



ANNUAL **REPORT**

2019 - 2020



THE AUSTRALIAN
ASIAN ASSOCIATION OF WA. INC.



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 Home Affairs
- Government of WA - Department of Health - Home and Community Care (HACC)
- Government of WA - Department of Local Government and Communities
- Government of WA - Department of Communities - Disability Services
- National Disability Insurance Scheme (NDIS)
- Commonwealth Home Support Program (CHSP)
- Home Care Packages (HCP)
- CVS Program
- Lottery West WA

OTHER:

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

EXECUTIVE COMMITTEE AND STAFF 2019 -2020

President - Marlene Burnaby

Vice President - Melville Fialho

Secretary - Martha Alvarado

Treasurer - Carl D'Monte

COMMITTEE MEMBERS

Sarojini Fernando

Negash Berhan

Florita Cue

Ranil Coorey

Dr. V. De Kauwe

Kirt Kirtsingham

Michael Perera

Colin Johnson - co opted

STAFF MEMBERS

General Manager - Romello Anandappa

Support Services Coordinator - Dushyanthi Fernando

HCP Coordinator - Brian D'Monte

Support Services Admin - Leena Jeevanandan

Support Services Admin - Balwinder Kaur

Office Admin - Yam Bahadur K.C

Graphic Designer - Olga Sidorenko

E.R Assistant (Gosnells) - Sophia Kurutjindo

CLINICAL CARE

Registered Nurse - Deborah D'Silva

TRIPLE A CARE SUPPORT WORKERS

Agatha Pa

Alexander Landa

Angel Green

Annie Lewis

Arezoo Khadembashi

Aruni De Zoysa

Aye Thandar Kyi

Bhagvati Patel

Brigitte Tha Heh

Cherry Min Green

Chamila Wijesekara

Danusha Halamba

Delaram Mahoudi

Don (Ratna) Muhandiramge

Donald Nankervis

Donald Thaung

Elham Mohammed

Esta Silver

Fernando Gladstone

Harwinder Kaur Kamboj

Harvinder Kour

Haymar Say Seain

Hosana Ben Net

Jasvir Kaur Mander

Javaher Ebrahimi

Jayshree Masand

Johanna Navarro

Juliana Thaw

Khin Myo Mon

Khin Thidar Oo

Khu Doh Soe

Kiruthika Sharukesan

Kubeka Karthikraj

Leonid Choutine

Manbeer Kaur

Marcela Aguilera

Masoumeh Aslami

Mie Mie Kywe

Monireh E Boroujeni

Naomi James

Natalia Sabirova

Noelene Anthony

Nyomar Say Seain

Neda Kafaepour

Paravaneh Cheraghi

Paw Young

Premini Sivagnanasundram

Princess Virtucio-Nono

Radden (Eddy) Ritonga

Rangini Kugananthan

Rita Vijyalack

Rose Elia

Ruklani Wickramaratna

Sergei Serebrennikov

Suchitaben Sharma

Sofia Russell

Surinder Kaur

Svetlana Fedotova

Thi Bich Ngoc Tran

Thida Win

Tinzar Say Seain

Valerie Bernard

Vandana Bhatt

Waing Thiri Than Htay

Yadanar Tun

Yi Yi Khaing

TRIPLE A CARE VOLUNTEER PROGRAM STAFF

Angel Green

Annie Lewis

Aruni De Zoysa

Brigitte Tha Heh

Cherry Min Green

Elham Mohammed

Esta Silver

Haymar Say Seain

Jasvir Kaur Mander

Javaher Ebrahimi

Jennifer Silva

Juliana Thaw

Khin Myo Mon

Khu Doh Soe

Kirithika Sharukesan

Manbeer Kaur

Masoumeh Aslami

Mie Mie Kywe

Noelene Anthony

Nyomar Say Seain

Princess Virucio-Nono

Radden (Eddy) Ritonga

Rita Vijyalack

Sofia Russell

Thi Bich Ngoc Tran

Thida Win

Yadanar Tun

PRESIDENT'S REPORT

Dear Members, Presidents and representatives of Member organisations and Honorary Consulates from the various communities in Western Australia.

On behalf of the members of the Board, I extend a warm welcome to each one of you to this our 63rd Annual General Meeting of the Australian Asian Association. It has been a year of uncertainties and unexpected challenges, however together we have succeeded in achieving our set goals for the year (2019 - 2020).

I am pleased to report that we have managed to progress with The Fostering Integration Grant which we received from the Department of Home Affairs. We partnered with other multicultural organisations and structured programs at Gosnells, Thornlie, and Mount Lawley. The programme enabled 75 - 80 women improve their literacy, Independent Living, sewing and social skills. Some of them have completed their citizenship exam. This programme has enhanced their ability to integrate with members of other communities. The grant was acquitted in October 2019.

We have been able to sustain ourselves in 2020, to continue extending the programme and build on the skills already acquired. The program is currently conducted at our Gosnell's Office. I can proudly affirm that our numbers are steadily increasing and most of them are interested in pursuing various courses of study to secure employment. Social isolation which was a debilitating factor in their lives is gradually fading away. The regular attendance and participation in this learning journey has convinced us of their interest to avail of the opportunity to further pursue and develop their skills. The success of the program is largely due to the commitment and perseverance of our volunteers for which I am very thankful.

