



**MCCGC**

MULTICULTURAL COMMUNITIES  
COUNCIL GOLD COAST LTD

*Connecting you in your community*



# **Annual** Report

2023 - 2024



## ***A Word From Our Chairperson***

As I reflect on the past decade as Chair of the Board, I am filled with pride for the progress we've made in advocating for and empowering multicultural communities across Southern Queensland. This passion for inclusivity has always driven my commitment, and witnessing the profound impact MCCGC has had on these communities has been one of the greatest honours of my life.

I became Chair in 2012 when our founder, Ricardo Viana, fell ill. It was an honour to guide MCCGC through this transition, working closely with former CEO Sue Graham, whose leadership was crucial in securing a SETS funding subcontract through Access Community Services (now SSI). Together, we rebranded our aged care arm, CÛRA, and established MCCGC as a company limited by guarantee, paving the way for future growth in our community initiatives.

Among the many highlights, one of my proudest moments has been MCCGC successfully securing the SETS funding in our own right. This milestone is a testament to the visionary leadership of our CEO Shane Klintworth, and the entire executive leadership team. Their dedication has always been matched by an incredible ability to inspire and unite our teams. I am constantly in awe of their ability to lead with the mindset of "service before self," setting an example of what authentic leadership should embody.

Over the years, we have embraced change and growth, strengthening the organisation and laying the foundation for a lasting legacy. This ensures that MCCGC continues to serve and support communities for generations to come. We continue to stay true to our mission, while adapting to Australia's evolving diversity. I want to express my deepest appreciation to the Board of Directors for their tireless efforts, especially during the most challenging moments of my tenure as Chair—your commitment, wisdom, and resilience have been instrumental in steering MCCGC forward.

As I step down, I do so with the knowledge that MCCGC is in capable hands, with strong leadership at every level and a community that continues to grow and thrive. It has been an absolute privilege to serve, and I leave confident in the bright future that lies ahead for this remarkable organisation.

**LYN DASEY**  
Chairperson

## ***Acknowledgement of Country***

We acknowledge the Traditional Custodians of the lands on which we operate, the Kombumerri people, the Gubbi Gubbi people, the Jinibara people, the Turrbal people, the Quandamooka people, and the Bundjalung people. We pay our respect to Elders past, present and emerging. We extend our respect to all Aboriginal and Torres Strait Islander peoples and acknowledge their ongoing connection to land, sea, culture and community.





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# Our Board



## **Lyn Dasey - Chairperson**

A Registered Nurse with a Masters in Health Administration and also a Health Sector Quality Management Lead Auditor. Lyn has held executive and senior management positions in the tertiary, primary and community sectors. Her experience ranges from acute private and public hospitals, major community not-for-profits, charitable and public sector organisations and divisions of general practice. Lyn has also worked in her own consultancy firm since 2010 and was a Board Director prior to accepting our Board Chair position.



## **Mercy Bosha - Director**

Mercy holds a Masters Degree in Nursing and has nearly two decades of experience as an advanced clinical nurse and lead RN in various specialties. As a credentialed Nurse Practitioner, she focuses on gerontology and emergency care. Mercy has also worked extensively with First Nations and CALD communities, ensuring culturally sensitive care. Additionally, she is a graduate of the Australian Institute of Company Directors' Foundations of Directorship program, combining her clinical expertise with leadership and governance skills.



## **Leon Rebello - Director**

Leon is a practising Solicitor within a top tier international law firm. He specialises in foreign investment and has acted for some of Australia's largest corporations and financial institutions. Leon has studied in Australia, China, France and the Netherlands and previously served as ministerial staff to former Australian Foreign Minister the Hon. Julie Bishop. A Burleigh local, Leon is a passionate contributor to his community and is involved in a wide range of community organisations and charities across the Gold Coast.



## **Ben Fry - Director**

Ben holds a Bachelor of Information Technology from Griffith University and an Executive MBA from QUT. With over 20 years of IT experience, he specialises in technical management, digital transformation, and web technologies. Currently the IT Manager at Clarence Property Corporation, Ben oversees the company's IT infrastructure and digital projects. He has worked in Brisbane, Ireland, and the UK, bringing a global perspective to his role and a passion for using technology to drive business transformation.



## **Letitia Del Fabbro - Director**

Letitia is a registered nurse with extensive experience as both a clinician and educator. Currently a Lecturer in Nursing at Griffith University, she holds a range of qualifications, including a Bachelor of Nursing (BN), a Bachelor of Health Science (Honours) (BHlthSc), a Graduate Diploma in Aboriginal Studies (GradDipA), and a Master of Public Health (MPH). Letitia is also a Fellow of the Public Health Association of Australia (FPHAA) and a Senior Fellow of the Higher Education Academy (SFHEA).





**Rebecca Pacy - Director**

Rebecca has held senior executive roles in the resources, IT, professional services, and aged care sectors. She has a diverse background in strategy, business transformation, and digitalisation through technology, with a passion for people and culture. Rebecca is currently the Chief People & Transformation Officer at Infinite Care, a national aged care provider. A strong advocate for diversity and inclusion, she ensures that CALD interests are considered in all people-related decisions. Rebecca has worked across Asia Pacific countries, held global roles, and lived in several countries outside Australia.



**Dr. Mirela Malin - Director**

Mirela is a Senior Lecturer in Finance at Griffith Business School, specialising in Corporate Finance for undergraduate and postgraduate students. She holds a Bachelor of Business, a Bachelor of International Finance (Honours), and a PhD from Griffith University. Her research focuses on higher education teaching and behavioural finance. Mirela is a graduate of the Australian Institute of Company Directors (AICD) and a Senior Associate of FINSIA. Previously, she was the Director of Learning and Teaching in the Department of Accounting, Finance, and Economics and is now the Deputy Director of the Griffith MBA. She speaks fluent Romanian.



**Ainslie Anne Cunningham - Company Secretary**

Co-Founder and Director of the corporate governance consulting firm 3YS Owls, Ainslie serves as Company Secretary for various companies. She is a Non-Executive Director of the GIA Board and the CGI National Council. A qualified Company Secretary and Certified Practising Risk Manager, Ainslie is a Fellow of the Governance Institute of Australia (GIA) and the Chartered Governance Institute (CGI), and a member of the Australian Institute of Company Directors and the Risk Management Institute of Australasia. With 19 years of experience, she has held various senior roles in ASX-listed companies, mainly in resources, retail, and financial sectors.



**Debra Kay Anderson - Company Secretary**

Deb is a Co-Founder and Director of 3YS Owls, a corporate governance consulting firm, and serves as Company Secretary for multiple Australian companies. A qualified Lawyer admitted to the Supreme Court of Queensland and the High Courts of Australia, she holds a principal practicing certificate. Deb is a Fellow of the Governance Institute of Australia and the Chartered Governance Institute, as well as a Member of the Australian Institute of Company Directors. With over 12 years of experience as a Company Secretary, primarily in financial services, she has served on various committees and spent over 15 years as in-house corporate counsel for an ASX-listed financial services company.

As we reflect on the past year, we want to take a moment to express our heartfelt gratitude for our Board members strategic insights and thoughtful leadership. Each have been instrumental in navigating challenges and seizing opportunities for growth. Thanks to our collective efforts, we have made significant strides in our initiatives, strengthened our community impact, and enhanced our services to better support those we serve.



