



Ethnic Communities
Council of Queensland

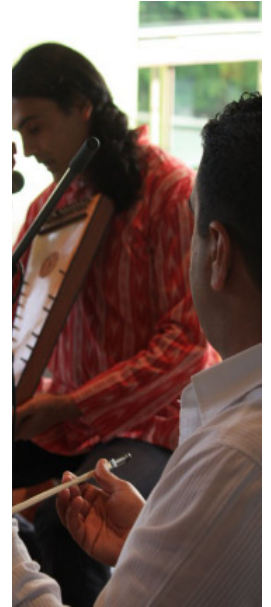
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Ethnic Communities Council of Queensland
ANNUAL REPORT
2012- 2013



QUEENSLAND'S PEAK BODY
FOR ETHNIC COMMUNITIES
& CULTURAL DIVERSITY

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REPORT OF THE CHAIR

Agnes Whiten OAM



The last 12 months posed many challenges to the organisation due to State government funding cuts to many organisations and ECCQ was not spared. However, with prudent budgeting and prioritising of programs, good outcomes were again achieved. This report covers the period July 1, 2012 to June 30, 2013.

The breakfast meeting held on 9 June at the Cypriot Club with the Minister for Aboriginal & Torres Strait Islander and Multicultural Affairs and Minister Assisting the Premier, The Honourable Glen Elmes, as guest speaker was attended by over 200 people. Attendees included representatives from many different communities and service providers, including from Aboriginal and Torres Strait Islander communities. Also present was Robert Cavallucci, Assistant Minister for Multicultural Affairs.

ECCQ's third Multicultural Summit was held at the State Library on 29 and 30 October. The theme was 'Working today for a future together'. The keynote speaker for the first day was Dr Sohail Inayatullah whose address was titled 'Into the Looking Glass - multiple reflections' and the second day address was given by Waleed Aly with the topic 'Communication and the role of the media.' Her Excellency Penelope Wensley AC, Governor of Queensland, was the guest speaker at the Summit Soiree. Feedback from delegates confirmed that the choice of speakers was well received.

ECCQ's revised constitution, approved at an extraordinary general meeting of members in June 2012, took effect on July 1. Under the revised constitution the Executive Committee became the full Board of ECCQ, with all members of the Board having the duties and liabilities of directors under the Corporations Act 2001 (Commonwealth).

The positions of Vice Chairpersons were abolished and the positions of Honorary President and Immediate Past Chair recognised. The position of Chief Executive Officer was created and Nick Xynias was appointed in a voluntary capacity, in recognition of his role over many years as de facto CEO.

All division heads, Ian Muil who is Executive Manager of peak body ECCQ; Athena Ermides, General Manager of Berlasco Court; and Vivien McDonald, General Manager of Diversicare, report directly to Mr Xynias.

The position of Company Secretary was created and two new committees were established: the Finance, Audit & Risk Committee and the Membership, Policy & Planning Committee. Mrs. Cheryl Miller was appointed Company Secretary in a temporary capacity from September to the end of November.

The long-standing committee on women's issues, more recently known as the Women's Ethnic Network, has been suspended for a year as it was observed that there was not much interest, and the number of people attending has declined considerably.

ECCQ's public meetings are now held every second month and the format is no longer structured as a formal meeting. The Executive Manager of peak body ECCQ, Ian Muil, still briefs all meetings on updates on multicultural issues. Members are encouraged to participate in open discussions or panels. The first bi-monthly meeting was in February where attendees were able to engage with representatives from the Australian Red Cross - Keir Daley, the community detention program coordinator and Kim Locklier who presented on available support services for asylum seekers and migrants in Queensland.

At our April meeting, Mr Marcus Mulholland, Strategic Planning Manager at Brisbane City Council met with members and discussed the new draft city plan. He provided an overview of the new city plan with particular reference to issues that appealed to our members. He spoke about the strategic intent of the plan. There was also a particular focus on the delivery of housing, community facilities and the priority infrastructure plan and discussion on the zones for community spaces and usage.

