



# Ethnic Communities Council of Queensland

# ANNUAL REPORT 2019/2020

*Connecting & Empowering Diverse Communities*



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## Ethnic Communities Council of Queensland Ltd

ACN 010 151 256

This Annual Report comprises the assets and activities of ECCQ (ECCQ Multicultural Services, Diversicare and Berlasco Court).

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## Acknowledgment 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 Chairperson

# Alton Budd

It gives me great pleasure to present the 2019-2020 Annual Report on behalf of the Ethnic Communities Council of Queensland (ECCQ). I present this report to the Board of Directors, our members, staff, communities and other stakeholders.

ECCQ commenced more than forty years ago and remains a vibrant and important organisation advocating for the Culturally and Linguistically Diverse Communities across Queensland. We continue to serve our community and stakeholders.

The past financial year saw the implementation of sustainable business models for our residential and community aged care services. The ECCQ team reinforced the organisation's lead advocacy role through representation on key advisory working groups and through enhanced community development activities.

The COVID-19 pandemic created unprecedented challenges this year and I am very proud of the role that ECCQ played in supporting, educating and communicating to the CALD communities about key messages to build capacity and resilience during this time.

Following many years of design and planning, ECCQ reached a historic milestone in commencing the construction of the new Berlasco Court Caring Centre at Indooroopilly. I sincerely thank everyone for their commitment to see this project become a reality.

The Board has commenced strategic planning for the next 5 years and has committed to consolidating ECCQ's position as a true Peak Body to provide a 'voice' to our members and to lead the way in promoting the strength of diversity and inclusion in Queensland.



ECCQ remains strongly committed to our vision whereby all people irrespective of their background and place of origin, should be able to contribute to and participate in all aspirational aspects of our society. The Council remains committed to collaborating with members, stakeholders and government to advocate for and support the crucial aspects of human rights for all who participate in our society. We support and advocate for the needs, varied interests and the contribution of all culturally and linguistically diverse communities in Queensland.

I am confident that ECCQ is well placed for a strong future to support our members and to build the capacity of all culturally and linguistically diverse communities to reach their full potential.

I extend my thanks and appreciation to our members, the current ECCQ Board of Directors, the ECCQ leadership team, all staff and volunteers for their hard work, enthusiasm, dedication, and the continued commitment to maintain and grow our achievements.



*I am confident that ECCQ is well placed for a strong future to support our members and to build the capacity of all culturally and linguistically diverse communities to reach their full potential.*



## Message from the CEO

# Peter Last

It is an absolute pleasure to introduce ECCQ's 2019-2020 Annual Report, my first as CEO. Since starting in this position it is clear that ECCQ plays a vital role in supporting our diverse and emerging multicultural communities to respond to the many challenges they face. This year's report will highlight the amazing work that the ECCQ team has accomplished to support, develop and educate our multicultural communities. This has been enhanced by our partnerships with non-government organisations, local councils and state and federal governments.

As we know, the COVID-19 pandemic dominated the second half of the reporting year, triggering a significant refocus of ECCQ programs and service delivery models. In addition to the unprecedented community disruption caused by COVID-19, there was a concerning rise in racist remarks and attacks, especially directed towards community members with Chinese and other Asian backgrounds. To counter such deplorable actions, ECCQ proudly partnered with the Human Rights Commission and more than 20 multicultural community alliance organisations to campaign for stronger legal protections against hatred and vilification. I was also pleased to represent ECCQ members and communities at a number of government taskforces and working groups to develop strategies to assist CALD communities to deal with the impact of COVID-19.

The pandemic was particularly stressful for our residential and home care clients, families, carers and our staff and volunteers. The complex issues created included significant visitation restrictions at Berlasco residential aged care facility, the need to strengthen infection control education and procedures, and the adverse impact that social distancing had on our face-to-face community programs. All of the ECCQ staff rose to the challenges and ensured our essential services were provided to our most vulnerable communities.



### **New Berlasco Court residential aged care facility construction is underway.**

Following many years of design and development with Paynters construction, work has commenced on building ECCQ's new 115 bed Berlasco Residential Aged Care facility at Indooroopilly with commissioning scheduled for mid 2022. Staff and residents were safely transferred from the old Berlasco to a renovated temporary facility at Brookfield in February 2020. In recognition of the dedication of our staff and management, Berlasco was awarded re-accreditation for 3 years. This is an outstanding achievement during one of the most challenging times ever experienced in aged-care.



## Quality and Safety

Despite the tremendous challenges of COVID 19, ECCQ was able to not only achieve, but exceed a number of legislative and program quality requirements. Our Chronic Disease and HIV, hepatitis and sexual health programs received full QIC accreditation and Berlasco Court was awarded full 3-year accreditation by the Aged Care Quality and Safety Commission. The quality review of Diversicare provided the service delivery team with an opportunity to strengthen our client focussed approach to home care. We employed a new highly experienced community Registered Nurse and appointed a new Community Services Manager to oversee all aspects of the Diversicare operations. We welcomed a new facility manager to Berlasco Court who will lead the expansion and commissioning of staff into the new facility. Our employee relations manager and people services team will implement a new best-practice onboarding and orientation program commencing early 2021. This will assist all staff across all program areas to understand and 'live' the ICARE values of Integrity, Compassion, Accountability, Respect and Excellence.

## Advocacy and Community Engagement

The last year has provided ECCQ with an opportunity to advocate and influence public and social policy to ensure the needs and aspirations of our multicultural and diverse communities are well represented. I was fortunate enough to represent ECCQ at a number of important forums which included:

- Human Rights Commission Vilification Law Reform Working Group
- Connecting International Students Committee
- Queensland Care Army Taskforce
- Queensland's Economic Response to COVID-19
- COVID-19 CALD Working Group
- COVID-19 Testing Framework for hard to reach groups
- State Human and Social Recovery Committee
- Refugee Health Partnership Advisory Group
- QLD Mental Health Week

## Strategic direction for the next 5 years

A series of operational reforms have been implemented over the last year to improve business efficiency and to ensure services are not only sustainable but can grow into the future. My leadership team and I will now focus on building a strong organisational culture using ECCQ's values of 'ICARE': Integrity, Compassion, Accountability, Respect and Excellence.

## Key Strategic Initiatives 2021 - 2025

### HIGH QUALITY HEALTH & AGED CARE

**Goal:** To be a leader in person centred health and aged care, with a focus on culturally appropriate services and education.

### ADVOCACY AND LEADERSHIP

**Goal:** To provide a legitimate voice for multicultural communities in Queensland by advocating and representing their rights, needs and interests.

### DEVELOPING OUR PEOPLE

**Goal:** To build a values based workforce that is capable, flexible, professional and works safely.

### COMMUNITY DEVELOPMENT

**Goal:** To build the capacity of multicultural communities in Queensland to respond to individual community needs.

### FINANCIAL STEWARDSHIP

**Goal:** To ensure our services are sustainable into the future.

### GROWTH AND DEVELOPMENT

**Goal:** To strengthen the organisation's capacity to grow its membership and to achieve its Vision and Purpose.

I am very proud of our dedicated staff and volunteers who go above and beyond to promote cultural inclusion, community development and the principles of social cohesion.

As we head out of the COVID-19 tunnel I am confident that 2021 and beyond will see ECCQ grow stronger and better. This means our dedicated staff can provide the services that truly make people's lives so much better.

# About ECCQ

ECCQ wholly owns Diversicare and Berlasco.



