

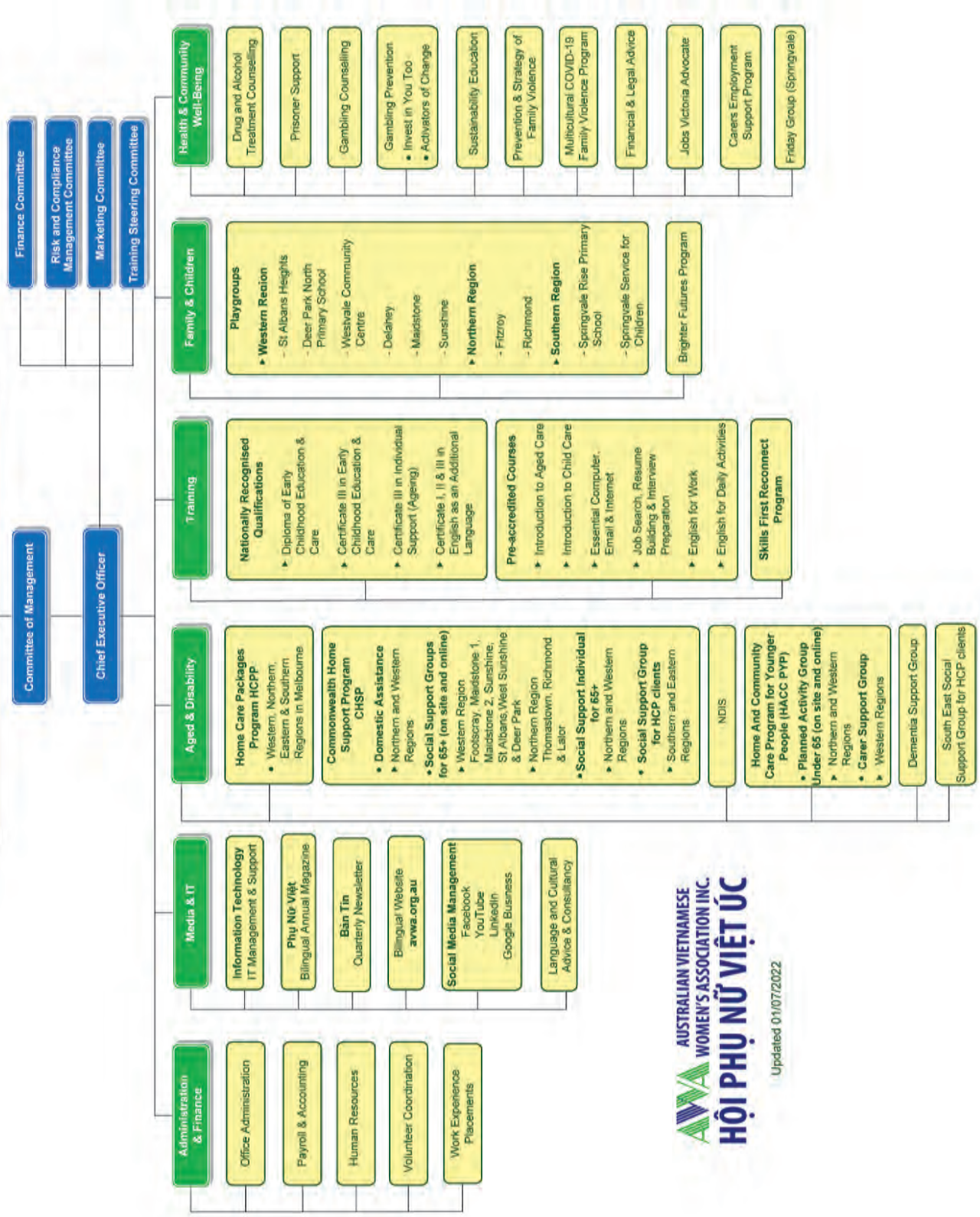
Australian Vietnamese Women's Association Inc.

HỘI PHỤ NỮ VIỆT ÚC



Serving the community since 1983

ANNUAL REPORT 2021-2022



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 AUSTRALIAN VIETNAMESE
WOMEN'S ASSOCIATION INC.

HỘI PHỤ NỮ VIỆT ÚC

Acknowledgements

18 YEARS AS C.E.O

Cam Nguyen

15 YEARS

Phuong Thai Ngo

10 YEARS

**Nhan Nhut Huynh, Kim Phuong Ngo,
Thi My Thu Tran, Phi Phao Pham, Thi Thanh Thuan Doan**

5 YEARS

**Thuc Anh Nguyen, Huyen Minh Bui, Ngan Thi Hoang Phan,
Phuong Pham, Anh Tuan Truong, Hong Thu Thi Chau,
My Phuong Thi Lam**

Thank you for your loyal service

A message from our President



To

Members, Associates, Volunteers and Staff,

Ladies and Gentlemen,

It is an honour for me to present to you the report of the year ending on 30/06/2022.

I acknowledge the contributions made by the Aboriginal and Torres Strait Islander people.

I pay my respect to Elders past, present and future.

Covid19 continued in 2021-2022 and our organisation continued to implement the solutions of the year before with good feedback from stakeholders and sound financial results.

In last year's report, I referred to our CEO Ms Cam Nguyen as the best CEO. It was therefore no surprise that she was one of the five finalists for the *Third Sector 2022 CEO of The Year*.

At the end of the financial year, she retires after eighteen years of great performance. Our Committee of Management had to start the process of looking for a new CEO.

Next year we will celebrate our 40th anniversary.

I am sure that our Association will continue to prosper.

Thanh-Kham Tran-Dang, OAM

President

Treasurer's report



The financial year ending 30 June 2022 has been like last year, challenging and often in ways that have been unexpected. Covid continues to bring many challenges and difficulties for the smooth operation of our great organisation. It is due to the hard work and diligence of our esteemed staff that AVWA continues to operate successfully.

Our total revenue was \$25,569,291 compared to last year of \$19.47 Million. Our costs were \$23,183,240 as compared to last year of \$17.99 Million.

In order for us construct our Springvale office we received an infrastructure capital grant of which \$34,668 and \$449,758 have been recognised as income during the current year and the previous year, respectively. The related expenditure on the new Springvale office has been capitalised as land and buildings in accordance with the relevant Accounting Standard.

Our auditor for this year has been DFK BKM Audit Services who prepared our audited reports. It was declared that to the best of DFK BKM's knowledge and belief, during the year ended 30 June 2022 there have been no contraventions of: i. the auditor independence requirements as set out in the Australian Charities and Not-for profits- Commission Act 2012 in relation to the audit; and ii. any applicable code of professional conduct in relation to the audit. AVWA's practice was compliant with the Australian Accounting Standards, and other requirements.

I would like to thank the staff and volunteers for working hard all year, our Committee of Management for their time and effort, our members for their support and all our clients for making this a successful year.

We now look to the future with a new CEO and three offices in Braybrook, Springvale and head office in Richmond.

Karen Hucks
Treasurer

A message from our Founder and CEO



At the last Annual General Meeting, I referred to 2020-2021 as an unforgettable year with me receiving the *2021 Victorian Senior Australian of The Year Award* and two members of our Committee of Management receiving OAM.

2021-2022 marks the end of my 18-year term as CEO of the organisation. In mid-2004, I agreed to give up my position as president and take on the role of CEO so as to take our organisation to the next level of development. In 2004-2005, after 21 years of operation, for the first time, AVWA “*joined the millionaires’ club*” with our annual income crossing the million mark. Since then, our income had increased 25 folds to \$25m which places us in the top 4% of Australian NFPs.

However, what I am most proud of is not our high income but the thousands and thousands of clients we have served, and hundreds and hundreds of staff and volunteers we have trained and employed.

I would like to thank each and every one who has helped our organisation to grow and develop over the years, especially our loyal, professional and hard-working staff and all our stakeholders for their support and collaboration.

Next year, we will celebrate our 40th anniversary with - a film and a booklet made in collaboration with Swinburne University and a month-long exhibition at the Immigration Museum in March 2023.

Hopefully, the celebration of our 50th anniversary in ten years’ time will be even more elaborate and exciting!

With my best wishes to all,

Cam Nguyen

Founder and Chief Executive Officer

2021 Victorian Senior Australian of The Year

Home Care Packages Program (HCP)

The HCP Program reached 18th birthday milestone in April 2022. The 2021-2022 financial year was a challenging year for the HCP Program with responsibility for providing care to an increased number of vulnerable clients during the COVID-19 pandemic in Victoria along with other changes.

The number of packages as at 30/6/2022 increased by 17% compared to twelve months earlier. During the year, we served a total of 1039 clients from level 1 to level 4 across all Melbourne Metropolitan regions. In order to meet the needs of the growing number of clients, staff recruitment, induction and training formed a growing part of our activities.

The percentage of our HCP clients who lived with dementia was quite significant with 21% receiving *Dementia Supplement*. The special needs of these clients and their special care goals were identified and reflected in individual care plans. Staff actively attended training to improve their knowledge and better support their clients.

As the number of COVID-19 continued to be significant during this financial year, infection control was one of our main focuses in the year. To ensure the safety of clients and staff, the Program continued applying all COVID-19 safety measures based on the Government and AWWA directions. Direct care workers and care managers were required to strictly follow all COVIDSafe procedures when visiting clients. PPE stock balance were closely monitored for timely re-stocking to ensure sufficient PPE for our care workers. Our care managers consulted with clients and family carers to update COVID Emergency Plan for each individual client to ensure that relevant arrangements were in place for emergency cases. During the time when COVID-19 impacted considerably our workforce, we still tried our best to provide services to all clients, especially the vulnerable ones although we had to struggle with the shortage of care workers.



Continuous improvement is one of the core values of our organisation. Our HCP clients enjoyed culturally and linguistically appropriate direct care, additional purchased services and intensive case management in accordance with their agreed care plan. We got ongoing client engagement through feedback during phone contacts, home visits, letters, and client surveys. HCP staff attended professional development meetings and training sessions to improve the quality of service provision. Key topics of this year were HCP Operational Manual, Aged care COVID-19 preparedness, Infection prevention and control, Manual handling, Effective preventing and responding to sexual harassment, Care and support for people living with dementia, Pressure sore, Palliative care, Case notes writing and Elder abuse prevention. Online meetings, training and webinars were the main venues for staff communication and training.

The Program conducted a Client survey in March 2022. Eighty nine percent (89%) of those clients who returned the survey always or most of the time trusted the Home Care Package Program to do the right thing by them. Eighty three percent (83%) confirmed that HCP care and services helped to increase their

Home Care Packages Program (continued)



independence. Eighty six percent (86%) said that they always or most of the time got value for money in regard to the care and services they receive. Seventy nine percent (79%) knew what to do when they need to make a complaint or compliment. Eighty six percent (86%) rated care attitudes of staff as excellent or good. Eighty six percent (86%) confirmed that, during COVID-19, the services they required had been always or most of the time arranged in a timely manner. Eighty nine percent (89%) were highly satisfied or satisfied when using AVWA HCP services.

The Program also conducted a Care worker survey in June 2022 using scale point from 5 to 1 with 5 as “strongly agree” and 1 as “completely disagree”. The average scale point received from the Care workers for the statement “I am very satisfied while working with AVWA” is 4.43, “I have been provided the materials and equipment I need to do my work right and safely” is 4.57, “The mission of the HCPP is to help seniors live independently and safely at home, at the same time to support their caregivers to take a break. Being able to join the AVWA to help them makes my work meaningful” is 4.82, and “While working with AVWA, I have learnt essential knowledge/ skills for my job through the PD/meeting and training” is 4.75.



Home Care Packages Program (continued)

In October 2021, the Program was reviewed by *HCP Assurance Reviews, Quality and Assurance Division - Department of Health*. The areas of focus were Indirect and Care management charges. In June 2022, the Program received final report from Assurance Reviews which stated that there were no corrective actions to be taken by AVWA. A best practice of the Program mentioned in the report was about the transparency and consistency of our Monthly statements of FY 2020-2021 for HCP clients.

In November 2021, the Program participated in 2021 Home Care Provider Stocktake - Department of Health. The Stocktake seeks information on the types, volume and cost of care and services delivered under the HCP Program for the month of June 2021.