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REPORT OF THE CHAIR

Continued from page 1

At the June meeting the proposed changes in public housing were discussed by Adrian Pisarski, Executive Officer of peak body QShelter. He spoke on the opportunities and challenges of these changes while ECCQ's Senior Policy Officer, Fiona Caniglia, presented on a culturally responsive framework to guide implementation. The bimonthly meetings, new format and choice of topics and speakers have attracted good attendances.

ECCQ also launched a new media tool kit, 'Joining the Conversation' for CALD communities at the Harmony Day Media Forum in March at the Brisbane City Library which attracted over 50 guests. The toolkit was also launched at ECCQ Harmony Day events in Rockhampton, Townsville and Cairns.

Berlasco Court remains compliant with Accreditation Standards. Following the introduction of new aged care reforms 'Living Longer, Living Better', the facility is having a number of discussions in regards to strategic planning of the site to ensure that the organisation remains viable in an environment of increasing competition.

Diversicare's Partner in Culturally Appropriate Care team hosted the 'Happy Ageing Conference' for CALD Australians with over 200 delegates from Far North Queensland, Victoria and South Australia. The keynote speaker was Pino Migliorino, Chairperson of FECCA, who spoke passionately about the importance of equity of access for service provision in the community and residential facilities for CALD communities.

ECCQ lost the SECA and CAMS coordinator positions. Our core funding was also cut by half and the loss of staff and activities could not be avoided. On a happier note, our chronic disease team moved into our newly-acquired property at 261 Boundary Street.

"I also thank the staff and volunteers who contributed greatly to the operation of the organisation throughout the year."

The Federation of Ethnic Communities Councils of Australia (FECCA) will hold its 2013 Conference at the Gold Coast Convention & Exhibition Centre on November 7 and 8. This biennial conference, with this year's theme of 'Breaking down the Barriers: a strength-based approach for a just society', is co-hosted by ECCQ and the Multicultural Community Council of the Gold Coast.

I would like to express my appreciation to the Minister for Aboriginal & Torres Straits Islander and Multicultural Affairs, The Hon Glen Elmes, the staff of Multicultural Affairs Queensland, and the staff of the Department of Immigration & Citizenship.

I would like to thank members of the Board of ECCQ for their continuing support. I also thank the staff and volunteers who contributed greatly to the operation of the organisation throughout the year: Ian Muil, Executive Manager of ECCQ; Vivien McDonald, General Manager of Diversicare; and Athena Ermides, General Manager of Berlasco Court. My sincere thanks to Nick Xynias for his encouragement and support.

REPORT OF THE FINANCE, AUDIT & RISK COMMITTEE

Alex Daniloff



It is my privilege to again present the Ethnic Communities Council of Queensland's financial report for the year ended June 30, 2013.

As is our standard practice we provide both consolidated accounts and, in the interests of transparency for our members and stakeholders, we also provide a segment breakdown to show the performance of our peak body activities; our home and community care division, Diversicare; and our aged care facility, Berlasco Court.

ECCQ's strong financial status, affirmed again by this financial report, means we are well placed to serve our constituents in the role of statewide peak body, specifically in the area of advocacy and policy development; and in the critical area of health services.

The auditors report again highlights the prudence of ECCQ's risk management principles where it states ECCQ does not have any material credit risk.

ECCQ continued its prudent and conservative financial policies, and we remain a strong independent organisation capable of serving our members and wider constituencies with determination.

Financial 2013 is a solid result, taking into account the difficult economic and political environment throughout most of the year under review.

‘ECCQ's strong financial status, affirmed again by this financial report, means we are well placed to serve our constituents in the role of statewide peak body.’

We thank the many departments and agencies from federal, state and local levels for their continuing support and cooperation.

I also thank my fellow directors on the board of directors and ECCQ staff for their support and commitment.

