



**Association for Culturally Appropriate Services**

**2020/ 2021 Annual Report**

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## **Our Mission**

To enhance the quality and viability of culturally appropriate aged care services to better support culturally and linguistically diverse (CALD) communities and seniors in the increasingly competitive market.

## **Our Vision**

To have culturally appropriate aged care services available to all.



## Our History

The Association for Culturally Appropriate Services (AfCAS) was first discussed in September 2016 as part of the Partners in Culturally Appropriate Care Partnerships program with a focus on the impact of Consumer Directed Care. After a review of how cooperatives work by David Somerville and Adrian Gurgone and a further consultation meeting in August 2017, it was decided that the best starting point was to discuss the formation of an Incorporated Association.

On December 27<sup>th</sup> 2017, the Association for Culturally Appropriate Services was incorporated by the Department of Mines, Industry Regulation and Safety Consumer Protection. **IARN: A1023320R**

During the Association's incubation period in 2018 and 2019, it was supported by Fortis Consulting Partners in Culturally Appropriate Care (PICAC WA) program which was funded by the Federal Government Department of Health. This support was in the provision of secretariat services to the Association for Culturally Appropriate Services and was pivotal to the foundation of AfCAS.

In August 2019, AfCAS began to operate independently of the PICAC WA support. Events and meetings were held at the William Street Family Therapy Centre at 544 William Street Mount Lawley.

Since early 2020, AfCAS has been supported by the Centre for Capability and Culture and the William Street Family Therapy Centre with free use of office space, Conference Room (including audiovisual equipment) and printing.



William Street Family Therapy Centre

## An Overview of Association for Culturally Appropriate Services

### **ABOUT US**

The Association for Culturally Appropriate Services (AfCAS) was established to facilitate and support culturally appropriate service delivery among the Culturally and Linguistically Diverse (CALD) aged care service organisations while supporting community access to culturally appropriate care.

AfCAS is establishing a collaborative approach to sharing the strengths of the Culturally and Linguistically Diverse (CALD) Aged Care service providers, to enhance the provision of quality care to their targeted CALD clients and encourage the dissemination of such quality care within the broader community.

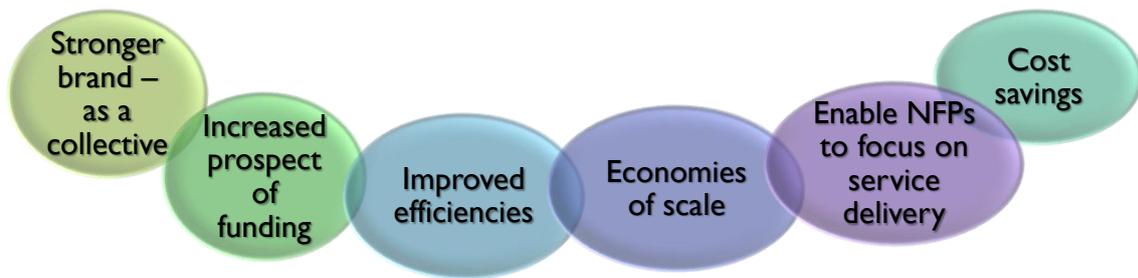
#### **The objectives of AfCAS are to:**

- actively foster and support organisations to provide culturally appropriate services for the CALD population regardless of geographic location or diversity of needs
- foster a collaborative approach to member organisations to provide culturally appropriate services
- facilitate access to specialised services for member organisations to support CALD clients, e.g. translating and interpreting services, financial/reporting services
- promote and support members to establish and deliver culturally appropriate services
- build capacity of the CALD service sector to be resilient and sustainable
- advocate for improved quality, accountability and accessibility for delivery of services to the CALD community
- work in partnership with other key agencies to avoid duplication of CALD services and promote efficient use of available resources.

