



南澳華人福利會

Chinese Welfare Services of SA Inc.

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# Annual Report 2020-2021



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## About the Chinese Welfare Services of SA Inc

### Vision Statement

To become a leader of the cultural and linguistically diverse Chinese community and to help build a harmonious & prosperous SA.

### Mission Statement

To assist and support the settlement and social participation of and to provide cultural and linguistic appropriate services to meet the needs of migrants of Chinese descent.

To act as advocate on behalf of the members of the Chinese community in South Australia so that their social welfare needs are met.

To increase public awareness of the cultural heritage of the Chinese community in South Australia.

To contribute to the development of public and government policy which affects the interests of the Chinese community in South Australia

**2019 - 2021**  
**Board of Management**  
**Members & Staff**



**President** 歐彩霞 Cathy Chong



**Vice President** 施國華 K See



**Vice President** Susan Colins



**Treasurer** 佘芬豐 Vivien Shae



**Secretary** Elizabeth Tham  
Till Dec 2020



**Secretary** Linda Wu  
From Dec 2020



**Member** Patrizia Kadis



**Member** Wang



**Member** 沈颖仕 Ying shi Shen



**Member** 阮道珍 Dao Zhen Ruan



**Member** 趙佩君 Yvonne CHOW



**Member** 葉蕙蓮 Lancy Ip



**Member** 侯平 Roger Hou

**Legal Advisor** 葉浩鵬 Yapp Hau Pehn

# Staff

Executive Officer

Kam Chiu 趙金良

Senior Aged Care Coordinator

Mei Hua Lin 林美華

Aged Care Coordinator

Arris Zeng 曾文滉

CHSP Coordinator

Cheryl Mai 麥美儀

Integrated Carer Support Services  
Coordinator &  
Community Visitor Scheme Coordinator

Eugene Wong 黃翊勤

Administration Officer

Brian Fang 方齊博

Book Keeper

Wan Tang 譚萬秋



<b>Support Workers</b>	<b>Name</b>	<b>Support Worker</b>	<b>Name</b>
Registered Nurse	<b>TIONG</b> , Cai Fen	Support Worker	Chia Chia <b>Chou</b>
Registered Nurse	WONG, Po Yee	Support Worker	<b>CHAN</b> , Chun Tai
Enrolled Nurse	<b>ZHENG</b> , Xin	Support Worker	<b>CHEN</b> , Xu Feng
Support Worker	<b>LI</b> , Xiao Fei	Support Worker	<b>LIU</b> , Qian Jun
Support Worker	<b>XU</b> , Ping	Support Worker	<b>Lam</b> , Man Tai
Support Worker	<b>DENG</b> , Hailan	Support Worker	<b>DENG</b> , Lijun
Support Worker	<b>LOCKETT</b> , Qinglu	Support Worker	<b>Zhou</b> , Yinyan
Support Worker	<b>CHOU</b> , Chia chia	Support Worker	<b>Yang</b> , Yun Feng
Support Worker	<b>LIU</b> , Leyuan	Support Worker	<b>Li</b> , Yue
Support Worker	<b>TSAI</b> , Hui-Hsun	Support Worker	<b>Wai Man Chu</b>
Support Worker	<b>HUANG</b> , Kaitao	Support Worker	<b>MAI</b> , Xintao
Support Worker	<b>ZHAO</b> , Qinghua	Support Worker	<b>GAO</b> , Hong
Support Worker	<b>ZHOU</b> , Yunrui	Support Worker	<b>SHUM</b> , Tze Leung
Support Worker	<b>ZHANG</b> , Hong	Support Worker	<b>SHi</b> , Yue
Support Worker	<b>HUANG</b> , Shujie		

# President's Report



**Cathy Chong** MBA, AFCHSM, JP

欧彩霞 会长, 太平绅士, MBA

Another year has passed! With challenges facing the world of managing the pandemic of Covid-19 with the various vaccines available for our community. However, the new strains of virus has posed a tumultuous period for our vulnerable communities: the elderly, those with complicated medical conditions and now – the unvaccinated communities as we are now seeing your patients in the Intensive Care Units.

Our Government has mapped a National Plan to Transition Australia's National Covid-19 Response

- **4 -phases** – that trigger in a jurisdiction when the average vaccination rates across the nation have reached a threshold and that rate is achieved in a jurisdiction expressed as a percentage of the eligible population, base on the scientific modelling conducted for the Covid-19 Risk Analysis and Response Task Force. When  $\geq 80\%$  vaccination (2doses) – a gradual reopening of inward and outward international travel with safe countries and proportionate travel quarantine and reduced requirements for fully vaccinated inbound travellers.  
Post- vaccination phase – when international borders are open; live with covid-19 ; management consistent with influenza or other infectious diseases, boosters as necessary, allow uncapped inbound arrivals for all vaccinated persons, without quarantine and allow uncapped arrivals of non-vaccinated travellers subject to pre-flight and on arrival testing.
- On September 9, 2021 – the rates of vaccination in Australia are:

State	First Dose %	Second dose %	Reach 70% on	Reach 80 % on
NSW	75.56	42.68	19 October	02 November
NT	58.23	41.77	06 November	26 November
SA	56.73	38.26	13 November	03 December
WA	54.84	35.65	16 November	05 December
TAS	63.83	46.42	26 October	16 November
ACT	71.16	47.9	10 October	24 October
VIC	62.54	38.84	11 November	02 December
QLD	54.28	35.81	16 November	06 December

Source: Department of Health

SA is increasing its vaccinations push by opening up to all above 12 years old from 13<sup>th</sup> September 2021 to Pfizer doses to meet our 80% vaccinations by Christmas 2021!

- **The World has changed** - the outbreak of Covid-19 pandemic to the withdrawal from Afghanistan after a 20 years war since 9-11 tragedy; the world indeed has seen unprecedented challenges and we pray that 2022 brings some warmth, new hope and new beginnings.

Chinese Welfare Services (CWS) with our work teams and some volunteers; programmes like CVS, HCP and CHSP are slowly surfacing with communities coming together and meet each other in our programmes. However, as the venue we hire do not allow cooking, we still are unable to provide any food or beverages. Quarterly birthday lunches celebration at restaurant numbers is slow to pick up as we have to adhere to covid-19 restrictions permitting.

This year's AGM will be the first time that some 200 people could gather to meet – fingers crossed – at Thebarton Community Centre in October!

