



MCCGC

MULTICULTURAL COMMUNITIES
COUNCIL GOLD COAST LTD

Connecting you in your community

ANNUAL REPORT 2021/2022



Acknowledgement of Country

We acknowledge the Traditional Custodians of the lands on which we operate, the Kombumerri people, the Gubbi Gubbi people, the Jinibara people, the Turrbal people, the Quandamooka people, and the Bundjalung people. We pay our respect to Elders past, present and emerging. We extend our respect to all Aboriginal and Torres Strait Islander peoples and acknowledge their ongoing connection to land, sea, culture and community.

CONTENTS

Organisational Overview	4
Board Members	5
Chair's Report & Award	6
CEO Report	7
Finance Report	8
Staff Overview	9
Reconciliation Journey	10
Community Programs	11
Community Action for a Multicultural Society (CAMS)	12
Settlement Engagement and Transition Support (SETS)	14
Community Pathway Connector	16
NDIS Support Coordination	17
Work Towards	18
CÜRA Services	20
2023 and Beyond	23



Multicultural Communities Council Gold Coast has been supporting multicultural communities since 1983. As the peak body for Gold Coast multicultural communities, we work with individuals, families, community groups, local service providers and businesses to make the Gold Coast a more inclusive and welcoming city that values diversity. Over the last year we opened our new Community Hub in Southport where our growing Community Development Team is based supporting people with settlement, wellbeing, mental health, employment, NDIS, cultural training, capacity building, advocacy, community connection and referrals.

CÜRA supports seniors across South East QLD and Northern NSW to keep living their best lives at home. We help our customers stay independent, active and connected in the community by providing customised support based on their individual needs, goals, cultural background and language. Over the last year we faced many industry challenges due to changing COVID regulations, the Royal Commission and staff shortages, but our dedicated team persevered remaining focussed on our customers. We opened a new Wellness Centre in North Lakes to serve the Moreton region and made connections with several new cultural communities on the Gold Coast.

Our Vision:

MCCGC's vision is for an inclusive community that values cultural diversity.

Our Mission:

To ensure access to quality services customised to individual needs.

Our Values:

- Unity
- Compassion
- Integrity
- Respect
- Joie de vivre

Board Members



Lyn Dasey - Chair

A Registered Nurse with a Masters in Health Administration and also a Health Sector Quality Management Lead Auditor, Lyn has held executive and senior management positions in the Tertiary, Primary and Community Sectors ranging from acute private & public hospitals, major community not for profit, charitable and public sector organisations and divisions of General Practice. Lyn has also worked in her own consultancy since 2010 and was a Board Director prior to accepting the Board Chair position.



Marta Button - Company Secretary

Marta holds a Master of Applied Finance from Macquarie Graduate School of Management. She is a graduate member of the Governance Institute of Australia and a Chartered Secretary. She has over 15 years of broad business experience with a focus on governance, strategy and listed company investor relations. Marta speaks fluent Polish.



Ben Fry - Director

Ben holds a Bachelor of Information Technology from Griffith University, and an Executive MBA from QUT. Ben is currently the IT Manager for Clarence Property Corporation. He has worked in the IT industry for more than 20 years with a focus on technical management, digital transformation and web technologies and has worked in Brisbane, Ireland and the UK.



Gordon Price - Director

Gordon is a senior marketing specialist, with over 25 years' experience internationally in the tourism, aviation and financial services sectors. Gordon has held senior strategic roles within both large multinationals and start-ups here in Australia and within Asia, is fluent in Japanese and an avid supporter of several local homeless charities and causes. Gordon currently works in the Engagement and Support Directorate of Australian Red Cross, and prior to this was the International Marketing and Partnerships Director of Gold Coast Tourism.



Garth Callender - Director

From his 25-year military career Garth has gone on to excel in high-profile public and private sector roles. He specialises in assisting Australian boards and executive teams manage risk and protect their organisations. Garth holds a Master of Business Administration, is a Graduate of the Australian Institute of Company Directors and is chair of national veteran charity, Bravery Trust. He also remains a part-time member of the Australian Army at the rank of Lieutenant Colonel.



Mirela Malin - Director

Mirela is a Senior Lecturer in Finance at Griffith Business School specialising in teaching Corporate Finance at both undergraduate and postgraduate level. She holds a Bachelor of Business, Bachelor of International Finance (Honours) and PhD from Griffith University. Her published research is focused in the area of higher education teaching as well as behavioural finance. Mirela is a graduate of the Australian Institute of Company Directors (AICD), a member of Griffith Centre for Personal Finance and Superannuation, and a senior associate of FINSIA (Financial Services Institute of Australia). Mirela held the position of Director of Learning and Teaching in the Department of Accounting Finance and Economics of Griffith Business School, before being appointed as the current Deputy Director of the Griffith MBA. Mirela speaks fluent Romanian.

