



avwa

Australian Vietnamese  
Women's Association

Hội Phụ Nữ Việt Úc

Annual Report 2022-2023

# 40 years young and thriving





# avwa

Australian Vietnamese  
Women's Association

Hội Phụ Nữ Việt Úc

Australian Vietnamese Women's Association Inc.  
ABN: 69 724 826 405 - TOID: 22 594

Activity Chart As At 30/06/2023

Committee of Management

Chief Executive Officer

Finance Committee

Risk & Compliance  
Management Committee

Marketing Committee

Training Steering  
Committee

Clinical Governance  
Committee

Administration  
& Finance

Office Administration

Payroll & Accounting

Human Resources

Volunteer Coordination

Work Experience  
Placements

Media & ICT

Information Technology  
IT Management & Support

Phu Nu Viet  
Bilingual Annual Magazine

Ban Tin  
Quarterly Newsletter

Bilingual Website  
avwa.org.au

Social Media Management  
- Facebook  
- Youtube  
- LinkedIn  
- Google Business

Language and Cultural  
Advice & Consultancy

Aged & Disability

Home Care Packages  
Program

Western, Northern,  
Eastern & Southern  
Regions in Melbourne

Commonwealth Home  
Support Program

Domestic Assistance

- Northern & Western  
Regions

Social Support Groups  
for 65+ (on site & online)

- Western Region  
Footscray, Maidstone 1,  
Maidstone 2, Sunshine,  
St Albans, West Sunshine  
& Deer Park

- Northern Region  
Thomastown, Richmond  
& Lalor

Social Support Individual  
for 65+

- Northern & Western  
Regions

National Disability  
Insurance Scheme

Home And Community  
Care Program for Younger  
People

Planned Activity Group  
Under 65 (on site and  
online)

- Northern & Western  
Regions

Carer Support Group

- Western Region

Dementia Support Groups

Social Support Group for  
HCP Clients

Training

Nationally Recognised  
Qualifications

- Diploma of Early  
Childhood Education  
& Care

- Certificate III in Early  
Childhood Education  
& Care

- Certificate III in  
Individual Support  
(Ageing)

- Certificate I, II & III in  
English as an Additional  
Language

Pre-Accredited Courses

- Introduction in  
Aged Care

- Introduction in  
Child Care

- Essential Computer,  
Email & Internet

- Job Search, Resume  
Building & Interview  
Preparation

- English for Work

- English for Daily  
Activities

Skills First Reconnect  
Program

Family & Children

Playgroups

Western Region  
- St Albans Heights  
- Deer Park North  
Primary School  
- Westvale Community  
Centre  
- Delahey  
- Maidstone  
- Sunshine

Northern Region  
- Fitzroy  
- Richmond

Southern Region  
- Springvale Rise  
Primary School  
- Springvale Service  
for Children

Brighter Futures Program

Health & Community  
Well-Being

Alcohol & Other Drugs  
Treatment Counselling

Prisoner Support

Gambling Counselling

Gambling Prevention

- Invest You Too  
- Activators of Change

Sustainability Education

Prevention & Strategy of  
Family Violence

Multicultural COVID-19  
Family Violence Program

Working Together

Financial & Legal Advice

Jobs Victoria Advocate

Carers Employment  
Support Program

Friday Group (Springvale)

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# Our volunteers

## Dementia Support Group

Thanh NGUYEN | Danh LE | Vi DUONG

## Planned Activity Groups

Chi Hieu DANG | Deu NGUYEN | My DANG | Thi Hong Van PHAN  
Thi Bach NGUYEN | Thi Ngoc Huyen TRAN | Thi Kim Anh VU  
Minh Nguyet NGUYEN | Liem TRAN | Duc Nghiep PHAM  
Thi Thanh Thuy HO | My Huong TRUONG | Thi Thu Thuy LE Vy BUI  
Thi Nhung NGUYEN | Lieu Quoc TRUNG | Thi Kim Phuong DANG  
Cong Hoang Phuong PHAM | Phuong Bich PHU | Yen LE

## Playgroups

Tuyet Bach Thi NGUYEN | Phuong LUU | Nhung NGUYEN | Ha TRAN  
Hoang TRAN | Oanh NGUYEN | Xuyen TRAN | Vieng NGUYEN  
Quyen MAI | Phuong Dung TRAN

## Media & Information Technology

Naomie TRAN, Tram Anh PHAM

**We would like to express our gratitude  
to the volunteers who generously  
devote their time, effort, skills, and  
passion to our community.**



# A message from the Founder/ President

I acknowledge the original Wurundjeri owners of the land on which we are and pay my respect to Elders past, present and future.

The year 2022-2023 marks the 40th anniversary of the foundation of our organisation as a charity focused on helping the most needy and disadvantaged members of the community.

During these 40 years, I was President for a total of 18 years and Chief Executive Officer also for 18 years, from May 2004 to June 2022. I am pleased to be again leading the organisation as President since the last AGM in November 2022.

Except for Thanh-Kham Tran-Dang who is a founding member of AVWA and current Vice-President, all other CoM members are new, with a range of skills, passions and experience that add incredible value to our organisation and help our staff to deliver on our vision, mission and purposes.

Our staff and volunteers, old and new, junior and senior, remain loyal, passionate, hardworking and dedicated to continuous improvement.

Forty years is a pretty long period during which our organisation started with zero assets and income and ends up with the figures mentioned in the Treasurer's report. I would like to warmly thank not only our current CoM members, AVWA members, staff, volunteers and stakeholders, but also all those who, in

the past, have helped and supported us or collaborated with us throughout those four decades.

The total number is so great that it is impossible to mention all the names. Among CoM members, I would mention a few, namely Ms Hoa Phan, Ms Vinh Nguyen, Ms Loan Nguyen, etc. Among staff, my special thanks go to Ngoc Nicky Chung, current CEO, Huy Luu, Operations Manager currently and for many years, as well as Qui Ma, Tuong Nguyen, Thuy Tien Nhan, etc. who are retired.

At this AGM, we are launching our new look brand. Hopefully, it is going to be well liked in the community and will herald a decade of strong growth for our organisation. Our next two major projects, a new office in Thomastown and a nursing home in Springvale will be exciting additions to our portfolio. We will be looking forward to celebrating our 50th anniversary in 2033.



Mrs Bich-Cam Nguyen,  
Founder & President AVWA,  
2021 Victorian Senior  
Australian Of The Year.



# A message from the Chief Executive Officer

Thank you to our staff and volunteers who make AVWA the success that it is. I am so proud to have commenced in the CEO position from 15th August 2022, and to be part of an incredible group of people who do great things every day to help our Vietnamese community. Thank you for sharing your knowledge and experience with me, so that I may serve you better.

At AVWA, we will continue to be an organisation that succeeds through its talent. It is the expertise and skills of our people that when combined with our values of Integrity, Respect, Inclusion, Compassion, Excellence and Innovation differentiates us from any other providers.

At AVWA, we have managed to attract a record number of new staff. From 1st July 2022, we had 280 employees. From 30 June 2023 we had 343 employees. Every single one of these employees contributes to improving the lives of the people in our community, whether it be in the area of Aged & Disability Services, Training & Vocational Services, Family & Children Services, Health and Community Wellbeing, or Cultural and Language Services, or supporting the successful delivery of our ambitious Thrive Plan – Three Year Roadmap.

The first Pillar of our Thrive Plan is to ensure we foster a People First Culture. We have invested in ensuring our employees have a safe work environment, with the recent renovation of our Richmond Office. We celebrated diversity and inclusion at our June Professional Development (PD) Day. In the December PD Day, we learnt about the different forms of sexual harassment, and are clear that we AVWA does not tolerate harassment of any form, whether that be in the office, online or in the home of our clients.

We are working hard to create internal career advancement opportunities, and innovative ways to engage with our employees and our community. We have delivered Leadership in Action and Lean Operational Excellence Programs to 38 of our leaders and future leaders. More training and investment in our people will arise from our recent Performance Conversations.

Our community is why we exist. We are a purpose-led organisation, and we will continue listening to our

community to understand what the evolving needs are. We are putting a focus on lessening the barriers to accessing mental health services, as well as engaging our youth and optimising our community wellbeing services to ensure their use is maximised.

I am pleased to share that we had an extra Dementia Support Group open this year, and a record number of students attending the Brighter Futures tutoring program in Richmond.

Research confirms that intergenerational activities can improve the health and well-being of older people by sparking enjoyment and providing a sense of purpose. For children, the interaction can help towards increasing confidence and communication skills. We held two intergenerational events held this year. AVWA is perfectly positioned to maximise the opportunities for our older and younger community members to come together for a reciprocal benefit, which ultimately will result in a benefit to our Vietnamese community.

This year has been a whirlwind for me, with preparations for not one, but two visits from the Hon Premier Daniel Andrews, 40th year anniversary celebrations including a dinner at Collingwood Town Hall, a documentary, and an exhibition at the Immigration Museum. I can't thank our staff enough for making these important events happen.

I was thrilled to attend the Immigration Museum a second time in the year to witness our own Thuy Bui receive the Refugee of the Year Award 2023 for her outstanding achievements. Her speech was very moving, with a perpetual theme of gratitude, despite some very challenging circumstances throughout her life.

Other key events that I am pleased to report about, we ended 2022 with a visit from the Aged Care Quality and Safety Commission for our three-yearly Aged Care Quality Standards Audit. Congratulations to our teams who ensured the audit was a success and confirming that we deliver our services safely and to a high standard. Our NDIS team has been a huge success this year, expanding from 20 clients in June 2022 to 47 clients in June 2023. Hiep Ly deserves a special mention for the passion she shows.

Last but not least, what do you think of our new AVWA branding? After lengthy consultation with a selection of staff, clients and Committee of Management members, we collectively arrived at a brand that celebrates our history and symbolises the cultivation of our future.

The Hoa Mai flower brand symbol is a reflection of AVWA's noble qualities and embedded community roots. The flower consists of five petals and represents both the five blessings: joy, luck, longevity, prosperity and peace and AVWA's five program areas. The Hoa Mai tree's growth is endless and a symbol of our togetherness and community connection. The bright colour palette was chosen to reflect the positive and diverse nature of the organisation and gives AVWA a fresh, modern, and distinctive feel. We hope you love it as much as we do.

Finally, I would like to thank the President and other members of the Committee of Management (CoM). We are steadied by your independent judgment and perspectives which provide benefit to our organisation and the recipients of our service in the community. We thank you for your time and your guidance. I feel blessed to be part of AVWA, and I admire the incredible foundation that has been set by Cam Nguyen and all the current and former staff, volunteers and CoM members.

Thank you all again, and wishing you all a very happy and healthy year ahead.

## Our leadership team

**Ngoc Nicky Chung**  
Chief Executive Officer

**Huy Luu**  
Operations Manager

**Hoa Trinh**  
Finance Manager

**Qui Ma**  
Aged & Disability Manager  
(retired June 2022)

**Thuy Nguyen**  
HCP Regional Manager  
(North, East & South)

**Hue Van**  
HCP Regional Manager (West)

**Nam Nguyen**  
PAG Manager

**Phuong Ngo**  
Training Manager

**Tuan Bui**  
ICT Manager

**Xuan Dung Huynh**  
Office Manager & Media & IT Coordinator



Ms Ngoc Nicky Chung,  
Chief Executive Officer

# Treasurer's Report

I have thoroughly enjoyed my first year as Treasurer for AVWA and I am pleased to report on our achievements in what has been a remarkable year 2022-2023. Our strong financial performance was powered by the vision and strategic directions of the Committee of Management over the whole 40 years and by the capability of our staff, their commitment and dedication.