Established in 1976, ECCQ has a long and proud history of leading and contributing to the development of Queensland as a successful multicultural society. ECCQ's focus is supporting and advocating for the needs, interests and contributions of culturally and linguistically diverse communities in Queensland and providing culturally inclusive health services, information and education.

*We believe that everyone, irrespective of their background, should be able to participate in and contribute to all aspects of Australian life.*

Since 1988 Berlasco has been Queensland's only recognised residential care provider focused on cultural inclusiveness. For 31 years, Berlasco Court has stayed true to this vision. Today, a highly trained and specialised team provide high quality care in many languages and a calendar of events and activities cater to the many cultural backgrounds of the residents.

Since 1989 Diversicare has delivered culturally appropriate in home and community care. Diversicare's mission is to deliver and ensure access to high quality, inclusive community care that enriches the lives of people aged over 65. Diversicare is also a leading provider of culturally appropriate aged care resources, information and education.



# ECCQ Membership

Throughout Australia's history, waves of immigrants have enriched our culture, adding to our productive capacity as a nation and have enhanced our influence in the world.

According to the 2016 Census, more than one-fifth (21 percent) of Australians speak a language other than English at home. After English, the next most common languages are Mandarin, Arabic, Cantonese, and Vietnamese. Queensland is home to people who speak more than 180 overseas languages, hold more than 110 religious beliefs and come from more than 220 countries.

*ECCQ acknowledges the contributions our members make to our multicultural success story – one that is still being written.*

There is still work to do to ensure we continue to seek equity and access to social and economic opportunities for all. We know policies that ensure inclusiveness, collaboration and sense of belonging create stronger communities; and, as a result, a better future for all.

ECCQ's membership is comprised of both established and new and emerging CALD community associations, individuals, organisations, and businesses who all have a stake in and a shared interest in multicultural affairs and services. We currently represent 340 members including community associations, organisations, businesses and individuals.

ECCQ facilitates Members and Communities Meetings on topics relevant to CALD community associations and people from CALD backgrounds. This year topics included government consultations, developing, community associations, tax information and advice, how sharing stories can promote welcome in our neighbourhoods, and community collaboration.

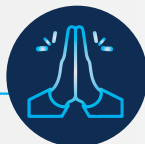
As a member based organisation, ECCQ is well positioned to respond to the needs and interests of CALD communities and is committed to working alongside our members and communities to ensure better outcomes for people from all backgrounds.

## QUEENSLAND IS HOME TO PEOPLE:



WHO SPEAK MORE THAN

> **180**  
LANGUAGES



WHO HOLD MORE THAN

> **110**  
RELIGIOUS  
BELIEFS



CAME FROM MORE THAN

> **220**  
COUNTRIES



# ECCQ

ECCQ focuses on empowering people from CALD backgrounds through community engagement, sector development and by delivering health education and training programs.

## Strengthening communities programs:

- Multicultural Sector Development Program
- Bright Future Program
- Strengthening Women's Economic and Employment Participation

## Health Programs

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

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

## Where We Work

ECCQ is headquartered in West End and delivers health education and community engagement programs in Cairns, Townsville, Rockhampton, Toowoomba, Brisbane, and surrounding areas.

Diversicare has offices in Cairns, Townsville, Caloundra, Brisbane, Mt Gravatt, Toowoomba, and Gold Coast and delivers services and health/aged care education and training across the state.







## Diversicare

Diversicare provides high quality community based and coordinated in home care for older people and their carers 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.

### Community care services:

- Commonwealth Home Support Program (CHSP)
- Home Care Package Program (HCP)
- Premier Home Care Services
- Community Visitors Scheme (CVS)
- West End (WE) Connect Activities Centre
- Diversicare Transport Service Darling Downs

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

### Programs:

- Multicultural Advisory Service
- Partners in Culturally Appropriate Care
- Speak My Language Program
- Multicultural Interactive Planning Solutions

## Berlasco Court

Berlasco Court is a fully accredited aged care facility committed to a high standard of 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
- Allied Health Professionals offer services when necessary at no cost
- Cultural calendar of activities to celebrate the residents' CALD backgrounds

# Strengthening Communities

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

”

*“The facilitator took care to listen and answer questions as we went along, in a really sensitive way”.*









# Stay Connected

ECCQ's social media pages reach thousands of supporters, stakeholders and the general public through posts on ECCQ news and events and other relevant information about good health and wellbeing.

ECCQ's newsletter is sent to approximately 2,700 subscribers every month. It includes stories about ECCQ's work and news from our members.

The Multicultural Advisory Service newsletter is distributed across the state including rural and remote regions to over 1,000 people who provide aged care services to people from CALD backgrounds. Topics focus on issues, challenges and best practice.

The Partners in Culturally Appropriate Care 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 consumers and their families twice a year and focuses on available services, consumer stories and staff profiles.

Our Multicultural Calendar is produced annually featuring multicultural festivals, days of cultural and spiritual significance and personal stories and is distributed to 6,000 people across the state.

ECCQ participates in over 40 advisory committees, reference groups and networks to provide advice on CALD issues around health, aged care, education, police services, sport, government program development and outcomes, and more.



**ECCQ has been assisting Queensland's multicultural community associations for over 40 years. The Multicultural Community Sector Development Program helps community associations develop and grow to meet the needs of their community members.**



**>35**

**ONE-ON-ONE**

SUPPORT SESSIONS CONDUCTED



**>287**

**PARTICIPANTS**

IN EDUCATIONAL WORKSHOPS

# Multicultural Sector Development Program

## Strengthening multicultural community associations

Funded by the former Queensland Government Department of Local Government, Racing and Multicultural Affairs, the ECCQ Multicultural Community Sector Development Program supports community groups through developing language specific resources, educational workshops and individual support to build the capability of community associations, leaders and ECCQ members across Brisbane and regional Queensland.

In this financial year we delivered 14 educational workshops in Brisbane and Ipswich and in regional areas such as Sunshine Coast, Bowen, Townsville, and Cairns. We also delivered a number of video-conference based webinars and information sessions that reached regional community groups as well as metro-based stakeholders.

Our educational workshops and webinars were attended by 274 participants, with a high proportion of representatives from emerging communities.

We visited five regional towns and cities through the first half of this financial year and have been able to maintain open communication channels with them in order to provide support and information to groups via online platforms since the onset of COVID-19 restrictions.

Workshops covered topics including: governance, financial management for treasurers of incorporated associations, project planning for community initiatives, board inductions, strategic planning, community engagement during COVID-19 and more.

This year we partnered with the University of Southern Queensland's Program Director of Human Services, Aastha Malhotra and Queensland University of Technology's Associate Professor in Social Science and Community Development, Peter Westoby to develop and deliver sessions in collaboration with professionals from CALD communities to support emerging communities in the development of their roles.



We are grateful to Wimal Kannagara (CPA, Financial Advisor and Consultant), from the Sri Lankan Community (association) who tailored a session for community treasurers to develop best practice at keeping their books and accounts. In the areas of Strategic Planning and Governance we have been working in partnership with Gigi Lacey from GL Communities Consultancy.

## Capability building support

Our Sector Development Officer has also delivered 28 face-to-face and phone/email/ video conference sessions to support and build capacity of multicultural community associations across Queensland. This service allows community leaders and board members to receive clear information to support their decision-making and provides guides, templates, resources and assistance with completing processes, reports and documents, as well as overseeing and facilitating AGMs, meetings or community forums.

