



MCCGC

MULTICULTURAL COMMUNITIES
COUNCIL GOLD COAST LTD

Connecting you in your community

ANNUAL REPORT 2020/2021



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Home Care Worker Judit with a CÜRA customer



Jellurgal Aboriginal Cultural Centre - Welcome to Country

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, and we extend our respect to all Aboriginal and Torres Strait Islander peoples and acknowledge their ongoing connection to land, sea, culture and community.



Multicultural Communities Council Gold Coast (MCCGC) and CÜRA have been supporting communities on the Gold Coast since 1983 as a peak regional body providing services for migrants & refugees, youths, seniors, and people with disability. Our vision is an inclusive community that values cultural diversity, and our goal is to connect you in your community and make life better.

MCCGC & CÜRA's staff speak over 40 languages and our key services include:

- Settlement for new arrivals
- Training & employment support
- Mental & physical health and wellbeing
- Support for seniors in-home and in the community
- Social & community connection
- NDIS support coordination
- Service referrals and linkages
- Cultural training for service providers and employers
- Advocacy and community support

Valuing Cultures Celebrating Diversity Welcoming you

Vision:

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

Mission:

To ensure access to quality services customised to individual needs.

Values:

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

We value the people who build our diverse community

We are committed to continual support & learning

We are sustainable, professional & accountable

OUR CONNECTIONS



MCCGC Members:
120



Facebook Followers:
5518



Instagram Followers:
727



LinkedIn Followers:
223



Newsletter Subscribers:
3503

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 enterprise risk advisory and crisis management, working with boards and executive teams across Australia, preparing leaders to effectively 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 a leader in the veteran community. 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

The 2020/2021 financial year saw significant growth for MCCGC & CÚRA despite the ongoing uncertainty of the COVID-19 pandemic. I'm extremely proud of our team's dedication and innovative spirit which have enabled us to adapt our services to continue to provide the highest standard of support to our multicultural communities and customers. The future is bright for our organisation and the expansion of our team, offices and services will allow us to support more people across the regions we serve. The successful execution of our new Strategic Plan over the next three years will strengthen our role as a peak body, grow our services across the aged, disability, and community sectors, and provide our team with significant opportunities for growth.



Lyn Dasey
Chairperson

2020 Chair's Award

Congratulations to Ross Bannister, Home Care Worker and our resident artist and green thumb, for receiving our 2020 Chair's Award and being recognised by his peers for making a valuable contribution to the success of our organisation. Ross was recognised for going above and beyond in several ways including:

- Encouraging clients' passions by engaging them in a variety of activities and outings
- Introducing clients to sensory gardening experiences through potting plants
- Always offering extra assistance when needed and taking on high care clients
- Being open and friendly with his teammates and taking the time to get to know them
- Showing genuine interest in and respect for his clients and colleagues



CEO REPORT

It is with pride that I write the 2021 CEO report on behalf of Sue Graham, currently on leave, and myself this year, as it is a wonderful opportunity to reflect on our organisation's achievements in what has been an unprecedented year. Deepak Chopra once said, "Obstacles are opportunities in disguise" and I'd like to think that MCCGC and CÚRA faced each obstacle this year safely, professionally, and creatively to continue to meet the needs of our community, staff and customers.

Over this past year our language has evolved, and we commonly use words and phrases like COVID-19, quarantine, Alpha, Delta, Pfizer, Astra Zeneca, Moderna, Vaccination (vax), lockdown, social distancing, in everyday conversations with teammates, family members, friends and neighbours...and we know what it means. Roadmaps are no longer navigation tools but are strategies around easing of restrictions. Social isolation is now a strategy for maintaining wellness and protecting the community – when in the past it was something we tried to reduce for community members to keep people connected. Life has certainly changed for all of us, and I want to take this opportunity to thank our team and our community leaders and members for keeping our multicultural communities informed and safe.

In consultation with stakeholders MCCGC finalised our Strategic Plan 2021-2024 and created 3 Key Result Areas that define our objectives for the next 3 years, which include:

1. We value the people who build our diverse community
2. We are committed to continual support and learning
3. We are sustainable, professional and accountable

These strategic key result areas will enable MCCGC to continue to redefine our Peak Body status around advocacy and representation for the Gold Coast CALD Communities whilst establishing growth strategies across service programs to better serve our communities.