## Our INCOME

AVWA total income increased by 32% to nearly \$34M from the previous financial year.

In Aged Care Services, Home Care Packages (HCP) remains the biggest income source. Financially, the program performed effectively with a rise of 31.5% in its total all region income, following a 21% increase in the number of clients from 937 to 1137 by the end of FY23.

AVWA's other key services including the Registered Training Organisation (RTO), Alcohol and other Drugs (AOD) counselling, Gambling Counselling and Prevention, Playgroup, National Disability Insurance Scheme (NDIS) have maintained a steady growth. We have also been running 17 small but very important programs relating to Family Violence, Mental Health, Climate Action, and other community support.

## Our EXPENDITURE

In line with the increase in income, our expenditure also increased by 35% over the last financial year.

Employee benefits expenses which include wages and salaries, continue to be our biggest expenditure item at nearly 70% of total costs. This year has seen some national statutory changes which contributed to an increase of 27% of cost over last year. This includes increases of minimum wages and Superannuation Guarantee, changes in the Social, Community, Home Care and Disability Services Industry Award (SCHADS) relating to payments to Aged Care workers, and newly introduced paid Family and Domestic Violence Leave.

During the financial year, AVWA delivered on a series of endorsed expenditures relating to the first Pillar of the Thrive Plan, embedding the "People First Culture". AVWA introduced an Employer Paid Parental Leave Policy to benefit all new parents who have had more than 12 months continuous service. AVWA made an investment to refurbish the Richmond office to make it a safer and more inviting space for work and community.

There has been significant investment in the two other Pillars of the Thrive Plan "Improving Systems and Processes" and "Preparing for Growth" through various additional initiatives through the year.

## Our SURPLUS AND THE YEAR AHEAD

Our Net Surplus from Ordinary activities for the year is \$2.5M, a 6% increase from last year outcome. The surplus will enable us to continue to deliver the Thrive Plan and achieve our purpose, mission, and vision. We are committed to ensuring the surplus is reinvested in servicing the community and securing our future.

Our land and buildings were revalued by an external valuer who raised the value by \$1.4M. This gain has an upward impact on our net surplus and total comprehensive income for the year. The valuation resulted in an increase in Net Assets and a stronger financial position to help us move forward with our plans to deliver premier services to the community.

Finally, I would like to thank the Committee of Management, all Members, Associates, Staff and Volunteers for their role in ensuring the community will thrive now and solidly into the future.



Mrs My-Hanh Tran  
Treasurer



# Our Committee of Management



**Bich-Cam Nguyen**  
President



**Thanh-Kham Tran-Dang OAM**  
Vice President



**My-Hanh Tran**  
Treasurer



**Mai-Lan Nguyen**  
Secretary



**Mai-Huong Nguyen**  
Member



**Thuy Dang**  
Member



**Anna Tran-Bursill**  
Member

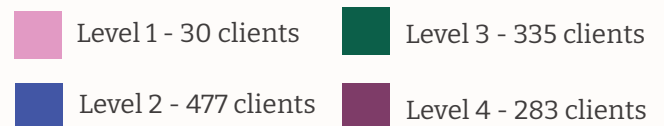
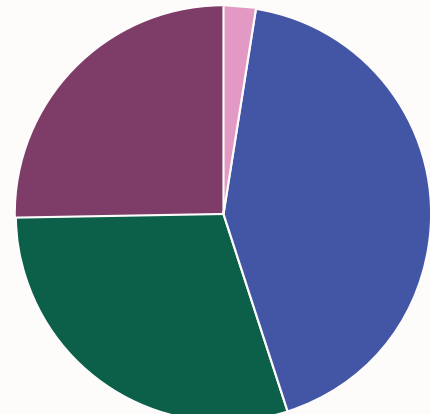
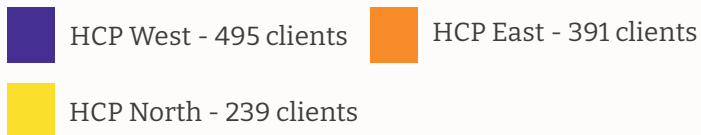
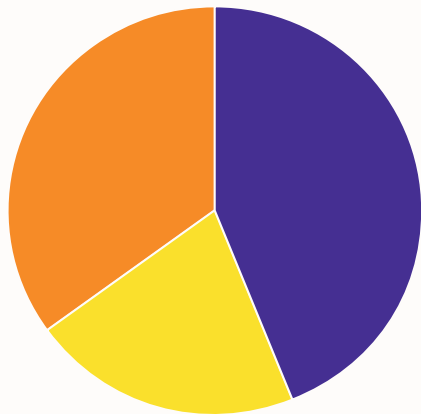


**Cuc Lam**  
Member



**Trinh Phan**  
Member

# Home Care Packages Program



Our Home Care Packages (HCP) Program has experienced extraordinary growth in the 2022-2023 financial year. We are pleased to report that our team has grown, enabling AVWA to provide high quality care to a record number of recipients from the community this year.

The number of packages increased by 21% compared to the previous twelve months. During the year, we served a total of 1,251 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.

In December 2022 the Aged Care Quality and Safety Commission assessed the quality of care and services provided by AVWA against the Aged Care Quality Standards. Our team performed outstandingly well meeting all requirements of the assessment.

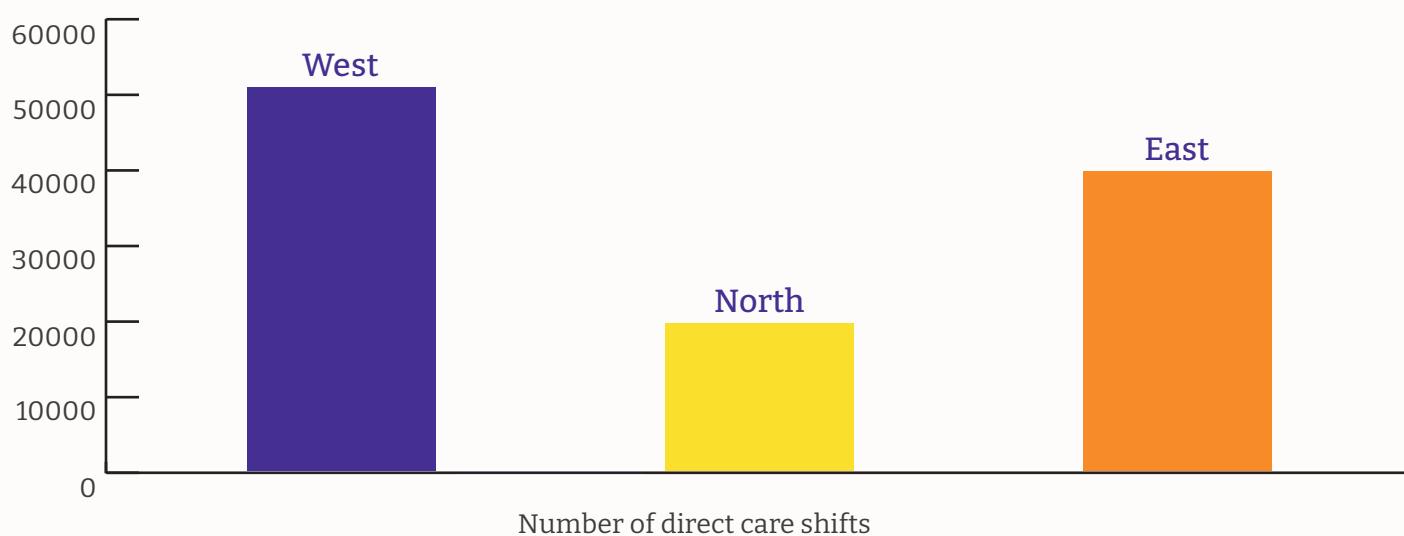
AVWA also was successfully awarded a Specialisation Verification in providing services for elderly people from Culturally and Linguistically (CALD) backgrounds by the Department of Health and Aged Care. We intend to apply for additional specialisations for other potential client groups that may require different care types.

The voice of our consumers forms an important part of our Thrive Plan in order for us to understand how we can always be improving the way we deliver care. AVWA holds sessions throughout the year, inviting HCP consumers to participate in Consumer Advisory Group (CAG) sessions.

Our staff and volunteers should be commended for their incredible effort this year. We are so grateful to have such wonderful and caring staff that make a great contribution to our community.

## Assessment summary for Home Care Packages

Standard 1 Consumer dignity and choice	Compliant
Standard 2 Ongoing assessment and planning with consumers	Compliant
Standard 3 Personal care and clinical care	Compliant
Standard 4 Services and supports for daily living	Compliant
Standard 5 Organisation's service environment	Compliant
Standard 6 Feedback and complaints	Compliant
Standard 7 Human resources	Compliant
Standard 8 Organisational governance	Compliant





## Testimonial from Sister Helen McMahon

I am not Vietnamese but do have a long and productive association with the Australian Vietnamese Women's Association here in Melbourne.

The Vietnamese community is very fortunate to have an association such as this to offer care and support to the Vietnamese people, particularly in their later years. Many of the older and more senior members of the Vietnamese community know and understand very little English. Having care workers, case managers and coordinators who are bilingual is such an asset to those who need Aged Care Packages.

Aged Care packages. I feel very fortunate to have known this Association and I wish them well as they continue their wonderful service to the most vulnerable.

In my association with the Australian Vietnamese Women's Association, I have found sensitive care, dedication and commitment. Regional Coordinators and Care Managers are always available to sort out any problems that may arise and are always approachable, courteous, compassionate, kind and always professional.

The care workers are well-trained and carry out their duty of care with kindness and compassion. I have found them to be very generous in their time and have an eye for anything extra that needs to be done for the comfort and well-being of their clients.

I highly recommend the Australian Vietnamese Women's Association to those seeking a Provider to handle their Aged Care packages. I feel very fortunate to have known this Association and I wish them well as they continue their wonderful service to the most vulnerable.



### Home Care Packages Team members

Qui Ma  
Aged and Disability Services Manager

Hue Van (West region)  
Thuy Nguyen (North, East & South regions)  
Regional Managers

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

Other employees  
Admin, intake, rostering,  
service support officers & care workers



HCP Clients



## Case study

### Mr. C. Ly's inspiring journey

Mr. C. Ly joined AVWA HCP program in July 2022. At that time, he was struggling with his daily tasks and felt uneasy going out alone. Based on Mr. Ly's assessed care needs, his Care Manager discussed with him and worked out a detailed care plan. A part of the care plan is to provide transport assistance. A Care Worker accompanied him on outings like grocery shopping, medical appointments, and park visits. Now, Mr. Ly shows more confidence when going out, knowing there is someone by his side. The outings with the Care Workers have helped reduce his feelings of loneliness and made him feel more connected with the community.