This year we have supported community groups to build upon their own capacity to run their association in a way that satisfies legal obligations and develop their organisational structure without losing touch with their communities' needs. Exciting projects and programs are continually developed by the ethnic communities we support and we are very proud of fostering an active, responsive and informed community sector.



# SWEEP (Supporting Women's Employment and Economic Participation) Project

Ethnic Communities Council of Queensland's SWEEP Project was funded by the Department of Home Affairs.

The project aimed to strengthen CALD women's employment opportunities and connections in the community.

Between September-December 2019, ECCQ's SWEEP Project held 10 workshops and 20 individual and mentoring sessions, with over 50 women participating in the project.

Workshop topics included:

- Preparing resumes
- Writing cover letters and addressing job criteria
- Preparing for job interviews
- Creating and selling at market stalls
- Food Handling
- Personal presentation for interviews and workplaces

In addition to group sessions, much one-to-one assistance was required as the women's abilities, English language skills, computer skills and job preparation skills varied so greatly. The project team held many individual sessions with women to assist them to prepare resumes, cover letters and respond well to job criteria. In many cases referrals were to local community centres, English classes, Volunteering Queensland, homeless and financial services.

## Summary of Countries of Origin/ number of participants

In total, 54 women from over 22 countries participated in the program, including:

Afghanistan, Bangladesh, Brazil, Cameroon, Colombia, Congo, China, Egypt, Germany, India, Iran, Jordan, Maori, Nigeria, PNG, Samoa, Pacific Islands (other), Somalia, Sri Lanka, Sudan, Uganda, Vietnam, Zambia, and more.

## Feedback from these sessions was overwhelmingly positive.

*"I enjoyed the session very much, everything was new to me, I learnt a lot".*

*"Awesome presentation, and inspiring ideas throughout the group"*

*"The facilitator took care to listen and answer questions as we went along, in a really sensitive way".*

*"Questions during presentation created instant interaction".*

*"It was good networking connection to council."*

*"Information was very useful".*

Other's commented they found benefits in, "Meeting new people, the food and fellowship".

## Issues that arose since the COVID-19 Pandemic

As the COVID-19 pandemic placed restrictions on all Brisbane households, the SWEEP project officers contacted many of the women to see how they were coping and if they had the information that they required. The SWEEP project staff found women needed assistance to understand and access the new Centrelink payments, some had lost their employment, and markets had closed down. Some women became very isolated as a result of the pandemic, particularly those without internet access or stable housing.

The project demonstrated that there is high need for projects that assist CALD women to access employment. The challenge for those with qualifications at a AQF level 111 or above was to understand how to apply for jobs in an Australian context. It was identified that there exists a gap between attaining a qualification, and then getting culturally appropriate support to gain employment. On many occasions it seemed that the women were either not eligible for this type of assistance through employment services, and/or did not know of what support is available.



*"I enjoyed the session very much, everything was new to me, I learnt a lot".*





# Skilling Queenslanders For Work Initiatives

ECCQ's Skilling Queenslanders for Work Projects are proudly funded and supported by the Queensland Government Department of Employment, Small Business and Training.





## The Bright Future Project

**ECCQ assists people from CALD backgrounds in Brisbane to improve their skill levels and employment prospects through Certificate III qualifications in Individual Support specialising in aged care.**

In this financial year we have recruited 34 participants for two intakes for this program.

Participants come from a range of cultures and represent 16 different countries, including:

Rwanda, Afghanistan, India, Pakistan, Nepal, PNG, Vietnam, China, Cambodia, Venezuela, Iran, Jordan, Tibet, Macedonia, Hong Kong, and Kenya. A third intake will take place in the beginning of the next financial year.

ECCQ delivers the coursework in a community setting and provides culturally appropriate and individually tailored support before, during and after course completion. Participants also receive on-the-job training through placement with local aged care providers and assistance to secure full-time employment.

To further boost their knowledge and skills, ECCQ delivers workshops and presentations on pathways to higher education and labour market awareness, effective communication in the workplace and confidence building. This is in addition to the formal course curriculum. ECCQ has delivered this program for a number of years, achieving an exceptional employment rate for graduates.





# Multicultural Health

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

”

*“Thanks a lot for this workshop for increasing our knowledge about these diseases.”*





## Hepatitis, HIV/AIDS & Sexual Health (BBV & STI) Program

The BBV and STI Program is funded by Queensland Health and has two focus areas: CALD Prevention, Testing and Awareness Project and the CALD Treatment and Management Project.

As for other services, our program has had challenges particularly from the start of 2020 due to the COVID-19 pandemic. This unprecedented event has brought rapid changes, confusion, fear and uncertainty to our communities and our program. Despite the unimaginable and unforeseen disruption, our program still achieved a resounding success, owing to our committed, diligent and professional team and with continued support from the ECCQ board and management, Queensland Health, multicultural communities and our many stakeholders.

### Program highlights:

- Delivered 50 face-to-face education sessions
- 1,315 attendees of education sessions
- Community events held for World Hepatitis Day 2019 and World AIDS Day 2019
- Received 617 phone calls requesting information
- Translated Hepatitis B and C resources into Burmese, Dari and French
- Distributed 18,511 resources in different languages
- Distributed 4,374 condoms
- Held 24 information stalls at different community events
- Published 17 articles in Chinese, Vietnamese and English in ethnic newspapers
- Published 145 posts on social media in multiple languages
- Performed 512 FibroScan procedures
- Provided support on 965 occasions to people living with viral hepatitis.

# CALD Prevention, Testing and Awareness Project

This state-wide project provides information and education to migrants and refugees to improve their knowledge, testing and prevention behaviour.

Due to COVID-19 restrictions we reduced face-to-face group activities such as workshops. However, we increased non face-to-face activities through phone, social media, ethnic printed media and other online platforms to promote health information and messages.

## Community education

In this financial year, our team delivered 50 community education sessions to 1,315 community members from many different cultural backgrounds including Afghani, Chinese, Congolese, Taiwanese, Vietnamese, Hong Kong, Malaysian, Sudanese and South Sudanese, Central African Republic, Somali, Rwandan, Burundian, Eritrean, Ethiopian, and Burmese (Myanmar - including various ethnic groups). These education sessions were delivered in Brisbane, Logan, Ipswich, Gold Coast, Toowoomba, and Townsville.

The education sessions were well received. Some feedback from our participants:

*“Thanks a lot for this workshop for increasing our knowledge about these diseases”*