Improvement Payment Arrangement (IPA) was one of key changes that challenged the Program in this financial year. The Government implemented Phase 2 from 1/9/2021. Since then, package funds for HCP clients have been paid in arrears based on actual services provided to each client.

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 continued assisting the elderly in the Vietnamese community with referrals to My Aged Care for support services as appropriate.

The financial year 2021-2022 was a significant and memorable year with great challenges and important innovations. We are very proud of the quality of services we have been providing to seniors from Vietnamese background throughout the last 18 years. We remain strongly committed to excellence and continuous improvement in our practice.



Home Care Packages Program (continued)

Our HCP team:

Aged and Disability Services Manager: Qui Ma

Regional Managers: Hue Van (West), Thuy Nguyen (North, East, South)

Coordinators: Dung Nguyen, Lien Huong Nguyen, Quynh Huong Nguyen, Van Ha

Care Managers: Ai Tong, Bao Hiep Ly, Cam Huong Le, Chuong Phan, Duy Tran, Hanh (Cecilia) Nguyen, Helen Tran, Hien Le, Hong Phan, Huong Dinh, Jade Nguyen, Kim Vo, Lan Ly, Lan Pham, Lan Pham Owen, Le Nguyen, Linh Nguyen, Michael Luu, My (Amy) Nguyen, Nga Nguyen, Ngoc Tran, Nhi Dang, Phuong Anh Pham, Phuong Tran, Queenie Lam, Quynh Luc, Tai Mai, Tam Hoang, Thao Ha, Thao Pham, Thuc Anh Nguyen, Tram Mai, Tran (Andrea) Nguyen, Trang Huynh, Trang Vu, Tuan Truong, Tuyen To, Uyen Do, Uyen Truong, Van Do, Vanessa Tran, Vee Nguyen

Admin Officers: Anh Ninh, Anh-Thu Nguyen (Team leader), Dung Le, Khue Phan, Nga Lam, Tran Phan, Trieu Dinh, Tuan Truong, Van Hoang

Intake Officers: Giang Nguyen, Helen Tran, Mai Ngo, Minh Tran, Viet Le, Van Hoang

Rostering Officers: Ha Nghiem, Ha Nguyen, Hoai Linh Tran, Linh Duong, Minh Ta, Nghi Nguyen, Ngoc Nguyen, Nhi Tu, Phuong Sophie Le, Thao Tran, Tran Phan, Van Ha

Services Support Officers: Minh Anh Tran, Tina Pham

Purchasing Officers: Anh Ninh, Giang Nguyen, Nga Le, Ngan Dinh, Nhu Nguyen, Nhung Nguyen

Care Workers: Ai Binh Tran, An Nguyen, Ann Do, Bich Hanh Nguyen, Binh Thai, Chau Ngo, Chau Tran, Chi Nguyen, Chuyen Le, Cung Huynh, Dieu Tran, Dung Nguyen, Dung Tran, Duong Nguyen, Duy Anh Nguyen, Duyen Nguyen, Giang Boi, Ha Hoang, Ha Lieu, Ha Phung, Han Ngo, Han Nguyen, Hang Nguyen, Hang Vo, Hang Vu, Hanh Minh Thi Nguyen, Hiep Trinh, Hieu Pham, Hoa Nguyen, Hoa Pham, Hoang Tran, Hoang-Anh Truong Dinh, Hoi Tran, Hong Chau, Hung Long, Huong Phung, Huong Dang, Huong T Nguyen, Huong Ta, Huyen Nguyen, Jackson Adam, Judy Mai, Khanh Nguyen, Kiem Phan, Kim Anh Nguyen, Kim Hoa Nguyen, Kim Ngo, Kimmy Le, Lanh Pham, Le Dang, Le Huong Tran, Le Phan, Len Nguyen, Liem Nguyen, Liem Tran, Lien Nguyen, Lien Pham, Lieu Nguyen, Linh Diep, Linh Huynh, Linh Nguyen, Linh Tran, Loan Chau-Reniers, Loan Hoang, Loan Tran, Loi Lam, Mai Ngo, Mai Quach, Minh Ngo, Minh Nguyen, Minh Nguyet Tran, Nathan Luong, Nga Phan, Ngan Bui, Ngan Luong, Ngan Ngo, Ngoc Anh Nguyen, Ngoc Hieu Pham, Ngoc Thu Nguyen, Nguyet Duong, Nguyet Tran, Nhi Vu, Nhung Bui, Nhung Nguyen, Nu Tran, Oanh Do, Oanh Duong, Oanh Tran, Phao Pham, Phong Le, Phong Tran, Phuong Huynh, Phuong Lam, Phuong Linh Nguyen, Phuong Phan, Quan Quach, Quoc Huynh, Quynh Tran, Sang Nguyen, Sanh Phan, Sau Le, Simon Tran, Sophie Nguyen, Tai Ngo, Tan Nguyen, Tham Do, Thanh Huong Nguyen, Thanh Mai, Thao Dam, Thao Helen Nguyen, Thao Le (1), Thao Le (2), Thao Nguyen, Thao Pham, Thi Huynh, Thong Hua, Thong Nghiem, Thu Dang, Thu Do, Thu Nguyet Thoi, Thu Tran, Thu Vu, Thuan Doan, Thuan Huynh, Thuong Nguyen, Thuy Dao, Thuy Hoang, Thuy Nguyen, Thuy Pham, Tien Dang, Tien Pham, Tram Bui, Tran Tran, Trang Ha, Trang Le, Trang Ly, Trang Nguyen, Trinh Chau, Trong Hoang, Truong Sanh Phan, Tu Nguyen, Tu Thanh Lam, Tuyet Hoa Nguyen, Tuyet Nguyen, Tuyet Nguyen-Liljegren, Ty Dam, Uyen Pham, Vicky Ma, Vinh Dang, Vy Le, Xuan Cao, Xuan Nguyen, Y Vo, Yen Linh Tran, Yen Ngo

Dementia Support Group (West): Helen Tran, Van Ha, Vu Dinh

Commonwealth Home Support Program & HACC PYP Social Support Groups/Planned Activity Groups (PAGs)

In the first half of the financial year 2021-22, due to the prolonged COVID 19 pandemic and the low rate of vaccination in Australia, our PAG groups had to continue running online up to January 2022. However, until mid-February, all groups were able to officially return to operate at centers.

The highlights of the PAG program this year:

- ☞ Restructured PAG's personnel by specializing in the staff working in groups to promote their strengths.
- ☞ The service hours provided to the targeted clients (over 65 and under 65) have exceeded the requirement.
- ☞ Established an additional PAG group for clients who are receiving a Home care package (HCP) in the South-East of Melbourne, which brings up the total number of HCP clients participating in PAG groups to 110.
- ☞ The number of NDIS clients participating in PAG groups is 6.
- ☞ Maintaining 2 online groups for clients who are reluctant to attend the groups at the centers due to the epidemic or having difficulty in traveling
- ☞ Besides the existing activities, a number of new and vibrant activities suitable for elderly health have been included in the program of group activities by staff, Eg; celebrating wedding anniversary, playing bowling, or varied traditional Vietnamese games such as tug war, egg-passing, water-passing, etc.
- ☞ Developed an activity library with hundreds of games
- ☞ Organised events to recognize and thank the contributions of PAG volunteers such as *International Volunteer Week* in December 2021 and *Australian Volunteer Week* in May 2022. To improve working skills, some volunteers have attended training courses such as Manual Handling, using Zoom, or First Aid.



Commonwealth Home Support Program & HACC PYP Social Support Groups/Planned Activity Groups (PAGs)

Below are some comments from our clients about the changes to PAG program over the last year:

"In early February 2022, our group returned to the center. I was very happy after two long years of the COVID 19 pandemic that seems to have no end as people still get infected. I thought the elderly activity program would be affected somewhat, but no, the program has really come back and is getting better due to the specialization of the staff in the group. I learned that in one session of group activities will involve 3 staff: the group facilitator who is in charge of the group, the support staff, and the care worker who looks after group lunches. I often made a witty comment: "3 employees are like tripods". Now when we come to the group, we feel happier and better-taken care of. Indeed, with a clear assignment of each type of work, the staff worked more effectively, supported each other better and the activity programs in groups were much more diverse than in previous years." – **Member of Maidstone group**



"Going to Mt Macedon is a special day for our group as it is an outing trip away from Melbourne and to a place that many of the people in my group and I had never seen before. Everyone was so excited to arrive at the meeting point earlier than expected. Everyone looks warm and elegant in thick coats, hats, and gloves. Some said they were so excited that they couldn't sleep at night. Along the way to Mount Macedon, we shared stories of everyday life and laughed so hard. As soon as the vehicles turned to the Avenue of Honour, everyone let out many admiring words such as 'Wow!', 'So beautiful!', 'So romantic!'. The scenery was so beautiful with the falling yellow and red leaves fluttering in the wind, blending with the gray sky and the gentle rain. Everyone all has beautiful pictures for the memories of autumn leaves this year. This outing trip was a bit tired, but we were very pleased and happy. I hope there are many more trips like that in the future." – **Member of Deer Park group.**

"After two long years of attending online activities, I was nervous, but joyous and happy when I return to the center. I don't expect much, just want to see everyone in the group again. However, what surprised me were the changes in this year's group activities. Besides the traditional activities such as light exercise, karaoke, lotto, quizzes, or telling jokes, we participated in some folk games that are old but very new such as tug of war, slapping water or passing the ball that all, etc., which the staff has boldly changed to suit the elderly health and put into the program of activities so that everyone can participate, and have the opportunity to review their childhood memories. More special was the contest to write stories about mom and to build a house for her with handicraft materials to celebrate Mother's Day this year. Everyone participated enthusiastically and did their best to win the prize. These activities have left me with happy and touching emotions as well as the members of the group. Two years of full worry about epidemics seemed to disappear in the moments when we came to see each other in the group. One of the staff said to me: "You guys are happy and smiling when coming to the group, that's the motivation to help our staff work better every day". – **Member of Sunshine Group.**

Commonwealth Home Support Program & HACC PYP Social Support Groups/Planned Activity Groups (PAGs)



PAGs Team:

Aged and Disability Service Manager: Qui Ma

CHSP/ HACC PYP – PAG Program Manager: Nam Nguyen

PAG Program Team Leader: Ngat Ho

PAG Group Staff: Minh Bui, Nhan Huynh, Kieu Nguyen, Kieu Thi, Charlene Ho, Thuan Tran, Tien Pham, Ngan Phan, Cam Sau Le, Ngat Ho

Care Workers: Thuong Nguyen, Tien Dang, My Tien Lac, Que Xuan Doan, Binh Cam Thi Ngo, Hong Cam Nguyen, Phuong Tran, Loan Tran, Van Muoi Nguyen

