



THE AUSTRALIAN
ASIAN ASSOCIATION OF WA. INC.



2024 - 2025
ANNUAL REPORT
AUDITED ACCOUNTS AND STATEMENT OF PERFORMANCE



Triple A Care

The Australian Asian Association of WA Inc

VISION

To provide a high standard of care and service in the community enabling our consumers to reach their full potential.

MISSION

To help our consumers and their carers to journey through life with respect and dignity and achieve their goals.

VALUES

COMPASSION:

We treat all with kindness, empathy and dignity.

INTEGRITY:

We operate ethically, in an honest, reliable and fair manner.

INCLUSIVENESS:

We value diversity and are devoted to equality for all.

RESPECT:

We believe in each other and accept differences without judgement.

DIGNITY:

We believe that everyone is worthy of honour and respect.

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THE AUSTRALIAN ASIAN ASSOCIATION BOARD AND STAFF EXTEND THEIR THANKS AND APPRECIATION TO THE FOLLOWING FOR THE FUNDING AND SUPPORT PROVIDED:

- ◆ Australian Government - Department of Human Services
- ◆ Australian Government - Department of Health
- ◆ Government of WA - Department of Health
- ◆ Government of WA - Department of Local Government and Communities
- ◆ Office of Multicultural Interest (OMI)
- ◆ National Disability Insurance Scheme (NDIS)
- ◆ Lottery West WA

OTHER:

- ◆ Red Cross
- ◆ City of Vincent
- ◆ City of Gosnells
- ◆ Private Donations



THE AUSTRALIAN
ASIAN ASSOCIATION OF WA. INC.

EXECUTIVE COMMITTEE AND STAFF

President - Melville Fialho

Vice President - Marlene Burnaby
Secretary - Priya Raath
Treasurer - Lydia Anthony

COMMITTEE MEMBERS

Sarojini Fernando	Michael Perera
Dawit Moges	Ali Alisham
Marian McCarthy	

STAFF MEMBERS

General Manager - Romello Anandappa
Coordinator - Dushyanthi Fernando
Senior Admin Officer - Brian D'Monte
Admin Officer - Cheryl Magee
Aged Care Assistant - Humaira Tasnim Monami
Admin Assistant - Nimi Muraleedharan

Support Services Admin - Roshan Nepal
CHSP Admin - Shalika Senevirathna
Customer Support - Debie D'Silva
Graphic Designer - Olga Sidorenko
E.R Assistant (Gosnells) - Sophia Kurutjindo

CLINICAL CARE

Registered Nurses - Honerine Lazaro and Cheryll Fallon

TRIPLE A CARE SUPPORT WORKERS

Alano Montes Kathleen
Anthony Noelene
Anthony Stephen Ruba
Aye Khinsandra
Aye Moe Moe
Bernard Valerie
Cabibijan Sarah
Choustine Leonid
Day Naw Khin Moe Thu
Diddeniya Hewalage Umesha
Eshraghi Boroujeni Monireh
Gholami Hadiseh
Henney Kelly (V)
Henney Jaxon
Hlaing Thinn Thinn
Htay Khin Sandar
Htoo Moosay
Htoo Anne
James Naomi
Jeyakajan Thadsaginy
Kafaeepour Neda
Kamboj Harwinder

Khavari Khadijeh
Kuntong Sarahdim
Kywe Mie Mie
Late Hsar Doo
Macdonald Christina
Mantun Ma Aye
Mardones Angelica
Muthiah Vijayalakshmi
Nang Lun Huai
Nepal Roshan
Ohn Paw Ta Ae
Oo Kweh
Pa Agatha
Palsuk Htee Do
Patel Mayurika
Paw Eh Khu
Say Say Shew
Say Seain Nyomar
Say Seain Tinzar
Senevirathna Shalika
Shein Khin Than (V)
Silver Esta (P)

Soe Khu Doh (V)
Sumiati Luh (V)
Surrao Lionel
Thakor Purva
Thaung Donald
Thaung Anna
Thun Paw Ta
Tlumang Zing
Triana Herrea Marly
Tun Yadanar (V)
Tun Maureen
Tran Thi Bich Ngoc
Vilaylack Rita
Wah Lahpohset
Wijeskara Chamila
Win Thida (V)
Win Pawyotoo
Win Hnin
Yanai Mariko
Wickramaratne Ruklani
Yogarasa Indrani
Zathang Par Len Zing

TRIPLE A CARE VOLUNTEER PROGRAM STAFF

Sarojini Fernando
Don Nankervis

PRESIDENT'S REPORT

Dear Members, Presidents, Secretaries and members of our conglomerate organizations, Community Groups and Consul Generals of Chile and Nepal representing their various constituencies in Western Australia. It is with tremendous pleasure that I present to you our esteemed organization's 68th Annual Report for 2024 - 2025.

The program for the Aged Care, established many years ago, continues to flourish and grow, under the three programs of the Home Care Packages (HCP), Commonwealth Home Support Program (CHSP) and the National Disability Insurance Scheme (NDIS). New Aged Care legislation, which was scheduled for July of this year has now been postponed to the 1st of November 2025. This is having a major impact on every aspect of AAA CARE service delivery, as under the new Support at Home program, (previously named HCP) contribution rates will be a set percentage of each service's cost, with the government covering the rest, also effected in a major way is our technology pathways. Alchemy Technology Software, vendor for HCP and CHSP, is upgrading our systems to cover the new SAH.

It is imperative that as a Governing Body for AAA Care, committee members are up to date with all the latest legislature, implications, bureaucratic requirements and BEST PRACTISE. To this end, members are upgrading their knowledge online and experts in the field will be conducting Professional Development with the committee. I am also continuing to serve on the committee of the State Health Department sponsored body PICAC (Partners in Culturally Appropriate Care), which continues to offer developmental programmes in aged care in conjunction with Tertiary Institutions.

A Consumer Advisory Board (CAB) comprised of current clients meet twice a Year to suggest how client services can continuously be improved. Currently we have 85 HCP clients, 324 CHSP Clients and 15 NDIS Clients under our programs. It is pleasing to note, that the GM with the AAA Care staff have commenced a new Karen Social Support Group, comprising around 34 clients. The Group meets on a Monday at Triple A for their Social group activities.

On the multicultural dimension we have continued to build strong relations with The Office of Multicultural Interests (OMI) and the Department of Home Affairs, Border Security and Immigration, also with our local councils and members of Parliament. We were pleased to attend the Multicultural Award Ceremony, and many of our community group functions over the year. We have also been able, to monetarily support their functions. Ally Paolino Director of Immigration, Western Australia, has continued to play a pivotal role in the year since she has been appointed, as has ex-director Samantha Patuto who is now in the role of Assistant Secretary Transformations, in the Department of Home Affairs.