## Our CEO's Report

As we bring another year to a close, I am reminded of the importance of taking a step back to reflect on what we've achieved and the path we've walked together. The pace of our daily work—delivering vital services, meeting our service obligations, and staying on top of compliance—can sometimes overshadow the incredible progress we've made. This moment of reflection is vital in recognising the impact, growth and success that 2024 has brought to MCCGC.

This past year has been marked by significant achievements, including our successful securing of the SETS (Settlement Engagement and Transition Support) program. This win solidifies our ongoing commitment to supporting new arrivals in Australia, ensuring they have the resources and support that they need to thrive in their new home. Alongside this, our Humanitarian Settlement Program (HSP) subcontracted through Multicultural Australia, continues to expand, offering crucial support to those seeking a safe future.

Another highlight has been the rollout of our wellbeing initiatives for our teams, which have gained incredible traction and are making a meaningful difference to our organisation's culture. We've also taken significant strides with our digital transformation, which is helping us deliver services more efficiently and connect with clients in new and innovative ways. This investment in technology ensures we can continue to meet the evolving needs of our community, while increasing our reach and effectiveness.

These successes are not just numbers or milestones—they represent real lives that have been touched. Over 2,000 individuals directly benefited from our services this year, with thousands more impacted indirectly. Every client interaction is a testament to the dedication, compassion, and professionalism of our team. From our frontline staff to our administrative teams, every person at MCCGC plays a vital role in delivering our mission of empowering individuals and strengthening the multicultural fabric of the Gold Coast.

Looking ahead to 2025, we are filled with optimism and excitement for what's to come. The foundations that we've laid—whether through strengthening our internal systems, building respectful relationships, or investing in our people—positions us well for continued growth, deeper community engagement, and creating communities where people feel that they belong. Our focus remains on delivering compassionate, client-centred care while furthering our advocacy for diversity and inclusion across all levels of society.

A handwritten signature in blue ink, reading "Shane Klintworth". The signature is fluid and cursive, with a large 'S' and 'K'.

**SHANE KLINTWORTH**

Chief Executive Officer



## *Our Why*

### **The peak body in multiculturalism**

In the past year, MCCGC has embraced a transformative new vision and mission, reflecting our commitment to a thriving, inclusive community. This change from our previous vision and mission was a thoughtful reflection on the understanding that Australia is inherently multicultural, and that diversity is not just a part of our society but central to its identity. While our former vision focused primarily on support and service delivery, consultations with staff, clients, and community leaders revealed the need for a deeper emphasis on promoting an environment where diversity is celebrated as a strength. This shift acknowledges that multiculturalism is who we are as a nation and places our mission more firmly on promoting health and wellbeing, creating connections, and advocating for a society where all people, regardless of background, can thrive.

As part of this evolution, we have also strengthened our advocacy efforts by engaging with local, state, and federal politicians, amplifying the voices of multicultural communities. This expansion of our advocacy arm reflects our "why"—to be a leader in building a fairer, more connected community where everyone can thrive.

## *Our Mission*

Facilitate opportunities for people to thrive by promoting health and wellbeing, embracing diversity, and creating connections.

## *Our Vision*

A fair and inclusive society where people feel they belong.

## *Our Values*

Unity - Compassion - Integrity - Respect  
Joie de vivre.



# Introducing Our Executive Team

Our Executive Leadership Team at MCCGC embodies a dynamic blend of expertise, drawing from professional backgrounds in aged care, digital transformation, disability support, politics, and migrant & refugee advocacy. United by a shared commitment to enriching the lives of the communities we serve, our executive leaders drive our mission with passion, integrity, and a dedication to making a positive impact.



## Shane Klintworth

CHIEF EXECUTIVE OFFICER (CEO)

Shane, as the executive lead of MCCGC, guides our team in maintaining a proactive approach with clients and navigating government reforms. This ensures that we continue to provide our diverse communities, seniors, and participants with sustainable, tailored support. With over 30 years of leadership experience, Shane's guidance is invaluable in shaping our future.



## Jessica McAdam

CHIEF OPERATING OFFICER (COO)

Jessica serves as the COO for MCCGC's Community Programs and CÜRA Aged Care Services, expertly managing the day-to-day operations of both our brands. She ensures their continued growth and compliance while maintaining a steadfast focus on our core purpose and mission.



## Goran Avramovic

CHIEF FINANCE OFFICER (CFO)

As the CFO of MCCGC, Goran provides financial guidance to our growing team, driving best practices in finance to ensure a financially sustainable future that delivers the best value for our clients and the broader community.



## Stuart McFarlane

HEAD OF DIGITAL

Our Head of Digital, Stuart, delivers effective and innovative technology solutions that enhance the experience of both our people and clients. The department safeguards our systems and data, minimising disruptions while supporting the continuous delivery of essential services.



## Emily Clauss

HEAD OF BUSINESS & STAKEHOLDER DEVELOPMENT

Operating as our Head of Business and Stakeholder Development, Emily oversees the Marketing and Communications team across all our organisations brands, while leading key stakeholder development initiatives to drive growth and engagement across our sectors.

## Our Organisation

MCCGC serves as the corporate parent unifying our distinct brands - Community Programs and CÜRA Aged Care Services. By providing a strong foundation and strategic direction, MCCGC aligns our efforts to better meet the diverse needs of our communities. Together, our brands create a supportive environment that empowers every individual.



### Community Programs Team

MCCGC's Community Programs team creates connections and provides vital support to enhance empowerment within our diverse communities. Located in Southport, our team plays an essential role in offering comprehensive services to our diverse community that supports refugee and migrant settlement, disability services, high needs senior support, community development, employment and training.

We provide cultural support, empower individuals through capacity-building initiatives, advocating for client rights, and strengthening community bonds. Our team are committed to promoting a culture of equality, diversity, and inclusivity, ensuring that every individual feels a sense of belonging in a safe and nurturing environment.



### Aged Care Services

CÜRA Aged Care Services is dedicated to enhancing the quality of life for seniors in the Tweed, Gold, and Sunshine Coasts. Our approach prioritises dignity, respect, and personalised support, offering a range of services that address the physical, emotional, and social needs of our diverse seniors.

We empower clients to age gracefully and maintain independence at home while building connections within their communities. Our passionate team delivers high-quality care tailored to each individual's unique circumstances and cultural backgrounds.





# This Year's

## Corporate Statistics at a Glance

Our corporate statistics presented here serve as a strong testament to MCCGC's commitment to uplifting and empowering diverse and senior communities throughout our region over the past year. These numbers reflect not only our broad reach but also the significant impact of our programs, tailored to meet the unique and diverse needs of those we serve.

Through our collective efforts, we are shaping a future where every individual feels valued, supported, and empowered to thrive.



Kebra Park SHS - Kapa Haka

## Chairperson Award

### Keneti Galo

WELLBEING, CULTURE, & PRACTICE LEADER

This year, we are proud to recognise and celebrate Keneti for his exceptional dedication to the organisation and our values. Keneti has lead MCCGC's wellbeing initiatives over the last year and has significantly impacted our organisation.

As a shining example of leadership and passion, Keneti embodies the values we hold dear at MCCGC. We are honoured to present this prestigious award in acknowledgment of Keneti's work.

