



Annual Report

2022 - 2023



MCCGC

MULTICULTURAL COMMUNITIES
COUNCIL GOLD COAST LTD

Connecting you in your community



A WORD FROM THE CHAIR

I am pleased to present the Chair's Report for the 2023 MCCGC Annual Report that is a reflection of the incredible journey we have embarked on over the past year. I take immense pride in our organisation and wish to convey my profound gratitude to our exceptional team for their dedication to our clients and the community.

Our team has consistently exhibited unparalleled commitment, continuously going the extra mile to support the community and empower our clients to live their best lives. Their resilience and innovative spirit have been instrumental in expanding our services in response to client and community need. Over the past year, we have witnessed a multitude of remarkable achievements, including the grand opening of our MCCGC Hub-Style headquarters in Southport, the celebration of 40 years of dedicated service, the expansion of CÜRA services and MCCGC's Community Programs Team, and several other significant milestones highlighted in this report.

Under the guidance and stewardship of our CEO, Shane Klintworth, and Executive Leadership team, MCCGC continues to thrive and evolve, constantly focused on the ever-changing challenges of our community. We extend our heartfelt appreciation to Shane for his steadfast leadership as the CEO and for his efforts in advancing the organisation to strengthen our culture, commercial foundation, and accountability at all levels.

At our last Annual General Meeting (AGM) the organisation welcomed two new board members, Rebecca Pacey and Mercy Borsha, both of whom bring valuable insights and expertise that have further enriched our governance & leadership.

On behalf of the Board, it is with deep gratitude that we said farewell to Marta Button, our former Company Secretary. I welcome Deb Anderson and Ainslie Cunningham as our new Company Secretaries.

As we celebrate our incredible 40 year milestone of serving the diverse communities of Southeast Queensland and Northern New South Wales, we stand on the shoulders of an extraordinary team that wholeheartedly believes in our vision and embodies our values. I am excited about the year ahead. With confidence and strong leadership, we have positioned ourselves to meet the current and future challenges within the sectors we support.

I extend my sincere gratitude to our clients, the community, and our dedicated staff for your continued support and trust in our organisation. Together, we eagerly anticipate making a lasting impact on those we serve.

LYN DASEY
Chairperson

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.

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DIVERSE GC

The Diverse GC Photography Exhibition, in collaboration with MCCGC and photographer Andro Engelbrecht, showcased multicultural community portraits at Robina Community Centre Art Gallery. Open from March 8 to 21, 2023, the exhibition celebrated diversity leading up to Harmony Week, featuring portraits of people from migrant, refugee, asylum seeker, First Nations, and Australian South Sea Islander backgrounds. Acquiring rights to the portraits, they now enhance MCCGC's Southport and CŪRA's Ashmore offices, with community members' stories shared through our communication channels, highlighting their journeys, challenges, and sense of belonging in Australia.



ORGANISATIONAL OVERVIEW

Multicultural Communities Council Gold Coast (MCCGC) is proud to be celebrating a vibrant 40-year history, firmly anchored in our dedication to nurturing diversity and championing multicultural communities. Since our inception in 1983, we have embarked on a remarkable journey. We envision a community that embraces inclusivity, where every individual, their culture, life aspirations, and our diverse team are valued.

As the peak body and foremost partner for Gold Coast's multicultural communities, our mission is to collaborate with individuals of all ages and abilities, families, community organisations, local service providers, and businesses to nurture an environment that is not only inclusive but also celebrates the mosaic of diversity within our region.

Beneath MCCGC's organisational umbrella, we proudly oversee two distinctive community focused brands: MCCGC's Community Programs team and CURA Aged Care Services.

At MCCGC, our core philosophy revolves around compassion and the celebration of cultural diversity. We deeply understand and honour the unique needs of the diverse community we support. Our dedicated team, proficient in a myriad of languages, is committed to providing personalised care and support that aligns perfectly with our clients' individual requirements. We are here to serve, to ensure our communities not only survive but thrive, embracing the vibrant tapestry of cultures that make Southeast Queensland and Northern New South Wales a truly special place.

Our Mission

To ensure access to quality services customised to individual needs.

Our Vision

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

Our Values

Unity - Compassion - Integrity - Respect
Joie de vivre.



MCCGC'S COMMUNITY PROGRAMS TEAM

MCCGC's Community Programs Team, situated at our hub-style headquarters in Southport, plays a pivotal role in providing all-encompassing support to the diverse community of the Gold Coast. We aid individuals in their settlement journey, bolster their overall well-being, tackle mental health challenges, facilitate employment prospects, navigate the intricacies of the NDIS, offer cultural training, empower through capacity building, champion their rights, and foster community connections. Our dedicated development team is committed to promoting equality, diversity, a sense of belonging, and inclusion within a safe and nurturing environment.



CÜRA AGED CARE SERVICES

CÜRA Aged Care Services, is wholeheartedly committed to enhancing the lives of seniors in Southeast Queensland and Northern New South Wales. We empower them to age gracefully, maintain their independence in the comfort of their own homes and link with their community. Our tailored support solutions ensure our clients remain active, connected, and engaged in their communities, all while respecting their individual needs, goals, cultural background, and language.

With a compassionate and culturally sensitive approach, our team committed to making our clients' lives better.

OUR BOARD



Lyn Dasey - Chair person

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.



Mercy Bosha - Director

Mercy has a Master of Nursing degree and has worked as an advanced clinical nurse and lead RN in different specialties for almost two decades. She is a credentialed Nurse Practitioner with a special interest in gerontology and emergency. Mercy has worked with First Nations and CALD communities. Mercy is a graduate of the Australian Institute of Company Directors' Foundations of Directorship program.



Garth Callender - Director

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



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 United Kingdom (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.