Our programmes are very much in demand – especially HCP – from a meagre 50 clients in 2020 we now have some 100 clients plus 30 on waiting list. This provides the much needed home care for our Chinese aged community in their homes with support.

CWS was very fortunate to receive various government supporting grants to provide support for our communities besides our ongoing projects:

- **Ongoing Projects:** Commonwealth Home Support Program (CHSP); Home Care Packages (HCP); Community Visitor Scheme (CVS) and CWS Ethnic Chinese are the ongoing projects that saw us provide support either virtually (CVS); Zoom-classes to students (CWS Chinese School) to face to face support and care, Integrated Carer Support Services (ICSS) that provide carers with support and training; (HCP) that saw us providing care to some 100 consumers in 4 disparate levels of care needed.
- **Government support grants –**
  - Covid-19 Support Grant (DHS) – to provide support to our disadvantaged, vulnerable and senior members of Chinese community in metropolitan Adelaide – to provide contacts to our vulnerable community with food parcels; Coles vouchers and single-use face masks as our visiting and social support programs are all suspended.
  - Stronger Communities Connection Project – extended with variation due to Covid-19 social distancing requirements- where communities are to visit and understand different places of worship,
  - Carer Workforce Retention grant – Support workers in our HCP are given a once-off bonus from Commonwealth,
  - ATO cash flow boost for non-profit organisations – with PAYG waives.
  - CVS extension grant to expend by 2021 June for services that require IT equipment to provide innovative visits to Aged Care Facilities, e.g. videos of visitors in conversations; Taiichi exercises; singing and dancing to residents in facilities to maintain contacts and connectivity.
  - Expand together Grant from SA government for purchase of office tables, chairs and computers
  - Dept of Premier and Cabinet SA – for purchase of AED (automatic external defibrillator) and space components, lap tops for staff to work offsite when visiting clients
  - Multicultural Communities Council of SA – Courageous conversations – to provide awareness on palliative care and advanced care directives

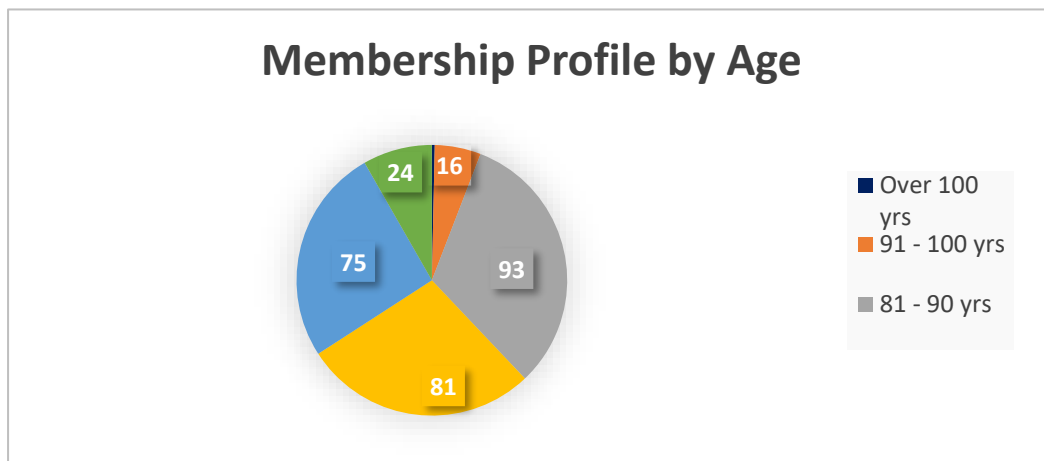
- Multicultural Communities Council of SA- Cultural Connections- provide awareness and training to our communities on roles and functions of NDIS

These inflows of funds have significantly helped with CWS' ability to provide the much-needed connection and maintain mental well-being within our community.

I am very honoured to have so many volunteers who have risen up to the occasion in helping CWS deliver so much assistance to our community.

CWS' activity has recommenced, albeit carefully, in August 2020 in cognisance with Covid-19 precautions and safe social distancing. We use these down times to increase and improve our support workers in areas of clinical infection control knowledge, and use of personal protection equipment (PPE) should the occasion occurs. During the last eighteen months, we have provided much needed support to our community on Covid-19 pandemic information's via our CWS Wechat channels that include background information from Health Department to guidance on vaccinations.

CWS is very honoured to have dedicated volunteers (78) who are all very keen and supportive of our organisation. We have ensured that our members are all up to date with Covid-19 information and avail themselves with the Flu vaccine and Covid-19 vaccinations this year.



In 2020-2021, we have 104 Life members; and 185 ordinary members totalling 289 members as some members have yet to renew their memberships due to the covid-19 pandemic and activities have been stopped or slow to recommence.

Indeed, in happier times, our volunteers would have provided some 9,312 hours of support pre year

We also like to remember those members who have passed in the last 12 months: 1 in age 70s old; 3 in age 80s and 1 age in the 90s. Vale!

With the ensuing months ahead in 2021 and 2022, we will hope to see the recovery both from Covid-19 and economy. We will be working closely with the health department to roll out vaccinations for our community.

Looking forward to continued growth and our pledge to support and assist our community.

**Cathy Chong**

**President**



# Executive Officer's Report

This report reflects on the achievements and challenges CWS faced in this financial year ended June 2021.

## **CWS at a glance**

Membership: 290 members (Current Financial members – 186 and Life members – 104)  
Board Members: 12 Persons  
Volunteers: 69 volunteers  
Staff: 5 Full Time workers plus 3 part time worker and 26 casual support workers  
Chinese School: see separate report  
Social Work students' placement: 2 students  
Staff X' mas Dinner: 35 participants

## **Lifestyle Classes** (Number of attendance): over 5500 annually

English Class Children Painting Class  
Fitness Friday (Tai Chi & Qi Gong) Chinese Square Dance  
Cantonese opera Class

## **Weekly Activities:**

Centre Based Day Care – Cantonese and Mandarin Group (100 participants)  
Fitness Friday – Tai Chi and Qi Gong (40 participants)  
Chinese Square Dance (40 participants)  
Loving Community Visiting Group (10 members)

## **Community Activities:**

SA Water – Focus Group (14 participants)  
Shopping with CWS – 60 participants  
Enfield Memorial Park Visit – 20 participants  
HCP Consumers Gathering  
Cancer Council Focus Group – 11 participants

