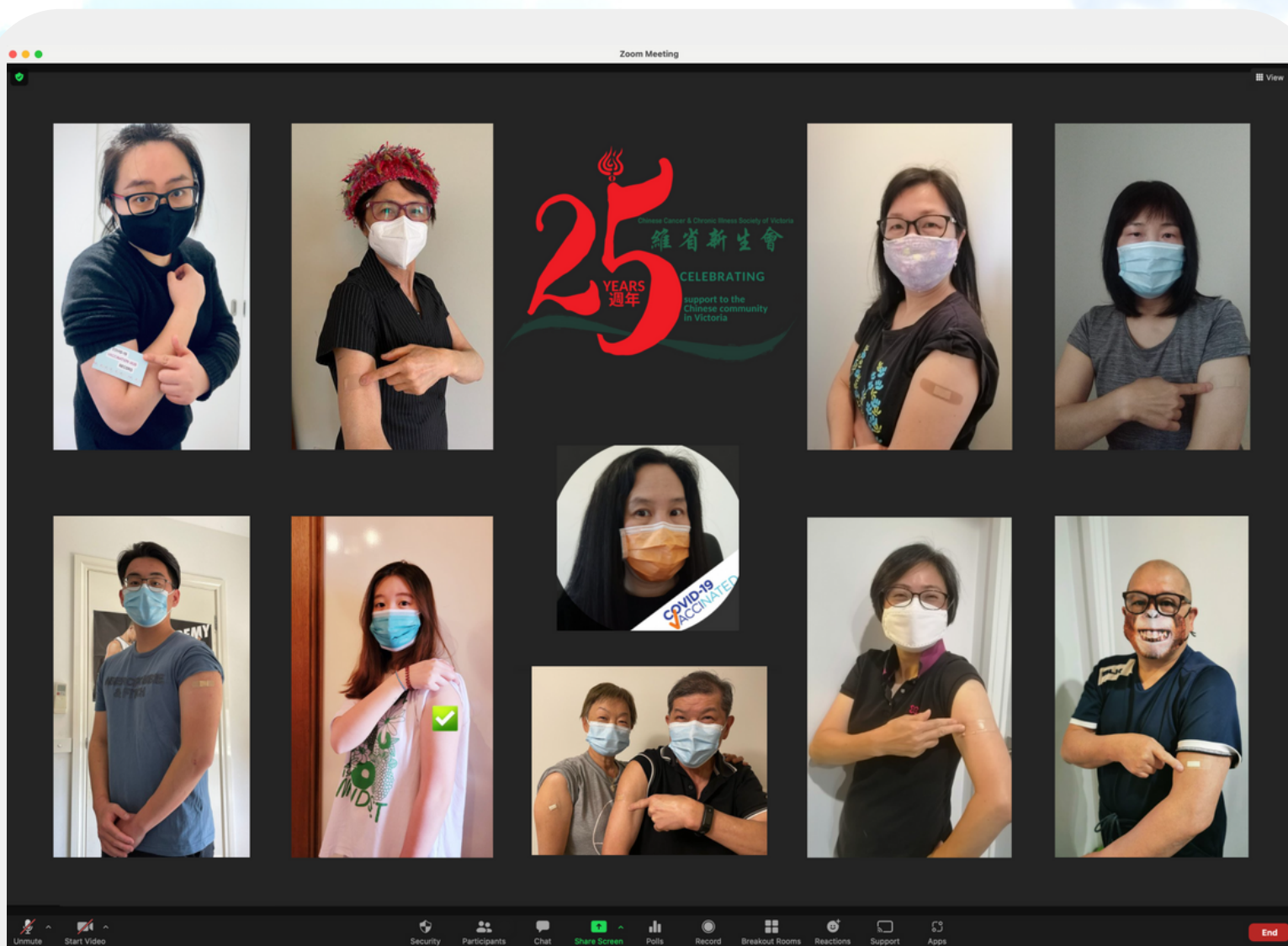




Chinese Cancer & Chronic Illness Society of Victoria

維省新生會

A Volunteer-based Charity



ANNUAL REPORT

2020-2021

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

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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.