*"Keneti's commitment & incredible contribution have made this company an amazing place to work".*



MCCGC  
Members

# 115

# 43



Languages  
spoken  
by our teams

# 9,000



Our social media community

# 4,193



# 65

Our engaged  
newsletter reach

Nationalities  
supported

# 2,016



Clients supported by our brands





## ***Empowering communities: Our journey for growth & impact***

In 2024, MCCGC continued to grow and lead multicultural and senior care on the Gold Coast, guided by our dedicated Board and Executive Team. Our commitment to impact and excellence drives us to provide high-quality, tailored care to refugees, migrants, participants, and older Australians from diverse backgrounds.

During our annual strategic planning weekend, the MCCGC Board and Executive Team set ambitious yet achievable goals for 2024–2030. These goals focus on serving our community and strengthening our organisation:

### **Be the leading multicultural organisation on the Gold Coast**

Our goal is to be the foremost multicultural organisation on the Gold Coast, connecting and representing the community as both a peak body and a dedicated service provider and facilitator.

### **Deliver service excellence for better outcomes**

By providing high-quality services and exceptional customer experiences.

### **Evolve our skilled, engaged, and connected workforce**

By enhancing capacity, empowerment, trust, and transparency.

### **Ensure organisational sustainability**

By developing sound, flexible, and forward-looking financial, environmental, social, and governance plans.

### **Expand our impact by growing our services**

By addressing unmet needs in a strategically prioritised way.

In pursuit of becoming the Gold Coast's leading multicultural organisation, we have built relationships with key government agencies, including the Department of Home Affairs, the City of Gold Coast, and Federal and State Members.

This year, through alliances with the University of Queensland, Griffith University, and the Federation of Ethnic Communities Council of Australia (FECCA), we advanced research to improve how we serve our communities and seniors, foster innovative solutions that empower those we support.



# Strategic Plan 2030

Our way to sustainable growth and positive impact

## Our objectives

What we want to achieve

- Be recognised as the leading multicultural organisation on the Gold Coast.
- Deliver service excellence to achieve better outcomes.
- Evolve our skilled, engaged & connected workforce.
- Deliver organisational sustainability.
- Grow our impact by expanding the services we offer.



Luminous Festival

## Key result areas

Business operations profoundly important to achieving our mission

### KRA 1

#### People

We take a proactive, values-driven approach to all aspects of our people experience to create an environment where our people thrive.

### KRA 2

#### Performance

Our positive culture balances performance and wellbeing to achieve great outcomes for our clients and community. We continually look for ways to enhance our performance.

### KRA 3

#### Growth

We are committed to the mindset, behaviours, governance, and leadership practices that deliver our mission and an enduring legacy. We are flexible and adaptive in our growth ambitions.

## Key Initiatives

Our plans of action to achieve our objectives



Continually improve the MCCGC Workforce Development Strategy and Employee Value Proposition



Establish and continually improve the MCCGC Model of Practice



Continually improve the MCCGC Stakeholder Engagement Strategy



Leverage Digital Platforms to support our clients and our people



Pursue strategically prioritised growth across: CURA, Community & Client Services, and MCCGC Corporate



## Our way to sustainable growth and positive impact

### Annual report

As we present our 2023-2024 Annual Report, Australia faces complex economic challenges shaping our financial landscape. Like the rest of the world, we continue to manage the lingering, albeit reduced, impacts of high inflation. Rising inflation and interest rates have put considerable pressure on our clients, with property rental prices adding to their concerns.

Our robust financial position allows us to maintain a high standard of support. Amid economic uncertainty, we remain vigilant in navigating these dynamic times.

### Expenditure

In the fiscal year 2023-2024, our expenditure rose by 23.7% to \$14.7 million. The bulk of this, \$10.5 million, was spent on salaries and wages, reflecting our focus on delivering service-orientated support through skilled staff. This increase also led to a reduction in external client support, down \$0.6 million from the previous year.

Changes to our accounting policies (leave provisions, depreciation, leased offices) are reflected in our expenditure figures. New funding streams for our Community Programs team have also increased wages and other costs.

Additionally, we've invested in a new scheduling system and expert consultants to enhance HR, leadership, wellbeing, and marketing. Opening a new location further contributed to our expenses, expanding our reach and resources for our clients.

### Revenue

For the 2023-2024 financial year, our total revenue was \$13.6 million, an increase of over 10% from the previous year. Our primary revenue stream remains centered around aged care services, including Home Care Packages (HCP) and the Commonwealth Home Support Program (CHSP) across four distinct regions.

In addition to our aged care revenue, we secured an additional \$0.6 million in funding for our Community Programs, including initiatives like Community Action for a Multicultural Society (CAMS), Multicultural Seniors Program (OPAP), Settlement Engagement & Transition Program (SETS), Diverse Workforce Queensland (Work Towards), Care Finders, NDIS Access, Humanitarian Settlement Program (HSP), and various smaller events.

### Balance sheets

In the fiscal year 2023-24, we ended with a deficit, positioning our net at \$6.1 million. Our assets total \$9.1 million, with \$4.9 million held in cash and equivalents. On the liability side, the total has dropped to \$3.0 million, mainly due to funds received in advance for HCP and CHSP.

Despite significant investment in our services, MCCGC has maintained strong financial standing and stable operations during economic fluctuations. We have met our goals, expanded income sources, and supported our communities. Acknowledging ongoing uncertainties, we remain confident in our ability to navigate future challenges successfully.



# Workforce Advisory

## Case study

Strengthening from within

In February, we proudly launched our Workforce Advisory Committee, marking a significant milestone for our organisation. This initiative was designed to gather insights from our diverse team as the Executive Team prepared for strategic workshops with our Board. During their inaugural meeting, members expressed what they love about MCCGC and identified areas for improvement from both employee and client perspectives. These insights shaped key initiatives in our 2024-2030 strategic plan.

The committee, comprising of nine dedicated members from various parts of the organisation—Rebecca Rogers, Johanna Ramirez, Josie Ferlito, Diana Milena Lopez Duque, Laura Bernal, Yoshiko Moore, Suhier Zeidan Gedeon, Sue Bloomfield, and Sandrine Squires—has quickly made a significant impact. By addressing workforce challenges, promoting diversity, and supporting growth, this committee has established itself as a vital part of our organisation. Meeting biannually, they look to ensure that workforce feedback is integral to our ongoing progress.

In July, the committee shifted its focus to communicating our revised vision and mission across all levels including external stakeholders for the first time. This led to a plan for multilingual workshops, ensuring our diverse workforce fully understands and embodies our goals. As a result of their input, our new vision and mission will be integrated into employee onboarding and will be highlighted at key events, including the Gold Coast Multicultural Network and Meet, Greet, Eat sessions. The theme will also be celebrated at our end-of-year Multicultural Twilight Mixer.

The Workforce Advisory Committee represents a first for our organisation, fostering an environment where communication, collaboration, and inclusion from all levels of the organisation are prioritised. Their efforts are ensuring that we remain a vibrant and supportive workplace for everyone.



Work Force Advisory Committee

# Farewell Lyn

## A decade of visionary leadership

As we celebrate the past 10 years of service, we express our deep gratitude to Lyn Dasey, our Chairperson, whose leadership has been central to guiding MCCGC on a transformative journey. Lyn's passion for serving migrants and newly arrived communities has driven her every action. Stepping into her role during a challenging time, Lyn helped shape MCCGC into the thriving organisation it is today.

