



eccq
Ethnic Communities
Council of Queensland

Annual Report

2021 / 2022

Connecting and empowering Queensland's
multicultural communities



Acknowledgement of Country

This Annual Report was prepared on the unceded lands of First Nations peoples. Ethnic Communities Council Queensland (ECCQ) acknowledges the traditional custodians who have lived on and cared for Country for thousands of generations, and recognises their continuing connection to land, waters and community. We pay our respects to them and their cultures, and to Elders past and present.



About ECCQ

ECCQ is the peak for multicultural Queensland. We're on the ground – we're connected, listening and feeding back to community, governments and partners about the strengths and challenges for multicultural Queensland.

We share success stories, empower communities to self-advocate and advocate on their behalf when needed.

As the peak for multicultural communities in Queensland:

- Our strong membership base is made up of individuals and community organisations representing both established and emerging communities.
- We work closely with all levels of government to influence key decisions impacting multicultural communities.
- We celebrate success stories and elevate the voices of vulnerable people through our engagement networks for women and youth, as well as our Speak My Language multicultural disability podcast.
- We provide capacity building opportunities to multicultural community groups - from setting up associations through to grant writing application support.
- Our health programs support multicultural communities to live well. Our dedicated network of bi-cultural health workers focus on community education to improve their health outcomes.
- We work with the multicultural sector to strengthen services to reflect the needs of community, as well as collaborate and partner on research and advocacy.

We pride ourselves on culturally responsive, service delivery excellence in health and aged care.

- Berlasco Court – our residential aged care centre – is growing from strength to strength. Our resident numbers are set to triple with our new state-of-the-art centre opening in Indooroopilly in late 2022.
- Our community-based home care program Diversicare, is well regarded and known throughout Queensland.
- In addition to residential and in home care, we provide education programs to support culturally responsive aged care including professional development and cultural awareness training.



Table of Contents

Message from Chairperson	7
Message from CEO	9
ECCQ membership	11
Member data	11
Regions represented by ECCQ members.	11
Members meetings	12
Strong, resilient and connected communities	14
Policy and Advocacy	15
Women's Ethnic Network	16
Research and knowledge building	18
Strengthening multicultural community associations	20
Speak My Language	23
Community Training and Employment Program	25
Health	26
Blood Borne Virus and Sexual Health (BBV&SH) Program	27
Chronic Disease Program	29
Aged Care	34
Diversicare	35
Berlasco Aged Care	39
Multicultural Advisory Service (MAS)	42
Partners in Culturally Appropriate Care (PICAC)	43
Board of Directors	47
Financial report	51
Statement of Profit and Loss and Other	
Comprehensive Income for the year ended 30 June 2022	51
Statement of Financial Position as at 30 June 2022	52
Statement of Changes in Equity for the year ended 30 June 2022	53
Statement of Cash Flows for the year ended 30 June 2022	54



Message from Chairperson



Alton Budd
(Retiring) Chairperson
ECCQ 2022

This year saw the continuation of the COVID-19 pandemic, change of federal government, the implementation of the Royal Commission into Aged Care Quality and Safety, new legislation and our new \$35million Berlasco Aged Care facility built. Through all this, the ECCQ Board of Directors worked hard to lead the organisation with dedication and commitment. Their decisions will have long-lasting effects on the continuing progress of the organisation as a peak representative of Queensland multicultural communities.

In November 2021, ECCQ's advocacy and professionalism was greatly strengthened with the Board's decision to appoint new CEO, Ms Lisa Ward. Lisa has managed and improved the operational competency of the organisation with the careful selection of key management personnel with relevant and significant expertise in the sector. This will also enhance the management of the new Berlasco Aged Care. Thank you, Lisa and your executive team, for your support and continued hard work.

The new Berlasco Aged Care in Indooroopilly is a remarkable facility and will commence operating in December 2022. It represents the culmination of years of hard work by the Board and key personnel to bring this state-of-the-art facility to fruition. Building on successive Board decisions, the facility will increase in care capacity from 60 residents to 115 to provide a caring and compassionate environment, managed by dedicated staff and catering particularly for older members of our multicultural families. I thank all ECCQ staff and those who worked tirelessly to see this vision achieved. It is the result of dedication over many years and will be a valuable asset over many more to come.

This year, the new 2022-27 Strategic Plan was developed with valuable input from staff and the Board. It will guide the organisation into the future, with a clear roadmap for improving advocacy and ensuring our vision: **Queensland is an inclusive and equitable place where we can all maximise our potential and contribute to society.**

The important contributions of women from ethnic backgrounds in advocacy and informing strategic policy was also recognised through the reinvigoration of the Women's Ethnic Network. First commenced with ECCQ in 1978, the Board unanimously endorsed their new Terms of Reference this year and I wish them every success for the future. We've also increased the number of women on our Board to strengthen our commitment and engagement with women from diverse backgrounds. Thank you, Gail, Tracey and Homa for joining our Board and your valuable contributions to date.