Rebecca Pacy - Director

Rebecca has held senior executive roles in the resources, IT, professional services, and aged care sectors. She has a diverse background in leading strategy, business transformation, digitalisation through technology and her passion for people and culture. Rebecca is currently the Chief People & Transformation Officer at Infinite Care, a national residential aged care provider. She is an advocate for diversity and inclusion and through her leadership likes to ensure that CALD interests are considered in all people-related decisions. Rebecca has worked across multiple Asia Pacific countries, held global roles, and lived in several countries outside of Australia.



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.



Ainslie Anne Cunningham - Company Secretary

Ainslie is a Co-Founder and Director of corporate governance consulting firm, 3YS Owls, and acts as company secretary for various companies in Australia and is a Non-Executive Director of the GIA Board and CGI National Council. Ainslie 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 19 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 corporate governance consulting firm, 3YS Owls, and acts as company secretary for various companies in Australia. Deb is a qualified lawyer, admitted to practise in the Supreme Court of Queensland, Federal and High Courts of Australia and holds a principal practising certificate. Deb is also a qualified company secretary, Fellow of the Governance Institute of Australia and Chartered Governance Institute and is a Member of the Australian Institute of Company Directors. Deb has been a company secretary for more than 12 years for a number of companies (both ASX listed and unlisted) predominantly in financial services and has extensive experience across a variety of committees. Deb has over 15 years as in-house corporate counsel for an ASX listed financial services company.





A WORD FROM THE CEO

Through the everyday busyness of ensuring the delivery of services, that contracts are honoured, regulatory compliance is achieved, it is easy to overlook the important things as we focus our efforts on the urgent matters that compete for our scarce time.

This time of year provides a special opportunity and a reminder of the importance of pausing and reflecting

As we take the time to consider 2023, a milestone year for MCCGC, our 40th anniversary of partnering with the community and delivering vital services that build this place we all call home, I am filled with a sense of enormous gratitude.

It has been a remarkable year, with so much to be thankful for; an incredible MCCGC team, a dedicated and supportive Board of Directors, an amazing group of volunteers, collaborative partners, and a delightfully engaged multicultural community, to name but a few of our blessings!

We covered a tremendous amount of ground together as we implemented an ambitious schedule of initiatives that were prioritised as part of a strategic plan review. These initiatives saw the organisation roll out a significant program of change, which was willingly embraced by our frontline and office teams.

We witness the positive effect of these changes in our services and the corresponding impact upon our clients on a daily basis.

This year, we have worked directly with over 1600 clients and indirectly with thousands of others. Touching the lives of those that entrust us to provide their services and making lives better. This would not be possible without the commitment, passion, and dedication of our wonderful people. Regardless of their roles, our people are dedicated to ensuring that we deliver client-centred, compassionate, and effective services.

As we cast our vision to 2024, we are excited about continuing to build a strong positive future with our community as we continue to realise the benefits of the investments that we have made in building respectful relationships, our people, systems, and processes.

In closing, a special thank you to each person in our organisation, your selfless commitment has played a vital role in our journey, enriching our organisation, and strengthening our connection to our community.

Reflecting on our 40 years, we remain committed to serving, advocating, and fostering diversity in our community.

A handwritten signature in blue ink that reads "Shane Klintworth". The signature is fluid and cursive, written in a professional style.

SHANE KLINTWORTH
Chief Executive Officer



Annual Report

As we present our Annual Report for 2023, it is evident that Australia confronts a myriad of intricate economic challenges that persist in shaping our financial landscape. Much like the rest of the world, we grapple with the lingering, albeit reduced, impact of the COVID-19 pandemic. This ongoing struggle necessitates a delicate balance between public health measures and economic recovery. The increasing rates of inflation and interest rates have placed considerable pressure on many of our valued clients. The housing market remains a topic of discussion, with property rental prices on an upward trajectory, adding strain to the daily lives of many of our clients. During this period, our organisation has been undergoing a transitional phase in adapting to post-COVID-19 operations, actively seeking ways to adjust our operations to better serve our clients' evolving needs. Our robust financial position empowers us to maintain a high standard of support. In an economic landscape filled with continued uncertainty, we remain vigilant, as the economy continues to be a dynamic and unpredictable force.

Revenue

For the 2022-2023 financial year, our total revenue amounted to \$12.3 million, marking an increase compared to the previous year. The core of our revenue stream remains centred around aged care, with a particular emphasis on services such as Home Care Packages (HCP) and the Commonwealth Home Support Program (CHSP) catering to four distinct regions. In addition to our aged care earnings, our organisation secured funding for our CALD (Culturally and Linguistically Diverse) Community programs, including initiatives like Community Action for a Multicultural Society (CAMS), Multicultural Seniors Program (OPAP), Primary Health Network (PHN), Settlement Engagement & Transition Program (SETS), Diverse Workforce Queensland (Work Towards), Care Finders, NDIS Access, Humanitarian Settlement Program (HSP), and various smaller events. It is important to highlight that a portion of our income for the 2022-2023 financial year, approximately \$0.5 million, came in for new programs. When factoring in these subsidies, our revenue exhibited a meaningful growth of 16.5%.

Expenditure

In the fiscal year 2022-2023, our expenditure experienced an increase of approximately 17.44% compared to the preceding year, totaling \$11.9 million. As a service-oriented organisation, our most substantial expenditure category remains salaries and wages, which accounted for \$7.8 million during the current year, signifying an approximate rise of 8.35%. The increase in client support expenditure reflects our evolving strategy over the years, with a focus on broadening the spectrum of services delivered by our skilled and trained staff. Moreover, the introduction of new funding streams within our Community Programs Team has contributed to increased wage and other expenditure costs. Notably, our ongoing quest to enhance systems and team expertise, we have implemented a new scheduling system as well as engaged the services of various expert consultants to drive improvements in human resources, leadership, well-being, and marketing. Furthermore, additional costs are directly tied to the establishment of one new location, expanding our reach, accessibility, and resources to better serve our valued clients.