Her vision led us through key milestones, from establishing our brand identity to securing status as a company limited by guarantee. Under her leadership, we've become a leader in both multicultural support and aged care services in southern Queensland.

Lyn's clinical expertise has played a pivotal role in building CÜRA into a compassionate, multicultural aged care service. This has allowed MCCGC's Community Programs to grow and solidified our leadership in multicultural services.

Her legacy lies in her constitution to making a lasting impact on the lives of the newly arrived and established communities, helping them find not just a place to live, but a home.

As Lyn retires from the board, we wish her the best. Her legacy of leadership and passion will resonate for years to come.

Thank you, Lyn, for a decade of remarkable service.



MCCGC 40 Year Celebration

### Lyn's final gift to us

As her final gift to MCCGC, Lyn has generously gifted us a Martha Bizimana original from the recent FECCA 2024 conference.

Martha, a rising star in visual arts, has been featured in exhibitions like "[Un]-Readymade Bodies, 2023" and the "House Conspiracy 100 Year Celebration, 2023." Her work, which celebrates diversity and connection, beautifully reflects Lyn's legacy of strengthening our culturally rich community.



# Thank you Lyn,

**we are deeply grateful for the legacy  
you leave behind, you have inspired us  
to dream more, learn more & do more.**



*"I have only positive comments & praise for MCCGC's team. I felt the need to contact people who were experiencing the same situation as me & could guide me. I found a great team that is still supporting me..."*

*~ Carlos M*





# Our Indigenous Voice

At MCCGC, we recognise the vital role of First Nation's voices in building an inclusive society. This year, we proudly established our Reconciliation Action Plan (RAP) Committee to deepen connections between multicultural communities and First Nations peoples, fostering mutual learning and respect. Through this renewed RAP commitment, we've partnered with the Yugambeh Region Aboriginal Corporation Alliance (YRACA) for guidance and cultural support.

## Establishment of our RAP Committee

The RAP Committee is a crucial step toward continuing to create an inclusive environment at MCCGC. This committee will guide our initiatives and ensure our commitment to reconciliation aligns with promoting respect for indigenous cultures.

### Education & understanding

Educating our community about Indigenous cultures is fundamental to our mission. Our RAP Committee will focus on:

- **Learning & Sharing:** Highlighting Indigenous perspectives and contributions.
- **Joining Cultures:** Celebrating our differences to unify the community.
- **Commitment to Evolution:** Moving away from narratives that have marginalised Indigenous voices.

### Building relationships

Our committee meetings focused on strengthening relationships within MCCGC's RAP to align with the organisation's mission and vision. The committee discussed the four RAP stages—Reflect, Innovate, Stretch, and Elevate—and emphasised that building respectful, opportunity-driven connections is key to meaningful reconciliation.

Initial steps include a unique Acknowledgement of Country, increased cultural education for MCCGC's multicultural workforce, and initiatives like incorporating First Nation's maps and artwork into the workplace.



First RAP Committee Meeting



Multicultural Australia RAP Launch

## Creating Our Own Pathways

We understand that developing meaningful connections requires sincerity. We are dedicated to finding genuine ways to honor these relationships, benefiting all parties involved. The growth of indigenous voices within MCCGC is vital to our reconciliation journey. We invite everyone to join us in creating a community where all voices are heard and celebrated, paving the way for a brighter future.





# Celebrations of Our Spirit

## Multicultural Twilight Mixer

Our annual Twilight Mixer is a beloved event where MCCGC, community leaders and sector join together to reflect on the year that has been. This celebration embodies our spirit, resilience, and commitment to our community. It's a night of gratitude, recognition, and joy, showcasing our achievements and energising us for the year ahead. Here's to another year of making a meaningful impact together.

# Leading The Way

## Stakeholder engagement & advocacy

Over the past year, MCCGC's realigned commitment to addressing policy gaps at the federal, state, and local levels has positioned us as a trusted resource for government agencies and community leaders seeking collaboration and insight.

We have successfully identified critical migration needs and actively work alongside various government levels to ensure the voices of our diverse communities are represented. Advocacy is deeply ingrained in our organisational culture, influencing everything from corporate initiatives to client representation and community outreach.

Our efforts have resulted in government agencies working alongside MCCGC as a peak body within the CALD sector. Seeking our expertise in service statistics, best practice frameworks, and models that actively incorporate multicultural perspectives.

In addition, we continue to enhance cultural awareness with training for the City of Gold Coast, helping them to foster a greater understanding of the rich tapestry of cultures within our community. This initiative not only strengthens our regions culture but also empowers us to advocate effectively for those we serve.

At MCCGC, we are proud to be the organisation that others turn to for guidance and collaboration, working together to build a more inclusive and equitable society for all.

## Community training recognition

We are proud to announce that MCCGC has been honoured as a finalist in the Queensland Training Awards 2024 for the South East Region, recognised in the category of Community Training Initiative of the Year. This achievement highlights our commitment to delivering impactful training programs that benefit our community.

Since 1962, the prestigious Queensland Training Awards have celebrated excellence in vocational education and training (VET), showcasing the transformative power of skills development.

As we continue to grow and expand, we remain dedicated to enhancing our training initiatives.



Queensland Training Awards 2023



# Leading The Way

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Queensland Training Awards 2023

# Technology Update

## Enhancing skills & automating systems for improved efficiency

Our year has focused on skills enhancement, system tuning and value extraction. With any significant digital program of work, it takes a while to learn the new systems and craft new or rework processes based on the learned knowledge.

Skills are being enhanced with small group training, general awareness sessions, and a helpdesk now armed with knowledge of our organisation, which lends to more well-informed outcomes. We continue this work while simultaneously adopting data integration to ensure we relieve our people of manual retype work between systems. Auto-provisioning and record updates will soon be automated. Speaking of automation, we are fast approaching go-live of our automated accounts payable solution.

## Adding innovation & efficiency



**Accelerate  
Digital  
Transformation**



**Nurture an  
Innovation  
Culture**



**Reducing processing  
delays & enhancing record  
accuracy**

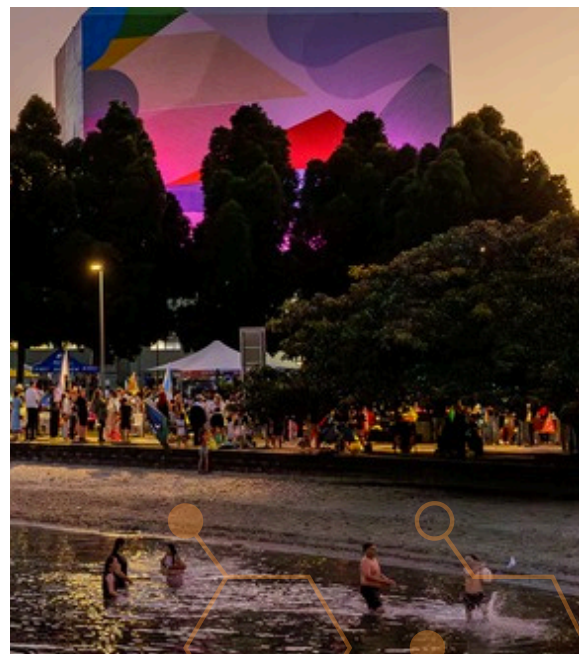
These initiatives will enhance both client and staff experience with timely and accurate record enhancement.



