

Annual Report 2021-2022

南澳華人福利會 Chinese Welfare Services of SA Inc.

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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 AM, JP



Vice President 施國華 K See



Vice President Susan Colins



Treasurer 佘芬豐 Vivien Shae



Secretary Linda Wu



Member Patrizia Kadis



Member 侯平 Roger Hou



Member 王和平 Heping Wang Resigned September 2022



Member 沈颖仕 Ying shi Shen



Member 阮道珍 Dao Zhen Ruan



Member 趙娥香 Nora Chow



Member 葉蕙蓮 Lancy Ip



Legal Advisor 葉诰鵬 Yapp Hau Pehn

Staff

Executive Officer Mr Kam Chiu 趙金良 JP

Senior Aged Care Coordinator Ms Mei Hua Lin 林美華

Aged Care Coordinator Mr Arris Zeng 曾文滉

Home Care Package Coordinator Mr Eugene Wong 黃翊勤

Home Care Package Coordinator Mr Brian Fang 方齐博

Integrated Carer Support Services

Coordinator &

Community Visitor Scheme Coordinator Ms Nikita Kwong 鄺芷惠

Administration Officer Ms Alice Zhou 周韻芮

Book Keeper Ms Wan Tang 譚萬秋



Support Workers	Name	Support Worker	Name
Registered Nurse	WONG, Po Yee	Support Worker	CHOU ,Chia Chia
Enrolled Nurse	ZHENG , Xin	Support Worker	CHAN, Chun Tai
Support Worker	LI , Xiao Fei	Support Worker	CHEN, Xu Feng
Support Worker	XU , Ping	Support Worker	LIU , Qian Jun
Support Worker	DENG , Hailan	Support Worker	Lam , Man Tai
Support Worker	LOCKETT, Qinglu	Support Worker	DENG, Lijun
Support Worker	CHOU, Chia chia	Support Worker	Zhou, Yinyan
Support Worker	LIU , Leyuan	Support Worker	Li, Yue
Support Worker	TSAI, Hui-Hsun	Support Worker	CHU, Wai Man
Support Worker	HUANG, Kaitao	Support Worker	MAI, Xintao
Support Worker	ZHAO , Qinghua	Support Worker	GAO , Hong
Support Worker	ZHOU, Ynurui	Support Worker	SHUM, Tze Leung
Support Worker	ZHANG, Hong	Support Worker	SHI , Yue
Support Worker	HUANG , Shujie	Support Worker	Li , Xuyang
Support Worker	GU , Kuan	Support Worker	CHAN, Chi Ping
Support Worker	CHAN, Yee Tung		

President's Report



Cathy Chong AM, JP, MBA, AFCHSM, 欧彩霞 会长, AM, 太平绅士, MBA, AFCHSM

As I pen this report: - Australia has removed isolation mandate for Covid-19- though it is recommended you stay at home and take steps to protect others. We have seen some 1,000 days of covid-19 restrictions to our movements, isolating from the at-risk communities and increase our public health response with vaccinations; wearing of face masks in clinical care areas like hospitals, aged care homes and frequent washing of hands. The government has purchased millions of doses of anti-viral drugs for those of us over 50 years and those with health complications. Hopefully, we are seeing a tail end of the pandemic soon and we are all eager to resume our lives of travelling; visiting our loved ones overseas and have some mental health support time!

Australians are renowned to have values of :

- Courage we have faced this once in a lifetime (I prayed!) pandemic and with community supporting each other in keeping ourselves safe; getting vaccinations when they are available and protecting our vulnerable communities as best we can. Let our resilience shine through!
- Endurance though we have all suffered the stress of not knowing when
 our loved ones will be infected even with the added precations of zoom
 schooling; zoom meeting, working from home; locked down at home with
 shopping on-line and exercising around the house we have overcome all
 these adversity with grace but not forgetting those who have died and those
 front line staff looking after the sick ones and our support care staff who are
 caring for our aged care-recipients at their homes with full PPEs!
- Sacrifice a lot of our staff have forgone holidays the last 2 years as they can't travel overseas to see their families. I acknowledge that and hope that they will take short breaks to recharge their energy.
- Care are you OK? We come from lands all over the world and we do care for our neghbours It is so much more evident during the last 2 years! Hoever, there are minority of sentiments in the early 2021 that we saw some anti-Asian sentiments with the media focusing on "China Virus"! As a community leader I work quickly with other communities, Government health deprtments and police to provide information to reinforce our Racial Discrimination Laws. It was the fear factor at work as a lot of hospitality, building construction works all stopped to prevent the spread of covid-19!

I and the full Board are very appreciative of all the work our staff put in to care for our vulnerable care-recipients. Whithout these contacts, many of them will suffer even more mental stress with no families near by.

The weather is getting warmer and families are very eager to travel again albeit cautiously. We look forwad to a much better 2023 and 2024!! Holidays – we are coming!!

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 starting to pick up as we are lifting isolation mandates.

This year's AGM will be the second time that some 250 people could gather to meet at Thebarton Community Centre before it get demolished to make way to expand the South Road.

How I wish we could have this building for our community centre and office! Our team will be looking at a new home base in the new year in earnest! So, if you hear of any church or community centre like this one – please let me know!