ECCQ

Ian Muil, Executive Manager



As the peak body in Queensland our work on policy and advocacy, reflecting grass roots issues through to state and federal policy, continued to be of outstanding quality, led by our Senior Policy Officer Fiona Caniglia and supported by Gail Slocombe whose primary focus has been on

CALD child safety policy, particularly in the context of the Carmody Inquiry.

The extensive range of our policy work is on our website, www.eccq.com.au; the list of achievements is exhaustive.

Our Policy Round Table continued to provide valuable guidance on priorities. We consequently developed policy submissions including for mental health and the review of federal employment services. We provided advice on a review of census questions relating to ethnicity, ancestry and country of birth and submitted views on the review of the electoral system, supporting compulsory voting and suggesting ways the system could be more inclusive of CALD people.

We contributed to a review of specialist curricula and teaching roles relating to English as a second language and wrote a submission on second language teaching in primary schools, resulting in the government announcing the continuation of this option.

We provided a detailed response on the State Budget which we widely distributed followed by meetings with many members of parliament to discuss our policy priorities.

Our framework for policy work was sharpened during the year with a clearer focus on productive diversity. Core issues identified by our constituents - health, housing, family support, education and employment - are essential to the capacity to participate fully in Queensland's social and economic opportunities.

We ensured there would be strong convergence with the Newman Government's focus on a strong economy and economic participation through lower unemployment rates.

“Our framework for policy work was sharpened during the year with a clearer focus on productive diversity.”

We took the lead with Agencies Supporting the Housing of Refugees, Asylum Seekers & Migrants (ASHRAM), a QShelter branch, in holding a forum to establish priorities for housing.

We also contributed to the government's review of the multicultural policy, close to finalisation by financial year end. And with our strong focus on employment we provided a detailed response to how the mining industry might employ CALD unemployed in employment hotspots. Working with settlement agencies and QCOSS we developed a detailed framework for the employment of migrants, particularly the more disadvantaged. In doing so we worked hard at locating and analysing demographic data to illustrate the point that some are confined to extremely low incomes and higher unemployment.

We continue to focus on developing our capacity to work with data that are indicators of migrant wellbeing.

Through the expertise of Gail Slocombe, we made significant contributions to family support and child safety policy in a multicultural context, developing comprehensive resources for better service delivery and advising government on the shift from crisis-driven to prevention and early intervention, post Carmody.

So we worked with CALD communities to identify behaviours and activities that support families and children to ensure the best ways of responding are shared. The 'What's Working' report, on our web site, was widely distributed and 'tip sheets' were translated and distributed to newly-arrived CALD families, also using You Tube, and we gained a small Brisbane City Council grant for Dinka translations.

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ECCQ

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Gail Slocombe also supervised international students who produced a video and workshop presentation of 'Parenting Sheets' for Indonesian families. This is also on our website and is included in the international student handbook.

Gail also presented a paper at the Families Australia Forum on the National Child Protection Framework and advised on: the new coordinated family support services in Goodna; the Family Support Working Group; the Islamic Women's Association; and she continues to contribute to PeakCare policy.

Building on our concern with housing policy we developed a paper on the implementation of public housing stock transfers planned for Logan City. Increasingly we will build on our policy with implementation strategies such as this. The comprehensive paper includes a cultural diversity plan to inform the transfer of housing stock and we plan to work closely with the tenderer engaged to manage the community housing stock in Logan to ensure the inclusion of CALD communities.

As we enter the year ahead we are reviewing our policy positions and strengthening our Policy Round Table with significant opportunities to synergise the Round Table with leaders identified and developed through our new leadership program funded by DIAC through the Settlement Grants Program.

And though we were no longer funded to employ a coordinator for the CAMS program, that position having been abolished in the 2012 State Budget, we continued to support the program, organising and hosting meetings and tel-elinks; advocating for, promoting and then organising for a CAMS presentation to the FECCA conference in November on the Gold Coast.

Polishing our HR capacities

In last year's annual report I mentioned the appointment of Chris Dougherty as Human Resources & Administration Manager - a timely appointment as he has been busier than we could have imagined.

