

Association for Culturally Appropriate Services

2017/2018 Annual Report



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Our mission

To enhance the quality and viability of CALD specific aged care service providers to better support CALD communities and seniors in the increasingly competitive market.

Our vision

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

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 (17 organisations attended). David Somerville along with Adrian Gurgone provided a brief presentation on how cooperatives work for those organisations who may be interested.

Following this consultation, a meeting was called on the 21st of August 2017 to discuss formation of the 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**

The Association throughout its incubation period has been supported by Fortis Consulting Partners in Culturally Appropriate Care (PICAC WA) program which is funded by Federal Government Department of Health.

Fortis PICAC WA provide secretariat services to the Association for Culturally Appropriate Services and have been pivotal to the foundation of AfCAS.

SECTION I

AN OVERVIEW OF ASSOCIATION FOR CULTURALLY APPROPRIATE SERVICES

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.

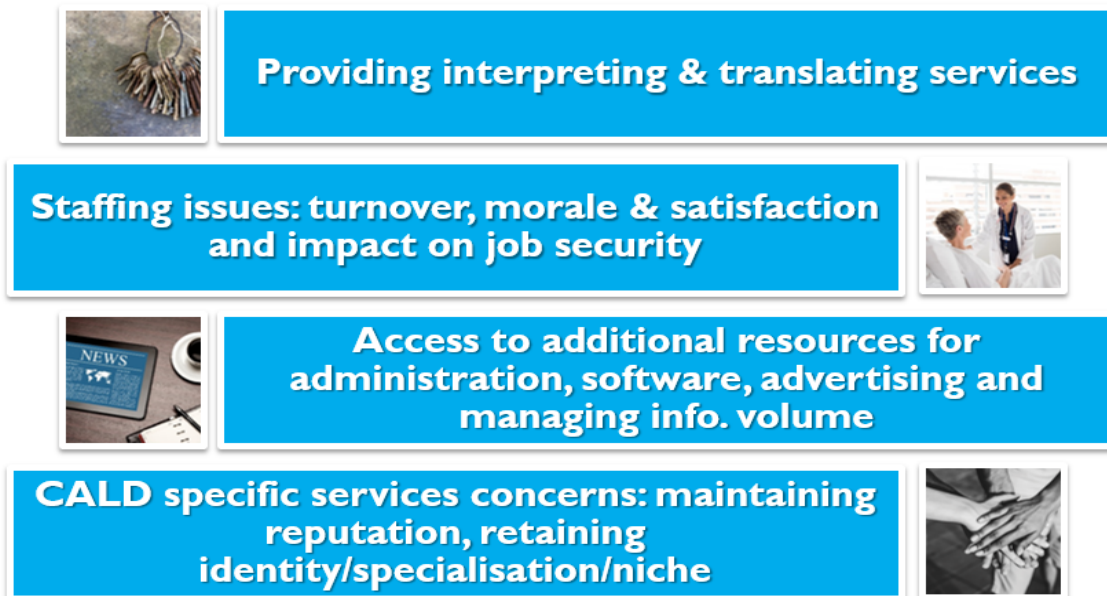
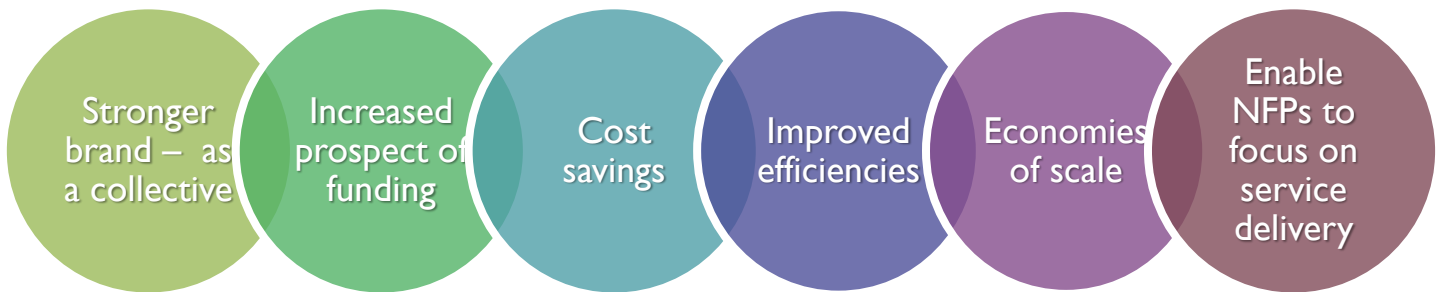
As we continue working in this direction, AfCAS has discussed with founding member organisations to present on Culturally and Linguistically Diverse (CALD) Aged Care programs at events such as LASA Expo (4 & 5 August 2018) & the Leading Innovation through Diversity Forum (29 June 2018) at UWA.

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 is planning to codesign with members a quality tick system for aged care services to the CALD community.

Our Benefits

The over-arching benefit of AfCAS is avoiding the loss of niche CALD organisations in the new market driven context that threatens their capacity to continue to provide the CALD specialist services. This concern is based on the UK experience where competitive CDC funding has resulted in the loss of many specialist NFP 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 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.



