



Annual Report 2022 - 2023

Connecting and empowering
Queensland 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 organisation 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, including the 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 bilingual health workers focus on community education and health promotion 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, our residential aged care facility, provides culturally inclusive and safe care in a state-of-the-art facility officially opened in May 2023.
- Our community-based home care program Diversicare, is well regarded and known throughout Southeast 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.





Multicultural Seniors Expo, Sunshine Coast 2023



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Message from the Chairperson



Elijah Buol OAM // Chairperson

This has been another exciting year of reflection and accomplishment for ECCQ. When I look back at all the achievements outlined in this report, I am truly proud of the milestones we have reached together.

We saw the completion of construction on the new state-of-the-art residential aged care Berlasco Court facility and officially opened this year. The modern facility provides a warm and welcoming living environment across four floors of high-quality furnishings and fittings and accommodates 115 residents in luxurious surroundings.

I would like to particularly highlight the work we did with Women's Ethnic Network (WEN). This group has grown to more than 80 women from 34 countries. One of my passions is to see women from multicultural

communities participate fully in society using all of their skills. I am inspired by the great women who continue to empower and elevate the voices of others from multicultural communities. One of those great women is Cleo Xynias. We launched the Cleo Xynias Queensland Multicultural Woman of the Year scholarship this year in August to recognise her selfless contribution to multicultural Queensland. The scholarship recipient will be announced at the 2024 International Women's Day Breakfast. As an African proverb says, 'When a great woman wakes, mountains move'.



ECCQ membership has grown from strength to strength with the focus on empowering our collective voices, and this year we welcomed 87 new members. I express our gratitude to ECCQ members who have made Queensland a vibrant and cohesive multicultural society by keeping their communities and Queenslanders safe during this challenging time.

ECCQ staff and volunteers have continued to work hard to build the capacity of communities as well as deliver health services and care to hundreds of people from culturally and linguistically diverse backgrounds. The Board is very proud of all their efforts in maintaining a high standard of advocacy and care in these trying times. I sincerely thank our CEO Lisa Ward, managers, and every staff member for their contributions which keep the ECCQ a true, peak advocate for multicultural communities throughout Queensland.

I acknowledge and thank our partners, funding bodies and governments (local, state and federal) for their ongoing collaboration and am looking forward to continuing those relationships. A sincere thank you to my fellow Board members and their families for their unreserved support that has allowed us to give our best!

As we move into the future, we are focused on building cohesion within our communities and a common vision in uniting a multicultural Queensland that is active, vibrant, and connected to each other and the wider community. We want to continue building ECCQ into an organisation that is the face and heart of our communities.

“We saw the completion of construction on the new state-of-the-art residential aged care Berlasco Court facility and officially opened this year. The modern facility provides a warm and welcoming living environment across four floors of high-quality furnishings and fittings and accommodates 115 residents in luxurious surroundings.”

I am optimistic and excited that next year offers more opportunities to engage and advocate for and with multicultural communities as we approach the state’s election and host the 2024 Federation of Ethnic Communities Councils of Australia (FECCA) Conference.

The strength of ECCQ depends on its members’ aspirations and hope for a better multicultural Queensland. Thank you for inspiring me, the Board and staff every day!

On behalf of ECCQ and staff, I wish you a joyous festive season and peaceful New Year!

Elijah Buol OAM, Chairperson



Message from the CEO



Lisa Ward // Chief Executive Officer

“As Queensland’s multicultural peak body, we lead by example and are the change that we want to see.”

As I move through my second year as CEO, I reflect on how far we have come, and I feel excited for ECCQ’s future.

My first year was focused on listening and understanding what multicultural Queensland wanted from their peak body. This year we have focused on building the tools internally and externally to continue to serve and support multicultural Queensland as well as securing funding so that ECCQ is sustainable in the long term.

We began welcoming residents into Berlasco in December 2022 and the facility was officially opened in May 2023 by The Hon Anika Wells MP, Minister for Aged Care and Minister for Sport. This was a special day for our residents, the founders, the Board, staff, and the team at Paynter’s, our developers. It was 10 years in the making and I am so proud of what they have created - an ethical and culturally inclusive space for our most vulnerable community members.

The opening of Berlasco has created so many opportunities for the whole organisation. The space has enabled our in-home community aged care team at Diversicare to be able to work more closely with the Berlasco team. With the two aged



care teams now co-located at Indooroopilly we have been able to combine social activities with residents and community members. We're bringing the community into the space so residents feel connected to the Queensland community. This also helps create a seamless transition for our ageing community who may move from in-home to residential living.

Implementing the national Aged Care reforms and moving into the new facility hasn't been without its challenges. Our work to focus on strengthening the organisation's back of house quality and compliance team and developing stronger policies and procedures has been rewarded. I am so proud of the team who passed all requirements and received exceptional feedback from the Aged Care and Health audits.

Building on our dedication to inclusivity, ECCQ also provides free guidance and support to Queensland aged care providers to deliver culturally responsive care to older people from culturally and linguistically diverse (CALD) backgrounds.

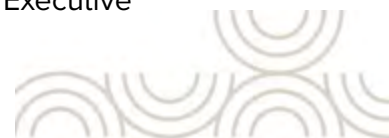
As Queensland's multicultural peak body, we lead by example and are the change that we want to see. Meaningful and inclusive employment is consistently raised by our members as a barrier and challenge. Through Skilling Queenslanders for Work, ECCQ provided valuable training and work experience for newcomers. ECCQ is a great place to work, and being able to provide that valuable work experience in supportive and safe environments is something to be proud of. This has often led to employment within ECCQ following a traineeship.

Our membership has continued to grow, as has our advocacy and voice as the peak body. I have maintained the stance that we will not speak on behalf of our community and members, but instead make sure they are heard. Throughout the year we have developed five submissions to government policies: across migration, health, employment, and human rights. Every step of the way we are consulting with and feeding back to our members.

I know that long term change is made even more possible with a strong evidence base. This is what led us to a partnership with Griffith University and a co-designed research project. The research helped us to identify the biggest challenges facing our members and communities. When presenting this research at the March members meeting, we heard that our members want us to prioritise mental health and the impacts of racism.

We have listened and have been able to secure funding through the Scanlon Foundation to help address racism in schools. We've also secured funding from Multicultural Affairs Queensland to develop some tools for community leaders supporting those experiencing challenges with mental wellness. We've also received funding from the Queensland Mental Health Commission to support the Mental Health Taskforce's work in our communities. These are setting our communities up for success and will be making positive change in the coming year.

We all know that collaboration can hold the key to success. This is why in October last year we launched the Executive



Multicultural Service Sector Network Queensland (The Network). This has seen 32 service delivery organisations from across the state coming together with the same goal - a unified voice in advocacy and agreed positions on the areas of importance to multicultural Queensland. Bringing providers together and efficiently coordinating a group of this nature necessitates substantial resources, and I express my sincere gratitude for the generous sponsorship provided by SSI.

Our health teams have gone from strength to strength this year. Engaging with over 3,600 Queenslanders across nine programs and reaching 70,000 more people with our targeted health messaging campaigns. Their focus on continuous improvement and best practice is being realised through the development of our state wide Multicultural Community Health Advisory Committee. The 17 members from around Queensland will guide the review, development and implementation of our health program and strategies.

We submitted a successful bid for the FECCA 2024 conference. This is the first

time in over a decade that Australia's premier multicultural conference will be returning to Queensland. ECCQ will be co-hosting this with FECCA in the heart of Brisbane in October 2024. Planning is well underway, and we will be using the opportunity to highlight Queensland as a leader in multiculturalism and social cohesion.

As we move into 2024 and beyond, ECCQ is focused on implementing the tools and capabilities to strengthen our communities. We want to ensure that future generations are well equipped and confident to keep taking Queensland from strength to strength.

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

Thank you,

Lisa Ward
Chief Executive Officer

“Our membership has continued to grow, as has our advocacy and voice as the peak body. I have maintained the stance that we will not speak on behalf of our community and members, but instead make sure they are heard.”



Our Members

ECCQ membership

ECCQ membership includes established and emerging community organisations, associations, and individuals across Queensland. Our membership is as broad and diverse as Queensland, representing the geographic, ethnic, and social diversity across our state.

We were pleased to increase our membership base this year by 87 additional members. We welcome them and thank our existing members for their involvement in ECCQ.



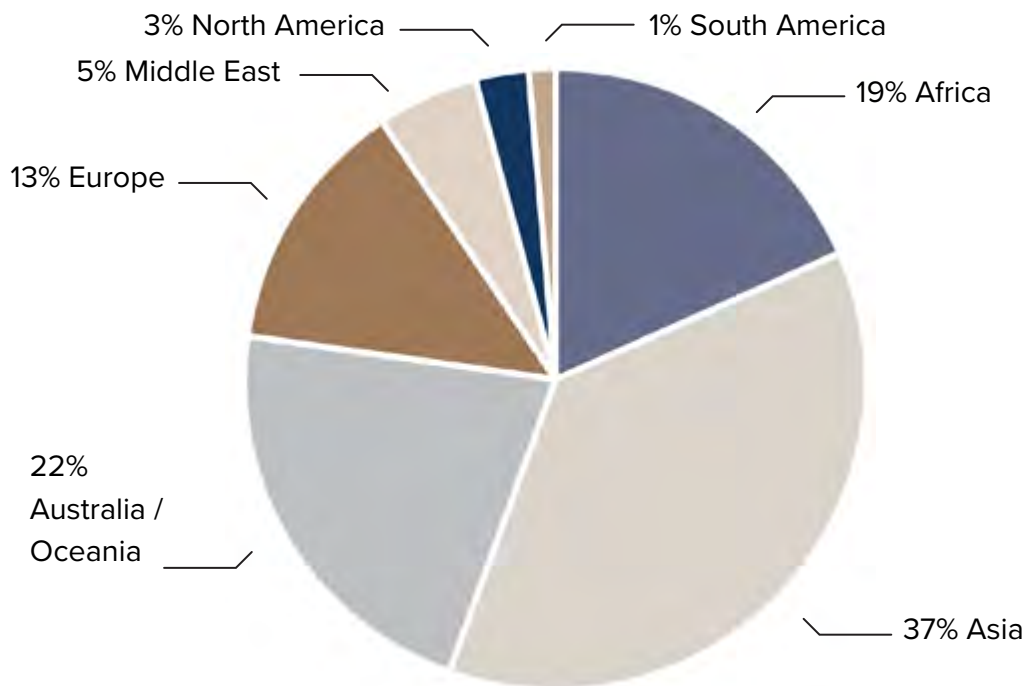
244 Individuals



256 Associations

Total: 500

Regions represented by ECCQ members





The Hon Cameron Dick, Queensland Treasurer

Member meetings

Throughout the year, ECCQ created opportunities for our members to gather and hear from experts and decision makers on matters of importance to multicultural communities. To support those in regional areas to attend, the mixed mode format continued, with people joining us in person and online. Across the three meetings, we welcomed over 150 people in person and over 70 people online.

