

Australian Vietnamese Women's Association Inc.

HỘI PHỤ NỮ VIỆT ÚC

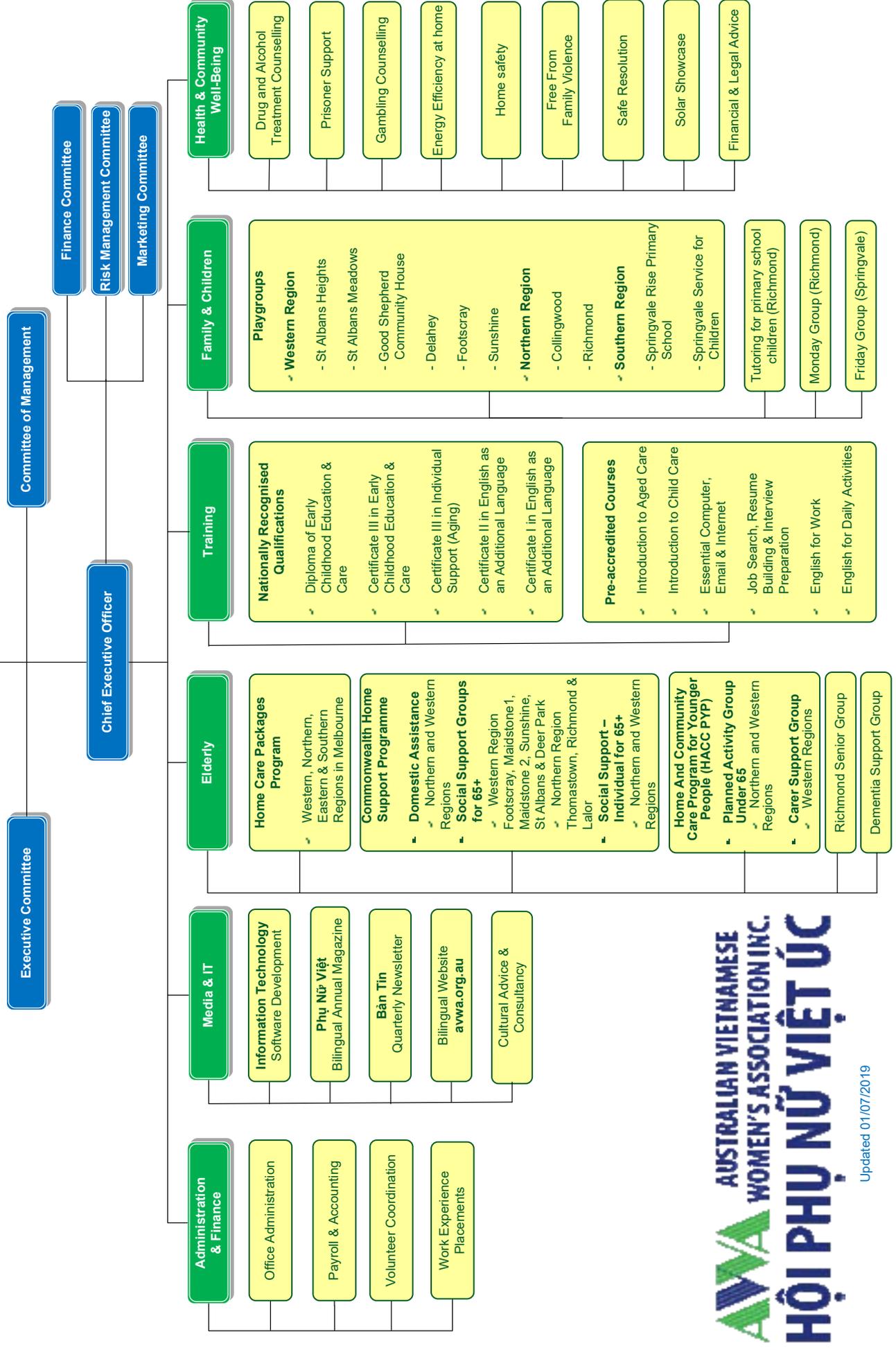
Serving the community since 1983

ANNUAL REPORT 2018-2019



Committee 2018-2019

From left to right: Thanh-Kham Tran-Dang, Cam Nguyen, Yen Bui, Trang Thomas, Vinh Nguyen & Thi Ngoc Anh Nguyen



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Annual General Meeting at Collingwood Town Hall (25/10/2018)

 AUSTRALIAN VIETNAMESE
WOMEN'S ASSOCIATION INC.

HỘI PHỤ NỮ VIỆT ÚC

Acknowledgements

15 YEARS

**Cam Nguyen
Minh Bui
Qui Ma**

10 YEARS

**Anh Thu Nguyen, Thuy Hoang,
Tuyet Nguyen, Nguyet Thu Thoi**

5 YEARS

**Van Hoang, Dung Nguyen,
Tien Pham, Kieu Nguyen,
Ha Hoang, Thuong Nguyen, Tinh Tran**

Thank you for your loyal service

A message from our President



Distinguished guests, ladies and gentlemen, members and associates,

First of all, I would like to acknowledge the traditional owners of the land and pay my respect to all Aboriginal and Torres Islander people, elders past and present.

This year marks the 36th anniversary of the Australian Vietnamese Women's Association.

Last year, we had a lot of events and celebrations to commemorate our 35th anniversary. At our 35th AGM in 2018, our members passed a motion to add a third purpose to our *Constitution* which was to *provide high quality and training services to the disadvantaged people in Victoria including the unemployed, the educationally disadvantaged, the aged and disabled.*

We set the bar high and we were determined to move forward. Indeed, we have: our annual budget increased by nearly 28% since the year before. As usual, all of our programs and projects had another successful year.

Thank you everyone for your support.

Thanh-Kham Tran Dang
President

Treasurer's report



Building on the success, and momentum of the year before, our dedicated staff continued to work hard under the management of the CEO and guidance of the Committee of Management, last year. With support from our members and valuable volunteers, combined with significant contributions from Governments of all levels: local, State and Federal, our performance last year had surpassed the previous year.

For the financial year ending on 30th June 2019, our total income increased from \$9.47M to \$12.38M. Whilst this is a collective effort from all programs, it is worth noting that our HCP program experienced a 44% growth in clients while Play Groups had to start two new playgroups to cater for additional demand.

As anticipated, our growth came at a cost. Our operations cost increased by 35% due to this expansion. This is mainly due to the recruitment and accommodation of new staff to meet the demand of our various programs. That is hiring and training of new staff, rental of a new office in Braybrook and other growth-related expenses. On the other hand, our staff had started to embrace environmental sustainability policy and procedures to reduce the carbon footprint of our organisation. We only printed out what was absolutely essential and recycled as much as possible. As a result, despite the increase in staff numbers, our office supplies expenses were reduced by almost \$20K. We also streamlined our IT processes and made further savings.

Our net position is a 6% increase in surplus for the financial year 2019 compared to the year before.

Like all previous years, we were audited by *Lanyon Partners Audit & Assurance Pty Ltd.* and were declared compliant to the *Australian Accounting Standards*, and other applicable requirements.

As previously reported, an office was purchased in Springvale to replace our currently rented office. Work has progressed steadily, and we hope to be able to move into our new office and community centre soon.

Overall, I am happy and proud to report that not only the Australian Vietnamese Women's Association Inc. is viable, we are thriving. My sincerest gratitude to everyone involved in making last year a very successful one for the AVWA and call for your continued support to make this year an even more successful year.

Yen Bui
Treasurer

A message from our Secretary and CEO



This year is rather special as I have been a CEO for 15 years now. After I founded the organisation in 1983, I was elected president year after year except for a few intervals. Then in 2004, our board took the decision that in order to take our organisation to the next stage of development, it was necessary to have a *Chief Executive Officer*. I agreed to apply for the position and accept the appointment. After my first year as a CEO, our organisation joined the millionaires' club, as the then *State Member for Footscray, Bruce Mildenhall* put it.

In January 2017, AVWA was just 34 years old and preparing to celebrate its 35th anniversary in the following year. However, on February 27th, *The Department of Health* introduced a raft of reforms entitled *Increasing Consumer Choice in Home Care* which included portability of *Home Care Packages* (HCPs) and gave consumers more control and flexibility. Aged Care services being our biggest department, it was a big unknown how our staff and clients would cope with the changes and how these would affect the viability of our whole organisation.

