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MCCGC
MULTICULTURAL COMMUNITIES
COUNCIL GOLD COAST LTD

ANNUAL
2024-2025

Report



An aerial photograph of a coastline. On the left, turquoise waves with white foam crash onto a wide, light-colored pebbly beach. To the right of the beach, a steep, eroded cliff face is visible, covered in dry, golden-brown grass and shrubs. The cliff shows signs of weathering and erosion, with exposed soil and rock layers. The overall scene is captured from a high angle, looking down at the landscape.

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.



A Word From Our Chairperson

It has been a privilege to step into the role of Chairperson this year. Having served on the Board for three years, I have witnessed first hand the commitment, innovation, and heart that define Multicultural Communities Council Gold Coast (MCCGC). This organisation is not just a service provider—it is a movement built on inclusion, cultural connection, and community-led change.

I am honoured to follow in the footsteps of Lyn Dasey, whose decade of courageous leadership shaped MCCGC into the vibrant, values-driven organisation it is today. Her legacy of transformation and resilience laid the foundation for the growth we continue to build upon.

This year, our achievements have reflected the very essence of who we are. We celebrated community through events such as the Luminous in the Regions and the Multicultural Twilight Mixer, bringing together cultural leaders, volunteers, and families. The Multicultural Employment Expo connected job seekers with employers, reinforcing our commitment to economic inclusion.

These outcomes are possible because of the strength and collaboration across MCCGC. Each Director brings unique expertise in governance, law, finance, politics, and community engagement, ensuring our decisions are visionary yet grounded. Our Executive and Operational Leadership teams continue to demonstrate exceptional capability, leading with purpose through reform and complexity, and positioning MCCGC as a respected leader in the human services sector.

A highlight of the year was our Strategic Planning weekend in Kingscliff, where the Board, Executive, and Operational Leaders came together for reflection and forward planning. This reaffirmed our strategic direction and showcased the extraordinary depth of leadership within our organisation. MCCGC's leadership capability has never been stronger—a key reason we can look ahead with such confidence.

We are also navigating a period of significant regulatory reform across the human services sector. MCCGC has approached reform readiness with foresight and diligence—strengthening governance, investing in workforce development, and ensuring compliance frameworks enhance the quality of our services. Rather than simply adapting, we are shaping how reform translates into better outcomes for the people and communities we serve.

Our progress toward MCCGC's 2030 Strategic Plan remains strong, with milestones achieved in service innovation, leadership development, and digital transformation.

The Board remains focused on financial sustainability, ensuring every decision supports long-term strength and impact. We are proud of MCCGC's ongoing advocacy to ensure multicultural perspectives are represented in state and national policy discussions.

What stands out most is the heart of our people. Our staff, volunteers, and community members bring generosity and genuine care to all that they do. Their dedication reminds us that our greatest strength lies in our shared belief that everyone deserves to belong.

On behalf of the Board, I extend sincere thanks to our CEO, Executive Team, and all MCCGC employees and volunteers for their professionalism, compassion, and leadership. With strong governance, inclusive values, and visionary leadership, MCCGC is well placed to build a future where connection and belonging are lived experiences for all.

REBECCA PACEY
Chairperson

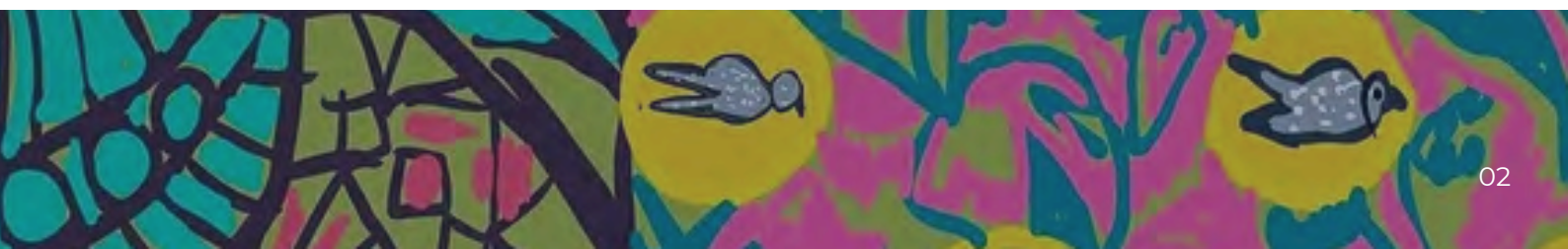


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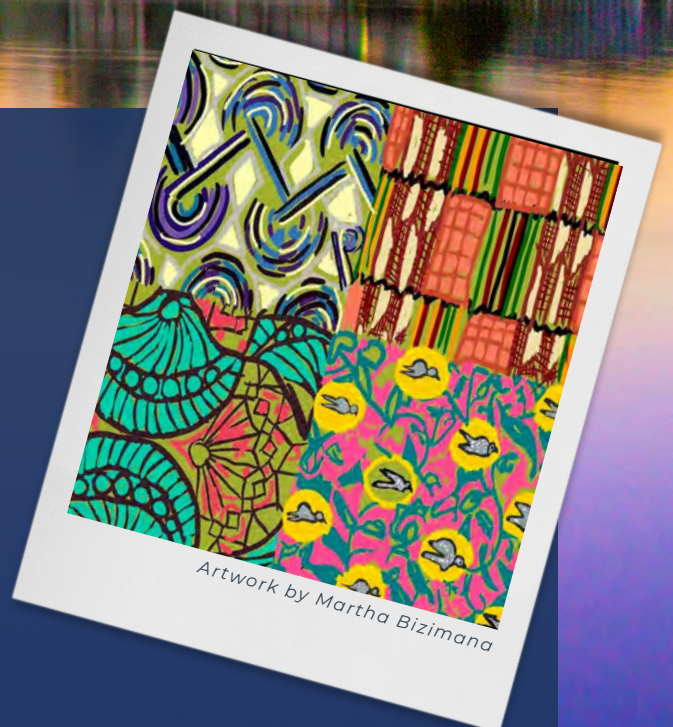
*"...May Australia be your safe heaven,
where your voice, accent, and culture are respected.
May all your wishes come true,
may you be cherished, and celebrated
for everything that makes you to be you..."*

Maria Nagy

Extract from a former
team member poem

Featured Artwork

As her final gift to MCCGC, our recently retired Chairperson, Lyn Dasey, generously entrusted us with a Martha Bizimana original. Featured at the FECCA 2024 conference, the artwork now graces our annual report, standing as a visual centrepiece and a vibrant tribute to our journey—honouring past leaders, celebrating the strength of our diverse communities, and inspiring a shared future built on connection, inclusion, and support. This piece reminds us that embracing history isn't about looking back, but carrying it forward.



Artwork by Martha Bizimana

Our Board



Rebecca Pacey – Chairperson

Rebecca has held senior executive roles in the Resources, IT, Professional Services, and Aged Care sectors. She has a diverse background in strategy, business transformation, and digitalisation through technology, with a great passion for people and culture. Rebecca is currently the Chief People & Transformation Officer at Infinite Care, a trusted national aged care provider. A strong advocate for diversity and inclusion, she ensures that culturally and linguistically diverse (CALD) interests are considered in all people-related decisions. Rebecca has worked in various countries across the Asia Pacific region, held global roles, and lived in several countries outside of Australia.



Leon Rebello – Director

Leon Rebello MP is the Federal Member for McPherson, representing the southern Gold Coast region. He serves as Deputy Chair of the Foreign Affairs and Aid subcommittee, and works closely with multicultural communities, schools, small businesses, and grassroots organisations. Before entering Parliament, Leon practised as a foreign investment lawyer at King & Wood Mallesons and served on the ministerial staff of former Foreign Minister Julie Bishop. He holds a combined degree in Law and International Relations and has studied in Australia, China, France, and the Netherlands. Leon is a strong advocate for young people and inclusive community outcomes.



Mercy Bosha – Director

Mercy is a Nurse Practitioner. She is passionate about innovation in healthcare, particularly in supporting nurse-led models of care. Throughout her career, Mercy has focused on advancing the role of Nurse Practitioners in improving patient outcomes and enhancing delivery of care. She thrives in finding creative solutions to complex healthcare challenges and advocating for change within the healthcare system. Outside of her professional work, Mercy is an avid traveller who enjoys exploring and engaging in new places, cultures, and experiences around the world. She believes travel broadens perspectives and provides invaluable insights that enrich her approach to healthcare.



Letitia Del Fabbro – Director

Letitia is a Registered Nurse with extensive experience as both a clinician and an educator. Currently a Lecturer in Nursing at Griffith University, she holds a range of qualifications, including a Bachelor of Nursing (BN), a Bachelor of Health Science (Honours, BHlthSc), a Graduate Diploma in Aboriginal Studies (GradDipA), and a Master of Public Health (MPH). Letitia is also a Fellow of the Public Health Association of Australia (FPHAA) and a Senior Fellow of the Higher Education Academy (SFHEA).