Committee of Management & Advisors



Dorothy Yiu OAM JP
Chairperson & Founder



Carson Au
Deputy Chairperson



Wanling Zhang
Hon. Secretary



Jacob Lee
Treasurer



Mandy Lee
Committee Member



Dr Frank Y Wang
Committee Member



Margaret Yung
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 Advisors

Ms Sue Herbst

Mrs Wina Kung

Medical Advisors

Dr Michael Cheng (Breast & Endocrine Surgeon)

Dr Kevin Siu AM (Neurosurgeon)

Dr Paul Ng (Psychiatrist)

Dr Aaron Wong (Palliative Medicine Specialist & Medical Oncologist)



Dorothy Yiu OAM JP
Chairperson & Founder

Chairperson's Report

It has been another tough and unusual year that we will hardly forget. While we continued to go through lockdowns in Victoria during this period of time, we also quietly and remarkably celebrated our 25th Anniversary. Despite the challenges impacted on us by Covid-19 pandemic, I feel optimistic that as a charitable organisation, we have learnt to be even more resilient. Even though we were unable to formally celebrate our anniversary, we still managed to collect personal stories from our members and supporters for our anniversary commemorative publication during the pandemic and have a mini birthday party at Box Hill Garden in January this year.

Our services have continued to run throughout the year despite some disruptions. We have made connections with all our group members and clients via online platforms and phone contacts, promoted physical and mental health, and managed all our projects such as exercise classes in a CovidSafe environment. Unfortunately, our core Family Support Service recipients dropped significantly due to the absence of outreach to hospitals. Understandably, anxieties about Covid deterred some of our clients to access face to face services. With this in mind, we have been using online meetings and consultations, and were able to still provide support to new clients referred to us by external agencies.

This Annual Report reports what we have achieved in the 2020-21 financial year. Some of our highlights are as follows:

- Most pleasing of all, a Chinese meals project funded through an overseas anonymous Foundation. The aim of this project is to deliver free meals to the aged and the disabled who are unable to prepare meals for themselves on a short-term basis. It also provides respite to senior carers who need a break from cooking. This project also helps service recipients stay connected with the community via meal delivery. After 6 months operation, we have delivered 2491 meals to 89 clients. While this was less than anticipated, the feedback from our clients and the referral agencies was very positive and promising.
- Commencing in June 2020, we have commenced a HACC Social Support Service in partnership with mecwacare. This partnership project offers online

and face to face social support and outings to isolated and disadvantaged clients who are under 65 years old;

- A fitness program funded through VicHealth in addition to Maribyrnong fitness project and Wyndham's wellbeing project;
- Cancer Council Victoria cancer screening promotion project at the City of Wyndham;
- A face-lift of our Centre sponsored by China Merchant Charitable Foundation, and
- We have finally wound up our Home Care Service in March this year as a result of revamping our staff structure.

While fundraising and donations reduced significantly during Covid, we managed to sustain all our services with the grants from the government as well as other major sponsors. Our treasurer will give a financial report after my review.

Finally, to our volunteers, staff, corporate and community partners, the Victorian and Federal Government and many of our donors, thank you for your loyalty and generosity. Your support has helped us stay strong during the difficult times. I sincerely thank Joe Lai, the landlord of our Box Hill Centre for his enduring support. Likewise, I would like to honour all the frontline workers, whether they are our own workers or those in the community for their amazing work to care for the sick and vulnerable amid this pandemic.

I would like to conclude my report by wishing you a safe and healthy 2022. Let us hope the COVID-19 pandemic will be under control soon and we can get back to our normal life.





