



南澳華人福利會

Chinese Welfare Services of SA Inc.

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Annual Report

2022-2023



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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

2022 - 2023
Board of Management
Members & Staff



President 歐彩霞 Cathy Chong
AM, JP



Vice President 施國華 K See



Vice President Susan Colins



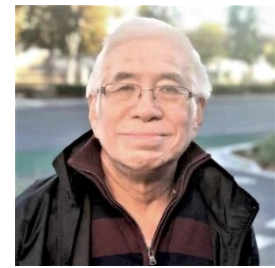
Treasurer 余芬豐 Vivien Shae



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 葉浩鵬 Yapp Hau Pehn

Staff

Executive Officer

Mr Kam Chiu 趙金良 JP

Senior Aged Care Coordinator

Ms Mei Hua Lin 林美華

Home Care Package Coordinator

Mr Arris Zeng 曾文滉

Home Care Package Coordinator

Mr Yik Kan Wong 黃翊勤

Home Care Package Coordinator

Ms Alice Zhou 周韻芮

Home Care Package Coordinator

Ms Lynn Shi 時珩

Home Care Package Coordinator

Mr Brian Fang 方齊博

CHSP Coordinator

Ms Cheryl Mai 麥美儀

Integrated Carer Support Services
Coordinator &

Community Visitor Scheme Coordinator

Ms Nikita Kwong 鄭芷惠

Administration Officer

Ms Hazel Qin 覃俐縈

Administration Officer

Ms Melody Pang 龐悠楊

Book Keeper

Ms Wan Tang 譚萬秋



Support Workers	Name	Support Worker	Name
Registered Nurse	WONG , Po Yee	Support Worker	Shum , Tze Leung
Registered Nurse	Lam , Jiu Wai	Support Worker	Lam , Man Tai
Registered Nurse	Law , Jiu Ling	Support Worker	Zhou , Yinyan
Registered Nurse	Li , Xu Yang	Support Worker	CHU , Wai Man
Enrolled Nurse	ZHENG , Xin	Support Worker	Chan , Yee Tung
Support Worker	CHAN , Chun Tai	Support Worker	Gu , Kuan
Support Worker	CHEN , Xu Feng	Support Worker	Sun , Yingying
Support Worker	LIU , Qian Jun	Support Worker	Chen , Wei
Support Worker	ZHENG , Xin	Support Worker	Wang , Lijun
Support Worker	LI , Xiao Fei	Support Worker	Ou , Hong
Support Worker	XU , Ping	Support Worker	Zhang , Winnie
Support Worker	DENG , Hailan	Support Worker	Duan , Yuan Yuan
Support Worker	LOCKETT , Qinglu	Support Worker	Kamadi , Herman
Support Worker	CHOU , Chia chia	Support Worker	Cheng , Manno
Support Worker	LIU , Leyuan	Support Worker	Wang , Xue Hong
Support Worker	ZHAO , Qinghua	Support Worker	Liu , Chao
Support Worker	ZHANG , Hong	Support Worker	Chen , Yingging
Support Worker	GAO , Hong	Support Worker	Wu , Hongjun
Support Worker	Zhang , Gejia	Support Worker	Liu , Xinyu
Support Worker	Zhao , Liqun		

President's Report



Cathy Chong AM, JP, MBA, AFCHSM,

欧彩霞 会长, AM, 太平绅士, MBA, AFCHSM

Today on CWS's 32nd AGM is also Australia's referendum to the proposed change to the Australian Constitution – whether to alter the Constitution to recognise the First Peoples of Australia and Torres Strait Islander Voice. A “double majority “ is –

- a national majority (more than 50%) from all states and territories, and
- a majority (more than 50%) in a majority of states (at least four of the six states).

This is also my near 30th year (29 years) volunteering at CWS since I retired from full time work in 1994!

Confucius said in his analects:

吾十有五而志乎学，三十而立，四十而不惑，五十而知天命，六十而耳顺，七十而从心所欲不逾矩

“At 15 I set my heart upon learning; at 30, I had planted my feet
at 40, I no longer suffered from perplexities; at 60, I had them with docile ear;
at 70, I could follow the dictates of my own heart; for what I desired no longer overstepped the boundaries of right! “

Thus, it is with these feelings that I bid farewell to all of our members, it has been a journey well-travelled by all of us and got CWS to today's position of providing a much needed care for our community with a staff force of over 35 with bilingual languages for our Chinese communities viz:

Home care packages (HCP) to care for older people with complex care needs to live independently in their own homes – with over 150 care recipients and 15 on the waiting list.

Commonwealth Home Support Program (CHSP) – provides entry-level support for older people from social support to domestic assistance – with over 220 consumers .

