




ECCQ wholly owns and operates  
Diversicare and Berlasco Court





THE ETHNIC COMMUNITIES  
COUNCIL OF QUEENSLAND

# ANNUAL REPORT

2018 | 2019

connecting & empowering diverse communities



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## Message from the Chairperson

Alton Budd

It gives me great pleasure and I am honoured to present the Annual Report for the financial year 2018 to 2019. I present this short report to our Board of Directors, our members, stakeholders, staff and the communities of the Ethnic Communities Council of Queensland Limited (ECCQ).

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***ECCQ commenced more than 40 years ago and remains a vibrant and important organisation advocating for the culturally and linguistically diverse communities (CALD) people and the community sector across Queensland. We continue to serve our community and our stakeholders.***

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This past financial year we witnessed a year of organisational change at ECCQ. There have been significant changes in management across the company and further change is underway at the time of this report. The changes we have made are centred on the need to modernise and reinforce the organisation's lead advocacy role, strengthen our aged care and health service provision and participation in the multicultural, community and health care sectors.

2019 is an important year for the ECCQ as we celebrate 30 years of community care through our home and community care division, Diversicare. It is a significant achievement for Diversicare in the provision of a great service. All people deserve to age with dignity, respect and care. Our great home and community care services help our aged community by providing vital health services, domestic care, social supports and overall wellbeing. We assist them to maintain daily activities and to participate in social engagements which has been proven to improve the quality of life for the many clients that we serve.

I am honoured to serve as Chairperson of this organisation as we celebrate Diversicare's great achievement. I congratulate Diversicare General Manager and her team on this significant milestone. As we celebrate, we know that all senior management, the many levels of staff and volunteers carry forward our mission to respond to the changing needs of our diverse population. Congratulations to all and continue with your great work.

I also acknowledge another important and vital milestone in 2019 as we embark on ECCQ's largest project undertaken. The redevelopment of our residential care facility, Berlasco, moves ever closer to fruition. We are confident that our members and stakeholders will embrace the expansion and overall improvement of our capacity as we continue to deliver an inclusive residential care model.

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

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

I extend our thanks to our many committed members for their respective support, their loyalty and dedication to strengthening the ties in our multicultural society and I present this report to you all.



## Message from the Acting CEO

Trish Golledge

As Acting CEO of ECCQ, I feel very privileged to support the strategic integration of our three divisions, ECCQ, Diversicare and Berlasco, to ensure sustainability and future growth opportunities.

I am also very proud to be General Manager of Diversicare. This year also marks 30 years of delivering inclusive aged care services. This year past year we have experienced phenomenal growth of our community care services. Our team at Diversicare provides accessible, flexible and responsive community care to our consumers, families and carers.

ECCQ has welcomed programs to increase the economic and employment prospects for people from CALD backgrounds. ECCQ and Diversicare have empowered thousands of people across Queensland with access to information about their health and vital health services. We have also supported over 100 multicultural community associations across the state.

Another highlight this year was Diversicare's partnership with the University of Queensland on a research project that confirmed Diversicare's respite services provides the means for older people from CALD backgrounds to feel supported and more integrated into the Australian community.

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*It is an exciting time for our residential division, Berlasco, as it's entering its rebuild stage. Berlasco continues to deliver inclusive residential care, ensuring all residents can communicate in their language of choice and be cared for through a taste of their homeland cooking and celebrate specific cultural events.*

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I would like to acknowledge and thank Alton Budd, ECCQ Chairperson, for his continued support, the senior management staff, team leaders and the Directors of the Board for their contributions. I also wish to express my gratitude to our compassionate and dedicated staff, members and volunteers, who continue to make a difference to people's lives every day.

## 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

# About ECCQ

ECCQ wholly owns Diversicare and Berlasco.



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

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



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



# ECCQ Membership

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

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

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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 340 members including community associations, organisations, businesses and individuals.

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

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

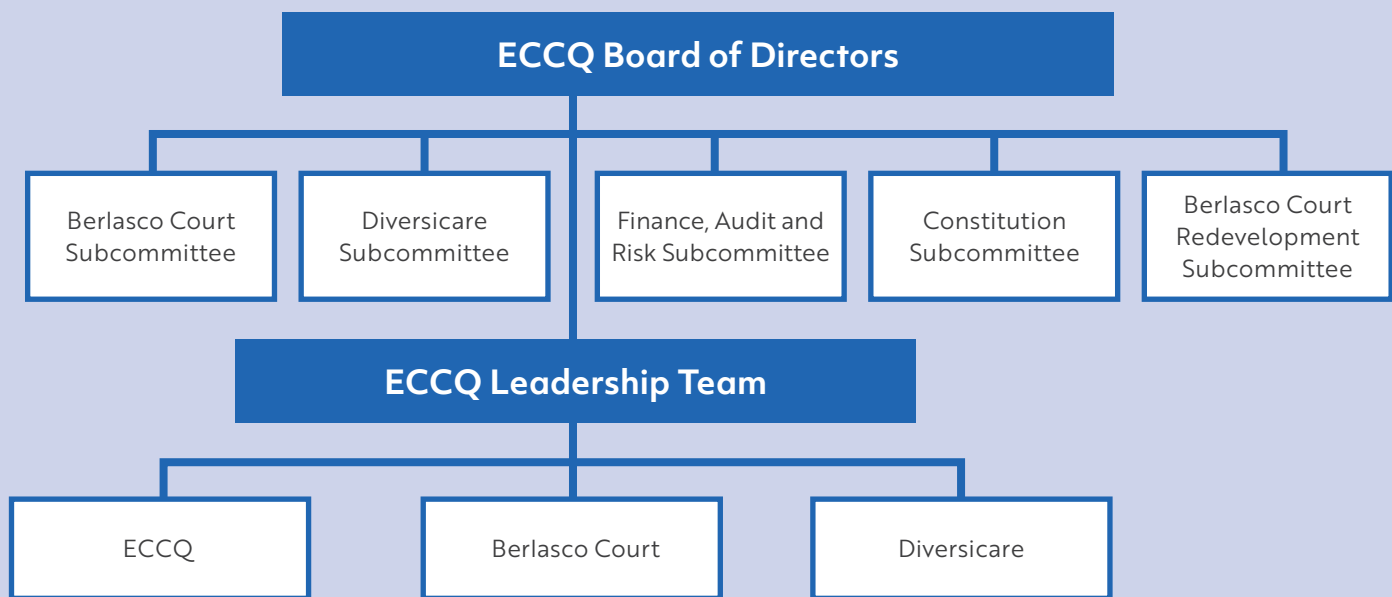


## Queensland is home to people:

who speak more than  
**> 180**  
LANGUAGES

who hold more than  
**> 110**  
RELIGIOUS  
BELIEFS

came from more than  
**> 220**  
COUNTRIES



## ECCQ

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

### Strengthening communities programs:

- Multicultural Sector Development Program
- Community Leadership Program
- Bright Future Program
- Building Australian Skills for Employment
- Strengthening Women's Economic and Employment Participation

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

## 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 Darling Downs
- 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
- Partners in Culturally Appropriate Care
- Speak My Language Program
- Multicultural Interactive Planning Solutions



## 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.

## Where we work

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

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

Berlasco Court is located in Indooroopilly.





# 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, the Courier-Mail and Q Weekend, ABC Radio, SBS and Quest Community Newspapers and in ethnic media including 4EB Radio, 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 ECCQ news and events and articles relevant to ECCQ's work and multiculturalism generally and health.

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

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

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

Diversicare's client newsletter is distributed to approximately 1,600 consumers and their families twice a year and focuses on available services 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.

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

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

### **CUPRA – Congolese United for Peace and Reconciliation in Australia**

CUPRA is a Congolese community association working to achieve open conversations about reconciliation and peace building among Congolese people living in Australia through various projects, workshops and events.