Chair's Report

I'm truly proud of our organisation, particularly our amazing staff for their continued commitment to our customers and community in the face of many challenges and changes over the past year. Through it all, our team has been dedicated as ever to supporting our customers to live their best lives and continuing to grow our services in innovative ways. There have been many wonderful achievements over the last twelve months including opening our MCCGC Community Hub in Southport as well as our new CÜRA Centre in North Lakes. Our ability to be flexible in the face of change and stay focussed on our mission will undoubtedly help us to continue to build on our strengths and reach our goals.

I would like to sincerely thank the Board members for their commitment to MCCGC and voluntarily giving of their time during the ongoing pandemic and Aged Care Royal Commission Reform agenda. We have also increased our Board from 5-7 members welcoming two very experienced and qualified women from the Health and Aged Care sectors who are standing for election at the 2022 AGM.

On behalf of the Board, I would like to acknowledge the incredible legacies of Sue Graham and Rose Vearing, both who played a huge role in shaping MCCGC-CÜRA over the last decade. Sue served as CEO of MCCGC for 9 years leading the organisation's growth to new areas and expanding the range of services we offer to support more people across the communities we serve. Rose worked as Chief Operations Officer and Acting CEO, building up our incredible team, sourcing new funding and fostering growing networks. Both women are strong, compassionate and dedicated leaders and their contributions to the organisation have set us up for continued success into the future.

I would also like to welcome our new CEO, Shane Klintworth, who has extensive experience as a leader in the non-profit services sector and has worked with a diverse range of stakeholders and funders across various social services. Shane brings with him an innovative approach and clear strategic vision that will support our organisation's next level of development as we continue to grow our services.

We have an amazing team that genuinely believes in our vision and walks our values, and I'm looking forward to the year ahead. With confidence we have positioned ourselves to meet current and future challenges within the sector underpinned by a united focus and commitment to the mission and values of MCCGC



Lyn Dasey
Chairperson

Chair's Award

John Golden

Our Chair's Award went to John Golden this year, one of our amazing Cooks! John was recognised by his peers for serving beautiful meals to clients and creating a warm atmosphere. He was praised for his loyalty, consistency and dedication – starting with us as a volunteer in the kitchen and then taking on an official role to continue to support us. John was also commended for his flexibility in the face of changing COVID requirements and his ability to lead the kitchen and provide varied and nutritious meals for clients. His team love working with him and making the clients smile.

"He is Golden by person, by nature and by name."



CEO Report

As I reflect upon the MCCGC-CÛRA journey over the past 12 months I am struck not only by the phenomenal change that is impacting the environment in which we operate, but also by the tenacity, resilience, and commitment of the amazing people that choose to work for our organisation, our clients and the greater community.

Our staff have been asked to respond and adapt to the seemingly never-ending changes to the health advice response to the pandemic as it enters its fourth year, and they do this with courage and conviction every single day to ensure that those relying upon us remain supported, connected, cared for, and independent. They have also been asked to step up and embrace the change and opportunity that will unfold as broad policy changes are implemented as a result of the Royal Commission into Aged Care recommendations, and a newly elected government introduces sweeping policy reforms to address the issues impacting upon social justice, the economy, human rights, and security issues both locally and globally.

And they do this because of their passion, commitment, and genuine love for the work that they do and the people that count upon them. Whether this is within CÛRA delivering services to older Australians to support them to live independently at home with dignity, grace, and safety, or as part of our community services team that daily strive to build relationships with communities, whilst navigating the complexities of government and service bureaucracies, and build understanding and compassion in the face of resistance born from privilege, ignorance and racism.

Within this dynamic and challenging environment, the MCCGC-CÛRA team go about their business with a quiet dignity and boundless optimism. Embracing our organisational values of unity, compassion, integrity, respect, and joie de vivre, to deliver services and supports that change lives for the better.

I feel fortunate to have been invited to join a team that is ready to step into a future that is bright, hopeful, and exciting. A future that builds upon the commitment, belief, and hard work of others that have come before me. In particular, I would like to take this opportunity to recognise and thank the MCCGC Board of Directors, who under the leadership of Lyn Dasey volunteer their time, and have provided strong stewardship, direction and support as we continue to successfully navigate complex times.

I would also like to acknowledge the contributions of Sue Graham and Rose Vearing, both of whom left MCCGC this year. Their contributions, vision, and passion for our mission have prepared a solid foundation that will support us well as we move positively and confidently into a future that is bright and full of promise as we continue our work to deliver our vision of an inclusive community that values diversity.



Shane Klintworth
MCCGC CEO

Finance Report

As we moved into another year affected by COVID-19 the organisation withstood the uncertainty of social distancing, isolation, restrictions and lockdowns and managed to look after our customers, community and stakeholders while ensuring that our finances remained strong and in a position to remain forward-thinking in a changing environment.