**STUART MCFARLANE**  
Head of Digital



All Staff Meeting - 2024





# Case Study

## Accreditation & compliance



### Audit commentary highlight -

"The service could demonstrate they are providing care & services which are best practice, tailored to consumers individual needs & optimises health & well-being as well as effectively manage high-impact & high-prevalence risks."

*Source - Aged Care Quality & Safety Commission, CÜRA Quality Audit Report June 2024*

## A passionate commitment to quality care

In 2024, we embarked on a transformative journey by undergoing independent audits to assess the quality of our care and community services in accordance with the NDIS Practice Standards and Aged Care Quality Standards. We are thrilled to share that both audits achieved a remarkable 100% compliance rating, underscoring our commitment to providing safe, person-centered care delivered by our skilled and passionate team.

At MCCGC, we wholeheartedly embrace our mission to deliver outstanding aged care and disability services that embody the highest standards of quality and compliance. Our CÜRA Aged Care clients, MCCGC NDIS participants, and partners can place their trust in our dedication to aligning with the legislative requirements and industry standards that guide both sectors.

### Empowering individual needs

These independent audits revealed the effectiveness of our comprehensive framework, which ensures our services are meticulously tailored to meet the unique needs of our clients and participants.

### Looking ahead with confidence

The successful completion of our independent audits, combined with the heartfelt feedback from our clients and participants, affirms that MCCGC and CÜRA are not only compliant with industry standards but also deeply committed to continuously enhancing the quality of our services.

### Voices of satisfaction

The invaluable feedback we received from our clients and NDIS participants reinforces our mission to provide quality services that make a real difference in their lives.

"Staff do a good job of treating her with dignity and respect."

**CÜRA Client Representative**

"Staff have been wonderful and are always respectful."

**CÜRA Client Comment**

"They are always so professional."

**NDIS Participant Comment**

"I really appreciate all the work they put in for us so that we can access our supports."

**NDIS Participant Comment**



# A Word From Our Chief Operating Officer

Through periods of change come moments of opportunity. At MCCGC and CURA, we have harnessed our greatest strength—our people—to navigate the last 12 months. By reflecting on our vision, mission, and values, and focusing on what matters most to our clients, carers, and community, we've enhanced the quality of our services and the experiences of those who work with and for us.

Our intentional investment in building trust, respect, and a harmonious work environment has led to increased workforce retention and the welcoming of new team members. We've introduced new programs to expand our capacity to support people across their lifespan when they need it most.

By understanding the perspectives of those we serve, through needs assessments and active listening, we've adapted to the ever-changing environment. Grassroots initiatives, collaboration with sector partners, and strategic planning for future sustainability ensure that we can continue providing vital supports and services.

MCCGC and CURA remains a safe, culturally inclusive community touchpoint, assisting with system navigation, advocacy, and information. As the Gold Coast's key leader in supporting multicultural communities, we are committed to fostering collaborative relationships within the broader service sector, enriching the experiences of all community members.

We've widened our range of services to meet diverse community needs, delivering comprehensive support. Our values of unity, compassion, integrity, respect, and joie de vivre (joy of life) extend beyond our services into our workplace. We strive to build a welcoming environment that reflects the rich tapestry of the communities we serve.

We are immensely grateful for the trust and support of our clients and community members. We look forward to the year ahead with enthusiasm as we continue to grow, collaborate, and make a lasting impact in the lives of those we serve.



Jessica McAdam

**JESSICA MCADAM**

Chief Operating Officer (COO)

MCCGC Community Programs & CURA Aged Care Services







66

*My life has been different since I started my process with MCCGC. You feel that you have arrived at a place where they understand you, where they will not judge you & most importantly, they help you continue on your path through the migration process you are going through..."*

*~ Karina D*



## Community Programs Overview

For over 40 years, MCCGC has been a beacon of hope, driving positive change for multicultural communities across the Gold Coast. We advocate for migrants, refugees, and individuals with disabilities, addressing their needs and celebrating diversity.

This past year, our Community Programs team engaged deeply with local communities, participating in key events like the **Gold Coast Multicultural Network, Homelessness Symposium and the Suicide Prevention Collaborative**. We were especially proud to partner with Multicultural Australia to deliver the Gold Coast's first ever Luminous Parade held at Home of the Arts (HOTA). This vibrant celebration showcased the strength of our diverse community, emphasising our unity in supporting newly arrived migrants. The night's parade was a powerful testament to the strong community spirit we've cultivated together as an organisation.

As the Gold Coast multicultural peak body, we cherish the bonds and partnerships we've formed within our service sector. Together, we have worked to enrich the lives of all community members, building a stronger, more harmonious community.

## Our Partners

Collaboration drives our mission to support the community. By leveraging our partners' strengths, we gather essential resources to address our diverse clients' unique needs. We are deeply grateful to our extensive and growing network of partners who have shaped our support this year:

- APM Employment Services
- CAMS Network
- Challenge DV
- City of Gold Coast, Federal & State Members
- Department of Employment, Small Business & Training
- Department of Health & Aged Care
- Department of Home Affairs
- Department of Housing
- Ethnic Communities Council Queensland
- EXIMM
- Federation of Ethnic Communities' Councils of Australia (FECCA)
- Footprints
- Gold Coast Health
- Gold Coast Multicultural Network
- Griffith University
- IWAA
- Liberty SSI
- Multicultural Affairs QLD
- Multicultural Australia
- Multicultural Families Organisation
- Multicultural Seniors
- Multilink
- Primary & Community Care Services
- Queensland Health
- QPASST
- Refugee Health
- Regional Development Australia (GC)
- Residential Aged Care providers
- Serving Our People
- TAFE Qld Gold Coast
- The Migrant Centre
- University of Queensland
- Volunteering GC & QLD
- Volunteering Gold Coast
- Wesley Mission Qld
- World Wellness Group
- Yugambeh Region Aboriginal Corporation Alliance (YRACA)



# Feeding Our Community

## Case study



### *A helping hand when you need it*

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This initiative, coordinated by our Community Pathway Connector team, began in September 2023 in partnership with Serving Our People (SOP) in response to the financial struggles many of our clients faced due to the high cost of living. Our team took a significant step by establishing a food bank at our office to ensure that those in need could access groceries and basic necessities for themselves and their families.

Every week, we provide hampers filled with essential food items such as pasta, bread, frozen meals, fruits, vegetables, and hygiene products to 20 individuals and families. This support allows them to save money for other basic needs. To date, we have supported over 600 individuals and families.

This initiative is particularly crucial for the newly arrived, who often have no money in their bank accounts due to visa work limitations. For them, we provide frequent support every week, ensuring they have access to essentials. This initiative is not just important; it's crucial for their everyday lives.

In May 2024, we extended our efforts by partnering with Continental Halal Meat to provide halal meat to our clients. This new partnership has been a valuable addition to our ongoing support.

For the future, our goal is to engage with more organisations to establish partnerships and extend this support to even more individuals and families in need.



