



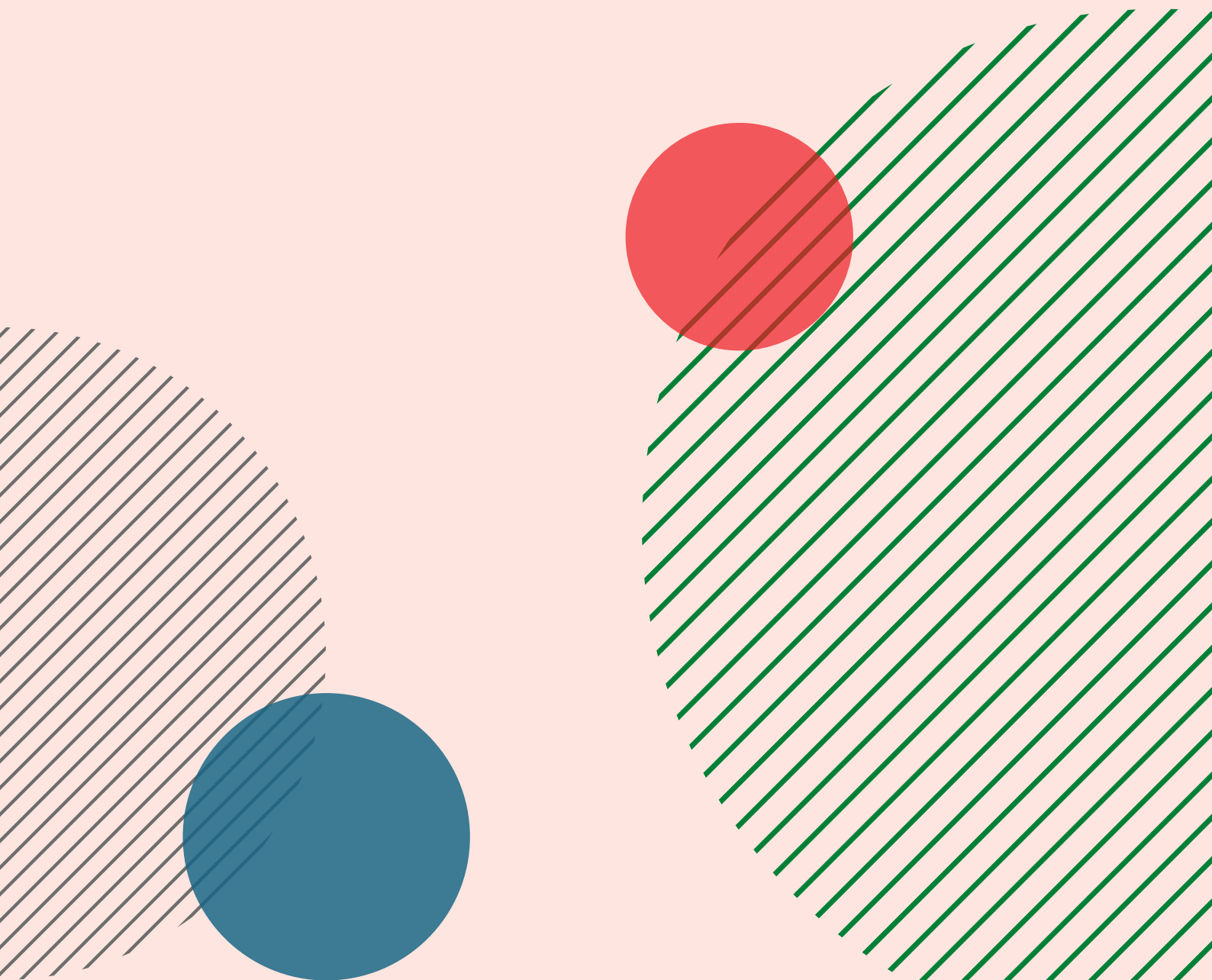
Chinese Cancer & Chronic Illness Society of Victoria

維省新生會

A Volunteer-based Charity

# ANNUAL REPORT

## 2019-2020



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Chinese Cancer and Chronic Illness Society of Victoria acknowledges the traditional custodians of our lands, the Wurundjeri people of the Kulin Nations, and pays respect to their Elders, past and present.