Aged Care Volunteer Visitors Scheme (**ACVVS**) - This scheme involves volunteers visiting older people either in their own homes or in a residential aged care facility (RACF) . With some 60 older Chinese in RACF, we provide a much needed community contact with people of similar age and background

Integrated Carer Support Service (ICSS) – provide support to the many carers of the frail and aged

CWS Chinese Language School – provide a second language support of cultures and festivities to the 160 students enrolled in our Saturday 1.30 to 3.30 pm classes.

Since 2019 of the pandemic, our interest classes and special projects have been in recess and I sincerely hope that that will change with time and a new batch of eager volunteers!

We have continued with research collaborations with Flinders University's Social Sciences Faculty on Dementia care for Chinese community in Oceania; mental health and disability

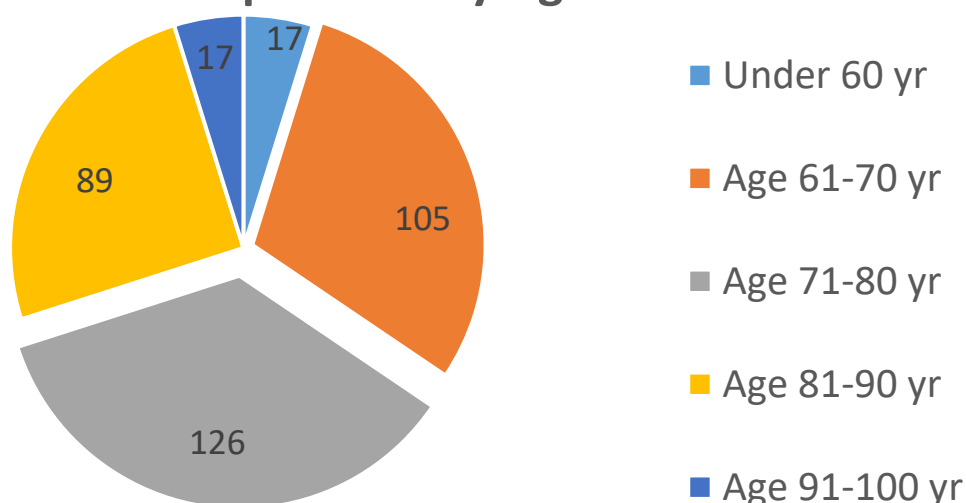
care for the CALD community.

This is a year that sees us consolidate our programs with an audit review according to the Aged Care Standards to ensure that we are compliant in our conduct and operations. As you can see from CWS' Financial report, we have put away a significant amount for future improvements- notably may be new Software Management System and professional development and training for staff and volunteers.

I am very honoured to have so many volunteers (about **90** of them, from volunteer teachers at our ethnic Chinese language school to our portfolio of 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 acknowledgement from the Minister of Volunteer – Ms Nat Cook MP and a Coles voucher as in CWS tradition!

In 2022-2023, we have **106** Life members; and **248** ordinary members totalling 354 members.

Membership Profile By Age 2022-2023



Source: CWS Members Data 2022-2023 financial year.

As you see from the chart- the majority of our members are in the 61 to 80 yrs group! So if you have any friends who are over 60 yrs, come to see us! We have lots of programs that will meet your social and psychosocial needs.

We also like to remember those members who have passed in the last 12 months: **5** members: 4 over 90 years and 1 over 80 years. Vale!

With the ensuing months ahead in 2023 and 2024 , we hope to pursue probably new premises as we now have some 8 full time staff plus a 500 hours Social Work placement student ! The front office is certainly a challenging working environment.

We have a contract with Flinders University with placement of their Master of Social Work student for 500 hours; Uni SA have sought our partnership too ! But we really don't have the physical space to accommodate them. As you can see, we certainly have the workload to provide work experience though our staff need support – both in training capacity and the mentorship capability.

We have purchased a new Optus telecommunication system that provides us with X6 loop lines and a much more robust NBN network making communications much easier. This will reduce our need for 11 mobile phones to only 4 !

As you can see from the financial report, we have a healthy surplus of over **700K**. The Board has agreed to put aside \$450k to future development as indicated above.

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

The 2023 Intergenerational Report provides a big picture view of the forces that will shape our economy and fiscal position over the next 40 years.

By 2062-63; our economy is projected to be around 2.5 times larger and income 50% higher in real terms. Australians are living longer in full health and more time using government-funded services. Increased longevity, alongside low fertility rates, means the population will continue to age over the next 40 years. The number of people aged 65 and over will more than double and the number aged 85 and over will more than triple! Population ageing will be an ongoing economic and fiscal challenge. Commensurate with that a rising demand for care and support services will grow in skills, training and a wage that reflects the value of care work will be critical to attract and retain the workforce for the needed expansion in the sector.