## Snapshot of 2024

60

NUMBER OF  
EMPLOYEES

1250

NUMBER OF  
CLIENTS & PARTICIPANTS

119

NUMBER OF YOUNG  
CLIENTS & PARTICIPANTS

136

NUMBER OF EVENTS  
HOSTED & SUPPORTED

41

YEARS OF SERVICE

2

NEW PROGRAMS

135

ENGLISH CLASS PARTICIPANTS

# Our Young People

**The next generation of  
multicultural support & leadership**



Soraya Abdel Aal has made a significant impact as a member of our Youth Advisory Group and as a policy intern at MCCGC. Her versatile skills have been invaluable in supporting Emily, our Head of Business and Stakeholder Development, contributing to the Youth Advisory Group, and hosting two of our Meet, Greet & Eats events.

In mid-2024, Soraya represented MCCGC at the Leadership Summit in Canberra and was nominated as a finalist for Gold Coast Woman of the Year. This recognition reflects her dedication not only to MCCGC but also to her roles as President of the Griffith University Government and International Relations Society, a facilitator with UN Youth Queensland, and an executive member of Young Australians in International Affairs, all while interning at the Department of Justice and Attorney General's Office.



## **Champion for youth**

We're immensely proud of Jannine Bukuru, a dedicated member of our Youth Advisory Group for the past four years. Jannine recently won the Young Person of the Year award at the 2024 Local Legends community awards, organised by Sam O'Conner MP.

This award highlights her incredible commitment to supporting youth from multicultural backgrounds. Drawing from her own experience of settling in Australia, Jannine provides valuable insights and encourages young people to embrace their heritage. Congratulations, Jannine! Your dedication and passion inspire us all.



***The team's expertise & empathy have made a significant impact on my work & overall wellbeing. They truly care about their clients & go above & beyond to provide personalised support..."***

*~Patricia C*



# Our Programs

## Community Development

Our Community Development program has focused on breaking down barriers to social and economic inclusion in the Southern Gold Coast Region. Thanks to the dedication of our community development team, we've proudly supported **220 community groups** through advocacy, support, and information sharing.

## Care Finder

Launched in 2023 and funded by the Primary Health Network (PHN), our Care Finder program supports individuals and families navigating the aged care system. We work to remove barriers to care and offer language support through our bilingual staff and interpreters. This year, we proudly onboarded **375 clients** from a rich tapestry of multicultural backgrounds.

## Disability (NDIS)

Our NDIS Support Coordination service empowers individuals to successfully navigate the NDIS system. In 2024, we proudly supported over **26 participants** ensuring personalised and consistent care. This service offering is a key focus for our team as we continue to grow and enhance our services.

## Employment & Training

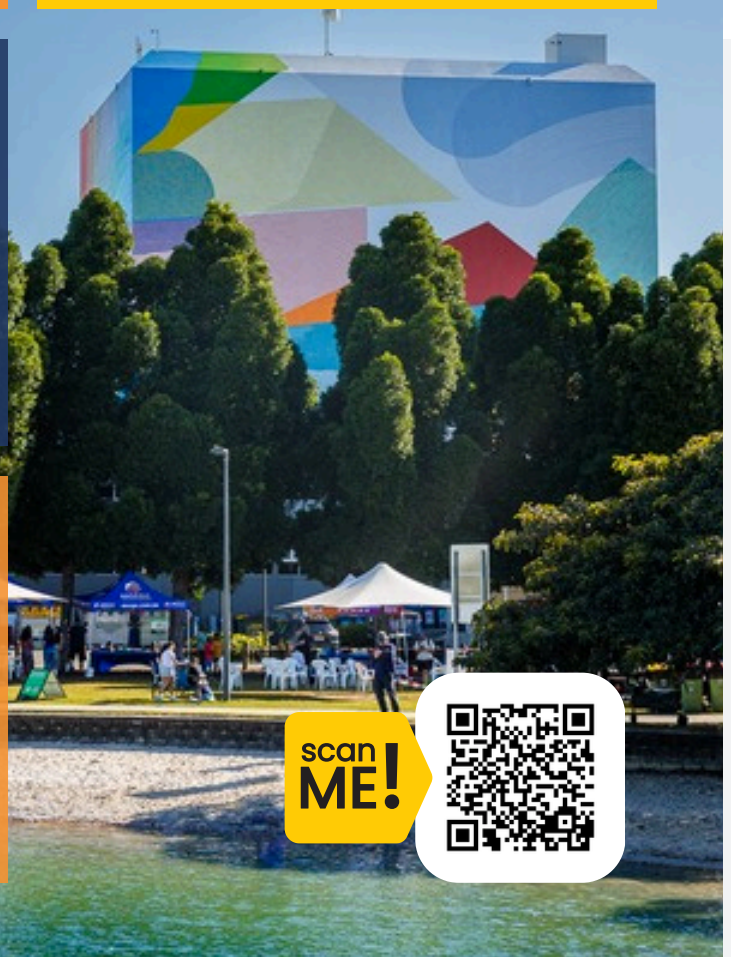
This year, our Employment & Training team supported **200 participants**, reaching 100% of our goals and surpassing our employment target. We connected job seekers with employers and provided eligible participants a Certificate III in Individual Support through our popular Train 2 Care project.

## Settlement

We continue to proudly partner with Multicultural Australia as their HSP subcontractor on the Gold Coast, providing ongoing support to **141 newly settled clients**. Our SETS program has also made a positive impact, **assisting 106 clients** in enhancing their social participation, economic wellbeing and connectiveness.

## Wellbeing & Connection

The Community Pathway Connector program fosters connections for multicultural individuals to access mental health services and resources. We provide culturally safe support and personalised assistance. In the past 12 months, we proudly supported **300 clients**.



scan  
ME!



# Our Amazing Volunteers

## The power to inspire

We are incredibly grateful for the support of our MCCGC volunteers. This year, each of our volunteers has enriched our services by bringing new knowledge and cultural understanding to our business. Their diverse backgrounds and experiences help us create a workplace of smiles and positivity that uplifts our entire community. This unique blend of skills and perspectives not only benefits our clients but also our community.

We want to express our heartfelt appreciation to every volunteer for their support.

**FUN FACT** - We are proud to have welcomed **145 volunteers** during the past 12 months.



## Meet Christine & Stephen

At MCCGC, we offer a social group for the community where participants of all ages can come together weekly to have fun and connect while learning English. Christine and Stephen, a lovely Australian couple from Palm Beach, have been our amazing volunteers since 2021. They support our group by teaching and improving our participants' English skills, creating a safe and supportive environment for learning together.

Because of their passion for volunteering, they were honoured at the 2024 Central Gold Coast Volunteer Awards, presented by Angie Bell MP. They aren't just supporting our participants in improving their English skills; they give migrants who struggle with the language barrier a sense of purpose.



2024 Central Gold Coast Volunteer Awards, presented by Angie Bell MP.



# 2025 & Beyond



Meet, Greet & Eat - Elizabeth Burnet, Antonella Russo, Laura Bernal & Ricardo Viana (Founding Director & Honorary Life Member MCCGC)



Luminous Festival - August 2024



Settlement School Holiday Activities

## Our Journey Ahead

As we look ahead to the coming year, we are energised by the exciting journey before us. Our primary focus will be on empowering both community and internal leaders to strengthen our ability to provide more personalised humanitarian settlement support, migrant employment services, and training programs.

With many initiatives already underway, we are excited to commit to our goals for the year ahead which includes the growth of existing programs.

We're also preparing for the expansion of our Southport office, where the additional space will allow us to support more English classes, educational workshops, and client consultations, and create room for partner organisations to co-locate and collaborate with our community.