Balance Sheets

With the fiscal year 2022-2023 culminating in a surplus, our net position has expanded to \$7.1 million. Our assets now stand at \$11.2 million, with a significant portion of \$6.5 million held in cash and cash equivalents. Notably, there has been a reclassification of our lease, which has been incorporated into the balance sheet (text from last year – should this be removed or is it still relevant). Throughout the financial year, we remained committed to the review of our fleet, a response to previous year shortages. On the liability side, the total has grown to \$4.1 million, primarily attributed to funds received in advance, specifically in relation to HCP and CHSP. Our objectives have revolved around preserving our strong financial standing and ensuring stable operations during a period of economic fluctuation. In this regard, the organisation has met our goals, expanded our income sources, and provided increased support and encouragement to our communities. While we acknowledge the presence of ongoing uncertainties, we approach them with the knowledge and confidence that we have weathered challenging periods before and emerged successfully, fully prepared to do so once again.

MCCGC CORPORATE

Multicultural Communities Council Gold Coast (MCCGC) boasts a proud history of serving people from refugee backgrounds and multicultural communities on the Gold Coast. Over the past year, we have put in dedicated efforts to maintain strong connections with both established and emerging communities.

Our approach centres on meaningful and strong connections with communities on issues of profound significance for them, providing crucial support to deliver positive and enduring change in the Gold Coast community.

As part of our 2023 success stories, we increased our presence by opening our new Southport headquarters, a safe hub-style space developed to ensure we can continue to provide and improve initiatives like community training, our English classes, our Work Towards program, the settlement of migrants from refugee backgrounds and their families, NDIS, and Community Partway Connector clients. MCCGC's office also provides a welcoming and inclusive space where the community can gather together and have a cup of coffee.

Another important initiative is our active involvement in multicultural policy reform, engagement with local, state, and federal representatives, and collaboration with peak-body organisations like FECCA and ECCQ further underscore our commitment to advocacy and social change. Also, refreshing the MCCGC Corporate Brand and a comprehensive review of our Strategic Plan through establishing a forward-looking roadmap for our ongoing journey.

To meet the evolving needs of our diverse community, we've expanded our service offerings and engaged in research with prominent university partners, such as the University of Queensland and Griffith University. Additionally, we are investing in the capacity and capability building of our Executive and Senior leadership teams through leadership and wellbeing coaching, ensuring that growth and improvement remain at the core of our mission.

At MCCGC, our journey is one of continuous evolution aimed at empowering and uniting our diverse community. We aspire to create a society where every voice is heard, every culture is valued, and every community thrives.





150

MCCGC Organisational Members

43

We support clients from over 43 different nationalities

1675

Clients were supported by our two brands



CHAIRPERSON AWARD

This year, Jessica McAdam, our Head of Client and Community Services, was honored with the prestigious Chair's Award. Jessica earned this accolade during her tenure as the Community Programs Manager, and has since been promoted to an executive role. Her exceptional qualities were widely acknowledged by both her team and the broader organisation, recognising her consistent display of impeccable professionalism, extensive knowledge across a diverse range of service offerings, and commitment to the wellbeing of our clients and the communities we serve.

Jessica's proactive efforts in cultivating robust relationships with clients and community partners have been instrumental in propelling the success of our programs. Furthermore, her innovative problem-solving skills and strategic thinking capabilities have played a pivotal role in elevating the quality and effectiveness of our services.



JESSICA MCADAM
Head of Client & Community Services

“ Jess is the epitome of MCCGC's vision, mission, and values. Jess's approach to complex situations is that of a true leader. ”

40 YEARS OF MCCGC

A Legacy of Empowering Communities



This year is our 40-year anniversary, and we are celebrating this important milestone. Our trajectory over these years speak about the history behind Gold Coast multiculturalism, the relevance of its presence in current times, and the power to impact future models of support.

MCCGC came into existence in 1983 in response to the growing number of migrants, new arrivals, and people from refugee backgrounds. Back then, it was evident that their unique needs, especially for those from non-English speaking backgrounds, were not being fully met by mainstream services. The birth of MCCGC was a pivotal moment in history, setting in motion a chain of events that would forever change the lives of multicultural communities on the Gold Coast.

Since then, our vision has been crystal clear: to foster an inclusive community that cherishes diversity.

Our mission is to connect our clients to the community and to make life better. These are not just words; they are a testament to a journey that spanned four decades, impacting lives, igniting hope, and building bridges of understanding.

This year, as we celebrate the 40th anniversary of MCCGC, the organisation remains as spirited as ever, empowering communities, advocating for them, and changing their lives.

Let's celebrate this milestone and let this ignite the flame of hope for another 40 years of enduring legacy. As we look back at history, embrace the present, and peer into the future, one thing is clear: MCCGC's influence continues to shape a society that values diversity, unity, and the boundless potential of community. Here's to 40 years, and to countless more to come!



ORGANISATIONAL GROWTH & EXPANSION

Our commitment to supporting diverse communities and promoting staff growth has been the driving force behind our Strategic Plan review. This review has enabled us to pinpoint 24 dynamic initiatives to strengthen our organisation, ensuring it thrives into the future. We've already made substantial strides in this direction by implementing AlayaCare, our new client information system, and ELMO, our first digital Human Resource Information System.

Our focus is set on crafting a future built upon our values of unity, compassion, integrity, respect, and *joie de vivre* (joy of life). We are committed to taking positive steps towards continually improving ourselves and building a thriving community of individuals who share our vision.

Together, we're dedicated to shaping a brighter, more optimistic future filled with challenges and opportunities, to nurture and elevate diverse communities, and ensuring they flourish and thrive.



Changes to Our Corporate Identity

For our organisation, it is critical that our clients and communities feel a strong connection with us. This is why key initiatives, such as the refreshing of the MCCGC Corporate Brand, have played an important role. The primary objective was to create a clear distinction, positioning MCCGC Corporate as the umbrella while establishing a separate identity for MCCGC's Community Programs team and CÜRA Aged Care services. This differentiation has significantly improved our purpose and sense of belonging.

