMCS

# Annual Report

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

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Clients from Respite Wantirna mark Australia Day with some Indigenous-inspired crafts.



Our staff and volunteers are still bringing festive cheer to our clients.



A client plays BINGO, which is held online and via phone during the pandemic.



## 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.

*Please note: many of the photographs in this report were taken prior to social distancing restrictions came into effect in Melbourne.*

# Board Annual Overview

Although we have had some challenges during the current pandemic, the central theme emerging from the past year is one of support. We would not be where we are without the support given to our seniors and the greater community by our staff and volunteers.

Despite the difficult times, we have had another successful year and have managed to assist an even greater number of clients through many initiatives, with the goal to keep seniors safe and connected.

We have also secured a planning permit for Millennium House in Footscray. We have gratefully received some government grants to help support further redevelopment plans and are continuing to raise funds for the project. Once completed, this will be a vibrant community space that will be enjoyed by the diverse range of cultures within the area. We hope to start renovations in March 2021.

At the beginning of this year, we commenced the planning phases of a much-needed ICT transformation that will allow more efficient organisational systems within AMCS. Our quick response at the

beginning of the pandemic permitted us to implement a variety of virtual channels successfully, including Skype, Zoom and Microsoft Teams. These additions have allowed us to transition our communication with clients, direct care staff and office-based staff, into a new online forum whenever possible.

Further, the Board has engaged a consultant to undertake a governance review to ensure best practice and to support the organisation's growth. There has been a particular focus on Standard 8 of the Aged Care Quality Standards, which aims to ensure that the organisation is well run and adheres to all other Quality Standards.

Of course, all of this would not be possible without the support of our clients and invaluable volunteers and staff. The Board wishes to particularly thank all the direct care and front-line staff, who have continued to provide care and support during every week of the COVID-19 pandemic. Through passionate people championing our values, we are achieving our mission to empower Victorian seniors and people from multicultural backgrounds.

# CEO's Report

When the 2019/20 financial year started, most of us could not have predicted how challenging its final four months would be. I am extremely pleased that, despite this, AMCS has provided outstanding support to clients, staff and volunteers during the coronavirus pandemic. I am grateful to all staff and volunteers who—in the face of their own fears and concerns—continued to support seniors during the pandemic.

Our direct care staff and support workers are our heroes; providing essential services, maintaining quality care and ensuring the safety of clients. Our care advisors and coordinators, too, continue to deliver their best work despite service cancellations and pandemic-induced stress and worry. Another of our heroes is Helen, our Receptionist and Administrative Officer. Without fail, she has taken every incoming phone call since mid-March 2020.

I am equally grateful to the AMCS Management Team, who can only be described as a dream team as they work together and support each other. They carry out an excellent job as they lead AMCS through these uncharted times.



Last but not least, I thank the AMCS Board for their support during the previous 12 months. Their backing of the AMCS Staff Hardship Fund, enabling our aged care staff to be paid for cancelled services, has been especially appreciated.

I do not doubt that the current situation—difficult for us as a society as well as for many individuals—will pass. I look forward to AMCS' contribution and the positive difference we will make to Victoria's economic and community recoveries. We will reflect on lessons learnt as an organisation and continue the many significant initiatives that we started.

Thank you to everyone who has been part of the AMCS journey in the last 12 months.

Elizabeth Drozd  
Chief Executive Officer

## Board of Directors 2019-2020



**President**  
Ryk Bliszczyk



**Vice President**  
*Until 12 Dec. 2019*  
Dr Tam Nguyen



**Treasurer**  
Debra Lyon



**Secretary**  
Paul Walec



**Director**  
René Blaszak



**Director**  
Paul Ostrowski



**Director**  
Prof. Desmond  
Cahill OAM



**Director**  
Barbara Swiatkowski



**Director**  
Maurice S Sikorski

# Quality Manager's Report

The last year has been one of both achievement and challenges. As everyone is aware, as of 1 July 2019, new aged care quality and safety standards were introduced with a strong focus on consumers. The new system gives prominence to consumer choices rather than systems and processes.