Leandre Nkuriza is the President of CUPRA. He arrived in Australia with his wife and children in 2013 and later managed to bring over his sister, nephew and two cousins. Leandre tells us he is very happy and that his children are now studying.

Due to existing conflicts and issues in the community and a desire to bring people together to work out differences, Leandre and some of his friends formed CUPRA and started the process of registration in 2015. In 2016 CUPRA became an incorporated association.

Leandre participated in ECCQ’s Leadership Program to develop his individual leadership skills and was then connected to the Multicultural Community Sector Development Program to assist with developing CUPRA.

“Words cannot express my gratitude for the help I have received from ECCQ,” says Leandre.

“We needed to figure out how to write an annual report, apply for public liability, and apply for grants.

“We had a vision of how we should run our organisation but lacked some of the practical knowledge. Without Support from ECCQ we would not have been able to get our organisation going.”

With ECCQ’s assistance, CUPRA was successful in securing a grant from the Ipswich City Council Community Donations Program to conduct a community forum with Congolese community leaders.

“Our recent event was a success. We brought together an array of Congolese community leaders residing in Queensland for a panel discussion on reconciliation. Congolese community members came together regardless of past and existing conflicts that have separated the Congolese people for decades. They are all ready to help us reach our vision.

“In 2020 we will start conflict resolution activities with tribe members and Congolese groups. I think it is time to discuss the problems we have in our home country and to think about how we can solve these problems; to live in peace in this country, and why not, to send a message to our home that we are now united.”

# Multicultural Sector Development Program

## Strengthening multicultural community associations

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

In this financial year we delivered 18 educational workshops in Brisbane and the surrounding areas, Toowoomba, Sunshine Coast and Cairns to 287 participants, representing 77 different community associations.

We engaged consultants and experts to deliver tailored workshops and sessions to support multicultural community associations with setting up, maintaining and growing their associations.

Workshops covered topics including: governance, financial management, project planning, board and committee member induction, strategic planning, fundraising, record keeping, events management, applying for grants and more. .

## Capability building support

Our team also offers face-to-face and phone/email/teleconference capability building support and advice to multicultural community associations across Queensland. This financial year, 35 one-on-one support sessions were conducted for 21 community associations.

Topics included developing financial management systems, best practice and governance, managing events, becoming incorporated under the Office of Fair Trading, putting together effective projects for grant proposals, acquittal support and reporting support.

## Resources

We have developed project planning templates, workbooks and manuals to support association's work. These have been developed with the support and advice from a number of consultants.

Over the next six months our team is developing the Multicultural Sector Development Learning Centre that will be a webpage hosted on the ECCQ website to further support associations across the state with accessible information and online tools. Content development commenced in June 2019.

> **35**

ONE-ON-ONE  
support sessions conducted

> **287**

PARTICIPANTS  
in educational workshops



# Multicultural Associations Mentorship Program (MAMP)

MAMP, proudly funded by a Community Development and Capacity Building grant from Brisbane City Council, is exploring mentorship models for community associations.

Through community consultations, a community of practice approach was found to be a suitable model for identifying issues, challenges and effective solutions. This model maximises the potential for new and emerging community members to meet members of other new associations and members of established associations to identify common challenges and learn about solutions that have worked for other associations.

Our team hosted two consultations with 13 management committee members to discuss community of practice topics and sessions will be held in August and September 2019.



## Community Leadership Program

ECCQ's Community Leadership Program, funded by the Department of Settlement Services under the Settlement Grants Program, provided individual support and leadership training to enhance participation in all aspects of Australian life. In addition to leadership training, participants were also linked to mainstream services and community and volunteer opportunities.

Connections made across communities, with the wider community and organisations, have helped participants become more self-reliant and participate equitably in Australian society.



From July to December 2018, four training programs were delivered over 10 weeks in Townsville, Cairns and Brisbane.

Our team supported 68 participants from several different countries including the Democratic Republic of Congo, Bhutan, Afghanistan, Iraq, Syria, Egypt, South Sudan, Burundi, Rwanda, Eritrea, Uganda, Thailand, Taiwan, China, South Korea, Papua New Guinea and more.

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*"The Community Leadership Program has helped me to gain a better understanding of leadership. What is meant by leadership? It is not about being on the top; it means you have more responsibility, and put more effort in the community, business and the organisation that you are working on."*

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– Hameed, Inala Leadership Program Participant

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

SWEEP, funded by the Australian Government Fostering Integration Grant Program, seeks to engage women from CALD backgrounds who have not received settlement support by:

- Providing a safe place for women to process information and support each other.
- Developing strategies to address family dynamics that may affect their economic and social participation.
- Developing career goals and realistic pathways to achieve these goals.
- Introducing participants to employers and potential employment pathways.
- The program commenced in April 2019. At the time of this report our team engaged 15 women in Brisbane.



# SKILLING QUEENSLANDERS FOR WORK INITIATIVES

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

## The Bright Future Project

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

In this financial year, 36 people from 27 different countries successfully completed the program and 34 graduates secured employment as a result.

Countries of background include Vietnam, Iraq, Chile, India, Argentina, Zimbabwe, Eritrea, Myanmar, Samoa, Australia, China, Ethiopia, Nepal, Malaysia, Taiwan, Burma, Thailand, Somalia, Afghanistan, Indonesia, Colombia, El Salvador, Hong Kong, Ghana, New Zealand, Burkina Faso and South Sudan.

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

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 labour market awareness, effective communication in the workplace and confidence building.





## Building Australian Skills for Employment (BASE)

The BASE program assists migrants and refugees who have not previously been employed in Australia, to gain valuable Australian workplace experience and facilitate qualifications to allow trainees to be productive participants in the Australian economy.

In April 2019, ECCQ placed 11 trainees, all with professional qualifications and some recent university graduates, with local organisations in the community sector. Trainees spend 19 weeks in a paid position to develop their skills in an Australian workplace. BASE also assists trainees to develop networks and connections to improve their opportunities for permanent employment.

Trainees completed a Certificate I in Business with TAFE Queensland which provided quality training to assist trainees with further knowledge of workplace programs, policies, administration and other skills.

ECCQ offers individual support to trainees during the 19 weeks and offers employment assistance after successful completion of the traineeship.

***"This program enormously added value to our individual capacity to realise our respective dreams in Australia by empowering each and every one of us to embrace a new work environment in a new country and a new culture."***

- Callixte Nsengiyumva, BASE Trainee

Participating organisations are: Red Cross - Emergency Services & Migration Support, Tenants Queensland, ECCQ Chronic Disease Program, Micah Projects, MDA, 4EB, Queensland Council of Social Services, CheckUP and World Wellness Group.





# 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 27 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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*"I have learnt a lot from this workshop. It's very good. I hope there will be more workshops like this in the future. Thank you."*

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- workshop participant

### Program Highlights

- 82 education sessions delivered
- 1,015 people attended health education

> **1,015**  
PEOPLE  
attended health education

> **82**  
EDUCATION  
sessions delivered



# CALD Prevention, Testing and Awareness Project

## Community education

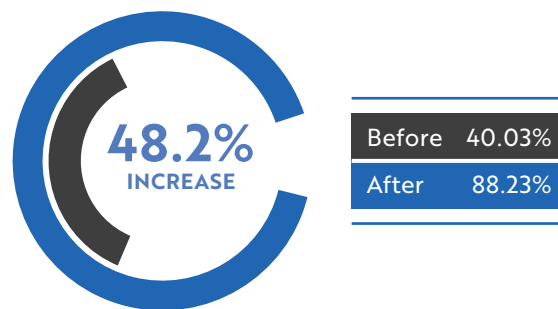
Our team of trained bilingual community health workers provide workshops and outreach education in community settings in various locations and in different languages to increase awareness about prevention and available testing and treatment services.

