



THE ETHNIC COMMUNITIES  
COUNCIL OF QUEENSLAND

# ANNUAL REPORT

2017|2018



connecting &  
empowering  
diverse  
communities



## The 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.

Artwork by Nicole Newley-Guivarra for ECCQ.

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## Message from the Chairperson

Alton Budd

I am honoured to present the Annual Report for the financial year ending in June 2018 to the members and communities of the Ethnic Communities Council of Queensland Ltd.

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*This year we continued to improve and strengthen our governance and leadership structure under the strategic direction of ECCQ CEO Garry Page and the Leadership Team.*

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We remain committed to our vision that everyone, no matter their background, should be able to contribute to and participate in all aspects of society. We also remain committed to collaborating with members, stakeholders and government to support and advocate for the needs, interests and contributions of culturally and linguistically diverse (CALD) communities in Queensland.

We would like to extend our thanks and appreciation to the ECCQ leadership team, staff, and volunteers for their hard work, great ideas, enthusiasm, dedication and achievements. We would also like to thank our members for their support, time, patience, loyalty and dedication to strengthening our multicultural society.

## Governance

A significant emphasis has been placed upon strengthening governance practice and processes with a number of positive initiatives undertaken this year including:

- The Board appointed a new Company Secretary
- The Company Secretary attended an Australian Institute of Company Directors Australia (AICD) course on the Company Secretary role and functions
- The CEO is a Graduate of the AICD
- The Co-Chairpersons joined the AICD as members
- The CEO and a Co-Chairperson attended a Challenge of Modern Governance Forum hosted by the Australian Society of Association Executives
- A Board Director attended the Community Directors Conference 2017
- The Co-Chairpersons attended a service review for a major government funding provider
- A Board Director attended the Better Boards Conference
- A detailed induction program was held for all Board Directors on all program and service areas
- Code of Conduct and Conflict of Interest Policies have been developed for and signed by Board Directors
- A revised Board agenda and Board papers pack has been developed
- The following Board Subcommittees have been formed:
  - Constitution Subcommittee
  - Berlasco Court Redevelopment Subcommittee
  - Diversicare Subcommittee
  - Berlasco Court Subcommittee
  - Finance, Audit and Risk Subcommittee
- Leadership Team members and Board Directors attended an International Standards Organisation (ISO) workshop on Governance and Quality Management
- The CEO, Company Secretary and two senior staff attended a Governance and Effectiveness Training for Boards, Committees and Managers by NFP Success



## Message from the CEO

Garry Page GAICD

I am proud to present the 2017-2018 Annual Report, which showcases the activities and achievements of ECCQ over the past year.

This has been an exciting year for ECCQ. We have submitted designs for Berlasco Court's redevelopment to Brisbane City Council; we have become an NDIS provider; welcomed new programs to assist older people with accessing vital aged care information and assistance; we have empowered hundreds of community members through access to health information and resources and we continue to be the leading organisation supporting and strengthening Queensland's multicultural community associations.

It is with profound satisfaction that I can share that income across the organisation exceeded \$20 million for the first time, that's a 25 percent increase in the last two years. This is another indication of the vitality, sustainability and future potential of ECCQ.

Collaboration and internal efficiencies across ECCQ remains a key priority to reduce overheads, share skills, expertise and networks, and to develop innovative programs and services to meet the needs of our consumers, members, stakeholders and partners.

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*ECCQ remains committed to working alongside our members and communities, our stakeholders, our consumers and with government to ensure better outcomes for people from CALD backgrounds.*

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I would like to acknowledge Directors of the Board for their sustained stewardship of this wonderful organisation. My thanks to ECCQ staff and volunteers for their hard work and efforts; every staff member is valued and appreciated.

My thanks to the members and communities who contribute greatly to a productive and harmonious Queensland. Thanks for the opportunity to work with you and our diverse communities; I look forward to the journey ahead.

## Strategic Goals

This past year we have made strides to meet our goals under ECCQ's 2015-2020 Strategic Plan

- 1. Leadership**  
Provide a legitimate voice for multicultural communities.
- 2. Community Development**  
Resource and facilitate the development of multicultural communities throughout Queensland and to enhance their ability to represent and respond to the needs of their community members.
- 3. Research and Innovation**  
Drive the development of evidence based advocacy and service delivery and knowledge about the lived experience of Queensland's multicultural communities.
- 4. Service Excellence**  
Maintain and further develop vital services and best practice.
- 5. Sustainability**  
Achieve ongoing financial viability and sustainability.
- 6. Organisational Capacity**  
Develop governance and operational capacity to drive and support the purpose and strategic goals of ECCQ.

# About ECCQ

ECCQ wholly owns and operates Diversicare and Berlasco Court.



Established in 1976, ECCQ has a long and proud history of leading and contributing to the development of Queensland as a successful multicultural society. For over 42 years ECCQ has worked to strengthen communities, assist with the development of community associations and improve access to services.

ECCQ continues to develop innovative multicultural services and deliver culturally appropriate care to meet the unique needs of people from culturally and linguistically diverse (CALD) backgrounds.

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

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Since 1988 Berlasco Court has been Queensland's only recognised residential care provider focused on cultural inclusiveness.

For 30 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 care. Diversicare was established due to increased demand of culturally inclusive community care services. Today, Diversicare provides community and in home care to older people and people with disabilities, health education and resources to consumers and aged care providers.



## 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 capacity building.

## Values

- > Respect
- > Constructive Dialogue
- > Access and Equity
- > Integrity
- > Diversity



## Who we are

APPROXIMATELY

> 75%

of staff speak two or more languages

STAFF REPRESENT

> 65

different cultural backgrounds

APPROXIMATELY

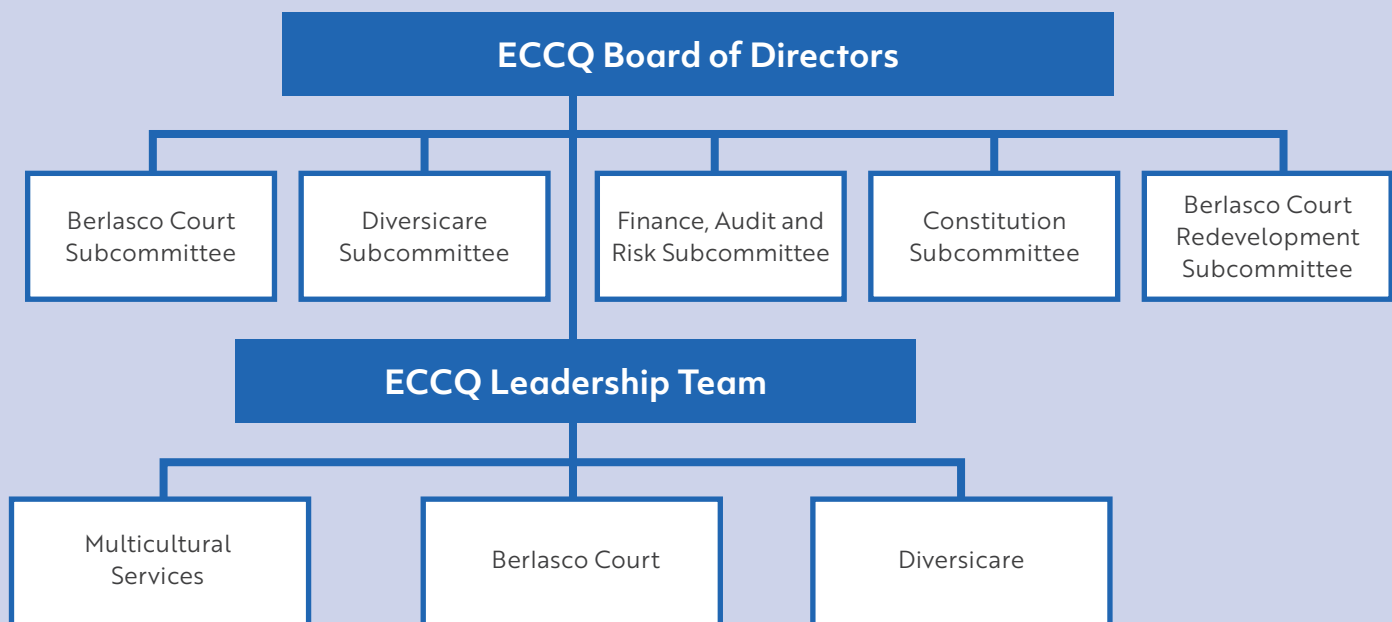
> 70%

of our staff were born overseas

STAFF SPEAK

> 60

different languages



## Multicultural Services

Multicultural Services focuses on empowering people from CALD backgrounds through community engagement, advocacy, sector development and supporting community organisations, education and training and better health outcomes.

### Strengthening communities programs:

- Community Leadership Program
- Sector Development Program
- Bright Future Program

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

### Health programs:

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

## Berlasco Court

Berlasco Court is a fully accredited 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
- Information provided on other health services
- Cultural calendar of activities to celebrate the residents' CALD backgrounds

### The Leisure and Lifestyle Program:

A team of diversional therapists/assistants organise a wide range of activities including exercises, arts and 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.





## Diversicare

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.

### Community care services:

- Commonwealth Home Support Program (CHSP)
- Queensland Community Care Program (QCCP)
- Home Care Package Program (HCP)
- Premier Home Care Services
- Community Visitors Scheme (CVS)
- West End (WE) Connect Activities Centre
- Diversicare Transport Service Toowoomba (DTST)
- National Disability Insurance Scheme (NDIS)
- Regional Assessment Services (RAS)

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:

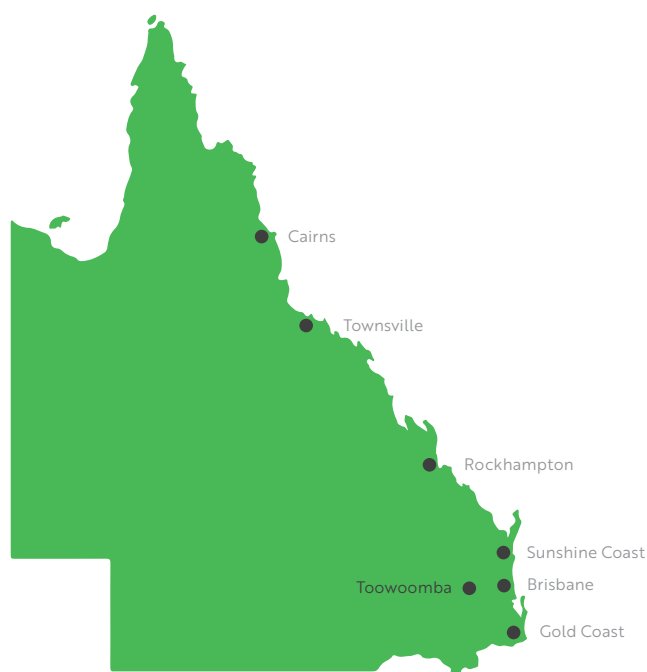
- Multicultural Advisory Service (MAS)
- Partners in Culturally Appropriate Care (PICAC)
- Speak My Language Program
- Multicultural Interactive Planning Solutions (MIPS)

## Where we work

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

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

Berlasco Court is located in Indooroopilly.