‘Building on our concern with housing policy we developed a paper on the implementation of public housing stock transfers planned for Logan City.’

A snapshot of our HR priorities and achievements over the year:

- a review of our Policy & Procedures manual to improve our workplace culture through simplified flexibility arrangements, improved workforce stability and improved recruitment practices
- implementation of the Modern Award transitional requirements and Equal Remuneration Order
- a review of our IT systems and commencement of a multi-year strategy to improve reliability and performance of intelligent systems
- review and renegotiation of supplier arrangements
- finalised organisational restructure activities at Diversicare
- worked with program managers to improve budget preparations and shift the culture to a business-oriented mindset when dealing with true costs of programs and projects
- redesigned membership systems, improving the database and mechanisms for using data provided on applications.

New benchmarks set by our chronic disease program

Led by program manager Ella Ashley our multicultural health workers delivered 406 sessions on healthy eating, physical activity, diabetes type 2 prevention and cancer screening to 4,172 participants from Queensland's Afghani, Bosnian, Bhutanese, Burmese (Karen and Rohingya), Chinese, Indian, Iraqi, Iranian, Pacific Islanders, Spanish speaking, Sudanese and Vietnamese communities.

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ECCQ

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We engaged Queensland University of Technology (QUT) to evaluate the program and the evaluation team found our program has been effective in reaching CALD communities and facilitating health behaviour change.

Participants in the Living Well Multicultural Lifestyle Modification program reported increased awareness of risk factors and the uptake of healthy behaviours such as increased fruit and vegetable consumption and physical activity and thus sustainable weight loss.

Participants in the cancer screening and Swap it Don't Stop it programs reported increased knowledge of cancer risk factors, symptoms and screening and participants reported eating healthier foods and being more physically active.

The pilot cancer screening project, in partnership with Queensland Health, investigated the effectiveness and impact of culturally tailored cancer screening education. The pilot involved cancer screening modules across seven CALD communities – this succeeded in positively changing attitudes to participation in cancer screening and for participants with low literacy the sessions provided an opportunity to clarify myths on cancer. We also partnered with Brisbane City Council to deliver various health programs to CALD communities.

Our ground-breaking Certificate IV in Primary Health & Community Care (Multicultural), Australia's first nationally accredited training in multicultural health, attracted 60 students during the year with 50, at financial year end, having completed or partially completed the course. Students come from across Queensland with their home countries being: Argentina, Bosnia, Burundi, China, Cook Islands, East Africa, Fiji, India, Iraq, Macau, Myanmar, New Zealand, Samoa, South Korea, Sudan, Papua New Guinea, the Philippines, Sierra Leone, Sri Lanka, Tanzania and Tonga.

Towards year end ECCQ was selected as a finalist for this certificate in the 2013 Health & Community Services Workforce Innovation Awards.

“Towards year end ECCQ was selected as a finalist for Certificate IV in Primary Health & Community Care (Multicultural) in the 2013 Health & Community Services Workforce Innovation Awards.”

And in October we facilitated a partnership with the Multicultural Development Association to implement a CALD community engagement project for Metro North Brisbane Medicare Local (MNBML).

Our health workers conducted community consultations and administered a survey to identify gaps in health services and inform population health planning in the region. Almost 240 respondents from African, Arabic-speaking, Bhutanese, Chinese, Indian, Pacific Islander, Sri Lankan, Spanish-speaking and Vietnamese communities took part.

Positive outcomes in HIV/AIDS, Hepatitis, Sexual Health program

In the uncertain climate of a changing health landscape and the Newman Government's review of its strategic approach to HIV, our sexual health program continued to deliver the outcomes sought.

Under the leadership of program manager Zhihong Gu almost 200 HIV/AIDS, viral hepatitis and STI workshops were held by our health workers, attended by 1,500 participants from 19 different ethnic backgrounds, mainly high-prevalence Asian and African communities.