## **Cultural Performances:**

Tai Chi and Chinese Square Dance at Lucky Dumpling Market 2020  
Tai Chi and Chinese Square Dance at Chinese New Year Street Party 2021

## **Short Tour / Workshop:**

Guan Gong Temple Visit – 30 Participants  
Living Kurna Cultural Centre Weaving Workshop -20 Participants  
Omar Bin Al Khattab Mosque Visit – 40 Participants  
Shri Ganesha Temple – 45 participants

## **Day Tour:**

Spring Festival Outing - 100 participants  
Autumn Festival Outing - 100 participants

## **Volunteer Training:**

Manual Handling - 25 participants  
Loss & Grief – 25 participants  
The Five ways of Wellbeing – 25 participants  
Strategic Planning Workshop– 12 participants  
Volunteer Gathering and Evaluation Day – 80 participants

## **Carer Group Gathering and Carer Retreat:**

Carer group gathering x4 – average 35 participants

## **Birthday Luncheon**

2 x average – 130 participants

## **Australia Day Parade** – 10 participants

## Staff Training:

1. Infection Control & Hand Washing Hygiene	2. Manual Handling & Work Health and Safety
3. Pain management	4. Understanding Behaviour Management
5. Continence Care and Management	6. Falls Prevention
7. Oral Care / Hydration / Nutrition	8. Understanding Falls Prevention
9. Infection Control / PPE	10. Restrictive Practice
11. Dignity and Choice	

## Commonwealth Home Support Program - CHSP

*Funded by Department of Health*

CHSP supports frail, older people living in the community to maximize their independence. This program emphasis on wellness, reablement and taking into account each person's individual goals.

### Summary of project's services

#### *Specialized Support Services:*

- Client advocacy and other support services such as writing support letter, calling Centrelink, making referral etc.

#### *Social Support Individual:*

- Telephone contact
- Accompanied Activities: accompany to go shopping and attend medical appointment
- Visiting Team: 10 Volunteers have 1-2 visits per fortnightly by community bus (MCC)

#### *Other Food Services:*

- Food Safety workshops for clients

#### *Social Support Group:*

- Centre Based Day Care including Talk-To-Talk Senior Group (Contents: Singing, Exercise, Health and Safety Information Sessions, and Cultural Meal Provided)
  - ✓ Tuesday Talk-To-Talk Senior Group (Cantonese) with average 35 clients attended;
  - ✓ Friday Talk-To-Talk Senior Group (Mandarin) with average 40 clients attended;
  - ✓ Outings x 2 (average 100 participants / time)

#### *Flexible Respite:*

- In home Day Respite, Community Access Individual respite, other planned respite and mobile respite

#### *Centre Based respite:*

- Centre Based Day respite and Community Access Group

*Domestic Assistance:*

- General house cleaning, unaccompanied shopping

*Personal Care:*

- Assistance with self-care and assistance with client self-administration of medicine

*Cultural meals:*

- 4 cultural meals (Member's birthday party) are provided with average 120 clients attended each time, cultural meals for average 30 clients after the Talk-to-Talk Senior Group every Tuesday and Thursday

*Transport:*

- Direct transport services and indirect Transport Services

## **During Pandemic**

It is challenging for all of us this year due to the COVID-19 pandemic. Chinese Welfare Services of SA Inc. (CWS) has preserved and endeavoured to provide services in order to maintain the unity of the Chinese Community.

- **Social Support Group, Centre Based Respite**

All group activities are suspended during the pandemic. Participations of social support groups and centre-based respite are highly reduced, because COVID-19 restrictions create difficulties for consumers.

Although CWS had to suspend all group-based activities, we provided CHSP consumers with alternative services to ensure their social and mental well-being:

- **Social Support Individual**

CWS provided more accompanied shopping and medical appointment assistance to CHSP consumers who have difficulties to go out by themselves during pandemic.

- **Specialised Social Support**

There was an increasing number of CHSP consumers in using language support during pandemic, for any documents and applications that are in English.