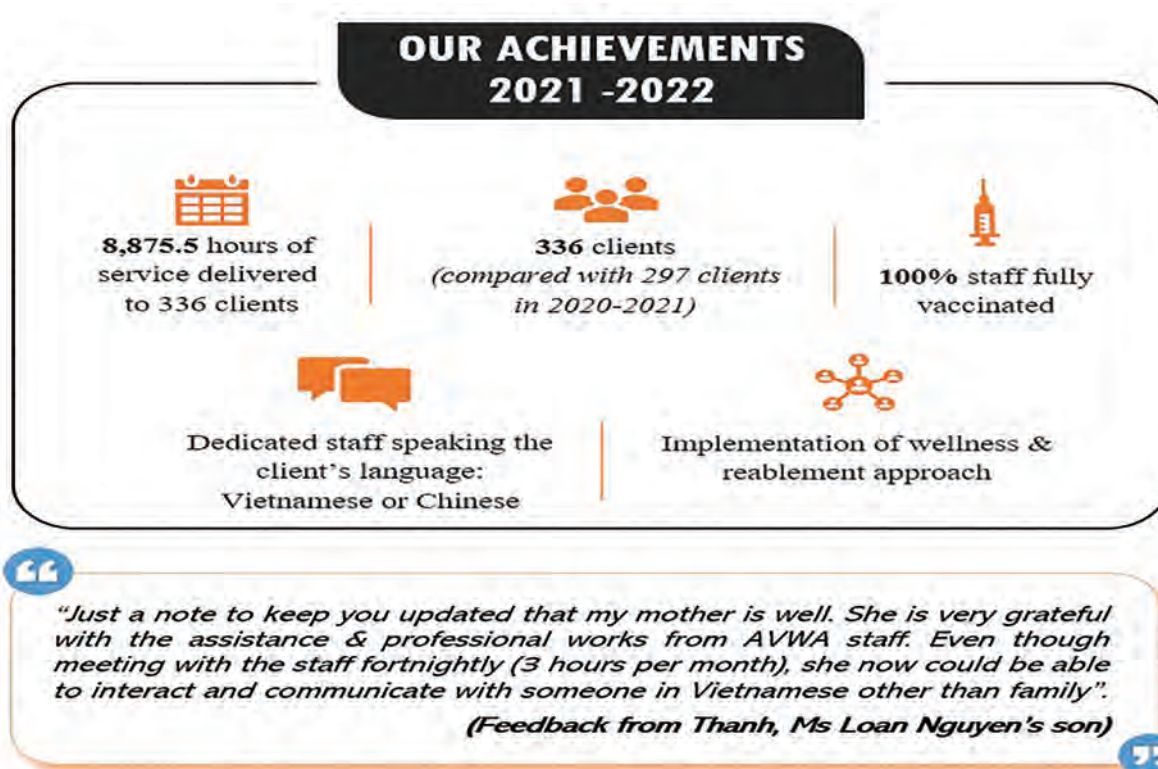


Commonwealth Home Support Program (CHSP)

Domestic Assistance

AVWA is committed to provide high quality services to frail older people to help them remain independent at home and in the community. Culturally and linguistically appropriate services have been delivered to assist them with basic domestic tasks such as cleaning, washing, changing bed linen, assisting with unaccompanied shopping, etc...

- ☞ Promoting clients' independence with *wellness and reablement principle*, encouraging clients to perform light tasks such as dusting the furniture, helping with changing bed linen, putting clothes in the washing machine ...along with the care workers who assist with vacuuming, mopping, hanging the laundry...
- ☞ Apart from getting assistance with domestic chores, care recipients benefit from:
 - Socialising which is essential for the older persons' wellbeing especially during the pandemic
 - Being able to communicate in their native language with someone who is other than family
 - Having more time for self-care, exercise, social support group, etc.
- ☞ Conducting *regular reassessments* to identify those care recipients whose increasing care needs could no longer be supported by Commonwealth Home Support Program and making referrals to My Aged Care for support plan reviews.
- ☞ Focusing continuously on *staff education and training* about infection control
- ☞ Maintaining at all time *COVID-19 safety measures* and continuously informing clients about implementation of these transmission-based precautions such as COVID safety screening questions.



Our CHSP team:

Aged & Disability Services Manager: Qui Ma

HCP Regional Manager -Western Region: Hue Van

Service Coordination Officers: Thuc Anh Nguyen, Helen Tran, Jade Ngoc Nguyen

Admin Officers: Mai Ngo, Hoai Linh Tran, Minh Anh Tran, Nuong Tram

Training

With the remission from the Covid-19 impact in 2021-2022, we achieved many accomplishments in growing our Registered Training Organisation (RTO). Firstly, we implemented the “circulation of enrolment” process in our English courses to support the demand of students. Furthermore, we reached a 3-year agreement with *Estia Health* to provide work placement for our Aged Care students across Melbourne. The renovation of Unit 7 Braybrook office for our RTO allows us to organise more classes in the West region. Lastly, the *Skills First Reconnect Program* remains the foundation to support the vulnerable residents to re-engage in education and/or employment.

To meet the education demand, our RTO deployed the “circulation of enrolment” process in the English courses. Circulation of enrolment allows us to enrol smaller student groups in the English classes whenever the number of current students drop below the threshold (10 students/class). Some benefits of this process include: opening additional small English classes throughout the year, shortening the waiting time for potential students, and providing stable employment for our English trainers.

Secondly, the Covid-19 pandemic affected negatively to our Aged Care classes, to be specific, multiple aged care facility lockdowns and the fierce competition from bigger training providers, such as TAFEs, disrupted the work placement progress of our students. However, our RTO still maintained and developed healthy relationship with current and future Aged Care work placement providers. Most importantly, we achieved a 3-year agreement with *Estia Health*, one of Australia’s larger aged care operators, to provide more work placement opportunities for our Aged Care students across Melbourne. As the outcome of this partnership, we managed to develop better training and work placement experience for the students and ensure they are well-prepared for employment pathway after graduation.

Thirdly, the renovated Braybrook office provides more opportunities to expand training activities in the West region. We have three spacious and well-equipped classrooms. This not only helps us easily arrange three different classes at a time, but also provides students with many support services and new training equipment onsite.

Finally, our *Skills First Reconnect Program* continues supporting disadvantaged and vulnerable participants to engage in education and/or employment. We supported 40 participants in 2021 and registered 30 participants for the first half 2022. As the result, nearly 90% of the participants have engaged in education. One of our participants, N.L shared her story while she attended the program:

She came to Australia in 2017 and became single mother in 2022. Even though she had stayed in Australia for several years, her English was very limited and she did not know where to seek supports in Australia. She had multiple issues such as low English language barrier, low employability, limited social network and financial difficulties.

Since she participated in the *Skills First Reconnect Program* at AVWA in January 2022, she has been provided with:

- ☞ Free wrap-around support services: Career planning consultation, childcare subsidy application, in-group activities to help her connect with the community, such as, Covid-19 information session, workshop about mental health, Mother’s Day event, Centrelink information day.
- ☞ Free training program: Certificate I in EAL (Access) towards her learning. She also received financial supports for her childcare during the course.

With such numerous supports, she is fully focusing on learning English and will pursue higher vocational education to get the suitable skills for her future employment target.

One of the challenges we faced was inadequate staffing. With the growth in both teaching scope and teaching space at our RTO, we recognised the need for a full-time business development officer to increase the number of our courses. Thus, we had actively looked for the position for six months and successfully recruited the business development officer in June 2022.

Training (continued)



The new training team member will be able to contribute to the growth of our training activities in more regions across Melbourne and attract more students in long-run.

Training Management Team

Dr. Phuong Ngo, *Training Coordinator*

Dr. Huyen Bui, *Training Development Officer, EAL Trainer & Skills First Reconnect Program Team Leader*

Helen Nguyen, *Administration & Compliance Team Leader*

Trang Do, *Training Administration Officer*

Ninh Tran, *Training and Skills First Reconnect Program Officer & Student Placement Officer (Northern and Western regions)*

Trong Hung Nguyen, *Training Officer*

Huong Phan, *Training Officer*

Assessment Team

Minh Lam, *Trainer - Certificate III in Individual Support (Ageing)*

Solomon Haile Melekote, *Trainer - Certificate III in Individual Support (Ageing)*

Thao Do, *Trainer - Certificate III in Individual Support (Ageing)*

Seema Maini, *Trainer - Certificate III and Diploma of Early Childhood Education and Care*

Ruchika Vohra, *Trainer - Certificate III and Diploma of Early Childhood Education and Care*

Tracy Thao Nguyen, *Trainer - Certificate I, II & III in EAL*

Raheleh Davaripour, *Trainer - Certificate I & II in EAL*

Jenny Nguyen, *Trainer - Certificate I & II in EAL*

Giang Lam Hoang, *Trainer - Certificate I in EAL*

Van Thanh Lai, *Trainer – Certificate I in EAL*

Nhu Nguyen, *Pre-accredited English Trainer*

Kiet Nguyen, *Basic Computer Trainer*

Illicit Drug and Alcohol Treatment Counselling Project

This project is funded by the *Commonwealth Government Department of Health* through the *North West Melbourne Primary Health Network* to provide drug & alcohol information & counseling, consultancy, and continuing care for Vietnamese clients across Melbourne metropolitan regions. Counseling and cultural/psychological support were provided to help clients change their views on - and use of - drugs and alcohol. A lot of advocacy work was also done to support our clients with reports/support letters sent to agencies such as *Correctional Services, Neighbourhood Justice Centre, Magistrate Courts, Drug Courts, Melbourne Assessment Prison, Dame Phyllis Frost Centre, Victoria Legal Aids, local GPs, Employment network, Housing Support Agencies*, and other Welfare network to highlight the need for Vietnamese AOD ethno-specific program to receive and refer clients to the appropriate agencies. Family mediation was also provided when required.

The Drug Education Program was delivered as a suite of drug education sessions to vulnerable Vietnamese women's groups in the Dame Phyllis Frost Centre. AOD information was provided to other internal groups including the Prisoner Support Program, Problem Gambling Counselling Program, and AVWA's Vietnamese student vulnerable group. The results were assessed positively through the increasing number of clients who voluntarily attended the AVWA's AOD counseling program after the sessions.

Rượu, chất kích thích và sức khỏe tâm thần



Rượu và chất kích thích làm ảnh hưởng đến quá trình hoạt động của não bộ. Chúng thay đổi sự

thay đổi tích cực về cả thể chất và tinh thần.

Rượu, chất kích thích và lý trí

hướng đến cách bạn suy nghĩ, đưa ra quyết định, và hành động. Có những mối nguy hại khi bạn

Furthermore, the AOD project had gone through an accreditation process as requested by the funding body which happened in June 2022. AOD project has also successfully extended its service to another year before the next assessment. During the pandemic, our staff was assessed and supported to work from home. The delivery mode is hybrid: counseling sessions were done via phone or face-to-face. The highlight of this year was a significant decrease in the number of drug users and their relatives who attended the counseling program for alcohol and drug-related issues. Although there are some staff allocations during this year, AOD has managed to provide sufficient support service to clients as well as maintain the high standard delivery quality within the organization.

Through Vietnamese media, the project also provided to the Vietnamese community-related information viz "Alcohol, Drugs, and Mental Health. Are you experiencing stress or anxiety?" – source mainly from The Australian Drug Foundation and AVWA's AOD Brochure (Vietnamese language) published in Phụ Nữ Việt Magazine 2022 and promoted through the AVWA Website.

Clinician/Counsellor: Boi Vuong

Indo-Chinese Prisoners Support Program

The Indochinese Prisoner Support Program provides culturally appropriate individual support, liaison, and advocacy to Indochinese prisoners and their families. It has two components: pre-release and post-release support.

Pre-release support

Pre-release support is provided to both sentenced prisoners, and prisoners in remand.

Regular prison visits are conducted according to the following schedule:

Prison	Frequency
Melbourne Assessment Prison (MAP)	Twice per week
Metropolitan Remand Centre (MRC)	Twice per month
Port Phillip Prison (PPP)	Twice per month
Barwon	Monthly
Marngoneet	Monthly

During these visits, the support worker provides ongoing support for prisoners serving long sentences, and their families. The worker can liaise with prison staff to address needs such as enrolment in education programs, filling in forms for telephone use and family contact, requesting personal items for prisoners who have no family support, referring prisoners to internal services, and providing informal counselling when needed. The program can also provide support by communicating with lawyers, and writing support letters for court cases.

The support program assists with reconnecting the prisoners with their families, whether intra-state, interstate or internationally. The hours of this service are flexible, to accommodate time differences when supporting family members abroad. The workers can provide families with information about the prisoners' whereabouts, as well as passing on prisoners' requests for phone numbers and spending money. In the last year, the need for this service increased significantly due to the COVID-19 restrictions.

The program can refer prisoners and families to culturally appropriate services as required.

The program also delivers sporting and cultural events such as *Lunar New Year* and *Full Moon Festivals* at MAP, MRC, PPP, Barwon Prison, Marngoneet Correctional Centre, Tarrengower Prison and Dame Phyllis Frost Centre (DPFC).

Post-Release Support

Post-release support offers individual support to newly released Indochinese prisoners.

The program can refer offenders to a wide range of community services assisting with legal matters, healthcare, mental health, alcohol and drug management, vocational training, employment, gambling, and accommodation.

Workers can also assist offenders with accessing services such as Centrelink, housing, employment, Legal Aid, and health care. They can also provide emotional and practical support to offenders and their families, either in person or on the phone, as well as perform outreach as required.

