



THE ETHNIC COMMUNITIES COUNCIL OF QUEENSLAND

Annual Report 2016-2017

Connecting and empowering diverse communities



The Ethnic Communities Council of Queensland Ltd

This is the Annual Report for ECCQ Ltd (ACN 010 151 256) which comprises the assets and activities of ECCQ Multicultural Services, Diversicare and Berlasco Court Caring Centre, wholly-owned business units of ECCQ.

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Acknowledgement of Traditional Owners

The Ethnic Communities Council of Queensland acknowledges the Aboriginal and Torres Strait Islander peoples of this state and nation. We acknowledge the Traditional Owners of the lands on which our offices are located and where we provide direct services and programs. We pay our respects to ancestors and Elders past, present and future. We honour Aboriginal and Torres Strait Islander peoples' unique culture and spiritual connection to the land, waters and seas and their contribution to enriching Queensland and Australia's communities.





Message from the Deputy Chairperson

Michael Yau

I am proud to present our 2016-17 Annual Report, which showcases the activities and work of ECCQ over the past year. ECCQ continues to empower people from diverse cultural backgrounds to participate in all aspects of life, through programs in employment, access to health information and services, aged and community care and leadership.

As was revealed in the Census this year, Queensland is becoming an increasingly diverse society, and we believe there is still work to do to ensure services reflect this growing diversity. ECCQ looks forward to ensuring our own supports continue to be culturally appropriate, while advocating more widely for a more culturally responsive workforce.

As many members and stakeholders are already aware, ECCQ received \$10 million in capital grant money for the redevelopment of Berlasco Court Caring Centre.

As part of the funding, 48 additional places will be allocated to the facility. It has been decided by the ECCQ Board of Directors that the redevelopment will take place on site. As part of this process, ECCQ have contracted Paynter Dixon to develop a Site Master Plan and we will be keeping all parties updated on progress.

On behalf of the Board, I would like to thank our CEO, the executive team, staff and volunteers for their commitment to making Queensland a more inclusive place to live.



Message from the CEO

Garry Page

It is my pleasure to present the 2016-17 Annual Report.

Similar to many other organisations in the community sector, ECCQ has faced a number of challenges which we have met head-on. One of ECCQ's key concerns over the past year has been the increasingly divisive language used by various political leaders and a number of proposed policy changes that we believe would negatively impact multicultural communities. ECCQ has strongly encouraged government to support policy which is inclusive and demonstrates principles of equality and fairness. We believe in the current political climate, both domestically and internationally, it is important that we work together to reject all forms of discrimination.

A key priority for the next 12 months and beyond will be working as one ECCQ and improving outcomes for communities through collaboration across ECCQ business units and programs.

I am immensely proud of the work of ECCQ's dedicated staff and sincerely thank them for their work over the past year. I would also like to thank the Board who dedicate countless hours to ECCQ and our membership.



About ECCQ

ECCQ has established a long and proud history of contributions to the development of Queensland as a harmonious multicultural society.

We believe that everyone, irrespective of their background, should be able to participate and contribute in all aspects of Australian society. We also know that diversity and inclusion builds stronger communities characterised by cooperation, trust and sharing of cultures.

Whether it's working alongside culturally diverse communities through our support and education programs, or seeking equity around access to services, ECCQ is supporting Queensland's growth into an inclusive and harmonious community – for everyone to enjoy and participate in.

ECCQ has been part of building the multicultural infrastructure of the state and has specifically contributed to this by developing innovative multicultural services that have met the needs of many Queenslanders from culturally and linguistically diverse (CALD) backgrounds.

For 41 years, ECCQ has continued to be the reference point for ethnic community representation in Queensland. ECCQ has been the industry leader in providing culturally inclusive community based and in home care through our division, Diversicare. ECCQ's division, Berlasco Court Caring Centre has remained the only recognised residential care provider in Queensland that focuses on cultural inclusiveness.



Vision

A society whereby people from CALD backgrounds are supported to maximise their potential and in which their productive contribution to Queensland is recognised.

Purpose

To lead the development and participation of multicultural communities in Queensland through advocacy, support, services and capacity building.

Who we are

Approximately **72%** of our staff members speak two or more languages

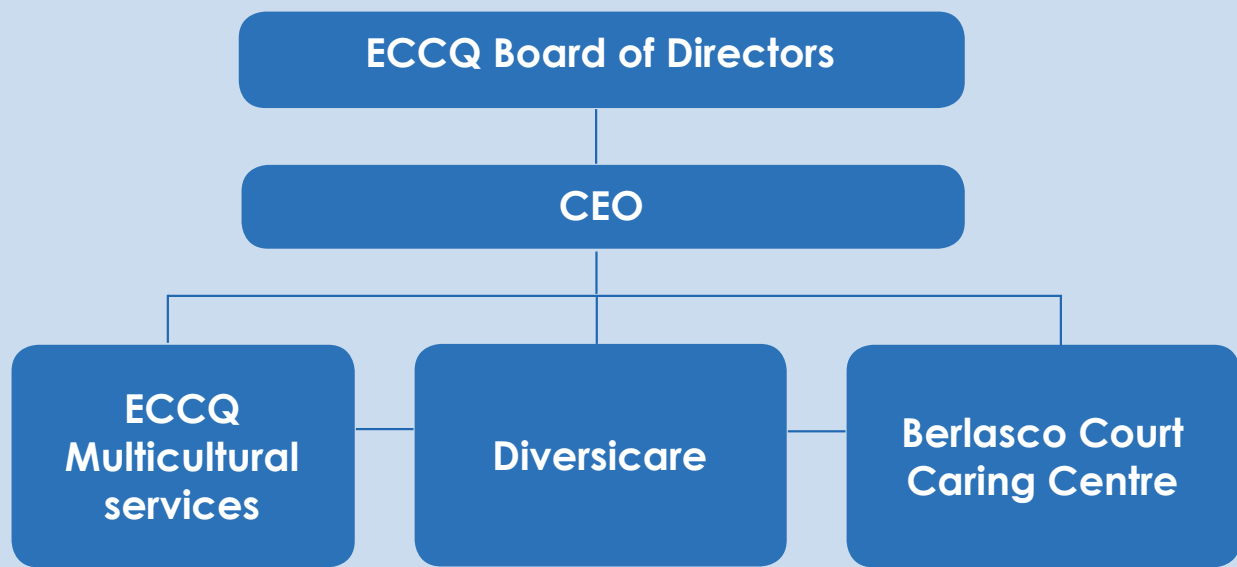


Our staff members represent approximately **64** different cultural backgrounds

Our staff members speak approximately **60** different languages

Approximately **71%** of our staff members were born overseas





Multicultural Services

The multicultural services division focuses on empowering people from CALD backgrounds through community engagement, policy development, sector collaboration, supporting community associations, education and training and better health outcomes.

Current strengthening communities programs:

- Community Leadership Program
- Bright Future Program
- MAQ Peak Body Funding for Sector Development Services
- Aqua Safety Project
- Act on Alcohol Project

Our health programs focus on preventative care, self-management and delivery of culturally appropriate health information, resources and education.

Current health programs:

- Hepatitis, HIV/AIDS and Sexual Health Program
- Chronic Disease Program

Diversicare

The community care division provides high quality community based and coordinated in home care for older people, carers and people with disabilities to enable people to enjoy life and maintain independence, good health and wellbeing in their own homes and in the community. Diversicare offers culturally appropriate services in many languages.

Current community services

- The Commonwealth Home Support Program
- Home Care Package Program
- Premier Home Care Services
- Community Visitors Scheme
- West End (WE) Connect – Activities Centre
- Diversicare Transport Service Toowoomba

Diversicare is also leading provider of culturally appropriate resources, information, education and training to state funded community care and aged care service providers and to CALD communities.

Current education programs

- Multicultural Advisory Service
- Partners in Culturally Appropriate Care
- Cultural Awareness in the Workplace

Berlasco Court

The residential care division is a fully accredited facility committed to a high standard of nursing care for residents from a wide range of cultural backgrounds.

Services:

- Registered nurses are on duty 24 hours a day to ensure a high quality of care
- Staff speak over 56 languages allowing residents to speak their first language where possible
- Allied Health Professionals offer services when necessary at no cost
- Information provided on other health services
- Cultural calendar of activities to celebrate the resident's CALD backgrounds

The Leisure and Lifestyle Program

A team of diversional therapists/assistants organise a wide range of activities including exercises, arts & crafts, card games, music, concerts and outings to suit the interests and abilities of the residents.

The program also matches up volunteers with residents to create opportunities for social connections that are culturally sensitive for residents.



Where we work



ECCQ Multicultural Services is headquartered in West End and delivers health education and community engagement programs in Rockhampton, Townsville, Mackay, Cairns and Southeast Queensland.

Diveriscare has offices in Cairns, Townsville, Sunshine Coast (Caloundra), Brisbane (West End), Mt Gravatt, Toowoomba and Gold Coast and delivers services and health/aged care education and training across the state.

Berlasco Court Caring Centre is located in Indooroopilly.



Cairns

Townsville

Mackay

Rockhampton

Sunshine Coast

Brisbane

Gold Coast

Toowoomba

ECCQ Membership

Queensland is home to people who speak more than 220 languages, hold more than 100 religious beliefs and come from more than 220 countries. Throughout our history, waves of immigrants have enriched our culture, added to our productive capacity as a nation and have enhanced our influence in the world.

But even as we celebrate our multicultural success story, we have to remember that it's still being written and there's still work to do to. We need to keep up the good work we are all doing in the community and multicultural sectors to continue to seek equity and access to social and economic opportunities for all. We know that policies that ensure inclusiveness, collaboration and sense of belonging create stronger communities.

ECCQ membership is comprised of both established and new and emerging CALD community associations, CALD individuals and community sector organisations across Queensland.

ECCQ members are an integral part of a diverse and robust network of individuals, groups and associations who support multiculturalism. Members have voting rights to select directors to serve ECCQ's Board and they have the chance to contribute to ECCQ's work in developing advocacy priority areas and research.

As a member-based organisation, ECCQ is well positioned to respond to the needs and interests of CALD communities is committed to working alongside our members and communities to ensure better outcomes for Queenslanders of all backgrounds. This year ECCQ received feedback from members for policy submissions, workshop topics and needs and challenges in regional areas. ECCQ appreciates the investment and contributions members make to the work we do.

We value the diverse experiences and views that our members contribute to our submissions.





40th Year Celebration

ECCQ CEO Garry Page spoke about the future of ECCQ, as it will strive to meet the needs of members and communities through reinvigorated policy and advocacy, providing more support to regional members and continuing to be a leader in culturally inclusive health care services.

ECCQ's booklet, *Celebrating 40 Years of ECCQ*, which includes messages, a timeline and pictures from over the years, is available on the ECCQ website.

ECCQ celebrated the significant milestone of 40 years of service to multicultural communities in Queensland, representing their rights, needs and interests with a full house of community leaders, politicians and supporters on 23 November 2016.

This significant milestone was celebrated with speeches, performances, dancing and awards that honoured ECCQ's longstanding members and communities who play a vital role in supporting communities and promoting the benefits of multiculturalism.

The celebration took place next to Yungaba House, the spiritual home of ECCQ and where the first meetings were held in 1976. This set the tone for the night as many reflected on the stubborn determination of ECCQ's founders, who paved the way for multicultural policy and programs that assist culturally and linguistically diverse (CALD) community members to participate in all aspects of Australian life.

Guests heard from ECCQ CEO Garry Page, Hon Grace Grace, MP, Minister for Employment and Industrial Relations, Minister for Racing and Minister for Multicultural Affairs, who was representing the Premier, John-Paul Langbroek MP, Shadow Minister for Health and Ambulance Service and Shadow Minister for Commonwealth Games, who was representing the Leader of the Opposition, and Councillor Kim Marx of the Runcorn Ward, who was representing the Lord Mayor.

Performances by African Fusion and Tenzin Choegyol were beautiful, joyful and interactive as guests took to the stage to dance, sing and clap to the beat.

The night was both celebratory and reflective of the significant achievements and the many challenges that were overcome through innovative solutions and unwavering advocacy.

Breakfast with Minister Grace



Minister Grace took the opportunity to reiterate Queensland Government's rejection of racism and discrimination.

"This government is committed to supporting multicultural communities to address the ongoing challenges of racism and discrimination," she said.

"Racism has no place in our society and we must all work together to ensure we foster a more inclusive and harmonious Queensland."

Queensland's Minister for Multicultural Affairs, the Honourable Grace Grace MP, addressed over 120 individuals from Queensland's multicultural sector at a breakfast hosted by ECCQ on 30 May 2017.

The breakfast provided an opportunity for the Minister to update communities on Queensland Government's key priorities for multicultural affairs.

ECCQ CEO Garry Page thanked ECCQ's members and communities and the community sector for their commitment to Queensland's strong multicultural society.

"I congratulate all of you for the work that you do to promote an inclusive, equitable and fair society," he said.

"As the peak body for multiculturalism in Queensland, ECCQ looks forward to working with all of you and the Queensland Government to advocate for the interests and needs of individuals from diverse backgrounds."

The Minister's speech was followed by a Question & Answer session, where community members had the opportunity to ask the Minister about her vision. Questions from the floor touched on issues of employment, women in leadership roles and Government consultation.

Strengthening communities

We proudly support the social and economic participation of all Queenslanders through strengthening community associations, delivering leadership training, creating employment pathways and raising awareness of the benefits of cultural diversity.

Staying connected

ECCQ seeks opportunities to showcase success stories and the benefits of multiculturalism in the media. This year ECCQ's work was showcased in mainstream media including, ABC Radio, WIN News, Cairns Post, SBS and Quest Community Newspapers and in ethnic media including Indian Times, Australian Chinese Times, Asian Community News Weekly, SS Tuan Bao and 4EB Radio.