#### **Our Benefits**

The over-arching benefit of AfCAS is to ensure that niche CALD organisations continue to remain relevant in the commercial and market driven environment in which we are operating and to provide avenues and partnerships capacity to continue to have available CALD specialist services and programs. This concern is based on international experience where competitive consumer directed care funding has resulted in the loss of many specialist CALD organisations diluting the cultural responsiveness of key services to CALD communities and the changing landscape of smaller niche aged care operators being acquired by large National aged care providers. The Association model provides greater sustainability, efficiencies, capacity and capability to enable greater access and service delivery to CALD communities. The loss and/or dilution of culturally specific services to a growing and emerging ageing and multicultural population will isolate and disadvantage CALD communities.

The Association for Culturally Appropriate Services recognises the distinct needs of multicultural seniors, their families and support consumers and service providers in identifying the unique and differing needs of CALD seniors in service provision.



Areas identified by AfCAS members as of key benefits over the past 4 years have been:

- specialist seminars on new legislation on Voluntary Assisted Dying in WA to assist CALD seniors access the information and the quality of language they require services,
- providing career pathways into aged care through partnerships with Edith Cowan University School of Business and Law, Women in Business ECU and Engaging Young Leaders in Home and Community Care,
- Providing advisory services on CALD service issues to organisations such as the National Ageing Research Institute, Edith Cowan University research programs and Telethon Institute,
- education sessions specific to CALD senior services,
- linking CALD service providers and aged care providers and customers,
- building networks and awareness of current and emerging issues,
- provision and access to interpreting and translating services,
- workforce issues related to culture, diversity, turnover, engagement, morale and job security,
- access to resources to support administration, information and digital technology and branding, marketing and continued legislative and regulatory compliance,
- CALD specific concerns related to maintain reputation, identity, specialisation and niche markets and service offerings.



## OUR MEMBERS

During the 2020-2021 reporting period we are proud to have maintained and increased our members to 27 individual members, representing a diversity of service provider and Culturally and Linguistically Diverse (CALD) communities.

### Governance Structure

**AfCAS** is registered with the Australian Charities and Not-for-profits Commission (ACNC) with a constitution approved and registered with the WA State Government.

The governing body consisted of seven voluntary committee members as outlined below:

#### Committee members

Name	Position	Dates
Irene Mooney	Chairperson	Full year
Mary Gurgone	Vice Chairperson, Office & Training Lead	Full year
Jean Chew	Treasurer	Full year
Anne Butorac	Secretary	2021
Rika Asaoka	Committee Member	Full Year
Nilesh Makwana	Committee Member	2020
Elvin Goh	Committee Member	2020
Eva Mwakichako	Secretary (2020), Committee Member (2021)	Full Year



Standing: Rika Asoka, Irene Mooney, Jean Chew, Mary Gurgone & Elvin Goah  
;Sitting: Dinusha Hemasiri – Volunteer from ECU Women in Business



Nilesh Makwana



Eva Mwakichako



Anne Butorac

## **CHAIRPERSON'S REPORT**

### **IRENE MOONEY, CHAIRPERSON**

As Chairperson of the Association for Culturally Appropriate Services (AfCAS), I am pleased to present the 2020-2021 annual report, after another exceptionally challenging year for the Australian and international community due to the COVID 19 pandemic.

The year has challenged the Board committee members with ongoing video conference linking to hold meetings and stay connected, with limited numbers to attend education sessions. Despite all these things we have remained focused, committed and viewed these times as a way of understanding and strengthening the Association's functions and goals for the future and how we can serve the members and the CALD seniors and aged care community.

AfCAS continues to advocate for quality care to meet diverse cultural needs and providers by:

- raising awareness
- creating connections
- developing a sense of belonging
- empowering and enabling.