Following the state Budget, we welcomed the Hon Cameron Dick, Queensland Treasurer to our July members meeting. We also started the conversation about intergenerational relationships with the expertise and lived experience of Muna and Rima.



The Hon Cameron Dick with ECCQ Members



ECCQ invited the Queensland Mental Health Commissioner Ivan Frkovic to the November members meeting for Mental Health Month. Our members heard from him and had the opportunity to discuss the needs of mental health support with our multicultural communities. A panel of multicultural leaders shared their experiences and their communities' experiences regarding mental health and migration.



Health Commissioner Ivan Frkovic



ECCQ Members attending Health Commissioner Ivan Frkovic's talk

“Thank you for opening up my mind to similarities and also importantly the different ways in which other people frame the issues of everyday mental health coming from so many different cultural perspectives. Tackling the mainstream is also such an issue even without linguistic barriers –so much food for thought!”

ECCQ Member





November Members Meeting 2022, Kingston Butter Factory



November Members Meeting 2022, Kingston Butter Factory

Highlight

In March, the members meeting invited Griffith University to present their findings from a collaborative research project. We took the opportunity to have ECCQ members vote on the issues for ECCQ to focus on for the coming year. Our members voted:

1. Mental health
2. Youth disengagement
3. Understanding Australian laws and legal system
4. Intergenerational conflict
5. Domestic and family violence.

The members meeting also found that racism was a priority area that was missing in the research, we heard that racism surrounds and exacerbates all five priority areas. In addition to the five priority areas, ECCQ committed to continued advocacy and support for racism for our members and multicultural Queensland.



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 building on the learnings from last year, developing innovative projects and securing funding for long term sustainability.



Lisa Ward with members of the African Professionals Australia

We spent time in regional Queensland, understanding the unique barriers and goals in these areas. Solidifying partnerships with key stakeholders has strengthened our position as a strong, representative peak body for multicultural Queensland.

Policy and advocacy

ECCQ continues to proactively engage with people from all multicultural backgrounds to listen and amplify the achievements and needs of multicultural communities to decision makers and government bodies. We listen to people in various settings, including individual and group consultations, meetings, and submission consultations, in person and online. We analyse what we hear and present it to government agencies and others in a way that is compelling and builds understanding and empathy.

Submissions

Responses to government policies is an essential part of active citizenship and building Australia into an inclusive equitable society.

ECCQ has submitted five submissions this year including:

- [Response: Australia's Humanitarian Program 2022-23 - Department of Home Affairs](#)
- [A response to Queensland Women's Health Strategy – Queensland Health](#)
- [A response to the Draft Terms of Reference for a Review of Australia's Multicultural Framework – Department of Home Affairs](#)
- [A response to the Workforce Australia inquiry - House of Representatives Select Committee on Workforce Australia Employment Services](#)
- [A response to the inquiry on the Australian Human Rights Framework - Parliamentary Joint Committee on Human Rights.](#)



Consultations

The policy and advocacy team engage regularly with our members and the wider community, informally and formally. The information that we gather is used to inform our work, policy positioning and engagement in collaborative initiatives such as the Queensland Executive Multicultural Service Sector Network.



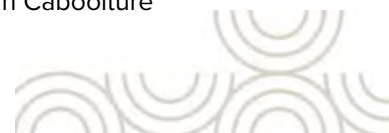
Lisa Ward receives Community Recognition Award



Queensland Parliamentary Friends of Latin America, Parliament House



ECCQ Information workshop in Caboolture





Highlights

We held, or co-hosted formal consultations for:

- the review of Mental Health, Alcohol and Other Drug services for CALD communities – Queensland Health
- the NDIS CALD strategy
- COVID-19 Vaccination Campaigns
- Stop it at the Start – Domestic and Family Violence Campaign with Cultural Perspectives
- Accounting for diversity in research - National Ageing Research Institute (NARI)
- Throughout the year, we have held informal consultations with our members and communities in Southeast Queensland, Rockhampton, Toowoomba, Townsville and Cairns.

The Executive Multicultural Service Sector Network Queensland (the Network)

In October 2022, the Network was established to provide advice on strategies that respond to emerging challenges and opportunities both from a policy and practice perspective. It provides a unified voice in advocacy to meet community expectations and ambitions and engage with local decision makers.

The Network consists of executive level members from 32 organisations that deliver services to multicultural communities across the state. Bringing providers together and efficiently coordinating this group requires substantial resources, SSI generously sponsored this year.

The Network held three meetings where discussions focused on the following identified priority areas:

- Uluru Statement from the Heart and intentional partnerships with First Nations communities
- disaster preparedness, disaster response and disaster recovery
- policy development
- sharing resources
- visa issues.



As well as creating opportunities for members to share about the impactful programs they are delivering, the group heard from experts including:

- Leanne Linnard MP
- Anthea Crawford (Scanlon Foundation)
- Ian Thompson (Office of the Inspector-General Emergency Management)
- Faye Gibson (Queensland Reconstruction Authority)
- Tracey Carroll (Queensland Police Service)

A key outcome from these meetings is the development of an inclusive emergency response model for Queensland which will soon be finalised.



Anthea Hancock from the Scanlon Foundation at The Network meeting



The Network meeting, May 2023

“The Network will be an opportunity for executives to work together to create a more inclusive and harmonious Queensland by speaking as one voice about the barriers facing the sector, and I look forward to working closely with them in the future.”

The Hon Leanne Linnard MP, Queensland Minister for Multicultural Affairs.





On this page

Queensland Executive Service Sector Network, May meeting discussing disaster prevention, preparedness, response and recovery, an Inclusive Emergency Response Model for Queensland's multicultural communities



Regional engagement

ECCQ aims to represent the state in its entirety, recognising that there are unique and additional challenges in regional areas.

Throughout the year, the policy and advocacy team hosted informal consultations across five regional areas:

- Townsville
- Cairns
- Rockhampton
- Gold Coast.
- Toowoomba.

Meeting people in person, in their communities gives us in-depth knowledge and understanding about current needs, challenges and successes of regional multicultural communities.



Lesley Benette and Lisa Ward, Rockhampton



ECCQ training team in Rockhampton



Common themes we heard included that migrants in regional areas face significant social isolation and racism. These communities called for the need for more strength-based empowerment of community groups and community leaders.

Meeting with Central Queensland Multicultural Association Rockhampton



Across regional Queensland, the communities raised concerns within the education system. The community has asked that more education on various religions and cultures be implemented both in schools and broader community settings, including on TV and social media.



Meeting with Central Queensland Multicultural Association Rockhampton



ECCQ recognises that there is a need for more coordination of services that support multicultural community members, to ensure that migrants understand the services available to support and can access these services. The implementation of The Network is a first step in bringing together the service sector in more coordinated and streamlined approach.



Meeting Cairns Multicultural Islamic Ladies Association



Regional engagement



Regional engagement



ECCQ meeting with Sikh Community in Cairns



Our work to engage communities outside of our cities and large towns has resulted in ECCQ ensuring regional voices are included in our work as we research racism in schools and co-design resources for community leaders on mental health.



ECCQ meeting with Filipino community in Townsville



ECCQ meeting with Arakanese community in Cairns

Highlight

In Townsville we were privileged to meet with a social enterprise called TenderCare Disability Services, which was started by a Somali family who now employ more than 300 staff. The social enterprise actively supports multicultural community members with seeking employment, as well as finding ways to celebrate culture.



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'.

The WEN has grown to 84 women throughout the past year, who come from 34 countries. They regularly gather to celebrate and advocate for multicultural women across Queensland.

This group of passionate, active, and positive women has developed a strategic plan to focus their work for the next three years. Violence against women was chosen as the current priority for the network with key goals being:



Advocacy

We work with multicultural women to amplify their voices and highlight issues that affect them, as well as possible means of addressing these.



Education

We strengthen the capacity of multicultural women to celebrate their strengths and overcome challenges.



Empowerment

We celebrate and promote the strength of multicultural women and empower them to participate and advocate for themselves.

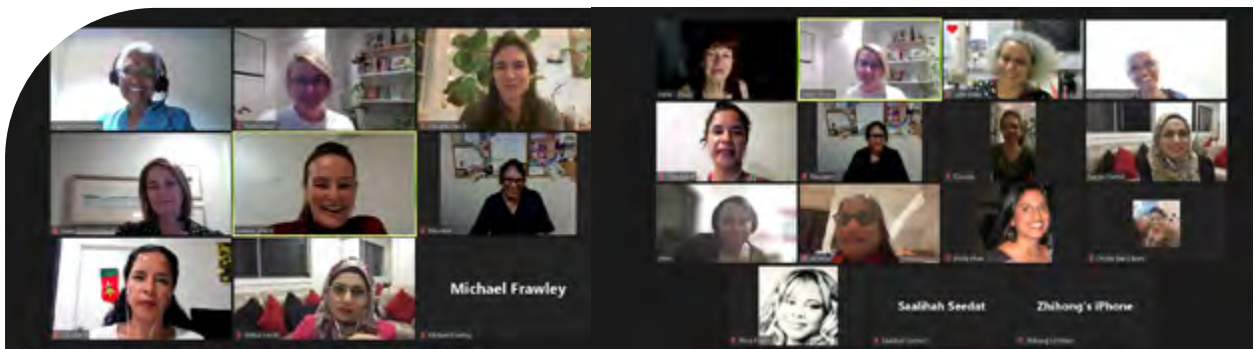


Women's Ethnic Network Leadership Team



“Our vision for WEN is to empower women from cultural and linguistically diverse backgrounds to learn from each other and support each other. Our focus for the next three years is to work in the elimination of all sorts of violence against women. This is an area most of us had an interest and we recognise as a priority for the advancement of women in Queensland. We will empower women with information, resources and discussions to build in each other’s knowledge and have a one strong voice when responding enquiries or making submissions.”