Dorothy Yiu OAM JP
姚沈宛
主席 & 創辦人

主席報告

又是一個不尋常、令人難忘且艱難的一年。這一年來，我們所在的維州持續經歷封鎖，但我們亦悄悄地且出色地慶祝了新生會廿五週年。儘管新冠疫情向我們發出了挑戰，但令我感到樂觀的是，作為一個慈善機構，我們已具備了彈性和適應力。雖然我們無法大張旗鼓地慶祝新生會的週年紀念，但我們仍竭盡全力地收集了會友和義工們的個人故事，並在疫情期間出版了我們的廿五週年紀念特刊——《我與新生會的偶遇》，並於今年1月在Box Hill Garden 舉辦了一個小型的生日派對。

我們的支援服務仍在全年運行著，雖然在新冠疫情的反復影響下，偶爾存在一些中斷，但我們通過線上平臺和電話聯繫來與所有小組成員和服務對象建立並保持聯繫，以促進大家在疫情期間居家時的身心健康。例如，為保證項目能在CovidSafe的環境中進行，我們在線上開展了數個運動鍛煉課程。然而令人感到遺憾的是，由於缺乏與部分醫院的聯繫，我們最核心的家庭支援服務接受者數量明顯下降；我們的一些服務對象也因對新冠疫情的焦慮而避免接受面對面的支援服務，這是完全可以理解的。因此，考慮到這一點，我們一直保持使用線上會議和諮詢的方式，持續並竭力為外部機構轉介給我們的新客戶提供支援。

本年度匯報報告了我們在2020-21財政年度取得的成就，一些亮點如下：

- 最令人振奮的是，我們開展了一個由海外匿名基金會資助的「福飯送溫暖」項目。該項目的主要目的是為無法為自己準備膳食的長者和殘疾人士提供短期的免費膳食支援。這個項目亦為需要從烹飪中休息一下的年長照顧者提供一個喘息的機會。該項目亦通過送餐來幫助服務接受者保持與社區的聯繫。經過6個月的運營，截止至今年6月30日，我們已經為89名客戶提供了2,491份餐食。雖然這比預期的要少，但我們的客戶和轉介機構給予了非常積極的反饋；
- 從2020年6月開始，我們與mecwacare機構合作，為參與了Home and Community Care Program for Younger People (HACC PYP) 項目的華人提供社會支持服務（該合作的服務內容主要是為65歲以下的孤立和弱勢人士提供線上和面對面的社交支援和活動，例如郊遊等）；

- 在為Maribyrnong市市民和Wyndham（雲登）市市民所提供的健身項目的基礎上，我們亦獲得了VicHealth的資助來為東區的市民提供類似的健身項目；
- 與維省癌症協會（Cancer Council Victoria）合作在Wyndham（雲登）市進行癌症篩查促進項目；
- 在招商局慈善基金會的贊助下，對會所外牆進行了「改頭換面」，以及
- 由於員工結構改革，我們終於在今年三月結束了「軒愛」家居護理服務。

雖然在Covid-19（新冠疫情）期間，我們所獲得的籌款和捐款數額顯著減少，但我們在設法通過政府以及其他主要贊助商的資助和支持的情況下，維持了我們所有的服務。我們的財務主管將在審計完畢後提供詳細的財務報告。

最後，我想要對我們所有的義工、員工、合作企業和社區夥伴機構、維省政府和聯邦政府以及我們的許多捐助者，表示我最誠摯的感謝——感謝你們的信賴和慷慨相助。你們的支持使得新生會能夠在這困難的時期保持堅強。我衷心感謝我們Box Hill（博士山）會所和辦公處的房主Joe Lai對我們的長期支持。同樣，我要向所有一線的工作者致敬——無論他們是我們自己的員工亦或是社區中的其他工作人員，感謝他們在這場疫情中為照顧病人和所有有需要人士所做的出色工作。

報告的最後，我由衷祝願大家在2022年平安健康。讓我們期待新冠疫情能夠早日平復、我們的生活可以恢復正常。

(Translated by F.S.)