In this financial year, our team delivered 82 community education sessions in community languages and English to 1,015 community members from more than 20 different CALD backgrounds such as Afghani, Chinese, Congolese, Taiwanese, Vietnamese, South Sudanese, Rwandan, Burundian, Burkina Faso ethnic groups, Myanmar (including Burmese, Chin, Karen, Karenni, Kachnin, Yakhaine ethnic groups), Malaysian, Zambian, Indian, Indonesian, Filipino, Turkish, Ghanaian, Liberian, Somali and Pakistani. Education sessions were delivered in Brisbane, Logan, Ipswich, Gold Coast, Toowoomba and Townsville.

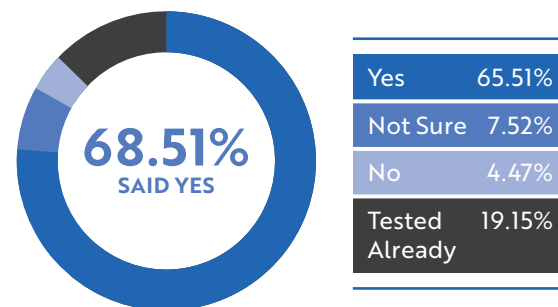
*“We understood very well, good education. We have to often attend this education.”*

– 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 health promotion events

ECCQ held a number of community events this year to raise awareness of hepatitis and HIV. ECCQ's annual World Hepatitis Day (July 2019) and World AIDS Day (December 2018) events were attended by 125 people from 15 different CALD communities, including community leaders, religious leaders and positive people and their families. The events featured presentations from doctors, latest data, positive speakers' stories and Q & A sessions.

The events were well received by participants. Over 90% of participants said the event increased their knowledge and understanding of hepatitis and HIV. The majority of participants also said they would like to get tested as a result of learning new information. Participants also said they are keen to share information and resources with family, friends and community members.

## Information provision

In addition to face-to-face education, we also provide hepatitis, HIV and STI information to CALD communities over the phone, social media, email and ethnic newspapers in different languages.

This year, we provided 399 occasions of information provision services over the phone in different community languages and English, published 11 articles and posted 107 messages on social media in Chinese via WeChat and in Vietnamese via Facebook.

## Resource development and distribution

Our team translated and published one of ECCQ's most popular resources, B Healthy, into Korean this financial year. The booklet is now available in print and on ECCQ's website in English, Chinese, Vietnamese, Arabic and Korean.

A combined Hepatitis, HIV/AIDS and STI booklet was developed in English. It covers comprehensive information using simple language for people from a CALD backgrounds. We expect to translate the booklet into other languages in the future.

Our team attended 22 community events in the greater Brisbane area, Toowoomba and Townsville. We distributed 32,709 copies of resources and 16,504 condoms at these events, as well as to GPs clinics, places of worship, sporting venues, and community centres.

> **16,504**

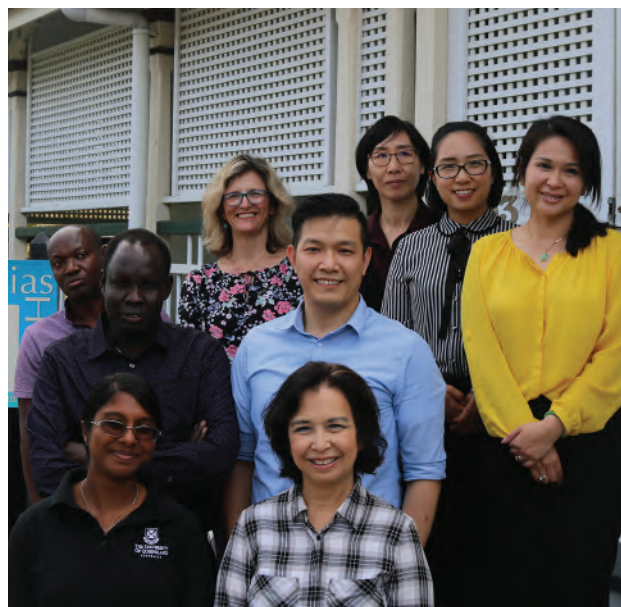
**CONDOMS**

distributed by our team

> **32,709**

**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 safe, quick and painless non-invasive assessment of potential damage to the liver. It can potentially replace liver biopsy.

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***We performed 816 FibroScan® procedures to people from more than 20 different cultural backgrounds and our bilingual community health workers supported them in community languages with education, information and services navigation.***

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FibroScan® services were provided in community settings including ECCQ, Inala and ACCESS Community Hub, and different GP practices located in Inala, Eight Mile Plains, Sunnybank, Sunnybank Hills and Calamvale. FibroScan® services are also provided to people from CALD backgrounds at Logan Hospital in partnership with Hepatology Outpatients. We also assisted Mater Hepatology Heprach Project with Fibroscans®.

## Support to primary care providers

Our team supports 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 28 GP clinics in the greater Brisbane area, Gold Coast and Ipswich and met with 77 GPs to provide information and resources to support their management of hepatitis B patients from CALD backgrounds.

## Individual support

Our team provides support in different languages to people living with hepatitis B or C and people with co-infections. Support includes assistance with testing, organising medical appointments, undertaking treatment and continuing treatment, and facilitating communication between patients and health care providers.

The support is delivered through face-to-face meetings, phone calls, e-mails, and social media and mostly in community languages. A total of 93 people were given individual support in this financial year.

## Partnership

Our program works closely with stakeholders to ensure CALD communities have equitable and accessible opportunities to access information and care. This year we participated in 13 advisory committees and reference groups at both local and state level.



> **816**  
FIBROSCAN  
procedures performed

> **28**  
GP CLINICS  
in Brisbane, Gold Coast and Ipswich



## Chronic Disease Program

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

Our program staff and bilingual multicultural health workers work closely with their community members, leaders, GPs, hospitals and other multicultural community and health service providers to ensure communities we work with receive culturally appropriate information and support to live healthy lifestyles and prevent or self-manage chronic disease.

### Program Highlights

Over the last 12 months, our program has engaged with 2,276 people from CALD backgrounds and delivered health education to 1,121 participants across our services.

Our team organised state-wide chronic disease reference group meetings in July 2018, November 2018 and March 2019 with consumers from Arabic speaking, Sri Lankan, Myanmar and Chinese communities and representatives from community and health services in Queensland. Members helped promote the program and their valuable feedback informed the development of program activities.

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*Queensland University of Technology, in partnership with ECCQ, published the article, Differences in cardiometabolic risk markers among ethnic groups in Queensland, Australia in the Health and Social Care in the Community Journal on 24 March, 2019. You can access the full article here: [doi.org/10.1111/hsc.12745](https://doi.org/10.1111/hsc.12745).*

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# My Health for Life Program

My Health for Life (MH4L) is a positive lifestyle change initiative that aims to help Queenslanders reduce their risk of developing chronic conditions such as diabetes type 2, heart disease and stroke.

This is a Queensland Government funded program lead by Diabetes Queensland in partnership with the Heart Foundation, Stroke Foundation, Queensland Primary Health Network, Ethnic Communities Council of Queensland and Queensland Aboriginal and Islander Health Council.

In this financial year, ECCQ delivered the MH4L program to 59 groups, with a total of 767 participants commencing the first session of the program and 653 completing the program. Participants came from our 5 targeted language groups (Mandarin, Cantonese, Vietnamese, Arabic and simplified English) and we have extended our offering to mixed multicultural groups with people from Burmese, Karenni, Sri Lankan, and Spanish speaking communities.

Reported outcomes according to the Griffith University Evaluation Report (June 2019) indicate that CALD participants recorded a smaller healthy change in BMI, takeaway food and sugar sweetened beverage consumption and physical activity compared to non-CALD participants. CALD communities also reported poor health literacy at baseline and experienced great improvements by session 5.