Australia's population will rise to around 40.5 million with a longer life expectancy of men will rise from 81.3 years (2023) to 87 years (2063) and women from 85.2 years (2023) to 89.5 years (2063). The report focuses on the impact of 5 of the significant forces expected to reshape Australia's economy in coming decades:

- population ageing
- rising demand for care and support services
- climate change and the net zero transformation
- technological and digital transformation, and
- geopolitical risk and fragmentation.

My wishes for the Board in the next 12 months are :

- Purchase of a home base for CWS – I invite the Ministers and friends here at our AGM to help us scout for a premises – my scope is meagre – 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
- Continue our collaboration with the tertiary institutions in research for care for the aged in a multicultural environment,
- Continuous recruitment of bi-lingual staff and allied health specialists to provide care for our community.
- Continuous liaison with main stream Aged Care services to navigate the new Aged Care Act; Aged Care Standards and
- Continue with our collaboration with Bene Aged Care St Agnes to introduce our seniors to the facility as the Chinese community do not have a care specific residential centre.

Arrivederci and good bye for now!

Sincerely,



President

Cathy Chong AM, JP, MBA

今天，福利会第 32 届年度常年大会也是澳大利亚对澳大利亚宪法拟议修改的全民公投——是否修改宪法以承认澳大利亚原住民和托雷斯海峡岛民之声。“双重多数”是——

- 来自所有州和领地的全国多数（超过 50%），以及
- 大多数州（六个州中至少有四个）的多数（超过 50%）。

这也是我自 1994 年从全职工作退休以来在福利会志愿服务的近 30 年（29 年）

孔子在《论语》中说

吾十有五而志乎学，三十而立，四十而不惑，五十而知天命，六十而耳顺，七十而从心所欲不逾矩

“15 岁立志学习；30 岁，我已站稳脚跟 40 岁，我不再迷茫；60 岁，我有他们温顺的耳朵；

70 岁时，我可以听从自己内心的指挥；因为我所渴望的不再超越权利的界限！”

因此，正是怀着这样的心情，我向我们所有的会员告别，这是我们所有人走过的一段旅程，使福利会达到今天的地位，为我们的社区提供急需的护理，并拥有超过 35 位双语护理人员：

家庭护理套餐 (HCP)，旨在照顾具有复杂护理需求的老年人，让他们能够在自己的家中独立生活 - 超过 150 名护理对象和 15 名在等候名单上。

联邦家居支援计划 (CHSP) – 为老年人提供从社会支援到家庭援助的基础服务 – 拥有超过 220 名消费者。

老年护理志愿者访客计划 (ACVVS) - 该计划涉及志愿者到老年人家中或老年护理机构 (RACF) 探访老年人。RACF 中有大约 60 名中国老年人，我们为年龄和背景相似的人提供了急需的社区联系

综合照顾者支援服务 (ICSS) – 为许多体弱和年老的照顾者提供支援

福利会中文学校 – 为参加周六下午 1.30 至 3.30 课程的 160 名学生提供第二语言的文化和庆祝活动。

自 2019 年疫情以来，我们的兴趣班和特别项目已经暂停，我真诚地希望这种情况会随着时间和新一批热心志愿者的加入而改变！

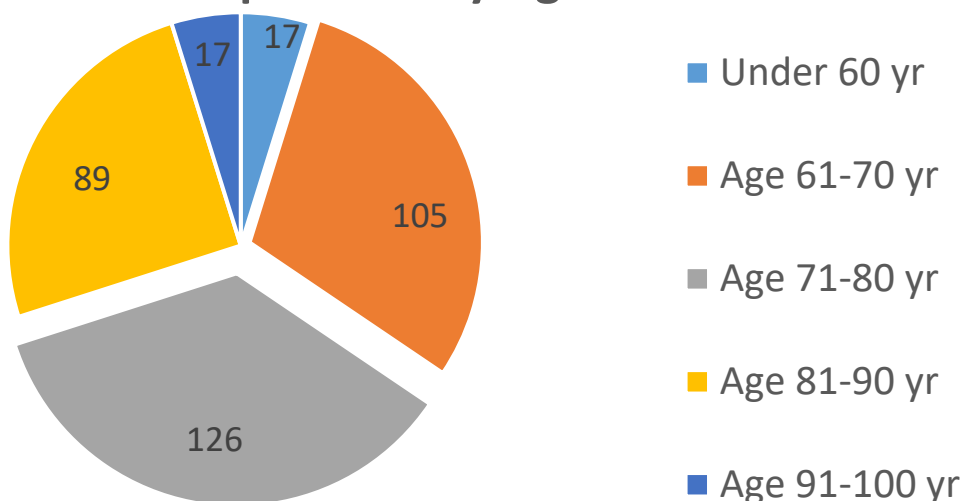
我们继续与弗林德斯大学社会科学学院就澳大利亚华人社区的痴呆症护理开展研究合作。

今年，我们根据老年护理标准通过审计审查来完善我们的计划，以确保我们的服务和运营合规。正如从福利会的财务报告中看到的那样，我们为未来的改进投入了大量资金，特别是新的软件管理系统以及员工和志愿者的专业发展和培训。