To facilitate our strategic plan, we recruited new team members to provide optimal and responsive customer/client services that addresses continuity of care beyond our current programs. We have added a Clinical Care Manager, Community Programs Manager, Quality Support Administrator and Assistant roles to support the whole of team and organisation to deliver best practice and customer first focussed services.

We continued to experience growth over this year with the receipt of Commonwealth Home Support Program (CHSP) funding in the Tweed, Moreton and Sunshine Coast for the first time and also received additional CHSP funds for Gold Coast to provide CALD Centre Based Respite in our Wellness Centre.

We want to acknowledge the short-term programs that came and ceased during this period, including I Speak Your Language (COVID Response Funding) and NDIS Community Connector Program (FECCA) delivered across QLD. Appreciation is extended to the team members who coordinated and delivered these programs and our volunteers who worked in these programs to support multicultural communities to remain connected and build capacity to access appropriate support services.

Our significant growth has led us to open an additional office space/community hub in Southport and another office in North Lakes to be opened later this year to support our new group programs. These additional community hubs have occurred 10 years after we originally opened our Ashmore office and Wellness Centre and reflects our journey over the past decade.

Scrolling through our annual report, you will have the opportunity to get to know some of our programs and achievements. The successes shared of MCCGC and CÚRA have to be attributed to our people, our team, our volunteers, our customers, our board, our members, our stakeholders and our communities. I am very proud to lead an organisation with positive, unique, skilled and diverse team members who strive to improve the lives of people they work with and who connect people into their communities through their individual roles.

Warmest regards,



Rose
Acting Chief Executive Officer

Finance Report

Another year with disruption due to COVID-19 and another year where our organisation has shown its strength in managing its resources to finish the financial year in a strong position.

The beginning of the year started with JobKeeper in place which allowed us to focus on ensuring our clients were looked after in time of need. As JobKeeper ended, we maintained our client focus while also securing additional grant funding to support our workforce.

This time last year we considered how the economy would recover and by the end of the financial year we were left in a similar space. COVID-19 lockdowns have restricted travel and the economy suffered for it. With the vaccination rates climbing, lockdowns will be a thing of the past and a steadying of the economy with growth in the future a real possibility.

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

Revenue

The revenue for the 2020/2021 financial year after adjustments was \$13.7m, an increase of 16% on the previous year. It should be noted that without JobKeeper this increase would be 12%.

Our income is still focused on Home Care Packages, although this year we have managed to expand our Commonwealth Home Support Program (CHSP) to three additional regions. The majority of this additional work will be reflected in future income streams.

In addition to our aged care income, the organisation received just under \$1m in funding towards our CALD community programs. These programs included Community Action for a Multicultural Society (CAMS), Multicultural Seniors Program (OPAP), Community Connector programs and Linkages, Settlement Engagement & Transition Program (SETS), I Speak Your Language and a raft of training programs and funding for smaller events.



Goran Avramovic
Chief Finance Officer

Expenditure

Total Expenditure increased by 16% from the previous year to \$12.5m, same rate of increase as our income.

As a service-oriented organisation our largest expenditure line will always be salaries & wages with a total of \$6.8m for this year, an increase of 12.3% (2.5% increase directly associated with JobKeeper payments to staff). A small increase in client support expenditure, highlights the change in our Home Care customers preferences to greater services by our 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. We have always relied on a strong volunteer network to assist in our Community Development programs with this year being no different in spite of COVID-19.

When reviewing the expenditure and taking into account the direct service items such as Salaries & Wages, Client Support and adjustment of Committed Funds Carried Forward, the rest of the expenditure items have only increased by less the \$50k. This figure shows the commitment by all areas of the organisation to restrict expenditure growth through uncertain times.

Balance Sheet

With another year of \$1m+ surplus, our net position has grown to \$6.2m.