Over the past year, we have been working with our staff to drive a culture of ambition and positive change through the introduction of several new policies and procedures to guide work practices. A rigorous education program has supported these cultural changes.

Information, through knowledge, evidence safety and quality data, drives continuous improvement. Trends are identified within this data then actions are developed and implemented to improve outcomes for clients, staff and volunteers. These information sources include audits and reviews, incident reporting, client feedback, research and industry peak body information.

There have been several new initiatives identified via the continuous improvement program, including:

- » a Client Voice Committee to improve collaboration and inform management of changes sought by consumers
- » development of a Clinical Governance Framework
- » formation of an Occupational Health and Safety Committee.

The COVID-19 pandemic has forced us to review our work practices, with many of our office-based staff now working from home. We've also looked at the ways we communicate with our clients remotely. These reviews have resulted in several improvements in the Information and Communication Technology program, including the provision of iPads for direct care staff and a training program of how to use Microsoft Teams for meeting purposes.

Deb D'Costa,  
Manager, Care Coordination and Quality

# Our Services

AMCS is a community organisation with over 35 years of experience. We support seniors to maintain their independence and live at home for as long as possible.

Our culturally appropriate services are:

- » delivered by skilled, knowledgeable and caring staff
- » mostly free or low-cost
- » tailored to suit the diverse needs of our clients.

## Home Care Packages and Premium Care

AMCS has a variety of services available for both private and government funded clients. Our packages of complementing services are personalised to meet your individual needs, allowing you to remain independent in your home.

## Entry-level Home Support

We provide a range of entry-level services to support you in your home and community. These are suitable if you only need a little help, or if you are waiting for a Home Care Package (HCP). Our services include personal care, domestic assistance, allied health and transport.

## Information, Referral and Support

The aged care system can be challenging to navigate. We provide information and can help connect you to the services you need. We also support ethnic and multicultural senior citizens clubs.

## Social Support Groups

Socialise with people from your own or other cultures during one of our activity groups for seniors.

## Centre-based Day Respite Program

If you are a carer for an older person, our respite services allow you to have a break while we look after your care recipient.

## Volunteer Visiting Program

Enjoy companionship and support from one of our multilingual volunteers, who will visit you in your own home or aged care facility.

## Support and Relief

We provide support to people and families in financial difficulty.

## Adult Education

Learn something new through one of our free or low-cost courses. Our high-quality courses are designed for people from diverse backgrounds and include introductory technology classes, a Multicultural Leadership Course and mentoring for CALD individuals.

## Help to Find Work

Get support to write your CV, talk with employers or find training and work experience with our employment programs.

# Our Highlights and Impact



**7197** clients supported



**81** countries of birth represented



**178,581** hours of service/support provided

- » **Moving for Life**, set up in the last financial year with a grant from Sport Australia, engaged **1785 participants**.
- » We held the **Multicultural Active Seniors Festival** in September with the support of Maribyrnong Council and the Western Bulldogs.
- » Our new **Mobile Information Van** attended **40 locations**.
- » Over **2500 seniors** participated in sessions and events organised under the **SWAMIH Project**.
- » Our Social Support Group clients and volunteers enjoyed **luncheons at the RACV Country Club** in Healesville—thanks to the RACV Community Foundation.
- » Our community education and employment programs are **supporting CALD community members**—especially those who are out of work due to the pandemic—**back into work and further education**.

Although our planned activities for 2020 were disrupted due to the COVID-19 pandemic, we have adapted and redeployed our services to support vulnerable older Victorians.

- » Our CHSP services provided over **40 clients** with **meal deliveries** since March.
- » Through the SWAMIH project, we distributed **780 entertainment packs to isolated seniors**.
- » Our staff and volunteers have sewn and delivered **280 cotton face masks**.
- » **90 participants** are less lonely thanks to our **Pen Pal Project**.
- » We established **two newsletters**, *Postal Friend* and *Kwarantannik*.
- » Clients are attending **BINGO sessions by phone and Skype** in their language.
- » **1000 participants** joined our **online Moving for Life classes**.
- » We **doubled the number of Support and Relief Services** offered to meet the increased demand.

