



Annual Report 2023 - 2024



南澳華人福利會

Chinese Welfare Services of SA Inc.

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Contents

About the Chinese Welfare Services of SA Inc	P2
Board of Management Members & Staff	P3
President's Report	P7
Executive Officer's Report	P9
Clinical Quality Manager's Report	P16
Chinese School Report	P17
Activities Photos	P19
Treasurer's Report	P21
Financial Statements	P25

About 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

2023 - 2024

Board of Management

Member 葉蕙蓮 Lancy Ip



President 余芬豐 Vivien Shae



Vice President Susan Colins



Vice President 施國華 K See



Treasurer 谈慧珍 Phyllis Lim



Member 張慧娟 Huijuan Zhang



Member Patrizia Kadis



Member 章德玲 Anna Cheung



Member 趙娥香 Nora Chow



Member 葉蕙蓮 Lancy Ip



Member 陳尚璟 Faye Chen



Member 鍾倩玲 Sinling Chung



Member 易月荷 Anne Hughes



Legal Advisor 葉浩鵬 Yapp Hau Pehn

Staff

Executive Officer

Mr Kam Chiu 趙金良 JP

Clinical Quality Manager

Ms Irene Rowe 羅艾琳

Senior Aged Care Coordinator

Ms Lynn Shi 時玥

Senior Aged Care Coordinator

Ms Cheryl Mai 麥美儀

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

Mr Brian Fang 方齊博

Home Care Package Coordinator

Ms Lu Liu 劉璐

Home Care Package Coordinator

Ms Yuco Chan 陳志萍

Project Coordinator

Ms Wenqi Du 杜文琪

**Integrated Carer Support Services
Coordinator &
Community Visitor Scheme Coordinator**

Ms Nikita Kwong 鄭芷蕙

Senior Accounting Officer

Ms Wan Tang 譚萬秋

Accounting Officer

Ms Hazel Qin 覃俐縈



Support Workers	Name	Support Worker	Name
Registered Nurse	Lam, Renee	Registered Nurse	Lee, Ting Him
Registered Nurse	Li, Xu yang	Registered Nurse	Lo, Wing Yan
Registered Nurse	Law, Jiu Ling	Support Worker	Lam, Man Tai
Registered Nurse	Lee, Tsz Ching	Support Worker	Zhou, Yinyan
Enrolled Nurse	ZHENG, Xin	Support Worker	CHU, Wai Man
Support Worker	CHAN, Chun Tai	Support Worker	Chan, Yee Tung
Support Worker	CHEN, Xu Feng	Support Worker	Gu, Kuan
Support Worker	LIU, Qian Jun	Support Worker	Sun, Yingying
Support Worker	ZHENG, Xin	Support Worker	Chen, Wei
Support Worker	LI, Xiao Fei	Support Worker	Ou, Hong
Support Worker	XU, Ping	Support Worker	Zhang, Winnie
Support Worker	DENG, Hailan	Support Worker	Kamadi, Herman
Support Worker	LOCKETT, Qinglu	Support Worker	Cheng, Manno
Support Worker	CHOU, Chia chia	Support Worker	Wang, Xue Hong
Support Worker	LIU, Leyuan	Support Worker	Liu, Chao

Support Worker	ZHAO , Qinghua	Support Worker	Chen , Yingging
Support Worker	ZHANG , Hong	Support Worker	Wu , Hongjun
Support Worker	GAO , Hong	Support Worker	Liu , Xinyu
Support Worker	Wu , Hongjun	Support Worker	Yang , Xiallong
Support Worker	Tang , Wenxia	Support Worker	Tao , Jing
Support Worker	Wu , Dan	Support Worker	Cheng , Siu Chu
Support Worker	Du , Ji	Support Worker	Lu , Poimun
Support Worker	Li , Qiuping	Support Worker	Zhang , Xiaoyue
Support Worker	Ouyang , Mingyu	Support Worker	



President's Report

The work and achievements of the Chinese Welfare Services of SA (CWS) in this past year can be summarized in three words which is the theme of my report - **improvement-collaboration – and change**.