2020-2021 Support Services Snapshot



Family Support services
provided to

311

new clients affected
by chronic illness



supports provided to over

439

clients including their carers
and family members

staff and volunteers
conducted

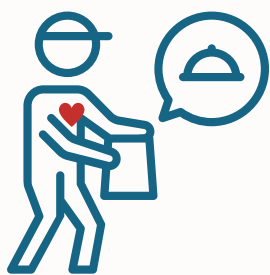
5,500+

Individual contacts with clients
(face-to-face and remote)



Top 6 LGA (Service recipients)

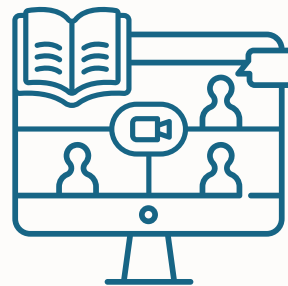
Melbourne	33%
Whitehorse	13%
Yarra	8%
Monash	8%
Manningham	6%
Wyndham	6%



delivered

2,541+

free Chinese meals and
emergency food-packs to
people in need



hosted

55

health related
community education
sessions (online)



Home Care Service

provided

2,359

sessions of in-home
care supports

TO

68

home care and disability
clients



provided

1,181

hours of wellbeing supports
to clients with the Home and Community Care Program for Younger
People (HACC PYP) in partnership with mecwacare



End of Life Ancillary Services

In the year of 2020-21,
together, we

supported **101 clients**
conducted **558+ client contacts**
have **27 volunteers** supporting the program

Volunteer Practical Support	Sessions
Help with day-to-day activities	4
Transport Support	1
Meals	19
Gardening	2
Carer Respite	15
Counselling	20
Social Support	>221
Healthcare aids and equipment	10

Staff Support	No. of Clients
End-of-Life Support (e.g. funeral related support, bereavement support, grief and loss counselling)	27
Advance Care Planning/ My Farewell Wishes	51
Family Support (Provided by social workers)	101

Top 4 Referral Sources	
Eastern Palliative Care	41.9%
Mercy Palliative Care	32.3%
Austin Hospital	11.8%
Peter MacCallum Cancer Centre	11.8%

CCCIS End-of-Life Ancillary Services project is supported by the Victorian Government 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.

2020-2021 is the third year of our 4 years funding period to extend our services to support the patients and their families of Chinese speaking background resident in the northern suburbs of Metropolitan Melbourne. While our service deliveries were impacted by COVID-19 lockdowns and restrictions (especially the practical supports mainly provided by volunteers), we were able to adjust our working practices at a rapid pace from time to time to provide as much needed support as possible to the service recipients in a CovidSafe manner, in order to ensure the wellbeing of all our clients, volunteers and staff members.

As always, we thank all the team members who have been assisting the program during this challenging time and would like to express our sincere gratitude to Palliative Care Victoria for their support along the way.

Frieda Si
Project Worker
End-of-Life Ancillary Services

Chinese Meals Free to People in Need Program

福飯送溫暖

In 2020-21, CCCIS is funded by an overseas anonymous Foundation to provide Chinese free meals to people in need. The aim of this project is to deliver free meals to the aged and disabled who are unable to prepare meals for themselves on a short-term basis. It also provides respite to senior carers who need a break from cooking. This project also helps service recipients stay connected with the community via meals delivery.

After 6 months of implementation, together we

supported **89** clients
delivered **2,491 +** Chinese meals
have **32** volunteers supporting the program



CCCIS would like to thank Oriental Merchant Pty Ltd. and Hong Kong Supermarket for their generous in-kind support to this project.



Community Education Sessions

In 2020-21, we hosted

55

sessions of online community education sessions covered a broad range of health related topics.