Achievements

Total from 1 July 2021 to 30 June 2022:

Prisoners who received individual support (in-person, phone, or Zoom)	246 (134 new)
Families that received support	126 families
Prison visits	22 times
Individuals who received post-release support	75 (44 new)

Indo-Chinese Prisoners Support Program (continued)

In the current financial year, neither the Lunar New Year Festivals nor the Full Moon Festivals were held, due to COVID-19 lockdowns. However, Cultural foods were delivered to DPFC and Tarrengower for 70 Indochinese women for Lunar New Year Festival 2022.

As a result of the COVID-19 pandemic, many post-release clients have requested material and financial aid. Because of this, we have continued to provide the \$200 social support to each client, as authorised by our CEO, Mrs Cam Nguyen. Mrs Nguyen stated, "Our aim is to assist our most vulnerable clients. With \$200 to spend, they can return to the community as a member, not as a pariah. Moreover, to take clients to socialise over coffee and cake will make them feel equal and relaxed".

Case study

P. was released and referred from Dame Phyllis Frost Centre after 13 years inside, with three years on parole.

P. had been arrested for drug trafficking, which she had engaged in to pay off debts incurred by her gambling addiction. When P. was arrested, she left behind three sons aged from 10 to 18 years old for her husband to look after. Nine years later, her husband had a heart attack and passed away, leaving their three teenaged sons without money or suitable accommodation.

After P. was released, she moved in with her three sons, now aged 13, 18, and 21. P. was facing many issues of her own, in addition to her sons'. In the first few weeks after her release, P. frequently felt lost and overwhelmed in everyday situations. For example, she had terrible motion sickness, so even a short trip to local shops made her vomit and feel unwell for several days. Her feelings of overwhelm were exacerbated by living in cramped conditions with her three sons in a two-bedroom house. She had no room to herself, so she stayed with them during the day and slept at a relative's place at night. P. also had to cope with her three sons' obvious signs of stress, especially her eldest son, as they were unused to having their mother living with them. P. did not know how to cope.

The worker supported P. by taking her out for lunch and shopping with her, helping her buy personal items and food for her family. Over the next few weeks, the worker continued to visit P. and take her out. The worker also provided P. with informal counselling during their outings, as well as on the phone whenever P. needed to talk.

Currently, P. and her sons are renting via a private rental agency, and P. has no room for herself. Because of this, the worker provided P. with a support letter to Public Housing. Hopefully it will expedite the approval process, so that P. and her sons will have a more suitable and stable home, and P. can concentrate on rebuilding her life.

After nearly two months living in the community, P. was referred to a Vietnamese speaking G.P and a Vietnamese speaking Psychologist (necessary as P's English is poor). P. also was enrolled in an Australian-Vietnamese Women's English class and social group. Later when P. is ready, she will be referred to AVWA's Jobs advocacy team.

P. stated that she is now getting on well with her sons – they love her cooking and are happy to have her home. She is feeling settled in her new environment and family life, and said that she is feeling much better now.

Thuy Bui
Project Officer

Gambling Counselling

The AVWA Gambling Counselling Program is a support service for Vietnamese clients of any gender in Victoria experiencing harm relating to gambling in both the Western and Northern metropolitan areas. We provide a culturally sensitive and linguistically appropriate counselling service to gambling affected people in the Vietnamese community who may 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 culturally appropriate education and awareness raising sessions about gambling addiction and harm for the Vietnamese community. In this financial year, we have been successful in delivering our services and have had the following positive outcomes:

Direct client activity

During the COVID-19 pandemic, we have adjusted how we deliver our services to accommodate our client needs. Our counselling sessions have been delivered either face-to-face, telephone or via Zoom, or a combination of methods.

Since December 2020 we have been running an online social support group which is co-facilitated by AVWA and Footscray Narcotics Anonymous. The group ran fortnightly via Zoom throughout 2021 and has continued through 2022. The participants are encouraged to take turns chairing the group in order to increase their sense of empowerment in their recovery journey.

After attending our counselling sessions and social support group, clients disclosed that they felt less stressed, and a sense of being supported by non-judgmental professionals. Clients also reported that they gained a greater sense of control over their gambling behaviour, significantly reduced their gambling urge, and developed coping strategies to prevent future relapse. Clients were also encouraged to improve their relationships with their family members who were affected by their gambling habits.



Gambling Counselling (continued)

Our client referrals came from various sources including: Corrections Victoria, Gamblers' Help flyers, financial counselling services, Family Violence services, Alcohol and Other Drug (AOD) services, Indochinese Prisoner Support services, Crown Casino, legal offices, other Gambler's Help agencies, and word-of-mouth.

Non-client activity

We continued to strengthen the relationship with partner organisations to run programs addressing the issues in the Vietnamese community. These organisations include Brimbank City Council, Neighbourhood Houses, Brimbank Libraries, Libraries After Dark, Relationships Australia Victoria, Federation of Chinese Associations, IPC Health, CoHealth, Settlement Services International, The Vietnamese Community in Australia, Narcotics Anonymous, researchers from Queensland University of Technology (QUT) and the Mental Health Professional Network.

NIỀM TIN VÀ HY VỌNG

Cờ bạc là một hình thức giải trí khá phổ biến trong cộng đồng người Việt. Đôi khi, cũng có những người tìm đến cờ bạc để giải tỏa những căng thẳng hoặc những cảm xúc tiêu cực mà họ có thể gặp phải trong cuộc sống. Càng chơi nhiều, họ dần dần bắt đầu chịu những ảnh hưởng xấu bởi cờ bạc. Vì mặc cảm và xấu hổ, họ không dám chia sẻ những khó khăn này với ai và từ từ đánh mất hy vọng vào một cuộc sống tốt đẹp hơn.

Chúng tôi, những chuyên viên trị liệu tâm lý người Việt chuyên về cờ bạc, sẽ lắng nghe và giúp bạn đưa ra quyết định vì lợi ích tốt nhất của bạn.

Through the year we also worked closely with AVWA's other services including Gambling Prevention, Alcohol and Other Drug Counselling, Family Violence Counselling, Indochinese Prisoner Support, Playgroups, and Planned Activity Groups (PAG). We collaborated to exchange knowledge, develop resources, co-design and co-run groups, workshops and information sessions.

We also worked very closely with Brimbank City Council and Libraries After Dark to produce various resources for our social media campaign, including videos, articles, posters and animation. The aim of these partnerships is to raise awareness about gambling harm in the Vietnamese community, to encourage affected persons to seek help, and to promote alternative activities to gambling.

The materials developed were published on various platforms, including AVWA's website and Facebook page, Brimbank City Council's website, Gambling Insider and Vietnamese newspapers to reach a wider audience. We will continue to maintain our long-term relationship with these community groups as well as continuing to work closely with the media, such as ABC News, SBS News, and Gambling Insider.

Gambling continues to be an issue in the Vietnamese community and can sometimes result in a pathway to prison. AVWA are committed to raising awareness of the harm associated with problem gambling, particularly removing the stigma attached to help-seeking in the Vietnamese community. We are also committed to ensuring members of the community have access to contact information and knowledge of available supporting services.

Total clients in 2021-2022: 65

Team Leader: Anh Bui

Counsellors: Anh Bui, Jenny Castro

Gambling Prevention

“The number of incarcerated Vietnamese women in Victoria has increased by 481% since 2000, which represents more than double the increase to that of the general women’s prisoner population (176%) . The reason why more Vietnamese women in Victoria are being incarcerated has gone largely unexamined in literature, however one study pointed to the pathway into drug trade to resolve debts incurred through casino gambling”. (Gambling Prevention Initiative for women from Vietnamese communities- Diaspora Action Australia report)

Invest in You Too and Activators of Change are the two projects funded by VRGF to “support women in Vietnamese communities, particularly in the east and west of Melbourne, through programs to improve financial literacy and understanding of gambling harm, with the aim of reducing incarceration rates and the incidence of gambling-related crimes.”

1. Invest in You Too project

The Invest in You Too project builds on strong relationships established between Australian Vietnamese Women’s Association and Brimbank City Council.

The objectives of this project are to reduce isolation for women with little to no English language skills by increasing community participation and social connection, building knowledge of Australian systems, supports and laws, developing rights-based knowledge and creating connections with broader community support programs.

The Invest in You Too project target group is isolated, vulnerable younger Vietnamese women who have low or no English proficiency with pre-school-aged children in Brimbank local government area and surrounding suburbs.

Invest in You Too was started in October 2021. Since then:

- ☞ The Steering Committee has been established. The committee members of this project agreed to also be the Steering Committee members of Activators of Change project. The group meeting was held monthly online and in hybrid formats.



Gambling Prevention (continued)

- ☞ The Activity program was developed and delivered successfully to a pilot playgroup in Deer Park North in term 1-2022. Activities like “Training courses and Reconnect program”, “Money management”, “Flower arrangement”, etc ... provided useful information about the short courses and programs that are provided by the AVWA , and created changes to promote discussion about gambling harm. They also helped those young mothers have more skills to use flowers from their garden to create beautiful things to decorate their house while they are staying at home with their kids. The pilot program was concluded by a fun outing day for the group.
- ☞ Based on learning from the pilot program, we reviewed and developed the program activities for 4 others playgroups in term 3, term 4 and term 1-2023.

2. Activators of Change project

The Activators of Change Project (AoC project) is designed to reduce the vulnerability to gambling harm for disadvantaged and disengaged Vietnamese women who live in Western Melbourne by improving their social participation, engagement and connections.

The objectives of AoC project are to :

- Build the knowledge and confidence of vulnerable Vietnamese women to understand their rights to seek help and access appropriate services, to secure personal safety and to participate in community activities without being stigmatised and skilfully talk about the challenges they experience with other women whilst having fun.



- Develop support services networks for participating women and refer them to education, training, employment and other support services currently offered by AVWA and by other organisations.
- Increase the level of gambling harm awareness using fun-based activities.

AVWA engaged with Three Sides of the Coin to produce an episodic film featuring a Vietnamese woman who shares her lived experience of gambling harm. The film is used as a training tool with the six women chosen as the Activators of change (AoC).

The 6-week training program for AoC was designed and delivered to develop their confidence and ability to approach and engage with disengaged vulnerable women with school-aged children who may be at risk of experiencing gambling harm.

The training for AoC was finished in June 2022. The 6 AoC were able to recruit six Vietnamese Women groups, 10 – 15 Vietnamese women each group, to regularly participate in small monthly group-based activities which were started in July 2022.

Parallel Learning Playgroups

Playgroup - a Caring Family during the Pandemic

The Playgroup division of AVWA continues to seek opportunities to connect with more Vietnamese families in the community. From September 2021, *The Smith Family* have funded an additional Playgroup in City of Brimbank located at *Deer Park North Primary School*, which has helped to lift the pressure from some of the existing playgroups. In 2022, the Government began to ease the COVID-19 restrictions and Playgroup resumed its activities. Unfortunately, during this time, we saw many members, including parents and children who are too young to be vaccinated, being affected by COVID-19. Playgroup staff and members provided families a great deal of practical and moral support. Playgroup became a valued Caring Family within the community during the pandemic. Some of their stories are shared below.

Playgroup Sunshine 2011-2022

1) A Single Mother's Tale:

I first came to Playgroup with my 2-year-old daughter, and later with my younger son. My daughter is starting school this year.

Over the 4 years with Playgroup, I have received a great deal of care and support from Playgroup, from how to raise my children to dealing with difficulties in my life.

Being a single mother with 2 young children and unable to speak English, I've had many difficulties, but I've never felt isolated thanks to Playgroup.

When my daughter caught COVID-19 and had trouble breathing, I was very frightened. I then talked to a Playgroup staff member who called an ambulance just in time. That's why my daughter is alive and well today.

2) A Grandmother's Tale:

My daughter works full time, so I take my 2 granddaughters to Playgroup where they learn to sing, dance, and listen to stories in Vietnamese and English. My family is very happy with their personal development as a result.



Parallel Learning Playgroups (continued)

Then bad luck struck! My daughter was driving my eldest daughter to music class and had a car accident. Both were seriously wounded. I panicked when I got the news. Due to the pandemic, I could not visit them in hospital, so I became even more distressed. I then contacted a Playgroup staff member for help.

