



AMCS ANNUAL REPORT

Specialists in Home Care



Australian
Multicultural
Community
Services Inc

What makes AMCS unique?

- Almost all staff speak multiple languages
- We are leaders in providing culturally appropriate care and support
- Over 34 years of proven community service
- We empower seniors to remain independent
- Flexible while organising care for clients
- We understand what diverse seniors need
- We deliver quality of care at a fair price
- We provide tailored support based on the client's choices and needs

*We care,
we support,
we empower.*

—

www.amcservices.org.au

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PRESIDENT'S REPORT

The past year has been one of great change and opportunity for AMCS and I am pleased to report that staff have embraced the challenge allowing us to significantly grow our services and revenue.

In March we saw the introduction of the Commonwealth Government's long-expected Consumer Directed Care Model (CDC) for aged care services across Australia. This introduced huge changes in way the services are funded and has challenged us to change how to deliver those services.



Our clients now have direct control over how their funds are to be spent and over the services they will receive, which has demanded a greater focus on customer service and satisfaction and to broaden the range of services we offer. The CDC model also encourages much more competition amongst service providers for clients. As a small community based provider AMCS was likely to be highly vulnerable to such competition from the larger and for-profit providers in the sector.

Due to excellent preparation during the last 2-3 years and due to the very hard work and excellent commitment from all our staff and volunteers, I am proud to report that, not only has AMCS retained its client base, but we have actually grown client numbers and improved our financial position. We now look forward to even more growth next year and we can be guardedly optimistically about a bright future.

Such a good year does not come easily and I wish to thank all AMCS staff and volunteers for their extraordinary dedication to excellent customer service and for embracing change and opportunity so enthusiastically. I also wish to thank the CEO, Elizabeth Drozd and her managers for their solid leadership to success. The members of the Board also deserve recognition for their stewardship and guidance through this major change process.

Finally I wish to acknowledge Rosemary Kaleda who passed away earlier in 2017 due to illness. She was a highly valued member of the Board and most recently AMCS Treasurer. Her loss was deeply felt by the entire organisation.

Ryk Bliszczyk - President

CEO'S REPORT

I am very pleased to report that our wonderful organisation has had, once again, a year of dedicated service to seniors and their carers.

2016/17 will be a memorable year in AMCS' history because of the extent of changes that have occurred with regards to provision of services and in particular, the complete opening of the Home Care Packages Program to full market forces. This now means that Home Care Package clients can easily change providers or shop around for services that offer good value for money, flexibility and high

quality care. AMCS remains the organisation of choice for multicultural seniors. Our clients have remained and we have grown substantially. In six months, the Home Care Package Program welcomed 40% more clients from various ethnic backgrounds and we invite all seniors who would like to try our services to contact our friendly and competent aged care team. Find out first hand why our organisation has such a good reputation.

Overall, AMCS provides ten different programs to migrant communities in Victoria. The majority of them are for seniors, however we are also fortunate to be able to assist migrant job seekers to secure employment, provide emergency relief to more than 500 people who are experiencing financial hardship and continue to provide adult community education.

Part of our important community work is always looking for project opportunities which can respond to unmet community needs. Last financial year we finished a great project that offered dancing to ethnic seniors; we commenced a project for senior volunteers to develop resources that supported their voluntary work, and we received funding to support more ethnic seniors who live in mainstream aged care facilities.

None of our services would be possible without staff and volunteers who dedicate their time to make a real and very positive difference in the lives of those we support. I am honoured to lead and manage AMCS and wish to express my appreciation to every employee and every volunteer. Collectively, we are an exemplary community organisation.

No successful organisation is possible without great leadership and AMCS has one of the best amongst the Board of Directors. I thank each Director for their support, expert advice and for regularly challenging the AMCS Management Team to strive for the highest possible standard in everything that we do.

Elizabeth Drozd - CEO



Elizabeth Drozd - CEO

THIS YEAR

- Our Home Care Package Team welcomed 40 new seniors, who from March to June chose AMCS for their supports
- Over 2,353 clients provided with supports
- Successful submission to Gandel Philanthropy for the provision of volunteer support to seniors in residential care
- Partnerships with: Coptic Women Association, Albanian Australian Women's Association, Brazilian Association, Serbian Social Services and Support, Kalyna Care, Uniting lifeAssist, Polish Association of Kingsville and Ladies' Auxiliary
- Positive quality review of the Commonwealth Home Support Program
- Successful submission for volunteer support (DSS Volunteer Grant)
- Provision of emergency relief to over 500 people in immediate need
- Successful delivery of our ACFE Multicultural Leadership Course to ethnic leaders, community workers and other interested individuals
- Successful delivery of our Dancing for Seniors project and the Resources and Support for CALD Senior Volunteers project
- Successful submission to Commonwealth Home Support Growth Funding for new services
- Delivery of our Digital Literacy for Older Disadvantaged Victorians project

