

Creating Self-Sustaining Partnerships for Diversity in Aged Care – Association for Culturally Appropriate Services (AfCAS)



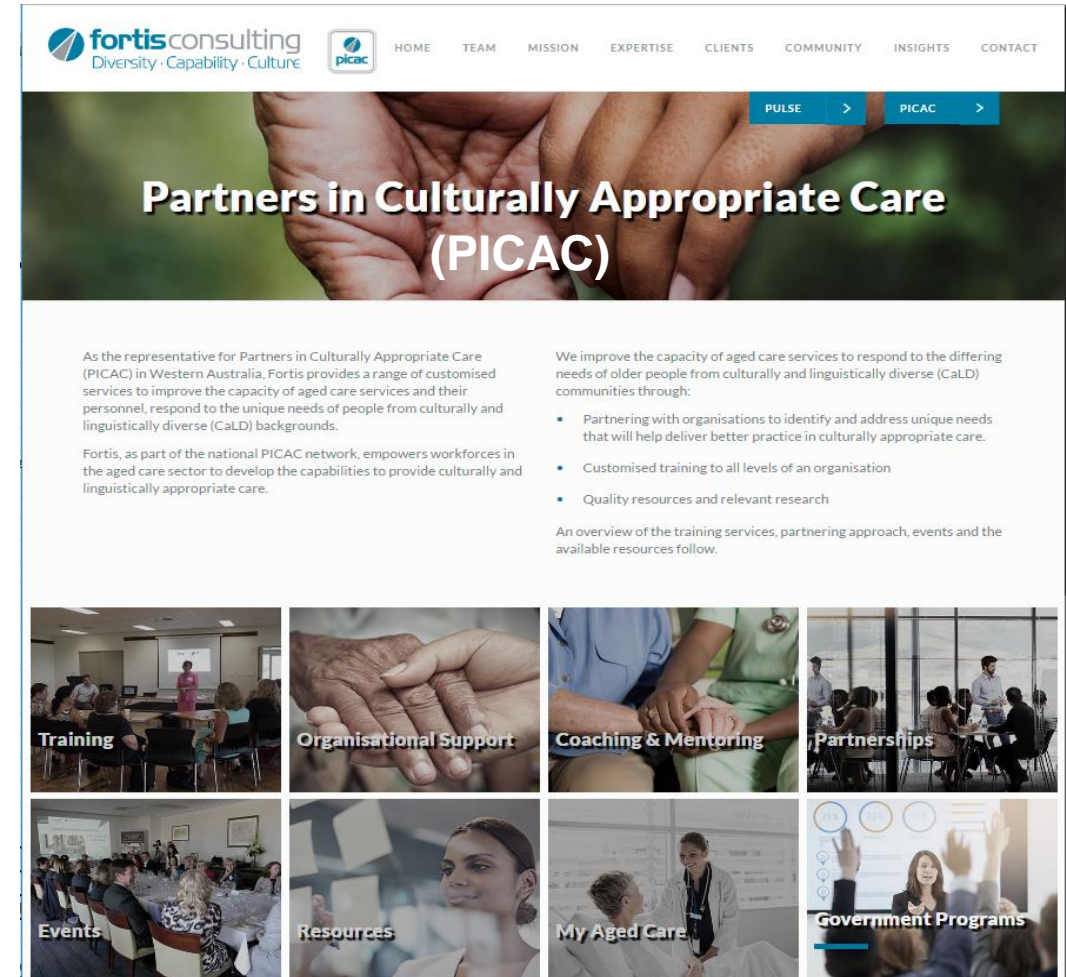
- **Mary Gurgone**, Partner's in Culturally Appropriate Care, Fortis PICACWA
- **Irene Mooney**, CEO, MYVISTA

Leading Innovation through Diversity Forum: 29 June 2018

What Does Fortis PICAC Do?

Funded by the Australian Government to:

- **Build the capacity of aged-care services** to provide culturally appropriate care.
- **Inform people from culturally and linguistically diverse (CALD) backgrounds** of ways to access culturally appropriate care.
- **Provide subsidised support** to aged care service providers and CALD communities through the PICAC program (75% discount).