ECCQ's social media pages reach thousands of supporters, stakeholders and the general public through posts on current news, events and articles relevant to ECCQ's work and multiculturalism generally as well as inspirational stories about immigration, successful settlement and health.

ECCQ's e-newsletter is sent to approximately 2,000 subscribers every month. It has updates on ECCQ's work, and what's happening in the community.

The Multicultural Advisory Service newsletter is distributed across the state including rural and remote regions to over 1000 people who provide services to people from CALD backgrounds. Topics focus on issues, challenges and best practice.

The Partners in Culturally Appropriate Care (PICAC) newsletter is sent out quarterly to over 500 people in the aged care sector and focuses on how to meet the needs of older people from CALD backgrounds.

Diversicare's client newsletter is distributed to approximately 1,600 clients and their families twice a year and focuses on available services, any changes to service delivery, consumer stories and staff profiles.

A Multicultural Calendar is produced annually featuring multicultural festivals, days of cultural and spiritual significance and personal stories and is distributed to 6000 people across the state.

Advocacy

In 2016-17, ECCQ has advocated for the needs and interests of its members through policy submissions. Where possible, ECCQ seeks input from our members through online surveys, anecdotal evidence and interviews over the phone or face-to-face. We thank all those who have contributed and helped shape our submissions this year.

Some of our key submissions during the last financial year are listed below and are available to view or download on our website.

- Submission to the parliamentary inquiry into Freedom of Speech
- Submission to the parliamentary inquiry into Migrant Settlement Outcomes
- Submission to the parliamentary inquiry into Strengthening Multiculturalism
- Submission to the discussion paper on Changes To Citizenship Laws And Test
- Submission to the Australian Citizenship Legislation Amendment (Strengthening the Requirements for Australian Citizenship and Other Measures) Bill
- Online public consultation "Have your say: Queensland Multicultural Policy and Action Plan" Queensland Government

ECCQ values the opportunity to support and advocate on behalf of our members and communities. Over the past year, we have increased our presence as a strong and principled advocacy organisation that diligently represent our member's views.





For women, by women



"I feel that it is really important as a leader to be able to share the story of my community and build understanding of the challenges we face. These workshops were a great way to connect with others and find similarities in our stories."

- Rose Karlo, Chairperson of the African Australian Women's Association



ECCQ organised two workshops in Moorooka and West End that focused on empowering women through storytelling, in recognition that storytelling provides women with a voice and facilitates intercultural connection.

The purpose of these workshops was to empower women in their communities to express and celebrate their role as leaders. ECCQ used experienced facilitators to support the development of the structure, activities and narrative of the workshops, to enable women to share and openly listen to each other's stories.

ECCQ held an exhibition at Mu'ooz Restaurant in West End, to showcase the stories that emerged from the workshops. Over 100 individuals attended the exhibition, including ECCQ members and stakeholders, individuals from migrant, refugee, mainstream and Indigenous Australian backgrounds. The exhibition was a celebration of intercultural connection and the contribution of women in Queensland.

The For Women, By Women workshops were delivered with funding from the Department of Communities, Child Safety and Disability Services through the Multicultural Peak Funding for Sector Development Services program and the exhibition was organised with funding by the Department of Social Services.



137
participants

37
different
backgrounds

8
training
programs

Community Leadership Program

ECCQ's Community Leadership Program, funded by the Department of Social Services under the Settlement Grants Program, aims to increase community self-reliance by supporting community leaders and aspiring leaders from new and emerging communities to increase their leadership capacity and knowledge of advocacy and association governance through free training.

The training includes topics on:

- **Leadership skills** – role of leaders, advocacy, cross-cultural communication, and how to engage with media
- **Governance skills** – establishing an organisation, management committee roles and responsibilities, event management, conflict resolution and strategic planning.

ECCQ links participants from new and emerging communities with those from more established communities who can share with them their community vision, challenges and strategies in building their community capacity. The participants receive resources and ongoing practical support from ECCQ.

This year we conducted eight training programs in Brisbane, Logan, Townsville, Pine Rivers, Inala and Cairns.

The 137 participants represented 37 backgrounds including, but not limited to Bhutan, Myanmar, Democratic Republic of Congo, Somalia and Iraq.

“In my profession as civil engineer I was so tough in dealing with people because that was my job, no tolerance, iron hand, after this course I learned tolerance, how to guide with kindness.”

- participant from the Syrian community

Many of the participants across the various programs have made stronger connections with a range of multicultural and mainstream services and with each other.

We have included some of the highlights below:

- Throughout the Townsville program, the president of the Somali community and the newly elected president of the Congolese community made a strong connection and regularly worked together on activities during the sessions. After the session on Applying for Funding delivered by a Townsville City Council Grants Officer, the two participants met with the Townsville City Council and applied for joint funding to host an African Independence Day celebration in 2017. This has significantly increased community connectedness. The funding application was successful and Africa Day was celebrated in Townsville on 21 May 2017.
- In Brisbane, a Samoan woman assisted ECCQ's Act on Alcohol Program and a Libyan man has campaigned against the proposed changes to citizenship.
- In Cairns, a couple of participants have been linked to the '#wearecairns' exhibition in 2017, a Centacare Cairns art project to promote social cohesion.
- Following the Eid Celebrations in Townsville, one of our participants has been selected on the Management Committee for the Somali community. He is hoping to plan an end of year celebration for the group.
- In Brisbane, a man from the Democratic Republic of Congo was involved in the film *Dancing in the Rain* about Hepatitis B. He was an actor in Africa and is now applying his skills.
- Some of Townsville's Somali participants were on the planning committee for their Eid Celebrations. They are utilised skills from the program to help plan this event within their community. The event was a great success with more than 150 guests attending, including a few staff members from the Townsville Multicultural Support Group.
- It was also a pleasure to have a number of participants from the community leadership program attend our breakfast with Minister Grace in Brisbane.





ECCQ

Ethnic Communities Council of Queensland

Mother & daughter improve employment prospects

Caroline Gower and daughter, Suzziemina Gower are among the students from migrant and refugee backgrounds who are hoping to improve their employment prospects by obtaining a Certificate III in Business Administration.

"I find it very impressive seeing my mum do the course with me because I have never seen her study before this," said Suzziemina.

"Back home [Solomon Islands] most women aren't able to go out and get an education so it's pretty amazing that she is studying alongside me."

Caroline said she is grateful for the opportunity to undertake this training with her daughter.

"I feel so lucky that I get to do this course with my daughter. We push each other and support one another. Education is a gift and I never would have imagined it would be a gift for me."

Bright Future Project

ECCQ's Bright Future Project assists CALD Queenslanders in Brisbane and surrounding metropolitan areas to improve their skill levels and employment prospects through certificate III qualifications in individual support (ageing and home care specialisation) and business administration.

In partnership with TAFE Brisbane, the project delivers the course in a community setting and provides culturally appropriate and individually tailored support before, during and after course completion. The project also organises work placements and assists with securing employment after successful completion of the course.

Since the project commenced in September 2016, students from 16 countries including Sri Lanka, India, Vietnam, Hong Kong, South Korea, Liberia, Indonesia, France, Ukraine, Colombia, Japan, Taiwan, Iran, Sudan, the Solomon Islands and the Philippines have participated in the course.

As of June 2017:

- Cohort one: Out of 30 students, 12 students have been assisted to complete Certificate III in Individual Support and 16 students have been assisted to complete Certificate III in Business Administration. Fourteen students have already been employed and seven students have embarked on a pathway to higher education.
- Cohort two: ECCQ has assisted 12 students to complete a Certificate III in Individual Support and these students graduated in August 2017.

This Skilling Queenslanders for Work project is proudly funded and supported by the Queensland Government.



Peak Body Funding for Sector Development Services

Through this program, ECCQ supports individuals and groups to build their capacity. We develop resources and deliver educational workshops and forums in Brisbane and regional Queensland, which assist participants to establish and develop community associations and multicultural groups.

Topics include:

- Governance
- Incorporation
- Financial management
- Project management
- Volunteer management
- Fundraising
- Working with the media
- Record keeping

ECCQ through the Department of Communities, Child Safety and Disability Services Multicultural Peak Funding for Sector Development Services delivered seven educational events this year.

Capacity building activities to ethnic associations included:

- The value of associations
- Project planning for grant submissions.
- Fundraising, promotion and media strategies for ethnic associations.

- Building the foundations for a strong association: Good governance for CALD associations. This forum included presentations on the following topics: A legally compliant association by Caxton Legal Service, and associations' financial records and obligations by the Institute of Community Directors.

- Effective project planning for ethnic associations: From ideas to implementation.

- For Women, By Women: a workshop on leadership through storytelling.

These events were run on the Sunshine Coast and in Inala, Kangaroo Point, Moorooka and Cairns.

Over a hundred participants attended our educational events this year with forty-six people attending in regional areas.

The participants represented the following communities: Malaysian, Tamil, Congolese, South Sudanese, Latin American, Kenyan, Japanese, Bhutanese Nepali, West Papuan, Dhamma Sawasdee, Chinese, Syrian, Libyan, Karen, Zomi people, Ghanaian, Pacifica, Samoan, Papua New Guinean, Indian, Pakistani, Muslim, Filipino, and other multicultural communities.

Community solutions to address impacts of alcohol



Below are a few examples of community solutions to changing the drinking culture:

- Raise awareness of harm associated with alcohol to the whole of community through education in school, at work place, at home and in the community.
- Offer recreational activities to all community members especially middle-aged men for example: sport clubs, fishing clubs, sing karaoke groups.
- Self-manage such as: don't stock alcohol at home, set the limitation of alcohol intake and self-reduce alcohol consumption.

Alcohol Harm Prevention Project

The Alcohol Harm Prevention Project, delivered in partnership with Lives Lived Well, aims to better understand community perspectives and solutions to reduce the harms, stigma and discrimination associated with alcohol by building the capacity of Vietnamese, Sudanese and Samoan communities in the Brisbane City Council area.

The project held three community workshops in March 2017 attended by 73 community leaders and members. The workshops addressed culturally appropriate approaches and allowed organisations, community leaders and members to work alongside each other to identify challenges, issues and solutions.

ECCQ published a booklet, *Community solutions to address impacts of alcohol*, available for download on the ECCQ website. The booklet is a compilation of solutions that came out of the community workshops.

The second phase of this project focuses on upskilling community leaders and bilingual MHWs in alcohol harm prevention. Relevant culturally tailored resources will also be developed. A working group for each community will be established to deliver activities identified and prioritised by their community members and leaders.

This project is funded by Stronger Community Mental Health and Well-Being Grants Program 2016-2017, Queensland Mental Health Commission and is in collaboration with Vietnamese, Samoan and Sudanese communities, Brisbane City Council, Queensland Network of Alcohol and Other Drugs Agency and Brisbane South Primary Health Network.

Aqua Safe Pilot Project

In partnership with Brisbane City Council and the Royal Life Saving Society, ECCQ delivered tailored Aqua Safe education workshops for CALD communities. This initiative was funded by Brisbane City Council to help equip parents, carers and adults to take care of their children around water.

The project began in July 2016 following a successful pilot from September 2015 to June 2016, and since then 21 workshops have been delivered to 294 people from Arabic speaking, Afghan/Iranian, Sri Lankan, Sudanese/African, Bhutanese, Pacific Islander, Myanmar and Vietnamese communities.

Feedback from participants has been overwhelmingly positive; 91 per cent say they feel confident or very confident with water safety and 91 per cent say they have increased their understanding of important signage around pools and beaches.

The workshop also increased the number of community members who are confident and skilled in performing cardiopulmonary resuscitation (CPR). The long term goals of the project include increasing the number of swimming instructors and lifesavers from CALD communities and decreasing the number of drowning incidents.



Health

A person's health is crucial to their complete physical, mental and social well-being. At ECCQ we believe that all people should have access to health information and services that are culturally appropriate and relevant to their needs.

Hepatitis, HIV/AIDS & Sexual Health Program

For almost 20 years, ECCQ has been funded by Queensland Health to engage with migrant and refugee communities to improve their awareness and knowledge of viral hepatitis, HIV and sexually transmissible infections (STIs), and reduce the risk factors associated with mobility and mortality.

This financial year we had a team of seven Bilingual Community Health Workers (BCHWs) organise and conduct workshops and provide information and support to CALD communities across Queensland. We ensure that accurate, relevant, up-to-date information about hepatitis, HIV and STIs is delivered in a culturally appropriate way in priority community languages.

Communities and languages

ECCQ worked with a range of communities, but focused on people from high prevalence countries such as sub-Saharan Africa and Asia due to high risks for people from these regions.

The languages our program staff cover include Swahili, French, Kirundi, Kinyarwanda, South Sudanese Arabic, Dinka, Acholi, Burmese, Mandarin, Cantonese, Vietnamese and English.

Community health education

This year we delivered 62 free community workshops in community languages by BCHWs in Brisbane, Ipswich, Logan, Gold Coast, Caboolture, Gatton, and Toowoomba on viral hepatitis, HIV and STIs to 728 participants from African and Asian backgrounds. For some communities, male and female workers have been employed to ensure that gender-specific workshops can be delivered due to the sensitivity of the information. Workshops are delivered at a time and place convenient to community members.

In addition, we delivered 13 information sessions to a total of 520 TAFE students in Brisbane, Logan, Toowoomba, Cairns and Townsville. The TAFE students were from more than 35 different countries. At some sessions, BCHWs presented, and assisted students to understand the information.

These sessions included information on transmission, prevention, testing, treatment, available services, stigma and discrimination, with a strong focus on promoting testing, new hepatitis C treatment, regular check-ups for hepatitis B and the benefits of early treatment for HIV.

Information provision

We provide hepatitis, HIV and STI information to CALD communities through phones, social media, emails and ethnic newspapers in different languages. During the financial year, we provided 328 occasions of service over the phone in Swahili, Sudanese Arabic, Acholi, Dinka, Burundian, French, Burmese, Mandarin, Cantonese, Vietnamese and English. Our staff also spoke to people on the streets, in shopping centres and sports venues, once our workers had been approached by community members.