The outbreak of the COVID-19 Pandemic in March 2020 posed major problems to the Australian Asian Association and to Triple A Care. The General Manager in consultation with the members of the Executive committee set guidelines which were diligently adhered during the critical months. The Triple A Care coordinator (CHSP and HCP) complied with the Government requirements/regulations and instructed support workers about precautionary measures to be practised whilst caring for clients at home. To ensure that all employees and clients were well looked after during this time, regular COVID-19 Management Team meetings were conducted to review and assess the management of the situation.

At our regular Executive Committee meetings, the General Manager presents the committee with a report from the Clinical Quality committee and information on the day to day working of the HCP, CHSP and the NDIS programmes. The Executive Committee have availed themselves of Altura Learning Training course on the Aged Care Standards.

The ER grant received from Lottery West has assisted us continue supporting newly arrived migrants and families in a timely and responsive manner. Clients avail of our services and assistance at our Gosnells and Perth offices.

Members of the Australian Asian Association currently receive the Newsletter by email, while we continue to post by mail information to members who are not connected to the internet.

The Executive committee decided to wave the quarterly office rentals for April-June for member organisations in consideration of the hardships due to the COVID-19.

I take this opportunity to thank our funding bodies for their continued support and confidence in the Australian Asian Association of WA Inc.

I am proud of the resilience shown by all staff and Management at AAA, and I sincerely thank them for their support and cooperation during this difficult time. Despite the pandemic, the year has been positive in many ways having had the opportunity to build on our capacity. We have focussed on growth, development and good governance throughout the organisation to achieve our goals and I once again acknowledge and sincerely thank all staff at the Australian Asian Association, our General Manager Mr Romello Anandappa, Members of the Executive committee and Program coordinators for their dedication and support throughout the year.

Mrs Marlene Burnaby
President

GENERAL MANAGER'S REPORT

The Australian Asian Association of WA Inc Trading as Triple A Care has had a successful year despite the challenges faced due to COVID 19 Pandemic. The Social Support Group services ceased in mid-March and gradually began meeting again at the end of June. However, during this period, the support workers kept in touch with the consumers to ensure they were keeping well and to enquire if they required any assistance. Some of the clients from HCP and CHSP temporarily ceased in-home services for about 4 to 6 weeks in March but resumed services in May/June 2020. In March we set up the COVID19 Management team which met weekly at first to monitor the effects of the pandemic and ensure our Consumers and Support workers were not at risk. The Support workers were instructed on the precautions to be taken before entering the consumers home and the use of good hand hygiene, cough and sneeze etiquette, infection control and the use of social distancing where possible. Fortnightly group messages are sent out to all support workers to continue to remind them of the precautions to be taken to keep both the consumers and the support workers safe. The consumers were regularly sent information on how to protect themselves and to keep safe. We also informed them of the steps we were taking to protect them and our support workers during their in-home support.

As majority of our in-home services continued throughout the months of March to May we were able to carry on operating as usual and did not require to apply for the Job Keeper payments. The Group Social support staff were able to utilise part of their Long Service leave entitlement during this period.

The HCP program serviced 72 clients as at end June with 21 clients leaving the program during the year and 25 consumers accepting Home care packages with Triple A Care. Majority of the new HCP Consumers transitioned from our CHSP program. The CHSP program has continued to grow throughout the year and as at end June had approximately 300 consumers.

Our Disability services program has grown from 7 clients last year to 13 clients this year and we continue to assist the under 65year old clients to transition to NDIS. We have provided volunteer visits to our HCP Clients and those Clients assessed for HCP under the CVS (Community Visitor Scheme) program.

The Clinical Quality Committee meets Bi-monthly to monitor our clinical services, risks and continuous improvement and a report is submitted at each Executive committee meeting.

Lotterywest grant for ER services was received in October 2019 and at which time we re-commenced providing emergency relief support to clients. We continue to provide assistance to Refugees and new migrants with Classes in English and Sewing and computer skills at our Gosnells office. These services have continued even after the Fostering Integration grant funding ceased.

I offer my sincere thanks the Coordinators, Staff and especially the support workers for the excellent work done during the pandemic and throughout the year. I also wish to thank the funding bodies for their continued support and the President and Members of the Executive Committee for the support and guidance throughout the year.

Romello Anandappa
General Manager

TRIPLE A CARE SERVICES REPORT

2019/2020 will be known as the year the COVID-19 Pandemic raised its devastating head. COVID-19 impacts our key target group, the vulnerable elderly population in a disproportionate manner. As at today 27th October 2020, John Hopkins University of Medicine, reports 43.5 Million infected and 1,159,533 dead globally, in 189 nations. In Australia, we have recorded 27,541 infections and 905 deaths. The Future of the CHSP and NDIS Services will need to evolve dramatically post COVID-19.

COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

Despite the Challenges, 2020 has been a good year for the Triple A Care CHSP Program with a steady flow of vulnerable elderly consumers requesting our services. At the end of June 2020, we had approximately 300 consumers receiving support. We achieved well over our contracted hours for the in-home services. Since the Social Support Group services ceased for approximately 6 weeks, we were unable to meet the target for this service. During the COVID-19 Pandemic, some of our consumers ceased in-home services however, it was not for long and we resumed most in-home services by May 2020; having adopted the prescribed protocol to ensure both our valued consumers and support workers took all necessary precautions to ensure we professionally managed the situation.

The Social Support Group Services ceased until the Government approval for public gatherings was received end of June 2020. Since resuming Social Support Group our numbers have increased with some of the Home Care Package (HCP) consumers also requesting to attend.