> **1,929**

**OCCASSIONS  
OF SUPPORT**

provided regarding  
health related issues

# 2017 | 2018 SNAPSHOT



> **363**

**PEOPLE  
COMPLETED**

community  
leadership program

> **124**

**CROSS CULTURAL WORKSHOPS**

delivered to aged care providers

> **154**

**AGED CARE INFORMATION SESSIONS**

delivered for consumers

*This year we provided services, education, support and training to thousands of people from culturally and linguistically diverse (CALD) backgrounds.*

> **2,626**

**CONSUMERS RECEIVED**

culturally inclusive in home care

> **3,347**

**PEOPLE PARTICIPATED**

in health education programs

> **214**

**PEOPLE COMPLETED**

multicultural sector development training

# 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.

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

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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.

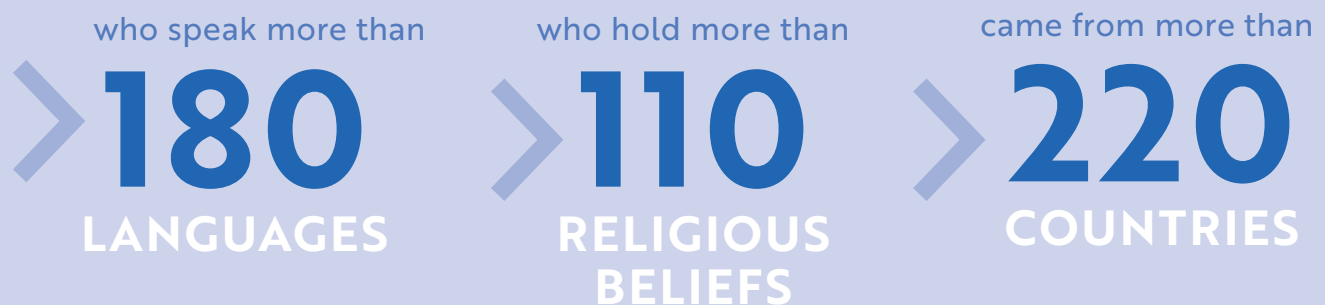
ECCQ's membership is comprised of both established and new and emerging CALD community associations, individuals, organisations and businesses who all have a stake in and a shared interest in multicultural affairs and services. We currently represent 333 members including community associations, organisations, 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 strategies for sustainable associations and how to use social media and technology for advocacy.

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:





## The Afar Community of Queensland

The Afar community, originally from Eritrea, is a new and emerging community in Queensland. The Afar Community of Queensland is one ECCQ's newest members.

Mohammed Salih is the president of the Afar Community of Queensland. He arrived to Australia two years ago after living as a refugee in Ethiopia for six years. After arriving in Brisbane he completed a diploma in legal studies and has now started a bachelor of law with honours and sees a bright future ahead as he is prepared to work hard to reach his goals.

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***Mohammed says he is very grateful and appreciative of the help he has received from ECCQ to help organise his community.***

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With help from ECCQ, the Afar Community of Queensland recently lodged the final legal paperwork required to become an incorporated association.

Mohammed said he appreciated the encouragement and support from ECCQ to formally organise his community in order to better support community members currently living in Queensland and families as they arrive. This will enable them to integrate more easily into Australian society and connect with other communities.

With help from ECCQ, Mohammed and community members were supported to define the objectives of their organisation, delegate roles and responsibilities, form a management committee, develop a constitution and apply for liability insurance.

Mohammed says his community is delighted to have the opportunity to become a recognised community association in Queensland and they look forward to living in harmony with other communities.

ECCQ offers support to multicultural community associations, formal and informal groups with funding from the Queensland Government Department of Local Government, Racing and Multicultural Affairs.

“

*It's important we engage with communities across the state to ensure we have culturally responsive services, inclusive planning processes and community spaces.*

”

## Breakfast with the Minister of Multicultural Affairs

The new Minister of Multicultural Affairs addressed over 150 people from the multicultural sector at a Harmony Day Breakfast hosted by the ECCQ at Parliament House on 21 March 2018.

The Honourable Stirling Hinchliffe, MP, Minister for Local Government, Minister for Racing and Minister for Multicultural Affairs, discussed the Government's roadmap to achieve a harmonious Queensland through investment, creating opportunity and celebrating diversity as well as more funding for multicultural events and programs.

Priority areas for 2018 include skills recognition, NDIS provider and workforce readiness, regional settlement, promoting diversity, and domestic and family violence.

Minister Hinchliffe announced that the Palaszczuk Government will honour its campaign pledge to double the annual funding available for the Celebrating Multicultural Queensland Grants Program from \$1 million to \$2 million to keep pace with the growing community demand. From 2018, \$6 million will be available to multicultural events and projects over three years.

The Government has also recently announced almost \$4.5 million in additional funding to continue supporting the Community Action for Multicultural Society (CAMS) Program for another 2 years.

“This funding will enable 19 CAMS organisations to continue the terrific work they do right across the state to support individuals and community groups to achieve greater social connectedness and promote community harmony.”

Minister Hinchliffe also re-affirmed the Government's commitment to promote the benefits of multiculturalism across the state through strengthening existing programs, through promoting the Queensland Multicultural Charter, and through the Multicultural Ambassador Program, which brings together 81 ambassadors from a range of different industries to promote the principles of the Charter, inclusive company culture, diverse workforces and to harness the benefits of cultural diversity.



*"It's important we engage with communities across the state to ensure we have culturally responsive services, inclusive planning processes and community spaces. This is currently being done through the CAMS program, through the Celebrating Multicultural Queensland Grants Program and other grants and initiatives, but we do need to do more."*

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***Minister Hinchliffe closed by recognising the strong history of ECCQ and the Queensland Government working together to support and celebrate Queensland's rich diversity.***

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*"I certainly look forward to strengthening this relationship. We all share the responsibility for ensuring Queensland is a place where everyone is welcome, everyone has a sense of belonging and everyone can access services and opportunities."*

Breakfast with the Minister of Multicultural Affairs is an annual ECCQ event.

# 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.

## Staying connected

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

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 newsletter is sent to approximately 2,500 subscribers every month. It includes stories about ECCQ's work, news from our members, events, grants and resources relevant to the community and health sectors.

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 and service delivery, 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.

## Advocacy

In 2017-2018 ECCQ has advocated for the needs and interests of its members through the media, consultations and policy submissions. Where possible, ECCQ seeks input from our members through online surveys, anecdotal evidence and interviews over phone and face-to-face. We thank all those who have contributed and helped shape our work this year.

Some of our key submissions during the last financial year were: Submission to the Discussion Paper: Australia's Humanitarian Program 2018-19, Submission to the Australian Citizenship Legislation Amendment and ECCQ's State Budget Response.

### Queensland Peak Bodies: Priority areas for joint action

Led by QCOSS, ECCQ joined 14 other community service peaks to collaborate and support systemic reform across government, community and the private sector. Collectively we are stronger to push for reform.





## Multicultural Leadership

ECCQ participates in over 55 advisory committees, reference groups and networks to provide advice on CALD issues around health, aged care, education, police services, government program development and outcomes and more.

The 14 peaks are committed to working together and with all stakeholders to implement successful reform in these four critical areas:

1. The National Disability Insurance Scheme (NDIS)
2. Family Matters
3. A Human Rights Act for Queensland

4. Accessible and affordable housing

Read our joint statement on the ECCQ Website under 'publications'.

ECCQ participates in the Multicultural Queensland Ambassador Program since its launch in October 2017. ECCQ is part of the first cohort of the program which includes 80 corporations, institutions and organisations. This program assists with bringing the Multicultural Queensland Charter to life in the workplace, sharing success stories and accessing opportunities to work and partner with the Queensland Government.

# Community Leadership Program

ECCQ's Community Leadership Program, funded by the Australian Government Department of Social Services under the Settlement Grants Program assists new and emerging communities to become self-reliant and participate equitably in Australian society.

## The program promotes:

- Economic and personal well-being
- Independence
- Community connectedness

Through our training programs, events and individual support, we assist community leaders and aspiring leaders to:

- Increase their leadership capacity
- Develop community engagement and advocacy skills
- Link with established communities
- Network with other community leaders
- Gain knowledge of community associations and governance
- Represent their communities in volunteer roles, etc, in the wider community

We also organise events for program participants to connect with a range of multicultural and mainstream services in their local areas to encourage positive settlement outcomes.

## Target groups

This year we delivered nine eight-week training programs to 363 participants from various CALD backgrounds including Bhutanese, Afghani, South Sudanese, Somalian, Kenyan, Eritrean, Iraqi, Myanmar, Congolese, Guinean, Sri Lankan, Nepalese, Colombian and Syrian.

The program was delivered in the north side of Brisbane, Goodna, Logan, Acacia Ridge, Cairns and Townsville.

In response to community requests and identified needs our team delivered the following special eight-week programs: Bhutanese Elders in Cairns, multicultural women leaders in Brisbane, Islamic women's group in Springwood and public speaking in Townsville.

## Partnerships

ECCQ partners with local settlement service providers to assist with program delivery. This arrangement promotes connections with local service providers after completion of the program.

This year we continued our partnership with Centacare FNQ Multicultural Services in Cairns and with Townsville Multicultural Support Group in Townsville to deliver eight-week training programs.

We collaborated with the Islamic Women's Association Australia (IWAA) to deliver a tailored training program to women at risk of social isolation.

We also collaborated with Access Community Services to deliver the program in Logan. We supported their Women's Hosting Series which was attended by many community leadership participants.

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***"The Program changed me. I learned respect for others no matter where they are from. It changed the way I handle things, now with emotional intelligence. I would like to use the skills and teach other people! It was a precious opportunity, thank you."***

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– Townsville participant



# Highlights

A few highlights from this year's program outcomes:

- A South Sudanese participant was connected to volunteer opportunities with Access Community Services and gained employment in the Queensland Community Schools Hub Program.
- Two participants were connected to ECCQ's Bright Future Program and successfully completed a Certificate III in Individual Support (Aged Care). They both gained meaningful employment in age care.
- Another participant was connected to Diversicare and secured employment providing domestic assistance in community languages.
- In Cairns, Bhutanese participants were connected to the Hen Friends Project run by Centacare Multicultural Services which manages a chicken house in an aged care facility with the aim of improving health and wellbeing of older residents and the Bhutanese people who look after the hens together.
- In Townsville, a public speaking participant, and a Queensland Multicultural Ambassador for the Queensland Government, said the training program enabled her to feel more confident addressing audiences and representing her community in meetings with organisations, companies and government officials.
- Three participants became Community Navigators to help enrich the lives of women new to Townsville, empowering them through volunteering.

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*"It was not just the positive energy, but the knowledge that we got from different presenters like Parisa Babazadeh, Benjamin Angalo and Joseph Hongo. The conflict resolution workshop was so full of information and guidance. We really need all this information at this stage of our life. I must say all presenters are doing a great job and I should thank them for sparing their Saturdays for us."*

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– Bracken Ridge participant

> 9

LEADERSHIP  
PROGRAMS

> 84

WORKSHOP  
SESSIONS



## Islamic Women Program

ECCQ delivered the Community Leadership Program in collaboration with the Islamic Women's Association of Australia (IWAA), which ran from 8 February to 19 April 2018.

This year saw the largest group to date with 35 participants from different cultural backgrounds including Afghani, Iraqi, Syrian, Somalian, Ethiopian and Sudanese.

Topics included volunteering, mental health and self-care, conflict resolution, parenting between cultures, legal rights and politics, financial wellbeing and storytelling.