The Playgroup staff member would visit me at home to talk to me and to follow the recovery progress of my daughter and granddaughter. I felt more relieved with the support of Playgroup and its members. They proved to be valuable friends in my time of troubles.

My granddaughter regularly received lots of toys, handcraft kits, and books from Playgroup and her friends over her 3 months in hospital. The doctor told me she had a remarkable recovery. She is now almost fully recovered and has returned to Playgroup.

3) A Grandparents' Tale:

We have just arrived in Australia from Vietnam. We joined Playgroup so our grandson can learn Vietnamese and we can learn to develop a new way of life in a new country. At Playgroup, we have learned how to raise children which is very different from our old way. We find Playgroup a very good environment for us to try to develop a harmonious new life for our family of 3 generations.

We truly enjoy participating in Playgroup activities. Our grandson is quite hard to control and physically very active. That could have been a big problem for us had we not learned how to understand him and his feelings with guidance from Playgroup.

We have made very good friends with many families in Playgroup. We all share our life experiences which helps us feel very much at ease. I learned how to cook with new ingredients to replace those we used in Vietnam - that's a valuable new skill for me! It has helped me to cook enjoyable daily meals that contribute to making a happy family.

Recently a few Playgroup families caught Covid. With my new cooking skill, and without any hesitation, I volunteered to cook for them. Some of them did not have fresh and nourishing ingredients to feed their growing children. I cooked many delicious and nourishing Vietnamese dishes for them that helped lift up their spirit!

I am so happy to be able to apply what I learned at Playgroup to contribute to our community.

Richmond & Connie Benn 2021- 2022

My wife and I have had the privilege of being foster parents to a beautiful little Vietnamese baby for almost 2 years now.

As we aren't Vietnamese ourselves, we want our bub, as he is growing, to be immersed in as much cultural and Vietnamese community whilst in our care. We believe it is very important for him as he grows so he can feel attached to his culture.

We feel very lucky to have found Vietnamese playgroup in the North. The people have been so lovely and have made us feel very welcome.

Attending this playgroup helps our bub form important connections, not only to culture but with more people who help care for him and his well-being. He is learning the language connecting with the carers through bilingual reading, singing songs, dancing, playing with puzzles and blocks. He is also learning through lunches with Vietnamese cuisine, where he experiences the taste and I can learn ingredients and how to cook at home.

During playgroup I also sometimes connect with the other children through play and read to the kids at story time. This makes me feel included.

Overall, playgroup helps us learn more about Vietnamese culture, history, festivals, celebrations so we can also continue teaching and celebrating in our home and outside of playgroup.

Parallel Learning Playgroups (continued)

Deer Park North 2021-2022

Being a mom for the first time brought me anxiety and lack of parenting knowledge made me feel stressed. I was falling into depression for some time after giving birth. Luckily, I found out about “*First-time parent group*” and later on AVWA’s playgroups. In Playgroup environment, I was supported with useful information, parenting knowledge as well as social activities which helped me get out of the depression and found myself again – an optimistic, life loving and energetic person.

At playgroup, I was able to make friends with other moms with children aged similar to mine. I learned about a wide range of relevant services and information that helped me in raising my child. My child also made friends and played with other children in the group, as a consequence, her social and other skills improved. Sometimes, we were able to participate in an excursion, outdoor activities such as Zoo Day, BBQ at a local park, etc...



Especially, we were invited to join Mother’s Day organized by AVWA. The first time joining the event left me with an indescribable feeling. All the happy memories will stay with me in the journey of raising my child.

I sincerely would like to thank Thao Tran – the group facilitator. She was working beyond required to support us and make sure all parents and children had a safe space to come to every week. I also would like to thank Phuong Pham, the group assistant, and the rest of AVWA playgroup staff for your devotion and commitment to the development of the Vietnamese community in Australia and in Victoria in particular. Last but not least, I’d like to thank to all the moms at Deer Park North playgroup for your friendship, sharing and encouragement which has given me confidence to become an active member of the group for a long time to come.

When Melbourne’s hard lockdown started on a chilly day in early July 2020, no one knew it would last for 112 days and that was when it took a mental toll on every single one of us. For staff who work in the community sector like ourselves, besides coping with the stress and obvious challenge of not being able to physically do much including going to school or work, visiting family members, grocery shopping and exercising, we had to stay strong in order to support our clients as well as our families.

Coordinator: Tina Vo

Team Leader: Thuy Pham

Facilitators: Thao Tran, Thuy Pham, Tien Pham, Tuyet Nguyen, Dieu Nguyen, Quynh Bui

Assistants: Phuong Pham, Phuong Lam, Phuong Vy Le Ta, Huan Cao, Linh Nguyen, Loan Nguyen, Kim Gerrand, Nganh Ha, Ana Vuong

Brighter Futures Program

This year Richmond Tutoring Program changed its name to Brighter Futures to reflect our goal for children to have the best possible start in life. The program is providing supported learning to disadvantaged children in Maths and English alongside their learning at school.



The program has attracted a lot of primary school students. However, due to COVID-19 constraints and the safety plan in place, we had to cap the number of participants to 30 students, from prep to year 6 residing mainly in the Richmond Housing Estate.

We are pleased that the program resumed running normally and smoothly this year, on site every Tuesday from 3:30pm – 5pm. The students were very happy to be back face to face, particularly those with special needs that require more one on one support.



We would like to acknowledge and thank all our volunteer tutors from both Melbourne Girls' College and St Kevin's College for helping our primary school students. We also thank the team leaders from Richmond Salvation Army for supporting us throughout the year in delivering our program.

One in five Australians identify as living with a disability. One in five Australians speak a language other than English at home. According to the NDIS Quarterly Report to disability ministers, in the 3rd quarter of 2021-2022, 9% of NDIS participants are from culturally and linguistically diverse backgrounds (CALD). The Australian Vietnamese Women's Association (AVWA) are aware and concerned that people of Vietnamese background with a disability may have limited access to disability services under the *National Disability Insurance Scheme* (NDIS) due to language barriers.

The AVWA has proudly been providing a variety of services to the Vietnamese community in Victoria for almost 40 years, and has a vision of providing services with *integrity, respect, inclusion, compassion, excellence and innovation*. Given this long-term expertise in care management for the Australian-Vietnamese community, AVWA includes disability services in its offers to the Vietnamese community as part of its vision of inclusion.

The *Disability Support and Service Program* has been established from Jan 2021 as a pilot program with two aims:

1. *To assist Australian Vietnamese with additional needs to access NDIS funding through implementing the NDIS plan and helping to steer them to a suitable support and*
2. *To offer support to those who are not eligible for NDIS to obtain additional help.*

Since mid-June 2022, the program became a part of the *Aged and Disability Service* at AVWA. Through the year, 120 clients were provided with information about NDIS scheme, the service, and support. Many NDIS participants have been provided advice and assistance to implement and manage their funds. Others have been provided step by step guidance, from accessing immediate support, to short-term and long-term support. We have helped more than 20 clients successfully become NDIS participants, and closer to achieving the goal of living independently. Some, whilst not eligible for NDIS funding, have been helped by the program to access support from local councils, making their daily activities easier and more meaningful.

As an NDIS registered provider, AVWA provides plan management and support care workers to NDIS participants. AVWA connects participants to suitable therapeutic support and services in the home and in the community. We also enable carers to have time for themselves, whilst ensuring that their care recipient is well looked after. Under AVWA plan management, both participants and carers are offered guidance to maximise the funding benefit and utilisation.

With the goal of reaching more Australian Vietnamese with disability and giving them the same access opportunities to appropriate services as other Australians, the program continues recruiting and expanding registration with NDIS to provide a wider range of support and services to those who are in need.

Hiep Ly
NDIS Plan Manager

REFERENCES

Australian Bureau of Statistics (ABS) 2071.0—Census of Population and Housing: Reflecting Australia—Stories from the Census, 2016. Australian Bureau of Statistics; Canberra, Australia: 2017. [Google Schola]

NDIS Quarterly report: 2021-22 Q3

<https://www.ndis.gov.au/about-us/publications/quarterly-reports>

Carers Employment Support Program

According to Victorian Carers Strategy 2018-2022, one in five carers gives up work to care for someone. Carers may find it challenging to balance work and carer responsibilities and may experience difficulty in keeping a job, which may then leave carers financially disadvantaged and vulnerable.

Recognizing this matter, the Victorian Government allocated State Budget for the Carers Employment Support Program. In November 2011, Australian Vietnamese Women's Association was one of the early participants of the program which aims to support carers to find employment and training pathways in the community, disability, and aged care sectors. AVWA provides this program to the Vietnamese community as well as non-Vietnamese carers who require the support to accomplish their training or employment goals while maintaining their caring role.

To date, approximately 40 carers have participated in the Carers Employment Support Program at AVWA. A variety of support and services are accessible for clients to meet their short or long-term needs. Support can be one-off or time-limited, tailored for carers, and adaptable to changing needs. For example, information, advice, confidence building sessions, counselling, group activities for carers, and emotional support. Additionally, AVWA delivers pre-vocational/employment or post-vocational/employment training support such as mentoring, or providing goods and equipment that carers can access for employment or training purposes, respite and the like.

AVWA is pleased to share the following positive outcomes:

- ☞ One-third of participants are ongoing with pre-vocational training support. They are enrolled in English for work: Certificates in English as an Additional Language to have the readiness to build confidence and skills before entering the vocational training courses.
- ☞ Three participants were supported in job finding, and they are on paid employment.
- ☞ Three participants have entered in vocational training courses. One is enrolled in Adult Community and Further Education, and two are enrolled to undertake Certificate III In individual Support.

AVWA is focused on providing a person-centred approach that provides one-on-one support throughout the carers journey in order to obtain satisfaction of all existing participants. We promote a welcoming, barrier free environment where carers are treated with respect and dignity. They are given an opportunity to express their needs, develop their strengths, increase their sense of empowerment and well-being.

In the months ahead, AVWA plans to expand its state-wide networking and reach many more carers to provide a wider range of support and services to those who are in need. Our goal is to support carers on the journey to accomplish their training or employment objectives while maintaining their caring role.

Quyen Tran
Project Officer

References:

<https://www.carersvictoria.org.au/our-impact/victorian-carer-strategy>

Jobs Victoria Advocate

This project has been funded and in place for the last one and a half year. Multiple purposes and strategies include to:

- ☞ Utilise community networks and connections to contact people who need employment-related support.
- ☞ Engage with jobseekers and others to understand their support needs and options.
- ☞ Connect people to relevant services that can help them prepare for and secure employment.
- ☞ Follow up to check on connections made with relevant services, where required.
- ☞ Advocate on behalf of clients to service providers, if required.
- ☞ Identify gaps in services, providing feedback to local service providers and the Department.
- ☞ Regularly collect and manage information and data from participants who have engaged with the Advocate service.



The significantly positive effects have been proven by bringing the workforce back to greater Melbourne.

AVWA is a growing public benevolent institution servicing Vietnamese and other culturally and linguistically diverse clients. Since AVWA is well known within the community and services from Jobs Victoria Advocates have been provided to job seekers for a year and 6 months, it has been easier for us to work and collaborate with others. Over the last 12 months, we have assisted more than 1900 job seekers by providing practical resources, guidance, referrals, language services and mental support. Our clients were mainly from western suburbs (Footscray, Sunshine, Braybrook, Sydenham, Keilor, etc) but sometimes, we did have clients requested services from the other sides of Melbourne as well since we do connect with AVWA network and service providers within Jobs Victoria network. Thus, our clients were mostly Vietnamese, however, age, gender, nationality are not the barriers when job seekers need our help.

Jobs Victoria Advocate (continued)

Furthermore, as to promote the project, we have put in place different advertising campaigns since the lockdown was lifted and it has brought us a great number of job seekers. To be specific, we put information about the project on AVWA's social media and website. We reached out in different places such as shopping centres, malls, train stations, etc. to hand out flyers, brochures. Also, attending different events was quite effective for the campaign, for example Tet's holidays events, Mother's Day event, AVA Australian Day, Lunar New Year Eve.

