

MCCGC
MULTICULTURAL COMMUNITIES COUNCIL GOLD COAST LTD

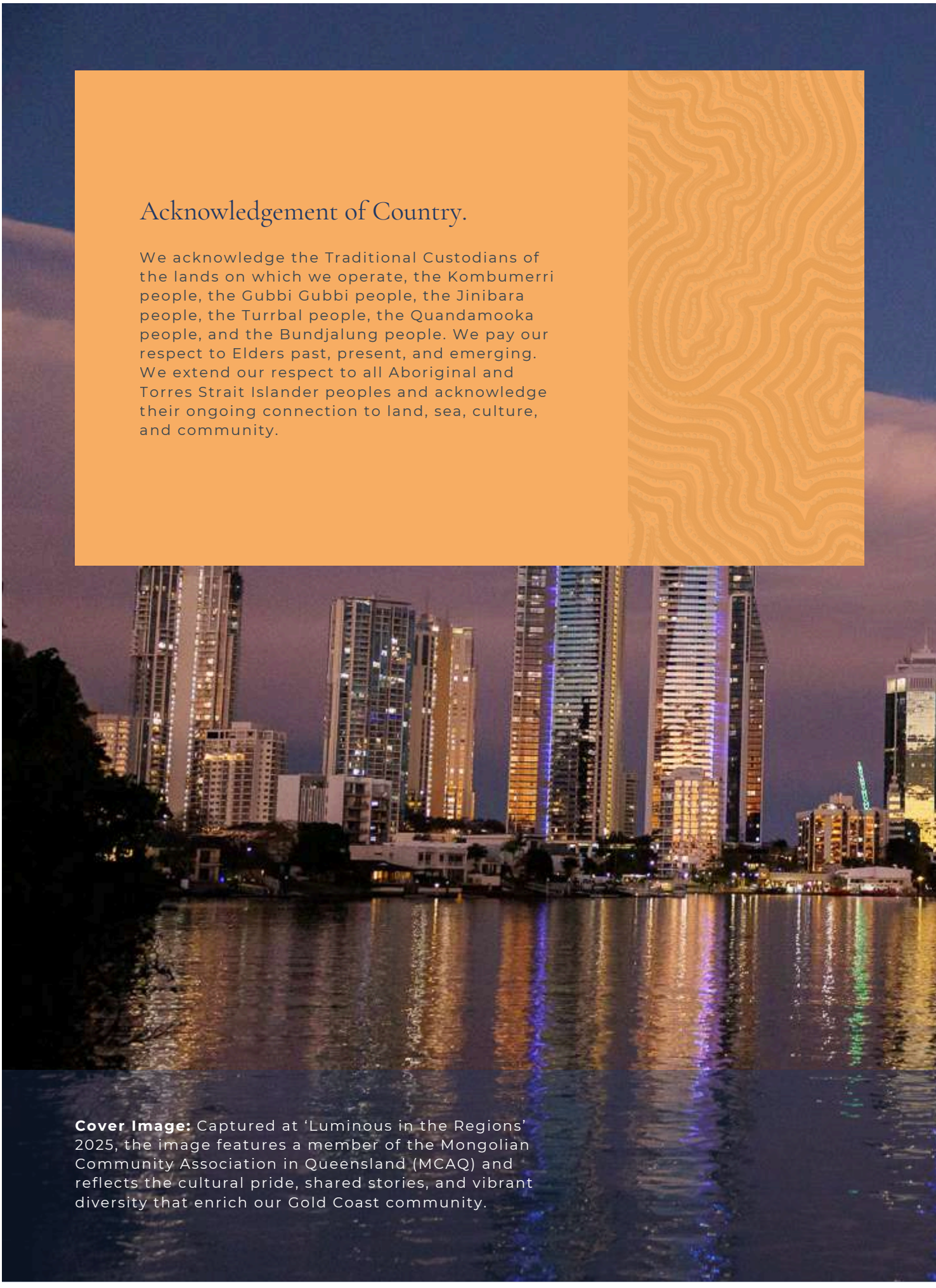
Annual Report

CONNECTING CULTURES,
STRENGTHENING COMMUNITIES

2025-2026

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.



Cover Image: Captured at 'Luminous in the Regions' 2025, the image features a member of the Mongolian Community Association in Queensland (MCAQ) and reflects the cultural pride, shared stories, and vibrant diversity that enrich our Gold Coast community.



A Word From Our Chairperson.

When I think about the Multicultural Communities Council Gold Coast 'MCCGC', I don't first think about programs, funding agreements, strategic plans, or organisational structures. As a Board, our attention is drawn to something far more important: people. We think about the young person who feels seen for the first time. The older person who remains connected to their culture while receiving Support at Home. The newly arrived family finding belonging in an unfamiliar place. And the community leaders who share their knowledge, time, and lived experiences to strengthen the city we call home.

These stories sit at the heart of everything we do.

Over the past year, MCCGC has continued to help shape a more inclusive, connected, and equitable community. We have supported people through change, celebrated cultural diversity, and created opportunities for communities to thrive.

What sets MCCGC apart is our ability to bring people together. Across cultures, generations, languages, and experiences, we create spaces for understanding, collaboration, and belonging.

The Board is continually inspired by our staff, volunteers, and members, and acknowledges the leadership of our Chief Executive Officer and Executive Leadership Team. Their compassion, commitment, and stewardship continue to drive MCCGC's impact.

As a Board, we remain focused on ensuring MCCGC is strong, sustainable, and prepared for the future through responsible stewardship, accountability, and decisions that protect our long-term impact.

As the Gold Coast's peak body for multiculturalism, we also have a responsibility to elevate community voices, champion inclusion, and ensure cultural diversity is represented in decisions shaping our future. Most importantly, we will continue listening because we know that MCCGC's future will always be shaped by our communities.

On behalf of the Board, thank you to our members, clients, volunteers, partners, supporters, and the entire MCCGC team. Together, we will continue building a community where diversity is celebrated, belonging is strengthened, and every person can thrive.



REBECCA PACEY
Chairperson

Rebecca

Table of Contents.

MCCGC CORPORATE

01 Acknowledgement of Country

02 A Word From Our Chairperson

04 Our Board

06 Chairperson's Award

07 Our CEO's Report

08 Peak Body For Multiculturalism

09 Our Executive Leadership Team

10 Strategic Plan & Key Initiatives

12 Our Organisation

13 Our Reach

15 The Committees That Guide Us

16 On Country, Together

17 Financial Overview

18 The MCCGC Way

18 Our Awards & Recognition

19 Annual Twilight Mixer

21 Stakeholder Development

22 Youth Advisory Group

23 Compliance & Accreditation

24 Digital Update

26 Chief Operating Officer Reflection

MCCGC COMMUNITY

27 Community Programs Overview

28 Community Impact Snapshot

29 Our Community Partners

31 Health & Wellbeing Programs

32 Women's Space (Case Study)

33 Community Programs

35 Our Events

37 Multicultural Employment Expo

38 Our Volunteers & Student Placements

39 Humanitarian Settlement Program (Case Study)

40 Youth Programs

CURA AGED CARE

42 Aged Care Overview

43 Service Manager's Report

44 Aged Care Impact Snapshot

46 Our Aged Care Services

47 Multicultural Aged Care

49 A New Era of Aged Care

50 Supporting Older People to Live Well

51 Community Connection

53 Power of Gratitude (Case Study)

54 CEO's Closing Statement

Our Board.

Drawing on a wealth of professional expertise, cultural perspectives, and community insight, our Board helps shape MCCGC's future direction while ensuring we remain true to our purpose and values.



REBECCA PACEY
Chairperson

Rebecca has held senior executive roles across the Resources, IT, Professional Services, and Aged Care sectors. She brings a diverse background in strategy, business transformation, and technology-driven digitalisation, underpinned by a strong passion for people and culture. Rebecca is currently the Chief People & Transformation Officer at Infinite Care, a trusted national aged care provider.

A committed advocate for diversity and inclusion, Rebecca ensures that culturally and linguistically diverse (CALD) perspectives are embedded in all people-related decisions. Rebecca's career has taken her across the Asia-Pacific region, including global roles and time spent living in several countries outside Australia, giving her a broad and informed international outlook.



SAMINDA ARAMBEWALA
Director

Saminda Arambewala is an executive leader, researcher and strategy and operations consultant with experience across financial services, government and other regulated and public-interest environments. He has held senior executive, consulting and academic roles across Australia and the UK. A former Chief Operating Officer in the insurance sector, Saminda has led strategy, transformation, governance, operations and organisational delivery across complex environments. He brings to MCCGC a strong focus on multicultural leadership, inclusion and the contribution culturally diverse communities make to Australia's workforce, economy and society.