## HCP and CHSP support

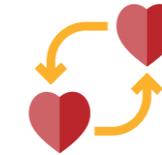
Our HCP services delivered



**84,797 hours** of service to **510 clients** with **45 countries** of birth.

Our CHSP services provided

**7000+ hours** of care to **180 clients** representing **26 cultural backgrounds**.



## Specialised support & access and support services



We provided **1340 hours** of 1:1 service and **16,063 hours** of community engagement activities

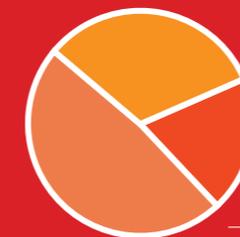
to **254 clients** from **30+ CALD backgrounds**.

Support and relief services supported **520 clients** with **637 service instances**.



## Social support & respite programs

Across all of our social support & respite programs, we provided **34,358 hours** of service:



**11,220 hours** to centre-based day respite

**6,649 hours** to visiting & companionship

**16,489 hours** to social support & activity groups



Our **181 volunteer visitors** came from **51 countries** and spoke **25 languages**.

These volunteers supported **241 clients** from **49 countries**.

Social support & activity groups supported **202 clients** from **27 cultural backgrounds**.



Centre-based respite supported **53 care recipients** and **45 carers**.

## Community education and employment

**271 students** were enrolled and received **5993 hours** of student contact time.



We assisted and career-managed **401 job seekers** and helped people into **258 employment placements**.

# Home Care Package Program

This past year has been one of challenge and change through a global pandemic, the Royal Commission inquiry and the introduction of new Aged Care Quality Standards. However, there have also been a variety of achievements as we work towards a better future for aged care in Australia.

During 2019-20, the Home Care Package Program (HCPP) has continued to achieve client growth in a competitive climate. As a result, our workforce has grown significantly. We endeavour to attract and retain a skilled aged care workforce who are passionate and committed to making a difference to the lives of older Australians. At AMCS, we recognise the importance of aligning our multilingual, diverse staff with our clients from culturally and linguistically diverse (CALD) backgrounds. By doing so, we ensure our provision of services meet our clients' needs, preferences and values.

COVID-19 has drastically changed the way we work. Almost overnight, it has forced us to rethink how we respond to our clients in times of crisis and also how we ensure the safety of our staff. During these difficult times, our clients have received

regular updates about the infection control measures implemented to provide safe service delivery. Our Care Advisors have increased their monitoring of clients' safety and wellbeing with regular welfare checks. We have explored alternative models of care, as restrictions have disrupted the delivery of services. As an example, our clients have engaged through various communication platforms to reduce loneliness and isolation.

As a final note, I would like to acknowledge and thank the HCPP team for their dedication and exceptional commitment to supporting seniors to live healthier and fulfilled lives.

Liz Zurek,  
Manager, Home Care Packages



Homecare client Maria had one particular request when AMCS support worker Tina came to visit. Maria wanted to bake - so they did! The pair, joined by Maria's daughter Talia, cooked up a selection of tasty treats together.



Giovanni is one of our homecare clients. This year, he is particularly proud of his tomato crop. Giovanni continues in the Italian tradition of making homemade tomato sauce. From tending his tomato patch through to creating the sauce, the passata is a labour of love - and one we'd wish he'd share!

## CHSP Entry-level Services

During the last financial year, our Entry-level Services provided much-needed care to seniors needing a little bit of support to live safe and well in the comfort of their homes.

Our services include help with personal care, domestic assistance and transportation, along with allied health services such as physiotherapy, podiatry and occupational therapy. In total, our support workers have delivered over 7000 hours of care to more than 180 clients from 26 different cultural backgrounds.

The arrival of the COVID-19 pandemic earlier this year required us to think differently about how we supported our clients, with consideration to their new care needs. One of the new ways we are helping our community is through supporting vulnerable people with food and meals. Since March 2020, we have delivered nutritious meals and food parcels to the homes of more than 40 clients.