In 2018, we had a big 35th Anniversary Celebration and I am happy to announce that as per reports of all projects and auditor's statement for the financial year 2018-2019, it was not just viability but rapid growth for AVWA across all programs and regions. In the financial year ending in June 2017, our total revenue was \$6.6M; two years later, it had grown to over \$12M.

As an organisation, we remain absolutely dedicated to our core values of **Integrity, Respect, Inclusion, Compassion, Excellence and Innovation**. Devoted care to our clients, strict compliance with all rules and regulations and teamwork with mutual respect among staff, members and Committee of Management Members form the basis of our success and stability over the years.

I would like to express my sincere thanks to all our members, friends, clients, staff, volunteers and Committee of Management for their support and hope that together, we will continue to provide first class service to the community.

Cam Nguyen
Secretary and Chief Executive Officer

Home Care Packages Program (HCP)

2018-2019 was a very special year for the HCP program with opportunities to provide care to a greatly increased number of consumers, celebrate the 15th anniversary of the program, undergo a quality review by *Australian Aged Care Quality Agency* and undertake preparation for new *Aged Care Quality Standards*.



The number of packages as at 30/6/2019 had increased by 42% compared to twelve months earlier. During this year, we served a total of 513 clients from level 1 to level 4 across all regions of Metropolitan Melbourne. In order to meet the needs of the growing number of consumers, staff recruitment, induction and training formed a growing part of our activities.



Home Care Packages Program (continued)

The percentage of our HCP consumers who live with dementia was quite significant: 25% were receiving Dementia Supplement. Special needs of these consumers and special care goals were identified and reflected in individual care plans. In the West, our Dementia Support Group continued operating successfully with 40 participants. The group was facilitated by staff who were equipped with dementia care knowledge and experience, and therefore were able to organise stimulating activities and efficient support for the group. Apart from weekly group activities, the consumers celebrated special events such as *Mothers' Day*, *Mid-Autumn Festival*, etc.



Continuous improvement is one of the core values of our organisation. Our HCP consumers enjoyed culturally and linguistically appropriate direct care, additional purchased services and intensive case management in accordance with their agreed care plan. We got consumer feedback through phone contacts, home visits, letters, and consumer surveys. HCP staff attended professional development meetings and training sessions to improve the quality of service provision. Key topics of the year were caring for people with dementia, elder abuse awareness, privacy and confidentiality, professional boundaries, work health and safety, and new *Aged Care Quality Standards*. Case managers also attended network meetings to learn and share experience while being updated about changes in the industry.



Home Care Packages Program (continued)

A quality review team from the *Australian Aged Care Quality Agency* visited our offices in Springvale and Braybrook in October 2018 and March 2019 to assess the quality of care and services. The reviews showed that **our HCP Program met all 18 expected outcomes of the Home Care Common Standards.**

Highlights of the year were *Tân Niên parties in February* to celebrate the *Lunar New Year* as well as the *15th Anniversary of AVWA HCP Program*. All consumers were very happy meeting each other, sharing stories, enjoying lion dance, Vietnamese music, and lunar-new-year decorations. Consumers and family carers expressed their appreciation towards care and services provided by AVWA HCP; they praised the enthusiasm, professionalism and caring manner of case managers and care workers.

Partnership with consumers was our on-going approach in care and information delivery. We invited HCP consumers to participate in three advisory groups – one in the North, one in the East and South, and one in the West. During meetings in September 2018, the groups provided valuable feedbacks, suggestions related to service information and advertising materials designed for prospective consumers.



Due to cultural and linguistic barriers, there were still a lot of senior people of Vietnamese background in need of aged care support who did not know about services available to help them live at home longer. We kept providing information in Vietnamese about Home Care Package services to the elderly in the Vietnamese community, and also assisting them with referral to *My Aged Care* as appropriate.

Finally, we were very excited with the new *Aged Care Standards* to be implemented from 1st July 2019. Staff attended training about the new Standards and how to implement them into our daily job. We had meetings to self-assess our current practice against the new Standards, and identify areas for improvement.

The financial year 2018-2019 was a great milestone for the whole HCP team. We were very proud of the quality of services we had been providing to the seniors from Vietnamese background throughout the last 15 years. We remain strongly committed to excellence and continuous improvement in our practice.

Home Care Packages Program (continued)

513 Clients



Aged Care Services Manager: Qui Ma

Assistant Manager: Thuy Nguyen

HCP Coordinators: Hue Van (*West*), Thuy Nguyen (*North East South*)

Case Managers:

West Phuong Anh Pham, Dung Nguyen (*cum Assistant Coordinator*), Huong Dinh, Lan Ly (*cum Assistant Coordinator*), Lan Pham, Linh Nguyen, Ngoc Tran, Queenie Lam, Tai Mai, Thao Ha (*cum Assistant Coordinator*), Thao Pham, Thao Hoang, Tram Mai, Van Ha (*cum Assistant Coordinator*)

North East South Bao Hiep Ly, Cam Huong Le, Duy Tran, Le Nguyen, Lien Huong Nguyen (*cum Assistant Coordinator*), Nhi Dang, Phuong Tran, Quynh Huong Nguyen (*cum Assistant Coordinator*), Quynh Lan Pham, Quynh Luc, Thuc Anh Nguyen, Van Hoang, Uyen Do, Uyen Truong

Registered Nurse: Trinh Phan

Administrative Support Officers:

West – Anh Ninh, Dung Le, Khue Phan, Lan Pham, Linh Ngo, Ngoc Nguyen, Tram Ly, Van Ha (Team Leader)

North East South – Anh-Thu Nguyen (Team Leader), Linh Ngo, Ngoc Nguyen, Nhu Nguyen, Quynh Luc, Tuan Truong, Van Hoang

Care Workers:

West Loan Bui, Hong Chau, Trinh Chau, Thu Dang, Tien Dang, Huong Dang, Phong Dinh, Tham Do, Thuan Doan, Oanh Duong, Loi Lam, Phuong Lam, Tieu Thu Lam, Thanh Lam, Ngan Luong, Thanh Mai, Mai Ngo, Bac Nguyen, Hoa Nguyen, Khanh Nguyen, Liem Nguyen, Lieu Nguyen, Long Nguyen, Mai Nguyen, Ngoc Thu Nguyen, Sang Nguyen, Xuan Nguyen, Hoa Pham, Lanh Pham, Hieu Pham, Phao Pham, Phuong Phan, Mai Quach, Thu Nguyet Thoi, Dieu Tran, Hoang Kim Tran, Therese Tran, Loan Tran, Oanh Tran, Tinh Tran, Hiep Trinh, Hoang Anh Truong-Dinh, Y Nhu Vo, Tram Nguyen, Linh Nguyen, Thuan Huynh, Ngoc Nguyen

North East South Anh Nguyen, Ann Do, Chi Nguyen, Chi Tang, Dung Nguyen, Ha Hoang, Han Ngo, Hang Nguyen, Hien Diep, Hiep Nguyen, Hoa Nguyen, Hoi Tran, Huong Nguyen, Huong Phung, Huyen Nguyen, Khanh Pham, Kim Phuong Ngo, Kimmy Le, Lam Tran-Ingram, Le Dang, Liem Tran, Lien Le, Lien Pham, Linh Huynh, Minh Nguyen, Nguyet Tran, Nhi Lam, Nhung Bui, Nu Tran, Oanh Do, Quoc Huynh, Sau Le, Tam Nguyen, Thi Tran, Thuy Hoang, Trang Le, Trang Ly, Trong Hoang, Tu Nguyen, Tuyet Nguyen, Tuyet Nguyen-Liljegren, Xuan Cao, Vicky Ma

Dementia Support Group:

Staff – Van Ha (Facilitator), Linh Tran (Assistant), Thuan Doan, Lanh Pham, Tien Dang

Volunteers – Thanh Nguyen, Danh Le, Ca Dinh, Thanh Nguyen

Commonwealth Home Support Program (CHSP) Social Support Groups / Planned Activity Groups (PAGs)

2018 - 2019 was the third year in which our PAG program was funded and managed under two levels of government: *Commonwealth Government for people aged 65 and over* and *Victorian Government for people aged under 65*.

Highlights:

- Provided social support groups and individual services to 306 clients.