LEON REBELLO
Director

Leon Rebello MP is the Federal Member for McPherson, representing the southern Gold Coast region. He serves as Deputy Chair of the Foreign Affairs and Aid subcommittee and works closely with multicultural communities, schools, small businesses, and grassroots organisations. Before entering Parliament, Leon practised as a foreign investment lawyer at King & Wood Mallesons and served on the ministerial staff of former Foreign Minister Julie Bishop. He holds a combined degree in Law and International Relations, and has studied in Australia, China, France, and the Netherlands. Leon is a strong advocate for young people and inclusive community outcomes.



MERCY BOSHA
Director

Mercy is a Nurse Practitioner. She is passionate about driving innovation in healthcare, particularly in supporting nurse-led models of care. Throughout her career, Mercy has focused on advancing the role of Nurse Practitioners to improve patient outcomes and enhance delivery of care. She thrives in finding creative solutions to complex healthcare challenges and advocating for change within the healthcare system. Outside of her work, Mercy is an avid traveller who enjoys exploring and engaging with new places, cultures, and experiences around the world. She believes travel broadens perspectives and provides invaluable insights that enrich her approach to healthcare.



DR. HEBA MOHTADY ALI
Director

Dr. Heba is an international professor, researcher, and award-winning novelist whose career bridges academia, literature, and community leadership. She holds two doctorates, including a PhD from Griffith University, as well as multiple qualifications in medicine and health from institutions in Egypt and the Netherlands. Her academic and research experience spans North African, Arab, European, American, and Australian institutions. As founder and chair of several professional and multicultural associations, Dr. Heba continues to champion cultural exchange, women's empowerment, and social inclusion through her academic, literary, and community contributions.



DR. MIRELA MALIN
Director

Dr. Mirela is a Senior Lecturer in Finance at Griffith Business School, specialising in Corporate Finance across both undergraduate and postgraduate programs. She is fluent in Romanian and holds a Bachelor of Business, a Bachelor of International Finance (Honours), and a PhD from Griffith University. Her published research spans Higher Education Teaching and Behavioural Finance. Mirela is a graduate of the Australian Institute of Company Directors (AICD), a member of the Griffith Centre for Personal Finance and Superannuation, and a Senior Associate of the Financial Services Institute of Australasia (FINSIA). She has previously served as Deputy Director of the Griffith MBA and as Director of Learning and Teaching within the Department of Accounting, Finance and Economics at Griffith Business School.



BEN FRY
Director

Ben holds a Bachelor of Information Technology from Griffith University and an Executive MBA from QUT. With more than 20 years of experience in the IT sector, he specialises in Technical Management, Digital Transformation and Web Technologies. In his current role as IT Manager at Clarence Property Corporation, Ben oversees the organisation's IT infrastructure and leads its digital transformation initiatives. Ben is passionate about using technology to drive meaningful business change, and his career across Brisbane, Ireland, and the UK has given him a strong global perspective on modern IT leadership.



LETITIA DEL FABBRO
Director

Letitia is a Registered Nurse with extensive experience as both a clinician and an educator. She is currently a Lecturer in Nursing at Griffith University and 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).



AINSLIE ANNE CUNNINGHAM
Company Secretary

Ainslie is a Co-Founder and Director of the corporate governance consulting firm 3YS Owls and acts as company secretary for various companies across Australia. Ainslie is a former Non-Executive Director of the GIA Board and CGI National Council. She is a qualified company secretary and a Certified Practising Risk Manager, a Fellow of the Governance Institute of Australia (GIA) and Chartered Governance Institute (CGI), and is a Member of the Australian Institute of Company Directors and Risk Management Institute of Australasia. Ainslie has held various corporate governance, company secretarial, and risk management roles over the past 20 years with global ASX-listed companies, predominantly in the resources, retail, and financial services sectors.



DEBRA KAY ANDERSON
Company Secretary

Deb is a Co-Founder and Director of the corporate governance consulting firm 3YS Owls and serves as company secretary for various organisations across Australia. A qualified lawyer, she is admitted to practise in the Supreme Court of Queensland, the Federal Court, the High Court of Australia, and holds a principal practising certificate. Deb is also a qualified company secretary, a Fellow of both the Governance Institute of Australia and the Chartered Governance Institute, and a Member of the Australian Institute of Company Directors. She has served as company secretary for over 13 years across a range of ASX-listed and unlisted companies, predominantly in the financial services sector, and brings extensive experience from her work across a variety of board and governance committees. Deb has more than 15 years' experience as in-house corporate counsel for an ASX-listed financial services company.

Board Transitions: Welcome & Farewell.

This year, we bid farewell to two valued Board members whose contributions have helped shape MCCGC's impact and success. We extend our sincere thanks to Mercy Bosha and Ben Fry for their dedication and stewardship during their tenure at MCCGC.

As we transition into this new financial year, we are delighted to welcome our new Director, Saminda Arambewala, to the Board. Saminda's fresh perspectives, diverse expertise, and shared commitment to our mission will strengthen our work and guide our organisation forward.



Saminda Arambewala
Director
Appointed April 2026



Ben Fry
Director
Resigned November 2025



Mercy Bosha
Director
Resigned May 2026

Chairperson's Award.

One honour, shared by two exceptional achievers.

This year, the Chairperson's Award is proudly presented to Johanna Ramirez and Laura Bernal, in recognition of the extraordinary care, leadership, and dedication they bring to MCCGC. Both have built strong, trusted relationships across the organisation and within the communities they support, leading with empathy, authenticity, and a genuine passion for helping others.

Whether supporting clients through complex challenges, mentoring team members, strengthening programs, or finding practical solutions when they are needed most, Johanna and Laura consistently put people at the centre of everything they do. Their generosity, professionalism, and ability to bring people together have contributed significantly to MCCGC and the culture we are so proud of.



JOHANNA RAMIREZ & LAURA BERNAL

Our CEO's Report.

SHANE KLINTWORTH
Chief Executive Officer



As I reflect on 2025/26, what stays with me most is not simply how much MCCGC has achieved, but how our people have continued to show up for one another and our communities through times of significant change.

This has been a year of reform, growth, complexity, and renewal. Through it all, our vision has remained constant: a fair & inclusive society where people feel they belong.

That vision matters deeply. Cost-of-living pressures, the housing crisis, geopolitical conflict, racism, and social isolation continue to affect our communities. At the same time, government budget pressures and changes to funded programs have reduced the reach of services in some areas, despite community needs remaining strong. This has reinforced for us why our advocacy is so important, ensuring culturally diverse communities are not left behind as funding priorities and systems change.

Across MCCGC, I have seen our purpose brought to life. We have supported newly arrived communities, young people, families, and community leaders to build connections and opportunities. Through Luminous in the Regions, the Twilight Multicultural Mixer, Meet, Greet & Eat, Multicultural Employment Expo, and Gold Coast Multicultural Network, we have created spaces where cultures, stories, and people come together. Through Cura Aged Care, we continue supporting older people to remain connected to home, culture, and community.

We have strengthened partnerships and continued advocating for multicultural communities to have a meaningful voice in the policies, services, and decisions that affect their lives.

Behind this impact has been significant organisational change. We have strengthened our operating model, governance, and compliance; re-established Shared Services; and advanced our digital transformation, culminating in an ISO 27001:2022 accreditation. Ultimately, these changes enable our people to better serve our communities.

But systems, strategies, and structures alone do not make MCCGC what it is—people do. I am incredibly grateful to our Board, Executive and Operational Leadership Teams, and especially our staff, who continue to lead and serve with compassion, resilience, and professionalism. To our volunteers, members, community leaders, partners, and supporters, thank you for believing in what we do and walking alongside us.

As CEO, I am deeply proud of MCCGC, not just for what we have achieved, but for how we have responded to change whilst continuing to stand alongside our communities. As we look ahead, we will continue to listen, evolve, advocate, and lead with courage, grounded in what has always been at the heart of MCCGC: people, culture, connection, and belonging.

Shane

Peak Body For Multiculturalism.



As the peak body for multiculturalism on the Gold Coast, MCCGC continued to bring the experiences of our communities directly into state and national advocacy. Working through FECCA, ECCQ and Ageing Australia, we helped shape policy submissions and advocacy priorities, calling for implementation of the National Anti-Racism Framework, more culturally responsive aged care assessments and greater recognition of the barriers multicultural communities face in accessing services.