Last year I mentioned that we looked forward to COVID-19 restrictions easing and the steadying of the economy. As we have all seen the last number of months have provided us with inflation and interest rates increase that will have an impact on the economy with a larger number of customers needing greater support. Our strong financial position means we can provide a level of support to assist, but we must be vigilant as the economy is now delivering us a new level of uncertainty that we have to navigate and see through to the other side.

The overview below is a high-level representation of the year.

Revenue

The revenue for the 2021/2022 financial year was \$10.6m which is the same as last year. It should be noted that the 2020/21 income included approximately \$1m in government subsidies in relation to COVID-19. Taking this into account our increase in income would be 10.3%.

The majority of our income is still focused in aged care and in particular Home Care Packages (HCP) and Commonwealth Home Support Program (CHSP) servicing four regions.

In addition to our aged care income, the organisation received funding in relation to our CALD Community programs, namely Community Action for a Multicultural Society (CAMS), Multicultural Seniors Program (OPAP), Primary Health Network (PHN), Settlement Engagement & Transition Program (SETS), Diverse Workforce Queensland (Work Towards) and funding for smaller events.



Goran Avramovic
Chief Finance Officer

Expenditure

Total Expenditure increased by 7.5% from the previous year to \$10.1m, slightly less than the increase in our income.

Our largest expenditure line, as a service-oriented organisation, is salaries & wages with a total of \$7.2m for this year, an increase of 5.2%. This highlights the organisation's commitment to working closely with our community, stakeholder and customers to deliver the best level of customer service during a very difficult period.

A small increase in client support expenditure highlights the change in focus over a number of years to ensure our Home Care Packages customers have greater number of services provided by our skilled and trained home care staff.

In addition to above, several new funding streams in our Community Development team have also added to wage costs as well as other expenditure costs. Some of the additional costs are directly in relation to a fit out of two new locations to give a greater base and reach.

Balance Sheet

With 2021/2022 providing a surplus, our net position has grown to \$6.7m.

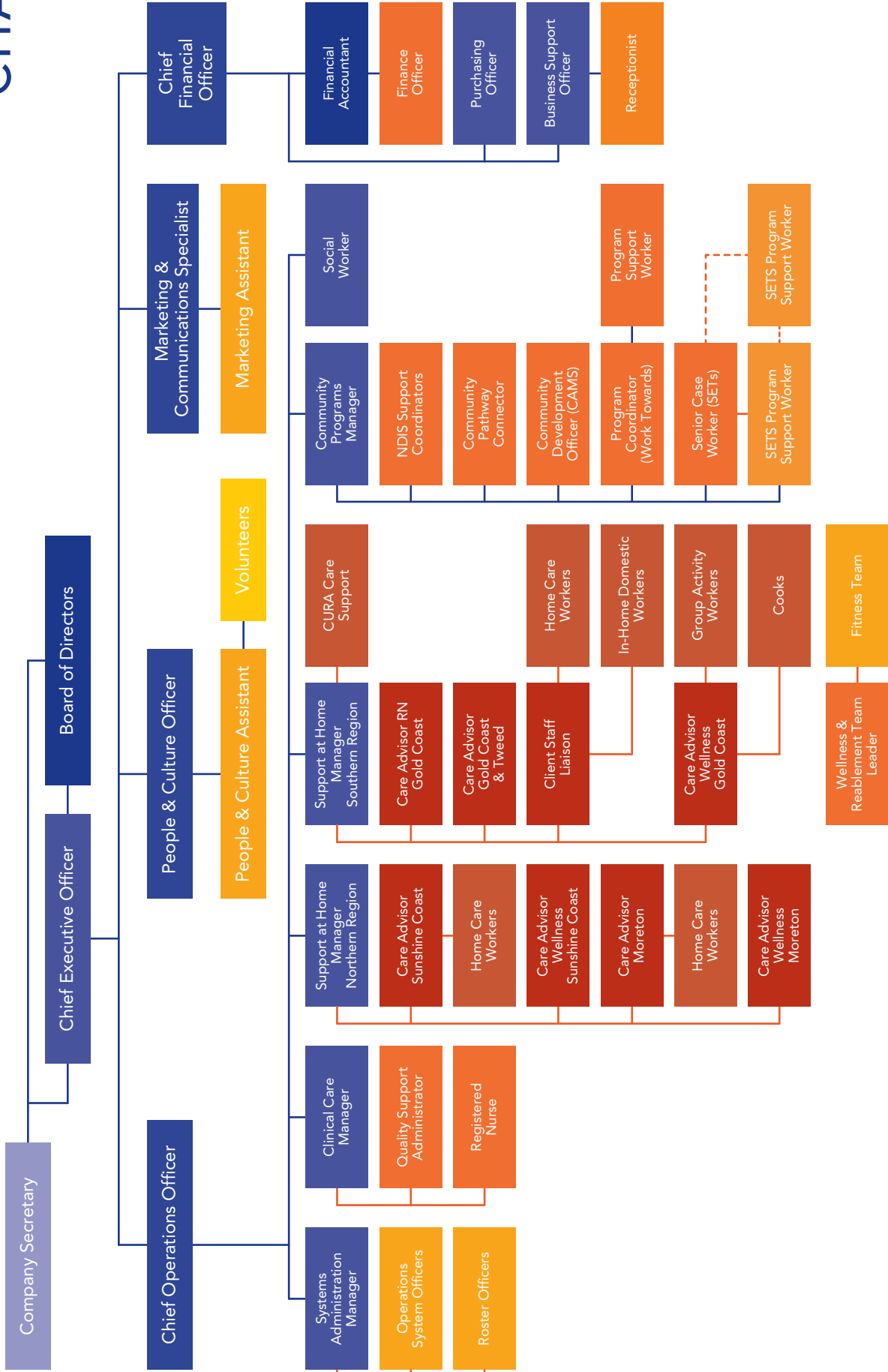
Our assets sit at \$10.2m of which \$7.5m is held in cash and cash equivalents with the other significant change being a reclassification of our lease being added to the balance sheet.