WEN Leadership



WEN meeting with Minister Leanard



WEN December Gathering, Brisbane





Highlight

International Women's Day

In March, to celebrate International Women's Day, the WEN gathered 240 women for breakfast at Victoria Park.

Our speakers included Leanne Linard MP, Dr Jackie Huggins AM FAHA, Solange Lipcin - one of the leaders of Lazos LatinOz and Tamina Naderi from Thriving Afghan Women leaders who shared their wisdom and experiences.

Our chair and CEO facilitated a moving ceremony, where Nick Xynias' family (ECCQ's founder) was honoured. The highlight was the announcement of an annual Cleo Xynias Multicultural Woman of the year scholarship. Cleo Xynias is well known as the wife of Nick Xynias AO BEM, a co-founder of ECCQ in 1976. Cleo dedicated her life to ensuring the advancement of multicultural Australians through her support and dedication to her family and community. We look forward to announcing the inaugural winner of this scholarship at next year's International Women's Day celebration.

The scholarship winner will demonstrate a commitment to the advancement of Queensland's multicultural communities and a commitment to the development of their own leadership role in these communities. The recipient may be an emerging leader who is continuing to build these skills and their role. The scholarship recipient will receive a cash prize, mentorship and training from AIM.



Research and knowledge building

We value research driven 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 increased our involvement in research projects from 6 to 16 projects. These projects are all working towards equity for multicultural communities across health and wellbeing, and aged care research:

Health and wellbeing:

- Reducing the impact of chronic hepatitis B (CHB) in seasonal workers in regional Queensland
- Sexual and reproductive health literacy of young CALD Queenslanders
- Co-design of a health literacy framework: supporting sexual health providers meet the needs of CALD young people
- Building HIV health literacy in priority migrant populations
- Vietnamese, Chinese and Korean general community and hepatitis B related knowledge, attitudes, and health seeking behaviour
- Striving for HIV elimination: is there a role for Pre-exposure prophylaxis (PrEP) for HIV prevention among Australian women
- Using fine scale accessibility modelling and participatory GIS to facilitate place-based health planning
- Integrating culturally sensitive approaches with evidence-based pain treatment for CALD people (INCLUSION)
- Increasing CALD community participation in health and genomics research: focus on heart disease prevention in South Asian Australians
- Preventing gestational diabetes among CALD populations.

Aged care:

- Integrating community and family aged care for diverse Australians
- Views and experiences of elder abuse among older Vietnamese in Queensland, Australia
- Queensland Seniors Strategy.





Staff Open Day, Berlasco Court



ECCQ focus group, Griffith University Logan





Dr. John Bosco Ngendakurio

Highlight

In January 2023, through a partnership with Griffith University, ECCQ brought together 22 community leaders to meet in three focus groups. These focus groups covered discussions on the key concerns community leaders heard regularly from their community. They shared what they need to be equipped to respond to the regular requests they are receiving.

The three groups included representations from:

- migrant backgrounds
- refugee backgrounds
- regional and rural communities
- metropolitan communities
- men and women
- older and younger people.

Key topics discussed included:

- mental health
- domestic and family violence
- intergenerational conflict
- youth disengagement
- misunderstandings of Australian laws and legal system.

This research will be published in 2023-24 with the preliminary findings already informing the work of ECCQ. ECCQ continues to connect with various tertiary institutes to collaborate in conducting research, so that more publications can be made documenting the strengths and needs of Queensland's multicultural communities.



Strengthening multicultural associations

ECCQ supports community groups to build their capability to establish, manage and maintain groups, associations, and organisations. Our consultations with communities continue to inform the design and delivery of the program. The work sets-up participants to be in a strong position for the future of their communities. We develop resources, deliver educational workshops, and offer individual support to multicultural associations across Queensland.

Capacity building support

ECCQ supports community leaders and committee members with 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 training team with Queensland United Australian South Sea Islander Council Inc (QUASSIC)



Throughout the past year, ECCQ has provided training to various ethno-specific associations and groups on a range of topics including:

- setting up an association and gaining charity status
- grant applications and management
- roles and responsibilities of the management committee
- evaluation and monitoring
- financial literacy
- key aspects to successfully maintaining an association.



Through the year the team delivered:

- 16 workshops with attendees from 27 different ethnic groups
- 45 individualised capacity building sessions for small groups of people or associations were provided to participants from 14 ethnic groups.

27 ethnicities represented in ECCQ provided training during 2022-23





Surendra Prasad, Lesley Bennett and Anna Rolandsen at the Queensland Chinese Forum



Nelie He, Zhihong Gu, Lesley Bennett and Anna Rolandsen at the Queensland Chinese Forum

“Presenter was very engaging, very knowledgeable and had loads of experience. Also provided resources for us to use, which was very helpful”

Workshop participant

“I enjoyed meeting new people who have similar interests. The trainer had already done excellent job!”

Workshop participant

“Friendly, energetic, informational hosts”

Workshop participant





Highlight

Online Learning Hub

The Online Learning Hub was launched in September 2022 with an online event. The attendees were given a sneak peek into the modules and were able to ask the content developers direct questions.

The Hub has six courses:

- Revenue generation
- Governance
- Grant writing
- MC or Board roles and responsibilities
- Project planning for grant writing
- Sector Development working manual.

Additional resources and templates included:

- Setting up incorporated associations in Queensland
- Running an AGM
- Responsibilities for Treasurers, Secretaries and Presidents
- Obtaining DGR (Deductible Gift Recipient) status
- Volunteer and community engagement.

“What a fantastic Resource!”

Com-It-Es Queensland and Northern Territory



Speak My Language

Speak My Language (disability) involves hundreds of people from culturally diverse communities talking about living well with a disability. ECCQ has been part of a national partnership with all Ethnic and Multicultural Communities' Councils around Australia led by ECCNSW since its inception in 2020.

Through podcast and radio, this program harnesses the power of storytelling to share the personal experiences, skills and talents of people living with a disability.

Other interviews with guest speakers share information about inclusive places, activities, and opportunities all Australians can enjoy. By sharing this information in up to 24 languages, our program is making contemporary multicultural Australia a more inclusive place.



Chairperson, ECCNSW

Recording of the podcasts concluded in 2022, with the 'product launch' for Speak My Language held in Sydney during October. ECCQ staff were privileged to attend and meet some of the storytellers and travellers in person.

Speak My Language (Disability) is funded by the Commonwealth Department of Social Services.

Highlight

A highlight of the podcast was delivering 400 Interviews about 'living well with a disability' for multicultural communities.

The podcasts amplify the voices of culturally diverse Australians living with disability from all around the country and are available in up to 25 languages.





Korean choir, participants in Speak My Language



Panel discussion, participants in Speak My Language



Community training and employment

ECCQ is committed to empowering Queenslanders to achieve meaningful and sustainable employment. We recognise that employment gives pride and confidence by helping a person support themselves and be an active member of the community.



Elijah Buol OAM with Bright Future program graduate



Bright Future program graduates





Bright Future program graduation



Bright Future program graduation



Bright Future graduating class of December 2022



We understand that there are barriers and challenges to employment. Whether systemic or personal barriers, we continue to support people through the delivery of two programs that offer targeted skills and work experience to empower people to gain local, meaningful employment. Both of these programs are funded through Skilling Queenslanders for Work:

- **Building Australian Skills for Employment (BASE)** provides participants with an Australian qualification and a 19-week traineeship in a local work setting. This gives both the participants and future employers confidence in their successful career in Australia.
- **Bright Future** provides a career track for people from diverse backgrounds into the aged care sector, which is understaffed throughout Australia. Built into the program is a work placement with an aged care provider so students emerge with essential on-the-job experience. Participants obtain a Cert III in Aged Care which sets them up for success in both residential and community care.



BASE Program





Bright Future Program



ECCQ Chairperson Elijah Buol congratulates Bright Future graduate

Highlight:

- 91% of participants achieved sustainable employment following their graduation from ECCQ's programs.
- Almost all the project participants had never been employed in Australia but through ECCQ, were able to achieve that important breakthrough to gain their first job in Australia.

Community training in action

- Fatema had never worked before and was nervous about getting a job so long after school. At the end of the program she secured a permanent position as a full-time Administration Officer.
- Israt had lost motivation after applying for jobs unsuccessfully. At the end of the program, she had gained such confidence that she was offered 3 jobs and is now employed as a Senior Admin Officer.
- Sabiha dreamed of working in the legal profession, and we secured her traineeship with a local law firm, who were so impressed with her potential that they took her on as a paralegal practitioner.

“This program has truly changed my life. A huge thank you to ECCQ for running such great programs.”

BASE Participant



Domestic and Family Violence Prevention Month

An estimated 8 million Australians (41%) have experienced violence (physical and/or sexual) since the age of 15. This includes 1 in 4 women and 1 in 8 men having experienced violence by an intimate partner or family member (Source: Australian Bureau of Statistics (ABS) 2021-22 Personal Safety Survey).

These statistics are shocking and appear to only be increasing. There is no place for domestic violence in any home in Australia. We know from research that women and children are the vast majority of victims but a future free from domestic and family violence (DFV) needs a community wide approach. Everyone has a responsibility and must be involved in the education and prevention of domestic and family violence.

In May, ECCQ partnered with nine ethno-specific associations to co-design and co-deliver events for DFV prevention month.

The nine community partners were:

- Australian Karen Organisation (QLD Branch)
- Chin Community Council Queensland
- Dufashanye Association (Burundi)
- Filipino Australian Federation QLD
- Honorary Consul to Portugal in Brisbane
- Japanese Community of Queensland
- Queensland Guangxi Multicultural Communities (Chinese)
- Thriving Afghan Women
- Vietnamese Women’s Association of Queensland.



