



**Chinese Community Social Services Centre Inc.**

(ABN 95 428 365 701)

# **Annual Report 2015 – 2016**

## **Offices**

### **Head Office**

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### **Community Services Program**

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Tel: (03) 9898 1965 Fax: (03) 9890 1888

### **On Luck Chinese Nursing Home**

177 – 179 Tindals Road, Donvale VIC 3111

Tel: (03) 9844 6000 Fax: (03) 9844 2808

### **Home Care Packages Program**

Suite 6, Level 1, MC<sup>2</sup>, 687 Doncaster Road, Doncaster VIC 3108

Tel: (03) 8848 0288 Fax: (03) 9848 2191

### **Home and Community Care Program**

14 Livingstone Close, Burwood VIC 3125

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### **Out Reach Centre**

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## **President's Message**

It is with pleasure that I present the Annual Report of Chinese Community Social Services Centre Inc. for the year 2015-2016.

The year have many highlights which focus on continuous improvement and working successfully on meeting the changes with time as to the needs of the Chinese community and government's change of directions in funding and priorities.

Each of the service programs undertook continued to successfully meet the targets set by the funding bodies. All of them have significantly long waiting lists and to overcome these, the Centre will endeavour to self-fund the programs in areas of urgent needs in the interim, especially in the Community Services sector. We, the Board of Management, appreciate and acknowledge, and are proud of our staff's for their diligence, commitment and hard work. The Centre will continue to seek additional funding in all areas to meet the needs of the Chinese community.

2016 also saw the renovation of the Box Hill office, Suite 9A. It is now strictly set up as a meeting venue for the various programs and meetings. We also relocated from Suite 11 to Suite 19, a more spacious and newer office and this will allow us to function more effectively. The staff of the Community Services Program, Home and Community Care program, part of the Finance team and the Administration team is now in Suite 19 – the Head Office.

The Centre had once again achieved financial viability and conducted itself true to its mission in providing quality care in an effective and efficient manner for the year. New innovative community services program had been trialled and will be funded to ensure that identified services of needs are met. The Senior Finance Officer, Ms. Susan Khoo and her finance team should be commended for their hard work in successfully meeting the changes imposed by the government departments in their funding requirements.

I would like to acknowledge the support of the Board of Management to me and the staff for the year 2016-17. This allowed the programs to operate smoothly and effectively over the year. Much appreciation and thanks to the wonderful leadership and hard work of the Chief Executive Officer, her management team and administrative staff.

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Fred Chuah, J. P.  
President  
27<sup>th</sup> October 2016

## **CCSSCI 24<sup>th</sup> Annual Report by the CEO for the Financial Year 2015 to 2016**

This Annual Report contains the following sections:-

1. An Overview of Achievements Accomplished in the Financial Year 2015 to 2016
  2. The Diverse Chinese-speaking Community That We Serve and Care For
  3. Programs Report
  4. Forward Planning and A Note of Appreciation
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### **1. An Overview of Achievements Accomplished in the Financial Year 2015 to 2016**

The financial year of 2015 to 2016 was a year of service refinement combined with service consolidation. The Chinese Community Social Services Centre Inc. (CCSSCI) adopted a very proactive approach and demonstrated great adaptability in the implementation of changes brought forward by the Government's Aged Care Reform in our residential and community aged care services.

On the outset, I would like to sincerely thank my senior management staff, Minerva Lau, Director of Nursing of On Luck Chinese Nursing Home, Mei Yau, Home Care Packages Program Manager, and Ada Poon, Home and Community Care and Community Services Programs Manager, and their dedicated teams for their initiatives and commitment in accepting and driving the changes. Informing and educating our community and consumers about the changes was another area of work we took pride in.

- ❖ On Luck Chinese Nursing Home underwent a two-day on-site audit by the Australian Aged Care Quality Agency in March 2016. The Home obtained outstanding results across 44 standards and a maximum three-year award of residential aged care accreditation.
- ❖ Our Home Care Packages Program also had a Quality Review by the Australian Aged Care Quality Agency in April 2016. It passed the review with excellent feedback from the auditors and all the 18 Community Care Common Standards were fully met.
- ❖ Whilst the accreditation and quality reporting audits provided us with independent and objective assessments of our services by a government agency, we should not become overly content with the positive results but will keep on striving for continuous improvement to further raise the standard and quality of our services and care.
- ❖ The Centre had further success from the 2015 Aged Care Approvals Round and was awarded 23 additional high care packages in the Northern Metropolitan Region in March 2016.
- ❖ In fact, the Chinese Community Social Services Centre Inc. has been successful in our funding submissions and was awarded additional home care packages in the last three consecutive Aged Care Approvals Rounds, 2013, 2014 and 2015. We were allocated 52 packages from the 2013 round, 25 from the 2014 round and 23 from the 2015 round, totalling 100 additional packages.
- ❖ Our Home Care Packages Program now offers 197 packages of all 4 levels (Levels of Care Needs from 1 to 4) across all Melbourne Metropolitan Regions (from Eastern Metropolitan Region, Northern, Southern to Western).
- ❖ Our Home and Community Care Program and Community Services Program have consistently exceeded the service targets set by various funding bodies.
- ❖ Our Centre continues to self-fund services in areas of need.