Following much consultation with family and friends, I have made the decision to step away from the Board of ECCQ. My family health and welfare commitments played a large role in my decision. I joined the Board in October 2013 and progressed through in a critical period for ECCQ to Chairperson in June 2018. I am proud of the work and achievements of the Board and the organisation during this time. Thank you to all past and present Board members with a special thanks to the Deputy Chairs, Michael Yau and Elijah Boul for their support in my time as Chair. I acknowledge the great work of our staff at ECCQ over the period that I have been a Director. I admire the passion and dedication of management as they move ECCQ forward. I look forward to the continued success of future Boards and ECCQ as the peak organisation in the sector.

In closing, I thank all staff, members and the multicultural communities across Queensland with whom ECCQ engages. Despite the year's challenges, you have all done well.

There will be more challenges, and more obstacles to overcome, we live in a changing world. Nevertheless, the things that will get us through are the things that unite us: a shared and genuine belief that regardless of where we come from, when united we can achieve miracles.

Thank you very much,

Alton Budd
(Retiring) Chairperson ECCQ 2022



Message from CEO



Lisa Ward
Chief Executive Officer

I am incredibly proud of all that ECCQ has achieved this financial year and I'm very pleased to share our achievements. Despite the continuing complications the COVID-19 pandemic presented, the devastating floods that impacted so many of us, and staff shortages, we've continued to grow from strength to strength.

In the short year that I've been with ECCQ my respect and admiration of our passionate and dedicated staff continues to grow. I am extremely proud of our team's ability to quickly adapt to new ways of working throughout the pandemic and other challenges to ensure we are continuing to provide the support to our clients and communities. For this, I thank the ECCQ team for their resilience and dedication.

We continue to deliver service excellence in health and aged care. As mentioned, our work in this space has not been without challenges this year but I'm proud of the positive impact our programs and services continue to have on our communities.

Our state-of-the-art Berlasco Aged Care facility at Indooroopilly is almost complete. We, like many others, have been impacted by floods and construction delays due to COVID but look forward to welcoming residents to their new home soon. I thank the team at Paynters, our Board and staff for their dedication and hard work.

We are nothing without our members. I'm pleased to note that our membership has extended by an additional 50 members. We continue to work closely with our members and broader community to inform the government and sector on critical issues impacting multicultural Queensland.

Our Women's Ethnic Network (WEN) has a new leadership team and is focused on supporting multicultural women in Queensland with 10% membership from regional areas. WEN has contributed greatly to ECCQ since 1977 and I recognise and thank previous women leaders for paving the way. ECCQ understands the need for the highest standards of corporate governance and accountability. All Board members volunteer to serve on committees to ensure our policies, procedures and strategies meet stringent standards of transparency and fiscal responsibility, while remaining firmly focused on our ability to help those most in need.

In consultation with our staff, the Board has developed a clear road map for ECCQ's future, for which I thank them. I also congratulate Alton on his retirement as Chair and I thank him for the support he has provided to me and his many years of contributions and support to ECCQ. I look forward to continuing our work with the Board to advance multicultural Queensland.

Our work at ECCQ would not be possible without the support of our members, community partners and government. Thank you for your engagement, support and commitment to continue fostering multicultural Queensland.