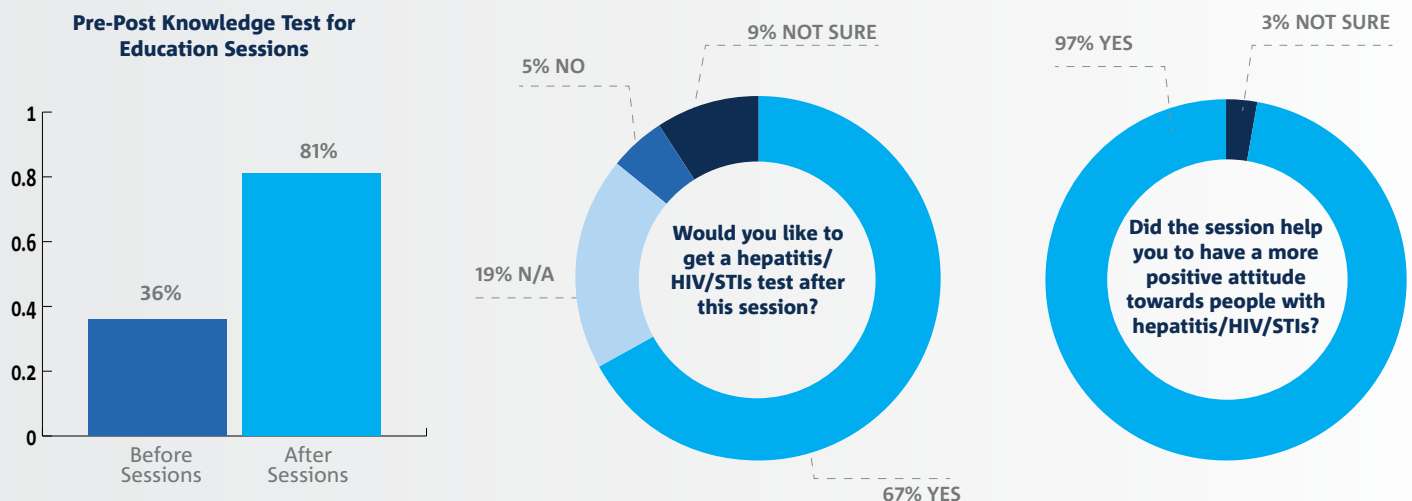
*“This education session is very interesting. I appreciate it. It is useful, informative and educative. Thank you very much.”*

*“I have enjoyed the workshop very much”.*



“This education session is very interesting. I appreciate it. It is useful, informative and educative. Thank you very much.”

## EDUCATION EVALUATION DATA





## Health promotion events

We ran some very successful community events around World Hepatitis Day (held in Toowoomba and Sunnybank) in July 2020 and on World AIDS Day (held in Acacia Ridge) in November 2020. A total of 158 people including community leaders, religious leaders and community members attended these events.

Guest speakers at these events included disease specialists, GPs, hospital clinical nurses, positive people who shared their experiences and had interactive Q&A rounds with the attendees.

## Information provision

We provided information via phone, social media, face-to-face and by email. Any community member can contact our staff to ask questions relating to hepatitis, HIV and STIs. This year a total of 617 occasions of information provision were provided in more than 10 languages including English, Mandarin, Vietnamese, Swahili, French, Dinka, Juba Arabic, Dari, French, Kinyarwanda, and Burmese.

We have dedicated social media accounts; WeChat and Line in Chinese as well as Facebook in Vietnamese. People can also contact us through other media apps such as WhatsApp in various languages.

We published translated articles in ethnic media and posted information on social media to raise awareness of hepatitis, HIV and STIs. This year we posted 145 messages on social media and 17 articles in ethnic newspapers. In particular, we wrote and published articles about COVID-19 and Hepatitis and HIV.

Because all these conditions are caused by viruses, many people were confused and wanted to know more about the differences between these viruses. We further published articles about the use of telehealth and the importance of maintaining routine monitoring for these chronic disease conditions, to reduce the risk of adverse health outcomes in our communities.

Comments about our articles from communities:

*"I read your articles, they are great, very useful information"*

*"Articles are very easy to understand"*

*"Articles are very good quality"*

*"The information in articles help us a lot"*



## Resource development and distribution

We translated hepatitis B and C resources into 3 more languages: Burmese, Dari and French. A new multilingual webpage ([www.eccq.com.au/bbv](http://www.eccq.com.au/bbv)) was set up to help community members easily find our resources in different languages.

Our team also attended 24 community events across the greater Brisbane area, Toowoomba and Townsville before COVID-19 restrictions were imposed. We distributed 18,511 copies of resources and 4,382 condoms at these events, as well as GP clinics, places of worship, sporting venues, and community centres.



*"I read your articles, they are great, very useful information"*

# CALD Treatment and Management Project

This much needed project covers South East Queensland and provides free liver FibroScans delivered by our own highly trained Registered Nurse. The program supports people living with chronic hepatitis, their families and their GPs with clinical-decision making to determine the ongoing care they may require. The service is free for all people who were born overseas, regardless of whether they have a Medicare Card or not.



## FibroScan Service

Our FibroScan service continued during COVID-19 restrictions with appropriate protection for both staff and clients. This safe, quick and painless test is an effective way to identify potential damage to the liver for people living with chronic hepatitis B or C.

This year we performed 512 FibroScan procedures to people from more than 20 different cultural backgrounds and our bilingual community health workers supported them in community languages with education, information and health service navigation.

The FibroScan service was delivered by our Registered Nurse at GP practices and community settings including ECCQ (West End), Inala, Sunnybank, and Logan.

## Support to primary care providers

Many people with chronic hepatitis access their General Practitioners for ongoing care. It is very important for us to support primary care providers to improve testing, monitoring and ongoing management of chronic hepatitis.

This year our team visited 22 GP clinics in the greater Brisbane, Gold Coast and Ipswich areas and met with 56 GPs to provide information and resources to support the management of hepatitis B and C patients from CALD backgrounds.

This project also supported the Mater and Logan Hospitals in providing outreach specialist care to CALD community members diagnosed with hepatitis B and C who would normally have needed to travel to the hospital for specialist care.

## Individual support

During this financial year, a total of 965 occasions of support in different languages were provided to people living with hepatitis B or C, and people with co-infections. Support included, but was not limited to: providing education and information to the clients and their family members, reminders about medical appointments and medication, assisting access to testing and other health care and facilitating communication between patients and their health care providers.

The support was delivered through face-to-face meetings, phone, email

and social media mostly in community languages. Due to the COVID-19 restrictions, we increased our support via phone and other non-face-to-face contact such as via Messenger, Viber, WhatsApp and other social media platforms in community languages. A total of 131 people were supported this financial year.

## Collaboration and partnership

This year we participated in 19 advisory committees, reference and networking groups at both local and state level. We have supported and been involved in two research projects relating to hepatitis, HIV, and sexual health for migrants. In particular, we started the Migrant Blood-borne Virus and Sexual Health Survey (MiBSS) project in partnership with QUT, USQ, HHS Brisbane North and True Relationships in Queensland. The project is part of a national project involving a number of organisations across Australia. We completed five pre-testing panels as required and the formal survey will start from the 2021 financial year.

The dedicated staff of this program look forward to continuing to support the CALD community in the prevention, awareness, testing, management and treatment of BBVs and STIs, and acknowledge the funding support received from Queensland Health to enable this program to exist. Staff greatly appreciate the on-going support from the ECCQ Board, executive staff and other program staff with whom they collaborate to ensure our affected community members receive the highest and most culturally appropriate assistance.







# Chronic Disease Program

ECCQ Chronic Disease Program has been delivering culturally appropriate prevention care since 2007.



**ENGAGED**  
*with*  
**1095**  
**PEOPLE**  
from CALD  
Backgrounds



**DELIVERED**  
**803**  
Individual health  
education sessions



**DELIVERED**  
**559**  
Group based  
health education  
session

## Achievements over the past 12 months



**WORKED**  
*with*  
**OVER**  
**20**  
Ethnic  
Associations



**ENGAGED**  
*with*  
**OVER**  
**50**  
Community and Health  
Service Organisations



### DEVELOPED

- Three new resources in English and community languages.
- QUT published an article on the Effectiveness of the Living Well Multicultural Program in The Health Promotion Journal of Australia.
- Continued work on digitising and publishing program resources.

# Key Initiatives

These are key initiatives that were implemented by our team of program staff and bi-lingual community health workers over the past fiscal year.

## Health Navigation

Delivered 201 health checks and 161 individual tailored health education sessions to 80 participants.