ACHIEVEMENTS

HIGHLIGHTS

we supported
2,353
clients



from more than
65
cultural backgrounds



through the delivery of
76,757
hours of services



and we engaged with
132
volunteers

OUR SERVICES



Australian Multicultural Community Services (AMCS) is a community organisation with 34 years experience supporting 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

Home Care Packages and Premium Care

Whether you have a government-funded Home Care Package or you are seeking private care, you can access a coordinated package of services designed to meet your particular needs. Our personalised home care support helps you to stay living independently at home. Our services are culturally appropriate and delivered by caring and experienced multilingual workers.

Basic Home Support (CHSP)

We can provide you with basic services, supporting you to live independently at home and in the community. Services include Personal Care, Domestic Assistance, Allied Health and Transport.

Information, Referral and Support

We provide information and can help connect you to services you need. We also support ethnic senior citizens clubs.

Social Support Groups

Socialise with other seniors from your own culture at one of our activity groups for seniors.

Centre Based Respite

If you're a carer for an older person, our respite services allow you to have a break.

Volunteer Visits

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

Emergency Relief

We provide support to people and families in financial difficulty.

Adult Education

Learn something new at one of our low-cost courses for people from diverse backgrounds. Our high-quality courses include beginner to advanced computer or iPad classes, English for daily living and English for employment.

Help to Find Work

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



A great pic from our Get Seniors Dancing project



AMCS volunteers and clients enjoy a day out in Lancefield

HOME CARE PACKAGES PROGRAM

The AMCS Home Care Package Program (HCPP) together with Premium Care, supports seniors to remain living independently in their own homes. We have over 70 qualified bi-lingual support workers from many diverse backgrounds providing personalised and flexible care to our seniors. Whilst we support all eligible seniors, our specialty is working with multicultural communities.

Our care advisors work closely with seniors, carers and family members to develop a care plan specific to individual needs and personal choices. Our aim is to provide an exceptionally high quality of service, so that each person meets their individual goals, while enjoying a very positive experience with AMCS. In turn this enables them to enjoy a better quality of life, while maintaining their independence.

The implementation of the Aged Care Reforms on 27th February 2017, presented our organisation and this team in particular with a series of challenges, while offering an opportunity for us to support more seniors. We are very proud to say, that by embracing these changes and planning for the future, we were able to take on and support an additional 40 seniors between March and June 2017. In addition we have substantially increased the amount of hours of services we have provided, moving from 21,740 in 2015/16 to 35,798 this financial year.

Elizabeth Zurek - Team Leader



& PREMIUM CARE

Mrs Stefania Client Story

Mrs Stefania is 84 years young and comes from a Polish background. Now in her senior years, she faces the many challenges that come with living alone in the suburbs of Melbourne.

Mrs Stefania is quite a shy and modest lady who always wanted to maintain a maximum level of independence and initially did not want to accept support.

"I was always working hard for myself, I don't feel comfortable to use Government money."

When Mrs Stefania agreed to receive support from AMCS, she did not ask for much, just basic assistance with the heavy cleaning in the home such as vacuuming and mopping.

Just last October Stefania agreed to use money from her budget to purchase a recliner chair and fix her gas heater, which hadn't worked for years. After that Stefania stated "now, toward the end of my life, I have some comfort. It is nice and warm and I don't need to spend time in the shops and pubs where I could keep myself warm".

Through tears, Mrs Stefania shared the story of her life; war, prisoners, a carriage in the cattle train, labour camps, freezing weather, death, cruelty, hunger and fear.



"I was always working hard for myself, I don't feel comfortable to use Government money."

Mrs Stefania speaking with AMCS staff about her life

SOCIAL SUPPORT AND RESPITE PROGRAMS

Social Support and Respite Programs is made up of our Social Support Groups, Centre Based Respite (in partnership with Uniting lifeAssist), Friendly Visiting Program, Community Visitor Scheme (CVS), and our CVS Expansion Program.

During the last financial year, this section of the business supported 390 seniors from more than 35 culturally and linguistically diverse backgrounds, in the Melbourne and Geelong areas.