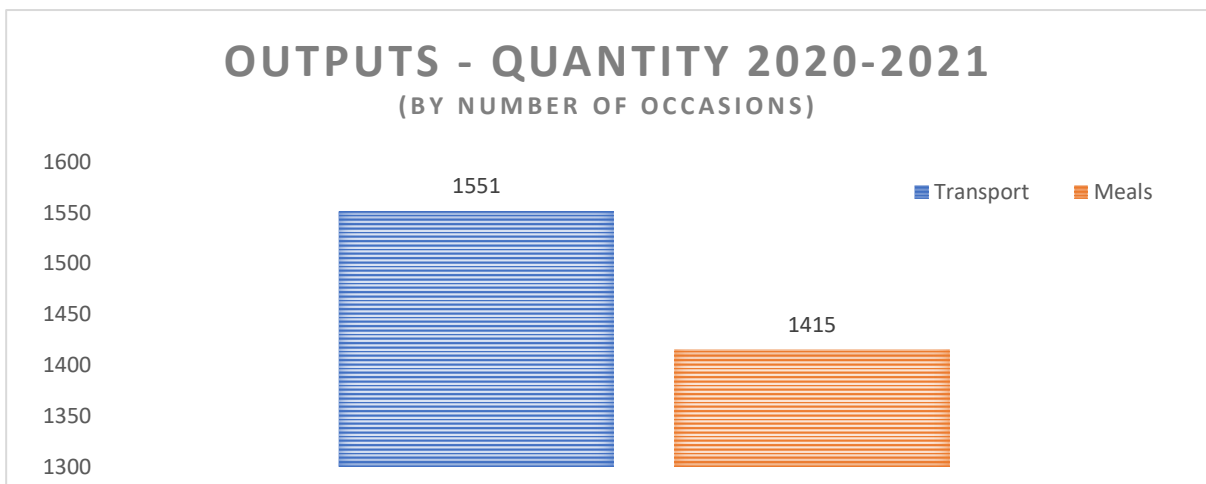
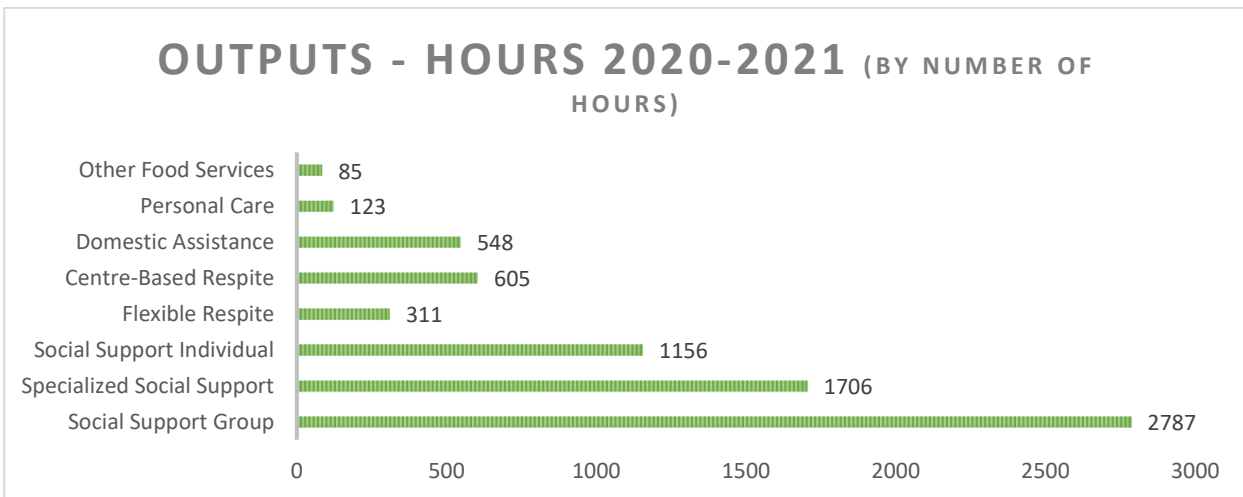
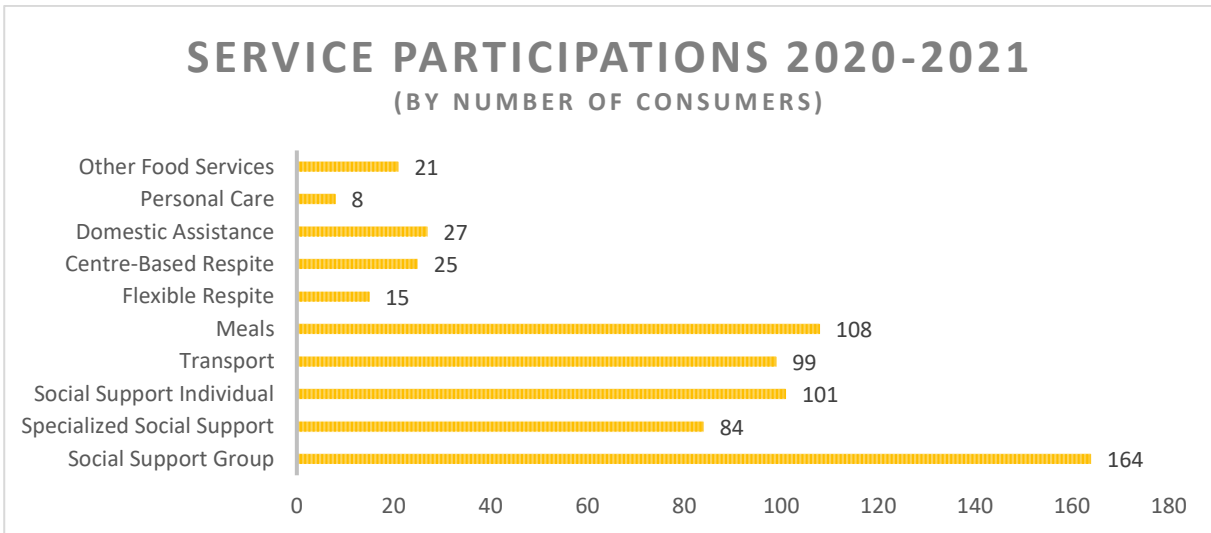
- **Regular Phone-call Visit**

CWS assigned support workers and volunteers to dial CHSP consumers regularly. CHSP workers asked consumers about their feelings and well-being, kept advising them to access support if they needed. They also reported to the care coordinator once they noticed consumers have significant changes or other demands.

- **Food Parcel Delivery**

Due to the COVID-19 restriction, all Meals at Centre, Birthday Luncheons are suspended. CWS therefore delivered three rounds of food parcels to CHSP consumers with fruits, biscuits, masks, food vouchers, and information letters.

# CHSP's Data



Source: Data Exchange

## Home Care Packages (Funded by Department of Health)

Home Care Packages (HCP) is a Commonwealth government-funded programme aiming at supporting eligible aged people, allowing them to maintain their dignity, independence and safety when they live at their home. CWS has been providing HCP services since late 2017, and now we are stepping into the fourth year. By working with more consumers, CWS has gained more knowledge, experiences and resources to provide care. This report will show you the key changes to our HCP for the last financial year.

### Increasing Service Demand

There was a significant increase in the number of HCP consumers for the 2020 – 2021 financial year. Compared to the

number of HCP consumers in June 2020, the number in June 2021 had increased by 40, with a total number of 90 people. In addition to providing support to people who chose CWS as their services provider, CWS also assists aged people who are eligible

HCP Level	Numbers of Consumers		% of increase
	June 2020	June 2021	
1	13	28	↗69%
2	14	17	
3	13	26	
4	13	19	
Total	53	90	

but find it challenging to access My Aged Care with applying for HCP services. This helps CWS build a strong relationship with them. By the end of June 2021, more than 30 consumers expressed interest in starting their HCP with CWS.

### Increasing Staffs

In order to provide competent care and packages management, CWS recruited more professional and passionate people to join our team. CWS currently has two coordinators, one full-time administration officer and one part-time administration officer; care staff: one Registered Nurse, one Enrolled Nurse, and 26 support workers.

### Upgraded Management System

In addition to more staff joining CWS, we also upgraded our IT system (CIM) to improve our management. By utilising the system, CWS can communicate and roster our care staff effectively and efficiently. Also, more information such as consumers' situation, fundings, and staff reports became more accessible and analysed. This can help CWS improve our management and monitor consumers' budget and care based on statistics, thus providing more precise care.