Thank you,

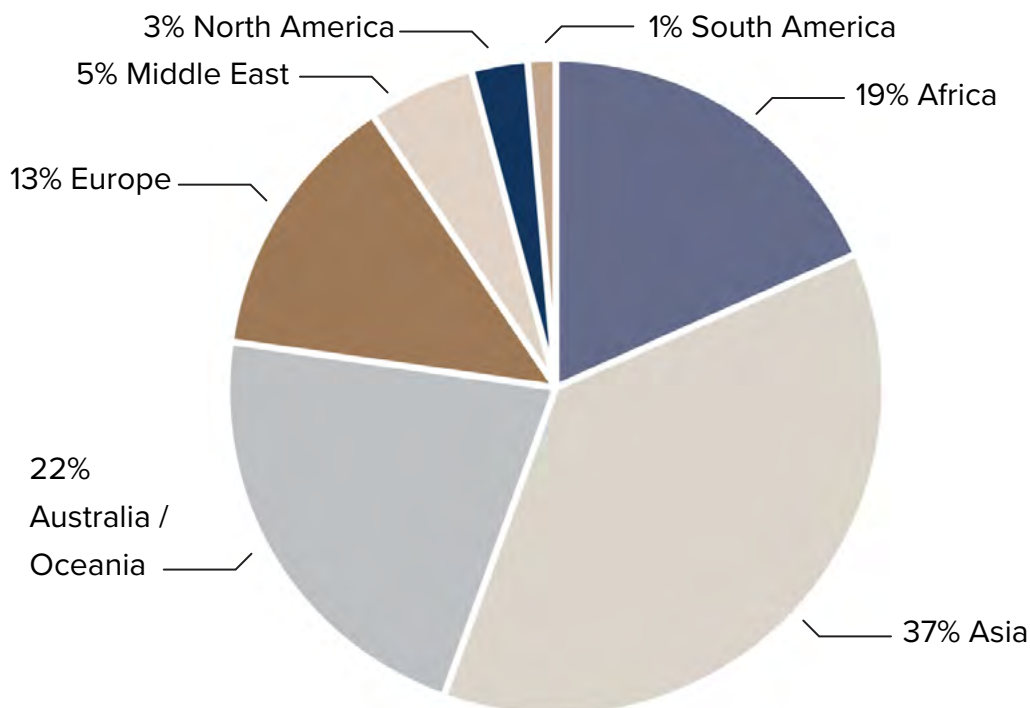
Lisa Ward
Chief Executive Officer

ECCQ membership

ECCQ membership includes established and emerging community organisations, associations and individuals across Queensland. We were pleased to increase our membership base this year by 50 additional members. We welcome them and thank our existing members for their involvement in ECCQ.



Regions represented by ECCQ members.



Members meetings

ECCQ Members' meetings are held 3 times a year. They're an opportunity to share knowledge and make connections.

This year saw a refreshed meeting format introduced, following feedback from members. Meetings are also theme-based with members identifying themes they are interested in. Meetings are held both in-person and online to make them as accessible as possible, particularly for our regional-based members. During the year we have held 2 meetings, 96 members participated.



Members' meeting in action

March 2022 saw a Members' meeting focus on youth empowerment. Keynote speakers included Ms Mary Harm a Samoan/Chinese-Fijian born young woman – the first female president of the Asia Pacific Youth Parliament for Water among other notable leadership positions. Senator Paul Scarr, Liberal National Senator for Queensland a long term ally for multicultural Queensland, was also a keynote speaker. The meeting was attended by over 73 people.





Strong, resilient and connected communities

ECCQ has served as the peak body for multicultural Queensland for over 40 years. This year's focus has been on strategic positioning of ECCQ and partnering with community to share their views with decision makers on things that matter most to them. We held over 250 consultations with our stakeholders. This included individuals, ethno-specific associations, and multicultural sector organisations. These consultations are shaping the plan for ECCQ's policy, advocacy, research, and community development work for the future.



Policy and Advocacy

ECCQ elevates the voices of our diverse communities. We're on the ground. We're connected. We're listening and feeding back to community, governments and partners about the strengths and challenges for multicultural Queensland.

During this reporting year, ECCQ developed 4 policy submissions and 2 consultations that were community-informed and evidence-driven. We engaged with over 70 individuals through community consultations and survey responses to inform the below submissions, consultations and policy paper.

Submissions:

- National Draft Plan to End Violence Against Women and Children (Department of Social Services)
- Review of the Queensland Anti-Discrimination Act
- Every culturally and linguistically diverse student succeeding plan 2022-2026 (Education Queensland)
- Next Steps to improve Australia's settlement and integration of refugees (Department of Home Affairs)

Consultations:

- Multicultural Recognition Act 2016 Evaluation
- Refugee Health and Wellbeing Policy, Advocacy and Action Plan 2021-2025

Policy paper:

- Federal Election Campaign in partnership with FECCA, representing Queensland.





Women's Ethnic Network

The Women's Ethnic Network (WEN) has been a forum for multicultural women in Queensland since 1978. WEN is for women, by women and exists through the mantra of 'nothing about us, without us'. This year has seen WEN establish a leadership team, redevelop its Terms of Reference and work towards a strategic planning session for early 2023. As a result of the reinvigorations, the membership has almost doubled to over 50 women, with 10% living in regional areas.

“

“Thank you to ECCQ Board and management for the support that enabled us to reclaim the momentum for multicultural women across Queensland to connect, engage and champion their advancement and opportunities as well as honouring the legacy of many women who have been part of WEN since the beginning (over 40 years).”

Sharon Orapeleng,
outgoing WEN convenor.

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“What a privilege to work with such skilled, talented and committed women. I am so grateful and heartened by the support given to WEN by the new leadership of ECCQ!”

Long term member of WEN.

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Women’s Ethnic Network in action: In the lead-up to the 2022 federal election, WEN ran Vote to Influence – an event on women in politics in partnership with 4EB Radio. The event had a panel of influential women, both current candidates and past politicians. The panel shared their own leadership journeys, challenges, successes, and words of wisdom for the Network.



Research and knowledge building

We value research-driven projects. We're passionate about policy and practice developed with the voices of Queensland's culturally diverse communities at the forefront. This is what drives ECCQ's involvement in research projects. When deciding on our involvement in research projects we make sure they align with our values and support the development of evidence-based advocacy and service delivery.



Research in action: This year we focused on health and wellbeing research projects, with involvement in 6 projects. These projects are all working towards equity for multicultural communities by improving access to health information and services to:

- increase capacity and capability of GPs to provide hepatitis B testing and follow-up management for Chinese and Vietnamese community members
- reduce the impact of Chronic hepatitis B (CHB) in seasonal workers in regional Queensland
- improve sexual and reproductive health literacy of young culturally and linguistically diverse Queenslanders
- codesign of a Health Literacy Framework: supporting sexual health providers to meet the needs of young people from culturally and linguistically diverse backgrounds
- build HIV Health Literacy in priority migrant populations
- understand Vietnamese, Chinese and Korean community and hepatitis B related knowledge, attitudes, and health seeking behaviour.