Our Office in the City of Gosnell's, originally set up to cater for needy migrants and refugees by providing Emergency Relief (ER), is continuing to provide, English, Sewing, Learning to Drive3 and Citizenship classes. A similar program is organised at AAA, providing Sewing classes and Driving Lessons at a minimal cost, to various groups of refugees and migrants at a minimal cost, which have continued to skyrocket with inflation. A regional grant of \$50,000 from OMI, has enabled AAA to provide programs in Albany and Katanning, for Citizenship classes and obtaining driver license

PRESIDENT'S REPORT CONTINUED FROM PAGE 2

permits. We receive fortnightly feedback from the citizenship teacher who forwards the attendance list signed by the students as requested by us. Payment is made to the teacher on fortnightly invoices being submitted to us by the Teacher. I wish to thank the General Manager Romello, Marlene, Sarojini and Sophia for their dedicated efforts in promoting these projects. Two grants of around \$60.000 for Capital Development works has enabled AAA to renovate the roof and floor of the building. New garage doors and side blinds in the Small Hall have also been installed.

We thank Lottery West for their continued monetary support for our ER Program which continues to assist many refugees and migrants in monetary distress.

With the residential property purchased in Cloverdale, as intimated to you last year, where we intend to construct low rental housing and a function centre, several meetings have been held, over the course of this year, with the architects Bollig and Associates, Belmont City Council, Government Ministers and their Principal Officers, in which plans have been modified to meet with engineering, Council and DA constraints. The architects now believe that the plans are ready to advance and be presented to the DRP, after that it goes to the DA and then for a building license. It is a longish process till we are shovel ready. This stage is essential to be considered for government funding. The cost of the project is around seven million plus with rising labour and material costs. AAA is also seeking to be accepted through the Department of Communities as a Housing Provider, which is long drawn out and time intensive process.

Our audited financial reports for the year continue to demonstrate an upward healthy trend. (Attached in Annual Report) Once again, I wish to thank you our robust membership for your continued support, the executive committee, the General Manager, Mr. Romello Anandappa, who continues to provide leadership, to Mrs Dushyanthi Fernando, Coordinator Support Services, Brian D'Monte, Senior Admin Officer RNs Honerine and Cheryl and all our office and support staff and our more than 75 carers. We salute you for your great effort and once again, I humbly thank you for allowing me to serve as your President. We promise to strive for greater domains in 2025 - 2026.

Melville Fialho
PRESIDENT



THE AUSTRALIAN
ASIAN ASSOCIATION OF WA, INC.

THE AUSTRALIAN ASIAN ASSOCIATION OUTREACH PROGRAM

Dear Members,

The Outreach Programs continue to operate successfully with various community organizations who are members of AAA. The program supports newly arrived migrant and refugee women from Eritrea, Iraq, Iran, Afghanistan, Myanmar. to develop various skills and simultaneously improve their knowledge of spoken English to manage everyday living. Our programs at Gosnell's Agonis center on a Tuesday and at our premises in Perth on a Wednesday and Thursday provide inclusive, holistic and culturally sensitive services for women. Members of the Karen community who have recently joined our Aged Care program also participate in our English and Sewing Classes at Perth and Gosnell.

Under the guidance and instruction of sewing teachers the women have progressed to take measurements and plan their work with confidence resulting in a feeling of achievement and competence. These classes give them a window of opportunity to converse and follow the instructions in English. We also offer classes in citizenship and some of the women who attend the sewing class, stay back to complete work from the booklet to achieve their citizenship certificate.

We have also organized Learning to Drive classes with qualified Driving instructors in both North and South of the River. We were fortunate to have instructors who were multilingual and this was an asset to the learners. We had almost 45- to 50 CaLD women and nearly 25 of them secured their driver's license. This was achieved with Grants received from the Office of Multicultural Interests (OMI) for which we are very thankful.

We have been successful with a similar grant to provide Driving lesson and citizenship classes in Albany and Katanning funded by OMI. This program will conclude in June 2026.

The sewing program is continuing with Grants received from OMI. We thank OMI for enabling us to continue with the programs. At Gosnell's we liaise with the CEO of Gosnell's Community Legal Centre- The Red Gum Justice. We direct our CaLD women who approach us for advice regarding real estate and rental problems, domestic violence and other legal issues.

We continue to provide Emergency relief support to clients at our Gosnells' office and our Perth Office.

Marlene Burnaby
VICE PRESIDENT



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THE AUSTRALIAN
ASIAN ASSOCIATION OF WA. INC.

HOTOS OF SEWING CLASSES AND DRIVING AT GOSNELLS AND PERTH



GENERAL MANAGER'S REPORT

The Australian Asian Association of WA Inc Trading as Triple A Care has had another successful year. In September/October 2024 we engaged with members of the Karen Community through the Karen Baptist church and subsequently started a Social Support Group for the Karen Community in October 24. The group started small and has grown rapidly over the months and we now have 34 members assessed as at 30th June 25 to attend the weekly group under the CHSP Program.

During the year we provided support to a total of 112 HCP Clients and 324 CHSP Clients and 14 NDIS Clients. The support worker shortage has eased, and we were able to recruit sufficient support workers to meet our needs. As at 30th June 2025, we have a total of 85 Home Care Packages made up of
Level 1 - 3 consumers
Level 2 - 20 consumers
Level 3 - 31 consumers
Level 4 - 31 consumers

Twenty one consumers either move to residential care or passed away, and six consumers moved to another provider.

The Number of CHSP clients as at 30th June 2025 was 324. Fourteen CHSP clients transitioned from CHSP to Home Care Packages. Number of NDIS clients as at 30th June 2025 was 14.

The New Support at Home program which was supposed to commence on 1st July 2025 was postponed to 1st November 2025. Preparations for the New Program have commenced with changes to our IT System, Client Agreements, Staff Training, etc being undertaken.

We continue to provide Emergency Relief assistance funded through Lotterywest to families in need through our office in Gosnells and in Perth. Programs for the CaLD women continue to run at our Gosnells office on Tuesdays and in our Perth office on Thursdays funded by grants received from the Office of Multicultural Interests. The program for Learn to Drive Lessons in Perth and Gosnells was very popular and the Grant was fully acquitted in May 2025. We were successful in our Grant Application to expand this program to the Cald Community in the Albany and Katanning area. The program has commenced in Albany and Katanning where we also provide Citizenship classes for the CaLD Community.

The OMI Capital works grant 23/24 to replace part of the Main Hall roof was completed. Funding from the OMI Capital works Grant 24/25 was used to replace the garage door and the window blinds in the small hall.

Plans to redevelop the property in Cloverdale have been progressing steadily. We hope to build 10 apartments to be rented at less than market rates to the members of the Migrant community on low incomes.