AVWA HCP program offers more than practical assistance. Mr. Ly joined a senior activity group, where weekly he met new people, exercised, and stayed informed about the world. Mr. Ly said that these activities brought joy and purpose to his life, leaving him happier and more fulfilled. He even learned valuable health information, making him appreciate his well-being even more.

Recognising his daily challenges, the Care Manager went the extra mile by referring him to an occupational therapist who assessed his care needs and recommended helpful equipment. Now, Mr. Ly has an electric bed that makes getting in and out easier and safer. He no longer worries about falling or struggling to stand up. And with a cozy recliner chair, his relaxation time is safer and more comfortable.

Mr. Ly mentioned that he is incredibly grateful for all support from the HCP program, knowing he can always ask for help from his care manager who understands him. It's like having a trustworthy companion who genuinely cares. AVWA HCP program has made a significant impact on Mr. Ly's life. It has restored his confidence, introduced him to new friends, and made his daily life easier and more enjoyable.



Manual handling training for Care Workers at AVWA Springvale office

# Commonwealth Home Support Program - Social Support Groups / Planned Activity Groups

In 2022 - 2023, AVWA's PAG groups at all its centres returned to regular operation, as before the pandemic. We are aware participants are still very cautious when attending the groups due to ongoing COVID-19 infection concerns, as the virus is still in the community, especially during the winter months.

An outstanding achievement of the PAG program over the past year was that the number of HCP clients participating in group activities skyrocketed from 87 to 145 since the program was introduced to South East areas at the beginning of 2022. That was why, in May 2023, we had to create a new group for HCP clients in our Springvale office.

A quality review was conducted by the Aged Care Quality and Safety Commission in December 2022. It was pleasing to see our Aged Care Services teams come together to successfully demonstrate AVWA's compliance requirements as set out by the Department for Aged Care Services. We are confidently moving forward in preparing for the Aged Care Services reforms proposed to start in July 2025.

PAG's first significant activity last year was the Mid-Autumn Festival event which was held at Deer Park Centre. The premises was colourfully decorated with paper ribbons and lanterns and we were all entertained by lively performances by lovely amateur actors in traditional Ao Dai costumes. The event was attended by more than 150 attendees who participated in lots of activities including quiz games.

The Mother's Day celebration in May 2023 was also a highlight. PAG co-hosted with two Playgroups in Springvale and Deer Park to deliver two intergenerational events. The events proved beneficial for all attendees and our aged participants reported that it was very interesting for them. They enjoyed watching the children and their parents singing and dancing together, and the interactions with little toddlers reminded them of their childhood and being a parent to young children.

Finally, a "World Elder Abuse Awareness Day" event was held on 15 June 2023. Our PAG group members and program staff responded enthusiastically to the various activities such as dressing up in lovely purple outfits and participating in handicraft by

making purple flowers and purple crowns to promote the awareness of elder abuse and ageism in the community.

Three of our PAG staff certified by the Elder Abuse Victoria presented at this event to aid our group clients understand and be aware of this issue.

In December 2022, the survey results of 252 clients participating in PAG groups showed that our PAG program has been highly appreciated by the participants with 95% being very satisfied with the staff and volunteers and 96% responded that they would recommend the program to others.

2022 - 2023 was also the year we were able to support many internship/ placement students into our PAG program for their aged care training program requirements. The students expressed many positive impressions of our program and staff.

Our staff and volunteers participated in a range of training activities this year, including Sexual Harassment in the Workplace, Dealing with Difficult Clients, and the Nature of Teamwork. The annual Manual Handling training was also organised during Volunteer Week for our volunteers and staff to review the skills necessary for them to operate safely in their jobs.

As part of our efforts to ensure a smooth and steady transition to the government's new In-Home Aged Care program in July 2025, our PAG staff undertook a SWOT analysis to identify our team's strengths, weaknesses, opportunities and threats to take the necessary actions for a sustainable and flourishing future. We are pleased to be taking the chance to upskill our PAG staff team members. Our team are enrolled in the "Leisure and Health" course next year to improve the program's service qualities and, more importantly, to expand other services for our PAG program.



Nam Nguyen  
PAG Manager





*"It was my great honour to be a placement student in two PAG groups of Thomastown and Lalor. One hundred twenty hours of placement was not too long but not too short. During my time in those groups, I could see the care, the love, and the great communication between the group leaders and staff with their clients. I learnt a lot from them and how they ran activities in both groups. Thank you all for accepting me as a placement student and for your support and encouragement all the time I was in your groups"*

- A student on placement



Our PAG Volunteers with Ngat Ho & Nam Nguyen



# Dementia Support Group

In the past year, the Dementia Support Group (DSG) has experienced a notable increase in participants, growing from 35 to 60 individuals. The majority of these participants are consumers of the Home Care Packages Program. To accommodate this significant growth, a second group was established in St Albans in February 2023. This expansion aims to cater not only to the increasing number of participants but to minimise travelling time and providing a cost saving for clients residing in St Albans, Albanvale, Watergardens, and surrounding areas.

Additionally, the DSG has introduced a range of new activities with a focus on supporting clients in maintaining their basic living skills, promoting socialization, and enhancing physical and mobility functions. The group has received positive feedback from both clients and their family members. Notably, even clients with advanced dementia who initially showed limited engagement in activities have displayed significant improvement after two months of joining the group, actively participating in the planned activities.

## Dementia Groups

Yarraville  
Thursdays, 9:30 am – 1:30 pm  
48 Fehon St, Yarraville  
VIC 3013

ST. Albans  
Fridays, 9:30 am – 1:30 pm,  
45 Kings Rd, St. Albans  
VIC 3021



*"My mother is living with dementia, and in the past, she used to ignore or not respond when family members talked to her. After joining the group, my mother's communication, concentration, and mood have greatly improved. Our family feels very happy and grateful for what the group and AVWA have done to provide beneficial activities and social environment for the elderly."*

- Feedback from Ms H.D

## Dementia Support Team

Van Ha  
Coordinator

Helen Tran, Mai Pham  
Facilitators

Tien Dang, Lanh Pham, Jenny Nguyen, Thuan Doan  
Care Workers

Thanh Nguyen, Danh Le & Thi Vi Duong  
Volunteers





Good News: On November 17, 2022, the group organized a small party to celebrate its 6th anniversary. With the attendance of over 60 guests, including group members, support staff, volunteers, care managers, and notably the presence of the new CEO, Ms. Ngoc Nicky Chung, and the Regional Manager of the Western Region, Ms. Hue Van. The party was a great success, featuring entertaining and lively performances that filled the air with laughter.





# National Disability Insurance Scheme

National Disability Insurance Scheme (NDIS) provides funding for eligible people with disabilities, to enable them to spend more time with their family and friends, have greater independence, better access to skills development, jobs, volunteering in their community, and an overall improved quality of life.

The NDIS also connects persons with a disability to available services in their community. In January 2021, AVWA established the NDIS program called The Vietnamese Organisation for Vietnamese Disability. AVWA has a vision for inclusion for all members of the community, and through this additional offering, we are closer to meeting our objective. We are now able to reach out to more Australian Vietnamese with a disability and we are able to help them to access the same opportunities within the NDIS program.

The AVWA NDIS program has two main aims. (1) To assist Australian Vietnamese with additional needs to access NDIS funding, through implementing the NDIS plan and enabling them to access suitable support and (2) To offer support to those who are not eligible for NDIS to access additional available assistance.

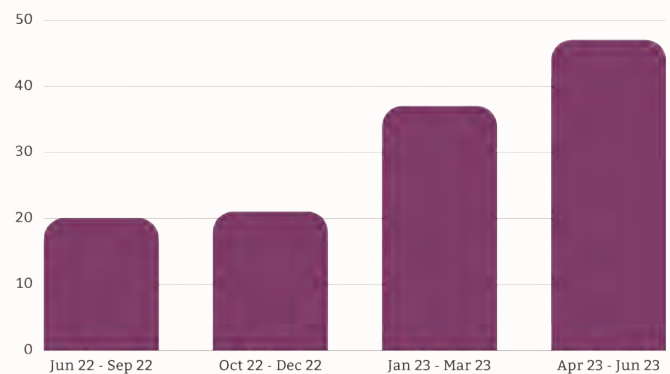
In July 2023, NDIS celebrated a significant milestone, having operated nationally for a decade. AVWA celebrated two and a half years of supporting Australian Vietnamese with disabilities. During the 2022/23 financial year, AVWA NDIS Program proudly assisted 110 clients with information about the scheme, services and support.

We have helped more than 24 clients successfully become NDIS participants. Many NDIS participants have been advised and assisted in implementing and managing their funds. Some, whilst not eligible for NDIS funding, have been enabled by the program to access immediate short-term or long-term support from their local councils and other resources.

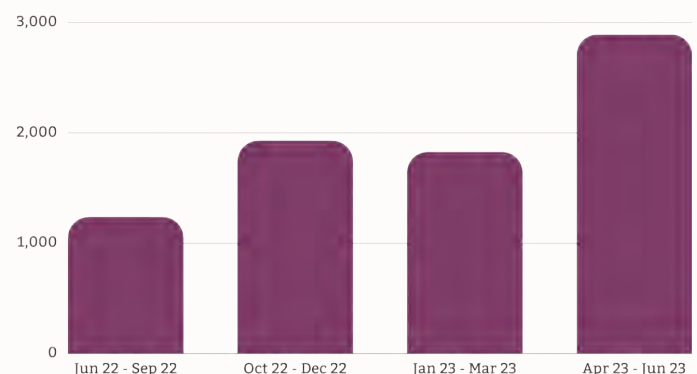
This year, the AVWA NDIS program expanded its scope to provide plan management for NDIS participants, support care workers and support coordination. We help participants manage their funds and connect them to suitable therapeutic services in the home or community. We also enable carers to have time for themselves whilst they can be assured the person they care for is well looked after.

Through plan management, participants and carers are offered guidance to maximise the funding benefit and utilisation.

**Number of clients in 2022 - 2023**



**Service hours in 2022 - 2023**





This graph shows the program growth in 2022-2023. The number of clients and service hours increased from 20 clients and 1233 hours in June 2022 to 47 clients and 2888 hours in June 2023. Our clients' ages range from just 1 year old to 66 years old. Some are living with physical disabilities, while others are experiencing psychological disabilities. Our team comprises of 3 office staff and 42 support workers who embrace AVWA's values of integrity, respect, inclusion, compassion, excellence, and innovation. The NDIS program enables participants to gain control over their lives and to live the way they want.

Feedback is important to us. One of the many compliments that has motivated us to continue expanding and reaching out to more people with disabilities in the community is from Mrs Tuyet, 60, who lives with a genetic brain disorder.

The NDIS program at AVWA continues to grow and develop. We are encountering the same challenges as other providers such as workforce shortages and having to adapt quickly to national system changes. Our team is willing and ready to adapt and collaborate with internal and external stakeholders to ensure we can prepare for future growth, a key pillar of the Thrive Plan. We are focused on reaching more Australian Vietnamese with disabilities and giving them the same opportunities to access appropriate services. We are currently expanding our registration with NDIS to provide an even broader range of services to our community. We look forward to sharing more news with you in the near future.