The proportion of CALD participants (n = 568) consuming two serves of fruit daily and consuming five serves of vegetables daily increased (35.4 to 51.9%; 5.9 to 15.8% respectively). The proportion of participants rarely consuming sugar sweetened beverages also increased (9.4 to 24.9%). On average, CALD participants achieved 1.7% body weight loss, and 2.2% waist circumference reduction. Additionally, the proportion of participants experiencing mental distress reduced from 7.6 to 2.8%.

> **653**  
PARTICIPANTS

completed the MH4L program

> **59**  
MH4L

group programs delivered





## Telephone Health Coaching

In this financial year we piloted telephone health coaching in community languages and simplified English for CALD community members. It has proven to be very effective in reaching out to community members who have otherwise not been able to participate in the program due to their personal situations.

Our bilingual multicultural health workers have been trained by the Stroke Foundation and Diabetes Queensland to deliver this new service.



## MH4L training for workplaces

We know that healthy employees record fewer sick days, are more productive and engage better with colleagues and customers. The MH4L program can support workplace management and their employees to understand their health risks and provide a program aimed at reducing the risk of chronic disease. In partnership with MH4L alliance members, our team delivered our first workplace program for TOLL employees from Pacific Islander backgrounds. TOLL employees attended all program sessions and have provided positive feedback about the program.



# Health Navigation Project

This project, funded by Brisbane North Primary Health Network, aims to increase occasions of health support provided to people from CALD backgrounds, where a complex interplay between patients, carers and service providers occur.

The project provides tailored health services to individuals and small groups and coordinates related health services for the target population.

Over the past 12 months we have engaged with 319 community members and provided intensive education and support to 92 participants by delivering a total of 201 education sessions in a community setting.

We have partnered with many local community organisations in the course of delivering this program. A Carers QLD staff member who worked closely with us commented on our work and the partnership:

*“Recently we had the opportunity to work in partnership with ECCQ delivering the Health Navigation Project. For some of our clients, diabetes and chronic illness is very common, so having the sessions was a great opportunity to make carers aware of the importance of being physically active and having healthy habits. The feedback provided by the carers was very positive and they really value having practical information and exercises that they can practice at home.”*

– Marcela Moreno Ramirez, Family Carer Support at Carers QLD.

*“I believe the program was excellent and the Arabic speaking Multicultural Health worker who was in charge of the program was an excellent educator - kind, caring and helpful. She taught me lots of new things. Now I will have a healthier life. I am thankful to her and those who arrange this program. I am going to share this program to all because I am sure through your programs people can have healthier lives.”*

– Ms Derakhshan



> 92

PARTICIPANTS

received intensive education & support

> 201

EDUCATION SESSIONS

delivered in a community setting



## Aqua Safe Project

In partnership with Brisbane City Council, Royal Life Saving Society Queensland and AustSwim, ECCQ delivered Aqua Safe initiatives across multiple CALD communities including Arabic speaking, Chinese, Nepalese, Myanmar and Pacific Islander communities.

Aqua Safe has received continued funding by Brisbane City Council based on the success of the project over the last 3 years.

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*Our team worked closely with 189 CALD participants through 18 workshops to increase their awareness, knowledge and understanding of water safety and CPR. All sessions were tailored to each community and sessions covered additional relevant topics and information including water safety laws and rules.*

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Sessions provided a safe environment for community members to express their concerns, questions, beliefs and share their personal experiences about water safety.

> **18**  
WORKSHOPS  
for water safety and CPR

> **189**  
CALD  
participants in our workshops

# Alcohol Harm Prevention Project

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

The project is funded by the Queensland Mental Health Commission and supported by an Advisory Group with 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.

Our team organised an Alcohol Learning Workshop in West End with 22 representatives including community leaders and service providers. The workshop increased capacity of leaders to better assist their community members in need and connected them to relevant support services. Service providers were able to learn from the community leaders' perspectives and experiences to better equip them to work with CALD communities in the future.

Our team supported the Sudanese and South Sudanese communities to organise an Alcohol Harm Awareness Event for their community members in Brisbane. Over 30 community members participated in the event. Speakers addressed the potential relationship between alcohol abuse and chronic disease, shared personal stories and a doctor from the community presented on the prevalence, side effects and health concerns related to alcohol and medication use within the community.

This event also strengthened relationships between communities, service providers and ECCQ.

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*"We have learned so much from the workshop today, we haven't had an opportunity like this in the past. Our community is hoping for similar events in the future with a high focus also on drugs and their related concerns especially within youth."*

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– Sudanese community leader



# 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. Diversicare offers culturally appropriate services in over 46 languages. Diversicare is committed to providing support to people living with Dementia and their carers.

## Highlights

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

- 2,122 consumers received home support
- 230 consumers received packaged care
- 300 consumers actively participate in respite services
- 130 cross cultural workshops delivered to over 2,500 participants
- 31 community information sessions delivered to 2,255 people from CALD backgrounds
- 24 training sessions for aged care providers reaching 637 staff

## 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. Consumers are assessed by My Aged Care/ Regional Assessment team for the services they require.

The Queensland Community Care Program (QCC) 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.

> **2,122**  
CONSUMERS  
received home support

> **230**  
CONSUMERS  
received packaged care



Diversicare CHSP and QCC services include:

- Personal care and grooming (bathing and dressing)
- Domestic assistance
- Meal preparation
- Social support
- Flexible in-home respite services
- Social Support Groups developed on cultural backgrounds – WE Connect

In this financial year, Diversicare provided CHSP and QCC services to 2,122 consumers.



## Home Care Package Program (HCP)

This year, we delivered home care packages to 230 consumers. Our Consumer Directed Care (CDC) model is based on working with the consumer so that they are able to make choices about the services they need.

Individuals are assessed by the Aged Care Assessment Team (ACAT) and given the appropriate level (level 1 to Level 4) of packages based on their needs. We then provide ongoing collaborative reviews of each individual consumer as their lifestyle choices and needs change.

Our team 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 Darling Downs

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.

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*In this financial year, 13 volunteers have provided transport services to 245 residents in Darling Downs.*

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## Community Visitors Scheme (CVS)

The CVS program 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. The social activities provide our consumers with the opportunity to engage with other people from the same cultural and language background as well as engage with multicultural groups.

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

This year our major highlights were:

### > Bus outings

This year we organised several bus outings with the assistance of clients according to their interests, choices and ideas. We visited the Summer Land Camel Farm at Harrisville, Scarborough Boat Club, Wynnum Foreshore, Wellington Point, Mt Coottha, Brisbane river cruises, various clubs for cultural holidays, parks and gardens around Brisbane and Ipswich areas.

### > Centre based respite

Activities at WE Connect have included TET celebrations for our Vietnamese groups, Easter craft activities, painting, cooking Dutch pancakes, chair exercises and various table games. Diversicare also offers informative talks on topics such as diabetes, dementia, accessing appropriate aged care services and more.

### > Respite Garden

Brisbane City Council donated 50 plants for the WE Connect garden. Some respite clients rekindled their love of gardening planting and continue to assist maintaining the gardens.

### > Mater Mother's Hospital Donations

This year, the Lao/Vietnamese group once again met with 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 their care.

### > New multicultural respite groups

The respite service has expanded to include two new multicultural groups in Caboolture and Eagleby. Our new Eagleby area group have visited Daisy Hill Koala Sanctuary and Jacobs Well. The Caboolture group have visited Bribie Island, Redcliffe, Caboolture Abbey museum and Shorncliffe.

### > Celebrating our consumer's birthdays

It's always so special when our clients get to spend their birthday at WE Connect with friends. This year many clients have celebrated their birthday at West end with cake, cards and the group singing "happy birthday".

Each year we gather input from all our consumers before we plan the respite activities calendar. Bus outings continue to be the most popular and most requested activity.