Our advocacy also took us directly to decision-makers. MCCGC contributed to policy papers submitted to the Queensland and Australian Governments and participated in government delegations and briefings, raising issues including housing, employment, health, racism and overseas skills recognition. Through these partnerships and direct representation, we continued to ensure the experiences of Gold Coast communities were carried beyond our region and into the conversations shaping policy, services and systems across Queensland and Australia

Mission, Vision & Values.

Our Mission, Vision, and Values guide how we lead, how we engage, and how we deliver impact, providing a strong foundation for sustainable growth and meaningful community outcomes.

Mission.

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

Vision.

A fair & inclusive society where people feel they belong.

Values.

Unity
Compassion
Integrity
Respect
Joie de vivre

Our Executive Leadership Team.

The success of MCCGC is driven by leaders who not only shape strategy but inspire progress and deliver meaningful outcomes for the communities we serve. Working in partnership with our Board, the Executive Leadership Team brings together diverse expertise, strong leadership and a shared commitment to strengthening multicultural communities across the Gold Coast.

Through vision, collaboration and decisive action, they translate strategy into impact, foster innovation and guide the organisation's continued growth. Their leadership ensures MCCGC remains responsive, forward-thinking and well-positioned to meet the evolving needs of our diverse communities.



SHANE KLINTWORTH
Chief Executive Officer



JESSICA McADAM
Chief Operating Officer



GORAN AVRAMOVIC
Chief Financial Officer



EMILY CLAUSS
Head of Business & Stakeholder Development



STEVE BUDD
Human Resources Manager

Guiding growth, strengthening our impact & shaping a more inclusive future.

Strategic Plan 2030

Our Way to Sustainable Growth & Positive Impact.

Be recognised as the leading multicultural organisation on the Gold Coast.

Deliver service excellence to achieve better outcomes.



Grow our impact by expanding the services we offer.

Evolve our skilled, engaged & connected workforce.

Deliver organisational sustainability.

These objectives guide us to achieve excellence, sustainability & a lasting legacy for our community.

Key Result Areas.

People.

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

Performance.

Our positive workplace culture balances performance and wellbeing to achieve great outcomes for our clients and community alike, as we continually seek out new ways to enhance our performance.

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 Plan of Action to Achieve Our Objectives.

- Continually improve the MCCGC Workforce Development Strategy & Employee Value Proposition.
- Establish & refine the MCCGC Model of Practice.
- Continue to enhance the MCCGC Stakeholder Engagement Strategy.
- Leverage Digital Platforms to support our clients & our people.
- Pursue strategically prioritised growth across Cura Aged Care, Community & Client Services, and MCCGC Corporate.



Image Courtesy of:
Multicultural Parliamentary Friends at the Multicultural Community Reception.

One Organisation.
Two Service Delivery Brands. A Shared Purpose.

For more than 40 years, Multicultural Communities Council Gold Coast (MCCGC) has championed diversity and worked towards a more inclusive, connected, and thriving community. As the Gold Coast's peak body for multiculturalism, we advocate for the voices, needs, and aspirations of people from culturally and linguistically diverse backgrounds.

As the corporate parent organisation, MCCGC Corporate provides the leadership, governance, advocacy, and strategic direction that unites our work. Through partnerships, community engagement, and sector leadership, we strive to influence positive change and create opportunities for the communities we serve.

Through our two service delivery brands, MCCGC Community Programs and Cura Aged Care, we bring this purpose to life — supporting individuals and families, strengthening connections, and helping people and communities thrive.

MCCGC
MULTICULTURAL COMMUNITIES COUNCIL GOLD COAST LTD
Connecting you in your community



cüra



Community Programs.

Our Community Programs bring people together, creating pathways to opportunity, participation, and belonging. Working alongside individuals, families, and community leaders, we provide support across a variety of sectors.

From helping newly arrived migrants and refugees establish their lives in Australia to supporting individuals in accessing essential services, building confidence, developing skills, and connecting with their communities, our programs respond to the diverse and changing needs of the people we serve.

Through culturally responsive support, advocacy, and community-led initiatives, we help remove barriers, strengthen connections, and create opportunities for everyone to participate and contribute.

Cura Aged Care.

Cura Aged Care supports older people to live independently, maintain their wellbeing, and stay connected to the people, places, and cultures that matter to them most.

Through in-home care, clinical services, allied health, wellness programs, and social support, we provide personalised care that respects each person's choices, circumstances, and cultural identity. Our focus is on preserving dignity, promoting independence, and helping older people continue to enjoy life in the comfort and familiarity of their own homes.

With a deep understanding of the importance of culture, connection, and belonging, Cura delivers care that recognises the individual behind every service.

While each brand has its own purpose and services, we are united by a shared belief that everyone deserves the opportunity to feel valued, supported, and included.

Our Reach

A Growing Voice for Multicultural Communities.

Our reach extends across cultures, communities, and generations.



43 Languages spoken by our team

Nationalities represented across our team  **65**

A Diverse Team. A Stronger Connection.

United by a shared commitment to community, our 190-strong team brings together diverse cultural perspectives, unique experience, and language skills that help people feel understood, supported, and connected.

Growing Our Network & Influence.

138 MCCGC Members.
Up from 126 in 2024–25

11,734 Social Media Community.
Up from 10,876 in 2024–25

9,475 Newsletter Reach.
Up from 5,743 in 2024–25

Over 500 Community Leaders
we support & learn from.

Every new connection strengthens our collective voice, creating more opportunities to share information, exchange ideas & advocate for change.





The Community We Represent.

181,800  Gold Coast residents born overseas.

29.1% Of the Gold Coast population is of a culturally & linguistically diverse (CALD) background.

1 in 2 Gold Coast residents has at least one parent born overseas.

Source: ABS 2021 Census.

The Power of Connection.

Growth is not measured only by the number of people we reach or the programs we deliver. It is also reflected in the strength of the relationships we build. Together with our members, partners, community leaders, volunteers, and communities, we are building a more connected, inclusive, and vibrant Gold Coast for all.



Luminous in the Regions, Gold Coast







The Committees That Guide Us.

Behind every initiative, milestone, and achievement is a shared commitment to building stronger, more connected communities. Across MCCGC, our committees bring together diverse perspectives, lived experience, professional expertise, and cultural knowledge to help guide our direction and priorities.

These groups provide valuable insight, strengthen accountability, and ensure our decisions reflect the needs and aspirations of the people we serve. Through collaboration and shared leadership, they help shape a future that is inclusive, responsive, and deeply impactful for the communities we proudly support.

Quality Care Advisory Body.

Provides oversight and advice to strengthen quality, safety, and continuous improvement across our care services, ensuring we continue to deliver high-quality, person-centred care.

Workforce Advisory Group.

The work and priorities of the Workforce Advisory Group were incorporated into the RAP Committee, bringing workforce perspectives and cultural inclusion priorities together to strengthen MCCGC's approach.

Work, Health & Safety Committee.

Brings staff together to identify and manage workplace health and safety matters, review risks and incidents, and strengthen the policies and practices that help keep our people safe.

Youth Advisory Group (YAG).

Creates a space for young people from multicultural backgrounds on the Gold Coast to have a voice, shape ideas, and lead projects that make a real and tangible difference for young people and their communities

Reconciliation Action Plan (RAP) Committee.

The RAP Committee brings together reconciliation, cultural inclusion, and workforce priorities to help guide MCCGC's ongoing commitment to reconciliation. Working in partnership with the Yugambeh Region Aboriginal Corporation Alliance (YRACA), whose guidance and cultural support inform our approach, the Committee strengthens cultural understanding, builds meaningful relationships, and embeds First Nations language, culture, and perspectives across MCCGC.

On Country, Together.

Throughout 2025–26, our partnership with YRACA continued to grow through learning, cultural exchange, and meaningful connection.

Together, we delivered the Naming Rooms Project, introducing Yugambeh language names across our Ashmore and Southport offices, alongside cultural learning with staff during National Reconciliation Week.

For Refugee Week, we came together for ‘Meet, Greet & Eat: A Million Stories, One Welcome’, creating a space where refugee communities and Traditional Custodians could share stories, culture, and experiences. The day included a Welcome to Country, Smoking Ceremony, yarning, painting, storytelling, and cultural workshops.

YRACA also joined our NAIDOC celebrations, sharing culture, knowledge, and hands-on learning with our people.

These collaborations continue to strengthen our relationship with YRACA and translate our commitment to reconciliation into meaningful action.





Financial Overview.

Annual Report.

As we present our Annual Report for the 2025-2026 financial year, we are proud to share that MCCGC has continued to operate amid sustained cost pressures and significant reform across the aged care and community services sectors. Throughout the year, we maintained our focus on financial sustainability, service continuity, and organisational readiness, while continuing to support culturally and linguistically diverse communities across the Gold Coast. Our sound financial position provides a strong foundation for responding to future sector changes and emerging community needs.

