



*Serving the Community since 1956*

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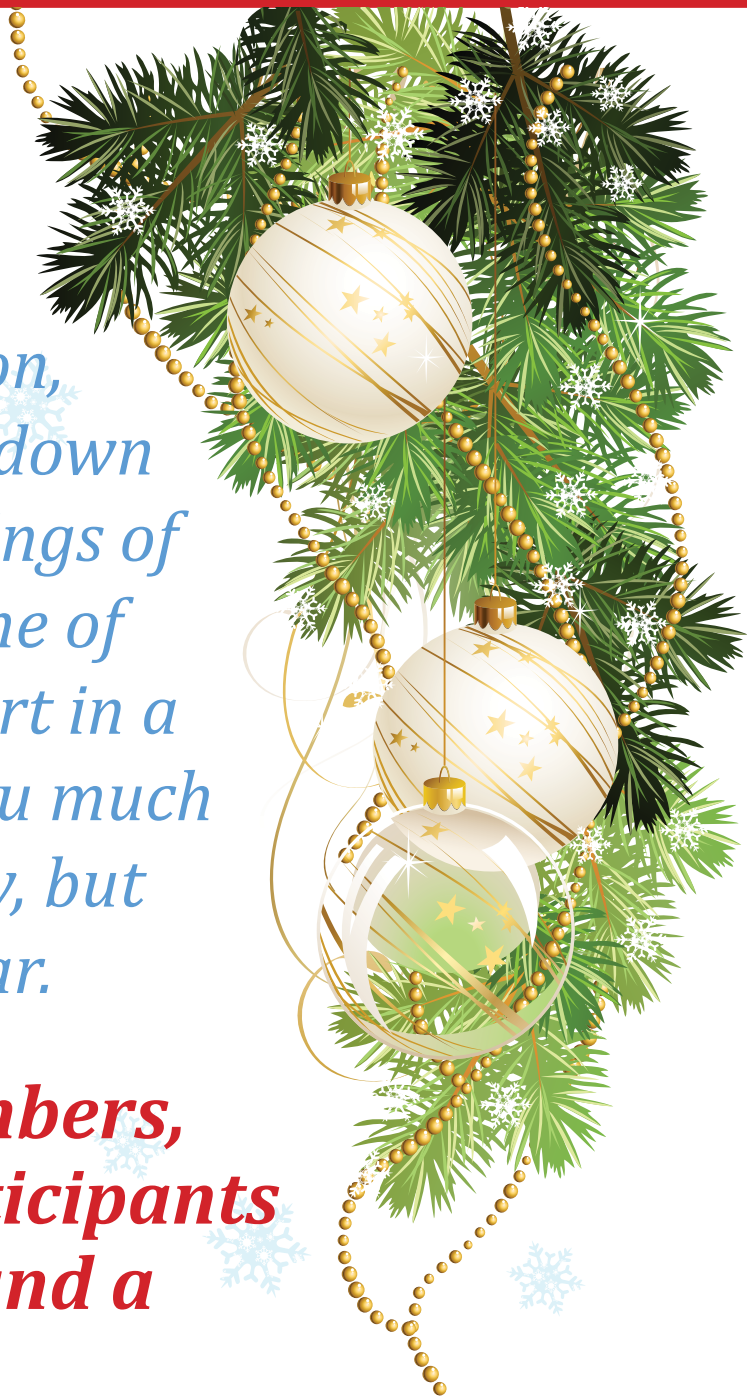


**Triple A Care**  
The Australian Asian Association of WA Inc

*During this festive season, let us take time to slow down and enjoy the simple things of life. May this blessed time of the year touch your heart in a special way. Wishing you much happiness not just today, but throughout the New Year.*

***We wish all our Members, Consumers and Participants a Merry Christmas and a Happy New Year!***

From the Management and Staff at the Australian Asian Association of WA Inc T/A Triple A Care





## 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



Australian Asian Association Program at the Gosnells Community Lotteries House.

## 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 COVID-19 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.

**Mr Romello Anandappa**  
General Manager

## COVID-19 PRECAUTIONS



We encourage you to continue to practice:

1. **Social Distancing** of 1.4 metres.
2. **Cough and Sneeze Etiquette** by covering your coughs and sneeze with your elbow.
3. **Hand Hygiene** - washing your hands often with soap and water, including before and after eating, going to the toilet and if you have been out in the community.
4. **Cleaning and Disinfecting** frequently used surface and objects.
5. **Stay Home and Seek Medical Attention** if unwell.



General Manager Romello (centre),  
Coordinators Brian (left) and Dushy (right).



## 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.

**Mrs Dushyanthi Fernando**  
Coordinator Support Services

# TRIPLE A CARE ACTIVITIES IN PHOTOS 2019 - 2020

## WEDNESDAY GROUP ACTIVITIES



We regret that due to COVID-19, we are unable to hold our annual Christmas celebration for our Triple A Care Consumers and Participants. We wish you a wonderful Christmas and New Year 2021.



Happy Birthday!

## NDIS ACTIVITIES





# TRIPLE A CARE ACTIVITIES IN PHOTOS 2019 - 2020

## TUESDAY GROUP ACTIVITIES



## THURSDAY GROUP ACTIVITIES



## 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
<b>Total Number of HCP Packages</b>	50	68	72	4	6 %
<b>Level 1</b>	2	5	1	-4	-80 %
<b>Level 2</b>	31	26	26	0	8 %
<b>Level 3</b>	3	17	21	4	24 %
<b>Level 4</b>	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.

**Mr Brian D'Monte**

Coordinator Home Care Packages

# Charter of Aged Care Rights

Triple A Care upholds the Charter of Aged Care Rights.



Australian Government  
Department of Health



Australian Government  
Aged Care Quality and Safety Commission

## Our Consumers have the right to:

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.

## SERVICES AVAILABLE FOR THE COMMUNITY

### TRIPLE A CARE:

#### HOME AND CARE PACKAGES (HCP)

Funded by Department of Health and Ageing.

Contact Brian D'Monte, HCP Coordinator on **(08) 9328 3435**

Office Hours:

Monday, Wednesday and Friday

9:00am to 5:00pm

#### COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP)

Funded by the Commonwealth Government.

Contact Dushyanthi Fernando, CHSP Coordinator on **(08) 9328 7688**

#### DISABILITY SUPPORT SERVICES

We are a registered NDIS provider and specialise in in-home and community-based care. We are committed to delivering flexible services with a focus on client choice and control for people with disabilities.

Contact Dushyanthi Fernando, CHSP Coordinator on **(08) 9328 7688**

### EMERGENCY RELIEF:

This service is supported by Lotterywest.



Available to those who find themselves in a crisis situation.

- AAA Perth 275 Stirling St, Perth  
**(08) 9328 6202**  
Office Hours:  
Tuesday and Wednesday  
1:00pm to 3:30pm
- AAA Gosnells Community Lotteries House  
Suite 3/2232C Albany Hwy, Gosnells  
**(08) 9300 9156**  
Office Hours:  
Tuesday and Wednesday  
10:00am to 2:00pm



FOR FURTHER DETAILS AND TO BOOK YOUR PRINTING TIME

**CONTACT (08) 9328 6202**