



2020-2021

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 2020-2021 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 2021.

What a year it's been! Globally, the world has been in turmoil and locally, we have faced our own difficulties in managing the COVID-19 pandemic, living with the new realities of family life, dealing with lockdowns, social distancing, mask wearing and more.

The work we do, and the dedication of all our staff for the community, remained unchanged. While our roots, and many programs are dedicated to Illawarra residents, now we have expanded the CHSP services to the Northern Sydney area.

We have been delighted with the way Erika as General Manager has continued to advance C.A.P.A.H. with transparent and professional systems, processes and communication. In this past year we have overhauled our financial accounting and reporting platform. Through our partnership with Next Steps Accounting, we have ensured a higher level of transparency and accountability in the financial operations of the organisation. As a Management Committee, it gives us great confidence that Erika and the team have made significant advances into the Strategic Plan roadmap. The organisation continues our commitment to the community.

As a Management Committee, we have completed Governance training through the Community Industry Group. This brought about new insight of our roles as Management Committee and deepened our knowledge into how we do business. One thing that as Chair I am most proud of is the way the organisation has continued to operate and provide support to individuals and families throughout the COVID-19 crisis. When some other local services unfortunately had to close during lockdown periods, CAPAH stayed open, and active in supporting the community. THE CAPAH team responded to the difficult conditions and reworked many of their programs and support models to deliver the services.

Our staff have expertly transitioned their own working circumstances to continue to support families in a safe and confidential way. Sadly, we know that individual and family support are most needed in times like these.

I would like to sincerely thank everyone involved in helping to make C.A.P.A.H the wonderful organisation it is. It is truly humbling to see the incredible success stories we hear from customers, the feedback we get from the community, and the number of families who benefit from our support. I am proud to lead the Management Committee in ensuring C.A.P.A.H remains true to its values and delivers real support to the community in helping the elderly and families have a safe home, strong connections and opportunities to improve life.

Ximena Hendry

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 approved provider.

CAPAH Multicultural was established in 1982 to assist new arrivals settle into a new country. The essence and values of the organisation have remained committed - to empower 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 to 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. During this development our commitment to quality has driven us to continuous improvement in all areas of our processes.

The most prominent accomplishment in the financial year 2020-2021 has been the success in Home Care Packages service delivery which has increased our overall revenue to nearly 40%, and the expansion of services in the Northern Sydney area, The certification of NDIS. The determination on outcome of this has been 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 the areas of 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 personally thank and acknowledge our staff, volunteers and committee members who supported me this year, which undoubtedly has been my most challenging and difficult year as a manager. I feel proud and honoured to work with a group of people who support each other like a family.

2021 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 at the end of this pandemic we will be more resilient and self-sufficient.

Erika Mancilla

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:

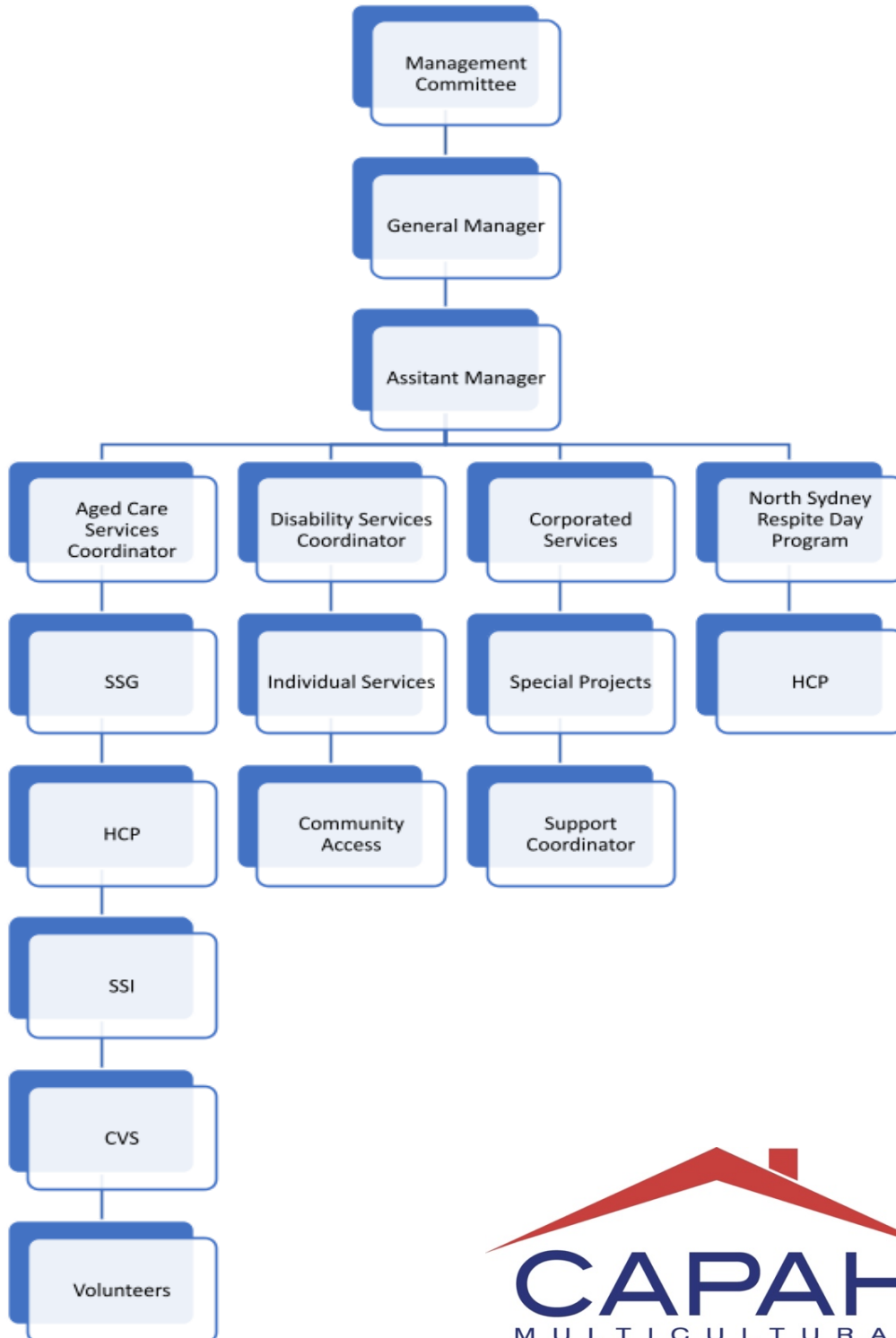
- EXCELLENCE in service provision and applying best practice principles
- ADAPTIVE and INVENTIVE in meeting the changing needs of the community
- COLLABORATIVE in establishing working affiliations with other agencies
- ASPIRING to achieve its objectives
- COMMITMENT to community participation and leadership
- 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.

ORGANISATIONAL CHART



AGED CARE SERVICES

CHSP The Commonwealth Home Support Program

CAPAH continues to provide CHSP services to the Illawarra 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.

CHSP The Commonwealth Home Support Program

CAPAH continues to provide CHSP services to the 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.

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.

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 years 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 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

The Social Support Group Program has been successful in-service delivery:

We have delivered up to **19.000** hours of service per year to our consumers

Days of Operation Monday to Friday

Number of Consumers: 90

Number of Volunteers/Staff: 9

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
- IRT Link Seaside Aged Care

The Community Visitors Scheme program is provided by Volunteers

Number of clients: 42

Number of Volunteers: 10



Hamper Present to Spanish speaking residents in Elanora and Multicultural Village

Unfortunately, due to Covid-19, many of the planned visits had to be cancelled.

Carers Support Group

Funded by CAPAH Multicultural

Carers Group aims to provide carers with support, information and understanding and knowledge to cope with and manage stress, illness and the effects it has on others.

The group allows carers to:

- Take time out from their caring role
- Talk openly and freely with others who have had similar experiences
- Learn about the relevant services and how to access them
- Develop friendships and combat isolation

The group achieves these aims by holding meetings that may include:

- Guest speakers
- Community outings
- Information sharing and support
- Dinners
- Relaxation and stress management

New carers are always welcomed to join the group, and there is no cost involved.

Home Care Packages

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.

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 to make 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 2020-2021 has been the success in Home Care Packages service delivery which has increased our overall revenue to nearly 50%. 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

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.

Hours of operation from 9.00am to 2.00pm

The Social Support Group Program has been successful in-service delivery; we have delivered up to 19.000 hours of service per year to our consumers.

NDIS SERVICES

CAPAH provides participants with support and services aimed at increasing their independence, inclusion, and social and economic participation.

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

Clara Molina

Treasurer

Dr. Raphael Aluade y Maria Truan

Public Officer

Raphael Aluade

Members: Luis Castaneda and Cleopatra Ravello

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.

Supports 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, Pedro Trucido

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 despite the limitations we had imposed on us during this recent COVID-19 lockdown.



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