我非常荣幸有这么多志愿者（其中大约 90 名，从我们汉语学校的志愿者教师到我们的志愿者组合）挺身而出，帮助福利会为我们的社区提供如此多的援助。今天，我们将按照福利会的传统，向他们颁发志愿者部长 Nat Cook MP 女士颁发的感谢证书和 Coles 代金券！

2022-2023 年，我们有 106 名终身会员；普通会员 248 人，会员总数 354 人

Membership Profile By Age 2022-2023



正如从图表中看到的 - 我们的大多数会员都在 61 至 80 岁年龄段！所以如果你有 60 岁以上的朋友，就来看看我们吧！我们有很多计划可以满足您的社交和心理需求。

我们在这里缅怀过去 12 个月内去世的成员：5 名成员：4 名超过 90 岁，1 名超过 80 岁。

在 2023 年和 2024 年接下来的几个月里，我们希望寻求新的办公场所，因为我们现在有大 8 名全职员工和一名 500 小时社会工作实习的学生！前台办公室无疑是一个充满挑战的工作环境。

我们与弗林德斯大学签订了一份合同，安排他们的社会工作硕士学生进行 500 个小时的实习；Uni SA 也寻求我们的合作伙伴！但我们确实没有空间来容纳他们。正如所看到的，尽管我们的员工需要培训能力和指导能力方面的支持，但我们当然有能力来提供工作经验。

我们购买了新的 Optus 电信系统，该系统为我们提供了 6 条环路线路和更强大的 NBN 网络，使通信变得更加容易。这将使我们对 11 部手机的需求减少到只有 4 部！

正如从财务报告中看到的，我们有超过 70 万的盈余。如上所述，董事会已同意拨出 45 万元用于未来开发。

期待持续增长并承诺支持和帮助我们的社区。

来自 2023 年政府跨代报告，该报告提供了未来 40 年经济和财政状况的全局视图！

到 2062-63 年；按实际价值计算，我们的经济预计将增长约 2.5 倍，收入将增长 50%。澳大利亚人的健康寿命越来越长，使用政府资助服务的时间也越来越多。寿命的延长和生育率的降低意味着未来 40 年人口将继续老龄化。65 岁及以上的人口数量将增加一倍以上，85 岁及以上的人口数量将增加两倍以上！人口老龄化将是一个持续的经济和财政挑战。与护理和支持服务不断增长的需求相适应的是，技能、培训和反映护理工作价值的工资对于吸引、留住劳动力以实现该行业所需的扩张至关重要。

澳大利亚人口将增至约 4050 万，男性预期寿命将从 81.3 岁（2023 年）延长至 87 岁（2063 年），女性预期寿命将从 85.2 岁（2023 年）延长至 89.5 岁（2063 年）。该报告重点关注了预计在未来几十年重塑澳大利亚经济的五种重要力量的影响：

- 人口老龄化
- 对护理和支持服务的需求不断增长
- 气候变化和零排放
- 技术和数字化转型，以及
- 地缘政治风险和分裂。

我对董事会未来 12 个月的愿望是：

• 为福利会购买一个办公场所——我邀请各位部长和朋友们来参加我们的年度蝉联大会，帮助我们寻找场地！为我们的员工提供办公场所；一个宽敞的厨房，以便我们能够为我们的社区提供文化餐，还有一个用于活动的社区礼堂！

- 为福利会社区提供有关老年护理的专业培训，
- 继续与各大学院合作研究多元文化环境下的老年人护理，
- 不断招募双语工作人员和专业医疗专家为我们的社区提供护理。
- 与主流老年护理服务机构持续保持联系，以适应新的老年护理法案；老年护理标准和
- 继续与 Bene Aged Care St Agnes 合作，向我们的老年人介绍该设施，因为华人社区没有专门的护理住宿中心。



Executive Officer's Report

This report reflects on the achievements and challenges CWS faced in this financial year ended June 2023.