Number of clients referred by *My Aged Care* to the program was 140 people. The number of people allowed to join each group was limited to ensure the safety of participants. Therefore, many people had to wait for a long time to be allocated to a group. Next year, the Association plans to open more groups to meet the increasing demand from the community.

- PAG staff referred many clients with health issues to *My Aged Care* for assessment for higher services.
- The dance and choir teams introduced by our PAG groups in the North (Lalor and Thomastown) were very successful with many members. PAG groups in the Western region, such as Deer Park, Footscray and Maidstone 1 and 2, followed this initiative and formed their own dance and choir teams.
- The program also began accepting some clients receiving NDIS funding.



Excursion at Abbotsford Convent

Results of our 2019 client survey:

- 85.5% of clients were very satisfied with the program in general, 14.5% were neither satisfied nor disappointed.
- Clients became more active and participated in group activities.
- Clients contributed ideas, effort and material to make the program more lively.
- Client's health has significantly improved, especially those with depression and dementia. After attending PAG groups, their mental health has improved markedly. Below is the story of a member of Maidstone's PAG group.

Commonwealth Home Support Program (CHSP) Social Support Groups / Planned Activity Groups (PAGs)

Smile again - "Acknowledgment of a group member in Maidstone PAG group "

"Being a Vietnamese man who came to Australia as a refugee, I have settled here for 42 years. Coming to the land of freedom, I faced a lot of the difficulties at the beginning. With empty hands, differences in language, culture and society, I, as well as many other Vietnamese, had to work hard to support parents on both sides, and at the same time, look after our children and support their schooling. Our generation is the one that paves the way for our children and grandchildren. We believe that education is the only way for them to succeed in this new society.



As time went by, my children had grown up, got jobs and had their own families. Unfortunately, there was an event happened that changed my whole life. My dear wife passed away after 10 days of serious illness. I almost collapsed from this huge loss. After 42 years of happiness, my wife's passing away was a nightmare. Every night I went around the house calling my beloved wife's name. My mental condition was getting worse and worse, plus my chronic Parkinson's disease had caused me to completely collapse after nearly 4 years of suffering. My friends advised me to change my way of living to save myself. That was why I joined the Australia Vietnamese Women's Association's Aged Care program. At first, I thought it was for women only. Later, I learned that the Association is a not-for-profit organisation with many different types of services to serve the Vietnamese community. I was welcomed by the organisation staff. They worked efficiently and treated clients with respect so I decided to use the Association's services. At my social support group, I exercise, listen to health information and share other information. I also participate in group excursions, singing, birthday celebrations and playing quizzes.

Through my research, I learned that when the Association was just established, there were only a few volunteers. After 35 years of service, the Association now has more than 150 employees who can speak Vietnamese and serve our Vietnamese community. This is an admirable achievement: the Association has been on the right track, in my humble opinion.

I would like to thank those who founded the Association, worked hard, helped disadvantaged people to create prestige in the community. The Association is like a "Vietnamese village" here in Australia. And the group I come to every week for activities is like a "second home" that helps me and my peers (who are the same age or the same situation) have a safe place to meet and confide, to share knowledge and news from home. I would like to thank all members of my group and the staff in charge for helping me to find my lost smile, joy and health, and a new love.

Dear friends, when you have free time, please visit our "Vietnam village" and "second home", so that you can see with your own eyes and understand why the Association not only exists, but has been also thriving tremendously after 35 years serving the community. I would like to thank the Australian Government, along with all Australian Vietnamese Women's Association staff, and I wish them all the best."

Aged Care Services Manager: Qui Ma

PAG Coordinator: Nam Nguyen

Assistance Coordinator: Ngat Ho (Natalie)

Group Core Staff: Tien Pham, Kieu Thi, Kieu Nguyen, Minh Bui, Loan Nguyen (Sheena), Nhan Huynh, Cam Sau Le, Le Nguyen, Ngat Ho.

Care Workers: Tinh Pham, Tien Dang, Thuong Nguyen, Huong Lam, Xuan Doan; Le Dang, Ngan Phan, My Tien Lac, Lan Vu; Khanh Tran

Commonwealth Home Support Program (CHSP)

Domestic Assistance

AVWA Commonwealth Home Support Program (CHSP) - Domestic Assistance experienced significant growth during 2018-2019 as we strived to meet the needs of the community in the Western and Northern regions. **14,293 hours of home support services were provided to a total of 311 older clients**, compared to 4163 hours provided to 139 clients in the previous financial year.

311 Clients



The determining factor in this development was quality of care resulting in rapid increase in reputation and popularity. Information about our CHSP-Domestic Assistance was passed on to the aged in our community through group talks, bilingual promotion materials and – above all, our satisfied clients.

Although CHSP services by nature were basic services to support at an entry-level older people to live independently at home, our diverse services including home cleaning, washing, ironing, unaccompanied shopping, etc...were culturally and linguistically appropriate and of high quality. All our staff speak their clients' language, serving Vietnamese as well as Chinese Vietnamese clients. Since language barriers were overcome, clients were reassured and sought access to our full range of support services with confidence. Easy communication encouraged them to disclose their goals and their needs, which assisted us in tailoring services to suit their individual choice.

To implement the new approach of wellness and reablement, our staff attended training workshops to learn how to empower their clients to do what they could to maintain their strength, capacity and independence. Clients were encouraged to do light tasks such as cleaning the table, dusting the furniture, starting the laundry...whereas the care workers assisted with vacuuming, mopping and hanging clothes...

Ongoing monitoring of clients' needs through reports from well-trained care workers and regular reviews by experienced case managers ensured the identification of changing clients' health conditions and need for more support at home so that timely referrals be made to *My Aged Care for Home Care Packages* of appropriate levels.

Our commitment to clients was beyond providing services. It was about people, their wellbeing and culture. The Lunar New Year was an opportunity for connection and cultural celebration. All clients were invited to a very special party where they had the chance to share their experience. They enjoyed not only the delicious food, vibrant musical performances and fantastic lion dance but also the traditional activities such as lucky money envelope picking, photos taken under the "Lunar New Year" tree for good luck etc...

The CHSP program was not without challenges. Senior staff worked hard to attract, train and retain our workforce. We used media to promote recruitment and we informed students enrolled in our AVWA courses about job rewards and opportunities within the organisation

Our hard work and professionalism were recognised as we met all the expected standards of the *Quality Review* conducted by the *Australian Aged Care Quality Agency*.

With the extension of the *Commonwealth Home Support Program*, we aim to support more elderly people to keep on living independently at home, thanks to our continuously improving services.

Coordinator: Hue Van

Service Coordination Officers: Lan Pham, Thuc Anh Nguyen

Administrative Support Officers: Loan Nguyen, Lan Pham, Van Ha

Training

2018-2019 was for our Training department a year of challenge, hard-work and fortunately, success. Through cooperating effectively with internal and external stakeholders, we were able to provide a wide range of services to our students with good outcomes and achieve three significant milestones:

- successfully re-registering AVWA as a *Registered Training Organisation* with the *Victorian Registration Qualification Authority (VRQA)*;
- completing re-accreditation of Certificate I and II in EAL courses as *Foundation Skills* requirements, and
- having the *Skills First Reconnect Project* extended until 2020 as a result of successful completion of the initial part of this project i.e. supporting a target of 75 clients from 2017 to 2019.



The most important achievement was that AVWA was re-approved for another 5-year period until 2024 as a *Registered Training Organisation (RTO)* by *Victorian Registration Qualification Authority (VRQA)* and approved for another 4-year period until 2023 as a *Learn Local Provider* by *Adult, Community and Further Education (ACFE) Board*. These approvals not only contributed to the stability of income and staff employment, but also provided more time, and resources to investigate opportunities for delivering both pre-accredited courses and accredited courses to meet the growing demand from Victorian residents of Vietnamese background for both language development and vocational training pathways. Especially, due to the recent priority of the Australian government budget for Aged Care services, the number of enquiries and enrolments in our accredited aged care courses has increased dramatically in past years. The latest internal survey reported that over 95% of our graduates were working in either internal or external aged care services, shortly after completion of their training.

The second significant achievement was the completion of re-accreditation of EAL courses to comply with current *Foundation Skills* requirements. It means that we continued delivering these EAL courses for Victorian residents in Brimbank, Maribyrnong, Yarra and Greater Dandenong until 2023. This played an important part in increasing our training budget and also meeting the growing demand for English language courses in recent years. For instance, Mrs Trang Nguyen, an EAL learner said, *"I attended the English course in the hope of actively participating in social and cultural community activities, because I used to feel lonely and isolated in my Australian life without English communication skills. I really enjoyed this course at AVWA because trainers were patient and helpful, classmates were friendly. After the course, I am confident to register and join several social and cultural events in my community, and I also broaden my social network as well"*.