Let's Talk – A Roadshow for Domestic and Family Violence Month, Chin Community Council Queensland



Over 300 individuals engaged in the nine events throughout the month.

From the research project with Griffith University, we found that one of the most significant barriers for CALD communities seeking help is the knowledge of, and trust in services. This formed the basis of the project design - providing education and awareness of DFV and services available to support CALD communities.

Each event was unique in its design and delivery, with the common factor being the inclusion of experts and stakeholders. These stakeholders aimed to bridge the gap between services and community members, building trusting relationships for future collaboration and engagement.

The services and stakeholders involved over 25 organisations and individuals, including Friends with Dignity, DV Connect, Refugee and Immigration Legal Service (RAILS), Queensland Police Service (QPS), Department of Home Affairs, Immigrant Women's Support Service (IWSS), Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT), Red Rose Foundation and researchers from various universities.



ECCQ and Dufashanye Association DFV awareness workshop



Let's Talk – DFV Month, Japanese community of Queensland and stakeholders



Vietnamese Women's Association of Queensland and Filipino Australian Federation QLD





Let's Talk – DFV Month, Chin Community Council Queensland and stakeholders



Panel Discussion at Let's Talk DFV Month Vietnamese Women's Association of Queensland and Filipino Australian Federation QLD event



Impact

Prevention is a social change that starts with education. Each community, and intersections within each community, are at different places with their knowledge of and readiness to respond to DFV. By empowering the community partners to identify where they are at, and to design an event with their own outcomes in mind, the project was able to create spaces for outcomes to be achieved.

We know that multicultural community leaders are best placed to provide initial and preventative support to their community but may not currently have adequate knowledge or skills to do so effectively. For the community partners themselves, the project was able to broaden their support network and upskill them to talk about and address DFV in their community by engaging them with the stakeholders.



Panel Discussion Let's Talk DFV Month at Brisbane Portuguese Family Centre with the Portuguese community

“We were able to communicate to stakeholders the cultural impacts and expectations and responses and the understanding of freedom of choice for individuals, particularly children within a family. Culturally the family requires religious attendance and clothing options and may respond by using DFV”

Community partner



Let's Talk – DFV Month event with Queensland Guangxi Multicultural Communities



DFV Month event with Queensland Guangxi Multicultural Communities



Let's Talk DFV Month Event with the Portuguese Community

Chin Community Youth at the Let's Talk – DFV Month Event





Let's Talk- DFV event Thriving Afghan Women Group

“Myself, and others on my table now have a better understanding of the concept of coercive control and also financial abuse and reporting mechanisms.”

Event attendee



Let's Talk- DFV event Thriving Afghan Women Group, SSI and ECCQ



Health

Personal health can impact physical, mental and social wellbeing of a person and their family and community. We believe that all people should have access to health information and services that are culturally appropriate, and relevant to their needs. ECCQ has a network of 19 bilingual community health workers that speak 16 languages and act as a bridge into communities. This team works towards ECCQ's vision of an equitable and inclusive health system.

State-wide Multicultural Community Health Advisory Committee

This financial year saw the development of the first state-wide Multicultural Community Health Advisory Committee.

Following an Expressions of Interest, 17 members have been selected to represent their region and communities.

The committee aims to:

- guide the development and implementation of short-term and long term promotion strategies that will improve the health and wellbeing of people from CALD backgrounds across Queensland
- advise ECCQ on their community's health issues and culturally appropriate and effective approaches to address these issues.

All committee members are passionate about improving the health of CALD communities and said they are looking forward to working with ECCQ through this innovative collaboration opportunity.



World AIDS Day Multicultural Community Forum, Brisbane



Blood borne virus and sexual health (BBV&STI)

The program aims to raise awareness of hepatitis, HIV, and Sexually Transmissible Infections (STIs) while supporting testing, prevention, and individuals with chronic hepatitis for Queensland multicultural communities.



World Hepatitis Day Multicultural Community Forum, Logan

We are pleased to report that Brisbane South Primary Health Network – a priority area – is achieving the highest hepatitis B treatment within Queensland.

Our program participants showed a remarkable improvement in awareness and knowledge regarding hepatitis, HIV, and STIs. Tests done before and after community education sessions revealed a significant knowledge increase with scores rising from 34% before the sessions to 91% after.

Additionally, 72% of participants expressed their intention to get tested after attending the education sessions. The impact of our health promotion messages in the ethnic media was evident as people asked for more information and support, with some going for testing after reading the messages.

“It is a very useful program and very good resources.”

Program participant



Elijah Buol and Bilingual Community Health Worker Evelyn Pe at the Program's information stall at the Lord Mayor's Refugee Welcome Ceremony event.



Korean Experience Day



Elijah Buol OAM at World AIDS Day Multicultural Community Forum





Chinese dance at World AIDS Day Multicultural Community Forum, Brisbane



Annual staff refresher training



Lisa Ward Spoke at the World AIDS Day Multicultural Community Forum, Brisbane



World Hepatitis Day Promotion, Inala



To enhance understanding, we provide education in community languages at our Fibrosan clinics. In 2022-23, the team completed 640 Fibrosan tests for people born in over 20 different countries, surpassing our annual target by 140.



ECCQ team member performing a fibrosan test

Highlights

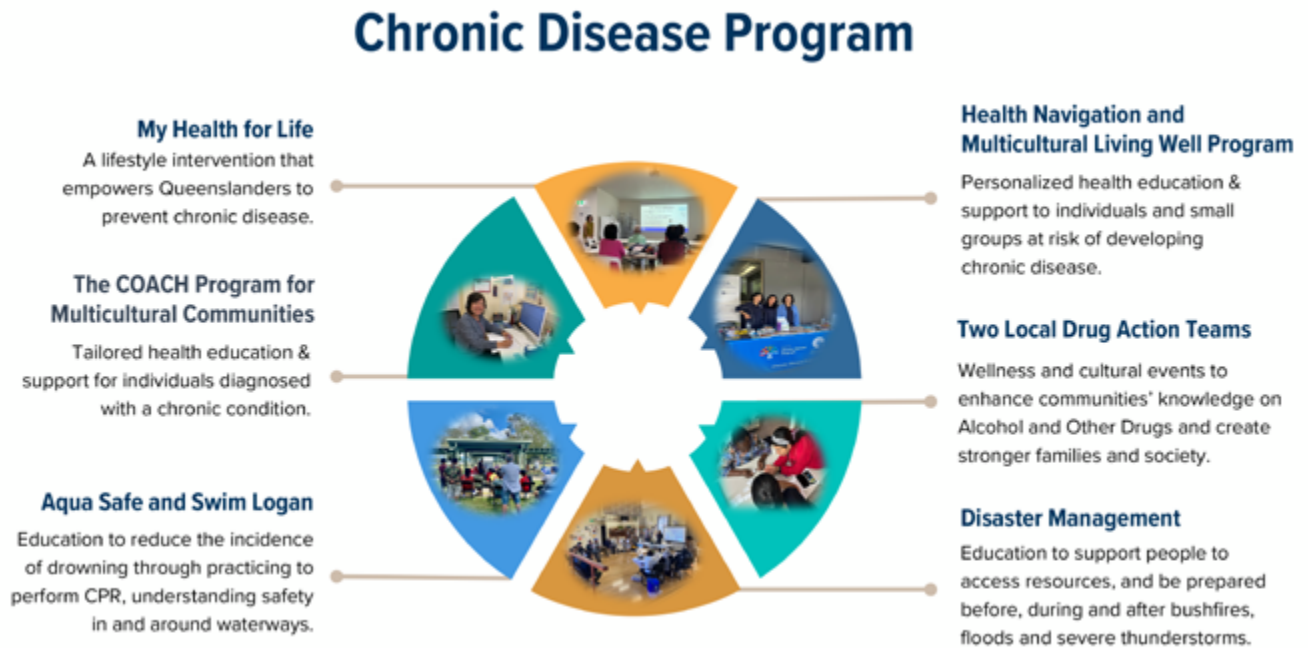
The following are key highlights from the Blood borne virus and sexual health team:

- Conducted 49 community education sessions with 626 participants from more than 26 cultural backgrounds.
- Translated and published 17 articles in ethnic newspapers.
- Shared 139 health promotion messages in Chinese, Vietnamese, and Korean languages, reaching 66,777 people with 72,739 impressions.
- Provided hepatitis, HIV, and sexual health information to 589 individuals across Queensland through phone, social media and face to face in different languages.
- Offered 496 support services to people living with chronic hepatitis B or co-infection with HIV.
- Distributed 34,023 copies of resources in 14 languages and 18,527 condoms.
- Held 41 information stalls at various multicultural community events.



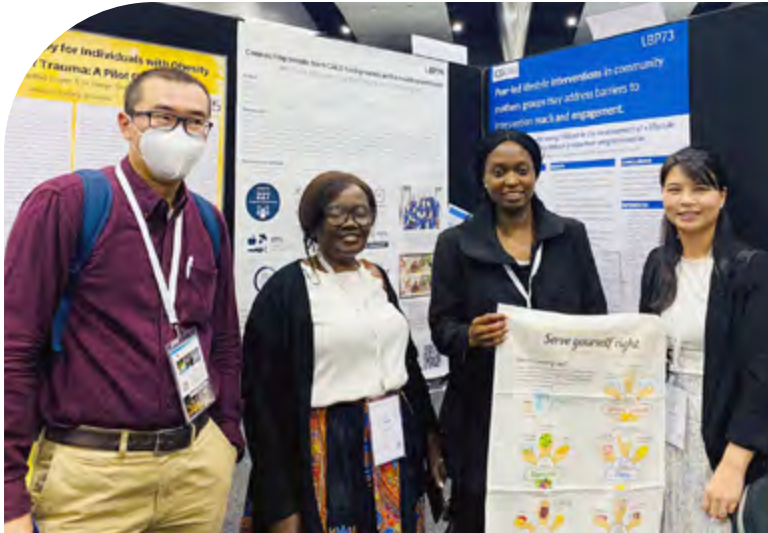
Chronic diseases

The Chronic Disease Program delivers education and support, develops culturally appropriate resources, and implements targeted interventions to empower communities to live a healthier life and prevent or self-manage chronic disease.