## Stronger Clinical Advisory Committee

Members of CWS Clinical Advisory committee:

Board Member: Cathy Chong, Vivien Shae, Patrizia Kadis

Health Professional: Irene Evangelista, Davlyn Hale

Staff: Kam Chiu, Mei Hua Lin, Arris Zeng, Qibo Fang

Health Staff: Bowie Wong, Mia Zheng

Our nursing educator Irene Evangelista remained to deliver training to CWS care staff, conduct CWS internal audits, and provide recommendations for clinical management. CWS appreciates Irene's contribution and believes we are able to keep working well together. Additionally, CWS invited one more experienced nurse, Davlyn Hale, who also has expertise in residential care placement. Her participation makes our clinical team more professional and absorbs information and experiences from various backgrounds.

For the past financial year, CWS was very grateful that we could walk along with our HCP consumers and support them to live at their familiar environments. We appreciate your support and understanding and pursue a better care to you.

## Community Visitors Scheme (Funded by Department of Health)

Program Objective:

The Community Visitors Scheme provides volunteer visitors to visit recipients of Australian Government subsidized aged care services (Aged care facility or home care package) who are socially isolated and whose quality of life would be improved by friendship and companionship.

28 CVS visitors have actively contributed to the scheme in the last financial year. 34 service recipients have gained friendship and companionship from visitors' contribution. Volunteer visitors celebrated birthday, Chinese New Year, Dragon Boat Festival and Moon Festival with Regency Green Multicultural Aged Care Facility.

Summary:

No.	Aged Care Facility	No of residents	No of Volunteers
1	Clayton Church Home Prospect	1	1
2	Uniting SA Regency Green Multicultural Aged Care	12	11
3	Calvary Flora McDonald Retirement Community	2	2
4	LHI Retirement Services	1	1

Residential Care Visits	
Number of Active Visitors during the reporting period	15

Number of Aged Care Facilities visited during the reporting period	4
Total number of Care Recipients visited	16

Home Care Visits	
Number of Active Visitors during the reporting period	10
Number of Aged Care Planning Regions services during the reporting period	4
Total number of Care Recipients visited	10

## Integrated Carer Support Service (Funded by Carer SA)

Program Objective:

The Integrated Carer Support Service (ICSS) focuses on services designed specifically for carers. Chinese Welfare Services is one of the associated CALD Members which will deliver services across a defined region, to provide carers access to new and improved local and targeted services offered through the Carer Gateway.

### Emergency crisis support/ Carer Respite

Respite is when someone else takes care of the person you care for, so that you can have a break. A break can give you time to do everyday activities or just to relax, deal with stress and look after yourself. You might be able to get emergency respite care at short notice if you suddenly find you can't provide care, for example if you are ill or injured. If you need emergency respite care, talk with us 8212 2988.

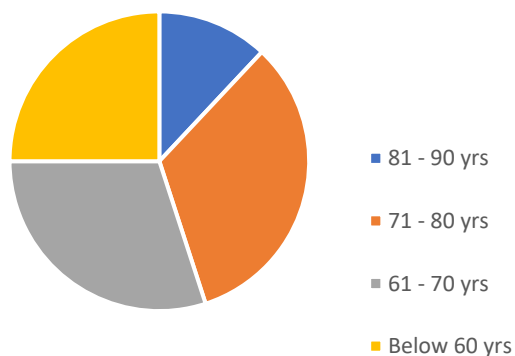
### In person peer support

You might meet with people like you who care for someone and share stories, knowledge and experience at our carer support group.

Summary:

Number of Carer 2020/2021	32
Number of Carer Support Activities 2020/2021	4

Carer profile by age



## **Courageous Conversations 2020**

**(Funded by Multicultural Communities Council of SA)**

This project is to increase discussions amongst South Australian Culturally and Linguistically Diverse (CALD) communities about death and dying and to improve community awareness and understanding of both palliative care and advance care planning.

CWS has done the promotion via social media and local Newspaper. Community Survey and Community Forum has completed in Oct 2020.

## **Cultural Connections Program 2021**

**(Funded by Multicultural Communities Council of SA)**

This project will develop and deliver culturally sensitive and accessible activities and resources for CALD people living with disability. Their families / carers will have a better knowledge of their right to lead a good life, enhance their understanding of the supports and services available to assist them achieve their goals, and build their capacity and confidence to overcome stigma and social isolation.

CWS has recruited 6 community Connectors to complete training and will deliver 6 community information sessions in partnership with Community Connector project team. CWS will identify activities to increase engagement with people living with a disability with community in partnership with Community Connector project team.



**Kam Chiu**  
**Executive Officer**



# Chinese School Report

This year, the Chinese School of Chinese Welfare Services of SA Inc. (CSCWS) is celebrating 15<sup>th</sup> year of teaching children Mandarin.

In this past year, the operation of the Chinese Ethnic School was adjusted to meet the challenges presented by the Covid-19 pandemic which also appeared here in Adelaide, South Australia. The teaching and learning at the school were augmented to align with the Department of Education's standards and regulations followed by other public schools. At first, teachers prepared themselves to teach students on line and the families supported their children at home to adjust to the home learning environment.

With relentless effort, I am so happy to report to you that with the support of The Ethnic Schools Association of SA Inc., Adelaide High School become the host school for Language teaching. We have responded in a professional manner to ensure that students and staff having a positive experience in Adelaide High School and ensure our facilities are maintained for safe and clean access for all our school communities each week.

When the students returned to classes in Adelaide High School, strict hygiene protocols as mandated by the Education Department were followed. This required training staff and students following hygiene practices and the wearing of masks. However, the staff and students of the school have responded positively to the safety requirements and the school has now safety procedures in place which are working well.

Due to current COVID requirements we request that parents are not permitted inside the building and must remain out the front of the school to drop off and collect students. We have maintained high hygiene standards - disinfecting all touch surfaces prior to classes commencing and after classes finish at Adelaide High School.

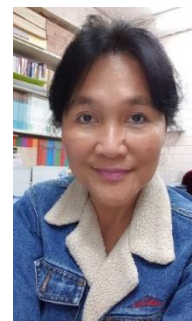
As the Chairperson of the School Management Committee, I wish to thank the commitment and dedication of the team of Chinese Ethnic School volunteer teachers who have coordinated their efforts to deliver excellent language programmes by working together for the best outcomes for our students.