We continued to review our fleet this year, but due to a shortage of new vehicles being available and high prices only one vehicle was purchased this year to cater for one of the new locations.

The liabilities have reduced to \$3.6m with the majority being funds received in advance in relation to HCP and CHSP.

Our goals have been to maintain our strong position and see out the uncertain times that COVID-19 placed upon us, to that end the organisation has exceeded on those goals and managed to not only grow but also expand our income sources and provide greater support and encouragement to our communities. And while we are still seeing some uncertain times ahead, we will approach them with the knowledge and confidence that we have gone through tough periods before and come out on top and will do so again.

ORGANISATIONAL CHART



Reconciliation Journey

Multicultural Communities Council Gold Coast and CÛRA were proud to make a formal commitment to reconciliation and begin our journey with our Reflect Reconciliation Action Plan in late 2021.

Our vision is an inclusive community that values cultural diversity, and our values include unity, compassion, integrity, respect and joie de vivre (joy of life).

We believe our mission aligns with the five dimensions of reconciliation and will help us uphold them within the communities we serve across South East Queensland and Northern New South Wales.

As a peak multicultural body, we are in a unique position to promote reconciliation across a diverse range of community members who are often left out of mainstream initiatives and conversations. It is important that people of all ages, backgrounds, and abilities have the opportunity to learn about and participate in reconciliation.

We have formed a Reconciliation Working Group and over the last year have worked towards educating ourselves, our staff and community as we follow the framework of relationships, respect, opportunities and governance. We have incorporated a consistent Acknowledgement of Country into our offices, meetings, groups and events. We share information on Aboriginal & Torres Strait Islanders history and culture, and reconciliation in our internal and external newsletter and social media and attend local events to learn and make connections.

We commit to increasing awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership amongst our staff, volunteers, customers, members, networks and fellow service providers.

We look forward to continuing upon this journey and helping to strengthen relationships, respect and trust between the communities we serve and Aboriginal and Torres Strait Islander peoples.

We recognise that reconciliation is an ongoing journey and we are committed to fighting for meaningful change towards a just, equitable and reconciled Australia.

Goompi and Anthony opening our Harmony Day Citizenship Ceremony with Acknowledgement of Country and a smoking ceremony



Community Programs

Community Programs encompasses funded programs and initiatives across 5 different areas: NDIS, Department of Employment Small Business & Training (DESBT), Home Affairs (Settlement), Department of Health (DOH - Mental Health) and Multicultural Affairs (CAMS). We are a team of dedicated, professional, compassionate, and highly skilled people who continue to show up and are committed to providing quality, culturally safe and comprehensive support to the Gold Coast community.

Our focus is to understand, provide opportunities and highlight the incredible capacity, skill, knowledge, and tremendous talent of diverse communities across the region. The breadth of our program offer ensures that we can be responsive to a broad range of needs, as well as provide information and referrals to best meet people where they're at.

We love to welcome community into our vibrant space, and provide a safe, inclusive, and welcoming environment to listen and hear how we can best offer our support, guidance and value people entrusting us.

This year has seen us establish our new organisational structure and bring together the community programs as a team and acknowledge our strengths in supporting cross referrals and shared resourcing to deliver further to community. 2021-2022 has seen us support over 450 individuals in our support programs and many community groups across a broad range of ethnicities spanning the entire Gold Coast region.

We have been able to meet the needs of our diverse communities, which have continued to amplify during our path to recovery post the pandemic, borders opening and changes in workplace settings. It is through the resilience of both workforce and community, that has continued to inspire and motivate the work we do and showing up during the trying times. We are grateful, and offer in turn, our open door to anyone.