Bao Hiep Ly  
NDIS Team Leader





# Commonwealth Home Support Program - Domestic Assistance

424 clients received services

Commonwealth Home Support Program (CHSP)- Domestic Assistance has been providing services to Vietnamese seniors living in the Western and Northern regions of Melbourne who have some health issues and need assistance with household chores such as vacuuming, mopping, laundry or unaccompanied shopping. The services are not just for domestic tasks, but also support for clients to live more independently at home with improved health and well-being.

As outlined in the AVWA Thrive Plan 3-year strategic roadmap, and also in line with the Aged Care Quality Standards, the client is always the centre of care and services.

Firstly, culturally and linguistically appropriate services are provided to meet the clients' needs. AVWA focuses on recruiting staff who can speak the clients' language and share their culture. Clients will have more opportunities to meet and socialise with people from similar backgrounds, and feedback about the program can be received in language. AVWA has been endorsed as a provider with a Culturally and Linguistically Diverse (CALD) specialisation which is reflected on the My Aged Care portal.

Advocating for better health is an important objective of the program. Staff often discuss with clients how

9813 hours of services provided

to maintain and improve their physical abilities. For instance, clients are encouraged to do light chores where possible, such as wiping tables, putting laundry items into the washing machine, or working alongside care workers to help change bed linen or handing food to the care worker for storage in the fridge. Clients participate in gentle physical activities when performing these light tasks so they may can maintain or enhance their remaining abilities and contribute to the care of their home more independently.

When clients experience changes in their health and their current care needs can no longer be met by the program, they will be referred to the Assessment Service to be reviewed and assessed for more appropriate care programs where possible.

During the 2022-2023 financial year, the Program proudly provided 9813 hours of services to a total of 424 clients. Also, 247 reviews were conducted and referrals were made to the Assessment Service for clients requiring additional care needs. Of these, 89 clients were approved for a higher level care program.

The Program received many compliments through the year, most notably, special thanks from Mr Minh Van Tran & Mrs Lieu Thi Vu, Nguyet Thi Dao & Duong Dao.



## Our CHSP team

Qui Ma  
Aged Care & Disability Services Manager

Hue Van  
Regional Manager-HCP Western Region

Tinh Nguyen, Mai Pham, Minh Anh Tran, Ngoc Nguyen, Helen Tran & Nuong Tram  
CHSP Service Coordination Officers & Service Support Officers

CHSP Care workers



# Staff Acknowledgements

## 19 Years

Qui MA  
Aged and Disability Services Manager (retired, June 2023)

## 20 Years

Jim Hung LY

## 15 Years

Tu Hue VAN | Cam Sau LE (retired, June 2023)  
Loan Ngoc TRAN | Thu Ngoc NGUYEN | Que Xuan DOAN

## 10 Years

Thien Kim TRUONG | Tien Thanh DANG  
Huyen Thi NGUYEN | Huong T NGUYEN

## 5 Years

Dang Ha Uyen TRUONG | Ngoc Nguyen Bao TRAN  
Bich Phuong TRAN | Tram MAI | Nhi Y DANG-NGUYEN  
Acacia Tuyen NGUYEN | Truong Kieu THI  
Nguyen Luong Anh VO | Thu Thi DANG | Xuan Tu NGUYEN  
Hoang Kim TRAN | Han NGO | Linh HUYNH  
Thuan Ngoc HUYNH  
Hoi Thi Thu TRAN | Therese Linh TRAN | Tu Huong DANG  
Dieu Tam Thi TRAN | Sang Thi Thanh NGUYEN | Thi Ai Nu Tran

## Thank you for your loyal service

# Training and Vocational Services

Our Registered Training Organisation (RTO) experienced a year of significant development.

Firstly, we successfully transitioned our Certificate III and Diploma of Early Childhood Education and Care to the latest qualifications to meet the requirement of the industry. Secondly, we have designed simulated work environment areas on campus for both aged care and childcare students to ensure they are able to practice and use equipment appropriately before going to their work placement. In addition, we converted our trainers from contractors to direct employees to offer them more employment benefits. Finally, the Skills First Reconnect Program continues to serve as the cornerstone for assisting vulnerable residents in reconnecting with education and/or employment.

Childcare and Aged Care courses continued to be the flagship of our training scope. In September 2022, we successfully transitioned to CHC30121 Certificate III in Early Childhood Education and Care and CHC50121 Diploma of Early Childhood Education and Care. Our students were provided with the most up-to-date skills and knowledge in the childcare industry. The new programs attracted 44 new students in both Braybrook and Springvale offices with the trend expected to increase this forthcoming year.

We have not only focused on theory but also provided students with simulation tasks on campus and practical demonstrations in the workplace.

Our RTO has invested in building simulation work environment areas for both aged care and childcare students on our campuses in Braybrook and Springvale. This allows students to learn theory and apply it through role-playing and simulation tasks. They are trained to use lifting machines and wheelchairs, or to practice baby changes, baby feeding and the like. Consequently, our students become more confident when they undertake practical demonstrations during work placements as part of the training programs.

Thirdly, our RTO acknowledged the valuable contributions and dedication of our trainers and assessors, prompting the decision to transition them from contractor to direct employment with AVWA. This provided them with increased job security and access to AVWA's comprehensive employment benefit. This progressive step reflects our core values, ensuring our team remains at the heart of our mission to deliver exceptional education and services to our learners and community.

Lastly, in the financial year 2022-2023, the Skills First Reconnect Program assisted 73 disadvantaged participants to engage in education and/or employment. Regular workshops and engagement activities were conducted to address their family, social and employability challenges. Thanks to the program's ongoing financial and emotional support, nearly 92% of these participants have engaged in education and training, with almost 40% pursuing further studies or securing desirable jobs.

T.M, a Reconnect participant, joyfully shared her success story after 12 months of program engagement (February 2022 – March 2023). Living in Australia for 8 years with her non-Vietnamese husband and without Vietnamese relatives, she faced numerous challenges, including mental health issues due to cultural conflicts, limited social network, low employability skills, full-time caregiving, and serious financial hardship. Throughout the program, she actively participated in all Reconnect activities and external referrals. With vital financial support, she achieved her learning goals by completing English and Job Search courses at AVWA.



In March 2023, she pursued further studies in Certificate IV in Massage Therapy at Melbourne Institute of Massage and Myotherapy as a post-Reconnect program pathway. In June 2023, she talked to her former Reconnect case manager

*"After my training completion, although I have already received several job offers from some therapy clinics, I still wish to work for AVWA as a sub-contractor or therapist to serve Vietnamese elderly people as my special thanks and return for what I received from AVWA previously".*

One challenge we have faced with is the overwhelming volume of manual work in our day-to-day enrolment process. As the number of students enrolling in our RTO continues to grow, it has become clear that our processes need to be more efficient. To address this issue, we plan to implement digital technologies, specifically for our enrolment process, which will improve how we do things and make our daily work much better. Apart from the challenge, we also have an opportunity to expand our training services to the Northern region of Melbourne. Thus, the transition to latest qualifications on our scope of registration will be the initial step to expand our training services to potential students in the City of Whittlesea and surrounding areas.

## Training Management Team

Dr. Phuong Ngo  
Training Manager

Dr. Huyen Bui  
Training Development Officer & Skills First Reconnect Program Team Leader

Ninh Tran  
RTO Compliance and Placement Officer  
(Northern and Western regions)

Trang Do  
Training Administration Officer

Trong Hung Nguyen  
Training Officer

Thuy Vo  
Business Development Officer

Vu Nguyen  
Training and Reconnect Officer

## Training and Assessment Team

Minh Lam, Solomon Haile Melekote,  
Thanh Hai Nguyen  
Trainer - Certificate III in Individual Support (Ageing)

Seema Maini, Ruchika Vohra, Kim Nguyen  
Trainer - Certificate III and Diploma of Early Childhood Education and Care

Jenny Nguyen, Truc Ho, Thuy Duong  
Trainer - Certificate I, II and III in EAL

Kiet Nguyen  
Basic Computer Trainer



# Playgroups

We are pleased to report that since July 2022, all AVWA playgroups have returned to deliver face to face activities after the impact of the pandemic. We are hopeful to have attendance rates rise to that of the pre-pandemic level very soon, but nonetheless, there is much to celebrate with our playgroups.





# Interview with a volunteer

The first story we would like to share is of an interview we did recently with a long-term volunteer who is also a Grandmother.

T.T.N has volunteered for AVWA playgroups for seven years from her first grandchild to now, her fourth. During the last session for 2022, we sat her down for a chat about her experience with AVWA. Below is a transcript of our chat.



## How did you hear about the playgroup?

My daughter was at a Lunar New Year festival at Footscray and saw the stall for the Australian Vietnamese Women's Association advocating the Vietnamese Playgroups. My daughter and I went to the Vietnamese Playgroups together. There were many people there from grandparents, carers and parents with their children. They were learning about Vietnamese culture, eating Vietnamese food, learning songs and reading books in Vietnamese and interacting with other children from the same background. I think it's important for kids to learn Vietnamese so they can speak to their parents or grandchildren in Vietnamese.

## Tell us, where have you been a volunteer with AVWA Playgroups?

I have been as a volunteer at Maidstone playgroup at Maidstone Community Center and Sunshine playgroup at Duke Street Community House.

## What do you think is special about this playgroup?

There is an educator that speaks both English and Vietnamese. I really like this as kids can learn both languages. One of my favourite parts at playgroup is refreshment time. Food is provided for the kids and carers. We share a meal together which is special as we all sit down with the children and carers to eat. The food is Vietnamese so the kids are exposed to Vietnamese too.

## You have been volunteering for 7 years, you must have made some friends?

Yes, lots of friends and you meet other people that come to speak to you about local issues or community messages.

## Your time is very valuable. Why do you volunteer your time?

I really like meeting other people and connecting with my grandchildren outside of caring for them in my home. It gives me something to do and something to share with the groups. I love cooking for other people, it brings me joy and makes me happy.







## Intergenerational event

Research strongly supports that intergenerational activities can improve the health and well-being of older people by sparking enjoyment and providing a sense of purpose. For children, studies support that intergenerational activities can help towards increasing confidence and communication skills.

Recognising the mutual benefits intergenerational activities can bring, in May 2023, AVWA held two intergenerational events bringing playgroups children and families together with aged care social support group participants.

Our staff were excited to bring two special Mother's Day events, one at Deer Park Hall and the other at our Springvale facility. The events were a great success especially given it was the first time ever in Springvale and a great come back after a long break from the pandemic at Deer Park. We can see from the smiling faces how much it was enjoyed!

We hope to bring more intergenerational events to our community in the future so that members of all ages may enjoy the benefits, now and into the future.





# Brighter Futures Program

In the 2022-2023 financial year, the Brighter Futures Program returned in full swing.

The program provides local primary school students in the North Richmond area who are from low socio economic and disadvantaged households the ability to participate in an after school tutoring program.

The program is run with the support of The Salvation Army Richmond Corps, St. Kevin's College and Melbourne Girls College. Each week, the high schools send high school students who provide tutoring support to the primary school students. The high school students are accompanied by a teacher and one special volunteer student from The Mac.Robertson Girls' High School.