The team of volunteer teachers are: Xiyang Liu, Yongying Ye, Zhongheng Wong, Shixin Liu, Qiye Fan, Ying Zhao, Jia Zhao, Xiangjin Wang, Yuhang Liu, Jingyu Zhao, Mengqi Guo, Eugene Wong, Ississ Tong, Lu Liu and Shuo Wang. We will continue to work with the direction of The Ethnic Schools Association of SA Inc. to meet our obligations & policies. This year, students are enjoying the chance to learn more about Chinese culture with Chinese flute, Chinese cultural dance and Chinese Martial Arts lessons.

The School Management committee consisting of 2 parent representatives: Lazlo Ghillanyi and Lu Llu and 2 teachers representatives: Shuo Wang and Xiangjin Wang and myself (Chair of the School management), are looking forward to another challenging year ahead in working together to facilitate and provide services to enhance and promote the Chinese language and culture programs within South Australia's multicultural community.

Once again, great appreciation to Adelaide High School for their support of Chinese language teaching in their school.

**Vivien Shae - Chair of School Management Committee**



# TREASURER'S REPORT

The attached statements are a record of the financial transactions for the financial year from 1<sup>st</sup> July 2020 to 30<sup>th</sup> June 2021. All the following statements have been prepared from an examination of the Chinese Welfare Services (CWS) accounting records.

The financial statements and documents in this report include:

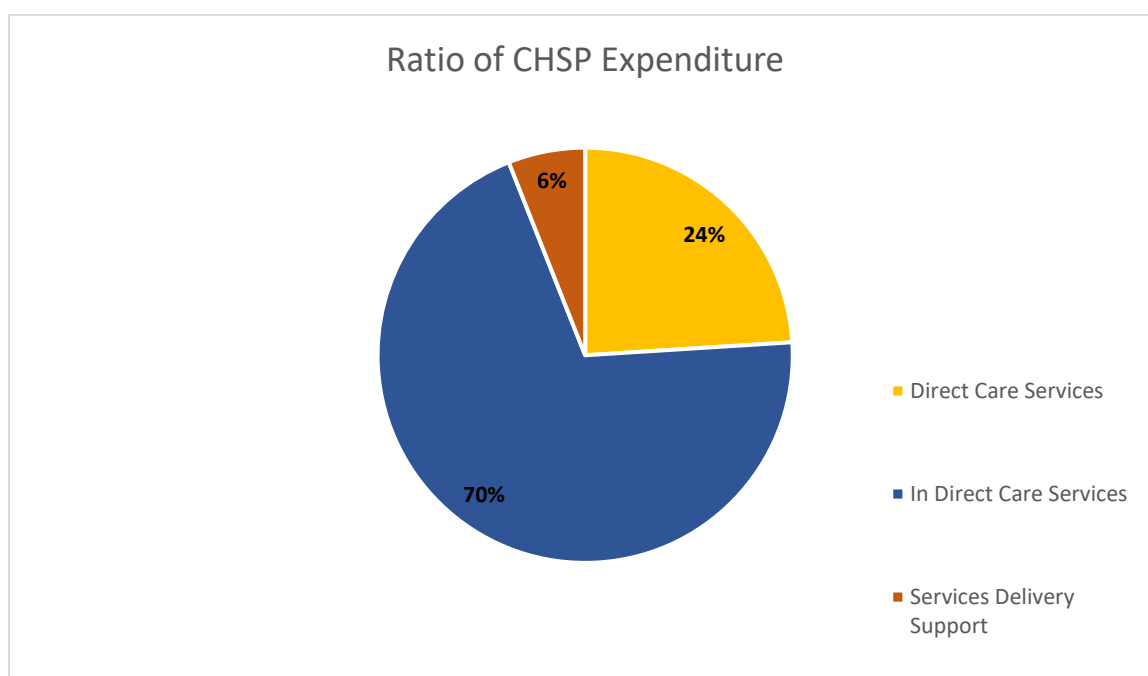
- Detailed Income and Expenses Statement
- Detailed Balance Sheet
- CWS Income Statement
- Independent Auditor's Report

These financial statements meet the requirements of the Associations Incorporation Act (SA)

The fundings from various sources are crucial to our organisation.

## Major Project Funding:

- 1) The Commonwealth Home Support Program (CHSP) is funded by Department of Human Services has remained the largest funding body since 2005. It supports people over 65 old to live safe and independent lives in their own homes and communities by providing a number of subsidised services such as domestic assistance, meals, transport, social support, personal care and home maintenance (including gardening), allied health and therapy services.



Source: CWS Financial report 2020/2021

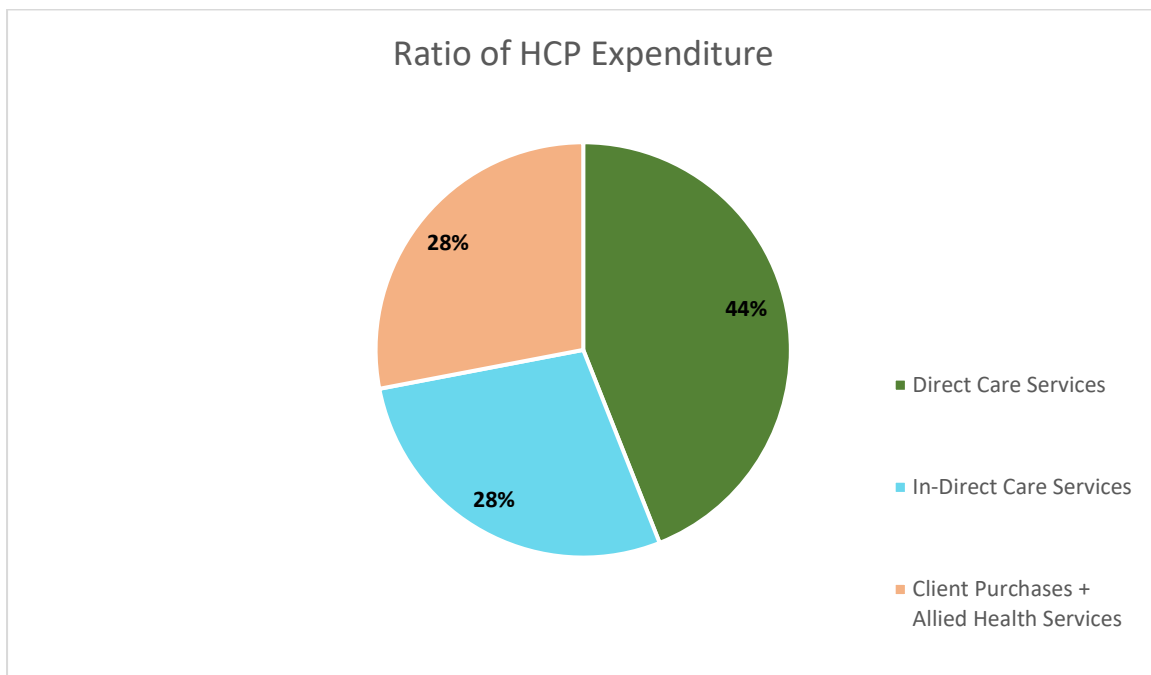
**Direct Care Services:** Travelling expenses and support worker wages.