Strengthening multicultural community associations

ECCQ's Community Sector team supports community groups to build their capability to establish, manage and maintain community groups, associations and organisations. Through our consultations, we've listened to members and designed this support. The focus is on making sure participants are set-up to be in the strongest position for the future of their communities. We develop resources, deliver educational workshops and offer individual support to multicultural communities across Queensland.

Capability building support provides community leaders and committee members clear information to support their decision-making. We provide guides, templates, resources and assistance with completing processes, reports and documents, as well as overseeing and facilitating Annual General Meetings (AGMs), open meetings and/or community forums. Popular training among many groups includes support to access funding through strategy, project design, assistance with grant writing and grant management.

ECCQ Online Learning Hub has been developed throughout the financial year, making ECCQ’s training, workshops and templates more accessible. It allows people to access support at a time that suits them. While the online learning hub won’t replace face-to-face training, it will complement it. The Hub was launched in September 2022.

Community support in action: The Community Sector team at ECCQ is honoured and proud to have supported community associations and the communities. They have worked hard to increase their capabilities by joining workshops and attending meetings and support sessions to better serve their members and communities. Training also provides an opportunity for community to meet, collaborate and share knowledge. These connections are vital to co-operation in the multicultural community sector.

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“You understand our hard work and work for us too. We are lost without education.”

Workshop participant.

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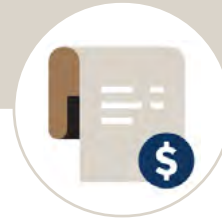
Strengthening multicultural community associations



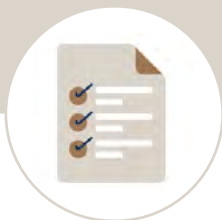
Just over 300 people attended 14 educational workshops from 118 different multicultural community associations/ organisations and from 43 different CALD backgrounds.



Through meetings and coaching sessions, we supported 19 different multicultural community associations and groups. This includes 8 grant submissions to state and local government grant programs.



Four community associations were able to complete their financial statements and annual returns on their own for the first time with training and coaching.



Eight community associations developed and wrote their first grant applications with project design and grant writing support.



Three community groups became legally incorporated with support.



Three community associations received strategic planning coaching and 1 community association developed policies and procedures.

Speak My Language

ECCQ's Speak My Language team works closely with culturally and linguistically diverse people with disability, supporters and allies to share stories, advice and resources about living well with disability. The team shared interviews and podcasts in various languages. ECCQ is proud to be part of an historic partnership with all state and territory ethnic and multicultural communities' councils delivering this program.



Speak My Language in action: We've shared stories on improving community participation through inclusive and culturally relevant activities to self-advocacy and capacity building. ECCQ has produced 72 interviews in 7 languages – Arabic, Cantonese, Mandarin, Vietnamese, Korean, Farsi and Sudanese. We've worked with 18 people with disabilities to share their stories. The podcasts have been downloaded more than 2,000 times.

“

“We are very happy that OO’s story is in the air, and we are very proud of her and our program. Thank you again for giving us this opportunity. This platform is valuable and meaningful.”

Grace He, EACH

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“We are so happy with the interviews. OO, the musician became so encouraged and shouted for joy when he received the journal and the pod cast.”

Ebenezer Music Centre.

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Community Training and Employment Program

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“This training gave us knowledge, respect and self-esteem and we are earning some money for the first time in our lives. This is really a Bright Future Project and this project has brightened our lives.”

Bright Future participant.

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ECCQ believes that people should be given the opportunity to participate in all aspects of Australian society. The Community Training and Employment Program empowers people from culturally and linguistically diverse backgrounds by providing opportunities to gain Australian qualifications, work experience and local references and connections. The Queensland Department of Employment, Small Business and Training funded Bright Future and Building Australian Skills for Employment (BASE) projects for 2021-22. These programs focus on helping people become job-ready in an Australian workplace.

Employment programs in action: 24 of the 31 community members that joined and completed the Bright Future and BASE gained employment. Some of the project participants had never worked before and are now working in in Queensland.





Health

A person's health can impact their physical, mental and social well-being. ECCQ strives to provide access to health information and services that are culturally appropriate and relevant to multicultural Queensland. We have a network of 17 bi-lingual community health workers that speak 16 languages. They act as a bridge into communities, helping share health information in culturally responsive ways, meeting the needs of communities.

Blood Borne Virus and Sexual Health (BBV&SH) Program

ECCQ has been sharing information on and helping reduce the spread of hepatitis, HIV/AIDS and sexually transmissible infections with Queensland's multicultural communities for over 20 years.