The program operates from 3:30pm to 5.00pm every Tuesday during school term near our Richmond Office on Lennox Street.

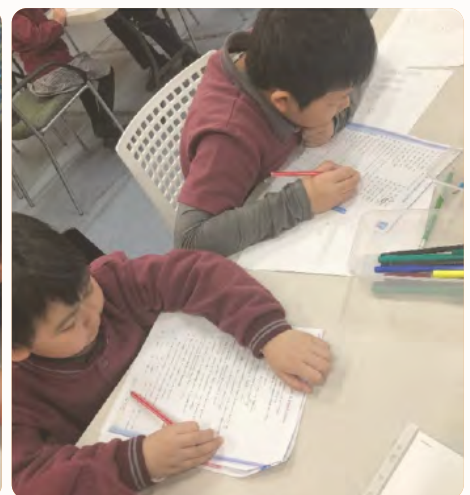
Support is provided particularly for students who have numeracy and literacy challenges which may be a result of English not being the primary language in the household, and other related challenges of being from culturally and linguistically diverse (CALD) backgrounds.

The feedback that we receive from learners and their families, and tutors are very positive. The popularity of the program continues to grow and there are always new children joining every new school term.

As part of the program, we provide refreshments to the participants before the program starts and at break time, so they are not distracted by hunger and can fully participate. At the end of the year, we hold a small party with all students and tutors during which we issue gifts to all as a way to recognise their participation and to express our thanks to the tutors and their teachers, for their hard work throughout the whole year.

Despite not receiving grant funding for the program in the last financial year, AVWA assessed how important this service is, and continued to run the program for the range of benefits to the students, tutors and the community alike.

Phuong Vy Ta Le  
Brighter Futures Project Officer





# Indochinese Prisoner Support

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

## Pre-release support

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

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, telephone use for family contact, requesting personal items for prisoners, referring prisoners to internal services, to post release support and providing informal and 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. Our staff can assist by providing families with information about the prisoners' whereabouts, as well as passing on prisoners' requests such as contact numbers or financial support.

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

The program has a real impact to helping prisoners stay connected to their culture through sporting and cultural events such as Lunar New Year and Full Moon Festivals at MAP, MRC, PPP, Barwon Prison, Marngoneet & Karreenga 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 various 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.

Prison	Frequency
Melbourne Assessment Prison (MAP)	Twice per week
Metropolitan Remand Centre (MRC)	Twice
Port Phillip Prison (PPP)	Monthly
Dame Phyllis Frost Centre (DPFC)	Monthly
Barwon	Monthly
Marngoneet Correctional Centre (MCC)	Monthly
Karreenga (KAR)	Monthly

Regular prison visits are conducted according to the schedule

# Achievements

Total from 1 July 2022 to 30 June 2023:

Prisoners who received individual support	512 (201 new)
Families that received support	368 families
Prison visits	114 times
Individuals	45 new clients

The COVID-19 pandemic resulted in many restrictions at all the prisons, which have now been fully lifted and prison visits returned to normal by the end of 2022.

ICPS's workers were able to arrange 2023 Lunar New Year celebrations for Indochinese prisoners in Victoria's eight prisons. The Indochinese prisoners, especially the Vietnamese and Chinese prisoners, were very happy and excited to welcome AVWA's new CEO, Ms Ngoc Chung and other staff to come and celebrate the event with them. Traditional foods such as sticky rice cakes, sweets, dry fruits, pork loaves, roast pork, roast duck, rice noodle, coconut water, watermelon and other tropical fruits were provided for the event. Lunar New Year celebrations are organized on different days for each prison. There were 219 Indochinese prisoners who attended the events in total.

AVWA provides material aid of \$200 for post-release support clients. Despite the pandemic having passed, many of our post-release clients are still in need of help. We have found that there has been more need for help than pre-pandemic because of rising costs. AVWA has continued to provide the \$200 social support to each client.

We also provided material aid to three deportees who were deported back to their countries after serving their sentences in Australia. When they were transferred to the Migrant Centre, all they had were prison uniforms that they were wearing. AVWA provided them with suitcases, new clothes, new shoes, and essentials so they may return to their homeland with dignity.

# Case study

Mr B was four years of age when he escaped from Communist Vietnam with his uncle and aunt. He was subsequently incarcerated in a refugee camp for three years and arrived in Australia aged seven.

He experienced little attention or parental supervision during his formative years as his aunt and uncle worked very long hours and failed to provide any meaningful sense of family.

Mr B identifies his education as very minimal and rudimentary. He attributes this to his poor home life and felt disadvantaged due to his inability to communicate adequately in English. He left school at thirteen and, despite having a home, lived mostly on the street for the next seven years. At this time, he developed a heroin addiction.

He travelled to Vietnam aged twenty to be reunited with his family. He and his wife were married during this trip. He then returned to Australia. This marriage resulted in the birth of two sons, now six and four years of age. The children experience a close and loving relationship with their father. Mr B has a long history of arrests and court appearances for drug-related offences. He has been imprisoned on five occasions. He is currently serving a 12-month imprisonment term.

Mr B states his deep appreciation for the support and assistance he received from AVWA's Indochinese Prisoner Support program. He articulates that during this period of imprisonment, he has formed a more mature and realistic understanding of his situation and feels confident that with the ongoing support of ICPS, he will be more successful upon his release from prison.

Mr B's wife and children are receiving home visits, support, assistance and counselling from ICPS workers as needed.

At AVWA we are proud to be making a positive impact for prisoners and their families.



Thuy Bui  
ICPS Coordinator  
The winner of the Achievement  
Award for the Victorian Refugee  
Awards 2023

# Gambling Counselling Program

The AVWA Gambling Counselling Program is a support service for Vietnamese people living in both the Western and Northern metropolitan areas of Victoria who are experiencing gambling harm. Some people experiencing gambling harm may have difficulties in using mainstream services provided by Gambler's Help due to language or cultural barriers.

AVWA recognises that counselling services are most effective when provided to the gambling-affected Vietnamese community in a culturally sensitive and linguistically appropriate way.

The program delivers two main components: (1) therapeutic counselling for Vietnamese individuals and (2) culturally appropriate education and awareness-raising sessions about gambling addiction and harm to the Vietnamese community. In this 2022-2023 financial year, we have successfully achieved the planned targets, for both client activities and non-client activities. We are proud of the outcomes achieved throughout the year.

## Direct client activity

This year, we have continued to adapt the way we deliver our services to accommodate the needs of our clients and the services they require. Hybrid methods incorporating, face-to-face, telephone and Zoom-conference app to deliver counselling sessions to our clients have been effective. We are pleased to report

that since December 2020, we have been running an online social support group co-facilitated by the Footscray Narcotics Anonymous' facilitator. This group runs fortnightly via Zoom on Tuesday nights. The participants are encouraged to take turns in chairing the meetings in order to increase their sense of empowerment to support their recovery journey.

Clients' needs included but were not limited to gambling assessment and treatment, development of alternative coping strategies, dealing with emotional difficulties and relationship problems, communication breakdown, building resilience, financial difficulties and revocation to Crown Casino.

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



Total clients in 2022-2023

51





Referrals to the program came from various sources, including: Corrections Victoria, Gamblers' Help flyers, Vietnamese psychologists and Mental Health Social workers, Family Violence services, AOD services, Indochinese Prisoner Support services, Crown Casino, legal offices, other Gambler's Help agencies, and word-of-mouth.

## Non-client activity

AVWA continues to strengthen our relationships with other organisations running relevant programs targeting the Vietnamese community. The organisations we worked closely with included but were not limited to Brimbank City Council, IPC Health, CoHealth, Settlement Services International, The Vietnamese Community in Australia, Narcotics Anonymous, Dame Phyllis Frost Centre, researchers from CQUniversity Australia and Mental Health Professional Network.

We also work collaboratively with other AVWA projects and programs, including Gambling Prevention, Alcohol and Other Drugs (AOD) counselling, Family Violence, Indochinese Prisoner Support, Playgroups, and Planned Activity Groups (PAG). We collaborate with these programs to exchange knowledge, develop resources, co-design and co-run in-group workshops and information sessions, special event celebrations. minimise gambling harm in the Vietnamese community as well as encourage early help-seeking behaviour with professionals, and sharing the concept of wrap-around support from the community.

We also work collaboratively with other AVWA projects and programs, including Gambling Prevention, Alcohol and Other Drugs (AOD) counselling, Family Violence, Indochinese Prisoner Support, Playgroups, and Planned Activity Groups (PAG). We collaborate with these programs to exchange knowledge, develop resources, co-design and co-run in-group workshops and information sessions, special event celebrations. minimise gambling harm in the Vietnamese community, as well as encourage early help-seeking behaviour with professionals, and sharing the concept of wrap-around support from the community.

For Gambling Harm Awareness Week 2022, AVWA Gambling Counselling and Gambling Prevention hosted a very special information session that was a great opportunity to raise awareness of gambling harm and share information about other services available. Supporting this year's topic of mental health and gambling, AVWA partnered with Brimbank City Council, particularly their Sunshine West Community Centre, Western Bulldogs' Foundation Community, including Sons of the West and Daughters of the West programs to introduce recreational activities.

Teams from other AVWA's services including Jobs Victoria, Training RTO, Carers Employment Support and Family Violence Prevention were also involved in this event. The event aimed to destigmatise gambling harm in the Vietnamese community, as well as encourage early help-seeking behaviour with professionals, and sharing the concept of wrap-around support from the community.

## Gambling Counselling Program Team

Anh Bui  
Counselling Team Leader

Kayla Tran  
Counsellor



# Gambling Prevention

Invest in You Too (IIYT) and Activators of Change (AOC) are projects funded by the Victorian Responsible Gambling Foundation (VRGF) aimed to reduce and prevent gambling harm for women in Vietnamese communities, mainly in the West of Melbourne. These projects were built on the key findings of the Foundation's Co-Design Report and focus on supporting isolated, vulnerable and younger Vietnamese women with either low or no English proficiency. VRGF also engaged Lirata Consulting, a private consulting company, to work with the Gambling Prevention Project Officer, Thao Ha to undertake participatory, mixed methods of 'action-learning' evaluation.

According to the final evaluation report by Lirata, "IIYT and AOC have been delivered at high quality, have effectively engaged a substantial cohort of Vietnamese women, and have demonstrated a strong capacity to address risk factors for gambling harm", "reached many women from their target cohorts and had strong, regular engagement from participants. 80% of AOC attendees (71 women) and between 31% and 49% of IIYT attendees each term were new to AVWA"

## Invest in You Too Project

After the pilot program was successfully delivered to one playgroup in the first term of 2022, the activity plan was updated based on participants' feedback and requests. The planned activities include introductions to family law, local law, Jobs Advocate, AVWA training courses, gambling and mental health, immigration/settlement, domestic violence, Services Australia, women's health, dental care for children and children's health, which were delivered to St. Albans Playgroup, Deer Park Playgroup, West Vale Playgroup and Duke St Playgroup in terms 3 and 4 of 2022 and term 1 of 2023. Additionally, the Full Moon Festival event, Christmas and Lunar New Year celebrations were opportunities for playgroup participants to celebrate significant events together.