These three words seem to best encapsulate and express the enduring work and commitment by the whole administrative team including:

Executive Officer, Clinical Manager, Home Care Package coordinators, other Project Coordinators, Financial team, all support workers, all volunteers and hardworking CWS management committee.

Collectively they have connected and worked together to provide information and to deliver support in all on-going and new aged care programs as well as educational services to young people in our community school.

So, on the outset I wish to congratulate and give a sincere thanks to all people involved directly or indirectly in providing support and quality services in aged care to our diverse consumers and to our community.

For the detail of each individual project, you will be able to find in the EO report which will illustrate in detail the success of the work of CWS. This success is the result of adopting a commitment to improvement in our work, collaborating with one another and with other stake holders and finally by staying informed with major government changes that will affect the entire work of our organization for 2025 and beyond.

Continuous Improvement Plan has been an important and vital process. We have increased our clinical and administration staff to deliver safe and high-quality care and support at home.

Collaboration has been an essential and ongoing teamwork with our stake holders. It helps us work effectively to achieve our quality care which is reflected in the ALL-MET result of the audit by the Aged Care Quality and Safety Commission in April 2024. We are working closely with peak bodies, Multicultural Aged Care Inc., Multicultural Communities Council of SA Inc. and all our allied health partners. We can assist our consumers so that they can live safely and independently in their own home for as long as is safe and appropriate. We have been able to support and assist them to carry on their usual daily activities safely.

I just wish to pause for a moment to focus on the third theme – that of change – Government changes that are far reaching and which will become an important legislation that will greatly inform CWS on how to develop renewed ways and strategies to improve our services for next year and beyond.

I'm referring specifically of course to the Aged Care Bill that is before Parliament and will become law by July 2025. The Australian Government introduced the Aged Care Bill recently to Parliament on 12 September 2024. The Bill is for a new Aged Care Act – the main law that sets out how the aged care system operates. I don't want to go into detail about this new Bill but just to highlight key areas that will impact the work and direction for the CWS in the years to come.

The Bill responds to around 60 recommendations from the recent Royal Commission. It also makes laws which are critical to our support work and the services to our aged care clients, and they include:

- a Statement of Rights for older people
- a renewed Support at Home program
- strengthened Aged Care Quality Standards – these outline what quality and safe aged care services look like
- stronger powers for the regulator, the Aged Care Quality and Safety Commission.

The proposed new laws will reshape the work of all aged care providers, not only CWS – but they have special relevance for our work in CWS. In particular, in the work of rights for our elderly consumers and new standards to deliver improved support and services to our elderly citizens. The Government is encouraging people to be serviced at home, so there will be an increasing need, and increasing number, of consumers that CWS need to support at home.

The work this year demonstrates that CWS has already been engaged to develop and renew our support and services delivery to our elderly consumers. However, we stand ready and look forward to continuing to improve our work regarding the rights of older people and renewing our strategies for providing further quality and safe services to our diverse and growing aged care consumers in our Chinese speaking communities.

Thank you all for attending – we are delighted to have you here and your presence demonstrates your kind support to the work of the CWS.

I hope the reports that follow will provide some useful insights for you regarding the work of the CWS for the past 12 months.

Vivien Shae
President

Executive Officer's Report

This report reflects on the achievements and challenges CWS faced in this financial year ended June 2024.

CWS at a glance

Membership: 361 members
(Current Financial members – 259 / Life members – 102)
Board Members: 12 Persons
Volunteers: 59 volunteers
Staff: 11 Full Time workers, 3 part time workers, 4 RN, 1 EN and
39 casual Support Workers
Chinese School: see separate report
Social Work students' placement: 2 students
Staff Xmas Dinner: 50 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:

Topics of Information Sessions on Tuesdays and Thursdays

- Cultural Perspective / Climate Action / COTA / Aged Care Services / Advance Directive Care / Power of Attorney/ Will / NDIS / Diabetes Education / Precision Allied Health / Dental Care / Centre Link Concession Card / ARAS / Legal Services Commission / ASEAWA / Aboriginal Culture / Hepatitis SA / Concession SA / Dementia Australia / Elder Abuse / Red Cross / Adult Safeguarding Unit / Crime Protection