Our programmes are very much in demand – especially HCP – from a meager 50 clients in 2020 we now have some 138 clients plus 30 on waiting list. This provides the much needed home care for our Chinese aged in thir 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; Zoom- classes to students (CWS Chinese School) to face to face; Integrated Carer Support Services (ICSS) that provide carers with support and training.
- Other one-off Government support grants are:

 - Expand Together Grants 2021 Department of Premier and Cabinet for Website Upgrade- as our old one was 8 years old and needing specific Chinese language translation without using google translate.- We will be launching this website today!
 - Multicultural Festival Grant 2021 Department of Premier and Cabinet- for our interest groups to perform Line dancing and taiqi at SA Multicultural Commission's Festival
 - Yuanxiao Festival 2022 Department of Premier and Cabinet- YuanXiao is celebrated on the 15th day of Lunar New Year with lanterns and guessing of riddles by boys and girls thus it is also called a Chinese Valentine! With pandemic mandates all our activities were displayed in Moonta Street and the Chinatown Food Mecca for 2 week ends. Some 600 lanterns were bought and gave away as prizes for the correct riddles!
 - Australia Day Community Grant 2022
 "I am Chinese Australian" –
 National Australia Day Council . These celebrations involve on-line teaching

- of Australian values in painting with students; making of picture frames; group participation in singing Australia Fair; I am , You are, We are Australians from various groups with scenery from around Australia. This is posted on youtube and received some 30K views!! Catch that video on our Website!
- Aged Care Workforce Payments for support workers 2021
 — Department of Health Australia provides grants to our support workers as workforce bonus.
- HCP Program Covid-19 Vaccination Support 2021- Department of Health Australia provided support for the weekly reporting of Covid-19 vaccination and support to staff.
- Well Being SA 2022 Strategic Partnership Grants SA from SA Government to provide support for our community in awareness education on cancer screening and prevention.
- Advance Together Grant 2022 Department of Premier and Cabinet for governance training for board and staff- We wll be providing clinical governance, cyber security, organisational governnce from experts in the coming months.
- Aged Care WorkForce Advisory Service 2021

 via PriceWaterCoopers
 (PWC) from Department of Health and Ageing to share experiences with HR
 reviews and temp plates from PWC consultants
- Podcasts from Aged Care Quality and Safety Commission on Governing for reform in Aged Care(GFR) – strongly advised Coordinators and Board Members to register and learn about Reforms in Aged Care that we will be facing.

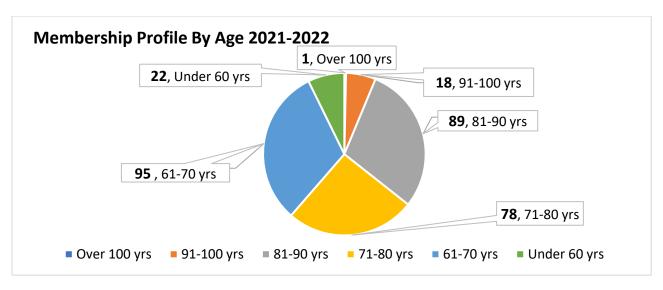
These inflows of funds have significantly helped with CWS' ability to provide the muchneeded connection and maintain mental well- being within our community. During the last 12 months, many of our staff and volunteers have successfully attended mental wellbeig courses to both help ourselves and others in coping with these stress.

I am very honoured to have so many volunteers (about **100** of them, from volunteer teachers at our ethnic Chinee language school to our portfolio o volunteers) who have risen up to the occasion in helping CWS deliver so much assistance to our community. We will be recognising them today with a certificate of acknoeledgement from the Minister of Volunteer – Ms Nat Cook MP and a Coles voucher as in CWS tradition! 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

CWS' activity has recommenced, albeit carefully, in 2021 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 informations via our CWS Wechat channels that include background informations from Health Department to guidance on vaccinations .

In 2021-2022, we have **103** Life members; and **200** ordinary members totalling 303 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 provide some 10,000 hours of support pre year



Source: CWS Members Data 2021-2022 financial year.

We also like to remember those members who have passed in the last 12 months: **5** members : 3 over 80 years and 1 at 100 years , 1 at 106 years old. Vale!

With the ensuing months ahead in 2022 and 2023, 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 future vaccinations for our community.

AS you can see from the financial report ,we have a surplus of nearly **500K**; however, we need to have some 4-5 months of operating budget in our system in this reimbursement-payment by services Australia. It now takes 3 months for CWS to realise our reimbursement! Our payroll alone is some **\$130K** per month besides purchases by care-recipients. They are all legitimate as all of our purchases have gone through the process of clinical and allied health assessments.

Looking forward to continued growth and our pledge to support and assist our community. My plans for the next 12 months are :

- Purchase of a home base for CWS I invite the Ministers and fiends here at our AGM to help us scout for a premise! – my scope is meager – to have office accommodation for our staff; a kitchen that we could expand to allow us to provide delivered meals to our community and a community hall for meetings!!
- Further professional development training for CWS community on Aged Care Standards and their implications and applications
- Continuous recruitment of bi-lingual staff and allied healh specialists to provide care for our community.