Training (continued)

Another noteworthy achievement was the successful completion of the *Skills First Reconnect Program* in three nominated suburbs in the contract period 2017-2019. This mentoring program proudly supported the target of 75 disadvantaged clients to overcome their social and family barriers, and to re-engage in education or training courses, then finally transition into employment pathways. Loan To, one of the Reconnect clients, said, *"I think that I was so lucky to be referred to AVWA after suffering from terrible physical and mental family violence. Here, during nearly 2 years of involvement, I was provided with many types of supportive and counselling services towards my different problems. The wonderful thing was that the training staff were always available to support me whenever I needed help, even in out-of-business hours. Thanks to this program, I have achieved almost all of my personal and learning goals including: English language improvement, opening my social network, owning a small house for me and my kids. My life has been turned around to the brighter side from now on"*. As a result of the successful contract report, the Department of Education and Training offered an extension of the Program with an additional funding of \$161,694 to support a new target of 38 disadvantaged clients in the period 2019- 2020.

Finally, the above results were achieved thanks to three key factors. First, our qualified training team maintained teamwork and professionalism to help learners reach their learning excellence. Second, we received full support and trust from AVWA management board in all cases. Last but not least, we continued to maintain close cooperation and partnership with both internal projects including HCP, AOD and Gambling Counselling services, Prisoner Support, and Play-Groups, and external community groups in the cities of Brimbank, Maribyrnong, Yarra and Greater Dandenong to support the learners with their training and employment goals and to maintain AVWA reputation as well.

However, there are two main challenges that the training team is currently facing including (i) increased demand for direct support to students and trainers in four current training sites: Braybrook, Richmond, Springvale and St Albans; and (ii) urgent requirement for more training and interview space in both Braybrook and Springvale offices when we increase the number of our courses this year. Hopefully, two or three training rooms will be available soon in our newly purchased Springvale building, so that we will be able to run different types of training courses to meet the high demand for learning in the South Eastern region.

TRAINING TEAM

1. Management and Administration Team:

- Dr. Phuong Ngo, Training Coordinator
- Dr. Huyen Bui, Training Development Officer, EAL Trainer and Assessor, and Skills First Reconnect Program Leader.
- Trang Do, Training Administration Officer
- Lan Dao, Training and Skills First Reconnect Program Officer, and Student Placement Officer (Northern and Western regions),
- Nhi Dang, Training and Skills First Reconnect Program Officer; and Student Placement Officer (Southern and Eastern regions).
- Huong Phan, Training and Skills First Reconnect Program Officer; and Student Placement Officer (Southern and Eastern regions)
- My Ha, Training and Skills First Reconnect Program Officer

2. Training and Assessment Team:

- Minh Lam, Trainer and Assessor of Individual Support (Ageing) course.
- Vernainder Kaur, Trainer and Assessor of Early Childhood Education and Care courses.
- Seema Mainee, Trainer and Assessor of Early Childhood Education and Care courses.
- Ranjit Kaur, Trainer and Assessor of Early Childhood Education and Care courses.
- Tracy Thao Nguyen, EAL trainer and assessor.
- Raheleh Davaripour, EAL trainer and assessor.

Illicit Drug and Alcohol Treatment Counselling Project

This project - funded through the North West Melbourne Primary Health Network by the Commonwealth Government Department of Health - provided drug & alcohol information and counselling, consultancy and continuing care for Vietnamese clients across Melbourne metropolitan regions. Counselling and cultural/psychological support were provided to help clients change their views on -and use of - drugs and alcohol. The program was run independently. However, in terms of both referral and support, it had a good relationship with other internal AVWA projects such as *Gambling Counselling, Prisoner Support, Training* etc...as well as with external agencies such as *Corrections, Magistrates and Drug Courts, AOD network agencies* etc... It also provided to the Vietnamese community through Vietnamese media-related information viz 'New psychoactive substances (synthetics)' an article published in *Phu Nu Viet* magazine - issue 66 and promoted through the AVWA website.

The *Drug Education Program* was still delivered as a suite of Drug Education sessions to vulnerable Vietnamese women's groups in *Dame Phyllis Frost Centre* as well as AOD information sessions to vulnerable Vietnamese students in AVWA English courses. The results were assessed positively through the increasing number of female clients who voluntary attended the AVWA's AOD counselling program after release from prison.

The highlight of this year was a significant increase in the number of drug users and their relatives who attended the counselling program for alcohol and drug-related issues. Family mediation was also provided in some special circumstances.

Coordinator: Tuong Nguyen

Clinician/Counsellor: Tuong Nguyen

Counsellor: Tien Truong



Các loại hoạt chất ma túy mới

Được biết gần đây một số giới trẻ ở Úc châu, dĩ nhiên gồm luôn cả các bạn trẻ Úc gốc Việt có sử dụng một số loại hoạt chất ma túy tổng hợp mới ở các Câu lạc bộ, phòng trà hay ở các buổi tiệc tùng, v.v.. Vì vậy, chúng tôi có ý định lược dịch trình bày một số các vấn đề của các loại chất này không những cho các bạn trẻ mà còn cho quý vị phụ huynh trong việc giúp ngăn ngừa và hướng dẫn con em mình.

Các loại hoạt chất ma túy mới (NSP) là các loại ma túy được làm sẵn để tránh mang tiếng là ma túy bất hợp pháp chẳng hạn như cần sa (cannabis), cocaine, thuốc lắc (ecstasy) và LSD.

Các hãng sản xuất phát triển các loại hoạt chất mới này để thay thế các loại tương tự bị nghiêm cấm, trong đó một số các cấu trúc về

hoạt học được thay đổi để tránh sự nghiêm cấm của luật pháp.

Các loại hoạt chất ma túy mới này được phát triển nhanh chóng tới mức không ai tiên liệu được. Đến tháng 12 năm 2015 thì đã có 643 các loại hoạt chất ma túy mới được ghi nhận bởi Hội đồng Tư vấn của Liên Hiệp Quốc về Ma túy và Tội ác.

Chỉ riêng trong năm 2015, đã có đến 75 loại hoạt chất ma túy mới được đề cập đến lần đầu tiên. Phần lớn các loại này gồm các loại cần sa được tổng hợp (21 loại khác nhau), 20 loại cathinone tổng hợp là một dược chất kích thích phụ thêm vào cho việc dùng đá (ice) và 9 loại từ phenethylamines có tác dụng tương tự ma túy đá. Hơn thế nữa, cũng trong năm 2015 có đến 21 chất được sản xuất lần đầu tiên với cấu trúc khác biệt và

chẳng dính líu gì về các nhóm ma túy kể trên.

Có an toàn hơn khi xếp chúng vào các loại ma túy bất hợp pháp?

Đây là một trong những nhầm lẫn lớn nhất đối với các loại hoạt chất ma túy mới này. Ngay cả khi một số loại này được quảng cáo là hợp pháp thì cũng không có nghĩa là việc sử dụng chúng được xem là an toàn. Thật khó để có đầy đủ hiểu biết một cách nhanh chóng về các ảnh hưởng chung của chúng hay khi dùng tới mức nào thì mới bị các hậu quả tai hại.

Các loại hoạt chất ma túy mới này thường không có ghi, hay in ấn liều lượng dùng trên nhãn chai thuốc. Chúng thường không được kiểm soát và không được thử nghiệm kiểm chứng. Các hoá chất dùng trong các loại hoạt chất ma

thuốc tổng hợp được làm trong các phòng thí nghiệm tương tự như chất cathinone là một chất được tìm thấy trong cây có tên gọi là 'Khat' ("Synthetic cathinones | NZ Drug Foundation - At the heart of the matter").

Phenethylamine và Tryptamine: là 2 loại hoạt chất ma túy có lịch sử lâu dài trong việc sử dụng từ được cho là hợp pháp cho tới bất hợp pháp. ("Research Chemicals": Tryptamine and Phenethylamine Use Among High-Risk Youth Bill Sanders, <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2536767/>)

Các loại hoá chất dùng trong nghiên cứu thường ở dưới dạng nào?