# MISSION & VALUES

## Mission Statement

To alleviate distress and suffering, and sustain the quality of life of people from a Chinese background who are affected by cancer and or chronic illness

## Aims and Objectives

The Society aims to

- provide direct relief and support services and programs to people of Chinese descent who are affected by cancer and or chronic illness
- deliver information and community education about cancer and or chronic illness in the Chinese language to people of Chinese descent
- advocate for cultural needs of people who are affected by cancer and or chronic illness

# COMMITTEE OF MANAGEMENT

&

## ADVISORS



**Dorothy Yiu OAM JP**  
Chairperson & Founder



**Dr Kwong K Wong JP**  
Deputy Chairperson



**Wanling Zhang**  
Hon. Secretary



**Jacob Lee**  
Treasurer



**Kim Szeto**  
Committee Member



**Carson Au**  
Committee Member



**Dr Frank Y Wang**  
Committee Member

### **Benefactor of Datuk Fook Kim House (CCCIS Box Hill Centre)**

Mr K.H. Lai

#### **Patron**

Ms Alice Wong

#### **Financial Advisor**

Mr Tony Xie

#### **Legal Advisor**

anonymous

#### **IT Advisor**

Mr Richard Bradford

#### **General Advisor**

Ms Sue Herbst

Mrs Wina Kung

#### **Medical Advisors**

Mr Michael Cheng (Breast Surgeon)

Dr Kevin Siu AM (Neurosurgeon)

Dr Paul Ng (Psychiatrist)

Dr Aaron Wong (Palliative Care

Physician & Medical Oncologist)



# CHAIRPERSON REPORT



**Dorothy Yiu OAM JP**  
Chairperson & Founder

I am pleased to present the 2019-20 Annual Report of the Chinese Cancer and Chronic Illness Society of Victoria (CCCIS). The 2019-2020 financial year has been a challenging period, dominated by the COVID-19 pandemic.

In the first half of this financial year, as usual, we have worked hard to continue to uphold the Society's mission to improve the wellbeing of people affected by chronic illness in the Chinese community through our support services. We continued to receive referrals from all the major hospitals and have reached out to major hospitals such as Peter MacCallum Centre and Box Hill Hospital to provide cultural support on a regular basis. The visits have gained recognition from the hospital staff and the patients.

It has been over two years since we established the Home Care Service. While the system is well in place, the growth was not as promising as we had hoped, with one major hurdle being the impact from the Covid-19 crisis. During the lockdown, we continued to provide the much needed services to our vulnerable clients, including personal care and transport to doctor appointments. I would like to thank Brian Lo and Jennifer Yip who have quickly implemented COVID-safe measures to manage the service.

The 4-year End of Life Ancillary grant through the Department of Health and Human Services (DHHS) has allowed us to continue to deliver client-centred support services to individuals with life-limiting illnesses, as well as their carers. Feedback from our clients is very encouraging. We have extended our services to people residing in the Western and Northern suburbs in this financial year. Frieda Si, our Ancillary Program project officer has managed the program proficiently and passionately. More detailed information about the Home Care and Ancillary Service is provided in this report.

Last year, we officially opened our branch office in Hoppers Crossing in August, a pilot project funded through China Merchant Charitable Foundation. The aim was to extend our support services to the Chinese community in Melbourne's West. The opening was attended by CCCIS partners such as Cancer Council Victoria, palliative care services, donors, friends, and members. Since then, we recruited a project worker and a team of new volunteers. A wellbeing group was established where members meet weekly in the office enjoying recreational and education activities. Sadly, we had to temporarily close the branch office in May this year owing to the Pandemic and diverted all our programs online. It is worth mentioning that 5 mini videos on senior matters were produced as a result of the efforts of staff and volunteers on the WestCare project.

