

**2021-2022**

# **ANNUAL REPORT**



*Connect, Assist, Promote, Advance and Honour*

## WELCOME

C.A.P.A.H Multicultural Association is delighted to present the Annual Report for the 2021-2022 financial year. Inside you will read about the exciting programs and collective efforts from the Team, Management and the Management Committee who have worked hard over this past year to ensure that individuals and families are supported and strengthened as they engage with our service.

Thank you for your involvement with our service as we strive to meet the needs of our community.

## Acknowledgement

We show our respect and acknowledge the Traditional Custodians of Dharawal Country, Elders past and present, and extend that respect to other Aboriginal and Torres Strait Islander People.



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# PRESIDENT'S MESSAGE

It gives me great pleasure on behalf of the Management Committee to present this report from C.A.P.A.H. Multicultural for the year ended June 2022.

In this Annual Review you will discover examples of how CAPAH has served people, enriched lives, strengthened communities.

As anticipated, the introduction of the NDIS has brought about opportunities for people with a disability, their families and carers, however it has also brought with it considerable challenges. Over the last year, CAPAH has been working extremely hard to address those challenges as they arise, at times daily, in order to ensure that the organisation continues to be able to provide the best service it can to its participants, while remaining sustainable in the new NDIS environment. At times that has meant making difficult decisions and making changes to CAPAH and how it operates. The Management Committee is confident that the changes that have been made, and which continue to be made, will allow CAPAH to succeed in providing the best possible services to its participants within the NDIS framework, notwithstanding the considerable challenges presented by the NDIS.

CAPAH remain committed to delivering services for seniors that address their care needs, and delivering support for families and vulnerable communities through a range of community services.

The ongoing impact of COVID-19 as was the case with many organisations within Australia, CAPAH operations during the year ended 30 June 2022 continued to be significantly impacted by the effects of COVID-19.

On behalf of the Management Committee, I would like to thank and congratulate Erika Mancilla, Management Team, and indeed all members of staff and volunteers, for their consistent performance over the past year. They are extremely dedicated to the work they do and work tirelessly to support consumers, carers and families in our community.

The Management Team has again achieved some outstanding results. I would also like to thank the Management Committee for their personal support during the year and for the voluntary contribution they have made to the success of CAPAH. and we look forward to the year ahead.

We are immensely proud of where we have come as an organisation!

**Ximena Hendry**  
**President**

## MANAGER'S REPORT

**I am pleased to present my annual report as Manager of C.A.P.A.H Multicultural, from modest beginnings as a group of Spanish people assisting the new emigrant's older relatives with housing to become an Aged Care and NDIS approved provider.**

CAPAH Multicultural was established in 1982 to help new arrivals settle into a new country. The essence and values of the organization have remained committed - to empowering all vulnerable groups, particularly people from culturally and linguistically diverse communities.

CAPAH Multicultural has continued to deliver high-quality services during the year. This report is evidence of the diversity of our work and the support we receive from Government funding. We endeavour to advance and transform, from expanding our range of programs and services offered to accomplish a community business delivering fee-for-service programs in aged care and NDIS. Our commitment to quality has driven us to continuous improvement in all areas of our processes during this development.

The most prominent accomplishment in the financial year 2021-2022 has been the success in Home Care Packages and NDIS service delivery which has increased our overall revenue to nearly 100%, and the expansion of services in the Northern Sydney area, this has resulted in the capacity to employ more staff to support consumers, purchase additional resources to deliver improved services, and increase our profile as a service provider in community, Aged and Disability care.

All this accomplishment cannot be attained without the dedicated team of Committee members, staff, community and care workers, and volunteers who work diligently to make C.A.P.A.H Multicultural the high-quality and committed provider in the communities we work and live in. I would like to thank and acknowledge our staff, volunteers, and committee members who supported me this year, which has undoubtedly been my most challenging and complex year as a manager. I feel proud and honored to work with a group of people who support each other like a family.

2022 has been a challenging year for NSW and the nation with the ongoing COVID-19. Tough lockdowns and many restrictions have changed our way of life.

I am sure that we will be more resilient and self-sufficient at the end of this pandemic.

**Erika Mancilla**

# C.A.P.A.H Multicultural Association Inc.

## WHO ARE WE?

**CAPAH Multicultural Association Incorporated (CAPAH) is a not-for-profit organization that is committed to delivering a range of culturally and linguistically appropriate services that empower communities to sustain and improve the quality of life of the members of the community. CAPAH provides practical assistance and support services to the disadvantaged and marginalized.**

## STATEMENT OF PURPOSE

The purpose of C.A.P.A.H. Multicultural Association Inc. Day Care Centre is to:

**Connect, Assist, Promote, Advance and Honour** those isolated by language and culture. by age, by disability, by illness, by financial hardship or other misfortune to build self-esteem, to feel they belong and connected with friends who care for them, to feel safe and to sustain or improve their quality of life.