The strong partnership between Brimbank City Council, Steering Committee, member organisations and external local community organisations meant the events and activities highly engaging. "This has been a valuable project to be a part of and has shown the value of partnerships between Council and AVWA" (Steering Group member).

## Activators of Change Project

From April 2022, the project recruited six volunteers from the community who participated in a 6-week training program to become Activators of Change (AOC). Each AOC volunteer was responsible for recruiting at least 10 "hard to reach" women, for example those who were caring for school-aged children. This project had six groups in total, five in the West and one in the North of Melbourne. By July 2022, all 6 AOCs were facilitating monthly group meetings to help participants connect and develop skills. Some examples of feedback from AOCs are as follows:

All 6 AOCs agreed that the 6-week training and ongoing support from the Project Officer helped prepare them to fulfil their roles, gave them a better understanding of gambling harm and provided them with useful information and resources to share with their group members.

All 6 AOCs showed excellent commitment to the project. They all conducted/performed their tasks very well.

"When I participated in the program, I learnt about many support services in the community for classes that help with employment-seeking, for example, the course for support workers, which I liked very much." - AOC participant

"It is good to get information directly from trusted sources. There is a lot of information around that is not correct." - AOC participant



AOC and IIYT had a strong impact on 8 key outcomes, reducing risk factors and improving protective factors to help prevent gambling harm



n: number of interviewees

## Case study Trang's story (AOC) - \*Name has been changed

Trang\* is a single mother with a young child. She is separated from her husband and has no family support in Australia. She describes her spoken English as not fluent. She had heard of AVWA but hadn't attended any activities until she met a friend at a childcare centre who told her about AOC, a meeting she describes as "very fortunate".

She describes her life before joining AOC as housebound and isolated: "Apart from taking my child to and from childcare, I didn't leave the house much. I did not have any friends." AOC helped her find social and emotional support:

*"I met many friends through the program. Anything I didn't know, I asked them and they helped me. Previously, I had some mental health problems, lots of stress. But once I made friends with the group members they helped me lift my spirits. I find life more fun, more enjoyable. It's like a family. Even after only ten months, I feel they're real friends."*

Before joining AOC, Trang raised her child without accessing any types of support, but through the project she learnt about supporting services she could access, including legal and education services.

By attending regular activities of AOC, she also heard about accredited training courses that suit her situation and her employment goals:

*"I am actually close to completing a six-month course in childcare, with some possibility of employment at the end."*

Trang felt vulnerable to gambling harm due to her isolation but said that AOC provided her with strength and support:

*"Joining the group helps me find the right directions. Sometimes when people know that you're alone, they'll try to steer you into pathways that would lead you astray. A woman took me to Crown Casino once, promising me that she'd teach me how to win... But I felt scared, her plan frightened me, so I didn't gamble."*

She says if someone asks her for help with a gambling problem:

*"I will voice my views. I'll find out why they gamble. Maybe they gamble to forget their problems. But I'd advise them to spend their money on useful things instead of losing it in gambling."*



# 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 balancing work and caring responsibilities challenging and may experience difficulty maintaining a job, leaving carers financially disadvantaged and vulnerable.

Recognising this, the Victorian Government delivered a State Budget for the Carers Employment Support Program.

In November 2011, AVWA was one of the program's early participants, 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 and non-Vietnamese carers who require support to achieve their training or employment goals whilst continuing in their caring role.

To date, approximately 80 carers have participated in the Carers Employment Support Program at AVWA. Various 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 their changing needs. Examples of the services provided include the provision of information and advice, confidence-building sessions, counselling and support and group activities for carers.

Additionally, AVWA delivers pre-vocational employment and post-vocational employment training support. AVWA provides tools and equipment and mentoring that carers can access for employment or training purposes or for respite, and the like.

AVWA is pleased to share the following positive outcomes:

- Three participants continue to be provided with ongoing with pre-vocational training support. They are currently enrolled in English for work: Certificates in English as an Additional Language, which will help build job-readiness, confidence and skills before entering vocational training courses.

- Two participants were provided support in job-finding and are now in paid employment.
- Four participants have engaged in vocational training courses, including Certificate III in Early Childhood Education and Care, Certificate III in Individual Support (Ageing), and Certificate IV in Hairdressing.
- Two participants have now completed vocational training courses (Certificate III in Individual Support and Certificate IV in Disability Support, respectively) and have been successful in attaining paid employment.

The program is focused on providing a person-centred approach including one-on-one support throughout the carer's journey. This ensures the support is meaningful and effective and meets the expectations of participants. We promote a welcoming, barrier-free environment where carers are treated respectfully and with dignity. They are given an opportunity to express their needs, develop their strengths, and 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 broader range of support and services to those 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 - CESP Project Officer



## Case study

*'Although caring for your loved one is worthy, it is time-consuming and affects my health and well-being'*

- said a full-time carer caring for four-year-old child with a disability.

Despite being a resident in Australia for several years, her English was very limited, and she did not know where to seek support. In addition to low English proficiency she had additional barriers of low employability, a small social network, and financial difficulties.

She obtained a Certificate III in Hairdressing in 2018 but has never worked due to caregiving responsibilities. Since she participated in AVWA's Carers Employment Support Program (CESP) and Training Service, she has been provided with the following:

- Wrap-around support services include a client support plan and career planning consultation.
- The participant's need were identified: to improve her practical skills as a hairdresser by finding a job in a hair salon.
- Tailored support: Vocational training and pre-employment support include vocational counselling, pre-employment support, and job readiness. Other support included material support, respite care, and social engagement support.

CESP assisted the participant in gaining practical hairdressing skills experience by helping her to find volunteer work as a salon assistant at a hair salon in Footscray.

One day, she rang us with an amused voice and said she had a casual job offer after volunteering for three months. It is a milestone in her employment journey, and she wants to develop her career. After vocational training and career consultation, she has decided to attain a Certificate IV in Hairdressing. We are looking forward to her further career success!

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

# Alcohol & Other Drugs Treatment Counselling

AVWA is pleased to provide AOD counselling services through a project that is funded by the Commonwealth Government Department of Health through the North West Melbourne Primary Health Network (NWMPHN). We are able to provide alcohol and other drug information and counselling, consultancy, and continuing care for Vietnamese clients across Melbourne metropolitan regions.

AVWA provides bilingual and bicultural counselling and psychological support to help clients develop healthier views on the use of alcohol and other drugs. Part of our role is to undertake advocacy work to support clients by providing reports or supporting letters to appropriate agencies such as Correctional Services, Neighbourhood Justice Centre, Magistrates Court, Drug Courts, Melbourne Assessment Prison, Dame Phyllis Frost Centre, Victoria Legal Aid, local GPs, employment networks, Housing Support Agencies, and other welfare networks. We have highlighted the need for agencies to have Vietnamese AOD ethno-specific programs to receive and refer clients. AVWA has facilitated family mediation when required.

AVWA delivered a Drug Education Program to vulnerable Vietnamese women's groups in the Dame Phyllis Frost Centre women's prison. AOD information was also shared with other internal groups within AVWA, including the Prisoner Support Program and Problem Gambling Counselling Program. The results were assessed positively through the increasing number of clients who voluntarily attended the AVWA's AOD counselling program after the information sessions.

AVWA AOD team has deepened existing partnerships internally with other AVWA projects such as RTO training, gambling counselling, Indo-Chinese prisoner support program, family violence, as well externally, with stakeholders such as the Department of Families, Fairness and Housing Services, Department of Justice and Community Safety, and Correctional Services. This year, we also established a strong connection with the Sunshine Correctional Services and Sunshine Magistrates Court.

Referral pathways for the AOD program include AVWA's internal services, Correctional Services, Drug Court, and self-referral. Recently, AVWA has received new referral pathways from the Court Integrated Services Program (CISP) of Sunshine Magistrates Court.

Recent trends we have seen this year is the presentation of new clients being family members and friends of alcohol and drug users seeking support, AOD education, or information about residential rehabilitation. Additionally, there has been a recent trend of clients with support needs for co-occurring issues of gambling and AOD.

AVWA continues to use Vietnamese media to reach out to the Vietnamese community to provide information, and to dispel myths about alcohol and other drugs and to ensure that community members are aware of the AOD counselling services available. Translated information sourced from The Australian Drug Foundation, as well as AVWA's AOD Brochure are also promoted in the Phụ Nữ Việt Magazine and through the AVWA website.

Anh Bui  
Counselling Team Leader

Jessica Thai  
AOD Counsellor



# Jobs Victoria Advocate

The Jobs Victoria Advocate project has a very simple mission: to support the broader community with an employment service. We meet job seekers through our community networks and connections and give them a helping hand to connect them with employment opportunities that suit their individual needs. We do this by engaging fully with people to help us understand their unique needs and interests. Through this, we can support them to prepare for and secure employment by connecting them to relevant services, which may be through Jobs Victoria, AVWA networks or from different organisations. The Jobs Victoria Advocate project ensures that clients' needs are always prioritised, and privacy and confidentiality of personal information are always respected.

In the last financial year, our project had 1500 successful interactions with job-seekers, most of whom were Vietnamese living in St Albans, Sunshine, Braybrook or Footscray. However, beyond the Vietnamese community in these locations, our project also served a number of clients from various other cultural backgrounds, from other areas across Victoria.

We value diversity and inclusion, and we strongly believe everyone, regardless of age, background, gender or religion, deserves support when needed. To promote and make the project more visible, we implemented several strategies to be more accessible to the community. Initiatives included outreach to some difficult locations and attending and/or sponsoring events such as Lunar New Year Festivals, Full-Moon Festivals, Children's Day celebrations, Mother's Day celebrations.

We are happy to be able to put our passion into practice by supporting job seekers in many ways. We greatly appreciate being a part of the project and being given a chance to contribute to the community with a valued employment service. We hope to continue contributing and giving back to the community for as long as we can.

## Case study

A few months ago, I had an 18-year-old female client, who has difficulties with her eyesight. She told me that she had an overwhelming passion for music and wanted to make a career in music. She stated that she would also like to become a music teacher in the future. Since she already knew how to play the piano and wanted further training, I referred her to a Mentor and Career Counsellor, then advised her to undertake a TAFE course. Fortunately, she managed to obtain part-time employment not long after that. Her confidence has increased significantly, and she has been able to make a music video. Today, I just had a catch-up with her. I felt really blessed to see that she was now able to earn a living and proudly able to pay for her own coffee. She is happier. She also makes others feel more energised about how we can make a difference.

Anh Dam  
Jobs Victoria Advocate

Trieu Dinh  
Jobs Victoria Advocate Assistant



# Working Together Project

The Working Together project is an example of how partnerships can result in better outcomes for community members.

InTouch Multicultural Centre Against Family Violence, the Western Bulldogs Community Foundation, the Australian Vietnamese Women's Association and the East African Women's Foundation are key community organisations that have come together to deliver a new initiative to address and eliminate family violence within culturally diverse communities.

This is an important initiative as not only does it provide an opportunity for knowledge-sharing, it combines specialist training, community outreach and events, resource development and the creation of safe and inclusive spaces. One of the key aims of the initiative is to build the capacity of diverse communities to recognise, respond and refer instances of family violence correctly and appropriately.