Key events and or achievements have been:

- continuing partnering with the annual Research Forum on Ageing at the University of Western Australia, held in November 2020 with a face to face and video conferencing solution
- offering an international seminar on Aged Care Services in a COVID-19 Context in Japan and Australia attended in person in WA and online from Japan and Melbourne
- offering a communication and Language Services for Migrant Seniors breakfast seminar in October 2020, a free event
- providing a Migrant Aged care Jobs Forum in April 2021 a collaborative forum between ECU Women in Business and AfCAS
- conducting a radio interview on current issues facing CALD aged care providers with Global Radio
- conducting a strategy session that identified our priorities for 2021 and 2022
- partnership with Edith Cowan University (ECU) Women in Business – in 2020 resulting in the commencement of a volunteer
- collaborating with ECU School of Business and Law resulting in two students completing their internship with AfCAS (one in 2020 and another in 2021).

We have continued to apply for grant funding, but with many grant funds being directed to COVID this has reduced the pool and limited our success at this time.

We have signed an agreement between AfCAS and the Centre for Capability and Culture which outlines our obligation in relation to administration management and future project / grant management administration fees.

As Chair I would like to acknowledge and thank the work of the Board members and in particular Mary Gurgone, who has taken on the role of Deputy Chair as well as leading the

office administration and training throughout the year. Her passion, networking, energy and contributions are greatly appreciated.

On behalf of the AfCAS Board members I take this opportunity to thank all our members for their continued support to our sponsors who have assisted the Association in this different year of operations. Personally, I would like to thank my fellow committee members for their continued support and inspiration.

Irene Mooney- Chairperson AfCAS



Migrant aged care jobs forum for graduates led by the Committees of the Association for Culturally Appropriate Services and the ECU Women in Business, pictured at the Forum.

## Support for our members

During 2019 and 2020 reporting period, AfCAS has been involved in the following projects.

- **September 2020 – Aged Care Services and COVID response in Japan and Australia**

Members and interested guests (in person in WA and online from Japan and Victoria) were able to participate in an in-depth discussion of the varying approaches to aged care in the COVID context in WA, Victoria, and Japan.



*Irene Mooney, AfCAS Chair at the lectern, Theresa Kwok, CEO Chung Wah Community Aged Care and Henrietta Podgorska, Umbrella (seated) with the online speakers from Japan and Melbourne on the screen,*



*Online speaker: Mari Miyake, Kansai Medical University, Japan*



*Online speaker: Elizabeth Drozd, Australian Multicultural Services, Melbourne*

AfCAS members and guests (in person in WA and online from Melbourne and Japan) had a great opportunity to participate for the presentation on International Practices in Aged Care in US and Japan. The speakers were Mari Miyake, Director Department of Hygiene & Public Health - Kansai Medical University, Osaka, Japan; Elizabeth Drozd, CEO of Australian Multicultural Services in Melbourne; Irene Mooney, CEO of MYVISTA; Henrietta Podgorska from Umbrella; and Theresa Kwok, CEO of Chung Wah Community Aged Care. This event was held on 12 September 2020 at the William Street Family Therapy Centre, 544 William St, Mt Lawley.

- **October 2020 – Communication and Language Services for Migrant Seniors in Aged Care**



*Irene Mooney, Chair of AfCAS, and Mary Gurgone, Vice Chair of AfCAS addressing the participants at the Communication and Language Services seminar.*

AfCAS members and guests were treated to some research presented by Mary Gurgone, Vice-Chair of AfCAS, on issues faced by migrant service providers and CALD clients in accessing language services. Also, Hien Thi Nguyen, UWA PhD candidate shared some in-depth current research on experiences of Vietnamese grandparents in WA relating to social networks. Then a well-qualified Polish interpreter, Andrew Kozlowski, shared his experiences when providing language services in aged care contexts.



*Hien Thi Nguyen presents her research on Vietnamese Grandparents in WA and their social networks*

- **April 2021 – Migrant Aged Care Jobs Forum**

The Association for Culturally Appropriate Services (AfCAS) in partnership with the ECU Women in Business (ECU WIB) conducted a highly commended jobs forum that supported graduates and community members to consider the opportunities for a career in aged care, one of the strongest areas of job growth.