Ben Fry – Director

Ben holds a Bachelor of Information Technology from Griffith University and an Executive MBA from QUT. With over 20 years of experience in the IT sector, he specialises in Technical Management, Digital Transformation, and Web Technologies. Currently serving as IT Manager at Clarence Property Corporation, Ben oversees the company's IT infrastructure and leads its digital projects. Ben is passionate about leveraging technology to drive business transformation, and his career has spanned across Brisbane, Ireland, and the UK, bringing a global perspective to his work.



Dr Heba Mohtady Ali – Director

Dr Heba is an international professor, researcher, and award-winning novelist whose career bridges academia, literature, and community leadership. She holds two doctorates, including a PhD from Griffith University, as well as multiple qualifications in medicine and health from institutions in Egypt and the Netherlands. Her academic and research experience spans North African, Arab, European, American, and Australian institutions. A founder and chair of several professional and multicultural associations, Dr Heba continues to champion cultural exchange, women's empowerment, and social inclusion through her academic, literary, and community contributions.



Dr Mirela Malin – Director

Mirela is a Senior Lecturer in Finance at Griffith Business School, specialising in teaching Corporate Finance at both the undergraduate and postgraduate levels. She is fluent in Romanian and holds a Bachelor of Business, a Bachelor of International Finance (Honours), and a PhD from Griffith University. Her published research focuses on 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 Financial Services Institute of Australia (FINSIA). Mirela held the position of Deputy Director of the Griffith MBA and Director of Learning and Teaching in the Department of Accounting, Finance, and Economics at Griffith Business School.



Ainslie Anne Cunningham – Company Secretary

Ainslie is a Co-Founder and Director of the corporate governance consulting firm, 3YS Owls, and acts as company secretary for various companies in Australia. Ainslie is a former Non-Executive Director of the GIA Board and CGI National Council. She is a qualified company secretary and a Certified Practising Risk Manager, a Fellow of the Governance Institute of Australia (GIA) and Chartered Governance Institute (CGI), and is a Member of the Australian Institute of Company Directors and Risk Management Institute of Australasia. Ainslie has held various corporate governance, company secretarial, and risk management roles over the past 20 years with global ASX publicly listed companies, predominantly in the resources, retail, and financial services sectors.



Debra Kay Anderson – Company Secretary

Deb is a Co-Founder and Director of the corporate governance consulting firm, 3YS Owls, and serves as company secretary for various organisations across Australia. A qualified lawyer, she is admitted to practise in the Supreme Court of Queensland, the Federal Court, the High Court of Australia, and holds a principal practising certificate. Deb is also a qualified company secretary, a Fellow of both the Governance Institute of Australia and the Chartered Governance Institute, and a Member of the Australian Institute of Company Directors. She has served as company secretary for over 13 years across a range of ASX-listed and unlisted companies, predominantly in the financial services sector, and brings extensive experience from her work across a variety of board and governance committees. Deb has more than 15 years' experience as in-house corporate counsel for an ASX-listed financial services company.

With Gratitude to Our Board

We thank our Board for their enduring leadership, cultural wisdom, and strategic governance. Their lived experience and professional expertise guide our Executive Leadership Team and expanding organisation with integrity and vision. Through advocacy, oversight, and deep connection to the diverse communities we serve, they champion our growth and continued excellence in service. Their stewardship reflects the rich tapestry that is the Gold Coast—embracing all cultures, generations, and identities with respect and care. Together, they help us build a future where diversity is celebrated, all voices are uplifted, and every community thrives.



Our CEO's Report

Chief Executive Officer

Over the past year, MCCGC has strengthened its role as a strategic leader in multicultural community development, policy advocacy, and inclusive service delivery. This period has been defined by purposeful reform, meaningful engagement, and a clear focus on shaping systemic change while remaining deeply connected to community.

Governance improvements and their relationship to service excellence have remained a cornerstone of our strategic agenda. Through organisational committees, we've strengthened oversight and refined our operational priorities. These forums have enabled us to embed and leverage improvements across HR, training, and digital infrastructure, ensuring our systems are fit for purpose and future-ready. The inclusion of clinical indicators and feedback mechanisms in our reporting frameworks reflects our commitment to client-driven services, transparency, and continuous improvement.

Through intentional collaboration, our advocacy footprint has expanded significantly. We've contributed to national policy conversations with our national peak body, Federation of Ethnic Communities' Council of Australia (FECCA), proposing a multicultural pathway in aged care and supporting the adoption of the Anti-Racism Framework. These efforts are not just symbolic—they are strategic interventions aimed at reshaping how services are designed and delivered for the communities we support.

Operationally, MCCGC has demonstrated agility and innovation. We've navigated consortium tenders, executed strategic agreements, and collaborated on research initiatives with local and state universities. These partnerships have reinforced our reputation as a trusted collaborator and thought leader in the multicultural space.

As we look ahead, MCCGC is well-positioned to lead with clarity and purpose. The foundations laid over the past 12 months—governance improvements, policy influence, operational agility, and community trust—provide a strong platform for the next phase of impact. Our focus remains on shaping inclusive systems, amplifying diverse voices, and delivering outcomes that matter.

In closing, I would like to express my sincere gratitude to the teams that delivered on the promise of leading respectfully and inclusively through times of significant change. To our frontline workers who deliver vital services, we express our respect and thanks for your kindness, commitment, passion, and endurance.

Finally, we extend our thanks to our Board of Directors of MCCGC for their leadership, wisdom, and commitment to our work. To my Executive Leadership team, I am deeply grateful for the courage, strength, clarity, and selflessness you've shown throughout the year. Your ability to navigate complexity with integrity and purpose continues to drive our vision forward.

Shane

SHANE KLINTWORTH

Chief Executive Officer (CEO)

Our Why

The Peak Body for Multiculturalism

As the peak body for multiculturalism on the Gold Coast, MCCGC elevates the voices, experiences, and aspirations of our diverse communities. Our purpose is rooted in advocacy, connection, and representation, ensuring that multicultural perspectives are not only heard but actively shape the future of our region.

Over the past 12 months, we've championed change at local, state, and federal levels through active participation in committees and panels. We've deepened our ties with First Nations communities through Yugambah Regional Aboriginal Corporation Alliance (YRACA), honouring Country and fostering respectful collaboration.

We've built strong partnerships with leading organisations like SBS Australia, AFL Queensland, and Surf Life Saving Queensland to amplify multicultural stories and ensure our communities are visible, valued, and included.

From youth engagement pathways to aged care reform, we've advocated for CALD communities to be represented across all stages of life.

Our Why is Simple: We're here to be the bridge between our communities and the people who need to hear them, that is, governments, stakeholders, and decision-makers. The Gold Coast is home to extraordinary cultural and linguistic diversity, and we've been entrusted to carry and honour that story. Our role is to listen, to share, and to ensure that every voice has a place at the table. Because at the end of the day, we believe in a Gold Coast where culture is celebrated, voices are heard, and everyone has the opportunity to thrive.

Mission, Vision & Values

At the heart of our organisation lies a deep commitment to people, purpose, and place. Our Mission, Vision, and Values are more than guiding principles; they are a living expression of who we are, what we stand for, and how we serve. Together, they shape our path forward, inspiring action, nurturing a sense of belonging, and driving positive change for today and for generations to come.

Mission

Facilitate opportunities for people to thrive by promoting health & wellbeing, embracing diversity & creating connections.

Vision

A fair & inclusive society where people feel they belong.

Values

Unity
Compassion
Integrity
Respect
Joie de vivre



Our Executive Leadership Team

MCCGC's Executive Leadership Team continues to be a driving force behind the organisation's growth and resilience. Known for their steady leadership and deep understanding of community needs, they foster a culture of collaboration, integrity, and innovation. Their strategic direction ensures MCCGC remains responsive to change while staying grounded in its values.

Across the organisation, their reputation for transparency and inclusive decision-making has strengthened stakeholder trust and staff engagement. Through their guidance, MCCGC has navigated challenges and embraced opportunities, positioning the organisation for long-term impact and sustainability.



Shane Klintworth
Chief Executive Officer



Jessica McAdam
Chief Operating Officer



Goran Avramovic
Chief Financial Officer



Stuart McFarlane
Head of Digital



Emily Clauss
Head of Business &
Stakeholder Development



Steve Budd
Human Resources Manager



Our Organisation

Leading With Purpose, Uniting for Impact

MCCGC stands as the corporate parent and champion of multicultural advocacy, bringing together the strengths, expertise, and passion of our two distinct brands: MCCGC Community Programs and Cura Aged Care. As the peak body for multiculturalism on the Gold Coast, we provide the strategic vision, community partnership, and direction that enables our work to be coordinated, far-reaching, and deeply impactful—with community wellbeing always at the heart.

By aligning our efforts, we are not only responding to the needs of our richly diverse communities but also anticipating them. Together, our brands create an environment where culture is celebrated, inclusion is instinctive, and opportunity is woven into every pathway.

From grassroots community engagement to specialised aged and disability care, we lead with the belief that every individual—regardless of age, cultural heritage, or life story—deserves dignity, connection, and a true sense of belonging. In doing so, we continue to shape a future where diversity is not only embraced, but recognised as the foundation of a stronger, more united Gold Coast.