As ever, we have been working hard to raise awareness of Advance Care Planning (ACP). Following a research project in partnership with Melbourne Health last year, this year we have

been invited to be involved in Monash University and Eastern Health's research project exploring barriers and enablers of Advance Care Planning at Eastern Health. The Law School of Melbourne University also consulted us for one of their student research projects on developing a web-based application to recording advance care planning decisions. Some of our members have been involved in the project's Focus Group Discussion. They will continue to work with us if their grant application is successful.

As mentioned earlier, 2020 has bestowed on us a global health crisis that has disrupted the whole community. All our Centre's support group programs, major projects funded through Westpac Foundation and Council grants were unfortunately brought to a standstill. Undoubtedly, our family support service has been impacted. Despite this, we have continued to deliver services to family and individuals remotely, e.g. via smart phone and online Apps (Zoom, WhatsApp, and WeChat). Likewise, I feel that our support group leaders have stayed strong facilitating their groups online. For the last financial year, we have supported over 550 clients through over 2,200 contacts.

We continued to take social work students, primarily from Monash University, on a regular basis.

In response to COVID-19 lockdown, we have been adhering to the Government's COVID-19 response guidelines. We equipped all the staff and volunteers immediately with Personal Protective Equipment (PPE) and provided training to ensure our service delivery met all COVID safe practices. The family support staff have, since March, been working from home while the Home Care Service staff continued to provide the essential services in the clients' homes. A brief snapshot of CCCIS COVID-RESPONSE services is shown in this annual report. Introducing all these changes has been a challenge, but together, we have demonstrated that we have been resilient in coping with the disruption. Amazingly, our excellent work has been acknowledged by Palliative Care Victoria and Centre for Cultural Diversity in Ageing in their Newsletters.

In closing, I would like to thank all our sponsors, China Merchant Charitable Foundation, NumPonSoon Charitable Trust, Oriental Merchant, Westpac Foundation, and all the generous individual donors. Furthermore, my heart goes out to all the volunteers, especially the Committee of Management, and the staff who have worked tremendously hard to support CCCIS and the wider community. Thank you for all the wonderful work that you have accomplished during the health crisis, and supported me to strengthen our Society as a heartwarming and dynamic organisation to work with.

Let us continue to stay strong to combat COVID-19 pandemic and build community resilience.

# FAMILY SUPPORT SERVICE OPERATION REPORT

## New referrals



379+

Service Recipients

## Contacts



2,265 +

individual contacts with clients

## Referral sources

30%

Community Palliative Care

25.8%

Acute Hospitals  
(public & private)

22.5%

Word of Mouth  
(e.g. friends, families)

16.4%

CCCIS Promotion (e.g. website,  
pamphlets, events & activities)

3%

Palliative Care  
(inpatient unit)

2%

Community  
Organisations

## Top 8 LGA

Service recipients



20%

Whitehorse

15%

Manningham

10%

Monash

8%

Boroondara

5.8%

Whydham

4.6%

Maroondah

4.3%

Melbourne

3.3%

Maribyrnong

## Client Profiles

### Age Range

23%

60-69

20%

70-79

18.2%

50-59

13.9%

40-49

7.8%

80+

5.3%

30-39

4.8%

20-29

### Gender

65.4% Female

33.8% Male

### Primary Language

45.9% Mandarin

27.2% English

26.5% Cantonese

### Supported (in total)

416 Patients

149 Carers/family members

### Top 5 diagnosis

20%

Lung Cancer

15%

Breast Cancer

12%

Ovarian Cancer

12%

Other Chronic  
Illnesses

(e.g. Parkinson's Disease,  
Dementia, Kidney Failure)

10.5%

Bowel Cancer

# END OF LIFE ANCILLARY SERVICES

In the year of 2019-20,  
together, we

supported 127 clients  
received 92 new referrals  
conducted 662+ client contacts  
recruited 26 volunteers (16 from eastern suburbs & 10 from western suburbs)