Participants were treated to knowledgeable speakers and panellists from Juniper, MYVISTA and Chung Wah Community Aged Care, with a filmed presentation from Umbrella. In the beautiful surrounding at the Edith Cowan University, Joondalup campus.

Both graduates and senior staff working in aged care, shared their stories and learnings.

Juniper, MYVISTA and Chung Wah provided information booths where graduates and CALD community members were able to obtain information on job opportunities in those organisations.



Chair Irene Mooney (right) Mary Gurgone (left) presenting at ECU for the Migrant Aged Care Jobs Forum.



Left to right: Sheryl Carmody (Juniper), Irene Mooney (MYVISTA), Theresa Kwok (Chung Wah) and Gail Marley (Juniper) at the Jobs Forum



E. K. Kim (MYVISTA) sharing information during the panel discussion

- **November 2020 –Global Chat Radio Interview**

Irene Mooney, Chair of AfCAS and Mary Gurgone, Vice-Chair of AfCAS were interviewed by Tim Benson of Global Chat Radio Interview.



The interview was wide ranging covering:

- What is AfCAS? (see pages 5 & 6 of this report)
- What are our current Achievements? (See pages 8, 15 & 16 of this report)
- What are our plans for the future? (see page 21)

- **Advisory roles on migrant aged care and Culturally Appropriate Services**

Some advisory roles that Mary Gurgone represented AfCAS included:

- Edith Cowan University research project that aims to enhance mental health and social care services for older adults during periods of social isolation
- National Ageing Research Institute in the development of the Moving Pictures Resources to raise dementia awareness in Australia's culturally and linguistically diverse communities developed in ten community languages
- Telethon COVID-19 Outbreak Preparedness project.



*Mary Gurgone and professor Mike Kent at the launch of Moving Pictures at John Curtin Gallery*

- **December 2020 – Ageing and Aged Care Workforce: Opportunity, Diversity and Training**

This one-day conference brought together researchers, policy experts, service providers and innovators working in the field of ageing. AfCAS collaborated with the University of Western Australia for the event. The AfCAS Vice-Chair delivered her learnings through a state-wide project on the language service issues for migrant seniors and their aged care providers.