I wish to thank the funding bodies for the substantial support and assistance provided to us during the year, especially the Commonwealth Departments of Health , Disability and Ageing, Lotterywest, WA Department of Health and Office of Multicultural Interests.

I offer my sincere thanks to the Coordinator, Dushyanthi , our Senior Admin Officer Brian, RNs Honerine and Cheryl Fallon, Debie and the admin staff Cheryl, Monami, Roshan ,Shalika and Olga. I also thank all our support workers and volunteers for the excellent work done throughout the year.

On behalf of Triple A Care, I apologise for the omission of the Karen Social Support group feedback that was omitted on page 12.

Finally, I thank the President and Members of the Executive Committee for their support and guidance during the year.

Romello Anandappa
GENERAL MANAGER

TRIPLE A CARE STAFF CHRISTMAS LUNCH 2024



TRIPLE A CARE STAFF LUNCHEON AND AWARD CEREMONY - JUNE 2025



TRIPLE A CARE SERVICES REPORT JULY 2024 - JUNE 2025

Home Care Packages (HCP)

Commonwealth Home Support Program (CHSP)

National Disability Insurance Scheme (NDIS)

Home Care Packages (HCP)

It was a successful year for Triple A Care. **We provided services to 112 HCP consumers during this financial year. Please see below information pertaining to the Home Care Packages.**

We accepted 22 new consumers during this period (14 of these consumers were Triple A Care CHSP consumers. 1 CHSP consumer declined HCP and remained in CHSP due to Income Tested Fees (ITF).

Consumers who transitioned to Residential Care	10
Moved to another Provider (1 of these clients did not accept services at all)	6
Self-Managed	Nil
Moved overseas	1
Moved interstate	1
The number of consumers Deceased	9

Number of Home Care Packages as of 30 June 2025	85
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As of 30 June 2025, we provided services, as follows:

Level 1 3 consumers **Level 3** 31 consumers

Level 2 20 consumers **Level 4** 31 consumers

Upgrades 9 consumers

Request to MAC/ACAT for reassessment of consumers, resulted in 9 consumers being upgraded to a higher-level Home Care Package. Referrals were sent for allied health and other services. Clinical care, consumer assessments/reassessments, reviews, internal audits and surveys continued to be carried out. Please refer to the **consumer survey on pages 10-12**. Positive feedback was received from our consumers and their families regarding the services provided. We will continue to pursue continuous improvement in keeping with the Aged Care Quality Standards and our Vision, Mission and Values.

The Clinical/Quality Committee Meetings comprising of Vice President, General Manager, Executive Committee Member, Coordinator, Registered Nurses and Snr Admin Officer were held once every two months to monitor and review Continuous Improvement, Risk Management, Complaints/Feedback, Internal Audits and the Quality Management System (Policies and Procedures and associated forms). A Consumer Advisory Board Meeting was held during the year.

We provided CHSP services to 333 Consumers. 14 CHSP Consumers transitioned to a Home Care Package with Triple A Care.

Number of CHSP consumers as of 30 June 2025 **324 clients**

The hours of services we were contracted to provide and the actual hours of services provided were as follows. The actual hours of service provided far exceeded the contracted hours.

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TRIPLE A CARE SERVICES REPORT

Service	Contracted Hours	Actual Hours provided
Domestic Assistance	4,432 hours	6,947 hours
Social Support Individual	2,159 hours	1,522.5 hours
Social Support Group	18,594 hours	22,544.5 hours
Social Support Group Transport	4,578 hours	4,975 hours
Personal Care	1,006 hours	707 hours
Total	30,769 hours	36,696 hours

As of 30 June 2025, Triple A consisted of 76 employees. An Award Ceremony and Luncheon was held in recognition and appreciation of the dedicated services provided to our consumers. One staff member completed 19 years' service.

We provided services to 15 NDIS Participants and to 2 HACC consumers during this period.

Staff Meetings, Mandatory Training Sessions and Buddy Shift Training continued to be provided to ensure improvement and quality of service for our consumers. Our staff continue to receive on-going training in SIRS and encouraged to report all incidents

The new Support AT Home (SAH) Program which was to have been implemented as of 1 July 2025 was postponed to 1 November 2025. SAH will replace the HCP Program. Our staff were provided with training on the Strengthened Aged Care Quality Standards and their practical implications for day-to-day service delivery. The training was aimed at ensuring that all staff are aware of the upcoming changes and understand how to meet the expected quality requirements. Statement of Rights and Code of Conduct have been made available to all staff.

A warm welcome to Cheryll who rejoined as RN in July 2024, Honerine who joined the Triple A Care team as a Registered Nurse in September 2024 and Monami who joined as Aged Care Assistant in February 2025.

I take this opportunity to thank our valued consumers/participants and representatives for their understanding, cooperation and continued trust in Triple A Care. I would also like to thank our support workers for their ongoing dedication and commitment to providing a high standard of care to our consumers. Sincere thanks to Snr Administration Officer Brian, RN Honerine, RN Cheryll, Consumer Support Officer Debie, Admin Staff Cherylanne, Roshan, Shalika, Aged Care Assistant Monami and AAA Liaison Olga for their work and valuable assistance rendered during the year.

On behalf of the Aged Care Team, I wish to express our appreciation to Romello, the General Manager, the President, Vice President, the Executive Committee and the Clinical Quality Committee for their support, encouragement and guidance throughout the year.

We look forward to working together to implement the SAH Program.

Dushyanthi Fernando
COORDINATOR

TRIPLE A CARE SURVEY SUMMARY JUNE 2025

Summary of responses received to our annual survey from consumers receiving NDIS, CHSP and HCP services through Triple A Care. These consumers have expressed their levels of satisfaction and comments.

The responses to the questions in the survey for Home Care (HC)

The summary of the surveys are as follows:

Clients surveyed: 100

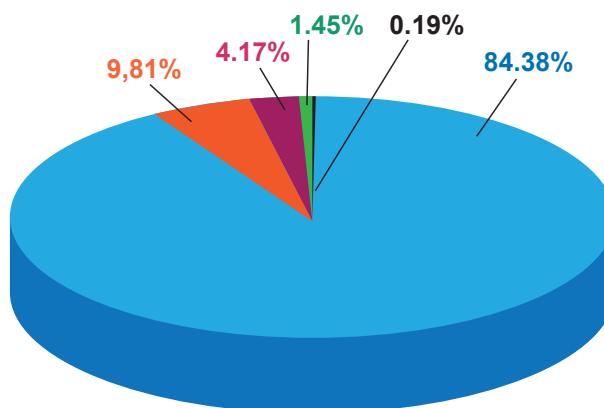
Responses received: 73

Response Rate: 73%

- Do you participate in reviews?
64.64% - Always
12.24% - Most of the time
9.52% - Some of the time
13.6% - No Response
- Do your services help you to live the best life you can?
75.52% - Always
19.04% - Most of the time
1.36% - Some of the time
4.08% - No Response
- Is the information you are given about services easy to understand?
83.68% - Always
10.88% - Most of the time
2.72% - Some of the time
2.72% - No Response
- Do you get value for money?
85.04% - Always
8.16% - Most of the time
5.44% - No Response
1.36% - Never
- Do you trust your service provider to do the right thing by you?
94.56% - Always
5.44% - Most of the time
- Is your right to privacy and confidentiality respected?
91.84% - Always
5.44% - Most of the time
2.72% - No Response
- Are you aware of your rights and responsibilities?
94.56% - Yes
4.08% - No Response
1.36% - No
- Is the information you are provided adequate to make decisions?
98.64% - Yes
1.36% - No Response
- **The overall response to the survey is summarised as follows:**
84.38% - Always
9.81% - Most of the time
4.17% - No Response
1.45% - Some of the time
0.19% - Never