**In-Direct Care Services:** Administration, wages & salaries expenses and Accounting & Bookkeeping fees.

**Services Delivery Support:** Activities expenditure and venue hiring expenses.

## 2) Home Care Packages (HCP)

Chinese Welfare Services was approved as a registered Service Provider by Australian Government Department of Health in 2017. As you will see from the Executive Officer (EO) reports tabled by our EO, our decision back in the end of 2017 to become a Service Provider was a correct decision for servicing our communities. In just over 3 years, our clients have grown to 100 clients plus 30 on waiting list. We are able to provide the care to the aged communities. The work in this area has grown and the elderly citizens who rely on this support have appreciated the effort of the team of support workers. The elderly is able to stay in their own home longer and safer and being cared for in a safe environment with our cares and support.



Source: CWS Financial report 2020/2021

**Direct Care Services:** Travelling allowances and support worker wages.

**In-Direct Care Services:** Administration, wages & salaries expenses include work cover and Accounting & Bookkeeping fees.

**Client purchases:** Assistive devices purchase reimbursement and allied health service fees.

- 3) Community Visitors Scheme (CVS) an Australian Government initiative that provides friendly volunteers for older people who are at risk of loneliness or social isolation. Volunteer visitors bring conversation, news, new interest and friendship.
- 4) State Government Funding of Ethnic and Community Language Schools (per capita and needs based) for Chinese School (funding also from Department of Home Affairs) - recognises the commitment to maintaining and developing the linguistic and cultural rights of children and young people in South Australia
- 5) Integrated Carer Support Service (ICSS-funded by Carer SA) , Courageous Conversations 2020 (funded by MCC SA) and Cultural Connection Program (funded by MCC SA) 2021 are all essential projects to service the Chinese Community.

**Other one-off Government support grants are:**

1. ATO - Covid Support
2. Department of Health – Covid -19 Aged Care Continuity of workforce, Retention Bonus Grant
3. Department of Health – Covid -19 Emergency Support Funding
4. (DPC) Department of Premier and Cabinet – Expand Together Grants
5. (DPC) Department of the Premier and Cabinet – Multicultural Priorities Fund 2020-2021
6. (DPC) Department of the Premier and Cabinet – Stronger Together 2021
7. Supplementary Volunteer Grant
8. Adelaide City Council – Christmas Incentive Scheme
9. Commonwealth Bank Community Donation - Community grant

All of the above funding has made it possible to continue the range of services to the Chinese communities.

As tabled in the detailed Balance Sheet Notes (1), we had not charged overhead for CHSP programme for one quarter as there were insufficient funds and CWS has absorbed it to provide the services to the community. In the Income Statement, CWS has outstanding fees of \$20,186 that have not been invoiced as yet 30<sup>th</sup> June 2021.

The CWS has returned a turnover of over 100% as compared to 2020 despite the tumultuous time. This is evidence of the many services that we have been able to provide to our community.

In summary, 2020-2021 has been a very productive year as committee members, dedicated staff and wonderful volunteers have worked through our many challenges dealing with the programs and projects. This Financial Report is testimony of the achievements of these 12 months. Despite the COVID-19 pandemic since 2019 our organisation has adjusted well so far and delivered the programs efficiently in the face of all the challenges.

CWS has met with new policy changes, a review of our directions and a re-alignment of our financial resources and constraints. The CWS has upheld to the My Aged Care and Quality and all Standards have been met.

Thanks to the team of staff, support workers and volunteers who have made it possible maintain the services throughout this very challenging year.



**Vivien Shae**  
**Treasurer**

**HAYDEN F. EDWARDS** FCA FTIA  
ABN: 30 717 437 976  
**CHARTERED ACCOUNTANT**  
Liability limited by a scheme approved under  
Professional Standards Legislation.

2ND FLOOR, 345 KING WILLIAM STREET  
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**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF  
CHINESE WELFARE SERVICES OF SA INC.  
ABN 91 052 489 853**

**Independence**

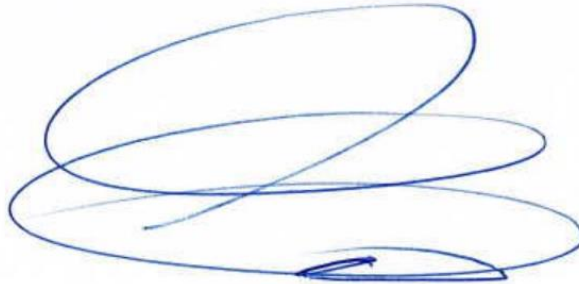
In conducting my audit, I have complied with the independence requirements of Australian professional ethical pronouncements

**Audit Qualification**

As is common for organizations of this type, it is not practicable for the management committee to maintain an effective system of internal control over receipts until their initial entry in the accounting records. Accordingly, my audit in relation to receipts was limited to the amounts recorded.

**Auditor's Opinion**

In my opinion, the financial report of Chinese Welfare Services of SA Incorporated presents fairly, in all material respects the financial position of Chinese Welfare Services of SA Incorporated as of 30 June 2021 and of its financial performance for the year then ended in accordance with the accounting policies used.



**Name of Firm:** Hayden F Edwards  
Chartered Accountant

**Name of Principal:** Hayden Edwards FCA

**Address:** 2nd Floor 345 King William Street Adelaide SA 5000

**Dated this 30<sup>th</sup> day of September 2021**

**HAYDEN F. EDWARDS** FCA FTIA  
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**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF  
CHINESE WELFARE SERVICES OF SA INC.  
ABN 91 052 489 853**

**Report on the Financial Report**

I have audited the accompanying financial statements, being a special purpose financial report, of Chinese Welfare Services of SA Incorporated (the association) that comprises an income account and a detailed income and expenses statement for the year ended 30 June 2021 and a balance sheet as at that date.