Received referrals from GPs and community service providers.



## My Health for Life

Member of the Healthier Queensland Alliance (led by Diabetes QLD and supported by ECCQ, Heart Foundation, Stroke Foundation, PHNs, and QAIHC).

Conducted health checks for community members. Enrolled 578 and supported 533 participants to complete the programs via face to face, telephone and online platforms.

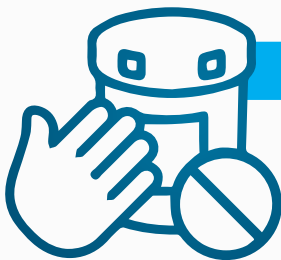
Received referrals from GPs and community service providers.



## Local Drug Action Team

Developed a Connected Community Action Plan with Sudanese and South Sudanese Communities.

Supported Arise Women Group to hold 3 community education forums.



## Planning for Wellbeing

Focused on coordination of activities in responding to North Brisbane and Moreton Bay Plan for Wellbeing.

Established and held 3 CALD Stakeholder Action Group Meetings.

Partnered with QCOSS to deliver “Working Effectively with Interpreters” Workshop.



## Aqua Safe

Delivered 141 tailored education sessions on water safety including CPR to 16 ethnic communities in Brisbane City Council area.



## My Aged Care Navigator

Built community awareness and capacity to engage and access My Aged Care services.

Assisted LACOTA and Donald Simpson Centre to deliver culturally appropriate education workshops to CALD communities in Logan and Cleveland areas.





## Meet our Program Staff

### Kristy Lekkas

“My name is Kristy Lekkas and I was born and raised in Brisbane, Australia. My mother is from English/Australian descent and my father immigrated from Greece in the early 1970’s. I grew up playing a lot of sport from a young age and always have appreciated the Mediterranean diet. My parents taught me the importance of living a healthy and active lifestyle for both mental and physical health.



After finishing high school, I completed a Bachelor Degree in Public Health at Griffith University, majoring in Health Promotion. I have always enjoyed meeting people from different communities and have had the opportunity to study, volunteer and travel to different places around the world.

“Before starting at ECCQ I worked in the fitness industry for 4 years as a group fitness instructor, but, I always knew my passion was in public health. For the last 3 years, I have worked as a Program Officer within the Chronic Disease Team. I am

very dedicated to assisting community members to increase their education and “understanding on Chronic Disease, its prevention and over all on how to live a healthier life. I enjoy that everyday is different and that I get to meet so many wonderful people from all around the world, listen to their stories and learn about their cultures.

“This year has been unlike any other and it is a very important time to support the CALD communities. Health needs to be looked at holistically, culturally tailored and appropriate. Organisations and communities need to work together to take care of the physical, social and mental impacts of COVID-19 during the pandemic and beyond.”

### Roy Tsang

“This is Roy Tsang from Hong Kong. I have been in Australia for one and a half decade and there is no doubt that this Down Under attracts me so much. I can speak 3 languages (English, Cantonese and Mandarin) and I majored in Public Health (Nutrition). I worked at the chemists and I used to have my own health food store for a few years after I graduated from Queensland University of Technology in 2000. However, I found that the number of people I can help and serve by running a commercial business is very limited. I always seek for a greater platform for helping more people in our communities. I am glad that I became the President of the International Lions Club of Brisbane United Asia Inc. (2017-2018), and at that time I started to believe that many things, like serving our communities, are more important than making money.



“In order to deliver my knowledge and help more people to improve their health, I joined ECCQ Chronic Disease team as a multicultural health worker in 2018. As an accredited My Health for Life (MH4L) program facilitator, I deeply realise helping people can be very pure, direct and genuine. I am responsible for delivering the MH4L program not only to the Chinese community but also to multicultural communities. For the last 2.5 years, I have enjoyed my work so much. The sense of satisfaction and smile from the community members is the reward and driving force to push myself to deliver the program close to perfect.

“Year 2020 has been a tough year that we have never seen. COVID-19 affects all aspects of our lives and people all-around the World. Fortunately, our government has responded effectively and promptly to the COVID-19 cases over the past months. Keeping ourselves physically and mentally healthy has never been more important. No matter if you are still working from home, or already back to the normal routine, eating healthy according to the Australia Guide to Healthy Eating and doing exercises regularly are the practices we should have in this ‘New-Normal’ life.

“The world is full of challenges. Be strong and healthy to prospect the revolution of our times.”



## Leo Chen

"I was born in Harbin, which is one of the coldest cities in China. Since migrating to Australia in 2016, I really enjoy the weather in this Sunshine state. I completed my Bachelor's degree in Medical Science (Medical Imaging) in China and graduated from the University of Dundee in UK with



my Master's Degree in Biomedical Engineering. I worked as a radiologist in hospitals in China for approximately 8 years. Currently I am working as a Multicultural Health Worker across several different programs in the public health area with ECCQ Chronic Disease Program. Under the Health Navigation project, my main role is to evaluate chronic disease risk for clients and deliver one on one health education program in order to help clients to reduce their risks. In addition, I provide information about the Australian health system which

helps new migrants settle smoothly. Sometimes I help clients book medical services and follow up on any issues they may have.

"I enjoy my job very much in helping migrants improve their health and letting them enjoy life in Australia. I am really proud of working in a multicultural organisation and being able to use my bilingual skills to support people from different backgrounds. In ECCQ everyone supports each other like a family. I also enjoy helping people by improving their health conditions to have a better life.

"My advices to CALD community members during COVID-19 is making sure you follow the Australian Government's COVID-19 prevention guidelines. Always keep social distance when you go out and remember to wash hands regularly. Wear face mask when you can't maintain the social distance and try to avoid going to crowded places. Exercise regularly to strengthen your immune system. For people who have pre-existing medical conditions, you can explore consultation options with your local clinic. Most services include some medical services which are offered as non-face-to-face services during COVID-19 period (via online or phone service). Keep well and stay safe."

## Hala Yosif

"My name is Hala. I am originally from Mosul, Iraq. I arrived in Australia in 2018. By profession, I am a medical doctor (Paediatrician) with more than 14 years of experience working in the medical field. Before my arrival in Australia, I worked in Jordan for 4 years with the refugees and asylum seekers as a Medical Doctor and Health Project Manager with one of the International organisations.

The Health program that I was in charge of enabled the refugees and asylum seekers to access health care. In Australia, in addition to my qualifications as a medical doctor, I did some courses such as a Work Experience Course, Diploma of Advanced Studies in Health Care and Management and recently finished my Diploma in Mental Health.



"My role as one of ECCQ's Chronic Disease team members is conducting health education sessions to increase CALD communities' awareness about chronic diseases such as hypertension and diabetes using Arabic and simple English language and share with them resources in their own language about health promotion and prevention. I can support and motivate the participants to set and achieve their health goals as well as reduce their chronic disease risk factors.

"I love my work because everyone shares the same vision and is dedicated to ECCQ's values including pursuing the outcomes of access and equity for people from CALD backgrounds. This truly creates a family environment where everybody is there for each other. This positive environment helps me to be motivated and inspired at work. In addition to that, my work gives me the opportunity every time to help someone to make a positive change in their health and life.

"My message to CALD community members to be safe and healthy through eating nutritious food and doing regular exercise to strengthen their immune system. A special advice during COVID 19, being from CALD community, I am aware of a truth that culturally and ethnically diverse people love gathering, however, this provides the need for social distancing, especially when it comes to family gatherings to minimise the spread risk of the COVID 19 in the community."