Community Programs

MCCGC's Community Programs team creates connections and provides vital support to enhance empowerment across our culturally diverse Gold Coast communities. Our team plays an essential role in offering comprehensive services to these communities, including support for refugee and migrant settlement, disability services, high-needs senior support, community development, training, and employment.

We provide cultural support, empower individuals through capacity-building initiatives, advocate for client rights, and strengthen community bonds.

Cura Aged Care

Cura Aged Care is dedicated to enhancing the quality of life for seniors in the Tweed, Gold, and Sunshine Coasts, Northern NSW and Moreton regions. Our approach prioritises dignity, respect, and personalised support, offering a range of services that address the physical, emotional, and social needs of our diverse seniors.

We empower our clients to age with grace and maintain their independence at home while building connections within their communities. Our team delivers high-quality care tailored to each individual's unique circumstances and cultural backgrounds.

Corporate Statistics



MCGC
Members

126

Over **40 years** of enriching multicultural communities across the Gold Coast.



Nationalities
Supported

65

Advocating for unity & celebrating diversity through **67** vibrant cultural events.



People
Supported

4,499



Social Media
Community

10,876



Languages
Spoken by
our Team

43

Engaged
Newsletter
Reach

5,743

Access to over **500** community leaders & **181,800** Gold Coast residents from multicultural backgrounds.



Our Year in Review

In 2025, MCCGC strengthened its role as the region's peak body for multiculturalism, advocating for unity, supporting vulnerable communities, and fostering wellbeing, connection, and inclusion. We engaged 126 active Members, reached 500+ community leaders and 181,800 multicultural residents, and supported 4,014 clients in 43 languages representing 65 nations. Our digital community grew to 10,876 followers, and we hosted 67 cultural events and/or workshops, each celebrating diversity and strengthening community bonds.



RUOK Day 2025



Welcome **Our New Chairperson**



We are delighted and honoured to welcome Rebecca Pacey as the new Chairperson of MCCGC. Rebecca has been a valued member of our Board for the past three years, offering thoughtful guidance and strategic support across aged care and human resources. Her appointment reflects the unanimous confidence of our Board and members in her continued leadership and vision.

With a strong background in aged care and a deep understanding of people and the importance of culture, Rebecca brings a unique blend of compassion, innovation, and global perspective to her role. As Executive Director of People & Corporate Services at Infinite Care, she is a passionate advocate for diversity and inclusion.

Rebecca's experience spans multiple countries in the Asia Pacific region as well as a range of global leadership roles, enriching her approach with cross-cultural insight and a contemporary mindset.

Since stepping into the role of Chairperson, Rebecca has already contributed to enhancing strategic priorities and guiding us toward sustainable growth at scale.

Rebecca's commitment to engagement, her lived experience, and inclusive leadership style continues to energise our Board and entire organisation. We look forward to the journey ahead under Rebecca's careful stewardship, confident that her passion and strategic acumen will help MCCGC thrive in service of our diverse communities.

Chairperson's Award

We're proud to recognise the people whose dedication uplifts our entire community. This year, the Chairperson's Award was presented to someone whose impact has been felt across every corner of our organisation: Jay Leung.

From day one, Jay has brought heart, skill, and an unwavering commitment to his work. Whether coordinating emergency food relief with Serving Our People, supporting colleagues, or building authentic connections with our MCCGC clients, Jay's efforts have made a lasting difference. His empathy, integrity, and hands-on approach reflect the values we hold dear—always putting people first, leading with the heart, and ensuring no one is left behind.

Jay's endless positivity and generosity make him an inspiration to everyone he connects with at MCCGC. This award is a heartfelt recognition of his outstanding effort and a celebration of the difference he continues to make every day.



Jay Leung

DISABILITY SUPPORT &
WELLBEING COORDINATOR

Strategic Plan 2030

Our Way to Sustainable Growth & Positive Impact

Be recognised as the leading multicultural organisation on the Gold Coast.

Grow our impact by expanding the services we offer.

Deliver organisational sustainability.



Deliver service excellence to achieve better outcomes.

Evolve our skilled, engaged & connected workforce.

These objectives guide us to achieve excellence, sustainability & a lasting legacy for our community.

Key Result Areas

People

We take a proactive, values-driven approach to all aspects of our people experience to create an environment where our people thrive.

Performance

Our positive workplace culture balances performance and wellbeing to achieve great outcomes for our clients and community alike, as we continually seek out new ways to enhance our performance.

Growth

We are committed to the mindset, behaviours, governance, and leadership practices that deliver our mission and an enduring legacy. We are flexible and adaptive in our growth ambitions.

Key Initiatives

Our Plan of Action to Achieve Our Objectives

- Continually improve the MCCGC Workforce Development Strategy & Employee Value Proposition
- Establish & continually improve the MCCGC Model of Practice
- Continually enhance the MCCGC Stakeholder Engagement Strategy
- Leverage Digital Platforms to support our clients & our people
- Pursue strategically prioritised growth across Cura Aged Care, Community & Client Services and MCCGC Corporate

Our Committees

The People That Guide Us

At MCCGC, we believe leadership should be shared, and that our strength lies in the voices that shape us. Our guiding committees are more than governance bodies; they drive growth, uphold integrity, and champion cultural respect. Alongside our Risk Committee, Client Advisory Body, and Digital Committee, we've expanded to include people-facing groups that elevate engagement, inclusion, and operational excellence.

Work Force Advisory Group

This internal committee brings together team members to discuss the cultural, wellbeing, and inclusion needs of our workforce. Working closely with the RAP Committee, the group ensures cultural considerations are embedded across our brands. As a workforce-led consultancy, it provides valuable insights to our executive leadership.

Work, Health & Safety (WHS) Committee

Established in 2025, the WHS Committee brings together a diverse cross-section of staff to build open dialogue and shared responsibility. Through quarterly meetings and active collaboration, the committee has cultivated a culture of safety, transparency, and continuous improvement. Members contribute insights from varied experiences, helping to identify risks, strengthen workplace practices, and ensure our workplace remains safe, supportive, and responsive.

Reconciliation Action Plan (RAP) Committee

Our RAP Committee leads meaningful initiatives to increase awareness of Aboriginal and Torres Strait Islander cultures, history, and leadership across our organisation. Highlights include our NAIDOC celebration, where representatives from the Yugambah Regional Aboriginal Corporation Alliance (YRACA) shared powerful stories and cultural knowledge with staff, volunteers, and student placements—deepening our collective commitment to respect, learning, and connection.

Quality Care Advisory Body (QCAB)

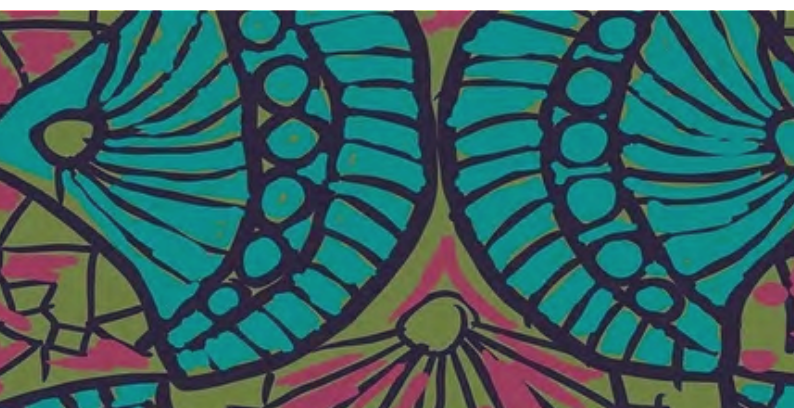
The Quality Care Advisory Body supports the organisation in maintaining a strong focus on continuous improvement across service delivery and care. The committee provides independent, objective advice to our governing bodies, aligned with national aged care standards and best practice. Through incident management reviews and quality reporting, the committee helps identify areas for improvement and ensures our services remain high-quality, responsive, and compliant.

Youth Advisory Group (YAG)

YAG brings together young people from culturally diverse backgrounds to lead advocacy, skill-building, and community engagement. YAG members contribute to national conversations through UN Youth Australia's 'Listening Tour' and lead local initiatives focused on wellbeing, cultural inclusion, and youth empowerment. Their monthly meetings and outreach reflect MCCGC's commitment to amplifying multicultural youth voices and supporting the next generation of changemakers.



MCCGC – Youth Advisory Group (YAG)





Leading With Culture

This year's NAIDOC Week theme, 'Next Generation: Strength, Vision & Legacy', invited us to reflect on the legacy we're building, one shaped by respect, inclusion, and shared leadership.

At MCCGC, reconciliation is not a side initiative; it is embedded in how we work, listen, and lead. Through our strengthened Reconciliation Action Plan and deepening partnership with the Yugambah Regional Aboriginal Corporation Alliance (YRACA), we're creating spaces where Aboriginal and Torres Strait Islander voices are not only heard but actively shape our direction.