## Research project: Ageing Well in a Foreign Land

We wish to express our thanks and gratitude to Associate Professor Shuang Lui and her team at the University of Queensland for their partnership with Diversicare.

The University of Queensland (UQ) partnered with Diversicare to conduct the Australian Research Council funded research project, Ageing Well in a Foreign Land: Identity, Social Connectedness, Well-being. Diversicare has collaborated with academic researchers at UQ since September 2016 to research and understand the best approaches to help older people from (CALD) backgrounds to adjust socially and culturally in Australia, reduce social isolation, and enhance their well-being. The project will wrap up in August 2019.

Four studies, involving interviews, surveys, and a diary study, were conducted with Diversicare clients as the main participants. The key findings from the four studies consistently showed that a sense of disconnection with old social networks and culture due to cultural transition was felt among CALD clients. Participants indicated that Diversicare activities and services were a good way to engage with their heritage culture and allow for the building of new social networks, which clients recognised as beneficial to their physical and psychological well-being.

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***International research has identified social isolation among older migrants to be related to increased loneliness, reduced satisfaction with life, and lower psychological well-being.***

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Our project findings showed that participation in facilitated social activities warrants investment as it increases the overall wellbeing of older people from CALD backgrounds.

## 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 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.

Through simple in-language conversations on-air, the project assists senior members of our communities to understand changes to aged care and make informed decisions about their health and wellbeing.

Diversicare's Speak My Language program engaged eight bilingual facilitators, delivered 22 radio programs in different languages across Queensland and created 47 podcasts.

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

> **22**  
RADIO PROGRAMS  
in different languages

> **2,500**  
PARTICIPANTS  
attended workshops

## 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.

This unique program offers 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 can 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 is accessible both visually and audibly in seven languages: English, Spanish, Vietnamese, Chinese, Arabic, Greek, and Italian.

This year, MIPS has rolled out across Australia conducting over 40 roll out sessions. Our team has met with nearly 1,000 older people from CALD backgrounds in Brisbane, Adelaide, Perth, Sydney, Darwin, Hobart and Melbourne. We have met with senior's groups, respite centres, community service providers, social workers and allied health teams.

In June 2019, the MIPS team presented the program at the National Ageing in a Foreign Land Conference in Adelaide.



## The Multicultural Advisory Service (MAS)

The state wide MAS program is supported and funded by the Australian Government under the Commonwealth Home Support Program. MAS supports the new Aged Care Quality Standards by assisting organisations to meet their requirements.

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

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This diversity within the team has built a solid foundation to support culturally inclusive services. Our team provides free professional development to aged care service providers seeking to enhance their delivery of culturally appropriate care to CALD communities.

Our workshops include strategies to identify, plan and develop multicultural and multilingual resources to support the provision of culturally appropriate services, and working with CALD consumers. This financial year, the MAS team delivered over 130 cross cultural workshops to aged care providers across the state. The workshops were attended by over 2,500 participants.

We also provide services to CALD communities on culturally sensitive and relevant information about aged care and health services. We deliver information sessions and individual support on how to access vital and appropriate services. Over 2,000 people from CALD backgrounds were engaged through forums, cultural briefings and expos.

### Resources

MAS resources include upcoming apps for training, newsletters, relevant tips sheets, videos, cultural profiles, an annual multicultural calendar and a book of cultural tips.

This year, 6,000 copies of the 2019 Multicultural Calendar were printed and sent to service providers, offering a tool that highlights special days and celebrations throughout the year for cultures all over the world. It also offers stories of health beliefs across cultures.

The Little Book of Cultural Tips has been updated with content clearly reflecting the new Aged Care Quality Standards. This remains one of our most downloaded and in demand resources. This year, there were over 2,000 website visits to the Multicultural Calendar and the Little Book of Cultural Tips.

## 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 31 community information sessions and/or community events reaching 2,255 people from CALD backgrounds. The team also delivered 24 training sessions for aged care providers reaching 637 staff members. The 2018 PICAC Forum had over 100 participants and was a huge success.

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





# 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.

## Residential Care

Berlasco is a fully accredited 60-bed residential facility committed to a high standard of care for residents from a wide range of cultural backgrounds. Berlasco was purchased by ECCQ in 1988 to fulfil its vision of providing culturally inclusive care for people from CALD backgrounds

## Accreditation

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

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*In April 2019, another unannounced support visit gave us the opportunity to update all staff statutory statements which then gave us 100% compliance.*

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## Redevelopment Project

Berlasco's redevelopment plans continue to move forward. As we are now getting closer to the move, families are updated with meetings and regular emails on our progress.

The team from Paynter Dixon Queensland, Berlasco's new building design team, are also handling the refurbishment of Berlasco's temporary facility in Brookfield. In early 2020, Berlasco's temporary facility will be ready for the Berlasco community (residents, staff and volunteers) to move in. Our residents' comfort and care is our utmost priority during the move.

Berlasco's new building will be built on the current site and will be culturally sensitive, modern and technologically advanced. Berlasco's inclusive and person-centred service offering, along with its warm and welcoming environment will carry over to the new building.

> **56**

**DIFFERENT**

languages spoken by staff

> **100%**

**COMPLIANCE**

unannounced support visit result



## Services

This year, as part of our preparation to move to our temporary facility in Brookfield, we have allowed our beds to reduce to our current number of 49.

Berlasco continues to offer a high standard of care to our residents, many from CALD backgrounds. Our staff speak a total of 56 languages, allowing us to support CALD residents, who may need to communicate in their first language. Registered nurses are on staff 24 hours a day to ensure best practice and the highest quality of care.

Allied Health Professionals are an important part of the care for our residents. Berlasco has full-time physiotherapists and occupational therapists to support with mobility, pain management and equipment. Our residents have access to speech pathologists, dieticians, optometry services, dentists and podiatrists as required and as part of their scheduled routine health care.

Epic Pharmacy continues to be our pharmaceutical supplier for all our medications and other pharmaceutical products.

To ensure compliance with the new Aged Care Quality Standards, Berlasco has introduced a new system to collect quality indicators and has purchased a suite of new polices. Berlasco staff also hold monthly meetings with families. We are confident in meeting our regulatory requirements and maintaining best practices for our residents.

This year a review of equipment resulted in the purchase of eight new pressure mattresses and six new regency care chairs for high risk residents. New equipment has also been purchased for the kitchen to make modified diets.

New feedback forms have been developed and a letter box installed near reception to actively seek feedback from all residents, families, carers, staff and volunteers.

### Leisure and Lifestyle Program

This year, we have implemented changes to the Leisure and Lifestyle Program to improve the quality of life for our residents. Our person-centred model ensures each resident feels supported and planned activities link with their cultural background, their community and with their past and current interests. This means input and feedback from our residents and families is paramount to the planning and delivery of the program.

Our diversional therapists/assistants are dedicated to enriching the lives of our residents. Our team organises a wide range of activities including exercises, arts and crafts, games, music, cultural events and outings to suit the interests and abilities of our residents. Our program of outings includes small group outings for residents with shared interests and one-on-one outings with a staff member to the places they used to frequent, places in their community and places of interest.

We are proud to support students from local TAFEs, universities and schools and while they learn invaluable skills during their placements, we are always grateful for the extra care and time they give our residents.

### Education and Professional Development

All staff undertake mandatory annual training on topics such as fire and emergency evacuation updates, infection control, disaster management, manual handling and safe food handling. In conjunction with the mandatory training, we source external training opportunities (continence training, wound care, dementia care and lifestyle, etc) and deliver internal education, utilising the skills, knowledge and experience of our diverse staff.

Registered nurses on duty

> **24**  
HOURS A DAY

Our staff speak over

> **56**  
LANGUAGES







## Berlasco Redevelopment

In early 2020, the current building will be demolished to make way for a state of the art, culturally sensitive and technologically advanced facility.