During this time, consumers and support workers received regular communication and updates about COVID-19, precautions. The support workers also received training on COVID-19. The COVID-19 Management Committee met regularly to discuss any issues and plan ahead to ensure we managed the crises proactively.

Many hours were spent visiting CHSP consumers and promoting Home Care Packages (HCP) through Triple A Care. We transitioned approximately 25 CHSP consumers to HCP within the year. We also met with prospective HCP and National Disability Insurance Scheme (NDIS) participants from the community, educating and promoting HCP and NDIS services.

We formed partnerships with other organisations in the community to provide **Flexible Respite Services** to approximately 10 CHSP consumers while they were in the queue waiting for their Home Care Packages to be assigned.

We were able to assist 7 of our **Home and Community Care (HACC)** consumers to accept NDIS services through Triple A Care. We also accepted 8 new NDIS participants. We are currently providing services through the **National Disability Insurance Scheme (NDIS)** to 13 participants and HACC services to 8 consumers.

The increase in service provision required the recruitment, orientation and training of a number of support workers from the CaLD communities. The workforce comprises of 65 community support workers. Support workers attended Elder/Consumer Abuse, Chemical Safety, Manual Handling, Medication and Personal Care Training in addition to the online training courses.

The Clinical/Quality Committee held meetings bi-monthly and monitored continuous improvement, risks, carried out audits and reviewed Policies and Procedures.

Regular support plan reviews were carried out. The feedback received from consumers/participants and their families over the year was positive. The surveys carried out and summarised in May 2020 revealed that on an average 97% of our consumers who returned their surveys were happy with the service provided by Triple A Care.

We met individually with our support workers at the end of June to 2020 to express our appreciation for the excellent service provided to the consumers especially during the COVID-19 Pandemic. Our support workers went above and beyond their call of duty to ensure the consumers/participants received a high standard of care.

2021 and Beyond

As we get ready for 2021 and beyond, the COVID-19 Pandemic will continue to dominate the global and Australian landscape until such time a Vaccine is finally launched and a majority of the most vulnerable population is inoculated. As we consider our services, we need to manage the Pre-Vaccine period as we have done and develop new protocols to ensure we deliver excellence.

My sincere thanks to our valued consumers/participants and their families for their continued trust in Triple A Care. To our support workers for their dedication, commitment and tireless work. To our admin staff and our aged care, management team for all the assistance and support rendered throughout the year. I take this opportunity to express my gratitude to the General Manager and the Executive Committee for their guidance, support and encouragement.

Dushyanthi Fernando
Coordinator Support Services

HOME CARE PACKAGES (HCP) REPORT

The second half of the financial year has been challenging in many respects considering the pandemic that we are going through and the task of providing ongoing services to our consumers during these times of restrictions, precautionary measures, and infection control. Our support workers did and continue to do an amazing job in following the protocols and providing services to our consumers during these challenging times. The Home Care Package Program has grown marginally over the last year in terms of total number of consumers. However, this growth reflects the net effect of gaining new consumers (25 new consumers) whilst at the same time losing quite a few consumers (21 exited consumers) as well during the year. The HCP program is focused on continuing to provide our Consumers with Person Centered Care keeping in mind the new Aged Care Standards, our vision, Mission and Values, treating our consumers with dignity, respect and enabling them to maintain their cultural identity. The program was conducted successfully, and we had received positive and encouraging feedback from our consumers and their family representatives.

	Home Care Packages (HCP)			Growth	
	2018	2019	2020	Numbers	Percentage
Total Number of HCP Packages	50	68	72	4	6 %
Level 1	2	5	1	-4	-80 %
Level 2	31	26	26	0	8 %
Level 3	3	17	21	4	24 %
Level 4	14	20	24	4	20 %

Number of New HCP Consumers for the year: **25**

(Most of these consumers were Triple A Care CHSP clients who were transitioned to a Home Care Package)

Number of upgrades to a higher level of care: **28**

Number of consumers exited: **21**

- 11 of these consumers passed away.
- 6 consumers moved into Permanent residential Care.
- 4 consumers moved over to other providers.

The Home Care program employed 65 support workers to provide services to our consumers and depending on the care needs and supports required by our consumers, we try to match our support workers to consumers keeping in mind experience, training and as far as possible similarity of cultures. As mentioned, our support workers did an amazing job in carrying out the duties entrusted to them and most of our consumers were very happy with the services delivered.

As the number of Level 3 (intermediate) and 4 consumers (high level care) is increasing as is evident from the number of upgrades, their care needs and health conditions are constantly changing and this required regular reviews, reassessments and update of Care plans which was carried out through regular visits by our RN Deborah and myself. 34 Occupational therapy assessments and 13 physio treatment assessments were completed during the year by our Allied Health services providers. These assessment recommendations involved coordinating with suppliers for the supply and installations of rails, ramps, and modifications as well as purchase and provision of mobility aids and physio treatment.

Documents such as Assessment forms, Review forms and Care plans were revised and updated during the year to reflect the changes required as part of our Continuous Improvement in meeting the needs of our consumers.

Triple A Care have been recognized by the various ACAT teams to have the ability and the support staff to provide culturally appropriate Home Care services to consumers from the CALD communities.

Greatly appreciate the support and assistance received from Management, RN, Admin staff and the members of the Executive Committee. The excellent understanding and cooperation we have with all our consumers, their family members and our support workers certainly help us in our endeavor to continue to improve on the quality and standard of service and care that we provide.