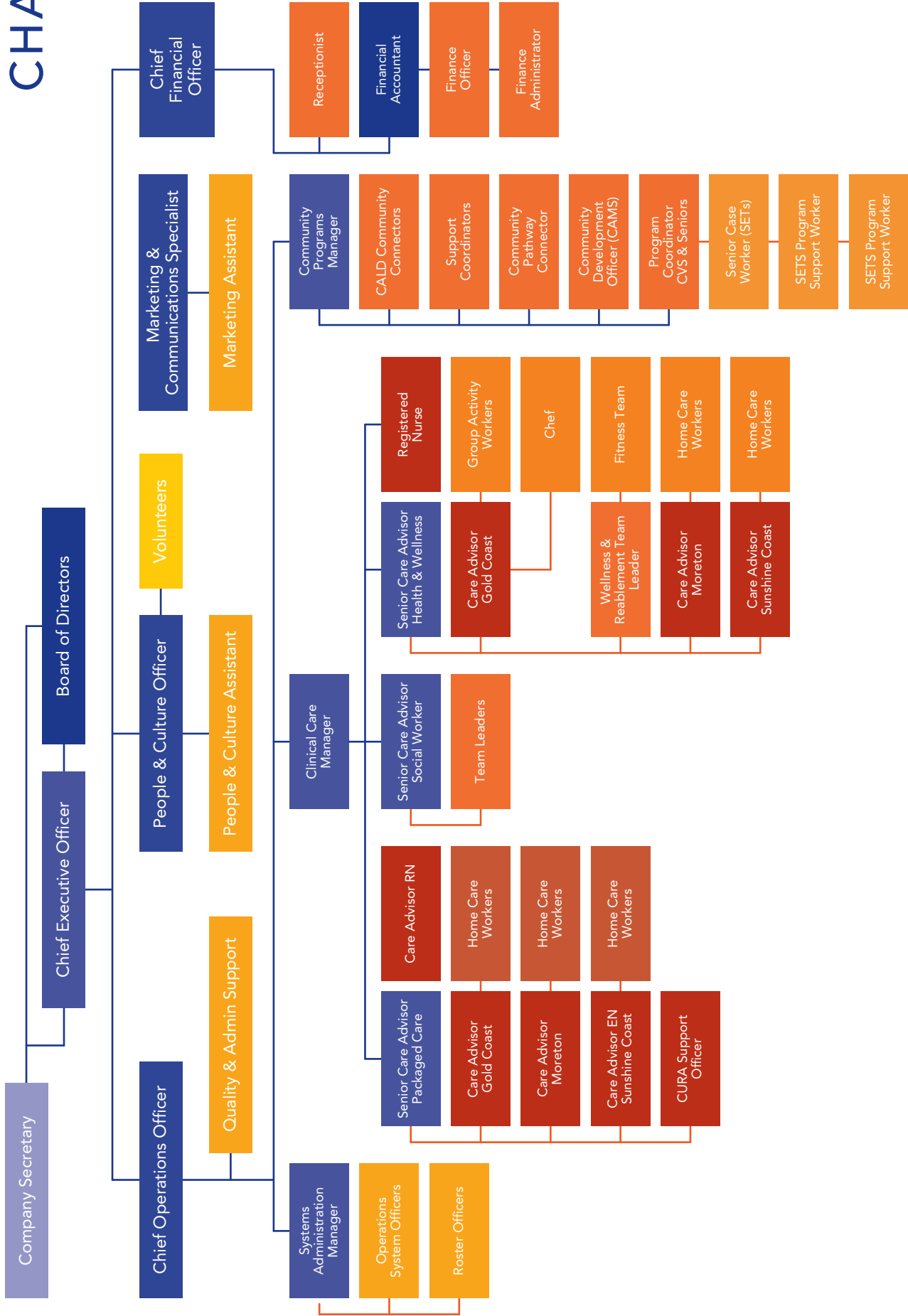
Our assets sit at \$10.1m of which \$7.4m is held in cash and cash equivalents with the other significant change being our Accrued Income.

We continued to review our fleet with this year, slowing down slightly due to a shortage of new vehicles being available.

The liabilities have had a slight spike to \$3.9m of which \$900k is in relation to CHSP funding, as mentioned earlier, received in advance.

The targets for this year have been to maintain status quo with our funding and as can be seen through our financials, this has been overachieved. The organisation has grown its income and therefore service to the community and continues to stand in a position of strength to invest into the future as we look for further growth and service provision.

ORGANISATIONAL CHART



Positive Feedback

Praise for our Staff

"Time and time again I hear excellent reports about the care that CÜRA offers our clients. I have been in this role for 6 years as an ACAT Assessor and you are probably the only organisation where every single thing I hear is 100% positive. Thank you so much for all that you do."