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An identifiable outcome, for example, is that 113 participants said that, having attended a workshop, they would now be tested, and 107 people were referred to GPs, sexual health clinics or other relevant services.

Our program includes information sessions, often in their native languages; training for service providers who work with CALD clients; information stalls at multicultural events and festivals; support groups for people from Burma, Vietnam, Rwanda, Burundi and Congo; two HIV forums, in Brisbane and Logan, around World AIDS Day, addressed by HIV-positive speakers of CALD and Australian background; resource distribution with over 7,000 copies of printed material in various languages, DVDs, and condoms distributed. We effectively utilised ethnic media and collaboration and networking remains essential to our success.

Media and communications

Under the guidance of our Media & Communications Officer, Carrie Barnett, our state-wide Multicultural Media Training project held workshops to build the capacity of CALD communities to engage with the media and to promote cultural diversity and its benefits to the wider community. The project held state-wide Harmony Day events in March to highlight the need for more diverse voices in Australia's mainstream media.

This project was successful in filling a significant community demand: providing CALD community leaders and members with the tools to address negative stereotyping and the skills to promote positive portrayals of their communities through a two-day intensive certificate program facilitated by academics and practicing journalists in Brisbane, Ipswich, Rockhampton, Townsville and Cairns.

Outcomes included many media releases and 13 articles - all positive migrant stories - were published by local print, radio and digital media. Participants met with local journalists to build relationships.

“Thirteen articles - all positive migrant stories - were published by local print, radio and digital media. ”

We also partnered with the State Library of Queensland and Griffith University in a three-day Australian South Sea Islander Multimedia Storytelling Workshop in Brisbane. Participants had professional assistance to plan and create a three-minute multimedia story based on the theme ‘Australian South Sea Islanders 150 years - what does it mean?’

The stories were published through CitizenJ, a project of the State Library, and the SLQ Australian South Sea Islander blog, and showcased during the commemorations.

During the three-day workshop, participants could explore and use Australian South Sea Islander collections at SLQ and the Queensland Museum - a unique opportunity to create contemporary stories that help educate future generations about what it means to be an Australian South Sea Islander in 2013.

DIVERSICARE

Vivienne McDonald, General Manager



This financial year Diversicare successfully implemented the organisational restructure that has allowed us to consolidate and build on our strengths and improve our flexibility in service provision.

A major component of the successful restructure was to reassess the leadership structure and that will now allow future financial sustainability and growth for the division.

The restructure has and will continue to ensure significant growth in existing community care services and the development of new services. This will ensure the success of continual development of the systems implementation as well as invigorate performance and release true value and growth potential.

Diversicare remains open to change and engages in periodic internal reviews in order to consistently flourish in changing environments and be well positioned for long term growth. Diversicare's newsletter 'Cultural Connections', created by our administration staff, continues to be a great success in keeping the community updated on our projects and staff. It was sent to all our customers with positive feedback about its interesting and informative content.

November saw the launch of the food project conducted by Diversicare's HACCC MAS project officer Mangol Lok and Dr Danielle Gallegos and Anna Millichamp from QUT.

The project explored Australia's, and in particular Queensland's, demographic profile of CALD aged persons, existing HACCC services (including a focus on food services) and their use by CALD elderly. It also looked at barriers to aged care and HACCC service use for CALD elderly, nutrition and food security status in community-dwelling elderly and explored examples of HACCC food services that seek to meet CALD elderly cultural food needs. It also resulted in the development of a food assessment checklist for CALD elderly using community-based aged care food services that Diversicare uses on a daily basis.

"Diversicare remains open to change and engages in periodic internal reviews in order to consistently flourish in changing environments."

The Xmas party held in December, for all employees, aboard the Kookaburra River Queen vessel on the Brisbane River was a great success with lots of dancing and great food. The long service award certificates were presented to employees of 5, 10, 15, 20 and 25 years.

In March, Diversicare was successful in becoming a finalist in the 'Excellence in Care' awards at the Leading Aged Services Australia Queensland (LASA Q) conference held on the Gold Coast. April saw the launch of the new electronic time sheet system, IConnect, for all home care workers.