The program included an excursion to the Queensland Parliament House organised through Hon Michael (Mick) de Brenni, Member for Springwood, Minister for Housing and Public Works, Minister for Digital Technology and Minister for Sport. Both Minister de Brenni and Hon Stirling Hinchliffe, Minister for Local Government, Minister for Racing and Minister for Multicultural Affairs met with the participants and listened to their issues and concerns. The visit to Parliament House was a highlight particularly for the young women who were inspired to see Parliament Question Time.

The program also included a Story Telling Camp in Maroochydore with Pam Blamey, an Art and Storyteller Therapist. This program meant a lot to the women who are socially isolated, providing a safe space to connect, share stories, have fun and learn about water safety.

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***One of the participants, Ebtesam Chniker, who arrived from Syria just 12 months ago, said the program, particularly the storytelling camp, allowed her to find peace within herself.***

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# Multicultural Sector Development Program

Funded by the Queensland Government Department of Local Government, Racing and Multicultural Affairs, the Community Sector Development Program develops resources, delivers educational workshops and offers individual support to community leaders and members across Brisbane and Regional Queensland to establish, develop and maintain associations and multicultural groups for the benefit of their communities.

## Workshop topics include:

- Governance
- Financial management
- Project management
- Volunteer management
- Fundraising
- Record keeping
- Conflict Resolution

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*In this financial year we delivered 12 educational workshops in Brisbane and the surrounding areas, Cairns and Townsville to 207 participants representing 22 community associations.*

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In addition, ECCQ partnered with Brisbane City Council to offer four advanced education clinics to support the capacity of community associations in Brisbane. The clinics included: governance, advanced project planning, revenue generation and business development, partnership creation and stakeholder management. These workshops were attended by 59 community leaders representing established and new and emerging community associations including, Refugees Welcome, Equatorial Community Group, Latin American House, Queensland Guangxi Multicultural Community, Tongan Association and others.

> **207**  
PEOPLE  
received training

> **12**  
WORKSHOPS  
delivered



# Strengthening Community Based Organisations

Our Multicultural Sector Development Program offers face-to-face and phone/email/teleconference support and advice to community based organisations and associations.

Support sessions in this financial year included developing good governance, becoming incorporated, accessing grants, project planning, events and social enterprise.

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***24 community associations from new and emerging communities were supported and 100 percent of service improved capability as a result of support.***

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Organisations supported include: Bhutanese Nepali Association, Darfur Women Group from Lockyer Valley, African Australian Women's Association, Rwandan Association, Indonesian Community in Townsville, AfriCairns – African Social Enterprise, AusCongo, SEQ Tokelau Sports Association, Iraqi Association of Logan, Agape Mission Church (Zomi Community), Future Destin (member of the African Soccer Club), Bolivian Association, Latin American Community of Australia and others.

## Resources

Our team develops culturally appropriate resources and compiles information packs for workshops and support sessions.

In March 2018, we launched ECCQ's Manual for Committee Members of Ethnic Community Associations at Parliament House during an ECCQ hosted breakfast. This manual is a guide for those who want to set up, or continue to develop and grow, a community association.

> **24**  
COMMUNITY  
associations supported





## Skilling Queenslanders for Work Projects

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 or disability care.

The Skilling Queenslanders for Work Project are proudly funded and supported by the Queensland Government Department of Employment, Small Business and Training.

ECCQ delivers the coursework in a community setting and provides culturally appropriate and individually tailored support before, during and after course completion. Our team also organises work placements and assists with securing employment after successful completion of the course.

ECCQ assists students with their resumes and job applications, and conducts mock interviews to strengthen students' confidence. To further boost their knowledge and skills, ECCQ organises and delivers workshops and presentations in addition to the course curriculum on pathways to higher education and labor market awareness.

During this financial year 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.

- Bilingual Carers Project: 16 students completed a Certificate III in Individual Support (Disability) and 14 students secured employment and seven students have embarked on a pathway to higher education.
- Bright Futures Project: 19 students are currently studying a Certificate III in Individual Support (Aged Care) and will graduate in August 2018.





# 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

## Hepatitis, HIV/AIDS & Sexual Health Program

For 25 years ECCQ has been funded by Queensland Health to engage with migrant and refugee communities to provide information, community education and support services across Queensland.

The program is comprised of two project areas: CALD Prevention, Testing and Awareness and CALD Treatment and Management.

In this financial year our team of Bilingual Community Health Workers organised and conducted workshops and provided information and support to CALD communities across Queensland. Our team also provided support to primary health care services to ensure GPs and clinics are equipped to provide appropriate and inclusive care.

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 to reduce risk factors associated with mobility and mortality.

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*"This program is very good, it is welcomed and I will see my GP for hepatitis test."*

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- workshop participant

> **1,567**  
PEOPLE  
attended health education

> **78**  
WORKSHOPS  
delivered



# CALD Prevention, Testing and Awareness Project

## Community education

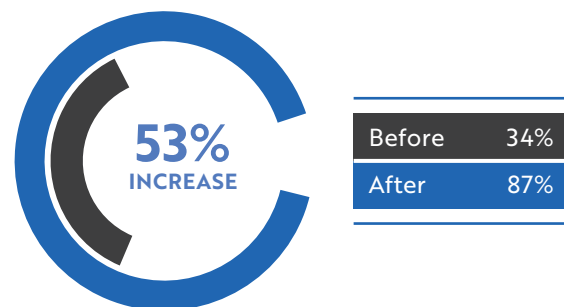
Our team of trained bilingual community health workers provide workshops in a community setting in different languages as well as provide information and distribute resources to increase awareness about prevention and available testing services.

In this financial year, our team delivered 78 community workshops and information sessions in community languages and English to 1,567 community members from various CALD backgrounds including Chinese, Vietnamese, South Sudanese, Rwandan, Brundian, Myanmar (including Burmese, Chin, Karen, Karenni, Kachnin, Yakhaine ethnic groups), Bhutanese, Malaysian, Korean, Japanese, Tanzanian, Congolese, Liberian, Malawi, Somali, Togolese, Pakistani, Iraqi and Eritrean. Education sessions were delivered in Brisbane, Logan, Ipswich, Gold Coast and Toowoomba.

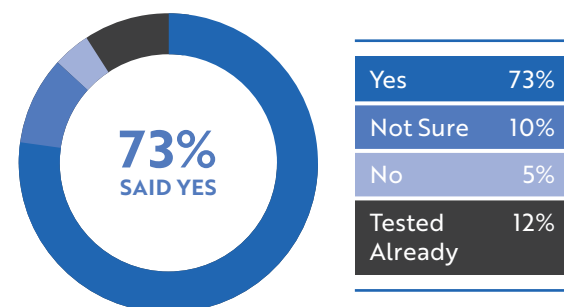
*"I highly appreciate the provided information in the workshop today. My father died due to hepatitis and my brothers are living with hepatitis. It is very necessary for Vietnamese people to know about this information. Thank you very much for what ECCQ is doing. Please come back and give more information."*

– workshop participant

Average percentage of correct answers before and after sessions



Would you like to get tested for hepatitis, HIV and STIs after this session?



## Featured community events

ECCQ held a number of community events this year to raise awareness of hepatitis and HIV. ECCQ's annual World Hepatitis Day (July 2017) and World AIDS Day (December 2017) events were attended by 220 people from multicultural communities, including community leaders, religious leaders and positive people and their families. The events featured presentations, positive speakers' stories and Q & A sessions.

Our team held the Hepatitis C: New Cure, New Life event (June 2018) to raise awareness of new hepatitis C treatment in the Vietnamese community. Nearly 70 attendees learned that the new treatment has over a 95 percent cure rate and is easily accessible through local GPs.

Our team held two formal community consultations in Brisbane (May 2018) and Toowoomba (June 2018) with 34 community leaders from various CALD backgrounds who provided input on how to better reach their communities.

## Information provision

We provide hepatitis, HIV and STI information to CALD communities through social media, email, ethnic newspapers in different languages and over the phone.

This year, we provided 328 occasions of information provision over the phone in Swahili, Sudanese Arabic, Acholi, Dinka, Burundian, French, Burmese, Mandarin, Cantonese, Vietnamese and English.

We also reach communities through community language social media pages. We currently have 327 WeChat (Chinese community) followers and 219 Vietnamese Group followers.

## Resource development and distribution

Our team developed a number of new resources in various languages including, FibroScan Cards, HIV Factsheets, Hepatitis C Factsheets, and in partnership with Allcare in Inala, we produced a health promotion video 'Watch.Talk.Share: Hepatitis B & C for You and Me' in Vietnamese. The video was launched in October 2017 and was very well received by over 120 members of the Vietnamese community.

Our team distributed 10,665 copies of resources in different languages, and 9,837 condoms at community events and stalls, GPs, clinics, places of worship, sporting events, service providers and community centres.

We held 23 information stalls at various multicultural events to promote health messages and services and to distribute resources.

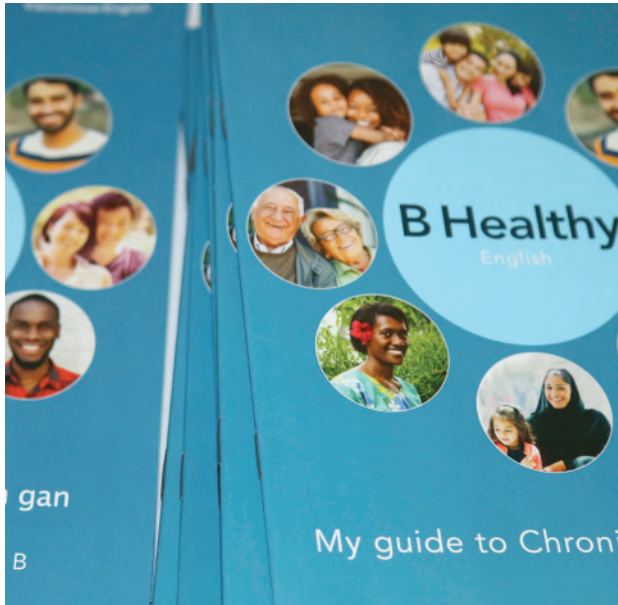
## Engaging communities

Our team engages with communities, including community leaders and elders, religious leaders and people who are affected by hepatitis and their families, throughout the year to ensure we are delivering appropriate services and responding to issues and challenges. In addition to this, our team held two formal community consultations in Brisbane (May 2018) and Toowoomba (June 2018) with 34 community leaders from various CALD backgrounds who provided input on how to better reach their communities.

We also provide advice and training to organisations and health providers who work with people from CALD backgrounds.

> **9,837**  
CONDOMS  
distributed by our team

> **10,665**  
RESOURCES  
in different languages distributed





## CALD Treatment and Management Project

Our team provides individual support and vital information to people living with hepatitis and to their families and carers.

### FibroScan® Service

ECCQ provides a free FibroScan® service for people from CALD backgrounds who have or are at risk of hepatitis B and/or hepatitis C. FibroScan® is a quick, painless non-invasive assessment of potential damage to the liver. FibroScan® is a type of ultrasound and is safe for almost all people. It can replace liver biopsy which is a painful and longer procedure.