TRIPLE A CARE SURVEY SUMMARY JUNE 2025

■ - Always ■ - Most of the time ■ - Some of the time
■ - No Response ■ - Never



Given below are some of the comments written by our consumers:

“Friendly good staff”. (P.D)

“Happy with the support worker. They are respectful and all good”. (K.Y)

“Pricing per hour is very good”. (I.R)

“Great service received. I can stay at home with great care taken by carers”. (K.S)

“Prompt, Attention to needs, pro active admin staff”. (M.R)

“Ability to share my chores”. (E.H)

“Always caring, polite and anticipate my needs”. (B.R)

“Very regular visits and if day not suitable due to medical appointments the triple a staff always make alternate arrangements”. (S.N)

“I am very satisfied with my service, and I would recommend triple a care to anyone”. (J.S)

“Very satisfied with services and care provided as it enables me to live a comfortable life in my own home”. (N.F)

“Excellent care given with respect, attentiveness and thoughtfulness”. (B.D)

“Helping with shopping and housework is very helpful for me. Most of these tasks are the tasks that I am not able to do myself”. (S.M)

“Continuing to enjoy good service and pleasant association with management and carers”. (J.P)

The responses to the questions in the survey for Group Social Support (GSS):

The survey's results as follows:

Clients surveyed: 60

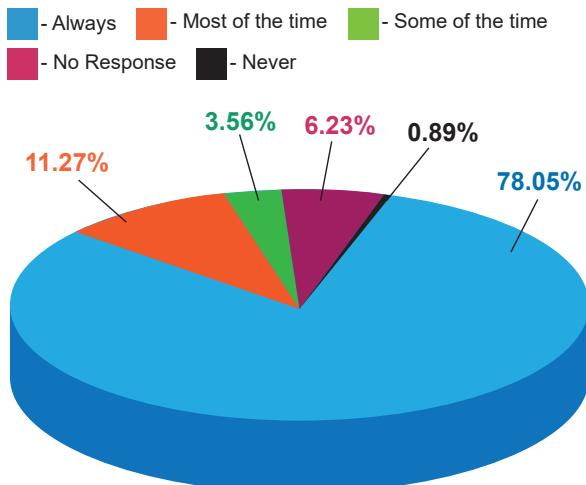
Responses received: 56

Response Rate: 93.33%

- Do staff treat you with dignity and respect?
 89.32% - Always
 8.9% - Most of the time
 1.78% - No response
- Are your Cultural/Spiritual needs met?
 75.08% - Always
 12.46% - Most of the time
 8.9% - Some of the time
 3.56% - No response
- The activities I attend are meaningful and support my interests and goals.
 78.64% - Always
 17.8% - Most of the time
 3.56% - Some of the time
- Do staff follow up when you raise any concerns with them?
 87.54% - Always
 10.68% - Most of the time
 1.78% - Some of the time
- Transport facilities are satisfactory.
 59.06% - Always
 10.68% - Most of the time
 1.78% - Some of the time
 1.78% - Never
 26.7% - No response
- Does the Support Worker maintain infection prevention and control?
 83.98% - Always
 8.9% - Most of the time
 5.34% - Some of the time
 1.78% - No response
- Do you participate in making decisions about Group Activities?
 67.96 - Always
 8.9% - Most of the time
 12.46% - Some of the time
 7.12% - Never
 3.56% - No response

TRIPLE A CARE SURVEY SUMMARY JUNE 2025

- Meals are well planned and culturally appropriate.
75.08% - Always
14.24% - Most of the time
3.56% - Some of the time
1.78% - Never
5.34% - No response
- Group Social Activities are well organised.
67.96% - Always
16.02% - Most of the time
1.78% - Some of the time
14.24% - No response
- Is the information you are given about services easy to understand?
85.76% - Always
7.12% - Most of the time
1.78% - Some of the time
5.34% - No response
- Do you trust your Triple A Care to do the right thing by you?
80.42% - Always
12.46% - Most of the time
1.78% - Some of the time
5.34% - No response
- Is your right to privacy and confidentiality respected?
85.76% - Always
7.12% - Most of the time
7.12% - No response
- The overall response to the survey is summarised as follows:**
78.05% - Always
11.27% - Most of the time
3.56% - Some of the time
0.89% - Never
6.23% - No response



Given below are some of the comments written by our consumers:

"I will say that we wait for next Thursday to attend day centre every time". (A.B)

"Exercise" (Anonymous)

"Regular exercise and good food". (Anonymous)

"Meeting Seniors and Socializing". (Anonymous)

"I am happy with all they offer". (Anonymous)

"Efficient, Pleasant and Enjoyable". (Anonymous)

"Very good service, caring and friendly staff". (Anonymous)

Feedback and suggestions:

"We would like to go out every month or more often"

"Newer program, social activities and outing"

"A single van is not sufficient as a lot of time is taken in collecting people. When others have enjoyed tea, we reach late. Exercise time starts immediately we don't get any relief, long time in sitting van is troublesome and is not comfortable for seniors"

"At least once in a month spiritual event like Bhajan to be arranged"

**CHARTER OF AGED CARE RIGHTS
AS OF 1ST JULY 2022**



Australian Government
Department of Health



Australian Government
Aged Care Quality and Safety Commission

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have their identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about their care and services in a way they understand;
6. access all information about them, including information about their rights, care and services;
7. have control over and make choices about their care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of their daily life, financial affairs and possessions;
9. their independence;
10. be listened to and understood;
11. have a person of their choice, including an aged care advocate, support them or speak on their behalf;
12. complain free from reprisal, and to have their complaints dealt with fairly and promptly;
13. personal privacy and to have their personal information protected;
14. exercise their rights without it adversely affecting the way they are treated.