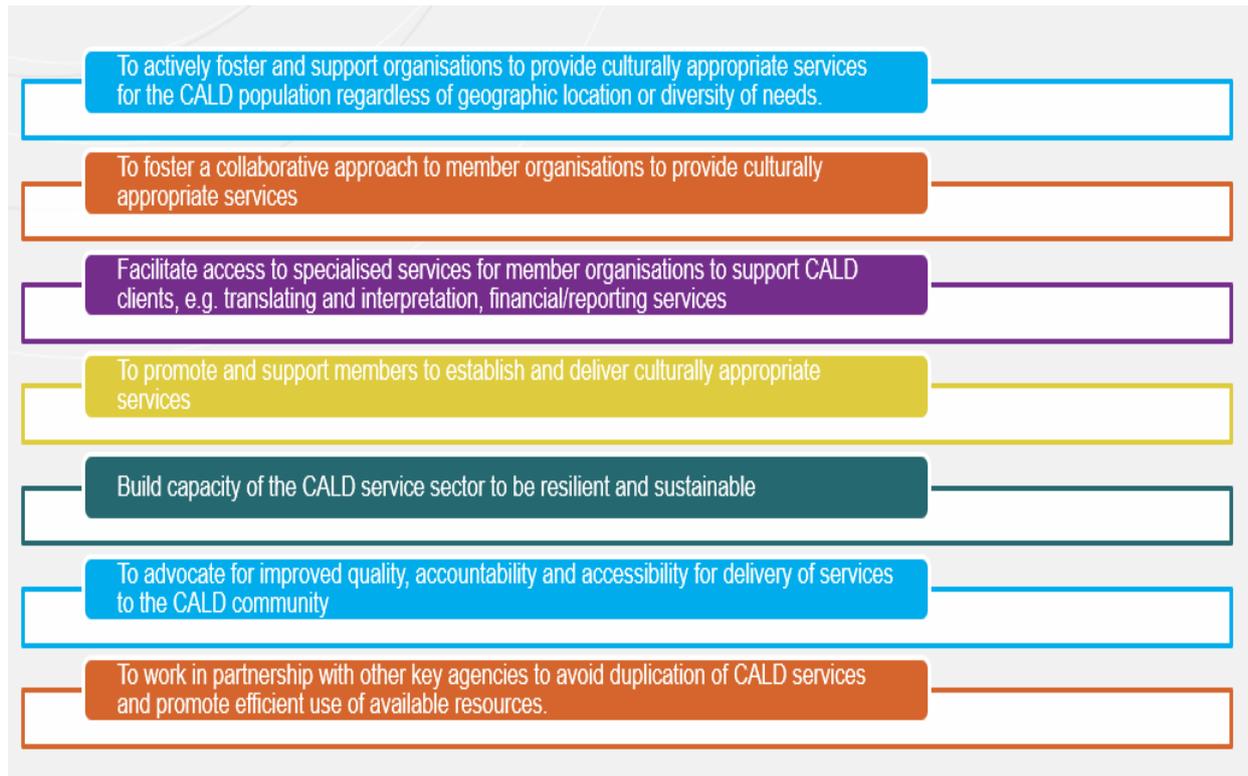


Deputy Chair Mary Gurgone from AfCAS was one of the speakers at the Research Forum on Ageing at University of Western Australia

## HIGHLIGHT

**Participant satisfaction from our seminars and events has been outstanding with all participants advising they would recommend our seminars to a friend or colleague!**

## OUR OBJECTIVES



Throughout the financial year, the Association for Culturally Appropriate Services has been maintaining its requirements for the Association, including:

- maintaining the Governance of the Association along with, registration, ABN, bank accounts and ACNC obligations
- regularly updating its website and maintaining facebook and LinkedIn sites with regular posts.
- updating promotional banners of the Association to support membership growth
- growing our partnership with ECU Women in Business and Edith Cowan University to support growth and development of young people with an interest in aged care
- promoting and increasing membership to the Association for Culturally Appropriate Services
- continued application for grant funding & meeting with key funding organisations personnel to understand requirements and opportunities
- promoting of the Association for Culturally Appropriate Services at a number of events
- conducting seminars in cutting edge subjects relevant to migrant seniors such as the new WA Voluntary Assisted Dying Act and aged care services overseas and in different states of Australia in a COVID 19 context.



## TREASURER'S REPORT

This year was a year of focussing on building our partnerships and making them work for the benefit of our members.

Thank you to all our members who continue to support the association either through attending our events, meetings, consultations, other activities in-person or via zoom.

The Association for Culturally Appropriate Services (AfCAS) has continued to consolidate its activities, membership and future priorities. Some of the activities include the following:

- developing a banner that promotes the role of the Association for Culturally Appropriate Services (AfCAS)
- charging a small fee for all events conducted by the organisation with a discount of 50% to members
- providing seminar recordings and certificates of attendance at no charge to members
- adminintering all membership payments and seminars as required
- submitting our report to ACNC
- pursuing a number grants for the Association.
- interviewed by Global Chat Radio
- partnering with Edith Cowan University School of Business and Law providing a mutual benefit to the students we mentor and who in turn provide support for our projects
- receiving significant support that has permitted steady growth through the contributions from Irene Mooney, MYVISTA, the Centre for Capability and Culture and the William Street Family Therapy Centre.

In the coming year AfCAS will continue to look for funding opportunities as well as corporate sponsorship and donations.

Thank you to my colleague Directors for direction and support, and to all who have helped over the past year to move our Association forward.