Moreover, the separation of MCCGC's Community Programs and CÜRA Aged Care has proven essential in helping our clients understand the distinct brands operating under the same umbrella. To eliminate any potential confusion, we have separated both brands in terms of design and physical location. MCCGC's Community Programs team is now centralised in our Southport office, while CÜRA Aged Care is based in our Ashmore office, ensuring clarity and enhancing the overall client experience.

Wellbeing Team

In 2023, our organisation invested strategically in the wellbeing and development of clients and staff by establishing a dedicated Wellbeing and Practice team. This dynamic team includes Tommo Sakai, our Wellbeing Advisor and Keneti Galo, our Wellbeing, Culture and Practice leader. This initiative underscores our commitment to fostering a holistic and supportive environment for our clients and valuable team members.

Tommo plays a crucial role in supporting clients and their families by prioritising their emotional and mental health. Simultaneously, Keneti focuses on supporting staff, seamlessly integrating wellbeing, cultural sensitivity, and practical aspects. Through open dialogue, they have cultivated a more supportive environment for clients and staff, contributing to a holistic approach to wellbeing, and emphasising self-care practices during challenging moments. Overall, the collaborative efforts of Tommo and Keneti underscore our commitment to comprehensive support for all stakeholders within our corporate setting.

OUR RECONCILIATION JOURNEY

In late 2021, at MCCGC, we formally committed to reconciliation through our Reconciliation Action Plan (RAP). Our mission aligns with the five dimensions of reconciliation, historical acceptance; race relations; equality and equity; institutional integrity and unity.

As the peak body for multicultural communities on the Gold Coast, we're uniquely positioned to promote reconciliation among underrepresented community members of all ages and backgrounds. We're committed to regularly reviewing our RAP to deliver on our commitments.

Furthermore, we actively engaged in the recent Voice to Parliament referendum, endorsing the 'Yes' campaign after consultations with staff, clients, and peer partner organisations. We conducted informative workshops for our staff and community, emphasising the significance of participating in the debate within and across our community.

Although the proposition to amend the constitution for an Aboriginal and Torres Strait Islander Voice to Parliament was defeated, we now enter a period of reflection and community engagement to focus our contribution to reconciliation and support the healing process alongside Aboriginal and Torres Strait Islander Australians.



IMPROVEMENTS TO TECHNOLOGY

Digital transformation has been a central focus at MCCGC in the past year. We've made substantial investments in modern systems and cybersecurity measures to ensure a safe, integrated, and comprehensive approach to staff engagement and client service delivery across our wide range of services.

The integration of client information, workforce management, communication, network, and digital operational processes is now much more integrated and facilitates improved outcomes and reduced risk. Our state-of-the-art client information system, AlayaCare, has been seamlessly incorporated into our Aged care, NDIS, and Care Finder businesses, with Employment and Training, and Community Pathway Connector in the planning phase. This modernisation means more time is available for our clients.

Furthermore, we've implemented ELMO Workforce Management, greatly benefiting our Human Resources Team by facilitating eRecruitment, Onboarding, and Human Resource management. This transition allows our Payroll team to operate with consistent, secure data while our staff enjoys the advantages of modern web and app-based environments, enhancing indicators such as time to recruit and ensuring compliance obligations are met.

We've also taken strides to:

- Improve our communications through telephone queues, providing a client contact centre-like experience.
- Adopt mobile technology and an Australian-hosted Microsoft cloud environment, including Teams and email, to stream administrative communications.
- Have a proactive approach to cybercrime protection mechanisms ensuring data is safeguarded from potential threats.
- Established stringent verification processes for our supplier partners, systematically certifying supply chain outcomes such as remittance activities.



STUART MCFARLANE
Head of Digital





"Diversity is not just how we differ.
Diversity is about embracing one
another's uniqueness."

- Janice Chang



OUR COMMUNITY PROGRAMS TEAM

MCCGC's Community Programs team have had an unwavering commitment that has consistently revolved around active listening and truly understanding the unique needs of our diverse communities on the Gold Coast. Our growth aligns seamlessly with this fundamental mission, and for that, our community members are our trusted sources. This approach is dedicated to amplifying the availability of services customised to meet these diverse requirements.

As a trusted multicultural peak body, we are proud of fostering collaborative relationships within the broader service sector. Our role as an advocate and trusted advisor organisation enriches the experiences of our communities. Our focus on supporting diverse communities spans across various age groups. What makes us truly unique is our ability to support holistically, we are seen as a safe community touch point that operates with a hub-style, approach allowing people to engage with us through multiple channels. Be it face-to-face, phone, or online, our goal is to be available to anybody through any means.

Our Partners

Collaboration is at the heart of our success in supporting our clients and the community, mobilising the best resources to meet their unique needs, and advocating for their wellbeing. Here are some of our valued partners:

- Our partnership with SSI, which began in 2019, continues to play a pivotal role in supporting the settlement community on the Gold Coast.
- Additionally, we have initiated a fresh collaboration with Multicultural Australia, focusing on supporting newly arrived people from refugee backgrounds within the Gold Coast region.
- Working closely with various other partners, including Multicultural Families Organisation, The Migrant Centre, WMQ, and PCCS, ensures safety, efficiency, and the prevention of service duplication, reinforcing our commitment to comprehensive and streamlined support.

HEAD OF CLIENT & COMMUNITY SERVICES REPORT

As I reflect on the past 12 months, MCCGC's Community Programs team has continued to fulfill its goal of promoting mutual support and inclusivity within our diverse communities on the Gold Coast. As an organisation we continue to hold funding in National Disability Insurance Scheme (NDIS), Department of Employment Small Business & Training (DESBT), Home Affairs (Settlement), Department of Health (DOH - Mental Health) and Multicultural Affairs (CAMS) Our commitment to ensuring culturally inclusive and participatory programs has been evident through the facilitated support to our community and clients. Throughout 2022-2023, we take pride in supporting over 1000 individuals and families on the Gold Coast.