**418 hours**  
of allied health services



**928 hours**  
of personal care services



**5332 hours**  
of domestic assistance



**345 services/trips**  
for transport assistance



## Social Support & Respite Programs

To begin, I want to acknowledge the hard work, dedication and ongoing engagement of our fantastic staff working in the Social Support and Respite Programs team. This team encompasses the Social Support Groups, Centre-based Day Respite Program groups and Volunteering programs. I would also like to express my gratitude to our motivated and invaluable volunteers. Our volunteers provide much-needed companionship and individual support to our socially isolated clients.

The past year has been both unusual and unprecedented. Although we began the year with regular group activities and outings, the last four months have required us to be flexible and innovative in how we provide our services. Though there have been challenges, the adjustments made to our services due to pandemic restrictions have also resulted in some significant new initiatives. These initiatives will continue to provide much-needed social support to our clients, reducing feelings of social isolation and helping with mental health issues.

Our group activities over 2019–20 have been full of engaging and motivating exercises, outings, get-togethers and

celebrations of special occasions. These group activities are also carefully run to ensure that participants receive any tailored, individual social support they may need when involved.

In addition to our group work, we were also able to establish connections between the seniors and volunteers within the Volunteer Visiting and Support programs. Each match pairs people from the same or similar cultures with a volunteer who then visits the senior at their home or aged care facility.

The highlight for the year was our team-building event, bringing together team members from four different locations. The morning began with an informative training session, followed by an afternoon dedicated to a collaborative team-building activity—cooking over 60 healthy meals for homeless children supported by the Lighthouse Foundation.

Magdalena Biadala-Sahingoez,  
Team Leader, Social Support &  
Respite Programs

*Above left: Staff at the team-building event.  
Above right: Volunteers' outing to the Rhododendron  
Gardens in Olinda.*

## Visiting & Companionship Programs

It is a pleasure to reflect on the achievements of our Volunteering program coordinators (Magda A., Sheren S., Lara J., Michelle C. and Milena S.) and the dedication of our valued volunteers over the last year. Our coordinators and volunteers have provided tailored social support services for many isolated seniors, resulting in a tangible, positive impact on lifestyle and mental wellbeing.

Over the last financial year, our incredible volunteers have been able to support 241 CALD seniors by providing visits and companionship, shopping support and transport to appointments. This support has been provided to people living in their homes, but also to seniors from 41 aged care facilities in the Melbourne Metro and Geelong area, and at group activities.

To adjust for restrictions caused by the pandemic, the team implemented major changes in regards to visits and other support provisions. As face-to-face visits became increasingly difficult, we resorted to other alternatives, such as window and fence visits, phone or video calls, and sending letters and cards.

We have also established a welcomed range of new initiatives to complement our support. These initiatives include our Postal Friend newsletter; BINGO groups run over the phone or online in Polish, Italian, Spanish and English; and activity packs with cognitive and physical exercises.

The success of the programs wouldn't be possible without the commitment, dedication and engagement of our multi/bilingual volunteers. We have organised training sessions, outings and special events to acknowledge and support our volunteers and the time they donate to support our multicultural seniors. One of the event highlights was the end of the year celebration, which was held in Kensington, Wantirna and Geelong to allow as many volunteers as possible to attend.



“Anna Canale is an AMCS CVS Homecare recipient in Geelong. Although she has a strong family support system, she welcomes the interactions with AMCS staff. Anna was born in Italy and is known for her warm Italian welcomes and coffee. She is pictured here with the goodies from a care pack and Mother's Day card, given by AMCS.



## Social Support & Activity Groups

Throughout the year, participants in our Social Support Groups have enjoyed weekly programs full of physical and cognitive exercise, craft, singing and cooking activities—not to forget the popular BINGO sessions held by the group coordinators (Jolanta Cz., Joanna G., Milena R. and Tammy L.). Our clients have also engaged in dancing and sporting activities, such as gentle exercise, Zumba and tai chi sessions.