当我正在撰写本报告时,澳大利亚已取消对 Covid-19 的隔离要求,但是如果您有任何症状,建议您留在家中采取措施保护他人。我们已经看到大约有 1,000 天的 covid-19 隔离要求限制了我们的出行,与风险社区隔离,并通过疫苗接种加强了我们的免疫力提高公共卫生水平。在医院、养老院等临床护理区域佩戴口罩和经常洗手。政府已经为我们这些 50 岁以上的人和有基础病的人购买了数百万剂抗病毒药物。希望我们很快就能看到疫情结束,我们都渴望恢复旅行的生活;拜访我们在海外的亲人,和一些心理健康辅导!

澳大利亚人价值观:

Australians are renowned to have values of:

- **勇气** 我们一生中只会遇到一次疫情爆发(我祈祷希望是!),并且社区内相互扶持确保自己的安全。在有疫苗的情况下接种疫苗,尽我们所能保护我们脆弱的社区。让我们的韧性战胜困难!
- 耐力 尽管我们都承受着巨大的压力,不知道我们所爱的人何时会被感染。即使有额外预防措施,比如 Zoom 会议,居家办公,网购和在家锻炼,我们已经完美的克服了所有这些阻碍。但是不要忘记那些没有战胜病毒,去世的人和那些照顾病患的一线工作人员和照顾我们的护理人员,他们正带着全套防护装备照顾病患!
- **牺牲** 我们的许多员工在过去 2 年中放弃了假期,他们也无法出国探望家人。 我希望他们能够得到短暂休息以补充精力。
- **关怀** 你还好吗? 我们来自世界各地,我们关心我们的邻居,邻里关系在过去2年中表现得更加明显!然而,在2021年初,我们看到了一些反亚洲情绪,媒体聚焦"中国病毒"!作为社区领袖。我与其他社区、政府卫生部门和警察迅速合作,提供更多资讯强化我们的种族歧视法。这是让我们惧怕的原因,很多服务行业,建筑工程都停止了,停止 covid-19 的感染!

我和整个董事会都非常感谢我们的员工为照顾我们的弱势群体所做的工作。如果没有这些事工,他们中的许多人将在没有家人照顾的情况下承受更大的精神压力。

天气正在逐渐转暖,尽管大家小心谨慎,但很多人都非常渴望出门旅行。我们期待更好的 2023 年和 2024 年!! 假期,我们来了!!

南澳华人福利服务(CWS)的工作团队和一些志愿者正在逐步推出 CVS、HCP 和 CHSP等项目。社区将再次聚集在一起,在活动中我们相见。但是,由于我们租用的场地不允许烹饪,我们仍然无法提供任何食物或饮料。随着疫病隔离规定被解除,季度生日会午餐庆祝活动开始提上日程。

今年的年度股东大会将是大约 250 人出席,会议地点为 Thebarton 社区中心。

我多么希望我们可以拥有自己的活动中心!我们的团队将在新的一年认真寻找新的办公室!所以,如果你听说过任何像 Thebarton 社区中心这样的教堂或社区中心,请告诉我们!

我们的提供的服务需求量很大。在 2020 年我们只有 50 名客户,尤其是 HCP。目前我们现在有大约 138 名客户,还有 30 名在候补名单上。我们为在家中的中国老人提供急需的家庭护理和服务。

CWS 非常幸运地获得了各级政府的支持和赠款,除了我们正在进行的服务外,我们还为社区提供:

- 正在进行的服务项目:联邦家庭支持计划(CHSP);家庭护理包(HCP);社区访客计划(CVS)和华语学校是我们正在进行的服务项目。我们还以线上方式提供支持服务,包括 Zoom -面对面授课;为照顾者提供服务支持和培训的综合照顾者支持服务(ICSS)。
- 其他一次性政府支持赠款包括:

- **Stronger Communities' Connection** 2021–州长和内阁部 帮助我们购买活动材料,如广告框、横幅和落地广告牌。
- 州长和内阁部为我们的网站升级-我们旧网站已经使用 8 年了,雇佣专业人士进行中文翻译。-我们今天将启动这个新的网站!
- Multicultural Festival Grant 2021-州长和内阁部-为南澳多民族文化节提供支持、排练表演舞蹈和太极
- Yuanxiao Festival 2022 –州长和内阁部支持我们承办元宵节活动,受疫情影响,我们在 Moonta Street 和唐人街美食街举行了为期 2 周的展览活动。猜灯谜,并且购买了大约 600 个灯笼作为猜中正确谜语的奖品赠送!
- Australia Day Community Grant 2022—我们受澳大利亚国庆日理事会支持, 承办了"我是澳大利亚华人"的庆祝活动。庆祝活动包括与学生一起在线创作澳 大利亚主题的绘画活动;制作纪念相框;集体歌唱"我是,你是,我们是来自不 同社区的澳大利亚人"。我们的活动视频在 youtube 上发布,并获得了大约 30K 的观看次数!!大家可以在我们的网站上观看该视频!
- o Aged Care Workforce Payments for support workers 2021– 澳大利亚卫生 部向我们的服务人员提供补助金。
- o HCP Program Covid-19 Vaccination Support 2021- 澳大利亚卫生部为我们 提供每周的报告,包括 Covid-19 疫苗接种情况,还为我们的工作人员提供支持。
- **Well Being SA 2022** Strategic Partnership Grants SA –来自南澳政府的支持,旨在为我们的社区提供癌症筛查和预防教育方面的服务。
- o Advance Together Grant 2022 –州长和内阁部为董事会和工作人员提供培训服务——我们将在未来几个月内由专家提供临床、网络安全和系统管理等支持。
- Aged Care WorkForce Advisory Service 2021—通过普华永道的顾问分享健康和老龄化部的知识,并分享人力资源审查和经验
- o Podcasts from Aged Care Quality and Safety Commission -关于老年护理 改革 (GFR) 的治理。强烈建议协调员和董事会成员注册并了解我们将面临的老年护理改革。