Jessica McAdam

Community Programs Manager

Japanese cultural performer at 2021 International Café



Community Action for a Multicultural Society (CAMS)

The 2022-2024 CAMS funding is dedicated to delivering projects, activities and initiatives that address local barriers to economic and social inclusion and building sustainable opportunities for inclusion in local employment, services, networks and industries. MCCGC's CAMS Worker, Candice, is servicing the Southern Gold Coast Region and has successfully delivered many initiatives and events to support community.

Meet, Greet, Eat

Our quarterly community leader dinners have continued with full attendance and wonderful engagement bringing together people from a range of cultural backgrounds including: Sikh Indian, Islamic, Cook Islander, Mauritian, Angolan, Brazilian, Columbian, Chinese, Taiwanese, Kenyan, Eritrean, Indonesian, Hungarian, Cuban, Afghan, Iranian, Venezuelan, German, Japanese, Italian, Fijian, French, Afghan, Filipino, Indian, Chinese, Samoan, American, Pakistani, Māori, and Columbian.

We had many informative and engaging presentations by community, government and service providers. Some key presenters included the Australian Electoral Commission discussing how to vote and election employment opportunities, as well as the City of Gold Coast Disaster Management Unit sharing resources for staying safe in disasters.

Student Cultural Identity Workshops

This year we launched a pilot Cultural Identity Workshop program with Miami State High School students. Candice worked with five classes totalling 110 students to start conversations about cultural identity and encourage greater understanding of visible and hidden factors that contribute to culture and how that impacts individuals. The workshops include the sharing of real-life migrant experiences and encourage students to check their unconscious bias and contribute to become a welcoming Gold Coast community. Miami High welcomed back many international students this year and it was a great opportunity to raise awareness and understanding among the wider student body.

CAMS Worker, Candice, with attendees at Meet Greet Eat Community Dinner



Community Action for a Multicultural Society (CAMS)

Palm Beach English Immersion

Candice works from Palm Beach Community Space each Tuesday and hosts an English Immersion class attended by 10 – 15 participants per week. The project helps people learn English and cultural nuances through meaningful interactions, exploring Gold Coast landmarks and supporting integration and connection to new homeland. Participants come from many cultural backgrounds including Japanese, Brazilian, Iranian, Chinese, Korean, Belgian, and Afghan.

Walk Together

In 2021, Walk Together involved community groups representing 14 different cultures sharing dance, song, food, traditions and customs. Cultures represented included: Chinese, Japanese, Brazilian, Argentinian, Indonesian, Romani, Eritrean, First Nations, Mongolian, Sudanese, Thai, Afghan, and Columbian. We had two student ambassadors MC the event from Russia and Afghanistan and over 300 community members in attendance. The video was viewed over 2500 times and attendees said they felt like part of the GC community and that they were able to preserve their identity but feel welcomed to their new homeland.

Cultural dance performance at Walk Together



CAMS
VIDEO



Settlement Engagement and Transition Support (SETS)

The goal of the SETS program is to support and empower refugees and eligible permanent migrants to improve social participation, economic well-being, independence, personal well-being and community connectedness. Our dedicated Senior Case Worker, Program Support Worker, and Language Support Workers supported 208 clients during 2021/2022 (156 low intensity and 52 medium intensity).

The program was delivered throughout the year despite several interruptions to face-to-face delivery due to COVID-19 restrictions and lockdowns. The team maintained service through creative solutions and developing a stronger online presence and connections with clients using social media platforms like, Facebook, Instagram and WhatsApp, to provide support during lockdowns.

The higher number of medium intensity clients reflects the casework support required during COVID lockdowns, family separation through refugee journey, bans on international travel, the housing crisis, domestic family violence and delays in home affairs processes.



Client Country of Birth

Afghanistan 6 %	Pakistan 1 %
Brazil 1 %	Philippines 4 %
DR Congo 1 %	Saudi Arabia 1 %
Egypt 1 %	Somalia 2 %
Eritrea 26 %	Spain 1 %
Ethiopia 21 %	Sudan 8 %
Ghana 1 %	Syria 5 %
India 1 %	Thailand 3 %
Iran 7 %	Uganda 1 %
Kenya 4 %	Ukraine 1 %
Lebanon 1 %	Uruguay 1 %
Nepal 1 %	Vanuatu 1 %
Netherlands 1 %	Vietnam 2 %

Eritrean clients sharing their culture at 2021 International Café



SETS
VIDEO



Success Stories

Supporting Students

During the school term, our regular SETS programs include youth casework outreach, social volleyball, soccer, and job clubs. Every school holidays, the SETS team provides fun social and educational activities for newly arrived multicultural young people. Some of the activities over the last year included, beach BBQs, soccer tournaments, beach volleyball, Futsal competitions, self-defence and self-confidence, job clubs and resume hand outs, future career planning, movie nights, and ice skating. The Southport Community Hub Job club facilitated by the SETS team has continued to be very popular and successful with youth clients attending after school. Several of the participants have been successful in gaining casual employment. Currently 10 of the youth clients out of the regular group of 20 have commenced employment after receiving support through the Job Club weekly group activity.