CWS at a glance

Membership: 354 members (Current Financial members – 248 and Life members – 106)
 Board Members: 12 Persons
 Volunteers: 50 volunteers
 Staff: 10 Full Time workers, 3 part time workers, 3 RN, 1 EN and 34 casual Support Workers

Chinese School: see separate report
 Social Work students' placement: 2 students
 Staff Xmas Dinner: 40 participants

Lifestyle Classes (Number of attendants): over 4000 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 (30 participants)
 Chinese Square Dance (40 participants)

Community Activities:

Disability Rights Advocacy Services Information Session – 15 participants
 Well Being SA – Cervical Screening / Bowel Screening Information Sessions x 8 – 300 participants
 Adelaide Uni community research – 12 participants
 CWS Shopping tour x 4 -40participants
 Enfield Memorial Park Visit – 25 Participants
 BoneBus community Event – 30 participants
 HCP Consumers Gathering x 2 – Total 150 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 - 100 participants
 Autumn Festival Outing - 100 participants

Volunteer Training:

Volunteer Gathering and Evaluation Day – 40 participants

Carer Group Gathering and Carer Retreat:

Carer group gathering x4 – Total 140 participants

Birthday Luncheon

4 x – Total 600 participants

Staff Training:

Oral & Mouth Care + Prevention of Elder Abuse	Food Safety + Fire Emergency & Safety
Restrictive Practice + Dignity + Choice + Environmental Cleaning	Manual Handling
Infection Control / Hand Hygiene / PPE	RN + EN Orientation
Medication Management +Antimicrobial Stewardship	Behaviour Management
Personal Cyber Security	Understanding Falls Prevention

Governance Workshop :

Strategic Plan Review
Workforce Governance Workshop
Effective Assessment Skill Governance Workshop
Effective Risk Management Workshop

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 Program Services

Total Number of Consumers (up-to-date): 228

Specialized Support Services (83 Consumers):

- Client advocacy and other support services such as writing support letters, calling Centrelink, making referrals for My Aged Care services, etc.

Social Support Individual (114 Consumers):

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

Other Food Services (18 Consumers):

- Food Safety workshops or information sessions

Social Support Group (156 Consumers):

- Centre based activities
 - ✓ Monday: Line Dancing with average 45 participants
 - ✓ Tuesday: Talk-To-Talk Senior Group (Cantonese) with average 40 participants
 - ✓ Thursday: Talk-To-Talk Senior Group (Mandarin) with average 40 participants
 - ✓ Friday: Tai Chi Group with average 25 participants
 - ✓ Outings (average 100 participants / each)

Flexible Respite (14 Consumers):

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

Centre Based Respite (52 Consumers):

- Centre Based Day Respite and Community Access Group

Domestic Assistance (18 Consumers):

- General house cleaning, unaccompanied shopping

Personal Care (3 Consumers):

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

Meals at Centre (131 Consumers):

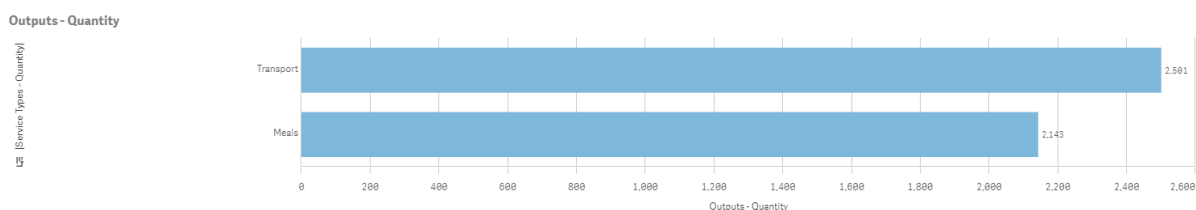
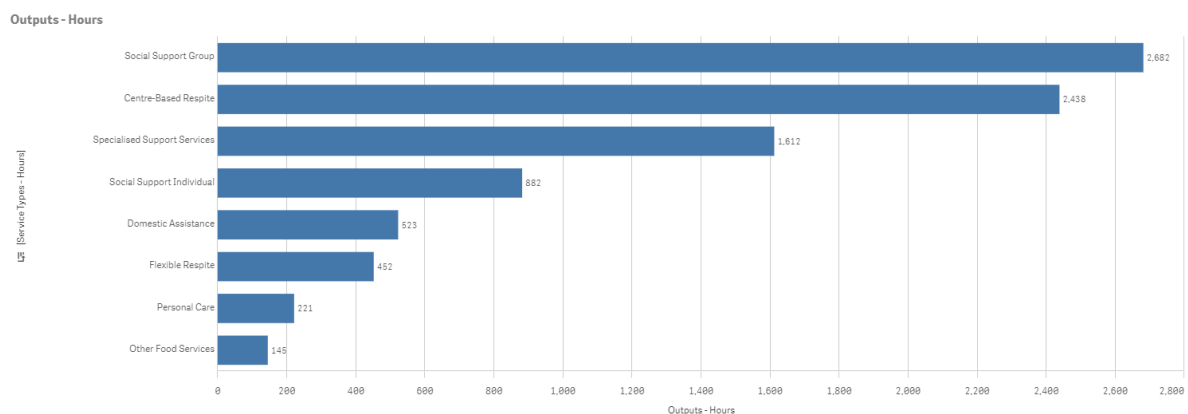
- Cultural meals after Talk-to-Talk sessions
 - ✓ Festival luncheons quarterly to celebrate Chinese festivals and members birthday (average 150 participants / each)