We published a total of nine articles in Chinese and Vietnamese newspapers; the topics covered viral hepatitis transmission, testing prevention, stigma and discrimination and, management and treatment. In April 2017 we created a Facebook page (Nguoi Viet Va Gan Abc) in Vietnamese language to disseminate hepatitis information and to answer questions from the Vietnamese community. Within less than three months, the page attracted 112 followers and 110 likes. Social media WeChat for the Chinese community has also increased to 120 members and it has become a great way to reach the Chinese community quickly for updated hepatitis information.

Engaging community leaders

ECCQ's workers engage community leaders through ongoing meetings and community events. We also host specific workshops to equip leaders with the knowledge and skills to be health champions in their own communities.

In this financial year, ECCQ conducted a workshop for 22 community leaders including youth leaders from Somalian, Bhutanese and Arabic speaking communities in Townsville.



Fibroscan services

Fibroscan is a new technology that can identify when someone has fibrosis or cirrhosis in less than 10 minutes. The Fibroscan test is quick, safe, easy and painless. Through funding from Queensland Health, ECCQ purchased a mobile Fibroscan to provide Fibroscan services to people from CALD backgrounds. Since we commenced limited Fibroscan services in March 2017, about 185 people with chronic hepatitis B or C were scanned by the end of June 2017. We expect full services will be implemented by late 2017, and more people with hepatitis B or C can be scanned and referred to the appropriate services.

We provided education and information to people who came to do the Fibroscan test. It is a very effective way to engage people, as many have limited hepatitis knowledge and don't know the importance of monitoring and management prior to the test.

The workshops focused on increasing awareness and knowledge of blood borne viruses (BBVs) to community leaders.

In December 2016, we held a World AIDS Day event "Red Dinner" for multicultural community leaders in Logan. A total of 45 community leaders attended. An HIV positive speaker from an African background shared her experiences and called community leaders to fight stigma and discrimination in their communities.

Engaging stakeholders

ECCQ conducts workshops targeting stakeholders who work with CALD clients. In this financial year, we delivered six Blood Born Viruses (BBV) and cultural training sessions to 183 staff working in refugee settlement agencies, TAFE, TB and sexual health clinics. The aim of the training was to increase awareness of BBV/STI and cultural issues, which will assist staff to provide more culturally appropriate services to clients from CALD backgrounds who are affected by BBV and STIs.

Community events

ECCQ held a number of community events in the financial year to raise awareness of hepatitis and HIV:

- World Hepatitis Day (WHD): we organised and conducted two community events around WHD in August 2016 – one was held in Sunnybank for the Chinese community and one in Logan for multicultural communities. The Honourable Cameron Dick MP, Minister for Health and Minister for Ambulance Services called on leaders and members of CALD communities to be champions of liver health.

The Chinese event invited PA hospital liver specialist Professor Elizabeth Powell to speak about hepatitis, and a staff member from the PA hospital demonstrated the latest technology (Fibroscan) that can be used to detect liver fibrosis and cirrhosis in a very short time.

Approximately 280 people from various CALD backgrounds attended these events. We provided updated hepatitis information and resources.



69

occasions
of support

62

community
workshops

37

information
stalls

- World AIDS Day (WAD): we organised and conducted an HIV community event in Toowoomba in December 2016. Over 60 people attended the event, with the majority of individuals from different African communities. We provided updated information and the latest data on HIV. An HIV positive speaker shared his story which encouraged many questions and discussions. The key message for participants was to get tested and be protected by practicing safe sex in Australia and overseas.

- We held two events for people living with hepatitis and their families. One was held for an African community in a park and one for the Chinese community on Mothers' Day. The aim of both events was to create a safe environment for people to share and support each other, and give out updated hepatitis B information. A total of 75 people attended these events.

- ECCQ held a BBQ Hepatitis Promotion event for the South Sudanese community with 60 people attending. It featured a positive hepatitis B speaker and a Q & A session. Participants were engaged and asked many questions related to testing, management and treatment of viral hepatitis B.

Support

Our workers provide support to people living with hepatitis and their families. Support is delivered through face-to-face meetings, phone, email or social media. The kind of support provided this year included: information and education, language support at appointments, assistance in filling out forms, referrals to other support services such as housing and financial support, reducing or stopping the intake of alcohol, emotional and some social support.

This financial year we provided 69 occasions of support services for people from non-English speaking backgrounds to access information, testing, treatment and other supports.

Resources

We have health information on a range of topics and in a variety of languages, available free of charge. Resources provided for free to CALD communities included printed resources, DVDs, pens, rulers and condoms.

This year we distributed approximately 10,734 printed resources in various languages. The printed resources were about HIV, viral hepatitis, STIs, transmission, testing, prevention, management and treatment of viral hepatitis. In addition, we distributed approximately 4,083 condoms.

Due to the lack of culturally appropriate hepatitis B resources, we developed a booklet *B Healthy: My Guide to Chronic Hepatitis B* in consultation with the affected communities. The booklet is available in three languages: English, Chinese and Vietnamese. The resource has been endorsed by the Gastroenterological Society of Australia and was well received by communities.

Information stalls

The program held 37 information stalls at various multicultural events throughout the year in the greater Brisbane area, Townsville and Rockhampton to promote the program and health messages, and to distribute resources.

ECCQ participates in the following groups to represent the needs of the CALD people

- HIV, Viral hepatitis, Sexual Health and Harm Reduction Workforce Development Program Expert Advisory Committee
- HIV and STI Community Advisory Board
- National Hepatitis B Reference Committee
- National African Reference Group (HIV)
- Queensland Positive Speakers Bureau
- Culturally Responsive Health Advisory Group
- Chinese/Vietnamese GPs Education Dinner
- Removing Barriers Planning Day (BBV)
- BBV&STI Interagency Meetings
- True Cultural Responsive Service Reference Group
- Yeronga State High School Young Women's Reference Group

Research

A pre-exposure prophylaxis (PrEP) workshop to gauge the views of African communities on using HIV drugs to prevent HIV in negative people was held in September 2016. It was a joint research workshop with the University of Queensland, the University of Southern Queensland, Queensland Health and ECCQ.

More than 20 African leaders attended the workshop. The result of the workshop has led to further funding to look into PrEP for CALD people who will travel back to high HIV prevalence countries.

Chronic Disease Program

Our Chronic Disease Program, funded by Queensland Health since 2007, promotes healthy lifestyle choices and chronic disease self-management in CALD communities.

The program employs trained bilingual Multicultural Health Workers (MHWs) to conduct education sessions for CALD communities including people from Afghan, Arabic-speaking, Pacific and South Sea Islander, Vietnamese, Somali, Sudanese, Sri-Lankan, Bhutanese and Myanmar communities across Queensland.

Living Well Multicultural

The Living Well Multicultural Lifestyle Modification Program (LWM-LMP) uses MHWs to deliver group-based, culturally specific sessions for CALD communities, focusing on five key areas; healthy eating, physical activity, chronic disease prevention and self-management, alcohol consumption and smoking cessation.

Utilising a self-management framework and adult learning principles, this program facilitates behaviour change, and promotes health and wellbeing by focusing on the delivery of an integrated healthy lifestyle program.

Program resources have been developed in partnership with health professionals and chronic disease specific organisations and are tailored to the needs of specific cultural groups.

This financial year, 18, eight week LWM-LMPs have been completed, with 274 participants enrolled across nine communities: Afghani, Arabic-speaking; Pacific and South Sea Islander; Vietnamese; Somali, Sudanese; Myanmar, Bhutanese and Sri Lankan.

Sessions were delivered across the following areas:

South East Queensland, Cairns, Townsville, Mackay and Rockhampton.

The main topics covered in the LWM-LMP sessions were:

- how to navigate the Australian Health Care system,
- chronic disease: diabetes type 2, cardiovascular disease, chronic kidney disease and chronic obstructive pulmonary disease,
- ways to reduce alcohol consumption and quit smoking,
- culturally appropriate information to maintain a healthy diet and keep physically active.

Program evaluation:

Since October 2014, a total of 49 programs have been delivered to target CALD communities across Queensland, reaching a total of 711 participants. Queensland University of Technology has completed an evaluation report for 36 programs that were delivered up to December 2016. Final evaluation data is being analysed and reported for the period from October 2014 to June 2017.

Up until December 2016, 36 programs were delivered to 513 participants enrolled across seven communities: Afghani, Arabic-speaking; Pacific and South Sea Islander; Vietnamese; Somali, Sudanese; and Sri Lankan. Of these, data is available on 435 participants who have completed the program. A further 321 were followed-up 6 weeks post completion of the program; and 330 an additional 12 weeks later.





The key findings from the evaluation are presented below:

- The program has a broad geographical reach and is targeting a diverse demographic of participants within each community. Those most at risk of chronic conditions are being targeted.
- The program from baseline to week eight was able to demonstrate statistically significant changes in knowledge. Overall knowledge increased from a mean score of 2.03 (SD 1.35) prior to the program to a score of 5.08 (SD 1.31) ($p < 0.001$) after the program.
- The program from baseline to week eight was able to demonstrate statistically significant changes in physical activity and eating behaviours.
- The program was able to demonstrate significant changes to participants' confidence in reducing their risk of and managing a chronic condition. Confidence in reducing risk increased from a mean score of 6.24 at the beginning of the program to 7.71 at the end ($p < 0.001$). Confidence in managing a chronic condition increased from a mean score of 6.35 to a score of 7.9 ($p < 0.001$) at the end of the program.
- The program from baseline to week eight is able to demonstrate statistically significant changes in outcomes.

- At follow-up it would appear that the majority of the changes were sustainable:

- o Confidence scores for reducing risk were maintained and for managing a chronic condition continued to increase.
- o Overall the consumption of fruit and vegetables continued to increase and there was a decrease in the consumption of discretionary foods and beverages. Decreases in takeaway food and processed meat were the most difficult to sustain. Within communities most changes over time were not significant.
- o At the first follow-up there was a slight increase but generally physical activity was maintained with 88.7% ($n=363$) and 91.6% ($n=320$) meeting the guideline at week 8 and week 14 respectively ($p < 0.001$).
- o Weight appears to have slightly decreased from the end of the program, but it should be remembered that numbers are lower in the two follow-ups and the last follow up is self-report.
- o Although not significant, at the six week follow-up BMI appears to have been maintained with a continued decrease in waist circumference and a slight decrease in metabolic risk (waist/height ratio).
- o Blood pressure also continued to decline at follow up at the first follow up and this would appear to be significant ($p < 0.001$);
- o Qualitatively, in addition to the expected changes of weight loss and health changes the participants also identified that they were getting sick less often, experiencing less pain and getting better sleep, indicating an improvement in overall quality of life although this was not specifically measured.

My Health for Life program

The *My Health for Life* program is a state-wide prevention program which will support a minimum of 10,000 Queenslanders who have been assessed as being at high risk of developing preventable chronic diseases to make healthy lifestyle changes through access to evidence-based telephone health coaching, group based lifestyle modification programs and online support. Chronic disease in Queensland continues to have a significant impact on individuals and the broader health system. Many of these chronic diseases are largely preventable, and reducing the prevalence of modifiable risk factors in the community has the potential to deliver significant health improvements.

Delivery of the *My Health for Life* program will be by the Healthier Queensland Alliance - an alliance led by Diabetes Queensland including Stroke Foundation, Heart Foundation, Queensland Aboriginal & Islander Health Council (QAIHC), Ethnic Communities Council of Queensland (ECCQ), the 7 Primary Health Networks, with support from Ernst & Young (EY).

ECCQ as part of the Alliance will ensure the program materials are culturally appropriate to target CALD communities including Chinese, Vietnamese, Arabic speaking and Pacific Islander communities. ECCQ has been working closely with the Alliance, CALD communities and any relevant stakeholders to roll out the program to CALD communities in Queensland.

CALD Outreach Health Screening Project

ECCQ implemented an evidence-based chronic disease prevention program focused on risk assessment, follow-ups and self-management support to CALD communities in the Metro North Brisbane geographical area.

The Outreach Health Project is funded by Brisbane North Primary Health Network to conduct health screenings for community members. If the screening results show a medium or high risk of developing a chronic disease, the community member is referred to his/her General Practitioner (GP). ECCQ contacts the community member's GP directly with the screening results and offers referral information to the community member to participate in three education sessions delivered by ECCQ's LWM program. The sessions are tailored to their identified risk factors and focus on healthy eating, chronic disease prevention and self-management and physical activity.

The project has been successful in identifying at-risk people, providing timely referrals to their GPs and has been successful in providing culturally and linguistically appropriate education for the target population, helping them to understand prevention and self-management of chronic disease through healthier lifestyle choices.

In this financial year, 84 participants were screened in the community; of these participants, 58 were referred to GPs for further investigation. From these participants: five were found to have chronic disease; two were found to have micronutrient deficiencies and one was found to have high blood sugar but not diagnosed as prediabetic or diabetic.

One-on-one and small group education sessions were delivered to at risk participant/s. Overall, participants' knowledge increased in:

- Chronic disease – understanding the disease and the importance of food, nutrition and physical activity in regards to chronic disease prevention and self-management
- Nutrition – Australian dietary guidelines, food serves, label reading and recipe modification
Physical activity – Australian guidelines, Healthy Eating Active Living (HEAL) and home exercises
- Alcohol and smoking – ways to reduce alcohol consumption and quit smoking.



Mrs Priya's healthier life

Mrs Priya is a 39 year old Bhutanese woman who came to Australia as a refugee in 2013 with her family and four children. Mrs Priya joined the LWM program in February 2017 at the Zillmere PCYC. She joined because during her last pregnancy she had gestational diabetes and wanted to avoid becoming diabetic as she saw many of her friends around her were diabetic.