Given the sensitive subject matter, it is critical that our resources are culturally appropriate and the people who deliver them have a deep understanding and relationship with communities. We also provide support to people living with viral hepatitis accessing care and treatment.

Despite the COVID-19 pandemic and floods impacting many communities in Queensland, the team continued face-to-face and non-contact outreach via social media and telephone in community languages.

- Increased awareness and knowledge of hepatitis, HIV and sexually transmitted infections (STIs) in multicultural communities with pre-post knowledge surveys showing participants' knowledge increased from 38% to 91%.
- Our comprehensive approach helped to improve care and management of people living with hepatitis B, especially in the south side of Brisbane where there are large multicultural communities living with hepatitis B. The latest annual Viral Hepatitis Mapping Project Report 2020 showed that accessing care in Brisbane South Primary Health Network moved from below the national average to third place in Australia.



Our team also:

- completed 565 Fibroscans (scans of the liver) – 65 more than targeted for people from 26 countries
- supported over 80 people living with chronic hepatitis to access management and treatment
- conducted 52 workshops with 637 participants from 20 different ethnic backgrounds in Brisbane, Logan, Ipswich, Toowoomba, Gold Coast, Sunshine Coast and Moreton Bay region on hepatitis, HIV and STIs.
- held 21 information stalls at different multicultural events in Brisbane, Logan, Ipswich, Gold Coast, and Sunshine Coast
- held a World AIDS Day Multicultural Community Forum with a total of 78 people from 27 different ethnic groups/communities attending
- translated and shared articles, videos and other resources on hepatitis, HIV and sexually transmitted diseases into 9 languages
- visited 29 GP clinics and met 94 GPs in South-East Queensland where our team promoted our services, including free Fibroscan services, and discussed with GPs how we could better support them to manage their hepatitis B patients from CALD backgrounds.



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“I have been living with chronic hepatitis B for more than 20 years, I thought I knew everything but I still had some incorrect information. I know now why I need to get regular tests.”

Participant in program.

”

Chronic Disease Program

The Chronic Disease Program helps communities receive culturally appropriate information, education and support to live healthy lifestyles and to prevent or self-manage chronic disease.

Programs we deliver:

- **My Health for Life** is a positive lifestyle change initiative that aims to help Queenslanders reduce their risk of developing chronic conditions such as Type 2 Diabetes, heart disease and stroke. My Health for Life is an initiative of the Queensland Government. The program is run by state-wide alliance between Diabetes Queensland, Stroke Foundation, Heart Foundation, Queensland Aboriginal & Islander Health Council, ECCQ and the Primary Health Networks.
- **Health Navigations and Living Well Multicultural** works to improve awareness, knowledge and attitudes about chronic disease risk factors and helps participants make positive lifestyle choices. It improves knowledge and relationships with local primary health clinics within the North Brisbane and Moreton Bay area. Services are available to individuals and small groups.
- **Local Drug Action Teams** support the Arise Women Association and Korean Society of Queensland to support their communities to plan, organise and facilitate wellness and cultural events to create stronger family and greater community connections, enhance knowledge on consumption of alcohol and drugs.

- **Aqua Safe** helps multicultural communities increase their awareness, knowledge and understanding of water safety and CPR. The program is funded by Brisbane City Council.
- **Swim Logan** educated communities on water safety and offers culturally appropriate swimming lessons across 4 locations in Logan.
- **Disaster Management** provides support to multicultural communities through education on how to prepare for and manage common natural disasters in Brisbane.

“

“I learned about CPR and I learned I need to always watch my children.”

A Participant at an Aqua Safe Workshop.

”



Chronic Disease Program in action

We've worked with over 1000 people from multicultural communities and delivered programs on a variety of topics from setting health goals and understanding the Australian Health Care system to:

- chronic diseases (heart, lung, kidney, diabetes type 2)
- physical activity
- nutrition
- smoking cessation
- harm associated with alcohol consumption
- disaster management support
- water safety and performing CPR.



Our education and support across initiatives was successful in engaging with targeted multicultural communities, leaders and stakeholders. Participants reported changes in their awareness, knowledge and attitudes towards the risk factors for their chronic disease and increased knowledge of prevention strategies and understanding where to get ongoing support.

“

“I also learned about what chronic diseases are, which made me more aware and afraid of getting Diabetes since I am at high risk. I learned about healthy eating, how to select healthy food and I now cook healthy food for my family.”

A client attended Health Navigation and Living Well Multicultural program.

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We’ve formed 15 new community partnerships with more than 23 multicultural groups. Establishing these partnerships means we’re able to reach more community members and help them live healthier and happier lives.

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“I enjoyed the openness to talk about alcohol and drugs and learn the explanation of what drugs do to the body and mind.”

Participant at a Local Drug Action Team event.