 維省新生會 A Volunteer-based Charity					
Awareness Month 健康資訊月 免費線上講座 Free online seminars					
** 主題和時間如有變動，工作人員會及時通知更新。					
TIME 時間	03/10 週六	10/10 週六	17/10 週六	24/10 週六	
上午 10:00am - 11:00am	WILLS 遺囑 Jasper Kwok Solicitor 律師 (Cantonese 粵語)	Oral Health 口腔健康 Dr Dorothy WANG Dentist 牙醫 Mandarin 普通話 (粵語翻譯)	What cancer patients can do to maintain good health at home 癌症病人如何居家調理和維護健康? Alex Chen 陳文斌 (TCM 中醫師) Mandarin 普通話	Housing Options for Seniors 長者住房選擇 Andy Low Financial Planner 專業財務規劃師 Mandarin 普通話	 為何我們需要注射新冠疫苗? WHY VACCINE? • Is it safe? 注射新冠疫苗安全嗎? • Are there any side effects? 注射有副作用嗎? • How and where? 哪兒可以注射?
11:15am - 12:15pm	WILLS 遺囑 Jasper Kwok Solicitor 律師 (Mandarin 普通話)		Federal Budget and Analysing the Implications for you - Tax, Centrelink and retirement 聯邦預算對你的稅務、福利金及退休生活有何影響? Andy Low Financial Planner 專業財務規劃師 Mandarin 普通話	Organ and Body Donations 器官遗体捐贈 “無語大師” Dr Frank Wang 王元淳醫生 Mandarin 普通話	
下午 2:00pm - 3:00pm	“Are you OK? 你OK嗎?” An afternoon with Dr. Paul Ng (Psychiatrist) 與吳培恩醫生(精神科顧問醫生)的下午暢談會 (Cantonese 粵語)	Knowing your digestive system 認識你的消化系統 Carson Au 歐偉忠 Pharmacist 藥劑師 Cantonese 粵語 (普通話翻譯)	The role of Artificial IntelligenceI in cancer diagnosis and treatment 人工智能在癌症診斷和治療中的作用 Dr Yu SUN, 科學家 Scientist Cantonese 粵語	Demystifying colonoscopy 揭開“结肠镜”的神秘面纱 Dr Zoe Zhou 周醫生 Mandarin 普通話 (粵語翻譯)	
3:15pm - 4:15pm	“Are you OK? 你OK嗎?” An afternoon with Dr. Paul Ng (Psychiatrist) 與吳培恩醫生(精神科顧問醫生)的下午暢談會 (Mandarin 普通話)		The role of Artificial IntelligenceI in cancer diagnosis and treatment 人工智能在癌症診斷和治療中的作用 Dr Yu SUN, 科學家 Scientist Mandarin 普通話		

CCCIS would like to thank all the guest speakers who kindly presented the above seminars to our members and clients on a pro bono basis. We really appreciate your time and support.

Support Groups

In 2020-21, CCCIS continued hosting the following support groups across Metropolitan Melbourne, combined with face-to-face gatherings and online meetings.

Cancer Support Groups



Box Hill Weekly Cancer Support Group:

- Facilitators (Cantonese & Mandarin): Dorothy Yiu (Pro bono) & a staff member



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 Lui (Volunteer)



Springvale Cancer Support Group:

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



Chronic Illness Support and Wellbeing Groups



Hoppers Crossing Senior Wellbeing Group:

- Facilitator (Mandarin & Cantonese): Candy Law (Volunteer)



Parkinson's Disease Support Group:

- Group Facilitator: Brian Lo (until Dec 2020) & Jenny He (from Jan 2021)



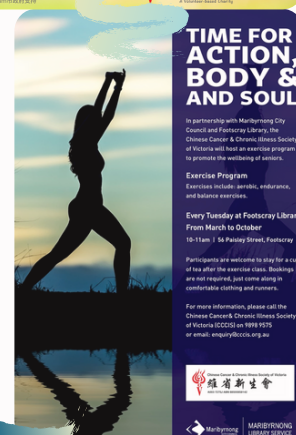
Dementia Support Group:

- Group Leader: Elsa Lau (Volunteer)



Online Stay Connected Group

- Facilitator: Social Work Interns



Seniors Fitness & Active Groups



Footscray Fitness Program

funded through Maribyrnong City Council



Box Hill Fitness Program

funded through VicHealth



Wyndham Fitness Program

funded through Wyndham City Council



THANK YOU

Our Volunteers

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

(01 Jul 2020 - 30 Jun 2021)

Volunteer Coordinator: Mandy Lee (Volunteer)