Volunteer Practical Support	Sessions	No. of people	Top 6 LGA of residency of service recipients
Help with day-to-day activities	28		
Transport Support	6	31	Manningham
Meals	16	24	Monash
Gardening	15	21	Whitehorse
Carer Respite	49	7	Melbourne
Counselling	23	6	Darebin
Social Support	26	5 & 5	Maribyrnong & Boroondara
Healthcare aids and equipment	6		

Social Work Support	Sessions		Top 5 Referral Sources
End-of-Life Support (e.g. funeral related support, grief and loss, bereavement support)	47	37%	Eastern Palliative Care
		14%	Mercy Palliative Care
Advance Care Planning/ My Farewell Wishes	74	8%	Austin Hospital
		6.5%	Box Hill Hospital
Family Support	127	5.5%	Monash Health

## A few testimonials from our clients

"Thank you very much for giving me care and support at the most difficult time in my family! [the Society] Gave me effective help to solve the practical problems, especially thanks to Mr Lu and Frieda for their continuous support! Very Grateful! Very Grateful!"

"Your social worker provided my husband and our family with great supports and practical advices at our most emotional and difficult time when my father in law was passing. Our heartfelt thanks to CCCIS!"

"Thank you for all the support groups/ calls and volunteers during my mums last year. The group and some social network was [were] vital for my mum and my well-being .... god bless u all!"

CCCIS End-of-Life Ancillary Service (EOLAS) project is supported through the Department of Health and Human Services (DHHS), to deliver a range of practical support services to individuals with a life limiting illness who are being cared at home and their families/carers from Chinese speaking communities across metropolitan Melbourne.

2019-2020 is the second year of our 4-year grant and also a tumultuous time for many of us around the world. As planned, we have extended our services to the western suburbs of Metropolitan Melbourne to support the Chinese speaking patients and their families. After great efforts on connecting with palliative care organisations and hospitals in the west, we are pleased to see a huge increase in the number of referrals from organisations and hospitals in the west. In the meantime, we still maintain a good working relationship with organisations in the east.

As a result of the pandemic, we had to reduce the range of our services and adjust our service delivery to ensure we met all Covid-19 safe working practices, and adjusted to provide a reduced range of services since March 2020. We hope that when we are through this health crises, we can recommence our volunteer and support services to its previous level.

As always, I would like to thank all the volunteers on the EOLAS program for their dedication, commitment and precious time in supporting our Chinese speaking end-of-life patients and their families. We couldn't achieve these without you and hope more volunteers to join us in 2020-2021!

**Frieda Si**

Project Worker of End-of-Life Ancillary Service

# CCCIS HOME CARE SERVICES



## 家居服務 Home Care Service

Our Home Care Services have been operating for 2 years. Unfortunately, in 2020, our home care services have been facing the challenges of COVID-19 and we have been taking measures responding to the development of the epidemic.

Since the beginning of the pandemic, we have been actively training our employees on personal hygiene and closely monitoring their health. Unwell employees needed to stay at home and rest until they completed the COVID-19 test and presented their health certificates. Similarly, we have also been keeping an eye on the health of our clients and communicating closely with their families and care planning team to protect the health of both parties.

	Service Co-ordinator	Turnpoint
Jul 19 to Dec 19	Jo Lu	Partially utilized
Jan 20 to present	Brian Lo & Jennifer Yip	Fully utilized
<b>Current employed workers (up to Sep20)</b>		
Home Care Workers	6	
Personal Care Workers	20	
<b>Total</b>	<b>26</b>	
*Active workers	15	
*Volunteers	1	