**Committee's Responsibility for the Financial Report**

The committee of the association is responsible for the preparation and fair presentation of the financial report and has determined that the accounting policies used are consistent with the financial reporting requirements of the Associations Incorporations Act SA 1985 and are appropriate to meet the needs of the members. The committee's responsibility also includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

**Auditor's Responsibility**

My responsibility is to express an opinion on the financial report based on my audit. No opinion is expressed as to whether the accounting policies used are appropriate to meet the needs of the members. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting under the Associations Incorporation Act SA. I disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

**Chinese Welfare Services of SA Incorporated**  
**Income Account**  
**For the year ended 30 June 2021**

	Note	2020	2021
		\$	\$
<b>Income Received</b>			
Donations		6,035.00	6,867.00
Membership Income		4,572.55	4,529.09
School fees & Grants		47,076.00	71,545.00
Major project fundings	(1)	1,117,920.49	1,818,463.83
Income from minor grants & activities	(2)	24,568.63	99,713.00
Other income	(3)	48,063.00	50,683.89
Special Interest Classes		<u>583.00</u>	<u>427.00</u>
<b>Total income received</b>		<b><u>1,248,818.67</u></b>	<b><u>2,052,228.81</u></b>

**Notes:**

- (1) Includes Brokerage fees, CHSP, CVS and HCP Programs
- (2) Includes Stronger Communities Connection, Expand Together, Carer program, Carer Workforce Transition, Expand Together Grant, MCCSA projects and COVID Support Grant
- (3) Cash Flow/PAYG boost \$50,683.89 from ATO
- (4) Year ending 30th June 2021,  
There are outstanding fees that have not been invoiced:  
Brokerage services = \$8,248.25; HCP = \$3,072.60; CHSP = \$2,745  
Debtors  
HCP = \$6,012.75; CHSP = \$108  
**Totalling = \$20,186.60**

**Chinese Welfare Services of SA Incorporated**  
**Detailed Income and Expenses Statement**  
**For the year ended 30 June 2021**

	Note	2020	2021
		\$	\$
<b>INCOME</b>			
General income received	(1)	1,248,818.67	2,052,228.81
Interest received		13,916.38	8,680.97
<b>Total income</b>		<b>1,262,735.05</b>	<b>2,060,909.78</b>
<b>Expenses</b>			
Advertising & promotion		2,927.73	1,549.09
Audit & Accounting Fees		750.00	780.00
Bank fees & charges		15.38	30.39
Rent & outgoings		30,891.24	34,851.21
Electricity		2,705.62	3,168.25
Telephone		3,868.75	3,213.45
Repairs & maintenance		4,844.39	9,969.83
Insurance		8,978.85	9,197.35
Employment expenses:-			
Salaries & wages	(2)	643,919.35	930,817.27
Superannuation		56,826.74	80,176.10
WorkCover		15,302.98	16,519.95
M/V car - other		44,449.75	80,231.62
Events/outings/activities		20,816.53	25,884.91
Project expenses	(3)	129,135.24	386,189.48
Printing & stationery	(4)	31,752.59	36,745.78
Subscriptions	(5)	52,651.12	6,230.60
<b>Total expenses</b>		<b>1,049,836.26</b>	<b>1,625,555.28</b>
<b>Net operating surplus for the year</b>		<b>212,898.79</b>	<b>435,354.50</b>
<b>Less: Transfer to Building reserve</b>		<b>104,888.12</b>	<b>134,057.64</b>
<b>Net surplus for the year</b>		<b>108,010.67</b>	<b>301,296.86</b>
<b>Total changes in association's cash flow this year</b>		<b>212,898.79</b>	<b>435,354.50</b>

**Notes:**

- (1) Includes all major and minor grants.
- (2) Includes CVS, Ethnic school, CHSP coordinators and support workers
- (3) Includes Home Care Package outsourcing services, purchases paid from programs, activities with staff and associated costs
- (4) Includes new office furniture funded by Expand Together and laptops/desktops funded by Equipment grant (2021)
- (5) Subscription includes CIM Payroll software (purchased in 2020)



**Chinese Welfare Services of SA Incorporated**  
**Detailed Balance Sheet**  
**As at 30 June 2021**

	Note	2020 \$	2021 \$
<b>Current Assets</b>			
<b>Cash Assets</b>			
Main account - CWS		227,264.61	295,847.64
School account		38,565.49	59,120.82
CHSP (HACC ) account	(1)	-535.40	4,320.59
Home Care Package account	(2)	530,181.34	723,421.74
Payroll Clearing account	(3)	0.00	128,577.26
Term deposits	(4)	648,076.88	756,718.98
Cash on hand	(5)	1,000.00	1,000.00
HCP subsidy receivable		0.00	183,478.79
Trade debtors		2,610.54	512.05
<b>Total Current Assets</b>		<b>1,447,163.46</b>	<b>2,152,997.87</b>
<b>Total Assets</b>		<b>1,447,163.46</b>	<b>2,152,997.87</b>
<b>Current Liabilities</b>			
Provision for holiday pay		3,211.00	42,609.58
Provision for long service leave		13,500.00	22,096.80
Payroll liabilities (PAYG, superannuation & workcover)		27,851.59	48,368.39
Home Care Package clients fund holding		353,942.55	555,910.28
<b>Total Current Liabilities</b>		<b>398,505.14</b>	<b>668,985.05</b>
<b>Total Liabilities</b>		<b>398,505.14</b>	<b>668,985.05</b>
<b>Net Assets</b>		<b>1,048,658.32</b>	<b>1,484,012.82</b>
<b>Association Funds</b>			
Accumulated general funds		449,893.69	751,190.55
Building reserve	(6)	598,764.63	732,822.27
<b>Total Association Funds</b>		<b>1,048,658.32</b>	<b>1,484,012.82</b>

**Notes**

- (1) CHSP 2021 receives only 3 X Overhead payment instead of 4 X due of lack of funds
- (2) This account has clients' funds in trust of \$555,910.28 for future service use.
- (3) This included the annual leave unclaimed of \$65,492.28.
- (4) Term deposits include: Building funds, LSL, and AL provisions , School Mirror account.
- (5) Executive Officer has \$1,000 as petty cash.
- (6) Building reserve as at 30 June 2021 is the total of Build Funds Fixed Deposits.

# CWS Activities' Photos



# Chinese School Photos





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