

Association for Culturally Appropriate Services

2018 / 2019 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. After a consultation meeting in August 2017, it was decided that the best starting point was to discuss the formation of an Incorporated Association.

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

During the Associations incubation period it has been supported by Fortis Consulting Partners in Culturally Appropriate Care (PICAC WA) program which is funded by Federal Government Department of Health. This support has been in the provision of secretariat services to the Association for Culturally Appropriate Services and have been pivotal to the foundation of AfcAS.

ABOUT US

The Association for Culturally Appropriate Services (AfCAS) has been established to facilitate and support culturally appropriate service delivery among CALD aged care service organisations.

AfCAS is establishing a collaborative approach to sharing the strengths of the Culturally and Linguistically Diverse (CALD) Aged Care service providers, to support each other to provide quality care to their targeted CALD clients. The collaboration aims to develop a hub and spoke model where AfCAS will be the hub from which member organisations can choose to receive, at cost price, the services such as finance, human resources, marketing and quality culturally appropriate care programs.

Given below are the objectives of AfCAS:

- 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.

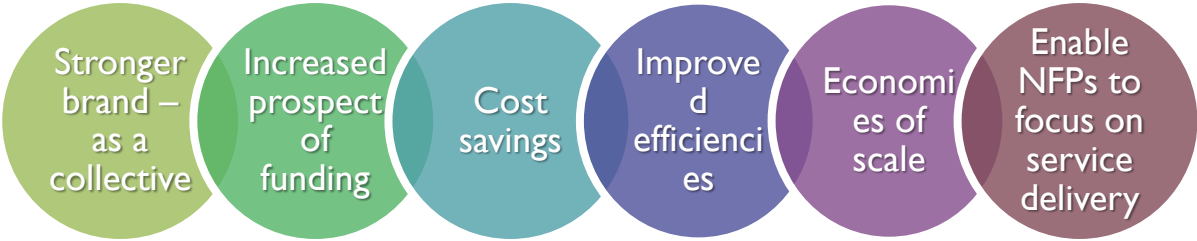
As we continue working in this direction, AfCAS has discussed with founding member organisations to present on Culturally and Linguistically Diverse (CALD) Aged Care programs at events such as LASA Expo (4 & 5 August 2018) & the Leading Innovation through Diversity Forum (29 June 2018) at UWA.

Skill and needs analysis have been completed with founding members to commence discussions with member organisations about cooperatively sharing members' strengths to enhance the quality of care to CALD clients of the member organisation. AfCAS goal is a codesigned quality system for aged care services to the CALD community.

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. The Association model allows 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 will enable the recognition of the distinct needs of multicultural seniors 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 have been: -

- 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 2018 2019 reporting period we are proud to have had 22 individual members, that represents a number of service provider and partner provider organisations.

Governance Structure

AfCAS is registered with the Australian Charities and Not-for-profits Commission (ACNC).

The governing body consists of eight (8) voluntary committee members as outlined below:

Committee members

Name	Position	Dates acted (if not for whole year)
Irene Mooney	Chairperson	Full year
Mary Gurgone	Vice Chairperson	Full year
Mylynda Balodis	Treasurer	Full year
Maggie Greening	Secretary	Full year
Caroline Gumede	Ordinary Committee	Full Year
Nilesh Makwana	Ordinary Committee	Full Year
Frank Zhao	Ordinary Committee	Full Year
Danila Moreira	Ordinary Committee	Full Year



CHAIRPERSON'S REPORT

IRENE MOONEY, CHAIRPERSON

It is a pleasure to be reporting to you as Chairperson of the Association for Culturally Appropriate Services (AfCAS) after its second year of operations.

The 2018 / 2019 year offered an the Board committee members with the opportunity to consolidate the Associations governance requirements and have discussions what our strategic goals and focus need to be in the coming years to meet the ever changing environment , and in particular how this is being played out in the Western Australian aged care sector generally.

Throughout the year we have been building our brand and networking exposure, as we all understand that it will be through our ongoing and new members continued support that will lead to our future achievements and success.

Obtaining feedback from our Association members and partners, continues to keep us informed and relevant to their needs in supporting their customers and one another.

The Association (AfCAS) provides cost-effective, high quality services when members or partner need them along with access to information and development session, networking to enable members to hear and share their own experiences and learnings.

We have continued to work closely with Fortis Partners in Culturally Appropriate Care WA (PICACWA), sponsoring and supporting some successful early morning information and networking session. In particularly those that have reported on the Aged Care Royal Commission hearings and discussions.