Various outings, celebrations, get-togethers with other groups and the Seniors Open Day in Geelong have also been entertaining for all participants. Luncheons at the RACV Country Club in Healesville—organised thanks to the generosity of the RACV Community Foundation—have proved to be a particular highlight. These outings have brought sunshine, enthusiasm, joy and beautiful memories to the lives of all participants.

Over the year, we strengthened our cooperation with the Dandenong Polish-Australian Seventh-day Adventist Church.

This partnership has aimed to provide social support and engaging activities for Polish seniors in the Greater Dandenong and City of Casey area. We also continued to provide support for the St George Senior Women Group, and have been able to establish new connections with several ethnic community groups including, the Ridniy Kray Ukrainian Club, the Polish Seniors Citizens Club of Reservoir, Il Gruppo dell'Amicizia di Coburg (the Italian Friendship Group of Coburg) and the Lebanese Senior Women Group in Coburg.

*Above left: Attendees at the Seniors Open Day in Geelong; our 103-year-old respite client, Stefan K, enjoys his Easter gift bag.*

*Facing page: Traditional Polish dancing at Respite Wantirna; a 100th celebration at Pascoe Vale.*

## Centre-based Day Respite Program Groups

The Centre-based Day Respite Program is for seniors from an Eastern European background living in Eastern and Northern metropolitan Melbourne and provides much-needed respite for their carers. This program runs cognitive games, singing and percussive instrument workshops, physical exercise sessions and outings. Joint group sessions were always awaited with excitement and provided participants with beautiful memories from the exchange.

We are able to provide this much-needed and appreciated service thanks to the collaboration and assistance of Uniting Vic. Tas.

### Wantirna Respite Group

Participants in the Wantirna Respite Group continued their musical journey this year by learning a variety of new songs and music games. The Group have also enjoyed outdoor activities and special celebrations

including, Polish Culture Day, a trip to the raspberry farm and several anniversaries.

To make the time during the pandemic more bearable, the Group's leader, Marek S., has run Virtual Discussion groups over Skype and organised phone and online BINGO. He also started a monthly newsletter called *Kwarantannik* (in English, 'Pandemic News') filled with stories, poems, cognitive activities and motivational quotes.

### Pascoe Vale Respite Group

It seems to be a tradition in the Pascoe Vale group that its clients celebrate their 100 birthday as, within two years, two clients have achieved this momentous milestone.

Elina N., the Northern Group leader, ensured the Pascoe Vale program was interactive, engaging and full of singing, poetry and story sessions and outings. She runs her Group in three languages (Polish, Russian and Ukrainian) to make the program inclusive to all participants. Only the songs didn't require translation, as all the seniors sung them in the original language. During the pandemic months, the Group have supported clients with in-home visits and delivery of activity packs to keep them motivated and engaged.

# Community Engagement & Projects

## SWAMIH Project

The SWAMIH project takes its name from the Hindu word *swami*, meaning teacher. Over 2500 seniors have taken part in the wisdom-sharing project so far, alongside countless members of the younger generations. The project aims to share seniors' wisdom, experience and knowledge with others—especially children—and to minimise social isolation.

We have organised park bench conversations (called *Golden Talks*), group events such as a Christmas Eve lunch and Valentine's Day celebration,

intergenerational activities and outings, allowing participants to share their cultures. The Mobile Information Van has visited various community clubs around Victoria.

Due to the COVID-19 pandemic, we had to adapt the project and come up with new ways to engage the participants. Instead of the usual activities, we hosted a winter gardening competition, coordinated a Pen Pal Project with over 90 participants and distributed 780 entertainment packs in five languages.



### The Mobile Info Hub

Established in 2019, the Mobile Info Hub brings information and support to isolated community members. The Hub, consisting of a van with a coffee machine, brochures in 20 languages and a foldable bench, also attends festivals and community events. We also use the bench to facilitate conversation between generations, encouraging them to share their life wisdom over a hot drink.