”



The Chronic Disease team launched our latest resource, **Nutrition Guidebooks**. These books improve food literacy within communities while applying additional skills in the kitchen. There are a whole host of delicious, traditional recipes that have been modified to create healthier versions. The Australian Guidelines to Healthy Eating have been depicted in an easy and colourful way for you to follow. There's a handy FAQ section responding to questions from community members and helping them learn how to live a healthier lifestyle. They are currently available in English, Arabic, simplified Chinese, Samoan and Vietnamese. Please visit <https://eccq.com.au/chronic-disease-program-resources>





Aged Care



ECCQ has a long and proud history supporting older multicultural community members dating back to 1988. We do this in many ways including through our residential aged care - Berlasco and our home care aged care provision with Diversicare. We support aged care providers to offer culturally appropriate aged care through Partners in Culturally Appropriate Care (PICAC). We work alongside residents and their families to develop best practice understanding of culturally responsive aged care through the Multicultural Advisory Team (MAS).

Diversicare

Diversicare provides high quality community-based home care for older people and their carers to help them enjoy and maintain independence, good health and wellbeing in their own homes and community. With a team of 150 staff speaking 21 languages, the team enjoy working across Queensland to support over 1400 community members.

“

“Wonderful service, wonderful staff and management. Don’t know how I would cope without them.”

Diversicare client.

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Diversicare in action:

Our community visitors scheme assists in providing support and social contact to older people in either home care or residential care settings. We connect volunteer visitors with older people and provide friendship, companionship and social engagement to older people who may be at risk of social isolation.

Our West End Connect service provides social support to older people in a group setting to maintain social contact, community engagement and participation through the provision of regular outings and activities. Outings included:

- BBQs
- boat rides
- museums and historical villages
- ethno-specific clubs
- nursery garden visits
- cafes and restaurants
- parks
- shows and the theatre.





In the face of ongoing challenges presented by the COVID-19 pandemic and floods impacting many Queensland communities, Diversicare was able to maintain services to clients and provide welfare checks or alternative assistance where required.

“Everyone is very helpful. Friendly staff who look out for me. I feel well looked after and my family are happy with Diversicare to.”

Home care assistance client



A recent client satisfaction survey found that 91% of clients were extremely satisfied with the personal care and domestic assistance to be living independently in their homes.

We've improved our compliance checks by introducing a monthly internal audit program covering the 8 Aged Care Standards.

“

“I’m very happy with the services provided for me. Diversicare also helped me very much with my husband David. I would not have coped without them.”

Home care assistance client.

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Berlasco Aged Care

ECCQ's residential aged care, Berlasco Aged Care, is a fully accredited facility committed to a high standard of nursing care for people from a wide range of cultural backgrounds. We provide culturally responsive aged care for residents including cultural celebrations and facilitate the maintenance of connection to culture and/or religion.

Over the last year we've cared for 31 residents from 11 cultural backgrounds.

We've made great progress on the highly anticipated new facility at Indooroopilly – set to be open at the end of 2022. The state-of-the-art residence was designed specifically with the resident at the centre of mind. The facility has community spaces on every floor, ensuring that family and friends also feel like Berlasco Aged Care is home. The new facility will have a responsive communication system so residents are always heard and ensuring staff are always by their side when needed.



Berlasco Aged Care in action:

Berlasco Aged Care residents and their families enjoy the sense of community and fun we've created. Enjoying life is so important for mental, emotional and physical health. We see creating laughter as a vital part of our care system.

Everyone has different needs but the key is finding out each of our resident's 'wants' and making sure there's something available for them. Each month our dedicated Lifestyle team create a program based around our residents' interests.



Throughout the year Berlasco Aged Care celebrates various cultural events including St Patrick's Day, Mother's Day, Harmony Day as well as Italian Republic Day to name a few.

Italian Republic Day, also known as 'Festa della Repubblica' for Italians is on 2 June. It is commemorated with official ceremonies, speeches, concerts, and parades across the country, with a hallmark military parade celebration taking place in the capital city of Rome that is broadcast worldwide and can be enjoyed by all. To commemorate the day at Berlasco Aged Care residents and staff enjoyed a day filled with everything Italian. Staff decorated the facility in green, white and red and Chef created an Italian feast that all the residents enjoyed.



Multicultural Advisory Service (MAS)

ECCQ's Multicultural Advisory Service (MAS) builds cultural capacity within the Commonwealth Home Support Program for service providers to better respond to the needs of older multicultural communities.

MAS also supports older multicultural communities to maintain wellness and reablement and to access culturally appropriate care and services by providing information, education and individual support.

- From 2020-21 to 2021-22 we doubled our number of training and information sessions across Queensland, delivering 85 training sessions, 2 Forums and 22 community information sessions.
- We held, evaluated and continuously improved care service provider training and multicultural community education sessions. We continuously improve our training so it remains relevant and timely to our service providers and multicultural communities.
- We held 2 professional forums for service providers with keynote speakers focusing on Aged Care Quality Standards, culturally sensitive care and diversity and inclusion.
- We created the 2022 Multicultural Calendar for ECCQ. Each year has a different theme and 2022's was Understanding Culture through Food, including a personal story from a multicultural Queenslanders with a multicultural recipe for each month.
- The Ageing Well in Australia book launched, sharing healthy ageing, wellness and reablement information for multicultural aged care consumers and their families. Its aim is to empower community to ask questions of their providers to achieve positive, tailored care and wellbeing.