Transport (129 Consumers):

- Direct transport services to appointments and activities

CHSP Data Exchange 2022 – 2023

Source: Data Exchange Portal



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 in their home. CWS has been providing HCP services since late 2017, and now we are stepping into the sixth 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

Level	Numbers of Consumers		
	June 2021	June 2022	June 2023
1	28	2	1
2	17	48	57
3	26	47	65
4	19	30	27
Total	90	127	147

There was an ongoing increase in the number of HCP consumers for the 2022 - 2023 financial year. Compared to the number of HCP consumers in June 2022, the number in June 2023 had increased by 20, with a total number of 147 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 2023, more than 20 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 4 full-time care coordinators, two full-time administration officers; 3 Registered Nurses (casual), one Enrolled Nurse, and 36 support workers.

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

To ensure our care team provides competent clinical care, CWS has ongoing clinical advisory meetings 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 in their familiar environments. We appreciate your support and understanding and will endeavour to pursue a better care for 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	5	4
2	Uniting SA West Lake	2	1
3	Calvary Flora McDonald Retirement Community	2	3
4	Restheaven Leabrook	1	2
5	Uniting SA Westminster	5	5
6	ACH Group Milpara	3	1
7	Southern Cross North Plympton	1	1

Residential Care Visits	
Number of Active Visitors during the reporting period	22
Number of Aged Care Facilities visited during the reporting period	7
Total number of Care Recipients visited	19

Home Care Visits	
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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 Services (ICSS) focuses on services designed specifically for carers. Chinese Welfare Services is one of the associated CALD Members which deliver services across Adelaide, to provide carers access to new and improved local and targeted services offered through the Carer Gateway.

Number of Carers 2022-2023	60
Number of Carer Peer Support Activities 2022-2023	4

Kam Chiu

Executive Officer



Community Language Chinese School Report

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 planned and prepared face-to-face classes while families continued to support their children to learn Mandarin within both the home and school environment.

Our Chinese Community Language School, located at Adelaide High School (AHS), has met, along with other school communities, on a weekly basis. The classroom space and facilities are ideally suited both teachers and students to carry out the Chinese language and cultural 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 renewed curriculum based on renewed lessons prepared by volunteer teachers throughout this year. Of particular interest and success was the play - The MAGIC BRUSH.

This play was performed with students at all levels from our school. Teachers contributed and dedicated their weekend time to rehearse the play with students. Our school was grateful that the parents supported the students throughout the year. We participated and presented the play at the Children's Week e-Concert at the end of 2022. The practice of the play was a challenging task for both teachers and students but the play was successfully and presented and shared on-line.

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 all students.

We are a team of 16 volunteer teachers: Year 10 Xiying Liu, Year 9 Yongying Ye, Year 6 Jingfang Wang, Year 5 Sally Lyu, Year 4 Ying Zhao, Year 3 Jia Zhao, Year 2 Xiangjin Wang, Year 1 Jingyu Zhao, Reception 2 Shulin Peng, R1 Linlin Yang, Ississ Tong, Celine Phang and Eugene Wong. Volunteer School principals are Lu Liu, Shuo Wang and Vivien Shae.

Our team of relief 5 volunteer teachers: Ran Yang, Xuezhu Zhao, Ruyu Leng, Karen Yike Shi and Yuhan Liu

Students continue to enjoy learning more about Chinese culture through volunteer cultural teachers, Xiying Liu and Christopher Huang. Chinese flute and Chinese Martial Arts are included in the cultural lessons.

The School Management committee consisting of 2 parent representatives: Lazlo Ghillanyi, 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.

Chair School Management Vivien Shae

Please enjoy the play presented by students



Vivien Shae



CWS Activities' Photos





TREASURER'S REPORT

Treasurer Report (July 2022 to June 2023)

I would like to represent the Committee of the Chinese Welfare Services of SA to table the financial report (July 2022 to June 2023).

This 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.

As a committee, we have established and maintained internal control relevant to the preparation and fair presentation of the financial reports that are free from material misstatement. We have selected and applied appropriate accounting policies and made accounting estimates that are reasonable in the circumstances.

The income account, a balance sheet and detailed income and expenses statement for the year to 30 June 2023 have been audited by an independent auditor, as tabled.