Thường dưới dạng bột trắng, tinh thể, con nhộng hay dạng viên bọc giấy. Các chất này xuất hiện trong thị trường dưới các tên là hoạt chất nghiên cứu, cây lương thực hay muối tắm (bath salts). Chúng thường có hàng chữ lưu ý như 'không dùng cho người' hay 'chỉ cho mục đích của nghiên cứu'

Cách dùng

Thường dùng dưới dạng uống, hít, hít, tiêm hay nhét hậu môn.

Sức khoẻ và an toàn

Không có mức an toàn về việc dùng các loại này.

Dùng các chất này luôn luôn có một số điều không tốt và khi lơ

chơi thì cần chú ý một đôi điều:

- Các hậu quả và quá liều thường xảy ra khi dùng NPS với rượu hay các chất ma túy khác.

- Rất khó để biết các hậu quả của NPS gây ra dù rằng đã được dùng trước

đó. Nên sử dụng liều nhỏ lúc đầu để xem các ảnh hưởng và sức mạnh của chất này lên cơ thể như thế nào. Không nên lái xe, bơi lội hay đứng máy khi dùng những chất này.

- Những bao bì chứa các chất này thường không ghi rõ các chất hàm chứa trong đó hay liều lượng dùng vì vậy khi dùng chúng rất dễ bị quá liều.

- Nhiều NPS chứa các mẫu lọc hay tạp chất có thể gây hại cho sức khoẻ nhất là khi dùng dưới dạng chích.

- Chất cã phê có khi được cho thêm vào trong các loại chất này với liều cao cũng dễ gây ra quá liều.

- Nhiều cái chết xảy ra cho những người hay dùng các chất này nhất là khi họ có vấn đề sức khoẻ tâm thần làm dễ dẫn đến chuyện tự tử.

- Các hoá chất trong các loại ma túy này có thể gây độc hại lên tim làm gây cao áp huyết, làm nhanh hay hỗn loạn nhịp tim. Chúng vì vậy có thể gây nguy hiểm cho người cao tuổi hay những người có những vấn đề bệnh hoạn từ trước.

- Một số người đã chết vì NPS vì vậy cần gọi cấp cứu 3 số không (000) ngay nếu thấy có các hỗn loạn trong cơ thể. Cần nhớ là các nhân viên cấp cứu chẳng liên quan gì tới cảnh sát cả nên đừng ngần

ngại khi gọi họ.

- Cũng có những khó khăn cho bác sĩ hay nhân viên cấp cứu đối với người bị quá liều với các chất này do sự thiếu sự nghiên cứu trên thị trường của các chất NPS này. Chữa trị có thể nhanh và hiệu quả hơn nếu những người thân đi theo cho biết người này chơi loại gì và liều lượng như thế nào hay gọi ma túy dùng có ghi chú trên đó thì có thể rất hữu ích cho việc cứu cấp.

Tìm kiếm sự trợ giúp

Nếu bạn dùng NSP và điều này gây hậu quả đến sức khoẻ, gia đình, các mối quan hệ, chôn làm việc, trường học, tài chính hay bất cứ các vấn đề nào khác trong đời sống thì bạn nên tìm kiếm sự hỗ trợ và giúp đỡ qua các cơ quan, hay các trung tâm giúp đỡ, tư vấn cai nghiện ma túy.

Tuong Nguyen

Tham khảo:

New psychoactive substances (Synthetics) - The Australian Drug Foundation (October 2, 2018)

Synthetic cathinones - NZ Drug Foundation - At the heart of the matter.

Research Chemicals: Tryptamine and Phenethylamine Use Among High-Risk Youth - Bill Sanders, <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2536767/>

Indo-Chinese Prisoners Support Program

This program provided culturally responsive support, general counselling and information to Indochinese prisoners right after entering the justice system, during their detention and post-release. It helped them to connect with their family, friends, and relatives worldwide, and to reintegrate into the community after their release.

OUTPUTS

Service type – total from 1 July 2018 to 30 June 2019:

Prisoners receiving individual support:	629 (371 new prisoners)
Families/relatives receiving individual support:	425
Prison visits:	148
Individuals receiving post-release support:	18
Cultural events:	16
Prisoners attending cultural events:	467

2018 - 2019 was the fourth year in which AVWA officially opened its arms to help other Asian clients in prison, as well as in the outside community.

After Hai Doan resigned, the program was handed over to Thuy Bui on 14 June 2018. It took nearly six months for Thuy to complete the paperwork required to access the prisons and begin working with the prisoners, except for *Port Phillip Prison* where Thuy commenced working with prisoners there on 4 July 2019.

Of the prisoners receiving services in this reporting period, a high number of remandees spoke little to no English, and were on student or working visas. Services for sentenced prisoners and remandees included providing information to prisoners and their families, liaising with families regarding the prisoners' whereabouts, and passing on requests for phone numbers and spending money. Services also involved liaising with prison staff to address needs such as enrolment in education programs, filling in forms for telephone and family contact, requesting personal items for prisoners who have no support from their families, and providing informal counselling when needed. Ongoing support was provided for prisoners serving long sentences, as well as their families through informal counselling, home visits, telephone calls, liaising with lawyers, and writing support letters for court cases.

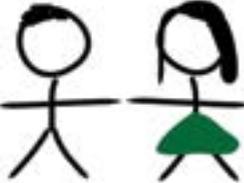
Continuing on from previous years, two cultural events, the *Full Moon Festival* and *Lunar New Year Celebration*, were organised this financial year for Indochinese prisoners. These were held in eight prisons, and 467 prisoners attended in total.

Post-release support included information provision, informal counselling, supervised unpaid community work at AVWA offices in Braybrook and Richmond, and other types of support to address outstanding problems. These included assisting with *Centrelink* issues, finding work, and engaging with other support services. Due to staff turnover and other difficulties, our post-release support encountered some challenges from June 2018 until March 2019. We now have two part-time workers for our post-release support: Mr. Tien Truong and Mr. Tuan Bui.

16 Cultural Events



Indo-Chinese Prisoners Support Program (continued)

629 Clients 

Case study 1:

"A" had been in MAP for three weeks. When Worker visited A and talked to him through the closed door, she noticed that A did not respond to her. Instead, he whispered, shouted, and screamed to himself, sometimes punching the air. According to the Unit Officer at MAP, A was put in a single locked room for 'destructive, bad behaviour'.

A's parents phoned Worker and reported that he had a long history of mental illness and drug use. As a result, his mental illness symptoms were unpredictable, especially his schizophrenia. Before his arrest, A was living on and off with both parents, who were divorced. Both parents were trying their best to keep him under their care, especially to make sure A took his medication every day.

During the parents' box visits, A did not recognise them, and they noticed that his symptoms had become worse with each visit. They were feeling desperate and helpless, but spoke no English and did not know where to get help, until a Vietnamese friend told them to contact AVWA.

Worker discussed A's issue with the Unit Officer, then with a Psychiatrist Nurse at MAP on the same day. The medical team at MAP assessed A the following day and he was transferred to Ravenhall Prison for treatment.

Worker followed up with the parents over the phone. After the parents visited A at Ravenhall, they reported that they felt relieved, because he was under the care of the psychiatrist and nurse there.

Case study 2:

A female client was referred from Sunshine Corrections by a Community Correctional Officer. She suffered from diabetes & was unemployed with very low English proficiency. She also has an overly dependent relationship with a German man in her love life. She also had irregular visits from some of her children.

In the course of counselling sessions, she was helped to link with AVWA's Skills First Reconnect program which offered her ESL course run by AVWA training staff. Initially, she hesitated to register her name for this course as she had trouble concentrating for long periods & she stated that she would feel ashamed if she were asked to share her learning experience with the class. A member of the training staff team reassured her that she would inform the ESL teacher to allow the client to share her stories in class whenever she was ready and willing rather than to be asked to do so. She was also able to find a part-time kitchen hand position in a city cafe. This was a financial release for her. The client agreed with the worker to set a regular weekly contact with her adult children by phone or arranged visits to build a good family relationship. Finally, the client also was informed about healthy opposite-sex relationship and how to recognise signs of relational abuse and be able to politely withdraw without feeling trapped by her overly dependence on a man. She was able to have more time in her relationship with female friends rather solely with one man.