Other Community Activities

- Th Bone Bus Community Event – Bone Density Scan 30 participants
- EXPO - Carer EXPO 2023 / Ageing Wellness & Diversity EXPO (MAC)
- Australia Day Parade – 30 participants
- Nursing Home Visit – 30 Participants

HCP Consumers Advisory Group Meeting x 3 – Total 95 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 x 2 - 60 participants

Carer Group Gathering:

Carer group gathering x 4 - Total 140 participants

Birthday Luncheon

Luncheon x 4 - Total 600 participants

Staff Training:

Understanding Falls Prevention / Serious Incident Response Scheme	Nursing Specialised Care
Lifter Training	Behaviour management with Dementia
Swelling Management / dysphagia / Choking management	Food Care / head toes Care
Support Planning & Assessment + Documentation + Understanding Funding Agreement /Rostering	Oral / Mouth care and Food Safety / Infection Control
HLTAID011 - First Aid	Inclusive Practice & Cultural Diversity Training / Disability Awareness
Infection control * Hand Hygiene * Environment Cleaning	Feedback & Complaints/ Risk Management and Fire Emergency
Elder Abuse / Serious Incident Response Scheme / iSupport Program for Dementia training on line	Manual Handling + Falls Prevention

Commonwealth Home Support Program - CHSP

Funded by Department of Health and Aged Care

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

Summary of Program Services

Total Number of Consumers (up-to-date): 207

Specialized Support Services (80 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 (109 Consumers):

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

Other Food Services (15 Consumers):

- Food Safety workshops or information sessions

Social Support Group (154 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 / for each)

Flexible Respite (12 Consumers):

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

Centre Based Respite (55 Consumers):

- Centre Based Day Respite and Community Access Group

Domestic Assistance (20 Consumers):

- General house cleaning, unaccompanied shopping

Personal Care (4 Consumers):

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

Meals at Centre (134 Consumers):

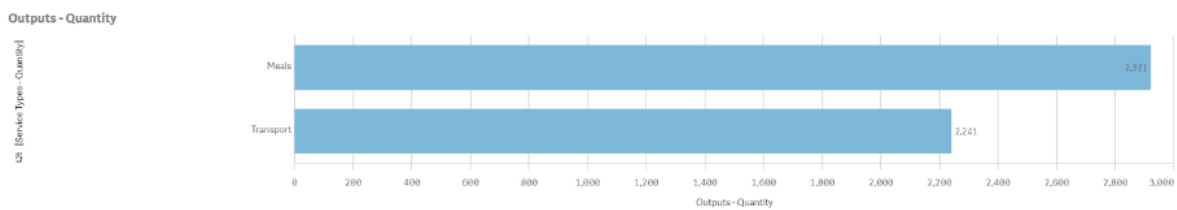
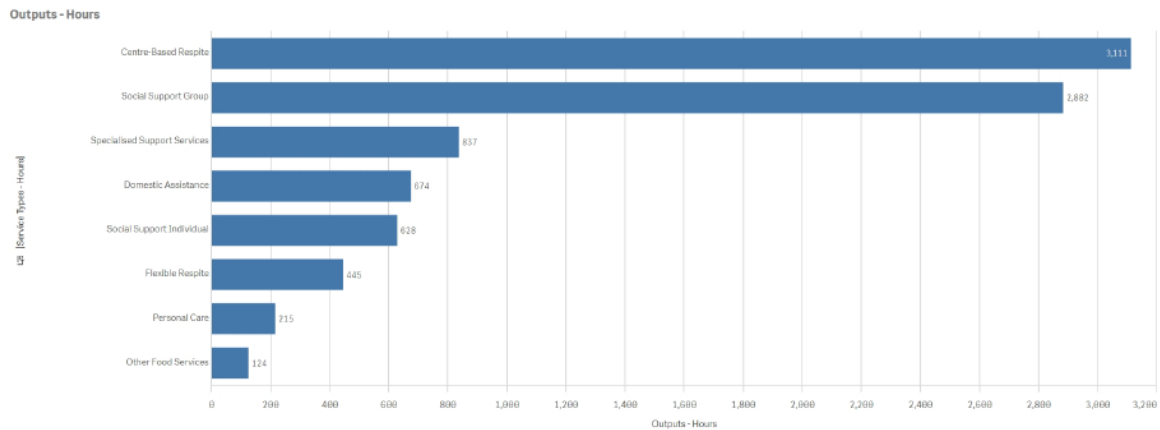
- Cultural meals after Talk-to-Talk sessions
 - Festival luncheons quarterly to celebrate Chinese festivals and members birthday (average 150 participants / for each)