Our consultations

Consultations have taken place by Fortis Partners in Culturally Appropriate Care WA (PICACWA) as part of the Partnerships program with CALD community members and Aged Care providers from established, new and emerging communities since September 2016, attended by over 100 people. These consultations have highlighted the need for an improved quality assessment system that targets the diverse needs of CALD aged care consumers. Consultations have included:

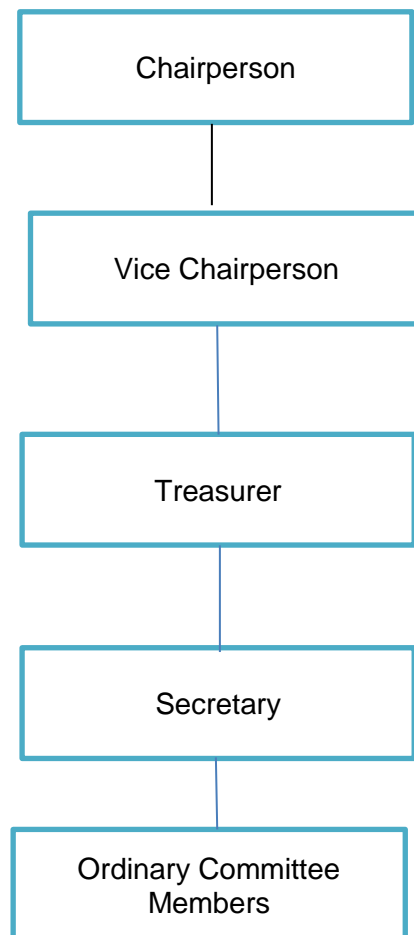
- **Skills & Needs Analysis:** The Association for Culturally Appropriate Services has been conducting Skills and Needs analysis with members whom join the Association. This includes their needs for support, the services they can provide and looking at key issues and solutions for the aged care sector.
- **May 2017: Round Table** with the **Hon. Ken Wyatt Minister for Ageing** with CALD consumers and CALD Aged Care Providers from both metropolitan and rural and remote areas for input into the CALD Aged Care Diversity Framework; the **quality of services** for CALD seniors was raised as a concern by community members
- **November 2017:** consultations conducted by the [Federation of Ethnic Communities' Council of Australia](#) (FECCA) and [PICACWA](#) were held in Perth to inform the Australian Government's development of a CALD Action Plan, which will be part of a new Aged Care Diversity Framework. The need to improve access to **quality** aged care with **a system to better assess** the provision of Culturally Appropriate Care was again highlighted by CALD community member.
- **November 2016:** Consultations were conducted with the DoH and 17 attending organisations in the form of a Partnerships event to discuss the needs of the aged care sector.

OUR SUPPORTERS



STRUCTURE & MANAGEMENT

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



OUR PEOPLE

Committee members

Name	Position	Dates acted (if not for whole year)
Irene Mooney	Chairperson	21/02/2018
Mary Gurgone	Vice Chairperson	21/02/2018
Mylynda Balodis	Treasurer	21/02/2018
Maggie Greening	Secretary	21/02/2018
Caroline Gumede	Ordinary Committee	21/02/2018
Marija Popovic	Ordinary Committee	21/02/2018



SECTION 2

GOVERNANCE

CHAIRPERSON'S REPORT

IRENE MOONEY, CHAIRPERSON

I have great pleasure in reporting to you as Chairperson of the Association for Culturally Appropriate Services (AfCAS) inaugural year of operation.

The 2017/2018 years were as exciting as they were challenging with many changes in our environment, as well as in the aged care sector generally.