Operations.

MCCGC maintained stable operations throughout 2025-2026 and continued to deliver community support services including multicultural engagement, settlement, aged care, community development, and advocacy.

There were no significant changes in the nature of the organisation's activities during the year. Increased government funding and service income supported the continued delivery of charitable programs, while disciplined financial management enabled MCCGC to respond to higher employee, client support, consultancy, and legal costs.

Expenditure.

Total expenditure was $16.7 million in 2025-2026, up from $14.03 million. Employee benefits accounted for $11.16 million, reflecting MCCGC's people-intensive services. Operational expenses rose to $5.19 million, including client support ($2.52 million), consultancy and legal fees ($1.16 million), information technology ($0.58 million) and administration ($0.57 million). Lease and depreciation expenses were $0.26 million and $0.07 million, respectively. Spending supported service delivery, organisational capability, and systems for compliant and sustainable operations.

Revenue.

During the 2025-2026 financial year, MCCGC recorded revenue of $17.1 million, an increase of $2.8 million, or 19.8%, compared with the previous year. Government revenue, including grants, remained the principal source of income and increased to $14.66 million, comprising $11.62 million from the Commonwealth Government and $3.04 million from the State Government. Fees and charges contributed $0.68 million, while other revenue and grants contributed a further $1.55 million. Interest income of $0.15 million and other income of $0.02 million brought the total income to approximately $17.07 million.

Financial Position.

MCCGC achieved a surplus of $0.39 million for 2025-2026, compared with $0.25 million in the prior year. At 30 June 2026, total assets were $9.58 million, including $5.61 million in cash and cash equivalents, while total liabilities decreased to $2.88 million. Net assets and total equity increased to $6.71 million. Net cash generated from operating activities was $0.68 million, and cash and cash equivalents increased by $0.46 million during the year. This strong liquidity and improved net asset position leave MCCGC well placed to meet its obligations, manage future funding and sector changes, and continue investing in high-quality services for the communities we support.



Goran

GORAN AVRAMOVIC
Chief Financial Officer (CFO)

The MCCGC Way.

Awareness & Reflection.
By Keneti Galo.

Through individual and group supervision, the Wellbeing Culture and Practice Leader (WCP) creates intentional spaces where “The MCCGC Way” is lived, experienced, and embedded in everyday practice.

These reflective, experiential learning environments honour culturally diverse ways of knowing, learning, and growing through storytelling, shared reflection, connection, observation, and lived experience. By fostering psychological safety, trust, and genuine relationships, the WCP enables staff to feel heard, valued, and empowered.

Through meaningful dialogue, collective learning, and compassionate challenge, WCP supervision strengthens confidence, resilience, cultural responsiveness, and belonging—creating a connected and capable workforce that delivers meaningful outcomes for the communities MCCGC serves.



Our Awards & Recognition.







MCCGC plays an important role in strengthening the Gold Coast’s multicultural community, and this year our impact was recognised through nominations and awards across several categories. From promoting safer, more inclusive neighbourhoods to improving health and wellbeing, supporting community participation, and celebrating volunteering, our staff and programs are making a meaningful difference in people’s lives. Recognition through the GCCC Safe Suburbs Awards, Health and Community Services, Volunteering, and other categories reflects our team’s commitment and the positive contribution they make to building a stronger, more connected and inclusive Gold Coast.

Annual Twilight Mixer.

Our Twilight Mixer brings together 120 community leaders, MCCGC members, political representatives, and our vibrant multicultural community. It's a moment to reflect on the year, celebrate our achievements, and honour the people who make our work possible.











Celebrating Connection.

Bringing 120 community leaders, members & representatives together to build relationships, share perspectives & strengthen connections across the Gold Coast.







Honouring Achievement.

Recognising the people, partnerships & community leadership making a positive difference across the Gold Coast.



Annual Twilight Mixer
MCCGC, Southport

Stakeholder Development.

Uniting diverse perspectives, lived experience, and strategic partnerships to influence change, create opportunities, and strengthen our community.

Connected by Community. Driven by Purpose.

Throughout 2025–26, MCCGC continued to strengthen its place as the peak body for multicultural communities on the Gold Coast, creating connections that turn community voice into opportunity, influence, and action.

At the heart of this are our people and our communities. Together, our lived experience, cultural knowledge, leadership, and trusted relationships give MCCGC its strength. They keep us close to what is happening on the ground and ensure our engagement and advocacy are shaped by the people we represent.

This year, we strengthened relationships with Surf Life Saving Queensland, Gold Coast SUNS, AFL Queensland, Lifeline Australia, Gold Coast Primary Health Network, and the City of Gold Coast, building new pathways for collaboration and greater impact.

Through Luminous in the Regions, the Multicultural Employment Expo, Twilight Mixer, and Meet, Greet & Eat, we created spaces where communities, employers, services, and government leaders could come together, build relationships, and create opportunities.

We also deepened connections with our MCCGC members through member inductions, while strengthening our voice across local, state, and federal governments, and multicultural peak-body networks.

Ultimately, our greatest strength is our collective voice. When our people and communities come together, we don't just join the conversation, we help shape it.



Chinese New Year of the Fire Horse Celebration.



Members Induction.



Safer Suburbs Awards 2025.



Multicultural Service Providers Roundtable.



Empowering Queensland Women Grant.



2025 Multicultural Community Reception.



Emily

EMILY CLAUSS
Head of Business &
Stakeholder Development

Youth Advisory Group (YAG).

Where Young Voices Become Leaders.







YAG continued to create meaningful opportunities for young people from diverse cultural backgrounds to connect, grow, and develop leadership skills. Over the past year, the program supported the transition between cohorts while successfully recruiting a new group of 12 highly engaged young people representing a range of cultures, experiences, and perspectives.

Most encouraging is the level of ownership and commitment shown by our young members. Young people have stepped outside their comfort zones, participated in community discussions, attended leadership opportunities, and supported one another's growth. Several members represented MCCGC at the Youth Conference Matters event in Brisbane, while others participated in the first YAG visit to Queensland Parliament in many years, gaining firsthand insight into leadership, advocacy, and civic engagement.



A Place to Grow, Belong & Shine.

Beyond activities and events, YAG has helped young people build confidence, friendships, and aspirations. One parent recently described their child as "*another person*" since joining the group, highlighting increased confidence, leadership skills, and a stronger sense of purpose. These stories demonstrate the lasting impact of creating spaces where our young people feel heard, valued, and empowered to lead.

Compliance & Accreditation.

ISO 27001:2022 Accreditation
Information Security Management Systems (ISMS).

Achieving an ISO 27001:2022 accreditation for our Information Security Management System is a major milestone for MCCGC and a powerful reflection of our commitment to safeguarding the sensitive information entrusted to us.

Accredited by JAS-ANZ, this achievement demonstrates that our digital systems, processes, and culture meet globally recognised standards for security and resilience. The accreditation represents months of dedication from our team, whose focus on quality, trust, and continuous improvement ensures our community, partners, and clients are protected and supported at every step.



Support at Home Review.

Cura Aged Care successfully completed its Aged Care Audit under the Support at Home framework. An achievement that reflects the strength, integrity, and heart behind our work.

The audit confirmed that our financial governance, risk management, and organisational systems not only meet national standards but stand as a model of stability and trust for the community.

Passing this audit is a powerful acknowledgement of our team's dedication, professionalism, and unwavering commitment to delivering safe, sustainable, and deeply respectful support for older people.

NDIS - Certification Pathway.

MCCGC achieved another successful NDIS audit this year, a testament to the strength of our systems and the heart our team brings to supporting participants.

Our Senior Manager of Health lead the accreditation process, ensuring our operations, documentation, and service delivery met, and often exceeded, the requirements for our registration group of Assistance in Coordinating or Managing Life Stages, Transitions, and Supports.

This achievement reflects the care, compliance, and commitment embedded in our everyday work, and the dedication of our team who consistently uphold the highest standards for our NDIS community.

Digital Update.

Digital & Cyber Security.

The 2025–26 financial year marked a significant period of advancement in MCCGC's digital capability, cyber security, information governance, and organisational resilience. Our Digital team's focus extended beyond the delivery of day-to-day technology services to establishing secure, sustainable, and well-governed foundations that support effective service delivery and MCCGC's future operating requirements.

A major accomplishment was the organisation's progression through the final stage of its ISO 27001:2022 certification journey. Extensive preparation was coordinated across MCCGC and Cura to strengthen the Information Security Management System, improve organisational readiness, and embed more consistent security practices into our everyday.