Our team remains committed to actively listening and understanding the unique needs of our clients and communities, ensuring that we can tailor our services to provide ongoing wrap-around support. This approach has strengthened our ability to serve as a community touchpoint throughout 2022-2023, offering support through multiple channels, including phone calls and online meetings. Our continued role as the Gold Coast's multicultural peak body has allowed us to forge collaborative relationships within the broader service sector, enriching the experiences of our community members, no matter their age.

The introduction of two new grant-funded programs Care Finder (PHN) and Humanitarian Settlement Program (HSP) has allowed us to deliver a wider set of service offerings. This expansion of our services not only underscores our dedication to addressing the varied needs of our community, but also enables us to deliver a more comprehensive range of support.

MCCGC's values of unity, compassion, integrity, respect, joie de vivre (joy of life) extends beyond our services to our workplace. As we continue to evolve, our commitment remains; to build a workplace that welcomes individuals from all backgrounds, ensuring that our organisation reflects the rich tapestry of communities we serve.

We are immensely grateful for the trust and support of our clients and community members and are enthusiastic about the year ahead as we continue to grow, collaborate, and make a lasting impact in the lives of those we serve.



JESSICA MCADAM

Head of Client & Community Services



Snapshot of 2023

30

NUMBER OF
EMPLOYEES

942

NUMBER OF
CLIENTS

65

NUMBER OF LANGUAGES
SUPPORTED

63

NUMBER OF EVENTS
HOSTED & SUPPORTED

40

YEARS OF SERVICE

3

NEW PROGRAMS

OUR PURPOSE



Our Community

Our community encompasses a wide-reaching network, providing support to individual clients, families, and cultural groups across various ages, backgrounds, and diverse needs. We extend our outreach to community partner organisations and have the capability to assist individuals from various pathways within our region.

Additionally, we acknowledge and celebrate the remarkable contributions made by our dedicated volunteers and student placements within the community. We have supported them, and in return, they have supported us while giving back to the community. Their passion and willingness to dive in, learn, and grow have been truly inspiring.



Our Impact

We take pride in offering reciprocal support to various multicultural organisations. This support goes beyond assistance; it's a commitment to paying it forward. We firmly believe in fostering a network of support within the multicultural community, creating a powerful cycle of mutual aid and growth.

We also cherish the immense diversity within our community and are dedicated to creating spaces that allow everyone to showcase their cultures. These cultural exchanges serve as an invaluable opportunity for the broader community to learn about and appreciate different cultures. In doing so, we contribute to improving community integration and emphasise the significance of valuing every individual's unique background and heritage.

We firmly believe that the strength of our community lies in its richest of cultures, and we're committed to nurturing an inclusive environment that truly values them.



OUR PROGRAMS

MCCGC's Community Programs team is dedicated to providing high-quality, culturally safe support tailored to the diverse needs of the Gold Coast community. Through extensive consultation, we foster unity and collaboration, ensuring every individual receives the assistance they need to thrive.

CAMS - Community Action for a Multicultural Society

The 2022-2024 CAMS funding aims to overcome local barriers to economic and social inclusion in the Southern Gold Coast Region. CAMS officers Candice and Thili have successfully executed initiatives supporting the community. Their efforts focus on enhancing the quality of life for CALD individuals and groups through support, information, and advocacy, fostering skills and confidence.



Highlights of the year have included; Meet, Greet, Eat, Cross Cultural Identity Workshops, Palm Beach English Immersion, Gold Coast Multicultural Network, Themed Events.

Want to learn more? Scan the QR code!



Care Finder - Navigating the Aged Care System

Recognising the often-overwhelming nature of navigating the aged care system for many individuals and families, MCCGC introduced the Care Finder program in 2023, funded by the Primary Health Network (PHN). The program provides a person-centred approach that values individual needs, preferences, life experiences, and choices.

Our Care Finder model considers each client's circumstances, preferences, and needs, addressing barriers and fostering comfort in navigating the aged care system and community supports. Language support is provided by bilingual staff and supplemented with language support workers and interpreters. Additional support is available through our Clinical Care Manager, Social Worker, and Dementia Respite Staff.

Highlights of the year have included onboarding our client base with countries of origin spanning across Latin America (Argentina), Asia (China, Pakistan, Iran), Africa (Egypt, Algeria), Europe (England, Finland, Netherlands, France, Greece, Poland, Slovenia, Croatia, Germany, Sweden, Czech), Australia, and New Zealand.

Want to learn more? Scan the QR code!





Disability - Navigating the National Disability Insurance Scheme 'NDIS'

Our NDIS Support Coordination program, operating for four years, guides multicultural individuals in navigating the complex NDIS landscape to align their support with unique needs. We've assisted over 30 clients in 2023, facilitating NDIS Access applications, connecting clients with external providers, and advocating for additional Support Coordination funding in existing NDIS plans. Our goal is to optimize funding utilization while providing accessible, consistent, and personalized support to meet individual needs.

One of the teams highlights was a partnership with The Salvation Army to host a Financial Counselling and Budgeting Skills workshop at our Southport office. Tailored to address financial challenges in the current economic climate, participants, especially within CALD communities, found it valuable for improving their financial management. The workshop was led by a financial counselor from The Salvation Army.

Want to learn more? Scan the QR code!



Employment & Training - Helping clients to reach career goals

Our Employment & Training team have successfully supported 80 participants, meeting 100% of our yearly KPIs. This accomplishment highlights our dedication to empowering individuals from diverse backgrounds and facilitating their access to meaningful employment opportunities. Additionally, we surpassed expectations with a remarkable 57.5% employment rate above the set target. Train 2 Care, a Queensland Government-funded project in partnership with TAFE Southport, provides training for eligible participants, offering a Certificate III in Individual Support.

A major milestone for the team this year was our inaugural Multicultural Employment Expo, facilitating connections between employers, job seekers, and community members. We were honored to have Mayor Tom Tate as a special guest.

Want to learn more? Scan the QR code!





Settlement - Empowering & supporting people new to Australia

Proudly chosen as Multicultural Australia's HSP subcontractor in the Gold Coast since May 29, 2023, we've collaborated to provide continuous care to 48 newly settled clients. Our proactive casework support covers health, finances, and connections with mainstream agencies.

