

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

CASE STUDY: INNOVATIVE APPROACH TO SUSTAINABLE CULTURALLY APPROPRIATE CARE

ISSUE: By 2021, almost a third of Australians aged 65 years and older are expected to be born overseas (Aged Care Workforce Report 2016). **There is mounting pressure on aged care services to respond to the needs of our culturally diverse population while many are struggling to remain financially viable, particularly those in remote and rural area and providers looking after the most disadvantaged.**

SOLUTION: 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.

REMOTE & REGIONAL: Then the AfCAS services available to its members at cost price will be made available at commercial rate to other service providers. The remote and rural service providers will be given priority and considerable discounts to make the technology-assisted services be available to isolated CALD seniors. Regional and remote service delivery providers will be supported to provide ongoing culturally appropriate services.

SUSTAINABILITY: A cooperative model is being established to allow services to be provided at a commercial rate to mainstream providers who may have CALD clients and require support from AfCAS to provide culturally appropriate care.

NATIONAL FRAMEWORK: AfCAS seeks to support the embedding of diversity in the design and delivery of aged care; and seek to be partners in this process.

AfCAS has members who specialise in meeting the specific needs of some groups, so is well positioned to support other aged care service providers to also meet the needs of these groups.

AfCAS can assist aged care providers demonstrate continuous improvement in tailoring their services and delivering care that meets the diverse characteristics and life experiences of diverse clients.

Payroll	Payables & Receivables	Financial Reporting
Marketing	AfCAS	Record Keeping & Bookkeeping
Quality	Information, Communications & Technology	Human Resources eg Prof. Dev't

To find out more go to:

<http://www.afcas.net/>

If you have questions or would like to join, please call:

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