– **Aged Care Assessment Team (ACAT) Assessor**

"The Social Worker at CÜRA, Denise, is brilliant. I experienced her to be thorough, proactive, person-centred, to have strong advocacy skills and to be a collaborative clinician. The work that she completed with her client and the way in which she communicated with us as acute hospital staff was so appreciated. I appreciated the way in which she implemented least restrictive practice with her client, which was evident by the way in which protective factors had been implemented over a decade. I was impressed by the approach of the whole CÜRA team; the way in which the client was valued and cared for by all of the CÜRA staff involved in her care was just brilliant."

– **Social Worker Gold Coast University Hospital**

"I can't express enough the great care everyone at CÜRA gives to my mum in her home. I've been recommending CÜRA to many people needing aged care services and I thank you so much for the kindness & compassion you show my mum."

- **Daughter of a CÜRA Customer**

Customer Compliments for the CÜRA Wellness Centre

"I love to come to the Wellness Centre; I won't miss it for anything."

"It is the best!"

"Everybody loves me and makes me feel good."

"It makes me happy."

"I love my fortnightly Tai Chi classes with Annette and Hidemi; they provide a wonderful activity which was meaningful, fun and calming."

"Thank you for welcoming my mum to CÜRA, my sisters and I have noticed such a positive change. Mum is much happier; she always looks forward to her Mondays and Tuesdays at the Wellness Centre with those amazing lunches... she absolutely loves it!"

Some of our CÜRA Wellness Centre Team Corinne, Bozena & Sharyn



Community Development Programs

Settlement Engagement Transition Support Program (SETS)

The goal of the SETS program is to support and empower refugees and eligible permanent migrants to address their settlement needs in order to improve social participation, economic well-being, independence, personal well-being and community connectedness. Our dedicated Senior Case Worker and language support workers supported 174 clients during 2020/2021.

MCCGC delivers the SETS program as a subcontractor of Access Community Services Ltd., funded by the Department of Social Services. We thank Access for partnering with MCCGC to ensure knowledgeable, local support can be provided to the multicultural communities on the Gold Coast.

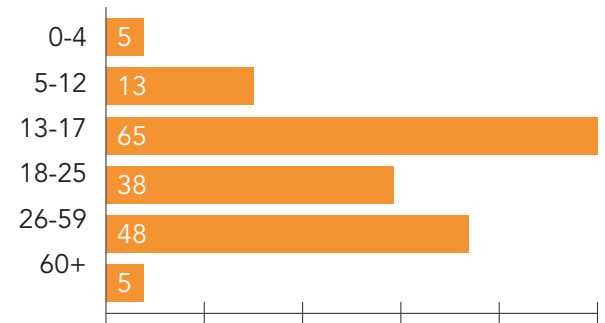


Koren – SETS Senior Case Worker

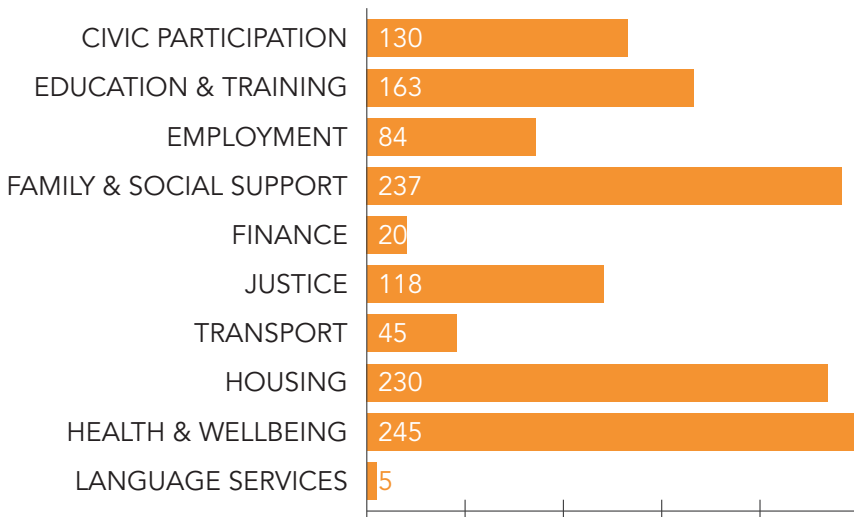
Country of Birth



Client Age



Issues Addressed



Skilling Queenslanders for Work

In 2021, we graduated our final class through Skilling Queenslanders for Work program! Since we first started the program in late 2016, we have worked with approximately 230 multicultural participants and had the privilege of hosting 2 different streams: Train 2 Care and Able to Work.