Transport (109 Consumers):

- Direct transport services to appointments and activities

CHSP Data Exchange 2023 – 2024

Source: Data Exchange Portal



Home Care Packages Funded by Department of Health and Aged Care

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 which 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	Number of Consumers			
	June 2021	June 2022	June 2023	June 2024
1	28	2	1	2
2	17	48	57	61
3	26	47	65	72
4	19	30	27	27
Total	90	127	147	162

There was an ongoing increase in the number of HCP consumers in the 2023 - 2024 financial year. Compared to the number of HCP consumers in June 2023, the number in June 2024 had increased by 15, with a total number of 162 consumers. In addition to providing support to consumers who chose CWS as their service provider, CWS also assists aged people who are eligible but find it challenging to access My Aged Care when applying for HCP services. This helps CWS build a strong relationship with them. By the end of June 2024, 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 one Senior Coordinator and 5 Care Coordinators, two full-time Administration Officers; 4 Registered Nurses (casual), one Enrolled Nurse, and 39 support workers. CWS has employed a coaching, to Clinical Quality Manager, Irene Rowe, who provides general direction coach, ensure high quality consumer services and regular objective assessment and contribute to policy procedure development and reviews.

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

Appreciation

For the past financial year, CWS was very grateful that we were able to demonstrate a commitment to excellence in consumer services for our HCP consumers and to support them to live in their familiar environments. We appreciate your support and understanding and will continue to pursue the best care for you.

Aged Care Visitors Scheme (ACVVS) Funded by Department of Health and Aged Care

Program Objective:

The ACVVS 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. 34 ACVVS visitors have actively contributed to the scheme in the last financial year, 29 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	1	1
3	Calvary Flora McDonald Retirement Community	3	3
4	Resthaven Leabrook	1	2
5	Uniting SA Westminster	5	5
6	ACH Group Milpara	1	1
7	Infinite Aged Care	1	1
8	Charles Young Allity	1	1
9	Estia Health Toorak Garden	1	1
10	Clayton Church Magill	1	1

Residential Care Visits	
Number of Active Visitors during the reporting period	23
Number of Aged Care Facilities visited during the reporting period	10
Total number of Care Recipients visited	19

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	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 2023-2024	68
Number of Carer Peer Support Activities 2023-2024	4

Activity Type	KPIs	2023/24
In Person Peer Support	Actual number of group sessions delivered	28
	Actual number of carers accessing In Person Peer Support	7
In Person Coaching	Actual number of In Person Coaching Sessions delivered	6
	Actual number of carers accessing In Person Coaching	2
Information & Advice	Information & Advice	4

Fee for Service

Activity Type	KPIs	2023/24
Intake and Assessment Carer STAR™ support provided to CSA	Actual number of carers that the Care Manager provided Intake Support for CSA	5
Reviews Carer STAR™ support provided to CSA	Actual number of carers that the Care Manager provided Review Support for CSA	60

Kam Chiu

Executive Officer

Clinical Quality Manager's Report

Over the past year, our organization has made significant strides in ensuring the highest quality of care for our home care clients and participants. Our efforts have been guided by a commitment to excellence, particularly in the areas of aged care quality standards, staff training and upskilling, and continuous internal auditing for quality improvement. This report highlights our key achievements and outlines the impact these have had on nursing care and overall service delivery.