From attending the eight, weekly sessions of this program, Mrs Priya said that she understood the importance of a healthy lifestyle.

"The Multicultural Health Worker told me to exercise and eat healthy food is very important to stay healthy. He advised me to do 30 minutes of walking every day, get active, reduce the amount of oil in the curry, less sugar in tea and stop soft drinks, lots of vegetables and reduce the amount of rice....I used to drink very sweet tea [about four teaspoons] but I reduce the amount of sugar now [about one teaspoon]... I used to drink one or two cans of soft drink but now almost quit, I occasionally drink but trying to stop soft drinks... I always give whole grain bread and reduced full cream milk to my children."

At the screening session ECCQ's Bhutanese Multicultural Health Worker used the Australian Diabetes Risk Assessment (AUSDRisk score) tool to determine if Mrs Priya was at risk of developing diabetes in the next five years. Her score was 17, this put her in the high risk category which means approximately one person in every seven will develop diabetes.

Based on Mrs Priya score, ECCQ's worker referred her to see her general practitioner for further investigation. Mrs priya indicated that her doctor is monitoring her blood sugar regularly.

Mrs. Priya's said: "...the program is good because it tells me do I have [chronic] disease or not, what is healthy food...We have [chronic] disease or not; no matter, the program teaches us to reduce the amount of unhealthy food and what to do."

Community Care

ECCQ's unit Diversicare provides high quality community based and coordinated in home care for older people, carers and people with disabilities to enable people to enjoy life and maintain independence, good health and wellbeing in their own homes and in the community. Diversicare offers culturally appropriate services in many languages.

Services

The Commonwealth Home Support Program (CHSP)

CHSP is our largest service delivery program. Funded by the Commonwealth Government Department of Health for our consumers aged 65 and over and by the Queensland Department of Communities, Child Safety and Disability Services for our consumers aged less than 65 years.

CHSP assists older people who can mostly – but not completely – live and manage on their own, and don't yet need higher levels of support at home.

Our care services include:

- Personal care and grooming (bathing and dressing)
- Domestic assistance
- Meal preparation
- Continence management and advice
- Social support
- Access to occupational therapy services
- In-home and centre based social respite services

The number of CHSP over 65 consumers has increased from 1,011 consumers at 30 June 2016 up to 1451 as of 30 June 2017. This equates to an increase of 43.5 % in consumer growth over the 12 month period. This is a very good result when you factor in the Consumer Directed Care model as of 27 February 2017 and the choices now available to consumers.

Queensland Community Care – Under 65 consumers

The Queensland Community Care program is currently sitting at 172 consumers, with 122 consumers admitted during the 30 June 2016 – 31 July 2017. These figures will fluctuate due to the implementation of the NDIS, however Diversicare is currently in the process of becoming a registered NDIS supplier, and there will be increased potential to deliver services in this area.

Home Care Package Program (HCP)

With the changes in the Commonwealth guidelines for packages that came into force in February 2017, all vacant packages were recalled by the Federal Government to be allocated into a pool for distribution by the My Aged Care portal. Diversicare originally had a total of 327 level 1-level 3 packages.

With the changes of 27 February in force and activated, Diversicare provides packaged care services for 214 consumers as of 30 June 2017.

For the combined funded programs of CHSP, HCP and Queensland Community Care, 1,837 consumers received appropriate levels of service enabling them to be supported at home during the 2016-2017 financial year.

Our Consumer Directed Care (CDC) model is based on the level of the individual package as assessed by the Aged Care Assessment Team (ACAT) and ongoing collaborative reassessment of each individual consumer as their lifestyle choices and needs change.



We support our consumers with all activities of daily living as well as clinical care needs and support from our nursing team if and when required, and referrals to allied health professionals as required/requested. This level of support allows our consumers to live safely and maintain independence (as long as is possible) in their own homes. Diversicare supports and attempts to maintain a continuity of services staff, who are of the same or similar CALD background. We attempt to match, as best we can, the language and culture of the consumer to the Home Care Worker.

Premier Home Care Services

Diversicare continues to offer private home care services. This service means that there are no waiting lists and consumers can access immediate services of their choice. This is a seven days a week service.

In this financial year we have provided private home care services to many individuals.

Diversicare continues to attend senior's forums, Private Superannuant information sessions and attend Retirement Living Centre to give information on how to access Premier Services.

Diversicare Transport Service Toowoomba (DTST)

The DTST Program, funded by the Department of Social Services (DSS) provides transport services to CHSP eligible Toowoomba residents over the age of 65 years, to maintain their independence and social well-being. Services include transport to local medical appointments, shopping and leisure and social activities. The service is provided by a team of dedicated volunteer drivers, who provide one way and return trips door to door.

In this financial year, 20 volunteers have provided transport services to over 113 Toowoomba residents and there are 175 active CHSP consumers. We continue to market and grow the program, with an extension of funding through until 2020 in line with the CHSP funding extensions.

Community Visitors Scheme (CVS)

CVS currently receives funding from DSS for 20 residential places in Brisbane region and 15 extended community places in the Darling Downs.

Our dedicated volunteers offer support to people who are socially isolated and whose quality of life may be improved by friendship and companionship. The volunteers are matched with a consumer from the same or similar CALD background and often speak the same language as the person they are matched with, enabling social isolation to be minimised.

All volunteers undertake the mandatory training for volunteers to ensure volunteers are meeting the national guidelines, and that their knowledge and understanding of the program requirements are current.

Regional Assessment Services (RAS)

Diversicare Regional Assessment Team has been in place since the launch of My Aged Care assessment portal. We have an assessment team that cover the following regions;

- Sunshine Coast
- Caboolture,
- Brisbane North
- Brisbane South
- Gold Coast
- Darling Downs, working with two consortiums.

Throughout this time, we have experienced many challenges but also many improvements, and currently work with a fairly consistent level of referrals. We currently have eight assessors as well as a team leader and administrative support, and within the assessment team we are able to provide language support to over 12 language and cultural groups.

The language component has proven a great asset to the consumer as it ensures that they fully understand the process. Currently the Diversicare RAS Team are completing approximately 160 assessments each month.

Education and training

Multicultural Advisory Service (MAS)

The Commonwealth Department of Health and the Queensland Government Department of Communities, Child Safety and Disability Services fund the state wide MAS program. The MAS offices are located in Cairns, Townsville, Sunshine Coast, Toowoomba, Brisbane and the Gold Coast and MAS can provide training services to all geographical regions in Queensland.

Professional development is provided free to community care and aged care service providers seeking to enhance their delivery of culturally appropriate care to older people, people with a disability under 65 years of age and their carers from CALD communities.

Our workshops include strategies to identify, plan and develop multicultural and multilingual resources to support the provision of culturally appropriate services, and working with CALD consumers.

This financial year, the MAS team delivered over 60 cross-cultural training workshops to community care and age care providers across the state, including rural and remote regions. These workshops were attended by over 4600 participants.

We also provide information to CALD communities on culturally appropriate and relevant community care and aged care services. We deliver information sessions on how to access these services and we provide individual support when accessing a service. This financial year, the MAS team delivered 30 culturally appropriate information sessions and joint displays to people over 65 years, people aged under 65 who have a disability, and carers from CALD backgrounds. These sessions and displays were delivered across the state with over 8600 participants attending.

Resources

The MAS team also develop resources to assist service providers working with CALD communities including the Multicultural Calendar which features multicultural festivals and days of cultural and spiritual significance as well as personal stories from CALD consumers. This resource is distributed to over 6000 people across the state.

The *Little Book of Cultural Tips*, equips staff with culturally appropriate best practice tips when providing health services. This publication was first printed in 2013 and since then, has been in high demand. It has been distributed to all the training workshops across the state and is also available online. The 2017 edition has just been released. Providers have already pre-ordered the booklets.

Events

The MAS team identifies CALD specific needs within each geographical region and uses this information to deliver state wide expos, seminars, forums and displays.

The World Day for Cultural Diversity event unites service providers and CALD consumers. It is an opportunity for providers to interact with CALD consumers and deepen provider's understanding of cultural diversity. The event was attended by 17 providers and over 150 CALD consumers.

The Cultural Briefing Roadshow for service providers has been a resounding success with over 120 attendees over the course of the sessions. The aim of the roadshow was to increase knowledge of various cultures and religions so that service providers are better equipped to provide culturally appropriate care.

MAS held its fifth Multicultural Seniors Expo on the Sunshine Coast. About 100 people from 29 cultures attended and enjoyed a day of information and multicultural food and performers. The purpose of this event was to inform CALD communities across Sunshine Coast about the aged care reforms.

Multicultural Advisory Service

"Information is Power"

We can provide information on
Community Care Services

90

workshops &
information
sessions

13,200
participants



Partners in Culturally Appropriate Care (PICAC) Program

The PICAC program was created in response to evidence suggesting that older Australians from CALD backgrounds have greater difficulty accessing aged care services compared to the rest of the population. Evidence also suggests that when access to services occurs, it tends to be at a 'crisis' point, when family and carers are no longer able to cope with the high level of needs of their loved ones.

Funded by the Commonwealth Department of Health, PICAC aims to help people from CALD communities to understand what services are available, how they can benefit from them and how to access them. The PICAC team also works with aged care providers by providing education, training and resources that will help them support clients for CALD backgrounds, and by connecting them directly with CALD communities.

The Commonwealth Department of Health funds one organisation in each state and territory to deliver the PICAC program and Diversicare has held this funding for the past 14 years.

This financial year, the PICAC team delivered 35 community information sessions and/or community events reaching over 1000 people from CALD backgrounds. The team also delivered 20 training sessions for aged care providers and 657 staff members attended.

The focus for the past financial year continued to be connections and PICAC has connected with over 18 different community groups through festivals, expos and information sessions.

The PICAC team organised talks around aged care services and related matters such as dementia, palliative care and continence issues. During these events PICAC also facilitated the interaction between mainstream service providers and CALD communities. The team also organised and hosted two network breakfasts (Brisbane North and Brisbane South), with over 30 people attending.

PICAC has also been very active in promoting the program through various networks including government agencies, general aged care service providers, multicultural aged care providers, community associations and organisations working in other sectors (i.e. mental health and disability) that provide services to people from CALD backgrounds.

The PICAC team held its biennial Forum at Victoria Park Golf Course in May 2017. The forum was attended by over a 100 participants including aged care providers, government agencies and community leaders.



The Vietnamese and Lao respite groups that meet regularly at Diversicare's West End CONNECT have been busy crocheting baby hats for months. The pile of 'cute-as-a-button' hats in a myriad of pastels have been slowly growing. They were recently presented to The Mater Foundation Fundraising Officer Gayatri Choudhury by My-Thien Nguyen and Hoa Phan of the Vietnamese respite group (pictured). In turn, the ladies received a framed certificate of appreciation from Ms Choudhury.

Ms Choudhury said the hats would be taken to the Mater Mothers' Auxiliary shop at the Mater Mothers' Hospital where the items would be sold. All the funds raised would go directly to supporting mothers and babies at the Mater Mothers' Hospital.

"It was so lovely to meet the lovely ladies at Diversicare's West End CONNECT and to thank them for all their hard work and support," Ms Choudhury said.

Fee for service training

Cultural Awareness in the Workplace

This engaging and interactive training program was launched in May 2016 and addresses the specific cultural needs of professional organisations. From government departments through to private enterprise and corporate environments, this professional development addresses the various aspects of cultural awareness at both an individual and organisational level.

In this financial year we have provided five training workshops to a number of government and community organisations including the Office of the Health Ombudsman, Berlasco Court, and Gympie and District Women's Health Centre.

Over 150 participants have attended the training.

Social Connections

West End (WE) CONNECT Activities Centre

Diversicare's day respite continues to be popular with consumers wanting to retain or reconnect with communities. With a waiting list and over 300 consumers currently registered and attending regularly, we are operating over capacity.

Our consumer groups receive high-quality, diverse, entertaining, relevant and culturally inclusive activities each month that allow them to engage with other people from the same culture and language.

Regular scheduled outings retain their popularity including boat trips, garden visits and historical site visits are all fully booked and popular with consumers.

This year saw a large number of CONNECT attendees from many different backgrounds decide on a special project for Harmony Day – a knitted blanket, made up of individual squares and put together by all participants over a period of weeks.

One of the major highlights of the year has been the completion of the respite garden beds, a project funded by the Gambling Community Benefit Fund. Respite consumers have already planted over 50 native plants, including blue flax, bottlebrush, honey myrtle, native violet and thyme leaf myrtle.

Within our new garden beds we have a sensory section, with herbs and spices selected to give consumers a sensory experience as they relax in the outdoor area. Our herb section contains sage, basil, coriander, lemon balm, rosemary, dill, thyme and parsley, and while we have been fighting off the grasshoppers, we will persevere with the aid of some netting to keep the hungry insects away. The cut flower section is still in its infancy, but pelargoniums, geranium, sunflower and petunias are planned.

Diversicare strongly supports consumer interaction and encourage the consumers to spend time, offer cuttings, and give their gardening tips in relation to the garden planning and maintenance.

WE CONNECT is looking forward to another growth year, both in numbers and produce from the garden.

Ageing Well In A Foreign Land Research Project

This collaborative research project between Diversicare and the University of Queensland aims to enhance well-being among CALD people ageing in a foreign land, by understanding the best approaches to connect them.

A total of 29 Diversicare clients (76% female) participated in interviews, which were conducted mostly at the participants' homes between 5 December 2016 and 9 February 2017. The participants came from nine CALD backgrounds – Chinese, German, Croatian, Polish, Dutch, Vietnamese, Spanish, Indian, South African and El Salvadorian and their ages ranged from 66 to 92 years old. The interviews were conducted in five different languages including English.

Preliminary findings indicate that for CALD older people, moving to Australia is a significant life transition, but that adherence to ethnic cultural traditions is found to be least changed.