Seniors feedback from our group activities, client visits and outings, indicated they were very pleased with the services provided as well as the commitment and engagement of our staff and volunteers. We are proud to look back at what was a very successful year filled with beautiful and unforgettable moments.

Magdalena Biadala-Sahinguez - Team Leader

Friendly Visiting Program and Community Visitor Scheme

During the last financial year 132 volunteer visitors, who speak 33 languages, spent 6,864 hours providing support and companionship to 196 seniors. This occurred in their own homes and in 36 nursing homes throughout the Melbourne and Geelong area. Additionally some of the volunteers provide support to our Social Support and Centre Based Respite groups, supporting seniors in their various activities.



Isabel Costa Volunteer Story



Visiting Francesca and getting the chance to spend a couple of hours with her is a lovely experience that I've been enjoying for a few months. The fact that we are both Italian and we both lived in Italy makes us closer and gives us the opportunity to chat about our home country. It is really interesting to see how our perspectives are quite different yet similar. Francesca is a lovely Italian lady, who I consider part of my family. When I visit her, we cook and have lunch together and then watch some television. We always have a good time together, which shows that the simplest things are the ones that make people the happiest.

Isabel

Mrs Janina Volunteer Story

Each Wednesday for the last four years, one of our volunteers Mrs Janina, visits her 94 years young senior, and takes her to a lovely café close to the beach in Beaumaris for a coffee. They enjoy their time together and talk a lot during this time.

Each week, her senior is very excited about this visit and trip to see the ocean. She dresses herself up, gets more festive and puts on some make up.

The café staff know them so well, that Mrs Janina and her companion don't even have to order anything, as everything is always ready when they arrive.



Izabella Jablonska is an Elderly Companion Volunteer.

"Visiting Joan has been a wonderful experience for me and I feel she has become part of my life."

Social Support Groups

In the last financial year we provided 24,038 hours of activities to over 130 seniors from 11 cultural backgrounds.

Our group participants have been enjoying our regular groups full of a variety of engaging activities such as crafts, cooking, gentle exercises, information and regular outings.

The outings are especially popular, with our group participants eagerly awaiting them on each occasion. The social interactions from such trips and the excitement of visiting/doing something new, brings a great deal of joy to the lives of those we support.



Ripplside Beach



Geelong Multicultural Group Snapshot

The Geelong Multicultural Group meets each Friday in Geelong. One of the main parts of the program is a dancing session where all the participants practice a particular choreography (e.g. Wobble Dance).

Activities such as this and visual/spatial exercises are known to prevent dementia. These activities also help them improve their social life, get connected with

"I love joining the Multicultural Group every Friday. Sometimes I feel sick but it cures all my feelings of sickness. Joining the group brings laughter with smiles, songs and dances. I don't dance but I'm happy."

Alexandra Ostrowski



past friends, reduce boredom and isolation. Also included in our activities are health information sessions, to enable our seniors to identify potential health issues.

**Ruby Sestoso -
Support Group
Coordinator**

Wobble Dancing

Sunshine Polish Group Snapshot

Most of our senior group participants will attest that these groups are an important part of their life, where they get to spend quality time with their friends. Aside from the important social contact, group activities also include things like light exercise, painting, information sessions, crafts e.g. card making and creating decorations to name a few.

The most popular events are the outings. These are often the only possibility for the seniors to explore new and interesting places, view exhibitions or perhaps enjoy dinner with friends at a popular restaurant.

Testimonial - Mrs Marysia

"I couldn't imagine that one day there wouldn't be our activity group. On the day of the group, I know I have to get up, prepare myself, put on some make up and just get out of the house. Otherwise I would stay the whole day in my pyjamas. This is the best day in the week for me."



Ballarat Begonia Festival

"I'm very glad I could join the activity group in Sunshine. This helps me to forget about the loneliness, the problems and the sickness. It's one of the few opportunities to meet with my friends."

Mrs Halina

Centre Based Respite

Our Centre Based Respite program runs in two centres across Melbourne, Wantirna and Pascoe Vale. This program has run as a productive partnership with Uniting lifeAssist for the last 5 years. In the last financial year we supported over 40 clients from 8 cultural background providing them with 10,057 hours of service.

Wantirna & Pascoe Vale

Music is a very effective way to keep our senior clients active and happy, especially collective singing. That is why singing and music are a permanent part of our program. Other important components are regular mild physical exercise, and memory stimulation tasks.

Last year our respite singing group *Happy Seniors* had the opportunity to perform during a few different charity events in Rowville, Doncaster and Box Hill (for Alzheimer's Australia).