### 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

Peter Last

Acting Treasurer

The 2018/2019 Annual Report consists of the consolidated accounts and also, a segmented breakdown to show performance of ECCQ, Diversicare and Berlasco. This report is for the benefit of members, stakeholders and also in the interests of transparency to the wider community.

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*The reported 2018/2019 FY result of \$3.2million deficit was impacted by the recall of \$1.9 million unspent grant income received from the Department of Social Services for the Home Support Program for the previous financial years (FY16/17 & FY17/18).*

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The operating deficit of \$1.3million for the year was mainly due to an increase in employee related expenses and depreciation expense (due to the revision of life of the assets). A number of remedial actions have been taken by ECCQ's Management Team to control the overspend. For the current financial year, revenue is improving with associated cost reductions through efficiency gains.

PETER LAST | ACTING TREASURER

Registered nurses on duty

> **24**  
HOURS A DAY

Our staff speak over

> **56**  
LANGUAGES

# ECCQ Board of Directors 2018/2019

## Current Board Directors as of 30 June 2018



**Alton Budd**  
Chairperson

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.



**Alex Daniloff**  
Director

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



**Michael Yau OAM**  
Deputy Chairperson

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.



**Elijah Boul OAM**  
Deputy Chairperson

Elijah is currently employed as an Advanced Practitioner at the Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) and Managing Director of Smart Answers Consulting Pty Ltd. Elijah sits on many government and organisation boards. Elijah has a unique understanding of multicultural communities and refugee issues, particularly those for young people and has strong community links. Elijah was the 2019 Queensland Local Hero of the Year as part of the Australian of the Year Awards for his services to the community and to the area of youth policy reform in Queensland. He is a Criminologist, accredited Family Dispute Resolution Practitioner and a Nationally Accredited Mediator. He has MA in law and an MA of justice (Intelligence).



**Serge Voloschenko OAM**  
Honorary President

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.



**Surendra Prasad OAM**  
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.



**Louise Mueller**  
Director

Louise is a passionate and active supporter of multiculturalism, and believes that active cross-cultural sharing and understanding at all levels is key to breaking down barriers. An international communications and IT professional, she returned from 20 years in Germany and co-founded highly successful events and start-ups. She has held roles in various multicultural organisations, is a Multicultural Queensland Ambassador Program cultural advisor, and currently President of the German-Australian Community Centre Qld.



**Amar Khan**  
Director

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 eight 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

Anthony has practiced law for 20 years. As Principal of Goodman Lawyers, Anthony practices in commercial law and litigation law. As an active and engaged member of the Brisbane multicultural community, Anthony has also occupied many significant leadership roles over the past 14 years. He is currently the 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), Adviser of Overseas Compatriot Affairs Commission (Taiwan) and the Committee Queensland Representative for the Australian Taiwan Business Council. .)



**John Fox APM AAICD**  
Company Secretary

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. John has served as the ECCQ Company Secretary since 2017.

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**Past Director during the financial year:**

- **Ahmed Sokarno**  
Director (to October 2018)

# Director's Report

Your directors present this report on the entity for the financial year ended 30 June 2019.

## 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>	Chairperson
<b>Mr Michael Yau</b>	Director
<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 15 February 2019)
<b>Mr Amar Khan</b>	Director
<b>Ms Louise Moeller</b>	Director (from 6 February 2019)

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

## Company Secretary

Mr John Fox held the position of company secretary for the duration of the financial year.

## 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 \$3,167,967 (2018: Deficit \$16,840).

## 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 \$3,167,967. 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
Michael Yau	11	11	10
Alton Budd	11	11	11
Alex Daniloff	11	11	9
Serge Voloschenko	11	11	10
Elijah Boul	11	11	9
Surendra Prasad	11	11	8
Ahmed Sokarno	11	4	1
Amar Khan	11	11	8
Anthony Lin	11	11	7
Louise Moeller	11	6	5

At 30 June 2019 the number of board members was 9 (2018:7).

# Director's Report

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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 2019 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  
Chairperson of Directors



Mr Peter Last  
CEO and Acting Treasurer

Dated this 4<sup>th</sup> day of October 2019.

# Auditor's Independent Declaration

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**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 2019 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  
Chartered Accountants

Stewart Douglas  
Director  
Brisbane  
4 October 2019



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# 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 2019

	Note	2019 \$	2018 \$
Revenues from continuing operations	2	20,105,037	20,124,753
Expenses			
- Employee benefits expenses	3	(15,910,622)	(15,049,069)
- Client Support expenses		(1,606,841)	(1,425,604)
- Consultants expense		(436,759)	(525,369)
- Depreciation and amortisation expenses	3	(837,486)	(556,426)
- Repairs and maintenance expense		(163,677)	(160,933)
- Other expenses from continuing operations		(2,428,375)	(2,424,192)
Surplus / (Deficit) from Current Year Operational Activities		(1,278,723)	<b>(16,840)</b>
Return of underspent prior year government grants		(1,889,244)	-
<b>Surplus / (Deficit) from continuing operations before income tax</b>		<b>(3,167,967)</b>	<b>(16,840)</b>
Income tax expense	1(j)	-	-
<b>Net Surplus / (Deficit) from continuing operations after income tax expense attributable to the company</b>		<b>(3,167,967)</b>	<b>(16,840)</b>
Other comprehensive income		-	-
<b>Total comprehensive income for the year</b>		<b>(3,167,967)</b>	<b>(16,840)</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 2019

	Note	2019 \$	2018 \$
<b>Current Assets</b>			
Cash and Cash Equivalents	4	18,252,519	17,633,635
Trade and Other Receivables	5	190,396	120,334
Other Current Assets	6	47,948	73,762
<b>Total Current Assets</b>		<b>18,490,863</b>	<b>17,827,731</b>
<b>Non-Current Assets</b>			
Property, Plant and Equipment	7	12,766,759	13,049,148
<b>Total Non-Current Assets</b>		<b>12,766,759</b>	<b>13,049,148</b>
<b>Total Assets</b>		<b>31,257,622</b>	<b>30,876,879</b>
<b>Current Liabilities</b>			
Trade and Other Payables	8	8,661,941	8,321,086
Short Term Provisions	10	1,304,761	1,243,852
Other Current Liabilities	9	5,243,017	2,105,835
<b>Total Current Liabilities</b>		<b>15,209,719</b>	<b>11,670,773</b>
<b>Non-Current Liabilities</b>			
Long Term Provisions	10	301,722	291,958
<b>Total Non-Current Liabilities</b>		<b>301,722</b>	<b>291,958</b>
<b>Total Liabilities</b>		<b>15,511,441</b>	<b>11,962,731</b>
<b>Net Assets</b>		<b>15,746,181</b>	<b>18,914,148</b>
<b>Equity</b>			
Retained Earnings		8,765,889	11,933,856
Reserves	11	6,980,292	6,980,292
<b>Total Equity</b>		<b>15,746,181</b>	<b>18,914,148</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 2019

Notes	Retained Earnings \$	Revaluation Reserves \$	Other Reserves \$	Total \$
<b>Balance at 30 June 2017</b>	<b>11,950,696</b>	<b>4,413,624</b>	<b>2,566,668</b>	<b>18,930,988</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>2,566,668</b>	<b>18,914,148</b>
Net surplus/(deficit) attributable to the company	<b>(3,167,967)</b>	-	-	<b>(3,167,967)</b>
<b>Balance at 30 June 2019</b>	<b>8,765,889</b>	<b>4,413,624</b>	<b>2,566,668</b>	<b>15,746,181</b>