This work included policy implementation, risk management, staff security awareness, access and asset controls, documentation, audit preparation, and improved data-protection practices. The final certification audit in June 2026 was an important milestone in MCCGC's continuing commitment to protecting information and strengthening accountability across the organisation.



Strengthening Systems, Processes & Performance.

Digital progressed initiatives to improve operational efficiency, accountability, and the employee experience. These included strengthening technology asset traceability, improving internal request and workflow processes, and continuing to optimise use of the AlayaCare platform. Work across these areas supported clearer ownership, more reliable processes, and improved visibility of digital services and information.

In June 2026, Digital commenced work to support the end of the HSP program, coordinating technology, data, and information-management requirements with internal stakeholders, Multicultural Australia, and GRIT.

This included identifying system dependencies and planning for the secure retention and management of information, with consideration of privacy and record-keeping obligations.

Looking ahead, Digital will continue strengthening enterprise governance, information security, access management, and service delivery, while exploring how artificial intelligence can responsibly enhance organisational capability, efficiency, and innovation.



Tony

TONY LENKO
Head of Digital



Thread Count Global
MCCGC Event

Chief Operating Officer's Reflection.

2025-2026



Reflecting on the past year, I am reminded that meaningful growth is not simply about doing more. It is about strengthening our ability to respond to what our communities tell us they need, bringing together the right people, partnerships, and capabilities to create meaningful and sustainable impact.

Building on the foundations of previous years, 2025–26 has seen MCCGC continue to evolve. Our growth and structural changes have been purposeful, strengthening how we work while ensuring we remain connected to community voice and responsive to changing environmental needs. As our reach has expanded, so too has our responsibility to ensure the capability and resources behind our work grow with us.

Central to this has been our people. We have remained focused on retaining and expanding a skilled and diverse workforce, while continuing to explore ways to recognise the knowledge, experience, cultural capability, and relationships already within our teams. As new needs and opportunities emerge, we continue to align them with the strengths of our people, creating opportunities for them to grow, contribute, and share their expertise in new ways.

Our partnerships have evolved with the same intent. We continue to build relationships grounded in shared purpose, mutual respect and, importantly, the voices and priorities of the communities we serve. Bringing together complementary expertise and experience strengthens our collective capability and enables responses that are informed, relevant and sustainable.

For us, growth must follow purpose, not precede it. Our continued evolution is guided by community need, supported by the skills and experience of our workforce, and strengthened through partnerships that share our commitment to positive impact.

I am immensely proud of how our people have navigated growth and change while remaining connected to our purpose and to one another. Looking ahead, we will continue to listen, learn, and build on these foundations with confidence and humility.

Every partnership we build, opportunity we pursue, and investment we make in our people must ultimately enable us to serve our communities better. That responsibility remains both our privilege and our motivation.

Jess

JESSICA McADAM
Chief Operating Officer

MCCGC
MULTICULTURAL COMMUNITIES COUNCIL GOLD COAST LTD
Connecting you in your community

Community Programs Overview.

MCCGC's Community Programs sit at the core of our commitment to strengthening the cultural fabric of the Gold Coast. Guided by inclusion, dignity, and genuine connection, our programs continue to expand and adapt to meet the evolving needs of the communities we serve.

Across mental health, aged care, settlement, disability, employment, and community development, our work is built to do more than deliver services — it creates pathways to confidence, cultural safety, and opportunity for individuals and families from diverse backgrounds.

As MCCGC grows, our commitment to our direction remains unwavering; we strive to lead with cultural intelligence, to advocate for our communities, and to provide support that is accessible, respectful, and deeply human. We are shaping a future where every person feels recognised, valued, and empowered to thrive.

scan ME!





Community Impact Snapshot

Creating welcoming spaces where people, cultures & communities can flourish.

This year, MCCGC's Community Programs continued to create opportunities, strengthen connections, and support people from multicultural backgrounds across the Gold Coast. Through our settlement, education, health and wellbeing, youth, and community programs, we reached more than 3,000 people, helping individuals and families build confidence, access support, and feel connected to their communities.





The statistics that follow reflect the breadth of our reach, the strength of our community partnerships, and our ongoing commitment to creating welcoming, inclusive, and connected communities.

Years of Community Impact
43

Young People Empowered & Supported Through MCCGC Programs
326
Down from 346 last year.

MCCGC Team Members
66
Up from 41 last year.

People Supported Through Health & Wellbeing Programs
795
Up from 788 last year.

Employment & Training Participants
1,580+
Up from 1,570+ last year.

Attendance Across Our Signature Community Events
3,400+
Up from 2,353 last year.

People Connected to Settlement Support
384
Down from 457 last year.

Signature Events: Luminous in the Regions, Twilight Mixer, Meet, Greet & Eat, and the Multicultural Employment Expo.

Our Community Partners.

Together, Building a More Inclusive & Resilient Community.

We extend our sincere appreciation to the broad and ever-expanding network of partners who have walked alongside us this year. Local organisations, cultural leaders, service providers, and volunteers have each played a vital role in strengthening our impact.

SUNS

CITY OF GOLDCOAST.

Australian Government
Department of Home Affairs

Surf Life Saving Queensland

eccq
Ethnic Communities Council of Queensland

FECCA
Federation of Ethnic Communities' Councils of Australia

Griffith University
Queensland, Australia

Multicultural Australia
it's who we are

Australian Government

Workforce Australia
Local Jobs

YRACA
Yugambeh Region Aboriginal Corporation Alliance

AFL Queensland

QPASTT

phn Gold Coast
An Australian Government Initiative

World Wellness Group

Queensland Government

OzHarvest

Community Bank
Paradise Point and Pimpama-Ormeau
Bendigo Bank

Lifeline

SBS50

wellways

SSI

headspace

tafe Queensland



Gold Coast Suns
Community Event

Health & Wellbeing Programs.

Culture in Mind.

198 PERSONS SUPPORTED

Delivered in partnership with World Wellness Group, Culture in Mind (CIM) provides culturally responsive, recovery-focused mental health support for people from multicultural backgrounds. As a new program for MCCGC, CIM introduces an innovative co-delivery model that brings together Recovery and Multicultural Peer Support Workers, combining professional expertise, lived experience, and cultural understanding.

This approach builds trust, reduces barriers to support, and ensures services are tailored to each person's cultural and individual needs and recovery goals. Working alongside participants, the team supports improved wellbeing, stronger social connections, and greater confidence. By fostering community inclusion and empowering people on their recovery journey, CIM helps create positive and sustainable outcomes for individuals.

Community Pathway Connector.

382 INDIVIDUALS HELPED

Commissioned by the Primary Health Network (PHN), our Community Pathway Connector (CPC) program helps people from multicultural backgrounds access services, navigate support systems, and build stronger community connections. During 2025–26, the program supported 382 clients through individual assistance, service navigation, group activities, and community outreach.

Working with community organisations and social groups, the team delivered tailored support to address social, health, and wellbeing needs. The program also provided practical assistance to individuals and families experiencing hardship, with 244 people accessing food bank support during the year. These interventions reduce social isolation, respond to immediate challenges, and strengthen participants' ability to access services and engage in community life.

Carefinder.

176 SENIORS ASSISTED

Our Care Finder program supports older people who face challenges navigating the aged care system, including language barriers, social isolation, and limited awareness of available services. In 2025–26, the program assisted 176 people through personalised support, including service navigation, assessments, and follow-up.

Outreach activities strengthened engagement with multicultural communities and increased awareness of available supports. Through trusted guidance and advocacy, Care Finder helped individuals make informed decisions, access essential services, and overcome barriers to care. The program contributed to improved wellbeing, independence, and social connection for older people across the Gold Coast.

Disability (NDIS).

39 PARTICIPANTS SUPPORTED

MCCGC delivers NDIS support coordination services for people from multicultural backgrounds across the Gold Coast. In 2025–26, the program supported 39 participants, many with complex and high support needs. Staff worked closely with participants, families, carers, and service providers to help individuals understand their plans, access appropriate supports, and work towards their goals. The team coordinated services across health, housing, and community sectors, supporting participants to navigate complex systems with confidence. During the year, the program also completed an external audit and improved case-note quality and billing processes, strengthening accountability and service quality while promoting choice, autonomy, and inclusion.

Case Study - Women's Space Group.

When women have a space to feel safe, seen & connected, something powerful happens.





Women's Space is about creating a place where women can come together, feel welcome and build genuine connections. Delivered through MCCGC's CPC program, the monthly group supports connection, wellbeing, and empowerment, with a strong focus on creating a safe and inclusive environment for every woman who walks through the door.