这些资金的补助极大地帮助了南澳华人福利会提供社区内急需的建立联系和维持社区人员的心理健康的能力。在过去的 12 个月中,我们的许多员工和志愿者都成功参加了心理健康课程,以帮助自己和他人应对这些压力。

我很荣幸有这么多志愿者(大约 100 人加 志愿者老师为我们华语学校)挺身而出,帮助南澳华人福利会为我们的社区提供如此多的帮助。今天我们将由志愿者部长 Nat Cook MP 女士颁发证书和 CWS 赠送的 Coles 代金券来感谢他们!

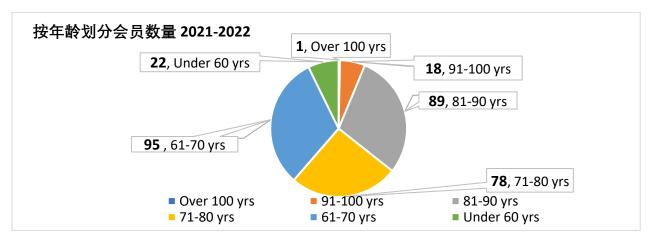
我们确保我们的会员都能够及时了解 Covid-19 疫情信息,并在今年接种流感疫苗和 Covid-19 疫苗。

考虑到 Covid-19 预防措施和安全的社交距离,南澳华人福利会的活动在 2021 年重新开始,但是我们时刻保持谨慎。我们利用空余时间来提高和改进我们在临床感染控制的知识和培训人员,并在发生这种情况时使用个人防护设备 (PPE)。在过去的 18 个月中,我们通过 福利会的

微信宣传渠道为社区提供了关于 Covid-19 疫情信息,这些渠道消息包括卫生部门的信息以及疫苗接种指导。

2021-2022 年, 我们有 103 名终身会员; 200 名普通会员, 共计 303 名会员, 一些会员由于covid-19 疫情原因, 社区活动停止或缓慢的重新开始活动而尚未更新其会员资格。

事实上, 在高峰的时候, 我们的志愿者会在一年中提供大约 10,000 小时的服务



Source: CWS Members Data 2021-2022 financial year.

在过去 12 个月内过世的有 5 位会员会员: 3 位 80 岁以上, 1 位 100 岁, 1 位 106 岁。

随着接下来的几个月(2022 年和 2023 年),我们希望看到 Covid-19 疫情缓解和经济复苏。 我们将与卫生部门密切合作,为我们的社区推出未来的疫苗接种方案。

从财报可以看出,我们有近 50 万的盈余。但是我们的工作系统中需要有大约 4 到 5 个月的运营预算,为澳大利亚服务部支付。现在需要 3 个月才能通过南澳华人福利会的付款!除了支付护理的费用外,我们的工资单每月就大约 13 万澳元。我们的采购都是合法的,全部用于临床和相关健康评估的费用。

继续期待南澳华人福利会的持续增长以及支持和协助我们完成对社区的承诺。 我们未来 12 个月的计划是:

- 为南澳华人福利会购买一个办公场所。在我们的年度大会我会邀请部长和朋友们,帮助我们达成这一目标!我的要求不高,希望这个场所可以为我们的员工提供办公区域;拥有一个厨房,让我们能够为我们的社区提供送餐服务和一个用于会议的社区大厅。
- 寻求更多的专业培训在南澳华人福利会提供关于老年护理标准及其影响和应用
- 持续招募双语员工和专职医疗专家为我们的社区提供护理服务。

Cochon

真挚的,

President

Cathy Chong AM, JP, MBA

Executive Officer's Report

This report reflects on the achievements and challenges CWS faced in this financial year ended June 2022.

CWS at a glance

Membership: 303 members (Current Financial members – 200 and Life members – 103)

Board Members: 12 Persons Volunteers: 59 volunteers

Staff: 8 Full Time workers, 3 part time worker, 2 RN, 1 EN and 26 casual Support

Workers

Chinese School: see separate report Social Work students' placement: 2 students

Staff X' mas Dinner: 30 participants

Lifestyle Classes (Number of attendance): over 3840 annually Fitness Friday (Tai Chi & Qi Gong) Chinese Square Dance

Cantonese opera Class

Weekly Activities:

Centre Based Day Care – Cantonese and Mandarin Group (70 participants)

Fitness Friday – Tai Chi and Qi Gong (35 participants)

Chinese Square Dance (40 participants)

Loving Community Visiting Group (10 members)

Community Activities:

Australian Bureau of Statistics – Census on site (30 participants)

Aged Care Services Information Session – Department of Health – 100 participants

HCP Consumers Gathering – 70 participants

Cultural Performances:

OzAsia Festival Cultural Performance:

Tai Chi Group with 10 cultural performers

Square Dance Group with 12 cultural performers

Cantonese Opera Group with 12 cultural performers

Day Tour:

Spring Festival Outing - 136 participants

Autumn Festival Outing - 132 participants

Volunteer Training:

First Aid Training – 14 participants

Volunteer Gathering and Evaluation Day – 40participants

Carer Group Gathering and Carer Retreat:

Carer group gathering x4 – average 35 participants

Birthday Luncheon

2 x average - 130 participants

Staff Training:

Infection Control & Hand Washing Hygiene / PPE	Manual Handling & Work Health and Safety
Food Safety and Pain management	Understanding Behaviour Management

Continence Care and Management	6. Falls Prevention and Elder Abuse
7. Oral Care / Hydration / Nutrition	Medication Management + Antimicrobial Stewardship
Restrictive Practice + 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 Programme Services

Total Number of Consumers (up-to-date): June 2022

Specialized Support Services (82 Consumers):

 Client advocacy and other support services such as writing support letter, calling Centrelink, making referral for My Aged Care services, etc.

Social Support Individual (96 Consumers):

- Telephone contact
- · Visiting if care needs or circumstances changed
- Accompanied Activities: accompany to go shopping, attend activities and medical appointment

Other Food Services (18 Consumers):

Food Safety workshops or information sessions

Social Support Group (153 Consumers):

- Centre based activities
 - ✓ Monday: Line Dancing with average 30 participants
 - ✓ Tuesday: Talk-To-Talk Senior Group (Cantonese) with average 40 participants
 - ✓ Thursday: Talk-To-Talk Senior Group (Mandarin) with average 30 participants
 - ✓ Friday: Tai Chi Group with average 25 participants
 - ✓ Outings (average 100 participants / time)

Flexible Respite (19 Consumers):

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

Centre Based Respite (41 Consumers):

• Centre Based Day Respite and Community Access Group

Domestic Assistance (16 Consumers):

General house cleaning, unaccompanied shopping

Personal Care (3 Consumers):

• Assistance with self-care, assistance with client self-administration of medicine

Meals at Centre (122 Consumers):

- Cultural meals after Talk-to-Talk sessions (stopped since COVID-19)
- Festival luncheons quarterly to celebrate Chinese festivals and members birthday Transport (101 Consumers):
 - Direct transport services to appointments and activities

During Pandemic

It is challenging for all of us since 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 recommenced since February 2022. Participations of social support groups and centre based respite are gradually increased, but a number of participants are still concerning about COVID-19.

Chinese Welfare Services of SA Inc. (CWS) 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 related to their health and safety concerns.

• Transport Vouchers

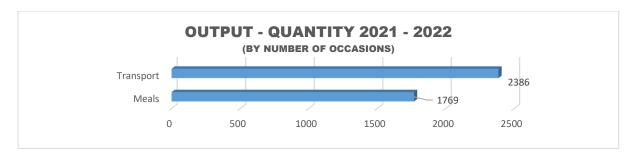
CWS provides transport vouchers that allow CHSP consumers to use transport assistance from CWS, for attending social support activities and medical appointments.

Food Parcels

Due to the COVID-19 restriction, meals at centre after centre based activities are affected. CWS therefore delivered food parcels to CHSP consumers with masks, food vouchers, and information letters.

CHSP Data Exchange 2021 - 2022





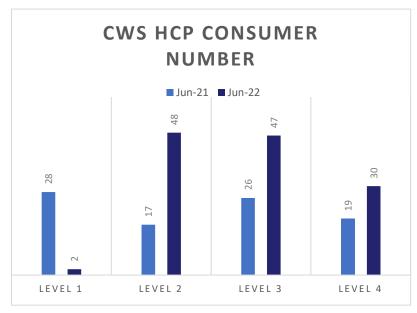
Source: Data Exchange

Home Care Packages (Funded by Department of Health)

Home Care Package (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 fifth 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

Lovol	Numbers of	% of	
Level	June 2021	June 2022	increase
1	28	2	
2	17	48	
3	26	47	
4	19	30	
Total	90	127	<i>7</i> 41%



There was a significant increase in the number of HCP consumers for the 2021 - 2022 financial year. Compared to the number of HCP consumers in June 2021, the number in June 2022 had increased by 37, with a total number of 127 people. In addition to providing support to people who chose CWS as their services provider, CWS also assists aged people who are eligible 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 2022, more than 25 consumers expressed interest in starting their HCP with CWS.

Stronger CWS HCP Team

In order to provide competent care and package management, CWS recruited more professional and passionate people to join our team. CWS currently has 3 full-time care coordinators, one full-time administration officer and one part-time administration officer; care staff: two Registered Nurses, one Enrolled Nurse, and 26 support workers.

To ensure our working team compliance with the Aged Care Quality Standards, CWS provides ongoing compulsory training in each month covering from topics related to standard 1 to standard 8.

To ensure our care team to provide competent clinical care, CWS has an ongoing clinical advisory meeting to provide clinical advices, monitor clinical incidents and general service advices.

Appreciation

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 will endeavour to 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. 23 CVS visitors have actively contributed to the scheme in the last financial year, 28 service recipients have gained friendship and companionship from visitors' contribution.