Honouring Country

We began our NAIDOC Week celebration with a powerful Welcome to Country from Uncle John Graham, whose words reminded us of the deep connections between land, culture, and community. Local First Nations leaders then guided us through a talk on artefacts and then a smoking ceremony; moments that invited reflection, learning, and respect.

The afternoon weaving and art workshop created space to sit together, yarn, and share. These quiet, creative moments are a reminder of the strength found in cultural exchange and connection.

Etched with lineage & life journeys, this kangaroo skin artwork—shared during our NAIDOC celebrations—honours tradition, warmth & cultural significance.



Financial Report

GORAN AVRAMOVIC
Chief Financial Officer (CFO)



Financial Strength With Heart

Annual Report

As we present our Annual Report for the 2024-2025 financial year, it is clear that Australia continues to grapple with past inflation rates and ongoing financial pressures. In response to these external challenges, our organisation has undertaken significant steps to adapt, ensuring we remain resilient and well-prepared for substantial changes on the horizon within the Aged Care sector. During this period of transition, our commitment to supporting our communities has remained steadfast, and we have focused on building a stronger foundation to meet emerging needs.

Operations

Despite a challenging economic environment, MCCGC has maintained strong and stable operations. We have proactively diversified our income streams, which has enabled us to offer enhanced support to the communities we serve. Our team has demonstrated both adaptability and

resolve, navigating uncertainties with a confident outlook that is grounded in our secure financial position. This approach has allowed us to continually deliver high-quality support and uphold our standards of service.

Revenue

During the 2024-2025 financial year, MCCGC achieved total revenue of \$14.3 million, representing a 4.9% increase compared to the previous year. Our primary source of revenue continues to be aged care services, with a particular focus on Home Care Packages (HCP) and the Commonwealth Home Support Program (CHSP). In addition to these core services, we successfully secured further funding for programs supporting CALD communities. These programs include CAMS, OPAP, PHN initiatives, NDIS Access, and the Humanitarian Settlement Program, all contributing to a broader impact within our community.

Expenditure

Our total expenditure for the 2024-2025 period was well controlled, amounting to \$14.0 million—a 4.7% decrease compared to the previous year. Most notably, salaries and wages made up \$9.7 million of this total, reflecting a reduction of \$0.8 million from the prior year. This decrease is a direct outcome of our ongoing investment in efficiency strategies. We have also continued to allocate resources toward upgrading our digital systems and enhancing our team's expertise, prioritising the development of compliant and secure information systems to support our operations.

Financial Position

At the close of the 2024-2025 financial year, MCCGC recorded a surplus of \$0.25 million, resulting in a net position of \$6.3 million. Our assets are valued at \$9.4 million, with \$5.1 million held in cash and cash equivalents, providing us with strong liquidity. Total liabilities rose slightly to \$3.1 million, primarily attributable to funds received in advance and the timing of payables. This prudent management of assets and liabilities ensures that MCCGC remains in a robust financial position, capable of meeting future challenges and continuing to deliver a high standard of services to our stakeholders.



Empowering Teams, Enriching Culture

This year has been one of meaningful growth, strengthened connection, and renewed purpose for the Human Resources Department. We're proud to reflect on a period shaped by several strategic appointments, expanded development opportunities, and a deep commitment to our people.

Our team welcomed a new Learning & Development Lead, and HR Officer, with each bringing fresh insight and capability to support our evolving organisation. With over 70 new team members joining us, our enhanced onboarding process ensured every individual felt genuinely welcomed and supported from day one.

Leadership development remained a key focus for our organisation. New training programs empowered our managers to lead with empathy, confidence, and agility. We also celebrated 12 internal promotions, recognising the talent and dedication within our team and reinforcing our commitment to growing from within.

Our HR team remains dedicated to enhancing wellbeing and strengthening our vibrant workplace culture—values that continue to guide our everyday practice. From Potluck lunches and Aged Care Employee Day to Diwali celebrations and the launch of our Run Club, we fostered an inclusive environment that nurtures connection and belonging.

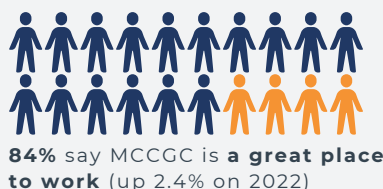
Diversity continues to be a source of pride for our team. With staff representing all corners of the globe—including Colombia, Japan, China, Brazil, and the Philippines—our organisation is enriched by the perspectives and lived experiences of our global workforce, and this diversity fuels our creativity, resilience, and collective success. As we look ahead, we remain committed to nurturing a workplace where every voice is valued and every person can thrive.

Employment Engagement Survey Snapshot

At MCCGC, our people are at the centre of everything we do. The 2025 Engagement Survey highlights an inclusive workplace where staff feel valued, supported, and motivated to grow. With a strong 60% response rate, the survey provides clear direction for our future, including a 16.8% increase in trust in executive management.

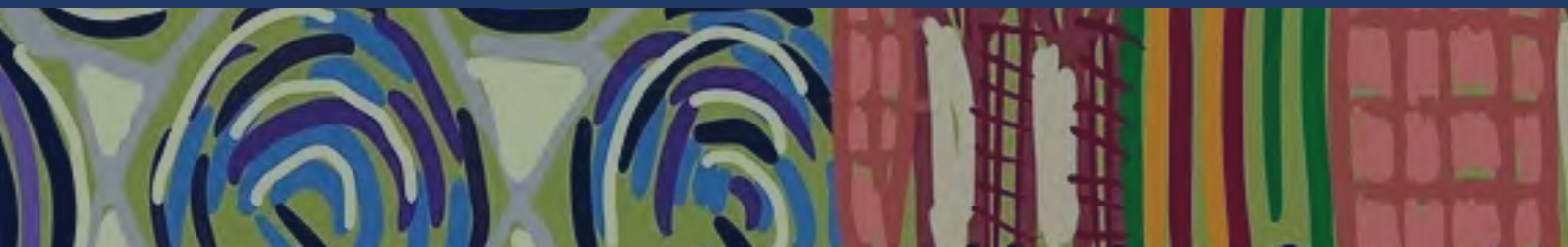
Retention remains strong, supported by benefits such as flexible work, salary packaging, and learning opportunities. Moving forward, we'll continue to strengthen leadership development, recognition, and staff engagement to ensure MCCGC remains a great place to work.

Top strengths:



Annual Multicultural Twilight Mixer

Our annual Multicultural Twilight Mixer, one of MCCGC's five flagship events, was a spectacular celebration of community, connection, and achievement. Bringing together over 400 attendees, including community leaders, MCCGC members, political representatives, and our dynamic community, the night was a true showcase of the incredible people and groups we support. The evening celebrated the past year's many milestones, honoured those who made them possible, and highlighted the rich tapestry of cultures that make our community so vibrant.



Stakeholder Development

In 2024–25, MCCGC strengthened its role as the peak body for multicultural communities on the Gold Coast through expanded partnerships, increased memberships, and deeper engagement across government, community, and national platforms.

Our media partnership with SBS Australia significantly elevated our profile. SBS's involvement in our 'Meet, Greet & Eat' event promoted multilingual access ahead of the Federal Election, their live broadcast from the Multicultural Employment Expo drew national attention, and their sponsorship of our 'Luminous in the Regions' helped establish it as a cornerstone cultural celebration on the Gold Coast.

MCCGC's presence at major forums, including moderating a panel at the FECCA Conference, reinforced our position of leadership in inclusive communication. Locally, our participation in civic discussions and cultural events strengthened our organisation's reputation as a connector and advocate for the people.

Government engagement deepened, with ministers and MPs attending events and increasingly seeking MCCGC's advice on community issues—a reflection of the trust and credibility we've built.

Memberships grew by over 50 new members, expanding regional representation. Quarterly briefings and formal inductions provided consistent opportunities for connection, the sharing of knowledge, and collective advocacy.

This year truly underscored the strength of collaboration. Through the support of corporate partners, community leaders, and elected representatives, MCCGC deepened engagement at both the local and national levels, amplifying our collective voice. Collaboration remains at the heart of our mission; driving inclusion, visibility, and meaningful change across the region.



EMILY CLAUSS

Head of Business & Stakeholder Development



Welcoming Minister for Multiculturalism



FECCA Conference



Multicultural Community Reception 2025



MCCGC Employment Expo



Ageing Australia Summit



Gold Coast Mosque Opening



MCCGC Employment Expo



Compliance & Accreditation

Throughout the past year, MCCGC has diligently worked across all levels of the organisation to ensure that programs and services consistently meet the requirements set out in funding agreements, industry standards, as well as legislative and accreditation frameworks.

The Quality and Human Resources teams have collaborated with Senior Managers to develop a robust learning and development strategy, carefully designed to address sector-wide changes in areas such as aged care and disability. This ongoing commitment ensures that MCCGC's services and supports not only meet but proactively align with the governing standards of its programs.