Throughout the year, Women's Space has brought together wellbeing, creativity, and practical information in a relaxed community setting. Sessions have included women's health and navigating the Australian health system, mindfulness, movement, music, creative expression, and hands-on activities.

More Than Just A Bracelet.

One Women's Social Group session showed how something as simple as making colourful bracelets together can create space for connection and open, heartfelt conversation. As the women chose colours, threaded beads, and made their bracelets, they also learned about public health services and navigating the Australian health system.

Bracelet-making brought creativity into the session, while women shared their personal experiences and talked about their health and wellbeing. One participant described how much she valued the opportunity to exchange experiences with other women in the group, capturing what Women's Space is all about: learning, creating, and connecting, together.







Community Programs.

MCCGC's Community Programs portfolio strengthens community wellbeing, inclusion, and participation through an integrated approach encompassing Community Development, Settlement Services, and Employment and Training. Working alongside individuals, families, community organisations, government agencies, and industry partners, these programs support people to build connections, access opportunities, develop skills, and achieve greater independence. Together, they foster resilient, inclusive, and empowered communities to thrive and reach their full potential.



Settlement.

384 PERSONS SUPPORTED

MCCGC proudly delivers the Settlement Engagement and Transition Support (SETS) and Humanitarian Settlement Program (HSP), helping newly arrived migrants, refugees, and humanitarian entrants to build strong foundations for life in Australia. Through personalised support, information, and referrals, we help people navigate essential services, build connections, and develop greater independence. This year also saw the launch of our Women's Circle, a culturally safe wellbeing initiative creating space for women from refugee and migrant backgrounds to connect, explore personal challenges, and build belonging.



Community Development.

90 GROUPS PARTNERED WITH

The Community Development team partners with grassroots community organisations, service providers, and government agencies to respond to local needs, strengthen community capacity and resilience, and connect people with information, resources, and services. This financial year, the team worked with local and state government agencies, emergency response partners, and community organisations across South East Queensland following Cyclone Alfred, enabling over 100 community members to access critical information, services, and resources.



Employment & Training.

OVER 1,580 PERSONS SUPPORTED

The Employment and Training Hub helps job seekers build skills, gain qualifications, and secure meaningful employment through training, career guidance, skills recognition, and workforce development, addressing a range of local workforce needs. This financial year, its two-day EmpowerHER program supported migrant women returning to employment with practical tools, confidence-building exercises, transferable skills recognition, mentoring opportunities, and career planning, with participants reporting greater confidence, improved employment readiness, and clearer awareness of the pathways that lead toward their professional goals.



Luminous in the
Regions, Gold Coast

Our Events - where culture comes alive.

Celebrating the cultures, stories, and traditions that make our community.









Celebrating Culture. Strengthening Community.

Our events bring people from diverse backgrounds together to share their cultures, stories & traditions, building understanding, pride & a stronger sense of community across the Gold Coast.



Creating Connections.

From cultural celebrations to employment & networking, our events connect people, organisations & services, helping build relationships, open doors & strengthen community.

Our Signature Community Events.

Throughout 2025–26, MCCGC's signature events created opportunities for cultural celebration, connection, and engagement, attracting more than **3,400 attendees** and strengthening community participation across the Gold Coast.

- Luminous in the Regions Festival (Aug 25) ***2,000 attendees***
- Employment Expo (Jun 26) ***1,000+ job seekers***
- Meet, Greet & Eat (Oct 25, Mar 26 & Jun 26) ***280 attendees***
- Twilight Mixer (Nov 25) ***120 guests***





Stronger Together Through Diversity.

Encouraging cultural exchange, community involvement, and collaboration that enrich lives, build understanding, and strengthen our region.











Where Every Culture Belongs.

Showcasing the traditions, stories, music, languages, and heritage of diverse communities while creating opportunities to learn from one another.

Multicultural Employment Expo.

Our Multicultural Employment Expo continues to grow as one of the Gold Coast's leading employment and networking events, bringing together more than 1,000 job seekers and 70 employers, training providers, and community organisations under one roof.

We were proud to welcome organisations including Experience Gold Coast, Queensland Police Service, Workforce Australia, G:link Gold Coast, APM Employment Services, and AMA Queensland, alongside many other industry leaders and support services committed to building a more inclusive workforce.

More than an expo, this event celebrates skills, connects diverse talent with meaningful opportunities, breaks down barriers to employment, and creates pathways for individuals and families to truly thrive. Each year, we witness the power of collaboration as employers, educators, support services, and job seekers come together to build stronger futures and a more connected Gold Coast community.

Connecting Talent With Opportunity.

Bringing together job seekers and employers, training providers, and community organisations to create pathways to vital and meaningful employment.





Supporting Every Employment Journey.

From career advice and resume support to training opportunities and industry insights, attendees gained access to practical tools to support their workforce success.



Building Stronger, Inclusive Workforces.

Creating opportunities for employers, community services, and job seekers to connect, fostering diverse, skilled, and inclusive workplaces across the Gold Coast.



70
Expo Stallholders

1000+
Local Job Seekers

The Heart of Community.

Our Volunteers & Student Placements.











Volunteers and student placements are an essential part of MCCGC's story, bringing energy, knowledge, and compassion to the people and communities we serve. Their contributions help strengthen our programs, expand our reach, and create opportunities for deep connection, belonging, and inclusion across the Gold Coast.

During 2025-2026, 26 volunteers contributed 1,672 hours of service across a broad range of programs and functions. Representing more than 20 countries and speaking 18 languages.

We are proud to partner with Griffith University, Southern Cross University, TAFE Queensland, and other tertiary institutions to support the next generation of community service professionals. During the reporting period, 14 student placements and interns contributed more than 4,320 hours, gaining valuable experience while making a significant contribution to our organisation and the wider community.

Together, volunteers and student placements provided an extraordinary 5,992 hours of service, learning, and support.



5,992 Hours. A Lasting Impact.



Majid Mohammad Shahi

"Volunteering at MCCGC was a lifesaver for me. It gave me the opportunity to learn, improve my skills, and, most importantly, build my confidence. It gave me that feeling of 'I can do this'."

1,672 Volunteer hours across our MCCGC programs & functions

40 40 volunteer & student placements across 20 countries

Total student placement hours 4,320

Reuniting a Family Through Persistence & Advocacy.

Humanitarian Settlement Program Case Study.



MCCGC is proud to share the story of a remarkable family reunification achieved through the Settlement Engagement Transition Support program after years of dedicated advocacy and support.

In 2018, a mother and her children arrived in Australia through the humanitarian program after fleeing persecution and seeking safety. However, due to complex circumstances and barriers within the migration process, one of her daughters remained in Ethiopia, separated from her family. The prolonged separation placed significant emotional strain on the family as they worked to rebuild their lives in Australia while remaining apart from a loved one.

Since becoming involved with the family in 2019, MCCGC's settlement team worked alongside them, providing ongoing support and advocating across multiple levels of government and relevant agencies to progress their reunification efforts. Over several years, the family demonstrated extraordinary resilience, determination, and hope despite the challenges they faced.

In mid-2026, after years of advocacy, the family's tireless efforts paid off when their daughter finally arrived in Australia and was reunited with her mother and siblings. The emotional reunion marked the end of a long journey, and the beginning of a new chapter together as a complete family.



A Milestone Worth Celebrating.

This story is about more than a successful settlement journey. It is about family, belonging, and the hope of building a future together. It reflects the incredible strength and resilience of refugee families, and what becomes possible when we advocate, listen, and stand alongside one another. MCCGC is incredibly proud to have supported this family throughout their journey and to share in this special milestone, a beautiful reminder of why this work matters, and the difference connection can make.

Youth Programs.

Building Belonging.

Our youth programs throughout 2025–26 focused on bringing young people together and getting them active and involved in the community. At our After School Youth Hub with PCYC Ashmore, afternoons included soccer training, boxing, yoga, basketball, arts and crafts, and wellbeing activities, giving young people plenty of ways to participate and get involved.

During the school holidays, the program shifted into game nights, team challenges, and opportunities to connect with Headspace and learn about mental health supports. Whether trying a new sport, getting creative, or simply meeting new people, these programs provided a welcoming space for young people to find connection and belonging.





Program Spotlight - Boys to Men (Our Generations Group).





