



MANAGING DIRECTOR'S REPORT

The Victorian Government has recognised the needs of ageing Filipinos in Victoria. Through our past/previous submissions, we have been allocated resources to meet the needs of our seniors in the Southern Metropolitan and some Eastern Metro Regional areas through the Volunteer Coordination Program.

The Home and Community Care (HACC) services provide basic support and maintenance to people living at home in order to help prevent premature or unnecessary admission long-term residential care. The Australian and Victorian governments jointly fund the HACC program. Local governments make significant contributions together with funds attained from HACC services users towards the resources available for the program.

The main/primary program of our Centre is the Volunteer Coordination program funded under the Home and Community Care Services by both Commonwealth and the Department of Health and Human Services. The HACC Volunteer Coordination Program aims to:

1. Connect seniors to the community through social support activities with the help of volunteers in large or small group settings with respect to culture, language, and religion.
2. Provide ethno-specific activities that promote enablement, restorative and sustainable strategies to maintain independence and well-being of ageing Filipinos in the Southern and Eastern Metro Regions.

The funded hours allocated to us to deliver these services has doubled compared to last financial year's. This means we will be able to service more people and provide employment to volunteers, we are truly grateful for that. Through this support, we will be able to pay one full time, and three part-time staff in the Centre.

We worked tirelessly with our consultant to ensure that we are improving our performance at all levels to comply with the Department of Health & Human Services Victorian Home and Community Care program guidelines that includes information on program management, access and eligibility, and service delivery requirements according to the National Common Care Standards.



I am pleased to present to you the key achievements of our Team of Staff and Volunteers for the financial year 2014-2015:

- Delivered ethno-specific services to 144 clients aged 55-94 years old in the local government areas of Greater Dandenong, Casey, Cardinia, Knox, Monash and Frankston
- Recruited 11 new volunteers and students in addition to existing volunteers

*Volunteers attended training in Community Safety, Prevention of Elder Abuse (second group), Advance Care Planning, Food Safety, and Appropriate Meals for persons with dementia

*Our Board of Directors have completed their professional development in good governance and spent quality time in putting together the AFCS Strategic Plan 2018-2020.

We continued our partnership with key mainstream agencies: Ethnic Communities Council of Victoria, Alzheimer's Australia Vic, Casey Council, City of Greater Dandenong and the Doveton Neighbourhood Learning Centre, Southern Migrant and Refugee Centre, and Dandenong Baptist Church.

We have also continued strengthening our partnership with the Dementia Society of the Philippines and the Commission on Filipinos Overseas.

I would like to thank our Board of Directors especially Cynthia Norton, Ruby Ocampo, Perla Maize, Maria Smith, and Liza Chunduri for their commitment to embracing systemic change within the organisation. I also thank our service partner Mr Rohan Weeraratne, Managing Director, Apex Institute for holding our hands in improving our IT, accounting, and administrative systems not only for compliance but to keep us humble when we face corrections, than you for reminding us to be willing to learn from our mistakes, and to keep our chins up despite having limited resources. Together we stand united to pursue our goals and the vision we have set.

I salute our part-time staff: Corina Dutlow, Amparo Lobriza, Gabby Ocampo, Annie Gocon, for all your hardwork – the unpaid hours humbly/generously given to the community in order to strengthen our service to others. Our external collaborators, Creativeye, Philippine Times, SBS and Maina Walkley who are always looking after our welfare.

To the families who shared their kitchen, their lounge, and their homes during their trying moments, who openly shared their stories to find comfort and spiritual support, I thank you for accepting me as your friendly listener. Above all, I acknowledge that God has also heard your cries. May God's peace be upon you.

“In my life, I've lived, I've loved,
I've lost, I've missed, I've hurt,
I've trusted, I've made mistakes, but most of all, I've learned.”

Our God has been faithful in providing for the needs of our Centre and its many participants so we give God the honour and glory for all the things we have accomplished.

In God's service,



Norminda Villanueva Forteza
Chaplain



Australian Filipino Community Services

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