Brian D'Monte

Coordinator Home Care Packages

TRIPLE A CARE SURVEY SUMMARY – MAY 2020

Given below is a summary of responses to our annual survey from consumers receiving CHSP and HCP services through Triple A Care. These consumers have provided their ratings and feedback on various aspects of the programme based on their experience and levels of satisfaction.

The summary of the surveys are as follows:

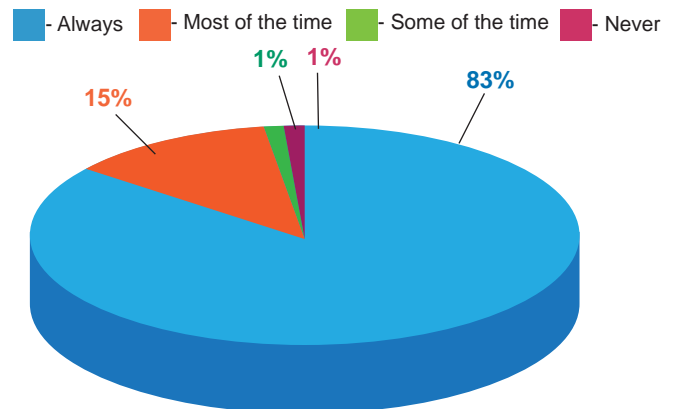
Clients surveyed: 160

Responses received: 146

Response Rate: 91 %

- Do staff treat you with dignity and respect?
99.0% - Always
1.0% - Most of the time
- Do the staff complete tasks according to the Support Plan?
92.0% - Always
8.0% - Most of the time
- Do staff follow up when you raise any concerns with them?
91.0% - Always
9.0% - Most of the time
- How often do the staff come on time?
82.0% - Always
18.0% - Most of the time
- Do you participate in making decisions about what services you get?
71.0% - Always
25.0% - Most of the time
3.0% - Some of the time
1.0% - Never
- Do you get the services you need?
82.0% - Always
18.0% - Most of the time
- How often are your services updated?
53.0% - Always
30.0% - Most of the time
9.0% - Some of the time
8.0% - Never
- Do your services help you to live the best life you can?
74.0% - Always
26.0% - Most of the time
- Is the information you are given about services easy to understand?
83.0% - Always
16.0% - Most of the time
1.0% - Some of the time
- Do you get value for money?
92.0% - Always
8.0% - Most of the time
- Do you trust your service provider to do the right thing by you?
88.0% - Always
12.0% - Most of the time
- **The overall response to the survey is summarised as follows:**
83.0% - Always
15.0% - Most of the time
1.0% - Some of the time
1.0% - Never

Triple A Care Survey May 2020



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

“I am fully satisfied with the services provided by my support worker. She has a lot of initiative, hardworking, honest, and very pleasant. Her work ethics are of a very high standard.” - V.S

“The service is a great help in meeting our needs as we are limited in our capacity to do the physical work. The Carer is extremely helpful, diligent, caring, and courteous. Thank you for the service.” - N.G

“Support worker is always on time and very patient. She speaks softly and lovingly. She is accommodative and goes out of her way to give the best service.” - P.T

“Care staff are very polite and caring - lovely people. They do a very good job so not much can be done better.” - O.G

Continued on page 7

TRIPLE A CARE SURVEY SUMMARY – MAY 2020

The survey also included the following questions relating to the Social Support Group programme and below is a summary of the responses:

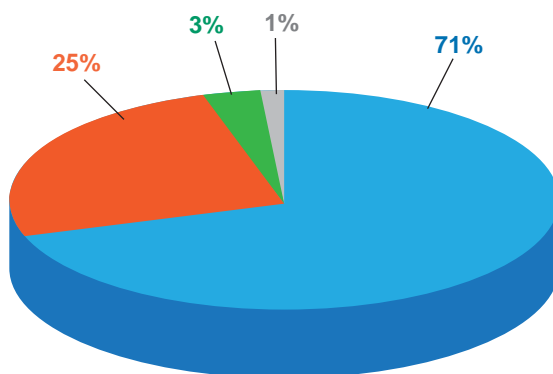
- Agree that CBDC sessions are well organised:
 - Strongly Agree 68.0 %
 - Agree 31.0 %
 - Disagree 1.0%
- Staff communicate effectively:
 - Strongly Agree 71.0 %
 - Agree 27.0 %
 - Disagree 2.0%
- Agree that Carers are helpful and encouraged Participation in Group Activities:
 - Strongly Agree 74.0 %
 - Agree 21.0 %
 - Disagree 2.0 %
- Staff are helpful:
 - Strongly Agree 82.0 %
 - Agree 15.0 %
 - Disagree 3.0 %
- Agree that Meals are well planned and culturally Appropriate:
 - Strongly Agree 64.0 %
 - Agree 23.0 %
 - Disagree 8.0 %
 - Strongly Disagree 5.0 %
- Agree that Activities are interesting and suit Individual needs:
 - Strongly Agree 61.0 %
 - Agree 33.0 %
 - Disagree 2.0 %
 - Strongly Disagree 4.0 %

The overall response to the survey is summarised as follows:

Strongly Agree	71.0 %
Agree	25.0 %
Disagree	3.0 %
Strongly Disagree	1.0 %

CBDC Survey 2020

- - Strongly Agree
- - Agree
- - Disagree
- - Strongly Disagree



Feedback and suggestions:

“We would love to have more speakers on health and other Informative issues. We would love to go for overnight tours as well as local cruise, etc.” - A.B

“Maybe we need speakers every now and then (eg) dietician, health.” - K.J

“Some to tours/trips away from Perth City CBD.” - M.K-T

“Consult with clients regarding food.”