Those participants who were active socially tended to feel more socially connected. Partly due to English language barriers, such connectedness appeared to come from affiliations with their ethnic groups. Hence, Diversicare respite activities were particularly valued.



Residential Care

ECCQ's unit Berlasco Court Caring Centre is a fully accredited residential aged care facility committed to a high standard of nursing care for residents from a wide range of cultural backgrounds. Berlasco Court was purchased by ECCQ in 1988 to fulfil its vision of providing culturally inclusive care for people from CALD backgrounds.

Services

This year Berlasco Court continued to offer a high standard of care to 60 residents from 22 different cultural backgrounds. Our staff members come from 30 different cultural backgrounds and speak over 56 languages. This allows some of our residents to communicate in the language of their country of birth when needed. Registered nurses are on duty 24 hours a day to ensure a high quality of care.

Allied Health Professionals such as a speech pathologist, occupational therapist, and a dietician are provided when necessary and physiotherapy and podiatry are offered on a sessional basis at no cost. We provide information on other health services such as optometry, hearing and oral services to residents, relatives and carers.

Medications and other pharmaceutical products continue to be supplied to Berlasco Court by Epic Pharmacy Services.

Leisure and Lifestyle Program

Residents at Berlasco Court continue to enjoy the Leisure and Lifestyle Program.

This program includes the services of a number of diversional therapists/assistants. They provide quality leisure and recreational experiences that contribute greatly to the wellbeing of residents.

This year they organised a wide range of activities including exercises, arts & crafts, card games, music, concerts and outings to suit the interests and abilities of the residents.

The facility also hosts large numbers of students from a variety of TAFEs, universities and other registered training organisations. Students undertake work experience through facilitated programs, others such as the social work students from Queensland University of Technology commit to volunteering for a number of weeks on a part time basis to assist with the Leisure and Lifestyle Program. Students from the University of Queensland studying physiotherapy and speech therapy also undertake volunteer work. School students from the local schools undertake their community services volunteer week on a regular basis and many choose to continue to volunteer in their own time.

The activity program has continued to grow and we are constantly looking for volunteers to assist with programs for residents who require individual attention. The Volunteer Coordinator can be contacted at the facility.

Quality improvement

In March 2016, it was announced that ECCQ was successful in the 2015 Aged Care Approvals Round (ACAR) for a \$10 million capital grant to rebuild Berlasco Court to add 48 new places, which will, upon completion, increase the number of residents from 60 to 108. There have been extensive discussions and consultations in relation to the new building project.



Multicultural Day at Berlasco Court

60
residents

22
different
backgrounds

Education and professional development

Communication and language support is offered to staff by a specialist English language teacher. She works with individual sessions on subjects such as general communication, difficult conversations, conflict resolution and complaints handling.

All staff members undertake education and training for one hour every fortnight on topics such as dementia and challenging behaviour, among a wide range of other topics as part of their rostered hours.

All staff undertake mandatory annual training on topics such as fire and emergency evacuation updates, infection control, disaster management and safe food handling. All Clinical Managers are required to undertake a minimum component of professional development hours in order to meet registration requirements.

The highlight of the year so far was the re-Accreditation that occurred in June. This was a very successful audit with the service complying with all 44 expected outcomes out of 44 and the Assessors received much positive feedback they were happy to pass on. The service is now re-accredited for another 3 years. The Australian Aged Care Standards and Accreditation Agency also carry out announced and unannounced visits during that time.

We are also proud of the program that aired on the ABC this year showcasing the multicultural aspect of the service. The video is available to view on Berlasco's website.



Finance, Audit & Risk Committee Report

Alex Daniloff

The 2016/17 Annual Report consists of consolidated accounts and also, a segmented breakdown to show the performance of ECCQ Multicultural Services, Diversicare and Berlasco Court Caring Centre, the three activity areas which make up ECCQ Ltd. This report is for the benefit of our members, stakeholders and also in the interests of transparency to the wider community.

This year's financial report remains positive as we continue to see the growth of ECCQ, both financially and as an organisation. The auditor's report highlights the prudent and conservative financial policies followed by ECCQ.

I would like to highlight the 10% increase in revenue across the organisation. This is a significant achievement.

We remain an independent organisation which will continue to serve its members and wider constituencies for many years to come, endeavouring where possible to be sustainable, and responsive to our members changing needs. As part of the growth of ECCQ, we will continue to avail ourselves of opportunities that assist our members.

Once again, the auditors have stated that ECCQ does not have any material credit risk. Risk is also minimised through investing surplus. The Board strives to continually develop its governance and operational capacity.

We would like to acknowledge and thank the departments and agencies from federal, state and local levels for their continued support and cooperation.

I would also like to thank my fellow Directors on the Board and ECCQ staff for their ongoing support and commitment.

ECCQ BOARD OF DIRECTORS 2016/2017

CHAIRPERSON (from October 2016)
Yasmin Khan

PAST IMMEDIATE CHAIRPERSON
Serge Voloschenko OAM

CEO
Garry Page

DEPUTY CHAIR
Michael Yau
Yasmin Khan (term ended October 2016)

CHAIR OF THE FINANCE, AUDIT & RISK COMMITTEE
Alex Daniloff

DIRECTORS
Alton Budd
Elijah Buol
Surendra Prasad OAM (from October 2016)
Ahmed Sokarno (from October 2016)
Samuel Miskowski (term ended October 2016)
Amar Khan (term ended October 2016)
Freda Valassakis (term ended October 2016)
Evelyn Saragossi (term ended October 2016)

Director's Report

Your directors present this report on the entity for the financial year ended 30 June 2017.

Directors

The names of each person who has been a director during the year and to the date of this report are:

Ms Yasmin Khan	Chairperson
Mr Michael Yau	Deputy Chairperson
Mr Alex Daniloff	Director
Mr Surendra Prasad	Director (from 27 October 2016)
Mr Alton Budd	Director
Mr Serge Voloschenko	Director (to 27 October 2016)
Mr Samuel Miszkowski	Director (to 27 October 2016)
Mr Amar Khan	Director (to 27 October 2016)
Ms Freda Valassakis	Director (to 28 October 2016)
Mr Elijah Buol	Director
Ms Evelyn Saragossi	Director (to 28 October 2016)
Mr Ahmed Sokarno	Director (from 27 October 2016)

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Company Secretary

The following person held the position of company secretary for the duration of the financial year: Kerry Xynias.

Principal Activities

The principal activities of the company during the financial year were the administration of Government grants given to assist the Ethnic Communities of Queensland as well as the conduct of a nursing home and a home-based service to provide quality, culturally-inclusive direct care for ethnic people who are sick, aged, infirm, afflicted, handicapped or disabled. No significant changes in the nature of the company's activity occurred during the financial year.

- *The company's short-term objectives are to:* fully acquit all funding service agreements and meet all service agreement objectives.
- *The company's long-term objectives are to:* remain a viable and strong organisation to meet the needs of its members and constituents.
- *To achieve these objectives, the company has adopted the following strategies:* development of a five-year Strategic Plan with annual business plans developed out of that.
- *Details on how the company measures its performance and/or Key Performance Indicators:* maintenance of best-practice standards regarding financial performance relevant to community services organisations, including sustainable cashflows in the context of delivery of services meeting best-practice community standards.

Operating Result

The deficit of the entity amounted to \$2,474 (2016: Deficit -\$255,652).

Dividends and Options

As the company is a not-for-profit organisation and a Company limited by Guarantee, no dividends or options were issued to Members during the financial year, nor throughout the life of the Company.

Review of Operations

The company recorded a deficit for the year of \$2,474, however, it continues to experience growth in residents and care recipient.

Significant Changes in State of Affairs

No significant changes in State of Affairs.

After Balance Date Events

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the entity, the results of those operations, or the state of affairs of the entity in future financial years.

Future Developments

The entity expects to maintain the present status and level of operations.

Meetings of Directors

Attendances at Board and Committee meetings by each director were as follows:

Directors	No of meetings for year	No of eligible meetings	No of meetings attended
Mr Serge Voloschenko	10	4	4
Mr Michael Yau	10	10	10
Mr Alex Daniloff	10	10	4
Mr Surendra Prasad	10	6	4
Mr Alton Budd	10	10	8
Ms Yasmin Khan	10	10	9
Mr Sam Miszkowski	10	4	2
Mr Amar Khan	10	4	4
Ms Freda Valassakis	10	4	4
Mr Elijah Buol	10	10	10
Ms Evelyn Saragossi	10	4	3
Mr Ahmed Sokarno	10	6	4

At 30 June 2017 the number of board members was 7 (2016:10).

Director's Report

Ethnic Communities Council of Queensland Limited
(A Company Limited by Guarantee)
ACN 010 151 256

Indemnifying Officers

The company has provided for and paid premiums during the year for current Directors' and Officers' Liability Insurance. The following indemnity is contained within the Constitution of the company: "Every member of the Executive, and other officer for the time being of the Council shall be indemnified out of the assets of the Council against any liability arising out of the execution of the duties of office which is incurred in defending any proceedings, whether civil or criminal, in which judgement is given in the members' favour or in which relief is granted to the member by the Court in respect of negligence, default, breach of duty or breach of trust."

Proceedings on Behalf of the Entity

No person has applied for leave of the Court to bring proceedings on behalf of the entity or intervene in any proceedings to which the entity is a party for the purpose of taking responsibility on behalf of the company for all or any part of those proceedings. The entity was not a party to any such proceedings during the year.

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2017 has been received and can be found on the following page.

Signed in accordance with a resolution of the Board of Directors.



Yasmin Khan
Chairperson of Directors



Mr Alex Daniloff
Director and Honorary Treasurer

Dated this ¹⁴... day of October 2017.

Auditor's Independence Declaration



Ethnic Communities Council of Queensland Limited
(A Company Limited by Guarantee)
ACN 010 151 256

AUDITOR'S INDEPENDENCE DECLARATION UNDER SECTION 60.40 OF THE AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION ACT 2012 TO THE DIRECTORS OF THE ETHNIC COMMUNITIES COUNCIL OF QUEENSLAND LIMITED

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2017 there have been:

- i) no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-Profits Commission Act 2012* in relation to the audit; and
- ii) no contraventions of any applicable code of professional conduct in relation to the audit.

A handwritten signature in blue ink that reads "Bentleys".

Bentleys Brisbane (Audit) Pty Ltd

A handwritten signature in blue ink that reads "Maurit Power".

P M Power
Director

Brisbane

Dated: 04 October 2017

Statement of Comprehensive Income

Ethnic Communities Council of Queensland Limited
(A Company Limited by Guarantee)
ACN 010 151 256
Statement of Comprehensive Income for the year ended 30 June 2017

	Note	2017 \$	2016 \$
Revenues from continuing operations	2	18,436,674	16,508,596
Expenses			
- Employee benefits expenses	3	(13,777,398)	(12,573,784)
- Client Support expenses		(1,017,698)	(886,393)
- Consultants expense		(317,204)	(304,282)
- Depreciation and amortisation expenses	3	(470,857)	(553,127)
- Repairs and maintenance expense		(158,453)	(207,042)
- Other expenses from continuing operations		(2,697,538)	(2,239,620)
Surplus / (Deficit) from continuing operations before income tax		(2,474)	(255,652)
Income tax expense	1(j)	-	-
Net Surplus / (deficit) from continuing operations after income tax expense attributable to the company		(2,474)	(255,652)
Other comprehensive income		1,338,904	-
Total comprehensive income for the year		1,336,430	(255,652)

The accompanying notes form part of the financial statements.

Statement of Financial Position

Ethnic Communities Council of Queensland Limited
(A Company Limited by Guarantee)
ACN 010 151 256
Statement of Financial Position as at 30 June 2017

	Note	2017 \$	2016 \$
Current Assets			
Cash and Cash Equivalents	4	15,980,923	14,761,258
Trade and Other Receivables	5	240,013	263,882
Other Current Assets	6	46,428	62,855
Total Current Assets		16,267,364	15,087,995
Non-Current Assets			
Property, Plant and Equipment	7	13,145,520	11,876,282
Total Non-Current Assets		13,145,520	11,876,282
Total Assets		29,412,884	26,964,277
Current Liabilities			
Trade and Other Payables	8	6,852,439	7,062,633
Short Term Provisions	10	1,078,907	977,070
Other Current Liabilities	9	2,108,355	909,526
Total Current Liabilities		10,039,701	8,949,229
Non-Current Liabilities			
Long Term Provisions	10	442,193	420,488
Total Non-Current Liabilities		442,193	420,488
Total Liabilities		10,481,894	9,369,717
Net Assets		18,930,990	17,594,560
Equity			
Retained Earnings		11,950,696	11,953,170
Reserves	11	6,980,294	5,641,390
Total Equity		18,930,990	17,594,560

The accompanying notes form part of the financial statements.