Summary:

No.	Aged Care Facility	No of residents	No of Volunteers
1	Clayton Church Home Prospect	2	1
2	Uniting SA West Lake	1	1
3	Calvary Flora McDonald Retirement Community	2	3
4	Restheaven Leabrook	1	2
5	Uniting SA Westminster	8	5

Residential Care Visits	
Number of Active Visitors during the	12
reporting period	
Number of Aged Care Facilities visited	4
during the reporting period	
Total number of Care Recipients visited	14

Home Care Visits	
Number of Active Visitors during the reporting period	11
Number of Aged Care Planning Regions services during the reporting period	4
Total number of Care Recipients visited	11

Integrated Carer Support Service (Funded by Carer SA)

Number of Carer 2021-2022	51
Number of Carer Peer Support Activities 2021-2022	4

Program Objective:

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

Carer Support Planning

To help us understand carer needs and tailor support planning for carers, we use the Carer Support Planning process.

The Carer Support Planning process is used by all Carer Gateway Regional Delivery Partners, and includes:

- Intake and registration;
- Needs assessment using the Carers Star[™] process; and
- Planning, coordination, coordination and monitoring.

The Carers Star[™] process helps Carer Support Planners engage with carers and identify their strengths, the challenges they are facing, find the types of support which might be helpful, and set goals that carers want to work towards.

Following the completion of the Carers Star[™] process, our staff will work with you to develop an action plan, and find and connect you with supports to assist you.

Carer Directed Support

Carer Directed Support is a consumer directed approach to supporting carers in their caring role. It gives carers a greater say and more control over the design and delivery of the support provided to them and the person/s they care for. Support may be offered in one of two forms:

- Once off practical support Financial assistance to enable carers, without the need for ongoing assistance to access support. This would be for tangible items that directly contribute to supporting carers in their caring role or to access education or employment.
- Carer Directed Packages Financial packages can be directed towards a range
 of practical supports to assist carers in their role. Carers may be able to access
 funds over a 12-month period. These packages may be used for planned
 respite, short term cleaning services, assistance with shopping to taxi for
 transport to medical appointments etc.

A tailored financial package can provide you with the practical support of your choice, giving you the freedom to determine what may satisfy your needs as well as your responsibilities as a carer.

In person peer support

Peer Support Workshops are when Carers come together and meet with people in similar caring situations. It is an opportunity to connect, share, and learn from each other. Workshops focus on topics which support and encourage Carers to explore what they need. Peer Support Workshops are a free service available to all Carers who would like to:

- Connect with people in similar circumstances
- Meet with other Carers to share experiences, stories, and knowledge
- · Learn from one another; and
- Develop networks to help support and connect with one another

Cultural Connections in Disability Project 2022

(Funded by Multicultural Communities Council of SA)

This is the 2nd year to run this project to 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 deliver 6 community information sessions in partnership with Community Connector project team. CWS has identified activities to increase engagement with people living with a disability with community in partnership with Community Connector project team.

CWS has developed 'Disability Area' one our New Website and continue to provide support to the Chinese Community to aware the disability issue.

Kam Chiu

Executive Officer

Chinese School Report

In this past year, the operation of the Chinese Community Language School continued to meet the practical challenges presented by the Covid pandemic. The teaching and learning at the school were augmented to align with the Department of Education's standards and regulations followed by all public schools. Teachers responded by preparing face-to-face classes and families supported their children to return to learn Mandarin at the school environment.

Our Chinese Community Language School, located at Adelaide High School (AHS), adjusted to the new teaching and learning space along with other school communities on a weekly basis. The classroom space and facilities have inspired both teachers and students to carry out the Chinese language and cultural programs in renewed programs.

The achievements in this past year have been significant, especially in the early R-5 classes and the senior language and cultural programs by providing a revised curriculum based on renewed lessons prepared by volunteer teachers throughout this year.

I would like to thank the commitment and dedication of the team of volunteer teachers who have coordinated their efforts to deliver inspiring and creative language programs by working together for the best outcomes for our students.

The team of volunteer teachers are: Year 9/10 Xiying Liu, Year 7/8 Yongying Ye, Year 5 Zhongheng Wong, Year 4 Mengqi Guo, Year 3 Ying Zhao, Year 2 Jia Zhao, Year 1 Xiangjin Wang, Reception 2 Jingyu Zhao and Celine Phang, Reception 1A Yuhan Li and Ississ Tong, Reception 1B Yixin Hu and Eugene Wong. Volunteer School principals are Lu Liu and Shuo Wang.

The team of relief volunteer teachers are: Ran Yang, Xuezhu Zhao, Sally Yun Lyu and Shixin Liu.

We are committed and will continue to work with the direction of The Community Language School of SA to meet our obligations & policies.

This year, students are enjoying the chance to learn more about Chinese culture through volunteer cultural teachers, Xiying Liu, Siu Ki Ho and Hong Xin. Chinese cultural dance, Chinese flute and Chinese Martial Arts are included in the cultural lessons.

The School Management committee consisting of 2 parent representatives: Lazlo Ghillanyi and Hui Fang Gu and 2 teacher 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.

Vivien Shae

Chair

TREASURER'S REPORT

Re: Financial year ending 30 June 2022

The attached statements are a record of the financial transactions for the financial year from 1st July 2021 to 30th June 2022. All the following statements have been prepared from an examination of the Chinese Welfare Services (CWS) accounting records.