- **Aged Care Quality Standards: Passing External Audits**
The successful completion of external audits has been one of our most significant accomplishments this year. We are pleased to report that we have consistently met the required Aged Care Quality Standards across all relevant areas.
- **Training, Education, and Upskilling of Staff**
Our focus on staff development is central to maintaining a high standard of care. At the beginning of this year, we have implemented several training programs, which have been key to improving both the quality of care and the efficiency of our services.
- **Internal Auditing and Continuous Improvement**
We have implemented a rigorous internal auditing system to ensure that our services not only meet but exceed the required standards. Through internal audits, we have identified areas where further improvements could be made, and actions have been taken promptly.
- **Nursing Care and Best Practice for Home Care Clients**
Our nursing and personal care services have continued to adhere to best practices, providing comprehensive, individualized care to home care clients. Our coordinators develop support plans in partnership with our clients to best their needs.

Our commitment to meeting the Aged Care Quality Standards, along with our focus on training, education, and internal auditing, has ensured that we are providing best-practice nursing care to all our home care clients and participants. These efforts have strengthened our organization and positioned us as a leader in the provision of home care services. We look forward to continuing our journey of improvement and achieving even greater outcomes in the coming year.

Thank you for your continued support and dedication.

Irene Rowe
Clinical Quality Manager

Community Language Chinese School Report

This year, we have been grateful to be able to continue to operate our Chinese Community Language School, located at Adelaide High School (AHS) on a weekly weekend basis during school term. Enrolment of students has remained around 160 students.

The classroom space and facilities are ideally suited for both teachers and students to continue to carry out the Chinese language learning.

The spacious courtyard enables students to learn their martial art program. The obvious benefits for students learning martial art are increased children's self-esteem and confidence. They are more motivated and able to learn new skills. Besides the physical activity, students learn to be focused and this creates a sense of belonging and team spirit.

The achievements in this past year have been significant. The teaching and learning at the school were well aligned with the Department of Education's standards and regulations, as we have completed splendidly the audit held by Community Language School Association of SA and the Education Department in August 2024.

Our school is grateful that the parents supported their students throughout the year. We have our face-to-face classes, while families continued to support their children to learn Mandarin within both the home and, the school environment.

I would like to thank the commitment and dedication of our 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 17 volunteer teachers: Year 10 Xiyang Liu/ Xiangjin Wang, Year 9 Huihui Nie, Year 6 Sally Yun Lyu, Year 5 Ying Zhou, Year 4 Kiki Shu-chi Fan, Year 3 Ran Yang, Year 2 Ruyu Leng, Year 1 Doria Wu/ Jingyu Zhao, Reception 2 Linlin Yang R1 Vinci Du, Ississ Tong, Celine Phang and Eugene Wong. Volunteer School Principals are Shuo Wang and Vivien Shae.

Also a team of relief 4 volunteer teachers: Xuezhu Zhao, Zoe Yue Ren, Jinfang Wang and Yuhan Liu

Students continue to enjoy learning more about Chinese culture through volunteer cultural teachers- Christopher Huang.

The School Management committee consisting of parent representatives: Lazlo Ghillanyi and Kary He and 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.

From Chair, School Management, Vivien Shae



CWS Activities' Photos





TREASURER'S REPORT

HAYDEN F. EDWARDS FCA FTIA
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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 2024 and a detailed 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 2024 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.

HAYDEN F. EDWARDS FCA FTIA
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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 2024 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 30th day of September 2024

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 2024 and a detailed 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
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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 2024 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 30th day of September 2024

Chinese Welfare Services of SA Incorporated
Income Account
For the year ended 30 June 2024

	Note	2023	2024
		\$	\$
Income Received			
Donations	(1)	3,020.01	40.00
Membership Income		3,461.27	3,220.00
Ethnic school fees & Grants		77,948.11	75,701.15
Major project fundings	(2)	3,904,907.81	4,794,139.90
Income from minor grants & activities	(3)	18,832.00	29,700.00
Other income	(5)	6,511.33	-
Special Interest Classes		350.00	138.00
Interest received		<u>12,650.05</u>	<u>27,990.60</u>
Total income received		<u>4,027,680.58</u>	<u>4,930,929.65</u>

Notes:

(1) Donation from Mothers' Day Lunch

(2) Includes Brokerage fees, HCP programs and grants for CHSP, CVS, ICSS

(3) Includes Multi-cultural Connection, eSafety, Isport, Oz Asia

(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 2024

	Note	2023	2024
		\$	\$
Income			
Total income from previous page		4,027,680.58	4,930,929.65
Expenses			
Advertising & promotion	(1)	4,666.27	1,895.01
Audit Fees		960.00	1,240.00
Bank fees & charges		313.64	1,296.31
Bad debts	(2)	12,343.06	9,686.03
Rent & outgoings		34,249.61	38,528.46
Electricity		2,477.44	4,468.73
Telephone		4,626.56	8,804.07
Repairs & maintenance		6,142.51	8,490.30
Insurance		14,452.27	16,781.42
Employment expenses:-			
Salaries & wages	(3)	1,762,788.10	2,149,350.43
Superannuation		160,016.93	209,090.82
WorkCover		48,609.12	56,704.68
Volunteer reimbursement		2,535.52	2,177.28
Project expenses	(4)	1,221,921.76	1,499,616.06
Printing, stationery & office expenses		16,858.77	21,834.45
Subscriptions	(5)	10,613.17	14,821.46
Total expenses		3,303,574.73	4,044,785.51
Net operating surplus for the year		724,105.85	886,144.14
Less: Transfer to Building reserve	(6)	262,501.84	27,622.05
Transfer to Project Dev reserve	(7)	450,000.00	300,000.00
Net surplus for the year		11,604.01	558,522.09

Notes:

- (1) Newsletter
- (2) Board approved unrecovered debts from Brokage
- (3) Includes CVS, Ethnic school, CHSP , HCP 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 FD interest received transfer to building reserve
- (7) Board approved the transfer to Project Development reserve from HCP account, at the moment we are not physically done the transfer from HCP account

Chinese Welfare Services of SA Incorporated
Detailed Balance Sheet
As at 30 June 2024

	Note	2023	2024
		\$	\$
Current Assets			
Cash Assets			
Main account - CWS	(3)	770,337.64	539,982.84
School account		98,729.91	91,128.56
CHSP (HACC) account		43,248.34	47,017.51
Home Care Package account	(1)	1,063,233.69	825,236.29
Payroll Clearing account	(2)	283,048.95	261,579.29
Term deposits	(3)	860,154.52	2,358,145.12
Cash on hand	(4)	1,000.00	1,000.00
HCP subsidy receivable	(5)	328,442.70	130,173.13
Trade debtors	(6)	12,546.63	591.00
Total Current Assets		<u>3,460,742.38</u>	<u>4,254,853.74</u>
Total Assets		<u>3,460,742.38</u>	<u>4,254,853.74</u>
Current Liabilities			
Provision for holiday pay		139,243.21	135,655.41
Provision for long service leave		55,906.10	68,699.40
Payroll liabilities (PAYG, superannuation & workcover)		21,134.33	14,745.94
Home Care Package clients fund holding		440,386.50	345,536.61
Total Current Liabilities		<u>656,670.14</u>	<u>564,637.36</u>
Total Liabilities		<u>656,670.14</u>	<u>564,637.36</u>
Net Assets		<u>2,804,072.24</u>	<u>3,690,216.38</u>
Association Funds			
Accumulated general funds		1,256,169.08	1,814,691.17
Building reserve		1,097,903.16	1,125,525.21
Project development reserve		450,000.00	750,000.00
Total Association Funds		<u>2,804,072.24</u>	<u>3,690,216.38</u>

Notes

- (1) This account has clients' funds in trust of \$345,536.61 for future service use.
- (2) This includes the annual leave & LSL accrued of \$204,354.81 as at 30 June 2024
- (3) Term deposits include: Building funds, School Mirror account and Project Development Board approved \$450,000 transfer to Fixed Deposit from CWS account
- (4) Executive Officer has \$1,000 as petty cash.
- (5) June 2024 fees on services provided of \$130,173.13 yet to be receive from Services Australia
- (6) Brokerage fees receivable from Carer SA



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