“Organise overnight trips and more picnics.” - G.K

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

“It is the best service for me and mark it not to be missed”. - Z.G

“I miss the program when I cannot attend, my thoughts are there. I say to myself that I must attend next time”. - S.K

“All programs are well organised and delivered. Thank you, all staff of Triple A., Well done”. - H.B

Summary:

All our consumers who took part in the survey responded that they are generally very happy and satisfied with the services and support provided by Triple A Care through the CHSP and HCP Programme. There are a few areas for improvement, and they will be addressed as part of our ongoing continuous Improvement.

TRIPLE A CARE **ACTIVITIES** IN PHOTOS 2019 - 2020

CHSP/HCP CHRISTMAS LUNCHEAS PRIOR TO THE COVID-19 PANDEMIC



TRIPLE A CARE **ACTIVITIES** IN PHOTOS 2019 - 2020

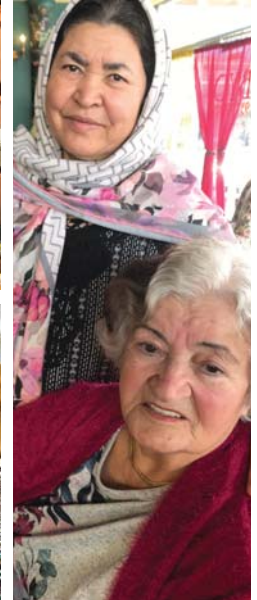
WEDNESDAY GROUP ACTIVITIES



DISABILITY SERVICES



TUESDAY GROUP ACTIVITIES



THURSDAY GROUP ACTIVITIES





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.

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 ensures people with disability receive quality services and complies with the National Standards for Disability Services as listed below:

Standard 1: Rights

Standard 2: Participation and Inclusion

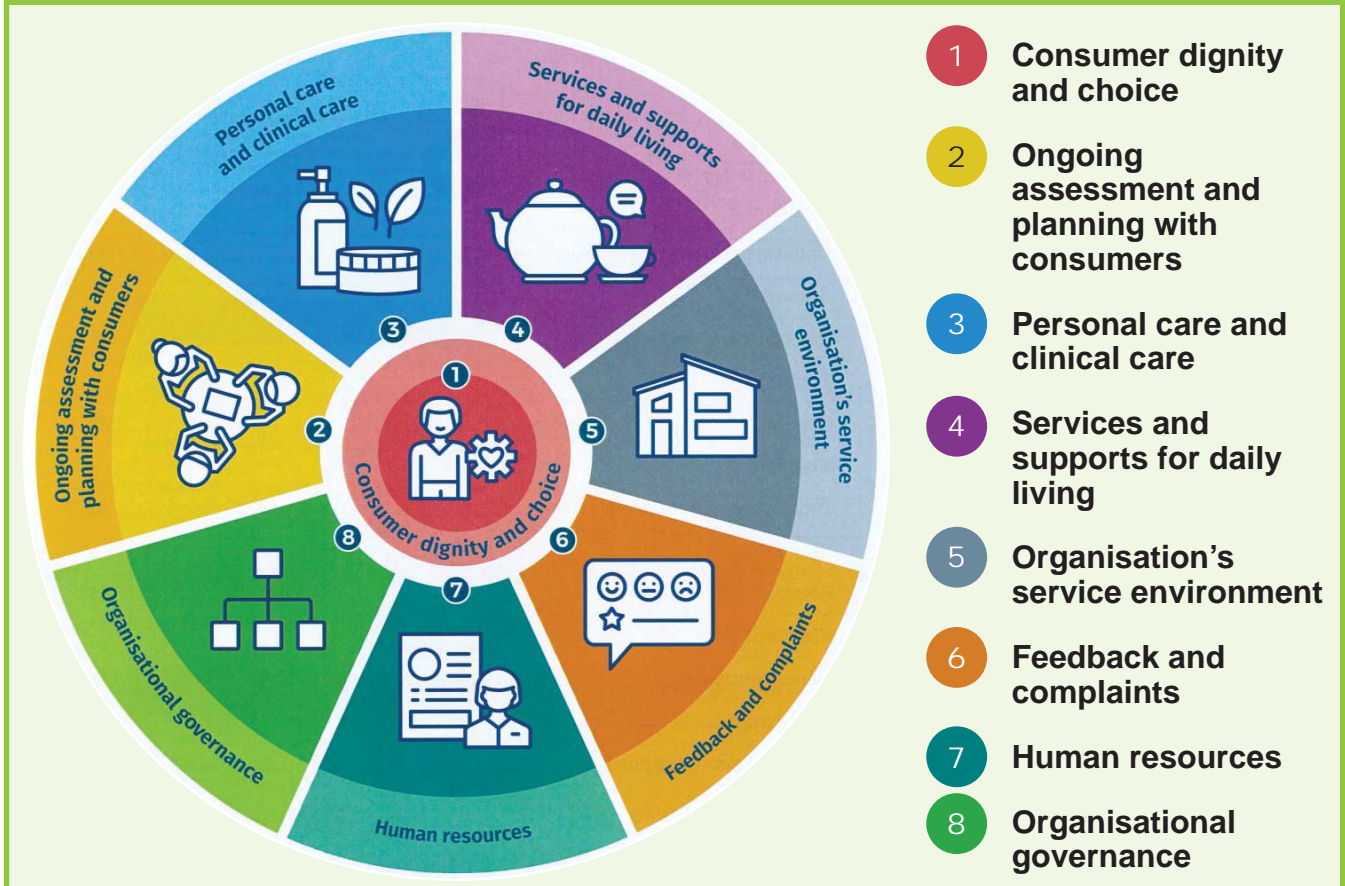
Standard 3: Individual Outcomes

Standard 4: Feedback and Complaints

Standard 5: Service Access

Standard 6: Service Management

THE AGED CARE QUALITY STANDARDS EFFECTIVE 1st JULY 2019



CHARTER OF AGED CARE RIGHTS AS OF 1st JULY 2020

I have the right to:

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



TREASURER'S ANNUAL REPORT 2019/2020

I am pleased to present the following Audited Financial Statements of the Australian Asian Association Whole of Organisation with accompanying Notes for the financial year ending 30 June 2020:

Operations for the year end 30.06.2020	CHSP	HCP	Tripe A (Disability)	AAA	Consolidated
Grants & funds receipts	836,761	1,987,073	149,715	26,000	2,999,549
Client Fees	98,251	-	-	-	98,251
Other receipts	88,407	42,984	-	103,195	234,586
Total receipts	1,023,419	2,030,057	149,715	129,195	3,332,386
Expense	(763,022)	(1,321,194)	(111,074)	(341,242)	(2,536,532)
Net Income / (Loss)	260,397	708,863	38,641	-212,047	795,854
Previous year	111,728	528,159	12,102	-21,212	630,777
Change in Net Income / (Loss)	148,669	180,704	26,539	-190,835	165,077

Financial Position as at 30.06.2020	CHSP	HCP	Tripe A (Disability)	AAA	Consolidated
Total Assets	662,128	1,417,593	65,709	2,152,389	4,297,819
Total Liabilities	(220,886)	(665,812)	(11,849)	(22,538)	(921,085)
Net Assets	441,242	751,781	53,860	2,129,851	3,376,734
Cash at Bank	654,373	1,415,156	65,709	1,391,621	3,526,859

Notes:

1) CHSP resulted in a surplus of \$ 260,397 compared to \$ 111,728 last year, mainly due to decrease in expenses.

2) HCP is moving along well and is meeting its targets. It secured an increase of about half a million in grants this year due to increase in cliental.

3) Triple A Disability is in the third year of operations and is performing reasonable well. It received grants of \$ 149,715 compared to \$ 43,135 last year and as explained in the previous year has integrated into NDIS programme seamlessly.

4) AAA has been assisting CHSP and HCP with their work load by providing timely and valuable management and administration services. Grants have been reduced considerably this year (\$ 26,000) compared to previous year (\$ 132,841) due to stringent application conditions.

(Note: Inter entity transactions have been netted off in the above figures where applicable as a result of consolidation).

TREASURER'S ANNUAL REPORT 2019/2020

Acknowledgements:

Auditors

Special thanks to Charles Ridolfo & Co for accepting and undertaking this year's audit. Their professionalism, due diligence and commitment is very much appreciated.

Executive

Also thanks to the executive committee for diligently monitoring the finances and governance to ensure not only the organisation financial health but more importantly of meeting community expectations.

Management

The Organisation has since grown from strength to strength and this will not be possible without the dedication and commitment of the General Manager and his staff for their hard work and support in the management & administration of the Association.

Treasurer



Carl D'Monte
FIPA



AUSTRALIAN ASIAN ASSOCIATION WHOLE OF ORGANISATION

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2020

Auditor's Report

Directors Declaration

Notes to the Accounts

Detail Profit and Loss Statement

CHARLES RIDOLFO & CO.
CHARTERED ACCOUNTANT
UNIT 2, 1ST FLOOR
285 LORD STREET
PERTH WA 6000
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CHARLES RIDOLFO & CO

Chartered Accountants

PRINCIPAL
Charles Ridolfo CA

MANAGER
Mei Ching Chek B Bus

INDEPENDENT AUDIT REPORT

To the Members of the 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 2020. 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



ADDRESS
Unit 2, 1st Floor
285 Lord Street, Perth
Western Australia 6000

POSTAL
PO Box 8678
Perth BC
Western Australia 6849

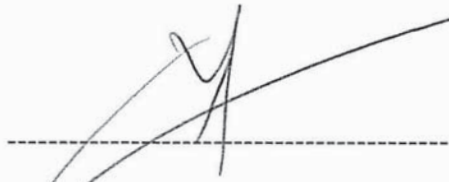
CONTACT
Telephone : 61 (08) 9228 8847
Facsimile : 61 (08) 9228 8846
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Qualified Audit Opinion

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 30, 2020 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: 14th October 2020

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

DIRECTOR'S DECLARATION

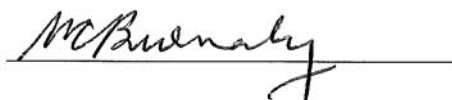
The directors have determined that the company is not a reporting entity

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.