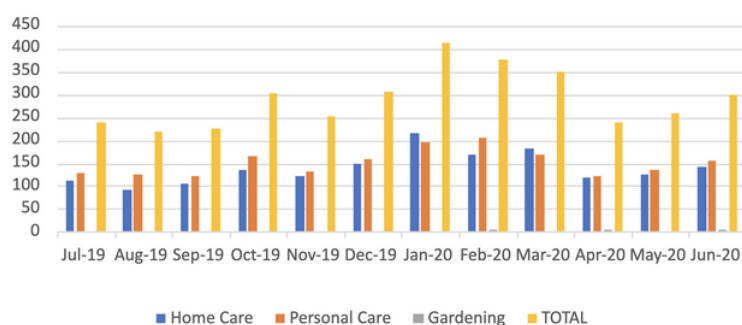
As the pandemic continued to escalate, our most important goal was to protect the health of our clients and employees. Therefore, we strictly followed the latest guidelines of the Department of Health and Human Services and took preventive measures. For example, all employees were required to conduct a temperature check before they started work. Also, we provided personal protective equipment (PPE) for our employees such as face shields, masks, gloves, shoe covers, gowns, and apron, etc.

In May and June 2020, the number of our home care services has been improving and the number of services provided escalated gradually. Currently, we are doing our best to ensure that home care services can continue to meet the clients' needs.

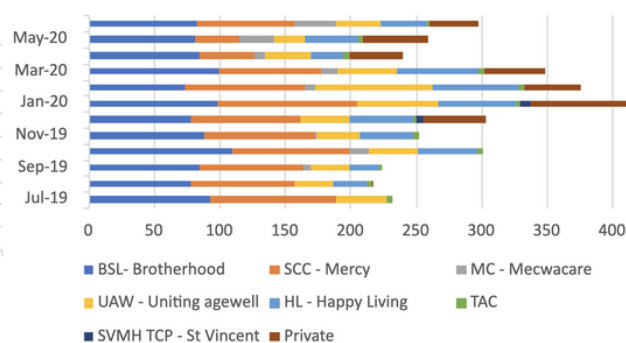
### Brian Lo & Jennifer Yip

CCCIS Home Care Service

No. of jobs from Jul 19 to Jun 20



Current active jobs referrer





# WESTCARE PROJECT



Last year, we officially opened our branch office in Hoppers Crossing in August, a pilot project funded through China Merchant Charitable Foundation. The aim of this WestCare Project was to extend our support services to the Chinese community in Melbourne's West. The opening was attended by CCCIS partners such as Cancer Council Victoria, palliative care services, donors, friends, and members. Since then, we recruited Iris Li, as a project worker, working part-time for this project with support from a team of new volunteers. A senior wellbeing group was established where members met weekly in the office enjoying recreational and education activities.

Sadly, we had to temporarily close the branch office in May this year owing to the pandemic and diverted all our programs online. It is worth mentioning that 5 mini videos on senior matters were produced as a result of the efforts of staff and volunteers on this project. The videos were uploaded onto CCCIS' official Youtube Channel for seniors to watch at home.

# SUPPORT GROUPS & BECONNECTED

CCCIS has following support groups across Metropolitan Melbourne.

During the Covid-19 lockdown, to keep us connected, our support groups continue operating as usual, moving from face-to-face to online meetings.

## Box Hill Weekly Cancer Support Group:

- Cantonese Facilitator: Queenie Lam (staff) & Dorothy Yiu (Pro bono)
- Mandarin Facilitator: Frieda Si (staff)

## Box Hill Mandarin Cancer Support Group:

- Group Leader: Jenny He (Volunteer)

## Box Hill English Cancer Support Group:

- Group Leader: Mimi Chong (Volunteer)

## Footscray Cancer Support Group (Cantonese):

- Group Leader: May Liu (Volunteer)

## Springvale Cancer Support Group:

- Group Leader (Mandarin & Cantonese): Angie Lee (Volunteer)

## Hoppers Crossing Senior Wellbeing Group:

- Group Facilitator (Mandarin & Cantonese): Iris Li (staff) & Candy Law (Volunteer)

## Parkinson's Disease Support Group:

- Group Facilitator: Jo Lu (staff, until Dec 2019) & Brian Lo (staff, from Jan 2020)