Chronic disease prevention education to CALD students at QLD TAFE campus





Program staff presenting about Health Navigation and Living Well Multicultural Program at Obesity Conference, Melbourne



Two staff receiving Team Annual Recognition Awards



Chronic disease prevention education to Karen community members and leaders, Whiteside



Chronic disease prevention education to Chinese community members, Runcorn



Staff presenting about My Health for Life program at Metro South Health and Hospital Service's Conference





Health Communication and Women Empowerment training, Logan

Highlights

- Introduced the Coach Program for Multicultural Communities - a chronic disease self-management program tailored to the needs of community members who are diagnosed with a chronic condition.
- Delivered 574 free health checks and distributed resources to communities at 36 multicultural events across Queensland.
- Enrolled 949 community members in a range of chronic disease prevention and self-management programs.
- Delivered 971 individual and 298 group health education sessions, reaching more than 20 ethnic community groups in Queensland.
- Worked closely with General Practitioners (GPs), nurses, and allied health professionals to support 47 patients with chronic disease referred by hospitals, community and refugee health services and GP clinics.
- Developed and published the Multicultural Vegetarian Cookbook featuring delicious recipes from around the world and expanded the current resources into seven new languages.

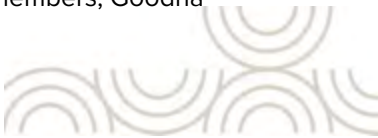




Conducting health checks and program promotion at Myanmar New Year Festival for CALD communities, Logan



Staff delivering Disaster Management education session to Pacific Islander community members, Goodna



Impact

The My Health for Life program annual evaluation found that participants improved their overall health with:

- an increase in fruit (by over 70%) and vegetable (by nearly 15%) intake to meet the Australian Dietary Guidelines
- well over a third of participants reduced their consumption of sugary beverages
- 24% of participants quit smoking
- 10 % of participants decreased their weight by 5% with an average loss of 1 kilogram
- 61% of participants decreased their waist size with an average change of -1.6 centimetres.

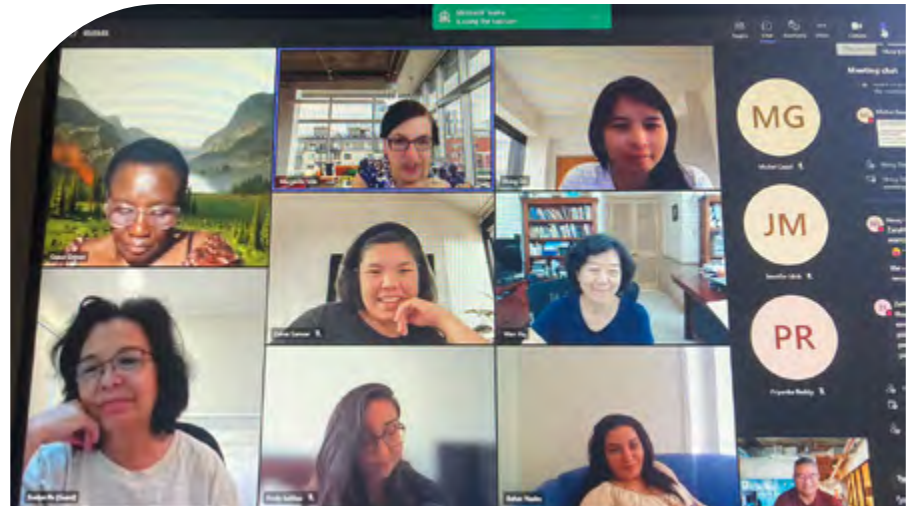


The increase in referrals into our Health Navigation and Living Well Multicultural Program highlighted the ongoing need, for culturally appropriate and tailored care to obtain a deeper understanding of chronic disease and its prevention. All participants were referred or connected with a local GP during the program and any other relevant services including but not limited to mental health, social support, interpreter services and community networks.

Conducting health checks and program promotion for CALD students at QLD TAFE campus

Over the course of three events delivered by the Local Drug Action Team, a total of 70 Korean community members attended. Their intention was to increase the sense of belonging within their own Korean community in Queensland and the local community around them. All community members reported an increase in their understanding of alcohol and drug related harms and appropriate services available to their community.





Staff attending the COACH Program for Multicultural Communities training

Trained multicultural health workers delivered 34 water safety workshops to 260 participants across South Sudanese, Ghana, Chinese, Afghan, Arabic, Somali, Persian, Burmese, Korean, Russian, Karenni/Chin, Karenni, Matu/Chin communities under our Aqua Safe and Swim Logan Initiatives.

Forty-four disaster management sessions were delivered to 284 participants across 16 community groups. Sessions were delivered within the Brisbane City Council Local Government Area (LGA) in simple English and in language with translation and cultural tailoring of resources occurred when applicable.



Staff attending Refresher Stroke training delivered by National Stroke Foundation Queensland



Hear from the community

Mr Yeshiwondim Ferede (51 years old), born in Ethiopia and speaks Amharic was a participant at our Loganlea TAFE group. At the start of the My Health for Life program, we did a health check for Mr Ferede, and his waist circumference was 108 cm, BMI was 32.8 and weight was 86 kgs. After completing 6 educational sessions of the program, his waist circumference was 102 cm, BMI was 31.6 and his weight was measured at 83 kgs. Mr Ferede said,

“I have enjoyed the program so much, I learned many tips and was motivated to make changes”.



“It focused on a sustainable behaviour change that could be achieved at my own pace, step by step.”

My Health for Life Program participant.

“Thank you so much to the multicultural staff member for assisting with our patient, we have been working with her (CALD patient) for a long time and were unable to provide the support you were able too. We feel more confident in being able to appropriately support her moving forward”

A Nurse who referred patients into our Health Navigation and Living Well Multicultural Program.

“I have been in Australia for over 12 years, and this is the first time I have learned to prepare for a natural disaster. This is so important that we have people to come to the community to share this information to stay safe”

Disaster Management Program participant.

“Working in the project (Local Drug Action Team) has helped the community develop understanding and knowledge in drug and alcohol that we and they didn’t know before. Connecting through them and finding others who were passionate about helping the community along the way was great to see. We had an increased number of participants in the events which was great. Thanks to ECCQ and funding body for their flexibility and support throughout the project.”

Korean Society of Queensland Board Member.



COVID-19 vaccination campaign

Funded by Brisbane North Primary Health Network (BNHPN), ECCQ developed eight video campaigns and two poster advertisement campaigns to promote COVID-19 vaccinations for identified vulnerable groups.

The video campaigns were in the following languages: English, Somali, Tigrinya, Swahili, Dari (2 videos), Hazaragi (2 videos). The poster campaigns were in Mandarin and Mandarin simplified.

The first stage of the project was consultation with community leaders and medical practitioners, and professional relationships such as with Refugee Health Network, World Wellness Group, Metro North Health, and True Relationships. We took into consideration the views of young and older people, literacy and education levels, hearing ability, as well as cultural and language needs.

We found that video campaigns would be the most effective means of accessing the campaign information for the Afghan and African language groups, while social media tiles would be appropriate for Mandarin speakers.





Content was checked for medical accuracy by BNPHN Clinical Editor (Dr Fabian Jaramillo). A professional videographer was contracted to ensure high quality delivery of the campaign message. The poster campaigns were professionally designed by Chinese media professionals in both Simplified and Traditional Mandarin.

ECCQ acknowledges the significant work supporting the use of COVID-19 vaccines achieved in Queensland’s multicultural communities. We participated in the CALD COVID-19 Health Engagement

Project (CCHEP) and consulted with the CCHEP Reference Group who kindly shared their insights which informed our media campaign.

We joined with Metro North Health (Multicultural Health Coordinator) for video content, approach, participants, filming venues, as well as to host the videos. The World Wellness Group provided video participants and clinical filming locations; the Afghan and African language groups continue to distribute the [videos to their communities](#).



Highlight:



In total, the videos reached 81,460 people, with a total of 24,737 plays.





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 Service (MAS) team.

Diversicare

In-home care is an essential part of our community, it helps our ageing community members to age in-place, in their homes where they have worked to build and enjoy their lives.

Throughout the year, Diversicare continued to deliver the Commonwealth Home Support Program (CHSP) alongside all four levels of Home Care Packages (HCP) across five regions of greater Brisbane, as far north as Coolumb, south to the Gold Coast, east to the Redlands and west to West Ipswich.

With the implementation of new online client management and roster system implemented along with a new pricing structure, Diversicare services are reinvigorated to meet the ever-evolving needs of our communities.

Relocating Diversicare to the new Berlasco site, sees all aged care services provided in the one location and synergies for ECCQ are being realised.



Vietnamese social group playing picture bingo at Diversicare connect



German social group client, her daughter and HCP coordinator at Diversicare connect



Lao/Vietnamese social group day out at Roma Street parklands



Two of the German social support group showing the results of a 'paint and sip' morning at Diversicare connect



Polish social support group at Redcliffe jetty



Diversicare office staff

Achievements

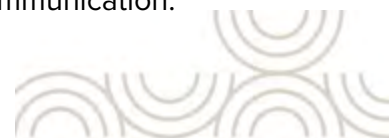
Since its beginning in 1989, West End was the home of Diversicare. In February 2023, after more than 30 years the Diversicare team relocated to Berlasco in Indooroopilly. They now co-locate with the Berlasco team and residents. Services and supports to our clients was uninterrupted throughout the moving process.

With the relocation, West End Connect is now known as Diversicare Connect. This day centre program provides social activities and social support to Diversicare's multicultural visitors and hosts over 100 participants a month. The program remains very popular, catering to the diverse needs of our communities. With the move to Berlasco, we have been able to include residents in the programs and new clients from the surrounding area have started to engage in the programs.



Croatian group

We forged new and maintained existing partnerships with other agencies including Coastline Care, Maddison Care, CrisKim, Care Agency, Deaf Services and Vision Australia, to provide improved service delivery across all client areas. This allowed for additional clients to be engaged and an increase in consistent service delivery and better client communication.