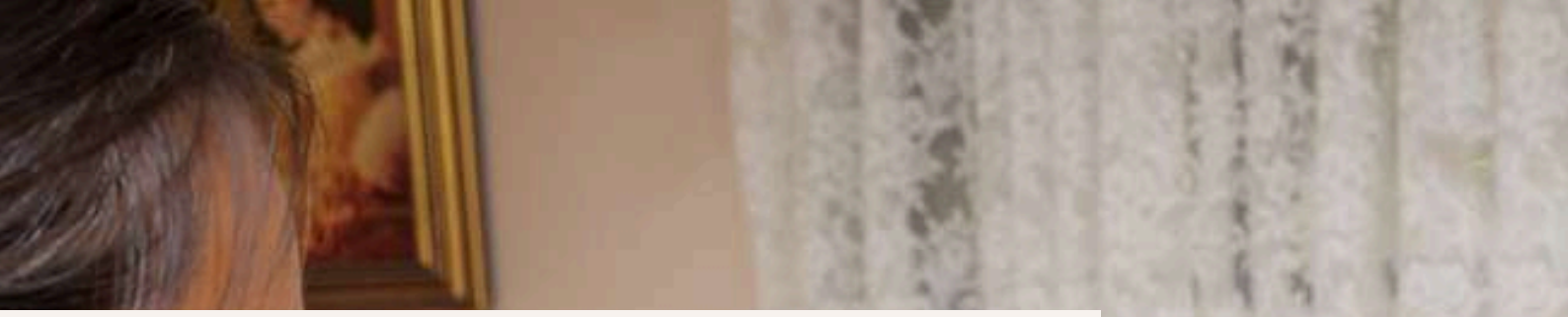
The Generations Group continues to demonstrate the power of connection, belonging, and shared experience. Throughout 2025–26, MCCGC partnered with PCYC Ashmore and Nerang, Café 175 at The Well, and OzHarvest to deliver more than 10 activities and engagement sessions for CALD men and boys of all ages.

From sport and social gatherings to community conversations and the OzHarvest NEST program, each activity created opportunities for participants to connect, learn, and grow together. More than just events, these gatherings fostered friendships, strengthened cultural connection, and encouraged men to support one another through shared experience.

By bringing different generations together, the program helped build confidence, reduce social isolation, and create a stronger sense of connection. It also highlighted the value of community partnerships in creating welcoming spaces where men can connect, contribute, and thrive. Through every conversation, shared meal, and new friendship, the Generations program continues to strengthen individuals, families, and community connections across the Gold Coast.



Luminous in the
Regions, Gold Coast



Aged Care Services Overview.

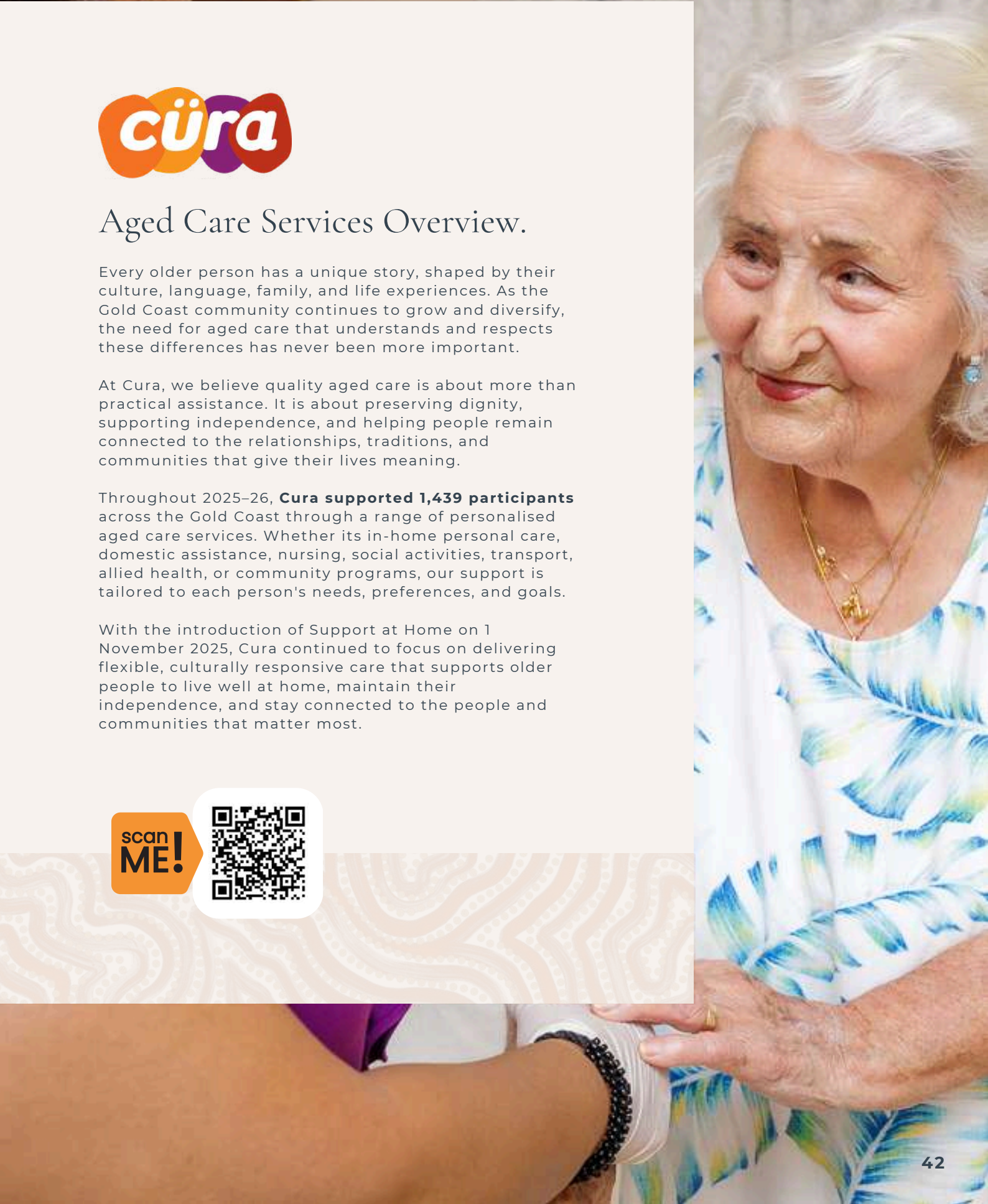
Every older person has a unique story, shaped by their culture, language, family, and life experiences. As the Gold Coast community continues to grow and diversify, the need for aged care that understands and respects these differences has never been more important.

At Cura, we believe quality aged care is about more than practical assistance. It is about preserving dignity, supporting independence, and helping people remain connected to the relationships, traditions, and communities that give their lives meaning.

Throughout 2025–26, **Cura supported 1,439 participants** across the Gold Coast through a range of personalised aged care services. Whether its in-home personal care, domestic assistance, nursing, social activities, transport, allied health, or community programs, our support is tailored to each person's needs, preferences, and goals.

With the introduction of Support at Home on 1 November 2025, Cura continued to focus on delivering flexible, culturally responsive care that supports older people to live well at home, maintain their independence, and stay connected to the people and communities that matter most.

scan ME!



Service Manager's Report.



The 2025/26 financial year was a period of significant growth and change for Cura. With the commencement of the Aged Care Act 2024 postponed to 1 November 2025, Cura focused on preparing for reform while supporting participants to understand and navigate the changing aged care landscape.

Throughout the year, investment in workforce education, policy and governance, technology, quality improvement, and stakeholder engagement strengthened our readiness for the new environment. Importantly, this work happened alongside continued service delivery and increasing demand across our programs.

Our workforce grew to 121 employees, supporting 1,439 participants across aged care, wellness, and community programs. The dedication, experience, and cultural diversity of our people remained central to our ability to provide quality, person-centred support.
Growth continued across Support at Home, with 244 participants supported by 30 June 2026, including 118 new commencements during the year. A further 35 participants transitioned from CHSP, supporting continuity of care and access to higher levels of support as their needs changed.

Across the year, Cura delivered 132,231 hours of direct care and support, reflecting the scale of support provided to people in their homes and communities.

Connection and wellbeing also remained central to our work. Cura facilitated 288 group programs, delivering 34,870 hours of wellness, social connection, and community participation activities that supported people to remain active, independent, and connected.
Our diversity remains one of our greatest strengths. Across our workforce and participants, 43 languages were spoken, with services reaching people from 65 countries of origin. This cultural richness strengthens our ability to provide inclusive and culturally responsive care that respects each person's background, needs, and choices.

Together, these achievements reflect a year of growth, preparation, and impact, positioning Cura strongly for the future while remaining focused on what matters most: supporting people to live independently, stay connected, and achieve their goals.

Kathleen

KATHLEEN KARLOVECZ
Cura Service Manager

Aged Care Impact Snapshot

Through our Care Team & Wellness Centre, we supported 1,439 participants & delivered more than 132,231 hours of care across the Gold Coast.