Overall, we are proud to be a part of the Jobs Victoria Advocates project since we can assist people in need by providing sufficient services to help them on the path of employment. We hope to meet more clients and help them to work on their strong and favourite fields.



Case Study:

Recently, I had a client who is in her 50s. She had worked in a factory in Derrimut for one year in a casual position. Due to Covid-19 and other market-related issues, her daywork was cut off to one day a week, comparing to 5-6 days per week as before. She contacted me on Monday, the 30th of May 2022, to seek help. After a conversation with her, I could understand more about her skills, needs and preference. Then on Tuesday, 31st of May 2022, I contacted a Job Mentor from WCIG in Sunshine to transfer the case in hope of getting her employed as soon as possible. Fortunately, on Wednesday, she had been advised to attend an interview with Kathmandu and she received a fulltime job offer afterwards. Thursday, 2nd of June 2022, was her first day working in Kathmandu Clothing factory in Truganina. Thursday a week later, she gave me a call as she just received her first payment and the feedback was great with what she received from work environments and wages.

Coordinator: Anh Dam

Assistant: Trieu Dinh

Family Violence Prevention & Strategies

This project uses Vietnamese social support groups and information sessions to help prevent domestic violence:

- (i) Raising awareness of disadvantaged women who do not have English proficiency and cultural skills to be aware of their rights and get support, including advocacy for visa holders.
- (ii) Women are empowered, including friends and relatives of victims, to speak up and try to stop violence.
- (iii) Help disadvantaged older people find help if they know of any victims and families who need help
- (iv) Helping women speak up confidently: in many cases, breaking down the cultural and language barriers that exist

TOGETHER
**Break The Silence
Against
Domestic Violence**

RICHMOND
30-32 Lennox St, Richmond 3121
Tel: (03) 9428 9078

BRAYBROOK
7/6-12 South Road, Braybrook 3019
Tel: (03) 9396 1922

SPRINGVALE
8 Parsons Avenue, Springvale 3171
Tel: (03) 9546 2699

EMAIL
info@avwa.org.au

WEBSITE
avwa.org.au

**AVA AUSTRALIAN VIETNAMESE
WOMEN'S ASSOCIATION INC.
HỘI PHỤ NỮ VIỆT ÚC**

**Family Violence
Prevention**

Vietnamese practitioners will hear about respectful relationships, gender equality, and relationships with domestic violence.

- ☞ Change the underlying causes of inequality and violence, i.e. ignorance of basic human rights, gender stereotypes and patriarchal views of women as subordinates in the Vietnamese-speaking community. The rights of women and children are human rights.
- ☞ Raise awareness of sexual assault and understanding of intimacy and ethical behaviour
- ☞ Building positive attitudes and ways for Vietnamese-speaking women to deal with who want to controlling, masculine, aggressive or violent behaviours
- ☞ Provide detailed information on the interventions/activities being implemented as part of the project, including the outputs
- ☞ Provide emotional and practical support to those affected by domestic violence through referrals to Safe Steps, inTouch, Legal Services, Orange Door, and Police
- ☞ Educational presentation websites for Vietnamese community groups such as VASA, IERA-VIC, playgroups, etc.
- ☞ 1500 Leaflets distributed in St Albans, Footscray, Richmond, Quang Minh at Lunar New Year Festival, and Collingwood Health & Wellness Fair & The Greater Dandenong, with staff talking live face to face with everyone

Family Violence Prevention & Strategies (continued)

WHAT IS DOMESTIC VIOLENCE?

Behaviors of threatening or controlling which make you feel scared or insecure, including:

- Emotional abuses (such as humiliation, repulsion, fear, nervousness)
- Financial abuse
- Threats of violence and retaliation
- Damaging properties, smashing furnitures,
- Harming the household

Or enforcement of women living with domestic violence, including:

- Telling you intimidating language, leaving you with fear and baning places where you can or cannot go.
- Lowering your personality, criticizing and offending you in public.
- Forcing you to have unwanted sex, pain or humiliation

THE PROBLEM

Domestic violence is one of problems in society.

Family Violence occurs in every country, regardless culture, education, religions, wealth or poverty Almost everyday newspapers, radio channels, and television post bad news about violence.

**FAMILY
VIOLENCE
IT'S NOT OK**

Forms of domestic violence



Support Provide from AVWA

- ☞ The support I provide is tailored on a case-by-case basis to ensure each client's needs are met, including assisting clients in applying for an Intervention Order, safety planning, and mental support. god during the period of reconciliation.
- ☞ Emergency food donations for victims of domestic violence

Domestic violence cases increased during the COVID-19 outbreak.

Other contributing factors to the increase in domestic violence are financial insecurity, job insecurity and lack of housing (too much time together and not enough space), reduced likelihood of escaping violence victims' families as well as reduced access to community support as schools and family violence services were closed due to lockdown. We have had to work with health services and police as key partners in identifying and responding to family violence.

Our service saw an increasing number of people calling for help with domestic violence in many areas including Noble Park, Springvale, Richmond, Fitzroy, Preston, Broadmeadows, Reservoir, Sunshine, St Albans, Sunshine North, Keilor, Taylor Lake, Caroline Spring, Shepparton, etc... The problem is not just between men and women. (husband, sexual partner, etc.) but also between parents and children, family in-law, brother and sister, insulting elderly parents, wanting to appropriate property and money also-effects of alcohol when men had drunk too much at home and then vented their anger on relatives.

Multicultural COVID-19 Family Violence

Start: October 2020 End date: June 2022

The Vietnamese community will be better informed, and supported in reducing predictors of FV, and victims will know how to and feel comfortable seeking help.

- ☞ The Program introduced to victims the agencies and organizations that they can access for support and help.
- ☞ It educated and made people aware of the law concerning family violence and that it is an issue for not only themselves but for the whole community.

The project has information on prevention of family violence to raise awareness among Vietnamese women of human rights, gender equality, domestic violence and where and how to get help

1. 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.
2. Empowered some women including friends and relatives of victims to speak out and try to stop the violence.
3. Helped a few disadvantaged elderlies to seek help for victims and families.
4. Helped some women to feel confident to speak out. In many cases, it helped reduce the cultural and language barriers that existed.

The program also addresses a number of Vietnamese barriers to access to existing mediation services, including a lack of awareness of mediation, free legal assistance in law disputes family, cultural differences that are not appropriate for mediation are limited in English proficiency

- ☞ In the women's magazine and leaflets was written about the story: what is family violence? what is considered abuse, how domestic violence affects families and the community at large, messages on this issue, agencies to contact for help, with AVWA magazine and leaflets 1500 put together in AVWA reusable bags at New Year festivals in Footscray, Richmond, St Albans and Springvale with our staff communicating face to face with Vietnamese members and Wellbeing and Heath Expo organiser by City of Yarra and The Greater Dandenong, Bach Viet group in association with Brimbank City Council, Quang Minh and Quang Duc Temple.

Presentations about FV for student at school class:

- ☞ EAL Certificate I & II Presentation at AVWA Braybrook & Springvale
 - ☞ Childhood Education & Care Presentation at AVWA Braybrook
 - ☞ Age Care Presentation at AVWA Braybrook & Springvale
- * We have 2 of staff completing family violence MARAM Identifying and Responding to Family Violence Risk training by Box Hill Tafe
 - * Safe referral policies and protocols established
 - * Increases the opportunity for Vietnamese separating families to access formal mediation services rather than using legal processes in isolation.
 - * We need Safe Resolutions aims to reduce these barriers. The Vietnamese-specific cultural aspects of the program

Multicultural COVID-19 Family Violence (continued)

We have new partnerships on Women's Health in the West, cohealth, First Catholic Hospital, Sunshine Hospital, Royal Women's Hospital, who contact and refer their clients to us due to language and cultural barriers to linking women who are experiencing family violence with other support service providers including inTouch, Relationships Australia Victoria, Safe Steps, Victoria Police, DHHS Child Protection Services, etc. to assist their cases. Also, member of Yarra Family Violence Network Team and GenWest (The Preventing Violence Together partnership).

Due to the impact of the COVID 19 epidemic, domestic violence is a sensitive topic, difficult to organise presentations online, due to the influence of customs, or not knowing how to participate in online meetings, so it is difficult to invite members from Vietnamese communities to attend and listen on zoom meeting, so it is important to choose other topics that are the benefit practical for of community members at the during time of the COVID quarantine law, such as government financial support on energy bills for concessional cardholders, low-income earners and family violence victims, then concisely integrating the information about supporting family violence to workshop participants.

Most victims of family violence contact the AVWA office themselves to ask for advice or assistance, or they are referred by medical centres, hospitals and police or on our website to get help and assistant.

Unexpected results?

- After hours and weekend, there were requests seeking advice resulting from emergencies due to family violence.
- 85% of cases come to request help with domestic violence related to VISA immigration and permanent residents.
- Hard to provided information and resources to Vietnamese women victims of domestic violence to contact relevant agencies for counselling and support.

Case Study

After giving a presentation on domestic violence prevention to an elderly community group, a staff member caring for members of that group, who attendee my workshop reached out to me for help as she was a victim of family violence, but she wanted me to keep it a secret, she didn't want any of her clients and other staff members to know her situation, she is afraid of losing face and not being able to continue doing her job. Her husband and family in-laws assaulted and threatened her, they wanted to kick her out of the house and keep custody of the children. I advised her to call the police and get an intervention order, and she was also referred by her GP to see a psychologist to treatment of her depression. I have referred her to contact the legal aid community on issue for child and property.

After giving a presentation on family violence prevention to a community group, an attendee contacted me and told me that she knew of a female acquaintance who needed help as victim of family violence, but did not dare to speak out and did not speak English, I handed over the flyer and asked an acquaintance to call Braybrook's office to meet me for advice on her case to get the right support for her situation. I'm so happy these activities have resulted in numerous Vietnamese women being confident in attending workshops speak out and helping them understand how to deal with domestic violence occurring within their families or occurring to friends and neighbours. What the service provides free for them both male and female.o- effects of alcohol when men had drunk too much at home and then vented their anger on relatives.

Kim Thien Truong
Project Officer

Climate Action Environmental Activity Project



- ☞ Attend Climate Action joint training from City of Yarra, Darebin City Council, Moreland City Council for members in Victoria
- ☞ Five activities of Collingwood Children's farm, Carlton and Fitzroy community hall groups on Energy Efficiency, tree planting, composting, and more with action group Green Bee
- ☞ Attend environmental expo at the Brunswick community and Greater Dandenong Council

Environmental activities and project reach:

- ☞ The purpose of the program is to inform people's choices regarding gas, electricity and water use, garbage disposal, 7 Rs (*Recycle; Reject; Reduce; Reuse; Repair; Recovery, etc*) and last but not least, green investment in housing. The projects promote pride in *City Of Yarra* and other Vietnamese residents' identity, healthy living, and increased participation in community life.
- ☞ How to "compost at home" from kitchen and garden waste, while people are isolated at home due to COVID-19 to relieve stress and make the most of their spare time at home.

Activities include:

- ☞ Information sessions on new energy benefits offered by the State Government to Victorians
- ☞ Five online sessions for IERA-VIC, VASA, AVWA PAG groups on Energy Efficiency: Richmond, Collingwood, Preston, Footscray, St Albans, Thomastown.
- ☞ Information sessions for locals and non-profit organisations at the Lunar New Year festival in Richmond
- ☞ Cheaper energy packages
- ☞ A practical guide on how to make sure they get the best deal from their energy company, how to discount their bills once or twice a year if they have a discount card (\$1,300 for two years). How to compare rates of energy companies, how to complain about energy companies, etc.
- ☞ Let everyone know how easy it is to get the best energy company deals and save money and have received \$250 from the Government from 1 July 2022 for every person living in Victoria with energy bills under their name.

Work Health and Safety

AVWA is committed to providing a safe workplace for its employees and continues to assess and monitor any risks that may arise.

We are pleased to maintain zero COVID-19 workplace transmissions in the 2021/22 financial year, between employees, or between employees and clients.

All AVWA employees and volunteers received the two required COVID-19 vaccination doses months ahead of the national target. When the third dose became available, although it was not compulsory for all, AVWA's employees and volunteers, again, went ahead with it to make sure that the safety of its operations was one of the priorities.