***We performed 569 FibroScan procedures to people from CALD backgrounds and our bilingual community health workers supported 335 people in community languages with education, information and accessing services.***

FibroScan services were provided in community settings including ECCQ and Inala Community Hub, and at 21 separate GP practices located in Inala, Eight Mile Plains, Sunnybank, Holland Park and Mount Gravatt. FibroScan services are also provided to people from CALD backgrounds at Logan Hospital in partnership with Hepatology Outpatients.

### Support to primary care providers

Our team support primary care providers with high CALD populations and caseloads to improve testing, monitoring and ongoing management of chronic hepatitis B and testing and treatment of chronic hepatitis C.

Our team visited 30 GP clinics in Sunnybank, Inala, Underwood, Holland Park, Toowoomba, Springfield, Oxley, Forest Lake, Woodridge, Marsden and met with 89 GPs to provide information and resources to support their management of hepatitis B patients from CALD backgrounds.

### Individual support

During this financial year, a total of 377 occasions of support was provided to people living with hepatitis B or C and people with co-infections. The support was delivered through face-to-face meetings, phone, email, and social media mostly in community languages. Of all people who were supported, 14 people were undertaking treatment and 19 people were continuing treatment.



## Advocacy

ECCQ advocates for culturally inclusive services, training and resources to ensure CALD communities have equitable and accessible opportunities to access information and care. This year we participated in the 14 advisory committees and groups including ASHM's QLD Expert Advisory Committee, BBV & STI Community Advisory Board, CALD HIV and PrEP ACCESS Research Project Reference Group, National Hepatitis B Reference Committee, National African Reference Group (HIV) and others.

> **569**

**FIBROSCAN**

procedures performed to people from CALD backgrounds

> **377**

**OCCASIONS OF SUPPORT**

provided to people living with hepatitis B or C and people with co-infections



## Chronic Disease Program

ECCQ's Chronic Disease Program has been delivering culturally appropriate preventative care since 2007.

This year we received funding from Queensland Health, Diabetes Queensland, Brisbane North Primary Health Network, Queensland Mental Health Commission, Brisbane City Council and Logan City Council.

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***Our team of Bilingual Multicultural Health Workers collaborate closely with GPs, hospitals and other health and community services to ensure communities we work with receive culturally appropriate information and support to live healthy lifestyles and prevent or self-manage chronic disease.***

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### Program Highlights

- 1,780 people participated in health education
- 363 group based education sessions delivered
- 903 individual education sessions delivered
- 1,224 health support sessions delivered
- 4 statewide chronic disease reference group meetings were organised in July 2017, October 2017, February 2018 and May 2018 with representatives from community and health services in Queensland and consumers from CALD communities.
- 3 community consultations were organised in February 2018 and March 2018 attended by 60 community leaders and members who provided valuable input into program implementation and development.
- 26 program staff attended 10 training sessions on cross-cultural awareness, nutrition, evaluation, alcohol harm prevention, motivational support, persuasive presentation, asthma, chronic obstructive pulmonary disease, relaxation and stress management, diabetes, healthy eating active living (HEAL), chronic kidney disease, water safety and CPR.



# Multicultural Healthy Lifestyle Program

Funded by Queensland Health, this program aims to increase access to culturally tailored healthy lifestyle promotion and education programs for CALD communities.

We offer group based eight-week health education programs on chronic disease prevention and self-management using culturally tailored and translated resources. Education programs are delivered in simplified English and community languages by our trained bilingual multicultural health workers.

In this financial year, we delivered 24 programs reaching a total of 306 participants from Bhutanese, Arabic Speaking, Pacific Islander, Myanmar and Sudanese communities. The program evaluation conducted by Queensland University of Technology (QUT) showed:

- Participant knowledge scores increased significantly from 1.7 points at baseline to 5.2 points at week 8.
- Participants' confidence of reducing their risk of getting a chronic disease increased from 5.1 at baseline to 7.4 at week 8.
- Participants' confidence in managing a chronic condition increased from 5.2 at baseline to 7.5 at week 8.
- The proportion of participants who met the physical activity recommendation of doing at least 150 minutes of moderate to vigorous physical activity per week increased from 58.5% at baseline to 77.8% at week 8.
- Proportion of participants having at least 2 servings of fruit per day increased from 52% to 75.4% at week 8.
- At week 8, the decrease on average was 1kg for weight, 0.37 points for BMI, 0.8cm for waist, <0.01 for WHtR, 1.5mmHg and 1.9mmHg for diastolic and systolic blood pressure.

The report by QUT concluded that *"the program was effective in improving knowledge, confidence, and food and physical activity behaviours among participants from a variety of cultural groups. These changes may have contributed to the improvement in cardio-metabolic health indicators including weight, BMI, waist circumference, WHtR, and blood pressure. Participants were able to sustain the changes three months after completing the main sessions."*

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*"I am very grateful to you and the program. Thanks to you and the program my 18-year-old son quit smoking after reading the handouts you have given me in one of the sessions. My son did not know about the enormous adverse health effects of smoking and how soon some of them will go away when you quit. My son is now happier, healthier and shows more interest in life."*

---

– Afghan participant from Living Well Multicultural Program-Logan

> **1,780**

PEOPLE

participated in health education

> **903**

INDIVIDUAL

education sessions delivered

# My Health for Life Program

The My Health for Life (MH4L) Program funded by Queensland Health, is delivered by The Healthier Queensland Alliance (Diabetes Queensland, Primary Health Networks, Heart Foundation, Stroke Foundation, ECCQ and Queensland Aboriginal and Islander Health Council).

It is designed to improve participants' knowledge and key lifestyle behaviours through six education sessions.

The program is free and delivered by qualified bilingual multicultural health workers. The first session is an individual meeting to assess health and personal goals and the remaining five sessions are group based. As of 30 June 2018, we have conducted 1,674 risk assessments, started 46 group programs with 769 participants enrolled and 388 participants have completed the full six sessions.

This year, ECCQ has worked in partnership with the Alliance in developing culturally tailored program materials. Our team developed materials for Chinese (Simplified Chinese and Traditional Chinese), Vietnamese, Pacific Islander (Simplified English) and Arabic speaking communities.

Griffith University is working with the Alliance in evaluating program impacts and outcomes across program streams and target groups. Further results will be available soon. The preliminary findings suggest that using a culturally tailored approach is having positive effects on knowledge and lifestyle behaviours among participants in ethnic communities.

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*"When Paul Tomane, ECCQ Multicultural Health Worker, rang me earlier this year in February to start this ECCQ health Program, I was so keen to be part of it. I found it to be very helpful, since he provided the workbook so we can monitor our own weight and exercises and also the advice on healthy snacks and fruits every session.*

*I have to say that this program really works for me. I lost 4 kilos in 4 weeks, and after the 6-week program, I have lost 5 kilos and the good thing is I am continuing to work on myself. I am continuing to lose weight and also gained the habit to eat healthy along the way.*

*I really recommend this program for anyone who has failed in the past. Paul is an excellent coordinator who will do his best to make sure that you will be able to achieve your goals. You can do it at your own pace.*

*Thanks to My Health for Life you have given me one of the precious gifts in my journey of life and also my journey of faith."*

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– Maile Molitika, MH4L participant

> **388**

**PARTICIPANTS**

have completed the MH4L program

> **1,674**

**RISK ASSESSMENTS**

conducted in the MH4L program



## Health Navigation Project

This project funded by Brisbane North Primary Health Network aims to increase occasions of health support to people from CALD backgrounds, where a complex interplay between patients, carers and service providers occurs. The project provides tailored health support services to individuals and small groups and coordinates health services for the target population.

This year, we have provided intensive education and support to 48 participants in a community setting. Findings from the pre and post program evaluation includes:

- 100% of participants who completed the program expressed that they learned valuable information and are happy they completed the program.
- 97% of participants now know how to access health services and understand chronic disease better than before
- 85.2% of participants are eating more fruits and vegetables than before.
- 67.6% of participants are engaging in more physical activity than before



## Aqua Safe Project

The Aqua Safe Project is a partnership between ECCQ, Brisbane City Council, Logan City Council and Royal Life Saving Society.

We aim to increase participation of CALD communities in water safety education programs to reduce incidences of drowning among people from CALD backgrounds. This project is funded by Brisbane City Council and Logan City Council.

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*Our team delivers two hour workshops that cover the following topics: dangers at swimming pools, pool rules and regulations, key actions to prevent drowning at swimming pools, beaches, rivers and creeks as well as responding to emergencies and CPR.*

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In this financial year, our bilingual multicultural health workers delivered 27 workshops in community languages reaching a total of 417 participants from Arabic speaking, Afghani, Myanmar, Pacific Islander, Chinese and Nepalese communities residing in Brisbane and Logan City Council areas.

Overall, the participants showed a strong increase in knowledge after attending the session. The majority of participants felt "confident" or "very confident" in performing CPR after attending this session.

> **27**  
WORKSHOPS

in community languages delivered

> **417**  
PARTICIPANTS

received water safety education

# Alcohol Harm Prevention Project

This project is funded by Queensland Mental Health Commission and supported by the Alcohol Harm Prevention Advisory Group, which has representatives from Vietnamese, Sudanese, and Samoan communities, ECCQ, Queensland Network of Alcohol and Other Drug Agencies, Brisbane City Council, Brisbane South Primary Health Network and Metro South Health Services.

This project aims to reduce the harms, stigma and discrimination associated with alcohol by building capacity of the Vietnamese, Sudanese and Samoan communities in the Brisbane City Council area.

The project delivered three World Café Forums with 60 participants to unpack issues around alcohol among the target communities. Leaders and champions were identified and formed Community Leaders Action Working Groups. The groups are supported by our team to action priority activities identified and agreed on by communities. Leaders and workers were up-skilled to take actions.

#### Community events included:

- Drink Wisely Event in Inala was attended by 50 participants from the Vietnamese community
- Healthy Lifestyle BBQ in Acacia Ridge was attended by 50 participants from the Sudanese community
- Samoan Fia Fia Night in Inala was attended by over 80 participants from the Samoan community

The events gave the target communities the opportunity to learn, discuss, share and participate in solutions to reduce alcohol related harms. They further allowed these communities to learn what services are available and where to go to find help in relation to alcohol related issues and concerns.

A new resource titled Alcohol in Your Community was developed and translated into Samoan and Vietnamese. The resource is available for download from the ECCQ website.

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***"Being part of this program make me feel valued and our voices and our community concerns are heard. I have learned a lot about alcohol harm and I am glad to have helped implementing the program actions."***

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– Vietnamese leader from Community Leaders Action Working Group - Inala



# DIVERSICARE: COMMUNITY CARE AND SERVICES

Diversicare, provides high quality community based and coordinated in-home care for older people, carers and people with disabilities. The support enables people to enjoy life and maintain their personal independence, good health and wellbeing in their own homes and in the community. Our team delivers culturally appropriate services in community languages to consumers from over 65 different CALD backgrounds.

## Highlights

In February 2018, Diversicare met all required standards of the Australian Aged Care Standards Quality Review.

- 1,231 consumers received home support
- 1,395 consumers received packaged care
- 300 consumers actively participate in respite services
- 110 cross cultural workshops delivered to over 2,000 participants
- 42 information sessions delivered to 2,282 people from CALD backgrounds

## Programs

### Home Support Services

Home support is Diversicare's largest service delivery area. The Commonwealth Home Support Program (CHSP), funded by the Australian Government Department of Health, is for consumers aged 65 and over who live and manage on their own with minimal supports, and do not yet need higher levels of support at home.