## Dementia Support Group:

- Group Leader: Elsa Lau  
(staff until Sept. 2019, then volunteer)

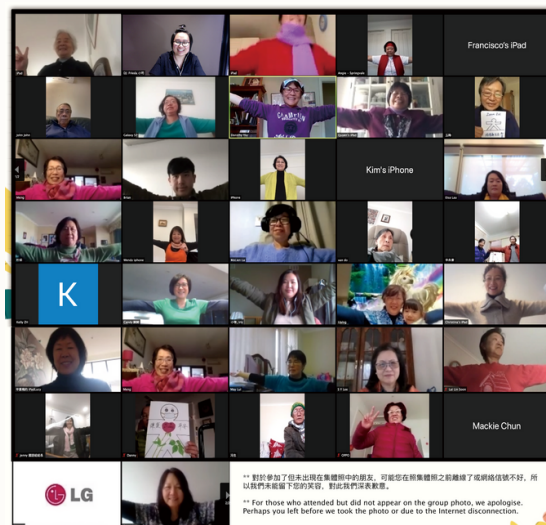
## Stay Connected Online Support Group:

- Group Facilitator: Social Work Interns

### Our Digital Tutors

(assisting group members and clients with accessing social platforms, e.g. WeChat, Zoom, and solving technical issues)

- Staff: Frieda Si
- Volunteers: Sharon Zhao, Joey Chan, Frank Cui, Lai Lin, and Scott Li



Online support groups  
keep us connected

# FUNDRAISING ACTIVITIES & COMMUNITY SERVICES



## Box Hill Central Kiosk Fundraising during Christmas Time



Thank to all the volunteers (shown on the photos and those who left earlier) for helping this fundraising event on Saturday 21/12/2019 just before Christmas at Kiosk Box Hill Central.

\$2,140 was raised on the day.

The products were donated by Oriental Merchant Pty Ltd.



Our masking making team members:  
Mandy Lee (coordination),  
Yau Fong Lee, Wendy Ho, May Gan (Mask photo)

\$545 was raised to cover the costs after selling almost 110 masks.

## Zongzi Making Fundraising

This year, our Hoppers Crossing group members worked with their masks on to make Zhongs to raise funds for the Society.

This was the first time they took up this new challenge. While the quality was not 100% , it is the effort that counts. After all, they all had fun and learnt a new skill. The group said they will do it better next year.

Thanks again to all the members, Mr and Mrs Bao, Bobo, Mr and Mrs Fung, Candy who co-ordinated the project and Frieda helped to distribute the Zongzi.



## Food packs delivered to the door



Our volunteer drivers delivering gift packs:  
Samantha Dong, Zion Lo, Frieda Si



# EVENTS, RECREATIONAL ACTIVITIES & EDUCATION SESSIONS



*Moon Party 2019*



*Volunteer In-service 2019*



*Christmas Party 2019*



## Chronic Illness Awareness Day 2019



### Chronic Illnesses Awareness Day

This event is hosted by the Chinese Cancer and Chronic Illness Society of Victoria, with the purpose of raising awareness in the Chinese community of some of the common chronic illnesses and their relevant community services.

**Saturday 19<sup>th</sup> October 2019**  
**9:30AM to 2:30PM**  
**Hawthorn Library**  
**(584 Glenferrie Road, Hawthorn)**

### Programme

**MORNING SESSION**  
 9:30am Registration  
 9:45am Official opening (Cr. Jane Addis, Mayor of City of Boroondara)  
 10:00am Dr. Frost Wang, GP: Role of GP in Dementia Management  
 11:15am MORNING TEA and other health related activities in the stalls  
 11:30am Dr. Ming Cheah, Physician: Heart Failure (Aetiology, Cause, Diagnosis and Treatment)  
**AFTERNOON SESSION**  
 12:45pm LUNCH (Free lunch will be provided to all participants and stall holders)  
 1:15pm Dr. Janice Cheng, Urologist: Bladder Cancer and Hematuria (Aetiology, Cause, Diagnosis and Treatment)  
 2:30pm Final address (Dorothy Yiu QAM JP, President, Chinese Cancer & Chronic Illness Society of Victoria)