## Iqbal Pakzad

"I am an Afghan and come from a Tajik cultural background. I am a trained medical doctor in Afghanistan. I have been living in Australia over the last 10 years. I have been involved in working with CALD community since 2013 to support asylum seekers and refugees with settlement, orientation Australian history, culture, governance structure and law. I have supported Afghan community members on health preventive measures and healthy living choices and linkage with health services for the last 4 years.



"My role with the Aqua Safe program is to provide training and awareness about the safety in water in Australia as Afghanistan is a land locked country and people are not very familiar with water safety, and are at greater risk of drowning. I also provide CPR and first aid training for them to be able to provide vital support to people in serious health conditions that would save their life before medical help arrives.

"What I like about my work is that I help to increase community awareness on health issues, support them to make healthy decisions, link them to services, and reinforce their existing cultural behaviours that are conducive to good health. Although we do not directly implement mental health initiatives, I am happy that the intervention of healthy lifestyle that I teach could have positive effects on the mental health of Afghan community members who have endured decades of war, and social and psychological hardship.

"My advice to CALD community members during COVID-19, is to wash your hands frequently, not go out unless it is necessary, follow physical distance advice, stay at home, and go for a test when having any symptoms of COVID-19."





# **DIVERSICARE – Community Aged Care Services**

Diversicare provides high quality community based in-home care for older people and their carers. This support enables people to enjoy life and maintain their personal independence, good health and wellbeing in their own homes.





Diversicare is proud to offer unique culturally appropriate home care by using workers who speak ‘your’ language.

Providing care services to older people in their own homes, in their own communities, allows them to remain independent for longer. In 2019-2020, we supported 10,828 clients across our Home Care programs in Queensland.

Our service delivery was rapidly adapted in 2020 to meet new government regulations and unplanned COVID-19 requirements. The commitment to delivering the highest level of services to our clients through these external changes is a testament to the entire Home Care Team. Key to our success was the ability to critically review changes as they occurred, determine how they would impact our clients and implement clear and concise communication and flexible care solutions. Well done everyone.

Client and family feedback confirmed that our approach has supported many of our communities through what has been a very challenging time. Welfare checks were a feature of our support during the COVID-19 pandemic, particularly when some regular services could not go ahead. We made thousand’s of welfare calls to our clients across Queensland. Clients were offered grocery and

medical support, along with updates and key COVID-19 information so that they remained informed and safe. These calls were key to ensuring those most vulnerable in the community were connected to the support they needed.

### Spotlight on our community care teams

Our amazing Community Care team has overcome some very anxious times during the COVID-19 pandemic. Throughout this time, our staff on the front line continued to provide care and support to our most vulnerable citizens. Their dedication and commitment during this time demonstrated what it truly means to care for our community.

Diversicare’s Home Care Package (HCP) program supports senior Australians with complex care needs to live independently in their own homes, using a consumer-directed care (CDC) approach to ensure the support suits a person’s needs and goals. Our home care services reflect and respect the individual, their care needs and their cultural diversity.

All packages are delivered using a CDC model. The aim of this approach to planning and managing care and services is to give our clients the choice and flexibility that they need.

Our Home Care Package (HCP) program provides customised in

home care which can include:

- Nursing
- Allied health and therapy services
- Meal preparation and diet management
- Specialised support
- Domestic assistance
- Home maintenance
- Goods equipment and assistive technology
- Respite
- Social support

### MAS

Diversicare’s state-wide Multicultural Advisory Service (MAS) is supported by funding from the Australian Government under the Commonwealth Home Support Program.

The team consists of 7 staff members with various cultural backgrounds based from Cairns in the North, to the Gold Coast in the South and Toowoomba in the West. The diversity within the team has built a solid foundation to support culturally appropriate services. The program aims to:

- deliver free cross-cultural training to aged care service providers
- provide culturally appropriate information sessions to CALD communities



- seek community views on how services can meet their needs
- identify issues affecting CALD clients and assist with providing strategies
- participate in forums and consultations to advocate for CALD communities
- develop effective resources for both CALD Communities and service providers
- provide feedback at the federal, state, and local government levels

Before the onset of the COVID-19 pandemic, the MAS team delivered 100 plus cross-cultural workshops attended by 1300 plus staff across QLD, including rural and remote regions. It is a significant increase in the number of workshops since the introduction of the Quality Aged Care Standards. Over the last six months, the team delivered 20 workshops and unfortunately had to cancel over 40 workshops. Options are open to small group training, one-on-one, real time interaction via zoom between learners and trainers to ensure the continuity of the Multicultural Advisory Service.

The MAS team delivered over 20 interactive sessions to more than 600 consumers from Chinese, Indian, Chilean, Filipino,

Singaporean, Italian, Vietnamese, and Taiwanese backgrounds. While many organisations have implemented new procedures for staff to work remotely, the MAS team is accustomed to working in the rural and remote regions. The launch of Diversicare’s Multicultural Advisory Service mobile app continues as a highlight during the difficult time in 2020.

The app aims to make training requests and access to our resources more accessible to service providers and their staff, and helps provide them with a deeper understanding of CALD consumers and the wider community.

Additionally, after a wide recognition and appreciation of the Little Book of Cultural Tips, MAS developed a 360-degree tour of a house visit, demonstrating tips in action during a visit. The app is easy to download on Android and Apple devices. Simply search Diversicare MAS.

### About the Community Visitor’s Scheme

Diversicare’s Community Visitors Scheme (CVS) helps to improve the quality of life and overall wellbeing of socially isolated, culturally and

linguistically diverse (CALD) residents in aged care facilities. Volunteers visit CALD residents for one hour per fortnight after an initial orientation and in-service training.

Some older people do not have a support network of friends, family and neighbours. They might feel isolated from their cultures especially when they come from other countries. The program aims to:

- improve the recipient’s quality of life by providing companionship and friendship
- increase self-esteem and diminish feelings of anxiety and isolation
- share stories, past experiences and conversation
- assist with correspondence
- read aloud (newspapers, books, poetry)
- board games and craft
- establish connections and friendships.

There were 22 volunteers who visited 6 Aged Care Facilities. COVID-19 severely limited the CVS program this year, but despite these challenges our dedicated volunteers continued to provide invaluable support to our diverse community.

## Partners in Culturally Appropriate Care (PICAC)

The PICAC program was created in response to evidence suggesting that older Australians from CALD backgrounds do not access aged care services as much as the rest of the population. Evidence also suggests that when access to services happen, it is often at a 'crisis' point, when family and carers are no longer able to cope with the high level of needs of their loved ones

The Commonwealth Department of Health has funded Diversicare to deliver the PICAC program for the past 16 years. PICAC aims to help people from CALD communities to understand what aged care 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 PICAC team quickly adapted a new way of delivering the program during COVID-19. While traditionally the program was delivered face to face, from March 2020 onward the activities were mostly delivered online. The PICAC team delivered 27 community information sessions and/or community events reaching over 1,200 people from CALD backgrounds. The team also delivered 10 training sessions for aged care providers reaching 414 staff members who are working with clients from multicultural backgrounds.

The PICAC team also attended over 100 community and aged care meetings to promote culturally inclusive services and facilitation between mainstream service providers and CALD communities



## West End Connect

The West End Connect 2020 calendar of activities was developed in consultation with clients to include bus outings, culturally relevant celebrations, guest speakers and a variety of centre based activities.