Partners in Culturally Appropriate Care (PICAC)

ECCQ's Partners in Culturally Appropriate Care (PICAC) helps older multicultural community members access an inclusive and culturally respectful aged care system. The team does this through supporting and training providers in the aged care sector to deliver culturally responsive care that is embedded into the client's daily routine. We also work alongside residents and their families to continue to improve and strengthen our understanding of culturally responsive care.



“

“It was good to have brought out the little things that will make a difference for people in the aged care setting, such as the facility providing some of the people’s traditional recipes. Person centred-care is all about individual needs and helping people feel safe.”

Workshop attendee.

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- We reached out to over 1,500 people from 50 language groups. We worked with interpreters, language support and used translated information and resources about aged care.
- We continued to deepen our relationship with our Vietnamese Seniors Healthy Ageing group in Inala through information sessions, helping to allay fears about the aged care system, dismantling barriers and empowering them to make informed decisions about, and links to, aged care services and supports.
- We celebrated Seniors Month with ‘Singing for Health and Happiness’ led by a professional music teacher where even our most quiet seniors joined in and sang loudly. These moments of relaxation and fun strengthen our ties to tackle the less comfortable topics of ageing.
- We’ve increased our engagement from aged care providers to build more culturally appropriate aged care services via flexible online learning. Approximately 514 people working in the aged care system benefitted from PICAC training in various topics such as Cultural Considerations in Palliative Care, Person Centred-Care for CALD Clients, and Trauma and Supporting Older People from CALD Backgrounds.



“

“I feel my knowledge and consideration on the impact of palliative care and end of life for different cultures can have a real impact and significance.”

Workshop attendee.

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Board of Directors



Mr Alton Budd, Chair of the Board

Alton is an Australian South Sea Islander, a descendant of the Queensland Sugar Trade in the 1860s. Alton's professional background is in Built Environment as a Project Manager; Administrator and Quantities Analyst. Later, a Social Policy consultant to Government in Project Development and Community Engagement. He has been a Board member of Gateway Community Group Inc., since 2007. In 2016, Alton founded the not for profit (NFP) Public Company and Charity, FOP Australia Ltd, and was the founder and Board member of Support for Jarvis Association Inc., 2018.



Mr Michael Yau OAM, Deputy Chair of the Board

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



Mr Elijah Buol OAM, Deputy Chair of the Board

Elijah is currently a Queensland State Lead for Migration Support Programs with Australian Red Cross. Elijah has sat on various Government and not for profit boards. He is currently a member of Responsible Gambling Advisory Committee with Department of Justice and Attorney-General. He has a unique understanding of multicultural communities and young people issues. Elijah was the 2019 Queensland Local Hero of the year for the Australian of the Year Awards and recipient of the Order of Australia Medal 2019. Elijah is a Nationally Accredited Mediator and Family Dispute Resolution Practitioner and holds various tertiary qualification including a Master of Law and Master of Justice (Intelligence).



Mr Serge Voloschenko OAM, Honorary President and life member

Serge has served ECCQ for over 40 years, including 14 years as Chairperson. He is currently President of the Russian Benevolent Association, which established Pine Lodge residential aged care facility for the Russian speaking community. Serge was appointed as a member of the inaugural Multicultural Queensland Advisory Council until 2021 which provides advice to the Minister for Multicultural Affairs on opportunities and challenges for CALD communities. Serge has a broad understanding of community issues and has held positions on various boards and advisory groups including as a member of the Healthy Ageing Reference Network, Police Ethnic Advisory Group, Lord Mayor's Multicultural Round table, Heritage Advisory Committee and Responsible Gambling Advisory Committee.



Mr Surendra Prasad OAM, Board Director

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



Mr Michael Po Saw, Board Director

Michael is a Mechanical Engineer, and has worked in government, non-governmental and international organisations, mainly in automotive engineering and transportation sector. He has been working as an Engineering Technical Officer in Development Assessment with the City Planning and Sustainability Division of Brisbane City Council. At the community level, he is, and has been, the President of the Australian Myanmar Friendship Association of Queensland Incorporated since 2012.



Mr Amar Khan, Board Director

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



Ms Gail Ker OAM, Board Director

Gail's career in the multicultural sector has spanned more than 40 years. Gail recently retired from her long held role as CEO of Access Community Services. Gail's knowledge has been sought by politicians, industry leaders and research bodies, nationally and internationally, including her participation at UNHCR's annual consultations with non-government organisations (NGOs) in Geneva. Gail has held numerous board appointments for government, NGO and commercial boards. Gail was awarded the Queensland Telstra Business Women's Award in the category For Purpose and Social Enterprise in 2017 and was awarded the Medal of the Order of Australia (OAM) in the 2010 for her service to the multicultural community in Queensland.