Alice Chan	Frank Wang	Lily Wong	Stephen Wong
Alin Lin (since 6/12/2020)	Hoi Kwai Cheng	Mackie Chun	Terry Fok
Angela Ong	Jackel Lo	Margaret Yung	Van Nhi Phung
Angela Tsoi (since 22/6/2021)	Jacob Lee	Mary Xu	Wanda Wong
Angie Lee	Jenny Cai	May Lui	Wanling Zhang
Annie Lee	Jenny He	May Sau Ching Chung	Wendy Ho
Ben Hui	Joanne Pau	Mimi Chong	Wing Hong Lee
Bobo Lau	Joey Chan	Mylien La	Winnie Fung
Candy Law	John Ma	Portia Wong	Winnie Lo
Carson Au	Ken Lau	Pui Fun Cheung	Xiao Ping Zhao
Choon Sen Soon	Kim Szeto	Raymond Pau	Yau Fong Tang
Dorothy Yiu	Lai Lin Soon	Samantha Dong	Yifeng Tan
Elsa Lau	Lee Mei Leong	Scott Li	Zion Lo (till 28/3/2021)
Frank Cui	Li Li Xiang	Sharon Zhao	



Our Staff



List of Staff

(July 2020 - June 2021)

Manager: Dorothy Yiu (Pro bono)

Assistant Manager: Frieda Si (part-time)

Family Support Team

Queenie Lam (part-time, until 31 July 2020)

Brian Lo (part-time, until 31 Dec 2020)

Frieda Si (part-time, End-of-Life Ancillary Support)

Chinese Meals Support Program

Candy Law (part-time, from mid Dec 2020)

Account/Bookkeeper

Jennifer Yip (part-time)

Exercise Program

Fitness Instructor: Alice Zhang

Home Care Coordination Team

Brian Lo (part-time, until 31 Dec 2020)

Wendy Ho (part-time, mid Dec 2020 - end Mar 2021)

Jennifer Yip (part-time, until end May 2021)

Home Care Casual Care Workers

Alice CHAN,

Xiaoyun SU,

Meizhen CHEN,

Simon TANG,

Sau Chi CHEUNG,

Becky TRIEU,

Hannah DANG,

Ling WEI,

Franky HOU,

Fiona XIA,

Ping Chai LAM,

Jing XU,

Sheron LAU,

Yan Ping XU,

Eva LI,

Ryan YEO,

Ting LI,

Jian Zhen ZHAN,

Yanping LU,

Lulu ZHANG

June PHU,



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

Alice Walker
Angela Fung
Anne Khoo
Bernard & Dorothy Yiu
Bobo Lau
Bonnie Yim
Choon Sen Soon & Lai Lin
Soon
Diana Cheung
Elizabeth Wong
Fatt Weng Wong
Frankie Cheung
Frieda Si
Guolou Ding
Hoi Kwai Cheung
Jan Hai Kung
Jeanie Hui
Jin Biao Chen
Kai Wai & Yuk Chu Chan
Kai Wai Chan
Keith & Sue Yang
KY Lim
Lim

Loo Wan Tin
May Chung
Megan Poon Family
Professor Chan
Raymond Lau
Sam Yiu
Sheng Huany
Sheng Hung & s Min Hung
Victoria Cahill
W W T Tsang
Wan Chen
Wang Feng
朱遜先生
林健女士
譚少萍女士
許鳳庄女士
鄭康鏞及蔡惠芳
鄧有芳女士

and other anonymous donors



Businesses & Organisations

Australia Government
Bendigo Bank
Cancer Council Victoria
China Merchants Foundation
China Phoenix Enterprise Ltd
Flamingo Hearts Pty Ltd
Good Things Foundation

Innovative 3-D Solutions Pty Ltd
Kwanhing Pty Ltd
Maribyrnong City Council
Oriental Merchant Pty Ltd
VicHealth
Victoria State Government
Wyndham City Council

How you can help us

Financially:

Your generous donations, no matter how big or small, will help us 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 supports including:

- 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 through:

W: www.cccis.org.au/volunteer-with-us

T: 03 9898 9575

E: enquiry@cccis.org.au



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E: enquiry@cccis.org.au
www.cccis.org.au