In collaboration with the Board, Executive Leadership Team, and Operational Leadership Team, MCCGC has further reinforced its Continuous Quality Improvement initiatives. By encouraging collaboration, minimising duplication, and implementing software solutions for policy development and document management, the organisation has strengthened its governance structures and expanded its organisational knowledge base. These measures have made a significant contribution to enhancing the organisation's capacity for effective governance and overall service excellence.

MCCGC maintains its services in accordance with accreditation requirements, as reflected by its ongoing status as a registered provider of aged care and NDIS services. This registration enables the organisation to also apply for grants that correspond with the Human Services Quality Framework and ensures consistency, public confidence, and safeguards for our clients.

Improvements in service delivery are reflected through analyses of incident trends, client complaints and compliments, findings from both internal and external audits, client engagement survey results, and assessments of service and initiative outcomes. MCCGC's response to Ex-Cyclone Alfred serves as a strong example of adherence to accreditation standards, providing staff and clients with a positive experience and effective support during a natural disaster.



Empowering Communities

Employment Expo Earns Safer Suburbs Nomination



MCCGC is honoured to be recognised for its ongoing commitment to community safety and inclusion through the nomination of the Multicultural Employment Expo for the 2025 Safer Suburbs Award, presented by the City of Gold Coast. Held biennially, the Safer Suburbs Awards celebrate individuals and organisations who make meaningful contributions to safer, more deeply connected communities.

Now in its second year, our Multicultural Employment Expo has grown to become a foundational regional initiative, welcoming over 1,500 attendees and supported by strategic partnerships with Workforce Australia, the Queensland Government, and a range of local stakeholders. The Expo provides a vital platform for CALD job seekers to connect with employers, training providers, and support services - helping to reduce barriers to employment and foster long-term social and economic resilience.

The nomination in the Project category reflects the Expo's dual impact: as a workforce development initiative and a proactive community safety strategy. MCCGC proudly acknowledges the dedication of its partners, volunteers, and staff whose collaboration has been instrumental in the Expo's success as well as its broader mission to empower individuals, celebrate diversity, and strengthen communities.



Technology Update

Leveraging our Systems: Driving Integration & Competency

Over the past year, we have made significant strides in leveraging our digital systems to enhance operational efficiency, data integrity, and workforce capability. Central to this progress has been our commitment to information system integration, which continues to streamline workflows, reduce duplication, and improve data accessibility across departments. By aligning platforms and consolidating data sources, we've enabled smarter decision-making and more agile responses to emerging needs.

A key enabler of this transformation has been the introduction of the Digital Navigator role. This strategic initiative has increased digital competency across the organisation, providing tailored support and guidance to teams navigating new technologies and digital processes. The Digital Navigator has become a trusted resource, helping staff build confidence, adopt best practices, and maximise the value of our digital tools.

Digital Defence: Building a Safer, Smarter Organisation

In parallel, we have continued to strengthen and fine-tune our cybersecurity defence mechanisms, with a particular focus on emerging technologies such as artificial intelligence. Our cybersecurity framework has been enhanced to proactively detect threats, safeguard sensitive information, and ensure compliance with evolving standards. AI-driven monitoring and response capabilities have added a new layer of intelligence to our defence systems, allowing us to respond to risks with greater speed and precision.

Together, these initiatives reflect our ongoing commitment to digital excellence. By integrating systems, empowering our staff, and fortifying our defences, we are building a resilient, adaptive, and future-ready organisation; one that is well-equipped to thrive in an increasingly complex digital environment.



STUART MCFARLANE
Head of Digital





A Word From our COO

Chief Operating Officer

This year has been defined by purposeful efforts to build on last year's investments in our workforce and community relationships. With a clear focus on wellbeing, inclusive practice, and celebrating our organisation's rich diversity, we've embedded these priorities across all areas of our work. Our team's dedication ensures consistently high-quality services, guided by compassion and evidence-based practice, and a commitment to continuous improvement.

This commitment is reflected in the growing number of invitations we've received to contribute to research, panels, advisory roles, and speaking engagements at national, state, and regional events. These opportunities have strengthened our leadership position and allowed us to showcase our culturally informed models, which are now being formalised as benchmarks for excellence.

We take immense pride in the progress made toward our ambitious goals, made possible by our remarkable team. Through a values-driven approach, we honour our role in the community, recognising that the strength and diversity of our people amplifies our impact. Their ongoing dedication ensures our communities are the true beneficiaries of our work.

As we continue to grow, we remain focused on deepening our partnerships and expanding our reach. We are actively exploring new collaborations that align with our mission and values, ensuring that our work remains responsive and relevant. These strategic connections will help us amplify our impact and foster innovation across the sector.

We're deeply grateful for the opportunities we've had and approach each new challenge with humility and a commitment to our core values. Our openness to learning and improvement keeps us accountable and inspired by the voices of those we serve. Looking ahead, we remain optimistic and thankful to all who trust us with their support needs. Your confidence fuels our passion and purpose, and we reaffirm our commitment to serve with empathy, integrity, and excellence.

Jessica

JESSICA MCADAM

Chief Operating Officer (COO)



Community Programs Overview

Under the corporate umbrella of MCCGC, our diverse portfolio of Community Programs continues to evolve in response to the needs of the Gold Coast region and beyond. With a deep commitment to inclusion and wellbeing, MCCGC is proudly shaping a more empowered and culturally connected community. From mental health and aged care to settlement and community development, as well as employment, our initiatives are designed not only to deliver essential services but to foster dignity, a sense of belonging, and increased opportunity for individuals and families from all walks of life.

As our organisation continues to grow, our vision remains clear: to be a trusted leader in multicultural support, community engagement, and inclusive delivery of service —shaping a future where every person, regardless of their background, feels understood, supported, and empowered.



"I'm truly grateful for the support I've received from MCCGC through the NDIS Support Coordination services and the Community Pathway Connector program. Their help made a big difference for me and my son during one of the toughest times in our lives."

~ Jay

Snapshot of 2025



This year, our Community Programs team proudly celebrated continued growth and impact across the Gold Coast. With another year of dedicated service, we supported over 3,300 clients and participants—a significant increase from 1,250 in 2024—reflecting our expanding multicultural reach and deepened community trust.

Alongside our unique and culturally sensitive programs, we hosted or supported 67 community events, including our youth celebration 'Thread Count: Global', the ultimate multicultural prom night, which welcomed over 200 attendees. These milestones highlight our ongoing commitment to inclusion, connection and culturally responsive care.

41

Number of employees

3,315

Number of people supported

42

Years of service

155

English class participants

346

Number of youth supported

67

Number of events hosted or supported

3

New programs

Our Community Partners

Together, Building a More Inclusive & Resilient Community

We are deeply grateful to our extensive and ever-growing network of partners, including local organisations, cultural leaders, service providers, and volunteers, who have each helped to shape our impact this past year. These partners include, but are certainly not limited to:



Community Programs



MCCGC's Community Programs empower the Gold Coast's diverse communities to thrive through tailored support in health and community engagement. We build welcoming communities by supporting multicultural leaders, assisting new arrivals in finding both independence and connection, and equipping individuals with skills and pathways to meaningful work. Together, these programs ensure everyone has the opportunity to belong, contribute, and grow.

Settlement

Settlement Services supported 431 newly arrived individuals through the Humanitarian Settlement Program (HSP) and Settlement Engagement and Transition Services (SETS), providing assistance with housing, education, employment, English language tuition, and orientation to Australian systems and values. Partnerships with local organisations enabled access to food relief, domestic violence support, and community participation and integration. The Generations Program, school outreach, and holiday activities programs fostered intergenerational connection as well as youth advocacy. A co-location with QPASTT provided trauma-informed mental health support, while staff engaged with national networks to further develop their professional capacity.

Community Development

Throughout the year, our Community Development program strengthened the Southern Gold Coast's social fabric by connecting various multicultural communities with vital services. Partnering with over 180 groups, we promoted inclusion through advocacy, resources, and support, while actively engaging in networks such as the Multicultural Mental Health Network, Refugee Health Network, and Gold Coast Disaster and Emergency Management Network. Highlights included our Multicultural Employment Expo as well as participation in major cultural events such as Holi Festival, Waitangi Day, and Filipino Friendship Day. Our coordinated response to Ex-Cyclone Alfred supported over 40 clients in a single day and convened over 225 community leaders to enhance regional resilience.

Employment & Training

This year, MCCGC supported over 570 participants with tailored employment and training programs, including 'Train 2 Care' Certificate III in Individual Support, workshops, and English Classes. Our workshops focused on workplace English, resume preparation, and migration support, where participants gained both confidence and job readiness.

Our Multicultural Employment Expo was a standout success, connecting over 1,000 job seekers with 50+ employers and highlighting opportunities in high-demand industries. These initiatives continue to foster inclusion, resilience, and meaningful employment across the communities we support.



• • • ➤ **Up to 80% Employment Rate!**



Connection, Compassion & Culturally Safe Support

At MCCGC, we see health as holistic, encompassing connection, inclusion, and wellbeing. Our Health and Wellbeing services work to support individuals who are vulnerable, living with disability, or experiencing mental health challenges. We recognise that wellbeing is shaped by personal experience, cultural identity, language, and community connection. Our approach is non-clinical, trauma-informed, culturally safe, grounded in understanding, and delivered with compassion. Whether an individual is seeking emotional support, practical advice, or help navigating Australia's health and social systems, our team offers empathetic and respectful care that honours their story and celebrates their distinctive strengths.