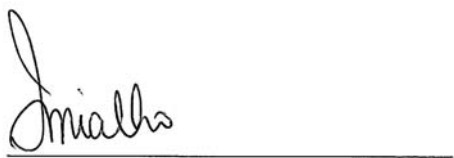
The directors of the company declare that:

1. the financial statements and notes, presents fairly the company's financial position as at 2020 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 Ms Marlene Burnaby (President)



Director Mr Mel Fialho (Vice President)

Dated this 15th day of October 2020

AUSTRALIAN ASIAN ASSOCIATION WHOLE OF ORGANISATION ABN 79 789 713 865
BALANCE SHEET AS AT 30 JUNE 2020

	NOTE	2020 \$	2019 \$
<u>CURRENT ASSETS</u>			
Cash	3	3,526,859	2,107,577
Receivables	2	4,485	266,935
		<u>3,531,344</u>	<u>2,374,512</u>
<u>NON-CURRENT ASSETS</u>			
Property, Plant and Equipment	4	763,433	779,127
TOTAL ASSETS		<u>4,294,777</u>	<u>3,153,639</u>
<u>CURRENT LIABILITIES</u>			
Creditors & Borrowings	5	843,751	501,794
Provisions	7	46,776	31,184
Other	6	27,517	38,783
		<u>918,044</u>	<u>571,761</u>
TOTAL LIABILITIES		<u>918,044</u>	<u>571,761</u>
NET ASSETS		<u>3,376,733</u>	<u>2,581,878</u>
<u>CAPITAL AND RESERVES</u>			
Accumulated Profit		<u>3,376,733</u>	<u>2,581,878</u>

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 fixex asset during its expected useful life. Additions are depreciated for six months in the year of acquisition.

2020
\$

2019
\$

NOTE 2 - RECEIVABLES

Receivables

Trade Debtors		
Main Account	2,431	265,140
Trade Debtors		
HCP	265	265
Bond Main Account	1,530	1,530
BAS Adjustmets - Refundable	259	-
	<u>4,485</u>	<u>266,935</u>

NOTE 3 - Cash

Provision A/C Asset - NAB		
HCP	53,293	53,245
Cash at Bank NAB		
HCP	240,660	582,248
NAB Bank 867356528		
Main Account	687,128	183,214
NAB Term Deposit 870193635		
Main Account	704,405	363,108
Cash at Bank - NAB		
CHSP	114,106	38,488
Term Deposit NAB 836719090		
Asset Replacement - CHSP	145,547	112,295
NAB Bank Disability Services	65,709	17,232
Petty Cash		
Main Account	88	164
NAB Term Deposit A/c		
HCP	672,479	340,819
Petty Cash		
CHSP	131	131
Cash Drawer		
CHSP	1,630	907
Cash Maximiser Provision LSL		
086006 115904448 - CHSP	83,337	83,337
HCP Unspent Client Budgets -		
Savings Account	421,450	-
Provision for Long Service		
Leave Bank Account HCP	27,274	27,249
CHSP Client Payment Receivable	422	-

	2020	2019
	\$	\$
Triple A Proprietor Funds		
Deposit CHSP	309,200	305,140
	<u>3,526,859</u>	<u>2,107,577</u>

NOTE 4 - PROPERTY PLANT AND EQUIPMENT

Land at Executive Officer		
Valuation - Main Account	182,574	182,574
Structural Improvements - Cost		
Main Account	1,914	1,914
Buildings at Executive Officer		
Valuation - Main Account	889,688	889,688
Less Prov'n for Depreciation		
Main Account	318,533	305,188
	<u>571,155</u>	<u>584,500</u>
Plant & Equipment - at Cost		
Main Account	204,316	204,316
Less Prov'n for Depreciation		
Main Account	203,152	202,844
	<u>1,164</u>	<u>1,472</u>
Motor Vehicles - at Cost		
HCP	57,525	57,525
Less Prov'n for Depreciation		
HCP	57,525	57,525
	-	-
Plant & Equipment - at Cost		
CHSP	13,190	13,190
Less Prov'n for Depreciation		
CHSP	12,246	12,034
	<u>944</u>	<u>1,156</u>
Motor Vehicles - at Cost		
CHSP	73,818	73,818
Less Prov'n for Depreciation		
CHSP	68,136	66,307
	<u>5,682</u>	<u>7,511</u>
	<u>580,859</u>	<u>596,553</u>
	<u>763,433</u>	<u>779,127</u>

2020
\$

2019
\$

NOTE 5 - CREDITORS AND BORROWINGS

Creditors & Borrowings

Paywise - FBT Package	(996)	2,112
Bond Monies - Hall Hire		
Main Account	5,964	5,963
PAYG Payable		
HCP	28,869	21,123
Coner Office Bond		
Main Account	2,660	2,660
Bond Monies - Office 1st Floor		
Main Account	4,090	3,491
Bond Hall Hire Long Term		
Main Account	6,200	6,200
Superannuation Liability - DS	2,538	377
Bond English Class		
Main Account	600	600
Superannuation Payble		
HCP	15,331	13,265
Reimbursement Eritrien		
Community - Main Account	71	70
Provision for LSL		
HCP	86,345	71,836
Undeposited Funds	(1,155)	(1,024)
PAYG Tax Liability		
HACC	13,895	-
Superannuation Liability		
CHSP	8,079	8,744
Provision for LSL		
CHSP	60,093	55,623
Superannuation Liability -		
Main Account	661	702
Provision for Computer and		
Software Upgrade	6,700	-
Provision for MV Grant		
Depreciation CHSP	63,916	48,668
Unused Client Budget - HCP	531,580	261,384
PAYG Payable - Main Account	810	-
Provision for Uniforms CHSP	4,250	-
Provision for Staff Amenities	3,250	-
	<u>843,751</u>	<u>501,794</u>