**Registration and enquiry** Please register by 12 October 2019  
 Tel: CCCIS Office 9088 9575 / 8373 4828, Monday – Friday 9:30am to 5:30pm  
 Email: event@cccis.org.au 784 Station Street, Box Hill N 3129 [www.cccis.org.au](http://www.cccis.org.au)



The Society hosted a Chronic Illness Awareness Day on Saturday 19 October at Hawthorn Library. Over 100 people attended the event which was officially opened by Councillor Jane Addis, Mayor of the City of Boroondara.

Over 10 organisations, including Hepatitis Victoria, Diabetes Victoria, and Dementia Victoria set up stalls at the event to provide information. Three specialists presented information on the role of GPs in managing dementia sufferers, heart failure and bladder cancer and hematuria. This event was organised by a team of committed volunteers and was well received by the participants who stayed for the whole day. Dorothy Yiu, President of CCCIS, gave the closing speech where she encouraged the participants to obtain reliable health information.

She said, "Knowledge is power. Information can help a patient manage and cope with their illness positively, and help maintain a sense of wellbeing." The Society looks forward to hosting similar events over the next few years.



Volunteering is a valuable and integral part of CCCIS service delivery and sustainability. CCCIS is proud of having a group of dedicated volunteers who not only make a difference to our clients and their families, but also make CCCIS a safe and welcoming place where people feel supported and having a sense of belonging.

## List of Volunteers (2019-20)

Volunteer Coordinator: Mandy Lee (Volunteer)

Alice Chan  
Amy Lau  
Angela Ong  
Angie Lee  
Annie Lee  
Bobo Lau  
Candy Law  
Christina Moore  
CiCi Lin  
Dave SO  
Dorothy Yiu  
Elsa Lau  
Esther Ng  
Frank Cui

Frank Wang  
Jacob Lee  
Jenny Cai  
Jenny HE  
Joanne Poon  
Joanne Fung  
Joey Chan  
Ken Lau  
Kevin Chan  
Kim Szeto  
Kwong Wong  
Lai Lin Soon  
Li Li  
Li Li Xiang

Lily Wang  
Mackie Chun  
Margaret Yung  
Mary Xu  
May Chung  
May Lui  
Mimi Chong  
Muoi Tran  
Nicole Fung  
Portia Wong  
Raymond Pau  
Samantha Dong  
Sharon Zhao  
Simon Tang

Wanda Wong  
Wanling Zhang  
Wendy Ho  
Wing Hong Lee  
Winnie Fung  
Winnie Lo  
Xiao Ping Zhao  
Van Nhi Phung  
Yau Fong Tang  
Yumei Zheng  
Zion Lo



2019-2020

## Volunteers of the Year



Annie Lee



Lai Lin Soon



## List of Staff (2019-20)



Manager: Dorothy Yiu (Pro bono)

### Family Support Team

Brian Lo (part-time, from Jan 2020)  
Elsa Lau (casual, Dementia Group Facilitator, until Sept 2019)  
Frieda Si (part-time, EOL Ancillary Project)  
Jo Lu (part-time, until end Dec 2019)  
Queenie Lam (part-time)

### WestCare Support Team

Iris Li (part-time, WestCare project)  
Kevin Chan (part-time, until end Dec 2019)  
Alice Zhang (casual, Footscray Exercise Instructor)

### Account/Bookkeeper

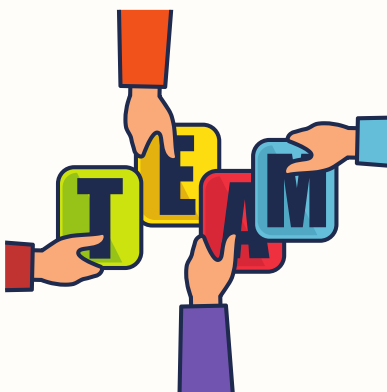
Jennifer Yip (part-time)