Ms Tracey Silvester, Board Director

Tracey brings more than 25 years in the health and aged care management sector. A registered nurse since 1989, Ms Silvester also teaches undergraduate and postgraduate students at Griffith University's Health Services Management Department in health workforce, health economics and health care systems. Tracey is a Fellow of the Australasian College of Health Service Managers.



Dr Homa Forotan, Board Director

Homa is a medical doctor at the Princess Alexandra Hospital in the Coronary Care Unit and Bicultural Consultant at Queensland Transcultural Mental Health. In addition to holding a Bachelor of Medicine and Bachelor of Surgery, Dr Forotan holds a dual Masters in International Public Health / Health Management. In 2008, Dr Forotan was awarded as the Young Queenslander of the Year in recognition of her outstanding community service and academic achievements.



Mr John Fox, Company Secretary

John is a retired police inspector who served with the QPS 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 Australian Police Medal and the QPS Meritorious Service Medal for his achievements in these sectors.



Financial report

Statement of Profit and Loss and Other Comprehensive Income for the year ended 30 June 2022

	2022	2021
	\$	\$
Revenues from continuing operations	17,754,279	19,770,545
Capital Grant Income	4,600,000	4,900,000
Expenses		
Employee benefits expenses	(13,758,315)	(14,415,426)
Client Support expenses	(1,873,020)	(2,162,067)
Consultants expense	(110,591)	(151,074)
Depreciation and amortisation expenses	(1,037,362)	(1,051,885)
Repairs and maintenance expense	(120,087)	(50,192)
Other expenses from continuing operations	(1,902,750)	(2,212,519)
Surplus / (Deficit) from continuing operations before income tax	3,552,154	4,627,381
Income tax expense	–	–
Net Surplus / (Deficit) from continuing operations after income tax expense attributable to the company	3,552,154	4,627,381
Other comprehensive income	–	–
Total comprehensive income for the year	3,552,154	4,627,381

Statement of Financial Position as at 30 June 2022

	2022	2021
	\$	\$
Current Assets		
Cash and Cash Equivalents	697,406	12,754,852
Trade and Other Receivables	1,128,245	662,125
Other Current Assets	93,518	96,441
Total Current Assets	1,919,170	13,513,418
Non-Current Assets		
Property, Plant and Equipment	46,486,259	23,607,301
Total Non-Current Assets	46,486,259	23,607,301
Total Assets	48,405,428	37,120,719
Current Liabilities		
Trade and Other Payables	14,639,092	12,693,620
Short Term Provisions	1,604,738	1,695,771
Borrowings	1,054,671	–
Lease Liabilities	139,274	829,185
Total Current Liabilities	17,437,775	15,218,576
Non-Current Liabilities		
Borrowings	5,392,168	–
Long Term Provisions	237,704	116,515
Total Non-Current Liabilities	5,629,872	116,515
Total Liabilities	23,067,646	15,335,091
Net Assets	25,337,782	21,785,628
Equity		
Retained Earnings	15,732,490	12,180,336
Reserves	9,605,292	9,605,292
Total Equity	25,337,782	21,785,628

Statement of Changes in Equity for the year ended 30 June 2022

	Retained Earnings	Revaluation Reserves	Other Reserves	Total
	\$	\$	\$	\$
Balance at 30 June 2020	7,552,955	7,038,624	2,566,668	17,158,247
Net surplus/(deficit) attributable to the company	4,627,381	–	–	4,627,381
Other Comprehensive Income	–	–	–	–
Revaluation of Assets				
Balance at 30 June 2021	12,180,336	7,038,624	2,566,668	21,785,628
Net surplus/(deficit) attributable to the company	3,552,154	–	–	3,552,154
Other Comprehensive Income	–	–	–	–
Balance at 30 June 2022	15,732,490	7,038,624	2,566,668	25,337,782

Statement of Cash Flows for the year ended 30 June 2022

	2022	2021
	\$	\$
Cash Flow from Operating Activities		
Receipts from customers, members and sponsors	860,675	669,705
Payments to suppliers and employees	(17,397,627)	(18,425,586)
Interest received	9,323	84,236
Receipts from government	21,695,270	23,619,744
Receipts from others	–	–
Net cash provided by (used in) operating activities	5,167,641	5,948,099
Cash Flow from Investing Activities		
Payments for property, plant & equipment	(22,577,165)	(6,393,719)
Proceeds from sale of property, plant and equipment	25,454	157,891
Net cash provided by (used in) investing activities	(22,551,711)	(6,235,828)
Cash Flow from Financing Activities		
Proceeds from Borrowings	6,446,839	–
Proceeds from Refundable Accommodation Deposits	550,000	550,000
Repayment of Refundable Accommodation Deposits	(1,025,000)	(1,300,000)
Payment of lease liabilities	(645,215)	(655,158)
Net cash provided by (used in) Financing Activities	5,326,624	(1,405,158)
Net increase (decrease) in cash held	(12,057,446)	(1,692,887)
Cash at the beginning of the financial year	12,754,852	14,447,739
Cash at the end of the financial year	697,406	12,754,852





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