In 2025, we supported over 788 individuals with personalised guidance in mental health, disability support, and aged care navigation, empowering people from diverse backgrounds to access services safely, confidently, and in their own language.

Our Year of Health & Wellbeing

Community Pathway Connector

Funded by Gold Coast PHN, our Community Pathway Connector (CPC) Program supported 457 individuals in 2025 with culturally safe, non-clinical psychosocial care. Designed for those facing mild mental health concerns or uncertainty, CPC offers 3-6 months of personalised advocacy & system navigation. Through one-on-one and group sessions, participants accessed support for housing, employment, financial wellbeing, cultural connection and safety.

NDIS – Support Coordination

In 2025, our Support Coordination team guided 31 participants living with disability through their NDIS journey, providing native-language support, personalised service navigation and confidence-building. We helped individuals understand their plans, connect with services that meet daily needs, foster independence and make informed choices that align with their personal goals and cultural values.

Culture In Mind (CIM)

Launched in July 2025, CIM is a new initiative developed in partnership with World Wellness Group and funded by Queensland Health. This free service provides culturally responsive psychosocial support to multicultural adults on the Gold Coast facing complex mental health challenges. Participants receive high-intensity, wraparound care, including peer support, practical assistance, and services that honour cultural identity and build resilience.

Care Finder

Launched in 2023 and funded by Gold Coast PHN, our Care Finder program supported 300 vulnerable older people in 2025, helping them to navigate the aged care system with clarity and dignity. Designed for seniors facing barriers such as language, isolation, or limited access, the program offers free and personalised guidance to build trust with service providers and connect individuals to essential support services.

Program Spotlight

Care Finders: Guiding Vulnerable Seniors

At MCCGC, we believe every person deserves to feel supported, valued, and connected as they navigate life's later chapters. Through the Care Finder program, we walk alongside vulnerable seniors who need extra support to access aged care and community services—meeting them in person, listening with empathy, and guiding them through their options in a way that promotes dignity and respect.

This year, our Care Finder team proudly supported 300 seniors from diverse cultural backgrounds, including individuals from Latin America, Asia, Africa, Europe, Australia, and New Zealand. Each story is unique yet united by a common thread: a journey towards greater confidence, stronger connections, and improved wellbeing.

Our impact has been felt in many ways throughout the year, with our team providing support that has helped to:

Empower Choice – enabling older people to feel less isolated and more confident when making decisions about their care.

Build Trust – bridging gaps with service providers through compassionate and culturally responsive support.

Strengthen Communities – collaborating with referral partners and engaging in aged care networks to create seamless pathways of care.

Restore Dignity – partnering with community organisations to source household essentials such as fridges, washing machines, and furniture, turning houses into homes.

Share Knowledge – hosting bi-monthly Care Finder Collaborative meetings to connect, learn, and grow alongside like-minded organisations.

Every connection made, every barrier removed, and every smile restored has been a reminder of why this program matters. Our Care Finder team is more than an essential service—they are a lifeline, ensuring older people on the Gold Coast are never left to navigate the aged care system alone.

Some Highlights for 2025:

- Supported over 300 vulnerable seniors.
- Connected with partners across Gold Coast Suicide Prevention, Gold Coast PHN, ADA Australia, Relationships Australia & more.
- Actively participated in a range of community events, including 'Dying To Know' and other key initiatives.
- Engaged in Care Finder Collaborative meetings, enhancing support for care partners working with seniors.

Who we assist:

- People aged 65+ (50+ for Aboriginal & Torres Strait Islander peoples).
- Those living alone, with limited support, or in unsafe circumstances.
- Individuals with language or literacy barriers.
- People needing help to navigate My Aged Care or access services.



Care Finder Team - Senior's Morning Tea

phn
GOLD COAST

An Australian Government Initiative

Proudly funded by
phn Gold Coast



Filipe & Marcos: Rebuilding Life With Strength & Support

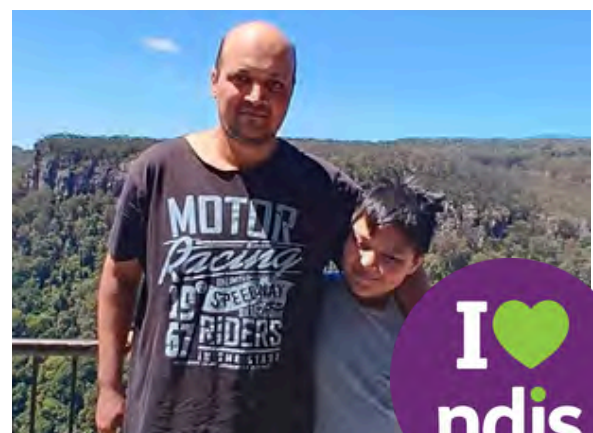
When Filipe first connected with MCCGC's Community Pathway Connector (CPC) program, he was facing an overwhelming journey ahead. After experiencing a traumatic brain injury and the sudden loss of his spouse, Filipe found himself navigating life as the sole parent of his 9-year-old son, Marcos, while managing challenges with mobility, memory, and emotional wellbeing.

Through the CPC program, Filipe and Marcos received tailored support, including help with daily routines, emotional guidance, and opportunities to engage with their community. MCCGC's NDIS Support Coordination service ensured Filipe accessed the right supports to rebuild his life and work towards his personal goals.

With consistent support, Filipe now receives physiotherapy, occupational therapy, and psychological care, which have been crucial to his regaining strength, confidence, and independence. Filipe's physiotherapy has already led to significant improvements in his mobility and balance, enabling him to move with more freedom and begin to envision a return to his work as a Baker.

Support workers assist with transport and daily activities, helping Filipe feel connected and less isolated from his community. He is now exploring driver re-training and workplace re-entry programs, taking meaningful steps toward reclaiming independence and stability for himself and Marcos.

Filipe and Marcos' journey is a testament to resilience, the power of community, and the transformative potential of receiving the right support. With MCCGC walking alongside them, Filipe and Marcos are moving towards a future filled with confidence, connection, and the promise of new possibilities.





Our Amazing Volunteers – The Power to Inspire

MCCGC's volunteer program continued to flourish in 2025. We proudly received 155 volunteer enquiries, with 55 individuals completing induction and compliance to join our vibrant team. Throughout the year, 35 volunteers remained actively engaged, with 15 contributing weekly across diverse service areas—from corporate services to aged care, as well as youth programs, English classes, reception, and vital contributions to our many events.

Our volunteers brought energy, empathy, and cultural richness to every corner of the organisation. They are the smiling faces at flagship events, the helping hands behind the scenes, and the heart of our outreach across the Gold Coast. To further support and empower them, we hosted two dedicated training sessions that fostered skill development, shared peer-led insights, and built a strong sense of community and purpose.

Their generosity and spirit continue to uplift our clients, our teams, and our mission. We are deeply grateful for their contributions and look forward to expanding volunteer engagement in the year ahead.



Initiative Spotlight: A Helping Hand



In partnership with Serving Our People (SOP), our Community Pathway Connector team launched a food bank in September 2023 to support clients facing financial hardship due to rising living costs. Each week, we provide hampers with pasta, bread, frozen meals, fresh produce, and hygiene items to around 20 households, helping over 1,000 individuals and families to date.

This initiative is especially vital for newly arrived community members who have limited financial resources due to visa restrictions. Weekly support for these individuals ensures consistent access to essentials, making a meaningful difference in their daily lives.

In May 2024, we partnered with Continental Halal Meat, enabling us to now proudly offer a range of halal options. And in April 2025, we began collaborating with OZ Harvest to distribute fresh vegetables, fruits, meat, and pantry staples. MCCGC is truly grateful for our partners' generosity and commitment to community care.

Looking ahead, we aim to grow our partnerships to extend this support to even more individuals and families in need.

Our Events

Annual Events & Community Impact

Throughout the year, MCCGC hosts a series of flagship events that celebrate the strength, resilience, and vibrancy of our multicultural community. These gatherings bring together staff, cultural leaders, community members, and partners to build bridges across cultures and foster meaningful connections that will stand the test of time.

From festive celebrations to educational forums, each event offers a space to honour heritage, inspire future leaders, and reaffirm our commitment to a society where diversity is cherished and every individual has the opportunity to thrive.

In 2025, our calendar featured many exciting events including Thread Count: Global, Luminous in the Regions, the Multicultural Employment Expo, Meet Greet Eat (held tri-annually), and the Twilight Mixer. Each gathering offered opportunities for dialogue, celebration, and shared joy, enriching our community and strengthening the social fabric of the Gold Coast.