In addition, our SETS program remains vital, assisting 250 clients in enhancing social participation, economic and personal wellbeing, independence, and community connectedness during the fiscal year 2022-2023.

Want to learn more? Scan the QR code!

SETS



HSP



Wellbeing & Connection - Connecting people with community

Our Community Pathway Connector (CPC) program, a Gold Coast Primary Health Network initiative, connects individuals with multicultural backgrounds to mental health services, support groups, and community resources. Our mission is to promote inclusivity by establishing culturally safe connection points, offering personalized one-on-one support to empower individuals in their journey towards wellbeing.

Over 2022-2023 the CPC program reached 241 clients and consumers, with 118 new referrals and 123 enquiries for both mainstream and culturally safe services, reflecting our commitment to connecting people efficiently and making a positive impact on their lives.

Want to learn more? Scan the QR code!





OUR SUCCESS STORIES

Our MCCGC's Community Programs team has truly transformed the lives of our clients, and the impact is nothing short of extraordinary. Here are some powerful testimonials straight from the hearts of those whose lives have been touched by our support. Their words, recognising us as a catalyst for positive change in the lives of our clients and community, fill us with a deep sense of honor and pride.

Appreciation

“You are the best support coordinator Max has ever had. You continue to bring assistance and happiness into Max's life day-in-day-out. I can't thank you enough.”

NDIS Support Coordinator Client

“I would like to express my sincere gratitude to everyone involved in the CPC program, who contributed unconditionally to help me obtain the necessary economic resources to cover the costs associated with my son's birth at Gold Coast University Hospital. Your kindness is admirable and invaluable, and we will always be grateful for your support.”

Community Pathway Connector Client

“Care Finder changed my life. I was at risk with medical problems, mental health issues, and homelessness. They helped me access services from My Aged Care that I didn't know about. Now I have a place to live and mental and medical support. My problems weren't easy, but throughout the whole journey, I felt their support.”

Care Finder Client



“First and foremost, I want to express my heartfelt gratitude for your invaluable support and assistance. My children had been denied access to education for nine years. However, destiny led us to this wonderful country, offering us a second chance to lead secure lives and plan. I would like to thank your HSP team for her unwavering support, and I am also deeply grateful to MCCGC for their assistance in the life-changing journey.”

Humanitarian Settlement Program Client

“I want to recommend MCCGC, exalt it, and congratulate those who are part of this great family.

Finally, I only have words of gratitude for everything granted in these 5 months, for the help, and for allowing me to be part of you, MCCGC.”

Work Towards Program Client



“Conversations I had with the Train 2 Care team really opened my eyes and helped me get through the hardships. I am currently employed, and my overall situation is much better than what I had when this journey started. Thank you MCCGC.”

Train 2 Care Client





OUR COMMUNITY PROGRAMS TEAM

MCCGC's Community Programs team is committed to providing a distinctive service founded on principles of equity, unity, diversity, belonging, and inclusion. Our dedication extends to being an equal-opportunity workplace, actively welcoming individuals from diverse backgrounds into our team.

As we continue to grow and have more impact within the community services sector, we have been proactive in developing a robust structure and model that allows our staff to progress into leadership roles. Furthermore, we have taken significant steps to formalise our key program delivery areas, ensuring that our services are not only efficient and effective but also aligned with our mission of better serving the community. This structured approach not only enhances the quality of our offerings but also provides clear pathways for personal and professional growth within our organisation.

2024 & BEYOND

MCCGC'S COMMUNITY PROGRAMS TEAM

Our commitment to our clients and communities is an ongoing journey marked by continuous listening and learning. We understand that their needs are constantly evolving, shaped by both social and environmental factors. This dynamic landscape drives us to stay vigilant and responsive, ensuring that our services and support are always in alignment with the shifting needs and the evolving challenges faced by our diverse community members.

This dedication to staying attuned to our communities' ever-changing needs is not just a mission but a compass guiding our way forward. It empowers us to explore new horizons and seize opportunities that allow us to expand and adapt our services. By doing so, we can continue making a positive impact in the face of a complex and ever-evolving social and environmental landscape. This commitment to adaptability and growth is what motivates us forward and ensures that we remain a trusted organisation for our communities.





CURA AGED CARE SERVICES

Over the past year, CURA has made remarkable progress in several key areas. The team has significantly improved our package delivery, expanded our team in the northern region, and consistently maintained high levels of client satisfaction with our services. Our approach remains firmly anchored in compassion, cultural sensitivity, and a profound grasp of the distinct requirements of our senior community.

Our devoted team continues to deliver individualised care and support, ensuring that each person receives a personalised experience. Our overarching mission remains unchanged: to enrich the lives of seniors, whether through assistance with daily activities, fostering social connections, or promoting community engagement.

CHIEF OPERATIONS OFFICER REPORT

Reflecting on the past 12 months at CURA, I am pleased to report significant advances in our operations, reflecting growth, resilience, and commitment to our core values and objectives. Our accomplishments over the year have been important in reshaping and reaffirming our position as a caring and culturally diverse services, particularly in our Northern regions.

Our northern branch has experienced growth, expanded services, and focused on quality and personalised care for our diverse seniors. Strategic initiatives have enhanced our brand and overall impact. Our team, led by the Support at Home Manager for the Northern Region, has provided care for over 50 CHSP clients and 45 Home Care Package Clients in the last 12 months.

In areas of innovation and service improvement, our focus on ELDAC (End of Life Directions for Aged Care) and Advance Care Plans has been both informative and rewarding. Our effort is dedicated to not just meeting but surpassing the ever-changing needs of our clients. This was reflected in the completion of Dementia training with QLD TAFE and our team's commitment to further learning. Prioritising these programs underscores our dedication to offering comprehensive and compassionate care, regardless of the life stage our clients are in.