A key component of the project is the Western Bulldogs Community Foundation's long-running Daughters of the West (DOTW) program. This is a 10-week free health and wellbeing initiative focused on engaging with women in the Melbourne's West.

AVWA had the opportunity to co-design and deliver the project in a region of Melbourne known for its cultural diversity. There are unique challenges faced by its diverse population that require dedicated efforts to address in the areas of gender equity, family violence awareness, response and referral.

AVWA has been very fortunate to work closely with InTouch who have shared their expertise in building capacity to effectively respond to family violence in communities.

Kim Thien Truong  
Project Officer



(L-R) Australian Vietnamese Women's Association Project Officer Kim Thien Truong, Western Bulldogs Community Foundation General Manager Kashif Bouns, inTouch Executive Manager Maryum Chaudry and East African Women's Foundation Chairperson Fartun Farah.

# Workplace Health and Safety

AVWA is dedicated to maintaining a safe workplace for its employees across all settings, including offices, activity venues, client residences, and out and about in the community.

Despite the acceptance of the COVID-normal situation, AVWA remained committed to implementing stringent infection control measures and taking prompt actions to minimise the risk of workplace transmissions between employees and clients. As a care provider, AVWA successfully managed to limit outbreaks to only one occurrence at one of its offices, with minimal to zero impact on the quality and continuity of its services. This was made possible by the organisation's proactive approach, prompt actions, the adoption of a hybrid working model and the flexibility to allow office staff to work from home entirely when required due to close contact or infection.

To ensure the health and safety of its workforce, AVWA fostered collaboration between the Operations Manager, the Human Resources team, and representatives from various programs and departments. This collaborative effort aimed to identify and address any health, safety or wellbeing issues among employees at an early stage.

With the appointment of the new CEO and introduction of the Thrive Plan – Three Year Strategic Roadmap, AVWA has prioritised a “People First Culture”. The key focus on employees’ safety, health and well-being has become more prominent in the 2022-2023 financial year, to demonstrate AVWA's commitment to fostering a thriving work environment.

AVWA delivered a bold Sexual Harassment campaign to ensure all employees had a clear message that AVWA does not tolerate sexual harassment in any form, in any workplace, whether that be at the offices, at halls or homes where we do work, or even online in emails or social media. Importantly, employees were

made aware that they are empowered to report any incidents that will be fully investigated to ensure the safety of our employees is always maintained.

The AVWA Richmond Office, originally built 30 years ago, underwent a three-month long refurbishment that started in mid-March. It was clear that we had outgrown the office in its current state and the space could be used more effectively. Employees returned to the office in June to a more spacious, ergonomic, and user-friendly environment. They were pleasantly surprised to see the office was fitted with electric height adjustable desks that promote improved circulation and movement. We will look to introduce these desks across our offices in due course.

Following a recent HCP Care Worker Bonding Day, care workers made a request to the management team to introduce Zumba classes at its Springvale location on Thursday nights for employees and their relatives to participate. The management team agreed that this was fully in line with its aim to promote physical and mental wellbeing, and social connection. The trial went incredibly well with many participants at each session. We know that this is just the beginning of many more opportunities to enable employees and community to come together to Thrive.

Finally, AVWA has taken steps to create an inclusive workplace environment to ensure that all employees feel psychologically safe, respected, and included, regardless of their background, gender, sexual identity or any other personal characteristics. Self-care has been an important theme for our employees. We look forward to sharing with the community in due course some of our newest initiatives that enable our employees to bring their best selves to work.

Huy Luu  
Operations Manager



# Human Resources Management

## Learning and development program and activities

Learning and development program and activities are always to reflect the AVWA values and behaviours, organisational culture, business performance and successful service delivery.

All training courses were to focus on updating regulations, workplace health and safety, leadership, management, governance topics as well as a range of diversity and inclusion values. Staff were also provided with both on-the-job training and specialist trainings to enhance their subject-matter expertise.

Basing on the training record in FY 2022-2023, all AVWA's employees, including casual, full-time and part-time, attended 124 training courses, 1,889 completions among all staff. Statistically, the average number of training courses per employee was 15.

## Wellbeing project

Our project aimed to target our staff's health and well-being by offering ongoing long-term benefits. We benefited approximately 300 people in our organization and their family members by hosting such a series of activities and events as our online competitions, family day, karaoke and online guest speaker events about women's health and nutrition, Bunnings vouchers to Care workers towards their habits in gardening or art and craft. Our future plan will continue to support and attract more and more people to wellbeing activities and will consider them as long-term goals for all staff.

*"A good opportunity for gathering together. Had good fun, good foods and friendly atmosphere"*

*"It has created joy to our team. It was very funny and enjoyable."*

*"Open mind, learn new knowledge of self-care and self-assessment, feeling of connected with workplace"*

*"Effective lessons, interesting, update woman health knowledge that I haven't got opportunities to learn about it for long time"*

## Diversity and Inclusion

AVWA values inclusion and creating a sense of belonging for all our people.

Our strong passion for Inclusion is spreading across the workplace through the celebration of International Women's Day and Happy Pride Month. There is so much more we are doing to not only respect, but celebrate all the ways we are unique.



# New attractive policies and benefits

## Refer a friend

For us to have more impact on our community, we need more people to come and join us! In October we launched the refer a friend scheme to attract more talented people to AVWA. So far, there have been 16 eligible referrals by the end of June 2023, making up approximately 24% of the total number of new recruits. Employees who successfully refer a person from their network received a \$500 bonus!

For AVWA, it means that we have more talented people joining us who already know about our organisation and culture.

“The great part of this program is not only receiving a financial boost through a bonus but also, I feel trusted and valued, I felt a sense of pride and accomplishment. It's like I contributed something to our organisation's development.” - AVWA Employee

## Paid parental leave scheme

We are striving for a People First Culture and a work environment where everyone feels valued and has a sense of belonging. The AVWA Paid Parental Leave Scheme was launched in November 2022.

The AVWA scheme enables both parents to access an additional 8 weeks of parental leave with full pay if they are a permanent employee, and 2 weeks of paid parental leave if they are non-permanent. There are many reasons why AVWA is introducing this scheme.

- To attract and retain talented employees
- To build on an already inclusive workplace
- To promote equal caring responsibilities in the household
- To support a shift away from typical gender roles
- To do the right thing for families by allowing parents to spend more time with their newborns
- To promote social equity

We are very proud to be an employer of choice in our industry.





# Reframing Masculinity

"Open the book, open the whole world for the kids"  
- Yen Tran



My sweet husband making  
Vietnamese spring roll today!  
Breaking stereotypical  
masculinity 🌈

Photo credit: Nghi To



2023  
International  
Women's  
Day



2023 IDAHOBIT Day Celebration



# Information and Communication Technologies

In a recent training session about Diversity, Equity and Inclusion, we learnt that society contains all elements of Diversity. It comprises of individuals with different passions, beliefs, views, opinions, attitudes and ways to express them. The facilitator pointed out that what happens in society happens in the workplace. My mind started to compare society to our workplace.

I found that in many ways, our workplace is very much like a miniature society. Our job in ICT is very much like that of the Police. We serve and protect our colleagues, just like the police who serve and protect the citizens.

The services that we provide include procurement, maintenance, consultancy, technical and media support for events, before, during and post event. In terms of protection, we protect our colleagues from cyber security threats. In short, the ICT team support our colleagues to perform their work at the optimum level.

In the 2022-2023 financial year, ICT grew from 4 to 5 members:

- Tracy Trang is our star media officer, taking care of our social platforms, making sure that our community is well informed of our activities as well as what's going on that may impact our community. Together with Thế and sometimes Dũng, Trang responds to social media posts as needed.
- Tracy Trang reports directly to Dũng, who oversees Media, the Communication part of "ICT". Besides coordinating the preparation work behind the scenes for many of our events and productions, Dũng can often be seen with a camera slung around his neck, taking beautiful pictures of our events.
- Thế is our all-rounder. Technically strong, particularly in networking, but also spends time writing software for our colleagues, because he has an impressive range of skills. Everybody loves Thế, particularly the HCP team, as he wrote applications to make their lives easier.

- Văn is our generalist. Many of the support level 1 and 2 calls are addressed by Văn. His infinite patience and willingness to bend over backwards to help has won everyone's heart.
- Tuấn has the privilege of managing this wonderful team, setting directions and removing any barriers to allow the team to focus on their work without distractions. He brings project management experience to the team and provides expert advice on IT implementation processes.
- Annie joined our team in early 2023. She was selected from a number of strong, high calibre candidates based on her experience in support. Our new Application Support Analyst has hit the ground running by getting actively involved existing projects and starting new ones too. Our colleagues have already felt her presence, with the things that she has done for them.

Each of us have such different life experiences, skills and ways of thinking that helps the team to find solutions and solve business problems. We are so pleased to have a diverse team to generate lots of ideas and creativity. We value a psychologically safe environment, where ideas can be challenged without fear of ridicule or retribution. Innovation is our mantra. I am excited to see what our team can produce in the year ahead to serve our team better, so we may serve our community better.

Tuan Bui  
ICT Manager

**Diversity**  
is a fact.  
**Equity**  
is a choice.  
**Inclusion**  
is an action.  
**Belonging**  
is an outcome.  
-Arthur Chan

# Media and Social Media

The AVWA Thrive Plan for 2023-2025 outlines an ambitious plan for significant growth and increased engagement with our community. Our media team has stepped up to the challenge, as we know that we are at the heart of enabling communication and engagement with staff and community. We are encouraged to cultivate even stronger relationships with national print and radio media outlets, securing coverage on platforms like SBS Radio, Nhan Quyen, Viet Times, and VietNews. Our goal has been to raise awareness of important community issues and initiatives, amplifying our impact through various media channels.

Ensuring messages are delivered to our community members in various formats is important to us, and that is why our annual Phu Nu Viet magazine and other marketing materials were published and made digitally available to the Vietnamese community through various platforms including our Website, YouTube and Facebook. The Phu Nu Viet magazine and Quarterly newsletters were also printed and 10,000 copies were distributed across Melbourne, including Footscray, Richmond, St Albans and Springvale Lunar New Year festivals and other community events.

Throughout the year, AVWA maintained its reputation as a trusted media resource for external partners, playing a vital role in distributing COVID-related updates and other beneficial information relating to health and wellbeing. Our dedicated team diligently managed our social media platforms, engaging with potential clients, and sharing relevant updates and news to keep the community informed.

The Media team provided valuable support for key events through the year such as our Professional Development Days and the Annual General Meeting. Collaborating with the HR team, we implemented social media recruitment strategies to attract a wider talent pool to connect with ideal candidates. Utilising platforms such as our website, Facebook, and LinkedIn, we effectively engaged with a broader number of potential candidates. Additionally, we worked closely with the Training team, serving as the main point of

contact for potential students and facilitating digital campaigns to regularly promote their available courses.

In addition to event support, we continued to provide comprehensive assistance for all projects throughout the year. This encompassed various tasks such as photography, crafting media releases, and graphic design. Notable projects we supported included the two intergenerational Mother's Day events, Lunar New Year Celebrations, the Brighter Futures Richmond tutoring group end of year event, and the Dementia Support Group's Anniversary.