Statement of Changes in Equity

Ethnic Communities Council of Queensland Limited
(A Company Limited by Guarantee)
ACN 010 151 256

Statement of Changes in Equity for the year ended 30 June 2017

Notes	Retained Earnings \$	Revaluation Reserves \$	Other Reserves \$	Total \$
Balance at 30 June 2015	12,208,822	3,074,720	2,566,670	17,850,212
Net surplus/(deficit) attributable to the company	(255,652)	-	-	(255,652)
Balance at 30 June 2016	11,953,170	3,074,720	2,566,670	17,594,560
Net surplus/(deficit) attributable to the company	(2,474)	-	-	(2,474)
Other Comprehensive Income - Revaluation of Assets	-	1,338,904	-	1,338,904
Balance at 30 June 2017	11,950,696	4,413,624	2,566,670	18,930,990

Statement of Cash Flows

Ethnic Communities Council of Queensland Limited
(A Company Limited by Guarantee)
ACN 010 151 256

Statement of Cash Flows for the year ended 30 June 2017

Cash Flow from Operating Activities	2017	2016
	£	£
Receipts from customers, members and sponsors	7,738,417	5,701,635
Payments to suppliers and employees	(17,536,102)	(16,555,083)
Interest received	343,667	350,993
Receipts from government	11,419,436	10,181,055
Receipts from others	<u>120,529</u>	<u>236,002</u>
Net cash provided by (used in) operating activities (note 12)	<u>2,085,947</u>	<u>(85,398)</u>
Cash Flow from Investing Activities		
Payments for property, plant & equipment	(552,264)	(447,566)
Proceeds from sale of property, plant and equipment	<u>131,482</u>	<u>33,182</u>
Net cash provided by (used in) investing activities	<u>(420,782)</u>	<u>(414,384)</u>
Cash Flow from Financing Activities		
Proceeds from Refundable Accommodation Deposits	1,840,684	6,425,311
Repayment of Refundable Accommodation Deposits	<u>(2,286,184)</u>	<u>(2,834,625)</u>
Net cash provided by (used in) Financing Activities	<u>(445,500)</u>	<u>3,590,686</u>
Net increase (decrease) in cash held	1,219,665	3,090,904
Cash at the beginning of the financial year	<u>14,761,258</u>	<u>11,670,354</u>
Cash at the end of the financial year (note 4)	<u>15,980,923</u>	<u>14,761,258</u>

The accompanying notes form part of the financial statements.

Notes to the Financial Statements

The accompanying notes form part of these financial statements
Ethnic Communities Council of Queensland Limited
(A Company Limited by Guarantee)
ACN 010 151 256

Note 1: Statement of Significant Accounting Policies

The financial report is for the Ethnic Communities Council of Queensland Limited, incorporated and domiciled in Australia. Ethnic Communities Council of Queensland Limited is a company limited by guarantee. The company is a not-for-profit entity for reporting purposes.

Basis of preparation

The financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) and the Corporations Act 2001 and the Australian Charities and Not-for-profits Commission Act (2012)

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in a financial report containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of this financial report are presented below and have been consistently applied unless otherwise stated.

The financial report has been prepared on an accruals basis and is based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. Australian dollars is the functional and presentation currency of the entity.

Accounting policies

a. Revenue

Revenue from the sale of goods is recognised upon the delivery of goods to customers.

Grant revenue is recognised in the statement of comprehensive income when it is controlled. When there are conditions attached to grants received relating to the use of those grants for specific purposes, they are recognised in the statement of financial position as a liability until such conditions are met or services provided.

Donations and bequests are recognised as revenue when received unless they are designated for a specific purpose, where they are carried forward as prepaid income in the statement of financial position.

Interest revenue from financial assets is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

All revenue is stated net of the amount of goods and services tax (GST).

b. Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair values as indicated, less, where applicable, accumulated depreciation and impairment losses.

Property

Freehold land and buildings are shown at their fair value based on periodic, but at least triennial, valuations by external independent valuers, less subsequent depreciation for buildings. The most recent independent valuation was conducted in January 2017.

Increases in the carrying amount arising on revaluation of land and buildings are credited to a revaluation reserve in equity. Decreases that offset previous increases of the same class of assets are charged against fair value reserves directly in equity; all other decreases are charged to the statement of comprehensive income.

Plant and equipment

Plant and equipment are measured on the cost basis less depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from these assets. Plant and equipment that have been contributed at no cost, or for nominal cost, are valued at the fair value of the asset at the date it is acquired.

Plant and equipment purchased with Grant Funding cannot be used for any other purpose than that stated in the funding agreement and cannot be sold or otherwise disposed of without the permission of the funding body and a contingent liability may exist in relation to any sale proceeds.

Depreciation

The depreciable amount of all fixed assets, including buildings and capitalised lease assets, is depreciated on a straight-line basis over the asset's useful life to the entity commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for the "Management" and "Core Services" segments for each class of depreciable assets are:

Class of fixed asset	Depreciation rate
Plant and Equipment	7.5% - 40%
Motor Vehicles	12.5% - 20%
Office Equipment	10% - 30%
Furniture, Fixtures and Fittings	7.5% - 20%
Computer Equipment	27% - 40%
Buildings	2.5% - 5%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each balance date.

Notes to the Financial Statements

Note 1: Statement of Significant Accounting Policies (continued)

In respect of the "Residential Care" segment, a significant change in estimates was required during the previous year. Refer to Note 1(n) for detail.

Asset classes carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the statement of comprehensive income. When revalued assets are sold, amounts included in the revaluation reserve relating to that asset are transferred to retained earnings.

c. Leases

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the period in which they are incurred.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

d. Financial instruments

Initial recognition and measurement

Financial assets and financial liabilities, are recognised when the entity becomes a party to the contractual provisions of the instrument. For financial assets, this is equivalent to the date that the company commits itself to either purchase or sell the asset (i.e. trade date accounting is adopted). Financial instruments are initially measured at fair value plus transaction costs except where the asset is classified 'at fair value through profit or loss' in which case transaction costs are expensed to profit or loss immediately.

Classification and subsequent measurement

Finance instruments are subsequently measured at either fair value or cost. *Fair value* represents the amount for which an asset could be exchanged or a liability settled, between knowledgeable, willing parties.

Amortised cost is calculated as:

- i. the amount at which the financial asset or financial liability is measured at initial recognition;
- ii. less principal repayments;
- iii. plus or minus the cumulative amortisation of the difference, if any, between the amount initially recognised and the maturity amount calculated using the *effective interest method*; and
- iv. less any reduction for impairment.

The *effective interest method* is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs or other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability.

Revisions to expected future net cash flows will necessitate an adjustment to the carrying value with a consequential recognition of an income or expense in profit or loss.

(i) Financial assets at fair value through profit or loss

Financial assets are classified at 'fair value through profit or loss' when they are held for trading for the purpose of short-term profit taking, or where they are derivatives not held for hedging purposes. Such assets are subsequently measured at fair value with changes in carrying value being included in profit or loss.

(ii) Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost.

(iii) Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the entity's intention to hold these investments to maturity. They are subsequently measured at amortised cost.

(iv) Financial liabilities

Non-derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost.

Fair value

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models. Other than cash and cash equivalents, no financial assets are carried at fair value.

Impairment

At each reporting date, the entity assesses whether there is objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments, a prolonged decline in the value of the instrument is considered to determine whether an impairment has arisen. Impairment losses are recognised in the statement of comprehensive income.

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expired. The difference between the carrying value of the financial liability, which is extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

Notes to the Financial Statements

Ethnic Communities Council of Queensland Limited
(A Company Limited by Guarantee)
ACN 010 151 256

Note 1: Statement of Significant Accounting Policies (continued)

e. Impairment of assets

At each reporting date, the entity reviews the carrying values of its tangible and intangible assets, to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the statement of comprehensive income.

Where the future economic benefits of the asset are not primarily dependent upon the assets ability to generate net cash inflows and when the entity would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined as the depreciated replacement cost of an asset.

Where it is not possible to estimate the recoverable amount of an asset class, the entity estimates the recoverable amount of the cash-generating unit to which the class of assets belong.

Where an impairment loss on a revalued asset is identified, this is debited against the revaluation reserve in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation reserve for that same class of asset.

f. Employee benefits

Provision is made for the entity's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits expected to be settled within one year together with benefits arising from wages, salaries and annual leave which may be settled after one year, have been measured at the amounts expected to be paid when the liability is settled. Other employee benefits payable later than one year have been measured at the net present value. Contributions are made by the entity to an employee superannuation fund and are charged as expenses when incurred.

g. Cash and cash equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts.

h. Goods and services tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

i. Unexpended grants

The entity receives grant monies to fund projects either for contracted periods of time or for specific projects irrespective of the period of time required to complete these projects. It is the policy of the entity to treat grant monies as unexpended grants in the Statement of Financial Position where the entity is contractually obliged to provide the services in a subsequent financial period to when the grant is received or, in the case of specific project grants, where the project has not been completed.

j. Income tax

No provision for income tax has been raised as the entity is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

k. Intangibles

Licences for the provision of residential services for assisted high care needs living, as granted by the Commonwealth Department of Health and Ageing, are not recognised as an asset in these statements as the company has determined that there is no active market for such assets.

l. Provisions

Provisions are recognised when the entity has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at reporting date.

m. Comparative Figures

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

n. Critical Accounting Estimates and Judgments

The directors evaluate estimates and judgments incorporated into the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

Key estimates – Impairment

The entity assesses impairment at each reporting date by evaluation of conditions and events specific to the entity that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions. For the year ended 30 June 2017, the company does not believe that there were any indicators of impairment to any of its assets.

Notes to the Financial Statements

Ethnic Communities Council of Queensland Limited
(A Company Limited by Guarantee)
ACN 010 151 256

Note 1: Statement of Significant Accounting Policies (continued)

Key estimates – Depreciation

During the prior year management made a decision to progress towards the building of new premises for the “Residential Care” business, which will hopefully occur within four years (2016 estimate: three years). It is anticipated that a large number of assets will be scrapped when the new premises are completed. As such management has revised down the remaining estimated useful life and increased the depreciation rates applicable to items of property, plant and equipment (except land).

The revised effective average rate is 25% (previously 33%). This revised estimate resulted in a decrease in depreciation expense of approximately \$160,000 (2016: \$266,000), which is a non-cash adjustment. Had the revision to the estimate not been made the entity would have recorded a surplus of approximately \$150,000.

o. Economic Dependence

The Ethnic Communities Council of Queensland Limited is dependent on various Government departments for much of its revenue used to operate the business. At the date of this report the Board of Directors has no reason to believe that this support will not continue.

p. New Accounting Standards for Application in Future Periods

Certain new accounting standards and interpretations have been issued that are applicable for future reporting periods and have not been early adopted by Ethnic Communities Council of Queensland Ltd. Ethnic Communities Council of Queensland Ltd preliminary assessment of the most significant of these new standards and interpretations is set out below:

AASB 15 – Revenue and Contracts with Customers

This standard takes effect for reporting periods beginning on or after 1 January 2019 and replaces standards AASB 118 Revenue, AASB 111 Construction Contracts and various Interpretations relating to revenue. AASB 15 introduces a 5-step process for recognising revenue based on identifying the performance obligations of contracts with customers and recognising revenue as and when those obligations are met.

Ethnic Communities Council of Queensland Ltd is yet to conduct a detailed analysis of the impact of this standard, as most revenue is recognised under AASB 1004 Contributions, and Ethnic Communities Council of Queensland Ltd is awaiting further published guidance from AASB on the recognition of revenue previously recognised under this standard.

AASB 16 – Leases

This standard takes effect for reporting periods beginning on or after 1 January 2019 and replaces AASB 16 Leases.

The standard substantially changes the measurement criteria for operating leases, requiring them to be recognised in the statement of financial position. Ethnic Communities Council of Queensland Ltd has not yet forecast the value of operating leases likely to be in place at the time the standard takes effect, but acknowledge that

there is expected to be significant changes to the statement of financial position due to the high number of operating leases that the company is currently party to. There will be some impact on Profit or loss as well, however Ethnic Communities Council of Queensland Ltd expects this to be minimal as newly introduced costs of depreciation and interest on leased assets will be very similar to the current lease expense which will no longer be recognised under the new standard.

AASB 9 – Financial Instruments

This standard takes effect for reporting periods beginning 1 January 2018 and replaces standards AASB 132 and AASB 139. The standard introduces some changes to hedging requirements, however as Ethnic Communities Council of Queensland Ltd does not engage in hedging activities this is not expected to have a material impact. The standard also introduces some changes to naming conventions of certain financial assets and a new “expected credit losses” model for determining impairment. It is not expected this model will have a significant impact on impairment procedures for Ethnic Communities Council of Queensland Ltd.

AASB 1058 – Income for Not-for-Profit Entities

This standard takes effect for reporting periods beginning on or after 1 January 2019 and replaces standard AASB 1004 Contributions.

Broadly, grants received for the purpose of acquiring or constructing a non-financial asset are recognised as a liability until the asset has been acquired or constructed.

In relation to grants that are more operational in nature, the standard requires they be assessed on a case-by-case basis as to whether they have specific ‘performance obligations’. If so, they are recognised as revenue when those obligations are met. If not, they will be recognised as revenue upon receipt. Ethnic Communities Council of Queensland Ltd believes this is unlikely to have a significant impact as the requirements of the standard are consistent with the current revenue recognition policy of Ethnic Communities Council of Queensland Ltd as described in Note 1(j).

There are no other standards that are not yet effective and that are expected to have a material impact on the entity in the current or future reporting periods and on foreseeable future transactions.

Notes to the Financial Statements

Ethnic Communities Council of Queensland Limited
(A Company Limited by Guarantee)
ACN 010 151 256
Notes to the Financial Statements for the year ended 30 June 2017

Note 2: Revenue

	2017	2016
	\$	\$
Operating Activities:		
- Recurrent Government Grants	11,147,879	10,361,966
- Resident/Client Contributions	<u>6,801,768</u>	<u>5,732,885</u>
	<u>17,949,647</u>	<u>16,094,851</u>
Non-Operating Activities:		
- Interest Earned	366,498	350,993
- Other	<u>120,529</u>	<u>62,752</u>
	<u>487,027</u>	<u>413,745</u>
Total Revenue	<u>18,436,674</u>	<u>16,508,596</u>

Capital grants are recorded as non-operating income when fully expended in accordance with the funding conditions.

Note 3: Expenses

Net Surplus/(Deficit) from ordinary activities is determined after changing the following significant expenses.