We are particularly proud of our recent students who faced many challenges due to COVID-19 restrictions at Aged Care facilities, lockdowns, and vaccination mandates. We were able to move some of the training online and arrange alternative manual handling training avenues, and our students worked through the uncertainty continuing the great success of the program with a 90% completion rate and 80 to 85% employment rate.

We are very proud of our program and will continue to support other providers with referrals and graduate employment opportunities! In the future we may seek this opportunity again however for now, we will be focusing on our new training and employment program – Work Towards!

Participants Country of Birth



Skilling Queenslanders Program Coordinator Sharyn with her students

I Speak Your Language

I Speak Your Language was MCCGC's Queensland-wide social support program that provided regular social phone calls in different languages to help socially isolated community members feel more connected and link them to resources on COVID-19 in their language. The program wound down at the end of this financial year as the funding ceased but all participants were referred to other social support programs and many volunteers have stayed on in different capacities with our organisation.

We are extremely proud that we could help support so many multicultural people across Queensland through the height of the pandemic, delivering weekly calls to almost 100 participants ranging in age from 18 all the way up to 92. We had wonderful feedback from everyone involved and are grateful to our team and volunteers for delivering such a successful and impactful program to CALD communities across the state. I Speak Your Language was funded by the Queensland Government.



3200
minutes



107
volunteers



54
languages

Talking Circle

Talking circle is a weekly gathering where women of all ages, backgrounds and skills meet to share their stories and have friendly conversation. It helps women gain confidence in speaking, improve their language skills, and have an opportunity to socialize in a safe and welcoming environment. This year we have continued to see friendships establishing and the appreciation of information sessions.

The Talking Circle group still has regular attendees each week, though the past year has seen a slight reduction with numbers. With the ladies showing a definite interest in health and wellness topics, we have encouraged activities including having guest speakers present information and wellness sessions.

Our group has welcomed a new volunteer to our team who helps to support the group with language activities and discussions.



129
Facebook
group
members



Over 26
countries
represented



6 - 8
Avg weekly
attendance
members

BANGLA KOREAN MACEDONIAN
AMHARIC JAPANESE BAHASA-INDONESIAN
ARABIC MANDARIN LITHUANIAN
BOSNIAN NEPALI BENGALI MALAY
BULGARIAN POLISH PORTUGUESE
SIMPLIFIED AND TRADITIONAL CHINESE
CHIN HAKHA URDU CROATIAN
TAMIL CHIN MIZO ROMANIAN
HAKKA DARI RUSSIAN FARSI
THAI GERMAN SAMOAN GUJARATI
FRENCH SERBIAN PUNJABI SHONA
UKRAINIAN DUTCH FILIPINO FIJIAN
HOKKEIN TAGALOG SWAHILI
CANTONESE HINDI HEBREW GREEK
VIETNAMESE HUNGARIAN INDONESIAN
ITALIAN SLOVENIAN SPANISH
SINHALESE

Community Visitors Scheme

The Community Visitors Scheme (CVS) is a free service that facilitates friendly social visits and connection for community members who are over 65 and have a Home Care Package or are living in residential care settings. Our caring and language diverse volunteers visit participants for a relaxed social visit that lasts 1-2 hours and can include a friendly chat, sharing music and songs, reading stories or enjoying other interests together.

During 2021, we continued seeing diverse social connections and adapting the program as required to meet COVID restrictions. Our volunteers returned to visiting participants in their own homes and residential care settings as restrictions eased, but also continued with telephone and ZOOM calls in residential care settings during times when restrictions were in place. The flexible delivery of this service allowed us to continue to provide much needed social connection through some isolating times. We also ensured to send out birthday and Christmas cards to help make our participants feel connected on their special occasions.

The CVS is an Australian Government Funded initiative and MCCGC is funded by the Department of Health.



16
languages



36
participants



851
visits

Community Action for a Multicultural Society

The CAMS program supports the Queensland Government's commitment to promote an inclusive, harmonious and united Queensland. Funding is provided to community organisations to support greater intercultural connectedness so that people from culturally diverse backgrounds can achieve their ambitions for social and economic participation.