IConnect allows each home care worker access to an accurate roster at all times with up-to-date changes occurring live. As a result of implementing IConnect the service users no longer need to sign time sheets or for home care workers which in turn gives accurate information for payroll processing purposes. IConnect will also allow the home care worker to receive messages and respond to work offered and will automatically allocate the work to whoever responds first.

April also saw a successful review of Diversicare's operations against the Human Services Quality Standards (HSQS) and Community Care Common Standards (HACC). This was undertaken by the Institute for Healthy Communities Australia (IHCA) for the Community Care Program, Department of Communities, Child Safety & Disability Services, Queensland.

In May the Partners in Culturally Appropriate Care (PICAC) team successfully delivered a forum titled 'Healthy Ageing for Culturally and Linguistically Diverse People'. This was held at Rydges Southbank and hosted over 200 delegates from around Australia.

DIVERSICARE

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The speakers and presenters were of such high calibre that was made evident by their passion and enthusiasm in their presentations. The positive feedback from the delegates was overwhelming and we are very proud of the PICAC team and very fortunate to have such dedicated people as part of the Diversicare team.

In early June preparation for the annual staff satisfaction survey was commenced with all employee involvement as an online, paper-based and workshop approach.

In June the commencement of the first of many workshops to develop a new strategic plan for 2014 to 2018 was facilitated with the inclusion of all internal stakeholders.

Diversicare's programs and funding include:

- Home and Community Care (HACC) - 1,200 clients
- Community Aged Care Packages - 227 packages
- HACC Multicultural Advisory Service (MAS)
- Partners In Culturally Appropriate Care (PICAC)
- Community Visitors Scheme
- Volunteer Program
- Multicultural Healthy Lifestyle Project (Aged Care Service Improvement and Healthy Ageing Grants Fund) - funding until 2015

I would like to personally thank all the employees and volunteers of Diversicare for their dedication, passion and superior work ethic that is continually displayed in everything they do.

I would also like to thank the Management Committee of Diversicare: Honorary President Nick Xynias, Agnes Whiten, Serge Voloschenko, Chalani Gunasekara, and Alex Daniloff for their support, advice and guidance over the past year.



BERLASCO COURT

Athena Ermides, General Manger



Berlasco Court has again been successful in obtaining a full three year accreditation with the Standards & Accreditation Agency. The facility continues to strive to achieve the highest standard of care possible for residents and this is reflected in the positive reviews.

The big news for residential aged care this financial year has been the introduction of the 'Living Longer Living Better' reform process for aged care as a result of the report from the Productivity Commission.

This legislation has been passed and while this is a staged implementation process one of the main factors that directly affects us is the revised pricing structure. The details of this are yet to be finalised, however this will mean major changes will be required in order to compete in the aged care market.

There have been presentations to ECCQ's board of directors from legal and financial representatives to outline the changes and when the analysis has been completed a new strategic plan will be in place to ensure a strong future direction is not only envisaged but achievable and sustainable.

There has been some building activity in the 12 months under review; the most notable being the replacement of our plumbing and hot water systems. This was a major upgrade and significant energy savings are expected to result as well as the infrastructure being more efficient.

Our emphasis on education and training meant all members of our management team completed Certificate IV in Frontline Management. This was a very well managed course carried out by SeeChange Consulting in conjunction with LASA Queensland. All staff are congratulated for managing the huge extra commitment involved.

We would also like to take this opportunity to thank all the support from residents' families and friends and volunteers - this is truly a collaborative experience and their

"We would also like to take this opportunity to thank all the support from residents' families and friends and volunteers."

support enables staff to carry out their work in a happy environment.

A very big thank you as well to all the dedicated and hard-working staff who come to work with a smile and try every day to ensure everyone is provided with good care, respect and dignity.



The consolidated financial statements of ECCQ for the year ended June 30, 2013 have been printed separately and are available to all financial members of the organisation.