Lao/Vietnamese social support group at Manly waterfront



Lao/ Vietnamese social group discovering the new Berlasco court facility

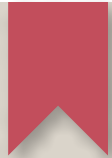


Croatian social support group at Brookfield gardens nursery for morning tea



Vietnamese social support group lunch at Easts leagues club





Highlights

At the end of 2022-23, Diversicare supported:

- 267 clients through HCP
- 1088 clients through CHSP.

Diversicare Connect boasts 18 different social support groups with over 200 clients engaging monthly.

Our clients have enjoyed outings this year including visiting Sirromet winery, Tambourine mountain – Polish place, Oxley creek common, German club, Dutch club, Indigiscapes environmental centre, Ikea, Redcliffe, Wynnum, bike riding for seniors, Kholo gardens, walkabout creek and many more.

Our clients have said that their highlight this year was moving the weekly groups to Berlasco. At the new facility they enjoy art and craft activities, guest speakers, card games, quizzes, board games, BBQs and special events. As one client said at his first group in the new space, “Is this place for us? We are so blessed”.

We pride ourselves on providing culturally and linguistically inclusive and supportive respite groups. As such, there are specific groups in Vietnamese, Chinese, Serbian, Croatian, Samoan, Polish, Dutch, German, and Spanish. As well there are multicultural groups across the greater Brisbane areas in Eagleby, Ipswich, Brisbane North and Brisbane City.

“Great service, never disappointed, thank you”

Gail Austen, Diversicare client

“I would like to compliment my cleaner Karen who is always cheerful, thoughtful, thorough and conscientious. I would love to keep having her visit me as she makes my day”

Diversicare client



Berlasco

Berlasco continues to be a fully accredited, culturally inclusive, residential aged care facility. We pride ourselves on delivering responsive aged care to residents that meets their cultural, religious, and personal needs. Residential care in an essential service to our ageing community and must reflect the inclusion, safety, and comfort that residents felt in their own homes.

The new state-of-the-art facility officially opened in May 2023, with residents moving in and making Berlasco their home since December 2022.

The vigour and tenacity of all Berlasco staff to make the move and accreditation

happen should be recognised as their own success. Throughout the moving and set-up processes the team maintained their focus on the residents, making sure their needs were met, and they were able to seamlessly move into the facility, making it their new home.

Following the move, we achieved a full three years' accreditation during the auditing process in April 2023. For a brand-new facility with a new way of operating, this is an accomplishment that should be celebrated. Our systems and processes continue to mature as we refine the way we operate the facility and deliver care and services to our residents.



Berlasco nurse with residents



Key achievements:

- Recognising the significant shortage of aged care staff in Australia post-pandemic and the enormity of a facility with a 115-bed capacity, we developed strong partnerships with Registered Training Organisations to ensure ongoing student placements which have developed into clinical care staff.
- As the peak body for multicultural communities, we pride ourselves in being able to induct students into the workforce in culturally diverse facility, developing them into culturally responsive staff who excel in their fields.
- We added four key positions to Berlasco, including Clinical Manager, Chef Manager, Lifestyle Coordinator and Maintenance Supervisor.

The team has:

- created and executed a transition plan to a new clinical management system
- learned and deployed a new wireless staff communication system
- created and launched a new menu
- reinvigorated the lifestyle program for residents.



From left: Aunty Peggy Tidyman, Cr James Mackay, Ms. Jess Pugh MP, Hon. Anika Wells MP and Lisa Ward



Speaking: Elijah Buol OAM at Berlasco Aged Care official opening 2 May 2023



Highlight

The official opening of the new facility was held in May 2023, by the Hon Anika Wells MP, Minister for Aged Care and Minister for Sport. For what was 10 years in the making, the event was a homage to the team who made it possible, from the ECCQ Board, the team and Paynters' staff.



The opening recognised and acknowledged the original founders of Berlasco, Nick Xynias AO BEM, Peter Vecsey-Dalos, Serge Voloschenko OAM, Chalani Gunasekara, Dr NT Ha and Joan Einikas for their outstanding contribution to ECCQ, Berlasco and Queensland's multicultural communities.

“This is a day to remember, especially for those who have been here from the beginning, from when it was just an idea”

Chalani Gunasekara, Berlasco Founder





Lisa Ward presents official opening plaque to Hon. Anika Wells MP



Peter Worboyes, Berlasco General Manager, Hon. Anika Wells and Jess Pugh on a tour of the facility



Paynters Representative, Serge Voloschenko OAM, Jess Pugh MP and Lisa Ward



ECCQ Board members pictured with Cr James Mackay, Cleo Xynias Jess Pugh MP, Chalani Gunasekara, Hon. Anika Wells MP and Agnes Whiten



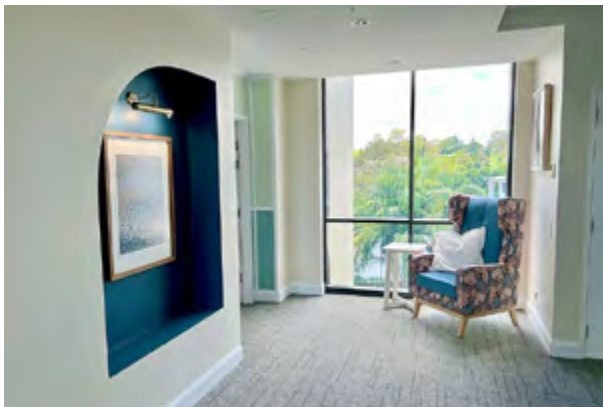
Exceptional Care, caring staff, food is very good, always fresh and well presented. Very happy to have George in Berlasco.

Lyn Williams, residents' wife.



Berlasco inauguration day

Berlasco state-of-the-art facilities



Berlasco resident in dining hall



Berlasco residents



Berlasco in action

Residents are the most important part of Berlasco. We ensure that they are given the opportunity to celebrate their own culturally significant days, as well as additional parties and festivals. Some of the celebrations held this year were:

- Melbourne Cup
- fashion parade
- Christmas party with families
- St Patricks Day
- Anzac Day
- Greek Day.

At the start of the financial year, we had 23 residents and that has now grown to 69 residents at the end of the financial year.

“I would like to acknowledge carer Rita for her respectful care, kindness and compassion in her work. Rita was patient, understanding and very attentive when listening and supporting my father today. This did not go unnoticed as I could see my father felt safe and heard by Rita. I also observed Rita’s professional work ethic when providing support to other residents this afternoon. Please pass on our gratitude and thank Rita for the support she provided Sergio today.”

Maria Giovanetti, resident’s daughter

Multicultural Advisory Service

The Multicultural Advisory Service (MAS) builds cultural capacity within the CHSP so the providers are able to better respond to the care needs of older people in the multicultural community.

Our Advisers are all immigrants to Australia and span a range of cultural heritage from almost every continent – this gives our team strength in cultural diversity and a profound multicultural lived experience perspective.

MAS aims to:

- effectively support and educate service providers (focusing on CHSP funded providers) to provide culturally safe and responsive care to multicultural people
- educate and inform multicultural communities on accessing aged care services, health, wellbeing and reablement in a timely manner.





CAC Training, Tully 2023

The impact of MAS

- improved culturally appropriate and safe care, and through accessing health and wellbeing information and appropriate home care, longer periods of living at home for multicultural seniors
- supporting CHSP providers to operate effectively in line with the objectives of the Commonwealth Home Support Program and within the context of the broader aged care system.

Information session at Gudwara Sahib 2023



Diversity and Inclusion Forum, Bundaberg November 2022



Diversity and Inclusion Forum, Gold Coast, August 2022



“[I’ve learned about] the impact our actions have on others. Being mindful of others’ feelings and needs. We will review our website, signage, facilities –are they welcoming to all people?”

Participant, Bundaberg Diversity & Inclusion Forum



10th Diversity and Inclusion Forum, Cairns.



Highlights

The MAS delivered training to 3,500 care staff and managers and reaching over 1,000 people in community information sessions and forums across the state.

They held interactive networking professional forums in Cairns, Bundaberg, and the Gold Coast, aimed at managers of CHSP organisations. The forums featured keynote speakers focusing on Aged Care reforms, cultural responsiveness and diversity and inclusion initiatives. This information, discussion and networking helps providers examine how their services can be more inclusive and culturally safe.

Achievements – the 10th annual Multicultural Seniors Expo

The event featured informative presentations on health and wellness, Aged Care reforms and the new Care Finder program - as well as information stalls from service providers featuring Aged Care, Carers Queensland, Aged and Disability Advocacy, Exercise and Rehabilitation, and Dementia. It was a day of fun and laughter with seniors enjoying songs, dances, plenty of useful information for staying safe and healthy, as well as exercises like mindful breathing, seated massage and laughter yoga.



“Thank you for such a great day. Took a friend who had no idea as to what services she was entitled to. The expo was informative & fun. I was [also] able to pass on information to my niece who is a carer, the lady there was so helpful.”

Attendee at Sunshine Coast Multicultural Seniors’ Expo

Partners in Culturally Appropriate Care (PICAC)

Partners in Culturally Appropriate Care (PICAC) provides guidance and support to Queensland aged care providers to deliver culturally responsive care to older people from CALD backgrounds.

The team provide learning and development opportunities, including one on one mentoring, for aged care leadership, in addition to online and face to face training for aged care staff.

They also support CALD communities to make informed decisions about their aged care needs and how to access services by delivering information sessions in partnership with other health and aged care services.

With close links to community and aged care, feedback can be shared to policy makers to include CALD consumers to advise current issues and co-design the future of aged care.



Jenny Hazlewood and community member



PICAC QLD Team –Ritu Ahir, Amanda Bowden, Jenny Hazlewood and Mary Andrew





Portuguese community aged care event partnering with Metro South Health, Multilink Services, the Consulate of Portugal, Brisbane Portuguese Family Centre, Co-As-It and Brisbane City Council



Community Presentation on aged care delivered in Punjabi



Portuguese community aged care event and partners



Portuguese community member and Lorella Piazzetta, Metro South Health



Redlands Aged Care breakfast in partnership with Metro South Health and Multilink Community Services.