The screenshot shows the Fortis PICAC website. The header includes the Fortis Consulting and PICAC logos, and a navigation menu with links: HOME, TEAM, MISSION, EXPERTISE, CLIENTS, COMMUNITY, INSIGHTS, and CONTACT. Below the header is a hero section with a background image of hands holding each other, titled "Partners in Culturally Appropriate Care (PICAC)". The main content area is divided into two columns. The left column contains text about the PICAC program and its goals, followed by a list of services: Training, Organisational Support, Coaching & Mentoring, Partnerships, Events, Resources, My Aged Care, and Government Programs. The right column contains text about the program's impact and a list of services: Partnering with organisations to identify and address unique needs, Customised training to all levels of an organisation, and Quality resources and relevant research. The footer contains a grid of images representing the various services offered.

fortis consulting
Diversity · Capability · Culture

picac

HOME TEAM MISSION EXPERTISE CLIENTS COMMUNITY INSIGHTS CONTACT

PULSE > PICAC >

Partners in Culturally Appropriate Care (PICAC)

As the representative for Partners in Culturally Appropriate Care (PICAC) in Western Australia, Fortis provides a range of customised services to improve the capacity of aged care services and their personnel, respond to the unique needs of people from culturally and linguistically diverse (CaLD) backgrounds.

Fortis, as part of the national PICAC network, empowers workforces in the aged care sector to develop the capabilities to provide culturally and linguistically appropriate care.

We improve the capacity of aged care services to respond to the differing needs of older people from culturally and linguistically diverse (CaLD) communities through:

- Partnering with organisations to identify and address unique needs that will help deliver better practice in culturally appropriate care.
- Customised training to all levels of an organisation
- Quality resources and relevant research

An overview of the training services, partnering approach, events and the available resources follow.

Training

Organisational Support

Coaching & Mentoring

Partnerships

Events

Resources

My Aged Care

Government Programs

Steps to identify aged care services



Association for
Culturally
Appropriate
Services (AfCAS)



Providing interpreting & translating services

**Staffing issues: turnover, morale & satisfaction
and impact on job security**



**Access to additional resources for administration,
software, advertising and managing info. volume**

**CALD specific services concerns:
maintaining reputation, retaining
identity/specialisation/niche**



**Fortis PICACWA
supports the set up &
provides
administrative
support for AfCAS
partnership**

Key Benefits of AfCAS

**Stronger
brand – as a
collective**

**Increased
prospect of
funding**

Cost savings

**Improved
efficiencies**

**Economies of
scale**

**Enable NFPs
to focus on
service
delivery**

AfCAS members will support each other to provide quality care to their targeted CALD clients. The collaboration aims to develop a hub and spoke model of sharing services

Payroll

Payables &
Receivables

Financial
Reporting

Marketing

AfCAS

Record Keeping
& Bookkeeping

Quality

Information,
Communications
& Technology

Human
Resources
eg Professional
Development

Each member will choose what service/s their organisation requires.

“This is the best example I have come across in my consultations around Australia. It ticks all the boxes: it provides for the needs of the Culturally and Linguistically Diverse (CALD) clients in a sustainable way.”

Stated by a Senior Officer of the Federation of Ethnic Communities Council of Australia (May 2018)

Members are joining AfCAS because the Association will increase:

- awareness of CALD seniors' aged care needs and CALD aged care services
- financial viability of CALD specific aged care services
- sustainability of CALD specific aged care services
- the quality of care provided to CALD seniors

Join AfCAS for FREE until October 2018.

AfCAS objectives:

To actively foster and support organisations to provide culturally appropriate services for the CALD population regardless of geographic location or diversity of needs.

To 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 interpretation, financial/reporting services

To promote and support members to establish and deliver culturally appropriate services

Build capacity of the CALD service sector to be resilient and sustainable

To advocate for improved quality, accountability and accessibility for delivery of services to the CALD community

To work in partnership with other key agencies to avoid duplication of CALD services and promote efficient use of available resources.

MYVISTA Organisation

- MYVISTA can give back to the CALD sector as a leading CALD specific organisation.
- AfCAS welcomes leading CALD organisations as well as fledgling ones addressing the needs of new and emerging communities





CLOSE