## **2. The Diverse Chinese-speaking Community That We Serve and Care For**

“Chinese is not just people from China”. In fact, Chinese-Victorians come from 99 different countries according to the 2011 ABS Census.

During the financial year 2015 to 2016, the Chinese Community Social Services Centre Inc. serviced Chinese-speaking people from no less than 16 countries. These countries included China, Malaysia, Vietnam, Hong Kong, Indonesia, Taiwan, Singapore, Cambodia, Laos, East Timor, Brunei, Macau, Burma, Thailand, Australia and India. Our residents and consumers truly represent the diverse Chinese-speaking community that the Centre has been set up to serve and care for.

Based on the 2011 ABS Census, there were more than a quarter of a million (256,121) Chinese people in Victoria based on their ancestry. 195,129 of them spoke Chinese at home. The Chinese-speaking community has become the largest Culturally and Linguistically Diverse community in the State of Victoria.

The Chinese-speaking aged population has been rapidly increasing. In 2011, there were 13,395 Chinese seniors aged 65 and above in Melbourne Metropolitan Regions. Based on ABS Census data (2001, 2006 and 2011) as well as one of the projections of the Australian Institute of Health and Welfare, this aged group would increase by 324.8% to 42,603 in the year 2026. Government departments, funding bodies and service providers, including CCSSCI, ought to take this statistical projection into serious consideration in their planning of future services.

Whilst the major Chinese dialects spoken are Mandarin and Cantonese, there are many other Chinese dialects which can sound very different from one another. It is the written Chinese language that has united the community.

## **3. Programs Report**

### **3.1 On Luck Chinese Nursing Home**

In approaching the 10<sup>th</sup> year of operation in July 2016, the year of the report period was a solid year for service consolidation. The following is a summary of major improvements achieved:-

- Under the leadership of our Director of Nursing, an Operational Management Team was established with regular meetings to discuss and resolve issues through a multi-disciplinary approach.
- The team of Care Coordinators was strengthened and supported to achieve noticeable improvements in clinical care.
- Remarkable improvement in the management and operation of our Catering, Laundry, Cleaning and Maintenance services. Credit is due to Maurice Lee, our General Services Manager for his hard work.
- Enhancement of human resource management with low staff turnover and low usage of agency staff.
- Positive work culture with collaboration between various departments.
- Improved Occupational Health and Safety (OH&S) practice across the facility through the support of a strong OH&S Committee involving staff representatives.

- Further improvement in our IT connectivity with the establishment of a Wi-fi system throughout the facility to support computer/internet access by staff and residents.
- Successful implementation of new clinical software after intensive training for staff.

With the dedication and commitment of Minerva Lau, our Director of Nursing, On Luck was run smoothly and every challenge was handled with professionalism and effectiveness.

A snapshot of On Luck residents as of 30<sup>th</sup> June 2016:-

- The average age of our residents was 89.38, with the oldest at 100 and the youngest at 60.
- Our residents came from 9 different countries and spoke 12 different Chinese dialects.
- No less than three quarters of our places, as determined by our Board of Management, were allocated to fully supported residents (those defined by the Department as financially disadvantaged).

### 3.2 Home Care Packages Program

The Home Care Reform has been most substantial and significant and consequently provided numerous challenges and opportunities for our Home Care Packages (HCP) Program.

First, it was the complete change of the service delivery model to Consumer Directed Care (CDC). With the award of new CDC packages in July 2013, the HCP team had to quickly learn to master the new CDC concept and change their work practices and culture accordingly. It was with hard work and sheer determination that our HCP team got on top of the CDC model and provided a smooth transition into CDC well ahead of the official commencement date of 1<sup>st</sup> July 2015.

During these years with the awarding of additional packages from the last three Aged Care Approvals Rounds, the number of our home care packages increased from 97 to 197 and had more than doubled. It was an exciting and busy time with the implementation of the new CDC model and the uptake of new consumers.

After the full implementation of CDC from 1<sup>st</sup> July 2015, we engaged an external consultancy company and undertook a full review of our HCP Program in June 2016. Under the guidance of Mei Yau, the HCP Program Manager, the team worked diligently and cooperatively in the implementation of some of the recommendations from the review and making continuous improvements to the Program.

The de-regulation of Home Care Packages, the forthcoming major reform, would take place on 27<sup>th</sup> February 2017. From then on, the provision of home care packages would shift from a “welfare model” to a “business model”. The CEO and the HCP Team have begun to plan for the transition. Just as they have successfully demonstrated before, the team will adapt, adjust and take control of the changes.

I would like to take this opportunity to acknowledge the good work of our HCP Team and express my appreciation to the contributions of each and every one of



them, from Mei Yau, the Program Manager, Jane Chiu, Senior Case Manager, to all the Case Managers.