	2020	2019
	\$	\$
<u>NOTE 6 - OTHER LIABILITIES</u>		
<u>Other</u>		
GST on supplies	(6,458)	-
BAS Payable	28,975	38,176
BAS Adjustments - Payable	-	607
Provision for Committee Expenses	3,250	-
Provision for Painting Building Main Account	1,750	-
	<u>27,517</u>	<u>38,783</u>

NOTE 7 - PROVISIONS

<u>Provisions</u>		
Provision for P & E Grant	<u>46,776</u>	<u>31,184</u>

AUSTRALIAN ASIAN ASSOCIATION WHOLE OF ORGANISATION ABN 79 789 713 865
 PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 30 JUNE 2019

	2020	2019
	\$	\$
<u>INCOME</u>		
Accounting & Bookkeeping	12,000	-
Tenants Management Fees	9,571	24,729
Functions Income	2,000	-
HACC Funds	82,520	77,918
Client Fees	98,251	155,323
Donations Received	-	9
ER - Administration	3,900	2,364
CHSP Funds	836,761	817,889
Grants Received	281,033	202,976
Hall Hire	38,228	28,274
HCP Funds	1,916,471	1,435,719
Interest Received	19,223	20,217
CRCC - Non HACC Fees	8,640	34,560
Administration and Management Fees	-	107,200
Photocopying Service	800	1,499
Other Income	1,389	18,944
Other Grants Administration	-	909
Rents Received	17,270	18,840
Subscriptions	777	957
Video, Plant & Vehicle Hire	3,552	4,005
TOTAL INCOME	3,332,386	2,952,332
<u>EXPENSES</u>		
Auditing	10,190	18,030
Administration Charges	13,899	22,059
Advertising & Promotion	-	628
Activites	943	5,086
Advertising and Promotion	5,423	273
Auditors Remuneration - Fees	3,890	-
Bank Charges	903	1,156
Bookkeeping Expenses	1,216	-
Building Renovation	22,802	45,338
Books & Publications	150	-
Catering/Refreshments	42	-
Carers Work Materials	7,100	2,155
Cleaning	17,633	17,249
Client Services	187	2,000
Consumables	681	450
Committee Expenses	2,872	2,471
Consultants Fees	2,053	1,350
Computer Expenses	3,943	6,117
Client Medical Equipment	154,284	159,112
Client In Home Service	40,433	-
Depreciation	46,534	47,532
Donations	2,000	1,077

AUSTRALIAN ASIAN ASSOCIATION WHOLE OF ORGANISATION ABN 79 789 713 865
 PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 30 JUNE 2019

	2020	2019
	\$	\$
Electricity	4,593	8,426
Equipment	3,527	-
Functions - Other	4,025	-
Fringe Benefits Tax	527	7,754
Gas	508	670
Gosnells Office	-	2,971
General Expenses	87	(2)
Grant Expenditures	12,789	3,664
HACC Funds Expenses	-	107,600
Insurance	48,370	44,910
IT Support	7,463	2,260
Internet Fees	1,653	-
Kitchen Expenses	11,066	13,618
License Fees	482	646
Management Fees	-	72,000
Materials - Gloves/Aprons	3,538	1,523
Motor Vehicle Expenses	18,810	14,163
Motor Vehicle Grant Expensed	753	1,000
Newspapers & Magazines	-	136
Outing	5,273	3,183
Office Equipment Expensed	847	4,683
Payroll Tax	-	13,556
Other Expenses	-	26
Postage	2,406	1,584
Printing & Stationery	11,686	6,371
Publications	450	342
Photocopying Service	2,277	5,284
Programme Expenses	-	427
Provision Expenses	14,584	-
Rates	8,860	8,990
Rent	19,698	19,384
Rent of Hall	37,762	41,798
Repairs & Maintenance	10,227	9,227
Software License	9,920	-
Security	823	2,136
Small Grants Expenses	26,000	18,181
Staff Awards	-	2,850
Staff Amenities	3,851	2,143
Staff Training	7,908	4,552
Stationery	1,505	2,684
Staff Loyalty Award	-	4,680
Subscriptions	3,721	9,854
Superannuation	150,909	115,894
Telephone	10,031	6,348
Training Expenses	7,201	3,142
Translation Expenses	2,242	-
Travelling Expenses	56,705	40,700
Unused Funds	-	(8,073)

AUSTRALIAN ASIAN ASSOCIATION WHOLE OF ORGANISATION ABN 79 789 713 865
PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 30 JUNE 2019

	2020 \$	2019 \$
Uniforms	4,334	-
Vehicle Expenses	-	3,180
Volunteer Expenses	5,120	2,240
Wages	1,676,482	1,355,568
Water Rates	341	-
TOTAL EXPENSES	2,536,532	2,294,356
<u>PROFIT OR (LOSS)</u>	<u>795,853</u>	<u>657,976</u>



Australian Government
Department of Human Services



Australian Government
Department of Home Affairs



Government of Western Australia
Department of Health



Government of Western Australia
Department of Local Government and Communities



Government of Western Australia
Department of Communities - Disability Services



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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