Respectfully submitted:

**Jean Chew, Treasurer**

## BALANCE SHEET

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Assoc For Culturally Appropriate Service

544 William Street  
Mt Lawley WA 6050

### Balance Sheet

As of June 2021

ABN: 81 955 056 901  
Email: info@afcas.net

Assets		
Current Assets		
Bank Accounts		
CBA 066000 12399310	\$2,547.11	
Petty Cash/Cash On Hand	\$50.00	
Total Bank Accounts	\$2,597.11	
Total Current Assets	\$2,597.11	
Total Assets	\$2,597.11	
Liabilities		
Net Assets		
Equity		
Retained Earnings	\$813.66	
Current Year Earnings	\$1,783.45	
Total Equity	\$2,597.11	

**PROFIT & LOSS STATEMENTS**

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Assoc For Culturally Appropriate Service

**Profit & Loss Statement**

July 2020 To June 2021

544 William Street  
Mt Lawley WA 6050

ABN: 81 955 056 901

Email: info@afcas.net

Income	
Services Income	\$1,310.00
<b>Total Income</b>	<b>\$1,310.00</b>
<b>Gross Profit</b>	<b>\$1,310.00</b>
Expenses	
General Expenses	
Dues & Subscriptions	\$361.96
Computer Expenses	\$100.00
<b>Total General Expenses</b>	<b>\$461.96</b>
Event Project/IT Support	\$604.78
<b>Total Expenses</b>	<b>\$1,066.74</b>
<b>Operating Profit</b>	<b>\$243.26</b>
Other Income	
Donations Income	\$1,540.19
<b>Total Other Income</b>	<b>\$1,540.19</b>
<b>Total Other Expenses</b>	<b>\$0.00</b>
<b>Net Profit/(Loss)</b>	<b>\$1,783.45</b>

## ACKNOWLEDGMENTS & THANKS

The Association for Culturally Appropriate Services would like to take the opportunity to thank our supporters throughout this year of operation. We have received some fantastic support from William Street Family Therapy Centre, Centre for Capability and Culture, MYVISTA, Edith Cowan University, ECU Women in Business, Illuminance Solutions, Ethical Capital and Chung Wah Community and Aged Care. We look forward to continuing to work with all those involved throughout the next year.



Thank you for contributing to improving the care of our Culturally and Linguistically Diverse seniors in collaboration with the Association for Culturally Appropriate Services.

## HOW YOU CAN HELP

### Become a member

To become a member of the Association for Culturally Appropriate Services please email [info@afcas.net](mailto:info@afcas.net) for a membership form or go to our website at <https://www.afcas.net/member>.

### Make a donation

The Association for Culturally Appropriate Services is registered as a Not-For-Profit Association and is grateful for any contributions. Contact us on [info@afcas.net](mailto:info@afcas.net) to arrange a donation and a receipt.

### Become a corporate partner

To become a corporate partner please contact us on [info@afcas.net](mailto:info@afcas.net)

## **LOOKING TO THE FUTURE**

The Association for Culturally Appropriate Services is committed to work with service providers and community organisations in an increasingly competitive and ever-changing market.

Planned Activities moving forward include the following

- Continue to advocate for CALD seniors to receive culturally appropriate services
- Grow our partnerships and collaborations with organisations whose goals harmonise with those of AfCAS
- Establishing a work plan to support our Strategic Plan
- Developing a marketing plan for the Association for Culturally Appropriate Services to benefit our migrant seniors to access more culturally appropriate services
- Promoting and increasing membership of the Association for Culturally Appropriate Services to better support ethnic specific services and migrant communities
- Obtaining funding / corporate sponsorship / donations for AfCAS to benefit migrant seniors
- Developing a quality framework for culturally and linguistically diverse aged care
- Develop resources with members specific to cultural cohorts
- Developing a sustainable model of operation to support members in their quest for culturally appropriate services for our migrant seniors



## CONTACT US

[www.afcas.net](http://www.afcas.net)

[info@afcas.net](mailto:info@afcas.net)

## KEEP UP TO DATE

<https://www.facebook.com/Association-for-Culturally-Appropriate-Services-158534044814949/>

<https://www.linkedin.com/company/13714113>