Supporting Seniors to Live Well.

2025-2026 was a year of growth, connection, and impact across Cura's aged care services. As demand for culturally responsive and person-centred support continued to grow, we strengthened our commitment to helping older people remain independent, connected, and living well at home.





Growth in aged care is not only measured in numbers. It is measured in the friendships formed, cultures celebrated, confidence built, and the ability for seniors to live with dignity, purpose, and connection.

Total Participants Supported
1,439
Up from 1,184 last year.

Number of Care Hours Provided
132,231
Up from 108,037 last year.

New Participants to Cura Aged Care
118

Group Programs Delivered
288
Up from 270 last year.

Group Program Hours Delivered
19,850

Support at Home Participants
244

Health & Wellbeing Session Hours
34,870
Up from 32,760 last year.


cura
We make life better









Our Aged Care Services.

Cura is built on a long history of supporting diverse communities, giving us a deep understanding of culturally responsive care that respects each person's language, traditions, and life experiences. From everyday assistance and social connection to clinical and wellbeing services, we provide personalised support that evolves with each individual's needs.

Personal Care.

Support with daily tasks helping people maintain their independence, comfort & daily life at home.

Nursing Care.

Professional nursing support to help manage health needs, promote wellbeing & maintain independence at home.

Social & Community Engagement.

Supporting connection through social activities, community participation & cultural programs.

Allied Health & Therapeutic Services.

Allied health & therapeutic supports that promote mobility, autonomy & quality of life.

Domestic Assistance & Home Maintenance.

Helping maintain a safe, clean & comfortable home through household support, gardening & basic home maintenance services.

Transport & Meal Support.

Reliable transport assistance & support with meal preparation, shopping & nutrition.

Respite Care.

Flexible, short-term support that gives carers a break while ensuring loved ones continue to receive care & assistance.

AT-HM.

Supporting safety, independence, and confidence at home with Assistive Technology & Home Modifications (AT-HM).

Multicultural Aged Care.

At Cura, culturally responsive care is at the heart of everything we do. Drawing on our diverse connections, we provide support that respects each person's language, culture, faith, and traditions. Through a diverse care team, multilingual staff, and culturally inclusive programs, we help older people feel understood, connected, and valued.

Multicultural Aged Care.

Leading with Diversity.
United by Care.

With approximately 111,000 people aged 65 and over calling the Gold Coast home, our region is both ageing and increasingly diverse. More than 36% of local seniors were born overseas, underscoring the need for care services that understand culture, language, identity, and belonging.

Source: GCCC Statistic For Seniors

Connected to Culture & Community.

Supporting older people to stay connected to the people, traditions, and communities that matter most.





Care That Embraces Diversity.

Delivering culturally responsive care that helps every person feel understood, respected, and valued.



A Team as Diverse as the Communities We Serve

65 nationalities. 43 languages. One shared commitment to exceptional senior care.



Where Culture & Care Come Together.












A New Era of Aged Care.

Preparing for a stronger, more person-centred aged care system.



Australia's aged care sector entered a significant period of reform in 2025–26, with the new Aged Care Act 2024 and the Support at Home program commencing on 1 November 2025. The reforms aim to strengthen the rights of older people and improve access to safe, quality care, with a greater focus on individual needs, choice, and personal autonomy.

For Cura, the transition involved preparing our people, processes, and services for the changes ahead. Throughout the year, we monitored reform developments, strengthened our internal capabilities, and worked to keep participants and their families informed about what the changes would mean for their care.

Our focus was on supporting a smooth transition while continuing to provide reliable, culturally responsive services. As the aged care system evolves, Cura remains committed to helping older people understand their options and access support that respects their needs, preferences, and circumstances.

Support at Home Transition.

Originally scheduled to begin on 1 July 2025, the Support at Home program was postponed to allow more time for sector readiness and implementation. Cura continued its preparation during this period, readying our team and services for the program's commencement on 1 November 2025.

Throughout the year, Cura closely monitored developments, strengthened internal capabilities, and prepared to adapt services to meet the new requirements. This work helped position us to continue delivering high-quality, culturally sensitive care while supporting older people to navigate the changing aged care system with confidence.







Supporting Older People to Live Well at Home.

Support at Home | Supporting the Transition.

Following the introduction of Support at Home on 1 November 2025, Cura worked closely with participants to help make the transition as smooth as possible. By 30 June 2026, we were supporting 244 Support at Home participants, including 118 new commencements during the reporting year.

Commonwealth Home Support Program (CHSP).

CHSP continued to play an important role in helping older people remain safely and comfortably at home. From nursing care and allied health to domestic assistance, home support, and wellbeing services, our team provided practical assistance tailored to each person's needs and circumstances.

Services were delivered on both a regular and intermittent basis, recognising that everyone's circumstances are different. Whether providing ongoing assistance or responding when extra support was needed, our aim remained the same: to help people maintain their abilities, build confidence, and continue doing the things that are important to them.

Meeting Growing Demand for Care

Demand for in-home aged care continues to grow. At 30 June 2026, 390,901 older Australians had an ongoing Support at Home place, while a further 106,977 people were waiting for one. Queensland recorded over 13,000 new Support at Home approvals during the year, highlighting the need for accessible and timely services.

Cura also offered privately funded services for older people waiting for government-funded Support at Home or Commonwealth Home Support Programme (CHSP) services. This gave people the option to access practical support while waiting for funded care.

Source: Australian Government Department of Health, Disability and Ageing, Support at Home program data, as at 30 June 2026.

Making a Difference, Every Day.

Across our Aged Care programs, Cura delivered 132,231 hours of care and support during the year. While this figure reflects the scale of our service delivery, its true value lies in the people behind it — in the reassurance of knowing someone is there to help, the confidence to maintain independence, and the comfort of being able to remain at home.

Supporting older people is about more than delivering services; it's about making a difference in everyday lives and helping people continue to live well, their way.

Community Connection.

Supporting seniors to stay connected to the people, culture, and activities that matter most in a welcoming and inclusive environment.







Wellness Centre.

A place to enjoy tailored monthly activities, build friendships, and share meaningful moments.



Multicultural Groups.

Our Japanese and Chinese groups help seniors stay connected to their culture, heritage, and community.





Bus Outings.

Monthly outings to local cafés, restaurants, parks, concerts, clubs, wineries & more, offering fun and relaxing experiences to enjoy together.









Activities & Learning.

From group exercise and craft workshops to education and virtual reality sessions, there is something for everyone.

The Power of Gratitude.

Case Study.





We believe that gratitude has the power to transform lives and empower communities. The Power of Gratitude campaign brought MCCGC and Cura Aged Care participants together to honour our seniors, strengthen intergenerational relationships, and nurture belonging across multicultural communities.

Led by the Marketing and Communications team for Seniors Month, participants, community members, and staff created handcrafted filigree cards with messages of appreciation.





A Card, A Conversation, A Connection.

The cards celebrated seniors' wisdom, resilience, and vital role as the storytellers and custodians of languages, traditions, beliefs, and values. Some cards were written in the recipients' native languages, connecting people through shared language and shared identity.

As cards were exchanged, these simple gestures became moments of genuine connection. Card makers and seniors met, shared stories, and began forming new friendships. Smiles, laughter, and meaningful conversations reminded our seniors that they are seen, valued, and never alone.

Seeing their happiness and hearing their words of appreciation reminds us why we do what we do. Every smile and every moment of connection shows us the impact we can make when we come together. The campaign exemplified that gratitude and love can bridge generations and cultures, reduce social isolation, and build a more compassionate community, not only during Seniors Month, but every day.

Bridging Generations, Celebrating Culture, and Strengthening Belonging.



Closing Statement.

As I reflect on 2025–26, I am proud of how far MCCGC has come and, importantly, the direction we are heading.

This year has strengthened our foundations and reinforced the role we have to play as the Gold Coast continues to grow and change. We have continued to evolve as an organisation, anticipating and responding to new challenges and opportunities while remaining clear about what we stand for and the difference we want to make.

Looking ahead, our focus is on building an organisation that is strong, sustainable, and ready for the future. Guided by our Strategic Plan 2030, we will continue to challenge ourselves, strengthen what we do, and be ambitious about what is possible for MCCGC and the communities we serve.

Thank you to everyone who has contributed to another significant year for MCCGC. There is much to be proud of, but there is also much more ahead. I look forward to the next chapter, and to continuing to build an MCCGC that leads with purpose, responds with courage, and creates lasting impact.

Shane

SHANE KLINTWORTH
Chief Executive Officer

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MCCGC
MULTICULTURAL COMMUNITIES COUNCIL GOLD COAST LTD
Connecting you in your community

cüra