TRIPLE A CARE ACTIVITIES IN PHOTOS 2024 - 2025

MONDAY GROUP ACTIVITIES



TUESDAY GROUP ACTIVITIES



WEDNESDAY GROUP ACTIVITIES



THURSDAY GROUP ACTIVITIES



Triple A Care recognises and supports people with disabilities. We offer the same opportunities to those with and without disabilities. We use a person centred approach to plan and deliver quality services. Our Day Centre is on the ground floor and easily accessible for people with disabilities. Our clients and their carers are given the opportunity to provide feedback regarding our services.

Information regarding our services is available on www.aaawa.org.au



TRIPLE A CARE RECOGNISES THE IMPORTANCE OF CARERS AND THEIR ROLE AND UPHOLD THE CHARTER OF RIGHTS AND RESPONSIBILITIES.

- 1** Carers must be treated with respect and dignity.
- 2** The role of carers must be recognised by including carers in the assessment, planning, delivery and review of services that impact on them and the role of carers.
- 3** The views and needs of carers must be taken into account along with the views, needs and best interests of people receiving care when decisions are made that impact on carers and the role of carers.
- 4** Complaints made by carers in relation to services that impact on them and the role of carers must be given due attention and consideration.

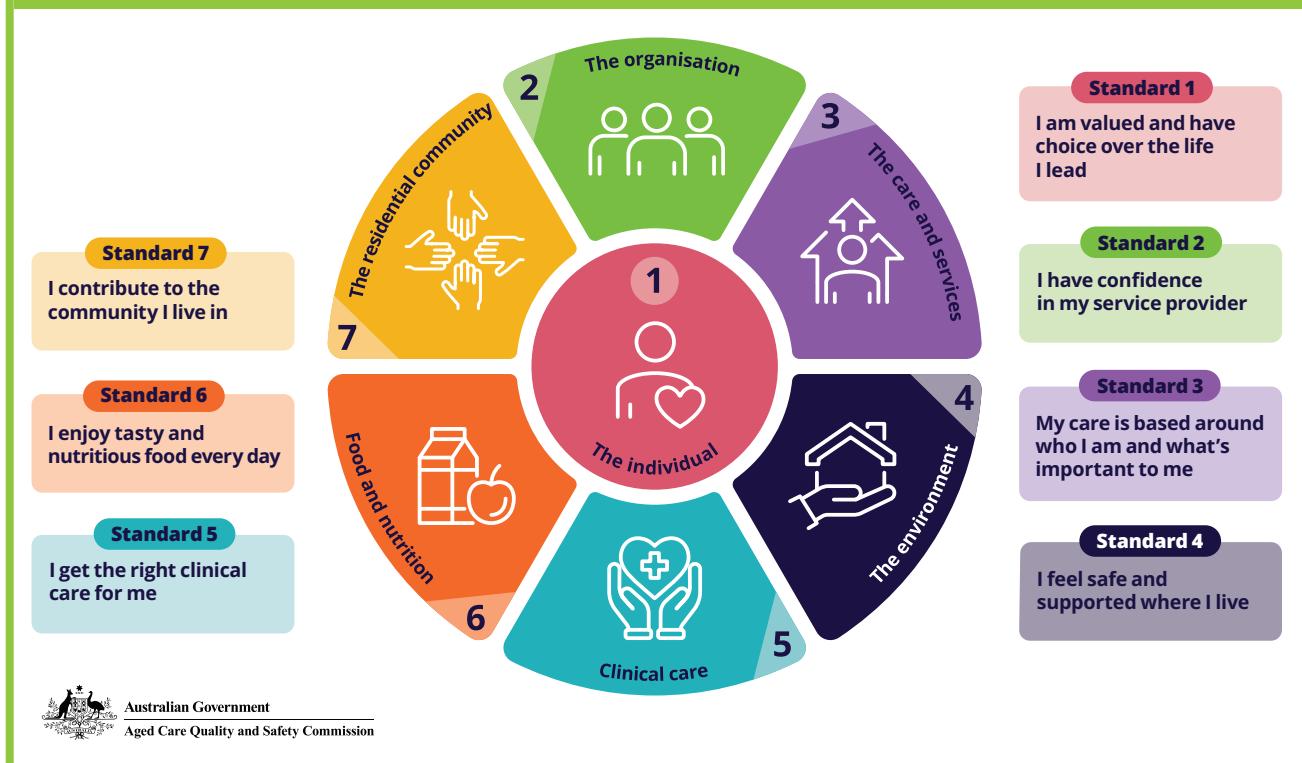
NDIS CODE OF CONDUCT

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
2. Respect the privacy of people with disability
3. Provide supports and services in a safe and competent manner, with care and skill
4. Act with integrity, honesty and transparency
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
7. Take all reasonable steps to prevent and respond to sexual misconduct.
8. Prohibition on charging and representing higher prices for the supply of goods for NDIS Participants



STRENGTHENED AGED CARE QUALITY STANDARDS

Expectations for older people



CODE OF CONDUCT FOR AGED CARE

1. Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
2. Act in a way that treats people with dignity and respect and values their diversity.
3. Act with respect for the privacy of people.
4. Provide care, supports and services in a safe and competent manner, with care and skill.
5. Act with integrity, honesty and transparency.
6. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.
7. Provide care, supports and services free from:
 - all forms of violence, discrimination, exploitation, neglect and abuse and
 - sexual misconduct.
8. Take all reasonable steps to prevent and respond to:
 - all forms of violence, discrimination, exploitation, neglect and abuse and
 - sexual misconduct.

SERIOUS INCIDENT RESPONSE SCHEME (SIRS)

As of 1/12/2022 the following Serious Incidents must be reported within 24 hours to the Aged Care Quality and Safety Commission.

1. Unexpected death
2. Psychological or emotional abuse
3. Unlawful sexual contact or inappropriate sexual conduct
4. Neglect
5. Stealing or financial coercion by a staff member
6. Missing consumers
7. Unreasonable use of force
8. Inappropriate use of restrictive practices

TREASURER'S REPORT 2024/2025

I am pleased to present the Audited Financial Statements of the Australian Asian Association Whole of Organisation for the financial year ending 30 June 2025, along with accompanying notes.