Thread Count: Global (March 2025)



Multicultural Employment Expo (June 2025)



Luminous in the Regions (August 2025)



Luminous in the Regions (August 2025)



Multicultural Twilight Mixer (December 2024)



MCCGC - 2025 Gold Coast Naidoc Week - Suns AFL Stadium



Women's Social Group - Healing Workshop with Rei from Aruna



Local Community Event



Our Care Finder team in the Community



Multicultural Twilight Mixer



Inspiring Pots Workshop



Gold Coast Disability & WorkAbility Expo



Multicultural Employment Expo



Multicultural Employment Expo



RUOK Workshop - Community Pathway Connector Team

Youth Programs



Empowering Youth to Lead With Purpose

Over the past 12 months, our Youth Programs have facilitated many remarkable transformations. We've witnessed young people who once felt disconnected from education now proudly earning certificates and discovering joy in their pursuits. Students who were ready to walk away from school are now engaged in learning and are thriving.

Through our programs, teenagers who were struggling with managing their emotions have grown into mentors, guiding their peers with empathy and strength. Our Youth Advisory Group has stepped up, leading community projects that create real impact and foster a sense of purpose. Through initiatives such as afterschool soccer, beach days, BBQ's, movie nights, and advisory sessions, we've not only built a stronger program but also nurtured personal growth in our young people. It's been inspiring to see these young individuals find their 'why' and evolve into confident, community-minded leaders.

346 Youth supported

103 Youth specific activities delivered

Thread Count: Global

In March, our Youth Advisory Group brought to life one of MCCGC's most vibrant flagship events, Thread Count: Global, a multicultural prom night created by young people, for young people. Funded by Multicultural Affairs, Queensland Government, the event welcomed over 200 participants aged 16 to 25 to celebrate culture, identity, and belonging in a joyful and inclusive space.

Griffith University's function room was transformed into a colourful runway, where attendees proudly wore traditional attire, representing a variety of cultural backgrounds, and shared an evening of dancing, connection, and cultural pride. The highlight of the night was a captivating fashion showcase, complete with live voting for favourite looks and heartfelt moments of recognition.

Thread Count: Global was more than a celebration; it was a space where young people felt seen, heard, and uplifted. The atmosphere was electric, the emotions genuine, and the impact lasting.



Growing Our Connections

At MCCGC, building language skills and social connections is at the heart of how we best support multicultural communities. Our programs not only help participants communicate and engage but also foster friendships, social inclusion, and self-confidence. These programs reflect the core of MCCGC's community approach, bringing together people of all ages and walks of life to achieve a common goal: to further develop English skills and integrate with ease into life in Australia.

English Classes

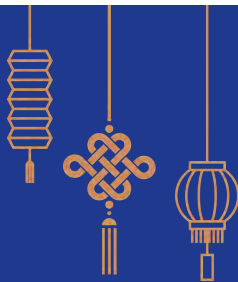
MCCGC's English programs are thriving, with demand at an all-time high. Classes now run Mondays and Tuesdays:

- **Monday:** Seniors enhance language skills and social connection.
- **Tuesday:** Job seekers focus on improving English for employability.

We offer levels from Beginner to Upper-Intermediate, including IELTS preparation. To meet growing demand, we also offer two variations of English Classes: one held at our Southport office (which now features a dedicated training room) and the other at the Palm Beach Community Centre.



Chinese Club



Our Chinese Classes provide a joyful bridge between our two brands, with MCCGC team members fluent in Mandarin and Cantonese delivering social club days at Cura's Wellness Centre. Open to Chinese seniors and seniors with an interest in Chinese culture or heritage, the club celebrates tradition, connection, and shared activity.

From gentle movement exercises to digital skills sessions, each gathering encourages seniors to learn, socialise, and form meaningful friendships. In 2025, the club also partnered with Hearing Australia, offering participants individual hearing tests and support.







Aged Care Services Overview

This year, Cura Aged Care continued to inspire through its commitment to helping seniors live and age with dignity, independence, and joy. Across Southern Queensland and Northern NSW, Cura delivered over 135,000 hours of support through Home Care Packages (HCP) and the Commonwealth Home Support Programme (CHSP), as well as 1,800 hours of dementia carer respite. Amid sector-wide reforms, Cura's consistent and compassionate care has been a stabilising force.

At the heart of this impact is Cura's exceptional team. Fluent in over 65 languages, staff provide personalised care that is culturally responsive and honours each client's unique identity and life story.

The Cura Wellness Centre continues to operate as a vibrant hub for health, wellbeing, and connection. With group outings, exercise classes, and inclusive programming, the centre anchors Cura's holistic model—offering clinical services alongside creative, social, and spiritual engagement.

Social connection remains central to our mission. Through initiatives like the Aged Care Volunteer Visitors Scheme (ACVVS), Cura has fostered meaningful relationships that ease loneliness and build community. Whether through home visits, group activities, or cultural celebrations, every senior is made to feel seen, heard, and valued.

As aged care evolves, Cura continues to lead with compassion, innovation, and a belief that ageing is a journey to be celebrated.



"Cura is a beautiful place for my Mum to socialise and get community. They have a caring support team that accept my mum Grace with her Dementia. Thank you."

~ Linda



Service Manager's Report

Our commitment to multicultural aged care has deepened, with participants identifying as originating from 65 countries and speaking 43 languages. This rich diversity continues to shape our approach and strengthen our resolve to deliver culturally safe, inclusive services.

The renovation of our Ashmore office and expansion of the Wellness Centre have created vibrant new spaces for connection and wellbeing.

While the commencement of the Support at Home Program was delayed from July to November, Cura used this time to undertake extensive service evaluation, future planning, and staff development. These efforts have laid the groundwork for further expansion, including strengthened brokerage partnerships and enhanced in-house clinical services. Our Allied Health offerings now include Dietetic and Nursing assessments, with Social Work support to be introduced in the coming months.

We were proud to participate in the Home Care Services Quality Indicators National Pilot, where 90% of survey respondents rated our services as 'excellent' or 'good'. Feedback consistently highlighted the professionalism and compassion of our staff, as well as the flexibility and responsiveness of our service delivery.

Workforce development remained a priority, with Cura investing in cultural competency and digital literacy training. Despite sector-wide shortages, we maintained a stable team of over 80 Care Workers, supported by internal career pathways into the Cura Care Partner's Team.

Compliance with the Strengthened Aged Care Quality Standards progressed, with our Clinical Governance Framework embedded in daily practice. Incident reporting and risk management under the Serious Incident Response Scheme (SIRS) were strengthened to uphold safety and accountability. Cura advanced digital care records, streamlined client onboarding, and improved data analytics to support service planning.

Our participation in sector consultations helped shape policy and reinforced our role in aged care reform. Looking ahead, we remain focused on expanding service reach, building workforce resilience, and deepening our commitment to culturally safe care.

Sincere thanks to the Cura team for their professionalism, compassion, and dedication to empowering older Australians to live well at home.

KATHLEEN KARLOVECZ

Cura Service Manager

Snapshot of 2025



2025 was a year of meaningful growth for Cura. Our team expanded to 103 members, enabling more responsive, person-centred care. We supported over 1184 participants and delivered 108,037 hours of care across in-home, community, and wellbeing settings.

This growth extended across each of our key service areas. We supported 35 participant package transitions, delivered 32,760 hours of health and wellbeing sessions, and facilitated over 270 group programs that enhance physical, mental, and social wellbeing. Our multicultural care remained a cornerstone, with support offered in 43 languages representing 65 countries of origin.

These figures reflect more than scale; they speak to Cura's deepening commitment to inclusive, tailored support and the dignity of every ageing journey.

1,184

Number of participants supported

108,037

Number of care hours provided

35

Participant package transition

270

Group programs delivered

103

Cura Aged Care team members

43

Languages spoken

65

Countries supported

32,760

Health & wellbeing session hours



Our Services

Independence Supports

At Cura Aged Care, our Independence Supports continued to empower seniors to live confidently and comfortably in their own homes throughout the year. We provided holistic, person-centred assistance across personal care, daily living, medication management, and non-clinical continence support, helping each participant maintain their dignity and independence. Beyond in-home care, our newly renovated Wellness Centre is a vibrant hub for connection, creativity, and wellbeing, offering group activities, cultural celebrations, and gentle exercise programs to our participants. Together, these supports have built greater confidence, community connection, and enhanced the overall quality of life of the seniors we proudly serve.



Personal Care
& Medication
Support



Social Support
& Community



Respite
Care



Therapeutic
supports



Transport &
Technology

Everyday Living Supports

This year, we continued to see strong demand for Cura's Everyday Living Supports, helping seniors enjoy comfort, safety, and independence in their own homes.

Our team provided consistent, practical, and reliable support with light gardening (mowing and basic yard care), Domestic Assistance (cleaning, laundry, and shopping), and travel to appointments or social outings.

These everyday services may seem small, but they have an immense impact, giving our participants more time and energy to focus on what truly matters most: feeling connected and living well.



Domestic
Assistance



Meal
Services



Home
Maintenance &
Gardening



Shopping
Assistance

Clinical Supports

Cura's Clinical Supports continued to deliver expert, compassionate care to help clients maintain their health, independence, and peace of mind. Our qualified nursing and care management team provided personalised clinical care, coordinating every aspect of support with professionalism and empathy.