AMCS recently equipped the groups with small percussion instruments, adding an additional layer of interest and interactivity to the music.



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Respite Client Story

Mrs P was very sceptical about this program and reluctant to participate. It was suggested that respite is very important for the well-being of her carer. Mrs P agreed to take part in the respite service. Although she was very unsure and shy for the first two sessions, she became more confident and talkative each session after that.

Her carer provided the following feedback:

"I am extremely happy with the Program. From what I have seen there is lots of interaction with the clients and Mum is extremely happy to go, when she arrives home she speaks highly of her day. Mum is waiting for Monday to come with a great deal of happiness. Thank you very much for making her feel welcomed."



AMCS recently equipped the groups with small percussion instruments

Below: Two of our seniors, 99 and 98 years young, with an insatiable passion for Chess. Every minute of their available time, they can be seen playing Chess and cementing their friendship



ACCESS & SUPPORT SERVICES

Access and Support Services (A&S) is made up of our Specialised Support Services Program, Commonwealth Home Support Program (domestic assistance, personal care, transport and Allied Health/OT), Sector Support and Development and Emergency Relief Program.

Throughout the last financial year the A&S Team (all programs) supported more than 800 clients and more than 20 seniors' clubs. People from more than 30 culturally and linguistically diverse backgrounds were provided with important assistance.

We are very pleased with the positive feedback we are receiving from our clients about the services we provide. We will continue to provide support to individuals and groups, to access the service system and the services that will ensure seniors remain living independently in the comfort of their own home. Our emergency relief effort will continue to tackle issues brought about by financial disadvantage.

Sinisha Krstov - Team Leader



Sinisha taking a selfie with an SSS client



Specialised Support & Access and Support Services

total seniors supported: **318**

from **17** cultural backgrounds

total support hours: **1,961** *1,485 of direct client support*

Emergency Relief

more than **300** existing clients supported

we welcomed **231** new clients

total clients supported: **531**

STATS

Specialised Support Service (SSS) Case Study

Mr G is a gentleman of 84 years, who lives alone. Mr G's support needs were identified during an initial assessment. He was previously receiving home help and Meals on Wheels from the local council. These services were clearly not meeting his current support needs. Several medical conditions were identified including: Parkinson's, hearing problems (used a hearing aid), liver and lung problems and his kidney function was working at only 30%. Mr G advised he needed support with transport, home tasks, home maintenance, meal preparation, and ironing.

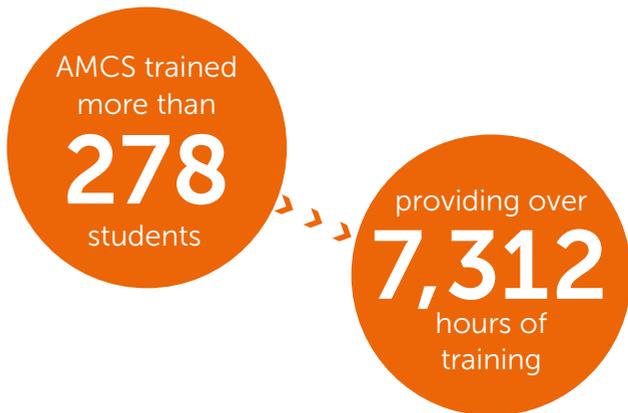
Mr G and the AMCS team member contacted My Aged Care together. My Aged Care informed us that he has a valid Home Care Package level 2 approval. Home care staff explained to Mr G how this would enable him to get the services he needed. AMCS staff then supported Mr G to use the Home Care Package to obtain the services he needed. Our team also requested that the Aged Care Assessment Team reassess his needs. After the reassessment he was approved for a level 4 Home Care Package. This outcome meant that he had far more funds now available to use on important services. Mr G is very happy with the services he has received from AMCS.

EDUCATION AND TRAINING

Our courses are designed to be flexible to meet student needs and support them to improve their employment pathways, strengthen their employment options, improve their English language fluency, boost their digital literacy and learn new skills. Courses can be conducted at the AMCS office in Maidstone or at other locations in the Western Metropolitan Region of Melbourne, at a time that is suitable for the course participants.

We currently offer the following courses:

- English for Everyday Life and Employment
- Computers for Beginners
- Introduction to iPad
- Multicultural Leadership Course
- Getting a Job in Australia



AMCS BOARD

AMCS is very lucky to have attracted a highly skilled Board of Directors.