Helping Access Services

SETS have been working with an older Ethiopian man with several physical and mental health issues. After being hospitalised for several weeks, the case worker started to support with additional services to be put in place for his recovery. SETS supported the client to apply for in-home care supports from Queensland Community Support Scheme, which has been approved and implemented at no cost to the client. Through working collaboratively with the client's GP, he was also referred to funded psychology supports and matched with a suitable and accessible psychologist. The client is now receiving in-home care as well as social supports and transport to GP, psychology, and specialist services. The caseworker and GP have also worked together to prepare and submit a NDIS application.

Advocating for Students

MCCGC SETS team collaborated with ECCQ to conduct a consultation for the Education Queensland's request for submissions to inform their 'Every Culturally and Linguistically Diverse Student Succeeding Plan 2022-2026'. The MCCGC SETS team invited a group of young people to participate in the consultation. A confidential video was created and submitted along with a written submission.

Assisting with Citizenship

Many clients were supported to apply for citizenship, prepare for the test and interview then receive their certificates at ceremonies in the Gold Coast.

Supporting Employment

SETS have been working with a young Ethiopian man who graduated high school 2 years ago. Through casework he has been trying to discover his employment goals and pathways. He was referred by his caseworker to attend a Thrive Refugee Enterprise session at MCCGC office to hear about opportunities to work as a delivery driver contracted to Australia Post. He was very interested in this and his caseworker assisted him to arrange a one-on-one meeting with Thrive manager. He was successful in securing a busy Australia Post delivery contract and has started to deliver in his area. He is being supported by Thrive and his caseworker to ensure he can be successful in his new venture.

Continuing Education

Another young Eritrean/Sudanese man who graduated high school last year has been accepted into Griffith university Bachelor of Business. He has been working with his caseworker in the last few months to complete his QTAC application and apply for scholarships. He was very fortunate to receive a \$20000 scholarship from Griffith university. He is very proud to be the first person in his family to attend university and hopes to inspire his six younger siblings to follow in his footsteps.

Connecting Communities

The SETS team worked with the Eritrean community to ensure it was included and represented at cultural events like Walk Together and International Café – an event for multicultural seniors with CURA / MCCGC. The seniors were given a space to present their Eritrean culture and traditions to the larger Gold Coast community. They were also provided with information on the day from other services and supports available for aging people. At Walk Together the team supported the Eritrean community to perform a traditional coffee making ceremony.



Our SETS Team
Asmeret and Koren

Community Pathway Connector (CPC)

Community Pathway Connector is a Gold Coast Primary Health Network initiative aimed at connecting people who have a multicultural heritage with services, groups, and community. The program has supported more than 100 people with various backgrounds, including Bolivian, Eritrean, Indian, Turkish, Afghan, Polish, South African, Kazakhstani, Papua New Guinan, Japanese, Korean, Egyptian, Ethiopian, Pakistani, Nigerian, Chinese, Columbian, Hungarian, and Indonesian.

Client Case Studies

A client who was suffering from chronic stress and had no entitlements (no Medicare, work rights or secure visa conditions) reached out to our Community Pathway Connector, Maria, for support. Maria helped her access alternative healing therapies, attended events with her, and advocated on her behalf to reapply for SRSS payments successfully. It was many months of facing challenges and navigating systems, but Maria was able to help the client build her confidence and fight for her rights.

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“Maria was my backbone; I could not have done it without her. I was given spiritual support, she was holding space for me and encouraged me to never give up. When my payments came through, I felt accepted by Australia.”

- *Community Pathway Connector Client*

Another client received ongoing and frequent support and advocacy for 3 months. Our CPC Worker advocated on her behalf with the Red Cross and Psychiatrist to receive funded treatments and equipment. She was also supported through GP and specialist appointments, scans and NDIA assessments, ART team support and Anglicare advocacy. Finally, the client has been approved for NDIS and is receiving adequate support and therapy. The client is now building up her self-confidence and even participating in group activities at Women's Space with her support worker. The CPC program allowed this client to feel supported before she was connected to any other supports.

Be Well Workshops

The Be Well Workshops were re-introduced at Women's Space, hosted by our CPC worker. The aim of these free health & wellbeing workshops was to support social and emotional wellness. People who attended participated in various activities, such as identifying their coping methods, setting respectful relationship goals, loving kindness meditation and breathing practices. These workshops created a safe space for women to reflect on their strengths and to share with others.