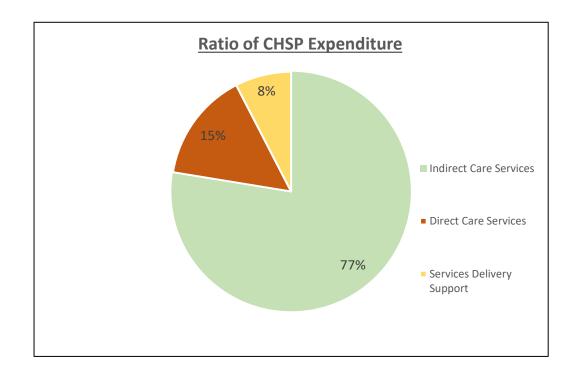
The financial statements and documents in this report include:

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

Major Project Funding:

Below is a brief report of funded projects.

1) The <u>Commonwealth Home Support Program (CHSP)</u> 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. CWS provides group support as well as in-home services (basic) that alleviates loneliness, getting older communities together to network and talk about issues and concerns and in turn, CWS will organise information sessions on topics like Centrelink, Medicare informations, Parkinson's, care of dementia, Covid-19 pandemic and general local informations on policy.



Source: CWS Financial report 2021/2022

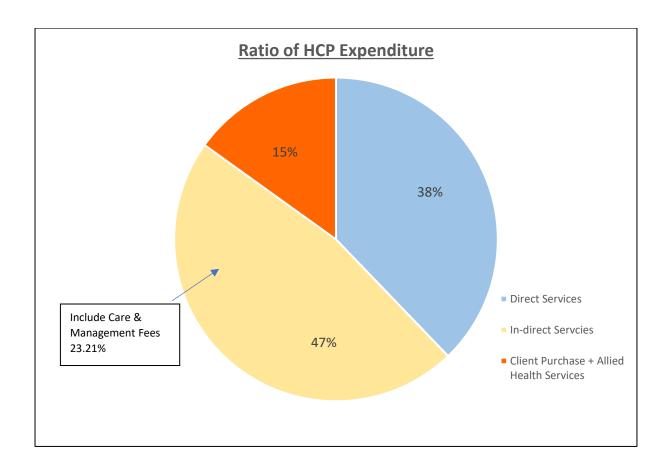
Direct Care Services: Support worker wages.

In-Direct Care Services: Coordinator salaries and wages expense, and Accounting and 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. In the past year we have received more than 135 packages. 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.



Source: CWS Financial report 2021/2022 Direct Care Services: Support worker wages.

In-Direct Care Services: Care & management fees; salary expenses; accounting and bookkeeping

tees.

Services Delivery Support: Assistive devices purchase reimbursements, home modification costs and allied health service fees.

- 3) Community Visitors Scheme (CVS)
- 4) State Government Funding of Ethnic and Community Language Schools (per capita and needs based) for Chinese School
- 5) Commonwealth Government Department of Social Services Carer Gateway Carer Program Integrated Carer Support Service (ICSS) and Stronger Communities Connection Project are all essential projects to service the Chinese Community.
- 6) Other one-off Government support grants are:
 - o Stronger Communities' Connection Department of Premier and Cabinet
 - Expand Together Grants (for equipment for events promotion and Website Upgrade- Department of Premier and Cabinet
 - o Multicultural Festival Grant Department of Premier and Cabinet
 - Yuanxiao Festival Department of Premier and Cabinet
 - Australia Day Community Grant "I am Chinese Australian" National Australia Day Council
 - o Aged Care Workforce Payments for support workers Department of Health
 - o HCP Program Covid-19 Vaccination Support- Department of Health
 - Well Being SA Strategic Partnership Grants SA.

It can be demonstrated that CWS has met the last two challenging years with increased services provided to our community.

In summary, this year has been a very challenging year as committee members, dedicated staff and wonderful volunteers have worked diligently dealing with the programs and projects. This Financial Report is testimony of the achievements of these 12 months.

We have recorded a surplus of **\$493K** from the last financial year's operations, principally from our services in Home Care Packages. CWS will continue to strive to meet our aged care standards in service delivery.

CWS has met with new policy changes, a review of our directions and a re-alignment of our financial resources and constraints. The CWS responded to the My Aged Care and Quality Review conducted by the Australian Government (Australian Aged Care Quality Agency) and we will continue with good governance to meet all our Standards for Aged Care excellence.

The COVID-19 pandemic has created uncertainty, fear and anxiety since March 2020. Despite this, our organisation has adjusted well so far and delivered the programs efficiently in the face of all the challenges.

I wish to join everyone in thanking the team of staff, support workers and volunteers who have made a great effort to maintain the services throughout this very critical period.

Treasurer

Vivien Shae



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 KINGWILLIAM STREET ADELAIDE SA 5000 TEL: (08)8231 1172

FAX: (08)8231 1172 EMAIL: hayden@haydenedwards.com.au

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 2022

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.