With our growing team, now fluent in over 45 languages, we remain committed to supporting our clients as we walk alongside them into 2025 and beyond.



# Our Impact

## A picture is worth a thousand words

These images showcase the vibrant outreach and connections our team has made throughout the year. From community events to educational workshops, our team is dedicated to an inclusive environment where everyone feels valued and supported. These snapshots capture the heart of our efforts, highlighting the powerful impact we have made in building bridges and celebrating diversity.



Luminous Festival



Harmony Week - Palm Beach English Students



Meet, Greet & Eat - June



40 Year Twilight Multicultural Mixer



GOPIO GC Charity Gala



Multicultural Queensland Awards



Graduation Day Individual Support



Luminous Festival



Soccer Training Partnership - PCYC & MFO



## Client Feedback

We are very proud of the transformative work our teams do for the community every day, genuinely caring for them and supporting their journey. This is the case of one of our Community Pathway Connector clients, who faced domestic violence and struggled with mental health. Our team member, Josie, supported her through her difficulties. She not only helped her secure her current accommodation and provided the emotional support she needed but also connected her with services like Women's Space at Labrador, where she found social connections and a supportive community.

***"I'm so glad I reached out to MCCGC and met Josie. If not for your kindness and willingness to help, I would have ended up on the street and had gotten my studies interrupted by now. I'm so grateful to MCCGC and you for helping and connecting me with the right people."***

***"When a woman needs help, even friends turn their backs. I am experiencing that right now, but I managed to stand up confidently because of your help and motivation to finish my studies. I appreciate your help so much."***

*~Keszghani J*



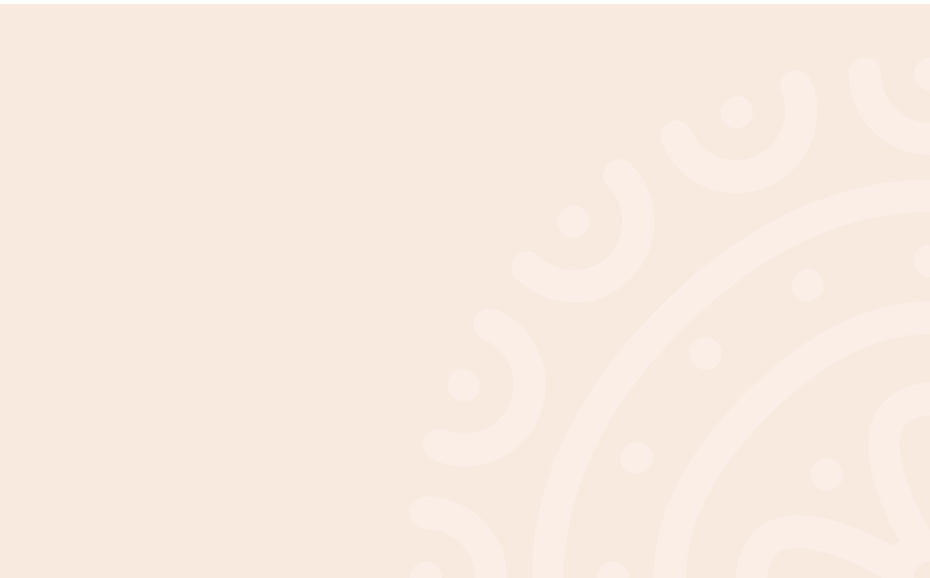
## ***Aged Care Services Overview***

In the past year, CÜRA has made tremendous strides in enhancing the wellbeing of our senior community. We've celebrated numerous milestones in providing exceptional care and support.

Our team has shone brightly, successfully completing our aged care audit and continuing to deliver high-quality services. We've expanded our team in the southern region, improved our package delivery, and maintained stellar client satisfaction even amid growth and change. This year has showcased the resilience and strength of our staff, who go above and beyond to ensure every client receives the care they deserve.

CÜRA's commitment to compassion and cultural sensitivity is at the heart of everything we do. We take pride in understanding and meeting the unique needs of our clients, offering personalised care that truly makes a difference in their lives.

Under the leadership of our newly appointed CÜRA Service Manager, we are on a mission to enrich the lives of seniors. As we evolve and adapt, our focus remains steadfast on enhancing the quality of life for those we serve.





# *Service Manager Report*

## **the future is bright for our seniors**

The past year has been a period of strategic transition for CÜRA, all while staying true to our core values and objectives. We've focused on developing a cohesive and effective team and refining our service delivery model to better serve our clients.

A significant change this year was the introduction of the CÜRA Service Manager role, which I was honored to take on in April 2024. With Federal Aged Care Reforms approaching, we've been preparing for the new Support at Home program set to replace the existing Home Care Packages (HCP) program by July 2025 and the subsequent transition of the Commonwealth Home Support program (CHSP) by July 2027.

Proactive service planning and review were rewarded when CÜRA achieved 100% compliance in our Aged Care Quality and Safety Commission (ACQSC) Audit in June 2024. This success is a testament to our dedicated team's quality care and commitment.

The ASQSC Audit also praised our culturally diverse aged care services and the exceptional supports provided by the CÜRA Wellness Centre, which supports over 60 languages. Our commitment to inclusivity and innovative service provision was duly recognised.

Staff training and development have remained a priority, leading to increased service opportunities. We've built deeper partnerships with agencies, community organisations, and other stakeholders to ensure services reach those in need. By engaging at a strategic level through committees, formal submissions, and policy recommendations, CÜRA continues to shape the operating environment positively.

Despite the amalgamation of service delivery regions and the closure of our northern region office, CÜRA has delivered over 118,000 service hours across HCP and CHSP programs and over 1800 hours under the Dementia Carer Respite program. Our team of over 90 Home Care Workers continues to provide exceptional care.

My heartfelt thanks go to the incredible CÜRA team for their professional, dedicated, and culturally sensitive work. Leading this team is an honor as we continue to place older people at the center of their care through the Aged Care Reforms.

Together, we are making a meaningful difference in the lives of our seniors, one step at a time.



**KATHLEEN KARLOVECX**  
CÜRA Service Manager



## Snapshot of 2024

**766**

NUMBER OF  
CLIENTS

**118,447**

HOURS OF CARE  
PROVIDED

**29**

CLIENT PACKAGE  
TRANSITION

**260**

GROUP PROGRAMS  
DELIVERED

**94**

CÜRA TEAM  
MEMBERS

**65**

LANGUAGES  
SUPPORTED

**123**

HEALTH &  
WELLBEING SESSIONS



# Our Purpose

## CÜRA in the community

Our CÜRA team has been actively engaging with the senior community by attending various Seniors Health and Lifestyle Expo's. These events provide a wonderful opportunity for face-to-face interaction with seniors receiving HCP and CHSP services, as well as private clients. It's a chance for us to share valuable service information, helping seniors live well at home and remain active in the community.

The expos also provide us the opportunity to connect with other service providers and gather important feedback from the community. This input helps us ensure that our services continue to align with the needs and expectations of the seniors we support, keeping their wellbeing at the heart of everything we do.



Seniors Health & Lifestyle Expo



## Humans of CÜRA

Throughout the year, we've been incredibly fortunate to learn from our remarkable clients. They've generously shared their secrets to living a long and fulfilling life, their tips for staying well, their favorite songs, and wise advice for the future. Through their stories of family, travel, and adventure, they've inspired us all. We are so grateful to be surrounded by such amazing individuals—our community is brighter, more vibrant, and filled with love because of them. It's an absolute joy and privilege to care for and support each of our clients.