These efforts aimed to enhance the visibility and impact of these initiatives, effectively conveying their messages to a wide audience.

In 2023, AVWA commemorated its 40th anniversary with a series of events that showcased the organisation's rich history and impactful contributions. The celebrations commenced with a dinner in February at Collingwood Town Hall, attended by members of Parliament, current and former Committee of Management members, many distinguished guests, coming together with our staff including Care Workers to celebrate a huge milestone. Our media team are pleased to have contributed to the end-to-end planning and coordination of the event to make it a true success, from sound and video, to photography, to social and traditional media management and communication.

As part of the 40th Year Anniversary celebration, AVWA undertook a notable collaboration with Swinburne University to deliver a captivating documentary that was released during National Volunteer Week in May, the theme being "The Changemakers". Filming took place across multiple locations with continuous communication between AVWA and the film crew. This collaboration included location scouting and ensuring accurate translation of end-of-film credits, creating a powerful medium to share AVWA's story and inspire audiences.





The 40th Year Anniversary celebrations didn't end there. AVWA brought together an exhibition titled "40 Years Young and Thriving" that displayed at the Immigration Museum for the month of March. Our team worked tirelessly with the museum's project officers to collect archives, and public relations team to design engaging panels to showcase AVWA's history and contributions. The official opening in February was a grand event, and our team were pleased to be there to provide photography and media coverage.

Finally, this year, AVWA embarked on a significant revitalisation of its brand identity and website. We have worked with a brand and design agency to methodically consult with various internal and stakeholders to ensure the brand reflected us, our values, vision, mission and purpose.

We are pleased to have been part of the team to bring forward a brand that all of us here at AVWA can be proud of.

## Media Team

Tuan Bui  
ICT Manager

Xuan Dung Huynh  
Media & IT Coordinator

The Ly, Tracy Trang Pham  
Media Officer

An Tu  
Graphic Designer





# Supporting our community to thrive

"Women's Support Network would like to gratefully acknowledge \$2000 sponsorship given to WSN by Australian Vietnamese Women's Association to support our two women's wellbeing projects in 2023, *Belonging Again* and *Root, Moss, Blossom, Feather*."

Your sponsorship has been tremendously helpful and we have used it to subsidise grant shortfalls to help with purchases towards promotion and art materials."

- Ko Sonnoy



Cover of *Belonging Again* Booklet



Root, Moss, Blossom, Feather participants with the art therapist (left) and Moon Shadow, art therapy dog.





"I wanted to take a moment to thank you for sponsoring our Lunar New Year festival in Springvale on 18/2/2023. Your support and partnership played a key role in the success of our event, without the \$2,000 sponsorship we can't have the dragon dancing and other activities for children ie. face-painting, prizes for "Áo dài parade competition" etc.

Once again, thank you for your support of our 2023 Lunar New Year festival. We value our relationship with you and hope that we can continue to work together in the future."

- Mai Nguyen - The President of Australian Vietnamese Arts Inc.



"AVWA has long established a very good relationship with the Vietnamese Community in Victoria, AVWA sponsored for VCA-VIC to organise cultural activities, such as Tet Festivals or Children Lantern Festival to maintain the cultural identity that has allowed the Community to contribute to Australian multicultural society."

- Quang Duy Nguyen - The President of Vietnamese Community in Australia - Victorian Chapter

"In mid January 2023 the Vietnamese Community Chapter in Victoria asked BACH VIET DANCE to organise a TET Festival in Preston for the Vietnamese community living there. For this event to be presentable and successful, we needed sponsorship from organisations in the community and AVWA was one of those organisation that sponsored us generously."

- Uyen Di Tran - Bach Viet Dance



# Financial Summary

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 2023

	Note	2023 \$	2022 \$
<b>REVENUE</b>			
Project grants		33,175,555	24,861,101
Brokerage		407,863	590,716
Interest income		118,455	26,451
Infrastructure grant	12	-	34,668
Other income		119,661	91,023
		<u>33,821,534</u>	<u>25,603,959</u>
<b>EXPENSES</b>			
Employee benefits expense		(21,081,184)	(16,664,856)
Project activities and support expenses		(9,385,164)	(5,772,739)
Operational expenses		(475,766)	(436,823)
Professional development and consulting fees		(63,416)	(74,401)
Depreciation		(209,797)	(146,291)
Repairs and maintenance		(45,755)	(88,130)
		<u>(31,261,082)</u>	<u>(23,183,240)</u>
<b>Net surplus from ordinary activities</b>		<b>2,560,452</b>	<b>2,420,719</b>
Reversal of previously recognised impairment losses on revaluation of land and buildings	6	<u>625,699</u>	<u>-</u>
<b>Net surplus for the year</b>		<b>3,186,151</b>	<b>2,420,719</b>
<b>Other comprehensive income</b>			
<b>Items that will not be reclassified subsequently to profit or loss</b>			
Gain on revaluation of land and buildings	6	<u>774,691</u>	<u>-</u>
<b>Total comprehensive income for the year</b>		<b><u>3,960,842</u></b>	<b><u>2,420,719</u></b>

The accompanying notes form part of these financial statements.



## Statement of financial position

As at 30 June 2023

	Note	2023 \$	2022 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	2	4,999,103	5,894,950
Trade and other receivables	3	3,162,122	3,135,138
Financial assets	4	4,125,015	4,106,913
Other assets	5	1,100	2,038
<b>TOTAL CURRENT ASSETS</b>		<b>12,287,340</b>	<b>13,139,039</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	6	11,000,936	9,652,114
<b>TOTAL NON-CURRENT ASSETS</b>		<b>11,000,936</b>	<b>9,652,114</b>
<b>TOTAL ASSETS</b>		<b>23,288,276</b>	<b>22,791,153</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	7	2,052,291	2,110,538
Provisions	8	2,806,623	5,997,166
<b>TOTAL CURRENT LIABILITIES</b>		<b>4,858,914</b>	<b>8,107,704</b>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	8	52,199	267,128
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>52,199</b>	<b>267,128</b>
<b>TOTAL LIABILITIES</b>		<b>4,911,113</b>	<b>8,374,832</b>
<b>NET ASSETS</b>		<b>18,377,163</b>	<b>14,416,321</b>
<b>EQUITY</b>			
Reserves	10	2,106,391	1,331,700
Accumulated surplus		16,270,772	13,084,621
<b>TOTAL EQUITY</b>		<b>18,377,163</b>	<b>14,416,321</b>

The accompanying notes form part of these financial statements.

## Statement of cash flows

For the year ended 30 June 2023

	Note	2023 \$	2022 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		29,792,905	17,948,355
Payments to suppliers and employees		(30,589,700)	(22,156,832)
Interest received		71,124	26,451
		<u>          </u>	<u>          </u>
Net cash used in operating activities	11	<u>(725,671)</u>	<u>(4,182,026)</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Payment for property, plant and equipment		(168,891)	(650,942)
Proceeds from disposals of property, plant and equipment		16,817	-
Proceeds from (payment for) other financial assets		(18,102)	4,694,060
		<u>          </u>	<u>          </u>
Net cash provided by (used in) investing activities		<u>(170,176)</u>	<u>4,043,118</u>
Net decrease in cash held		(895,847)	(138,908)
Cash and cash equivalents at the beginning of the year		5,894,950	6,033,858
		<u>          </u>	<u>          </u>
Cash and cash equivalents at the end of the year	2	<u><b>4,999,103</b></u>	<u><b>5,894,950</b></u>

The accompanying notes form part of these financial statements.

**AUDITOR'S INDEPENDENCE DECLARATION  
UNDER SECTION 60-40 OF THE AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS  
COMMISSION ACT 2012**

**TO THE COMMITTEE OF MANAGEMENT OF AUSTRALIAN VIETNAMESE WOMEN'S  
ASSOCIATION INC.**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2023 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.



**DFK BKM Audit Services**



**Kevin P Adams**  
Director

Camberwell, Victoria  
22 September 2023



## 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 2023, 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 2023 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 2022*.

### 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.

### **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.

### **Independence**

We confirm that the independence declaration required by the ACNC Act, which has been given to the Committee of Management of Australian Vietnamese Women's Association Inc., would be in the same terms if given to the Committee of Management as at the time of this auditor's report.

  
**DFK BKM Audit Services**



**Kevin P Adams**  
Director

Camberwell, Victoria  
22 September 2023



# 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  
Acacia Children's Centre  
Adult Community and Further Education Board  
Aged & Community Care Providers Association (ACCPA)  
APM Employment Services - Flemington Co Health  
Communities for Children Brimbank  
Delahey Community Centre  
Dementia Australia  
Department of Education and Training  
Department of Families, Fairness, and Housing  
Department of Health  
Department of Health and Aged Care  
Department of Health and Human Services  
Department of Social Services  
Duke Street Community House  
Eden Academy Footscray  
End of Life Directions for Aged Care (ELDAC)  
Estia Health (Altona Meadows, Ardeer, Dandenong, Epping, Glen Waverley, Keysborough, Oakleigh East, Ringwood, Werribee)  
First Choice Allied Health  
Goodstart Early Learning Braybrook  
Heritage Care (Epping, Water Gardens)  
Hoa Nghiem Temple  
Hullabaloo! Music For All  
JobFinds Australia  
Jobs Victoria Advocate  
Justice Connect  
Maidstone Community Centre  
Maribyrnong City Council  
MatchWorks St Albans  
Matchworks Sunshine  
Mekong Cairnlea Vietnamese Aged Care  
Mekong Keilor East Vietnamese Aged Care  
Mission Australia  
Multicultural Centre for Women's Health

Multicultural Centre for Women's Health  
National Ageing Research Institute (NARI)  
Nhan Quyen - Vietnamese Newspaper  
North Richmond Community Health Centre  
North Western Melbourne Primary Health Network  
Our Lady of La Vang Shrine Catholic Community  
Palliative Care Victoria  
Phoenix Street Children's Centre  
Playgroup Victoria  
Quang Minh Temple  
Rose Garden Sunshine Early Learning Centre  
SBS Radio – Vietnamese Program  
Sector Support & Development:  
North Metro, West Metro, Loddon Buloke  
Services Australia- (formerly Centrelink)  
Springvale Learning & Activities Centre  
Springvale Service for Children  
St Vincent Liem Centre  
The Smith Family  
Tivi Tuan San - Vietnamese Newspaper  
TodayDesign  
Uniting AgeWell  
Victorian Responsible Gambling Foundation  
Viet Luan - Vietnamese Newspaper  
Viet News - Vietnamese Newspaper  
Viet Times - Vietnamese Newspaper  
Vietnamese Families Special Needs Group Inc.  
Western Bulldogs Community Foundation  
Whiz Kidz Early Learning Centre & Preschool Caroline Springs  
WISE Employment Springvale  
Yarra City Council





# avwa

Australian Vietnamese  
Women's Association

Hội Phụ Nữ Việt Úc

## Our values

Integrity, Respect, Inclusion, Compassion, Excellence & Innovation

## Our vision

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

## Our mission

To help individuals and families

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

## Our purposes

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



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[australian-vietnamese-women's-association](https://www.linkedin.com/company/australian-vietnamese-women-s-association)



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