Expenses	2017	2016
	\$	\$
Total Depreciation and Amortisation	470,857	553,127
Doubtful Debts Expense/(Write-back)	25,483	(5,342)
Total Employee Benefits Expense	13,777,398	12,573,784
Auditors Remuneration		
- audit services	40,000	40,000
- other services*	<u>54,750</u>	<u>6,500</u>
Total Audit Remuneration	<u>94,750</u>	<u>46,500</u>
Loss on Disposal of Plant & Equipment	19,591	8,760
Rent Expenses	98,642	87,704
Interest Expense – Refundable Accommodation Deposits	11,744	20,796

*other services provided by the Audit firm include assistance with preparation of the financial statements, assistance with the counting of votes for the election of directors, and advice in respect of proposed capital expansion of aged care operations.

Note 4: Cash and Cash Equivalents

Current	2017	2016
	\$	\$
Cash at Bank	15,976,157	14,756,592
Cash on Hand	<u>4,766</u>	<u>4,666</u>
	<u>15,980,923</u>	<u>14,761,258</u>

Restricted Cash Balances total \$0 at 30 June 2017. (2016: \$nil)

Notes to the Financial Statements

Ethnic Communities Council of Queensland Limited
(A Company Limited by Guarantee)
ACN 010 151 256

Notes to the Financial Statements for the year ended 30 June 2017

Note 5: Trade and Other Receivables

Current	2017	2016
	\$	\$
Trade Receivables	210,703	183,014
Provision for Impairment of Receivables	(30,519)	(9,146)
Other Receivables	<u>59,829</u>	<u>90,014</u>
	<u>240,013</u>	<u>263,882</u>

(i) **Provision for Impairment of Receivables**

Current trade receivables are generally on 30-day terms. These receivables are assessed for recoverability and a provision for impairment is recognised when there is objective evidence that an individual trade receivable is impaired. These amounts have been included in other expense items.

(ii) **Credit risk – Trade and other Receivables**

The company does not have any material credit risk exposure to any single receivable or group of receivables, other than the government funding receivable. The credit risk associated with this counterparty is considered low.

Note 6: Other Assets

Current	2017	2016
	\$	\$
Prepayments	<u>46,428</u>	<u>62,855</u>
	<u>46,428</u>	<u>62,855</u>

Notes to the Financial Statements

Ethnic Communities Council of Queensland Limited
(A Company Limited by Guarantee)
ACN 010 151 256
Notes to the Financial Statements for the year ended 30 June 2017

Note 7: Property, Plant and Equipment

	2017	2016
	\$	\$
Freehold Land and Buildings:		
- At Fair Value - Land	7,800,000	6,660,000
- At Fair Value - Buildings	3,750,000	3,270,000
- Building Improvements (at cost)	665,387	1,654,268
- Less: Accumulated depreciation	<u>(364,199)</u>	<u>(897,661)</u>
	<u>11,851,188</u>	<u>10,686,607</u>
Plant and Equipment:		
- At Cost	2,034,878	2,006,551
- Less: Accumulated depreciation	<u>(1,442,642)</u>	<u>(1,431,549)</u>
	<u>592,236</u>	<u>575,002</u>
Computers and Equipment:		
- At Cost	584,935	559,147
- Less: Accumulated depreciation	<u>(415,412)</u>	<u>(359,423)</u>
	<u>169,523</u>	<u>199,724</u>
Motor Vehicles:		
- At Cost	786,093	752,085
- Less: Accumulated depreciation	<u>(253,520)</u>	<u>(337,136)</u>
	<u>532,573</u>	<u>414,949</u>
	<u>13,145,520</u>	<u>11,876,282</u>

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year.

Notes to the Financial Statements

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2017	Land and Buildings \$	Plant & Equipment \$	Computers & Equipment \$	Motor Vehicles \$	TOTAL \$
Opening Carrying Amount at 1 July 2016	10,686,607	575,002	199,724	414,949	11,876,282
Additions 2016-17	17,380	156,603	34,547	343,734	552,264
Revaluation	1,338,904	-	-	-	1,338,904
Less Disposals	-	(3,476)	-	(147,597)	(151,073)
Less Depreciation expense	(191,703)	(135,893)	(64,748)	(78,513)	(470,857)
Balance at end of year at carrying amount	11,851,188	592,236	169,523	532,573	13,145,520

2016	Land and Buildings \$	Plant & Equipment \$	Computers & Equipment \$	Motor Vehicles \$	TOTAL \$
Opening Carrying Amount at 1 July 2015	10,888,985	581,508	164,603	388,689	12,023,785
Additions 2015-16	40,903	144,242	106,382	156,039	447,567
Less Disposals	-	-	-	(41,942)	(41,942)
Less Depreciation expense	(243,281)	(150,749)	(71,261)	(87,837)	(553,127)
Balance at end of year at carrying amount	10,686,607	575,002	199,724	414,949	11,876,282

Note 8: Trade and other Payables

Current	2017 \$	2016 \$
- Trade Payables	334,913	219,046
- Other Current Payables	461,126	332,695
- Refundable Accommodation Bonds / Deposits	5,873,401	6,344,812
- GST Payable	<u>182,999</u>	<u>166,080</u>
	6,852,439	7,062,633

Note 9: Other Liabilities

Current	2017 \$	2016 \$
- Unexpended Grants and Home Care Packages	<u>2,108,355</u>	<u>909,526</u>
	2,108,355	909,526

Notes to the Financial Statements

Ethnic Communities Council of Queensland Limited
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Notes to the Financial Statements for the year ended 30 June 2017

Note 10: Provisions

Current	2017	2016
	\$	\$
Employee Entitlements		
Annual Leave	646,546	604,338
Long Service Leave	<u>432,361</u>	<u>372,732</u>
	<u>1,078,907</u>	<u>977,070</u>
Non-Current		
Employee Entitlements		
Long Service Leave	<u>442,193</u>	<u>420,488</u>
	<u>442,193</u>	<u>420,488</u>
	<u>1,521,100</u>	<u>1,397,558</u>

Note 11: Reserves

- (a) Asset Revaluation Reserve
 (b) Capital Profits Reserve
 (c) Other Reserves

	2017	2016
	\$	\$
(a) Asset Revaluation Reserve		
Movement during the financial year		
Opening Balance	3,074,720	3,074,720
Revaluation of land and buildings	1,338,904	-
Closing Balance	<u>4,413,624</u>	<u>3,074,720</u>
<i>The asset revaluation reserve records revaluations of property, plant and equipment.</i>		
(b) Capital Profits Reserve		
Movement during the financial year		
Opening Balance	96,970	96,970
Transfer to retained earnings	-	-
Closing Balance	<u>96,970</u>	<u>96,970</u>
<i>The capital profits reserve records funds set aside in prior years.</i>		
(c) Other Reserves		
Movement during the financial year		
Opening Balance	2,469,700	2,469,700
Transfer to retained earnings	-	-
Closing Balance	<u>2,469,700</u>	<u>2,469,700</u>
<i>The other reserves record funds set aside in prior years</i>		

Notes to the Financial Statements

Ethnic Communities Council of Queensland Limited
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Notes to the Financial Statements for the year ended 30 June 2017

Note 12: Cash Flow Information

a. Reconciliation of Cash

For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market instruments, net of outstanding bank overdrafts. Cash at the end of the year as shown in the statement of cash flows is reconciled to the related items in the Statement of Financial Position as follows:

b. Reconciliation of Cashflow from Operations with Surplus after Income Tax

	2017	2016
	\$	\$
(Deficit) / Surplus after Income Tax	(2,474)	(255,652)
Non-cash flows in surplus from Ordinary Activities		
Depreciation and amortisation	470,857	553,127
(Profit)/Loss on sale of PPE	19,591	8,760
Changes in assets and liabilities:		
(Increase)/Decrease in receivables and other assets	40,297	(44,511)
Increase/(Decrease) in trade and other payables	1,434,134	(462,932)
Increase/(Decrease) in provisions	<u>123,542</u>	<u>115,810</u>
Cash flows (used in)/ provided by operating activities	<u>2,085,947</u>	<u>(85,398)</u>

Notes to the Financial Statements

Ethnic Communities Council of Queensland Limited
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Notes to the Financial Statements for the year ended 30 June 2017

Note 13: Related Party Transactions

Directors

The names of each person holding the position of Director of Ethnic Communities Council of Queensland Limited during the year are Ms Yasmin Khan, Mr Michael Yau, Mr Alex Daniloff, Mr Surendra Prasad, Mr Alton Budd, Mr Serge Voloschenko, Mr Samuel Miskowski, Mr Amar Khan, Mr Freda Valassakis, Mr Elijah Buol, Ms Evelyn Saragossi, Mr Ahmed Sokarno.

Apart from the details disclosed in this note, no Director has entered into a material contract with the Company since the end of the previous financial year and there were no material contracts involving Directors' interests subsisting at year end. From time to time Directors of the Company may participate in association activities. These participations are on the same terms and conditions as those entered into by any other member of the Company.

Directors Remuneration

No income was received or due and payable by the Company to any of the Directors.

Retirement and Superannuation Benefits

No amounts have been paid directly on retirement or to an investment superannuation fund for the provision of Directors' retirement benefits.

Related Party Transactions

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

	2017	2016
	\$	\$
Director Related Entities	NIL	NIL

Key Management Personnel

a. Key Management Personnel

Any person(s) having authority and responsibility for planning, directing and controlling the activities of the company, directly or indirectly, including any director (whether executive or otherwise) is considered key management personnel.

	2017	2016
	\$	\$
Key Management Personnel Compensation		
short term benefits	457,597	355,900
post-employment benefits	39,786	24,983
termination benefits	-	-
other long-term benefits	-	-

Notes to the Financial Statements

Ethnic Communities Council of Queensland Limited
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Notes to the Financial Statements for the year ended 30 June 2017

Note 14: Financial Risk Management

The company's financial instruments consist mainly of deposits with banks, local money market instruments, short-term investments, accounts receivable, payables and borrowings

The totals for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

	Note	2017 \$	2016 \$
Financial Assets			
Cash and Cash Equivalents	4	15,980,923	14,761,258
Loans and Receivables	5	<u>240,013</u>	<u>263,882</u>
		<u>16,220,936</u>	<u>15,025,140</u>
Financial Liabilities			
Financial liabilities at amortised cost			
Trade and other Payables	8	<u>6,852,439</u>	<u>7,062,633</u>
		<u>6,852,439</u>	<u>7,062,633</u>

Capital Risk Management Policies

The Executive Committee's overall risk management strategy seeks to assist the company in meeting its financial targets, whilst minimising potential adverse effects on financial performance. To that end, any surplus cash is invested in low risk bank accounts with reputable financial institutions. The company has minimal external debt. Asset purchases are funded from reserves or through application for government capital grants. There has been no change in the entity's capital management policy during the financial year.

Notes to the Financial Statements

Ethnic Communities Council of Queensland Limited
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Notes to the Financial Statements for the year ended 30 June 2017

Note 14: Financial Risk Management (continued)

Specific Financial Risk Exposures and Management

The main risks the company is exposed to through its financial instruments are interest rate risk, liquidity risk, credit risk and price risk.

i. Interest Rate Risk: Exposure to interest rate risk is minimal, as the Company has no long-term interest bearing debt.

ii. Liquidity Risk: Liquidity risk arises from the possibility that the company might encounter difficulty in settling its debts or otherwise meeting its obligations related to financial liabilities. The company manages this risk through the following mechanisms:

- Preparing forward looking cash flow analysis in relation to its operational, investing and financing activities;
- Maintaining a reputable credit profile;
- Managing credit risk related to financial assets;
- Investing surplus cash only with major financial institutions; and
- Comparing the maturity profile of financial liabilities with the realisation profile of financial assets.

iii. Credit Risk: Exposure to credit risk relating to financial assets arises from the potential non-performance by counter parties of contract obligations that could lead to a financial loss to the company. Credit risk is managed through the maintenance of procedures (such procedures include the utilisation of systems for the approval, granting and removal of credit limits, regular monitoring of exposures against such limits and monitoring of the financial stability of significant customers and counter parties) ensuring to the extent possible, that customers and counter parties to transactions are of sound credit worthiness. Such monitoring is used in assessing receivables for impairment. Credit terms are generally 14 to 30 days from the invoice date. Risk is also minimised through investing surplus funds in financial institutions that maintain a high credit rating or in entities that the committee has otherwise cleared as being financially sound.

Credit Risk Exposures

The entity does not have any material credit risk exposure to any single receivable or group of receivables under financial entered into by the entity.

iv. Price Risk

The Company is not exposed to any material commodity price risk.

Notes to the Financial Statements

Ethnic Communities Council of Queensland Limited
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Notes to the Financial Statements for the year ended 30 June 2017

Note 14: Financial Risk Management (continued)

Net Fair Values

Fair Value Estimation

The fair values of financial assets and financial liabilities are equivalent to the carrying values as presented in the statement of financial position. Fair values are those amounts at which an asset could be exchanged, or a liability settled, between knowledgeable, willing parties in an arm's length transaction.

Sensitivity Analysis

The following table illustrates sensitivities to the company's exposures to changes in interest rates. The table indicates the impact of how profit and equity values reported at balance date would have been affected by changes in the relevant risk variable that management considers to be reasonably possible. These sensitivities assume that the movement in a particular variable is independent of other variables.

	2017	2016
	\$	\$
Change in Profit		
Increase in interest rate by 1%	159,752	147,613
Decrease in interest rate by 1%	(159,752)	(147,613)
Change in Equity		
Increase in interest rate by 1%	159,752	147,613
Decrease in interest rate by 1%	(159,752)	(147,613)

The above interest rate sensitivity analysis has been performed on the assumption that all other variables remain unchanged. Management believes a movement in market interest rates of more than 1% is extremely unlikely and as a result management has not hedged this interest rate exposure.

No sensitivity analysis has been performed for foreign exchange risk, as the entity is not exposed to foreign currency fluctuations.