A snapshot of the 206 Home Care Packages consumers we served in the financial year 2015 to 2016:-

- More than three quarters (161/206, 78.16%) of our consumers aged 80 and over, including three over 100 years of age and thirty-five over 90.
- They came from 11 different countries and spoke 7 different Chinese dialects.
- Eighty-five (85/206, 41.2%) of them were either living alone or living with their aged spouse only. With no immediate family support, they had to rely heavily on our Home Care Packages service.
- One hundred and sixty-three (163/206, 79.13%) of our consumers were people with financial hardship based on the Department's definition.
- Twenty-four (24/206, 11.65%) of our consumers were living with dementia.
- Consumers of our Northern Region and Western Region Home Care Packages Programs tended to have a lower socio-economic status. A great majority of them were people with financial hardship, staying in public housing and lacking English proficiency.

### 3.3 Home and Community Care Program

The report period was a year of service consolidation, building onto the service developments from last year with further improvements where appropriate. The following captured the major events/activities happened in the financial year 2015 to 2016:-

- The number of Planned Activity Group (PAG) clients and volunteers remained steady and in full capacity.
- Subsequent to staff turnover, new workers were appointed and they had brought in fresh ideas and enthusiasm.
- Activities of PAG continued to diversify based on clients expressed interests and needs.
- Activities, such as fall prevention training, music therapy, and a combination of indoor and outdoor joint group events, were organised to promote clients' daily living skills and raise their quality of life.
- Volunteer Coordination Program was reviewed, restructured and systematically improved.
- Access and Support Program was active in client consultation and needs assessment via focus groups.
- Eight community education sessions on dementia in the City of Monash were well received.

The Home and Community Care (HACC) Team, under the guidance of Ada Poon, the HACC Program Manager, had prepared for the transition to Commonwealth Home Support Program which would take effect on 1<sup>st</sup> July 2016. The changes involved included the changes of funding body, management and service structure, service delivery and fees charging policy.

A snapshot of the 237 clients of our Home and Community Care Program as of June 2015:-

- While 94.09% (223/237) of our consumers aged 70 and over, 28.27% (67/237) of them were over the age of 85.
- They came from 12 different countries and spoke no less than 5 different Chinese dialects.
- 39 of them lived alone.
- 104 of them did not have a carer.
- 85.23% (202/237) of our HACC clients received aged pension or other social security benefits.

### 3.4 Community Services Program

The three funded programs/projects, namely the Settlement Grant Program, Community Visitor Scheme – Care Buddies, and the Active and Fulfilling Ageing Project were going strong.

The Settlement Grant Program offered a series of information sessions in Box Hill and Ringwood respectively and drew in almost three hundred new migrants.

The Care Buddies Project had gone beyond its full capacity and exceeded the service targets set by the Department. It consistently carried a waiting list of almost 50 eligible clients.

The Active and Fulfilling Ageing Project held 16 different classes over the year with an attendance of 420 participants. 16 selected volunteers were trained as life coaches who subsequently offered group coaching for our participants.

The Joyful Line Project operated 6 tele-social-groups, three for the Mandarin-speaking clients and three for Cantonese. 45 house bound and socially isolated seniors were assisted by the project and showed positive changes in their social life and mental wellbeing. The Centre used our own resources to keep the project running after the government grant had expired.

During the year, five fieldwork placements were offered for social work students from the University of Melbourne, RMIT and Hong Kong University.

As I have stated before, the Community Services (CS) Team, led by Ada Poon, our CS Program Manager, has worked persistently to stretch the limited resources to respond to the unmet needs of our community and serve as many clients as possible. Once again, their commitment and enthusiasm ought to be acknowledged.

### 3.5 Box Hill Office Expansion

In response to our service expansion and increasing number of staff and clients, the Centre decided to expand our Box Hill Office at Box Hill Central Shopping Centre. We replaced Suite 11 with a much bigger office at Suite 19 as our Head Office to accommodate the President, the CEO, administration and finance departments as well as our Community Services and Home and Community Care Teams. We renovated Suite 9A and made a bigger and better equipped venue for activities, meetings and interviews.

After months of renovation and fit-outs, the two offices commenced their operation in June 2016.

**4. Forward Planning and A Note of Appreciation**

With the forthcoming Home Care Reform, Transition to Commonwealth Home Support Program and major improvement projects planned for On Luck, the year ahead will no doubt be a busy and stimulating year. Changes come with challenges but also opportunities. Our goal is not only to obtain compliance to the reform and changes, but also seize the opportunities for further service development and expansion.

It is indeed my privilege and honour to be able to serve the Chinese-Victorian community, my own community, through my work at CCSSCI. I say this every year because this is exactly how I feel.

Last but not least, I would like to thank for the contributions from each and every one at the Centre, from the President, the Board of Management, to all the staff and volunteers. Together, we make our community a safer and happier place to be.

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Kim Au  
CEO  
26<sup>th</sup> October 2016