Annual Financial Summary 2025

Operations for the year Ended 30 June 2025	CHSP	HCP	Triple A (Disability)	AAA	Consolidated
Grants and Funding Receipts	1,429,715	3,401,424	788,898	197,116	5,817,153
Interest	27,197	30,259	-	136,337	193,793
Hall Hire				28,763	28,763
Management Fees				933,365	933,365
Other Receipts				163,604	163,604
Total Receipts	1,456,912	3,431,683	788,898	1,459,185	7,136,678
Expenses	- 1,484,902	- 3,351,305	- 756,841	- 447,588	- 6,040,636
Net Income/ (Loss)	- 27,990	80,378	32,057	1,011,597	1,096,042
Previous Year - 2024	25,619	20,529	16,960	664,098	727,206
Change in Net Income/ (Loss)	- 53,609	59,849	15,097	347,499	368,836
Financial Position as at 30 June 2024	CHSP	HCP	Triple A (Disability)	AAA	Consolidated
Total Assets	969,553	1,685,464	283,548	6,250,249	9,188,814
Total Liabilities	- 322,757	- 568,203	-	- 238,292	- 1,129,252
Net Assets 2025	646,796	1,117,261	283,548	6,011,957	8,059,562
Net Assets 2024	674,786	1,036,883	251,490	5,000,358	6,963,517
Increase/ (Decrease) in Net Assets	- 27,990	80,378	32,058	1,011,599	1,096,045
Cash at Bank 2025	967,724	1,557,762	283,046	4,813,683	7,622,215
Term Deposits	668,779	750,767		3,877,180	5,296,726

Financial Overview

The consolidated net income for the year was \$1,096,042, a significant increase from \$727,205 in the previous year. This improvement reflects the organisation's successful adaptation to the Commonwealth's revised funding model, which now grants funds in arrears rather than in advance.

The increase in net income is a positive indicator of financial resilience and operational efficiency, especially considering the continued rise in labour costs. The organisation remains committed to ensuring staff compensation aligns with current legislation and industry standards.

TREASURER'S REPORT 2024/2025

Net Assets and Cash Position

Net assets have grown from \$6,963,517 to \$8,059,562, marking an increase of \$1,096,045. This growth is consistent with the net income reported and demonstrates strong financial stewardship. Cash at bank as of 30 June 2025 stands at \$7,599,424, which includes term deposits and various program-specific accounts. This is an increase from \$6,453,005 in the previous year. Interest earned for the year amounted to \$193,793, consistent with the prior year.

Key Notes

Receivables increased significantly from \$55,140 to \$272,655, indicating improved revenue collection or expanded service delivery.

Liabilities rose from \$831,378 to \$1,104,971, primarily due to provisions and creditors, which are being actively managed.

Wages and Superannuation expenses increased, reflecting both growth in staffing and compliance with employment standards.

Acknowledgements:

Auditors

Special thanks to Charles Ridolfo & Co for conducting this year's audit with professionalism and diligence.

Executive Committee

Thank you to the executive committee for their continued oversight and governance, ensuring the financial health of the organisation and alignment with community expectations.

Management Team

The growth and success of the organisation would not be possible without the dedication of the General Manager and the entire team. Your commitment to excellence in service delivery and administration is deeply appreciated.

Treasurer



Lydia Anthony

AUSTRALIAN ASIAN ASSOCIATION OF WA INC

WHOLE OF ORGANISATION

A.B.N.: 79 789 713 865

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2025

DIRECTORS DECLARATION

BALANCE SHEET

NOTES TO THE ACCOUNTS

DETAIL PROFIT AND LOSS STATEMENT

CHARLES RIDOLFO & CO.
CHARTERED ACCOUNTANT
UNIT 2, 1ST FLOOR
285 LORD STREET
PERTH WA 6000
TELEPHONE: 08 9228 8847
FACSIMILE: 08 9228 8847
EMAIL: office@charlesridolfo.com.au

CHARLES RIDOLFO & CO

Chartered Accountants

PRINCIPAL
Charles Ridolfo CA

MANAGER
Mei Ching Chek B Bus

INDEPENDENT AUDIT REPORT

To the Members of The Australian Asian Association of WA Inc:

Scope

We have audited the accounts of The Australian Asian Association of WA Inc for the year ended 30th June 2024. The Committee is responsible for the preparation and presentation of the accounts and the information they contain. We have conducted an independent audit of these accounts in order to express an opinion on them to the members of the society.

The financial report has been prepared for distribution to members of the Society for the purpose of fulfilling the Committee's accountability requirements under the Constitution.

Our audit has been conducted in accordance with the Australian Auditing Standards to provide reasonable assurance as to whether the accounts are free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the accounts, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the accounts are presented fairly in accordance with the Australian accounting concepts and standards and statutory requirements so as to present a view of the Society which is consistent with our understanding of its financial position the result of its operations and its cash flows.

The audit opinion expressed in this report has been found on the above basis.

Qualification

As is common for organisation of this type, it is not practicable for the Society to maintain an effective system of internal control over donations, subscriptions and other fund raising activities until their initial entry in accounting records. Accordingly our audit in relation to those activities was limited to amounts recorded.

"LIABILITY LIMITED BY A SCHEME APPROVED UNDER PROFESSIONAL STANDARDS LEGISLATION"

excellence in wealth creation



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Western Australia 6000

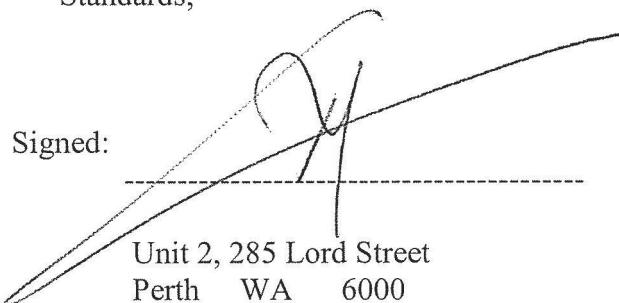
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Facsimile : 61 (08) 9228 8846
E-mail : office@charlesridolfo.com.au

Qualified Audit Opinion

In our opinion, subject to the adjustments if any that might have been determined to be necessary had the limitation referred to in the qualification paragraph not existed, the accounts of the Society are properly drawn up.

- (a) So as to present fairly the state of affairs as at June 30th, 2024 and its results and cash flows for the year ended on that date;
- (b) In accordance with the provisions of the Constitution;
- (c) In accordance with Statements of Accounting Concepts and applicable Accounting Standards;

Signed:

Unit 2, 285 Lord Street
Perth WA 6000

Date: 11th October 2024

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AUSTRALIAN ASIAN ASSOCIATION WHOLE OF ORGANISATION
A.B.N.: 79 789 713 865

DIRECTOR'S DECLARATION

The directors have determined that the company is not a reporting entity

The directors have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

The directors of the company declare that:

1. the financial statements and notes, presents fairly the company's financial position as at 2025 and it's performance for the ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
2. in the directors' opinion there are reasonable grounds to believe that the company will be able to pay it's debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors and issigned for and on behalf of the Directors by:



Director Mr Mel Fialho (President)



Director Ms Marlene Burnaby (Vice President)