- Provide respite care for the culturally isolated and disadvantaged members of the community, particularly the Spanish Speaking frail, aged and disabled people, and their carers in the Illawarra Region.
- Alleviate the emotional, physical and social problems experienced by the culturally isolated and disadvantaged members of the Illawarra community, particularly the Spanish Speaking community, arising from poor English, cultural differences and age and disability.
- Provide community support services to people who have disabilities and their carers.
- Contribute to the relief of financial hardship, illness and other misfortune and to the promotion of the well-being of individuals and groups in the community who are disadvantaged and vulnerable either socially, physically, intellectually or emotionally.
- Undertake, or carry out benevolent work or purpose.
- Promote, establish, carry out and support, and to assist in promoting, establishing, carrying out and supporting, social welfare programs designed to contribute to the alleviation of financial hardship, illness or other misfortune including those undertaken by Statutory Authorities, Voluntary Welfare Organisations and other community groups.
- Assist individuals who are frail and/or aged, as well as those with a disability to live in the community by providing support to them.
- Work with individual members of the client group to strengthen their individual capacities.
- Assist individual members of the client group without discrimination in relation to income, gender, sexual orientation, disability, social and ethnic background.

CAPAH seeks to achieve this through:

- day care centre activities,
- Clinical Care through the full-time employment of a Registered Nurse
- provision of support to its clients in times of need through social welfare programs, domestic assistance and home care services.
- provision of referrals.
- providing advice and information to clients seeking services.
- provision of disability support.
- provision of care and personal development services including learning English and participation in social, emotional and physical activities, to sustain and improve their ability to live independently and participate in the community.
- encouraging in the broader community better understanding and support for the culturally isolated and disadvantaged, the elderly, those with physical or intellectual disabilities and their families.
- undertaking activities to address individual cases of financial hardship and providing relief to those impacted by illness, disability or isolation.

CAPAH (including its members, staff and officers) is committed in its operation to maintaining as its core values:

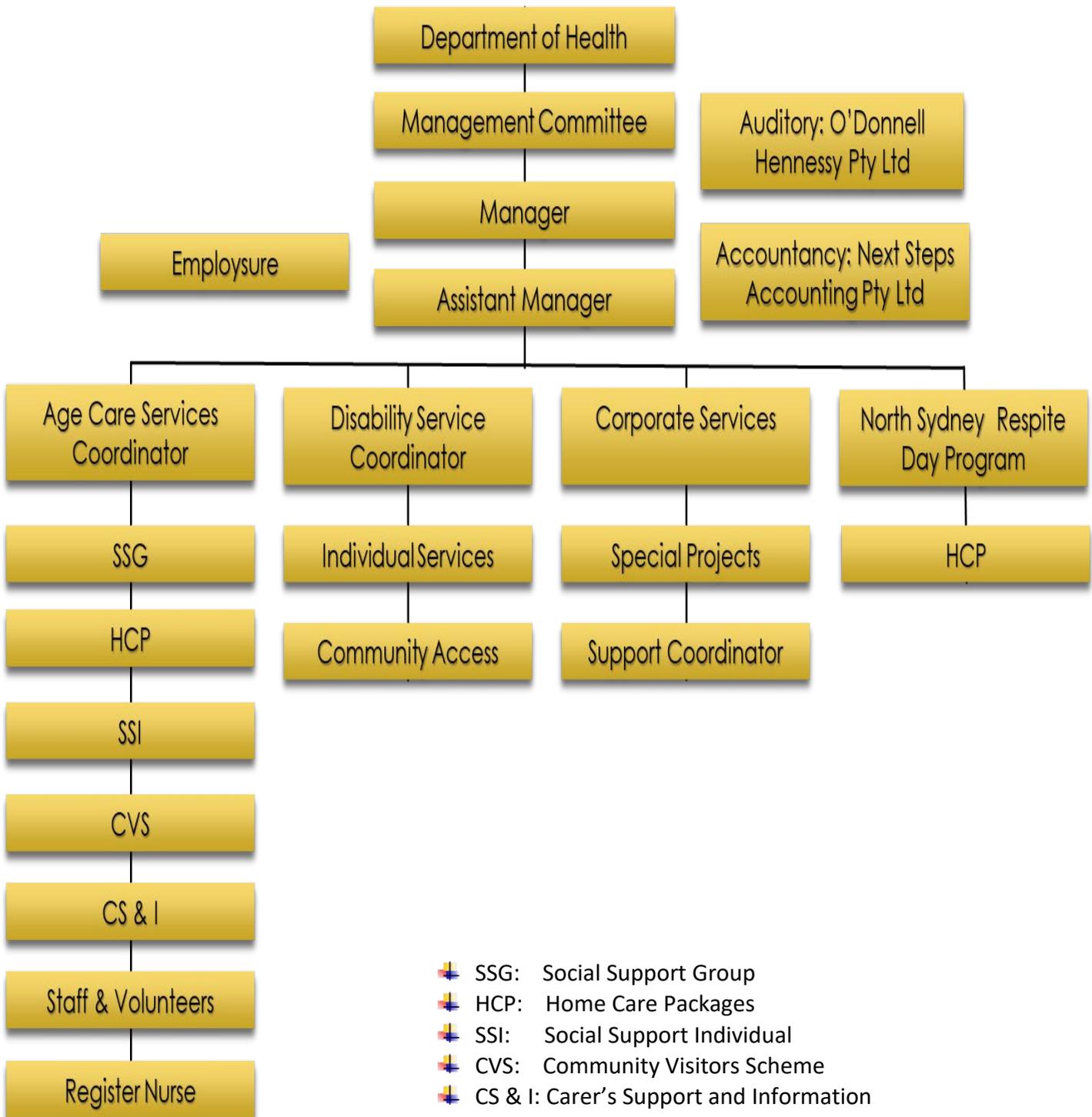
- EXCELLENCE in service provision and applying best practice principles
- ADAPTIVE and INVENTIVE in meeting the changing needs of the community
- COLLABORATIVE in establishing working affiliations with other agencies
- ASPIRING to achieve its objectives
- COMMITMENT to community participation and leadership
- TRANSPARENCY and exercise of ethical practices in behaviour and decision-making
- INTEGRITY in the provision of accessible, appropriate and affordable services
- DIGNITY and RESPECT is afforded to all.