Gambling Counselling

The AVWA Gambling Counselling Program is a support service for Vietnamese Australians from the Western and Northern metropolitan regions experiencing *Gambling Harm*. We provide a culturally sensitive and linguistically appropriate counselling service to gambling affected Vietnamese who have problems using mainstream services provided by *Gambler's Help*, due to their limited cultural awareness and lack of English language proficiency.

The Program includes two main components: therapeutic counselling for individuals, and educational sessions about gambling addiction and harm for the Vietnamese Community.

In this financial year, we have successfully achieved planned targets, for both client activities and non-client activities. The following are outcomes achieved throughout the year:

Client-activity area:

In this financial year, we served in total 68 clients and had 25 active clients. The service was delivered to these major groups: self-excluded clients, people in correctional facilities, people who were placed on *Community Correction Orders*, clients from *Child Protection Services*, referrals from lawyers and *Legal Aid* services, clients of gambling venues, people affected by domestic violence, international students and affected others, including friends and family.

The outcomes from our services included clients learning how to handle gambling urges through mindfulness, and how to implement harm minimisation strategies concerning access to money and setting healthy limits for their gambling. Some clients were also able to get their gambling down to unharmed levels including complete cessation. Clients reported feeling much better about themselves thanks to an improved understanding of their behaviour regarding gambling harm and the underlying psychopathology of addiction. Clients also experienced improvements to their financial situation, physical, mental and emotional well-being, and relationships with their family and community. We also referred them externally to services for issues outside our professional capacity, including *AOD Counselling*, *Family Violence Counselling*, *Psychologists* and *Legal Aid*.

Affected others reported that they were better able to understand the reasons behind their significant other's gambling behaviour, thereby feeling more compassion in place of resentment. Many also improved their relationships and communication by roleplaying a calm conversation about how the gambler's behaviour made them feel as opposed to confronting the gambler's harmful behaviours with anger and judgement. This led to better emotional and psychological wellbeing for them as well as increased patience and understanding for the gambler. Finally, they learnt how to set healthy boundaries with the gambler to avoid further financial and emotional harm, and to limit the gambler's harmful behaviour.

Non-client activity area:

As a means of preventing gambling harm in the Vietnamese community, during this financial year from July 2018 to June 2019, we implemented two approaches:

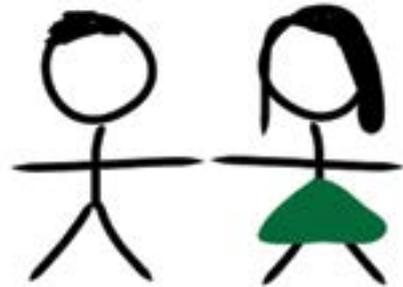
- Using a public health approach to gambling harm awareness and education
- Increasing service awareness to create pathways to get help through partnerships and collaboration

Gambling Harm Awareness

We are expanding awareness around gambling harm to new online and other media, such as working on two podcasts regarding *Gambling Harm in the Vietnamese community* as part of the 'Not A Dollar More' podcast series through Banyule Community Health, having an interview published in VRGF's Inside Gambling online magazine, an interview on Channel 31 at the *Gambling Forum* run by the ECCV, discussions with *Hayley Gleeson* from the ABC regarding *Gambling Harm in the Vietnamese Community*. We also have a radio interview lined up on SBS radio to increase awareness for mental health issues and

Gambling Counselling (continued)

68 Clients



promote help-seeking behaviour in first-generation Vietnamese as part of a project with the *Vietnamese Community in Australia - Victoria Chapter*. By continuing to use social media, we have reached more people in the Vietnamese Community, particularly Vietnamese international students.

In terms of direct public education, we have worked with IPC Health on numerous occasions, including presentations at *Regional Advisory Council Meetings* and English classes for migrant communities. Through collaborating with the *Federation of Chinese Associations*, we ran workshops for international students to increase awareness about AVWA services and gambling harm. We are in talks with lawyers to try and bring gambling as an issue to the forefront as a mitigating factor as opposed to an aggravating factor in criminal offences involving the Vietnamese Community. Senior lawyer Martin Ha, in particular, would like to collaborate in applying for grants to address this growing issue through awareness and advocacy.

Increase collaboration with other agencies and organisations

We collaborated with new agencies and organisations to conduct culturally appropriate education about gambling harm and strengthen referral pathways.

Support organisations, agencies, and other related service providers to become aware of AVWA's Gambling Counselling Service. We constantly contacted, shared, and provided information sessions concerning gambling harm co-morbidity issues to other organizations, in order to increase our service profile and develop partnerships with them including Vietnamese speaking psychologists, *ECCV, Quang Minh Temple, ISANA, Relationships Australia, Vietnamese Students Association in Melbourne, Respect Victoria* and *the Brimbank Council*.

We tried to focus on justice clients. We were also strengthening ties with *Corrections Victoria* agencies by providing information sessions to staff and case managers. We provided information sessions about *Cultural Awareness and Gambling Harm* to Assessment, Transition and Remand staff in prisons. We also gave *Cultural and Gambling Harm* information sessions to Corrections staff with a focus on screening for gambling as a means of preventing recidivism by dealing with the root cause of many consequent offences. We also joined the *Justice Working Group* run within the *VRGF* to develop a greater understanding of how we could increase referral pathways.

Coordinator: Tien Truong

Counsellors: Tien Truong, Thao Hoang

Parallel Learning Playgroups

Last year was the first year, AVWA had two Playgroups in Springvale. These two groups were funded by *Mission Australia under Communities for Children Facilitating Partner* since July 2018.

From the beginning, the purpose of Playgroups was to form friendly and relaxed groups to organise activities for children to learn and develop through play in a physically safe and emotionally secure environment. As demand grew and requirements from the government increased, all our Playgroups are now implementing an evidence-based approach called the *Abecedarian*. This evidence-based practice is underpinned by the importance of enriching and enhancing early childhood educator practice and parenting skills to support child learning and development before children start school. Children and parents have the opportunity to interact with one another including learning to play, share and take turns.



There are currently about twenty-five families attending the two groups in Springvale, one of which is situated in an aged care facility. The interaction between the elderlies and the children was always a highlight whenever I visited the centres. Many families were newly arrived. A few were in complex situations. Feeling isolated from the community was a common denominator among these families. Since attending our Playgroups, there have been numerous occasions when the mothers came to share their positive experiences about the improvement in their children's social behaviour and development.



Parallel Learning Playgroups (continued)

The first AVWA *Parallel Learning playgroup* was run in partnership with *Duke Street Community House* and *The Smith Family* for Vietnamese children 0-5 years and their parents/carers residing in the Brimbank catchment area in 2007. A year later, due to high demand, four more groups were formed in Sunshine North, Footscray, North Richmond and Collingwood. After twelve years, AVWA is now running ten Playgroups in Brimbank, Maribyrnong, Yarra and Dandenong with 429 individual clients approximately.



Our Playgroup facilitators help refer families and children to relevant services within AVWA such as: English classes, job search, computer skills, resume building and vocational courses. If the needs cannot be addressed by AVWA services, families are referred to external services. Our aim is to help people increase their knowledge, confidence and independence through information about and access to available support services. This also helps build their sense of belonging to the Australian community where we can live in harmony regardless of our age, ethnicity and culture.

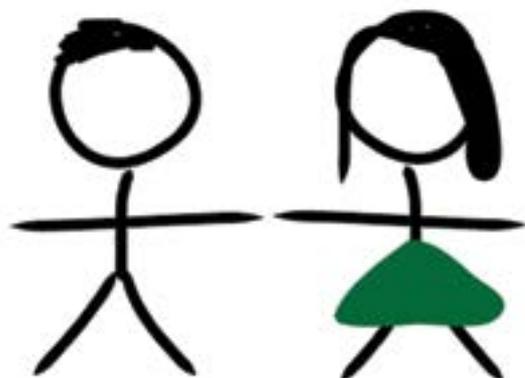
Coordinator: Luong Anh (Tina) Vo

Team Leader: Thuy Pham

Facilitators: Thao Tran, Phuong Kim Chenh, Thuy Pham, Tien Pham, Quynh Lan Pham, Nhi Dang

Assistants: Phuong Pham, Phuong Kim Chenh, Phuong Lam, Hanna Ngo, Son To, Huan Cao, Nganh Ha, Linh Nguyen, Loan Nguyen

10 groups
429 clients



Free From Violence

This project utilised Vietnamese media, public cultural events, social support groups and information sessions to help:

- ☞ Change the underlying causes of inequality & violence, i.e. the lack of understanding of basic human rights, gender stereotyping & patriarchal views of women as subordinates in the Vietnamese speaking community. Women's and children's rights are also human rights.
- ☞ Increase awareness of sexual assault & understanding of intimacy & ethical behaviour
- ☞ Build positive attitudes & ways for Vietnamese speaking females to address controlling, macho, aggressive or violent male behaviour
- ☞ Involve the whole community ranging from individual men & women, to families, community, health, religious & education organisations, sporting & business associations to help address the gender inequality, speak out against violence and promote respectful relationships.
- ☞ Promote positive male attitudes & behaviours. Many Vietnamese men still hold on to traditional gender status.
- ☞ Provide details of the interventions/activities being undertaken as part of the project, including outputs (e.g. number of workshops held, number of participants etc).