Special notes are:

Income Account:

Income received has increased 36% from \$2,962,183.95 to \$4,027,680.58

Major project fundings have increased due to HCP programs and grants for CHSP CVS ICSS

Minor grants increased are Multicultural Connect, Expand Together, e-Safety and CALD Community Research

Detailed Income and Expenses Statement:

Expenses has increased 39% from \$2,366,230.38 to \$ 3,303,574.73

Employment Expenses, salaries, superannuation and Workcover

Subscriptions includes CIM license fees

Balanced Sheets:

Our current net assets are reflective of our capability to carry out the various projects and programs.

The organization's financial situation is sound and healthy and able to continue to support and deliver services to the Chinese communities. We will invest in time and resources to ensure that we have the right systems in place in order to support our consumers. We will put in place a Stronger Standards and Better Aged Care Program as recommended by the Aged Care Quality and Safety Commission.

We will continue to improve, adopt a strong consumer focus and service delivery. It will be person-centred, with kindness, compassion, dignity and respect and provide the right level of care to meet the individual needs.



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 KING WILLIAM STREET
ADELAIDE SA 5000
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**INDEPENDENT AUDITOR'S REVIEW REPORT
TO THE MEMBERS OF
CHINESE WELFARE SERVICES OF SA INCORPORATED
ABN 91 052 489 853**

Report on the Financial Report

I have reviewed 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 profit & loss statement for the year ended 30 June 2023 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 of the financial report that gives a true and fair view and has determined that the accounting policies used are appropriate to meet the requirements of the *Australian Charities and Not-for-Profits Commission Act 2012* (ACNC Act) and the needs of the members. The committee's responsibility also includes such internal control as the committee determines is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express a conclusion on the financial report based on my review. I conducted my review in accordance with Auditing Standard on Review Engagements ASRE 2415 *Review of a Financial Report: Company Limited by Guarantee or an Entity Reporting under the ACNC Act or Other Applicable Legislation or Regulation*, in order to state whether, on the basis of procedures described, anything has come to my attention that causes me to believe that the financial report does not satisfy the requirements of Division 60 of the ACNC Act including: giving a true and fair view of the registered entity's financial position as at 30 June 2023 and its performance for the year ending on that date.; and complying with the Australian Accounting Standards and the *Australian Charities and Not-for-Profits Commission Regulation 2013* (ACNC Regulation). ASRE 2415 requires that I comply with the ethical requirements relevant to the review of a financial report.

A review of a financial report consists of making enquiries, primarily of persons responsible for the financial and accounting matters, and applying analytical and other review procedures. A review is substantially less in scope than an audit conducted in accordance with Australia Auditing Standards and consequently does not enable me to obtain assurance that I would become aware of all significant matters that might be identified in an audit. Accordingly, I do not express an audit opinion.

Independence

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

Basis for Qualified Conclusion

Donations are a significant source of revenue for the Chinese Welfare Services of SA Incorporated. The Chinese Welfare Services of SA Incorporated has determined that it is impractical to establish control over donations prior to entry into its financial records. Accordingly, as the evidence available to me regarding revenue was limited, my review procedures with respect to donations had to be restricted to the amounts recorded in the financial records. I therefore am unable to conclude whether the recorded donations of Chinese Welfare Services of SA Incorporated are complete.

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**INDEPENDENT AUDITOR'S REVIEW REPORT
TO THE MEMBERS OF
CHINESE WELFARE SERVICES OF SA INCORPORATED
ABN 91 052 489 853**

Qualified Conclusion

Based on my review, which is not an audit, with the exception of the matters described in the Basis for Qualified Conclusion paragraph, nothing has come to my attention that causes me to believe that the financial report of Chinese Welfare Services of SA Incorporated does not satisfy the requirements of Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* including:

- (a) Giving a true and fair view of the registered entity's financial position as at 30 June 2023 and of its financial performance for the year ended on that date; and
- (b) Complying with Australian Accounting Standards to the extent described in the Notes, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis of Accounting

The financial report has been prepared for the purpose of fulfilling the responsible entities' financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose.

Report on Other Legal and Regulatory Requirements

In accordance with the requirements of section 60-50(3)(b) of the ACNC Act, I am required to describe any deficiency, failure or shortcoming in respect of the matters referred to in paragraph 60-30(4)(b), (c) or (d) of the ACNC Act.

My review on the financial report is modified in respect of the matter relating to donations referred to in the Basis for Qualified Conclusion paragraph and there are no other matters to report.