Meet Greet Eat

Our quarterly 'Meet Greet Eat' community leader dinners brought together diverse groups to connect, share culture and learn about important topics including Census and COVID-19. Attendees came from a wide range of backgrounds including Kiwi, Māori, Indonesian, German, Argentinian, Indian, South African, Samoan, Cook Islands, Aboriginal, Italian, Greek, Japanese, Chinese, French, Russian, Canadian, Serbian, Fijian, Eritrean, Iranian, Spanish, Columbian, Welsh, English, Brazilian, Hungarian, and Australian.

Ready Set Goal

Our afterschool youth soccer program with Keebra Park State High School continues to support multicultural students and promote healthy and respectful relationships through sport, mentoring, opportunities and connection. We now have 20 young men and 8 young women participating in the program every Monday afternoon representing diverse cultural backgrounds including Eritrea, Sudan, Brazil, Spain, Columbia, Argentina, Kenya, Papa New Guinea, Iran, Thailand, and Uruguay.

Waves Forward: Without Waves We Drift

Waves Forward is a program aimed at building the capacities of schools on the Gold Coast to understand Maori and Pasifika youth through encouraging social connectedness, providing staff training to support positive cultural identity, and giving students information about post-secondary study and employment opportunities through career sessions, mentors and expos. In 2021 we had over 200 participants from Keebra Park State High School, Kings Christian College, Varsity College, and Gold Coast Christian College representing a range of cultural backgrounds including Maori, Samoa, Cook Islands, Fiji, Tokelau and Tonga. Over 90% of students that attended said the event gave them more ideas about their future.

Our Colours Our Stories

In 2021, we facilitated several interactive cultural workshops. 'Sisters for Success' celebrated International Women's Day bringing together 47 young women from different schools to learn about gender equality and hear from keynote speaker Renee Cohen, GM Community Officer for Gold Coast Titans League Team. The Coomera Rivers State School Under 8's Day saw 200 participants in our 'Celebrate You!' event with Cultural Facilitators from Polynesian Fitness speaking on health, pride in culture and strong families. 'Latin American Stories Day' brought together over 100 International Students to share stories and enjoy cultural performances from Latinmania Dance School.



Sisters for Success 2021 International Women's Day Workshop

Harmony Week

The Gold Coast Multicultural network collaborated to organise cultural performances across the coast with over 10,000 people participating in various Harmony Day celebrations including performances from a huge array of cultures including: German, Tongan, Hindi, Indian, Polish, Greek, Italian, Irish, Persian, France, India, Italian, Scottish, NZ Maori, Samoan, Indonesian, Latin American, African, Mauritius, Cuba, Hawaiian, Argentina, Australian, Iran, Iraq, Sri Lanka, Eritrea, Japanese, Persian, Polynesian, Chinese, Korean, Hungarian, American, Fijian, Thai, Niue, and Filipino.

As part of Harmony Week, MCCGC also hosted its first Citizenship Ceremony for 10 Gold Coasters including some of our very own volunteers, staff and clients. We were honoured to be a part of such a special occasion and welcome new citizens from countries across the world – Iraq, Iran, Eritrea, Sudan, USA, Canada. We thank the Australian Department of Home Affairs for all their support in helping us host our first ceremony, Jellurgal Aboriginal Cultural Centre for opening the day with a traditional smoking ceremony, Angie Bell MP for being our Presiding Officer, Murray Watt - Senator for Queensland for being our Official Guest, Japan Community of Queensland Inc for sending a representative to join us and City of Gold Coast for the wonderful native plants.



Harmony Day Celebrations at PCYC Ashmore with Kusuma Indonesia Community Australia and Gold Coast Suns



Sharing the Harmony spirit at Harbour Quays Aged Care with the Gold Coast Islamic College Choir and Latinmania Dance School

Very happy newly Australian family at our Harmony Day Citizenship Ceremony



CÜRA

In 2020/2021, we continued to grow our CÜRA services from Northern New South Wales all the way up to the Sunshine Coast. We received Commonwealth Home Support Growth (CHSP) Growth Funding which has enabled us to provide new services in the Tweed region as well as social group programs in both the Moreton and Sunshine Coast regions with the goal of eventually replicating our Wellness Centre model in the northern regions. A larger CHSP customer base will create an excellent referral pathway into our Home Care Package program which should continue to grow over the next few years.

We also focussed on building our disability support services for multicultural community members through our NDIS Community Connectors and NDIS Support Coordinators, helping to spread information about the NDIS in different language to educate families, communities and service providers.