When COVID-19 restrictions eased, AVWA still allowed its office staff to work in a hybrid model, and if they had any symptoms or were suspected of having contacts with a confirmed case, they were asked to work from home – this made our work COVID-safer, thus reduce staff's anxiety of contracting the virus.



Through the year AVWA delivered training relating to acceptable workplace behaviour and conduct and managing harassment in the workplace. AVWA is committed to providing a safe place for our employees to ensure they are able to report any instances of bullying, harassment, sexual harassment or discrimination. Respect in the workplace is paramount to AVWA and we will ensure this message continues to be shared amongst staff, clients and their families.

We are pleased to maintain zero COVID-19 workplace transmissions in the 2021/22 financial year, between employees, or between employees and clients.

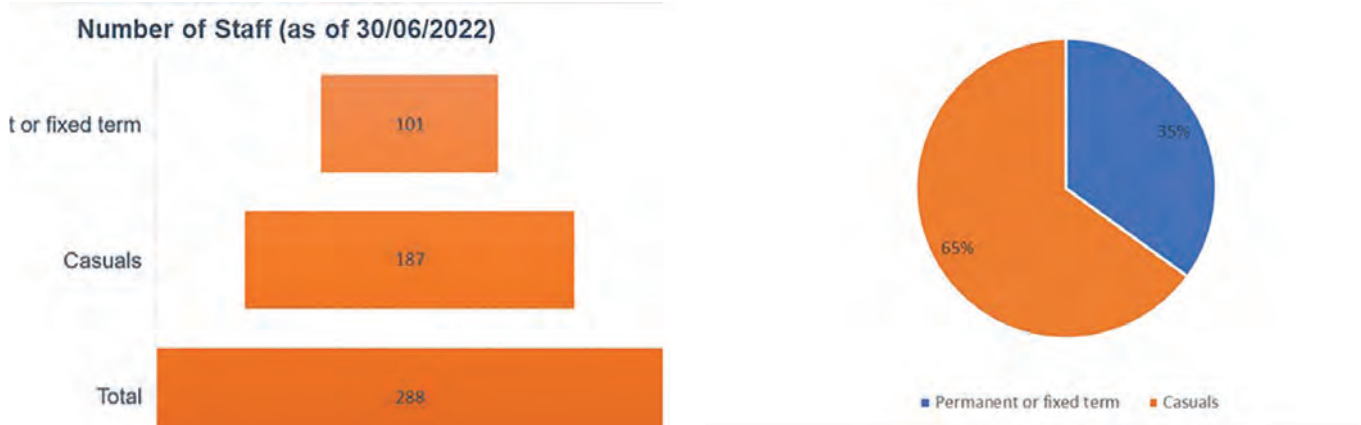
Huy Luu
Operations Manager

Human Resources Management (HRM)

During FY 2021-2022, we expanded our staff level to meet the growing business of our organization. Some operational statistics of the workforce for the period being reported were:

As of 30 June 2022, AVWA employed a total of 288 staff members, of whom 101 (35%) were permanent or fixed term staff members and 187 (65%) were casuals.

The number of full-time equivalent (FTE) staff was 177. Compared to FY 2020-2021, the size of our workforce has increased by 22.92%.

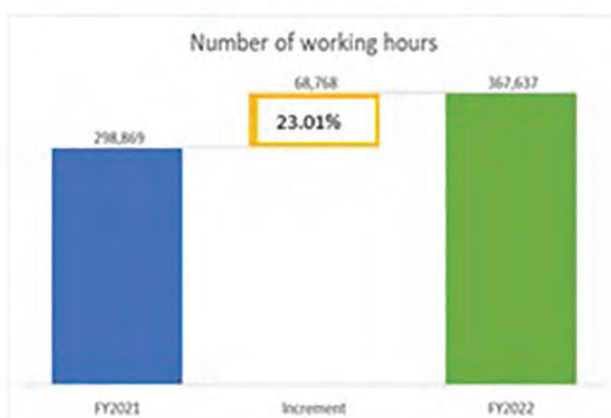
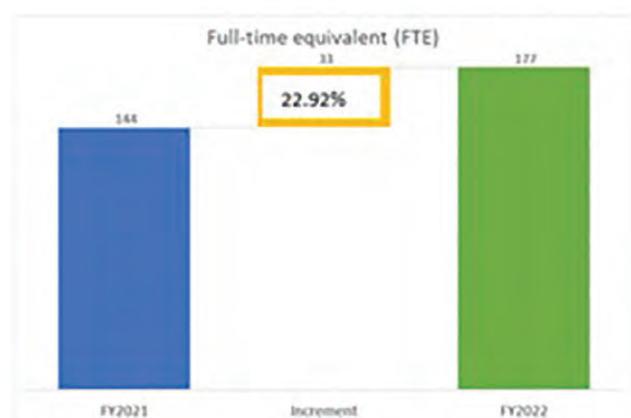
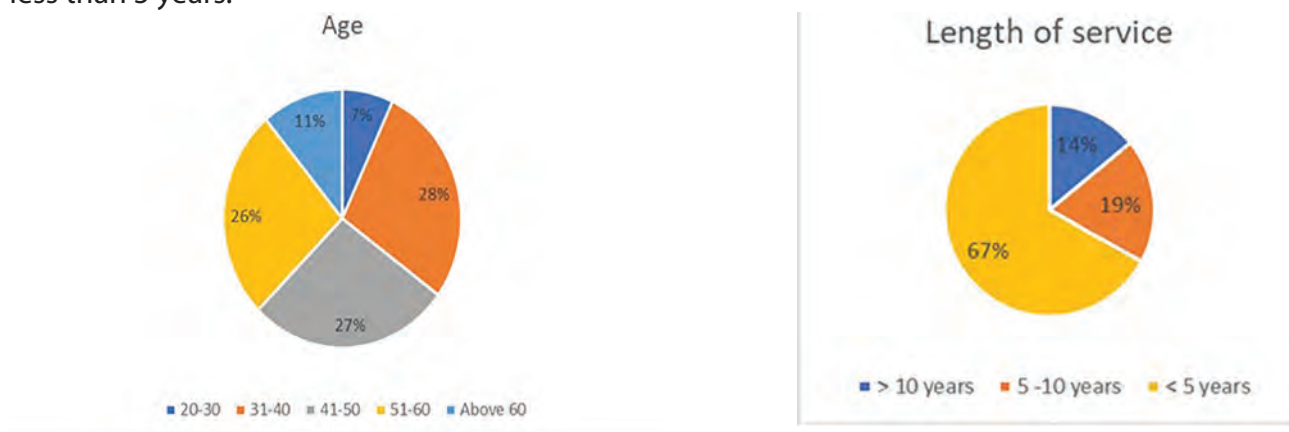


Among all staff members, 86% were female and 14% were male.

Among all staff members, 7% of them were aged between 20 and 30, 28% aged between 31 and 40, 27% aged between 41 and 50, 26% aged between 51 and 60, and 11% aged above 60.

The total number of working hours paid to our staff members was about 367,637, an increase of 23.01% as compared to the previous year.

The average length of service for our staff members was 4.5 years. About 14% of the staff members have served for more than 10 years, 19% have served between 5 and 10 years, and the rest 67% have served less than 5 years.



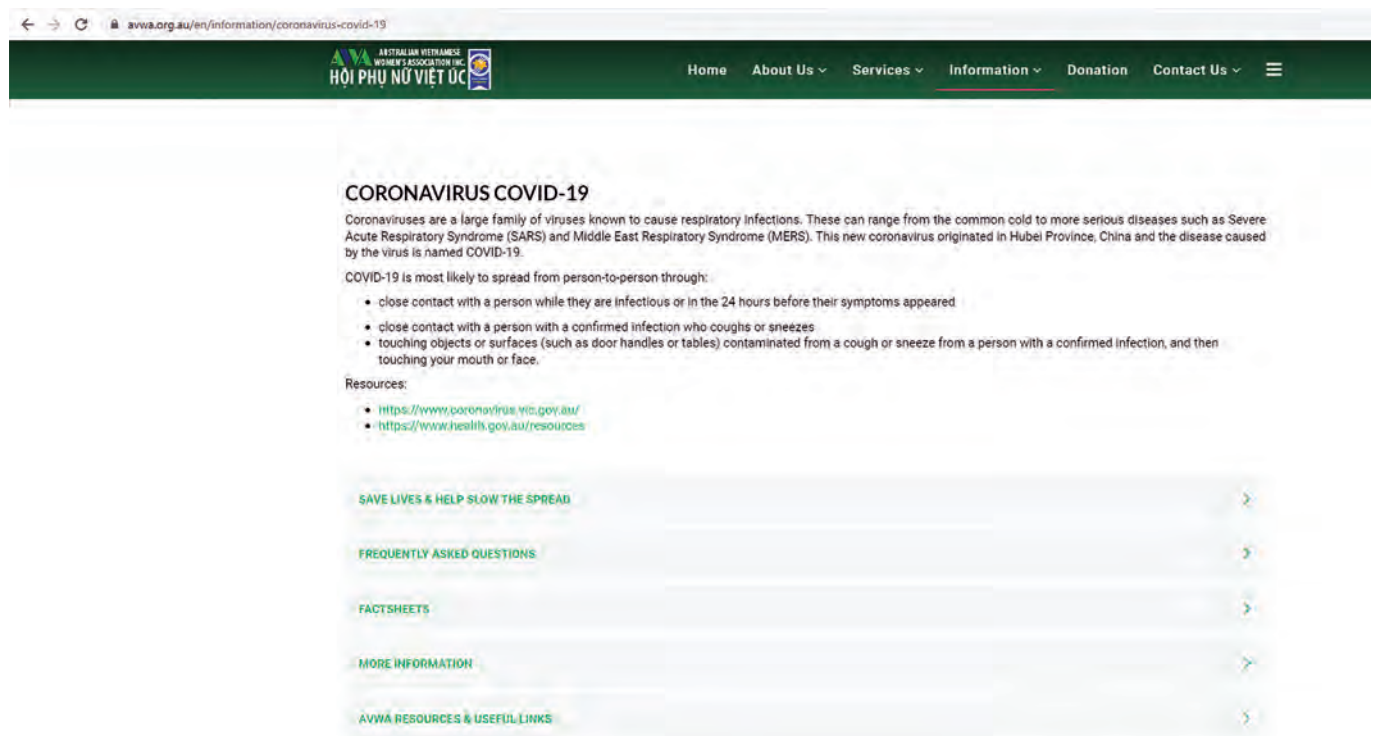
Information & Communication Technologies

When you go to work, you turn on your laptop, check your email, access the software you use to do your work, print out a few documents to send to clients and when you needed a break, you surf the Internet to get your mind off the issue at hand or chat with your colleague via the phone on your laptop or using messenger. If all of this is working, then you wouldn't even need to know that ICT exists.

ICT stands for *Information and Communication Technologies*

We made sure that the laptop is properly installed with the software you required to do your job, and that the software will automatically update to the latest version available. The laptop is also installed with the strongest internet security software to protect you from prying eyes of hackers. We setup printers, monitors, access points, protect our network, the integrity of our data and the like so you could work smoothly and in a safe environment.

Generally, the ICT department support the AVWA team to perform their work smoothly, and efficiently in a protected environment. We do so by providing support in-person or remotely when staff work from home.