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 6th day of September 2023

Chinese Welfare Services of SA Incorporated
Income Account
For the year ended 30 June 2023

	Note	2022	2023
		\$	\$
Income Received			
Donations	(1)	2,866.05	3,020.01
Membership Income		4,454.55	3,461.27
Ethnic school fees & Grants	(2)	45,978.25	77,948.11
Major project fundings	(3)	2,837,588.21	3,904,907.81
Income from minor grants & activities	(4)	64,198.00	18,832.00
Other income	(5)	2,160.36	6,511.33
Special Interest Classes		2,309.50	350.00
Interest received		<u>2,629.03</u>	<u>12,650.05</u>
Total income received		<u>2,962,183.95</u>	<u>4,027,680.58</u>

Notes:

- (1) Donation from Mothers' Day Lunch
- (2) School back to usual as COVID restriction lifted
- (3) Includes Brokerage fees, HCP programs and grants for CHSP, CVS, ICSS
- (4) Includes Multi-cultural Connection, Expand Together, National Australia Day grant, eSafety, CALD Community Research
- (5) Late waived Income Tested Fees recovered from Services Australia

Chinese Welfare Services of SA Incorporated
Detailed Income and Expenses Statement
For the year ended 30 June 2023

	Note	2022	2023
		\$	\$
Income			
Total income from previous page		2,962,183.95	4,027,680.58
Expenses			
Advertising & promotion	(1)	13,798.09	4,666.27
Audit Fees		870.00	960.00
Bank fees & charges		105.00	313.64
Bad debts	(2)	-	12,343.06
Rent & outgoings		39,154.41	34,249.61
Electricity		2,174.82	2,477.44
Telephone		2,670.13	4,626.56
Repairs & maintenance		5,050.68	6,142.51
Insurance		13,450.27	14,452.27
Employment expenses:			
Salaries & wages	(3)	1,344,090.34	1,762,788.10
Superannuation		114,638.97	160,016.93
WorkCover		22,099.68	48,609.12
Volunteer reimbursement		2,624.00	2,535.52
Project expenses	(4)	779,938.65	1,221,921.76
Printing, stationery & office expenses		17,600.46	16,858.77
Subscriptions	(5)	7,964.88	10,613.17
Total expenses		2,366,230.38	3,303,574.73
Net operating surplus for the year		595,953.57	724,105.85
Less: Transfer to Building reserve	(6)	134,057.64	262,501.84
Transfer to Project Dev reserve	(7)	-	450,000.00
Net surplus for the year		461,895.93	11,604.01
Total changes in association's cash flow this year		595,953.57	724,105.85

Notes:

- (1) Newsletter, Chinese translation on Website
- (2) Board approved ICTF waived, HCP clients' overspent, unrecovered ICTF
- (3) Includes CVS, Ethnic school, CHSP & HCP coordinators, support workers book keeping and staff training
- (4) Includes Home Care Package outsourcing services, purchases paid from programs, activities with staff and associated costs
- (5) Subscription includes CIM licence fee increased
- (6) Board approved \$250,000 along with FD interest received transfer to building reserve
- (7) Board approved \$450,000 transfer to Project Development reserve

Chinese Welfare Services of SA Incorporated
Detailed Balance Sheet
As at 30 June 2023

	Note	2022	2023
Current Assets			
Cash Assets			
Main account - CWS		583,497.75	770,337.64
School account		63,389.71	98,729.91
CHSP (HACC) account		-19,592.49	43,248.34
Home Care Package account	1	741,014.01	1,063,233.69
Payroll Clearing account	2	178,690.32	283,048.95
Term deposits	3	747,504.47	860,154.52
Cash on hand	4	1,000.00	1,000.00
HCP subsidy receivable	5	420,236.01	328,442.70
Trade debtors	6	15,153.63	12,546.63
Total Current Assets		<u>2,730,893.41</u>	<u>3,460,742.38</u>
Total Assets		<u>2,730,893.41</u>	<u>3,460,742.38</u>
Current Liabilities			
Provision for holiday pay		83,868.59	139,243.21
Provision for long service leave		41,796.06	55,906.10
Payroll liabilities (PAYG, superannuation & workcover)		8,714.14	21,134.33
Home Care Package clients fund holding		516,548.23	440,386.50
Total Current Liabilities		<u>650,927.02</u>	<u>656,670.14</u>
Total Liabilities		<u>650,927.02</u>	<u>656,670.14</u>
Net Assets		<u>2,079,966.39</u>	<u>2,804,072.24</u>
Association Funds			
Accumulated general funds		1,244,565.07	1,256,169.08
Building reserve		835,401.32	1,097,903.16
Project development reserve			450,000.00
Total Association Funds		<u>2,079,966.39</u>	<u>2,804,072.24</u>

Notes

- (1) This account has clients' funds in trust of \$440,386.50 for future service use.
- (2) This includes the annual leave & LSL accrued of \$195,149.31 as at 30 June 2023
- (3) Term deposits include: Building funds and School Mirror account
- (4) Executive Officer has \$1,000 as petty cash.
- (5) June 2023 fees on services provided of \$328,442.70 yet to be receive from Services Australia
- (6) Brokerage fees receivable from Carer SA