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 2019

<b>Cash Flow from Operating Activities</b>	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
Receipts from customers, members and sponsors	6,781,391	8,449,387
Payments to suppliers and employees	(20,590,000)	(19,293,363)
Interest received	330,796	352,953
Receipts from government	14,020,873	11,336,574
Receipts from others	83,251	42,876
<b>Net cash provided by (used in) operating activities</b> (note 12)	<b>626,311</b>	<b>886,427</b>
<b>Cash Flow from Investing Activities</b>		
Payments for property, plant & equipment	(555,097)	(555,246)
Proceeds from sale of property, plant and equipment	-	65,930
<b>Net cash provided by (used in) investing activities</b>	<b>(555,097)</b>	<b>(489,316)</b>
<b>Cash Flow from Financing Activities</b>		
Proceeds from Refundable Accommodation Deposits	2,425,000	2,485,000
Repayment of Refundable Accommodation Deposits	(1,877,330)	(1,229,399)
<b>Net cash provided by (used in) Financing Activities</b>	<b>547,670</b>	<b>1,255,601</b>
Net increase (decrease) in cash held	618,884	1,652,712
Cash at the beginning of the financial year	17,633,635	15,980,923
<b>Cash at the end of the financial year</b> (note 4)	<b>18,252,519</b>	<b>17,633,635</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 for the period ended 30 June 2016 and subsequent periods. 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) Financial Assets at Amortised Cost

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) 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. As per AASB 9, an expected credit loss model is applied, not an incurred credit loss model as per the previous standard applicable (AASB 139). To reflect changes in credit risk, this expected credit loss model requires the entity to account for expected credit losses since initial recognition.

A simple approach is followed in relation to trade receivables as the loss allowance is measured at lifetime expected credit loss.

The entity reviewed and assessed the existing financial assets on 1 July 2018. The assessment was done to test the impairment of these financial assets using reasonable and supportable information that is available to determine the credit risk of the respective items at the date they were initially recognised. The assessment was compared to the credit risk as at 1 July 2018 and 1 July 2017.

### 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 2019, the company does not believe that there were any indicators of impairment to any of its assets.

# Notes to the Financial Statements

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

## Note 1: Statement of Significant Accounting Policies (continued)

### Key estimates – Depreciation

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

At 30 June 2019, management conducted a detailed stocktake of assets, all those unlikely to be taken to the new premises were fully written down.

### 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.

#### 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 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**  
(A Company Limited by Guarantee)  
ACN 010 151 256  
Notes to the Financial Statements for the year ended 30 June 2019

## Note 2: Revenue

	2019	2018
	\$	\$
<b>Operating Activities:</b>		
- Recurrent Government Grants	11,200,718	12,037,371
- Resident/Client Contributions	<u>8,502,717</u>	<u>7,682,994</u>
	<b><u>19,703,435</u></b>	<b><u>19,720,365</u></b>
<b>Non-Operating Activities:</b>		
- Interest Earned	318,352	368,999
- Profit on Sale of Assets	-	-
- Other	<u>83,250</u>	<u>35,389</u>
	<b><u>401,602</u></b>	<b><u>404,388</u></b>
<b>Total Revenue</b>	<b><u>20,105,037</u></b>	<b><u>20,124,753</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.

Expenses	2019	2018
	\$	\$
Total Depreciation and Amortisation	837,486	556,426
Doubtful Debts Expense/(Write-back)	(31,824)	50,047
Total Employee Benefits Expense	15,910,622	15,049,069
Auditors Remuneration		
- audit services	40,000	40,000
- other services*	<u>5,000</u>	<u>32,900</u>
Total Audit Remuneration	<u>45,000</u>	<u>72,900</u>
Loss on Disposal of Plant & Equipment	-	29,263
Rent Expenses	94,236	85,501
Interest Expense – Refundable Accommodation Deposits	12,444	17,228

\*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

Current	2019	2018
	\$	\$
Cash at Bank	18,247,763	17,628,328
Cash on Hand	<u>4,756</u>	<u>5,307</u>
	<b><u>18,252,519</u></b>	<b><u>17,633,635</u></b>

Restricted Cash Balances total \$nil at 30 June 2019. (2019: \$nil)



# Notes to the Financial Statements

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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 2019

## Note 5: Trade and Other Receivables

Current	2019	2018
	\$	\$
Trade Receivables	199,408	140,974
Provision for Impairment of Receivables	(45,164)	(78,243)
Other Receivables	<u>36,125</u>	<u>57,603</u>
	<u>190,369</u>	<u>120,334</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 based on lifetime expected credit losses. 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	2019	2018
	\$	\$
Prepayments	<u>47,948</u>	<u>73,762</u>
	<u>47,948</u>	<u>73,762</u>

# Notes to the Financial Statements

Ethnic Communities Council of Queensland Limited  
(A Company Limited by Guarantee)  
ACN 010 151 256  
Notes to the Financial Statements for the year ended 30 June 2019

## Note 7: Property, Plant and Equipment

	2019	2018
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)	1,482,401	1,023,739
- Less: Accumulated depreciation	<u>(967,700)</u>	<u>(591,837)</u>
	<b><u>12,064,701</u></b>	<b><u>11,981,902</u></b>
Plant and Equipment:		
- At Cost	1,701,401	1,973,871
- Less: Accumulated depreciation	<u>(1,489,056)</u>	<u>(1,538,992)</u>
	<b><u>212,345</u></b>	<b><u>434,879</u></b>
Computers and Equipment:		
- At Cost	427,923	470,037
- Less: Accumulated depreciation	<u>(343,945)</u>	<u>(339,673)</u>
	<b><u>83,978</u></b>	<b><u>130,364</u></b>
Motor Vehicles:		
- At Cost	775,785	729,313
- Less: Accumulated depreciation	<u>(370,051)</u>	<u>(227,310)</u>
	<b><u>405,735</u></b>	<b><u>502,003</u></b>
	<b><u>12,766,759</u></b>	<b><u>13,049,148</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:

2019	Land and Buildings \$	Plant & Equipment \$	Computers & Equipment \$	Motor Vehicles \$	TOTAL \$
Opening Carrying Amount at 1 July 2018	11,981,902	434,879	130,364	502,003	13,049,148
Additions 2018-19	458,658	34,909	15,055	46,473	555,097
Revaluation	-	-	-	-	-
Less Disposals	-	-	-	-	-
Less Depreciation expense	(375,863)	(257,444)	(61,438)	(142,742)	(837,486)
Balance at end of year at carrying amount	<b>12,064,701</b>	<b>212,345</b>	<b>83,978</b>	<b>405,735</b>	<b>12,766,759</b>

2018	Land and Buildings \$	Plant & Equipment \$	Computers & Equipment \$	Motor Vehicles \$	TOTAL \$
Opening Carrying Amount at 1 July 2017	11,851,188	592,236	169,523	532,574	13,145,521
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>

## Note 8: Trade and other Payables

Current	2019	2018
	\$	\$
- Trade Payables	453,238	497,888
- Other Current Payables	530,422	512,180
- Refundable Accommodation Bond	7,580,920	7,105,108
- GST Payable	97,362	205,911
	<b>8,661,941</b>	<b>8,321,086</b>

## Note 9: Other Liabilities

Current	2019	2018
	\$	\$
- Unexpended Grants and Home Care Packages	5,243,017	2,105,835
	<b>5,243,017</b>	<b>2,105,835</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 2019

## Note 10: Provisions

Current	2019	2018
	\$	\$
Employee Entitlements		
Annual Leave	772,738	736,984
Long Service Leave	<u>532,023</u>	<u>506,868</u>
	<b><u>1,304,761</u></b>	<b><u>1,243,852</u></b>
<b>Non-Current</b>		
Employee Entitlements		
Long Service Leave	<u>301,722</u>	<u>291,958</u>
	<b><u>301,722</u></b>	<b><u>291,958</u></b>