HAYDEN F. EDWARDS FCA FTIA

ABN: 30 717 437 976

CHARTERED ACCOUNTANT

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TEL: (08)8231 1172 FAX: (08)8231 5092 EMAIL: hayden@haydenedwards.com.au

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 2022 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 27th day of September 2022

Chinese Welfare Services of SA Incorporated Income Account For the year ended 30 June 2022

	Note	2021	2022
Income Received		\$	\$
Donations	(1)	6,867.00	2,866.05
Membership Income		4,529.00	4.454.55
School fees & Grants	(2)	71,545.00	45,978.25
Major project fundings	(3)	1,818,463.83	2,837,588.21
Income from minor grants & activities	(4)	99,713.00	64,198.00
Other income	(5)	50,683.89	2,160.36
Special Interest Classes		427.00	2,309.50
Interest received	_	8,680.97	2,629.03
Total income received		2,060,909.69	2,962,183.95

Notes:

- (1) Funeral donations from members' family
- (2) School grants reduce due to decrease in number of student (COVID)
- (3) Includes Brokerage fees, CHSP, CVS, ICSS and HCP Programs
- (4) Includes Multi-cultural Connection, Vaccinations Support, Website update, SA Health Cancer Screening, Workforce Retention (DOH)
- (5) Overhead received from Adelaide Eyes Media for Australia Day Event Auspice
- (6) Year ending 30th June 2022,

There are outstanding fees that yet to be receive:

Brokerage services= \$10,654.63; HCP= \$40,945.72

Total = \$51,600.35

CWS Detailed Income and Expenses Statement 2022

Chinese Welfare Services of SA Incorporated Detailed Income and Expenses Statement For the year ended 30 June 2022

	Note	2021	2022
		\$	\$
Income			
Total income from previous page	_	2,060,909.69	2,962,183.95
Expenses	_		_
Advertising & promotion	(1)	1,549.09	13,798.09
Audit Fees		780.00	870.00
Bank fees & charges		30.39	105.00
Rent & outgoings		34,851.21	39,154.41
Electricity		3,168.25	2,174.82
Telephone		3,213.45	2,670.13
Repairs & maintenance		9,969.83	5,050.68
Insurance		9,197.35	13,450.27
Employment expenses:-			
Salaries & wages	(2)	1,003,918.78	1,344,090.34
Superannuation		80,176.10	114,638.97
WorkCover		16,519.95	22,099.68
Volunteer reimbursement		7,130.11	2,624.00
Events/outings/activities		25,884.91	20,361.49
Project expenses	(3)	386,189.48	759,577.16
Printing & stationery	(4)	36,745.78	17,600.46
Subscriptions	(5)	6,230.60	7,964.88
Total expenses	_	1,625,555.28	2,366,230.38
Net operating surplus for the year		435,354.41	595,953.57
Less: Transfer to Building reserve	-	134,057.64	102,579.05
Net surplus for the year	-	301,296.77	493,374.52
Total changes in association's cash flow			
this year	-	435,354.41	<u>595,953.57</u>

Notes:

- (1) Website designed and updated
- (2) Includes CVS, Ethnic school, CHSP & HCP coordinators, support workers and book keeping
- (3) Includes Home Care Package outsourcing services, purchases paid from programs , activities with staff and associated costs
- (4) Includes printing and stationaries, office expenses
- (5) Subscription includes CIM Payroll software (purchased in 2020)

CWS Detailed Income and Expenses Statement 2022

Chinese Welfare Services of SA Incorporated

Detailed Balance Sheet As at 30 June 2022

	Note	2021	2022
Current Assets			\$
Cash Assets			
Main account - CWS		295,847.64	583,497.75
School account		59,120.82	63,389.71
CHSP (HACC) account	(1)	4,320.59	-19,592.49
Home Care Package account	(2)	723,421.74	741,014.01
Payroll Clearing account	(3)	128,577.26	178,690.32
Term deposits	(4)	756,718.98	747,504.47
Cash on hand	(5)	1,000.00	1,000.00
HCP subsidy receivable	(6)	183,478.79	420,236.01
Trade debtors	(7)	512.05	15,153.63
Total Current Assets	-	2,152,997.87	2,730,893.41
Total Assets		2,152,997.87	2,730,893.41
Current Liabilities			
Provision for holiday pay		42,609.58	83,868.59
Provision for long service leave		22,096.80	41,796.06
Payroll liabilities (PAYG, superan	nuation & workcover)	48,368.39	8,714.14
Home Care Package clients fund	,	555,910.28	516,548.23
Total Current Liabilities		668.985.05	650.927.02
Total Liabilities		668,985.05	650,927.02
Net Assets	-	1.484.012.82	2.079.966.39
Association Funds			
Accumulated general funds		751,190.55	1,244,565.07
Building reserve	(8)	732,822.27	835,401.32
Total Association Funds	, ,	1,484,012.82	2.079.966.39

Notes

- (1) Deficit on CHSP bank includes unpresented payment on Overhead, AL & LSL Provision
- (2) This account has clients' funds in trust of \$516,548.23 for future service use.
- (3) This included the annual leave & LSL unclaimed of \$125,664.65.
- (4) Term deposits include: Building funds and School Mirror account.
- (5) Executive Officer has \$1,000 as petty cash.
- (6) Including May 22 of **\$178,824.59** & Jun 22 of **\$241,411.42** yet to be receive from Services Australia
- (7) Brokerage fees receivable from Carer SA
- (8) Building reserve as at 30 June 2022 is the total of Build Funds Fixed Deposits.

CWS Activities' Photos







Chinese School Photos