Our partnership with AlayaCare has resulted in significant improvements in care standards and operational efficiency, benefiting both clients and staff. It has brought many learnings as well as future efficiencies. Supporting over 50 languages emphasises our dedication to inclusivity, ensuring effective communication with a diverse audience. I am privileged to continue to share and learn different attitudes to care and develop our approach further, as always guided by our staff, clients, and community.

We've received over 100 compliments from clients, reflecting our commitment to continuous service improvement based on their experiences. We continue to listen to improvements first hand and client and staff voices to build upon service delivery. The growth in our Home Care and In-Home Domestic Workers is evidence of our commitment to creating opportunities and maintaining a supportive work environment, directly contributing to the exceptional care we provide.

Looking forward, our dedication to ongoing continuous improvement based on our staff and clients and their life experiences ensures we will remain strongly aligned with industry standards and quality care remains at the heart of what we do.



TROY NICHOLLS
Chief Operations Officer



Snapshot of **2023**

733

NUMBER OF
CLIENTS

80,887

HOURS OF CARE
PROVIDED

23

CLIENT PACKAGE
TRANSITION

140

GROUP PROGRAMS
DELIVERED

82

CURA TEAM
MEMBERS

50

LANGUAGES
SUPPORTED

240

HEALTH &
WELLBEING SESSIONS

2

WELLNESS CENTRES

OUR PURPOSE



Our Commitment

At CÜRA, our commitment lies in providing exceptional and inclusive aged care services that recognise the diverse needs of our community. We offer personalised, high-quality care that respects and celebrates the unique backgrounds of each individual. Beyond services, we foster a culturally sensitive and inclusive environment, reflecting the rich tapestry of our aging population. At CÜRA, our pledge is to enhance lives by embracing the individual stories and needs of those we serve.

Our Community

In 2023, we've dedicated ourselves to enriching the lives of seniors, their families, and the community. Through compassionate support and personalised care, our dedicated team has empowered independence for individuals with disabilities, navigating the complexities of the National Disability Insurance Scheme. Acknowledging Australia's cultural diversity, our multicultural aged care services have embraced and respected the unique values of seniors from various backgrounds. Additionally, CÜRA's aged care community services have been instrumental in ensuring that ageing does not limit one's ability to participate in the community or enjoy meaningful experiences. Our range of services, from transportation and assisted shopping to individual and group outings, aims to keep seniors connected, engaged, and independent while fostering relationships and connections within the community.



Our Impact

At CÜRA, our impact continues to extend beyond traditional notions of caregiving, as we passionately work to enhance the lives of our clients. As a not-for-profit entity, we are wholly committed to enhancing the wellbeing of our senior community members. Grounded in the multicultural heritage of our corporate entity, MCCGC, CÜRA actively champions a culture of respect, inclusivity, and understanding for seniors. offering personalised assistance in over 50 languages. Our wellness centers embody our commitment to socially connected communities, fostering a sense of belonging and active participation. Every profit generated by CÜRA is directly invested in the community, ensuring the continuous evolution and expansion of our impactful services and programs. Our team diligently works towards fostering a more caring and inclusive society that ensures our clients receive sustainable support to help them lead their best lives.

OUR PROGRAMS

Welcome to our comprehensive suite of services, designed to cater to diverse needs and provide compassionate care across various settings. We tailor support to enhance our clients overall wellbeing. Whether it's in the comfort of one's home, within the community, or through specialised programs. Our in-home services ensure that our clients receive the attention and support they need within the familiarity of their own living spaces.



In The Home

Ensuring a comfortable and safe environment for seniors to thrive in their own homes has been a cornerstone of our services at CÜRA. Over the past 12 months, our dedicated teams have provided holistic wrap-around support to our clients by assisting with daily tasks, household activities and personal care. This assistance has allowed them to maintain their independence and quality of life, ensuring that they can continue to live comfortably within the familiar surroundings of their homes.

Want to learn more? Scan the QR code!



In the Community

Our commitment to fostering strong community ties for seniors has been integral over the past year. We understand the importance of connectivity and belonging, especially for seniors. Our programs and initiatives have been meticulously designed to facilitate connections between seniors and their local communities, promoting a sense of belonging and enabling invaluable social interaction. Throughout the last year, we have successfully organised and executed many community engagement events, allowing the seniors to participate actively. These initiatives have not only bridged the gap between generations but have also provided an avenue for seniors to remain an integral part of their communities.

Want to learn more? Scan the QR code!





Our Wellness Centres

CÛRA's wellness programs have been tailored to focus on the holistic health of seniors, encompassing physical, mental, and emotional wellbeing. Over the last year, our programs have offered comprehensive support, empowering seniors to lead healthy and fulfilling lives. Through a diverse range of activities and services, we have aimed to promote a balanced and active lifestyle, catering to the diverse needs of our senior community. Throughout 2022-2023 we have delivered over 170 group programs, conducted over 240 health & wellbeing sessions, and played an estimated 1254 board games in our Wellness Centres.



Want to learn more? Scan the QR code!

Respite

Our respite care services continue to provide essential support for our clients and their caregivers throughout 2022-2023. Whether at home or at one of our Wellness Centres, our experienced team continues to deliver professional and compassionate care, assisting with daily activities, medication management, companionship, and other crucial needs. This dedicated care ensures our clients receive personalised attention in a safe and comfortable environment. Respite care has served as a vital relief for caregivers of our clients facing physical, emotional, or mental fatigue, granting them a valuable opportunity to rest, recharge, and address their personal needs, secure in the knowledge that their loved ones are in capable hands.



Want to learn more? Scan the QR code!



Health & Wellbeing

At CÜRA, the health and overall well-being of seniors remain our top priority. Over the last 12 months, we have dedicated ourselves to supplying specialised healthcare services and personalised attention to meet the unique health requirements of each individual. Our approach to senior care involves a comprehensive and compassionate focus on their health, ensuring they receive the care and support they need to live their lives to the fullest.



Want to learn more? Scan the QR code!