The cultural backgrounds of West End Connect clients in 2020 included: Chinese, Spanish, Vietnamese, Lao, Serbian, Croatian, Samoan, Ukrainian, Dutch, Polish, German, Indian, Pilipino, Russian, Macedonian, Cook Islander, New Zealander, and Australian.

The main goal of the program has been to provide fun recreational opportunities for clients to enhance their social connections with people who speak the same language whilst maintaining a wellness and reablement focus.

West End Connect social groups were impacted periodically by the COVID-19 restrictions on group gatherings and the social distancing requirements. COVID safe plans were developed and alternate activities implemented. This included social phone calls by staff and client welfare reviews. Clients needing extra services during this period were identified and referred to My Aged Care.

## West End Connect Highlights

### Bus trips

Bus outing highlights in 2020 have included trips to: Greenbank RSL, Gold Coast, New Farm Park, Wynnum, Kangaroo Point, Queens Park Ipswich, Woody Point, Bribie RSL, Op Shopping tour, Jacobs Well, Orleigh Park in West End, Mt Gravatt lookout, Hope foundation café, Harbor Town, Springfield Tavern, and Redcliffe.





### TET/Chinese New Year

The Vietnamese/Laos groups celebrated TET at West End Connect, and Chinese New Year was celebrated at Sunnybank restaurant.

### Guest speakers – ADA Australia/PICAC

In January and February 2020 the groups had informative and interactive presentations in their own language from ADA Australia (Aged and Disability Advocacy Australia) with groups receiving information packs. More guest speakers are planned for 2021.

### Tai Chi and Chair Exercises

West End Connect commenced 2020 with a new Tai Chi instructor from the Australian Academy of Tai Chi and chair exercises by Brain Sparks on a fortnightly basis. These will continue in 2021.

### Melbourne Cup

A very successful Melbourne Cup lunch event was held at West End Connect.

### Knitting for charity

Clients spent time knitting at home for the Mater Foundation during the winter period and we now have a large collection of “baby beanies” for the clients to present to the Foundation.

### New Groups

New groups commenced in 2020 in the Ipswich and Eagleby areas due to an increase in interest from clients in these areas. A new Vietnamese group also commenced on a Monday once a month due to demand.

### CHSP and HCP clients

West End Connect participants’ care needs have changed with the number of HCP clients more than doubling since the same time last year. HCP clients may have higher needs due to dementia, need for mobility aids, vision or hearing impairments and other health related needs such as diabetes. West End Connect staff were able to meet the needs of all clients and will continue to deliver high quality community connection services into 2021.

# BERLASCO – Inclusive Residential Care

Work has commenced on building the new 115 bed Berlasco Residential Aged Care facility at Indooroopilly, due for completion mid 2022. In February 2020, residents were transferred from the old Berlasco to a fully refurbished facility at Brookfield. Staff, residents and families successfully adapted to the challenges of COVID-19.

Berlasco Court views and treats all individuals as equals and deserving of the respect, dignity and compassion of others. Every resident is offered real choices for a healthy and stimulating lifestyle.

Berlasco's new building will offer diversification of accommodation options to cater for residents and families' unique requirements. Central to our vision is the ability to offer culturally inclusive aged care. We will create a true sense of belonging for those in our care, their families and friends.

The planned new residential aged care facility will offer:

- Large single rooms with ensuites and interconnected rooms
- Additional services including wound and pain clinics and group physical therapy
- A ground floor special needs unit based on a cottage model
- Ducted air conditioning
- A warm and inviting environment
- Child friendly café for families to enjoy time spent together
- Resident community spaces, including access to wellness activities, library, hairdresser and beautician services
- Social spaces to accommodate fantastic programs and events
- Multi-faith chapel
- Tranquil raised garden spaces to relax in
- Intimate spaces for family and social connections.







\*ARTIST IMPRESSION ONLY



# ECCQ Board of Directors 2019/2020

Current Board Directors  
as of 30 June 2019



**Alton Budd**  
CHAIRPERSON

Alton is an Australian South Sea Islander, a descendant of the Queensland Sugar Trade in the 1860s. Alton's professional background is in Built Environment as a Project Manager, Administrator and Quantities Analyst. Later, a Social Policy consultant to Government in Project Development and Community Engagement. He has been a Board member of Gateway Community Group Inc. since 2007, a Queensland Government funded entity for crisis housing. In 2016, Alton founded the NFP Public Company and Charity FOP Australia Ltd. which supports people with a rare degenerative bone disease Fibrodysplasia Ossificans Progressiva. He was Secretary for two years. He is a founder and Board member of the charity, Support for Jarvis Association Inc.



**Elijah Buol**  
OAM - DEPUTY  
CHAIRPERSON

Elijah is currently employed as an Advanced Practitioner at the Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) and Managing Director of Smart Answers Consulting Pty Ltd. Elijah sits on Government and not for profit boards and has a unique understanding of multicultural communities and refugee issues and is an Australia Day Ambassador. Elijah was the 2019 Queensland Local Hero of the year for the Australian of the Year Awards and recipient of the Order of Australia Medal 2019. Elijah is a Criminologist, Nationally Accredited Mediator and Family Dispute Resolution Practitioner. He holds a Master of Law and Master of Justice (Intelligence).



**Serge Voloschenko**  
OAM - HONORARY  
PRESIDENT

Serge has served ECCQ for over 40 years, including 14 years as Chairperson. Serge is ECCQ's Honorary President and life member. He is current President of the Russian Benevolent Association, which established Pine Lodge residential aged care facility for the Russian speaking community. Serge was appointed as a member of the inaugural Multicultural Queensland Advisory Council until 2019 which provides advice to the Minister for Multicultural Affairs on opportunities and challenges for CALD communities. Serge has a broad understanding of community issues and is a member of the Healthy Ageing Reference Network, Police Ethnic Advisory Group, Lord Mayor's Multicultural Roundtable, Heritage Advisory Committee and Responsible Gambling Advisory Committee.



**Michael Yau**  
OAM - DEPUTY  
CHAIRPERSON

Michael is a professional engineer, Fellow of Engineers Australia and has master's degrees in engineering and law. Michael has served the ECCQ Board for a long period of time and sits on several other boards providing advice on culture, health, engineering and international business. He is past Chair of QEII Health Community Council and past member of the Premier's Business Roundtable. Michael is current President of the Hong Kong Association and Australia Hong Kong Chamber of Commerce and Chair of National Liaison Council of Chinese Australians. He also serves on the QPS Police Ethnic Advisory Group, the Lord Mayor's Multicultural Roundtable and Standards Australia.



## Surendra Prasad

OAM - DIRECTOR

Surendra is a well-known senior community leader. Surendra's community service journey started about 59 years ago in Fiji before he migrated to Australia in 1988. Surendra has been involved with numerous charitable, political, religious and welfare organisations in Queensland. In recognition of Surendra's dedication to his community, he has received a large number of awards which includes the Order of Australia Medal 2006, Seniors of the Year Award 2012, Premier's Multicultural Diversity Award 2014 and Glory of India Award 2012. Surendra is committed to fostering an inclusive society that promotes equal rights and opportunities regardless of cultural ethnic or religious background.



## Louise Moeller

DIRECTOR

Louise is a passionate and active supporter of multiculturalism and women's issues, believing that active cross-cultural sharing and understanding at all levels is key to breaking down barriers. Science degree qualified, she spent 20 years in Germany as an international communications and IT professional, returning to Australia and co-founding highly successful events and start-ups. Louise has held roles in various multicultural organisations, is a Multicultural Queensland Ambassador Program Cultural Advisor, and currently President of the German-Australian Community Centre Queensland.