Partnerships with COTA QLD



Punjabi community aged care event



Helping Aged providers communicate with older Australians in their preferred language



Portuguese community aged care event and partners



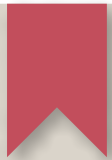
Community presentation on aged care



Outcomes

PICAC QLD reached over 800 aged care staff through face to face and online forums in regional and metropolitan areas over the year. These sessions gave aged care workers an opportunity to reflect on their practice and improve their response by accessing resources and tools provided such as the free translation of written materials to help consumers.

PICAC also linked over 600 CALD community members to aged care services, palliative care, and other services. Community members are engaged through events delivered in language and plain English. Communities PICAC supported included Chinese, Cook Islander, Indian, Iranian, Kenyan, Māori, Portuguese, Punjabi, Samoan, Iranian, Spanish, Polish, Tongan, and Vietnamese.



Highlight

PICAC partnered with several organisations including Metro South Health (MHS), Multilink, Multicultural Advisory Service (MAS), Aged Care Community Providers Association (ACCPA), MiCare, Somerville Funerals and Gold Coast Hospital – to deliver three metropolitan and regional professional development workshops to aged care staff.

Aged care services gained an in-depth understanding of the inequities in accessing services for people from CALD backgrounds, and the cultural and language demographics of consumers in their service area. These workshops enhanced aged care provider understandings of the older CALD population and their care needs.

“Working with PICAC is one of most rewarding and a pleasure. I received so many supports from them especially culturally appropriate supports.”

Alex Do, SSI

“Ongoing partnership outcomes have resulted in providing valuable information to CALD consumers in a responsive and safe environment.”

Lorella Piazzetta, Metro South Health (Cultural Diversity Coordinator)



People and Culture

The People & Culture division exists to ensure that the organisation is appropriately staffed, skilled, remunerated and deployed, to meet the current and future needs of ECCQ.

ECCQ in numbers

ECCQ employs 297 staff in its various businesses and programs. However, the flexible nature of our business (including 24/7 shift work in residential aged care) means that this only comprises 123 full-time equivalent staff.



ECCQ staff Christmas Party 2022



Multicultural service team



Gender split:

- Male: 19%
- Female: 81%

Division/area split:

- Residential aged care staff: 38%
- Community aged care staff: 44%
- ECCQ programs & corporate: 19%



Open day



Berlasco team orientation day



Open day





Highlights

- Work Health & Safety was a key focus, embedding essential disciplines into our various work sites, and reviewing all 12 WHS policies to ensure that they are now fully compliant and up to date.
- Recruitment was a major activity, particularly to support the commissioning of the new Berlasco facility, combined with the elevated labour turnover prevalent in the aged care industry. It is worth noting that 81% of ECCQ's staff work in our aged care businesses.
- Onboarding orientation was refreshed, with a comprehensive one day program including essential fire, manual handling and other courses, and the Induction Program is now also online for staff to revisit at leisure.
- During the past year, 245 staff registered for a total of 2,298 training courses as part of a significant upskilling initiative within ECCQ. Staff training received a major boost from our partnership with Health Care Australia (HCA), which has facilitated our having all staff do their mandatory training modules via HCA, which gives our staff certification and even Continuing Professional Development points for professional development.
- The Staff Newsletter is another step on the journey to improved communication with our employees.
- Plans for the year ahead include a comprehensive staff engagement survey to allow us to objectively hear and prioritise the concerns of our staff relating to the workplace in every aspect. This will allow us to draw up plans for improvement and communicate back to staff regarding our plans. In addition, we are systematically working to de-casualise the workforce in order to enhance the permanence of work contracts, to the benefit of staff and employer.



Financial Report

The 2022 / 2023 financial year witnessed significant changes as we invested in the future of ECCQ. This was most notable in our aged care businesses through the building of the new residential aged care facility and the implementation of new technology for both Berlasco and Diversicare.

For the first half of the financial year during the build of the new facility, the residents of Berlasco resided in temporary premises which were not conducive to attracting new clients, resulting in a net decline in residents as prospective clients waited for the new facility.

The second half of the year required significant material investment in new furniture, fittings, and staff to set up the facility, and to attract new residents. In addition, our investment in the state-of-the-art facility management system (Autumn Care) was a necessary enabler for effective care support and controls. The lag between expenditure and income was inevitable in this re-growth period and contributed to financial challenges.

Diversicare performed well through the year with the instatement of new leadership despite our having lost many staff during COVID-19 due to compulsory vaccination requirements. We also invested in a new system to improve compliance with the Aged Care Commission's Quality Standards, as well as improving support to our Home Care Workers and in the community.

Funded programs, such as Multicultural Advisory Service, Partners in Culturally Appropriate Care (PICAC), My Health for Life and Blood Borne Viruses and Sexually Transmissible Infections (BBV&STI) continue to be largely self-sustaining financially through funding from all three levels of government and other agencies. Although they continue to deliver positive outcomes, there remains challenges with some contracts being fixed-term grants or winding up in the natural course.

Financing costs were significant in the year under review. The loan taken out for the Berlasco facility was subject to multiple the interest rate escalations that we have seen had seemed unlikely. This compounded in the labour and material delays driven by COVID-19

ECCQ continued to seek improvements in its operational effectiveness while investing in human resources, technology, and assets, all while navigating the challenging economic year for the industry and the country.

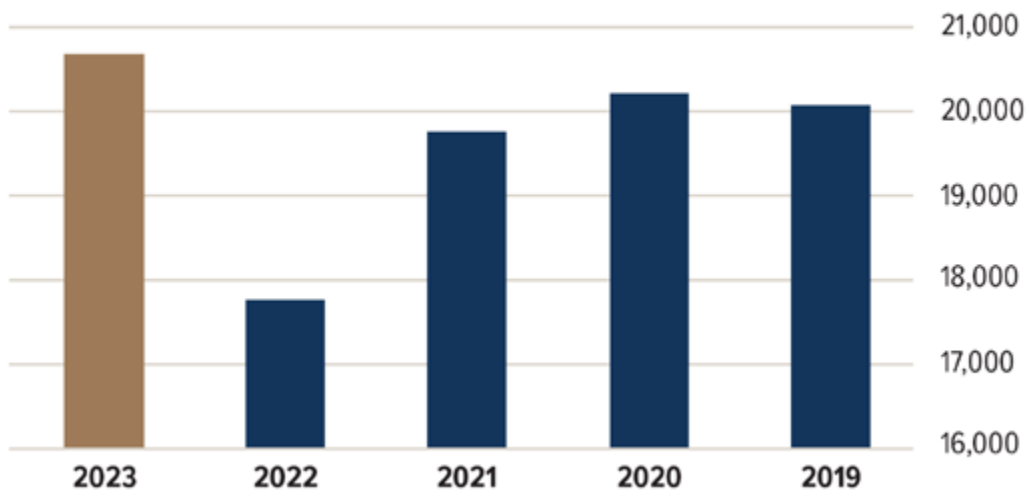
The financial statement of the Ethnic Communities Council of Queensland LTD includes Residential and Community Aged Care services, as well as Multicultural Services.

The Aged Care services are predominantly funded by Commonwealth government subsidies and grants, while the health programs for Multicultural communities are funded by grant revenue from state government and local governments.

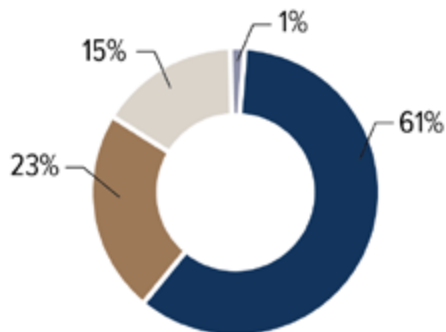
In the fiscal year 2022-2023, the total revenue received was \$20,571,056, which reflects a 16% increase compared to the previous financial year (2021-2022). This increase primarily attributed to the recovery of service delivery, which had been impacted by COVID-19 disruptions, as well as the redevelopment of the Residential Aged Care Facility.



Revenue (\$000)

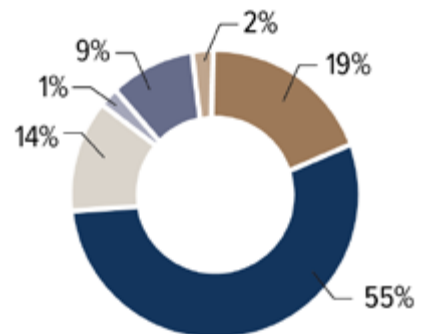


Segment Revenue



- Community aged care services
- Residential aged care services
- Multicultural services
- Other

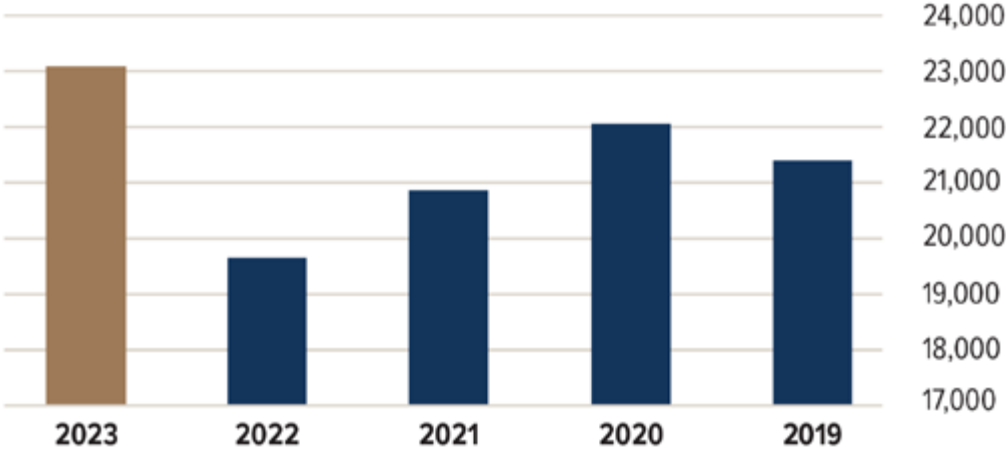
Sources of Revenue



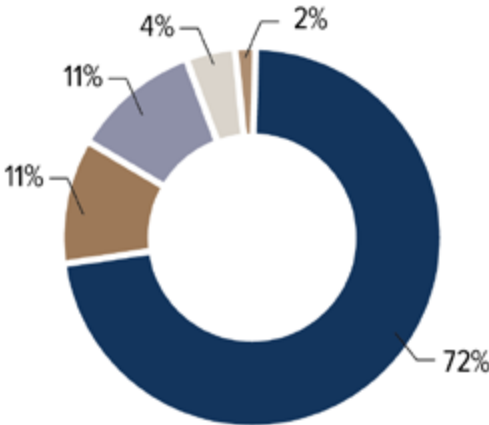
- Commonwealth subsidies
- Commonwealth grant
- Qld State government grant
- Clients fees
- Other
- Qld local government grant