The workshops increased community connections and showed great improvements in people's confidence, body language and ability to share. A woman who was engaged with several services due to severe mental health challenges, has attended the Be Well Workshops, where she has grown stronger each time. Some of the discussions brought her breakthroughs as the group held her space to experience her emotions in a non-judgemental and compassionate environment. The opportunity to be present, be listened to and supported helped her feel more connected in her community and brought her out of her shell.

”

“I do not reduce people to their experiences or struggles, I believe that everyone is capable of healing, at their own time, pace, and ways. My program exists to let people know that support is available and connecting to services and community can bring on unity and healing.”

- *CPC Worker Maria*



Community Pathway Connector, Maria, with some community members at International Café

NDIS Support Coordination

Our Support Coordination program is designed to help multicultural individuals navigate the complex NDIS space and ensure they're getting support that aligns with their unique needs. We help customers put their plan into action by supporting them to understand what services and funds are available to them and connecting them with their community and suitable providers. Our aim is to help customers get the most out of their funding while providing support that is accessible, consistent and personalised.

Cultural Background

 Venezuelan	 Australian
 Kenyan	 Chinese
 Greek-British	 Indigenous Australian
 Syrian	 Turkish
 Iranian	 Indian
 Egyptian	 Lebanese
 Fijian	 Brazilian
 Japanese	 Singaporean



Our NDIS Support Coordinators
Brendan and Laura

Case Study: Meet Francela

Meet one of our NDIS participants, Francela, a woman in her 60's, a non-English speaker originally from Venezuela. She is a mother and a grandmother who loves painting and signing and has a great sense of humor.

Francela and her husband migrated to Australia 6 years ago under political asylum.

Francela has a long history of psychological distress and Bipolar disorder Type 2. In recent years, her settlement in a new country has exacerbated her symptoms and meant a cultural shock, social isolation and loss of personal and social identity.

Since Francela came to Cura, our NDIS Support Coordination team has been working to obtain appropriate funding and to connect to Allied Health and community supports, including Psychology, Physiotherapy and Occupational Therapy.

Francela has shown marked improvement in the last month. Steps are being made to re-engage her socially and increase her independence in the community. Francela is now linked with the Spanish speakers' team (Support Worker, Psychologist and NDIS Support Coordinator) Francela's husband reported that Francela's mental health is more stable now that she can communicate in her own language.

Francela attends hydrotherapy sessions at her local pool and participates in ceramic pottery, macrame and painting workshops while being accompanied by her support worker.

We keep accompanying Francela in her NDIS journey, now applying for plan review and gathering supporting documentation from various specialists to strengthen her case to get sufficient funding for her therapies and supports



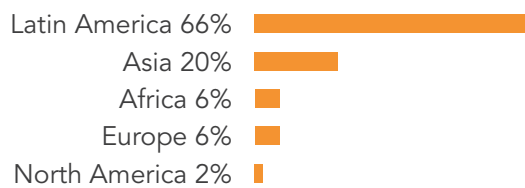
Work Towards

Work Towards is a free government funded program aimed at increasing employment opportunities for underemployed and unemployed refugees, migrants and international students. The Work Towards Employment Hub helps participants work on their confidence and achieve their goals. It's a flexible program and our team works one on one to provide tailored support based on each person's unique needs.

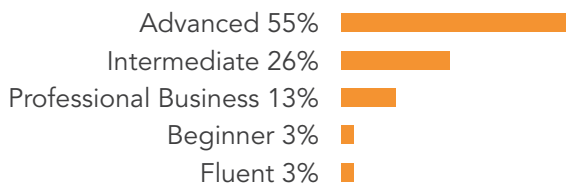
The program began in October 2021 and by end of June we had 68 participants (achieving 85% of the annual KPI) with 40% employment rate. All participants are receiving regular in-house and online skill set support in resume and cover letter writing, job seeking, and interview preparation.

Participant Overview

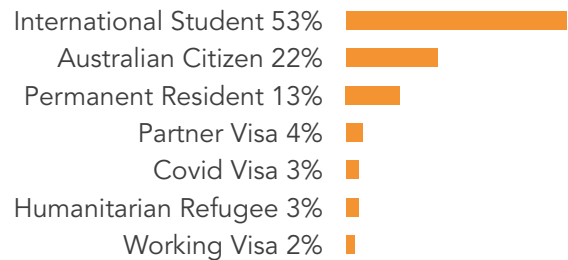
Region of Origin



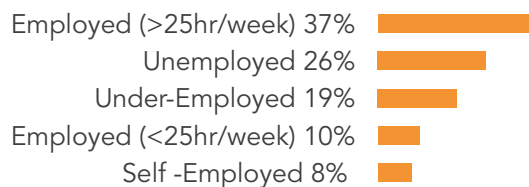
English Level



Visa Status



Employment Status



Classes and Workshops

The Work Towards team has organised a series of English Classes and Business Workshops to support program participants and recruit new participants. The English course was offered at Intermediate and Advanced levels with placement tests to determine the suitable class for each participant.