#### **CAPAH**

- operates to ensure its services are relevant, accountable and accessible
- is focused on its clients
- supports the development of people's skills by furthering their potential
- values and promotes recognition of diversity
- delivers high quality services within a framework of organizational improvement
- respects the rights of the individual, particularly for safety, privacy and decision making
- promotes tolerance, inclusiveness and acceptance of its consumers in the community.

*“Illawarra Region” encompasses the Wollongong, Shellharbour, Kiama and Shoalhaven LGAs.*

# Organizational Chart



## Our Services

### CHSP The Commonwealth Home Support Program

**CAPAH continues to provide CHSP services to the Illawarra and Sydney Northern region.**

The Commonwealth Home Support Program CHSP funding has been extended to 2022.

Ongoing or short-term support services can be provided through the CHSP and can include help with housework, meals and food preparation (culturally appropriate when required), transport, shopping, respite, and social support.

### Respite Day Services in North Sydney.

Respite care isn't just about giving carers a break. It's also a wonderful way to get out in the community and do something different from your normal routine.

CAPAH centres provide plenty of opportunities to participate in fun activities, learn a new hobby or socialise with others in a warm and welcoming environment.

We welcome people living with dementia, and all our programs are tailored to suit diverse needs.

### Dementia Services

Specialised support helps carers and families, to maximise consumer independence allowing them to remain living in their own homes. Group activities include talks about everyday things - observing nature, sitting at the beach, walks, music and dancing.

### The Social Support Individual

The program aims to provide assistance to the elderly who may be frail, disable or lonely to participate in community life. This program is aimed at people who are over the age of 65 and we provide services to the people from a culturally and Linguistically Diverse (CALD) background.

CAPAH Multicultural services are planned around the needs of each individual consumer's needs to improve their function, independence and quality of life by using the Wellness Reablement approach.

This service is delivered by trained staff and volunteers. We have a range of languages available to meet the cultural needs of our community. Some of those languages are

Spanish, Italian, Portuguese and English.

