

Message from the President of ACCA



I'd like to begin by acknowledging the Gadigal people who are the traditional custodians of the land on which we meet today, and pay my respects to all elders, past, present and future.

This year marks the 50th Anniversary of ACCA and I'm delighted to extend a very warm welcome to our Joint Patrons Her Excellency the Hon Margaret Beazley AC KC, Governor of NSW and Mr Dennis Wilson, and to all the dignitaries, friends, sponsors and staff joining us tonight.

ACCA was founded in 1974 by a group of volunteers who wanted to help their community, particularly for the newly arrived Chinese migrants to integrate into Australian society. What began as a community service has grown to include home care packages, respite care centres, meals services, a Chinese language school and disability services (NDIS), among others. Today ACCA has over 350 staff proudly serving more than 1,000 clients per week not only from the Chinese community but also members of the culturally and linguistically diverse (CALD) community, including people of Middle Eastern, Korean, Japanese, Malaysian, Vietnamese, Filipino and Anglo-Australian backgrounds.

This evening, we begin by paying tribute to the unsung heroes – the founding fathers like Kip Fong OAM, Chen Ya Huang MBE, Yick Chong Louie MBE, past and present directors like Garry Leong, Angeline O'Yang OAM, Catherine Chung, Benjamin Chow AO, management and staff, and the 13,000 people who have joined ACCA over the decades. A big thank you for all your contributions to make ACCA what it is today.

As with some community organizations, ACCA also has had a chequered history where major differences had spilled out into the public domain. In August 2007 the whole Board of 20 directors was dismissed in a special general meeting called by members. Although this was a tumultuous time in the history of ACCA it also provided an opportunity for the rebirth of ACCA. Fifteen years ago ACCA was losing \$100,000 a year and had management problems.

Fast forward to 2024, despite all the challenges we have seen remarkable achievements.

Today, we're proud to say ACCA is a well-managed company with strong corporate governance and highly satisfied staff and clients – we're a home care and NDIS service provider of the best-in-class. The Aged Care Quality and Safety Commission in one of its audits commended ACCA for its "high quality of governance".

ACCA's annual surveys show many clients are satisfied, and majority of staff agreed the company provides a good workplace. ACCA's home care fees and charges are generally below the national and state median prices. ACCA staff are paid competitive salaries and wages, they receive generous bonus payments, and there's flexible working arrangements.

Today, we own three properties outright, and we are debt free.

A big thank you to all our staff and especially the senior management team - Financial Controller Allie Gan, Service Manager Sharyn DiNatale, and our outstanding General Manager Ted Seng who has been the driving force behind the corporate transformation and success of ACCA.

Like all aged care service providers, we were also heavily impacted by Covid-19. Fortunately, we came out the other side stronger and more resilient. As the saying goes "What doesn't kill you makes you stronger".

Things are always changing in the aged care sector. Unfortunately, there are dark clouds on the horizon as the Federal government's merger of several programs into the Support at Home program effective July 2025 will result in millions of dollars of fees being abolished – this will affect all home care providers in the country.

Tonight, let's celebrate the achievements of the past as well as looking forward to our future. I'd like to specially thank the Organizing Committee members and in particular its Chair and Vice-President, Shirley Chan for making tonight's event a reality.

Thank you all for coming and I hope you will have a wonderful evening.

I'm Christine Mok, President of ACCA. And I'm always here to help.

Christine Mok 莫婉清
President of ACCA