The workshops have involved local business experts and covered various topics including:

- Australian Business Fundamentals
- Interviews – Do's and Don'ts
- Taxation

They have been available in-person and online and received great feedback from participants and collaborators.



Our Work Towards Team, Camila and Kyzzy, with Shadow Multicultural Minister John-Paul Langbroek

WORK
TOWARDS
VIDEO



Client Success Stories

Alex (Germany)

Alex is finishing a Diploma of Counselling and her dream job was to work with Play Therapy. Alex's only work experience was in administration and she had never worked with children, but always wanted to. She enrolled with Work Towards to help transition careers and had no idea what to write in her resume or how to focus on her dream job. Through working with Alex one-on-one to better understand her experience and goals, we realised that though she didn't have any formal experience working with children, she did have volunteer experience that she could focus her resume around to demonstrate her passion. We had connections with an organisation in Southport that works with special needs children and their families. We introduced Alex to the owner, and they set up an interview for the next week. Alex is now working in her dream job!

”

“I am very grateful for the support I got through Kyzzy Romano. She was such a great help when I did not know how and where to start my new adventure. It was easy to get in contact with Kyzzy and she is a very easy-going person. She is passionate and loves helping people. Through her engagement I got the job I was dreaming about.”

Yuliia (Ukraine)

”

“With your amazing help to my resume, cover letter and interview preparation, I now have very positive job! I am working at Paradise country and Australia Outback Spectacular, part time (minimum 15 hours per week), but at the moment 30-45 hours per week. Very happy with company and hours!”

Nate (USA)

Nate is an American who came to Australia sponsored by Costco to open their first 3 shops. Despite his experience in business and marketing, he ended up working as a delivery driver at Coles and felt like he wasn't fulfilling his potential. With just a few sessions, the Work Towards team helped him update his resume and be interview ready to venture back into the world of business and marketing.

Nate quickly landed a Sales Representative position and in just a few weeks the managers recognised his capacity and promoted him to Category Manager.

”

“Kyzzy and the Team at the Work Towards Program were fantastic. They took the time to sit down with me and update my resume to suit the role they had in mind for me, helped organize and prepare for the interview, plus continue to offer great workshops to continue my development. They even followed-up to see how my interview went and how I was going once I started my new job (which I happened to get a promotion within the first 3 months). Thanks Kyzzy and Team!”

Libertad (Australia - Colombia)

”

“First, thanks so much for all your effort, being part of the program has been very good and helpful. As I said before I can't recommend enough the program, I wish I knew about the program when I arrived in Australia all those years back. Working with the Australian Electoral Commission was amazing, a beautiful experience who make me feel I am really part of Australia now. I am always working to find new jobs, new clients so I can keep growing as a business woman and entrepreneur.”

This Diverse Queensland Workforce project is proudly funded by the Queensland Government.



We make life better

ACTIVE LIVING . HEALTH & WELL-BEING . IN HOME SUPPORT

Home Care Worker Marija sharing a lovely moment with a CÜRA customer



CÜRA

The Aged Care Sector has been facing several challenges over the past few years with changing COVID regulations, the Royal Commission and nation-wide staff shortages. In the face of these changes, we have remained focussed first and foremost on the health and wellbeing of our customers, staff and community.

We would like to thank our staff again for their commitment to health & safety, their dedication to our customers and their flexibility over the last few years. It has not been easy, but we have a wonderful team that supports one another and works together to deliver innovative and customised services to our diverse customer base.

Over the last year we opened our new centre in North Lakes to provide a community space for our customers and a base for our team in the Moreton and Sunshine Coast regions. In the Gold Coast, we worked on connecting with more communities including Samoan and Indian groups to learn about their cultures and how we can better support their seniors.

CÜRA by the Numbers



665
Clients



33
Packages
upgraded to
a higher level



94,605
Hours of care
provided



23
Clients
transitioned from
CHSP to HCP

STAFF
VIDEO



CÜRA customers enjoying some games at our Gold Coast Wellness Centre



2023 and Beyond

The next few years are sure to bring with them much change, but we are confident we can continue to adapt our services to meet the needs of our customers and community. We are working on several projects to ensure we can grow sustainably into the future including the introduction of new software systems, customer journey mapping, and adjacent market positions. We would love to reach more people with our services and continue to be a central source of information, support and connection for community.

We'd like to acknowledge and thank our staff, board, members, volunteers, customers, community, fellow service providers and everyone in the community who supports our mission. Our connections are a pivotal part of our foundation and allow us to build a stronger network and help more people.



Meet Greet & Eat guests taking a look at our world map



Community coming together in the spirit of welcome in our Walk Together event





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