## Note 11: Reserves

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

	2019	2018
	\$	\$
<b>(a) Asset Revaluation Reserve</b>		
Movement during the financial year		
Opening Balance	4,413,624	4,413,624
Revaluation of land and buildings	-	-
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	96,960	96,960
Transfer to retained earnings	-	-
Closing Balance	<u>96,960</u>	<u>96,960</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	2,469,708
Transfer to retained earnings	-	-
Closing Balance	<u>2,469,708</u>	<u>2,469,708</u>
<i>The other reserves record funds set aside in prior years</i>		
Total Reserves	<b><u>6,980,292</u></b>	<b><u>6,980,292</u></b>

# Notes to the Financial Statements

Ethnic Communities Council of Queensland Limited  
(A Company Limited by Guarantee)  
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Notes to the Financial Statements for the year ended 30 June 2019

## 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

	2019	2018
	\$	\$
(Deficit) / Surplus after Income Tax	(3,167,967)	(16,840)
Non-cash flows in surplus from Ordinary Activities		
Depreciation and amortisation	837,486	556,426
(Profit)/Loss on sale of PPE	-	29,263
Changes in assets and liabilities:	-	
(Increase)/Decrease in receivables and other assets	(44,248)	92,344
Increase/(Decrease) in trade and other payables	2,930,365	210,526
Increase/(Decrease) in provisions	<u>70,675</u>	<u>14,708</u>
<b>Cash flows (used in)/ provided by operating activities</b>	<b><u>626,311</u></b>	<b><u>886,427</u></b>

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

Refundable Accommodation Deposits	\$
Opening balance as at 1 July 2018	7,105,107
Cashflows in	2,425,000
Cashflows out	(1,877,330)
Non-cash changes*	<u>(71,857)</u>
Closing balance at 30 June 2019	7,580,920

\*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 2019

## 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, 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, and Ms Louise Moeller.

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.

	2019	2018
	\$	\$
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.

	2019	2018
	\$	\$
Key Management Personnel Compensation		
short term benefits	344,882	434,456
post-employment benefits	28,600	33,959
termination benefits	99,275	-
other long-term benefits	-	-
	<u>472,757</u>	<u>468,415</u>

# Notes to the Financial Statements

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**Ethnic Communities Council of Queensland Limited**  
**(A Company Limited by Guarantee)**  
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**Notes to the Financial Statements for the year ended 30 June 2019**

## **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	2019 \$	2018 \$
<b>Financial Assets</b>			
Cash and Cash Equivalents	4	18,252,519	17,633,635
Loans and Receivables	5	190,396	<u>120,334</u>
		<b><u>18,442,915</u></b>	<b><u>17,753,969</u></b>
<b>Financial Liabilities</b>			
<i>Financial liabilities at amortised cost:</i>			
Trade and other Payables	8	<u>8,661,941</u>	<u>8,321,086</u>
		<b><u>8,661,941</u></b>	<b><u>8,321,086</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

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Ethnic Communities Council of Queensland Limited  
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Notes to the Financial Statements for the year ended 30 June 2019

## 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

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Ethnic Communities Council of Queensland Limited  
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ACN 010 151 256  
Notes to the Financial Statements for the year ended 30 June 2019

## 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.

	2019	2018
	\$	\$
<b>Change in Profit</b>		
Increase in interest rate by 1%	182,525	176,283
Decrease in interest rate by 1%	(182,525)	(176,283)
<b>Change in Equity</b>		
Increase in interest rate by 1%	182,525	176,283
Decrease in interest rate by 1%	(182,525)	(176,283)

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 2019

## Note 15: Capital and Leasing Commitments

	2019	2018
	\$	\$
<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	779,062	78,347
– later than 12 months but not later than 5 years	214,787	102,216
– greater than 5 years	-	-
Minimum lease payments	<u>993,849</u>	<u>180,563</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. There is also a short-term lease of an aged care facility for residents of Berlasco Court while the redevelopment occurs. Operating leases also exist in relation to motor vehicles and office equipment.

## Note 16: Contingent Liabilities and Contingent Assets

No 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:

Segment	Activities
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**  
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2018	Multicultural Services \$	Residential Care \$	Diversicare \$	Eliminations \$	Consolidated \$
Revenue outside the entity	2,707,121	5,380,032	12,037,600		<b>20,124,753</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	3,656,271	5,218,663	12,156,766	(1,275,946)	<b>19,755,754</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	-	-	-		-

2019	Multicultural Services \$	Residential Care \$	Diversicare \$	Eliminations \$	Consolidated \$
Revenue outside the entity	2,329,747	5,056,297	12,718,993	-	20,105,037
Inter-segment revenue	335,756	-	256,050	(591,806)	-
Less: Interest income	(1,000)	(154,325)	(163,027)	-	(318,352)
Total segment revenue	2,664,503	4,901,972	12,812,016	(591,806)	19,786,685
Segment Result	(432,941)	(635,952)	(2,099,073)	-	(3,167,967)
Unallocated revenue less unallocated expenses	-	-	-		-
(Deficit)/Surplus from ordinary activity	(432,941)	(635,952)	(2,099,073)	-	(3,167,967)
Income tax expenses	-	-	-		-
<b>Net (Deficit)/ surplus</b>	<b>(432,941)</b>	<b>(635,952)</b>	<b>(2,099,073)</b>		<b>(3,167,967)</b>
Segment assets	2,551,686	13,171,735	15,784,201	(250,000)	31,257,622
Unallocated assets	-	-	-		-
<b>Total assets</b>	<b>2,551,686</b>	<b>13,171,735</b>	<b>15,784,201</b>	<b>(250,000)</b>	<b>31,257,622</b>
Segment liabilities	929,273	8,419,813	6,412,355	(250,000)	15,511,441
Unallocated liabilities	-	-	-		-
<b>Total liabilities</b>	<b>929,273</b>	<b>8,419,813</b>	<b>6,412,355</b>	<b>(250,000)</b>	<b>15,511,441</b>
Acquisitions of property, plant & equipment and other non-current segment assets	6,300	84,925	463,873	-	555,097
Depreciation and amortisation expenses	73,011	293,855	470,620	-	837,486

# 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 2019

## 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 2019 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 policies 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**  
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**Notes to the Financial Statements for the year ended 30 June 2019**

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

### Recognised fair value measurements

The fair value of assets measured and recognised at fair value at 30 June 2019 is as per the table below.

<b>2018</b>			
Description	Gross Value	Level 2	Level 3
Land	7,800,000	7,800,000	
Buildings	3,750,000	2,800,000	950,000

<b>2019</b>			
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**

Land was not revalued during the year. 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.

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**

Buildings, excluding those relating to aged care facilities (see below) were not revalued during the year. 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.

Where an active market exists and there are no unreasonable restrictions as to use and/or sale, the buildings was deemed to be valued as Level 2. All buildings currently owned by the entity were deemed to fit this category, except for the aged care facilities.

#### **Aged Care facilities**

Land and buildings that relate to aged care facilities were not revalued during the year. Based on the previous valuation 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  
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ACN 010 151 256  
Notes to the Financial Statements for the year ended 30 June 2019

## 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  
INDOOROPILLY 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  
Director's Declaration for the year ended 30 June 2019

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 of the entity as at 30 June 2019 and of the performance of the year ended on that date.
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  
Chairperson of Directors



Mr Peter Last  
CEO and Acting Treasurer

Dated this 4<sup>th</sup> day of October 2019.

# Auditor's Independent Declaration

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



### 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 2019 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 2019 and of its performance for the year then ended; and
- complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-Profits Commission Regulations 2013*.

#### Basis for Opinion

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

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

#### Responsibilities of the Directors for the Financial Report

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

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

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

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

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



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# Auditor's 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.

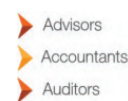
We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

  
Bentleys Brisbane (Audit) Pty Ltd  
Chartered Accountants

  
Stewart Douglas  
Director  
Brisbane  
4 October 2019



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## 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.