The Queensland Community Care Program (QCCP) is funded by the Queensland Government Department of Communities, Disability Services and Seniors. This program is for consumers aged less than 65 years, who require assistance and support to maintain independence and wellbeing.

> **1,231**  
CONSUMERS  
received home support

> **1,395**  
CONSUMERS  
received packaged care



Diversicare CHSP and QCCP services include:

- Personal care and grooming (bathing and dressing)
- Domestic assistance
- Meal preparation
- Social support
- In home and centre based social respite services

In this financial year, Diversicare provided CHSP services to 1,113 consumers from the Sunshine Coast down to the Gold Coast and QCCP services to 118 consumers.

These numbers are variable as consumers under 65 years of age transition to the NDIS and consumers over 65 years of age transition to Home Care Packages.

## The National Disability Insurance Scheme (NDIS)

Diversicare became a registered NDIS provider in January 2018 and currently provides services to a growing number of consumers. Our team is actively assisting current consumers under 65 with their applications and transition to NDIS.

Consumers may choose their own providers for NDIS support services and our team aims to ensure that the majority of these consumers in the transition phase choose to stay with Diversicare as their preferred NDIS provider.



## Home Care Package Program (HCP)

Diversicare provided packaged care services for 1,395 consumers as of 30 June 2018. 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 the My Aged Care/RAS assessment, as well as ongoing collaborative reassessment of each individual consumer as their lifestyle choices and needs change.

Diversicare supports consumers with all activities of daily living as well as clinical care needs from our nursing team. Currently we are providing approximately 18 nursing visits per week to consumers to manage and support their individual clinical care needs. Referrals to allied health professionals continue to support our HCP consumers as required/requested. This level of support allows our consumers to live safely and maintain independence (as long as possible) in their own homes.

The Diversicare Nursing Team offer regular clinical monitoring (quarterly/annually); nursing assessments and interventions, wound assessments, wound care management, skin checks, continence assessments, falls risk assessments, care plan reviews and baseline health assessments.

## Premier Home Services

Diversicare continues to offer private home care services to self-funded retirees and consumers awaiting package approvals. This service means that there are no waiting lists and consumers can access immediate services of their choice 24 hours a day, seven days a week.

## Diversicare Transport Service Toowoomba (DTST)

The DTST Program, funded by Australian Government Department of Social Services, provides transport services to CHSP eligible Toowoomba residents over 65 years of age, to maintain their independence and social well-being. Services include transport to local medical appointments, shopping and leisure, and social activities.

During Diversicare's re-accreditation audit in February 2018, the DTST program was mentioned for its exemplary service. The service is provided by a team of dedicated volunteer drivers who provide one way and return trips door to door.

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*In this financial year, 21 volunteers have provided transport services to over 276 Toowoomba residents.*

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## Community Visitors Scheme (CVS)

The CVS program currently receives funding from DSS for 20 residential places and 15 extended community places in Brisbane and the surrounding areas.

Our dedicated volunteers offer support to people who are socially isolated and whose quality of life is enhanced by friendship and companionship. 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.



## West End (WE) Connect Activities Centre

Every month, WE Connect provides social activities and services to approximately 300 consumers from CALD backgrounds including Dutch, Polish, Spanish, Vietnamese, Lao, Croatian, Samoan, German, Chinese, Russian, Hungarian, Ukrainian, Romanian, Macedonian, Iranian, Slovenian, Latvian and others.

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 as well as opportunities to engage with multicultural group activities.

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

This year our major highlights were:

### > Mater Mother's Hospital Donations

The Lao/Vietnamese group recently met with the volunteers who run the Mater Mother's Hospital Auxiliary Baby Shop to donate crocheted and knitted baby beanies and toys to sell in their store. The money from the items sold go back to purchasing equipment needed for the babies in hospital.

### > Celebrating our client's birthdays.

It's so special when our clients get to spend their birthday at West End Connect with friends.

### > Christmas in July

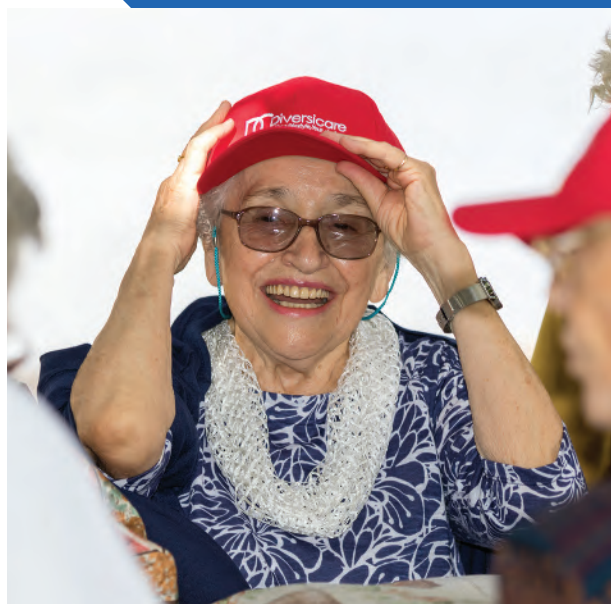
The German respite group had Christmas in July at the German Club. There was singing, games, prizes, Santa, Christmas music and incredible food.

### > The WE CONNECT garden

Starting in July 2017, the garden had a complete overhaul. Jim's Gardening put together brand new planting boxes at the back of the respite centre. All of our respite groups have helped to plant, water and nurture the new gardens. A variety of small shrubs and trees, herbs and flowers have been planted.

### > The Spanish group

The Spanish group sang, ate and danced their way through a "winter party" at the Spanish Centre Acacia Ridge. Founded in the 1970's by Spanish families in southeast Queensland, it has been a Spanish community to gather space for decades.





## Regional Assessment Services (RAS)

Diversicare Regional Assessment Team has been in place since the launch of the 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/West Moreton

We currently have eight assessors as well as a team leader and administrative support. The assessment team is able to provide language support to 12 language and cultural groups. Currently the Diversicare RAS Team is completing approximately 250 assessments each month.

## Speak My Language Program

This new program, funded by the Commonwealth Government under the Dementia and Aged Care Services (DACs) Research and Innovation Funding Round in 2017, uses stories and informal conversations on community radio to help older people and their families from CALD backgrounds understand the Australian aged care system and receive advice on healthy ageing.

The program is delivered by lead agency Ethnic Communities Council of New South Wales in collaboration with its partners, ECCQ Diversicare, Ethnic Communities Council of Victoria, SBS and National Ethnic and Multicultural Broadcasting Council.

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***As of 30 June 2018, Diversicare is currently rolling out stage one of the program by developing learning resources and engaging bilingual facilitators and ethnic radio programs. Diversicare will roll out up to 23 different radio programs in different languages across Queensland.***

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The national Speak My Language program will engage 160 bilingual care facilitators and community radio stations in Queensland, NSW, Victoria, Tasmania and ACT and tell over a thousand stories about ageing.



## Multicultural Interactive Planning Solutions (MIPS)

Funded by the Commonwealth Government under the DACS Research and Innovation Funding Round in 2017, MIPS is an interactive website that provides virtual tours on home safety to assist a person's ability to live at home safely for longer.

Currently in development, this unique program will offer vital information for consumers by addressing safety issues in the home often associated with the onset of ageing or dementia and will offer solutions for family members and carers to support their loved ones.

The MIPS program takes you on a tour of a 'virtual home', where you will be able to explore the rooms and gardens, and gain insight into areas of concern for safety such as possible slip and trip hazards, and options for safety now and into the future.

The MIPS program is specifically designed to cater to CALD communities with differing literacy levels. The program will be accessible both visually and audibly in seven languages: English, Spanish, Vietnamese, Chinese, Arabic, Greek, and Italian.

## Japanese Investment

In 2018, Diversicare senior staff members travelled to Japan to deliver information to Japanese health care service providers. As a direct result of that trip the Koujinkai-Nozaki Group and representatives from Kansai Medical University in Japan visited Diversicare to learn more about Diversicare's service offerings and gain further insight and advice related to education and training of staff in Japanese facilities.

Diversicare hopes to continue these relationships and eventuate a market in Japan for our cultural awareness and competency training.

## The Multicultural Advisory Service (MAS)

The Australian Government Department of Health and the Department of Communities, Child Safety and Disability Services fund the state wide MAS program. MAS provides training services to all geographical regions in Queensland.

The team of eight staff members speak 17 languages and are of Singaporean Indian, Filipino, Chinese, Vietnamese, South African Indian, Chilean, Italian and Sudanese backgrounds. This diversity within the

team has built a solid foundation to support culturally inclusive services.

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.

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***This financial year, the MAS team delivered over 110 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 2,000 participants.***

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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. We also advocate for services to meet the cultural needs of CALD communities.

### Events

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

This financial year, the MAS team delivered and participated in over 70 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/displays were delivered across the state and over 7,000 participants attended.

Each financial period factsheets, tip sheets, activities, and resources books are developed or updated to equip staff during cross cultural training.

MAS hosted events included (but not limited to):

- Three Cultural Briefing events this year: Islamic Faith Cultural Briefing in Toowoomba (August 2017), Indian and Islamic Faith Cultural Briefing in Mackay (September 2017) and Pacific Islander and Maori of New Zealand Cultural Briefing in Cairns (November 2017).

- We held our 6th annual Multicultural Seniors Expo on the Sunshine Coast in May 2018. This event is focused on bringing people together to enjoy multicultural food and performers as well as learn about healthy ageing and available services. About 80 people from 15 CALD backgrounds attended.
- Our team held two Diversity Forums in Cairns (May 2018) and Toowoomba (June 2018) to support aged care and disability service providers to provide culturally inclusive services. A total of 94 people attended.

## 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 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.

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 15 years.

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***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.***

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This financial year, the PICAC team delivered 42 community information sessions and/or community events reaching 2,282 people from CALD backgrounds. The team also delivered 14 training sessions for aged care providers reaching 602 staff members. The 2018 PICAC Forum had over 100 participants and was a huge success.

The PICAC team also attended 120 community and aged care meetings to promote culturally inclusive services and facilitation between mainstream service providers and CALD communities.

## Diversicare Community Engagement

Diversicare continues to be involved in all aspects of community inclusiveness, maintaining our links with CALD groups and encouraging the health care and aged care industry to engage with and support CALD consumers. We continue to be part of the CALD Connections Group in South East Queensland, a group of service providers who specialise in care to CALD consumers, that aims to share information and support each other to provide the best services for our consumers.

Every year, Diversicare displays at a number of expos promoting the organisation and culturally appropriate care to the public. Through these stalls/displays, we distribute thousands of resources and promotional materials and reach thousands of people each year.



# BERLASCO COURT: RESIDENTIAL CARE

Berlasco Court is a fully accredited residential aged care facility committed to a high standard of 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.

## Accreditation

In June 2017, the Australian Aged Care Quality Agency audit resulted in Berlasco Court receiving very positive feedback with the service complying with all 44 expected outcomes.

In April 2018, an unannounced support visit resulted in 100 percent compliance.

## 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 many 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, optometry and podiatry is offered on a seasonal basis at no cost. We also provide information and services on other health services such as hearing and dental 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.

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*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.*

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This year our team organised a wide range of activities including exercises, arts and crafts, card games, music, concerts and outings to suit the interests and abilities of the residents. Our monthly bus trips take residents to clubs, parks and community centres. This year our outings to Mount Coot-tha Botanical Gardens and the Richlands Lions Club were huge highlights.