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

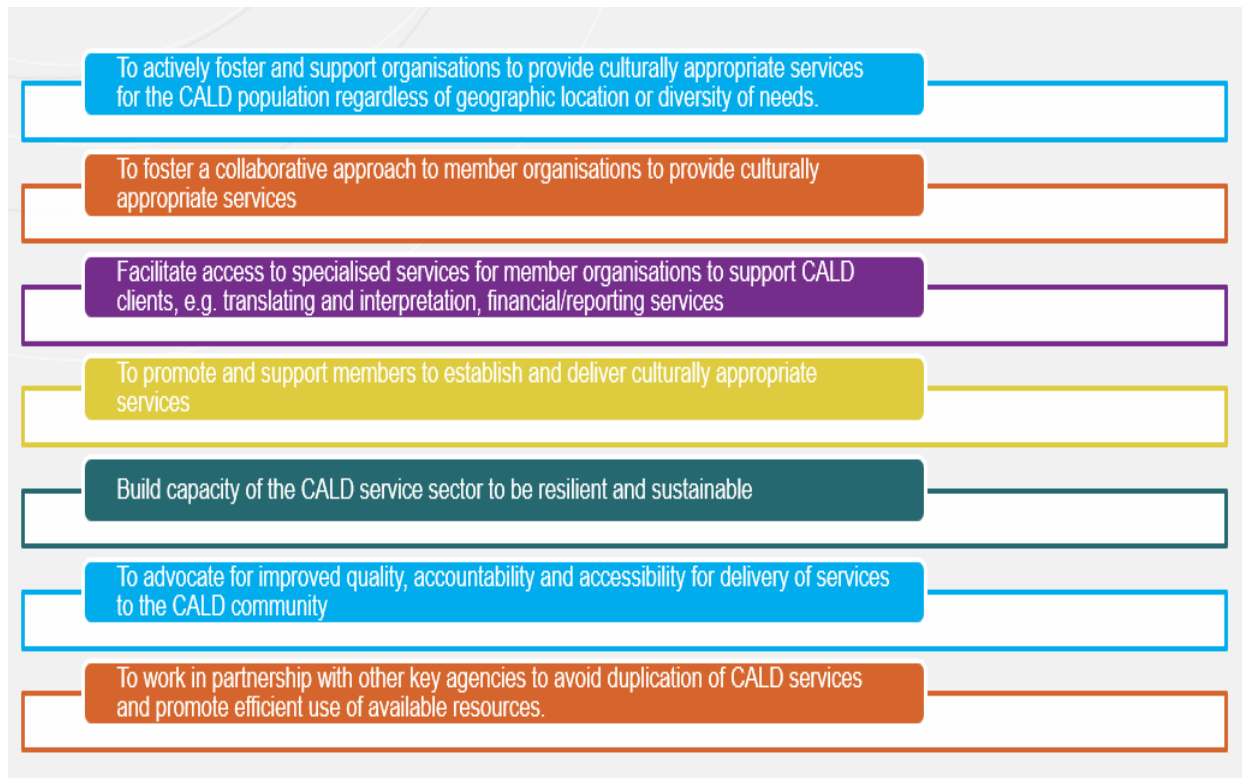
Irene Mooney- Chairperson AfCAS

Our consultations

During 2018 and 2019 reporting period, with the support of Fortis Partners in Culturally Appropriate Care WA (PICACWA) AfCAS has been involved in the following consultations.

- **August 2018-** Presenting and promoting AfCAS at the Care and Ageing Expo (LASA).
- **January 2019** – AfCAS was present for the Fortis Partners in Culturally Appropriate Care (PICAC WA) Royal Commission Forum representing its members.
- **February 2019-** Christmas Island Road Map – Fortis Consulting was commissioned to develop a roadmap for Aged care on Christmas Island, AfCAS was invited to assist with the review of the report and promote AfCAS.
- **February 2019-** Ruth Tigges provided a presentation on different models of Quality Assessment framework to assist committee members to understand potential opportunities and requirements.
- **March & April 2019:** consultations with the Centre for Cultural Diversity in Ageing (PICAC) Victoria related to Quality Assessment Framework Training was undertaken with a date set for later in 2019. This also resulted in a member organisation _MYVISTA agreeing to utilise the audit tool as a case study.
- **June 2019:** Sponsored breakfast PICAC WA Royal Commission event on Language Services. This was a well-attended event and provided an ideal opportunity to promote AfCAS.
- Full year working with University of Western Australia and supported by the ARC Ageing and New Media Project, Fortis Partners in Culturally Appropriate Care WA, UWA Public Policy Institute and MYVISTA Retirement and Aged Care Living. event committee to organise the 2019 Research Forum on Ageing: - Diversity and Innovation one day conference on 31 October 2019.