Each client who has joined our CÜRA family reminds us why we remain dedicated to building and nurturing our inclusive senior community. Our impact starts from within—through the connections we create and the care we provide, we continue to grow stronger together.



# Services in the Spotlight

## ***In the Home***

At CÜRA, we've dedicated the past year to helping seniors thrive in their own homes. Our teams provide holistic support with daily tasks, household activities, and personal care, enabling clients to maintain independence and live comfortably in familiar surroundings.

## ***In the Community***

We've also focused on strengthening community ties for our seniors. Our programs continue to foster connection through local events, bridging generations and keeping seniors active and engaged in their communities.

## ***Our Wellness Centre***

CÜRA's wellness programs promote physical, mental, and emotional health. In 2023-2024, we delivered group activities, wellbeing sessions, and enjoyed thousands of board games, helping seniors maintain balanced and active lifestyles.

## ***Respite Care***

In 2023-2024, our respite care supported clients with daily tasks, medication, and companionship, offering caregivers much-needed relief and peace of mind, knowing their loved ones were in capable hands.

## ***Health & Wellbeing***

We believe age shouldn't limit life's enjoyment. CÜRA strengthened our committed to supporting seniors' health and wellbeing with personalised wellness services. Our exercise classes catered to all fitness levels, and our Wellness Centres provided vibrant social connections and activities.

## ***Multicultural support***

Australia's diversity is vast, but finding culturally aware aged care workers can be challenging. At CÜRA, we proudly continue to provide inclusive services that respect and celebrate the unique values, beliefs, and preferences of seniors from all backgrounds.

scan  
**ME!**



# Case Study

## **Client Advisory Body**

Empowering voices for positive change

In 2024, MCCGC proudly established the Client Advisory Body (CAB) to empower clients of our CÜRA aged care service. This initiative provides a formal avenue for clients to share their insights and influence governance decisions, ensuring that their voices are heard and valued.

With the Board's endorsement, the CAB has become an integral part of MCCGC's corporate organisational structure. The inaugural meeting, held in March 2024, marked a significant milestone. It brought together fourteen CÜRA clients and a client representative who collectively ratified the Body's Terms of Reference. Their valuable input has shaped the CAB's function and purpose.

A second meeting in September allowed members to co-design key communication materials, further enhancing the connection between clients and the organisation. A highlight from the Body was knowing that some clients from CALD groups felt safe to attend the meetings with support from family or CÜRA staff, who were able to translate their valuable feedback.

Looking ahead to 2025, we are excited to announce that the CAB will expand to include other programs delivered by MCCGC. This expansion will continue to strengthen our community-focused approach, ensuring that all clients have the opportunity to contribute to the services that impact their lives.



### ***The benefits already discovered***

- Empowerment of clients
- Informed governance decisions
- Strengthened community connections
- Cultural inclusivity
- Enhanced communication
- Positive impact on service delivery



*The team at CÜRA are so very welcoming and friendly, they make you feel like family and in my opinion, that is just gold.*

*L Burnie*





## Celebrating Community Connections

Aging should never limit your ability to participate in community life or enjoy meaningful experiences. This year, our CÜRA community outings have empowered our seniors to stay socially active, fostering joy and connection throughout the Gold Coast. The pictures here showcase some of the wonderful moments our seniors have experienced—whether meeting new friends, exploring our beautiful region, or simply enjoying a meal together. Each image reflects the opportunities for fun and friendship that we strive to create. With smiles, good food, and great company, what more could you ask for.



## Client Story

### *Teressa's journey with us*

Teressa, originally from Taiwan, moved to Australia in 1988 with her family. A dedicated math teacher back home, she gradually stepped away from her career after settling in Australia. Nine years ago, after the passing of her husband, Teressa relocated to the Gold Coast to be closer to her son, leaving behind her cherished Brisbane home.

While she loved her Brisbane neighborhood, where she enjoyed daily exercise sessions with neighbours, the move to the Gold Coast was difficult. Teressa struggled with isolation and found it hard to make new connections in her unfamiliar surroundings.

Her first steps toward rebuilding her social life came through line dancing, which helped her meet new people. But it wasn't until she discovered CÜRA that her life truly transformed. Joining CÜRA over a year ago, Teressa now participates in weekly social groups filled with card games, morning teas, bingo, and mah-jong, as well as monthly outings. Through these activities, she's found a community where she truly belongs.

“

*I am no longer lonely...CÜRA has filled my days with joy, friendship, and purpose*

”

For Teressa, this new chapter has brought not only companionship but also a renewed sense of happiness and vitality. CÜRA has given her a community and a sense of belonging that has enriched her life in ways she never imagined.







## ***What to Expect from CŪRA in 2025 & Beyond***



*CŪRA Pop Up - Runaway Bay Shopping Village*



*Mah-jong - Wellness Centre Activities*

### *Our Journey Ahead*

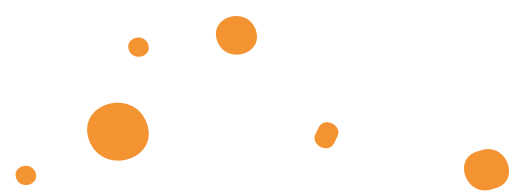
As we face the evolving landscape of aged care, CŪRA is poised to lead the way with innovation and compassion. Our commitment to excellence drives us to continually enhance our service models, ensuring we meet the highest standards and improve our clients' quality of life.

Our dedicated team embraces new technologies and methodologies, integrating holistic care that addresses physical, emotional, and mental wellbeing. Partnering with allied health professionals and wellness experts, we aim to provide a comprehensive and enriching care experience.

Community engagement remains at the heart of our mission. By building strong relationships with clients, their families, and the broader community, we create a supportive environment where everyone feels valued and empowered.

As we navigate this exciting transition, we stay true to our promise of delivering culturally inclusive and compassionate care. Our innovative programs and client-focused approach will help us overcome challenges and seize new opportunities, ensuring a brighter future for all those we serve.

Together, let's continue to make a lasting impact, embracing each change as a chance to grow and thrive.







## ***CEO's Closing Statement***

In closing, I want to express my deepest gratitude to our entire organisation. From our dedicated Board of Directors who volunteer their time to provide stewardship, strategic direction, and leadership; to the teams that provide direct services to our clients and community; and the corporate teams that ensure our frameworks of governance, administration, and support are effective. Your passion, hard work, and commitment make a lasting impact on those we serve. Together, we continue to build on our legacy of service, advocacy, and community commitment as we look to the future with hope, compassion, and determination.

Reflecting on another remarkable year and preparing for the future, I am confident we are well-equipped to face upcoming challenges and opportunities. We remain committed to making a difference and ensuring everyone in our community has the chance to thrive.

Finally, I acknowledge Lyn Dasey's incredible contribution to MCCGC over the past 10 years. As a Director and during her term as Chair, Lyn's leadership has guided us through significant changes and positioned us for a bright future. On behalf of the MCCGC community, thank you for your stewardship, courage, and vision. We have all benefited from your service and are better for having shared this journey with you.

*Shane Klintworth*

**SHANE KLINTWORTH**  
Chief Executive Officer

## ***Contact information***

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