The principles and objectives of Social Support Individual are to:

- Social companionship, building friendships
- Reduce social isolation
- Social interaction and integration
- Improved quality of life
- Assisting independence
- Assistance in maintaining an Active Lifestyle
- Avoidance of depression and anxiety

Activities for Social Support Individual

- Friendly home visits
- Hospital Visits
- Social Outings
- Assistance with Shopping, bill paying and banking
- Emotional Support
- Accompanying to appointments
- Monitoring phone service
- Individual Transport to appointments.
- Culturally appreciate one on one visits
- One on one support to attend social activities

Days of operation Monday to Friday

Number of Consumers 120

Number of Volunteers/Staff 16

## Community Visitor Scheme (CVS) Funded by Department of Social Services

The Community Visitors Scheme (CVS) program is a national initiative of the Federal Government established in 1992-93. The CVS aims to provide volunteer visitors for residents who are socially and/or culturally isolated living in aged care homes or home care recipients. The volunteer visitor visits at a minimum of once a fortnight to provide companionship and friendship to improve the quality of life of these individuals. Just by sharing their time, interest and hobbies the volunteer visitors enrich the lives of the residents.

CAPAH Multicultural is currently working with:

- Elanora – Uniting Care
- Multicultural Village
- IRT Five Island
- Marco Polo
- Diment Towers Aged Care Centre



Number of clients: 42

Number of volunteers: 16

## National Disability Insurance Scheme - NDIS

CAPAH provides participants with support and services to increase their independence, inclusion, and social and economic participation.

The NDIS, run by the National Disability Insurance Agency (NDIA) is Australia's first national scheme for people with a disability and provides funding directly to these individuals. The scheme was designed to better meet the needs of Australians living with disabilities and recognises that those with a disability have unique sets of needs and goals. By providing direct support to Australians with disabilities, as well as their families and their carers, the scheme gives people a greater degree of choice about the life they wish to lead and the types of care they receive.

The program is jointly governed and funded by the Australian Government and participating state and territory governments, including the New South Wales Government. The single, national scheme funds 'reasonable and necessary support' to allow those living with a disability to reach their goals and manage their own unique care needs.

CAPAH attempt to meet the needs of the participant and their family as appropriate and practicable e.g. timing and place of appointments; respecting the values and cultures of the

family; and considering the goals of the family as well as the participant.

All participants have the right to have a trusted / appointed decision maker or advocate, this can be a family member. We welcome the opportunity to work with them to meet the goals and needs of the participant. At CAPAH the participant's goals and Support Plan is reviewed regularly, this is a time when the trusted / appointed decision maker or advocate is encouraged to be involved.

Supports and services deliver by CAPAH for participants fall into three categories: core, capital and capacity building.

Core: A support that helps a participant complete daily living activities.

Capital: A support for an investment, such as assistive technologies, equipment and home or vehicle modifications, or funding for capital costs (e.g. to pay for Specialist Disability Accommodation).

Capacity building: A support that helps a participant build their independence and skills.

## Home Care Packages

### HCP

**Home Care Packages are a key element in guaranteeing that staying at home, rather than in residential care, is a factual option for the elderly who elect to do so.**

**Home Care Packages (HCP) are one of the ways that older Australians can access affordable care services to get some help at home. They are designed for those with more complex care needs that go beyond what the Commonwealth Home Support Program can provide.**

**Home Care Packages can be an option if you need a coordinated approach to the delivery of your help at home - perhaps because you need help with many everyday tasks, or the care you need is more complex or intensive.**

Clinical care and the employment of a Registered Nurse is one of the greatest achievements of CAPAH during the year 2021.

CAPAH delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being.

CAPAH provides case management and a variety of health and support services, together with ongoing monitoring and review of care needs to older people from culturally and linguistically diverse backgrounds.

Our organisation is committed to the delivery of home care packages which offer our consumers and their carers care and support to do the things they want to do.

CAPAH home care packages will support the consumer in making informed choices about the types of care and services that you access and identify and respect your goals.

The most prominent accomplishment in the financial year 2021-2022 has been the success in Home Care Packages and NDIS service delivery which has increased our overall revenue to nearly 100%. The determination on the outcome of this has been the capacity to employ more staff to support consumers, purchase additional resources to deliver improved services.

## Social Support Groups

**Funding: The Social Support Group Program is funded by the Department of Health.**

The Social Support Group (Centre) Program is designed to develop, maintain or support independent living and social interaction. The group also provides care for people living with mild to moderate dementia or a disability.

The program is person centered approach and consumer direct care; the major goals of Social Support Group are to:

- Assist consumers to develop, maintain and support their capacity for independent living and social interaction.
- Assist with meeting consumers' basic nutritional, exercise and health care needs.
- Reduce psychosocial problems such as anxiety, insecurity, depression and loneliness.
- Provide respite for caregiver's temporary relief from the responsibility of caring for individuals with chronic, physical or mental disabilities.
- To pursue their own interests.