Multicultural Support

At CÜRA, we take pride in championing the cause of culturally diverse communities. Our efforts extend beyond the confines of our organisation. We aim to increase awareness and appreciation of diverse cultural backgrounds through the work of our corporate entity, MCCGC. Through the work of MCCGC's Community Development team we are well equipped to assist and support new residents in Southeast Queensland. By supporting the application of grants, organising events, and facilitating networking opportunities in our Wellness Centre, we help bridge cultural and language barriers for migrants, ensuring they access the necessary support and connections within the community.



Want to learn more? Scan the QR code!

ROYAL COMMISSION

Following recommendations for a brighter future

Reflecting on the past year, CURA takes pride in the strides made towards aligning with the recommendations of the Royal Commission, effecting a transformative shift in aged care that adheres to industry standards and ethics.

Our dedication to exceptional care for individuals with dementia is evident through comprehensive training provided to our Home Care staff. Additionally, we have emphasised training around palliative care procedures, instilled a strict code of conduct, and equipped our team with expertise in the Serious Incident Response Scheme.

Our client-centered approach involves prioritising input from clients, actively involving them in shaping our care strategies. To ensure holistic care, we've appointed a Quality Support Officer and introduced roles like Care Staff Liaison and a CURA Wellbeing Advisor.

Collaborating with MCCGC's Care Finders team has expanded our reach to vulnerable clients in the community. In pursuit of high-quality services, we've partnered with Griffith University to explore innovative assistive technologies and incorporate best practices.

The professional growth of our Aged Care workforce is supported through participation in MCCGC's Skilling Queenslanders for Work Train2Care program.

Additionally, we are currently in the works of setting up Consumer and Quality Care Advisory Bodies to ensure consumer feedback and quality care considerations guide our decisions.

Committed to progress throughout 2022-2023 and beyond, CURA continues to actively adopt necessary changes to keep pace with industry advancements and best practices.





OUR SUCCESS STORIES

In the spirit of shared success, CURA is honored to present a selection of uplifting testimonials received over the past year. These glowing commendations highlight the dedication and excellence that our team consistently delivers. They stand as a testament to the trust and satisfaction our clients have placed in our services and solutions. We are grateful for the opportunity to serve and make a positive impact. Here are just a few voices among many that inspire and drive us forward.

Testimonials

“ We had a preliminary assessment to see if Mum was eligible for an ACAT assessment. They determined she is eligible, and now we have to wait at least five months to be allocated an assessment date. Nothing is easy or straightforward. Thank you for all your help. I wish you were my first point of contact for everything. It would make my life easier.”

CÜRA Client's family member

“ Thank you for a beautiful day outing. Choice of park perfect with ducks and others to stimulate the brain...The lunch venue was superb- fair value meals. We genuinely enjoyed it. The art corner on Monday in the wellness centre was great. We hope others find it beneficial for their wellbeing.”

CÜRA Client

“ I am grateful for the effort that our CURA Carers put in to help my wife as her condition worsens with Alzheimers Disease. I am also grateful for their conversations with me to check on what has been happening. I am also incredibly lucky to have someone like you Jennie in the Driving seat.”

CÜRA Client's family member



“ We have appreciated your honesty, diligence, trustworthiness and professionalism these past years. All of you have shown us understanding and consideration combined with genuine and deep caring and respect for the well-being of our mother. Both her mental and physical well-being have been at the utmost in your mind. Thank you all for even your slightest smile and your kind, supportive words and deeds. We wish you and your company success and deep satisfaction in your work ahead. Thank you again with gratitude. “

CÜRA Client's family member

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CÜRA Client's family member



“ I am so grateful for the (Well-being) sessions we had. I don't think I would have gotten to this point if I had not met you. I am now sleeping 6-7 hours a night and catching up on the lack of sleep those last few weeks on the coast. Once again, I thank you for all your help, and maybe one day we will see each other again. All my gratitude.”

CÜRA Client





OUR CURA TEAM

At the heart of our organisation, our CURA Care Advisors, Home Care Workers, Care Support Team, and In-Home Domestic Workers form the backbone of our dedicated team. Throughout 2022- 2023 we continue to reflect a commitment to cultivating a workplace culture that is both diverse and inclusive. CURA takes pride in fostering an environment that celebrates the richness of our cultural background, creating a tapestry woven from various threads. With our staff proficient in over 50 different languages, we continue to uphold a pledge to provide equal access and opportunities for every individual within our workspace.

2024 & BEYOND

CURA AGED CARE SERVICES

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This dedication to staying attuned to our communities' ever-changing needs is not just a mission but a compass guiding our way forward. It empowers us to explore new horizons and seize opportunities that allow us to expand and adapt our services. By doing so, we can continue making a positive impact in the face of a complex and ever-evolving social and environmental landscape. This commitment to adaptability and growth is what motivates us forward and ensures that we remain a trusted organisation for our communities.

A group of people, mostly women, are standing at what appears to be a social or professional event. They are dressed in business-casual attire. The scene is lit with warm, indoor lighting, possibly from string lights visible at the top. A large, semi-transparent blue rectangle is overlaid on the center of the image, containing white and orange text.

CLOSING STATEMENT

As the custodian of MCCGC, it is both a privilege and a humbling experience to witness the incredible work undertaken by our dedicated team today. We recognise that our efforts are not in isolation but build upon the remarkable legacy of passionate and visionary leaders who came before us. Looking ahead to 2024 and beyond, we approach the future with a profound sense of purpose, unwavering optimism, and relentless determination.

We understand that our actions today are integral to weaving the fabric supporting our overarching vision: creating an inclusive community that profoundly values cultural diversity. Each day, it is an honour to be part of MCCGC and to collaborate with a team filled with gifted, passionate, and generous individuals who share our commitment. We count our blessings daily, fully aware that the collective work of the MCCGC teams, regardless of their roles or locations, has the power to change lives and shape a brighter future for those we serve. In doing so, we contribute to crafting our community into a vibrant tapestry of diversity and inclusion, where every individual's uniqueness is cherished and celebrated.

Shane Klintworth

CHIEF EXECUTIVE OFFICER

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