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.
- Progressing the Business Plan
- Reviewing its website and social media requirements.
- Utilising the Skills & Needs Analysis provided by founding members of the Association to progress memberships.
- 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



TREASURER'S REPORT

Mylynda Balodis

2019 to date has been a year of incubation and laying the foundations for financial management within the Association.

Thank you to all our members who continue to support the association either through attending our events, meetings, consultations or other activities. Throughout 2018, we have worked through the operational requirements for the Association.

The Association for Culturally Appropriate Services (AfCAS) has completed the following:

- Established an incorporated Association
- Established bank accounts
- Issued Joining Fee invoices to members of AfCAS
- Submitted application to ACNC
- We have pursued a number of meetings and grant funding for the Association.

AfCAS has operated with support from Fortis Consulting Partners in Culturally Appropriate Care program which is funded by Federal Government.

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 months with moving our Association forward.

Respectfully submitted:

Mylynda Balodis,

FINANCIAL STATEMENTS

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Assoc For Culturally Appropriate Service

Balance Sheet

As of June 2019

544 William Street
Mt Lawley WA 6050
ABN: 81 955 056 901
Email: info@afcas.net

Assets		
Current Assets		
Bank Accounts		
CBA 066000 12399310	\$1,483.60	
Petty Cash/Cash On Hand	\$10.00	
Total Bank Accounts	\$1,493.60	
Total Current Assets	\$1,493.60	
Total Assets		\$1,493.60
Liabilities		
Current Liabilities		
Other Current Liabilities		
Trade Creditors	\$1,150.00	
Total Other Current Liabilities	\$1,150.00	
Total Current Liabilities	\$1,150.00	
Total Liabilities		\$1,150.00
Net Assets		\$343.60
Equity		
Retained Earnings	\$220.00	
Current Year Earnings	\$123.60	
Total Equity		\$343.60

This report includes Year-End Adjustments.

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Assoc For Culturally Appropriate Service

544 William Street
Mt Lawley WA 6050

ABN: 81 955 056 901

Email: info@afcas.net

Profit & Loss Statement

July 2018 To June 2019

Income		
Services Income		\$2,410.00
Total Income		\$2,410.00
Gross Profit		\$2,410.00
Expenses		
General Expenses		
Accounting/Bookkeeping Fees	\$1,650.00	
Advertising & Marketing	\$599.82	
Dues & Subscriptions	\$315.95	
Total General Expenses	\$2,565.77	
Total Expenses		\$2,565.77
Operating Profit		-\$155.77
Other Income		
Donations Income		\$899.37
Total Other Income		\$899.37
Other Expenses		
Bad Debts		\$620.00
Total Other Expenses		\$620.00
Net Profit/(Loss)		\$123.60

This report includes Year-End Adjustments.

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ACKNOWLEDGMENTS & THANK YOU

The Association for Culturally Appropriate Services would like to take the opportunity to thank our supporters throughout the first year of operation. We have received some fantastic support from MYVISTA, PICAC WA and Fortis Consulting and we look forward to continuing to work with all those involved throughout the next year

Donors



INTEGRANET

Thank you to our donors Ethical Capital for their kind donation of a website domain and to MYVISTA and Mary Gurgone for the donation towards the Association for Culturally Appropriate Services for the AGM.

HOW YOU CAN HELP

Become a member

To become a member of the Association for Culturally Appropriate Services please email info@afcas.net for a membership form.

Make a donation

The Association for Culturally Appropriate Services is currently going through their charitable registration process with ACNC and information regarding donations will be made available in due course.

Become a corporate partner

To become a corporate partner please contact us on info@afcas.net

LOOKING TO THE FUTURE

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

Planned Activities moving forward include the following

- Establishing a work plan to support our Strategic Plan
- Developing a marketing plan for the Association for Culturally Appropriate Services
- Promoting and increasing membership to the Association for Culturally Appropriate Services
- Obtaining funding / corporate sponsorship / donations for AfCAS
- Developing a quality tick framework for culturally and linguistically diverse aged care
- Develop resources with members specific to cultural cohorts
- Developing a sustainable model of operation



CONTACT US

www.afcas.net

info@afcas.net