Below are some of the tasks we performed throughout the year outside of the ordinary support and back up:

- ☞ During COVID, we issued work permits for staff to go to work as required
- ☞ Upon the completion of the construction of the Springvale office at number 8 Parsons Ave. We configured Internet access transfer, setup new VPN authentication, relocate servers, setup phone system, printers and access points, etc.
- ☞ Supervised Year 10 work experience student from Melbourne High (5 hours/day) at SO
- ☞ COVID Relief Appeal for Vietnam Fundraising preparations: edited video editing, design and print raffle tickets, livestream setup and practice, etc.
- ☞ Supported interactive online streaming event to thank donors of the COVID Relief Appeal for Vietnam
- ☞ Collaborated with HR to commission students from KOI to develop an HRIS system

Information Communication Technologies (continued)



- ☞ The old telephony system was replaced with RingCentral VOIP, which includes an Integrated Voice Response
- ☞ We reviewed and tested our Disaster Recovery plan and policy
- ☞ Reviewed our Cyber Security policy and procedures in preparation for Penetration Testing, which include materials to educate our staff about Cyber Security
- ☞ Upon the completion of the Penetration Testing, we addressed the issues, be ready for next year testing
- ☞ We familiarised ourselves with the Victorian Protective Data Security Standard (VPDSS)
- ☞ Developed a new webpage for COVID-19 Help with vaccination booking for new project
- ☞ Design new, repeatable process for software implementation, including the introduction of Business Requirements Document
- ☞ Developed inhouse software to improve efficiency for our HCP team. Thanks to The Ly for the overtime work to bring this project in ahead of schedule to meet the demand
- ☞ In November 2021, after the longest lockdown in the world, at that time anyway, staff get to return to the office. ICT were once again busy working in the background to ensure office equipment were working as they should be for the smooth transition back to the office
- ☞ The success of the inhouse development software using MS365 technology resulting in additional demands from the Training team and HR team for developing on the same platform, while HCP requested for enhancement to the existing product
- ☞ We reassessed our tasks with a view to set up SMART (Specific Measurable Achievable Realistic Timely) goals for our departmental Key Performance Indicators (KPI). These KPI were then approved by Executive Management. Once approved, each KPI will cascade to one or two or more members of the team
- ☞ The completion of office fitting in Unit 1, Braybrook office meant that ICT executed the plan for network infrastructure including servers and printers

ICT Manager: Tuan Bui

Media & IT Coordinator: Xuan Dung Huynh

Media & IT Officer: The Ly, Van Nguyen, Tracy Trang Pham

Media & Social Media

Our annual Phu Nu Viet magazine and other marketing materials were published and made digitally available to the Vietnamese community through various means including our Website, YouTube and Facebook. Phu Nu Viet magazine and Quarterly newsletter were printed in 10,000 copies and distributed across Melbourne.

We continued to be a trusted media resource for external partners, sharing COVID updates and beneficial information, focusing on promoting COVID-19 testing and vaccination amongst members of the Vietnamese community. We also provided information to interpreting services or received translated information about the pandemic. For example: our team has been working closely with the Project Team Leader and Multicultural Centre for Women's Health, to produce a series of 20 videos available on our social platforms. Besides, an awareness campaign was successfully promoted on SBS on Demand.

We continued to build relationships with and pitch stories for print and radio media nationally; including *SBS Radio, Nhan Quyen, Viet Times, VietNews...*



In August 2021, we successfully promoted our fundraising event: *COVID 19 Appeal for Vietnam*. Working closely with our CEO and senior management, we have been able to produce a quality event and able to raise funds to support COVID-19 victims in Vietnam.

The highlight of last year's activities was our participation in an awareness campaign, called *Invest In You* with *Brimbank City Council*. Our media team was actively involved in the production of two videos *Kiep Do Den* (interviews with Ms Thao Hoang, Kim Truong - Project officers and Mr Hai Nguyen - Former Gambler), as well as an Animation video with Brimbank Media team. In September, we organised an Event streaming: *Living Well in Lockdown*, partnered with Neighborhood Houses, Sunshine Library, and Relationships Australia Victoria, with the aim of reducing gambling harm in the community.

As part of annual activities, we provided support for Professional Development Day, Annual General Meeting.

Working with the HR team, we implemented social media recruitment to reach a larger talent pool and connect with our ideal candidates, via our website, Facebook and LinkedIn; working with the Training team for digital campaigns, promoting their courses and be the point of contact for potential students.

Coming close to the 40th year Anniversary celebration in 2023, our media team has been working with Swinburne University's production crew to capture important events and highlight our services. So far, we have been able to record amazing footage on Professional Development Day, Mother's Day Celebration, HCP-West Care workers Manual handling session and there are more filming sessions to come in the next few months. This footage will be used to produce a short film for our 40th Anniversary.

Phụ Nữ Việt

Bilingual Magazine in Vietnamese and English - Issue 69 - January 2022 - ISSN: 1327 6328



Tết Nhâm Dần 2022

Abstract from 2021-2022 Financial Report

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 2022

	Note	2022 \$	2021 \$
REVENUE			
Project grants		24,861,101	18,450,714
Brokerage		590,716	921,186
Interest income		26,451	47,008
Other income		91,023	50,929
		<u>25,569,291</u>	<u>19,469,837</u>
EXPENSES			
Employee benefits expense		(16,664,856)	(12,801,307)
Project activities and support expenses		(5,772,739)	(3,945,418)
Operational expenses		(436,823)	(389,587)
Professional development and consulting fees		(74,401)	(125,685)
Depreciation		(146,291)	(80,663)
Repair and maintenance		(88,130)	(18,732)
Impairment losses	6	-	(625,699)
		<u>(23,183,240)</u>	<u>(17,987,091)</u>
Net surplus from ordinary activities		2,386,051	1,482,746
Infrastructure grant	12	34,668	449,758
Net surplus for the year		<u>2,420,719</u>	<u>1,932,504</u>
Other comprehensive income		<u>-</u>	<u>-</u>
Total comprehensive income for the year		<u><u>2,420,719</u></u>	<u><u>1,932,504</u></u>

The accompanying notes form part of these financial statements.

Abstract from 2021-2022 Financial Report

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

STATEMENT OF FINANCIAL POSITION **AS AT 30 JUNE 2022**

	Note	2022 \$	2021 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	2	5,894,950	6,033,858
Trade and other receivables	3	3,134,455	2,097,518
Financial assets	4	4,106,913	8,800,973
Other assets	5	2,038	11,000
TOTAL CURRENT ASSETS		13,138,356	16,943,349
NON-CURRENT ASSETS			
Property, plant and equipment	6	9,652,114	9,147,463
TOTAL NON-CURRENT ASSETS		9,652,114	9,147,463
TOTAL ASSETS		22,790,470	26,090,812
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	2,109,855	1,530,744
Provisions	8	5,997,166	12,299,675
TOTAL CURRENT LIABILITIES		8,107,021	13,830,419
NON-CURRENT LIABILITIES			
Provisions	8	267,128	264,791
TOTAL NON-CURRENT LIABILITIES		267,128	264,791
TOTAL LIABILITIES		8,374,149	14,095,210
NET ASSETS		14,416,321	11,995,602
EQUITY			
Reserves	10	1,331,700	1,331,700
Accumulated surplus		13,084,621	10,663,902
TOTAL EQUITY		14,416,321	11,995,602

The accompanying notes form part of these financial statements.

Abstract from 2021-2022 Financial Report

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

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2022

	Note	2022 \$	2021 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		17,948,355	22,701,449
Payments to suppliers and employees		(22,156,832)	(16,328,946)
Interest received		26,451	47,008
Net cash provided by (used in) operating activities	9	<u>(4,182,026)</u>	<u>6,419,511</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Payment for property, plant and equipment		(650,942)	(3,434,723)
Proceeds from (payment for) other financial assets		4,694,060	(5,044,669)
Net cash provided by (used in) investing activities		<u>4,043,118</u>	<u>(8,479,392)</u>
Net decrease in cash held		(138,908)	(2,059,881)
Cash and cash equivalents at the beginning of the year		6,033,858	8,093,739
Cash and cash equivalents at the end of the year	2	<u><u>5,894,950</u></u>	<u><u>6,033,858</u></u>

The accompanying notes form part of these financial statements.

Abstract from 2021-2022 Financial Report



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 2022, 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, and 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 the Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- giving a true and fair view of the association's financial position as at 30 June 2022 and of its financial performance for the year then ended; and
- complying with Australian Accounting Standards to the extent described in Note 1, and 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 (including Independence Standards)* (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. 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 2021-2022 Financial Report

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 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 the 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 related 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.

The Committee of Management is responsible for overseeing the association's financial reporting process.

Auditor's Responsibilities 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 the 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.



DFK BKM Audit Services



Kevin P Adams
Director

Camberwell
13 September 2022

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

Media & Information Technology

Naomie Tran, Anh Pham

Planned Activity Groups

Quoc Trung Lieu, Thi Ngoc Huyen Tran, Thi Bach Nguyen, Thi Hong Van Phan, Thi Bau Pham, Chi Hieu Dang, Thi Deu Nguyen, Thanh Liem Tran, Thi Nhung Nguyen, Thi Minh Nguyet Nguyen, Thi My Dang, Thi Thanh Thuy Ho, Thi Kim Anh Vu, Yen Thu Truong, My Lan Nguyen

Playgroups

My Pham, Nhung Nguyen, Van Nguyen, Hoang Nguyen, Nhieu Truong, Muoi Truong, Quyen Mai, Vieng Nguyen, Tuyet Nguyen, Shayla Lee, Ngan Tran



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:

97.4 FM Radio - Vietnamese Program	Melbourne Girls' College
Acacia Children's Centre	Mission Australia
ACACIA Indochinese Children's Services Centres	Multicultural Centre for Women's Health
Adult Community and Further Education Board	Multicultural Women Health Care
Aged Care Services Australia Group (P/L)	Narcotics Anonymous (Footscray)
Alliance for Gambling Reform	National Ageing Research Institute Ltd
Anderson Road Childcare Centre	Nhan Quyen - Vietnamese Newspaper
Baptcare Westhaven Community Aged Care - Footscray	North Richmond Community Health Centre
Braybrook Community Hub	Our Lady of Lavang Shrine Catholic Community
Brimbank City Council	Palliative Care Victoria
Brimbank Leisure Centres	Phoenix Street Children's Centre
Brimbank Libraries	Playgroup Victoria
Brimbank Neighbourhood Houses and Community Centres	Quang Minh Temple
Catholic Care	RecWest Footscray - YMCA
Cohealth	Relationship Australia Victoria
Collingwood Library	Richmond Salvation Army Corp.
Communities for Children Brimbank	SBS Radio – Vietnamese Program
Delahey Community Centre	Services Australia
Department of Families, Fairness and Housing	Settlement Services International
Department of Health	Springvale Neighborhood House
Department of Health and Aged Care	Springvale Rise Primary School
Department of Social Services	Springvale Service for Children
Duke Street Community House	St Albans Main Road East Early Learning Centre
Estia Health Ardeer Aged Care	St Joseph's Catholic Church Springvale
First Choice Allied Health	St Kevin's College
Footscray Royal Freemasons Aged Care	St Vincent Liem Centre
Good Shepherd Community House	The Federation of Chinese Associations
Goodstart Early Learning Braybrook	The Smith Family
Hepatis Victoria (LiverWELL incorporating)	Thomastown library
Higher Education & Skills Group	Tivi Tuan San - Vietnamese Newspaper
Hoa Nghiem Temple	VELG Training
Hullaballoo! Music For All	Victorian Responsible Gambling Foundation
Inside Gambling Magazine	Viet Luan - Vietnamese Newspaper
Intouch- Multicultural Centre Against Family Violence	Viet News - Vietnamese Newspaper
IPC Health	Viet Times - Vietnamese Newspaper
Lady Nelson Childcare Centre	Vietnamese Families with Special Needs Group
Main Road East Early Learning Centre	Western Bulldogs Community Foundation
Maribyrnong City Council	Whittlesea City Council
Maribyrnong City Council- Active and Healthy Lifestyles Program	Whizkidz Early Learning Centre & Pre-school
	Yarra City Council
	Youthworx

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



Staff & Committee members at Annual General Meeting 2021 (11/11/2021 - Springvale Office)

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.



Australian Vietnamese Women's Association Inc.

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Phone + 61 (3) 9428 9078 - Fax + 61 (3) 9428 9079

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BRAYBROOK VIC 3019
Phone + 61 (3) 9396 1922 - Fax + 61 (3) 9396 1923

Springvale Office 8 Parsons Avenue
SPRINGVALE VIC 3171
Phone + 61 (3) 9546 2699 - Fax + 61 (3) 9546 4188

ABN 69 724 826 405 - TOID 22594



HCP: Manual Handling Training



PAG: Celebrating Wedding Anniversary



Playgroups: Vietnamese Hat Dance (Mother's Day)



Training: Presentation of Estia Health to students

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