Activities and project reach

We hosted:

- ☞ Two information workshops for PAG groups: Delahey, Sunshine.
- ☞ Five information workshops for elderly groups in Sunshine, St Albans Footscray, Maidstone, Collingwood.
- ☞ Two information workshops at Quang Minh and Quang Duc temples.
- ☞ One presentation at an English class at AMES St Albans.

We participated in the Brimbank Family and Children Expo on 30 October 2018 which attracted 150 attendees.

We distributed information leaflets on available services to participants. 2000 leaflets were distributed at the Springvale Snow Festival (29/07/2018) and the Lunar New Year festivals: St Albans (Sunday 06/01/2019), Footscray (Sunday 13/01/2019), Richmond (Sunday 20/01/2019), Springvale Sandown (Saturday 26/01/2019 – Sunday 27/01/2019), with our staff communicating face to face with Vietnamese members.

The program also addressed a number of barriers to Vietnamese access to existing mediation services, including a lack of awareness of mediation, free legal assistance in family law disputes, cultural differences and lack of English language proficiency.

95% of AVWA's Home Care Packages Program case managers attended the "Elder Abuse" Training

From July 2018 – Dec 2018: 22 Aged care staff attended the following courses: Elder Abuse Prevention, Responding to suspected elder abuse, Family consultation in situations of suspected elder abuse

In addition, project staff wrote and published articles in AVWA magazine and Vietnamese language newspapers and SBS radio Vietnamese program broadcast an interview on 24 September 2018:

<https://www.sbs.com.au/yourlanguage/vietnamese/vi/audiotrack/ai-se-giup-ban-neu-bi-bao-hanh-gia-dinh?language=vi>

These initiatives have helped spread the message to the Vietnamese community in Victoria.

These activities helped many Vietnamese women to confidently attend seminars, workshops and learn how to cope with domestic violence occurring to themselves, friends, neighbours, know where to get

Free From Violence (continued)



help for free. The project has:

- (i) Raised awareness among a number of disadvantaged women who do not have enough English, knowledge and skills to be aware of their rights and support available.
- (ii) Empowered some women including friends and relatives of victims to speak out and try to stop the violence.
- (iii) Helped a few disadvantaged elderlies to seek help for victims and families.
- (iv) Helped some women to feel confident to speak out. In many cases, it helped reduce the cultural and language barriers that existed.

However, although there were a lot of very positive outcomes, much still needs to be done to address this universal issue.

Kim Thien Truong
Project Officer

Richmond Tutoring Program

Richmond Tutoring Program provided tuition support in English and Mathematics for primary students from Prep to year 6 residing in the Richmond housing estate. It is a great program providing a supportive learning environment to disadvantaged children alongside learning at school. Up to 40 primary students participated in the program.

Unlike in previous years, this year's program had few changes: The stability was much appreciated. Before the program started with Maths and English worksheets, the children were encouraged to read for 15 minutes, to help improve their reading ability as well as their writing skills.

We thank Melbourne Girls High School for providing more volunteer students this year to help the children.

In addition to Maths and English language materials, the program provided free and healthy snacks to the participating children. The weekly sessions began at 106 Elizabeth St, Richmond, every Tuesday after 3pm, in each school term for the entire year.

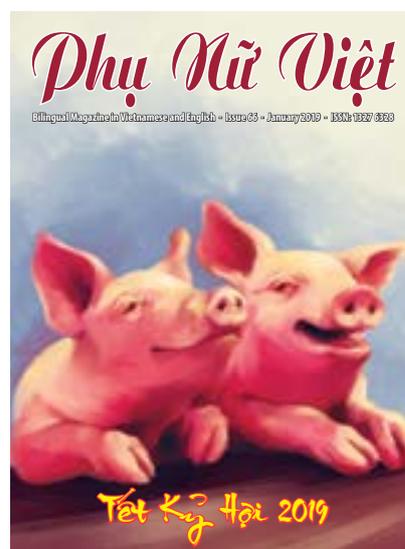
Kieu Nguyen
Program Facilitator



Media and Information Technology

Last year, our Media and Information Technology department was able to achieve its major objectives in network management, software development, information, publications, etc. to support the Vietnamese community and the rapid growth of AVWA Inc.

In the past five years, the number of AVWA computer users has increased considerably to more than 80, challenging the IT team in network management efficiency. *Active Directory Windows Service* was fully implemented in all AVWA sites, enabling centralized domain management and reducing individual configurations. Computer, user and network security policies are replicated across the whole network and automatically applied to domain computers and users. This advanced feature also permits roaming users having their data and profile synced while working in other offices or with domain computers other than their regular ones. Remote support, moreover, is a cost-effective solution being used to address common technical issues while decreasing the cost of travelling between sites



The development of AVWA attendance system was another remarkable achievement. To tackle the issue of paper timesheets, a low-cost application which was built based on web programming, tablet devices and smart cards, now allows electronic attendance records exported and imported into MYOB – a financial and accounting application. The application is still in its user testing phase for thorough error handling and mathematical calculations based on AVWA business requirements

Concerning the Media, ordinarily supportive tasks such as event photographing or releasing publications were done and uploaded onto our website within short timeframes. Media including website, newspapers, local events, etc. were used to deliver bundles of AVWA yearly publications. For instance, 10,000 copies of *Phu Nu Viet* magazine were released and distributed via *Lunar New Year Festivals* across Melbourne, etc. A memorial video, likewise, was subtitled not only to celebrate 35 years of development of AVWA, but also to showcase AVWA activities and services provided to the Vietnamese community.

With regards to human resources, helping students learn and gain experience outside the classrooms is one of our missions; therefore, our volunteer program is open to everyone. The aim is to help Media and IT undergraduates to have realistic and practical experience which is crucial to their starting career. A number of media designs and creations, computer setup and installations, small software development were accomplished under supervision.

As the rapid growth of AVWA is expected to continue in the next few years, therefore maintaining and improving the management and stability of our IT network and infrastructure are obvious goals. In the following year, there could also be a major financial system upgrade which would assign data re-structural missions to the Media and IT team.

Coordinator: Xuan Dung Huynh,

Media & IT Support Officer: The Ly

Abstract from Financial Statement 2019

AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION INC
ABN 69 724 826 405

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
REVENUE		
Project grants	11,371,892	8,375,398
Brokerage	958,368	1,010,251
Interest income	83,527	99,499
Other income	48,850	84,780
	<u>12,460,637</u>	<u>9,569,928</u>
EXPENSES		
Employee benefits expense	(7,814,206)	(6,014,979)
Project activities and support expenses	(2,332,819)	(1,412,999)
Operational expenses	(213,118)	(192,618)
Professional development and consulting fees	(89,994)	(94,943)
Depreciation	(52,586)	(40,489)
Repair and maintenance	(55,491)	(17,045)
	<u>(10,558,216)</u>	<u>(7,773,073)</u>
Net surplus for the year	<u>1,902,421</u>	<u>1,796,855</u>
Other comprehensive income		
Items that will not be reclassified to profit or loss:		
Loss on revaluation of land and buildings	<u>-</u>	<u>(495,000)</u>
Total other comprehensive loss	<u>-</u>	<u>(495,000)</u>
Total comprehensive income for the year	<u>1,902,421</u>	<u>1,301,855</u>

The accompanying notes form part of these financial statements.