Expenditure (\$000)



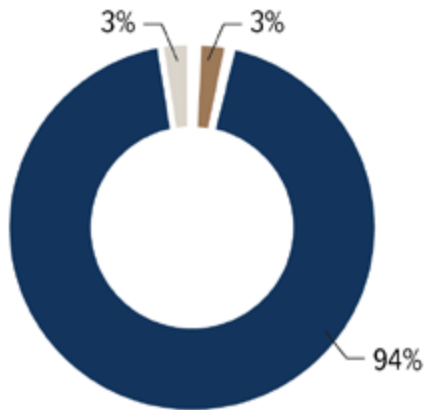
Expense Categories



- Employee expenses
- Client support expenses
- Other expenses
- Depreciation and amortisation
- Leasing expenses

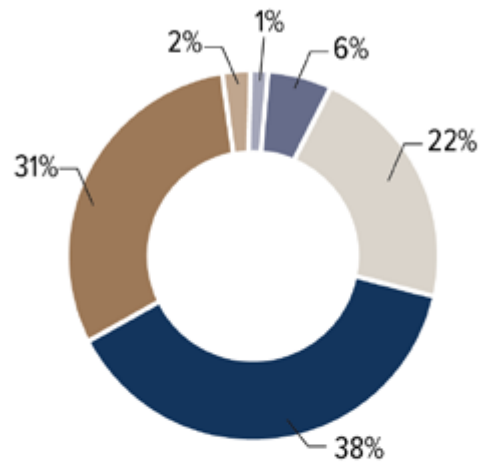


Assets



- Property, plant and equipment
- Cash
- Other assets

Liabilities

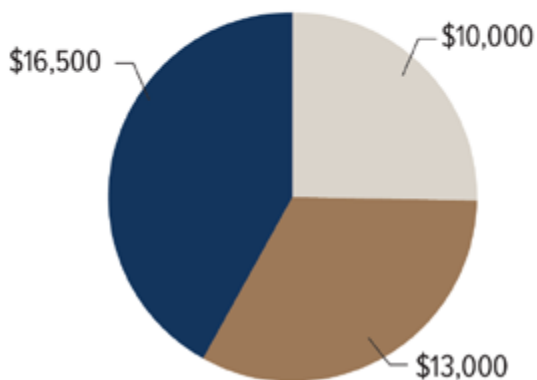


- Refundable accommodation deposit
- Borrowings
- Unexpended grants
- Employee entitlements
- Others
- Trade payable

Source of Capital Investment

(Residential Aged Care Facility Redevelopment)

(\$000)



- Borrowing – Westpac Bank
- ECCQ funds
- Commonwealth grant



Statement of profit and loss and other comprehensive income for the year ended 30 June 2023

	Note	2023	2022
		\$	\$
Revenues from continuing operations	2	20,671,056	17,754,279
Capital grant income	2	500,000	4,600,000
Expenses			
Employee benefits expenses	3	(15,716,432)	(13,758,315)
Client support expenses		(2,293,746)	(1,873,021)
Consultants expense		(355,890)	(110,591)
Depreciation and amortisation expenses	3	(891,814)	(1,037,362)
Repairs and maintenance expense		(69,305)	(120,087)
Interest expenses		(1,100,132)	(321,038)
Other expenses from continuing operations		(2,306,275)	(1,581,712)
Surplus / (Deficit) from continuing operations before income tax		1,562,538	3,552,153
Income tax expense	1(j)	–	–
Net Surplus / (Deficit) from continuing operations after income tax expense attributable to the company		(1,562,538)	3,552,153
Other comprehensive income		–	–
Total comprehensive income for the year		(1,562,538)	3,552,153



Statement of financial position as at 30 June 2023

	Note	2023	2022
		\$	\$
Current assets			
Cash and cash equivalents	4	2,105,780	697,406
Trade and other receivables	5	1,341,665	1,128,246
Other current assets	6	172,503	93,518
Property held for sale	7	1,168,160	–
Total current assets		4,788,108	1,919,170
Non-current assets			
Property, plant and equipment	7	53,444,491	46,486,259
Total non-current assets		53,440,491	46,486,259
Total assets		58,232,599	48,405,429
Current liabilities			
Trade and other payables	8	21,967,577	14,639,092
Short term provisions	10	1,809,479	1,604,738
Borrowings	9	10,575,000	1,054,671
Lease liabilities	9	–	139,274
Total current liabilities		34,352,056	17,437,775
Non-current liabilities			
Borrowings	9	–	5,392,168
Long term provisions	10	105,299	237,704
Total non-current liabilities		105,299	5,629,872
Total liabilities		34,457,355	23,067,647
Net assets		23,775,244	25,337,782
Equity			
Retained earnings		14,157,952	15,732,490
Reserves	11	9,605,292	9,605,292
Total equity		23,775,244	25,337,782



Statement of Changes in Equity for the year ended 30 June 2023

	Retained Earnings	Revaluation Reserves	Other Reserves	Total
	\$	\$	\$	\$
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 – revaluation of asset	–	–	–	–
Balance at 30 June 2022	15,732,490	7,038,624	2,566,668	25,337,782
Net surplus/(deficit) attributable to the company	(1,562,538)	–	–	(1,562,538)
Other comprehensive income	–	–	–	–
Balance at 30 June 2023	14,169,952	7,038,624	2,566,668	23,775,244



Statement of cash flows for the year ended 30 June 2023

	2023	2022
	\$	\$
Cash Flow from Operating Activities		
Receipts from customers, members and sponsors	2,198,442	860,675
Payments to suppliers and employees	(20,813,788)	(17,397,627)
Interest received	10,388	9,323
Interest payments	(1,100,132)	—
Receipts from government	19,807,064	21,695,270
Net cash provided by (used in) operating activities	101,974	5,167,641
Cash Flow from investing activities		
Payments for property, plant & equipment	(11,691,125)	(22,570,176)
Proceeds from sale of property, plant and equipment	1,364	18,465
Net cash provided by (used in) investing activities	(11,689,761)	(22,551,711)
Cash Flow from Financing Activities		
Proceeds from borrowings	4,128,161	6,446,839
Proceeds from refundable accommodation deposits	9,900,000	550,000
Repayment of refundable accommodation deposits	(858,807)	(1,025,000)
Payment of lease liabilities	(173,193)	(645,215)
Net cash provided by (used in) financing activities	12,996,161	5,326,624
Net increase (decrease) in cash held	1,408,374	(12,057,446)
Cash at the beginning of the financial year	697,406	12,754,852
Cash at the end of the financial year	2,105,780	697,406





Board of Directors





**Mr Elijah Buol OAM,
New Chair of the Board**

Elijah was elected to the Chairperson position at the 24 November 2022 Annual General Meeting. Elijah is currently a Queensland State Lead for Migration Support Programs with Australian Red Cross. He has sat on various Government and not for profit boards. Elijah 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 Michael Yau OAM,
Deputy Chair of the Board**

Michael is a professional engineer, Fellow of Engineers Australia and has masters 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 the current President of the Hong Kong Association and Australia Hong Kong Chamber of Commerce and Chair of National Liaison Council of Chinese Australians. He also serves on the QPS Ethnic Advisory Group, the Lord Mayor's Multicultural Roundtable and Standards Australia. Michael was re-appointed to the position of Deputy Chairperson at the 24 November 2022 Annual General Meeting.





**Mr Surendra Prasad OAM,
Deputy Chair of the Board**

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 include the Order of Australia Medal 2006, Seniors of the Year Award 2012, Premier’s Multicultural Diversity Award 2014 and Glory of India Award 2012.

He was the President – Lions Club of Brisbane MacGregor 2009/10, President – Federation of Indian Communities of Qld Inc 2009/11, Founder member of Hindu Society of Qld Inc., President-elect in 1998-2002, Founder-Chairman of Australian of the Indian Heritage War Memorial Committee 2015, Treasurer – Garden City Sports and recreation Committee.

Surendra is committed to fostering an inclusive society that promotes equal rights and opportunities regardless of cultural, ethnic or religious background. Surendra was appointed to the position of Deputy Chairperson on 7 December 2022.



**Mr Serge Voloschenko OAM, Board
Director, 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 Michael Po Saw, Board Director

Michael is a Mechanical Engineer, and has worked in government, non-government and international organisations, mainly in automotive engineering and the 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 and Chair of the Finance, Audit and Risk Committee

Amar is a Public Health Practitioner and works for Queensland Health since 2002. 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 is the current Vice-President of the Islamic Council of Queensland (ICQ), President of the Islamic Society of Ipswich Inc., and is the founding Vice-President of the Islamic Society of Central Queensland and Islamic Society of Ipswich Inc. Amar was awarded the ICQ inaugural Community Service Award for 25 years of community services and the Moreton Community Services Award 2022 for his services to the wider community. He 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 the United Nations High Commissioner for Refugees (UNHCR) 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 Businesswomen’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 of experience 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 in health workforce, health finance and economics and health care systems and digital. She has commenced her PhD examining the role of digital health in improving the quality of life for older people and is a Fellow of the Australasian College of Health Service Managers.





Dr Homa Forotan, Board Director

Homa is an Afghanistan-Australian based in Brisbane and is passionate about representation and participation of CALD communities in key sectors of the government and society. She is a cardiologist and is an active member of her community, working on increasing cardiovascular health literacy of the Afghanistan-Australian communities. She was former Young Queenslander of the Year and has held several advisory board memberships on matters of multiculturalism and immigration.



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 in different capacities. For over 10 years, John was the Officer in Charge of the Cultural Advisory Unit working in 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. John was appointed to the position of Company Secretary on 18 December, 2017.





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