Our team also organises regular visits from members of community associations and clubs from similar cultural backgrounds to the residents to create social opportunities and connections. Another highlight are the visits from the Circle of Men, a program of dedicated volunteers who gather in groups to support and nurture men living in residential care facilities. A group comes every Friday for morning tea and spend two to three hours connecting with our residents. They often tell stories, read poems and sing.

Our team also organises a cultural calendar of events and activities to cater to each individual resident's cultural background. Our monthly cultural morning tea



events are very popular and always a lot of fun. Staff and resident's families are invited to bring a plate and join in the special activities of the day, which include music and dance. The recreation room is decorated according to the cultural theme and everyone is encouraged to wear traditional dress.

Berlasco Court hosts large numbers of students from a variety of TAFEs, universities and other registered training organisations to undertake work experience through facilitated programs. 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 supervised volunteer work.

High school students from the local surrounding 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 Co-Ordinator can be contacted at the facility.



## Quality Improvement – Redevelopment Project

This year Berlasco Court moved forward on redevelopment plans with the building design team from Paytner Dixon Queensland. The new building will be built on the current site and be contemporary, culturally sensitive and technologically advanced.

Berlasco’s unique culturally sensitive service offering, along with its homely and warm environment will carry over to the new building.

After extensive discussions and consultations, a development application was lodged with Brisbane City Council and the project will commence in early 2019.



## 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, challenging behaviours, and 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.

Berlasco Court cares for

> **60**  
RESIDENTS

Registered nurses on duty

> **24**  
HOURS A DAY

Our staff speak over

> **56**  
LANGUAGES





“  
*The rebuild will result in major improvements to the lives of our residents and families.*  
 ”

## Berlasco Court into the Future

In early 2019, the current building will be demolished to make way for a state of the art, culturally sensitive and technologically advanced facility. **Paynter Dixon Queensland** is the building design team.

### Why are we rebuilding?

Berlasco Court was successful in a Government application to expand its services to improve the living environment for those in our care and accommodate the growing demand on our services.

### What will the new build offer?

- A contemporary design that supports social connections, social belonging and a strong sense of home
- Internal and external spaces that encourage a broader community engagement
- Use of the most modern and advanced technologies to enable the delivery of high quality care to meet the expectations of our older people, now and into the future

### Our new service offering

The building will offer diversification of accommodation options to cater for resident and families' unique requirements.

- Larger single rooms with ensuites, interconnected rooms and apartment style living
- A ground floor special needs unit based on a cottage model
- Child friendly café for families to enjoy time spent together
- Resident community spaces, including access to wellness activities, library, hairdresser and beautician services
- Additional services including wound and pain clinics and group physical therapy
- Raised garden spaces to relax in and a multi-faith chapel
- Intimate spaces for family and social connections and spaces to accommodate large scale functions

# FINANCE, AUDIT AND RISK



## Finance, Audit and Risk Committee Report

Alex Daniloff

The 2017/2018 Annual Report consists of the consolidated accounts and also, a segmented breakdown to show performance of ECCQ, Diversicare and Berlasco Court. This report is for the benefit of members, stakeholders and also in the interests of transparency to the wider community.

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***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.***

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We remain an independent organisation that 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 funds. 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 government 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.

ALEX DANILOFF | DIRECTOR

## Funding Sources



Federal	28%
State	15%
Local	1%
HCP/Fees	29%
Other	0%
Residential	27%

Federal	\$5,630,639.00
State	\$3,089,513.00
Local	\$234,731.00
HCP/Fees	\$5,746,974.00
Other	\$74,398.00
Residential	\$5,348,498.00

**\$20,124,753 .00**

# ECCQ Board of Directors 2017/2018

## Current Board Directors as of 30 June 2018



**Alton Budd**

Acting Chairperson (from June 2018)  
Co-Chairperson (from August 2018)

Alton is a Quantity Surveyor and Construction Manager/Administrator of 30 years, now retired. Alton serves as the President of the Gateway Community Group at Cannon Hill and founded the Australian South Sea Islander Research Association. Alton also founded the FOP Australia Ltd, in 2015 to help to raise funds for medical research and patient support for Australians living with Fibrodysplasia Ossificans Progressiva (FOP). He founded the Hope for Jarvis Association Inc in 2018, to raise awareness of FOP. Alton is also a past Board Member of the Mater Hospital Ethics Committee.



**Michael Yau OAM**

Co-Chairperson (from August 2018)

Michael is a professional engineer and community leader. He has been appointed to several key positions on boards and committees in federal, state and local governments, providing advice in the areas of culture, health, engineering, international business and trade. He is a founding member and President of the Hong Kong Association of Queensland, the Australia Hong Kong Chamber of Commerce and National Liaison Council of Chinese Australians. He has served as President of the Queensland Chinese Forum, Chinese Fraternity Association of Queensland and he is founding member of the Brisbane Chinese Lions Club. He is a Board Director of the Chinese Club of Queensland.



**Serge Voloschenko OAM**

Honorary President  
(from February 2018)

Serge has served ECCQ in a range of capacities over the last 40 years, including 14 years as Chairperson. Serge is the current President of the Russian Benevolent Association, which set up Pine Lodge Home, a residential aged care facility for the Russian speaking community. Serge is a member of the Multicultural Queensland Advisory Council, which advises the Minister for Multicultural Affairs on opportunities and challenges facing people from CALD backgrounds. Serge has amassed a wealth of understanding around broader community issues through his many years of community work and his membership on many other advisory bodies and committees, including the Healthy Ageing Reference Network, the Police Ethnic Advisory Group, the Lord Mayor's Multicultural Roundtable, the Heritage Advisory Committee, and the Responsible Gambling Advisory Committee.



**Alex Daniloff**

Director

Alex is a chiropractor and longtime 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.



**Elijah Boul**

Director

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 is a member of Multicultural Queensland Advisory Council advising the Minister for Multicultural Affairs. Elijah is also a member of the Lord Mayor Multicultural Round Table, Vice President of Youth Affairs Queensland, President of Queensland African Business Council and a Board member of the Federation of African Communities Councils in Australia. Elijah has a unique understanding of multicultural communities and refugee issues, particularly those for young people and has strong community links. He is a Criminologist, Accredited Family Dispute Resolution Practitioner and National Accredited Mediator.



**Surendra Prasad**

Director

Surendra has been a community leader and organiser for several years. He is the Founder and President of the Fiji Senior Citizens Association of Queensland and has coordinated the annual Senior's Multicultural Dinner for the past 13 years. He is a Board Director of the Hindu Council of Australia and a founding member of the Hindu Society of Queensland. He served as Chairperson of the Australians of Indian Heritage War Memorial Committee, President of the Federation of Indian Communities in Queensland (FICQ) and Ambassador of the Queensland Universal Peace Federation. Surendra has won many awards for his service to the community including a Queensland Multicultural Award in 2016 in the Local Champion category and a Lions International President's Award.



**Ahmed Sokarno**  
Director

Ahmed is the founder and CEO of Vocational Education, Training and Employment Australia (VETEA) Limited. He was the Editor-in-Chief of the first Australian Arabic Daily Newspaper and the Chairman of Ethnic Media Council of Australia for four years.



**Amar Khan**  
Director  
(from February 2018)

Amar is a Public Health Practitioner and has worked for Queensland Health for nearly 18 years. Amar previously served on the Board of the Islamic College of Brisbane for ten years, and held the positions of President and Vice President of Pakistan Australian Cultural Association of Qld Inc for several years, served as Vice President of the Islamic Council of Queensland for 8 years and was the founding Vice President of the Islamic Society of Central Qld and Islamic Society of Ipswich Inc. Amar was awarded the ICQ Inaugural Community Service Award for 25 years of community services and has help many refugees and migrants to settle in Brisbane, Ipswich and Rockhampton.



**Anthony Lin**  
Director  
(from February 2018)

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 13 years, including currently as Brisbane City Council's Sister City Representative for Kaohsiung (Taiwan), Director and Secretary of Queensland Taiwan Charity Fund, Director of Sunnybank Performing Arts Centre (SunPAC), and Adviser of Overseas Compatriot Affairs Commission (Taiwan).



**John Fox APM AAICD**  
Company Secretary  
(from December 2017)

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 and engaged across 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 Australia Police Medal and the QPS Meritorious Service Medal for his achievements in these sectors.

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***Past Director and Company Secretary during the financial year:***

- **Yasmin Khan**  
Chairperson (to May 2018)
  - **Kerry Xynias**  
Company Secretary (until November 2017)
-

# Director's Report

Your directors present this report on the entity for the financial year ended 30 June 2018.

## Directors

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

<b>Mr Alton Budd</b>	Co - Chairperson
<b>Mr Michael Yau</b>	Co - Chairperson
<b>Mr Alex Daniloff</b>	Treasurer
<b>Mr Serge Voloschenko</b>	Honorary President, Director (from February 2018)
<b>Mr Elijah Buol</b>	Director
<b>Mr Ahmed Sokarno</b>	Director
<b>Mr Surendra Prasad</b>	Director
<b>Mr Anthony Lin</b>	Director (from 14 February 2018)
<b>Mr Amar Khan</b>	Director (from 27 February 2018)
<b>Ms Yasmin Khan</b>	Chairperson/Director (to 25 May 2018)

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 persons held the position of company secretary for the duration of the financial year: Kerry Xynias (to 18 December 2017) and Mr John Fox (from 18 December 2017)

## 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 \$16,840 (2017: Deficit \$2,474).

## 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 \$16,840. The company continues to experience growth in residents and care recipients; however changes in Government have resulted in a number of changes to the government-funded programs provided.

## 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
Yasmin Khan	11	10	7
Michael Yau	11	11	10
Alton Budd	11	11	11
Alex Daniloff	11	11	9
Serge Voloschenko	11	5	4
Elijah Boul	11	10	10
Surendra Prasad	11	11	10
Ahmed Sokarno	11	11	7
Amar Khan	11	4	4
Anthony Lin	11	4	1

At 30 June 2018 the number of board members was 9 (2017:7).

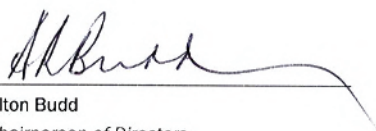
# Director's Report

Ethnic Communities Council of Queensland Limited  
(A Company Limited by Guarantee)  
ACN 010 151 256  
Director's Declaration for the year ended 30 June 2018

The directors of the entity declare that:

1. 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
  - a) comply with Accounting Standards and the Corporations Regulations 2001; and
  - b) give a true and fair view of the financial position as at 30 June 2018 and of the performance of the year ended on that date of the entity.
2. 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.

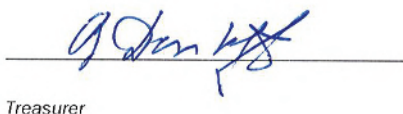
This declaration is made in accordance with a resolution of the Board of Directors:



Mr Alton Budd  
Co-Chairperson of Directors



Mr Micheal Yau  
Co-Chairperson of Directors



Treasurer

Dated this 4th day of October 2018.

# Auditor's Independent 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 2018 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.