CÜRA by the Numbers



664
Clients



39
Package
Upgrades



151580
Hours of
Service



32
CHSP clients
were transferred
to HCP



Service Areas
Gold Coast, Moreton,
Sunshine Coast and
Tweed Regions

Home Care Worker Eddie with a CÜRA customer at the Wellness Centre



CÜRA Client Languages

ALBANIAN **ENGLISH** ADNYAMATHANHA
BURMESE KOREAN **HEBREW** SAMOAN
FINNISH CANTONESE **ARABIC** ITALIAN HINDI POLISH
AMHARIC BOSNIAN VIETNAMESE GUJARATI JAPANESE SLOVAK
AFRIKAANS LAO **INDONESIAN** BILINARRA MACEDONIAN SWAHILI
CROATIAN KURDISH HUNGARIAN **GREEK** MALAY TAMIL
CZECH DANISH **GERMAN** LITHUANIAN PORTUGUESE SERBIAN
TURKISH FARSI **FRENCH** LEBANESE TAGALOG
RUSSIAN DUTCH UKRAINIAN MANDARIN **SPANISH**
ROMANIAN TIGRINYA **SWEDISH** SLOVENE

CÜRA customers enjoying morning tea together at the Wellness Centre



Support & Connection Programs

NDIS Community Connectors

The NDIS Community Connectors program was an initiative of the National Disability Insurance Agency (NDIS) to improve access to the NDIS. CÚRA delivered the program as a subcontractor for the Federation of Ethnic Communities Councils of Australia (FECCA) and was funded for two NDIS Community Connector roles. Our Community Connectors had an amazing year helping multicultural people with disability, their families and communities better understand the NDIS and making sure people got the disability support they needed by assisting with NDIS applications, planning and reviews, and supporting cultural awareness in disability services.

Some of the way our Community Connectors supported clients included:

- Helping participants know their rights and understand the NDIS
- Assisting General Practitioners to better understand their role in supporting patients applying for NDIS
- Increasing options for families to get financial assistance to pay for assessments to apply for the NDIS
- Increasing awareness within disability peak body of ways to improve support to CALD people with disabilities
- Providing translated information to communities to reduce barriers to access
- Helping participants find culturally appropriate service providers
- Ensuring primary carers who didn't speak English were engaged in their child's NDIS planning



Community Connectors

Support for multicultural people with disabilities

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.

Case Study: Ali* is a 21-year-old male, who identifies as being from a Culturally and Linguistically Diversity (CALD) background. Ali is a refugee who moved to Australia several years ago and lives with his family on the Gold Coast. Ali is diagnosed with an intellectual disability and faces multiple barriers in the community including access to employment and education, social isolation, and communication barriers.

Over the past 6 months, our NDIS Support Coordinators have supported Ali by linking him with mainstream services and allied health services in his community. We have been able to link Ali with service providers that offer translating and interpreting services to overcome communication barriers and helped him access speech therapy and one on one tutoring to improve his English writing and verbal skills. With improved English abilities, CÜRA staff members were able to connect Ali with a non-for profit organisation where he could practise using his skills by learning how to make and serve coffee. Ali has now achieved his goals of learning to count money, improving his English customer service skills and achieving a daily routine in his life. Ali is progressing to his goals of wanting to be a hairdresser part time.

**Name changed for privacy reasons*

Some of our Community Development Team wearing loud shirts to raise funds for children with hearing impairments



Looking to the Future - 2022

The future remains uncertain as we continue to face impacts from the COVID-19 pandemic, but our Strategic Plan will be our guiding light over the next few years, and we are excited to continue to grow our organisation to support individuals, families, and communities across South East Queensland and Northern New South Wales.

We have several upcoming projects that we're excited to deliver and look forward to sharing the outcomes with you in next year's report.

- **Diverse Workforce Queensland** – Our new Work Towards Employment Hub will provide wrap around support to migrants, refugees and international students to gain employment opportunities.
- **Community Action for a Multicultural Society (CAMS)** – The new 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.
- **Multicultural Community Directory** – Our new online directory will connect multicultural people with local services who speak their language, work with interpreters and are culturally sensitive.
- **Clinical & Palliative Services** – We're planning to build a more robust clinical and palliative framework.

Some of our CŪRA Care Advisors & Team Leaders







MCCGC
MULTICULTURAL COMMUNITIES
COUNCIL GOLD COAST LTD
Connecting you in your community



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