### Multicultural Tree

The Multicultural Tree is a collaborative activity between the members of the Men's Shed at the Westvale Community Centre and students from Stevensville Primary School. Although temporarily on hold, this project will continue after the COVID-19 restrictions lift. Once finished, the 3D wooden tree will be decorated with 50 flags from countries around the world.

## Share the Knowledge

The Share the Knowledge project is supported by the Office of the Multicultural Affairs and Citizenship (OMAC). The project has developed the capacities and improved the work of many multicultural communities—helping them to not only support their senior committee members but also to empower the senior volunteers engaged in their clubs.

We have been able to support and empower more than 25 different clubs, including groups from Greek, Italian, Polish, Vietnamese, Filipino, Maltese, Spanish and Indian backgrounds. We have helped these clubs successfully increase their understanding of the Resource Kit for club committees, as well as improve their knowledge of government requirements and support for clubs.

Under the project, we have conducted more than 100 training sessions. More than 60 club members have benefited from the training which improved their leadership and volunteer recruitment skills, as well as their knowledge about funding applications and reporting systems.

“The resource kit workshop gave me useful insight and the knowledge to approach the rest of the committee and explain the different roles and duties that need to be done every month including reporting and planning of events. I now have less responsibility on my shoulders.

President of the Hellenic Community of Moreland



### Pen Pals

The Pen Pal Project aims to reduce social isolation among seniors, challenge ageism and build long-lasting intergenerational connections. Participants write letters to each other and send them through the post. As they don't know each other, the project fosters new friendships and encourages the sharing of life experiences.

## Moving for Life

Moving for Life – the Way I Like It has successfully run for the past 18 months and engaged 1785 participants. The program has partnered with a variety of organisations, including Maribyrnong Council, Western Bulldogs and over 50 multicultural community groups. Overall, Moving for Life delivered 104 physical activity programs, ranging from dancing and women’s circus to gentle exercise and walking football.

In September, Moving for Life presented the Multicultural Active Seniors Festival. Held at RecWest in Braybrook, the event provided seniors with the opportunity to try a range of low-impact sports and activities.

Following the restrictions imposed by the government due to COVID-19, we moved many activities online. Using Zoom and Facebook, we have engaged over 1000 CALD seniors through 30 online exercise and activity programs.

“Moving for Life – the Way I Like It program is fantastic. Thanks to AMCS and Sport Australia for giving us this opportunity, I am feeling fit, happy and healthy and steadier.”

*Left: Trainers and participants at the Multicultural Active Seniors Festival.*



## Specialised Support & Access and Support Services

Access and Support and Specialised Support services assist older people, their carers and younger people living with disability who need support to stay safe and well in the comfort of their own home. Our professional and trained staff members assist with access to services and information, including My Aged Care, referral and client advocacy.

Our team remains dedicated to supporting people to access essential home care services during these uncertain times, providing assistance to navigate the aged care service system.

As part of our community engagement activities, we have delivered a variety of online information sessions. These sessions provide the most current information, helping people to make informed decisions about their care.

## Support and Relief Services

At AMCS, we understand the importance of providing critical support to the vulnerable members of our community—especially during crisis situations. Our Support and Relief program continues to assist financially disadvantaged individuals and families. During the COVID-19 pandemic, we have doubled the delivery of these services to meet the increased demand.

Sinisha Krstov,  
Team Leader, Access & Support

“Thank you very much for your kind heart. Really appreciate your kindness and being a person that we can contact whenever we need support.”

M.G. Specialised Support  
Services Client

## Employment Support

Australian Multicultural Employment Network (AMEN) operates in a partnership between AMCS and Apex Institute. The project helps highly disadvantaged refugees and migrants from CALD backgrounds to secure skilled and professional employment. The State Department of Jobs, Precincts and Regions (DJPR) fund the project under the Jobs Victoria Program.

COVID-19 has presented a multitude of difficulties, with a dramatic rise in

unemployment, decreasing numbers of job opportunities, workplace shutdowns and open discrimination against skilled migrants in the labour market. However, the program continues to achieve positive outcomes, assisting job seekers and completing employment placements through the delivery of high-quality career and professional development training.