Abstract from Financial Statement 2019

AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION INC
ABN 69 724 826 405

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2019

	Note	2019 \$	2018 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	2	2,708,070	2,531,808
Trade and other receivables	3	206,968	497,056
Financial assets	4	3,586,105	3,670,789
Other assets	5	-	195,718
TOTAL CURRENT ASSETS		6,501,141	6,895,371
NON-CURRENT ASSETS			
Property, plant and equipment	6	6,379,845	2,476,565
TOTAL NON-CURRENT ASSETS		6,379,845	2,476,565
TOTAL ASSETS		12,880,986	9,371,936
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	918,236	576,470
Provisions	8	3,889,804	2,695,042
TOTAL CURRENT LIABILITIES		4,808,040	3,271,512
NON-CURRENT LIABILITIES			
Provisions	8	149,666	79,565
TOTAL NON-CURRENT LIABILITIES		149,666	79,565
TOTAL LIABILITIES		4,957,706	3,351,077
NET ASSETS		7,923,280	6,020,859
EQUITY			
Reserves	10	1,331,700	1,331,700
Accumulated surplus		6,591,580	4,689,159
TOTAL EQUITY		7,923,280	6,020,859

The accompanying notes form part of these financial statements.

Abstract from Financial Statement 2019

LANYON PARTNERS

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION INC.

Opinion

We have audited the financial report of Australian Vietnamese Women's Association Inc. (the association), which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements, including a summary of significant accounting policies, and the statement by members of the Committee of Management.

In our opinion, the accompanying financial report of Australian Vietnamese Women's Association Inc. is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012 and the Associations Incorporation Reform Act 2012 (Vic), including:

- giving a true and fair view of the association's financial position as at 30 June 2019 and of its performance for the year then ended; and
- complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the association in accordance with the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 (the ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Committee of Management's financial reporting responsibilities under the ACNC Act and the Associations Incorporation Reform Act 2012 (Vic). As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Abstract from Financial Statement 2019

Responsibilities of the Committee of Management for the Financial Report

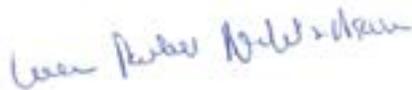
The Committee of Management of the association is responsible for the preparation of the financial report that gives a true and fair view and has determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the Associations Incorporation Reform Act 2012 (Vic) and is appropriate to meet the needs of the members. The Committee of Management's responsibility also includes such internal control as the Committee of Management determines is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Committee of Management is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Committee of Management either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

Auditor's Responsibility for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Home.aspx>. This description forms part of our auditor's report.



Lanyon Partners Audit & Assurance Pty Ltd
ABN 95 196 483 868



TC Kilham
Director

Camberwell
26 September 2019

Richmond Monday Group



Springvale Senior Group



Volunteer

THANK YOU TO OUR VOLUNTEERS

WHO CONTRIBUTE THEIR TIME AND EFFORT, SKILLS AND PASSION FOR OUR COMMUNITY.

Dementia Support Group

Thanh Nguyen, Danh Le, Ca Dinh, Thanh Nguyen

Media & Information Technology

Naomie Tran, Andrew Duong, Thanh Nguyen Le, Kha Tran

Planned Activity Groups

David Yeoung, Yen Thu Truong, My Dang, Mai Ngo, Viet Nga Nguyen, Nhuong Nguyen, Minh Tran, Son To, Dung Le, Deu Nguyen, Luc Pham, Thu Tran, Thuy Cao, Phuong Nguyen, Nam Phuong Tran, Kiyomi Otta, Minh Le, Trung Lieu, Thuy Ho, Kim Qui Nguyen, Kim Anh Vu, Nga Nguyen, Lien Nguyen, Nguyet Nguyen, Khanh Nguyen

Playgroups

Nghi Luu, Dao Tran, Yen Le, Ngoc Suong Son, Bich Vuong, Duyen Ngo, Tu Nghiem, Thi Hong Dao Tran, Thi Linh Nguyen, Quyen Mai, Tay Tran, Quyen Mai, Trang Pham, Hue To, Cam Nguyen

Richmond Monday Group

Nga Nguyen, Khanh Nguyen, Son To

Springvale Senior Group

Nga Nguyen, Khanh Nguyen, Son To



AVWA provides opportunities for all individuals, irrespective of age or gender, to take part in our volunteer projects and student placement programs.

Acknowledgements

The Australian Vietnamese Women's Association Inc. wishes to thank the following organisations and agencies for their continuing support:

101 Physio Footscray
97.4 FM Radio - Vietnamese Program
ACACIA Indochinese Children's Services Centre
Adult Community and Further Education Board
Aged Care Services Australia Group (P/L)
Anderson Road Childcare Centre
AVA Melbourne (Australian Vietnamese Arts)
Banyule Community Health
Baptcare Westhaven Community Aged Care - Footscray
Bo De Temple
Bridge Road Richmond
Catholic Care
Centrelink
City of Brimbank
City of Darebin
City of Greater Dandenong
City of Maribyrnong
City of Whittlesea
City of Yarra
Cohealth
Collingwood Library
Commonwealth Bank (Footscray Branch)
Communities for Children Brimbank
Continence Foundation of Australia
Delahey Community Centre
Department of Social Services
Department of Health and Human Services
Department of Premier and Cabinet
Duke Street Community House
Estia Health Ardeer
Ethnic Community Council of Victoria
Federation of Chinese Associations
Good Shepherd Community House
Goodstart Early Learning Braybrook
Hepatitis Victoria
Higher Education & Skills Group
Hoa Nghiem Temple
Hoang Phap Temple
Hue Quang Temple
Incubate Foundation
Inside Gambling Magazine
IPC Health
Lady Nelson Childcare Centre
Lexington Gardens Aged Care
Link Health and Community (Three Sides of the Coin)
Main Road East Early Learning Centre
Maribyrnong City Council
Mekong Cairnlea Vietnamese Aged Care
Mental Health Foundation Australia
MePacs
Metropolitan Fire Brigade (MFB)
Mission Australia
Mount Alexander College
Multicultural Centre for Women's Health (MCWH)
Multicultural Women Health Care
Narcotics Anonymous (Footscray)
Nhan Quyen - Vietnamese Newspaper
North Richmond Community Health Centre
Orama St Child Care Centre
Our Lady of Lavang Shrine Catholic Community
Phat Quang Temple
Phoenix Street Children's Centre
Playgroup Victoria
Quang Duc Temple
Quang Minh Temple
Rayness Park Court - Residential Aged Care
Regional Advisory Council
Relationship Australia Victoria
Royal Freemasons Footscray Aged Care
Salt Studios
SBS Radio – Vietnamese Program
South Eastern Melbourne Vietnamese Associations Council (SEMVAC)
Springvale Neighbourhood House
Springvale Rise Primary School
Springvale Service for Children
St Albans Main Road East Early Learning Centre
St Joseph's Catholic Church Springvale
St Vincent Liem Centre
The Smith Family
The Waterwell Project
Tivi Tuan San - Vietnamese Newspaper
VAADA
VELG Training
Victorian Elderly Chinese Welfare Society
Viet Luan - Vietnamese Newspaper
Viet News - Vietnamese Newspaper
Viet Times - Vietnamese Newspaper
Vietnamese Australian Seniors Association of Victoria (Vasa-Vic)
Vietnamese Community in Australia - Victorian Chapter
Vietnamese Senior Cultural Association (VSCA)
Whitelion
Whizkidz Early Learning Centre & Pre-school
Yarra City Council

Our Values: INTEGRITY, RESPECT, INCLUSION, COMPASSION, EXCELLENCE & INNOVATION

Our Vision: A harmonious society in which everyone, irrespective of age, gender, skills, abilities, ethnicity and religion, feels valued, is motivated and empowered to contribute.

Our Mission: To help individuals and families

- Know their rights, responsibilities, options and opportunities
- Realise their full potential
- Improve their health, happiness and well-being



Our Purposes

- ☞ To provide a framework for mainly Vietnamese women to collaborate and learn to lead and operate a not-for-profit organisation to assist the settlement and harmonious integration of refugees and migrants of Vietnamese and other backgrounds in Victoria.
- ☞ To help Victorians, irrespective of age, gender, religion or ethnic background, obtain the information they need, know their rights, responsibilities, options and opportunities, realise their full potential and improve their health, happiness and well-being.
- ☞ To provide high quality education and training services to the disadvantaged people in Victoria including the unemployed, the educationally disadvantaged, the aged and disabled.



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