The Board is made up of Mr Ryk Bliszczyk, AMCS President, Dr Tam Nguyen as Vice President, Mr Paul Walec, Secretary, Ms Deb Lyon as Treasurer, and René Blaszak, Prof Desmond Cahill OAM, Ewa Figiel, Richard Pietrzak and Mary Schloetzer as Directors.

Each member of the Board volunteers their valuable time to contribute to this highly effective organisation. Each member of the Board brings with them a unique set of skills that add value to our organisation. Without their exemplary leadership, the organisation would not be in such a position of strength, which in turn is allowing more people to receive the support they need.

AMCS would like to thank each member of the Board for their ongoing commitment to AMCS.

ABOUT OUR STAFF

Meet Nadereh

Nadereh joined AMCS in July 2015 having worked in community services for the previous 17 years. Nadereh is our coordinator of Sector Support & Development as well as the Specialised Support Services. She has previously undertaken various other roles in the community sector.

What brought you into the world of community services?

I started my career as an Architectural Technician for many years. I decided to pursue a more community oriented industry, completing a Post Graduate in Housing Studies and working in Housing Associations in the UK.

Some info about yourself? My family and I migrated to Australia in early 2000 from England. This is my second migration as I was born in Iran and migrated to UK to study. Experiencing different languages and cultures has given me a great insight into understanding how migration affects individuals and the community as a whole.

My 25 years of experience in Australia and the UK has led to strengthening my ability to work effectively, both with individuals and communities in general. I have a comprehensive understanding of the Commonwealth Home Support and Home Care Packages Programs which enables me to provide my clients with the best services to meet their requirements. My high level leadership and networking skills assist me in advocating for improved service provision across the sector.

Anything else? I'm very fortunate to be part of an organisation that has such an excellent track record of providing so many specialist services to the community. We have a very friendly and professional team that respects and values each other's ethics, mixed with a good sense of humour.



INCOME & EXPENDITURE

Statement

	2017	2016
INCOME		
Government Funding	\$1,104,853	\$1,193,039
Direct Services Income	\$3,331,039	\$2,107,237
Community Projects	\$571,945	\$277,854
Income from Investments	\$203,199	\$29,401
Members Fees	\$200	\$130
Donations	\$3,194	\$1,953
Other Income	\$232,084	\$157,534
TOTAL INCOME	\$5,446,514	\$3,767,148
EXPENSES		
Fundraising and Promotion	\$16,609	\$9,092
Salaries and Oncost	\$3,075,875	\$2,667,544
Property Expenses	\$186,576	\$164,482
Volunteers Travel	\$40,186	\$45,359
Client Expenses	\$548,506	\$329,930
Administration and Other Expenses	\$1,039,811	\$263,473
TOTAL EXPENSES	\$4,907,563	\$3,479,880
<u>Surplus (Deficit)</u>	<u>\$538,951</u>	<u>\$287,268</u>

THANK YOU!

Our sincere thanks to the following organisations for their ongoing support provided to our programs:

Australian Government

Department of Social Services

Department of Health

Victorian Government

Department of Health and Human Services

Department of Education and Training

Department of Premier and Cabinet

Multicultural Affairs and Social Cohesion Division

(formerly Office of Multicultural Affairs and Citizenship)

Non-Government Grants

Alzheimer's Australia

Gandel Philanthropy

Aged Persons Welfare Foundation

Carers Victoria

Rotary Club of Footscray

Uniting lifeAssist

In Kind Support

Google Ad Grants

Goodcompany

Betelgeuse Films

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 Charitable Fund is a registered charity and all donations are tax deductible. Please contact us if you would like more information.

First Name	Surname	Postcode
Address	Suburb	
Tel	Mobile	
Email		
I wish to make a donation of <input type="checkbox"/> \$25 <input type="checkbox"/> \$50 <input type="checkbox"/> Other \$		
<input type="checkbox"/> Please find my cheque enclosed to Australian Multicultural Community Services		
<input type="checkbox"/> Please debit my credit card <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Amex		
Card No:	Cardholder's Name	
<input type="text"/>	<input type="text"/>	<input type="text"/>
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Signature		

All donations over \$2 are tax deductible and a receipt will be forwarded to the above address. The AMCS Foundation is an internal fund of Australian Multicultural Community Services.

AMCS IS A CHARITABLE ORGANISATION.

WE APPRECIATE DONATIONS TO SUPPORT COMMUNITY NEEDS.

If you are interested in making a donation to AMCS, please use the form overleaf, or visit our donation page online.

www.amcservices.org.au



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