Notes to the Financial Statements

Ethnic Communities Council of Queensland Limited
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Notes to the Financial Statements for the year ended 30 June 2017

Note 15: Capital and Leasing Commitments

	2017	2016
	\$	\$
Operating Lease Commitments		
Non-cancellable operating leases contracted for but not capitalised in the financial statements		
Payable – minimum lease payments		
– not later than 12 months	23,908	52,566
– later than 12 months but not later than 5 years	25,346	40,943
– greater than 5 years	-	-
Minimum lease payments	<u>49,254</u>	<u>93,509</u>

The premises are under periodical lease agreements that are paid on a month by month basis. There is currently one (1) office under lease with options to renew on completion. Operating leases also exist in relation to motor vehicles and office equipment.

Note 16: Contingent Liabilities

The Company is party to an ongoing legal matter, the likely result of which is unclear at the time of this report. A potential outcome of the matter is that the Company may be awarded costs and damages. Legal fees in relation to this matter are recognised as expenses are incurred, but no contingent asset or liability is recognised until the outcome of the matter becomes clearer.

No other contingent liabilities exist at the date of these financial statements.

Note 17: Events After the Balance Date

To the Directors' knowledge, no events have occurred subsequent to reporting date which is likely to have a material effect on the operations of the Company. The Directors have authorised this financial report for issue on the date of signing the Directors' Declaration. The directors have the power to amend and re-issue the financial report.

Note 18: Segment information

The Company operates predominantly in the promotion and maintenance of the physical and social well-being of migrants in Australia. The Company's operations are located in Queensland.

Business Units

The company comprises the following business units:

Segment	Activities
Care Services	<ul style="list-style-type: none">Provision of quality, culturally-inclusive home care and service packages predominantly to ethnic people who are sick, aged, infirm, handicapped or disabled.
Residential Aged Care Facility	<ul style="list-style-type: none">A residential aged care facility in Indooroopilly catering predominantly to ethnic people who are sick, aged, infirm, handicapped or disabled.
Management	<ul style="list-style-type: none">The administration of Government grants given to assist the ethnic communities of Queensland.

Notes to the Financial Statements

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Ethnic Communities Council of Queensland Limited
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2016	Management \$	Residential Care \$	Care Services \$	Eliminations \$	Consolidated \$
Revenue outside the entity	1,288,754	5,212,984	10,006,858		16,508,596
Inter-segment revenue	224,086	-	173,250	(397,336)	-
Less: Interest Income	(13,150)	(140,320)	(197,523)		(350,993)
Total segment revenue	1,499,690	5,072,664	9,982,585	(397,336)	16,157,603
Segment Result	(468,298)	(161,133)	373,779		(255,652)
Unallocated revenue less unallocated expenses	-	-	-		-
(Deficit)/Surplus from ordinary activity	(468,298)	(161,133)	373,779		(255,652)
Income tax expenses	-	-	-		-
Net (Deficit)/ surplus	(468,298)	(161,133)	373,779		(255,652)
Segment assets	2,354,821	12,652,352	11,957,104		26,964,277
Unallocated assets	-	-	-		-
Total assets	2,354,821	12,652,352	11,957,104		26,964,277
Segment liabilities	815,835	6,993,457	1,560,425		9,369,717
Unallocated liabilities	-	-	-		-
Total liabilities	815,835	6,993,457	1,560,425		9,369,717
Acquisitions of property, plant & equipment and other non-current segment assets	57,448	96,714	293,404		447,566
Depreciation and amortisation expenses	35,492	266,546	251,089		553,127
Other non-cash expenses	-	-	-		-
2017	Management \$	Residential Care \$	Care Services \$	Eliminations \$	Consolidated \$
Revenue outside the entity	1,887,575	5,348,498	11,200,601		18,436,674
Inter-segment revenue	295,794	-	213,983	(509,777)	-
Less: Interest Income	(5,369)	(175,604)	(185,525)		(366,498)
Total segment revenue	2,178,000	5,172,894	11,229,060	(509,777)	18,070,176
Segment Result	(232,799)	(75,163)	305,488		(2,474)
Unallocated revenue less unallocated expenses	-	-	-		-
(Deficit)/Surplus from ordinary activity	(232,799)	(75,163)	305,488		(2,474)
Income tax expenses	-	-	-		-
Net (Deficit)/ surplus	(232,799)	(75,163)	305,488		(2,474)
Segment assets	2,959,817	12,252,629	14,365,153	(164,715)	29,412,884
Unallocated assets	-	-	-		-
Total assets	2,959,817	12,252,629	14,365,153	(164,715)	29,412,884
Segment liabilities	733,151	6,668,895	3,244,563	(164,715)	10,481,894
Unallocated liabilities	-	-	-		-
Total liabilities	733,151	6,668,895	3,244,563	(164,715)	10,481,894
Acquisitions of property, plant & equipment and other non-current segment assets	127,287	101,828	323,149		552,264
Depreciation and amortisation expenses	54,836	151,275	264,746		470,857
Other non-cash expenses	-	-	-		-

Notes to the Financial Statements

ACN 010 151 256

Notes to the Financial Statements for the year ended 30 June 2017

Entity Details

The registered office of the entity is:

253 Boundary Street
WEST END QLD 4101

The principal places of business of the entity are:

253 Boundary Street	150 Central Avenue	49 Thomas Street
WEST END QLD 4101	INDOORROOPILLY QLD 4068	WEST END QLD 4101

Note 19: Members' Guarantee

The entity is incorporated under the Corporations Act 2001 and is an entity limited by guarantee. If the entity is wound up the constitution states that each member is required to contribute a maximum of \$50 each towards meeting any outstandings and obligations of the entity. At 30 June 2017 the number of financial members of the Ethnic Communities Council of Queensland Ltd was 333.

Note 20: Fair Values

ECCQ measures the following assets at fair value on a recurring basis:

- Land
- Buildings

Fair value hierarchy

In accordance with AASB 13, fair value measurements are categorised on the following basis:

Fair value based on quoted prices (unadjusted) in active markets for identical assets or liabilities (Level 1)

Fair value based on inputs that are directly or indirectly observable for the asset or liability (Level 2)

Fair value based on unobservable inputs for the asset and liability (Level 3)

All fair value measurements are recurrent and categorised as either Level 2 or Level 3. The entity does not hold any assets valued using Level 1 inputs. Where all significant inputs used to value the asset are observable, the asset is valued at Level 2. However, if one or more of the significant inputs are unobservable, the asset is valued as Level 3. The rationale for making a determination between Level 2 and Level 3 on specific categories of assets is described below.

Valuation techniques

The entity's valuation policy and procedures are set by the Management Committee and reviewed every year. Annual reviews of depreciation, impairment, asset lives and asset balances are conducted by the finance team. The entity's current policy for the recurrent valuation of property, plant and equipment is documented in Note 1. The fair values of assets and liabilities that are not traded in an active market are determined using one or more valuation techniques which maximise, to the greatest extent possible, the use of observable market data. Where land and buildings relate to capital works in progress, they are recognised at cost until such time as the capital works are completed.

The valuation techniques selected by the company are consistent with one or more of the following valuation approaches:

- *Market approach:* valuation techniques that use prices and other relevant information generated by the market transactions for similar or identical assets or liabilities.
- *Income approach:* valuation techniques that convert estimated future cash flows or income and expenses into a single discounted present value.
- *Cost approach:* valuation techniques that reflect the current replacement cost of an asset at its current service capacity.

Recognised fair value measurements

The fair value of assets measured and recognised at fair value at 30 June 2017 is as per the table below.

Notes to the Financial Statements

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Notes to the Financial Statements for the year ended 30 June 2017

Note 20: Fair Values (cont'd)

2017			
Description	Gross Value	Level 2	Level 3
Land	7,800,000	7,800,000	
Buildings	3,750,000	2,800,000	950,000

2016			
Description	Gross Value	Level 2	Level 3
Land	\$6,660,000	\$6,660,000	-
Buildings	\$3,270,000	\$2,320,000	\$950,000

Additional disclosure in respect of land and buildings is included in Note 7 to the financial statements.

There were no transfers between Level 2 and Level 3 during the year. The entity's policy is to recognise transfers in and out of the fair value hierarchy levels (if any) at the end of the reporting period.

Disclosed fair values

Apart from land and buildings, there are no other fair values disclosed in the financial report.

The carrying amounts of all other assets and liabilities are assumed to approximate their fair values due to their short term nature.

Valuation techniques and inputs used to derive fair values

The specific valuation techniques used to value the entity's assets are documented below. Fair value represents the highest and best use of the assets having regard to the optimal financial, physical and legal use of the asset.

Land

The fair value of freehold land and buildings is determined at least every three years based on valuations by an independent valuer. At the end of each intervening period, the directors review the independent valuation and, when appropriate, update the fair value measurement to reflect current market conditions using observable market data.

All the company's freehold land, except for that relating to aged care facilities (see below), was comprehensively valued in January 2017 by qualified independent external valuers, Knight Frank. The valuation was based on publicly available data on sales of similar land in nearby localities.

A direct comparison method was used to value all freehold land. Direct comparison involves the analysis of sales evidence and comparison with the subject land, taking into account such matters as area, location and other general site characteristics. Where an active market exists and there are no unreasonable restrictions as to use and/or sale, the land was deemed to be valued as Level 2. All land currently owned by the entity was deemed to fit this category.

Buildings

All buildings, except for that relating to aged care facilities (see below), were valued as at January 2017 by independently qualified external valuers, Knight Frank. The valuation was based on publicly available data on sales of similar properties in nearby localities.

A direct comparison method was used to value all buildings. Direct comparison involves the analysis of sales evidence and comparison with the subject buildings, taking into account such matters as area, location and other general site characteristics. Where an active market exists and there are no unreasonable restrictions as to use and/or sale, the buildings was deemed to be valued as Level 2. All buildings currently owned by the entity were deemed to fit this category, except for the aged care facilities.

Aged Care facilities

All land and buildings that relate to aged care facilities were valued as at June 2014 by independent valuer Knight Frank. The valuation was based on a "Going Concern Walk-In/Walk-Out" basis, which is a derivation of the Income Approach described above based on recent sales evidence of residential aged care facilities on a going concern basis. The valuation identified that the 'going concern' value of the land and buildings consisted of a freehold component and a "Leasehold" Component, the latter being the present value of expected future income generated by the bed licenses and continued use of the premises as an aged care facility. The freehold component is determined by reference to observable market inputs being sales evidence of similar facilities, market capitalisation rates and market rentals, which are determined using a direct comparison approach.

Management determined to adopt a conservative accounting policy and has only recognised the freehold component of land and buildings in relation to the aged care facilities.

While management has attempted to maximise the use of external data, some of the inputs to the valuation are not observable inputs. As a result, the aged care buildings are considered to be Level 3 valuations.

Notes to the Financial Statements

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Notes to the Financial Statements for the year ended 30 June 2017

Note 20: Fair Values (cont'd)

The Company has considered the additional disclosure required for assets classified as "level 3" values, as follows:

Quantitative information about significant unobservable inputs: The Company considers that the major unobservable inputs in relation to Property, Plant and Equipment relate to useful lives and residual values. The inputs used in the valuation of such assets are consistent with the useful lives disclosed in the accounting policy at note 1b.

Reconciliation from opening balance at the start of the year to closing balance at the end of the year for assets classified as 'level 3': Reconciliations of the movement in all items of property, plant and equipment is included in Note 7.

Gains and losses in profit or loss relating to unrealised movements in Level 3 assets: No such gains or losses arose.

Sensitivity analysis for 'reasonably possible alternatives': The Company does not consider it practical to provide detailed sensitivity analysis for all inputs for all assets on account of the large number and variety of assets that were independently valued. In addition, the Company has an accounting policy of only amending asset values where there is an indication of significant movement in the fair value as overall values in the region have been steady in recent years. As such, a small change in an observable input would be unlikely to result in an adjustment to the financial statements, as it would not result in a significant movement in fair value of the asset. Furthermore, small movements in the fair value of the Company's property, plant and equipment will not have a material impact on the assessment of the going concern or of the Company's operations by users of the financial report. As a result of these factors, the Company has not prepared detailed sensitivity analysis in respect of level 3 inputs in this financial report.

Director's Declaration

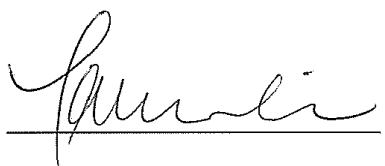
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Director's Declaration for the year ended 30 June 2017

The directors of the entity declare that:

- The financial statements and notes, are in accordance with the Corporations Act 2001 and the requirements of the Australian Charities and Not-for-profits Commission Act (2012); and
 - comply with Accounting Standards and the Corporations Regulations 2001; and
 - give a true and fair view of the financial position as at 30 June 2017 and of the performance of the year ended on that date of the entity.
- In the directors' opinion, there are reasonable grounds to believe that the entity will be able to meet its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors:



Chairperson of Directors



Treasurer

Dated this 27th day of October 2017.

Auditor's Independence Declaration



INDEPENDENT AUDITOR'S REPORT TO THE DIRECTORS OF ETHNIC COMMUNITIES COUNCIL OF QUEENSLAND LIMITED

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Ethnic Communities Council of Queensland Limited ("the Company"), which comprises the statement of financial position as at 30 June 2017 and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the director's declaration.

In our opinion the financial report of the Company is in accordance with Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

- giving a true and fair view of the Company's financial position as at 30 June 2017 and of its performance for the year then ended; and
- complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-Profits Commission Regulations 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the ethical requirements of the Australian Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of the Directors for the Financial Report

The Directors are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the *Australian Charities and Non-for-Profits Commission Act 2012* and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the ability of the Company to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

The directors are responsible for overseeing the company's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.



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Auditor's Independence Declaration



INDEPENDENT AUDITOR'S REPORT TO THE DIRECTORS OF ETHNIC COMMUNITIES COUNCIL OF QUEENSLAND LIMITED (Continued)

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Bentleys Brisbane (Audit) Pty Ltd
Chartered Accountants

P M Power
Director
Brisbane,
5 October 2017



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