Dated this 15th day of October 2025

AUSTRALIAN ASIAN ASSOCIATION OF WHOLE OF ORGANISATION
A.B.N.: 79 789 713 865
BALANCE SHEET AS AT 30 JUNE 2025

	NOTE	2025 \$	2024 \$
CURRENT ASSETS			
Cash	3	7,599,424	6,453,005
Receivables	2	272,655	55,140
		<u>7,872,079</u>	<u>6,508,145</u>
NON-CURRENT ASSETS			
Property, Plant and Equipment	4	1,292,454	1,286,750
TOTAL ASSETS		<u>9,164,533</u>	<u>7,794,895</u>
CURRENT LIABILITIES			
Creditors & Borrowings	5	758,954	654,159
Provisions	7	207,046	68,358
Other	6	138,971	108,861
		<u>1,104,971</u>	<u>831,378</u>
TOTAL LIABILITIES		<u>1,104,971</u>	<u>831,378</u>
NET ASSETS		<u>8,059,562</u>	<u>6,963,517</u>
CAPITAL AND RESERVES			
Accumulated Profit		<u>8,059,562</u>	<u>6,963,517</u>

AUSTRALIAN ASIAN ASSOCIATION OF WHOLE OF ORGANISATION
A.B.N.: 79 789 713 865
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

NOTE 1 - STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

These financial statements are a special purpose financial report prepared in order to meet the needs of members which have been prepared specifically for distribution to members in accordance with the company's constitution. The directors have determined that the company is not a reporting entity.

The statements have been prepared in accordance with the following applicable Accounting Standards and other mandatory professional reporting requirements.

AASB 1002: Events Occuring After Reporting Date

AASB 1018: Profit and Loss Accounts

AASB 1019: Measurement and Presentation of Inventories in the Context of the Historical Cost System

AASB 1021: Depreciation

AASB 1025: Application of the Reporting Entity Concept and Other Amendments

No other applicable Accounting Standards or other mandatory professional reporting requirements have been applied.

The statements are also prepared on an accruals basis. They are based on historic costs and do not take into account changing money values, or, except where specifically stated, current valuations of non-current assets.

The following specific accounting policies which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of these statements:

(a) Depreciation

Depreciation is calculated on a straight line basis so as to write off the net cost of each fixed asset during its expected useful life. Additions are depreciated for six months in the year of acquisition.

AUSTRALIAN ASIAN ASSOCIATION OF WHOLE OF ORGANISATION
A.B.N.: 79 789 713 865
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2025	2024
	\$	\$

NOTE 2 - RECEIVABLES

Receivables

Trade Debtors		
Main Account	140,960	4,812
Trade Debtors		
HCP	122,911	265
Bond Main Account	1,530	1,530
Loan from AAA	4,981	5,358
BAS Refundable	-	31,634
BAS Adjustmets - Refundable	2,273	11,542
	<hr/>	<hr/>
	272,655	55,141
	<hr/>	<hr/>

NOTE 3 - Cash

Provision A/C Asset - NAB		
HCP	55,074	54,499
Cash at Bank NAB		
HCP	602,819	530,480
NAB Bank 867356528		
Main Account	934,548	592,717
NAB Term Deposit 870193635		
Main Account	3,877,179	3,240,843
Cash at Bank - NAB		
CHSP	298,745	270,520
Term Deposit NAB 836719090		
Asset Replacement - CHSP	222,871	212,257
NAB Bank Disability Services		
Petty Cash		
Main Account	88	88
NAB Term Deposit A/c		
HCP	750,767	723,370
Petty Cash		
CHSP	200	750
Cash Maximiser Provision LSL		
086006 115904448 - CHSP	97,723	97,723
HCP Unspent Client Budgets -		
Savings Account	19,799	38,390
Provision for Long Service		
Leave Bank Account HCP	108,042	106,912
Triple A Proprietor Funds		
Deposit CHSP	348,185	331,602

AUSTRALIAN ASIAN ASSOCIATION OF WHOLE OF ORGANISATION
A.B.N.: 79 789 713 865
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2025 \$	2024 \$
Undeposited Funds		
Main Account	338	-
	<hr/>	<hr/>
	7,599,424	6,453,005
	<hr/>	<hr/>

NOTE 4 - PROPERTY PLANT AND EQUIPMENT

Land at Executive Officer		
Valuation - Main Account	182,574	182,574
Land and Building - at Cost		
Belmont	550,601	550,601
	<hr/>	<hr/>
	733,175	733,175
Structural Improvements - Cost		
Main Account	1,913	1,914
Buildings at Executive Officer		
Valuation - Main Account	889,688	889,688
Less Prov'n for Depreciation		
Main Account	385,258	371,913
	<hr/>	<hr/>
	504,430	517,775
Plant & Equipment - at Cost		
Main Account	204,316	204,316
Less Prov'n for Depreciation		
Main Account	203,933	203,839
	<hr/>	<hr/>
	383	477
Motor Vehicles - at Cost		
HCP	57,526	57,525
Less Prov'n for Depreciation		
HCP	57,526	57,525
	<hr/>	<hr/>
	-	-
Plant & Equipment - at Cost		
CHSP	13,191	13,190
Less Prov'n for Depreciation		
CHSP	12,775	12,709
	<hr/>	<hr/>
	416	481
Motor Vehicles - at Cost		
CHSP	73,819	73,818
Less Prov'n for Depreciation		
CHSP	72,405	71,952
	<hr/>	<hr/>
	1,414	1,866

AUSTRALIAN ASIAN ASSOCIATION OF WHOLE OF ORGANISATION
A.B.N.: 79 789 713 865
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2025	2024
	\$	\$
Motor Vehicles - at Cost		
Main	69,913	37,490
Less Written off		
Main	19,190	6,428
	<u>50,723</u>	<u>31,062</u>
	<u>559,279</u>	<u>553,575</u>
	<u>1,292,454</u>	<u>1,286,750</u>

NOTE 5 - CREDITORS AND BORROWINGS

Creditors & Borrowings

Paywise - FBT Package	3,056	1,070
Bond Monies - Hall Hire		
Main Account	7,563	7,563
Trade Creditors Main Account	122,646	-
PAYG Payable		
HCP	137,580	99,768
Coner Office Bond		
Main Account	4,260	4,260
Bond Monies - Office 1st Floor		
Main Account	4,091	4,090
Bond Hall Hire Long Term		
Main Account	5,700	5,700
Bond English Class		
Main Account	600	600
Superannuation Payble		
HCP	815	-
Reimbursement Eritrien		
Community - Main Account	71	71
Provision for LSL		
HCP	274,428	295,689
Undeposited Funds	265	265
Provision for LSL		
CHSP	84,810	84,810
Provision for Computer and		
Software Upgrade	13,500	13,500
Provision for MV Grant		
Depreciation CHSP	76,235	76,235
Unused Client Budget - HCP	21,013	38,216
Bond Hall - Red Cross - 251		
Robinson Ave Cloverdale	2,000	2,000
PAYG Payable - Main Account	322	322