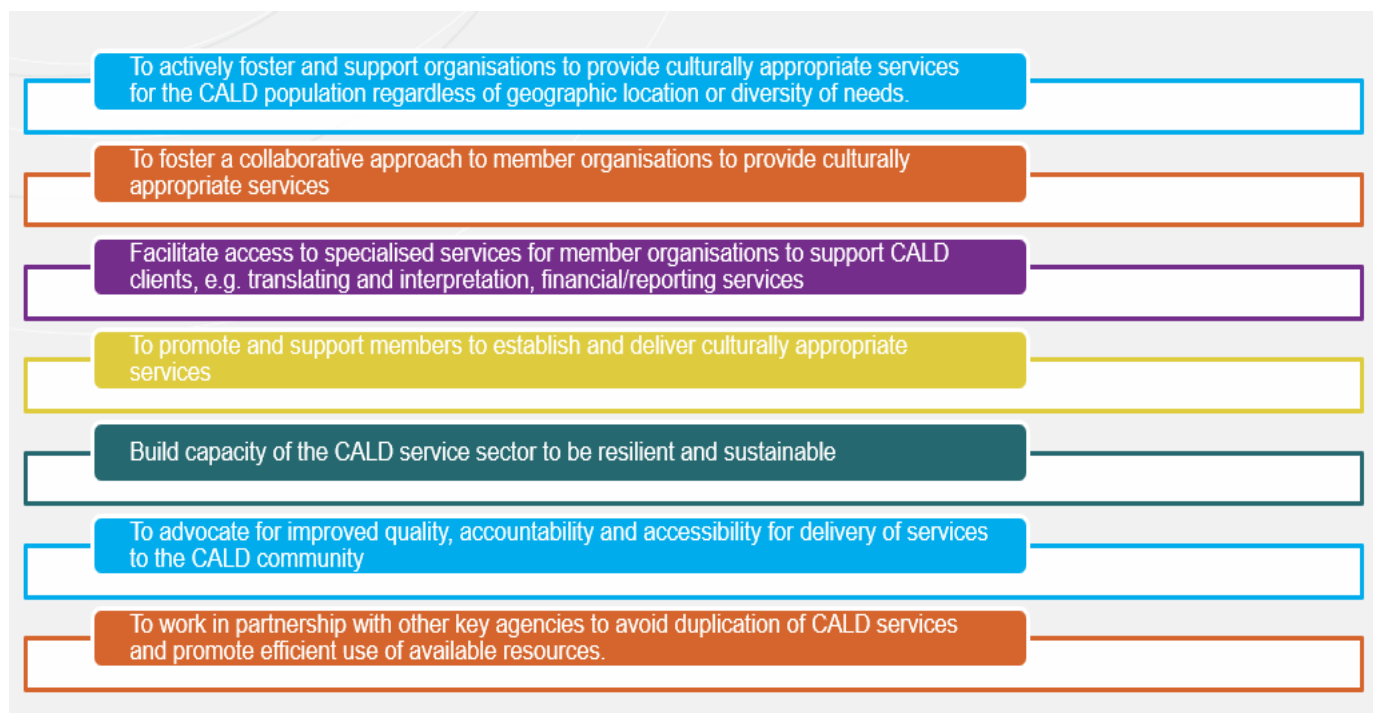
To be the trusted name in life transforming care is no small aspiration. We take it upon ourselves to always ask our Associate members and partners what their experience of all these years has been and how can we make a difference to those we happen to care for in our roles and to bring forward the issues that our marginalised and vulnerable people within Western Australia.

We have this opportunity to be the solution to the nation's health care and other services issues by banding together to provide support and services to one another and to those who are in need of our support

The Association (AfCAS) will provide cost-effective, high quality services when the partner needs them and most importantly, in a place where the partners prefers to be.

We would like to take this opportunity to thank all our Members for their support to date and to our sponsors who have assisted as we have laid the foundations for the Association since our incorporation on the 27th of December 2017.

OUR OBJECTIVES AND ACTIVITIES



Throughout this partial financial year, the Association for Culturally Appropriate Services has been working through the establishment requirements for the Association, including:

- Establishing the Association, registration, ABN, bank accounts and ACNC application
- Developing a Business Plan
- Establishing a domain and email account for the Association
- Completing a preliminary Skills & Needs Analysis with founding members of the Association
- Establishing the Governance of the Association
- Promoting and increasing membership to the Association for Culturally Appropriate Services
- Applying for funding & meeting with key funding organisations personnel
- Promoting of the Association for Culturally Appropriate Services at the LASA Care & Ageing Expo and INNOVageing UWA Bridging Diversity through Innovation forum.



SECTION 3

OUR FINANCES

TREASURER'S REPORT

Mylynda Balodis

2018 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 Partner's 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, August 21st 2018

FINANCIAL STATEMENTS

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Assoc For Culturally Appropriate Service

Ground Floor
12 St Georges Terrace
PERTH WA 6000

Profit & Loss Statement

March 2018 To June 2018

ABN: 81 955 056 901

Email: acas@fortisconsulting.com.au

Income	
Services Income	\$220.00
Total Income	\$220.00
Gross Profit	\$220.00
Expenses	
General Expenses	
Dues & Subscriptions	\$51.84
Total General Expenses	\$51.84
Total Expenses	\$51.84
Operating Profit	\$168.16
Other Income	
Ethical Capital Contributions	\$51.84
Total Other Income	\$51.84
Total Other Expenses	\$0.00
Net Profit/(Loss)	\$220.00

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Assoc For Culturally Appropriate Service

Ground Floor
12 St Georges Terrace
PERTH WA 6000

Profit & Loss Statement

July 2018 To September 2018

ABN: 81 955 056 901

Email: acas@fortisconsulting.com.au

Income	
Services Income	\$40.00
Total Income	\$40.00
Gross Profit	\$40.00
Expenses	
General Expenses	
Dues & Subscriptions	\$120.00
Total General Expenses	\$120.00
Total Expenses	\$120.00
Operating Profit	-\$80.00
Other Income	
Ethical Capital Contributions	\$120.00
Donations Income	\$500.00
Total Other Income	\$620.00
Total Other Expenses	\$0.00
Net Profit/(Loss)	\$540.00

SECTION 4

OUR OTHER IMPORTANT INFORMATION

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

Thank you to our donors Ethical Capital for their kind donation of a website domain and to MYVISTA 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 Mary Gurgone at 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

Ground Floor, 12 St Georges Tce, PERTH WA 6000

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