Bilingual and bicultural staff and volunteers coordinate the program and report to the Manager. Also, assist consumers in registering/referring them to my Aged Care and how to access other services in the local area.

The Wellness Centre Program offers structured group activities and relies on the generous support of volunteers. The type of activities supported by the volunteers includes assisting with:

- Transport, the pickup of clients individually and by bus.
- Preparing and serving meals (providing morning tea, lunch, afternoon tea, supervision and assistance to consumers that want to share food that requires to be prepared at the center)
- Promoting and engaging in social interaction with clients through group activities such as Music, movement, games, craft, gentle exercises.
- Outings to Social Clubs monthly, picnics when the weather is appropriate to be outdoors.
- Celebrations of special events. In all this activity, we had the participation of community performers that volunteered to entertain; also, we had the involvement of talented consumers.

Hours of operation from 9.00am to 2.00pm

### **Reporting to Management**

The daily/ weekly and monthly reports include

- DEX
- Financial report that includes expenditure in food preparation and petrol.
- Attendance records.
- Consumers contributions
- Quarterly reports
- Record of travel (bus and cars)
- Bills group attendance for Home Care Package and Social Support
- Incident reports.

The Social Support Group Program has been successful in in-service delivery; we have delivered up to 31.000 hours of service per year to our consumers.

**Consumer Speaking Background:** Spanish Speakers from 5 different countries/ Italian / Portuguese.

The Social Support Group Program has been successful in-service delivery; we have delivered up to 28.000 hours of service per year to our consumers.

### **Training Session attended by Staff Members and volunteers.**

- *Infection Control 9 Modules*
- *SIRS*
- *Risk Assessment and management in the home*
- *Mandatory reporting*
- *Importance of cultural safety in Aged care*
- *Duty of Care*
- *Dignity of Risk*
- *Managing behavioural and psychological symptoms of Dementia*
- *Talking with relatives in aged care*
- *Identifying fall risk*
- *Fire safety in home care*
- *NDIS Practice Standards explained*
- *Manual handling safety*
- *Medication safety*

- *Communication safe life*
- *Infection prevention and control*
- *Understanding professional boundaries*
- *Elder abuse*
- *Clinical Care*
- *Aged Care Standards*
- *First Aid*
- *OPAN*
- *Governance*

### **Volunteers Management**

- Number of volunteers 10
- Number of volunteers who left 0



## Governance

Good governance is a fundamental part of the culture of CAPAH Multicultural Association Inc. The wellbeing of consumers, their families, staff and volunteers, and the sustainability of the organisation are at the core of the governance and the culture of CAPAH Multicultural Association Inc.

CAPAH Thanks to our Management Committee for your leadership and guidance over the past year. The contribution of your time and expertise is deeply appreciated.

### President

Ximena Hendry

### Vice President

Dr.Oladipo Folorunso

### Secretary

Leanne Mansour

### Treasurer

Dr. Raphael Aluade y Maria Truan

### Members: Julie Cario

Magdalena Garcia

Richard Smith

### Public Officer

Raphael Aluade

All Committee Members are expected to exercise independent judgement in the performance of their duties, always acting in the best interest of the organisation. An individual Committee member will not participate in decision-making processes if any potential conflict of interest is likely to arise. The Members receive no remuneration for their role on the Committee and accept full responsibility for the governance of the organisation, in accordance with legislative requirements. The Committee sets the strategic direction and oversees the operational and financial performance and the risk and compliance management of the organisation. The composition of the Committee and their performance is reviewed regularly to ensure that the Board has the appropriate mix of skills and experience.

## Acknowledgements

### Department of Health

We acknowledge the support of the Department of Health in assisting financially in the delivery of our programs and services.

### Support for living

We thank you for your support and the provision of training to staff and volunteers.

### Sudaca Consulting.

We Thank you for your ongoing support to Management.

### Illawarra Multicultural Services

We thank you for the collaborative work between the two organisations.

### German Mancilla

Computer technician. Thank you for all the services provided through the years.

### Luis Trucido, Carlos Sotomayor.

Thank you for your participation and bringing joy to all participants in our special events.

### David Stott.

Insurance Services. Thank you for all your suggestions, advice and support.



## Annual Financial Report

The Management Committee wants to reserve special thanks to our accountant Amir Riahi from Next Steps Accounting Pty Limited. We appreciate his work on streamlining our complex financial reporting. Finally thank you to Angela Wang Register Company Auditor from O'Donnell Hennessy Pty Ltd for her independent Audit of our consolidated accounts. Their commitment and support are appreciated.



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