Bentleys Brisbane (Audit) Pty Ltd

Stewart Douglas  
Director

Brisbane  
4 October 2018



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- Accountants
- Auditors
- Advisors



# 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 2018

	Note	2018 \$	2017 \$
Revenues from continuing operations	2	20,124,753	18,436,674
Expenses			
- Employee benefits expenses	3	(15,049,069)	(13,777,398)
- Client Support expenses		(1,425,604)	(1,017,698)
- Consultants expense		(525,369)	(317,204)
- Depreciation and amortisation expenses	3	(556,426)	(470,857)
- Repairs and maintenance expense		(160,933)	(158,453)
- Other expenses from continuing operations		(2,424,192)	(2,697,538)
<b>Surplus / (Deficit) from continuing operations before income tax</b>		<b>(16,840)</b>	<b>(2,474)</b>
Income tax expense	1(j)	-	-
<b>Net Surplus / (Deficit) from continuing operations after income tax expense attributable to the company</b>		<b>(16,840)</b>	<b>(2,474)</b>
Other comprehensive income		-	1,338,904
<b>Total comprehensive income for the year</b>		<b>(16,840)</b>	<b>1,336,430</b>

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 2018

	Note	2018 \$	2017 \$
<b>Current Assets</b>			
Cash and Cash Equivalents	4	17,633,635	15,980,923
Trade and Other Receivables	5	120,334	240,013
Other Current Assets	6	73,762	46,428
<b>Total Current Assets</b>		<b>17,827,731</b>	<b>16,267,364</b>
<b>Non-Current Assets</b>			
Property, Plant and Equipment	7	13,049,148	13,145,520
<b>Total Non-Current Assets</b>		<b>13,049,148</b>	<b>13,145,520</b>
<b>Total Assets</b>		<b>30,876,879</b>	<b>29,412,884</b>
<b>Current Liabilities</b>			
Trade and Other Payables	8	8,321,086	6,852,439
Short Term Provisions	10	1,243,852	1,078,907
Other Current Liabilities	9	2,105,835	2,108,355
<b>Total Current Liabilities</b>		<b>11,670,773</b>	<b>10,039,701</b>
<b>Non-Current Liabilities</b>			
Long Term Provisions	10	291,956	442,193
<b>Total Non-Current Liabilities</b>		<b>291,956</b>	<b>442,193</b>
<b>Total Liabilities</b>		<b>11,962,729</b>	<b>10,481,894</b>
<b>Net Assets</b>		<b>18,914,150</b>	<b>18,930,990</b>
<b>Equity</b>			
Retained Earnings		11,933,856	11,950,696
Reserves	11	6,980,294	6,980,294
<b>Total Equity</b>		<b>18,914,150</b>	<b>18,930,990</b>

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 2018

Notes	Retained Earnings \$	Revaluation Reserves \$	Other Reserves \$	Total \$
<b>Balance at 30 June 2016</b>	<b>11,953,170</b>	<b>3,074,720</b>	<b>2,566,670</b>	<b>17,594,560</b>
Net surplus/(deficit) attributable to the company	(2,474)	-	-	(2,474)
Other Comprehensive Income - Revaluation of Assets	-	1,338,904	-	1,338,904
<b>Balance at 30 June 2017</b>	<b>11,950,696</b>	<b>4,413,624</b>	<b>2,566,670</b>	<b>18,930,990</b>
Net surplus/(deficit) attributable to the company	(16,840)	-	-	(16,840)
<b>Balance at 30 June 2018</b>	<b>11,933,856</b>	<b>4,413,624</b>	<b>2,566,670</b>	<b>18,914,150</b>

The accompanying notes form part of the financial statements.

# 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 2018

	<u>2018</u>	<u>2017</u>
	<u>\$</u>	<u>\$</u>
<b>Cash Flow from Operating Activities</b>		
Receipts from customers, members and sponsors	8,449,387	7,738,417
Payments to suppliers and employees	(19,293,363)	(17,536,102)
Interest received	352,953	343,667
Receipts from government	11,336,574	11,419,436
Receipts from others	42,876	120,529
<b>Net cash provided by (used in) operating activities</b> (note 12)	<b><u>886,427</u></b>	<b><u>2,085,947</u></b>
<b>Cash Flow from Investing Activities</b>		
Payments for property, plant & equipment	(555,246)	(552,264)
Proceeds from sale of property, plant and equipment	<u>65,930</u>	<u>131,482</u>
<b>Net cash provided by (used in) investing activities</b>	<b><u>(489,316)</u></b>	<b><u>(420,782)</u></b>
<b>Cash Flow from Financing Activities</b>		
Proceeds from Refundable Accommodation Deposits	2,485,000	1,840,684
Repayment of Refundable Accommodation Deposits	<u>(1,229,399)</u>	<u>(2,286,184)</u>
<b>Net cash provided by (used in) Financing Activities</b>	<b><u>1,255,601</u></b>	<b><u>(445,500)</u></b>
Net increase (decrease) in cash held	1,652,712	1,219,665
Cash at the beginning of the financial year	<u>15,980,923</u>	<u>14,761,258</u>
<b>Cash at the end of the financial year</b> (note 4)	<b><u>17,633,635</u></b>	<b><u>15,980,923</u></b>

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 in 30 June 2016. 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 assets 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 grants 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 2018, 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**  
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## **Note 1: Statement of Significant Accounting Policies (continued)**

### *Key estimates – Depreciation*

During the 2016 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. 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 33% (2017: 25%). This revised estimate resulted in an increase in depreciation expense of approximately \$220,000 (2017: \$160,000), which is a non-cash adjustment. Had the revision to the estimate not been made the entity would have recorded a surplus of approx. \$200,000.

### **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*

For Not-for-Profit entities 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 case-by-case 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(i).

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**  
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Notes to the Financial Statements for the year ended 30 June 2018

## Note 2: Revenue

	2018	2017
	\$	\$
<b>Operating Activities:</b>		
- Recurrent Government Grants	12,037,371	11,147,879
- Resident/Client Contributions	<u>7,682,994</u>	<u>6,801,768</u>
	<b><u>19,720,365</u></b>	<b><u>17,949,647</u></b>
<b>Non-Operating Activities:</b>		
- Interest Earned	368,999	366,498
- Profit on Sale of Assets	-	-
- Other	<u>35,389</u>	<u>120,529</u>
	<b><u>404,388</u></b>	<b><u>487,027</u></b>
<b>Total Revenue</b>	<b><u>20,124,753</u></b>	<b><u>18,436,674</u></b>

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.

<b>Expenses</b>	<b>2018</b>	<b>2017</b>
	\$	\$
Total Depreciation and Amortisation	556,426	470,857
Doubtful Debts Expense/(Write-back)	50,047	25,483
Total Employee Benefits Expense	15,049,069	13,777,398
Auditors Remuneration		
- audit services	40,000	40,000
- other services*	<u>32,900</u>	<u>54,750</u>
Total Audit Remuneration	<u>72,900</u>	<u>94,750</u>
Loss on Disposal of Plant & Equipment	29,263	19,591
Rent Expenses	85,501	98,642
Interest Expense – Refundable Accommodation Deposits	17,228	11,744

\*other services provided by the Audit firm include assistance with preparation of the financial statements, assistance with delegations register and financial forecast models.

## Note 4: Cash and Cash Equivalents

<b>Current</b>	<b>2018</b>	<b>2017</b>
	\$	\$
Cash at Bank	17,628,328	15,976,157
Cash on Hand	<u>5,307</u>	<u>4,766</u>
	<b><u>17,633,635</u></b>	<b><u>15,980,923</u></b>

Restricted Cash Balances total \$nil at 30 June 2018. (2017: \$nil)

# Notes to the Financial Statements

Ethnic Communities Council of Queensland Limited  
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## Note 5: Trade and Other Receivables

Current	2018	2017
	\$	\$
Trade Receivables	140,974	210,703
Provision for Impairment of Receivables	(78,243)	(30,519)
Other Receivables	<u>57,603</u>	<u>59,829</u>
	<u>120,334</u>	<u>240,013</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	2018	2017
	\$	\$
Prepayments	<u>73,762</u>	<u>46,428</u>
	<u>73,762</u>	<u>46,428</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 2018

## Note 7: Property, Plant and Equipment

	2018	2017
Freehold Land and Buildings:		
	\$	\$
- At Fair Value - Land	7,800,000	7,800,000
- At Fair Value - Buildings	3,750,000	3,750,000
- Building Improvements (at cost)	1,023,739	665,387
- Less: Accumulated depreciation	<u>(591,837)</u>	<u>(364,199)</u>
	<b><u>11,981,902</u></b>	<b><u>11,851,188</u></b>
Plant and Equipment:		
- At Cost	1,973,871	2,034,878
- Less: Accumulated depreciation	<u>(1,538,992)</u>	<u>(1,442,642)</u>
	<b><u>434,879</u></b>	<b><u>592,236</u></b>
Computers and Equipment:		
- At Cost	470,037	584,935
- Less: Accumulated depreciation	<u>(339,673)</u>	<u>(415,412)</u>
	<b><u>130,364</u></b>	<b><u>169,523</u></b>
Motor Vehicles:		
- At Cost	729,313	786,093
- Less: Accumulated depreciation	<u>(227,310)</u>	<u>(253,519)</u>
	<b><u>502,003</u></b>	<b><u>532,574</u></b>
	<b><u>13,049,148</u></b>	<b><u>13,145,521</u></b>

# Notes to the Financial Statements

**Ethnic Communities Council of Queensland Limited**  
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Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

<b>2018</b>	<b>Land Buildings and</b>	<b>Plant Equipment &amp;</b>	<b>Computers &amp;</b>	<b>Motor Vehicles</b>	<b>TOTAL</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Opening Carrying Amount at 1 July 2017	<b>11,851,188</b>	<b>592,236</b>	<b>169,523</b>	<b>532,574</b>	<b>13,145,521</b>
Additions 2017-18	358,351	11,195	27,096	158,604	555,246
Revaluation	-	-	-	-	-
Less Disposals	-	(11,164)	(2,326)	(81,703)	(95,193)
Less Depreciation expense	(227,637)	(157,388)	(63,929)	(107,472)	(556,426)
Balance at end of year at carrying amount	<b>11,981,902</b>	<b>434,879</b>	<b>130,364</b>	<b>502,003</b>	<b>13,049,148</b>

<b>2017</b>	<b>Land Buildings and</b>	<b>Plant Equipment &amp;</b>	<b>Computers &amp;</b>	<b>Motor Vehicles</b>	<b>TOTAL</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Opening Carrying Amount at 1 July 2016	<b>10,686,607</b>	<b>575,002</b>	<b>199,724</b>	<b>414,949</b>	<b>11,876,282</b>
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	<b>11,851,188</b>	<b>592,236</b>	<b>169,523</b>	<b>532,574</b>	<b>13,145,521</b>

## Note 8: Trade and other Payables

<b>Current</b>	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
- Trade Payables	497,888	334,913
- Other Current Payables	512,180	461,126
- Refundable Accommodation Bond	7,105,108	5,873,401
- GST Payable	<u>205,911</u>	<u>182,999</u>
	<b><u>8,321,086</u></b>	<b><u>6,852,439</u></b>

## Note 9: Other Liabilities

<b>Current</b>	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
- Unexpended Grants and Home Care Packages	<u>2,105,835</u>	<u>2,108,354</u>
	<b><u>2,105,835</u></b>	<b><u>2,108,354</u></b>