### Home Care Coordination Team

Brian Lo (part-time, from Jan 2020)  
Jennifer Yip (part-time, from Jan 2020)  
Jo Lu (part-time, until end Dec 2019)

### Home Care Casual Care Workers

Alice CHAN, Meizhen CHEN, Sau Chi CHEUNG, Hannah DANG, Jenny HE, Lynn HE, Franky HOU, Ping Chai LAM, Sheron LAU, Eva LI, Ting LI, Ann LIKUANG, Jieyi LIU, Yanping LU, Christina MOORE, Esther NG, June PHU, Xiaoyun SU, Simon TANG, Becky TRIEU, Ling WEI, Lily WU, Fiona XIA, Jing XU, Yan Ping XU, Jian Zhen ZHAN, Lulu ZHANG



# ACKNOWLEDGEMENTS

We thank everyone and all the organisations that have supported CCCIS financially this year. With your generous support, CCCIS is able to continue the level of services we provide to our clients, carers and their families. We are most grateful for this support and encourage members of our community to help us in any way they can.

## List of Donors

Amy Ngai	Lyanne Tam
Bernard Yiu & Dorothy Yiu	Maggie Xiao
Cai Yin Au (Translated from Chinese Name)	Guolou Ding
Candy Ma	Chan Wai Jin (Translated from Chinese Name)
Carson Au	Regna Ho
Carson Luk	Samson Yiu
Cheung Kun	T & M Chin
Ching Wong	Tersea Gan
Colin Mai	The Hannahy Family Trust
Colin Yip	Tony Lau
Derek Kai Wai Chan	Tony Xie's Family
Diana Cheung	Wai Yuen Elsa Lau
Eppie Yiu	Wing Kin Ho
Frankie Cheung	Xiany Lan Liu
Kai Wai Chan	Xiao Hong Huang
Lai Lee Wong	Xiao Nan He
Leon Zhou & Lily Zhou	Yuh Ying Xie
Lily Ong	
Loo Wan Tin	

and other anonymous donors



## Businesses & Organisations

China Phoenix Enterprise Ltd	Hoi's Trading
Cancer Council Victoria	Maribyrnong City Council
China Merchants Foundation	New Life Evangelical
Department of Health and Human Services	Oriental Merchant Pty Ltd
Flamingo Hearts Pty Ltd	Rpdw Pty Ltd
Good Things Foundation	Westpac Foundation
Whitehorse City Council	Wyndham City Council

# How you can help us

## Financially:

Your generous donations, no matter how big or small, will help us to continue to support our Chinese community by providing the much-needed support services to people facing a life-threatening illness and their families and friends.

Our services (except for Home Care Services) are provided free of charge. You will be helping us to provide:

- Social Work
- End-of-Life Practical Support
- Grief and Bereavement Counselling
- Chronic Illness Support Groups
- Equipment Loans (e.g. walker, wheelchair)
- Trained Volunteers
- Transport Support
- Meals
- Wigs

Chinese Cancer and Chronic Illness Society of Victoria Inc. is a charity registered with the Australian Taxation Office as an Income tax Exempt organisation. All donations over \$2 are tax deductible.

## Volunteering:

CCCIS is proud of having a group of dedicated volunteers who not only make a difference to our clients and their families, but also make CCCIS a safe and welcoming place where people feel supported and have a sense of belonging.

To find out more or to join our team, please contact us:

W: [www.cccis.org.au/volunteer-with-us](http://www.cccis.org.au/volunteer-with-us)

T: 03 9898 9575

E: [enquiry@cccis.org.au](mailto:enquiry@cccis.org.au)



784 Station Street, Box Hill North VIC 3129  
T: 03 9898 9575 / 03 8373 4828  
E: [enquiry@cccis.org.au](mailto:enquiry@cccis.org.au)  
[www.cccis.org.au](http://www.cccis.org.au)