Through our Care Package Management services, we guide families and clients in navigating home care with ease. From developing Care Plans and managing budgets to coordinating support workers and arranging respite.



Nursing
Care



Care
Management



Allied Health,
Nutrition & Mobility



Restorative Care
Management





Multicultural Aged Care

Leading With Diversity, Unity & Inclusivity

As the sister brand of the Gold Coast Multicultural peak body, Cura Aged Care is deeply rooted in the values of cultural diversity, inclusion, and community connection. This gives us a unique perspective on aged care, one that recognises the importance of cultural identity and belonging for seniors. This foundation drives our commitment to delivering care that goes beyond clinical needs, creating environments where every individual feels respected, understood, and at home.

Why Multicultural Aged Care Matters

Australia is one of the most culturally diverse nations in the world, and our communities reflect this richness.

- On the Gold Coast, more than 111,000 seniors aged 65+ call the region home, many from CALD backgrounds.
- In Queensland, 13.9% of people over 50 identify as CALD.

These figures highlight an essential truth: multicultural aged care is not optional; it is fundamental to ensuring dignity, respect, and belonging for all seniors.





Cultural Pathways: Our Multicultural Offering

We embed cultural inclusion into everyday care through initiatives that enhance social connection, cultural engagement, and wellbeing:

Cultural Clubs:

Our Japanese, Spanish, and Chinese Clubs create vibrant spaces for language, celebration, and social connection. This year, we proudly launched a monthly Chinese Club at our Ashmore Wellness Centre, welcoming participants from Cura and the wider community.

Language-Matched Support:

Where possible, our team communicates in clients' preferred languages to enhance understanding and comfort.

Cultural Celebration Days:

We recognise and honour diverse traditions throughout the year, fostering belonging and joy.

This year, we continued to deepen our presence across South East Queensland, building strong connections in the Gold Coast, Tweed, Sunshine Coast, and Moreton regions. This year, we actively participated in Health and Lifestyle Expos, engaging directly with local seniors, and private care clients. These events allowed us to share information about our services, build partnerships with community providers, and gather valuable feedback to enhance the support we deliver to seniors in our region.

Our commitment to advocacy ensures that the voices of South East Queensland's diverse seniors are heard at every level. Through our membership with Ageing Australia and participation in state and national conferences, Cura brings local insights to national aged care conversations. This involvement keeps us informed of sector developments and strengthens our ability to champion inclusive, culturally responsive care; starting with the communities we serve every day.





Building Connections, Enriching Lives

At Cura Aged Care, community is at the heart of everything we do. Each image tells a story of connection, inclusion, and joy, from wellness activities and cultural celebrations to social outings and creative programs. These moments reflect our commitment to helping our seniors stay active, build friendships, and feel truly part of their community.





Shaping the Future of Home Care

National Home Care Services Quality Indicators Pilot

Cura Aged Care was invited to participate in the Home Care Services Quality Indicators (QIs) National Pilot at the end of 2024. The aim of the Pilot was to test and develop Quality Indicators for in-home aged care services for use from 1 July 2026. The Department of Health and Aged Care funded the Pilot. The Pilot included a survey of Cura's Home Care Package and Commonwealth Home Support Programme clients.

The key findings of the survey are below:



These findings not only validate our person-centred approach but also position Cura as a trusted contributor to the future of aged care reform. The survey tool used in the Pilot will now become a core part of our annual client engagement process, with the next survey scheduled for March 2026 following the Support at Home transition. A comparable survey will also be rolled out across MCCGC's Community and Health Services to ensure consistency and shared learning.

Fatemeh's Journey

Rebuilding a Career, Reconnecting With Community

In November 2022, Fatemeh moved with her family from Iran to Australia, bringing her extensive experience in academia and clinical dietetics. Despite her PhD in Nutrition and over 15 years of experience in teaching, research, and clinical practice, Fatemeh faced the challenge many migrants encounter: starting over without local work experience.

Her journey with our organisation began as a language support worker, a role that helped her build confidence and connections. After completing a Diploma in Community Services, she undertook her course placement with our Community Development team, where she found inspiration and support.

Fatemeh soon joined Cura Aged Care as a Care Advisor while working through the process of dietetic skill recognition. In June 2024, she became a recognised Accredited Practicing Dietitian, and soon after she commenced her career as a dietitian within our team. In her current role, Fatemeh provides dietetic support to clients, helping older adults maintain their health, independence, and cultural food traditions. She recently completed a postgraduate course in Diabetes Education and Management at Southern Cross University and is currently working toward becoming a Credentialed Diabetes Educator, which will further expand her clinical practice.

Fatemeh reflects that the turning point for her was our organisation's belief in her potential. When others hesitated, we offered trust and opportunity. That trust gave her the confidence she needed to start again, develop her skills, and contribute in new ways. Fatemeh remains deeply grateful for the support she received and looks forward to continuing her journey, serving the community with compassion, expertise, and heart.



Fatemeh recently presented at the Ageing Australia National Conference 2025 at the Gold Coast Convention and Exhibition Centre. Her talk on Developing Cultural Humility in Aged Care Practice explored how cultural humility can improve nutrition outcomes for older Australians from culturally and linguistically diverse backgrounds. She highlighted the risks of overlooking cultural preferences and shared practical strategies—tailored training, adapted screening tools, collaborative care planning, and co-designed nutrition resources—developed with CALD clients and families. Her contribution is a proud moment for our organisation and the communities we serve.

Fatemeh's journey reflects the power of opportunity, trust, and culturally inclusive practice—values that continue to shape our commitment to empowering individuals and strengthening community.





Aged Care Reform

Support At Home - 01 Nov 2025

In November 2025, Australia will launch the Support At Home program, a landmark reform that streamlines in-home aged care services. Replacing the Home Care Package (HCP) program and Short-Term Restorative Care, this new model offers tailored support—from daily living assistance to clinical care and home modifications—enabling seniors to live independently with dignity.

Underpinned by the new Aged Care Act, Support At Home centres on choice and respect. Cura is prepared for this transition, ensuring our clients and communities are informed, supported, and empowered every step of the way.

What This Means for Participants

Home Care Package (HCP) participants:

Current HCPs will continue unchanged until the new program starts on 01 November. Participants approved for an HCP before 12 September 2024 will be financially protected under the 'no worse off' principle.

Commonwealth Home Support Programme (CHSP) participants:

CHSP participants will transition to the Support At Home program no earlier than 1 July 2027. Until then, they will continue to receive assistance as a separate program ensuring continuity of care and support.

The Adjusted Timeline

The new Support At Home program, part of the Aged Care reforms following the 2018 Royal Commission into Aged Care Quality and Safety, was originally scheduled to commence on 1 July 2025. Following sector-wide consultation, the launch was delayed to 1 November 2025 to ensure a smooth and well-prepared transition for providers and participants.





Our Journey Ahead



Wellness Centre – Participant celebration



Swell Festival – Currumbin

Cura in 2025 & Beyond

As we prepare for the transition into the new Support At Home program, Cura Aged Care is entering a pivotal chapter, one defined by growth, adaptability, and a renewed commitment to person-centred care. Our mission is to evolve with the changing landscape of aged care, whilst maintaining the highest standards of compliance, safety, and cultural responsiveness.

Through strategic planning and investment in transition activities, we are laying the foundation for more refined and inclusive services that honour the dignity and diversity of every individual we support. Our approach remains grounded in compassion and clarity, with continued emphasis on listening to our clients, strengthening feedback mechanisms, and ensuring our services reflect the real needs and lived experiences of each individual.

Looking ahead, we are embracing innovation, deepening partnerships, and upholding our promise to deliver care that is not only safe and high-quality but also deeply human. Together, we move forward with purpose, ready to meet change with confidence and the utmost care.







Shane's Closing Statement

This year has been about more than progress; it's been about purpose. We've challenged ourselves to think differently, to lead boldly, and to stay true to what matters most: creating systems that include, empower, and deliver real impact for multicultural communities.

We've strengthened governance, expanded advocacy, and deepened partnerships not as isolated achievements, but as part of a bigger vision for change.

From shaping national policy to embedding client voices in our service design, every step has been guided by the principles of respect for diversity and commitment to equity.

What excites me most is what lies ahead. The groundwork we've laid, strong governance, trusted relationships, and a culture of innovation, positions MCCGC to lead with confidence into the next chapter. Our focus is clear: amplify voices, influence systems, and deliver outcomes that matter.

To our frontline teams, thank you for your resilience and compassion. To our staff and partners, thank you for your creativity and drive. And to our Board, thank you for your wisdom and support.

Our work has never just been about what we do today; it's about what we leave behind. Every connection we make, every program we deliver, every story we share helps shape a Gold Coast where diversity isn't just seen, it's lived. We're planting the seeds for a future where our kids and grandkids grow up in a community that's united, vibrant, and proud of who we are, together.

That's the legacy we're building side by side.

Shane

SHANE KLINTWORTH

Chief Executive Officer



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