## Alex Daniloff

DIRECTOR

Alex is a chiropractor and long-time community volunteer. He is on the board of the Russian Benevolent Association for Homes for the Aged, which manages the aged care facility, Pine Lodge. He is a member of the Chiropractor's Association of Australia, associate member of the Chiropractic College of Australasia and member of the Dante Alighieri Society of Brisbane.



## Amar Khan

DIRECTOR

Amar is a Public Health Practitioner and has worked for Queensland Health for more than 18 years. Amar previously served on the Islamic College of Brisbane Board for 10 years and held the positions of President and Vice President of Pakistan Australian Cultural Association of Queensland. He was Vice President of the Islamic Council of Queensland for 8 years and was founding Vice President of the Islamic Society of Central Queensland and Islamic Society of Ipswich. Amar was awarded the ICQ inaugural Community Service Award for 25 years of community services and has helped many refugees and migrants to settle in Queensland.



## John Fox

COMPANY SECRETARY  
(PAID)

John is a retired police inspector who served with the Queensland Police Service for over 42 years working in a variety of locations and different capacities. For over 10 years John was the Officer in Charge of the Cultural Advisory Unit working out of the Office of the Commissioner. John was engaged in a wide range of activities, policies and undertakings with the Multicultural and Aboriginal and Torres Strait Islander Communities of Queensland. John was presented with the Australian Police Medal and the QPS Meritorious Service Medal for his achievements in these sectors. John has served as the ECCQ Company Secretary since 2017.



## Anthony Lin

DIRECTOR

Anthony has practiced law for 21 years. As Principal of Goodman Lawyers, Anthony practices in commercial law and litigation law. As an active and engaged member of the Brisbane multicultural community, Anthony has also occupied many significant leadership roles over the past 15 years. He is currently the Brisbane City Council's Sister City Representative for Kaohsiung (Taiwan), Director and Secretary of Queensland Taiwan Charity Fund, Adviser of Overseas Compatriot Affairs Commission (Taiwan) and the Committee Queensland Representative for the Australian Taiwan Business Council.

# FINANCIAL REPORTS



# FINANCIAL REPORT

## Statement of Comprehensive Income for the year ended 30 June 2020

	2020 \$	2019 \$
<b>Revenues from continuing operations</b>	20,251,767	20,105,037
<b>Expenses</b>		
Employee benefits expenses	(16,028,773)	(15,910,622)
Client Support expenses	(2,019,966)	(1,606,841)
Consultants expense	(55,091)	(436,759)
Depreciation and amortisation expenses	(1,035,017)	(837,486)
Repairs and maintenance expense	(102,084)	(163,677)
Other expenses from continuing operations	(2,223,771)	(2,428,375)
Surplus / (Deficit) from Current Year Operational Activities	<u>(1,212,934)</u>	<u>(1,278,723)</u>
Return of underspent prior year government grants		(1,889,244)
<b>Surplus / (Deficit) from continuing operations before income tax</b>	<b>(1,212,934)</b>	<b>(3,167,967)</b>
Income tax expense	-	-
<b>Net Surplus / (Deficit) from continuing operations after income tax expense attributable to the company</b>	<b>(1,212,934)</b>	<b>(3,167,967)</b>
Other comprehensive income- Revaluation	2,625,000	-
<b>Total comprehensive income for the year</b>	<b><u>1,412,066</u></b>	<b><u>(3,167,967)</u></b>

# FINANCIAL REPORT

## Statement of Financial Position as at 30 June 2020

	2020	2019
	\$	\$
<b>Current Assets</b>		
Cash and Cash Equivalents	14,447,739	18,252,519
Trade and Other Receivables	92,223	190,396
Other Current Assets	197,409	47,948
<b>Total Current Assets</b>	<b>14,737,371</b>	<b>18,490,863</b>
<b>Non-Current Assets</b>		
Property, Plant and Equipment	16,802,664	12,766,758
<b>Total Non-Current Assets</b>	<b>16,802,664</b>	<b>12,766,758</b>
<b>Total Assets</b>	<b>31,540,035</b>	<b>31,257,621</b>
<b>Current Liabilities</b>		
Trade and Other Payables	11,672,685	13,904,958
Short Term Provisions	1,168,761	1,304,761
Lease Liabilities	712,053	-
<b>Total Current Liabilities</b>	<b>13,553,498</b>	<b>15,209,719</b>
<b>Non-Current Liabilities</b>		
Lease Liabilities	501,729	-
Long Term Provisions	326,560	301,722
<b>Total Non-Current Liabilities</b>	<b>828,289</b>	<b>301,722</b>
<b>Total Liabilities</b>	<b>14,381,787</b>	<b>15,511,441</b>
<b>Net Assets</b>	<b>17,158,247</b>	<b>15,746,180</b>
<b>Equity</b>		
Retained Earnings	7,552,955	8,765,889
Reserves	9,605,292	6,980,292
<b>Total Equity</b>	<b>17,158,247</b>	<b>15,746,181</b>

## FINANCIAL REPORT

### Statement of Changes in Equity for the year ended 30 June 2020

	Retained Earnings \$	Revaluation Reserves \$	Other Reserves \$	Total \$
<b>Balance at 30 June 2018</b>	<b>11,933,856</b>	<b>4,413,624</b>	<b>2,566,668</b>	<b>18,914,148</b>
Net surplus/(deficit) attributable to the company	(3,167,967)	-	-	(3,167,967)
Other Comprehensive Income - Revaluation of Assets	-	-	-	-
<b>Balance at 30 June 2019</b>	<b>8,765,889</b>	<b>4,413,624</b>	<b>2,566,668</b>	<b>15,746,181</b>
Net surplus/(deficit) attributable to the company	(1,212,934)	-	-	(1,212,934)
Other Comprehensive Income - Revaluation of Assets	-	2,625,000	-	2,625,000
<b>Balance at 30 June 2020</b>	<b>7,552,955</b>	<b>7,038,624</b>	<b>2,566,668</b>	<b>17,158,247</b>



# FINANCIAL REPORT

## Statement of Cash Flows for the year ended 30 June 2020

	2020	2019
	\$	\$
<b>Cash Flow from Operating Activities</b>		
Receipts from customers, members and sponsors	2,726,313	4,139,181
Payments to suppliers and employees	(20,857,640)	(20,590,000)
Interest received	167,588	330,796
Receipts from government	17,675,753	16,746,334
<b>Net cash provided by (used in) operating activities</b> (note 12)	<b>(287,986)</b>	<b>626,311</b>
<b>Cash Flow from Investing Activities</b>		
Payments for property, plant & equipment	(675,085)	(555,097)
Proceeds from sale of property, plant and equipment	-	-
<b>Net cash provided by (used in) investing activities</b>	<b>(675,085)</b>	<b>(555,097)</b>
<b>Cash Flow from Financing Activities</b>		
Proceeds from Refundable Accommodation Deposits	-	2,425,000
Repayment of Refundable Accommodation Deposits	(2,285,920)	(1,877,330)
Payment of lease liabilities	(555,788)	-
<b>Net cash provided by (used in) Financing Activities</b>	<b>(2,841,708)</b>	<b>547,670</b>
Net increase (decrease) in cash held	(3,804,779)	618,884
Cash at the beginning of the financial year	18,252,519	17,633,635
<b>Cash at the end of the financial year</b>	<b>14,447,740</b>	<b>18,252,519</b>



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