# 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 2018

## Note 10: Provisions

Current	2018	2017
	\$	\$
Employee Entitlements		
Annual Leave	736,984	646,546
Long Service Leave	<u>506,868</u>	<u>432,361</u>
	<b><u>1,243,852</u></b>	<b><u>1,078,907</u></b>
<b>Non-Current</b>		
Employee Entitlements		
Long Service Leave	<u>291,956</u>	<u>442,193</u>
	<b><u>291,956</u></b>	<b><u>442,193</u></b>
	<b><u>1,535,808</u></b>	<b><u>1,521,100</u></b>

## Note 11: Reserves

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

	2018	2017
	\$	\$
<b>(a) Asset Revaluation Reserve</b>		
Movement during the financial year		
Opening Balance	4,413,624	3,074,720
Revaluation of land and buildings	-	1,338,904
Closing Balance	<u>4,413,624</u>	<u>4,413,624</u>
<i>The asset revaluation reserve records revaluations of property, plant and equipment.</i>		
<b>(b) Capital Profits Reserve</b>		
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>		
<b>(c) Other Reserves</b>		
Movement during the financial year		
Opening Balance	2,469,708	2,469,700
Transfer to retained earnings	-	-
Closing Balance	<u>2,469,708</u>	<u>2,469,700</u>
<i>The other reserves record funds set aside in prior years</i>		
Total Reserves	<b><u>6,980,294</u></b>	<b><u>6,980,294</u></b>

# 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 2018

## 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

	2018	2017
	\$	\$
Deficit / Surplus after Income Tax	(16,840)	(2,474)
Non-cash flows in surplus from Ordinary Activities		
Depreciation and amortisation	556,426	470,857
(Profit)/Loss on sale of PPE	29,263	19,591
Changes in assets and liabilities:		
(Increase)/Decrease in receivables and other assets	92,344	40,297
Increase/(Decrease) in trade and other payables	210,526	1,434,134
Increase/(Decrease) in provisions	<u>14,708</u>	<u>123,542</u>
<b>Cash flows (used in)/ provided by operating activities</b>	<b><u>886,427</u></b>	<b><u>2,085,947</u></b>

### c. Reconciliation of liabilities arising from financing activities

Refundable Accommodation Deposits	
Opening balance as at 1 July 2017	\$5,873,401
Cashflows in	\$2,485,000
Cashflows out	(\$1,229,399)
Non-cash changes*	<u>(\$23,894)</u>
Closing balance at 30 June 2018	\$7,105,108

\*Relates to net fees deducted from RAD balances in accordance with the Aged Care Act 1997.

# 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 2018**

## 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 Amar Khan, Mr Elijah Buol, Mr Ahmed Sokarno, Mr Anthony Lin.

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.

	2018	2017
	\$	\$
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.

	2018	2017
	\$	\$
Key Management Personnel Compensation		
short term benefits	434,456	457,597
post-employment benefits	33,959	39,786
termination benefits	-	-
other long-term benefits	-	-
	468,415	497,383

# 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 2018

## 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	2018 \$	2017 \$
<b>Financial Assets</b>			
Cash and Cash Equivalents	4	17,633,635	15,980,923
Loans and Receivables	5	<u>120,334</u>	<u>240,013</u>
		<b><u>17,753,969</u></b>	<b><u>16,220,936</u></b>
<b>Financial Liabilities</b>			
<i>Financial liabilities at amortised cost:</i>			
Trade and other Payables	8	<u>8,321,086</u>	<u>6,852,439</u>
		<b><u>8,321,086</u></b>	<b><u>6,852,439</u></b>

### 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 2018

## 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 instruments 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 2018

## 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.

	2018	2017
	\$	\$
<b>Change in Profit</b>		
Increase in interest rate by 1%	176,283	159,752
Decrease in interest rate by 1%	(176,283)	(159,752)
<b>Change in Equity</b>		
Increase in interest rate by 1%	176,283	159,752
Decrease in interest rate by 1%	(176,283)	(159,752)

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 2018**

## Note 15: Capital and Leasing Commitments

	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
<b>Operating Lease Commitments</b>		
Non-cancellable operating leases contracted for but not capitalised in the financial statements		
Payable – minimum lease payments		
– not later than 12 months	78,347	23,908
– later than 12 months but not later than 5 years	102,216	25,346
– greater than 5 years	-	-
Minimum lease payments	<u>180,563</u>	<u>49,254</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 and Contingent Assets

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 will be recognised when 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, except for the below mentioned matter, no events have occurred subsequent to reporting date which is likely to have a material effect on the operations of the Company. The Directors are 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:

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

# Notes to the Financial Statements

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

2017	Multicultural Services \$	Residential Care \$	Diversicare \$	Eliminations \$	Consolidated \$
Revenue outside the entity	1,887,575	5,348,498	11,200,601		<b>18,436,674</b>
Inter-segment revenue	295,794	-	213,983	(509,777)	-
Less: interest income	(5,369)	(175,604)	(185,525)		<b>(366,498)</b>
Total segment revenue	2,178,000	5,172,894	11,229,060	(509,777)	<b>18,070,176</b>
Segment Result	(232,799)	(75,163)	305,488		<b>(2,474)</b>
Unallocated revenue less unallocated expenses	-	-	-		-
(Deficit)/Surplus from ordinary activity	(232,799)	(75,163)	305,488		<b>(2,474)</b>
Income tax expenses	-	-	-		-
<b>Net (Deficit)/ surplus</b>	<b>(232,799)</b>	<b>(75,163)</b>	<b>305,488</b>		<b>(2,474)</b>
Segment assets	2,959,817	12,252,629	14,365,153	(164,716)	<b>29,412,884</b>
Unallocated assets	-	-	-		-
<b>Total assets</b>	<b>2,959,817</b>	<b>12,252,629</b>	<b>14,365,153</b>	<b>(164,716)</b>	<b>29,412,884</b>
Segment liabilities	733,151	6,668,895	3,244,563	(164,716)	<b>10,481,894</b>
Unallocated liabilities	-	-	-		-
<b>Total liabilities</b>	<b>733,151</b>	<b>6,668,895</b>	<b>3,244,563</b>	<b>(164,716)</b>	<b>10,481,894</b>
Acquisitions of property, plant & equipment and other non-current segment assets	127,287	101,828	323,149		<b>552,264</b>
Depreciation and amortisation expenses	54,836	151,275	264,746		<b>470,857</b>
Other non-cash expenses	-	-	-		-

2018	Multicultural Services \$	Residential Care \$	Diversicare \$	Eliminations \$	Consolidated \$
Revenue outside the entity	2,712,468	5,541,399	12,239,884		<b>20,493,751</b>
Inter-segment revenue	954,496	-	321,450	(1,275,946)	-
Less: Interest income	(5,348)	(161,367)	(202,284)		<b>(368,999)</b>
Total segment revenue	3,661,619	5,380,030	12,359,050	(1,275,946)	<b>20,124,753</b>
Segment Result	351,896	(313,148)	(55,586)		<b>(16,840)</b>
Unallocated revenue less unallocated expenses	-	-	-		-
(Deficit)/Surplus from ordinary activity	351,896	(313,148)	(55,586)		<b>(16,840)</b>
Income tax expenses	-	-	-		-
<b>Net (Deficit)/ surplus</b>	<b>351,896</b>	<b>(313,148)</b>	<b>(55,586)</b>		<b>(16,840)</b>
Segment assets	2,574,797	13,458,928	14,843,154		<b>30,876,879</b>
Unallocated assets	-	-	-		-
<b>Total assets</b>	<b>2,574,797</b>	<b>13,458,928</b>	<b>14,843,154</b>		<b>30,876,879</b>
Segment liabilities	404,462	8,187,792	3,370,475		<b>11,962,729</b>
Unallocated liabilities	-	-	-		-
<b>Total liabilities</b>	<b>404,462</b>	<b>8,187,792</b>	<b>3,370,475</b>		<b>11,962,729</b>
Acquisitions of property, plant & equipment and other non-current segment assets	950	339,554	214,742		<b>555,246</b>
Depreciation and amortisation expenses	71,927	220,901	263,595		<b>556,424</b>
Other non-cash expenses	-	-	-		-

# 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 2018

## 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 2018 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 and investment property 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.

# 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 2018**

## Note 20: Fair Values (cont'd)

### Recognised fair value measurements

The fair value of assets measured and recognised at fair value at 30 June 2018 is as per the table below.

2018			
Description	Gross Value	Level 2	Level 3
Land	7,800,000	7,800,000	
Buildings	3,750,000	2,800,000	950,000

2017			
Description	Gross Value	Level 2	Level 3
Land	7,800,000	7,800,000	
Buildings	3,750,000	2,800,000	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 June 2017 by qualified independent external valuers, Drakos Real Estate. The valuation was based on publicly available data on sales of similar land in nearby localities. A direct comparison method was used as at June 2017 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 June 2017 by independently qualified external valuers, Drakos Real Estate. The valuation was based on publicly available data on sales of similar properties in nearby localities.

A direct comparison method was used as at June 2017 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 were 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 2017 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

**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 2018**

## **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.

## **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  
WEST END QLD 4101

150 Central Avenue  
INDOOROOPILLY QLD 4068

49 Thomas Street  
WEST END QLD 4101

# Director's Declaration

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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.

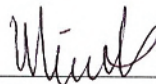
#### Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2018 has been received and can be found on the following page.

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



Mr Alton Budd  
Co-Chairperson of Directors



Mr Micheal Yau  
Co-Chairperson of Directors



Mr Alex Daniloff  
Director and Honorary Treasurer

Dated this 21<sup>st</sup> day of October 2018.



# Auditor's Independent 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 2018 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 2018 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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- ▶ Accountants
- ▶ Auditors
- ▶ Advisors

# Auditor's Independent Declaration



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

### Auditor's Responsibilities for the Audit of the Financial Report (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

Stewart Douglas  
Director

Brisbane  
4 October 2018



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- ▶ Accountants
- ▶ Auditors
- ▶ Advisors

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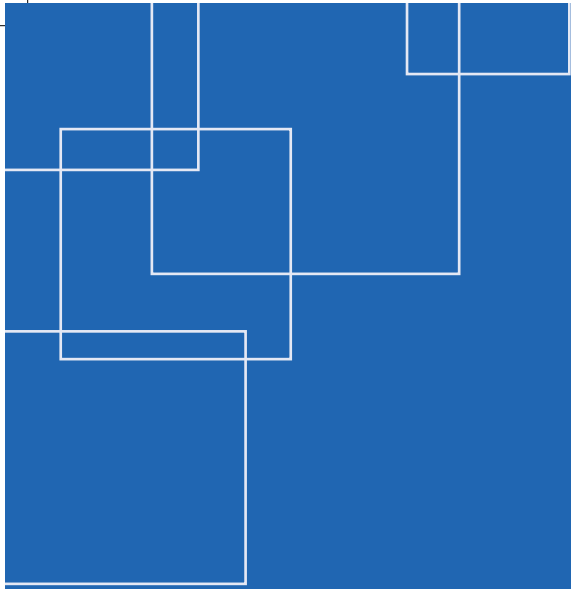
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[www.eccq.com.au](http://www.eccq.com.au)

[diversicare.com.au](http://diversicare.com.au)

[www.berlascocourt.com](http://www.berlascocourt.com)



ECCQ wholly owns and operates  
Diversicare and Berlasco Court