AUSTRALIAN ASIAN ASSOCIATION OF WHOLE OF ORGANISATION
A.B.N.: 79 789 713 865
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2025 \$	2024 \$
Provision for Unused Funds	- <hr/> 758,955	20,000 <hr/> 654,159

NOTE 6 - OTHER LIABILITIES

Other

GST on supplies	-	(11,095)
BAS Payable	27,578	-
BAS Adjustment Payable	2,273	3,636
Provision for Unspent Grant		
Main Act	108,750	115,336
Loan CHSP (Coins)	-	613
Loan HCP	370	370
	<hr/> 138,971	<hr/> 108,860

NOTE 7 - PROVISIONS

Provisions

Trade Creditor Others	138,688	-
Provision for P & E Grant	68,358	68,358
	<hr/> 207,046	<hr/> 68,358

AUSTRALIAN ASIAN ASSOCIATION OF WHOLE OF ORGANISATION
A.B.N.: 79 789 713 865
PROFIT AND LOSS STATEMENT FOR THE YEAR ENDED 30 JUNE 2025

	2025	2024
	\$	\$
<u>INCOME</u>		
Advertising Revenue	-	237
Tenants Management Fees	35,165	45,726
HACC Funds	-	12,553
CHSP Client Fees	122,004	93,907
ER - Administration	45,227	-
CHSP Funds	1,280,803	1,059,513
Grants Received		
Client/Managed Income DS	788,897	657,743
Grant - Other Small Grants	-	31,084
LotteryWest Grant	-	30,000
OMI - Grants Driving/Sewing	425	50,000
Grants - OMI/DLGC Capital		
Works	21,380	39,962
Non Recurring Grant	22,833	-
OMI- Driving Grant Regional	50,000	-
OMI - Skills Development		
CALD Women	5,000	-
Grants Carried Forward	120,311	-
	<hr/>	<hr/>
	1,008,846	808,789
Hall Hire	28,763	49,349
HCP Funds		
Grants	3,343,951	3,141,579
Clients Care Fees	57,188	46,443
	<hr/>	<hr/>
	3,401,139	3,188,022
Interest Received	193,793	193,678
Photocopying Service	956	637
Other Income	5,560	2,115
Other Grants Administration	8,605	-
Rents Received	24,200	45,601
Reimbursement of Expenses	83,991	3,783
Subscriptions	625	380
	<hr/>	<hr/>
TOTAL INCOME	6,239,677	5,504,290
<u>EXPENSES</u>		
Auditing	8,280	23,416
Administration Charges	4,509	-
Advertising & Promotion	1,083	2,434
Activites	4,494	3,571
Accounting Fees	505	-
Auditors Remuneration - Fees	3,950	3,900
Bin Collectin (Waste Rubbish)	1,046	-
Bank Charges	674	576
Bookkeeping Expenses	-	1,113
Building Renovation	30,000	-

AUSTRALIAN ASIAN ASSOCIATION OF WHOLE OF ORGANISATION
A.B.N.: 79 789 713 865
PROFIT AND LOSS STATEMENT FOR THE YEAR ENDED 30 JUNE 2025

	2025	2024
	\$	\$
Books & Publications	-	2,583
Catering/Refreshments	-	284
Carers Work Materials	3,675	3,485
Cleaning	6,254	24,721
Consumables	2,239	-
Committee Expenses	616	408
Consultants Fees	12,215	9,697
Conference Expenses	83	-
Computer Expenses/Software		
Licenses	2,428	2,953
Client Medical Equipment	142,637	141,106
Client In Home Service	738	530
Client Medical Expenses	17,470	17,436
Client Budget Transfer	370	315
Client - Physiotherapy	168,046	168,727
Crim Bankruptcy Check	-	236
Depreciation	26,719	20,567
Client Podiatry	22,770	-
Client - Incontinent Aids	45,098	37,358
Donations	4,882	4,750
Client - OT	17,000	18,364
Home Modifications	16,520	6,330
Electricity & Gas	4,311	3,467
Client Day Centre - Other Provider	4,485	11,700
Expenses - Group Social Support	1,319	-
Equipment	1,834	1,402
Functions - Other	91	268
Gas	676	688
General Expenses	-	3,040
Grant Expenditures	39,046	-
Gardening	25,623	20,021
Home Chef Meals	30,104	20,429
Insurance	126,966	138,668
IT Support	772	17,376
Interest	525	1,511
Internet Fees	4,986	4,109
Kitchen Expenses	15,276	15,276
Management Fees	-	22,307
Materials - Gloves/Apron	124	386
Motor Vehicle Expenses	13,065	11,094
Outing	2,955	4,611
Office Equipment Expensed	1,048	442
Other Expenses	3,360	3,250
Power	1,550	2,712
Postage	1,826	2,099
Police Clearance Crim Check	-	59

AUSTRALIAN ASIAN ASSOCIATION OF WHOLE OF ORGANISATION
A.B.N.: 79 789 713 865
PROFIT AND LOSS STATEMENT FOR THE YEAR ENDED 30 JUNE 2025

	2025	2024
	\$	\$
Printing & Stationery	7,911	8,345
Publications	630	630
Photocopying Service	14,139	4,184
Programme Expenses	341	1,121
Provision Expenses	35,000	-
Rates	10,346	11,020
Rent	29,377	47,787
Rent of Hall	29,531	42,062
Repairs & Maintenance	19,069	13,773
Nutritional Supplements	330	1,351
Nursing - Wound Care Materials	1,119	1,665
Software License	15,105	13,244
Security	1,437	1,320
Special Projects	5,909	13,427
Small Grants Expenses	61,423	27,028
Staff Amenities	15,852	32,980
Staff Training	-	88
Staff Reimbursements	1,124	1,656
Staff Loyalty Award	20,500	27,011
Subscriptions	16,243	8,180
Superannuation	457,614	323,993
Telephone	5,530	3,186
Training Expenses	2,129	4,144
Travelling Expenses	98,499	98,670
Translation Expenses	85	29
Unused Funds	100,293	184,312
Vehicle Expenses	23,537	9,376
Wages	3,345,790	3,116,596
Website Hosting Expenses	54	-
Worker Screening/WWC Fees	475	132
TOTAL EXPENSES	5,143,635	4,777,085
<u>PROFIT OR (LOSS)</u>	<u>1,096,042</u>	<u>727,205</u>



CITY OF VINCENT



OBJECTS

1. To provide care, support and assistance to the elderly, infirm and people with disabilities.
2. To alleviate poverty within the community and amongst migrant families through the provision of emergency relief, financial assistance, and other services.
3. To assist new migrants from the CaLD community and refugees to overcome social isolation and participate in the community.
4. To encourage new migrants from CaLD communities and refugees to participate in activities that will assist them to advance their social welfare and overcome poverty.
5. To undertake all such other activities as are incidental or conducive to the attainment of the above objectives.

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