## Community Education

AMCS supports CALD communities to explore new education and employment pathways. We present these opportunities through a unique selection of well-designed courses.

In the second half of 2019, AMCS delivered five different courses at the Maidstone office:

- » Getting a Job in Australia
- » Multicultural Leadership Course
- » Introduction to Technology Skills
- » Introduction to Centrelink Mobile App
- » Introduction to Office Skills.

In 2020, we delivered the LEAP short course, Careers in Aged Care, from the Maidstone office. We began two in-person pre-accredited courses, before successfully transferring these to online delivery via Zoom after COVID-19 restrictions came into place.

AMCS also delivered the following courses online:

- » Careers in Aged Care
- » Navigating MS Office
- » Multicultural Leadership Course
- » Introduction to MYOB Software
- » Employment Pathways.

AMCS continues to support CALD community members who lost their jobs during the pandemic by offering online training. The training aims to equip them with the skills needed to explore new job opportunities.

*Above: Students with their certificates after attending a Careers in Aged Care course .*

## Statement of Income & Expenditure

	2020	2019
<b>Income</b>		
Government Funding	3,605,171	1,491,277
Direct Services Income	9,402,486.26	7,134,345
Community Projects	-	1,018,942
Bequests	-	-
Income from Investments	146,518	108,721
Members Fees	115	125
Donations	3,274	59,161
Non-financial Donation	-	-
Other Income	1,181,377	350,079
<b>Total Income</b>	<b>14,338,941</b>	<b>10,162,650</b>
<b>Expenses</b>		
Fundraising and Promotion	97,711	62,323
Salaries and Oncost	7,461,784	6,169,098
Property Expenses	188,551	212,320
Volunteers' Travel	45,224	35,839
Client Expenses	2,520,194	2,117,794
Administration and Other Expenses	3,850,424	993,850
<b>Total Expense</b>	<b>14,163,888</b>	<b>9,591,224</b>
<b>Surplus (Deficit)</b>	<b>175,053</b>	<b>571,426</b>
Other Comprehensive Income	-17,641	161,499
<b>Total Comprehensive Income</b>	<b>157,412</b>	<b>732,925</b>

# 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  
ECCV  
Filipino Australian Friendship Association of Geelong  
Foodbank Victoria  
FoodShare  
Gandel Philanthropy  
Gateway Community Services

GoodCompany  
Google Ad Grants  
Haven Home Safe  
Harvard Club of Victoria  
Il Gruppo dell'Amicizia di Coburg (The Italian Friendship Group of Coburg)  
IndianCare  
Kalyna Care  
Leadership Victoria  
Lebanese Senior Women Group in Coburg  
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 Seniors Citizens Club of Reservoir  
Polish Seventh-day Adventist Church in Wantirna  
Puls Polonii  
RACV  
RACV Community Foundation  
Ridniy Kray Ukrainian Club  
Rotary Club of Footscray  
SBS Radio Program  
Spectrum  
Sport Australia  
Stevensville Primary School  
St George Senior Women Group  
Umbrella Community Care  
Uniting Vic.Tas  
Wesley Footscray Outreach  
Western Region Aged Care  
Westvale Community Centre  
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.**



From top: Clients on an outing to Dandenong; students from Stevensville Primary School and members of the Westvale Men's Shed involved in the Multicultural Tree project; members of a Sri Lankan group attend a SWAMIH session; staff and clients enjoying the Seniors Open Day in Geelong.



Australian  
Multicultural  
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We **care**, we **support**, we **empower**

Inc. No A0048140C ABN 69 022 519 263

## Melbourne Office

Suite 111, 44-56 Hampstead Road  
Maidstone VIC 3012

(03) 9689 9170  
[info@amcservices.org.au](mailto:info@amcservices.org.au)

[www.amcservices.org.au](http://www.amcservices.org.au)

## Geelong Office

Suite 6, 79 High Street  
Belmont VIC 3216

(03) 5241 2446  
[geelongoffice@amcservices.org.au](mailto:geelongoffice@amcservices.org.au)